



The Family Funeral Service®

# Staff Newsletter

January 2022

## Christmas and New Year Message 2021

It is hard to believe that another year has passed so quickly. I had expected to be back to some normality from the early part of 2021 and am therefore most surprised and very much saddened to find that we are approaching Christmas and the New Year with the prospect of further COVID restrictions due to yet another new strain.

I continue to be impressed and extremely grateful for the help and ongoing support all the team here at A.W. Lymn give. It cannot have been easy for you all juggling your work commitments in providing the service to bereaved families whilst at the same time being concerned for your own health and dealing with additional commitments in terms of childcare due to the multiple school closures and enforced isolations, particularly during the “pingdemic”. Further, last Christmas I anticipated that the number of funerals we would service this year would have returned to the pre-pandemic norm rather than the further increase we have experienced this year.

I know that Matthew, Jackie, Penny, Pete, Chlöe, Ben and Emma, all join me in extending our thanks to you for the constant help you have given to our family company this year and would wish you all a lovely time with your families during the Christmas and New Year celebrations. Let us all hope and pray that 2022 will see the pandemic under control with no new variants and at a level that we can all live comfortably with.

Thank you



## Stapleford Open Day



Our official Stapleford open day took place on Saturday 11th December. A full report will be included next month!

*‘Our family serving your family since 1907’*

# Rob Aldread

## Funeral Live Streaming and Recording

*Emma Stevenson has sent the following email to Nigel, Matthew and Jackie.*

‘Apologies if this is not the norm, but I just wanted to share a very positive experience I had this week with an external supplier.

I booked Rob from ‘Stream Funeral’ to live stream a church service and burial and the family then requested a photograph slide show as a visual tribute at the church.

I approached Rob with this secondary request, which is not normally something he would do nor was set up for equipment wise. Rob immediately took on the challenge and even purchased the necessary projection equipment.

The funeral was on the Tuesday at 10am and on Friday the family were given all details of where to send the photos to and were told that they were required ASAP.

The photographs did not arrive with Rob until after 10am on Monday morning! In a matter of 30 minutes Rob had produced the visual tribute for them and sent the family a keepsake link. Rob then went to work on another job and was out all afternoon. In the mean time my family realised they had sent some photographs in error that would upset a lead mourner. Rob on his return home at 10.30pm amended the tribute for the family and sent them a new link.

Now the real above and beyond part was Rob did the visual tribute without charging the family a penny, as he didn’t feel this was right given it was his first one!

To me the service he helped provide this family and support to me as an arranger was second to none and deserved, I thought, a little recognition.’

For more information please see [www.streamfuneral.co.uk](http://www.streamfuneral.co.uk)  
Rob created a video to Nigel to celebrate his NAFD Lifetime Achievement Award and this can be viewed on our homepage - [www.lymn.co.uk](http://www.lymn.co.uk)

*Rob has written the attached in response...*

I was born in Sutton and I’ve lived locally all of my life, currently in Skegby. I had to take medical early retirement from Rolls-Royce in 2018 and, since then, I’ve had a little more time to come back to musical interests (my degree is in music). I’ve been the Director of Music up at Dronfield Parish Church for most of the last 22 years and I also run two other choirs [www.ladiesvoices.com](http://www.ladiesvoices.com) and also Dronfield Parish Young Voices, a community choir that I set up for junior age children. During the pandemic I took a lead setting up church with a live streaming system. I also learnt a lot of IT skills from creating virtual choir videos for when choirs were not allowed to meet! Here’s an example if you’re not sure what I mean: <https://youtu.be/9hbBG1hWL1E> (it’s me on the piano!!!)

In December 2020, a funeral director friend (Mark Rothman of Spire Funeral Services in Chesterfield) asked me if I could help another FD (Mark Godfrey at Thomas Ryde in Belper) with a live stream as the family had been quoted £1,200 by a company from further down South. I was initially reluctant to have a go, but my arm was eventually twisted...it went really well and I was asked to do a few more...

My confidence quickly developed and I researched the market and found that not many people were doing this and the ones that were either charged very high prices or didn’t have a very good technical setup. So, I’ve worked hard to gradually develop my technical setup and capability while trying to keep the price to a sensible level that I hope most families will be able to afford. My standard price remains at £395 for a standard duration church service locally to where I’m based (that should certainly cover the usual A.W. Lymn footprint). If there’s enough time to get in to setup the equipment I use a two camera setup as a matter of routine. I stream to Vimeo which is a professional, high quality platform and I have a really clever device made by LiveU

that bonds together up to 4 different internet signals. So, even in areas where the mobile signals are weak, there is a good chance that I’ll be able to get the stream to work as it can combine all 4 mobile networks (EE, Three, Vodafone and O2). I have also recently bought a projector such that I’m able to create and provide visual tributes. I did this for the first time the other week to support Emma Stevenson.

I’ve had lots of really nice and positive feedback from many funeral directors and families. As well as the live stream many families appreciate being able to have the recording. Many comment that the service goes by in a whirl and having the recording gives them the opportunity to watch it back quietly several times and properly listen to what was said about the person that has been lost.

I’ve worked with lots of funeral directors during the course of this year. My first time working with A.W. Lymn was with Colum from the Ollerton branch. I always enjoy working with your team; the arrival of the beautiful Rolls-Royce cars (which I’m sometimes able to capture on the video) make such an impression and then your team are always so well turned out and professional which always helps with the live stream and recording experience that is provided to the families that are watching. I very much hope to get the opportunity to get to know more of the A.W. Lymn branches during 2022 and beyond.

Kind regards

Rob - 07969 663584



## Welcome to... Philip Wilson



My name is Philip and I have recently joined A. W. Lymn as a Funeral Director at Robin Hood House, Nottingham. I previously worked as a pastry chef for 10 years before starting my path as a funeral director for Dignity in West Yorkshire. I enjoy being outdoors walking, running, cycling, kayaking, canoeing etc. I'm excited to work with you all and be part of the team.

## Kaitlan Thompson



Hello! My name is Kaitlan, and I'm the new arranger for Derby. I'm a cat maniac, my two cats are named Honey and Binx, and I'm a huge lover of animals overall. I wanted to get into this career path because I love helping families, and the overall process of making a funeral is fascinating to me. I'm very much looking forward to meeting you all at the Christmas party, and for those that I have already met, I look forward to having more laughs with you in future!"

## From Ralph



I would like to take this opportunity of giving my sincere thanks to all of you who contributed to the cash gift and card I received, I was totally shocked and humbled by your generosity so once again a heart felt thank-you.

On a personal note I'm ticking along on my 4th session of chemo hoping some good will come of it but hey ho I'm still the miserable git you all know!

And while I'm at it I would like to wish you all and your families a very Happy Christmas and a healthy New Year !!!

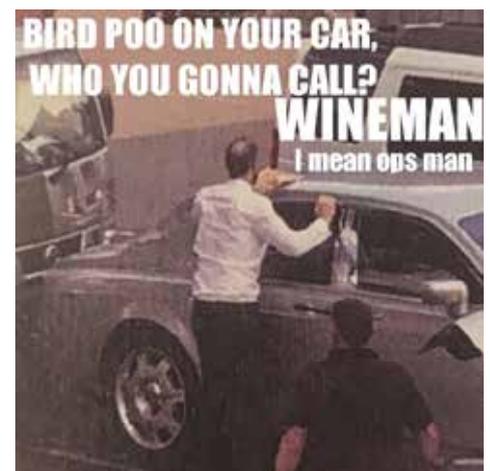
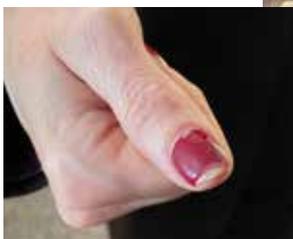
Luv you all !!!

Ralph

## A week in the life of the Managing Directors PA!

Since starting her new role in June, Sharon has realised that no two days are the same, and there is never a dull moment!

Floresty, hand modelling with doves (including a broken nail) and an increase in funerals for the travelling community have added to what has been a whirlwind of a new role!





## Wilford Hill

Jackie and Paula from Wilford Hill arranged an alternative celebration at the Crematorium. Rather than the usual memorial service there was drop in morning for people to write memory cards.



## Memory Tag feedback

'I received this today in the post & would just like to acknowledge the appreciation towards yourself & company. What a beautiful gesture. The care & understanding I received from A.W. Lymn was outstanding but to then receive this eight months later really melted my heart, thank you so much.'

*Thank you for your help Nigel or whoever is now "The Boss" (HAHA)*

## Spondon Alight

Fiona and Kevin were pleased to participate in Spondon Alight after last year was cancelled!



Fiona made her mulled wine, and mince pies were served to those who had come out to watch the big lights switch on.

## Christmas Tree Festivals

Christmas Tree Festivals were back this year, with the company taking part in St Mary's at Hucknall (below) and Holy Rood at Edwalton.



## Christmas Tree feedback

Please see page five for the full story!



Dear Jackie,

Re: **Christmas Tree**

I write to give my thanks for the beautiful Christmas Tree which is now displayed in the Cathedral.

Your generosity is as always greatly appreciated.

With every good wish for Christmas and the New Year.

Yours sincerely

*Malachy*



# Christmas Tree feedback

*Jackie has organised a record (for us) 92 Christmas trees to be gifted to local churches. Below is the email she sent to the churches and also some of the feedback we have received!*

Good afternoon everyone,

Thank you for returning Christmas tree requests which have been forwarded to our supplier Nigel Smith. Nigel will endeavour to honour all requests but may be in touch with any of you in advance as common sense may suggest that he delivers regionally per post-code, taking into account those of you that need a tree for Christmas Tree Festival events.

I hope that he will be able to supply accordingly to those requesting two trees for one location or a tree(s) taller than 7'

Some 70+ years ago my late grandfather Harold Lymn ( co-founder of our family business) decided to gift a Christmas tree to each of those parishes serving the "poor communities" in the City of Nottingham. In those days we operated solely within the City and all funeral services were held in church. That tradition of gifting Christmas trees has continued since then, in grandad's honour, but restricted to the inner-city parishes where it began.

As an expression of gratitude to you all and conscious the impact of lockdown forced churches to close for a considerable amount of time including Christmas 2020 we decided to extend the gesture, for Christmas 2021, beyond

the City of Nottingham to the greater community that we now serve aware that we have all been under huge pressure to fulfil the wishes of the bereaved at an especially difficult time with constantly changing constraints.

I have received an excess of 90 requests for trees which have to be processed, trees selected and delivered to all parts of Nottinghamshire and into Derby which is, logistically, a tricky exercise. Please do not hesitate to contact me if you have any tree related concerns.

In closing we hope that the trees bring pleasure to you and to your congregation and let us all wish for a happy 2022.

Kindest regards,



---

## Email responses

*Hi Jackie,*

*Just like to say a big thank you to you all at A.W. Lymn for the Christmas trees for my churches this year, they are looking great.*

*Thanks again for your kindness and generosity.*

*All the best for Christmas and the new year.*

*God bless,*

*Richard*

*Hi Jackie,*

*I just want to thank you for the fantastic tree delivered the other day by your agent. Many people have commented on what a fine tree it is and how good it looks in the church.*

*Yours in faith*

*Alvaston Parish Church*

*Dear Jackie*

*Just to say thank you for a lovely Christmas Tree....it looks great.*

*Blessings.....and keep safe*

*Fr. Derek*

*Dear Jackie,*

*Just a little note to say thank you for the great delivery of a fabulous Christmas tree at the weekend which is very much appreciated at St Hugh's in Borrowwash.*

*Best wishes,*

*David*

*Thank you to yourself and Lymns for giving us a Christmas tree.*

*I hope you all have a wonderful Christmas and New Year.*

*Blessings*

*Darren - St. Peter and St. Paul's Church*

*Thank you so very much for our Christmas Trees which arrived this week.*

*We are so excited to get decorating this weekend as we have lots of school visits, Christmas services and events starting next week.*

*We really are incredibly grateful.*

*Rev Lydia Cartwright*

*Team Rector - Clifton Parish*

*Dear Jackie,*

*Just to thank you very much for the beautiful Christmas tree which was delivered to St George's in The Meadows on Friday.*

*Also to wish you a Happy Christmas and a good New Year.*

*Yours sincerely,*

*Peter Horne*

*Morning Jonathan!*

*The tree looks amazing at the back of the Church. We have decided that it will be our "Tree of Remembrance" and we've decorated it with the names of the deceased written on bauble shapes.*

*We've also placed a basket underneath, with extra tags, so that all who come to our services may, if they wish, write the name of their loved one, and then place it themselves on the tree.*

*Please extend our thanks from St. Edmunds Church, to your superiors for their generous gift. It's so very much appreciated.*

*Once again many thanks.*

*Kindest regards*

*Kate Colclough.*

# Out and about

**Right:** Horsley Lodge Hotel and Golf Course

**Top Row:** Fleet meeting on a trade hire in the Holiday Inn car park, Stoke on Trent.

**Second Row:** Mansfield Crematorium and Andy gets into the spirit of Christmas Jumper Day.

**Forth and Fifth Row:** FV432 armoured personnel carrier rolls into Bramcote.



# Overall winner of 'Best Practice of the Month' 2021

There are only a few days left to cast your vote for the overall winner of Best Practice of the Month. Spare voting slips can be found next to the post box, in the Nottingham Divers Mess or you can email ([emma.percival@lymn.co.uk](mailto:emma.percival@lymn.co.uk)), text (07916 140 406) or call (\*441) your vote through. Please include your staff number.

Closing date Thursday 23rd December 2021.

One vote per current employee only.

**Kyle Higginson** 'For the calm and measured first aid assistance he gave when a colleague fell and broke her elbow'.

**Tracey Sweeting Rowe** 'For her 12 years of answering out of hours calls'.

**Russ Kemp, Emma Stevenson and Beryl Spencer**

“Team Arnold” for their phenomenal work at keeping the funerals running smoothly and efficiently at the busy Arnold funeral home since Christmas, especially bearing in mind Emma only joined us during this time’.

**Brian York** 'For his sterling work during these busy times and in particular coming into work on his holiday to ensure families were not let down'.

**Dan Barnes** 'For suggesting and creating a guide for new starters'.

**Adam Jessop** 'For getting stuck in and unblocking a drain in the car park at Derby and then working alongside the contractors who helped get the main manhole up for us to get the job sorted!'

**Deanna Dale** 'For making suggestions on how to improve the Chapel of Rest experience for our clients.'

**Neville Carridice, David Hills, Neil Brown and Dean Hamer.** “Team Cropwell for redigging and preparing a grave during a funeral service when the Funeral Director noticed that the grave was not at the correct depth’.

**Neville Carridice** 'For assisting a family on a funeral at very short notice. He travelled 150 miles to collect the deceased, then conducted the funeral himself on a Saturday afternoon'.

**Wayne Lambord** 'For helping a Funeral Director with the wheelchair adaptive vehicle after hours on a Friday night (whilst on annual leave) so it was ready for a Saturday funeral'.

**Mark Ridout** 'For his dedication to clients, making sure they could get a Saturday burial for cremated remains'.

**Colum O'Shea** 'For driving to Ireland on a Saturday, whilst on annual leave with a deceased, after a problem with the original flight'.



**Kyle Higginson**      **Tracey Sweeting Rowe**



**Emma Stevenson, Russ Kemp and Beryl Spencer**



**Brian York**      **Dan Barnes**



**Adam Jessop**      **Deanna Dale**



**Neville Carridice, David Hills, Neil Brown and Dean Hamer.**



**Neville Carridice**      **Wayne Lambord**



**Mark Ridout**      **Colum O'Shea**



# Client comments collected during November 2021

After each funeral we send a questionnaire out with our invoice. There is a section ‘Were there any aspects of the funeral directors’ service that you particularly liked?’, The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example WEW/AA was arranged by Wendy and conducted by Andy.

Any comments in italics are from letters received.

Online reviews are also available at [www.funeralguide.co.uk/funeral-directors](http://www.funeralguide.co.uk/funeral-directors) and [www.facebook.com/pg/awlymn/reviews/](https://www.facebook.com/pg/awlymn/reviews/)

### Drivers

Excellent – 81

Good – 3

Satisfactory – 0

### City Flowers

Excellent – 46

Good – 7

Satisfactory – 0

### **Arnold**

I would never have considered a photo tribute but having it explained to me and having a think about it, I went with it and everyone said how poignant and lovely it was. ES/RK

The dignity shown throughout the service. EC/RK

Emma was friendly & suggested Anja who was perfect for the job. ES/RK

Victoria Corder was excellent. ES/RK

The suggestion of the celebrant who was an ideal choice – Rachel. ES/RK

Attention to detail by Russell and also by Beryl on reception/phone. Everything planned & we had complete confidence in them. RK/RK

Personal phone call from Mr Lymn Rose, the help with emails and eulogy, no question felt silly or too much bother. ES/NLR

Their attention to detail, the respect they showed to us the family and our lost loved one. RK/MLR

Everything dealt with both professionally and sensitive throughout. RK/TK

*Good morning, Emma, Thank you for a wonderful service yesterday, everything went really well and smoothly, your team were great. We really appreciate everything you have done for us. Thank you again for everything you and your team have done for the family.*

*Hi Russell, Emma, Beryl and the team, My mums funeral was perfect from start to finish! Thank you so much for making it so special and stress free. My dad was very happy. Everything was wonderful, Russell on the day was so respectful, it really made a difference. We will definitely use your services again but hopefully not for a long time!!*

*Hello Emma, On behalf of my myself and our families, we would like to thank yourself, Russell and everyone else who took care over the funeral arrangements for my late husband Jeremy Addison. The professionalism and support I received was very comforting and knowing that Jeremy looked peaceful and smart and everything had been done to his specification, lifted my spirits at a very sad time.*

*The funeral proceedings went very well and Russell and the rest of the team showed great care and respect to my*

*husband. Thank you again to everyone.*

*Dear Lymns, Thank you so much not only for the beautiful funeral service and interments of ashes you carried out for my late husband but also for all the kindness support and understanding that you have given to me. You are amazing, hardworking, dedicated team especially Emma, Beryl and Russell who looked after my husband and myself over the past couple of months. You will never know how grateful I am and how much I appreciated all the you have done. I thank you from the bottom of my heart.*

### **Aspley**

Pall bearers extremely helpful, funeral arranger kept us updated. Good communication. JW/NLR



*Flowers sent to Jahnet from a family.*

### **Beeston**

Everything they couldn't do enough for us, we left everything to them which was brilliant for my mum. GB/DMC

The personal effect that was given to me and my family. DMC/DMC

All aspects. GB/DMC

Polite, friendly, knowledgeable staff. GB/DMC

The choices involved but particularly thinking about transport options – we had a bus! GB/DMC

### **Bingham**

Visual tribute. DTL/DTL

*Hi Dominic, Just wanted to say a massive thank you for the way you have helped us at this difficult time! You have managed and helped us from start to finish, You have been absolutely brilliant.*

*To Dominic, I can not express how thankful I am to you for making my mum's funeral absolutely 100% perfect you take care of everything with such pride. Thank you from the bottom of my heart.*

#### **Bulwell**

All good. KLN/TK

#### **Carlton**

Friendliness, welcoming, professional, empathetic. DLD/CA4324

I liked that we only dealt with one person at all times so felt personal. DLD/DLD

Constant communication. NMR/NMR

I was made to feel comfortable and at ease at a very difficult time- everything was extremely professional. NMR/NMR

Fully understood what we wanted & so professional in every detail & a truly genuine person. DLD/DLD

I thought the funeral director went above and beyond. He was very nice, easy to talk to made me feel like everything was sorted. DLD/DLD

All of it. NMR/NLR

Personal approach no attempt at persuasion to change our wishes. NMR/NMR

*To Mark and The Team, Thank you for looking after my mum and for making everything run smoothly. Your compassion and kindness were appreciated.*

#### **Clifton**

The compassion shown by all staff so respectful. JMW/JMW

Joanne was very helpful with anything that we needed to know. Always very caring towards everyone. JMW/JMW

Joanne was most helpful and had a lovely personality. She arranged the British Legion to be present which made it very special. JMW/JMW

*Morning Joanna, Thank you so much for everything we are so pleased with how yesterday went it was perfect.*

*To Joanna and Jane and staff, Thank you all for your help and support given to me and my family for the funeral of my husband. God bless you all.*

#### **Cotmanhay**

Everyone was extremely helpful (especially Julia) JRC/JRC

Mick Schofield lived on the same street as my Dad so we knew him. MNI/MS

All details were given in kindness & sensitively as emotions were very high.

Thank you all. MNI/KH

#### **Derby**

Neil Reeves and his team made us completely at ease nothing was too much trouble, we were kept informed about everything. Lovely funeral please pass

on our thanks. The whole thing! Very traditional company all was first class

can't fault anything very professional. NDR/NDR

Went out of his way to provide personal service. NDR/NDR

Neil at Becket St. was reassuring, patient, respectful & not pushy with

re.to my wishes. On the farewell day loved the old fashioned way of walking

in front of cars, crew bowing to the deceased. Neil made a difficult day &

process easy. Thank you. NDR/NDR

*Good Morning Neil, A huge thank you to you and your team for making all the arrangements for the cremation last Friday. Everything went very smoothly*

*for which we were very grateful. It was most reassuring to have the*

*organisational side of arranging the Cremation in such capable, sympathetic*

*and sensitive hands. Thank you.*

#### *Hi Julia*

*Just a quick note to say thank you so much for everything you did to make*

*mums farewell so special you were so kind and thoughtful and made the day*

*so much better everyone commented on how special the day was so once again*

*many thanks from the bottom of my heart.*

#### **Hucknall**

Communication throughout & the celebrant. CM/LJC

#### **Ilkeston**

I thought the whole package was excellent. NAA/MS

Celebrant was amazing Nicky dealt so well with all organising. Donna so

helpful on such a sad day. NAA/DMC

#### **Littleover**

Mr Barnes was very helpful and made my husband's funeral as I want it with

my husband's wishes. DBB/MC

#### **Long Eaton**

Danielle was very respectful & helpful. DB/KNC

Everything was perfect. Thank you x DB/LJC

Louise walking in front of hearse through Breaston after service (a walk

Mum did everyday) DB/LJC

#### **Mansfield**

Tina Clay was always helpful, approachable, understanding & easy to talk to. TC/AA

The service was excellent and nothing was too much trouble, and I was not

hurried in any way. JWB/AA

#### **Mansfield Woodhouse**

His professionalism and openness to be helpful at all times. AA/JWB

The standard of service was excellent all members of staff were understanding

kind and always helpful. WEW/AA

Everything from the 1st visit to the last visit was excellent fantastic service

throughout the whole time. WEW/AA

#### **Nottingham**

Professionalism of the staff and providing us with a horse shoe and dove

feathers after the service. MR/MLR

Very respectful, from day of death, funeral & after. MR/TK

Familiarity. JLR/JLR

How friendly everyone was with us and nothing seemed too much trouble. MR/

NLR

Personal service. JLR/JLR

Extremely helpful support which felt personal. Could not have asked for

more. JLR/JLR

*Paul Richardson and all the staff at A.W. Lynn Nottingham. Thank you so much*

*for all your care and attention in dealing with my father's funeral recently. You*

*have been absolutely wonderful on everything. I think we gave him a good*

*send off I am sure he would be very proud.*

*To Megan and Team, thanks is such a little word, it does seem to be, anywhere*

*near big enough for all you have done for the family.*

*We would just like to thank you all for the service you provided for our mother. You carried this in a professional manner from start to finish and even though this was one of the hardest times of our lives, you somehow made it that much easier with your friendly service, truly the full package and couldn't have wished for any better send off for our mum.*

#### **Ollerton**

Very professional felt secure that our wishes were upheld went over & above. CJO/CJO

#### **Radcliffe on Trent**

Very pleasant and personable staff – all of them! EH/JK

The attention to detail and kindness of everyone involved. EH/MLR

#### **Rainworth**

We were very happy with the whole service. The celebrant was also excellent. RSH/DCC

Very friendly helpful and compassionate. RSH/DCC

A sympathetic response to our situation. DCC/DCC

They were sympathetic, kind and understanding. RSH/DCC

#### **Ruddington**

Very smart & professional explained everything so well. TLS/EPM

#### **Shirebrook**

Service. JP/AA

#### **Stapleford**

No pressure, very helpful re: overseas tribute, very patient. TSR/LJC

#### **Sutton in Ashfield**

The friendly considerate nature of the conversations. KLH/AA

Very kind, personal service by Karen Horton, kept us on track. Telephone call from Andy the day before the funeral, to ensure everything was in order. Also use of the chairs & canopy at graveside was perfect. KLH/AA

*Thank you so much Karen for your compassion, tenderness and thoughtfulness at such a heartbreaking time. We could not have got through this without you, David and the team.*

*To Karen and all the staff at Lymns. We would like to thank you all for the kindness and support you provided during the recent loss of our father and that of our mother last year. The excellent service, support and respect the family received during these sad times were second to none. Thank you team.*

#### **West Bridgford**

The team supporting us on the day were calm and everything was under control, even though it felt as though they weren't there which was great, I felt confident in them. AMB/AMB

They acted very respectfully and proficiently. Every wish was fulfilled I felt I was in good hands. SNN/AMB

Personal contact on the day – Andrew checked & kept me updated with the procedure none of it was rushed. It felt like someone cared rather than a business transaction. Andrew is a good representative of Lymns. AMB/AMB  
Provision of entry and departure music. AMB/AMB

*Dear Sir/Madam, The family would like me to pass on our thanks to Andrew, the funeral director at the West Bridgford office, for the dignified way in which he handled the funeral of our mum last week. We particularly liked the touch of the flower petals at the grave side. Thank you.*

#### **Wollaton**

Friendliness of funeral director. KNC/KNC

Professional, helpful, friendly. Liked the fact that contact was with the same member of staff throughout. JHP/KNC  
Kirby was excellent with my children (and me!) – calm, reassuring and understanding. KNC/KNC

The staff we dealt with made the funeral planning less stressful by their guidance. JHP/KNC

#### **Traveller**

*Hi Sharon. I just want to thank you for arranging the best funeral I have ever seen. Weird as it was it made me feel happy yesterday to see the send off that she had. Thank you so so much xx*

#### **Civil Celebrants**

*Wonderfully professional and reassuring. Richard's tone throughout*

*was fantastic.*

*Thank you so much for the wonderful way you helped us to prepare for the service and for the way you delivered it.*

*Hello Richard, Thank you very much for all the work you put into your speech about V for her Cremation last Friday and for persuading so many of her friends to share their memories of her and even to speak on the day. It is very difficult to get the true essence of someone who is unknown to you but you managed to achieve this beautifully - thank you. Many of her friends came up to us afterwards and said how accurately your words had captured V. With many thanks and very best wishes*

*Hello Richard, Just thought I would drop you a line regarding the funeral last Friday, can I thank you once again for what I considered to be best address at a funeral I have ever heard or seen, I am a manager of a golf club and unfortunately have to attend many funerals so I have a bit of knowledge.*

*Your tone and heartfelt delivery was welcomed by all the family and we could not have asked for anymore from anyone. Long may you continue with what you do as in my opinion you simply deliver on all fronts.*

*Dear Richard, We would like to thank you for the beautiful service you gave yesterday- it came across exactly as we'd hoped it would. Your delivery, tone, empathy and humour were pitched perfectly and we both truly felt that you knew our mum and you certainly did her proud. Many of the attendees went out of their way to tell us what a beautiful, personal and be-fitting service it was. My husband said that it came over wonderfully well on the webcast as well.*

*. Thanks to Richard for all he did to make the service appropriate and for the preparation taken to make sure everything went well on the day to minimise family worry, we are extremely grateful.*

*Richard has been fantastic, from listening to how my sister was, her personality and her sense of humour and he captured all this perfectly in his reading. He was so helpful and liaised with us in the days running up to the*

service.

We highly recommend Richard, very helpful and a very nice gentleman who made the family feel at ease at such a difficult time .

Dear Mary, Allow me to thank you so so much for all the assistance and patience regarding the whole memorial stone situation for my mother and father.

Thank you very much Mary for your handwork and patience with us.

**Stone Masons**

To Sharon and Team, Thank you for helping me and family with my dad's gravestone. Your help was greatly appreciated as well as your patience!

Thank you for the work done on my mothers memorial stone in Hucknall Cemetery. It is excellent, please pass on my thanks to the stone masons for their good work.

Dear Mary, I acknowledge receipt of the photograph of the re gilded headstone. Thank you so much from me and all my family, it so very very much appreciated.

Dear Mary and staff, Thanks for everything you've done for me.

Thank you very much Mary for your hard work and patience with us.

**Could do better**  
NONE!

## Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for December. \* n/a - no questionnaires returned

Arnold	9.89	Mansfield Woodhouse	9.80
Aspley	10.00	Nottingham	9.71
Beeston	9.83	Ollerton	10.00
Bingham	10.00	Osmaston	n/a
Bulwell	9.75	Radcliffe on Trent	9.50
Carlton	10.00	Rainworth	9.25
Clifton	9.75	Ruddington	10.00
Cotmanhay	10.00	Shirebrook	10.00
Derby	10.00	Spondon	n/a
Hucknall	10.00	Stapleford	10.00
Ilkeston	10.00	Sutton in Ashfield	9.50
Littleover	10.00	West Bridgford	9.60
Long Eaton	10.00	Wollaton	9.80
Mansfield	8.67		

**COMPANY AVERAGE 9.79**

## Richard Marshall Civil Celebrant

In the two years since Richard delivered his first service as our in-house civil celebrant, the feedback we and the Institute of Civil Celebrants receives about his service keeps getting better (from an already high bar). Please do take a few minutes to read the comments opposite!



In September Richard with the help of Emma, introduced a keepsake paper booklet for each service he conducts. Neil in Derby has commented 'All I've had is positive feedback ref these. Families are loving the extra touch'. These leaflets fit into the keepsake box, so please make sure these are not given out until complete.

Please do bear Richard in mind for any services going forward as the comments speak for themselves!



## Top of the League!!!

Congratulations to our Tracksuit Sponsorship Team - Cotgrave U11 Green team, who have won their league!

The team's goalkeeper and captain is Arthur William Lymn's great-great-great-grandson George, although the initial enquiry to sponsor the team came through Dominic at Bingham.



# The 'Best Practice of the Month Award' nominations are:

**Matthew Lymn Rose** has nominated **Neville Carridice**

'Today without any notice (we thought it had been cancelled) Nev went to Stoke on Trent to set up the lowering device for another Funeral Director, and completed the task with moments to spare. Well done and thank you Nev!'

**Emma Percival** has nominated **Joe Parton**

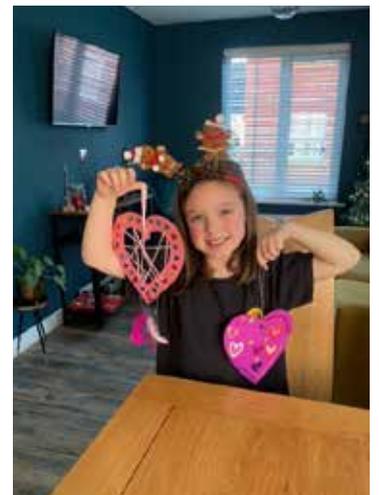
'Please can I nominate Joe for all his amazing photography whilst out and about'.



**\*The winner is\***  
**Nev**



The heart appeal for West Bridgford is in full swing with 19 children receiving craft packs so far. Below are Bethan Doherty, Louisa Lymn Rose and Alice Lymn Rose busy making their hearts, and Bethan with her finished design!



*There are still packs left, if anyone else would like to join in (or do more). Please contact Emma Percival.*