



The Family Funeral Service®

Staff Newsletter

November 2021

Congratulations to Andrew

Andrew Brown was pleased to attend the graduation ceremony to celebrate his Diploma in Funeral Directing. The event took place in Birmingham on 18th September and Andrew received his certificate from Kate Edwards (Lymn), the President of the National Association of Funeral Directors (NAFD).

Andrew, who only joined the company in August 2018 was tutored by our in house NAFD approved tutor Dominic Lister who commented ‘I am extremely proud that Andrew has managed to gain the Diploma with such good grades in a relatively small amount of time. Prior to him starting with the company he had not worked at a funeral home, although his experience as a church warden in Edwalton held him in good stead. Well done to Andrew and all his fellow graduates’.



Congratulations to Megan Fastest Female in the Robin Hood Half Marathon



All of Megan’s hard work paid off when she claimed fastest female in the annual race which is the city’s biggest run.

Megan completed the 13.1 mile course in 1 hour 25 minutes and 49 seconds.

ANNUAL STAFF PARTY SAVE THE DATE

8TH JANUARY 2022



‘Our family serving your family since 1907’

Marathon Stand at Wollaton

Kirby, Chlöe, Charis, Oliver, Zara and Emma were joined by Jo Sharpe from Forever Stars to cheer on the runners of the Robin Hood Half Marathon.

It was great to see Megan and Kevin and the other runners as they went past.

Hot and cold drinks as well as sweets were given away, and we were delighted that Forever Stars raised £129.05 from donations.



Songs of Praise

Eagle eyed viewers may have spotted one of our 'Graveside Songs' sheet on Songs of Praise.

The episode which was aired on Sunday 17th October focused on Black History month, and the sheet was included as part of a travelling exhibition called the Caribbean Heritage Museum, conceived by friend of the company, Catherine Ross.

The episode is available for the next few weeks on BBC iPlayer.



Caption Competition

For a chance to win a bottle of wine, can you think of a caption to this photograph of Matt W. helping the drivers with car washing?

Please send any entries to Emma Percival by Tuesday 16th November 2021.



Congratulations

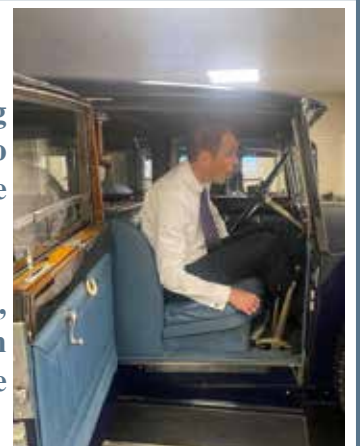
Congratulations to Colum who has been appointed Musical Director for Chapeltown Silver Prize Band. The band commented that Colum had been appointed based on his wealth of brass band knowledge as well as his experience in concert banding and musical theatre. His passion, drive, enthusiasm and technical knowledge were all key highlights of his audition with the band.



PO & MW

Matt Winman getting his 6ft 3in frame into the 1928 Rolls-Royce Phantom II AKA PO!

Unfortunately for him, the seats are static which means that it's not the most comfy of rides.



Baby Loss Awareness Week

We were pleased to support Baby Loss Awareness Week (9th October - 15th October) by lighting up all of our funeral home and stone masons windows in pink and blue. The displays did not go unnoticed and the two photographs on the left were taken by members of the public in Nottingham and Stapleford. Abi Hill who took the Nottingham photograph said that seeing us recognise the event made her so happy.

Jackie, Rex, Ben and Emma were pleased to attend the first viewing of 'Good Grief' a film production by Sirloin Films, who had partnered with Forever Stars to help promote dealing with grief. Along with some amazing actors and actresses, the film was narrated by Nottingham's own Vicky McClure. The film will now tour film festivals to bring awareness of child loss.



Pete and Sophie get married

After their 2020 wedding was postponed due to the pandemic, and a period of isolation only ending days before the wedding, Pete and Sophie finally managed to make it down the aisle on Saturday 25th October 2021.


The wedding took place at Ockbrook Moravian Church with a reception at The Ashes Barn.

Pete and Sophie would both like to thank Kerry and Jo for the amazing flowers, the drivers Matthew, Nev and Ian and also the Lymn Rose family for the support they gave in the lead up to the wedding and on their big day.



Wedding Bells

This month, it seems that Louise and her fiancée Mick have been everywhere! They have been in national and local papers, on local television and on at least three different radio stations talking about the unusual way they met!

Lydia at our PR agency - Eden PR, commented that it was one of the best responses to a story that the whole agency have had this year! The press release can be read  on the right.



From wedding to weeding...

Well done to Louise for keeping up with the telephone calls and for championing the company at every opportunity.

Your hard work whilst juggling the day job (including wedding) has not gone unnoticed.

If anyone else has a story that they think may be of interest then please do get in touch with Emma P. who can speak to Lydia and her colleague Emily about it.



'Love at first billboard'

Funeral Director Engaged to Admirer After Spotting Her on an Ad

Louise Cook, a funeral director at A.W. Lymn The Family Funeral Service - Nottinghamshire's largest independent funeral directors - is due to tie the knot with her fiancé, after he spotted her on one of the company's billboards.

Based at West Park House on Lime Grove Long Eaton, Louise has worked for A.W. Lymn for 18 years and was featured in a billboard that was on display in the local area, showcasing the services of the funeral directors.

Louise Cook and her fiancé Mick Bramman now owe big thanks to the large billboard that brought them together in an unusual tale of romance.

Louise said: "Mick first reached out to me on Facebook after sharing mutual friends, asking if I would like to go out sometime. I initially didn't think much of it. Then, the next day, I received another message from Mick, and to my surprise, it was a photo of him underneath the Lymns' billboard I was in!

"I thought it was hilarious, here he was, posing underneath the huge billboard of my face. He certainly put a smile on my face, so I agreed to the date and five years later we're engaged."

The wedding, which is set for December, will take place in the chapel that sits in the cemetery grounds of the funeral home Louise works at. Special permission was granted to the bride-to-be, making it the first wedding to take place in the chapel.

Louise described the venue as the perfect setting for the pair, after working for the company for so long, and feeling like 'part of the Lymns family', she felt it would make a special place to share their vows.

A.W. Lymn prides itself on its independent family run status, after caring for the bereaved in the region for more than 100 years. With 27 funeral homes throughout Nottinghamshire and South Derbyshire, the company often places billboard advertisements in the local areas to signpost people to its services.

Chris Anastasi, ... from Starlite Outdoor, who produced the billboard for A.W. Lymn, said: "We can't believe our billboard has created such a love story! We're glad that our advert has not only promoted the services of Lymns but also been the catalyst for a love story - what a wonderful tale to tell."

Welcome to... *Jessica Raynor*



Hello, my name is Jessica and I have recently joined A.W. Lymn as a full time funeral arranger at Harrod House, Carlton.

I have previously worked with children in several nurseries as a nursery nurse and room leader, therefore I am very excited to start this new journey.

I have a daughter who is 19 months old and in our spare time we enjoy baking, trips to the park and generally being outdoors.

I am looking forward to meeting with you over the coming weeks.

Nick Hague



I'm Nick and I started working at Mansfield Woodhouse at the end of July for a trial and then end of August as a casual driver/bearer.

I am married to Mandy and we live in Mansfield.

I enjoy reading and gardening. I love music, particularly live music and we have two lovely Jack Russell Terriers, who take up a lot of my time.

Welcome (back) to... *Shaun Caine*



After an 18 month break, Shaun has returned to work as a casual driver bearer.

Shaun worked as the company accountant until March 2020, and the original plan was to take six months off before returning to work on a causal basis. However because of the pandemic and home schooling, this was delayed.

Shaun lives in Linby with his partner Catherine (yes, that Catherine) and her two children.

Louise Revill



A huge welcome back to Lou, who originally joined the company in 2019 as a driver bearer based at Robin Hood House in Nottingham.

She transferred to a casual position in Mansfield before stepping back to concentrate on her family.

Louise is now back at The Old Farm working her shifts around her children and husband.

David Combe



The third familiar 'new' driver bearer is David.

David worked at the Mansfield funeral home as a funeral director until his retirement last year.

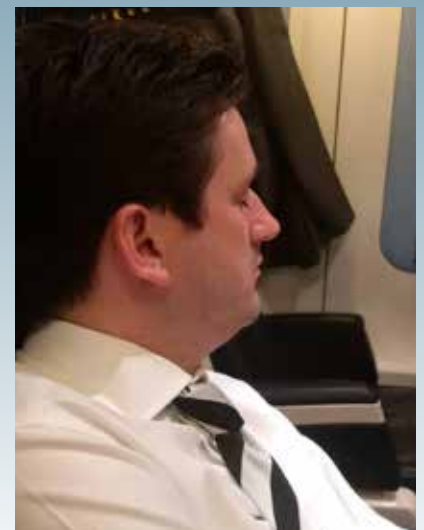
He is now working out of The Old Farm and the team are delighted to have him back!

David lives in Sutton with his wife Jane.

CEOSleepout

Matthew will be sleeping 'out' at Meadow Lane Stadium on Thursday November 11th 2021 to raise money for The Friary in West Bridgford, if you can support him, it would be much appreciated

<https://uk.virginmoneygiving.com/MatthewLymnRose/6>



Client comments collected during September and October 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
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 77

Good – 6

Satisfactory – 0

City Flowers

Excellent – 45

Good – 5

Satisfactory – 1

Arnold

Everything. RK/RK

Very kind and considerate. ES/NLR

Overall excellent communication.

Always answered queries promptly.

ES/RK

The Celebrant – Michael Elliot – although I only had a brief telephone conversation he captured the person and was outstanding. ES/NMR

To all involved at Lymn's Arnold (including TLS) in arranging the funeral. Your professionalism and courteous respectfulness in dealing with us at this very sad time was very much appreciated. It was a 'first class service' in every way.

Emma and Beryl, Just wanted to thank you both for your kind and compassion this week. My gran had a lovely sending off yesterday, everything was perfect. The whole service provided by Lymns was excellent and we are really pleased we made the decision to arrange things through you. The 'Order of Service' books were high quality, gran would have approved.

Aspley

Efficiency, promptness, politeness, very professional. JW/EPM

Beeston

The personalised ring binder and pouches for deceased's returned jewellery was a very classy touch and very much appreciated. EPM/NLR

Friendly respectful professional service given at all times. Good communication. GB/DMC

Everything was just perfect staff kind and helpful. DMC/KNC

Bingham

Very supportive, explained everything clearly, didn't judge our decisions. DTL/PCR

The London bus as transport for the guests, their empathy. JK/DTL
Dominic's demeanor & Jane's helpfulness. DTL/DTL

Carlton

Staff, especially Joyce always gave us time on the phone or in person to work

things out – never felt rushed or 'like a number'. JF/PCR

Professional & personal touch. NMR/NMR

Attention to detail. JF/DLD

Lovely staff, very kind & considerate. JF/DLD

Excellent direction of every aspect of the service including suggestions as to how the flowers should be arranged. NMR/NMR

Danny, Thanks very much for ensuring that the funeral went smoothly today. I would not hesitate to recommend A.W. Lymn in future. Thanks too, for recommending Malcolm.

To Mark and Danny, our heart felt thanks to you all for looking after Grandad so well and making it feel personal and special.

Hello Mark, Danny, I hope this message finds you well. I wanted to drop you both a note to say a sincere thank you for your considerable efforts in both looking after Uncle after his passing and also for ensuring the cremation service yesterday ran so respectfully and smoothly. Everyone attending commented on how lovely the service was which was comforting to hear. Your professionalism and caring really made a difficult situation much easier to handle and we are all very grateful for that. Wishing you both all the best.

Clifton

Very professional throughout. JMW/JMW

Joanna was very attentive helpful and caring. JMW/JMW

I was made to feel relaxed. Everyone concerned was very friendly. JMW/JMW

Very nice lady gave good advice & info very respectful. JMW/JMW

To Joanna, We would just like to thank you and your staff for their help and consideration shown to us throughout the whole funeral service. It was very much appreciated and made a really sad day bearable. But throughout the bereavement period your staff were

wonderful and so considerate in every respect for which we are sincerely grateful.

Dear Joanna, On behalf of my wife and myself I wish to thank you for your kindness in all that you have done regarding the internment of my sister's ashes. Our lovely daughter appreciated you very much for all you have done for us and for the beautiful ceremony you performed, she sent us photographs and we were very moved when we saw them. We were very sad that we were not able to be there in person but are so pleased that you were there for us in our time of need.

Hello Joanna, Just wanted to say thank you for the service you prepared and your professionalism and courtesy shown throughout the service. Many people have expressed to me how it was a fitting tribute to wonderful man who will be sadly missed. The Pipes just made it extra special for a man who spent his life piping, what a send off.

Cotmanhay

Helpful and professional service. MNI/MS
Everything. MS/MS

Derby

The emotional support, guidance and service provided all the way through. Truly professional and remarkable! KK/KH
Karen was most sympathetic and especially efficient in all she did for & with us. KK/NDR

Hucknall

Warm & friendly always on the phone/ email is we needed help or advice. CM/JLR

Ilkeston

Easy to discuss the funeral, sympathetic in all aspects. Nicky Anderson did a perfect job. NAA/MS
All the staff were always thoroughly professional in approach and yet remained friendly and approachable. KH/MC

To Nicky, Thank you for everything! Your support care and passion for your job really shows and has been so helpful. Thank you for taking care of Mum and Dad.

With thanks to Nicola and Kevin and all the staff at A.W. Lymn. You have all been so kind and supportive at this sad time. You certainly helped us to give my dad a lovely send off.

Littleover

Very professional. DBB/NDR
Presentation, very well organised. Handed with great care & dignity. DBB/NDR

Hi Dan, I just wanted to send you a quick email to thank you for all of your help in relation to my dad's funeral yesterday. The coffin was dressed perfectly, the car he arrived in was beautiful. Mark was brilliant in explaining everything to us, he was respectful and considerate throughout. Chris delivered the service so well and we were pleased with how he read both tributes. The orders of service are great, so many people commented on them. We had a lot of positive comments about the service as a whole and that means a lot. Quite a few people watched on the webcast as well and they all had positive comments and we really feel like we did my dad proud with the whole service. So I just wanted to thank you for everything you did, dealing with my repeated calls, my mum's calls and emails and indecisions! Your patience and attention to detail with everything made the whole process so easy for us all.

Long Eaton

Uniforms on staff, coffee at branch, staff patience, sitting in the front of limo, canvas made for home. LJC/LJC
We love the family feel and the personal care reached. LJC/DIRECT
CREMATION

Mansfield

Sensitive/sympathetic when initially rang up, helpful. TC/DCC
The support given by Jonathan. JWB/JWB

Mansfield Woodhouse

Wendy Walker, funeral director was very helpful and supportive in creating a beautifully designed service sheet. WEW/AA
Please see review. WEW/AA
Made a very difficult time a little easier with their compassion and professionalism. WEW/JWB
The funeral of my mum was handled really well & the personal touches e.g. choice of hearse. WEW/DCC

Nottingham

Attention to my wishes and thoughtful suggestions. MR/PCR
Consideration. MR/EPM
They were polite, helpful and considerate. JK/DLD
The funeral director was very efficient in all aspects and arranged for the ashes to be scattered at the crematorium expeditiously. PCR/PCR
Everything was dignified and handled with care. PCR/PCR

Dear Charis, We would like to thank you for all your help and professionalism with yesterday's funeral service for our Uncle's funeral service at the Gedling Crematorium. Your help with the order of service and the photograph was very much appreciated, the times were excellent the drivers were immaculately dressed and we all appreciated their polite manners.

Osmaston Park

Polite, sympathetic, kind, caring. MC/MC

Radcliffe on Trent

Dear all, the family and I would like to take this opportunity to say a big thank you to Stuart, Frank and Louise for the smooth journey to our destination. Jane for taking time to make sure we were all ok. Also giving us instructions in a kind and caring way of what was going to happen at each step of the

way. Also how she spoke to us on the way back, bringing a smile to our faces. Last but not least Emma for her dedication finding all the specific music we had chosen. Her patience and thoughtfulness from start to finish. Nothing was too much trouble. You all acted with such professionalism the whole time which was comforting to us and made such a difference to such a traumatic day. We really cannot thank you all enough.

Rainworth

We were kept up to date with all aspects regularly, very attentive. RSH/AA

To Becky, Thank you for your help, caring and compassionate support with the passing of my mum. You are one in a million.

Ruddington

A small thing but when they collected my husband they re-made the bed which was a touching gesture. TLS/TLS
Significance of other family member's funeral arrangements. TLS/TLS

Shirebrook

The personal touch offered by them. JP/AA

Spondon

The friendly demeanor of the funeral directors representative 100% helpful & supportive. FH/NDR
Fiona Hall's help, guidance and support from start to finish was excellent and accredit to A.W. Lymn. FH/FH

Stapleford

Was so helpful & very kind to all my family very well – excellent service. TSR/JRC

West Bridgford

Everything was explained to me before the day with all the times things would be happening. EPM/EPM
Explanation of the process was very clear, left me in total confidence all would go well. SNN/EPM
I found the whole procedure completely satisfactory. SNN/AMB

Wollaton

Both Kirby and Jack were extremely professional, kind & caring. Nothing was too much trouble. JHP/KNC
Professional and courteous. JHP/KNC
Kirby & Jack work together to provide the very best service possible, nothing was too much trouble. KNC/KNC
Attention to detail sending drafts of service etc. JHP/KNC

All the staff were very dignified, professional yet friendly in their approach – excellent. KNC/KNC
The detail everyone contributed from wearing red ties down to the red ribbons on the coach & horses back and front lights (exceptional) JHP/KNC
Kirby & Jack were excellent a credit to your company they showed compassion and humanity. KNC/KNC

Civil Celebrant

Hello Richard, Thank you so much for organising and delivering the service for my father. I thought your words were spot on when I read the drafts, but they were nothing compared to the way you have delivered them. You have a very special gift in presenting - you spoke with emotion and eloquence which meant the story of my father's life was conveyed with sincerity and respect. Once more thank you.

Richard was an excellent celebrant. Communication was good. His delivery of my father's celebration of his life on the day was perfect and well measured for the occasion.

Richard is an amazing man who is very kind and considerate. He spoke to us with so much tenderness in our sad situation. He listened to everything we said then asked us a few more details which we wouldn't of thought of. He was so patient with us and we couldn't of asked for a better man to do the service. He was on time the day he arranged to see us also great communication through email about the order of service.

Richard is the 2nd most amazing man we know (my dad is 1st). Richard did us all extremely proud and showed so much respect for a man he never

knew. We would recommend Richard to anyone who arranges a funeral and needs a civil celebrant. Thank you Richard.

Absolutely fantastic from the start of dealing with us to the service. Professional, sincere and compassionate throughout.

Richard was professional but warm and understanding. He guided us through everything from start to finish. All of the people attending the funeral came to me to say how wonderful he was. From the time we first met he maintained contact with emails and phone calls. He has a lovely relaxing voice but didn't make it depressing which certainly helped me to get through it all. I really can't fault him he is literally perfect.

I will keep his details as I think a lot of people will be asking me for them in the future.

Craftsmen in Stone

Dear Mary, Thank you so, so, so much! I received the letter today - they're perfect.

Sharon, thank you, could you also thank the people that keep repairing the grave.

Could Do Better.

FD on day forgot we had family bearers and before we got out to hearse their staff had lifted the coffin on to their shoulders. This caused a lot of distress to the family and confusion in front of the whole congregation, this was a major error and my Grandmother deserved better.

May have been helpful to have been given more information about the day sooner, so others attending knew what to do and timings.

Felt we were just another client passed between different directors!

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 October. * n/a - no questionnaires returned

Arnold	9.86	Hucknall	10.00	Radcliffe on Trent	9.50
Aspley	10.00	Ilkeston	10.00	Rainworth	10.00
Beeston	9.33	Littleover	10.00	Ruddington	9.83
Bingham	10.00	Long Eaton	10.00	Shirebrook	10.00
Bulwell	N/A	Mansfield	9.50	Spondon	10.00
Carlton	9.63	Mansfield Woodhouse	8.80	Stapleford	10.00
Clifton	10.00	Nottingham	9.86	Sutton in Ashfield	N/A
Cotmanhay	10.00	Ollerton	9.00	West Bridgford	10.00
Derby	10.00	Osmaston	9.67	Wollaton	10.00

COMPANY AVERAGE 9.79

The A.W. LYMN Centenary Foundation

The A.W. Lymn Centenary Foundation was formed and is continually financed by the Company to mark its first 100 years of service. Its aim is to help those in the communities the Company serves.

Here are some of the causes helped by the foundation:

A massive milestone for Wizzybug!

As we reach the halfway mark in our year celebrating a decade of the **Wizzybug Loan Scheme**, we have some exciting news to share with you!

We are delighted to announce that we have now presented **#Wizzybug1000!**

This is an historic moment for us at Designability - and for everyone who has supported us along the way, helping to give independent mobility to young disabled children.

1000 Wizzybugs = 1000 disabled children = 1000 families and wider communities!

We couldn't have done this alone, so **thank you for your support every step of the way**. Your fundraising, your support, your likes and shares on social media and more have all helped us to reach **#Wizzybug1000** together!

Thank you again. **Here's to the next 1000!**

The Designability Team

A few words from our CEO Catharine Brown:

"To have reached this significant landmark of the 1000th Wizzybug is an amazing feeling. Each Wizzybug has represented so much positive change for the children and families who have been helped through the scheme; they bring independence, fun and mobility to disabled children as they are just beginning to explore the world around them.

"None of our work would have been possible without the generosity of our fundraisers and donors and I would like to thank everyone who has supported this important work.

"For the Designability team this milestone is huge. Everything we do has one end goal in sight of giving disabled people greater independence.

"Reaching 1000 Wizzybugs loaned out to 1000 families in 10 years reaffirms to us that there is high demand out there for the loan scheme and it strengthens our resolve to reach the next milestone of 2000 within the next five years."



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designability.org.uk



A.W. Lymn Centenary Foundation.

Thank you so much for your help back in 2012.

Best Wishes,

Ruth.

Mrs Ruth Hooper
Trusts & Foundations Fundraiser
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designability

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To
= children & the Trustees
of the A.W. Lymn Centenary
Foundation
We would all like to express our
thanks for the generous donation
towards the summer plants at the
entrance to Spondon Cemetery.
Kind regards
Friends of Spondon Cemetery



Emma P. was pleased to attend the Grantham Canal Lock 14 Open Day in September. The foundation provided funding for a marketing video a number of years ago.

Out and about...



A recent funeral for a young boy, saw the canopy, red carpet and grey horses with blue drapes and feathers.



A family chose a red and white theme for a funeral. The horses, Kirby, drivers, celebrant and even bus fitted the brief perfectly.



Neil conducting a funeral made personal by the Beaver lorry hearse with the deceased's bike being a focal point.



On a recent trade hire, the bus was decorated in sports shirts, trainers and baseball hats to make it personal to the deceased.

The Institute of Civil Funerals (IOCF)

Biennial Conference 2021

On Saturday the 16th of October I was privileged to attend the Institute of Civil Funerals Conference at Aston University. It only happens once every two years so there was quite a lot to pack in.

Not only were there excellent presentations and discussions but it was also a great opportunity to meet with other celebrants in an informal atmosphere and to share our experiences and top tips.

The day began with a welcome from Anne Barber, the founder of the IOCF and the lady who trained me as a celebrant.

We then had a presentation from Rosalie Kuyvenhoven, about the importance of ritual and tradition in funeral ceremonies. So much more than lighting a candle or placing flowers on a coffin, but of course that played a part. One of the main points raised, which you as funeral directors and funeral arrangers will be all too aware of, was the time allowed at the crematorium and the willingness of staff there to facilitate something a bit different. Don't be afraid of suggesting to the family booking a double or even treble slot if you think the family might need it, especially if someone has died young, unexpectedly, or there is going to be a very large attendance. It is a comparatively very small increase in the overall cost of a funeral and can make a massive difference

There was a very interesting talk about how to support dementia sufferers in regards to funeral ceremonies from Kate Reneerkens, a recently trained celebrant who had come from the education sector. She also covered Social Stories which are methods of explaining/describing situations (in this case funerals) to children and adults with autism. I had never come across this before and found it fascinating. I'd urge you to google the work of the pioneer of this field Carol Grey.

After lunch we were addressed by Kate Edwards the training tutor for the NAFD on the importance of the relationship between the Funeral Arranger and the Celebrant. One interesting point raised was 'How well do you know your celebrants?' If you are suggesting a celebrant to a family, why them? Have you had quality, clear feedback from previous

families? Has an FD said 'They're really good'. Have you actually seen one of their ceremonies either in person or via Wesley or Obitus? If the answer to any of those questions is 'No' why are you giving that family that particular celebrant?

An open discussion was then held about several issues that may affect celebrancy in the future, particularly the CMA's recent report and rulings, direct cremations and in house celebrants (!)

A long and fruitful day was finished off by a performance of 'Outside the Box' a one woman show given by Liz Rothschild who is a playwright, natural burial site owner and a celebrant. As a former actor myself these kind of things usually make my teeth itch but I have to say that Liz's performance was excellent, funny and thought provoking.

I wanted to write this report for you all to show that the IOCF is a hardworking organisation that strives to regularly monitor its members performance and offers its members plenty of high quality continual professional development.

When you employ a celebrant and entrust to them the funeral ceremony for a family's loved one both you and they should expect the very best. There are other professional bodies out there for celebrants, but don't be afraid to ask your celebrants about their training, qualifications, membership of professional bodies and experience. The good ones will have no qualms about discussing all of this openly with you.

Finally thank you all for your continuing support. I have a feeling that A W Lymn Civil Celebrants will go from strength to strength.

Richard



Jackie and Chlöe have been asked by Stonebridge City Farm if we could help them with their recruitment drive for volunteers (please see their advert overleaf).

We have offered them the use of our Robin Hood House window until Remembrance, and then between Remembrance and Christmas.

Ryan and Tara from the farm are photographed in front of the window.

It is only a few weeks until Remembrance. Please remember that all funeral homes are expected to take part in the Window Competition.

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

Jackie Lynn Rose would like to nominate **Mark Ridout** 'I recently received this email from Victoria Corder. The contents of which typical of Mark's commitment to the clients we serve.

I wanted to pass this on to you as I know how important it is to recognise those individuals who exceed their normal duties. On Sunday morning I joined Mark Ridout and a family for the interment of a couples ashes, both services I had officiated at in recent months. Mark had been liaising with Carlton Cemetery for some time trying to secure the availability as of course they don't provide their own staff on a Sunday. Mark could easily have suggested a day in the week which for all concerned would have been easier but he didn't and eventually after a fair amount of negotiating the arrangement was made. He came along, which I believe was out of his normal working requirements and as he always does, applied such a calm and professional manner, which is so reassuring for the family that they are in good hands. He filled the grave after the short ceremony and gave the family the time they needed. Mark was incredibly accommodating, whatever the struggle may have been to get to the desired outcome, he achieved it without making a fuss and ensuring the family had no reason to be concerned. He is a real credit as I am sure you are aware, I do hope he receives further acknowledgment for going above and beyond.'

Matthew Lynn Rose would like to nominate **Tracey Sweeting-Rowe**

'One Monday morning we had four Funeral Arrangers phone in sick. Tracey was on annual leave but had come into work early to handover to her colleague, and on hearing of the problems covering offices immediately offered to forego her day to assist the company and her clients by opening the office. It really was over and above, and we are most grateful to Tracey for doing so.'

Emma Percival would like to nominate **Charis Bull**

'This is not really a work nomination, but I think it shows real team spirit! Having offered to help out with drinks and sweets at the AWL marathon stand in Wollaton, Charis had decided to get the bus to avoid road closures. Her bus was cancelled so she headed back to RHH to collect her car. Not knowing the area well, and using a sat nav that did not know which roads were closed resulted in Charis being stuck in a dead end. In a normal situation, she would have called and explained the problem, and given up on the journey, confident that there were enough other people at the stand to run the event.... However on the Friday before the race she had been entrusted to keep hold of Megan's energy gel with instructions about having it opened ready for Megan to grab on her way past. Charis made the decision to dump her car and run the 20 minutes to the stand, so that she did not let Megan down. When she arrived, she looked like she had run the marathon but was in time to keep her promise of handing over energy gel. Megan went on to be the fasted female!'

Carolyn Wright would like to nominate **Paul Ferrie** 'I would like to make a special heartfelt thank you to Paul as he went way beyond his duties at my mothers funeral. Due to the fuel situation I was unable to take my car. At the end of the reception we found ourselves unable to get home We were unable to obtain taxis, also because of the fuel shortage. I called him after working hours and he came back out, in very miserable weather, to pick us up and take us home.'

The winner is
Mark Ridout



SITE SUPPORT VOLUNTEER

FRONT DESK - Greeting visitors at our welcome desk, filling in track and trace forms, informing visitors of current guidelines and social distancing and hand washing stations.

ONSITE 'FLOATER' - Walking around the site, supporting visitors with information, keeping an eye on visitor numbers and helping to clean down surfaces.

SHOP AND OUTDOOR STALLS - Selling farm produce, customer services, handling cash and card payments.

CAFÉ VOLUNTEER

Due to COVID-19 our Café has adapted to work via an outdoor stall. Our Café stall sells hot and cold food and drinks to visitors and volunteers.

KITCHEN - Volunteers in the kitchen will work alongside our team to produce homemade cakes and food for our stall, and ensure that the kitchen areas are clean at all times, loading and unloading the dishwasher/washing machine and taking part in stock takes and stock rotation.

CAFÉ STALL - On the stall our volunteers' main duties will be to serve refreshments and food, to visitors and volunteers and to ensure the stall is kept clean and well presented during service.

For more information visit our website or email

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