



The Family Funeral Service®

Staff Newsletter

April 2022

Saying ‘Goodbye’ to Ralph

It was extremely touching to see so many of Ralph’s colleagues at Bramcote Crematorium for his final journey on Saturday 5th March. The guard of honour, organised by Mick, was a fitting tribute to a man who dedicated his life to the bereaved.



Congratulations to Adam Jessop Overall Winner of Best Practice of the Month 2021

Adam was crowned the winner at our recent staff party. His original nomination ‘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!’ saw him secure over half of the votes received from his colleagues.

Adam, originally a casual driver in Derby is now a full time driver at our Nottingham funeral home. As well as a cheque for £250.00 Adam also received a trophy to commemorate the win.



‘Our family serving your family since 1907’

Staff Party 2022

After a 27 month gap our annual staff party was back and it was a busy one!



Nigel was pleased to present Julia Carty with her 25 years of service gold watch and Matthew and Jonathan thanked Nita Ashbury for her years of service in the Mansfield area.



New service badges were handed out to Teresa for 30 years of service, Jonathan for 20 years of service and Carolyn for 15 years of service.



Congratulations to Louise and Mick on their wedding in December 2021 and James and Allanah on their wedding in October 2020.

Anne won an extra week's annual leave and Adam won overall Best Practice.



Philip, partner of Emma from Arnold won a magnum of Prosecco in a game of 'Heads or Tails'.

Runner up Gazza, not looking very happy!

Nigel acting as wine waiter to over 130 staff and partners.

(Not so) new staff were introduced, starting with who joined the company in February 2020!

First Row: Kirby and Kevin.

Second Row: Charis, Edward, Emma and Santanna.

Third Row: Jack, Dean, Becky and Jake.

Fourth Row: Jahnet, Adam, Jessica and Kaitlan.

Fifth Row: Maria (with her back to the camera), Sam, Fiona and Olivia, Chloe, Jordan and Jake.

Bottom Row: Nick and Peter.



Roll of Honour

We are delighted to announce the launch of new service badges for 10, 20 and 30 years which will now means badges will be given out annually for those reaching five, 10, 15, 20, 25 and 30 years. Below is the roll of honour for new badges.

30 Years of Service

Michael POOLEY
06/02/1984

Anthony KNOWLES
05/06/1985

Teresa SPENCER
02/04/1991

20 Years of Service

Lorraine SAXTON
03/09/1998

Ian WITHAM
12/09/1998

Jane KEETLEY
01/03/1999

James STEAD
10/10/2000

Michael SCHOFIELD
17/04/2001

Jonathan BAKER
03/09/2001

15 Years of Service

Carolyn WRIGHT
22/02/2007

10 Years of Service

David POWELL
31/03/2008

Tracey SWEETING-ROWE
05/01/2009

Mark CHAPMAN
05/03/2009

Dominic LISTER
04/05/2009

Christopher TWELLS
26/05/2009

Stacey BURMAN
03/08/2009

Donna CONROY
26/10/2009

Fiona HALL
08/03/2010

Beryl SPENCER
01/05/2010

Alan SMITH
02/08/2010

Kim LOVE
06/09/2010

Robert LIPPITT
14/09/2010

10 Years of Service cont.

Richard MARSHALL
20/12/2010

Wayne LAMBORD
16/05/2011

Jane TURNER
14/06/2011

Peter JEFFREY
18/07/2011

Colum O'SHEA
08/08/2011

Stuart STEMPE
01/12/2011

Nigel DOLMAN
30/12/2011

5 Years of Service

Sharon DRAYCOTT
03/05/2016

Sarah FLETCHER-WINMAN
10/05/2016

Karen HORTON
15/08/2016

Joanna WIDDOWSON
30/01/2017

A headstone removal with a difference



Tom and Jake needed a little bit of a hand to remove a double heart headstone from Manton Cemetery in Worksop.

A memorial which is estimated to weigh two tonnes was removed with the help of an articulated Hiab truck.



Welcome to...

Jake Burley - Stonemason



Hi, I'm Jake. I have recently been taken on permanently in the stonemasons.

I am 18 years old and love going to the gym to lift heavy weights. I love rabbits and playing rugby whenever possible.

Chloe Thorne-Miles - Nottingham Reception



My name is Chloe. I am 23 years old and I have a little girl who is four years old.

Since leaving school I have mainly been in the nursing sector, helping and caring for families throughout. My main hobby/interest is horse riding and I own my own horses, which is what I get up to in most of my spare time with my little family. Working in funeral services is something I have always wanted to pursue, I am excited to see where this new opportunity takes me, with the lovely team I am now a part of!

Donna Harvey - Stonemason's Showroom



Hello. My name is Donna and I live locally in Carlton.

I have come from a Logistics background, as a Compliance and

Workshop Manager, so this job is a new chapter in the life of Donna.

I am an avid Nottingham Forest supporter, and love going to the City Ground to watch the team and am really excited about the possible promotion in to the Premier League (fingers crossed).

I love going to Auctions, buying and selling antiques, and nick nacks.

Music is also a passion and I enjoy going to live concerts.

I am thrilled to be working for such a prestigious local family business, and gaining new experience.



Easter Egg Hunt and Family fun day

Friday 15th April 2022 - 10am to 3pm

Supported by



Please can all eggs be sent to Emma at RHH? If this can be done before 7th April, it would be appreciated.

Easter Egg Drop Off Points

at all A.W.Lymn branches



A.W. LYMN

The Family Funeral Service®



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Client comments collected during February and March 2022

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 – 83

Good – 6

Satisfactory – 0

City Flowers

Excellent – 46

Good – 6

Satisfactory – 1

Arnold

Everything was perfect, made a difficult day go smoothly. ES/AA Helpful, approachable, warm, compassionate staff. ES/RK Attention to detail making sure we were kept in the ‘loop’, bent over backwards to accommodate our wishes. Again, nothing to much trouble, went above & beyond to get exact pieces of music despite difficulties with one piece. ES/NMR

Thank you Emma. I have to say you and your team did us proud. Nothing was too much trouble and you made a very difficult time just that little bit easier. I’m ever grateful to you.

Aspley

Thankyou so much Janet for your kindness, compassion and understanding this afternoon. And for the cuppa and chat. It meant so much. I know my Grandad is in caring hands with you.

Beeston

Arrangement & time of funeral. DMC/DMC The whole service was wonderful. My wife didn’t want a big fuss, but she would be proud of this. GB/DMC Courteous, professional, empathetic service provided by all members of staff. DMC/DMC

How helpful Georgia and Donna was on the initial few phone calls. GB/DMC

Carlton

Very kind and considerate. EPM/EPM Everything was dealt with; with the respect and consideration we could wish for. DLD/DLD

Compassion, empathy contact. JAR/NMR

Jessica and Mark made me feel at ease. Great communication, so helpful and understanding. JAR/NMR

Jessica & Richard were magnificent. JAR/NMR

The fact that all arrangements made by one person and all contacts were through that person. DLD/DLD Kind and respectful. DLD/DLD

To Jessica and drivers, thank you for

your kindness and support during this sad time. Thank you for supporting my daughter and making sure she was in the church. It was very kind of you as she was worried about being in a wheelchair. Your support was amazing.

Clifton

The professionalism of the staff. JMW/JMW

I liked the compassion shown by Joanna, her attention to detail and nothing was too much trouble, she was outstanding. JMW/JMW

Jonna Widdowson exceptional service & Tim Hartell service, exceptional service from Clifton Branch again especially Joanna! MW/JMW

Everything was explained carefully, and good advice and guidance given where necessary in a calm & empathetic manner. JMW/JMW

Thanking you again for all your help and support with Mum’s funeral arrangements and for helping to make the day go so smoothly. Despite it being a sad occasion it was also a special day for us as a family. Thank you.

To all the staff, thank you for taking care of her. Fantastic customer care as always. Much appreciated.

Cotmanhay

The contact and help by all at Cotmanhay office. MNI/EPM

Dear Michelle and Mick. We would like to say thank you for all your kind words and help at such a difficult time. On behalf of us all your help and freshen went above and beyond, everything was how we wanted it and he would’ve loved it (especially the bus)! Once again thank you.

Derby

Presentation of the deceased. Politeness of the staff. MC/KH

At all times I felt that my wishes were taken into account & that everything would run smoothly. I requested a bespoke picture for the Order of Service & this was honoured. KH/KH They went above and beyond to satisfy

my needs. Very tentative to culture with the song brochure. Wonderful to talk to, the lovely gifts (photo album order of service in a box and horseshoe) JRC/KH

Mr Neil Reeves was an admirable ambassador for your company excellent representative. NDR/NDR

Very pleasant and personable approach. FH/FH

Care & consideration & compassion... respect... very heart warming. KH/KH

Hucknall

Celebrant was excellent. CM/TK

Attention to detail & friendly. CM/TK

We liked it all. CM/RK

Ilkeston

Information on places to hold the service prior to burial and empathy shown when myself & daughter viewed before burial. NAA/MA

Celebrant [Tracey Matthews] was very professional. NAA/MS

Upon collecting ashes Nicola had separated a small amount for me for jewellery. NAA/MS

The funeral celebrant was very good, kind, caring and just the right level of support. NAA/MS

Hello Nicola , A big thank you to you and all the staff for making Mammars funeral special and perfect, everything was lovely, the drivers were very nice and friendly and thank you to you for helping sort everything out for us.

I'd like to thank you all at A W Lymn for making sure all went smoothly yesterday when we said goodbye to my dear husband. We gave him the send off he deserved.

Littleover

Dear Dan, just want to say thank you. Your professionalism, compassion and sensitivity of the time a great appreciate it. Any time is difficult, but repeating loss in such a short space time has been extremely difficult. We appreciate your service.

Long Eaton

Danielle and Richard (celebrant) were exceptionally kind. I cannot thank them enough. All your staff were

wonderful. DB/LJC

I felt reassured everything was being taken care of to a high standard. DB/MS

I felt reassured that everything was being taken care of to a high standard. DB/DMC

Mansfield

Constant contact & reassurance he left no detail to chance very professional & efficient. David Clarke – Brilliant. DCC/DCC

The caring manner of all members of staff we came into contact with and being kept informed. JRC/KB

Mansfield Woodhouse

They gave me total confidence that all would be as expected, and it was. WEW/WB

Personal & professional service Lymns tone is just right. AA/AA

The dignity – that was afforded by the funeral director on the day. Excellent service, thank you. WEW/JWB

Caring but professional manner of all staff. WEW/JWB

Wendy, Jonathan & Anja [Civil Celebrant] gave us exceptional service at a very difficult time. WEW/JWB

The two gentleman [Jordan and Ian] who collected the body were fantastic can't praise or thank them enough. SB/DirectCremation

Please can you pass on from me and my family thank you for the lovely gentleman [Andy Askew] who drove and guided me through carrying my baby to his final resting place and flower placement at Mansfield crematorium.

Nottingham

You get what you pay for, they are so good when it comes to West Indians. MR/NLR

A complete attention to all of our requirements. Nothing was too much trouble for them. RK/PCR

My sister was repatriated back home in Malawi and after everyone had viewed they were satisfied and happy. MR/REPATRIATION

Very friendly, helpful and sympathetic. Megan was a star, very efficient, an asset! MR/PCR

Professional yet kind & empathic. PCW/NMR

Compassion/care/attention to detail/friendly approach/general manner. PCR/PCR

He advised us as to what was to happen throughout. MR/NMR

Very respectable, kept in regular contact throughout. Paul has a terrific memory. PCR/PCR

Ollerton

Efficient, Kind service CJO/CJO

Staff always look very smart & act in a professional manner. CJO/CJO

A big thank you to Colum O'Shea for the respect and kindness he shown to John & us throughout our sad time and updating s all the way through. Highly recommended. CJO/CJO

Sensitivity on removing the body. CJO/CJO

Radcliffe

They were extremely kind and helpful with all the arrangements. EH/JK

Very caring attention to detail. JK/JK
The courtesy telephone call received the day before the funeral. EH/JK

Rainworth

All of it! RSH/JWB

Professionalism & care. RSH/AA

The funeral director who walked in front of the hearse was excellent, so professional & looked the part. RSH/JWB

Shirebrook

Andrew is amazing, The respect he shows for all the family is wonderful. Thank you for giving Dad a lovely send off. JP/AA

Their care, consideration, helpfulness and professionalism. JP/AA

Spondon

All the service was lovely. FH/JLR

Personal and caring service – very professional. FH/MLR

Stapleford

Personal service through, empathetic. TSR/LJB

It felt very personal and easily managed by all of the staff. TSR/MS

Sutton

Dear Karen, this is just a card say a massive thank you for helping my sister, our families and myself through this very difficult time, not just once but three times. Each time we have contacted you, you have gone out of your way to help us. You're wonderful at your job and a wonderful person (worth for your weight in diamonds). Thank you

Take care and everybody at Lymns, we can't thank you enough for the guidance and service advisor to us. You made it all so much easier and so friendly and kind. Many thanks to all

but especially you Karen for making it so special at this sad time with the loss of her. Many many thanks and much love.

Caring attitude and helpfulness. KNC/KNC

Friendly, personal touch, understanding & compassion helpful advice. JLR/JLR

West Bridgford

Caring, always available to talk to. Totally professional gave me confidence with all arrangements. SNN/AMB

I thought walking in front of the hearse was lovely my wife would have liked that. AMB/AMB

Could Do Better

Grave Marker not in place at time of funeral.

Disappointed we were not told that we had to say we wanted names of mourners collecting.

Wollaton

Very good throughout. JHP/KNC

All aspects. JHP/KNC

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 February.

* n/a - no questionnaires returned

Arnold	9.75	Hucknall	10.00	Radcliffe on Trent	10.00
Aspley	n/a	Ilkeston	8.80	Rainworth	10.00
Beeston	9.88	Littleover	n/a	Ruddington	10.00
Bingham	10.00	Long Eaton	10.00	Shirebrook	10.00
Bulwell	n/a	Mansfield	9.67	Spondon	10.00
Carlton	10.00	Mansfield Woodhouse	10.00	Stapleford	9.63
Clifton	10.00	Nottingham	9.89	Sutton in Ashfield	n/a
Cotmanhay	10.00	Ollerton	9.20	West Bridgford	9.75
Derby	9.86	Osmaston	n/a	Wollaton	10.00

COMPANY AVERAGE 9.82

Wedding Fairs

As life begins to return to some normality, Ben was pleased to attend a wedding fair at Bestwood Lodge along with his very keen assistant Oliver.

If there is an event that you think we should get involved in the please do give Ben a call or drop him an email .



New furniture for Mansfield

New furniture has been bought for Mansfield and even Jonathan has admitted that it has brightened up the building.

Please do get in touch with Ben if you feel your funeral home needs something!



New regulations for Prepaid plans and the FCA are coming into place in July. Below is some information about the expected customer journey.

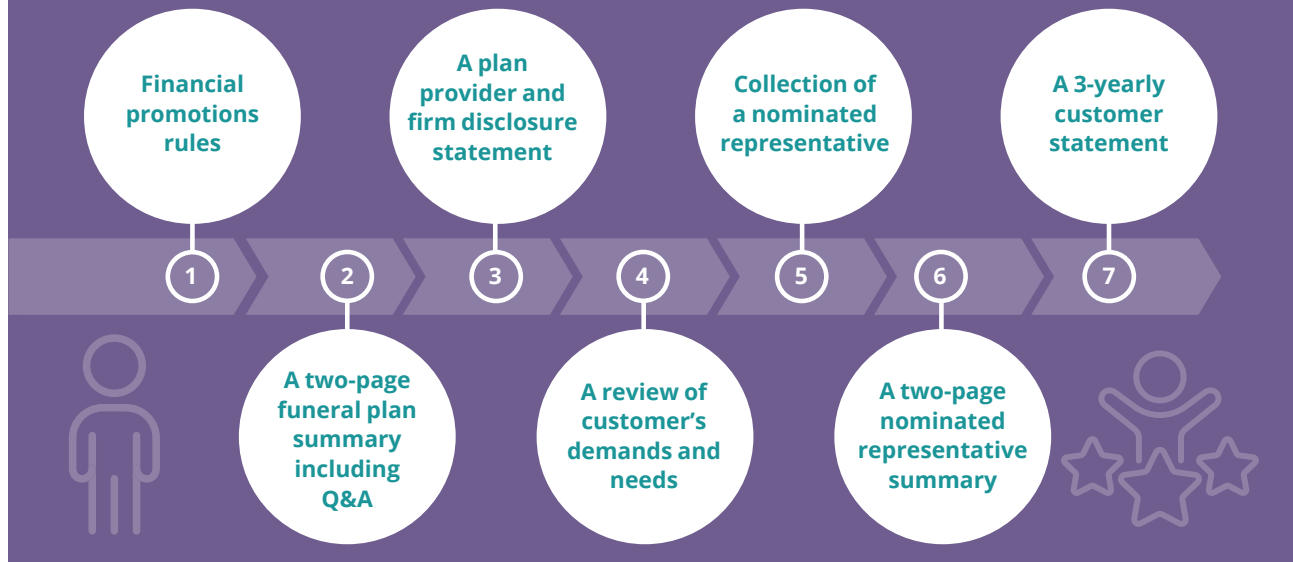
New customer journey and documents following regulation

Customer journeys will need to change to meet the FCA requirements.

Below, is a quick visual of some of the key changes, so that you can share these with your team(s).



FCA-required changes to the customer journey from 29 July 2022



Received at Beeston from Trent Vineyard Church

We are from a church called Trent Vineyard in Nottingham.

We are a part of the gap year program and we've been given the opportunity to bless the community.

We wanted to be able to bless you guys for everything you've done in last couple of years as it's been quite challenging & busy time.

We hope this brings you some joy in such a difficult profession.
lots of love huss & pauline xx



Bramcote Crematorium Open Day

Saturday 2nd July 2022
10.00am - 2.00pm

Crematorium employees will be on hand to give guided tours of the crematorium, demonstrating the systems and procedures used during the daily routine of one of the busiest crematoria in the UK.

If you would like to visit us, there is no need to book - just arrive between 10.00am - 2.00pm. There will be tours throughout the day and signs to advise where tours will start. Members of staff will be on hand to help if you require any assistance.

Associated organisations will be supporting the event and light refreshments will be available during the day free of charge.

Further details can be obtained from the crematorium office on: 0115 917 3849

Celebrating lives, cherishing memories

Tel 0115 917 3849 • Email cemeteries@broxtowe.gov.uk • Website www.bramcotebereavement.org



If anyone is willing to help on our table for the day or drive a vehicle, then please get in touch with Emma Percival.

From the Archives

It is 15 years since we won the Coutts Prize for Family Business.

A familiar face at Bramcote Open Day 15th April 2007 pictured with Wendy Benson who was a funeral arranger for us.

March 2007

A.W. LYMN
The Family Funeral Service

Newsletter

A W Lymn wins Coutts prize for family business



Matthew, Nigel, Penny and Jackie Lymn Rose pictured with Craig Kay (PKF Accountants)

A W Lymn has been named 'Best UK Family Business, Northern England Region, medium sized turnover category',

and will now go on to compete in the national finals to be held in London on 6 June.

The Coutts Prize for Family Business recognises the best run family businesses in England and Wales, and compliments Coutts successful Family Business Forum that is held throughout the UK. Mark Evans, Head of Family Business, Coutts & Co, commented: "With a 300 year history of working with family businesses, Coutts has a special understanding of the enormous contribution family firms make to

both the economy and society, as well as the specific challenges they face.

Now in its second year the Coutts Prize for Family Business is the only regional and national awards programme in England and Wales celebrating the overall best performing small, medium-sized and large family businesses. The interview process acts as a company health check." Established in 1907.

A W Lymn celebrates a century in business this year, serving the bereaved of Nottinghamshire and the surrounding area. The family, consisting of ten family members, as well as, eight husband and wife teams and ten parents and child teams, strives to lead the way within the multi-cultural and multi-faith society, tailoring their services to meet those demands.

John Freeman, regional chairman of the evaluation committee commented: "The things that impressed the evaluation committee about A W Lymn included: the company's response to the changing needs of the market such as the funeral requirements of the Eastern European, Afro-Caribbean and Asian communities; the selection of environmentally friendly ways of having a funeral, such as the range of coffins in cardboard, tulip wood, bamboo, wicker and recycled paper; the family's investment in training with 30 qualified members of the British Institute of Funeral Directors, against a benchmark of 5, and their leadership role within the British Institute of Embalmers and the National Association of Funeral Directors; and the way the company has emersed itself in the community by providing free transport and shopping trips to nursing and residential homes to free training for staff to acting as a collecting agency for 10,000 spectacles a year."

The Coutts Prize recognises firms that demonstrate a combination of high standards of family governance and a corporate governance, a competitive market position and consistent financial growth, and a track record of charitable giving or involvement in local community. Entrants must be companies or firms where two or more family members together have control of over 25% of the voting shares and consider themselves as a family business.

More specifically, the independent evaluation committee was looking for examples of best practice including: ethical standards reflecting family values; effective planning for succession of top family management and non-family members; a means of returning wealth to shareholders; and a track record of innovation in products, services, technology and ways of doing business.

16 years since Matthew conducted his first funeral with four horses!

Matthew Lymn Rose and his four horse power

On Wednesday, 22nd March, I was asked to conduct a Sikh funeral in Chris Bradley's absence, nothing unusual there, except for the fact that for the first time I was going to have a team of four black horses to power the hearse. The turnout, from Blackfeathers Horse Drawn Carriages was immaculate, they arrived in good time in the morning to set up, and it soon became apparent how impressive a turnout they would be. While trying to plan the route we discussed various options from Robin Hood House to Clifton, my initial thoughts were to avoid the ring road,



Blackfeathers team of four

but the horseman was confident and our team travelled perfectly across the four lanes on Clifton Bridge! The hearse is photographed outside the family's shop in Barton Green, and was just what they had all wanted. The only problem was how cold and white, my knuckles were at the end of our trip!



Laura Read & Kevin Browne pictured with the doves and myself.

'New Carlton' in 2017

Funeral parlour and flats for scandal-hit GP surgery?

By LAURA HAMMOND
laura.hammond@nottinghampost.com

A GP surgery closed after a "fake doctor" scandal could be turned into a funeral parlour and flats, Willow's Medical Centre, in Church Street, Carlton, was closed in June last year by the Care Quality Commission after a healthcare assistant posed as a doctor and carried out internal examinations without being qualified.

The privately-owned practice was subsequently repossessed and was subsequently repossessed and was put on the market at property agency Savills' auction in December last year for between £225,000 and £250,000.

The building was bought by family funeral service A W Lymn, whose head office is in Robin Hood Street in St Ann's.

The company, which has 25 offices across Nottinghamshire and Derbyshire, has submitted plans to Gedling Borough Council seeking permission to change the use of the building.

The two-storey building currently includes a reception, waiting room, eight consulting rooms, dining room and kitchen, and has ten car parking spaces.

The plans are to convert the ground floor into a funeral parlour and to turn the first floor into two flats.

Matthew Lymn Rose, managing director of the funeral company, said the takeover firms plan to move and expand an existing office in Church Street.

He said: "In 1994 we purchased a

"We have been looking for a little while at getting somewhere bigger."

Matthew Lymn Rose

base in Church Street called G Harold and Son.

"That office has dealt with some

where around 125 or 150 funerals a year in recent years. It has been quite a successful office.

"We have been looking for a little while at getting somewhere bigger. We'd like to offer a better service of care for our clients. All of a sudden we came up to look at it and we think it fits the bill."

"It's a large building with a much bigger footprint than where we are currently. It's a better setting for really helping them (clients) as they are going through bereavement."

"If the application is successful,

Mr Lymn Rose said all staff at the Church Street site would move over to the new premises.

A council spokeswoman confirmed that the planning committee was considering the application. She added: "A change of use application has been received and statutory consultations were undertaken on March 16. The plans can be viewed online and we welcome comments. These will then be considered during the planning process."

"A decision is expected to be reached on the application by the end of April."



The former Willow's Medical Centre in Carlton.

OVER TO YOU Have your say on this story at nottinghampost.com

.....and five years since that photoshoot!



The Needs of the Dying and of the Bereaved

For the past five years (excepting periods of lockdown) I have been offering guidance to care facilities in dealing with the practicalities of death of residents. For guidance of care staff, families and the residents themselves.

Each Christmas when we circulate our Opening Hours leaflets to some 200 + care facilities, within our trading area, I include a letter entitled The Needs of the Dying and of the Bereaved which explains, briefly, our aim to raise awareness of the process of dealing with a death, the interaction of our staff when we receive a First Call and the follow through of Funeral Arrangers and Funeral Directors including legal, cultural and faith aspects. This is also a great opportunity to dispel myths.

The sessions are free of charge and usually last about one hour plus question time. Each attendee is given a copy of our Services Brochure (usually from the previous year to maintain current stock levels) and various other literature that we supply to our clients both for pre-need and at-need.

Each attendee will receive a personalised Certificate of Attendance and a feedback form for me to assess the usefulness and content of the session.

I have, without exception, been warmly welcomed. The feedback forms are always very positive. I am constantly told by the participants how wonderful, polite and courteous Lymn's staff are, without exception, which to the care homes reflects the dignity and respect afforded to those we serve. Keep up the good work all.

Jackie Lymn Rose

March 2022



Support for Ukraine

Having worked with David Senyk from the Ukrainian Church for a number of years, Jackie has been in contact to see what help they require and our Centenary Foundation is looking into this.

Along with Rex, Jackie attended a rally in Nottingham City Centre on 19th March.



Say it with cheesecake!

Philip was delighted when this unusual thank you arrived at RHH.



Thank You

Just a quick note to say thank you for our lovely flowers delivered yesterday. It really does mean a lot to us all. Dominic and Nat



St Patrick's Day



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

Neil Brown and Richard Hunt nominated by **Julia Carty** 'It was all go on the day of the first service I take out after months! Neil saved flowers from slipping off the top of coffin and Richard puts out a bin fire at Wilford Hill. Thank you both'.



Mick Schofield nominated by **Louise Bramman** 'For the Brave and professional way he conducted Ralph Nixon's Funeral. I felt his pain because I did it for Geoff xx.'

Mick Schofield nominated by **Michelle Ibbett** 'For everything he did for Ralph'.



Donna Conroy nominated by **Julia Carty** 'I'd like to nominate Donna as she has helped out the West area without question over the last few week whilst Louise and I have been grounded. This has included counting donations for single manned offices and generally being a good all round'.

Karen Horton nominated by **Matthew Lynn Rose** 'Many staff were asked to contact their local authorities for disbursement prices. Karen sent an excellent full email, and really took the job seriously. What it was however that really stuck with me was her response to me and the expression 'answer the phone by smiling and not frowning' and I think a lot could be taken from that by many of us!'

Mark Ridout nominated by **Malcolm Barham** 'On a funeral, towards the end of the service an elderly gentleman stood up and had what appeared to be a seizure or a heart attack. Mark dealt with the gentleman and the family in a truly professional manner and co-ordinated the ambulance and first aid which was given by the staff at Gedling. He remained calm throughout, a real credit to the company. We did complete the service and cleared the Crematorium in time for the following service'.

The winner is....

****Mark Ridout****



A note from the editor:

Apologies to Trevor, Gary and Stuart for missing them off last month's photo collage of Best Practice Winners.



MACMILLAN
CANCER SUPPORT

MIGHTY HIKES

Philip from our Nottingham funeral home is taking part in a 26 mile hike around Ullswater Lake in the Lake District for Macmillan on the 18th June.

Any donations would be gratefully received either directly with Philip or through his JustGiving page.

<https://tinyurl.com/2a5238j2>