



The Family Funeral Service®

Staff Newsletter

August 2023

Charity Football Match

On Saturday 22nd July we took on Bramcote Crematorium in a charity, 'friendly' football match at the ground of Ilkeston Town Football Club. Despite being a very wet day the game went ahead with Gazza 'Cloughie' Seymour at the helm.

The game was played over 60 minutes with some great football and we raised over £1000.00 for Ilkeston based charity, Ben's Den.

Ben's Den was set up in memory of Ben Parker, who sadly passed away in 2003 following a battle with

leukaemia. The aim of the charity, which was set up by Ben's parents, is to support the families of children fighting leukaemia or cancer, by gifting them a free holiday and allowing them to spend much needed, quality family time together away from the overwhelming hospital environment. The charity own six fully equipped static homes and have helped over 1,000 families so far.

Thank you to each and every one of you who braved the rain to make this a fantastic event and especially Nev who broke his leg in aid of the game, we all wish him a speedy recovery.



Olivia and Issy receiving BIE Membership Certificates

Olivia and Issy were pleased to receive their British Institute of Embalming (BIE) Membership Certificates from Karen Lloyd, Chair of Midland Division of the BIE.



'Our family serving your family since 1907'



The Good Funeral Awards 2023

Congratulations to Dominic on being nominated at this years Good Funeral Award (Funeral Director of the Year).

The award ceremony will take place on 23rd September in Solihull.

*To vote for Dominic, or another member of staff please visit:
<https://form.jotform.com/230033971291350>*

Welcome to

Mike Cendrowski

A huge hello to everyone! I'm Mike Cendrowski and I've just been employed into the Temporary Assurance Manager's post for AW Lymn. A daunting prospect I have to say – I've never had anything to do with the funeral business at all – my background was MoD. In the next few weeks, I'm especially looking forward to getting round to meet you be it at branch, funeral, or shop floor. Don't read too much into me - to be truthful I can't say I bring much in terms of credentials; I'm working class leaving Comprehensive School with next to no qualifications or very much else for that matter. Even my hobbies are rubbish – I spend far too much time lounging around watching TV, or walking the dog, or trying to sort out yet another DIY disaster. But despite this I sincerely hope I can add value to a company already run by outstanding people – and everyone must start somewhere - so here goes...



Mike with his son, before retiring from mainstream.

Parkgate Academy

On behalf of the Parkgate Academy may I say a huge thank you to Sarah at your Ollerton branch for organising the local 'Kings and Queens' artwork competition.

Today, the prize winners have met Sarah and been delighted with the most generous Amazon vouchers. In fact, the children have left school 'walking on air' as the prizes have really rounded the week off perfectly for them.

We are delighted to have forged links with such a highly respected family business.

A big thank you for all of your support and generosity.



SIFH Summer Conference

Nigel and Penny were pleased to attend the Selected Independent Funeral Homes European Summer Conference which culminated in a Gala Evening.

The event was hosted by Douch Family Funeral Directors in Christchurch and welcomed delegates from the US, Netherlands, Germany, Denmark, and the UK.



Women's Work

Fiona and Kaitlan were pleased to support Derby based charity, Women's Work at their 20th Anniversary Gala. For the past few years we have supplied a car to add the wow factor to the photographs of attendees.

The charity which was founded in 2003, works to improve the health and well-being of disadvantaged and vulnerable women and their families across Derbyshire.



Alvaston Churchyard

Kaitlan, Fiona, Emma and George spent the morning at Alvaston Churchyard, helping to tidy up the graves with some gardening.



Philip looking the part on a recent Sikh funeral!



Prom season is in full swing!



This year's Prom Season has seen the Phantom VII fleet out across Nottinghamshire and Derbyshire.

Shaun was pleased to chauffeur Catherine's daughter Rhiannon and her friend Krystal to their prom. Whilst Wayne and John had the pleasure of chauffeuring for 'a great bunch of lads'.

Thank you to the Test Match Hotel in West Bridgford for very kindly supplying a gift voucher at the charity football match.

TEST MATCH HOTEL
WEST BRIDGFORD



Events - Weddings - Wakes - Meetings

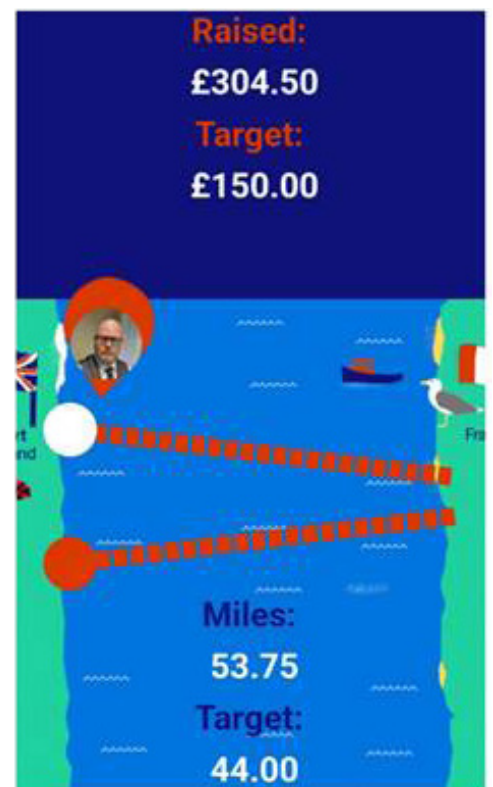


GREENE KING
BURY ST EDMUNDS

TEST MATCH HOTEL
WEST BRIDGFORD
NOTTINGHAM
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EMAIL: 4889@GREENEKING.CO.UK
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GREENE KING
BURY ST EDMUNDS



Congratulations to Glynn from Marketon Crematorium on completing the Diabetes Swim Challenge. As well as raising £304.50 he swam 53.75 miles - nearly 10 miles over the 44 mile target.

Wendy's Race for Life

'I've actively taken part in the Race for Life virtually every year since 1994, probably only missing three times. I even participated in isolation, during Covid. Virtually everyone knows someone who has dealt with cancer and I've felt compelled to 'do my bit' on as many occasions as possible to make a small difference.

I broke my leg five years ago whilst training for the York Marathon and was not able to fulfil my dream. This left my femur very weak, such that I've never attempted more than 5k since that time.

I decided to enter and train for this year's 10k run and was thoroughly delighted that I came good in the end. The last time I participated in the Clumber Park 10k run was seven years ago and I actually did this year's run in the same time.

Thank you to everyone who sponsored me and if you would still wish to support me then my just giving page is as follows:

<https://fundraise.cancerresearchuk.org/page/wendys-race-for-life-3591>



Skye and Kirby's Pretty Dirty!

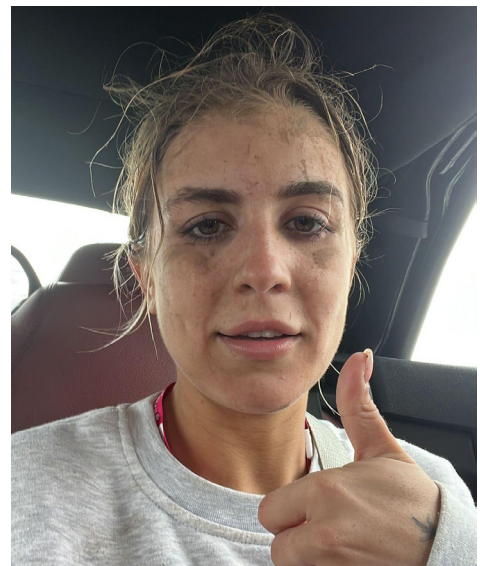
'Kirby and I have chosen to take part in the mud run this year for one of the most incredible people I have ever met in my life, Irene Read, who I am blessed enough to call my Nana.

I think most people have had a battle with cancer in their lifetime, be it their own, a family member or a friend going through it. I know not everyone's experience with this awful illness has an ending like this, but I hope that my Nana's story & strength gives others hope too.

My Nana lived her teenage years through WWII, so to call her 'a strong lady' would be an understatement. Her battle with cancer began in her late 70's when she was diagnosed, she then underwent her treatment and a hysterectomy, like everything else in her life she took it in her stride, and fortunately at 102 is still here with us all today.

Nana I am so proud to do this for you and be your great granddaughter.'

<https://fundraise.cancerresearchuk.org/team/kirby-skye>



Out and About

The Morris Minor hearse made an appearance at Rainworth.



CUV at Radcliffe



Jackie is pictured with Father Liam Carpenter, Dr Nigel Chapman (former Coroner) and Canon Malachy Brett (Cathedral Dean) at “Friends of St Barnabas Cathedral “ event



The directors are pleased to offer a free raffle ticket to all AWL staff members to win a Number Plate. In addition the company will pay the transfer. To enter please email your names to Ben Percival by 5pm Fri 4th August.



Four grey horses, ready to be the first horse hearse at Rushcliffe Oaks Crematorium.



Family designed Reflection coffin for a young lady.



A client purchased a bespoke Frill in a Northumberland Flag design and asked if could put it around the coffin rather than on the inside!



Ruddington in bloom!



Cheese and Wine at Derby

Greg, Kevin and Neil were pleased to invite the local clergy and civil celebrants to Derwent House for Cheese and Wine. The evening was well received and Greg was pleased to receive the following email;

'Many thanks Greg, Kevin, Neil and Emma for the very kind invitation to join you yesterday. Very much appreciated and most enjoyable to be able to re-connect with Lymns.'

'Hope we can continue to serve families together as in previous years. Keep up the great work.'



Charis and James



Congratulations to Charis and James who got engaged at the Fantasy Forest Festival in Winchcombe (hence why they are dressed up).

Caption Competition



Nikki from Cotmanhay has won a bottle of wine for her caption:

'I'll just set an alarm on my phone Alan just in case we both drop off'

Crematorium Open Day's

Thank you to everyone who has taken part in Crematorium Open Days. From left: Kirby at Bramcote, Trent Valley and Elliott Lister enjoys the (extremely good) cake at Rushcliffe Oaks.





The Family Funeral Service®

Client comments collected during June 2023

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 EH/RK was arranged by Emma and conducted by Russ.

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 – 7

Satisfactory – 0

City Flowers

Excellent – 43

Good – 6

Satisfactory – 0

Arnold

General courtesy and manner. ESH/NMR

It was all fine, I felt confident in their professionalism. PCR/PCR

Both Russell and Emma were so friendly and welcoming while being considerate of our grief. ESH/RK

Excellent & supported service all round. ESH/RK

The calmness, efficiency & care taken. The whole process was relaxed but professional. ESH/RK

All good thanks. ESH/JLR

Calm and "relaxing" feeling given by all the staff. ESH/PCR

The dignity, kindness and all over experience was exemplary. ESH/RK

Guidance throughout the day, making a stressful day easier. RK/RK

Well organised, smooth, calm, obliging. ESH/RK

The care given to our son, was as we'd hoped it would be and it could not have been better. RK/RK

The care taken for our son, and the whole service provided. ESH/RK

To Emma, Beryl, Russell, and all the staff, thank you for providing such a friendly and professional service for making sure that everything runs smoothly on the day of the funeral of my late husband.

To Emma, Beryl, Edward and team. Just want to say thank you all so much for everything you did for Mum and us. It was just perfect and exactly what we wanted, you did us all proud and we cannot thank you enough.

Hello Emma and Beryl, Just wanted to say a massive thank you for everything that you did into the lead up to mum's funeral yesterday. It all went perfectly and we couldn't have wished for a better day and goodbye to Mum. The flowers were amazing and just what we wanted and the order of service was lovely. Both you and Beryl showed us kindness and that we will never forget. Nothing was too much trouble. Edward did a brilliant job from the moment he greeted us to leaving us at the Admiral Rodney, his calm, reassuring, professional manner was perfect. Thank you Edward. Lisa was her usual fantastic self and her comforting

presence helped us through the day. Thank you Lisa. The Crematorium were also amazing and we can't thank Leanne enough for all she does to ensure the smooth running of the service. Lastly thank you again to you both, everything you both did was very much appreciated.

Russell, Emma and Beryl, we don't know how we got through losing our mother than our father a month later, but we thank you for helping us through the process. There was a lot to organise, and we thank you for being so patient, so caring and so thoughtful. We felt very taken care of before, during and after the funeral. We would also like to thank our drivers Ian and Neville for being so jovial, sensitive, and all the coffin bearers for their assistance. Thank you to Matthew to fill his invoice considerations, and to all those behind the scenes only imagine. Have no doubt that we would happily recommend you.

Aspley

Perfection from start to finish. The celebrant Nick Sharp was outstanding. KNC/KNC

Jahnet Wilks was very personable, friendly, helpful & compassionate. JJW/DMC

Very caring and professional. Went above and beyond for our loved one, cannot thank them enough. JJW/NLR
We felt we were treated like a friend not a client. JJW/KH

Beeston

They showed warmth and empathy and professionalism. DMC/DMC

The solemnity, sincerity and compassion afforded to the family. DMC/MLR

Attention, professionalism, support, service & empathy by Donna Conroy. DMC/DMC

Very friendly. DMC/DMC

Friendly, compassionate all staff were lovely. Made mum proud and was well looked after. GB/DMC

Dear Nigel, Just a quick note to recognise and thank you, your family and your company for the faultless way you all handled Mum's funeral. Donna is a credit to the company, in the manner that she organised the proceedings.

And as for Matthew; you must be a proud father; he was just so polished and professional in every way! As I'm sure your parents are proud of you, in the way you have taken the family firm forward. Thank you, from all the family.

Hi Georgia, I am writing to belatedly thank you for the very professional help and support you gave me during what has been the worst time in my life. Your brightness was never disrespectful and I'm sure your personality helped me to not descend into despair or depression. Thank you again.

Bingham

Given full opportunity to 'shape' how we wanted it to go. DTL/DTL
Dominic was very caring and sympathetic. DTL/DTL
Liaison with minister, call day before funeral. DTL/JLR

To Dominic and the staff at Lymn's, thank you for arranging the farewell to him in such a kind of professional manner.

Bulwell

Very relaxed environment and pleasant staff. TK/TK
I particularly liked the way the funeral director explained all aspects of funeral right up to funeral day.

Carlton

Walk out to main road, walk down drive to crem with respect. JAR/NMR
The whole process. JAR/NMR
On the day of the funeral Mark told me at various intervals what was happening next. NMR/NMR
Director was kind and respectful. PCR/PCR
The sympathetic and courteous professionalism of all the staff, and particularly that of Jessica Raynor are no more than to be expected from a company with extremely high standards. Thank you. JAR/PCR

Clifton

Help with the pall bearers because we used family members. EPM/EPM
Good all round service – would recommend. JMW/JMW

Very polite and personal service, clear instructions and everything was done to help us. JMW/JMW

Dear Joanna and team, we were just like to thank you for the wonderful care you gave and shoulders, as a family, and the loss of our mum. Forever grateful.

Hi Joanna, Thank you so much for making her farewell, although sad, such a lovely occasion. It was great to see so many friends on the day. We felt very much looked after and supported by Lymns before and on the day, so thank you again.

To Jane, Joanna and the A.W.Lymn team, just to say thank you for arranging and supporting with the funeral arrangements. We appreciate your kindness and support.

Derby

The way the whole thing was done. EPM/NDR

Hucknall

The celebrant was very good. DD/JWB
Beautiful coffin! DD/EPM
The staff involved were all very kind, considerate and helpful. Thank you DD/MS

Ilkeston

They acted in a manner appropriate to how the family were feeling. Empathetic when upset & laughing & joking along with us. MNI/MS
Michelle was very good at giving us guidance, all the way through, the conductor who came with the hearse was lovely and very professional, thank you! MNI/KH
I felt confident all would go well with the arrangements made which it did. MNI/MS

To Michelle, thank you for the help and work in arranging my husbands funeral recently. It is very much appreciated.

Littleover

The personal service provided by the Lead on the funeral day! DBB/NDR
Was well supported and nothing was too much trouble. DBB/NDR

To all the staff at A.W. Lymn, Thank you for all your help and support during our time of loss.

Long Eaton

Very well presented and courteous. LKM/NDR

Mansfield

Did a very competent job. DCC/DCC
The driver of the family car was very good & welcoming. The director also managed to sort the music at the last minute. DCC/DCC

Mansfield Woodhouse

How smooth everything went on the day. WEW/JWB
The gentleman who initially walks in front of the hearse as it pulls away. It was respectful and very well done. SB/JWB
All of it excellent. SB/AA
I was more than satisfied it was a first-class service. WEW/AA

Nottingham

Everything was perfect just as we wanted. MR/NMR
Personal touches. JLR/JLR
Overall service by Philip Wilson was exceptional, his dedication to his work role is outstanding. Will always be thankful for making such a sad emotional time in our lives very stress free. PCW/PCW

Thank you to A.W. Lymn for the wonderful way you looked after my dear friend, FL. I feel that I already know a few of you, even down to the fact that you know how I take my coffee. Thank you to the lovely lady on reception, who called me by my name, which made me feel that it was the more personal touch. Kevin, who checked the wording on the prayer, and confirm the words, but most of all to Philip. We met Philip when came to the funeral home last year to organise FL's funeral. Philip gave FL the time to talk, he even spoke of his brother who had been in the Navy. FL like that. Philip spent a long time with us, but he was interested in everything FL said. When FL passed away, it was Philip that organise the funeral. Nothing was too much trouble. We felt the support from him right from the start. I know

it has been a very difficult time for me, personally, with FL's passing but Philip was that support us all. Finally, thank you Philip for all that you have done to make this sad time better.

Hi Team, Despite being late, which Philip informed us about, we wanted to say, the funeral today went very well. Very organised with the limousines and the drivers did a great job. Impressed with their manoeuvring. Credit where credit is due. Please passed on our thanks. - Redhill

Ollerton

Sarah Derbyshire excellent in relation to all aspects; inc recommendation of Celebrant – excellent. SJD/JWB
Everyone I met worked as if they were dealing with a family member – not with someone hadn't met before. Every encounter was with patience, empathy, reverence, and courtesy. SJD/AA

Hi Sarah, I wanted to send a personal thank you for helping to organise my lovely brother's funeral. The cars were fantastic and so many people commented on how perfect they were for him. The chaps working the day were absolutely lovely, so respectful and professional at the same time please pass on my thanks to them, and they did place his dec's on the coffin from home which was so appreciated. The flowers were beautiful just perfect, simply, and elegant, the picture we have of them we will treasure forever. Malcolm [Barham], well he did the best job, many people said how lovely the service was just the right balance between funny as we wanted, but also thoughtful – we couldn't have asked for better. One of his best friends said, "I cried and then laughed through out it all and that's what he would have wanted". Again, please pass on my personal thank you to him. I know my mum will also pass on her gratitude for making it the perfect day but I also wanted to pass on my thanks. It's so nice to know, we gave him the best send off, and he'd be proud of us, I know he would. Now its time for us to grieve properly, and he is so missed as such a big character to all that knew him, but I take comfort from the day been so perfect and I can't tell you how

much we appreciate your team's effort from the start to Friday in making that happen. Thank you again.

Good Morning Sarah, We would like to pass on our sincere thanks in particular to yourself but the whole team. Both Andy and Dave the driver were lovely on the day. Katie Page looked the part and presented her section in a very sensitive and caring way. The whole process has been so professional and caring. We couldn't have asked for more and I have no doubt mum would have approved of everything. We have been fortunate in life never to have had to organise a funeral before. With your guidance we now feel confident that we could do it again and we don't need to be afraid as support has been given all the way. It really was a celebration of her life on the day. Thank you for making this possible. We would have no hesitation to recommending A.W. Lynmn to friends and family but hopefully we won't need you for a while.

Osmaston Park

Genuine care, kindness & thoughtfulness in all aspects. KIT/NDR
Friendly, respectful, and well organised
Kaitlan Thompson & Mark Chapman were both amazing throughout the whole process. KIT/MS

Radcliffe on Trent

Compassion, sympathy & understanding. JK/JK
Emma especially sympathetic. JK/JK

Rainworth

We felt totally comfortable asking questions and were never rushed. RSH/AA
I asked for cards from the flowers & was given a single rose with the cards so thoughtful. RSH/JWB

Becky I just wanted to thank you for such a wonderful funeral. Jonathan, Max and the pallbearers were so professional and courteous. Everything was so well coordinated and organized. Dad would have loved it!

Ruddington

Always knowing who I was when I called. Teresa was always so friendly

and very efficient – everything was as discussed. TLS/TLS

Friendly & thoughtful. EPM/EPM

Shirebrook

Very professional, nice, calm, helpful. JP/AA

Spondon

Respectful and caring. FH/FH

Stapleford

They gave us respect. TSR/LJB
Considerate. Immaculately dressed. TSR/NDR

Sutton on Ashfield

Hi Karen, We would just like to say a BIG thank you to you, for organising the funeral. We couldn't have wished for a better send off, it was a true celebration of a full life and we are grateful that everything we asked for in the service was granted. We couldn't have done this without you and the rest of the team at AW Lynmn, you truly are professionals at what you do. With best regards and love.

West Bridgford

Edward at West Bridgford office, extremely professional & helpful. SNN/EPM

Wollaton

Personable, knowledgeable, sympathetic, lovely. KNC/KNC
That they rang the day before to confirm all details. SEO/KNC
Order of service sheets very good quality. Well planned. SEO/LJB
Staff went beyond the expectations. Thank you Checking 'details' and providing empathetic and personal service well done Skye and Kirby (excellent service) SEO/KNC
All of it. SEO/DirectCremation

*Your gift of compassion is being put to great use in helping people through their grieving process. You are making such a difference in what can feel like a cold, cold world. I wish you all the best in your career. You show such courage in being able to be "with" people in their loss. Best wishes
Kate Carty*

To Skye, Julia and Matthew, thank you for your kindness and support over the

last few weeks when we were organising the funeral. Your professionalism was exemplary and Skye I cannot thank you enough for your efficiency, compassion, and attention to detail.

To the whole Lymn's team, all our grateful thanks for your kindness and support. Everyone was so helpful however, we'd like to say a special thank you to Skye, who we feel, went above and beyond in efforts to organise the funeral of a mummy.

Craftsmen in Stone

Dear Mary, I would like to thank yourself and all the people involved for the great service provided with regard to my grandmas cremation, generation of plaque and fixing. We are really happy with the plaque and standard of work. Many thanks for all your help with this it really is appreciated.

Thank you Mary for the photo of the memorial which I received on Saturday. Myself and my family are very pleased with the work done and think it looks amazing. The flowers were lovely gesture to say, we are looking for ourselves. Thank you again for a job well done.

Hi Mary. I'd like to thank everyone who has been involved with everything this past year. The headstone has been finished in time for the 1st anniversary of the passing.

Dear Mrs Haynes and all involved for the work and care given to me regarding the reinstalling of my parents memorial stone. Thank you.

Civil Celebrants

Richard had the right balance in dealing with the whole process. From the initial home visit he put me at ease right through to the day itself. His tone and style on the day were spot on. He did a brilliant job in.

Hi Richard, I wanted to take the opportunity again to say a huge thank you for doing a such sterling job on Tuesday. I felt a lot of comfort on the day knowing that we had done everything we could, to send our dad, grandad on his way. You delivery was the icing on the cake. Thank you from the whole family.

I was overwhelmed with the amount of people who approached me at the end of the service, saying that the tribute was perfect and truly fitting for my mother. I would just like to say a massive thank you to Richard and all the staff at Lymn for making the day a special day that we will never forget.

Hi Richard, Just wanted to say thank you for everything you did to put together and host Dad's funeral service on Friday. It went really well and we had several people say afterwards that they thought it was one of the nicest ceremonies they had been to. And I

appreciated knowing you were there to step in if I had had a wobble during the eulogy.

Richard contacted me and guided me through the service, he sent me an E-mail which helped my family prepare. He made the whole process very easy, he responded to my E-mails very quickly, he made all of us feel at ease and he did a wonderful job of the service.

Dear Colum, We would to give our heartfelt thanks to you, for the wonderful service that we were able to give heron Tuesday. We could not have wished for a better celebration of the full life, and we are grateful that we were able to give her the send off she deserved.

Richard was a relaxing influence throughout, he arrived at my appointment on time and very smartly dressed. Richard kept contact throughout the process right up to the day before the service.

Could Do Better

Poor communications.

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 July.

Arnold	9.85	Hucknall	10.00	Radcliffe-on-Trent	9.50
Aspley	9.75	Ilkeston	10.00	Rainworth	10.00
Beeston	10.00	Littleover	9.00	Ruddington	8.00
Bingham	9.20	Long Eaton	10.00	Shirebrook	10.00
Bulwell	9.00	Mansfield	9.80	Spondon	9.00
Carlton	9.29	Mansfield W.house	10.00	Stapleford	10.00
Clifton	9.60	Nottingham	10.00	Sutton-in-Ashfield	n/a
Cotmanhay	n/a	Ollerton	10.00	West Bridgford	9.50
Derby	9.00	Osmaston	10.00	Wollaton	10.00

COMPANY AVERAGE 9.55

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

Sarah Fisher has nominated Mick Pooley

'In June, Mick ran a training day for the team in handling the machinery in the works. Being a relatively new team, this was such a valuable and informative day and gave them all a chance to use the machinery – the first time for some. I'd like to thank Mick for sharing his wealth of experience and knowledge and for being a totally fabulous and excellent tutor!'



Charis Bull has nominated Isabel Walton

'Please can I nominate Izzy for keeping cool under pressure and putting her IAMS qualification to good use when we ended up trapped on a country lane travelling back from a BIE meeting. Izzy managed to manoeuvre XFR out of the layby with great precision and kept her cool even when other drivers were unhelpful and rude. Also JLR for conducting and directing traffic (on her day off) to get the whole queue of traffic unstuck and on it's way.'



Fiona Hallam has nominated Pete Jeffrey

'Please can I nominate Pete for going above and beyond to help us make bespoke frames for our travellers funeral, he is always thinking outside the box of ways to create bespoke designs.'

Colum O'Shea has nominated Mark Ridout

'Recently Mark and I worked together to assist a family who was an avid train-spotter. We had helped the family in a number of ways to reflect this (floral tributes and service sheet design) it was Mark that added the final touch of class with his knowledge that a sound clip of the Flying Scotsman was available on Obitus. After suggesting this to the family and myself, it was used, and as the curtains were being left open on this occasion added a tasteful end to the final farewell. Several mourners in the chapel remarked after the ceremony that this was a personal and tasteful addition and I thank Mark very much for thinking of it.'

Kevin Hall has nominated Fiona Hall and Kaitlan Thompson

'Please can I nominate Fiona and Kaitlain for their work representing the company with the Churchyard Clean up at Alvaston Parish church then getting home to get dressed up to represent us at The Womens Work Gala with a PV11 all on the same day, giving up an entire Saturday.'

Fiona Hallam has nominated Michael Ince-Tivey

'Can I nominate Tiv for employee of the month? Kaylee, Jacqueline, Marie and myself have agreed that he deserves to be nominated as with being busy and short staffed, he always offers to empty bins or get tidy, he is always so helpful. This is a huge help and much appreciated.'

The winners is....

****Mick****

