



*The Family Funeral Service®*

## Staff Newsletter

February 2023

### *Military Funerals*

We now have a page dedicated to Military Funerals on our website with the following available for Military and Veteran funerals:

- Assistance from Neil Reeves (as a Funeral Director and Royal Navy Veteran)
- The use of a Union Flag or regimental drape
- Assistance to arrange the attendance of a standard bearer
- The Last Post during the act of remembrance
- Assistance to arrange a veterans guard of honour
- Arrangement of a poppy wreath for the service

If you have a client that you feel would benefit from any of these services, please get in touch with Neil, who will be more than willing to help.



<https://www.lymn.co.uk/funerals/military>



The directors would like to thank all staff for the extremely high rate of five and four star reviews on Funeral Guide.



**2020**

**2021**

**2022**

% of funerals where reviews were left

**20.72%**

**25.87%**

**25.72%**

% of 5\* reviews

**94.09%**

**97.17%**

**96.20%**

% of 4 or 5\* reviews

**99.33%**

**99.67%**

**99.75%**

*'Our family serving your family since 1907'*



The company was invited to 'test' the facilities at the new Rushcliffe Oaks Crematorium before it officially opens. The facility is just outside Cotgrave and is hoping to be ready for services in the next few weeks.



Nigel, Jackie and Matthew have helped with the first five cremations at the facility, are impressed with what they saw and are looking forward to the site being fully operational.

For more information please visit the Rushcliffe Oaks website - <https://www.rushcliffeoaks.co.uk>

## Old Receipt



Paul recently conducted a funeral for a lady who's father was buried by Harold Lymn in 1941. The lady's daughter sent the photograph below and commented, 'My mum had the original receipt in her possessions which we remember as children'.

## Quarterly Marketing Updates

Please keep an eye out for the new 'Quarterly Marketing Update and Planner' which will land in your inbox on Monday 6th February.

## Christmas Tree Collection



Ben with the help of Henry collected nearly 40 trees for the Nottingham Hospitals Charity.



Chief Executive  
A W Lymn  
Robin Hood House  
Robin Hood Street  
Nottingham  
NG3 1GF

RECEIVED 18 JAN 2023

18th January 2023

To the Chief Executive,

Christmas Tree Recycling 2022-23

I am writing to thank you and your team for your support with Nottingham Hospitals Charity's Christmas Tree Recycling Scheme 2022-23.

Our Christmas tree recycling scheme started in lockdown in 2020-21, when we collected 669 trees and raised £8,474. With your support, this year we collected nearly 1200 Christmas trees from around Nottingham and raised just over £15,000 – an incredible achievement!

Thanks to your support, all the money raised will go towards enhancing care in our hospitals – across all areas – beyond what the NHS could provide without people like you making a difference.

Supporting your local charity has made you an essential partner in helping to make hospital care in Nottingham the best it can be – thank you.

We hope that you will consider supporting our Christmas tree recycling scheme again next year. In the meantime, please pass on my gratitude to your team in Nottingham for their wonderful efforts in supporting this scheme.

Yours Sincerely,

Nigel Gregory  
Deputy Chief Executive, Nottingham Hospitals Charity

Thanks for all your work on our behalf



# From the archives

In 2008 staff took part in the 42 mile Lyke Wake Walk.

**A.W. LYMN**  
The Family Funeral Service

**February 2008**

## Newsletter

### The Lyke Wake Walk

**WELCOME BACK...**

To Louise Cook at our Long Eaton office.

Louise, who has been away on maternity leave returns to Long Eaton after a 7 month break - and has been kept very busy there since her return...

**THE LYKE WAKE WALK** is a complete crossing of the North Yorkshire moors along their main east-west watershed between the Stone at grid reference 470994 and the Trig point at 971012, a distance of approximately 40 miles. Every person who completes a crossing of the Lyke Wake Walk on foot within a period of 24 hours and who reports it to the Club within 28 days, is eligible for membership. Female members are titled *Witch* and males are titled *Dirger*.

In 2005, when Nigel was the President of the NAFD, it celebrated 100 years of service and to commemorate this decided to organise a walk across the North Yorkshire Moors.

The walk entailed crossing the Moors from Osmotherley to Ravenscar which equates to 42 miles in total.

Funeral Directors and associated members from around the country were invited to take part, and about 100 actually turned up on the day. The whole event was sponsored by companies who supplied the food and drink at each pit stop. The average time, so they say, is 13 hours! for our team it was more like 17.

The walkers consisted of Elaine and Ed Everett, Richard Carpenter, Matthew Lymn Rose, Ben and Wendy Benson, Jonathan Baker, Vic and Nita Clarke, Chris and Jim & Alex Thornhill to name but a few. One walker, Paul, who no longer works for us, even planned to run a half marathon the following day! Packed with supplies, walking boots, rain gear, plasters and blister oint, and a huge amount of optimism we set off...



**Vic & Nita**

"The NAFD is organising a walk for charity, can we get a team up?", I said "yes, I'll have a word, how far is it?", "42 miles" Nigel said, "pardon", I looked at Nigel, he smiled that smile of his and said, "easy".

I took pen and paper and went around the staff asking who fancied a bit of a walk. The response was terrific, at first we had a possible 30 on the list, this dwindled to 16 who were determined they would walk 42 miles, to put this in perspective, from Smeinton market to Stoke on Trent, to be walked within 24 hours. We had the usual remarks "you'll never do it that's too far, don't be stupid." But we were confident, and set about getting the job sorted.



The walkers at the start, ready and eager to go!

## LLVH on the Cobbles in 2013

### LLVH limousines star in Coronation Street's Forthcoming Christmas Wedding

LLVH limousines were chosen to feature in a forthcoming Coronation Street 'Wedding of the Year', providing luxury transport for one Weatherfield couple who will shortly be tying the knot. The Silver Mist is pictured gracing the cobbles of Coronation Street, outside the famous Rovers Return. Making his on-screen debut at this film shoot was LLVH Chauffeur Dan Moore.



It is 10 years since our number plates were featured in a Regtransfers interview.

## Regtransfers Interview

Our fleet (or more accurately our number plates) have featured in the latest Regtransfers magazine. To see the full article, in all its glory then please visit <http://www.regtransfers.co.uk/main/WebMag/PDFs/issue0.pdf> or visit the link on our Facebook page.



A.W. Lymn, The Family Funeral Service, has been arranging and conducting funerals in Nottingham and the surrounding areas since 1907. The company's eponymous founder was the great-great-grandfather of current director Matthew Lymn Rose. The elder Lymn had tried his hand at many different professions but, with the assistance of his son, began arranging funerals through his furniture business, along with around 300 other undertakers in the city of Nottingham at that time.

Today A.W. Lymn conducts around 3,000 funerals annually through 24 offices throughout Nottinghamshire and South Derbyshire. The company has one of the largest Rolls-Royce and Bentley funeral fleets in the world and is proud to have continuously run Rolls-Royce motor hearses since moving

from horse drawn carriages. The current fleet is comprised of eight matching silver Rolls-Royce and Bentley hearses, 16 matching silver Rolls-Royce and Bentley six door limousines, one silver Rolls-Royce hearse for babies, one black Rolls-Royce Phantom VI hearse, one matching black Rolls-Royce Phantom VI limousine, two silver Bentley Arnage saloons, one silver Bentley Continental Flying Spur saloon and the silver Rolls-Royce new Phantom saloons - all of which display 'number 1' registrations.

"The first few number plates we acquired included my father's plate NLR 1, and various other plates such as LJK 520 and TKL 3," says Matthew. "In the late 1980s he caught the bug, and the first six number ones were a great set: YKN 1, 1 YKN, YKP 1, 1 YKP, 1 GUW and GUW 1, he also added 2 GUW as the

seventh. From there on we became known for our private plates. Almost every vehicle in our fleet bears a 'number one' plate. "Some nice sets include the "mirrors" such as those mentioned above, as well as 1 XAS and XAS 1, 1 RXW and RXW 1, 1 XUF and XUF 1. Recent additions XE 1 and 1 XE look good on our new Phantoms, as well as 1 UE, 1 UF, 1 UG and 1 UJ, along with 1 RV in the short collection. A nice Irish set was completed with OBZ 1, OBZ 11 and OBZ 111.

"In the Lymn Rose family we carry a few plates too: NLR 1, 1 NLR, 11 NLR, 1 JLR, 7 JLR, 1 PLR, 11 PLR, 2 MLR, 11 MLR, 111 MLR and 11 SLR. My sister also owns CH10 ELR, and my grandad GRO 5E."

The A.W. Lymn fleet vehicles are available to hire for funerals, wedding and private hires. "Our family serving your family since 1907"

## Silver Mist spotted in Amsterdam in 2013



## Mark has been back in the fold for 10 years.



Welcome back to Mark Ridout, who writes the following introduction to himself

"This is my thirty fourth year in the funeral profession and, although originally coming from Somerset and spending a good deal of my working life in the Bristol and Gloucestershire areas, I have worked in Nottingham for the past ten years. I qualified as an embalmer at the age of twenty and later, for three years, ran my own Pet Funeral and Bereavement Service and trained as a Cruise counsellor. Four years ago I worked for A. W. Lymn in Arnold as some of you may remember. I left to go into management with Co-op Funeralcare, latterly in Mansfield, but am now pleased to be able to return 'home,' missing the 'hands on' aspects of funeral arranging and directing and proving that the grass is not always greener on the other side!"

Our Facebook page has been around for just over 10 years. At the time we were one of the first (if not the first) Funeral Directors. Who would have thought that nearly every FD would have a page in 2023!







## From Joanna Widdowson

A few years ago, I had a client in Canada who couldn't make it back for her aunt's funeral as it was at the height of the Covid pandemic. Eventually, she and her husband made it over here for the interment of ashes. We had exchanged many emails between this time and it was lovely to finally meet them.

Since then, we have exchanged Christmas greetings each year and she sent me the attached photo of what greeted her on her return home. They had apparently stood and watched her husband shovelling the snow! With lots of snow and temperatures of -17 deg. C it certainly makes me think that our recent cold snap was positively balmy by comparison!



## Out and About



*Trade hire for a hearse and three to Harrogate*



*Tiv turns his hand to air conditioning engineer!*



*Wayne, Kirby and Chris on a Weekend funeral*



*This trade hire was in safe hands with Nev as hearse driver.*



# The A.W. LYMN Centenary Foundation

Dear Ben, just a note to say thank you for your grant of £245 which paid for the hire of The Grange Hall as the venue for our Christmas Eve Lunch. Attached some pics for your info.



radcookscommunitykitchen@gmail.com



8 DEC 2022

C/O St Anns Advice Centre, Robin Hood Chase, St Anns, Nottingham, NG3 4EZ

28<sup>th</sup> November 2022

Mr Ben Percival  
Robin Hood House  
Robin Hood Street  
Nottingham  
NG3 1GF

Dear Ben,

On behalf of the St Anns & Sneinton Foodstore, we would like to thank you for the generous donation that you have gifted us.

I can guarantee that all the donations received will go back into the local community to help those who, for many reasons, are struggling to make ends meet. Due to the current financial climate many families in the UK are experiencing financial hardships. Child poverty has resurfaced in a developed nation such as the United Kingdom, which in itself is repugnant.

Your generous donation allows us to continue working in partnership with other agencies and volunteers within the local community to distribute food parcels to people in need in the St. Anns and Sneinton areas. The response from many businesses this year has been overwhelming, and we are truly grateful for this support.

## Project summary and thank you

St. Cyprian's church applied to you for a grant to repair the roof as there were ingresses of water in many places. These were damaging plasterwork, ceilings, the parquet floor and causing extensive areas of mould in some of the less well ventilated parts of the church. There was also a slip hazard, potential damage to electrics and the organ, and to artefacts stored in the church

From a financial perspective the work would not have been possible without grants. The cost of repairs was nearly twice our annual income. Delays in undertaking the work would have resulted in costs increasing further.

We now have a dry church. The issues and risks described above have now been largely remediated, although there is a considerable amount of internal damage still to repair.

There were delays to the project. The architect assigned the project to a single contractor initially. The subcontractor who was going to repair the mastic ceased to trade. Given the seasonal constraints the roof had to endure another winter which increased the costs by about 25% to approximately £23,000.

There is considerable remedial work to be done. There are holes in the ceiling caused by water leakage, internal mould has to be removed and areas have to be re-painted and re-plastered once we are confident that the roof is water-tight at the end of the winter. The floor also needs to be re-polished.

Certificates of Practical Completion were issued to the 2 contractors involved in September 2022.

To conclude, we have achieved what we set out to do and the identified roof repairs have now been completed, although delays have caused significant increases in cost. We hope to tackle the internal water damage work in 2023 and review other external issues in conjunction with the Diocesan architect for which grant funding will be required.

We couldn't have tackled this project without help from you. On behalf of all at St Cyprian's Sneinton and its associated organisations, we thank you for your considerable help and financial support.

Sharon Head and Jill Bacon

Churchwardens

## Appendix

### Before



Vestry roof



west end north ambulatory



West porch - note sapling



West porch



South porch



west elevation note small parapet on north and south corners - south has an issue

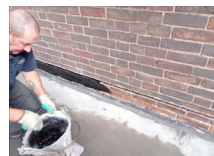


Note condition of the repaired coping



small cracks on south ambulatory roof

### After



# Welcome to

**Jack Raynor**

Casual Stonemason

'Before starting at Lymns, I was the main childcare provider for my son. I was fortunate enough to make a living playing video games, but thought it was time to get a full time career behind me. I have always wanted to work for Lymns, since they helped with my mums funeral and I am grateful for Matthew giving me an opportunity. Everyone has been so welcoming, and its such a family type of vibe. I have never felt so welcome starting a new job.'



**Phil Revil**

Driver /Bearer at RHH

'I retired from Nottinghamshire Fire and Rescue service after three decades, and wasn't ready to do housework full time! I had some experience with a small independent funeral directors so knew a little bit and quite enjoyed the work. I've lived in Bingham for the last eight years with Kami.'



**Greg Martin**

Funeral Arranger at Derby

'I started on the 3rd January and so far have thoroughly enjoy working with the driving staff. I previously taught A-level and BTEC Chemistry at Loughborough College. This was a return to teaching to see where the education had indeed changed for the better, it had not! I was spending more time stressed about other peoples children than enjoying my own two-year-old daughter, Florence.

For three years prior to Loughborough College, I went to the Funeral Arranger at Wathall's in Derby. In my "free time" my wife and I are in a children's entertainment business organising parties with our zoo of animals - Pet Parties Ltd.'



**Paige Gleedwood**

Funeral Arranger at Bulwell

'Hi! My name is Paige, I'm 24 years old and I'm currently a trainee starting my journey in the funeral home industry.

In my spare time I enjoy spending time with my family and friends shopping and going for walks.

I love all animals and have three small dogs, two cats and a bearded dragon of my own. I also enjoy caring for my many house plants.'



## Caption Competition

Does anyone have a caption to accompany this photograph of safe breaker Pete?

Please enter via email or text; e m m a . @ l y m n . co.uk  
07916 140 406 .



All entries must be submitted by 9am on Wednesday 15th February 2022.

The winner can choose between a bottle of wine or a box of chocolates.

**Stuart Brooksbank**

Casual Driver /Bearer at RHH

Hi, I'm Stewart, I'm 41 ex painter and decorator have also worked in the events industry. I'm in long-term relationship and live in West Bridgford. I like films football and cosy nights in.'







The Family Funeral Service®

# Client comments collected during December 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 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](http://www.funeralguide.co.uk/funeral-directors)  
and  
[www.facebook.com/pg/awlymn/reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 87

Good – 5

Satisfactory – 0

## City Flowers

Excellent – 44

Good – 6

Satisfactory – 0

## **Arnold**

Friendly & Compassionate. ESH/RK

The help with carrying Bob's coffin very helpful. ESH/RK

Attention by Nigel Lymn Rose on day including brief stop outside Smalleys Solicitors. RK/NLR

They took their time to explain things and were very caring. ESH/RK

Kindness & support given was outstanding. ESH/EPM

Allowed time for family to follow in own vehicles and join up at the crematorium. RK/RK

The overall standard of kindness and courtesy was very high from first contact until all was complete. ESH/RK

Kindness, respect. ESH/EPM

He was sensitive to our needs. Took time to guide my sons – pall bearers for first time. RK/RK

Very caring and helpful. NMR/NMR  
Contact on the day before to talk about the following day. RK/ESH

*Dear Emma and Crew, thank you for making a funeral arrangements for my late husband so easy. Everyone was so caring and efficient.*

*Hi Russ, I wanted to thank you, and your team for your support and professionalism. It made a difficult day much more bearable. Also massive thanks to Emma in the Arnold office. Emma is quite simply an angel.*

## **Aspley**

The lady at the Aspley office who gave me the horseshoe was lovely. GB/TK

Good morning Jahnet, It was exactly one week ago today when you arranged and organised the most wonderful send-off for our mum. Thank you so much, you were amazing in your professionalism, your sensitivity and your efficiency. Nothing was too much trouble, you are a very rare breed Jahnet, and

you are a true professional on every level, we cannot thank you enough.

## **Beeston**

Attention to our needs were spot on. GB/DMC

Donna and Georgia gave such heartfelt service and care. DMC/DMC

The service provided by Donna Conroy at Beeston was excellent in every aspect. DMC/DMC

## **Bingham**

All staff very courteous, helpful and sympathetic. DTL/EPM

No one thing. DTL/DTL

## **Bulwell**

Very professional in all aspects. KLL/MS

Julia was super attentive and went above and beyond to help us and gave us so much support. 100%. TK/JRC

## **Carlton**

Home visit to discuss funeral service. JAR/NMR

Personal care, patience & compassion. NMR/NMR

That Nigel Lymn Rose took the time to conduct the funeral himself – a very personal touch, we thought. JAR/NLR

## **Clifton**

Carol's tone of voice made you feel at ease. JMW/JK

Civil celebrant Suzanne Wright  
Excellent. JMW/JMW

*Hi Joanna, Thank you for everything you have done for us .... thank you for your patience .... especially when we were messing you about. You have been amazing .... Gary was so well 'looked' after by you.*

## **Derby**

*Good morning, Jackie. I just wanted to send a heartfelt thank you to yourself and all who contributed to the celebration of Life Service yesterday. It was absolutely seamless, and I know that takes a*

*lot of orchestration. So please relay my thanks to everyone involved from the chapel team including Kaitlan and Neil, The usher, drivers, coffin makers, the florist (please relay my thanks for a beautiful display) and yourself for making me feel very relaxed.*

*Some people complimented and said it was the nicest service they had ever been to.. I loved the visual tribute too to the music. A beautiful touch.*

### **Ilkeston**

Well organised. MS/MS

Manner and tone of staff. JRC/MS

The empathy & sympathy shown was most comforting & appreciated at a most important time. NAA/MS

The attention to detail regarding mum's age, 98 and a half years old and this was remembered and engraved on the plaque on the coffin.

So personal. NAA/NDR

Tracey Matthews, the celebrant, was excellent. She summed up mum's character so well. NAA/MS

### **Littleover**

It was all done very professionally very pleased. DBB/NDR

### **Long Eaton**

Easy to deal with at a sad time. LJB/LJB

### **Mansfield**

From meeting David to talking through the service/flowers/order of service he was professional and caring throughout. DCC/DCC

Excellent communication. DCC/DCC

### **Mansfield Woodhouse**

Very helpful and kind. SB/AA

Personal contact by Jonathan Baker. JWB/JWB

Staff were professional and respectful at all times. SB/JWB

Everything was perfect. SB/JWB

All. SB/AA

### **Nottingham**

Paul Richardson was very attentive and excellent in every way. PCR/PCR

Very professional and respectful. SNN/PM

Excellent delivery by Celebrant, Malcolm. PCW/MLR

Paul Richardson was amazing throughout the process, very friendly and welcoming. PCR/PCR

I had a very thorough service at all times. MR/JLR

Going extra mile in customer service, plus the vicar paid attention to mum's need; excellent. MR/PCR

Exceptionally kind and empathetic. Totally professional, smart and everything was well presented.

Jackie was amazing. MR/JLR

Rachel who gave the address was very good indeed. PCR/PCR

Throughout very professional but also very friendly. JLR/JLR

*Evening, Just to say a massive thank you for your efforts for the services you provided for the funeral of my Grandfather. He dedicated a large part of his life producing and delivering flowers to yourselves on behalf of other families when he had his stall on Victoria Market and you repaid that when the time came to lay him to rest. That was noted from you guys and you went all out. It was extremely appreciated. Especially considering the difficulties regarding getting nan to and from the relevant locations. Absolutely fantastic. Thank you guys and all involved. You've done a proud man proud.*

*Dear Kevin, I am writing to thank Nigel and yourself for the way that funeral was conducted yesterday. It was handled with such dignity and sensitivity and the whole ceremony went off so smoothly. On behalf of us all, thank you all very much for the great effort that was put into the occasion. It was a sad loss for all of us but yesterday was a very fitting tribute, supported by yourselves, to a lovely lady. Please pass on our very*

*grateful thanks to all concerned.*

### **Ollerton**

Mark Andrew was absolutely amazing at home visit and at the service SJD/AA

Kind, courteous & very thoughtful. SJD/AA

### **Osmaston Park**

All. MC/MC

### **Radcliffe on Trent**

The whole experience was excellent at all levels. EH/EPM

Jane was excellent throughout. JK/JK

### **Rainworth**

The friendly but professional way everything was dealt with, thank you Becky. RSH/AA

*Dear Becky. I want on behalf of the whole family to thank you and your organization for the high level of care and attention that you put into the delivery of my mam's funeral yesterday. We were so happy at the showing because she looked so at peace and lovely. You did a fantastic job. The vehicles and the attending staff were splendid and wonderfully dramatic and professional. It was exactly as it should be. You should be very proud of what you do for people in their darkest hours. Thanks again for making the saddest day of my life, something that was actually quite wonderful.*

### **Ruddington**

Courtesy given to our family throughout the process. Excellent advice given regarding all aspects of the funeral. TLS/TLS

Very personal service, and professional in every way. TLS/TLS

Sympathetic and efficient. TLS/TLS

Always very professional and considerate. TLS/TLS

### **Spondon**

*To Fiona and Kevin and all at Lymns. Just to say a massive thank you for*



*all your help, care, compassion, attention to detail, laughing and crying with us, words can never express the respect you showed both my mother and father on their final journey. You made a very difficult time much easier knowing they were both under your excellent care. Massive thanks from Tracy, Martyn and the rest of the family. Your kindness will never be forgotten. FH/KH*

### **Stapleford**

Keith Brown was fantastic, someone thought he was a friend of my husband. TSR/MS

Tracey Sweeting-Rowe was excellent. She showed compassion, care & thoughtfulness throughout the process. Nothing was too much trouble & she kept me updated constantly. Thank you. TSR/LJB

### **West Bridgford**

Sympathetic, professional & reassuring, particularly Edward & Richard. AMB/EPM

In all the stress of arranging the funeral I had forgotten to order flowers for the coffin and Andrew managed to sort it 30 mins before the funeral. AMB/AMB

The dignity. SNN/AMB

Friendly, compassionate staff.

Always happy to help. JK/JK

Free coffin. SNN/AMB

Caring, professional & informative. AMB/AMB

### **Wollaton**

Friendly & helpful. KNC/MS

The man who managed the funeral proceedings led us very well. LJB/NDR

Very efficient, caring service. Phone calls to offer any help & give sympathy. CB/MLR

Took us to door of where we wanted after service even after last minute change. KNC/KNC

Funeral arranged through Charis Bull who was so kind. – exceptional. CB/MS

The high professionalism and kindness. KNC/KNC

Very respectful, professional and empathetic. CB/JK

### **Civil Celebrants**

*The immediate family met with Richard some weeks prior to the funeral and we found him sympathetic, thoughtful and informative; indeed, after weeks of anxiety and sadness, we found the meeting positively cathartic.*

*Hi Colum, I would just like to thank you from the bottom of my heart for*

*the lovely service you did.*

*The family have all said what a wonderful send off and the way you read the eulogy was fantastic. Thank you again for making it so special for everyone.*

*Richard listened to our wishes and acted upon them. Mum was 91 and had a great sense of family and a witty and quick sense of humour. I asked that he be Master of ceremonies and warned him that we were a slightly irreverent bunch but would all like to have a say about her. Most importantly we wanted a happy feel to the service. All this was achieved and he played his part in that perfectly.*

### **Stonemasons**

*Hi Sarah, I've been to cemetery today to look at the headstone, I just wanted to say it looks lovely and the workmanship is really good, both myself and dad are really happy with it. So Thankyou to all involved. Many thanks again.*

### **Could Do Better**

None

## **Questionnaire Data**

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for January.

*\* n/a - no questionnaires returned*

Arnold	9.64	Hucknall	10.00	Radcliffe on Trent	10.00
Aspley	n/a	Ilkeston	10.00	Rainworth	10.00
Beeston	10.00	Littleover	10.00	Ruddington	9.80
Bingham	9.50	Long Eaton	9.67	Shirebrook	n/a
Bulwell	10.00	Mansfield	9.50	Spondon	10.00
Carlton	9.50	Mansfield Woodhouse	9.86	Stapleford	10.00
Clifton	10.00	Nottingham	10.00	Sutton in Ashfield	10.00
Cotmanhay	10.00	Ollerton	10.00	West Bridgford	9.83
Derby	n/a	Osmaston	10.00	Wollaton	9.90

**COMPANY AVERAGE 9.84**

## ***We managed to make a good traffic jam!***

**Lymn's Driving Day – 9 October 2022**

*John Prentice*



A group of nearly 50 members and their friends gathered at A W Lymn's headquarters at Robin Hood House on a bright autumn morning to be greeted by the staff and served hot drinks and a selection of pastries and biscuits.

The potential drivers checked their credentials with Ben Percival who had been our liaison for all the arrangements of the day.

We were encouraged to explore all departments on the site and the company workshops around the corner in an adjacent street. The car park was filled with a good selection of Club cars brought by members.

The company's Rolls-Royce car fleet includes vehicles from a 20 HP limousine through to Goodwood Phantoms, sixteen of which were lined up ready for making the traffic jam, aka our driving experience around the Nottinghamshire Wolds.

While we talked to staff in the departments about their work, Nigel Lymn Rose was offering trips round the Nottingham neighbourhood in his 3 Litre Bentley. This was a good reminder that in the nineteen-twenties motoring had become a very important pastime and the market ranged from luxury limousines to sports cars with racing pedigrees. The 3 litre would not have suited dowager duchesses and Nigel's gave a good test of passengers' agility during entry and exit.

Other interesting vehicles, in the yard, used in the business were a Leyland flat-bed lorry used as a hearse and a 1965 Routemaster retired from London Transport to Nottingham. Both these vehicles were popular amusements for the sixth-generation family members who also acted as ushers and assistants on the day.

The workshop had a Phantom VI undergoing restoration and one of the Goodwood Phantom hearses (1 XUF) on the "ramp" evidently having had some front suspension work done.

With everyone refreshed we gathered in the yard and Nigel gave a "stand-up" briefing to the staff before formally welcoming us and outlining the rest of the day including the route of the drive and the opportunities for driver swaps to take place. We were warned about potential warning lights on the dash - especially red ones. Then without further delay we went off to choose a car and be briefed on its controls and



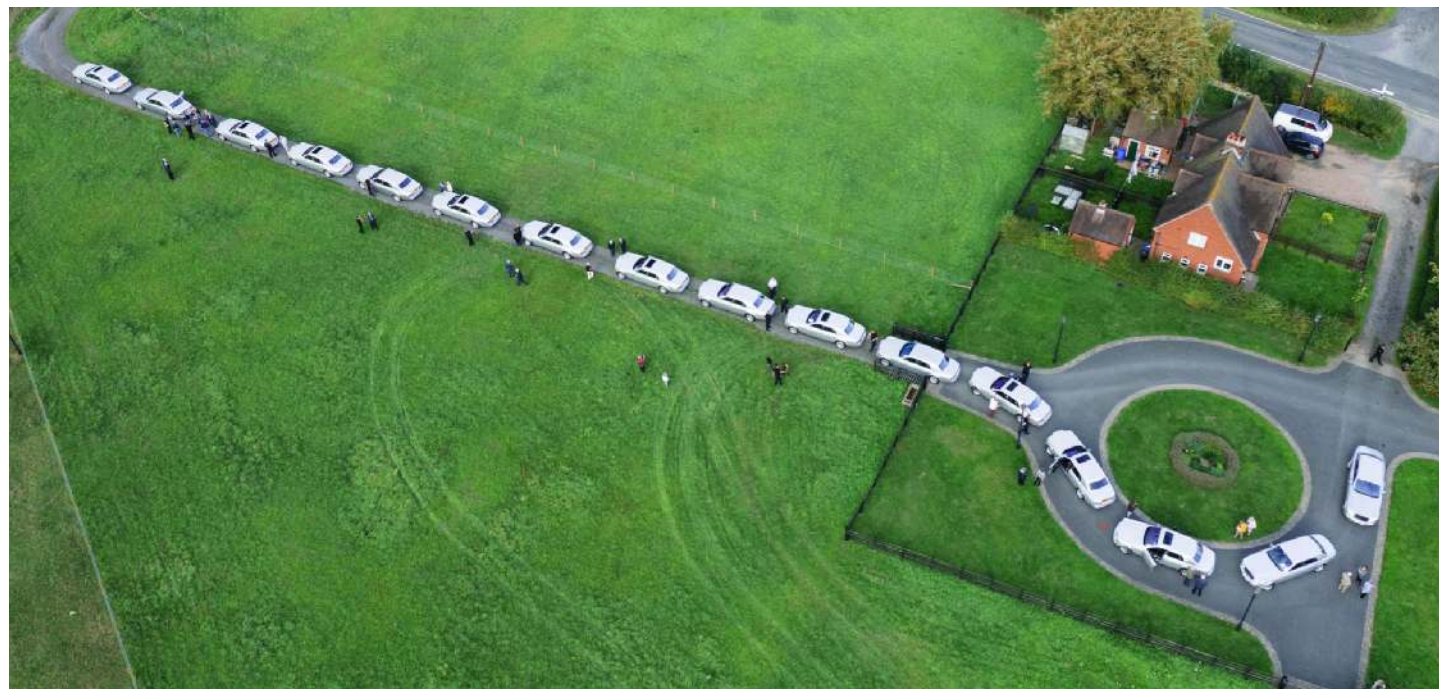


# *for the Rolls-Royce Enthusiasts Club East Midlands Section*

to set off; cars 1 to 16 driving through Sneinton in an orderly line. Needless to say traffic lights and roundabouts soon got us split up but passengers from the staff proved to be very able substitutes for the now ubiquitous GPS sat-nav device if the car in front went out of sight.

The Phantoms, needless to say, drove beautifully although, I have to confess here, only one of my stops was as smooth as one would expect from a real driver.

We left Nottingham through Burton Joyce on the Southwell Road, turning to cross the Trent by Gunthorpe Bridge and then on the Fosse Way turning off to Cropwell Bishop. Here the convoy lined up in the countryside as you can see from the aerial shot.



Return to Nottingham was through Stragglethorpe, the A52 and Lady Bay bridge. With the Phantoms safely parked but perhaps not quite so tidily as before and without any reported warning lights, we were summoned to lunch. A range of drinks and a splendid buffet was consumed by all in the garage from which the cars had been evicted for the day. Meanwhile Nigel continued his Bentley local tours, eventually joining us to eat.

Martin Carnell rounded off proceedings by thanking Nigel, Jackie and Matthew for their hospitality, all the staff who had looked after us so well and particularly Ben who had handled all the detailed arrangements. He presented Nigel with a Club badge on a suitably engraved base for display in a cabinet. The resulting applause showed everyone else agreed. ■





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

**Matthew Lymn Rose** has nominated **Luke Rogers**.

'I'd like to nominate Luke Rogers for Best Practice. The Phantom VI Hearse broken down in a traffic jam, and to get to it and try to fix the problem in time for the funeral Luke left the car he was driving and ran past the traffic with his tools. Luke managed to get the hearse started, and it was able to continue its journey.'

**Fiona Moore** has nominated **Neville Carridice**.

'Can I nominate Nev for staying behind twice this week and helping me in the florists? He was a great help on Monday, when we had a Traveller's funeral to make for Tuesday. Also he helped me tidy up when we were really busy.'

**Kevin Hall** has nominated **Dan Barnes**.

'I would like to nominate Dan for his dedication to his branch and families. He had two bereaved Sikh families at the same time, so he gave up his Sunday to assist both families with washing and dressing, one early in the morning and the second just after lunch. He also made sure he was in early on the day of both funerals to make sure all was OK.'

**The equal winners are....**  
**\*\*Luke, Nev and Dan\*\***



## Best Practice window display

If the opportunity to win £50 and have your name printed in the Newsletter was not enough, we have a new 'travelling' window display for 2023!

Although this has not quite gone to plan with three winners this month, we will be able to split the display between the Nottingham and Littleover windows! Please let Emma know what you think!



At the heart of your care

**Nottingham Hospital's Charity community team are looking for volunteers to help at the Gang Show at the Theatre Royal and have asked if anyone would be willing to help. The details are as follows:**

**Nottinghamshire Scouts and Guides Gang Show.**

**Monday 6th March – Saturday 11th March, 6:30-10:15pm (1:30-5:15 for Saturday matinee) at the Theatre Royal, Nottingham.**

**Volunteers are needed to help collect donations before, during the interval and at the end of the show. In return you will receive a seat to watch the show.**

**If you are interested then please speak to Emma P.**