



*The Family Funeral Service®*

## Staff Newsletter

January 2023

### Christmas Message

*On behalf of all the Directors we would like to once again thank our colleagues for their help and support throughout 2022.*

*Settling into life after Covid has not always been easy, with new ways of working, seemingly added layers of complexity in many cases, and more and more people working away from their offices relying on technology to perform what were once face to face tasks. We are also well aware of the financial pressures facing you all, with rising costs in every aspect of life. Funerals are not immune, and we have had to accept increased costs from most of our suppliers; needless to say the fuel bill in 2022 has not been pleasant! As a result of this, and mindful that you should all be rewarded for the efforts you have made this year we have had to increase our prices more than we typically would, but have also proposed pay rises for many of you above the rate of that rise.*



*Although not as busy as the previous two years, for various reasons it has been a challenging time and I know you will all be looking forward to a break over Christmas, but our thanks is to be recorded for those of you working throughout to support the bereaved families we serve, and our thoughts go out to our clients who are facing loss at this most sensitive time of year.*

*From all the Directors, we wish you a Merry Christmas, and the very best for a happy and healthy 2023.*



*'Our family serving your family since 1907'*



## BRAMM Success

**Congratulations to Sarah, Joe and Daniel on passing their BRAMM Fixing Licence Practical Examination**



**This means they are all now licenced to fix memorial stones, taking the company total of BRAMM registered fixers to 13.**



## First Aid

**Well done to Gary Cooke, Sarah Derbyshire, Josh Greensmith, Emma Hind, Becky Hogg, Laura Maguire, Lucinda Pallet, Emma Percival and Isabel Walton on passing their QA Level 3 Award in Emergency First Aid at Work. (RQF).**



**Thank you to Rob from Midlands First Aid Training for making the course fun yet informative.**

## Christmas Trees

**Jackie who, very much supported by Rex (and his spreadsheet) facilitated the purchase and delivery of 125 trees to Churches across our trading area.**

**The trees were purchased by the A.W. Lymn Centenary Foundation.**



**The tree with AWL bauble at Carlton Community Church.**



**The Arena church in Ilkeston thanked Michelle for the Christmas tree donated.**

**Rev. Tim at Bingham Methodist Church asked Dominic to say thank you for the tree. It's Tim's first Christmas in Bingham and he did ask if there's a prize for the best dressed tree!**



**The tree provided for St Peter's Church, Littleover.**



**Cropwell Bishop's tree looking very festive!**





# *Christmas at*



## *Spondon Alight*

### *Santa Claus for Jasmine*



Sue, Gary and their team braved the cold in West Bridgford raising £507 for Jasmine's Legacy of Dreams.

Sue commented 'It was amazing, good fun and very successful. We certainly put a lot of smiles on people's faces, young and old.'



Fiona with the help of Kevin, Jane and Emma once again provided Mulled Wine and Mince Pies to the people of Spondon.

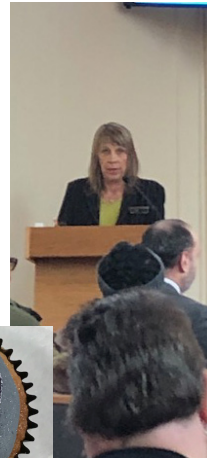
### *Travelling nativity*



Dan was pleased to welcome back the St Peter's Church travelling nativity to the Littleover window.

### *Wilford Hill*

Jackie was pleased to help organise the Annual Service for the Bereaved at Wilford Hill Crematorium.



Thank you to Teresa Spencer, Andrew Brown, Kevin Browne and

Nigel Dolman for their help on the day and Nikki Saxton (daughter of Lorraine) for the gorgeous A.W. Lymn Cupcakes.

### *Secret Stonemason Santa*



### *Trent Valley Memorial Service*

Pictured with Fiona, Neil and Kevin are Rev. Tony Luke and Celebrant Val Stanley who both led the service at Trent Valley Crematorium.





## Gary conducts his first funeral



Well done to Gary, who three years after gaining his Diploma in Funeral Directing, has taken his first steps (page?) towards conducting funerals on a regular basis.

The Clifton funeral included a piper and went without hitch and the family sent this lovely note.

Thank you so much to you, Joanna & Gary & everyone at Lyms for making this day go perfect you did him proud. All our love & Family.

### *An extract from the Rolls-Royce Chauffeurs Handbook*

#### **Passenger Comfort**

Avoid pot holes and 'cats eyes', ease the car over rough sections, varying your speed to meet road and traffic conditions at all times. Remember, you are possibly the first diplomat for your Company, it is your duty to ensure your passengers arrive safely and ready to conduct their business in a pleasant state of mind.

It may be their first occasion to ride in a Rolls-Royce or Bentley car; let there be no doubt in their opinion that it is the best car in the world and remember, a passenger will always comment on the drive he has had, some time during the day.

## Christmas Toys for Children in Rushcliffe

Well done to the Rushcliffe team (Bingham, Radcliffe, Ruddington and West Bridgford) led by Dominic for collecting toys for children in Rushcliffe.



- Hearing Technology
- Hear Today
- Hear Tomorrow

*We are pleased to announce that all our funeral homes have become collection points for Hear Today Hear Tomorrow (HTHT).*

*HTHT is a not for profit, ethical, sustainability led company. Founded to recover, repurpose and reuse all redundant UK hearing aids to help deaf children in the developing world and Eastern Europe. Regularly sending aids and audiologists to key areas, to dispense, and train key workers, on the ground.*

*Posters as well as collection boxes will be sent out in the New Year.*

<https://ht-ht-ht.com>

### Nottinghamshire Children's Centre Service

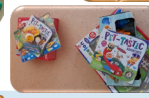
#### Rushcliffe Christmas Toy Appeal - Thankyou

Dear partners,

We would like to take this opportunity to say thank you to everyone who contributed to our Christmas Toy Appeal this year and provide you with a little feedback from the families.

Some of you have been supporting us for a couple of years and some of you are 'new donors' to the cause but we are grateful to you all for taking part.

Once again, we have been amazed at people's generosity at what is such a challenging time for us all.



...giving children  
the best start

T: 0115 9773 749

E: [CC.Rushcliffe@nottscc.gov.uk](mailto:CC.Rushcliffe@nottscc.gov.uk)

W: [nottinghamshire.gov.uk/childrenscentreservice](http://nottinghamshire.gov.uk/childrenscentreservice)

FB: Link: [Rushcliffe](#) or search: Children's Centre Service Rushcliffe



Nottinghamshire  
County Council



# The A.W. LYMN Centenary Foundation

After 15 years, Nigel and Jackie have stepped down as trustees of The Centenary Foundation. John Hayes and Anna Burrows have also resigned as trustees and Chlöe as Secretary.

Ben has taken on the role of Secretary, Chlöe has joined Jonathan as a trustee and they have welcomed Mark Chapman as the third employee trustee. Friends of the Lymn Rose family Ian Moorman and Joanna Bossart have also agreed to a three year term as independent trustees. The retiring members handed over their roles officially on Friday 9th December and are pictured below.

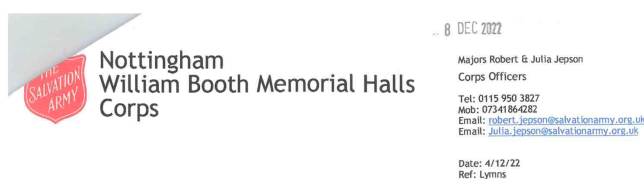


Jackie, Nigel and Anna. Unfortunately John could not make the hand over.



Ian, Joanna, Jonathan, Ben (Secretary), Chlöe and Mark.

The new committee have not wasted anytime getting to work with lots of raffle prizes and donations to toy appeals. Ben and Chlöe have also attended the Good Companions Christmas Party.



Dear Ben

RE: Donation of £50

Thank you for the donation towards our 2022 Be a Star Appeal. This will be so helpful to us as we buy Toys for the needy families of Nottingham. We extend our grateful thanks to The Trustees of The A W Lymn Centenary Foundation and fifth generation.

We send our warmest greetings for a blessed Christmas

Kind Regards,

Robert Jepson  
Major  
CO Nottingham WBMH



# Welcome to

## **Caroline Rix**

Driver /Bearer at RHH

‘Hi, I’m Caroline and I am 54 years old. I have one son and three grandchildren.

I enjoy walking my dog Holly and watching my grandsons play rugby and football.’



## **Simon Wright-Marsh**

Casual Stonemason

‘Hi, I’m Simon, originally from London. Before starting in the Stonemasons I was a self-employed ceiling fixing, working all over the UK (Leeds, Birmingham, London and Newcastle). The job was good just too much travelling!’



## **Kaylee King**

Florist

‘My name is Kaylee, I’m 38 years old. I’ve been in the florist industry for 22 years (straight from leaving school). I have a four year old daughter called Elsie-May.

I enjoy weekends away as a family and am excited to be part of the team.’



## **Luke Rogers**

Senior Mechanic  
& Fleet Manager

Welcome back to Luke in fleet maintenance.

After a short break Luke is back to look after the fleet of 70+ vehicles. Luke lives with his wife, Lucy in Gedling and their two children, Arthur and Ruby.



## **Stuart Dawson**

Driver /Bearer at MW

‘Hi I am Stuart and I am 58. I have been married to Jenni for 38 years, we have two children Jade and Bradley and three grand children Grace, Sam and Ella. My interest are restoring and building old Harley motorcycles and mountain biking.’



**Save the date  
for the Staff Party  
Saturday 25th March.**

**Details to follow....**

Nottingham Hospitals **Charity**  
**CHRISTMAS TREE**  
**Recycling**



We are pleased to have signed up to the Nottingham Hospitals Charity Christmas Tree Recycling scheme.

Ben will be collecting trees in the Stonemasons Lorry on Saturday 7th January.

To make a donation and get your Christmas tree collected please visit the Nottingham Hospitals Charity website.

[www.nottinghamhospitalscharity.org.uk](http://www.nottinghamhospitalscharity.org.uk)





The Family Funeral Service®

# Client comments collected during November 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 – 49

Good – 5

Satisfactory – 1

## City Flowers

Excellent – 24

Good – 2

Satisfactory – 1

## **Arnold**

Anja's arrangements of the funeral & the way the siblings were allowed to talk about her at the ceremony & give their recollections. ESH/NMR  
Helpful & kind. ESH/RK  
The personal touch. ESH/NLR

*Hi Emma, On behalf of my family, I'd just like to extend our thanks to all at Lymns for yesterday. Paul led the procession with such respect and made a very sad occasion seamless for us. Also, thanks for the professional service you provided in the run up, you made a difficult time that bit easier.*

*Dear Emma, Thank you for professionalism and care towards me and my family, it was really appreciated. Lymns did a great job. You personally were super lovely to deal with, Mark was a sweetheart too. My mum would have been chuffed looking on.*

*To Emma and staff, thanking you for all your help and support which you gave to all our family, during a very sad time. Everything went very well, thanks to you all.*

*Hello Beryl and Emma, Just wanted to say a huge thank you for everything you did for dad's funeral service. I have submitted this review online but forgot to put our names on it. So sending it to you so you knows its from dads family. Lymns were absolutely wonderful with the family from the initial meeting to the final goodbye. Everything we asked for was carried out in a kind caring thoughtful way, and very professional manner. Special mentions to Emma and Beryl at Lymns, to Lisa our lovely Celebrant and to Edward the funeral director on the day who were all outstanding and made Dad's send off one we were all very proud of. Please could you also pass on our thanks to Gedling Crematorium who again were very thoughtful and kind and ran the service beautifully.*

## **Aspley**

Nothing was too much trouble. Jahnet Wilks at Aspley Lymns was always available to chat. Thank you! JJW/KH  
The choice of cars & we were made to feel at ease. JJW/MS  
Professional at all times. JJW/NMR

## **Beeston**

Personal service given by Donna. DMC/DMC

## **Bingham**

Thoughtful and helpful. DTL/DTL  
Supportive – helpful – considerable. DTL/DTL  
Compassion – calmly organised. JK/JK

*Dominic, thank you for all your help and support over these past few months. The professionalism and empty that you and your team has shown has made the last journey with Dad a little easier.*

## **Carlton**

Personal service caring respect given at all times helpful. NMR/NMR

*Hi Mark, You and your guys did an amazing job with my mothers funeral. I'd just like to say a big thank you to both you and the gentlemen\* that took me, my mother, and family to Wilford Hill today.*

*\*Nigel conducted and the bearers were Paul, (IR), (NM) and (AS)*

*To Jess and Colum, Thank you for all your help with the funeral.*

## **Clifton**

Professional and friendliness of the staff. JMW/JMW  
Really helpful letting us know each step and letting us know what paperwork was needed as she passed in hospital. GLC/JMW  
Joanna Widdowson was extremely professional and kind. JMW/JMW  
Both Joanna and Edward provided exemplary service. JMW/EPM



### **Cotmanhay**

Michelle guided us very well through all of our options making it easy for us to plan the funeral mum wanted. We really liked the fact that more photos can be added to the order of service. Everyone commented at the funeral on how lovely they were. MNI/MS

The funeral arranger gave more time and made other appropriate adjustments for someone on the autism spectrum. MNI/MS

The celebrant was excellent would recommend her to anyone. MNI/MS Michelle went out her way to give our mum the best funeral. Thought out the box for the funeral ceremony. MNI/MS

### **Hucknall**

Very efficient & dignified departure from mum's home. Beautifully presented locks of mum's hair. JLR/MLR

*Deanna, Everything was perfect, thank you:*

*The Order of Service - Personalised beautifully.*

*Brendan - Felt like one of our family, everyone said "best service they had ever experienced" left us all with a beautiful memory.*

*The Cars - Fantastic couldn't have been better.*

*Your Team - Professional, dignified, traditional and respectful.*

*The Flowers - Absolutely beautiful.*

*You - Couldn't be better.*

### **Ilkeston**

The funeral director walking in front of the hearse was so respectful & lovely. NAA/MS

The arranger & staff were excellent. A great service was given. NAA/MS The celebrant Nick. NAA/MS

### **Littleover**

We particularly wanted same funeral that deceased had chosen for our mother. Daniel provided all this information very efficiently. The respect given to the deceased including the Union Jack flag on the coffin. DBB/NDR

### **Mansfield**

All went to plan and carried out professionally. DCC/DCC

The kindness shown by David particularly towards my mum Jill. Celebrant recommended – Chris Ibbs was excellent. DCC/DCC

Just that it went to plan. DCC/DCC

### **Mansfield Woodhouse**

The attention to detail and the "presence" of the directors Jonathan Baker & Stacey. JWB/JWB

Simply a feeling whenever had contact with staff/or at the funeral, that they cared. SB/WB

### **Nottingham**

The personal family attention given, by all contacts. JLR/JLR

The staff involved were professional/respectful/informed. Excellent service. MR/KDB

The consistency in dealing with the same person. (Philip)PCW/RCW

The whole service was exemplary – nothing missed or too much trouble. MR/EPM

*Philip, your finely-tuned assistance on the day was much appreciated and helped us give our dad the joyous celebration he deserved, which we feel couldn't have gone any better!*

*Hi Kevin, He made the last mile\* earlier this afternoon and he's now at rest....The family made a special mention during the funeral service of A.W. Lymn for all the great care you guys gave him.*

*\*as part of a repatriation.*

### **Radcliffe on Trent**

Emma was extremely kind. EH/JK Jayne & Emma went over and above for my son's funeral showing both sympathy & empathy – it was perfect before and after. JK/JK

### **Rainworth**

A totally professional & empathetic service. RSH/AA

### **Ruddington**

Theresa made a lovely suggestion that we stop the funeral car outside my dad's care home and pause for a moment. This meant a lot to our family as Dad has dementia and wouldn't be at Mum's funeral. GLC/AMB

### **Shirebrook**

The preparation & presentation of the deceased. & The staff on the day & the overall organisation from Jackie. JP/AA

### **Spondon**

Kept me informed at all times, very friendly and put me at ease. FH/FH Just led step by step so not to feel overwhelmed. FH/MS

### **Stapleford**

Tim Bailie for the service he provided. TSR/MS

### **West Bridgford**

The respect & dignity showed whilst we were waiting to enter chapel by pall bearers. SNN/JK

Everything we asked for was achieved. SNN/AMB

Kept well informed of all aspects. Colum J O'Shea took the service very well. SNN/EPM

The celebrant. SNN/EPM

The staff who were professional & empathetic. SNN/JK

### **Wollaton**

Staff were all great (Kirby & Chris) & I know they did very best Re: embalming given difficulties KNC/KNC



### City Flowers

*Fiona, My family and I wish to thank you for the lovely flower arrangement you prepared for our Aunt's funeral. My uncle sent me a picture and it looked very tasteful and also pretty. We appreciate your choice of blooms. Thanks*

### Craftsmen in Stone

*To Mary and team, Thank you for helping us with the memorial for our son and daughter. Everyone was helpful and the memorial looks as good as it can under these sad circumstances.*

*Hi Mary, My Dad and Sister have over the weekend been to see mum's memorial and are both pleased with the outcome. So thank you for all your efforts to get to this end result, and another thank you for the flowers that were placed at each corner. My dad is especially pleased with the red roses in each top corner of the headstone.*

*Hi ladies, just a huge thank you for all your help sorting out my problem with my mother's headstone. It is very much appreciated and was in lovely manner. Thank you once again.*

### Could Do Better

Lack of communications when the cars arrived the director also said the wrong name.

## We hope you have enjoyed this years Christmas Advent Calendar



*Congratulations to all this years winners.*

## Questionnaire Data

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

\* n/a - no questionnaires returned

Arnold	10.00	Hucknall	n/a	Radcliffe on Trent	10.00
Aspley	10.00	Ilkeston	9.67	Rainworth	10.00
Beeston	10.00	Littleover	10.00	Ruddington	9.00
Bingham	9.75	Long Eaton	n/a	Shirebrook	10.00
Bulwell	1.00	Mansfield	9.67	Spondon	10.00
Carlton	10.00	Mansfield Woodhouse	8.50	Stapleford	10.00
Clifton	9.75	Nottingham	9.83	Sutton in Ashfield	n/a
Cotmanhay	9.50	Ollerton	9.00	West Bridgford	10.00
Derby	10.00	Osmaston	n/a	Wollaton	10.00

**COMPANY AVERAGE 9.59**



# Overall winner of 'Best Practice of the Month' 2022

It is time to vote for the overall winner who will receive a £250 reward.

Here is a reminder of the winners that are now eligible to win:

## **Neville Carridice,**

Nev without notice, went to Stoke on Trent to set up the lowering device for another Funeral Director.

## **Mark Ridout**

Mark took control of a medical situation during a funeral when a gentleman appeared to have a seizure or a heart attack.

## **Isabel Walton**

Izzy shone with her application for the Women in Business Award.

**The Driving Team (Shaun Caine, Neville Carridice, Gary Cooke, Frank Don, Paul Ferrie, Paul Frier, Kevin Hall, Dean Hamer, David Hills, Wayne Lambord, Edward Martin, Joe Parton-Buckeridge, David Powell, Neil Reeves, Ian Richardson, Paul Richardson, Trevor Royston, Gary Seymour, Stuart Stemp, Michael Tivey and Jennifer Warnes)**

The Driving Team shone during a few weeks of mayhem with Travellers and trade hires, 4am starts, nights out, and four days a week out of town.

## **The Florist Team**

The Florist Team came to the rescue when three substantial floral tributes were not ordered for an early funeral.

## **Karen Horton**

Karen helped a vulnerable lady following the death of her husband and sole carer. This culminated in NCC Adult Social Care in the Community getting involved.

## **Catherine Broome**

Catherine and all her additional work in ensuring that we will be ready for the FCA legislative changes.

## **Mary Haynes**

Mary for her sterling work in keeping the stonemasons office going during the stress of so many unexpected staff changes.

## **Pete Jeffery**

Pete for resolving a problematic vault and turned a client who was disappointed, into one who was very happy.

## **Wayne Lambord**

Wayne for being excellent on a Prom Hire.

## **Joe Parton-Buckeridge**

Joe volunteered to come in on a Saturday to sort the workshop out from top to bottom.

## **and**

For going above and beyond in the Masons with design-work.

## **The Marketing Team**

For the amazingly speedy response to the sad news of the unexpected death of Queen Elizabeth II.

Voting slips can be placed in the Post Box, in the Nottingham Divers Mess or sent via internal mail to Emma. You can also email ([emma.percival@lymn.co.uk](mailto:emma.percival@lymn.co.uk)), text (07916 140 406) or call (\*441). Please include your staff number.

Closing date Friday 27th January 2023.

One vote per current A.W. Lymn The Family Funeral Service employee only. Any votes for yourself will be void.

## Voting Slip

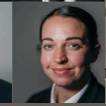
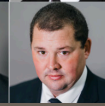
### Staff Number

Nev Carridice	[ ]	The Florist Team	[ ]	Pete Jeffery	[ ]
Isabel Walton	[ ]	Karen Horton	[ ]	Wayne Lambord	[ ]
Mark Ridout	[ ]	Catherine Broome	[ ]	Joe Parton-Buckeridge	[ ]
The Driving Team	[ ]	Mark Haynes	[ ]	The Marketing Team	[ ]





**\*\*The Driving Team\*\***



**Top row:** Neville Carridice, Isabel Walton, Mark Ridout.  
**Second row:** The Driving Team, The Florist Team.  
**Third row:** Karen Horton, Catherine Broome, Mary Haynes.  
**Fourth row:** Pete Jeffrey, Wayne Lambord, Joe Buckeridge-Parton.  
**Bottom row:** The Marketing Team.

*Please remember that this is not a popularity contest, it is to recognise the person who has gone above and beyond.*



# The 'Best Practice of the Month Award'

## nominations are:

**Lucinda Pallet** has nominated **Donna Conroy**.

'I nominate Donna for helping me so much during my training process. I feel I have learnt so much being here at Beeston and she's been very patient with me.'

**Joe Parton-Buckeridge** has nominated **Mick Pooley**

'Can all the Stonemason Team nominate Mr Pooley for coming in and saving us all with his expertise! After a much dreaded operation which needed a full three weeks off, Mick came in a week early to help us all out (and we surely needed it!)

**Sarah Fisher** has nominated **Jordan Spencer**

'I am nominating Jordan Spencer for the Best Practice award because of his expertise and guidance shown to others during the fixer's test. He assisted Joe, Jake, Daniel and myself to get us all through the test, he spent time with us beforehand, he attended on the day and his steadying guidance and patient explanations (especially with me!) were invaluable. He gave us a gentle nudge if we were lacking in anything, a side whisper when the examiner wasn't looking (!) or just a word of encouragement when necessary. It was a long and stressful day but made a little easier because of his support - we really couldn't have done it without him.'

**Neil Reeves** has nominated **Sharon Draycott**.

'As we all know Sharon brings together all the bits for the travellers funerals that we conduct – her vision on making it all happen is out of this world and I know first-hand how much the families rely on her to do all that they ask, sometimes at the last minute and under a lot of pressure from third parties, she always comes good.'

**City Flowers** have nominated **Sharon Draycott**.

'The girls in City Flowers would like to nominate Sharon Draycott, not for one thing in particular but everything she does. She is always so helpful with anything we ask of her and always going the extra mile.'

**Laura Maguire** has nominated **Olivia Cotterill Wilson & Isabel Walton**

'I'd like to nominate Olivia & Izzy in the mortuary please. I've had to request some quick turn around times lately for viewing and visitation and they've always been willing to help out and meet the tight deadlines, I've been asking of them!'

### The winners are....

### **\*\*Mick Pooley and Sharon Draycott\*\***



Edward's mum came back from America recently, and told him about something called the "Resting Bush" on Flawforth Lane in Ruddington. She was aware from her family funeral history.

