



The Family Funeral Service®

Staff Newsletter

July 2023

Local Heros

We were pleased to be one of two main sponsors alongside the Mellors Group for the latest Nottingham film 'Local Heroes'.

The film tells the story of how three young working-class lads from Nottingham went on to become unlikely heroes and reach the pinnacle of professional football when Nottingham Forest, under the managership of Brian Clough, won the European Cup not once, but twice, in 1979 and 1980.

A synopsis of the film is; Viv Anderson (the first black footballer to play for England), former carpet fitter Gary Birtles, and Tony Woodcock, who later played for FC Cologne and Arsenal, return to Nottingham to take us back to where it all began as we uncover how three working class lads, against all the odds, became 'Local Heroes'.

Ben, Pete, Gaz, Jess, Michelle and Matthew (pictured right) attended the Premier in May at The Arc Cinema in Beeston and the DVD is now available to purchase from Amazon for £9.99 should anyone like to see the film.



NAFD Conference

Nigel, Penny, Matthew and Alanna were pleased to attend the National NAFD Conference in Stratford-on-Avon which culminated in a dinner dance.

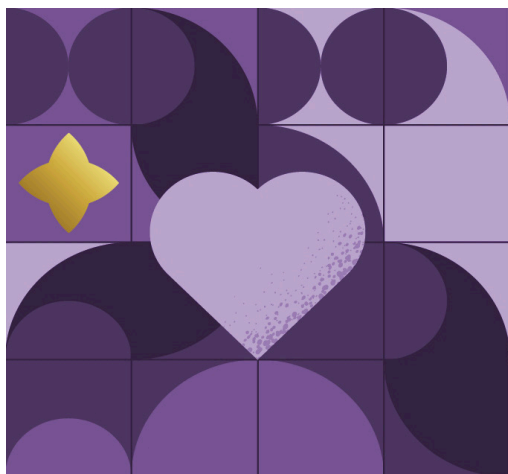


Congratulations

Congratulations to Kirby who has recently passed a Lincoln University Management Degree with First Class Honours! Here she is ready to celebrate with Elton John!



'Our family serving your family since 1907'



£1,000 can make a real difference to the work a charity can do.

Nominate your favourite charity now!



BENEFACT GROUP

Ecclesiastical Insurance Office plc is the promoter. Terms and conditions apply, see movementforgood.com/tc. Closing date 17 December 2023.

Movement for Good

Our pre-need partner Ecclesiastical is owned by the Benefact Trust, who are an international group of financial services businesses, that give all available profits to charities and good causes.

They are asking for our help / nominations in The Movement for Good Awards, where they will be giving over £1million to charities and good causes.

To vote, please visit

<https://movementforgood.com/eps1>

Welcome to

Janice Matthews

Funeral Arranger - West Bridgford, currently on the training programme with Nev and the driving team.

Hi, my name is Janice. I have a daughter who is trying to be a veterinary nurse and I enjoy spending time with a horse that we share. I'm usually an unpaid groom at events! I also enjoy shooting when I get time. My work background has mainly been in the motor industry in various roles and in hospitality for the last six years.

I am really excited about my future with A.W. Lymn, the welcome I've received has been second to none. Thank you everyone.

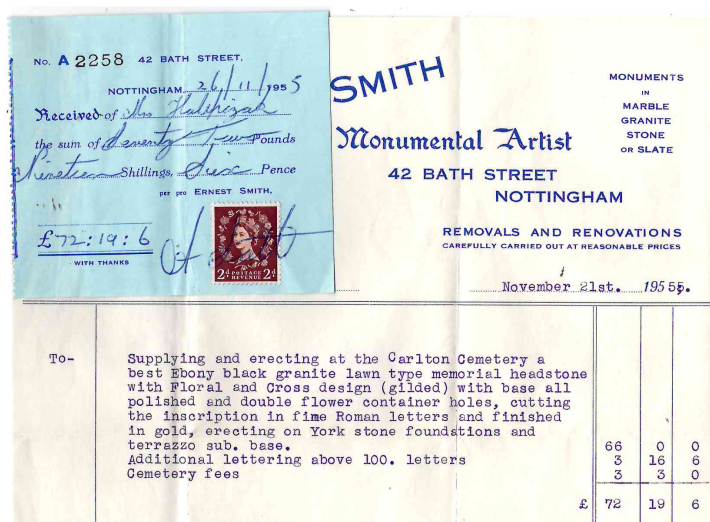


1955 Memorial Invoice



Paul has recently arranged a funeral for a lady who was widowed at a young age.

In her personal belongings was the invoice for her husbands memorial stone from Ernest Smith (now A.W. Lymn The Craftsmen in Stone).



In a strange coincidence, Paul reports that the couple met when the gentleman was a prisoner of war on land commandeered by the government on Paul's grandparents farm. The grave is also in line with Paul's grandparents grave at Carlton Cemetery.

Paul reports that the stone is in good condition despite being nearly 70 years old.

CUV 262C

Matthew has found some old photographs of the Red Bus when it was in service on the streets of London as a number 14 and at the docks in Boston, USA.

The bus was originally purchased by the company in 2009 from Ebay with the intention of using it as a 'classic hearse' and a substitute for the coaches we were hiring from third parties.

The bus is an original London Transport 1965 Routemaster Long Wheelbase and had the fleet number RML 2262. It can take up to 48 passengers with a coffin or 72 passengers with no coffin.



The bus at the side of a ship in Boston in 1965



The original idea for having a Routemaster bus as a hearse came from a gentleman called Jim who pre-arranged his funeral with Kevin Hall in exacting detail. When the time came for the funeral, Brian York made a catafalque for the coffin and Kevin conducted the funeral. It is a really lovely legacy to him, that the bus remains in use as a hearse.



A Brief History

Jul 1965	New to Aldenham
Oct 1965	Shipped to Toledo, USA
	Toledo Trade Fair
Jan 1966	Returned to Aldenham
Nov 1966	Into service on 14
Jan 1968	Repainted at Aldenham
May 1971	Transferred to 48 (Leyton)
Jul 1972	Into store, then to Aldenham overhaul
Aug 1974	Transferred to 207 (Hanwell)
Feb 1976	Transferred to 23 (West Ham)
1991	Fitted with Iveco engine
1992	Refurbished
1994	Transferred to route 11 and route-branded
Nov 2003	Transferred to 12 (Camberwell)
Jul 2005	Withdrawn from service and put into store (Plough Lane)
Jul 2005	Sold to Ensign Bus
Aug 2005	Bought by WCR Ltd, Evesham
Aug 2009	Bought by A. W. Lymn The Family Funeral Service: double-decker hearse
Jul 2014	Attended RM60, Finsbury Park

Over the years we have seen the bus customised for many different funerals. From the gentleman who refused to use public transport (his friends were offered a gin and tonic to get over the shock) to a Nottingham Forest fan's final journey decked out in flags and passing the City Ground.

With customised signs - 'Marks and Spencer' and 'One more and we're racing' to name a few, CUV really does offer a uniquely personal hearse.

The
A.W. LYMN
Centenary Foundation

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

A huge thank you to
The A W Lymn
Centenary Foundation
for their generous
donation of 10 circus
tickets

From
St. Werburghs
PTFA

Dear Trustees,

On behalf of the Lennox Children's Cancer Fund and the families that we support, I wanted to say a huge thank you to The A W Lymn Centenary Foundation as a whole, for providing such a generous donation of £250.

This money will make such a huge difference in these difficult and unprecedented times and help enable us to continue working towards providing the very best care and services that the children and their families going through this very difficult period are much in need of.

We believe in being the charity who can help provide families with some relief, whether this be financially, through equipment, advice, a shoulder to cry on, or some time away from the stresses of everyday life, and it's down to the magnificent work, generosity and commitment of trusts like yourselves, that allow us to continue this vital work.



Lennox
Children's
Cancer Fund



Dear Mrs Lymn Rose

Further to your kind donation which we received in October 2022 and my letter of 31st March 2023 informing you how the money was applied.

We have received our monitoring form following the trip to Sherwood Pines. As all the children have been through the care system and were placed with new adoptive parents we are unable to get any photos. You will see from our monitoring form that they had a wonderful time.

In what way was the trip beneficial to the Children:-

These trips allow the children the opportunity to mix with peers who have shared similar experiences and have a greater understanding and acceptance of their behaviours and identity. They would not be likely to have the opportunity outside of this group to meet with other children who have shared the unique experience of going through the care system and being adopted.

The feedback that we received from both adopters and the children was really positive. The activities were very child focused and the ranger was very understanding of the children's needs.

"It was a fantastic day, and it was super to be at an event where we could get involved with the children but also interact with and chat to other parents. K said about the event: 'I loved it. I got to do things I've never done before. My favourite was the fire-starting activity - it was cool. I loved making the dens!'

"We loved being able to speak to other people in our position and to see T enjoying himself so well in such an open and judgment-free environment. When I asked T how he found the day he said it was terrific. He said he enjoyed making the den and toasting the marshmallows. The lead ranger was very engaging, patient and interactive.

"I think it was good for the children to be able to meet with other adopted children (despite ours suddenly being very shy!), it definitely helps them to see other families like ours.

In terms of the actual activity I thought it was great, and Karina was brilliant! The girls loved the shelter building and fire lighting, and weren't at all bothered by the rain! I enjoyed watching them do the obstacle course as well - the whole set up was amazing. I would absolutely do it again!"

Jubilee Memorial Stone

The Craftsmen in Stone provided the Freemasons of Nottinghamshire with a piece of Portland stone which was faced and inscribed to mark the planting of a tree in recognition of Her Late and Glorious Majesty Queen Elizabeth II's Platinum Jubilee. The tree was also a contribution to the Queen's Green Canopy project.

The stone which is in the Garden of Reflection at Portland College, was unveiled at a memorial Royal Cream Tea for the friends and family of Freemasons who have plaques on the memorial wall.

Please see the Craftsmen in Stone comments for a thank you letter.



Windrush

HMT Empire Windrush is best remembered today for bringing one of the first large groups of post-war West Indian immigrants to the United Kingdom. The ship carried 1027 passengers and two stowaways on a voyage from Jamaica to London in 1948. Of these, more than 800 passengers gave their last country of residence as somewhere in the Caribbean. The Windrush's arrival has become symbolic of the generation of Commonwealth citizens who came to live in Britain between 1948 and 1971.

On Saturday 17th June 2023, The Windrush Project celebrated the Windrush Awards and the 75th Anniversary of HMT Empire Windrush's arrival in England. Jackie (pictured right) attended the event at Mansfield Road Baptist Church, which was supported via a donation of £500 from the Centenary Foundation to cover the cost of refreshments at the event. This civic and community event brought together people from all backgrounds to celebrate their shared histories. The legacy of the Windrush generation, their descendants and those who have supported the Windrush generation were also acknowledged at this event.

A.W. Lymn The Family Funeral Service separately supported a four day event at Binks Yard in Nottingham, organised by Reverend Clive Foster MBE, Senior Minister Pilgrim Church Charitable Trust in the Meadows. This celebration event included Choir group and singers, Windrush entertainment, Young Windrush singers, fashion show and memory lane memorabilia as well as a Windrush Dominoes competition.

Both events were well attended and we were very honoured to be asked to support this significant milestone.



Carolyn, Bishop Stapleton, Jackie and Esther Stapleton-Stone (daughter of Bishop Stapleton and co writer, with her father, of 'The Life of William Chong, a Windrush Passenger')



Thank you to everyone who took part in our video introduction for the Family Business Awards.



Coffee Morning at RHH

Well done to Lucinda who raised £185.00 for Tommy's on Friday 9th June by hosting a coffee and cake morning in reception at RHH.



Design a Tie



QMC Bereavement Centre



95 Years Young



Our 'Design a Tie' fathers day competition had 66 entries with the winner being Dylan from Stapleford. He will claim his prize of a Chauffeur driven Rolls-Royce ride to Eaton Farm in Long Eaton at the end of June.

Nuts about flowers



Philip was pleased to attend an open day at the QMC Bereavement Centre on Wednesday 10th May. He met the team (pictured above) and was able to look around their facilities. Thank you for having him.

Ruddington Garden



A client recently requested a squirrel floral tribute and with the help of Pete Jeffrey, the florists produced this. The family were very impressed, they said it was "a million dollars"!



The garden at Ruddington, which is looked after by the tenant in the house looks particularly lovely this year, with lots of plants in interesting vessels.



Sheila celebrated her 95th Birthday surrounded by her three children, three of her grandchildren and all 10 of her great grandchildren.

Front row: Edie, Alice, Sheila and Louisa

Middle row: Matilda, Sam and Zara

Back row: George, Oliver, Henry and Thomas

Having a break!



Katie Paige, Jules, Louise and Richard all have a few minutes catching the sun.

A.W. LYMN

The Family Funeral Service®

Charity Football Match

for Ben's Den

A.W. Lymn

The Family Funeral Service

v

Bramcote Crematorium

at



Recommended Footwear	
BOOTS (Woodstock)	✓
BOOTS (Screw in Cleat)	✓
BOOTS (Screw in Cleat)	✓
TRAINERS	✗
BOOTS (Woodstock)	✗
BOOTS (Cleat)	✗

Ilkeston Town Football Club

Saturday 22nd July

Gates open at 1.30pm - Kick off at 3pm

£3.00 entry

• Penalty Shootout for prizes

• Lets Face It:- Facepainting, Glitterhair, Glitter Tattoos & Hair Braids

All proceeds go to charity

"Our family serving your family since 1907"

Following the success of Bramcote Crematorium's 5-a-side football tournament earlier this year, we are pleased to be invited to take part in a Charity Football Match against them at Ilkeston Town football club in July. Ben (BJP) could do with a few more players, so please let him know if you are interested.

The team could also do with lots of support so please pop down on the day - the bar will be open!

As well as being a fun event, all proceeds will go to Ben's Den, a dedicated children's charity based in Ilkeston. The charity was set up in memory of Ben Parker, who sadly passed away in 2003 following a battle with leukaemia.

The aim of the charity 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 was set up by Ben's parents in March 2004. Since then, they have held many fundraising events and now have six fully equipped caravans.

For more information please visit the Ben's Den website

<https://www.bensden.com>



Courtney and Adam



*Congratulations to Courtney and Adam,
who got married on Saturday 10th June 2023.*

Caption Competition

Does anyone have a caption to accompany this photograph of Louise and Alan?

All entries must be submitted by 9am on Wednesday 19th July 2023.

The winner can choose between

a bottle of wine or a box of chocolates.

Please enter via email or text;
emma.percival@lymn.co.uk
07916 140 406.

Good luck



Congratulations to Jackie P. for her winning caption from last month,

The lads and Sammy the stag, living it up and having a blast! "who said you can't have a good time with a Deer?"





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 – 112

Good – 3

Satisfactory – 0

City Flowers

Excellent – 57

Good – 7

Satisfactory – 0

Arnold

The attention to detail and the kindness shown by all involved. RK/NLR
Russell's service on the day & the car drivers were fantastic. Thank you ESH/RK
Could not fault anything ESH/RK
Everything was done to the very highest of standards. RK/RK
Very personal. ESH/RK



Flowers above were for Emma, Beryl and Paige from the grateful family.

Aspley

Contact prior to the funeral to ensure timings & routes. Also advised by the director that the route had also been travelled. JJW/EPM
All of it. JJW/JLR
Jahnet is amazing – went above & beyond! JJW/RK

Beeston

All staff were compassionate and kind and very efficient. DMC/DMC
The celebrant – Nell Brooker was excellent. She made simple service really special. GB/DMC

Bingham

Efficient administration in dealing with pre-purchased green burial site of long standing. (Dominic/Bingham Branch) DTL/DTL
Excellent communication & staff were all sympathetic & conducted themselves with dignity. DTL/DTL
Professionalism. DTL/DTL
Dealing with the same person throughout from the start right through to the end, is reassurance of everything going well. DTL/DTL
Friendly but dignified and very efficient. AMB/DTL

Dear Dominic and Jon, On behalf of the family, thank you for your professional, respectful and human approach

yesterday. Your kindness helped over 150 people comes to terms with our tragic and unexpected loss. May he rest in peace.

To Dominic and the staff at Lymns, thank you for arranging the farewell to Stephen in such a kindly and professional manner.

Bulwell

Direct cremation was as one with chapel service. TK/LJB

Carlton

Very good communications, no rushing no strong sell on anything. NMR/NMR
Compassionate and professional nothing too much trouble. JAR/PCR
We were extremely happy with the level of care shown to the bereaved and respect shown to the deceased. JAR/NMR
The respect shown to us (and the deceased), the calm and unrushed way they explained each stage of the arrangements. JAR/NMR
Everything went very smoothly, with kindness. NMR/NMR
They are so caring. All the staff are excellent Mr Mark Ridout went beyond the call of duty!! NMR/NMR
Friendly, professional approach – thank you. PCR/PCR
Personal and friendly contact with the family throughout, very supportive. PCR/PCR
We felt thoroughly looked after & not rushed at all. NMR/NMR
Kind and polite attitude, and availability at all times. JAR/NMR
Paul was a gent on the day of the funeral. He made us all feel at ease and was very caring. He also looked immaculate. Jess went above and beyond for us. Everything was perfect – she is an asset to Lymn's. JAR/PCR
Friendly approachable staff & respectful service all round.

Thank you for the respect you showed towards my wife, and your sympathy and kindness to my daughter and myself during this time of our loss. May I also say thank you to Jessica for the way in which she dealt with all the internal arrangements, again, in a sympathetic and professional manner, we are so grateful.

Clifton

Personal contact and liaison with our family member – celebrant. JMW/JMW

The giving of the horseshoe after funeral. JMW/JMW

Joanna at Clifton branch of limns, was exceptional in her job. JMW/JMW

The way the funeral director walked a few yards ahead of hearse when final journey started & ended. GB/JMW

To Joanna and all the staff at Lymns. Thank you for your care of our loved one.

To Joanna, Alison and team. Thank you so much for making the day memorable.

Cotmanhay

Always dressed smart, very kind & caring. MS/MS

The standard of care & respect given from booking to after the funeral. NAA/MS

Derby

Walking before the hearse keeping the following vehicles together by stopping the traffic!! NDR/NDR

Hucknall

I can't thank you enough for your support, your compassion and guidance during this traumatic time. You did everything and more to accommodate us. While Craig was at funeral directors it was his birthday – went extra mile to provide tea/cakes/music to help us celebrate his birthday. DD/EPM

Just the general respect and kindness to us as a family. DD/TK

Pre funeral day contact. Service at the house on arrival at home of the coffin. JLR/NLR

Ilkeston

We were addressed by our Christian names. Every step on the day made clear. MNI/KH

The options given to us made everything more personal. MNI/NDR

Michelle was amazing she was professional & friendly and offered advice. She took the pressure of me. MNI/LJB

Littleover

They had a very caring manner and made sure we were happy. DBB/MC

Very personable service. DBB/NDR
Neil was exceptional, professional, friendly & sympathetic service. A real asset to the business. DBB/NDR

Long Eaton

The whole service was fantastic. LJB/KNC

Very accommodating & pleasant. LKM/LJB

The fact that nothing was too much trouble, and they were flexible and were able to work around our requests. LKM/LJB

To all the staff, Just a quick note to thank everyone involved in the funeral of my mother on Friday. Everyone who was there commented on what a fantastic group you were! Personally, you have been great helping me with the arrangements from a distance.

Dear Laura, Just a note to thank everyone at Lymns for the way you have handled all the arrangements for my wife's funeral and interment. Your professional and sensitive handling of the funeral helped through a difficult time.

Mansfield

Frequent contact by email and phone during arrangements were invaluable as I don't live locally. DCC/DCC

Mansfield Woodhouse

I thought Kate Page civil funeral celebrant was very very good. SB/JWB

Everything. The whole experience was excellent. The way everyone was dressed and the consideration to mourners. SB/JWB

Chapel of rest, staff looked/acted professionally, flowers beautiful, service ran smoothly. SB/AA

I spoke with Andrew regarding a copy of the music tribute and within 30 minutes it was arranged. SB/AA

The service was excellent and I was very pleased with how everything was arranged. SB/JWB

Everyone involved was extremely polite, friendly & helpful. All extremely professional & competent. SB/JWB

The funeral director walking down "Catherine Avenue" in front of the hearse!! (Very respectful) SB/JWB

I would love you to know that Nick Sharpe did an excellent tribute to both parents. He made a difficult situation so much easier to handle. We would definitely recommend both A. W. Lymn & Nick Sharpe to anyone. Thank you SB/JWB

Nottingham

The consistent respect & kindness shown with a "lightness of touch" which family appreciated. PCW/PCW
Very personal – Paul was fantastic at a time of grief! Thanks so much! Thanks also to the staff for help dressing the bus. PCR/PCR

Very personal service at a time when you need it. MR/NMR

Personal touch. MR/NLR

Ollerton

Friendliness & compassion. SJD/JWB
The funeral director went above and beyond with all aspects of the funeral. SJD/NDR

How personal they were. So understanding and caring. Nothing was too much trouble. Thank you SJD/AA
Sarah was brilliant at the Ollerton branch helped us so much with everything. SJD/AA

Osmaston

Very personable. Particularly liked couple of poems Mark Chapman chose for us. MC/KH

Kaitlan Thompson and all staff were fantastic, couldn't fault service provided. KIT/KH

Radcliffe

We loved being able to have the London bus to transport Dad to the Crematorium. EH/LS

Very kind. EH/JK

Excellent personal service. JK/JK

The cars were very nice and staff were excellent. JK/NMR

Rainworth

Hello Becky, I wanted to reach out and thank you, Andy(who was obviously wonderful) and the rest of the team for carrying out my fathers funeral yesterday. You were definitely a safe pair of hands, and the staff were so lovely and very professional. Lots of love x

Ruddington

Friendliness especially Gary – wonderful man. GLC/GLC
Visual tribute & our selected music. TLS/TLS
Straight forward very helpful clean advice very approachable & reassuring. TLS/TLS
Most efficient. TLS/TLS
The celebrant was excellent. The funeral director was accommodating with all requests. TLS/TLS

Shirebrook

To Jackie and the team at Lymns, thank you so much for your kindness and support our darkest time. We appreciate the care and tenderness with which you treated a beautiful boy. We are so grateful.

Spondon

Personal, kind, friendly & professional. FH/FH
Very patient and understanding. FH/FH

Stapleford

Helpful with my disability needs, wheelchair in the car and patient with my slow movements. TSR/GLC
Tracey was very supportive. TSR/LJB
Friendly and helpful with questions I asked. TSR/LJB

Dear Tracey, Please accept my grateful thanks to all at A W Lymn and yourself in particular, for all that you and the team did in arranging and fulfilling on the day, the funeral of my Aunt. Everything went perfectly – even the weather. The coffin and flowers, Neil and his team. Music, Tim, all 100%+.

Sutton

Karen Horton was excellent & sorted everything. KLH/DCC
Karen at Sutton in Ashfield was excellent, nothing too much trouble. KLH/JWB/
Very professional and compassionate from start to finish. Highly recommend this company. KLH/AA

West Bridgford

They facilitated us having exactly what we wanted for the service. AMB/TLS
Santanna's help, celebrant, friendly/efficient staff. SNN/AMB
Just one person was my contact rather than multiple staff and the flowers were

superb. AMB/AMB
Efficiency. SNN/EPM
Good all round service. EPM/KH
Everything, good communication, compassionate, helpful, understanding. AMB/AMB
Edward was incredible and made everything simple for me. GLC/EPM
Lovely calm & helpful manner of Santanna. Not pushed to have expensive options. Andrew was very professional at the mass in Nottingham and burial in Swindon. Everything was very smooth. SNN/AMB

Wollaton

Service by celebrant. KNC/KNC
Very knowledgeable about practices within Sikh community. Very professional, empathetic. KNC/KNC

Hi Skye and Kirby, I just wanted to say thank you so much for all of your work and support for my Mum's funeral yesterday. I think that the whole event went as perfectly as it possibly could have done. We also had incredibly positive words from everyone who we spoke to about how good it was and what an amazing send off we gave to my Mum! A special thanks to Kirby for bringing the petals – for me they really played an important part in the process.

Hi Skye, Thank you and Kirby for a great send-off yesterday for my Dad. Kirby and the team were superb and could not be any more professional.

Civil Celebrants

Hello Colum, On behalf of all the family, friends and neighbours who attended Mum's funeral, a big thank you for the lovely service, so many people said how impressed they were. We were lucky enough to have written confirmation of what mum wanted and didn't want at her funeral and we feel we achieved that with your help. You were calm, unhurried and did a great job! We all of course miss her but know she's at peace now.

Throughout the whole process Richard was sensitive, thorough and professional. This made the collation of our thoughts and wishes so much easier and worthwhile. Richard is

clearly a consummate professional who obviously enjoys his work, understands the importance of his role and fulfils that role to a high standard.

Everything that Richard Marshall dealt with in relation to this funeral was excellent, he was very easy to talk to and very professional.

The Craftsmen in Stone

Thank you so much Mary. I am really pleased with it. And I am so grateful for all your support. And I know my parents would love it. I can't thank you enough.

Hi Mary, you dealt with my dad's memorial which was fixed earlier this year; I was very happy with the entire process. Thank you for your kindness and patience during the most difficult time, you are a credit to the company.

Good evening Sarah, I am just emailing to thank you for completing the work on my mother's memorial stone. I visited the cemetery last week and it is really beautiful and fitted perfectly. Thank you for all your help with this.

Dear Sarah, Thank you so much for arranging the fitting of the Headstone on my Parents' grave at Gotham. I met your Masons to show them the grave space but I had to be elsewhere and was not able to see the Headstone once it had been out in place. However, I have been able to go over to Gotham this morning and look at the Headstone. To say that I am pleased with the result is a huge understatement: I am absolutely delighted. Thank you also for putting flowers on the grave: that is a very kind gesture. I am very pleased indeed with the Headstone and I will have no hesitation (if I may) in mentioning to others how very pleased I am with the Headstone which you have produced. Thank you so much.

Dear Sarah, On behalf of the band of Happy Masonic Gardeners at the Garden of Remembrance at Portland College would you please convey to the members A.W. Lymn our sincere thanks and appreciation for providing the memorial stone, base slab and fixings. We must also extend our thanks to Jonathan Baker who provided the piece

of local stone. The memorial Stone will mark a tree planted in the Garden of Remembrance to celebrate Her Majesty Queen Elizabeth II Platinum Jubilee and will be dedicated at a ceremony to be held on Sunday 4th June 2023. May I personally thank you for the helpful and friendly cooperation you have extended to me during our numerous communications and organising the two visits to Sheriff House.

Work Experience

Thank you for allowing me to do work experience at A.W.Lymn, I have really enjoyed learning things and having the opportunity to try things, especially working with the coffin and seen the horses.

Morning, I would just like to thank both of you for all you have done in setting this work placement up. She has thoroughly enjoyed herself and has learnt a lot. All the staff that have

worked with her have been amazing, kind and helpful showing her how things are done and then letting her try for herself. We can't thank you enough.

Could Do Better

Lack of handover following holidays.

Visiting chapel of rest we saw the deceased date of death was wrong on coffin lid.

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 April.

Arnold	9.56	Hucknall	9.33	Radcliffe-on-Trent	10.00
Aspley	10.00	Ilkeston	9.75	Rainworth	n/a
Beeston	9.60	Littleover	10.00	Ruddington	10.14
Bingham	9.80	Long Eaton	10.00	Shirebrook	10.00
Bulwell	10.00	Mansfield	10.00	Spondon	10.00
Carlton	10.00	Mansfield Woodhouse	9.93	Stapleford	10.00
Clifton	9.75	Nottingham	10.00	Sutton-in-Ashfield	10.00
Cotmanhay	9.83	Ollerton	10.00	West Bridgford	10.00
Derby	9.50	Osmaston	10.00	Wollaton	10.00
COMPANY AVERAGE 9.89					

Black Park

The photograph below was taken on the way to a funeral for the travelling community some 12 years ago. Two Phantoms and 13 Silver Spirits. Dominic and Matthew have been trying to work out our drivers and have come up with the list below (from left to right).



From left: Andrew Lodge, Matt Winman, Dominic Lister, John Knowles, Glenn Mansfield, David Powell, Roger Green, Clive Froggatt, Richard Marshall, Malcolm Hubball, David Combe, Mark Staley, David Meek, John Hallam, Rob Lippett and Mark Nolan

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

Kirby Cranshaw has nominated **David Hills**

'I would like to nominate David for Best Practice this month. On an early funeral we learned we were missing the third limousine and driver, and were due at the family home within 10 minutes. David immediately left the Radcliffe office in his limousine to travel to Western Boulevard to be with us. He made it in record time (without breaking any speeding limits) before we were due to depart from the house without the family noticing there had been a hiccup. He arrived calm and composed, completely settled my nerves and was oblivious to the brilliant job he'd done. Thank you David for rescuing us and making sure the funeral continued smoothly.'

Jess Raynor has nominated **Fiona Hallam**

Please can I vote for Fiona in City Flowers, we had a floral tribute delivered from a florist and at the very last minute the family had noticed a spelling error on the ribbon. I rung Fiona who stopped what she was doing and straight away she quickly made a new ribbon with the correct spelling. The family couldn't be more appreciative if they tried!'

City Flowers have nominated **Lucinda Pallett**

'For always being helpful and considerate to all members of staff, she helped us out when we were short staffed last month. Also as well as this she has hosted a coffee morning to raise money for Tommy's charity. We think she is deserving of a nomination from all the ladies in City Flowers'

Kaitlan Thompson has nominated **Marie French** and the **City Flowers team**

'I had a client who asked for some flowers a day before the funeral, and these weren't small tributes, but Marie and the girls in the Florist Team worked amazingly with what they had to provide a family with a large Carnation Spray and a medium wreath a day before the funeral, and they were absolutely beautiful. I cannot thank the ladies enough and especially Marie who kept me updated on the progress!'

Edward Martin has nominated **Joanna Widdowson**

'Please can I nominate Joanna for her quick thinking then the daughter of the deceased had an epileptic fit outside the Church. Jo kept calm and got her into the recovery position where she quickly came round.'

Rev. Mark Wheatley has nominated **Julia Carty**

'Julia has worked extremely hard to support a young mother in difficult circumstances who wanted a private funeral for a baby which was too young to qualify for support from the Children's Funeral Fund. Julia managed to arrange a suitable simple funeral for this mother to attend despite numerous challenges surrounding the paperwork required for burial.'

Mark Ridout has nominated **Jess Raynor**

'I would like to nominate Jess for her sterling efforts in arranging the Dementia UK open morning at Carlton Branch on Saturday 20th May 2023. On top of her normal workload (we had seven funerals at Carlton the following week), through her hard work, we were able to put on a professional open morning which was splendidly organised and supported and also through Jess's efforts we were able to offer some superb raffle prizes.'

The winners is....

****David****



New Uniform

Jackie has been looking at some new dresses for the female members of staff.

Her testers have been the Stonemasons office and after a failed attempt (dress) Maureen is now modelling the new design.



MUM Floral Tribute

Kaylee in City Flowers has been having a play around with letters and is delighted with the results!

