



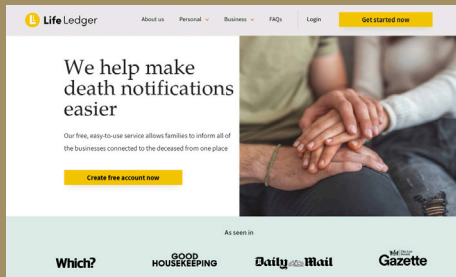
The Family Funeral Service®

# Staff Newsletter

June 2022

## Life Ledger

We are pleased to be sending out information for Life Ledger. Although this will initially be an ‘opt in’ service, if successful we aim to make it an ‘opt out’ service by the start of next year.



Life Ledger is a free, easy-to-use service which allows families to inform all businesses connected to the deceased of their death in one place.

Only a few years ago the average household had one or maybe two bank accounts with the main outgoings consisted of rent or mortgage, water, gas, electricity and for most a telephone line. In the event of a death, just a handful of companies needed to be notified. A couple of calls or a trip to the high street could complete the entire death notification process for most. With today’s consumer demands, that is no longer possible and it is thought that bereaved families in the UK spend over seven million hours a year closing the accounts of their loved ones. For the vast majority, the arduous nature and complexity of the death notification process comes as a real shock.

Life Ledger offers an alternative and hopefully will deliver a simple, easy to use service, that makes the death notification process faster, easier, and hopefully less stressful - for both bereaved families and businesses alike.

## Veterans Bereavement Support UK

We are pleased to become a recommended funeral director for Veterans Bereavement Support UK, the first funeral directors in Nottinghamshire.

Veterans Bereavement Support is a donation funded community-based organisation providing free advice and information for all those who have served in the Armed Forces and Merchant Navy.

Information packs are coming out to all funeral homes shortly and more information is available here on their website:

<https://www.veteransbereavementsupport.com>

## Welcome back



We have not been able to supply our doves on funerals for a number of months due to the avian flu situation but a recent amendment means we can once again release them on funerals provided we adhere to strict rules.

The doves are delighted to be allowed out and Penny was able to get this photograph of them enjoying the Spring sunshine.

Chlöe, Matthew, Alanna, Oliver and Zara are running the Robin Hood Marathon. More information on page two or sponsor them using this code...



*‘Our family serving your family since 1907’*

# Uncle Alf

In 2014 I arranged a pre-paid funeral plan for a gentleman, then aged 88, living in a care home in Nottingham. "Uncle Alf" as he was affectionately known had no family in the UK and his closest relative, his niece Sue, was visiting (from Australia) when I visited him to make plans for his funeral.

It was Uncle Alf's wish that he would be cremated at a private ceremony and his ashes be sent to Australia. Sue and I corresponded on a regular basis as Uncle Alf's health went into decline.

Sadly, he died in 2020 but, despite both Sue and I advising that the funeral plan was in hand with us, the care home called A. N. Other funeral director and we were not aware of his death until Sue emailed me. As it was a weekend I had some difficulty locating Uncle Alf as the "care home" refused to give me information and denied knowledge of any funeral plan. Ultimately, they told me that they always use X for funerals, as did the GP issuing MCCD.

We were in the middle of COVID lockdown and death registration was to be completed remotely, so my next hurdle was gaining permission from the Registrar to register the death. I was armed with all the correct information so, with some reluctance, I was accepted as informant as "causing disposal". Cremation 1 (Application) completed by me and supported by the fact that a pre-arranged plan was in place was accepted by both the Crematorium and the Medical Referee, common sense prevailed there!

The funeral service requested was a Direct Cremation at which I was present and took photographs of Uncle Alf's coffin on the hearse and on the catafalque at the crematorium which I sent to Sue. There was some delay, due to limitation of flights, before I was able to arrange shipment of Uncle Alf's ashes to Australia.

Uncle Alf is now interred in a family plot in the very beautiful Castlebrook Memorial Park, New South Wales, Australia. Sue has sent some pictures to share.



## Jackie Lymn Rose

### Nottingham Hospitals Charity

We are delighted to have joined the newly formed Nottingham Hospitals Charity Business Club to support the hospitals local to so many of our funeral homes.

Chlöe, Matthew, Alanna, Oliver and Zara along side Alanna's brother Douglas and his partner Martine have taken up the first challenge for the charity and have pledged to raise £750.00 by running the Robin Hood Half Marathon on 25th September. Training has already begun with Matthew running before work.

Kirby and Emma will be opening the Wollaton funeral home as a support station on this date. If anyone would like to help them please turn up on the day! A reminder will be sent out nearer the time.

To sponsor the team please scan the QR code on the front page or visit <https://www.justgiving.com/fundraising/awlymn>





Nigel, Penny, Matthew and Alanna were all pleased to attend the NAFD Annual Conference and AGM which took place at the Celtic Manor Resort, in the beautiful Usk Valley, Wales.



Jackie, Rex, Olivia and Izzy attended the BIE AGM in Durham. Olivia and Izzy have both recently passed their theory examinations.

## Easter in Wollaton

On Easter Day, I attended the Easter Dawn Vigil at St. Leonard's Church in Wollaton. We met at 5:30am in the churchyard around the firepit and shared the reading of various passages from the Bible before celebrating Christ had risen at sunrise. We then went into church for prayer and hymns and afterwards enjoyed breakfast together in the Community Centre.



*Kirby Cranshaw*

## Nigel and Penny invite you to:



Nottingham Multiple Sclerosis Fundraising Committee  
Invites you to

### Summertime Blues

### 🎵 In an English Country Garden 🎵

A Fabulous Garden Party in a Beautiful Country Setting  
Live Music & Dancing  
£35.00 ticket price includes Glass of Champagne on arrival,  
Buffet lunch with either hog roast, Salmon or Vegan and Strawberries & Cream  
Pay Bar:  
Champagne, Wines, Cava, Beers & Soft drinks  
Dress: Summer Casual  
Entry and lunch by ticket only



To be held on  
Sunday 3<sup>rd</sup> July 2022  
2.00pm – 6.00pm  
At  
**GAUNTS HILL**  
Bestwood Lodge  
Arnold, Nottingham  
NG5 8NF

Car Parking will be available to all guests at owner's risk

Summertime Blues – A Fabulous Garden Party in a Beautiful English Country Garden  
Sunday 3<sup>rd</sup> July 2022 2.00pm – 6.00pm Please send me ..... tickets at £35 each for which I enclose my cheque for £..... payable to 'Nottingham Multiple Sclerosis'  
For bank transfers: Account Name: Mr Keith Rassin MS No2 Account.  
Account No: 11544210 ~ Sort Code: 16-26-32 ~ Reference: Please add your name as reference  
Please specify numbers of  Hot roast  Salmon  Vegan

Name: .....  
Address: .....  
(Incl. Post Code) ..... Email: .....  
Telephone: ..... MS Committee Contact: .....

*If we are unable to attend but enclose a donation of £..... in support of MS.*  
Numbers are limited so please book early to avoid disappointment  
Tickets available from your usual MS Committee contact or email Penny at penny@lymn.co.uk

# Out and About



*Grey horses on a recent Beeston funeral.*



*Joe and Ian in the rain*



*An Alfa Romeo driven by widower behind the hearse in cortège to his wife's funeral.*



*The lead car on this recent funeral was a 1988 Citroen 2CV finished in grey. The 34 year old vehicle was in immaculate condition, although it looks like the unusual gear stick were a talking point for Mick and Russ.*



*These gorgeous floral displays were created by the florist team before being transported down to Romford.*



*Balloons in the colours of the Irish flag were organised for a funeral.*



*Our Rolls-Royce Wraith TGA 481 was first registered in May 1957, making her 65 years old when she was hired for a May wedding in Wysall.*



*Congratulations to our tracksuit sponsorship team, Cotgrave U11 Greens on winning their football league. They collected their trophy from The Theatre Royal.*



*The Nottingham Fire Fighters Memorial was installed in St. Mary's in the Lace Market, in 2013. The annual service dedicated to those who gave their life in service as a member of the Fire and Rescue Services took place on Saturday 21st May. Mick cleaned the memorial prior to the service, whilst Ben and Henry helped on the day with chairs and shelter.*



*The jubilee windows are taking shape ready for the June celebrations. City Flowers were first to complete their display, followed shortly by Carlton.*



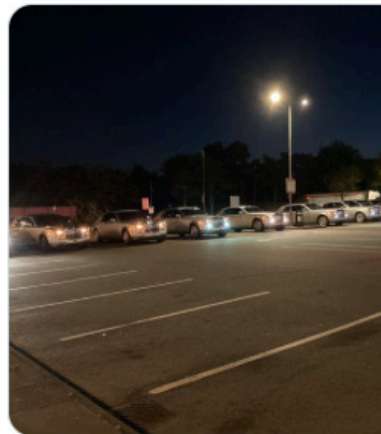
*Phil attended a careers fair in Mansfield. The young adults were keen to ask a lot of questions about what he did.*



*Pete helps the maintenance team with problem drains.*



**Leicestershire Roads Policing Unit (RPU)** @LeicsPoliceRPU · 21 Apr ...  
An very unusual but very impressive sight at LFE services early this morning! 9 @rollsroycecars on their way to #London for a funeral. Definitely a few pounds worth of car lined up there!! Safe journey chaps! 👍 #RPU 332



*Thank you to Charis's dad who spotted us on this recent tweet from Leicestershire Roads Policing Unit.*



*Gazza proving age is just a number, whilst performing his best Tarzan impression.*



***Congratulations Nev and Trish on their wedding, which took place in Jamaica on Saturday 21st May. Trish's bouquet was made by City Flowers, and transported 4,650 miles!***



***Welcome to....***

## ***Laura Maguire***

“Hi everyone! My name is Laura Maguire and I’m from Ilkeston. I’m very excited to soon be joining Louise at the Long Eaton branch. I’ve spent the past few years studying Criminology and Sociology at the University of Nottingham, which is where I became interested in funerals and the funeral industry. Before that I worked as a Support Worker with Framework in a young person’s supported accommodation service. As for my non-work interests, I’m a bit of a nerd! I love reading classic Victorian literature, and once a week play Dungeons and Dragons with my friends. I look forward to meeting you all and getting to know everyone over the next few weeks.”



## ***Sarah Fisher***

Hi, my name is Sarah and I am very much looking forward to joining the team.

I started my working life in secretarial roles, finishing on the Executives suite for Boots before moving into HR around 20 years ago, at Rolls-Royce and, more recently, the Entain Group (they own Ladbrokes & Coral, amongst other brands). For the last 30+ years, I have worked in FTSE 100 global corporations, but wanted a more meaningful role within the Community, which brought me here.

I enjoy walking (preferably somewhere beautiful!), photography and socialising but my passion is singing with the Hope Community Gospel Choir of which I’ve been a member for 8 years. It’s a very busy hobby, as apart from weekly rehearsals I am also the Choir’s Committee Secretary. We sing at weddings, concerts and other events, it’s always so joyful and uplifting and puts a real spring in your step!



Thank you for the great welcome I’ve received so far, I’m looking forward to getting to know you all.



The Family Funeral Service®

# Client comments collected during March 2022

After each funeral we send a questionnaire out with our invoice. There is a section ‘Were there any aspects of the funeral directors’ service that you particularly liked?’, The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example WEW/AA was arranged by Wendy and conducted by Andy.

Any comments in italics are from letters received.

Online reviews are also available at [www.funeralguide.co.uk/funeral-directors](http://www.funeralguide.co.uk/funeral-directors) and [www.facebook.com/pg/awlymn/reviews/](http://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 107

Good – 7

Satisfactory – 0

## City Flowers

Excellent – 58

Good – 8

Satisfactory – 1

## **Arnold**

Very respectful staff and very helpful. ES/RK

Treated with respect. RK/RK

Visual/musical tribute, Webcast. ES/RK

Personal contact i.e. same person dealt with throughout. ES/RK

Friendly but professional. ES/RK

*Dear Emma and Russell, I just wanted to drop you both a note to say a big heartfelt thank you for my entire family. The service was perfect and mum would have certainly loved it. The day has been an incredible comfort to us all and has helped to bring us so much peace. Your calm and gentle organisation made it all possible and we are all very grateful. Russell I'm pleased you like the choice of song! Again, many thanks to you both.*

## **Beeston**

Everything was excellent from start to finish. GB/DMC

Excellent service throughout especially playing a song at the graveside. GB/DMC

The girls always had time for you, whenever you called about something. GB/DMC

A very difficult/emotional meeting was made as comfortable as possible – staff were kind & attentive. GB/JLR

*To Georgia, Donna, David (Powell), Malcolm and the whole team who help look after dad in his final journey. Thank you for the beautiful send off!! A very kind and caring service during a difficult time*

*Thank you so much for the love and respect to show to my dad.*

## **Bingham**

Everything was as expected. AMB/DTL

They walked along side the coffin on 3 occasions once leaving premises, on driving by the home and then arrival to crematorium. DTL/DTL

Attention to detail and excellent communication between office visit and funeral. EH/DTL

## **Bulwell**

Very professional. DD/TK

The respect they gave my mothers corpse. KLL/TK

Kim Love was excellent nothing was too much trouble on the day all Lymns staff were excellent. KLL/TK

## **Carlton**

Very helpful and the service they gave nothing to much trouble. JAR/NMR

Wonderful care and support. NMR/NMR

*Dear Mark, just a short note for me and my family to say a big thank you for all your help in arranging the funeral. We honestly couldn't have got through this ordeal without your help.*

*Dear Mark, we really want to thank you for going out of your way for us on our sad day with our mum. You are very caring and kind when you are so busy and just being the way you are, kind, caring, professional - making the whole process much easier for us.*

## **Clifton**

We liked the photograph slideshow but were a bit disappointed that this was not clearly visible on the webcast. JMW/JMW

The attention to detail even down to the odd choice of music by my late mother, was amazing. JMW/JMW

*Dear all, the family would like to thank everybody at A.W. Lymn for their sensitive and efficient funeral services, carried out in a friendly way. Thank you.*

## **Cotmanhay**

The personal touch MS/MS

They gave a very personal service. MNI/JRC

Service. MNI/MS

*To Mick and Michelle, thanks for giving Mum the sender she deserves.*

*Thank you for your help and kindness you understanding, and guiding me through a very difficult time.*

### **Derby**

Service provided to us as a family by Neil & A. W. Lymn was outstanding. NDR/NDR

The director himself was celebrant and worked exactly to the requests mum made. NDR/NDR

They was very good at what they do. NDR/NDR

### **Hucknall**

Attention to detail and there but not overly. CM/MS

The funeral directors kept us up to date all the way through the process which was good. CM/TK

Friendly and professional Chris Ibb was excellent as celebrant. CM/TK

Absolutely, very impressed with everyone associated with arranging the funeral & on the day itself – a credit to the company. The personal touch given by Keith brown; he was excellent & delivered the service perfectly. Lymns have been wonderful, especially Caroline Morgan nothing was ever too much trouble for her as my mum & I were very particular!! CM/TK

The professionalism: - respect, care, smartness, experience, cars & consideration afterwards. Special thanks to Caroline and Catherine, Russell & Tony x CM/TK

My dad was pleased with the funeral service and how it was conducted, family and friends have approached him and said to him, how personal the service was, and it was probably one of the best funerals they have attended. Thank you Lymns. Lymns were very helpful on all aspects of my mum's funeral and did more than was asked of them, nothing was too much trouble. Lymns were professional and understanding throughout the planning of the funeral, Caroline was more than helpful and always

had time and advice no matter what time you called the office. I would whole heartedly recommend Lymns to anyone the service offered is second to none, very helpful staff and excellent turn out. CM/TK

### **Ilkeston**

Really liked Nikki & also the celebrant Tim was amazing. NAA/MS

### **Littleover**

Polite & caring. DBB/KH

### **Long Eaton**

Very knowledgeable. LJB/LJB

How they kept in contact with us and the way they dealt with everything. Also how caring & considerate they were. DB/LJB

### **Mansfield**

Very caring and professional. DCC/DCC

Kindness, sympathy, and total understanding of the heartbreak I was feeling. DCC/DCC

They were very professional looked after my son with great respect and compassionate and with myself. WEW/AA

Very appropriate and well-presented eulogy. DCC/DCC

### **Mansfield Woodhouse**

The gentleman leading on the day of the funeral. WEW/AA

Personal touch with comments regarding past communication with my gran. WEW/JWB

The respect shown by all concerned towards the family was commendable. SB/AA

Stacey Burman was excellent her manner was totally appropriate not patronising. The cars are excellent. SB/AA

The kindness and consideration we had a number of personal requests regarding my mother's service which were accommodated. SB/JWB

Their flexibility, like changing chapel of rest day to a day that family, who had far to travel could come and say

goodbye. The celebrant choice was perfect and so kind and thoughtful. WEW/AA

When Jonathan said 'would you like to take him round the allotments where he spent all the daylight hours with his pigeons' 100 out of 100 for his kindness. JWB/JWB

The lady we met was kind & efficient & easily contactable. SB/DirectCremation

The arrangements regarding the flowers after the funeral. SB/JWB

Everyone was very professional Jonathan & Stacey have a wonderful team. SB/JWB

### **Nottingham**

Professional & compassionate. PCW/JLR

I emailed Kevin Browne so many times, but he always made me feel that nothing was ever a problem, which was really lovely of him. When we came to visit dad, we could not put the Saint Badge on his suit, but Kevin sorted it for us. Just makes all the difference at a very difficult time. A lovely gentleman and an asset to your company, could not do enough for you, did above and beyond lovely man. KDB/JLR

The personal touch given by Paul and Charis was exceptional. PCR/PCR

Discussions at home, attendance at funeral – services provided throughout the funeral – attention to detail. MLR/MLR

Extremely satisfied Megan & Paul were fantastic, just as my mother would have wanted. MR/PCR

Exemplary from start to finish. MR/JLR

Helpfulness with elderly relative. PCW/PCW

*Dear Kevin, First of all, I would like to say a big thank you to Megan who dealt with all of the initial contact with myself and the family, and of course to yourself since you took over when Megan was on holiday. The care and attention that you have paid during all of the planning*



*stages has been fantastic and has been greatly appreciated. Also to Paul for the running of the funeral on the day, the funeral itself couldn't have gone any smoother.*

*Hi Kevin just a little text to say thank you for all your help over the last few weeks, yesterday was perfect for her couldn't have done it without you and your team at Lymns, and also Jonathan for his support yesterday.*

*From a Funeral Arranger - I have just had a visit from the daughter of a deceased. She told me that the two gentlemen who came to the house (on the removal) were so kind and gentle with her mum. I can see from the file that it was David (Green) and Philip. She told me that your kindness and gentleness meant a lot and had stayed with her, so I wanted to pass it on to you both as it's nice thing for you to hear back from a family.*

### **Ollerton**

*All good but Colum made everything so easy at such a difficult time. CJO/CJO  
Nothing was too much trouble, and I felt I had gained a friend, Colum was so kind and thoughtful. CJO/CJO*

### **Osmaston**

*Personal contact whenever needed, kind, sympathetic to our needs at every stage. MC/MC*

### **Radcliffe on Trent**

*Dealing with a problematic mourner, very good. JK/EPM  
The funeral director was appropriately friendly, made no assumptions and took care of everything. JK/JK  
The caring and compassionate service I was given. JK/JK  
It all ran smoothly & as planned. EH/TLS  
Friendliness & Sympathy. JK/JK  
Obvious respect for my mother & the family. EH/AMB  
Professionalism. JK/JLR  
Attention to detail telling us to lock*

*doors & windows. RK/TLS*

### **Rainworth**

*It was all very good no aspects stood out. RSH/JWB  
Overall care and attention, given and the 'forget me not' card a kind and thoughtful touch. RSH/DirectCremation  
No everything was perfect. RSH/DCC  
Their professionalism & courtesy when dealing with myself and my family. RSH/DCC  
Very respectful. RSH/AA*

### **Ruddington**

*The friendliness of it all, particularly from Matt, Ben & Teresa. Thoroughly professional & precise. TLS/MLR  
Knowing that Teresa in Ruddington was always at the end of the phone when needed. TLS/TLS  
Sensitivity, recognition of our needs. AMB/AMB  
Friendly & understanding staff no payment upfront. TLS/TLS*

### **Shirebrook**

*The lady who organised everything was very helpful and understanding, thank you. JP/AA*

### **Spondon**

*All of the funeral was spot on excellent. FH/FH  
Personal service & support from Fiona Hall. FH/FH*

### **Stapleford**

*Tracey was particularly helpful and supportive and made the whole process seem very personal to my father. TSR/DMC  
*Dear Tracey, A note to say a heartfelt "Thank you!" to you and the team at A.W. Lymn, who so professionally, calmly and considerately guided us through the process of the funeral of my cousin. The process from first telephone contact to final closure at Bramcote Crematorium on Tuesday could not have been any better, in even the minutest detail. Celebrant**

*Tim Bailie, recommended by you, was up to the standard set by you and your team. He was beyond our expectations in his delivery of the service. All of us there are of the same opinion. We have contacted him personally. The Rolls-Royce and type of coffin set the tone appropriately. Your staff and the director (Julia) were exemplary in their delivery of the smooth running on Tuesday afternoon.*

### **Sutton**

*All. KLH/DirectCremation  
The celebrant was excellent staff were excellent as well. KLH/AA  
She was very pleasant, friendly, and professional. KLH/AA*

*To A.W. Lymn thank you for everything. Especially Karen who gave me a lock of mums hair for my wedding. Such a great gesture and very much appreciated.*

*Thank you very much for everything*

*To Karen and everybody else at Lymns. Thank you so much for taking good care of my mum. Above and beyond.*

*Take care and thank you for your help— forever grateful.*

*Especially Karen, fantastic service from start to end the experience a little easier on us if that's possible thank you*

### **West Bridgford**

*Very professional whilst showing care & empathy. SNN/AMB  
The dealings from start to finish were superb. SNN/AMB  
They helped (virtually did it for us) set up a JustGiving page for online donations. EPM/EPM  
The ambience and the service was very relaxed and peaceful. SNN/EPM  
The driver was very helpful when getting me into the car. AMB/AMB*

*Thanks so much for today Andrew. You made the planning - and today - as stress free as possible. Please also pass our thanks on to the florists; they did an amazing job of interpreting our brief.*

### **Wollaton**

All staff very efficient & friendly whilst remaining professional. JHP/KNC

Very personal service. JHP/JRC

Jack & Kirby Very good & well presented, polite. JHP/KNC

We thought Jack Pestell was wonderful, helpful, kind, caring and also with a sense of humour – which was often much needed to cheer us up. Wonderful guy. I will certainly recommend him to any family & friends in need of funeral arrangements. JHP/MS

Excellent service always kept me updated with the service and excellent advice on how to keep the cost down. KNC/KNC

Politeness & empathy. JHP/TK

Friendly & approachable treated us with respect & sympathy. JHP/JLR

*Many thanks to all the wonderful staff at Wollaton Lymns for the excellent service provided for our mothers funeral. All of you made sure the funeral went to plan to ensure that each phase went smoothly on a difficult and painful day. Thanks for respect shown it was very much appreciated by all the family.*

*To Kirby, thank you for your kindness empathy and support you gave at such a difficult time we are so grateful love from all the family.*

*To Jack and Kirby just want to say how much I appreciated your support at such a difficult time. Your kindness and professionalism you showed us both before and during the funeral shone through. You are both a credit to the company.*

*Hi Jack, Just a brief message of thanks to Lymns for Friday when*

*we remembered and celebrated the life of our Dad. We appreciated how you helped us think through the day and adjust things as the funeral day approached. Kirby was a great support and directed well on the day. Neil was good to talk to, in a sensitive way on the way to the Committal. The finishing touch was perhaps Kirby arranging for the grandson to have a quick drive in the Rolls-Royce.*



### **Civil Celebrant**

*Richard arrived at the agreed time and was wonderful during our discussions being engaging and interested. He asked questions for clarification and made us feel at ease.*

*His communications via email were friendly and responsive to questions. He kept us informed throughout the process.*

*We would highly recommend Richard as a celebrant. Everyone who attended said that it was the best service they had been to. We could not thank Richard enough for providing an overview and celebration of a dear husband and fathers.*

*Richard was efficient and delivered the ceremony well. Overall the day was easier than expected because everyone, including Richard, did everything possible to make sure it an smoothly*

*From a Funeral Arranger - Richard is always very patient and helpful to support any of the families and myself with any questions or concerns. He is a good listener and family feedback*

*is always outstanding.*

### **Craftsmen in Stone**

*Dear Chlöe,, Thank you so very much for sorting out my wife's headstone at Redhill Cemetery earlier this year, a first class service and first class workmanship. Please thank everyone involved, including the lady who looked after me at the Arnold branch.*

*Thank you so much for sorting this Mary, it looks amazing, everyone in the family is very pleased and no-one has found any errors thankfully*

*Dear Mary, I am very pleased with the memorial to my late husband which you have completed and erected in Keyworth Cemetery. I did not know the job was going to be completed, so I was very surprised when I arrived on 28th April to renew the flowers and found it there. The flowers you left were a nice touch and are still going strong! Thank you again to the team for all the effort to go a bespoke memorial just right.*

*It was really nice for the family to see the finished memorial stone today as we are not local and are not able to visit regularly. We left the area around 60 years ago when my Dad died. I used to visit the church when staying with an old friend who lived in Wilford but he has moved so visits to Edwalton will be less frequent. Thank's to all who helped this happen*

### **Drivers**

*Hi there, Today I was visiting my dads memorial plot at the Gedling Crematorium. Whilst I was there I noticed your beautiful vintage red bus so I went over to take some pictures and got talking to the driver (Neville). My mum and I were taken aback by how kind and professional your staff were today. A history of buses has run through our family as my dear dad was a bus driver then went on to running his own coach*

company. We are a small local bus company in Arnold. It was lovely to see your beautiful 60s bus today and want to thank you for your the time and kindness, it made our day!!



**Could Do Better**

Boxes of tissues in the office/showroom would be excellent & useful idea.

The taped music was in too high a key for anyone to sing along to.

## 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 May.

\* n/a - no questionnaires returned

|            |       |                     |       |
|------------|-------|---------------------|-------|
| Arnold     | 8.75  | Mansfield Woodhouse | 9.40  |
| Aspley     | n/a   | Nottingham          | 10.00 |
| Beeston    | 10.00 | Ollerton            | 10.00 |
| Bingham    | 10.00 | Osmaston            | 10.00 |
| Bulwell    | 10.00 | Radcliffe on Trent  | 9.61  |
| Carlton    | 10.00 | Rainworth           | 10.00 |
| Clifton    | 9.67  | Ruddington          | 9.67  |
| Cotmanhay  | 9.67  | Shirebrook          | 10.00 |
| Derby      | 9.67  | Spondon             | 10.00 |
| Hucknall   | 9.90  | Stapleford          | 10.00 |
| Ilkeston   | 10.00 | Sutton in Ashfield  | 9.80  |
| Littleover | 10.00 | West Bridgford      | 9.63  |
| Long Eaton | 10.00 | Wollaton            | 10.00 |
| Mansfield  | 9.80  |                     |       |

**COMPANY AVERAGE 9.78**

## From the archives



*June 2007*



### Rolls-Royce Mirage Hearse now available for hire

We are delighted to be the first Funeral Directors in the world to offer the Rolls-Royce Mirage for hire. The hearse, in silver provides the perfect match for our three New Phantom saloons.



*June 2012*

### Two new hearses are brought back from Italy

(Full story to follow next month)



*June 2017*



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

**Olivia Cotterill and Isabel Walton** nominated by **Jackie Lymn Rose**

Olivia and Izzy for maintaining order and dignity in the mortuary, in the face of practical adversity, whilst it is being refurbished.

**Mary Haynes** nominated by **Nigel Lymn Rose**

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

**Catherine Broome** nominated by **Nigel Lymn Rose**

Catherine for all her additional work in ensuring that we will be ready for the FCA legislative changes in pre-need funeral plan administration from July 2022.

**David Clarke** nominated by **Becky Hogg**

Can I nominate David please. David is the ultimate team player. He's the person that says yes whenever someone is needed, whether it be bearing on a Sunday, covering the on call rota or coming in after hours to help me at Rainworth. He's an absolute gem and we'd be lost without him.

**Megan Rosier** nominated by **Fiona Moore**

Is there any chance I can nominate Megan for employee of the month, she has gone above and beyond last night to help us obtain some silver letters for a floral tribute.

**Jess Raynor** nominated by **Mark Ridout**

Please can I nominate Jess Raynor for Best practice this month please? Since Danny has left, Jess has been on her own a lot of the time whilst I have been out of the office, ably coping with the increasing number of funeral arrangements (not all of them straight forward considering she is still relatively new) and also admirably keeping on top of debt chasing and cremated remains as well as keeping smiling and making all visitors to the branch (staff and clients alike) feel welcome.

The joint winners are....

**\*\*Catherine & Mary\*\***



## Scafell Pike

*Well done to Jess Raynor on her scaling of Scafell Pike to raise money for the Oncology unit at Nottingham City Hospital in memory*



*of her Aunt. She has raised over £600.00 and you can still donate using this link:*

<https://www.gofundme.com/f/scafell-for-oncology>



**Donna and Georgia were delighted to receive gifts from a client.**

## Crematorium Bingo

*The team were pleased to attend Bingo at Gedling Crematorium on Friday 13th May.*

*Between them the team managed to win three toiletry sets, a hotel stay and a meal voucher!*



*Pictured are Russ (Arnold), Kirby (Wollaton), Jess (Carlton), Andrew (West Bridgford) and Malcolm (casual driver / independent civil celebrant).*