



The Family Funeral Service®

Staff Newsletter

October 2023

50 years of membership for the British Institute of Embalmers

Nigel decided to complete his British Institute of Embalming (BIE) course in 1972 for very special reasons. His father George Rose was National President of the Institute that year and Nigel wanted him to both sign and present him with his membership certificate.

Although he was still at school studying for his A Level's Nigel completed the course and passed the exams and as such was the youngest embalmer to ever qualify for membership of the Institute.

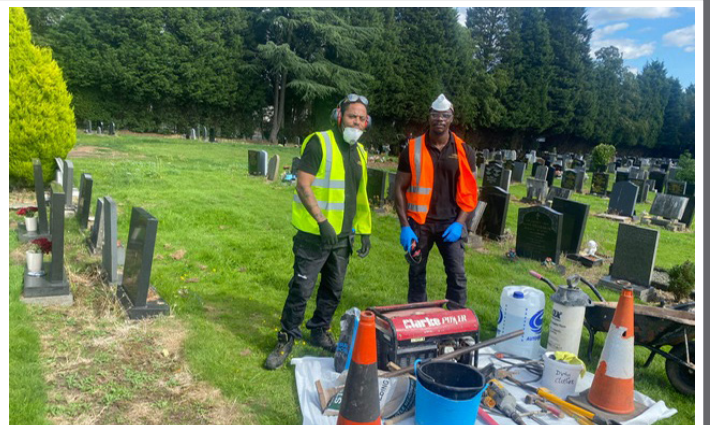
He also made history by being the only member of the Institute to be presented his certificate by his father. Over fifty years later Nigel remains immensely proud of this



Congratulations to Chris and Simon

We are pleased to announce that Chris Holland and Simon Wright-Marsh have both passed the practical examination to be on the British Register of Accredited Memorial Masons (BRAMM).

This takes the total number of company BRAMM members to 13.



'Our family serving your family since 1907'

Welcome to.....

Luke Mellor

Hi all. I'm Luke and I've joined as a funeral arranger and prepared assistant working in Hucknall. This is my first experience in the funeral business, but I've worked in Churches in the past so I've had an adjacent connection.

I live with my wife Alice, our 13 month old daughter, Grace and a retired racing greyhound, Tina (her racing name was Savannah Martini). In my spare time, I love to paint miniature models, think Warhammer, and get out into the countryside with the dog. I'm looking forward to getting to know you all in the coming weeks and thank you for the warm welcome I've had already.



Lee Pearson

My name is Lee, I started working at A.W. Lymn four weeks ago and I'm loving it. My hobbies are every type of sport going. I used to coach under sevens, eights and nines football at grassroots level.

In my spare time, I arrange mystery tours (basically a bar hop evening with only myself and the driver/coach firm, knowing where we are all going, these are always great nights out).

I'm a Nottingham born lad and support Nottingham Forest and Notts county. I bought a place in Albir on the Costa Blanca in Spain two and a half years ago. I'm planning to move out there within the next five years.

I had open heart surgery one year ago to replace two heart valves with pig ones. Since the operation, I live life to the full... Now I'm fully fit watch this space!



Dylan Bowler

Hi, my name is Dylan and I'm a painter decorator at Robin Hood House. I like spending time with my family and friends. I have two sons and enjoy seeing them every day after work. My hobbies include art, game development, Airsoft, building models and gaming.



Louise Revill

Congratulations to Louise Revill who is now a full time driver bearer at Mansfield Woodhouse.



Matt Schinagl

Hi, I'm Matt and have joined as the new Trainee Mason. I enjoy travelling and camping and play drums in two bands. I live in Bingham, have a seven year old daughter and previously worked in a school as a STEM technician. I am looking forward to working with you all.



Nik Limb

I'm 53 years old and married to Jayne. I have two kids, Harry and Emelia. Harry is 16 and his passion is to join the RAF. Amelia who is 13 going on 23 loves horses and riding. I'm a fully qualified butcher and joiner by trade although I'm more joinery now I have been self-employed for 20+ years. I love the game of golf, although it doesn't always love me. As a family, we love holidays abroad, eating out etc.



Ionela Lostun

Hi, I am Ionela, but you can call me Yoyo. I am the new florist and I've got nearly 10 years experience in the florist industry. I am from Romania and I moved to England 8 years ago. I enjoy being in a creative environment, and my hobbies are reading and taking photos.

Trevor Royston

Hi, I'm Trevor. I am a life long resident of Rainworth. I previously worked as a self-employed steel erector, then at J.W.Hutchinson, which later was purchased by A.W. Lymn. I retired from full-time work in February 2023 then, after a break over the summer, have come back on a casual basis. Outside of work I breed and race dogs (whippet/greyhounds). I also have an allotment garden where I keep chickens.

I am married to Linda and have two kids and four grandchildren.



Tour of Rock Cemetery & the Catacombs

Christine and Sarah from Nottingham City Council took a small group for a fascinating tour around the Rock Cemetery and Catacombs.

Ben was able to point out Arthur William Lymn's grave, should they wish to include it on future tours.



Caption Competition



Congratulations to Kirby on the winning caption

'It's all hands on deck to make sure Ed's selfie is included with the Saints'

A bottle of wine is on it's way to Wollaton.

MACMILLAN CANCER SUPPORT

Friday 29th September

**Arnold
11am -1pm**

We are pleased to be hosting a Macmillan coffee morning at Arnold.

If you can support the Arnold team by baking cakes or getting people to pop in, it would be much appreciated.

For more information please speak to Emma or Jess at Arnold.





*Please RSVP directly to
gedling@westerleighgroup.co.uk*



100% for Skye

Congratulations to Skye who has passed (with 100%) Module 1 of a Diploma in Grief & Bereavement Counselling.

Matthew comments 'Well done, that is absolutely amazing. Working full time obviously isn't slowing you down!'

Cricket

We were delighted to put forward two teams at this years Sponsors Day at West Hallam Cricket Club. Despite not winning any silverware, it was a great day for the team to catch up.



From left: Rita (Pallett), Kieran (Pallett), Stan (Barnes) Lucinda, Dan, Emma, George (Percival), Jess, Skye, Ben, Harley (Raynor), James and Henry (Percival).



Life in Clifton

Jane has been settling into Clifton giving (as Matthew says) excellent cover. She comments:

'I have had two families come into Clifton today with beautiful thank you gifts.'

The first gifts were a t-shirt and tribal earrings from the Maasai tribe in Kenya following a recent repatriation.

And the second was this beautiful, flower arrangement from the family of a lady we looked after.

It is so nice working here in Clifton, with a lot of families that I already know.

I feel so appreciated just for doing the job I am paid to do.'

Jane also thought you may like to see the unusual floral tribute received for a motorbike hearse funeral.



The note below was inside the casket of a small baby when I sealed it for the funeral (arranged by MR). I found it really moving and the baby's parents have given permission for it to be printed in newsletter.

JLR

ANYONE – PLEASE READ

Whatever your role, thank you for playing your part in caring for our wonderful daughter Carrie. We are so grateful.

Her Mummy and Daddy love her very much.

Travel safely Carrie, we'll see you soon.



We have been asked if we would like to defend our 'Chasing Stars' 2022 Trophy in 2023!

The Quiz takes place on

*Wednesday 11th October 2023 @ 7.30pm
at Wollaton Football Club, NG8 2AN.*

If you are up to the challenge then please let Emma Percival know.



HELP US BY TAKING OUR SURVEY



Suicide Bereavement
Training Needs Survey

Out and About



We are pleased to sponsor Ollerton Town Football Club's Under 13 team .



Kevin went to Markeaton on Friday 1st September to present Louise Hawley with Flowers from the company for her retirement.

She has worked for Derby City Council for 44 years and the last 9 years she has been at Markeaton in the office.



The team at Arnold were pleased to welcome the Morris Minor hearse.



Philip is dwarfed by paging this modern lorry hearse. The family were delighted with it!

Gedling Crematorium

'LETTERS TO HEAVEN'
CHRISTMAS CARD COMPETITION

Enter your artwork for a chance to have it made into our official 'Letters to Heaven' 2023 Christmas card!

- All ages welcome
- Chance to win a £50 love2shop voucher
- Winner to be announced at our Christmas service
- Last entries by 14th November



Entries to be made via Email, post or handed to The Main office On site. For Postal Entries please provide contact details.

- gedling@westerleighgroup.co.uk
- Gedling_Crematorium_Catfoot_lane_Gedling_NG4_4QH

For more information, please see full T&C's

Gedling Crematorium

'BEAUTY OF NOTTINGHAM' PHOTOGRAPHY Competition

'Help us celebrate the beauty of our local area and all the wonderful nature, landmarks and scenery we have to offer in Nottinghamshire.'

Enter for your Chance to win...

- A £50 Love2Shop Voucher
- 1st, 2nd and 3rd Place photographs to be printed and displayed in our waiting room.
- A Selection of Entries to be used and displayed on our chapel screens at Gedling Crematorium and showcased on our Facebook page
- Entries to be submitted via Email to: Gedling@westerleighgroup.co.uk
- Winner to be announced at our Christmas Service (Date TBC)
- Last entries by 14th November 2023

Please Contact us for Full T&C's



The Family Funeral Service®

Client comments collected during August 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 – 59
Good – 6
Satisfactory – 0

City Flowers

Excellent – 28
Good – 4
Satisfactory – 1

Arnold

The personal professional contact by all concerned. ESH/EPM

Call beforehand, given all expectations, offered choices. Every aspect was thoroughly covered and checked. We were given all information and were treated with great care. Thank you. ESH/RK

The monitor with the deceased's name with favourite flower on it, the flowers & the celebrant/speech & his choice of tie to match favourite colour, very thoughtful. PSG/RK

Lisa the celebrant and the director and driver who attended us on the day (Russell was his name I believe) ESH/RK

The assurance and attention to all details. PG/RK

Walking in front of hearse as we left home. RK/RK

Very compassionate and professional. RK/RK/

Their patience and courtesy especially in the heat. PSG/RK

We would like to thank every one involved in carrying out our auntie's funeral in such a professional manner. You should be proud of what you do in such a caring way on such a very emotional day.

Good evening, Firstly, I would just like to say a big thank you to Russell, the two Emma's, the drivers and the rest of the extended team for such a wonderful send off for my dad, David Marshall, on Friday 8th September. Everything was exactly as we requested and what my dad said he wanted. You are all so professional and treated us all with such care and empathy, answering our queries quickly and efficiently. The care you gave my dad from the moment you collected him right up until the day he was laid to rest was exemplary. Even putting on his "beloved" aftershave, which was a great comfort when I came to see him in the chapel of rest. Our Celebrant, Cheryl Smith, was absolutely wonderful and I am so glad Emma chose her for us.

Dear Sirs, we are writing to express our thanks for the care and kindness shown to our aunt and the family, following the death of our uncle. The arrangements and funeral excellent, many thanks, especially to Paul for his sensitive support of our aunt.

Aspley

The attention she showed me was outstanding needs a pay rise! Thank you JJW/KNC

Beeston

Very friendly. LJB/KNC

Attention to detail a very personal service. GB/LJB

Bingham

Funeral director was extremely professional & helpful. DTL/DTL

Very professional service, always available for questions. DTL/DTL

Bulwell

Funeral was perfect. PSG/JRC

We were delighted with the service Paige gave us. She dealt sensitively & professionally with all the arrangements for Dad. JRC/MS

Carlton

The staff were very kind, considerate and caring and understanding. PCR/PCR

Excellent throughout – Mark & Paul were great & Jess in the office. PCR/NMR

Patient, understanding and not pushy in any way. JAR/NMR

To Jessica and all the staff at A.W. Lymn a huge, thank you for making my mum's last journey. In this life one she would've been proud of. You found us the perfect celebrant "Colum" who delivered a speech that captured her life as she herself wanted start "no fuss". You guided my husband and boys were carrying the Coffin anyway that made them more comfortable. My mother has always use your firm with the passing of our family, and I can understand why, you're caring, compassionate

and professional at what should have been an awful time for me was made easier because of you. Everyone at the funeral commented on what a fantastic job you all did. Everything was perfect and went perfectly, and for that I am forever grateful.

Clifton

Please see the comments on page 8.

Cotmanhay

The empathy and support. MS/MS

To Mick, Nicola and my amazing colleagues, thank you so much once again for supporting us through such a difficult time. A super job. Genuinely appreciated. God bless you and keep you.

Derby

The care and attention also how they made it as stress free as possible. GPM/KH

Hucknall

They were very helpful and friendly. DD/RK

Whole process – funeral director was respectful & showed patience & compassion to us as a family. CAB/CAB

Deanna was very supportive through the whole process. DD/TK

Everything DD/TK

Empathy didn't feel rushed felt like they had everything under control. DD/LJB

Ilkeston

Friendly and understanding. MNI/DCC

Littleover

Hello Dan, thank you for organising and delivering a beautiful funeral service for G. Thanks too to Neil for conducting the day we search professionalism and care. He could've gone any better.

Long Eaton

The celebrant (Mark Chapman) was excellent. LJB/LJB

Mansfield

Let us tailor make our funeral with guidance where necessary with no pressure for extra services. DCC/DCC

David Clarke & Wendy Walker. DCC/DCC

All treated like family. WEW/DCC

Mansfield Woodhouse

How compassionate and professional Jonathan was. LWB/JWB

It was done perfect start to finish very impressed. JWB/JWB

Nottingham

Making the funeral feel seamless from start to finish inc co-ordinating interring mums Ashes in Cemetery. MR/PCW

Release of the white doves, it broke the tension of the day. KDB/JLR

Ollerton

Everything. SJD/AA

Sarah made us feel very well looked after 10/10. SJD/DCC

Radcliffe on Trent

Personal touch. JK/AMB

Very professional service from all concerned. Especially Emma at Radcliffe on Trent. EH/JK

All good. EH/JLR

Advice given was really helpful and so glad mum had such respect shown to her, even though deceased. EH/GLC

Jane who helped us every step of the way – was outstanding. JK/JK

Rainworth

Becky Hogg and Jonathan Baker were fantastic, the funeral was better than expected. RSH/JWB

Very knowledgeable and could answer any queries. Very patient. RSH/AA

A.W. Lymn, we would like to express our utmost and sincere thanks for the service and care you provided in dealing with the late M. Your service and attention to detail was 2nd to none. The day of the funeral was made more bearable by your team, thank you so much. Please pass on my thanks to Andy and his team, we were very much touched and humbled.

Ruddington

Professionalism, courtesy. JLR/JLR
We were made to feel comfortable, and not rushed in any way. TLS/EPM

The ability to hire the motorbike and sidecar. GLC/GLC

Spondon

Personal touch was lovely – we were treated so well!!FH/FH

I would like to thank both Kevin and Fiona for “taking care” of me. I couldn't have asked for better attention – very thoughtful, kind & professional. Many thanks June. KH/KH

Stapleford

Very kind, compassionate and kept up to date at all times. TSR/KH

Sutton in Ashfield

It was generally a really good service and Karen gave first class service making all the arrangements. KLH/AA

Thank you so much. I really appreciate help. Karen was very helped women. Thank you for drivers, the lovely men was very helper. The driver show incredible respect for my dad. Thank you! KLH/JWB

West Bridgford

Responsive to lots of mind changes & requests. Andrew & Santanna are both fantastic members of staff AMB/NLR

The general feeling of comfort that they'll take care of it for you. one less worry. AMB/AMB

Very professional, and attention to detail. AMB/AMB
 Overall service was excellent. Very helpful and understanding. SNN/AMB
 The horses & hearse we loved everything about. The flowers we ordered were excellent. Order of service great. AMB/AMB

Wollaton

Funeral director was approachable, sympathetic, knowledgeable, professional, organised. KNC/KNC
 My brother and I felt very much at ease with Skye in fact we had a good giggle. SEO/NDR

Civil Celebrant

Thank you he was a true gentleman and spoke so lovely about my excellent service

Dear Richard; I just wanted to send you a big heartfelt thank-you for yesterday's service. It was absolutely perfect. Thank you for making a heartbreaking and devastating day that little more bearable.

Good morning Mark, On behalf of my sisters and myself, I wanted to express our deepest thanks for the way you handled our dad's Celebration of Life service. Your words provided comfort and solace to all those who attended, and we received numerous compliments from friends and family about the beautiful ceremony you conducted. Your support throughout the process and the ceremony itself made it easier for us to say our goodbyes and honour our dad's memory in a meaningful way. We are grateful

for the compassion you showed and the personal touch you added to the service. Your words helped us celebrate our dad's life in a way that he would have truly appreciated. We are forever grateful for your kindness and professionalism during this challenging time.

The Craftsmen in Stone

Dear Mary, thank you for informing me that the work has been completed at the cemetery. I am satisfied with the work carried out and I'm pleased with the memorial plaque and inscription for my late husband. Thank you once more for your support at this difficult time for me.

Could Do Better

None (for the second month running).

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 August.

| | | | | | |
|-----------|-------|-------------------|-------|--------------------|-------|
| Arnold | 9.20 | Hucknall | 9.75 | Radcliffe-on-Trent | 9.50 |
| Aspley | 10.00 | Ilkeston | 10.00 | Rainworth | 10.00 |
| Beeston | 9.67 | Littleover | n/a | Ruddington | 10.00 |
| Bingham | 10.00 | Long Eaton | 9.50 | Shirebrook | n/a |
| Bulwell | 10.00 | Mansfield | 9.80 | Spondon | 10.00 |
| Carlton | 10.00 | Mansfield W.house | 10.00 | Stapleford | 10.00 |
| Clifton | n/a | Nottingham | 9.25 | Sutton-in-Ashfield | 10.00 |
| Cotmanhay | 10.00 | Ollerton | 10.00 | West Bridgford | 10.00 |
| Derby | 10.00 | Osmaston | n/a | Wollaton | 10.00 |

COMPANY AVERAGE 9.75

Vegetable Tribute

This amazing tribute has been created by City Flowers for one of our Ilkeston clients.

Fiona said that she had really enjoyed making this and the smell was amazing!



The 'Best Practice of the Month Award'

nominations are:

Julia Carty has nominated **Craig Shoebridge, Brian York and Matt Winman.**

'Today we have had an incident with regards to a late order of a coffin and thus had a knock-on effect for the viewing and the prep etc. I would like to nominate the Coffin shop for pulling out all the stops, along with the Mortuary and of course Matt Winman for enabling the person to be in the right place at the right time. Not quite sure who did what in the departments but the West is grateful perhaps you should re word the above ring my mobile if you want a proper explanation.'

Lucinda Rose Pallett has nominated **Mike Cendrowski**
'I would like to nominate Mike Cendrowski please for his continued hard work.'

Lucinda Rose Pallett has nominated **City Flowers**
'I would like to nominate City flowers for always producing the best quality flowers for our families.'

Pete Jeffrey has nominated **Gary Seymour and Ben Percival**
'Can I nominate Gazza and Ben, for saving someone's life at the Cemetery.'

Jessica Raynor has nominated **Emma Hemstock**
'Team Carlton (Jess, Mark and Paul) would like to Nominate Emma Hemstock, despite being new to the team Emma has been a real asset. She has helped massively with answering the phones if we have been busy and not only just answering them to pass a message across, but she has also tried her very best to deal with the phone call. She did a Sunday viewing off her own back to help a family and really looked after a family offering cakes, biscuits & drinks while the ambulance was held up.'

Fiona Hallam has nominated **The Maintenance Team**
'For doing a brilliant job on sorting the florist fridge.'

Laura Maguire has nominated **Olivia Cotterill Wilson**
'I'd like to nominate Olivia in the mortuary for best practice. She was really helpful in advising me on visitation with a deceased who was in a bad condition, and made a really good job of making him presentable for viewing which the family really wanted to do. It's been a really long and tricky process and she worked really hard and kept in constant communication with me. Cheers Olivia!'

Caroline Rix has nominated **Gary Seymour and Ben Percival**
'I'd like Gaz and Ben nominated for saving the man's life George's lane after the man had a severe reaction to a sting.'

Mike Cendrowski has nominated **Edward Martin, Ince-Tivey, David Powell, Paul Ferry and Dean Hammer**

'I would like to thank the drivers and Edward for their hard work in the pursuit of excellence and persevering with the coffin drill over the past few months. Their input has been invaluable.'

Kevin Browne has nominated **Marie French and Kaylee King**

'It came to light three hours before a funeral that the two main tributes had not been ordered. The florists were able to put together two fantastic displays with no grumbles and the family were delighted with them.'

Emma Percival has nominated **Gary Seymour and Ben Percival, Henry Percival and George Percival**

'I wouldn't normally nominate a member of my own family, however I feel that Gaz (not my family) Ben, Henry and George went above and beyond and more than certainty saved a man's life. Whilst working at George's Lane, Ben spotted a man (Mark) walking his dog. A few minutes later he noticed that Mark was jumping around and assumed that he had been stung by something but didn't think too much about it. A few minutes later Ben saw Mark lying on the floor, so decided to check on him. Mark said that he has been stung by ground hornets and asked if Ben would take him home. Ben called Gaz to bring his car up, to get Mark to his nearby house. By the time Gaz arrived with the car, Mark had deteriorated, was struggling to breath and was going in and out of consciousness but was able to communicate that he need an ambulance. An ambulance was called. With the size of the cemetery George and Henry were sent down to the gate to meet the ambulance which arrived within three minutes. They were able to lead the ambulance across the field to Mark, where the paramedics were able to assist. With the help of Ben and Gaz the gentleman was put onto a stretcher and taken to Kings Mill. Henry and George took the gentleman's dog back to his house, made sure it had water and put it into its crate. The man called the following day to say that he had spent 13 hours in hospital and now has an EpiPen.'



Fiona Hallam has nominated The Florists

'For doing a brilliant job whilst we have been so busy especially with the hot weather and no fridge'.

Frank Don has nominated Gary Cooke and Luke Rogers

'I was in London with Gary when my car broke down. Gary offered to stay with the car so that I could come home and Luke came at the drop of a hat with the part to fix it.'

The winners are

****Gazza and Ben****

with thanks to Henry and George



A.W. LYMN

The Funeral Planning Service®

Pre-paid funeral plans now available to buy online

We are pleased to announce that our range of pre-paid funeral plans, provided by Ecclesiastical Planning Services, can now be purchased online, from the comfort of clients own homes.

The launch of our new pre-paid funeral plan buy-online system means this is one thing people can tick off of their to-do lists and enables customers to plan and make provision for their funeral in just three simple steps.

The online application can be completed in just a few minutes and can be accessed through our website -

<https://www.lymn.co.uk/funerals/pre-paid-funeral-plans>

If you have any questions about this, then please speak to Catherine.

