



The Family Funeral Service®

Staff Newsletter

May 2022

Pact to Support Ex-Service People

We are delighted to have signed the Armed Forces Covenant, an agreement which states that as a business we will do all we can to ensure ex-military people do not face discrimination, supporting ex-service men and women in finding work and thriving in the workplace.

Neil Reeves, from our Derby funeral home, is championing the pact for us. Neil served in the Royal Navy for 18 years from 1983-2001 before entering the funeral profession, having in that time travelled the world serving in the Gulf, Northern Ireland and the Falklands.

Neil, who joined us in 2021, said: “I know first-hand how much of a culture shock it can be when a person leaves the armed forces, no matter what role or rank. My time in the Royal Navy gave me some of the most memorable and challenging experiences of my life and really made me who am I today, but transitioning from life on a ship to the working world was a big change.

“I feel very lucky to have had such a grounding experience serving my country because it prepared me perfectly for the role I do today. My job as a Funeral Director is all about respect, dignity, fairness and empathy and ensuring each individual family is treated with the care and attention they deserve. I think it is very important that we as a business extend this respect to those we recruit and make sure that ex-service people are welcomed into our team as any other new starter would be.

“A military background is a benefit in our line of work and we’d like to encourage those considering what to do after leaving the Armed Forces to think about the opportunities offered in our profession.”

Managing Director at A.W. Lymn, Matthew Lymn Rose, said: “We’re honoured to be signing the Armed Forces Covenant and publicly demonstrating our support for the brave and courageous service men and women who selflessly serve our country. Once a person has left the Armed Forces, we want to set the standard as an



Neil (right) with Kevin outside the 40 years of the Falklands window display at Becket Street

approachable, welcoming and respectful place of work where an ex-service person feels invested in and supported. Signing the covenant demonstrates our commitment to this effort.”

For more information on what The Armed Forces Covenant please contact Neil or Emma.

Congratulations to Jordan

We are delighted to report that stonemason Jordan gained a BRAMM Fixer License on 24th March.



BRAMM

British Register of Accredited Memorial Masons

‘Our family serving your family since 1907’

The End of Coronavirus Specific Guidance

Initially I would like to thank each and every one of you for everything you have done over the past two years. I know it has been a difficult time and I know I have been giving instructions, then changing those instructions, time and time again, particularly in the early days so I am grateful to everyone for following these without question. I am certain that we have weathered this pandemic better than others because of your actions in this.



As you are no doubt aware there are no longer any legal requirements in relation to Coronavirus and from today there is no longer any requirement for us to have a coronavirus specific risk assessment and so I have created a much simpler summary document giving guidance on what you should do if you are unwell and the good practices that should remain in the workplace.

I am sure all the drivers will be delighted to know that we have decided that the screens can be removed from vehicles. Masks are no longer mandatory as uniform when on funerals except if you have respiratory symptoms such as a cough or cold but feel well enough to attend for work and so the door signs can now be removed, but we are still more than happy for you to wear one if you wish. Paper towels can once again be replaced by hand towels but these must be washed weekly.

Tests are no longer freely available but if you are concerned you have COVID symptoms then we still have some of our lateral flow tests left so please ask David Green if you want a box.

Chlöe Lymn Rose

Staff thanks to Chlöe

In response to Chlöe's memo above, a number of colleagues asked if they can put her forward for Best Practice of the Month. Without doubt Chlöe would appreciate this sentiment but as a family member and Company Secretary she was unfortunately ineligible to win.

It was therefore suggested by these colleagues that a bouquet of flowers, from the staff, would be an appropriate gift to, in some way, thank Chlöe for all the updates and the information provided over the last two years, as well as making sure we were acknowledged as key workers for the vaccination programme.



Many thanks to everyone who was so generous. As well as flowers there was enough money to buy Chlöe a bottle of Champagne and a £70 gift voucher.

*From Chlöe
"I would like to thank everyone
for the surprise today, I really
am grateful and was
rather overwhelmed."*

FCA Update



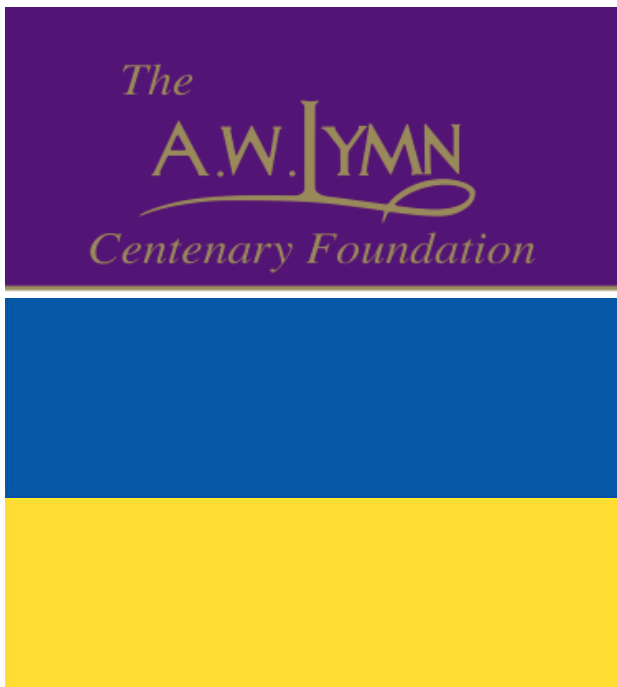
Gateway Assessor role

You will have received an email update recently about Appointed Representative training, which is required to meet the FCA's training and competency standards.

Within this, the Gateway Assessor will be an important role. This person will be able to sign-off individual staff members as competent to sell funeral plans in the regulated world.

Catherine will be in touch once you have completed your modules, but if you have any queries please contact her in the usual way.





УКРАЇНСЬКА
КАТОЛИЦЬКА ЄПАРХІЯ
ПРЕСВЯТОЇ РОДИНИ
В ЛОНДОНІ



HOLY FAMILY
UKRAINIAN
CATHOLIC EPARCHY
OF LONDON

Mr Nigel Lymn
Ms Chlöe Lymn Rose
Trustees of The A. W. Lymn Centenary Foundation
Robin Hood House,
Robin Hood Street
Nottingham
NG3 1GF

Friday, 1 April 2022

Glory to Jesus Christ!

Dear Nigel, Chlöe,
Dear Trustees,

Please accept my sincerest thanks to you for reaching out to support our people who have been affected by the war in Ukraine. I acknowledge receipt of your extremely kind and most generous donation of £10,000.00, which will go a very long way to easing the suffering of those who have been forced to abandon their lives, through no fault of their own, and now face the most onerous challenge of building a new life with limited resources and support. It is through the generosity of wonderful individuals, as yourselves, that our church will be able to ease part of the burden and some of the obstacles that families are struggling with. We hope and pray that with our incessant support and continuous efforts we can make a difference.

I hope to be able to update you periodically on how your benevolence and love for others has been used, especially towards families in the Midland area. I am personally both honoured to be acquainted with such wonderful people and humbled by your expression of God's true love for humanity. Your prayers, thoughts and actions are a great comfort to everyone affected by this terrible circumstance.

God bless you, your colleagues and all people of good will.
With kind regards

Very Rev Fr David J Senyk
Chancellor

Having worked with the Ukrainian Church for a number of years, Jackie has been in contact with Father David to see if the Centenary Foundation could be of any assistance with helping those effected with in the recent conflict.

The trustees have agreed to donate a significant amount of money to help families fleeing the war to settle in the Midlands area.

UKRAINIAN CATHOLIC CHURCH IN GREAT BRITAIN, Charity No. 240088
Bishop's House, Chancery Office, 22 Binney Street, London, W1K 5BQ, Great Britain
Tel: +44 (0) 20 7629 1073 Mobile: 07870 578883 E-mail: chancellor@ucc-gb.com



Easter Egg Hunt and Family fun day

We were delighted to collect Easter eggs for the Forever Stars Easter egg hunt.

Thank you to everyone who donated and also to the trustees of The A.W. Lymn Centenary Foundation who donated 100 eggs. Jo Sharpe from the charity collected the eggs from Nigel and Matthew.

Louisa, Alice and their friend Amelia are photographed with Jo, Matthew and Alanna at the egg hunt.



Moggy Hearse

Clare, Michelle and Kevin are almost there with their second vehicle for the Moggy Hearse side of the business.



'Trevor' 1968 Austin Van.

'Trevor' as he is affectionately known is actually an Austin Van as opposed to a Morris Minor and is almost ready for hire. The Austin Van was made famous in the 'bread and butter' commercial and was everywhere from the 60s and still in regular use until the 80s. The Post Office, GPO, RAC, AA to name a few used them along with many small independent traders. These vehicles are as British as bread and jam!



Trevor has been made with a bread van in mind, which has inspired the interior colour scheme and bread display baskets for floral tributes to sit on.

www.moggyhearse.co.uk



A 4.30am start for nine cars at Leicester Forest East before a convoy drive down to London was met with beautiful sunshine.

The cars met Edward and Dean who had travelled the night before and were fitted with Irish flags.

On route to a funeral, David (and Emma P) had to swap vehicles over. David was wondering why Bella (the Percival dog) was going trying to get into his pocket, only to realise she was after his peanuts. He even gave Bella a few as a treat!



St Mary's in the Lace Market

Jackie and Rex went to a reception at St Mary's in the Lace Market to mark the cleaning and restoration of their Renaissance period Madonna and Child painting by Fra Bartolomeo. The 600 years old work was gifted in 1840 by the local banker Thomas Wright. An interesting talk by art expert Dr Gabriele Neher from University of Nottingham explained that it had deteriorated and needed careful restoration.



The piece would originally have been commissioned by a wealthy Florentine family for display in a domestic setting and it follows strict conventions of composition and colouring. Now re-hung in the choir it looks stunning.

Work Experience

This year we have already had five students spend time with us on work experience, hopefully giving them a good insight into the workings of life in a funeral home. The week is scheduled to include time in the funeral and stonemason offices and practical experience in the coffin workshop, florists, stonemasons workshop and working on funerals.

Rebecca spent time with us at the beginning of April and has send Kevin the following message:

Hi,

I just wanted to say thank you for allowing me to come and do work experience with you. Everyone at the Nottingham branch made me feel welcomed and supported and I really enjoyed seeing behind the scenes of your operation and helping out.

My experience has definitely given me another career to consider!

Thanks so much,

Out and About



Philip conducts (and rides on) his first horse hearse for us.



Matthew fulfilled a family's request of 100 meters of blue carpet.



Has anyone spotted our latest advertising efforts? After five years of debating we have finally taken the plunge on a three month trial contract with the option to extend to one year. If you do spot it, then please let Emma P. know (or even better, please take a photograph).



Big thanks to AW Lymn for this lovely idea , walking back from behind Tesco with my dog and it was warmer than I thought , was gettin a bit worried that the pooch would need a drink before home to the point I was going to message my friend to see if I could pop with the dog for a quick drink ! No need ! Reggie really enjoyed his refreshment so many thanks to these guys for being so thoughtful ! Would be nice for others to follow suit around the village reggie says thanks 🙏🐶 #itsthesmallthings



Wayne was pleased to show a young passenger around his hearse.



Alice Lymn Rose helping out Daddy (and Sharon) by washing the red cemetery seat covers!



Sheila keeping up to date.



A dog floral tribute from City Flowers.



Colum was pleased to spot this post on the local Facebook Page. If any other funeral homes this this would be good then please get in touch with Emma P.

Welcome to...

Andy Scott - Casual Driver Bearer RHH

'I've just turned 53. I have a wife and two grown up kids still living at home as well as three dogs so the house is pretty full. I live in a small cabbage patch just outside of Lowdham. I started work at 17 in a lighting shop which was very illuminating before joining Nottinghamshire Ambulance Service where I spent 22 years. They changed to East Midlands Ambulance Service and I spent a further 8 years there - so 30 years of emergency work phew! I am now part time and semi-retired, well supposedly! I did two years at Her Majesties pleasure at HMP Nottingham - don't panic, I was a prison officer. My hobbies include cycling caravanning, walking, DIY and gardening.'



Welcome back

Courtney Kelham-Giddey



Courtney is back in the office after her maternity leave following the birth of her daughter Nirvana in May 2021.

Courtney has moved from the funeral side of the business and is currently helping Mary in the Stonemasons office on a part time basis.

Mark Collishaw



Mark makes his third appearance for the company!

Mark originally started working for the company as a driver, before progressing to Funeral Arranger at Aspley, Beeston and Nottingham. He later became a Funeral Director at Carlton.

Mark has rejoined the team as a funeral usher / lister on a casual basis.

Horse and Carriage Open Day



This year the bigger and better Open Day will be held on 29th May 2022 from 12noon - 4pm and will include:

- Carriage rides (12pm - 3pm)
- Dog Show (1pm)
- Pony Magic (Pony Petting)
- Raffle
- Tombola
- Horse Shoe Pitching
- Bouncy Castle
- Coconut Shy
- BBQ and refreshments
- Cake stall
- Other stalls and lots more



Proceeds from the day will go to Jasmine's Legacy of Dreams Charity which this year aims to purchase four hospital compliant recliner chairs for the teenage cancer patients at Hogarth Ward, City Hospital. The young patients otherwise only have their bed to rest on for what can be months of treatment. Jasmine herself talked about the need for these chairs whilst she was a patient there.

Last year Chlöe, Ben, Matthew and their families had a great day out.

Horse & Carriage Masters Limited
1b Landercroft Ln, Sutton Bonington,
Loughborough LE12 5PD



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
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 117

Good – 6

Satisfactory – 0

City Flowers

Excellent – 63

Good – 3

Satisfactory – 0

Arnold

All. ES/RK

The flower petals for the burial at the cemetery along the soil. RK/RK

Emma Made me feel very special. ES/RK

It was all good – couldn’t choose one thing. ES/RK

Emma Stevenson had a kind telephone manner was reassuring and very respectful as were the other staff involved Russell & all pall bearers. ES/RK

All of the service was described as beautiful & perfect & that my mum was done proud. ES/RK

Everything was excellent keep up the good work Lymn’s reputation is very high. CB/RK

Provided personal service to ensure my mums funeral was as she envisaged when pre-paid funeral plan was developed. ES/RK

The professional and kind service given by all members of staff at all times. ES/RK

Coffin, Car, Service. ES/RK

Attention to every detail, caring and thoughtful. Their wish to carry out our wishes exactly. ES/RK

Hi, On behalf of all our family & friends, we just want to thank you from the bottom of hearts for the help & support you showed us all from start to finish. The care and understanding you gave to my dad was second to none, you really did do him proud, we are eternally grateful. We would have no hesitation in recommending Lymns funeral service. Absolutely outstanding. Once again, thank you.

Aspley

The professionalism of all the staff, care and compassion. JW/TK

Very professional and friendly service by Joanna Widdowson. JMW/JMW

Beeston

Flexibility & efficiency of organisation – more importantly everyone I came ino contact with was excellent, personally, and professionally. GB/KNC

Everyone, family impressed with Richard talking about Graham just like he knew him, made us all comforted. GB/DMC

It was all excellent JHP/DMC

Staff compassionate and professional (Georgia, Jack and Donna). JHP/DMC

To Georgia and Donna. Myself and Tracey can’t thank you both enough, and everyone at Lymn’s, for all your help and kindness, at the sad loss of John. Everything was so perfect on Wednesday, we couldn’t have asked for any more, everybody loved the forest order of service and the flowers are beautiful. Thank you once again.

Bingham

Sympathetic treatment & patience. Happy to make changes. Kept in contact throughout the process. DTL/DTL

Pleased with the whole service. DTL/DTL

Personal point of contact to which nothing was too much trouble. DTL/DTL

Kindness, patience, understanding, friendliness, guidance. DTL/PCR

Absolutely everything, guests at funeral commented how good. Especially liked how everything handed out in order of service. DTL/DTL

Continued updates & support. Dealing with an issue of people outside church (not as requested) in a discreet manner. DTL/NLR

Thank you for everything.

Just to say thank you for all you’ve done to help at this hard time in all our lives. Much appreciated.

To Dominic and staff thank you for all your help and guidance on the recent death of our cousin. It really assisted us at this very difficult time.

Carlton

The support given in a time of stress was exceptional. Nothing was too much trouble. A truly caring & professional service. DLD/DLD

Courtesy shown to elderly relative. DLD/DLD

It was all very good & Mark Ridout was outstanding in every way – Thank you. NMR/NMR

The respect shown towards me and my family. DLD/DLD

To Mark, Jess and the team. Thank you so very much for all your help in organising on mums funeral on the 22nd of March 2022. Your caring and professional approach to every detail and request was very much appreciated at this difficult time. The day was perfect in every way and would've been very proud. Thank you yet again.

Dear Jessica, I am sure that Mark has already let you know, but I wanted to reiterate how complimentary the client was about you yesterday at the Crematorium. He praised your kindness, thoroughness, and your attention to detail. You certainly helped to shape what was a difficult day into a beautiful farewell for his beloved mum, and he was deeply touched. I appreciate that your career change is still relatively new, but I hope you are encouraged and affirmed by the praise of family (and clergy) in your work. Thank you. Every blessing for a happy Easter; Fr L

Clifton

The celebrant chosen was excellent. JMW/JMW

It felt like a very personal service. JMW/JMW

Sensitivity to family's needs thank you for a very personal service. Despite being a very sad occasion

we were able to have a lovely special day together as an extended family. The choices we were able to make very much represented and reflected who mum was and her wishes & values. Thank you for your part in this. JMW/JMW

Professional & personal service received by funeral director. JMW/JMW

Exceptional care & attention to specific wishes of deceased, kept us informed & clear what would happen on the day. Addressed any concerns promptly. JMW/JMW

Cotmanhay

Tracey Matthews really helped us get through the hard times. MNI/MS Very welcoming and happy to give us time with him each day. Everyone worked as a team and communicated felt well informed. MNI/MS

Mick and Michelle, myself and my family would like to send a sincere thanks and appreciation for all your help and support with all the arrangements for mums funeral. Are you special would like to say a huge thank you to Michelle for City and spending time talking to me when I came in to see you about something it was really appreciated. He made the whole experience bearable. So once again thank you so much.

Derby

Neil was brilliant nothing was too much trouble. NDR/NDR

Kind efficient, knowledgeable staff. Really excellent service in every respect I will highly recommend. KIT/KH

Hucknall

Everything about the funeral was perfect, on time, and very helpful. CM/TK

Sorting out a special Greek song we wanted that was very hard to find. Message cards to put in coffin when we visited chapel of rest. Memory box after funeral was a really nice gift. RK/RK

Littleover

The respect that everyone of the team showed my father. DBB/KH Professional and friendly. DBB/NDR

To Dan and Kevin, thank you so much for all your help in sorting out mums funeral on a sad but beautiful day!

Long Eaton

I liked all of the service. DB/MS

Mansfield

All of the service very professional & nothing was too much trouble for David Clarke. DCC/DCC

The service given for my father was excellent. DCC/DCC

David was caring, respectful, and helpful start to finish couldn't have wished for better during such a sad time. DCC/DCC

Mansfield Woodhouse

Mark Andrew did an excellent job, everyone commented what a lovely service. WEW/JMB

All of it was lovely just what Martin would have wanted the celebrant was lovely. SB/JWB

Sensitivity, professionalism, advice and general kindness. SB/AA

Friendliness, compassion, calmness of the staff. WEW/JWB

Very caring. JWB/JWB

Excellent service & kindness. WEW/AA

The kindness and compassion shown to all the family and the recommendation of the person who took the service. Excellent. JWB/JWB

Jonathan was excellent explained everything both friendly and courteous and very, very smart. JWB/JWB

The celebrant was excellent. WEW/JWB

Nottingham

Photos to music. KDB/PCR

Philip Wilson was caring understanding & helpful in every

way nothing was too much trouble and he listened to me. PCW/PCW
Plenty of information given a helpful attitude from all the staff. MR/PCR
Personal attention. JLR/JLR
The funeral directors contacted the coroner a few times and kept me informed of everything that was happening. PCW/NMR
Very sympathetic and competent. JLR/JLR

All good. PCR/PCR
The personal and caring service, nothing too much trouble. KDB/KDB
Kindness & consideration. PCR/PCR
Philip kept me very well informed as to any issues & progress of arrangements excellent knowledge – suggested format of west Indian burial. Very supportive throughout. PCW/PCW

Morning Megan, I just wanted to say a massive thank you to you, Paul and our driver and anyone else who was involved in my mums funeral for the kindness and care you showed us all on the day Mums family, friends and neighbours all agreed it was a perfect funeral for her. The roses were beautiful Once again thank you very much.

To all at Lymn, thank you so much amazing work from you all.

Ollerton

Colum & staff at new Ollerton branch were so professional & courteous at all times. Susan had the best send off we hoped for by A. W. Lymn. CJO/CJO

Radcliffe on Trent

Excellent, pleased with everything. EH/NMR
The help and advice from the funeral directors and their professionalism to detail. JK/JK
Compassionate & professional. JK/JK

Rainworth

Caring, professional manner. JWB/JWB
Very kind and caring. DCC/DCC
Attention to detail & response to all my questions! RSH/AA
The drivers on the day were outstanding. RSH/AA
The celebrant Brendan was wonderful & kind. RSH/AA
Jonathan was a very nice person and explained things we could understand. JWB/JWB

Ruddington

Very considerate and caring throughout at a very difficult time for the family. TLS/TLS
The cremation being able to go ahead prior to payment being made by deceased bankers as they would not accept estimate. TLS/Direct
Cremation

Allowing me to visit my daughter every day and even on Sunday (in own time) TLS/TLS
Really friendly, super-efficient and planned everything so we didn't need to worry we'd forgotten anything. EPM/EPM

Shirebrook

Dignity & respect. JP/AA/SH1058
The actual funeral director on the day was very professional and extremely considerate. JP/AA
All of it. It was a fitting way to celebrate my mother's life. JP/AA

Spondon

Very professional and personably, went above and beyond. FH/FH
Everything was to an exemplary standard. FH/FH
Very efficient & professional. FH/NDR

Stapleford

All staff were helpful, friendly and sympathetic, especially Tracey. TSR/DMC
All the staff were very considerate and friendly always happy to help us and give advice the funeral was as prefect as it could be Tracey at

Stapleford was wonderful. TSR/JLR
Exceptional service from staff particularly Tracey at Stapleford. GB/DMC
The reassurance and efficiency of all members of staff. TSR/MS
The personal touches which were made easier because Tracey had already formed a fantastic relationship with the deceased when she met her. LJC/DMC

Sutton

All of it, the whole service was conducted in a compassionate & professional manner. KLH/AA
All the above. KLH/AA
Made me and my son feel at ease. KLH/AA
Made me feel at ease and comfortable and like a weight was taken off my shoulders. KLH/NLR

To Karen thank you so much for looking after dad so well I'm going above and beyond as always. Truly amazing at what you do nothing is too much trouble and so professional helpful. Eternally grateful.

West Bridgford

Always promptly replied to queries, very patient and understanding. SNN/JLR
Andrew was excellent throughout. AMB/AMB

Santanna, I just wanted to say thank you for an amazing service you provided us, you have been brilliant from start to finish and a credit to Lymns. I have sadly had to arrange many a funeral and you have definitely been the best by a country mile. She is having the best send off she could have I wish you all the very best and thank you from the bottom of my heart for everything you have done. It means the world to us and the wider family.

Wollaton

Professional and personable staff. Kirby Cranshaw was excellent throughout – continuity of staff was particularly valued superb organisation. KNC/KNC

All, Kirby was excellent. KNC/KNC Felt very nervous as I worry but everything was perfect! KNC/KNC/ Always contactable very friendly & so supportive on day of funeral. JHP/ KNC

Kirby's professional touch & pride in what she does. KNC/KNC

Respect shown, courtesy, promptness, good timing. JHP/KNC Feeling that you could take your time and compassionate listening. And also the smart appearance and respect shown at the service itself and the burial too. JHP/KNC

Stonemasons

Dear Jackie, Thank you for the photograph of the memorial. The memorial represents the last 140 years of my family's history so ensuring it has been completed has lifted an emotional burden from my shoulders. I appreciate the care you have given me.

I would just like to say a big thank you to the staff for A.W. Lymn. I came up to visit the office many times I was attended to by a woman [Mary] who I found very helpful and informative. After leaving I never thought I had wasted my time as I don't live in Nottingham. The gentleman [Jordan] who lay the stone, I found him to be funny very kind nature gentleman. With kind regards.

Civil Celebrant

Good evening Richard, I just wanted to email and thank you for mums lovely service today. We are truly thankful for all of your help, support and guidance when planning mums celebration. Everyone told us what a lovely service it was, bringing back fond memories of mum and celebrating her life well lived. We will be forever grateful.

Everything was brilliant from start to finish. He did everything we asked of him. His reading was perfect. Richard was wonderful to the whole family.

Could Do Better

It was mentioned that it was difficult to hear the celebrant

Caption Competition



Does anyone have a caption to accompany this photograph of Philip?

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

All entries must be submitted by 9am on Friday 20th May 2022.

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

GOOD LUCK

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 February.

* n/a - no questionnaires returned

Arnold	9.56	Hucknall	10.00	Radcliffe on Trent	9.80
Aspley	10.00	Ilkeston	10.00	Rainworth	10.00
Beeston	9.80	Littleover	10.00	Ruddington	9.60
Bingham	9.92	Long Eaton	9.00	Shirebrook	8.67
Bulwell	n/a	Mansfield	10.00	Spondon	10.00
Carlton	9.69	Mansfield Woodhouse	9.75	Stapleford	10.00
Clifton	9.83	Nottingham	9.92	Sutton in Ashfield	10.00
Cotmanhay	9.50	Ollerton	10.00	West Bridgford	9.67
Derby	10.00	Osmaston	10.00	Wollaton	10.00

COMPANY AVERAGE 9.78

From the Archives

It is 15 years since Louise Bramman passed her Diploma in Funeral Directing 'with flying colours'.

It is 10 years since Keira, Frank and Stephen appeared in the Newsletter as new starters.

Congratulations...

Louise Cook from our Long Eaton office has successfully passed her Dip FD

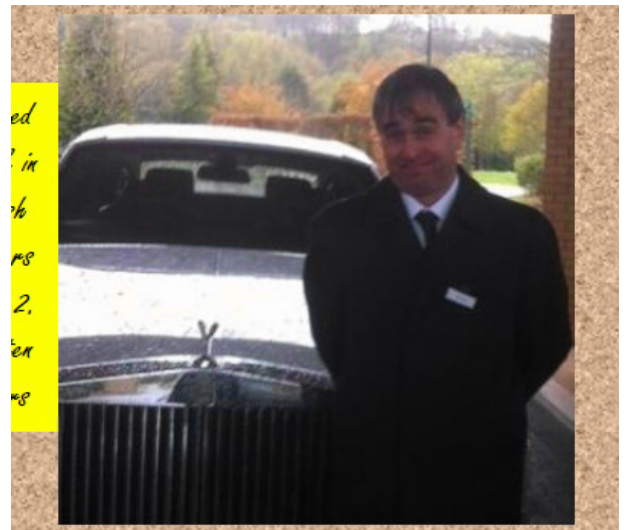
Louise, who is now six months pregnant with her third child, took the exam which included a 2 ½ hour written exam and an oral arrangement with an examiner, and passed with flying colours – even after managing to bang her head on the table getting paperwork from her arranging case during her oral exam!

Louise will now be able to confidently direct funerals from the Long Eaton office – although this will now wait till she returns from having her baby.



and five years since...

Stacey has passed the practical embalming course which completes the qualification. She is now awaiting Membership to the British Institute of Embalmers.



And a year since the Stapleford funeral home moved from Parker House to Half Crown House and we introduced service badges.



A.W.JYMN
The Family Funeral Service®
Staff Newsletter
May 2021

Half Crown House, Stapleford.

The official move from Parker House around the corner to Half Crown House took place on Monday 19th April, with the first chapel visit taking place on Sunday 18th.

The new building is a vast improvement on the facilities offered to the bereaved of Stapleford and Tracey has commented to say it will take some time to get use to all the space!

With the current circumstances an open day has not been planned, but we are hoping to mark the move at some point in the future.

Five, 15 and 25 year service badges unveiled

Dominic approached Manning with an idea for badges to depict the wearers length of service. Following discussions with Badgemaster, three designs were put into production and will be launched in the next few weeks.

For 25 years of service there will be a gold pin lapel badge, 15 years is silver and five years' bronze. The badge should be worn on the suit lapel. The roll of honour can be found on Page Two.

'Our family serving your family since 1907'

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

Dan Barnes and David Clarke nominated by **Georgia Bell**.

'I would like to nominate both Dan Barnes and David Clarke for being so incredibly helpful with introducing me to everything that is involved during out of hours. They have both gone out of their way to make sure I have got everything I need ready for when I am on the phones without me even having to ask them. They also both ensured that if I need anything that they are just a phone call away, I can't thank them both enough.'

Neil Reeves nominated by **Ben Percival**.

'Please can I nominate Neil Reeves for his enthusiasm in getting the company to sign the Armed Forces Covenant and his excellent Falklands window display at Derby'.



Kevin Hall nominated by **Matt Winman**.

'Can I put forward Kevin Hall please. In a nutshell Bramcote Crematoriums Cremators have both broken down and I agreed to move 15 deceased to Markeaton for cremation. I asked Kevin to help and move 8 of them but to his credit he moved all 15 without being asked, which massively helped me out. I think he did go above and beyond of what was asked of him this day.'

Chlöe Lynn Rose nominated by **Matt Winman, Kevin Hall and Julia Carty (to name a few)**

'For her excellent response over the past two years to the ever-changing covid situation'

Karen Horton nominated by **Brendan Pickering (civil celebrant) via Stacey Burman**.

'Karen has been working with a very vulnerable lady who was cared for by her late husband, with no other surviving family members or friends who were able to give her assistance. Following Jonathan visiting the home address to make funeral arrangements, it became apparent that there were concerns for this client's welfare going forward. Karen has held lengthy calls with the client, with Brendan who is taking the service and with Jonathan, which has culminated in Karen contacting Nottinghamshire County Council Adult Social Care in the Community to get this very vulnerable lady the necessary care and help she needs in her own home moving forward following the death of her husband at the age of just 52. Brendan feels Karen has gone above and beyond, researching this in her own time and making the necessary calls on the client's behalf to ensure she is kept safe and well.'

The winner is....

****Karen Horton****



Neville says goodbye to his Mum on Mothering Sunday with his colleagues by his side.

