

A.W. LYMN

The Family Funeral Service

New Horizons

October Newsletter

Editor: Rob Lippitt



Nigel Lymn Rose Won Lifetime Achievement Award at The Good Funeral Awards 2015

The Good Funeral Awards were held at the University of Winchester on Saturday 5 September 2015 and presented by TV personality Ian Lavender.

Nigel Lymn Rose Won the Lifetime Achievement Award.

Congratulations and well done Nigel from all staff and colleagues at A.W. Lymn.

Nigel commented “Unfortunately I was unable to attend the awards ceremony this year as I was away on holiday in Spain. I was also unaware of the nomination and so was both delighted and surprised to receive a telephone call from someone at attending to notify me that I was the winner of “The Lifetime Achievement Award.”

I have been associated with the funeral profession all my life and on joining the family business having completed my education and spent time as an articled clerk with accountants Deloitte Haskins and Sells I was passionate to see an increase in the choices available to bereaved families. I strove to minimise the occasions on which clients wishes could not be met. My ethos being that funeral directors should not impose their wishes upon their clients or to be the bastions of good taste. They should be flexible and strive to accommodate any request provided it was legal.

Throughout my time as both a practicing funeral director representing my family business and whilst representing the National Association of Funeral Directors this vision has remained paramount. It has resulted in me having a reputation for arguing with those in authority and with the representatives of many of the organisations with which we interact. This has often lead to me being accused of simply being awkward when in fact I have continually argued simply for the benefit of our clients. I am therefore very pleased that the panel at the Good Funeral Awards has recognised this and I presume it is for this reason that I have been awarded this great honour.”

“Our family serving your family since 1907”



From the Top

Message from Matthew Lynn Rose



I write my first 'From the Top' as Managing Director, and would like to initially record my thanks to Nigel, Jackie, and the rest of the board for their vote of thanks in appointing me to this position formally. It is nearly a year since I was thrust forwards following Nigel's illness, and the support and assistance I have received from all of you has been phenomenal. I thank you sincerely, and look forward to leading the at need funeral business into the future.

As I write this message, we have just held our Senior Funeral Director's meeting. Each quarter the board meet with the Senior Funeral Director's to discuss the results for each branch in terms of funeral numbers, pre-paid funeral sales, and other matters, and to look at the areas in general. It has been very pleasing to report that at the nine month stage of the accounting year that started in November 2014, as a business we have conducted a little over 11% more funerals then we had hoped to based on the results of the past five years, and over 14% more than in the same period last year. It should be some comfort to you all to know that if it has felt busy this year at your office, for the majority it has been so. National statistics show that the funeral industry nationwide has seen an increase in numbers, and we do have some real success stories in the likes of Wollaton and Bingham, yet other branches have failed to meet the targets set. Your Senior Funeral Director will now be armed with this information, and hopefully will be working with you over the next quarter and beyond to focus on the branches that need assistance.

We will be missing the help of Jackie in the Nottingham Office for a number of weeks due to her tendon operation, and the void that this will leave was explained by Nigel last month. Julia Carty approached the board to find out what exactly we were looking for, and after meeting to discuss the role, I am very pleased to announce her appointment as Senior Funeral Director for Nottingham. To begin with, Julia will be office based only, enabling her to assess what roles are currently fulfilled by each member of the team, and to try and see where procedures can be amended and adapted to assist with the smooth running of the office. Julia brings with her a wealth of experience in running not only a busy branch, but also a busy area and her record in the West is exemplary. I am sure you will all join me in wishing Julia every success with her new challenge.

Julia's move creates a vacancy in the West Area, which is yet to be filled. As a temporary measure the area will be split, ensuring everyone has a Senior Funeral Director to turn to and by the time this has been read, those involved should be aware of their new line manager.

Wishing you all well,

Matthew.



Message of the month

SKN Caribbean Heritage Documentary Film Launched - sponsored by A.W. Lymn

A.W. Lymn have been working closely with the SKN Caribbean Heritage project. A.W. Lymn will feature in two 'easy to watch' short documentary films as the experts, including footage of a recently filmed funeral conducted by Nigel Lymn Rose, along with contributions from Jackie Lymn Rose.

The films will be circulated to schools, key local groups and be available for our own distribution. October is 'Black History Month' and it is aimed to distribute the CDs before then to schools, churches and other relevant organisations. Schools are likely to want to hold workshops during the 2015/2016 academic year for PSHE lessons and assemblies and A.W. Lymn have been invited to be part of this if timings allow.

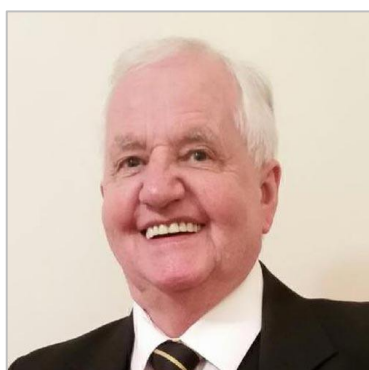
Catherine Ross Project Director commented
"A.W. Lymn was approached as the most responsive and popular provider of Caribbean funeral services in Nottinghamshire and Derbyshire, to build mutual understanding and respect and help British-born people of Caribbean heritage gain understanding of their familial cultural routes and celebrate their community."

The films will be supported by an 8-page booklet covering aspects of the documentary, which can again be used to inspire families when organising funerals. Longer-term plans are being discussed for a museum and local exhibitions to support the activity.

Catherine is pictured alongside Jackie Lymn Rose, at a recent pre-launch planning meeting.



Going the extra mile



Congratulations to our latest quarterly winner who sold the most pre-paid funeral plans

The overall winner who sold the most pre-paid funeral plans **1 June - 31 August** and who will receive a large box of Celebrations Chocolates is David Summers from Ollerton.

Well done David.



If you sell the most pre-paid funeral plans during the 1 September – 30 November quarter you could be the next winner.

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Going the extra mile

Ben Percival - Nottingham University Lions

Nottingham's Chinese sister city of Ningbo has given the city two magnificent Chinese stone lions.

The gift of the lions, which were lifted into place by crane on Wednesday 16th September under the supervision of Ben and Spud, further strengthens the decade-long links between Nottingham and Ningbo, and in a reciprocal gesture, Nottingham is presenting a full-size replica of the famous Robin Hood statue to Ningbo as part of a delegation visit later in November this year.

The lions were officially unveiled at a special ceremony by Councillor Jon Collins and Ningbo Vice-Mayor Mr Wang Jianhou at Highfields Park on 21 September, as part of the Chinese delegation visit to Nottingham.



Ben Percival - Headstone at Saint Edmund's Churchyard

Our client 'was absolutely delighted with the headstone and was full of praise for the way the work has been carried out and the service she has had from the office staff'. She used the words 'absolutely delighted' several times during her brief meeting with David Summers and was amazed that we had put flowers in the pot. Well done to all concerned.



Thanks to The Craftsmen in Stone team from Lesley & Jane

The Craftsmen in Stone have recently transformed our grandad's grave in Draycott Cemetery.

"We were stunned by the result, we didn't think it was possible to make it look so different. The kerb set looks as though it has just come out of the showroom rather than being over 75 years old! Thank you".

SPECIAL ONE-OFF EXCEPTIONAL AWARD

'This month I have asked for special recognition to be made to five drivers. Ben, David, Frank, Paul and Stuart arrived at work at 5am for a very long day driving to Crawley which was scheduled to end on arrival at 19:30 on the 26th August 2015.

In the end, due to numerous changes and various delays, in excess of 500 miles had been driven before they finally clocked off at well after midnight. We would never have scheduled staff to work such excessive hours but to avoid any disappointment to the family they all just got on and did it without a murmur.

As a one off mark of our appreciation for 'going the extra mile' they will each be awarded a £50 bonus as if they had won Best Practice of the month award.

Thank you, Nigel"



Note: The five drivers will each receive a £50 award in their October salary, but as a one-off will not be eligible for entry into the annual award shortlist.

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Best Practice

Monthly Staff Recognition Award

This award recognises and acknowledges a staff colleague who has achieved something special. Each month a prize of £50.00 will be awarded to the work colleague (or split between more than one colleague) for 'Best Practice.'

Congratulations to **September's winner Derek Twigg** from our Beeston office - pictured receiving his prize-winner's cheque.

'Best Practice of the Month Award' nominations for October are:

Nomination One: Louise Cook nominates Rebecca Diamond

I would like to nominate Rebecca for her brilliant work on her coffee morning and for being always there when I need a friend.

Nomination Two: Ben Percival nominates Dean Spencer (Spud)

I nominate 'Spud' (Dean Spencer) for his help moving a large memorial from Gilroes cemetery in Leicester. Despite the size of the memorial it was removed and loaded onto the lorry with only two people.

Nomination Three: Stacey Bentley nominates Steve Upton

Today Steve was one of my driver/bearers going to the Ukrainian Church, Nottingham. During the service an elderly lady in the congregation lost consciousness and collapsed, Steve was on hand to put the lady in the recovery position whilst another mourner was calling for an ambulance to attend and cared for the lady during the remaining half an hour of the service supporting her head and neck whilst she came to and got her bearings again enough to sit up.

Then at the cemetery following the committal another of the elderly ladies fell as she was making her way back to the coach (luckily on the grass so she did have a soft landing). Again Steve was on hand to help her get back on her feet help her onto the coach and on arrival at the reception help her back off the coach and safely across the road.



This months winner is...
Steve Upton



We look forward to receiving your nominations for November by 10th October 2015 – please send this to rob@lymn.co.uk with reasons for your nomination.

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Caught on Camera

Watch out... The camera is about!



Stacey Bentley enjoying the service of her own Personal Dresser Gok Winman, completing her Conductor's attire ahead of a recent funeral

The Crown Jules - from modelling the latest motorcycle headgear to floral tribute agility

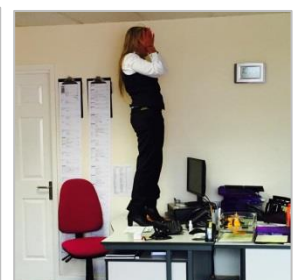


Grant and Ben bringing their contribution to this year's Harvest Festival at Mansfield Road Baptist Church

'Who's a pretty boy then?' – Matthew demonstrates parrot-training at Stapleford carnival



A lesson in skilful fork-lift truck precision placement from the maintenance team



'I'm a Funeral Director – get me out of here' as Kirsty Payne dives to desktop safety to avoid the terrors of a creepy-crawly spider!

If you have any amusing or amazing shots of colleagues as they go about their daily duties, which are appropriate for publication in 'New Horizons' please send them to rob@lymn.co.uk

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Family Comments

Don't just take our word for it – here are comments received this month about the service we deliver for our families (first set of initials Funeral Arranger, second set of initials Funeral Director).

**Average client rating
this month**

9.7



Drivers

**Excellent – 76 | Good - 8
Satisfactory - 0**

City Flowers

**Excellent – 49 | Good - 5
Satisfactory - 0**

Arnold

Their attention to detail was done in a very friendly way nothing was too much trouble could not fault the service we received. EC/RK

We were treated with compassion & very professionally. EC/RK

Attention to detail, general concerns of family. EC/RK

Aspley

Mark was always available & dealt with everything promptly. MJC/DMT

All of our wishes were carried out. MJC/RJM

Beeston

John (Think that was his name) at Beeston office was very professional and a lovely gentleman. He is a real asset to your company, and should be congratulated. He even came up to us after the Funeral & asked if everything was ok. DMT/DMT

Bingham

As the celebrant was delayed we were kept informed and seated in chapel. Dominic was most helpful & Maggie made everything easy. MM/DTL

Carlton

Mark looked after everything from start to finish, we never felt rushed. Excellent, we can't thank him enough. NMR/NMR

Minister's relaxing service. JF/NMR

Kind and considerate at such a delicate time. JF/NMR

Very quick to respond to enquiries. Flexible re: opening times if required. Felt a very 'personal' service. Mark arranged and personally took us to St Helens Cemetery to view a choice of sites of grave. NMR/NMR

Cotmanhay

I couldn't of arranged or got through the funeral without them, they were amazing, helpful and kind. TLS/MS

Walking in front of the hearse. DMT/DMT

The complete willingness to visit my home for any discussion we had. MS/MS

Derby

Pippa from Derby office has been brilliant and outstanding customer's service, she's been very kind and warm. PR/PR

Pippa has now arranged four family funerals and has always been very caring and helpful. PR/PR

All. PR/PR

Choice of music. PR/PR

Hucknall

Very happy with the communication between us and Deanna. DD/BM

Very efficient, competent & caring. Also patient and kind during and afterwards, when I needed to discuss anything. Both Catherine & Deanna were excellent. CAB/CAB

Ilkeston

Dealt with parish council liaised with minister performing service, contacted daughter when found problem so would not disturb me. SF/SF

Long Eaton

All Good. LJC/DMT

All very well done! GA/GA

Mansfield

Friendly – very helpful. DC/DC

He was very pleasant and helpful and made a difficult time for us more easier to organize. DC/DC

Mansfield Woodhouse

We were made to feel as if this was the only funeral they had to deal with as if we were special. Excellent. SEJ/JWB

They were excellent and carried out all requests. LMS/AA

Very caring staff. SEJ/JWB

Colleen's preparation was very good and amount of care taken very good. LMS/JWB

Attention from staff. SEJ/JWB

Walking in front of hearse and Jonathan a very pleasant and friendly man. JWB/JWB



Family Comments

Mansfield Woodhouse

The way we felt in control but at the same time knew help was there if needed with no pressure. The staff at Mansfield Woodhouse are a credit to the company in my opinion. JWB/AA

Elaine Jones is asset to your company a very professional and lovely lady. SEJ/AA/MW

Nottingham

Yes very friendly & compassionate. AML/KLP

The Forget me knots. A very nice gesture us being gardeners. AML/AML

Very clear advice and presentation of options. TK/JLR

Everything I liked, I was very pleased and also the feedback from family and friends felt the same.

Courtesy, friendliness, sympathy. Special thanks to Tony. AML/AML

Kindness and understanding. AML/AML

Dealing with the same person from beginning to end. SB/SB

All was excellent we couldn't of asked for more Steve Wakeling was prefect. NMR/NMR

Ollerton

Personal approach nothing too much trouble, was sensitive to our needs given husbands cause of death. Thanks also to Nigel Lymn Rose for his support with Rev Levy. DS/DS

The kindness David Summers gave to me & my daughter when we went to arrange my husbands funeral. DS/DS

Osmaston

Flexible – informed about my choice of alternative suppliers e.g. printing and flowers. MC/MC

Ruddington

The sensitivity, consideration, forethought, funeral director made a very difficult situation very easy to manage. RJM/RJM2

Personal Attention, nothing too much trouble. RJM/RJM

Spondon

Attention to family wishes. FH/GA

Stapleford

Very friendly, compassionate and very efficient. RD/RD

Sutton in Ashfield

The help and advice first given over the phone. Lovely kind lady, excellent service. Thank you so much Lucy. LMS/AA

Friendliness & efficiency of local staff throughout arrangements. MS/JWB

Professionally executed. LMS/BM

West Bridgford

Everything was satisfactory very kind and understanding. SJH/CJO

Always friendly, kind gentle talker did not rush anything, all very professionally handled. SJH/CJO

We were very pleased and impressed with every aspect of the service – professional throughout – thank you. SJH/JLR

Friendly caring staff keeping me updated on progress of arrangements. JK/JK

The Celebrant's services and her eulogy (Jane Jackson). Also the respect and friendliness of all your staff. SJH/DTL

Wollaton

Everyone at the company were helpful and understanding. The staff at Wollaton were lovely and extremely helpful at this difficult time. Thank you! LCC

Very friendly and supportive. LCC/LJC

Good personal attention – nothing too much trouble. LCC/JK

The whole service was everything we wanted and was given the chance to put our stamp on it we were all very happy and my mother would have been proud. JK/JK

The compassion shown. JK/JK

Could Do Better

Attendance cards handed out with without the knowledge of the family.



Latest News

Welcome to Cat Carder – P.A. to Matthew Lymn Rose based at Robin Hood House

Cat recently joined the team at Robin Hood House as Personal Assistant to Matthew Lymn Rose.

Cat previously worked for Experian as p.a to the Finance Director. She has been married to her childhood sweetheart Stuart for 16 years and has two boys called Simon and Daniel. She makes nappy cakes for gifts and has a fascination for monster trucks - best wishes to Cat in her new role.



Welcome Back to Brian Hall - Casual Driver/Bearer Based at Mansfield Woodhouse

Brian has recently been working as Casual Driver/Bearer based at Mansfield Woodhouse. He previously worked for the company four years ago, but now works full-time as a teacher and helps out during school holidays. Hope to see you again in the next school holidays!

Kevin Reeve – Retirement Presentation Thanks

Kevin Reeve retired from A.W. Lymn in July and sends his thanks to colleagues who collected for a presentation wishing himself and Anne a long and happy retirement.

Thank you from Colum J. O’Shea, Funeral Arranger, West Bridgford

As of 1st September my training course ended and I am no longer a trainee, I would like to say a big thank you to all my colleagues at A.W. Lymn who have helped me in so many ways over the last four years. From here I will continue to work for the people of West Bridgford and, although not a trainee anymore, I have still to complete my BIE membership’s exams and final exams for the Dip.FD.



LLVH Delighted to Transport Lorraine’s Daughter Nikki to her recent wedding

Our latest happy couple, Nikki Saxton, formerly of A.W. Lymn The Craftsmen in Stone and her new husband were transported in a Rolls-Royce Phantom limousine, decorated with white bows and driven by LLVH chauffeur, Andy Johnson, to their wedding ceremony at Woodborough Hall followed by a reception.

Good luck to Nikki and Richard from all former colleagues at A.W. Lymn.

Rolls-Royce Phantom vehicles now the majority in the A.W. Lymn Limousine Fleet

Following recent agreement of a deal to secure a further Rolls-Royce Phantom – number 16, these are now the majority vehicles in our fleet with 14 Spirit /Birkin plus a Mirage!

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Family Connections

Keeping it in the family

Welcome to first of a new occasional feature, highlighting the internal culture at A.W. Lymn, based on a strong tradition of family networks throughout our team, enabling us to work closely and effectively to offer maximum empathy and understanding of the needs of families we serve.

Keeping it in the family - Elaine Jones Funeral Director, Mansfield Woodhouse, Ken Etches (Elaine's retired father) and Tom Stacey (Elaine's retired maternal grandpa - her mother's father)

Sandra Elaine Jones joined A.W. Lymn in July 1995 and currently serves families as a Funeral Director, based at Mansfield Woodhouse. Ken Etches (Elaine's retired father) started at A.W. Lymn as a driver bearer on 23rd July 1979 having previously worked as a milkman when Clifton estate was being built, a shopkeeper and the Co-op club Steward. He could always turn his hand to anything, electrical, plumbing, painting, decorating, building and car repairs. He was appointed conductor in May 1980.

He gained his Diploma in Funeral Directing in January 1985 and was appointed as Funeral Director in Nottingham. He rose through the ranks and became the equivalent of the Operations Manager in the early 1990's and remained in that position until his retirement in April 1999 during his seventieth year.

Ken was a proud family man and always gave his 'all' to the family company. He was immensely proud when his daughter Sandra Elaine Jones joined the family business in July 1995.

Elaine's maternal grandpa - her mother's father, Tom Stacey, came to work for A.W. Lymn as a casual after retiring from Co-op Funeral Service in Nottingham. He started at Co-op on furniture removal vehicles but fairly quickly moved to the funeral department. He joined A.W. Lymn as a casual in about 1982 and worked for here until about 1992. He was a gentleman and his claim to fame was that even in his eighties he never complained about shoulder bearing a heavy coffin (unlike some of the younger staff!) and drove at excessive speeds (even faster than the younger staff!).



Pictured Elaine's granddad Tom Stacey; Ken Etches (Elaine's Dad); along with Elaine at our Mansfield Woodhouse office.

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Working Together

A.W. Lymn Casual Driver/Bearer fighting in a white collar boxing event to raise money for Cancer Research UK

On the 25th October Ben Russell, casual Driver/Bearer, based at Robin Hood House, will be fighting in a white collar boxing event to raise money for cancer research. He is doing this because he has lost family members and friends to this horrible illness and currently has a few friends and a family member currently fighting the illness.

With this event Ben is hoping to show as much fight and spirit as all the people currently fighting Cancer. He is hoping to raise a total of £500 for Cancer Research UK.



Ben's BPM white collar boxing page
Raising money for Cancer Research UK



Ben has a just giving page where you are able to donate whatever you can
www.justgiving.com/bennjimen4454

Please donate whatever you can as it all goes to a very worthwhile cause and at the end of it all Ben will be getting punched in the face for charity! Thanks in advance to all colleagues, friends, contacts and families for whatever support you are able to give.

A.W. Lymn Centenary Foundation is Proud to support Holy Trinity Church Wysall Roof Repairs Fundraising Efforts

Thank you so much from all of us on the 'Fundraising Committee' at 'Holy Trinity' for your donation of £500 towards our roof repairs – we were thrilled to hear from you.

Our target is £47000+ and since Easter we have reached £32000!! The committee is working tirelessly to raise the money and since Easter we have had a 'vintage tea party', fashion show, lunch in church, personal donations and we have an event organised every month from now onwards!

We hope to start the work mid-September to prevent further damage over the winter months. Many, many thanks once again, Jane Powell and everyone in Wysall.

The A. W. Lymn Centenary Foundation was formed in 2007, the centenary year of the company, as a charitable trust to give back to people, projects, communities and causes in the area that the company serves who have supported us through our first 100 years.

The
A.W. LYMN
Centenary Foundation



"Our family serving your family since 1907"



Breaking News

This month's top stories from our email updates

TRANSPORT
How to help families find the ideal vehicle for their needs

Today, funerals reflect the family's wishes and the interests of the deceased. Traditional black hears will almost guarantee that have been joined by silver, white and even pink alternatives. *Funeral Service Times* hopes that the following pages introduce you to some of the varied options that may be of interest to the families you serve. You'll find information on typical three-wheeled cars, four-wheeled vehicles, motorcycles and much more.

A.W. LYMN, THE FAMILY FUNERAL SERVICE
"Our family serving your family since 1907"

A.W. Lymn, The Family Funeral Service offers a range of modern and vintage Rolls-Royce and Bentley hears and limousines. The company has been arranging funerals for families in the East Midlands since 1907 and offers a fleet of 39 Bentley and Rolls-Royce limousines along with 12 matching Rolls-Royce Phantom hears, one Phantom Hearse in use and two Phantom Hearses being built currently.

It recently launched the latest addition to its fleet, the four Rolls-Royce Phantom Hearses, a one of a kind vehicle which has been several years in the making. It carries British Rolls-Royce style with many unique modern facilities.

In range of vehicles also includes: one N Birkie Hearse and three limousines, four S limousines, 1968 - 1974 Hears and three Ward Limousines, 1936 2500 Hearse, 19 and a 1963 AEC. Reinstatement the RML.

The company remains committed to top standards and offering the very best of its flagship fleet of Rolls-Royce and Bentley.

For more information on the fleet of hears fleet call 0115 961 4100 or go to www.awlymn.co.uk

A.W. Lymn The Carriage Masters Featured in Funeral Service Times - August Edition Transport Special

A.W. LYMN
The Family Funeral Service

A.W. Lymn is a proud sponsor of the Wildlife Trust Environmental Awards Programmes 2015

Personally owned and managed by the Lymn Rose Family

- 24 Hour personal service
- Flagship fleet of Rolls-Royce and Bentley vehicles
- Pre-Paid funeral plans
- In-house memorial masons and florist
- Highly qualified and experienced staff

We have 25 offices in Nottingham, Derby, Mansfield and surrounding areas, we are available 24 hours a day, 7 days a week

A.W. Lymn is Proud to Sponsor Nottinghamshire Wildlife Trust Nottingham Post Environmental Awards

TUESDAY 8TH - SATURDAY 12TH SEPTEMBER 2015
CLOCK IN AT 7PM

★★★★★
AN ORIGINAL MUSICAL

FUN FOR ALL THE FAMILY

THE INVENTION OF BAKED BEANS

A.W. Lymn is Delighted to support 'The Invention of Baked Beans' Production at Mansfield Palace Theatre

FUNDRAISING IN SUPPORT OF HELP for HEROES

CHARITY NO 1120920

A.W. Lymn Clifton Open Day to raise funds for 'Help for Heroes' - Saturday 17th Oct 2015

Freizeit & Motor
Technik & Motor
Sonntag, 10. September 2015

Stille zum Frieden
Letzte Reise im Rolls
Wer es zu Lebzeiten nicht in einen Rolls-Royce schafft, kann in Nottingham seine letzte Fahrt in solch einem Wagen buchen. Die Auswahl ist groß.

A.W. Lymn limousine fleet hits the headlines in German press



A.W. Lymn Rolls-Royce Phantom II Vintage Limousine Showcased at Stapleford Carnival 2015

To receive the 'New Horizons Breaking News' email updates during the month as they happen, Simply visit our website www.lymn.co.uk and click on the subscribe button at the bottom of the home page.

I hope you have enjoyed reading this edition of 'New Horizons'. If you have any suggestions, contributions or photographs for the November edition, please email them to rob@lymn.co.uk by: 10th October 2015.



Kind regards,

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