



The Family Funeral Service®

# Staff Newsletter

April 2021

## Memorial Stone at St Mary The Virgin And All Souls Church



Our Stonemasons were pleased to provide a Memorial Stone at St Mary The Virgin & All Souls Church in Bulwell to commemorate those who have lost their lives to coronavirus.

The stone was blessed at the start of March by Father Andrew Fisher (Vicar of St Mary's) and was a focal point for the Day of Reflection (23rd March 2021) which marked a year since the start of

lockdown.

Pictured (from left) are with Eleanor Lang (Churchwarden), Father Andrew, Kim Nicholls (A.W. Lymn Bulwell), Revd. Bob Stephens (St Mary's Honorary Associate Minister) and Tony Knowles (A.W. Lymn Bulwell)

*Thank you to Kerry in City Flowers for arranging a posy in time for a press photograph!*



### Tricky to Talk

In partnership with Nottingham Forest Community Trust, we will be hosting a series of informal peer support groups, where staff can meet online and discuss topics around mental health and wellbeing in a safe and confidential environment. Led by a trained facilitator, staff can gain support, find out information about local support services and use your own experiences to support others.

Please contact Emma P. if you would like more information or to join in.



### Trade Hire with the Vintage Fleet



*The first questionnaire comment ever for the finance office? Well done Anne! See page six - West Bridgford.*

*'Our family serving your family since 1907'*



## Ilkeston pays respect to much loved activist campaigner

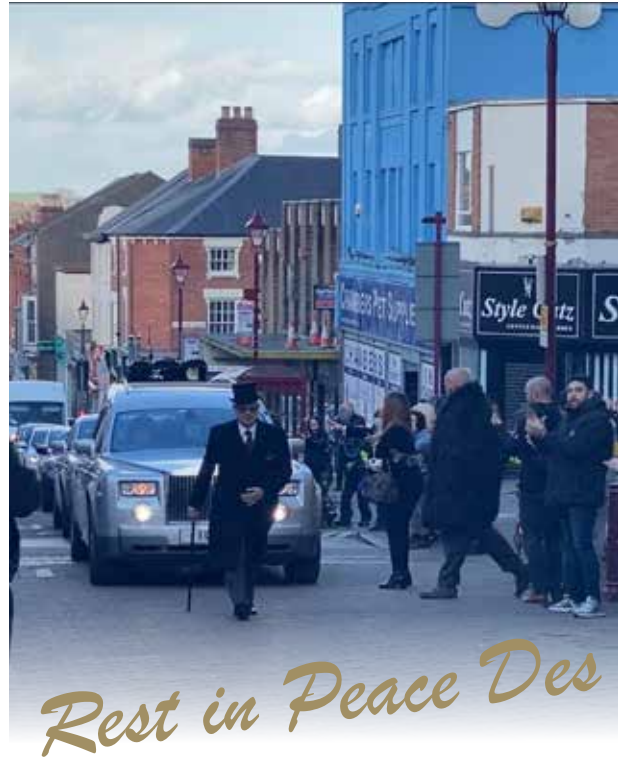
Well done to Mick and Michelle at Cotmanhay who were worried that a large crowd would attend a funeral service, meaning the maximum number of mourners would be exceeded.

Michelle worked with the family, the local Police and our PR firm, Eden to reach a solution.

The Police agreed that the funeral cortège would be allowed to drive through the pedestrian zone in the centre of Ilkeston and mourners would be allowed to pay their respects whilst the hearse passed through. Michelle organised a statement with the PR firm, which was then approved by 'Team Covid' (aka Nigel and Chlöe) and the Police before being released.

The result was that the local community were able to stand and pay their respects whilst Mick, Wayne and Jennifer passed through. No extra mourners attended the crematorium which was the result the family wanted.

Wayne and Jennifer were requested on the funeral having made a good impression whilst on call.



## Double Funeral at Longmoor Cemetery



These incredibly sad photographs were taken by Tom Maddick, a press photographer who also took photographs of Jackie conducting a double funeral at Wilford Hill during the Summer of 2020.

Tom wanted to document the awful tragedy of the pandemic and Kirby was able to liaise with the family to get these photographs produced.

The grounds staff at Longmoor Cemetery commented that they could not recall a double funeral at Breaston, but they had two booked in on consecutive days.

<https://www.nottinghampost.com/news/nottingham-news/tributes-perfect-parents-who-died-5047222>



Andrew Brown conducts his first horse hearse funeral.



## All in a day's work!

Andrew in West Leake Churchyard, where he met up with Joanna before work so he could demonstrate how to prepare for an ashes interment.



## Was this is the job description?

When Ralph was asked to teach Olivia EVERYTHING he knew, he was not expecting it included tying shoe laces!

Well done Ralph!



Pete C. is hoping to start interviewing prospective Trainees in April ready for September. If you know anyone who may be interested then please pass our website details onto them:

<https://www.lymn.co.uk/careers>



Lesley Ball is still busy knitting for charity.

If anyone has spare wool that they would be happy to donate, then please send to RHH FAO Emma Percival or pass to Jane Turner.

## Mortuary Upgrade at Mansfield Woodhouse

The new 24 space fridge at Woodhouse was installed at the end of January and within 24 hrs was full to capacity and has not really dropped since!

This replaces the old six space fridge that was located near the office.

We now have up to date storage facilities and provision to embalm, with more space.

Not withstanding the last 12 months, we have needed more capacity for a while since numbers of funerals conducted in the area has grown.

I really do not know how we used to manage but we do tend to forget that turnaround was a lot faster years ago (when I first came to Lymns Woodhouse had a 3 space fridge!)

*Jonathan*







# Client comments collected during March 2021

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 KLN/JLR was arranged by Kim and conducted by Jackie.

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/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 127

Good – 9

Satisfactory – 0

## City Flowers

Excellent – 71

Good – 12

Satisfactory – 3

## **Arnold**

Mark was friendly. EN/NMR

They kept us informed along the way. RK/RK

Their professionalism & attitude. EN/TK

Overall professionalism. EN/TK

They turned a sad day into a very special day. RK/NLR

Professionalism EN/TK

Total respect during all areas of the service. EN/NMR

Clear advice. RK/RK

Excellent all round service. RK/RK

Communications very good, details given clearly. RK/RK

*arrangements for dad. That helped such a lot and we could not have wished for a better ‘goodbye’ for dad. I hope you take good care and thank you so very much once again.*

## **Aspley**

Flowers. LEB/TK

## **Beeston**

Staff (All of them) acted with empathy & professionalism. GB/DMC

All was good. RJM/RJM

Sensitivity & patience. BB/DMC

The director on the day. GB/DMC

## **Bingham**

Information was given to me in a very caring way and I was given plenty of time to make decisions. DTL/DTL

All staff were very friendly, supportive and compassionate, flowers were outstanding (bespoke request met). DTL/TLS

The care shown by Dominic and all staff was professional but caring in all aspects. DTL/DTL

Due to the difficulties with Covid and distance (I live in Cardiff) the cooperation, information and help given were very, very good and without it I would not have managed. DTL/DTL

Everyone showed professionalism from beginning to end. DTL/DTL

Gave detailed advice when requested usually with different options, made me feel looked after. DTL/DTL

*Hi. Emma [P], Thank you so much with all your help & advice, it was greatly appreciated. Your Arnold branch were superb....helped me tremendously. No problems at all with our group of 15+ Boys Brigade “Old Boys” standing as a guard of honour, the family I know appreciated it... I made contact with the Minister who was conducting the service & he did in fact read out a tribute that I sent him on ine from our Old Boys which he read out during the service which for me was the icing on the cake. Word has come back to me from the family who attended the funeral how pleased they all were with all of the arrangements that were made by your company Emma, during their extremely difficult & sad time. Best wishes & thanks to you and all of your colleagues at A.W.Lymn & Comp. Ltd.*

*Hi Emma [S], I just wanted to drop you a line to say thank you so much for arranging such a wonderful funeral for my dad yesterday. The attention to detail and compassion shown by you, Beryl and also Mark (yesterday) was incredible and made such a difficult time so much easier to bear. I cannot speak highly enough of you and the team who did everything to make it run so smoothly. Knowing that you were organising things enabled us not to have to worry about this part of the*

*To Dominic, Andrew and all staff at Lymns, with thanks from all the family and friends.*

*Dominic, Just wanted to thank-you for the professional way you handled the preparation and on the day of the funeral. Nothing was too much trouble. You made me feel relaxed that everything would go smoothly. Thank you so much you made a very difficult time so much easier to bear.*

### **Bulwell**

Visual tribute contact, they couldn't do enough for us, also excellent celebrant. DD/TK

Thank you Kim and all at Bulwell. KLN/DIRECTCREMATION

The whole experience was made pain free and was incredibly smooth and efficient but also friendly & warm. KLN/TK

Very professional, helpful and sympathetic and made a difficult time easy to bear. Also very accommodating. KLN/TK

### **Carlton**

Mark went out of his way to find a certain piece of music for us & the other Mark talked of [the deceased] at the funeral (what I had written) which made it very personal & nice. MJC/NMR

Always prompt in replying to any email/telephone questions & queries – never too much trouble. MJC/NMR

Mark explained everything simply, was available but stayed on the background. MJC/NMR

Mark was really helpful & explained everything – not a pushy sell. MJC/NMR

All the funeral was done beautifully & professional. Thank you. MJC/NMR

Graveside prayers for John. MJC/NMR

Mark made everything personal. MJC/NMR

### **Clifton**

Was kept informed of what to do and when & what stage planning we were at. JMW/JMW

We cannot particularly point anything out as everything was done with great respect. JMW/JMW

Joanna & her colleagues very professional from start to finish. JMW/JMW

*Many thanks again Joanna and your team for making is much easier for a difficult time for me.*

### **Cotmanhay**

Cotmanhay Michelle & Mick the driver both excellent. So kind and helpful 10 out of 10. MNT/MS

I liked everything about the service. A big thank you to Tracey [Matthews]. MNI/MS

Michelle was excellent keeping me informed and very helpful all the way. Nothing was too much trouble. MNI/MS

Friendly, very helpful. MNI/MS

The professionalism, courtesy and support of Michelle. MNI/MS

All of it. MNI/MS

*To Michelle, Mick and all the staff at A.W. Lymn Cotmanhay. A big thank you to you all for being so caring and very thoughtful of the passing of my mother. My mother would have been so honoured with the care and dignity you all have show from start to finish, and nothing was to much trouble. The funeral was so special and the four grey horses made the day so special to remember my lovely Mum. A big thank you to everybody at A.W. Lymn Cotmanhay you have made me so proud.*

### **Derby**

Friendly service, Excellent!! With thanks for everything. KH/KH

Care given to me by Karen, in particular at Chapel of Rest. I cannot fault her. KK/JRC

*Hi Karen, Thank you for all that you have done and can you please thank Kevin and all the team for all that they did on the day. There was one funny moment when she was getting out of the car or should I say trying to ( because it is high) she said to me I prefer your car, well I said to Kevin did you hear that she prefers a C1 to a Rolls! Made us laugh! Anyway again thanks to all of you.*

### **Hucknall**

Service was in particular good and was complimented to myself by family friends. CAB/LJC

Compassionate caring genuine – amazing. CAB/JRC

### **Ilkeston**

Very satisfied with all the arrangements. NAA/DMC

Service read by Tracey [Matthews]. NAA/MS

*Morning Nicola, Just wanted to say thank you very much for all that you have helped us with, Mick and the team were excellent on Friday, very professional and guided us really well. Tracey [Matthews] through the process has been warm, caring and interested when compiling the information and presented the service in that same manner, couldn't have asked for a better person to celebrate my Mum.*

### **Littleover**

Appreciated talking and getting support from Dan “Digger” Barnes at Littleover Branch. DB/MC

Professional. DB/MC

The Rolls-Royce – we liked its brightness. And its history amused all of us. DB/KH

### **Long Eaton**

Very pleased with the care and compassion of all the staff. TAR/LJC

Their compassion and keeping in touch. All our requests met without any fuss. TAR/LJC

The celebrant Keith Brown and Louise Cook. TAR/LJC

People on the day were kind, dignified, respectful & helpful. TAR/MS

Overall excellent service. TAR/LJC

### **Mansfield**

The staff were exceptional and very helpful. TC/AA

The drivers of the hearse, cars & the pall bearers who were courteous, dignified and noble to me and my family. DD/AA

The care & attention to detail given was exemplar. TC/AA

### **Mansfield Woodhouse**

Every detail was arranged to an excellent standard. JWB/JWB

The choice of having a bespoke casket. SB/AA

Professionalism. SB/AA

Very helpful service from Jonathan W. Baker he did not rush anything. JWB/JWB

Everything conducted with great dignity. Felt confidence in their service. JWB/JWB

Outstanding professionalism courtesy provided with a human touch. SB/JWB

The whole experience was professional and friendly. TC/AA

### **Nottingham**

It was our family wish that we had Kevin Browne as our Funeral Director. We could not ask for more as Kevin was understanding, thoughtful & friendly – in a difficult time like this – he was himself given the service so comforting. KDB/KDB

The hearse man [Joe] was exceptionally friendly and explained everything. MR/NMR

Excellent manner towards each person, from start to finish. MR/KDB

Attention to detail – Kindness and consideration – even when the telephone took a while to answer the service was good and explained.

When the person I wanted was not available the person answering the call was polite & helpful. MR/NLR

The director was so lovely to me. JLR/NLR

The support and advice given by – excellent Kevin @ Nottingham. KDB/KDB

All of it was exceptional. JLR/TK

Paul was very kind & was just right for us. PCR/PCR

Faultless throughout. PCR/PCR

### **Ollerton**

Colum O'Shea help, appreciate him sitting in services mean a lot that he is a Christian too. CJO/CJO

All fantastic. CJO/CJO

### **Osmaston**

He took notice of all I said. MC/MC

*Dear Mark, I'd just like to express heartfelt thanks on behalf of myself and the family for the professionalism and support provided by yourself and colleagues throughout the arrangement and delivery of the funeral of my Uncle. It contributed to making the occasion much less daunting than it otherwise would have been and ensured that our family goodbye to him was a dignified one. Thank you and best wishes.*

### **Radcliffe**

Lindsay Singleton was exceptional a ray of sunshine at a difficult time. LJS/JK

Lindsay was professional and caring. Nothing was too much. LJS/JK

Quick & easy. LJS/JK

Overall quality of service. LJS/JK

*Also see Civil Celebrant*

### **Rainworth**

The online viewing and how the music was conducted. WEW/DCC

Timing of all aspects excellent & professional. WEW/DCC

Everything went smoothly, professionally with courtesy, dignity and compassion. First class service. DCC/DCC

### **Ruddington**

Ability to organise all detail/requirements though them. CKG/MLR

Teresa was excellent all the way through. TLS/TLS

Conducted with dignity & respect. TLS/TLS

Everything from start to finish was absolutely impeccable even getting lost up a cul de sac, Dad would have loved it. CKG/JK

### **Shirebrook**

Everything from start to finish was lovely, my husband would have been proud of send-off he had. Thank you to everyone involved. JP/AA/SH085 They made sure you were looked after at all times. JP/AA

### **Spondon**

Fiona felt more like a friend than a funeral director and was very quick to attend to any issues I had. FH/KH Very sympathetic at a very difficult time. FH/KH

Very friendly, very professional they helped to make a very sad time bearable. FH/KH

The whole program was very efficient and calming. FH/KH

Fiona Hall was very respectable & professional whilst still being approachable. Kevin was unobtrusively supportive on the day. FH/KH

### **Stapleford**

Tracey was exceptional. She helped make a very difficult time a little easier, very happy with the care my mum was given. All specific details were taken into account. Service felt very personal. TSR/DMC

### **Sutton**

Karen was fantastic all through everything keeping me in contact all the time, even after funeral. KLH/MLR

### **West Bridgford**

We got there in the end in difficult circumstances. They stepped up to the level after initial disappointment. The cortège going through the village was something we will never forget. The flowers were amazing. AMB/JK Help in arrangement plus advice. AMB/TLS

Staff were all amazing respectful, but friendly and approachable. They made everything very easy for COVID time's funeral. Excellent website. AMB/NLR

For arranging everything I would like to say a big thank you to Andrew. He was very professional but also provided a personal touch during a very difficult time. AMB/JK

Andrew & Anne both v. good, collectors also too. Notification of donations especially appreciated. AMB/NLR

Kept us fully informed. AMB/NLR

If I had any questions or queries they were answered promptly and full explanations given with patience & understanding. AMB/JK

How kind they were to myself & my dad on the day, attentive to us both. Tasteful arrival & drive to Wilford Hill. AMB/NLR

### **Wollaton**

Walking in front of the hearse to the chapel at Crematorium. KNC/KNC They were available to help & advise, and made all the arrangements for me. KNC/KNC

Polite and very caring. KNC/KNC Members of staff excellent especially Julie at Wollaton made me feel special. JRC/JRC

Their compassion and empathy towards myself at a difficult time. KNC/KH

Wonderful caring and sensitive attitude. Nothing was too much trouble despite the covid situation. KNC/KNC

Online obituary, online service, contacting the BBC to obtain permission to play a video. KNC/KNC

Kirby very warm and professional. KNC/KNC

The funeral director's service conducted in a professional way. MNI/KNC

All of the staff with whom I had contact were amazing – kind, supportive, helpful & considerate. I could not have wished for more. Thank you!! KNC/KNC

*To Kirby and Team, Thank you for you support during our difficult time.*

*We also appreciate the kind gestures, they were such thoughtful touches. We would have no hesitation is recommending your services.*

*To Kirby, Thank you for everything. You have been amazing, so kind, thoughtful and caring. You are a very professional lady. Take care Stay Safe.*

### **Civil Celebrant**

*Dear Richard, Just a quick word to say thank you for the wonderful service you gave yesterday at my mothers cremation. Everyone who attended said I had done her proud and I have to say that was down to you and the wonderful way you put my memories of Mam into such a fantastic way. Once again thank you from the bottom of my heart for everything you and Jane at Lymns funeral services did for me, my mother and my family.*

*Hi, We would just like to say how well Richard Marshall delivered the Funeral on Friday 19th March 2021. From his first message to introduce himself, to the request for the information about her life Richard was totally professional. We decided to produce our own order of service, and Richard was on hand to proof read ours and help with advice, a massive thank you. Richard was amazing and everyone who we have spoken to who attended has said how well he delivered the service. A really big thank you*

### **The Craftsmen in Stone**

*Hi. Thank you so much for today. The guys [Spud and Mick] are amazing such nice humans. I so appreciate your firms support throughout my bereavement and look forward to viewing the memorial when erected.*

*To the Stonemasons, Thank-you so much for the work you did on the memorial. It was amazing. Not many things make my mum cry, but this did. Thank you.*

*Mary, Thank you for sending the confirmation and the photograph of Mums stone. It looks wonderful and I appreciate everything you have done.*

*To Mary and all at A.W. Lymn. Thank you - My brothers memorial is amazing,*

### **Could Do Better**

Deceased name spelt wrong on order of service.

Communication was poor at times

Coffin flowers had wilted somewhat

We felt the service was rushed possibly due to the Covid rules



# Those behind the scenes that have kept us running through the pandemic

For the next few months, we will be looking at the unsung heroes of our family company, who have been working away in the background, through the pandemic, to look after the clients we serve.

Kerry from City Flowers and Wendy who has recently moved from Rainworth to Mansfield Woodhouse to cover Stacey's maternity leave are the first to contribute.

## City Flowers

*"From the early days of the pandemic the floristry department has continued operating and has been running to a high capacity with very busy periods. As we now have to order our flowers and sundries direct from Holland we have to place our orders 5 days in advance as opposed to the day before prior to Covid19. This is to ensure that all our flower tributes can continue to be delivered to the usual high standard of A.W. Lymn, trading on our USP of fresh flowers for funerals. This creates more work as we have to crate up each individual tribute a day before to ensure that we have the correct flower with occasional substitutes. The local wholesaler is still in operation but holds a limited supply.*



*We have struggled to obtain sundries including ribbons, oasis, frames and spray paint but have somehow managed with outsourcing to other suppliers to enable us to continue to create bespoke designs.*

*We have also had to brush up on our Latin names for the Netherlands way of floristry. Tulips in Amsterdam..."*

WELCOME TO

*Tian*

My name is Tian and I have joined the floristry department on a casual contract to help out temporarily. I have three children and will be attending Derby University in September to train as a diagnostic radiographer.

In my spare time!! I enjoy reading, baking and ice- skating.

I am looking forward to meeting everyone.





## *Team Work makes the Dream Work in Mansfield*

*“Since moving to the Mansfield Woodhouse funeral home to cover Stacey’s maternity leave, it has been non-stop! The planned two week induction with Stacey was cancelled as I was convalescing from Covid, and my first week in the office was extremely tiring as I continued to recover. I am enjoying the new challenge but in these unprecedented times, it does feel at points like I have been paddling in a force ten gale. In the eight weeks since starting, the team at MW have arranged over 80 funerals (a busy month at Rainworth would be around 15) and I felt that I have learnt more in this short time than the previous two years I spent working for the company at Rainworth. It has been interesting to see how the operational side of the office works with the co-ordination of all six Mansfield offices, and how simple decisions made in individual branches impact on this. Another major change is the amount of burials compared to Rainworth, and again this has been a huge learning curve for me.*



*In the 18 years I have spent caring for the deceased, I like many others, have never known anything like this but have been lucky enough to have fallen into a great team with Jonathan and Andy. The saying ‘Eat, Sleep, Work, Repeat’ has certainly felt true, nevertheless Jonathan has taken on the more specialised funerals, contract adult and baby funerals that we conduct for Kings Mill Hospital, ashes and account summaries, along with other admin procedures, whilst Andy has sorted out the logistical aspects of staff, deceased, coffins and flowers, as well as taking on a lot of the mortuary work, which has left me with the administration and funeral arrangements. Karen Horton from Sutton branch supports Mansfield Woodhouse every alternate Saturday and she too, has been such a positive part of our team, with all the administration and tasks that we have asked her to do.*

*Over the past few days it feels like the volume of first calls is decreasing and hopefully this will be evident in the number of funerals over the next month or so. I am hoping this quieter period will allow me to settle into the role and I am looking forward to having everything back in it’ place!*

*Apart from the sheer volume of work, I have found managing clients’ expectations, whilst they can not experience a normal grieving journey, hard but hopefully we have been able to give them the best experience possible at such a sad time. I often have thought that the team have acted like swans, calm on the surface whilst paddling like mad underneath!*

*Thank you Jonathan and Andy for making me feel so welcome, I do not think I could have done it without you both.”*



Both Ethan and Jackie have made new furry friends this month.

Ethan captured this fluffy cat who wouldn’t leave him alone at Clipstone Cemetery.

Jackie found this cat with striking eyes waiting outside Ruddington for her!



# Cotmanhay Review

Well done to Michelle and Mick on this fabulous review!

██████████ is at A W Lymn The Family Funeral Service - Cotmanhay. 2h · Ilkeston · 🌐

Wow what a whirlwind the last few weeks have been, I have been so overwhelmed at the support I have received from people who have started out as strangers and now when Covid lift restrictions I want to meet for lunch and coffee!

A big big thank you to Tracey Matthews who is absolutely sensational at her job, gave my mum the best service I could of only dreamt of. The lighting of the candle, the way it ran so smoothly, whilst being so child friendly! The flexibility and creativeness was just so overwhelming. Having the children their it's hard what to tell them, but Tracey and Michelle made some magic happen, as the curtains closed up went the music and mums coffin was removed, with the curtains reopening to nothing. the children truly believe our mamma who died in September took mum to join her as a angel 🥰❤❤

So Michelle! I don't know where to start from Tracey recommending you it's been a miracle! It's like you know me inside out, and helped make everything I wanted and more happen! The extra time you put in with myself and the children was incredible. To coming in on a Saturday so me and my family could decorate the coffin, then staying behind to hoover the glitter just shows your a true gem! You let the children be Involved right from the get go, and they still know you as the biscuit lady. You've helped me get over any anxieties and worries I've had with the funeral it's like you've held my hand this whole time! You have helped me choose the perfect necklaces for me and the girls and I can't wait for them to arrive. But even though the funeral is over you haven't stopped your work with me! And I just want to say a huge thank you, I really hope you get to see this as I haven't had a easy life, and at my age this was really hard but with your help it's been as easy as it can't be. You've been their for reassurance, Your helping with the deeds to my grandmas grave, and helping sort a headstone just above and beyond. Your a great mum, and inspiration!!

What I'm trying to say is, these two are key workers and the pandemic haven't disheartened either of them! They put the full 110% of effort in and more true credits to this industry!

A W Lymn The Family Funeral Service (Michelle at cotmanhay) a thank you card just wouldn't be enough for what you have done and are doing for me and my family! 10000% recommend and Tracey to do the service they are a amazing tag team! Just waiting for you to contact them if ever needed.

01159301639

These two ladies did the best for my mum ██████████ I would absolutely love if people can share my experience as this company and Tracey are just incredible! Please join me and give them a big thank you in comments ❤❤❤

*Michelle adds...*

*The daughters of the deceased only had one day when they could be together, I thought to involve them they could decorate the coffin. I think I enjoyed doing this as much as them!!*



*Thank you gifts...*



*Some lovely Spring flowers received at Wollaton.*



*A thoughtful fruit basket and lovely message, received at Radcliffe-on-Trent.*



## From the Archive.....

It is 15 years since Jonathan, Chlöe and Matthew collected their British Institute of Embalmers from a BIE meeting in Birmingham, having waited a year to receive it!



In 2006 Matt Winman was pleased to be presented with his Diploma in Funeral Directing Certificate from the President of the National Association of Funeral Directors - Mr Nigel Lynn Rose.



10 years since work started on Ollerton!

## Work starts on the New Ollerton Branch

Work has now started on the Ollerton branch which is due to open on Monday 4<sup>th</sup> April 2011 under the care of David Summers.

Manvers House  
3, Sherwood Drive  
New Ollerton  
Newark  
Nottinghamshire  
NG22 9PP



**A.W. LYMN**  
*The Family Funeral Service*

**New Horizons**  
March 2016 Newsletter  
Editor: Bob Lippitt

Matthew Lyman Rose was recently appointed The Midland Area President of NAFD.

Matthew followed in the family footsteps of his great grandfather, grandfather, great uncle, father and aunt who have all been there before and whose names are on the chain.

Pictured are Matthew and Nigel, along with The NAFD National President William Miller (pictured on left in glasses), the vice-president Jenny Gilbert, and the outgoing president David Stamp.

*"Our family serving your family since 1907"*

It is five years since Matthew followed in the footsteps of great grandfather, grandfather, great uncle, father and aunt by being appointed as the Midland Area President of the National Association of Funeral directors!

In 2011 a fresh faced Stuart started...

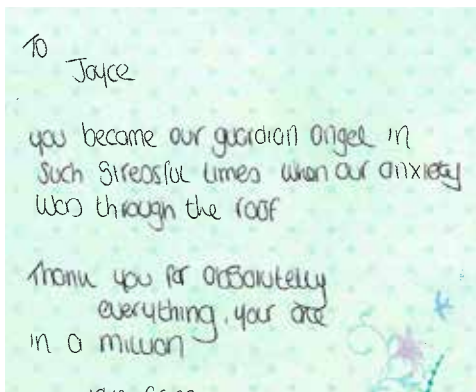
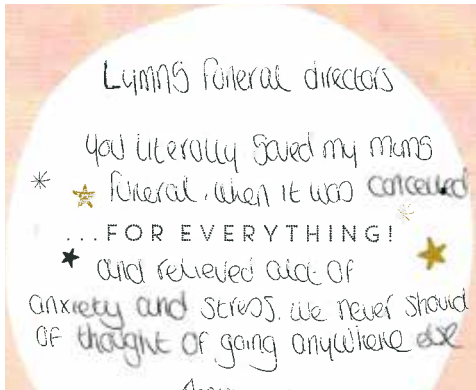
Stuart Stemp

Stuart is 40 years old and was born and bred in East London, where he worked for 5 years at a funeral directors which specialised in Greek funerals and repatriations. Stuart moved to Derby in 2003 and has a fiancée, Samantha and 7 year old son, Lewys.

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

**Julia Carty** would like to nominate **Joyce Farrell**

'Well done to Joyce, who went above and beyond to accommodate an Aspley family who had been let down by another funeral directors after everything had already been arranged. The family were extremely upset but Joyce was able to arrange with Matt that the funeral could go ahead on the date already set!'



**Nigel Lymn Rose** has nominated **Brian York**

'For his sterling work during these busy times and in particular coming into work on his holiday to ensure families were not let down due to Kyle being unavailable for work during this week.'

**Sharon Allen** (and **Mary Haynes**) would like to nominate **Charis Bull**

'Our trainee Charis has been an absolute diamond, taking all of my calls so I can get on with my post, orders, quotes, printouts and stencils, she is very professional when answering all the queries. She has taken over the problem order list, archiving, the banking and franking the post daily.'

**Brian York** has nominated **Luke Rogers** and **Josh Greenwood**

'I want to nominate Luke and Josh who have helped out in the workshop for the past three weeks. Luke has dealt with all the special requirements for traveller caskets and Josh has come in twice to handle the ash caskets. It was nice that they could find time to help another department.'

**Emma Stevenson** has nominated **Beryl Spencer** and **Russell Kemp** 'Since my arrival at Arnold they have been nothing but welcoming and supportive, always there to answer any question I have no matter how daft. Russ has really stepped up and is arranging any funerals that are pre paid plans until I get my training. Beryl is just amazing and has been so patient with me whilst I find my feet. I think they deserve a little recognition considering how busy we have been as well.'

**Emma Percival** would like to nominate **Michelle Ibbett** and **Mick Schofield**

'Please can I nominate Michelle and Mick from Cotmanhay for all their work on a funeral where large crowds were expected? They spoke to the police to allow the pedestrian area of Ilkeston to be opened for the cortège and then made the local community aware that the crematorium was invite only. The videos of people paying their respects were amazing, well done to Wayne and Jennifer for driving so professionally in an unusual situation'.



\*\*\*The winner is\*\*\*

## Brian York

