



The Family Funeral Service®

Staff Newsletter

February 2021

The 2021 Brochures are here....



The Services Brochure 2021 and Memorial Stones 2021 should now be on display in all of our funeral homes and the new City Flowers leaflet will be available shortly.



Somewhere Over the Rainbow...

Let's hope that with the roll out of vaccinations, we can start to getting back to some sense of normality. On behalf of us all, thank you to Chlöe, Nigel and Matthew for arranging this (often at a weekend, with short notice).



It is with great sadness we report that former hearse driver Mick has died. Jackie has written a few words about him, which can be read on page two.

Please remember that

HANDS **FACE** **SPACE**

are all still vital, even if you have had a vaccination!

'Our family serving your family since 1907'

Mick Drury '1131'

It is with sadness that we report the death, last weekend, of Michael Drury "Mick" 1131.

Mick joined our family business on 8 May 1992 as a driver/bearer, he was familiar with the Lymn's way as his wife Sandra was already well established as a funeral arranger.

Mick progressed to the rank of hearse driver and continued in full time employment in that capacity until 2003 during which time he would have seen the company's growth with acquisition of both Radcliffe and District group and Ilkeston Consumer Cooperative Society funeral division.

He stepped down from full time work to that of a casual employee, retiring completely in 2011 and hoping to spend more time on the golf course.



Jackie

Memory Tree Thank You Messages



Dear Joanna,
Thank you so much for the photos of the card on the Memory Tree. It was good for us all here in Canada to see.

Hi Michelle,
Thank you for putting the card on the tree!

Hi Kirby
The card is beautiful, thank you so much for doing that and for remembering her favourite colour with the green ribbon; that little touch means the World to me. The tree, as a whole, looks lovely and your handwriting is so neat. A poignant token to grieving families around you - thank you.

Caption Competition



Congratulations to Clare Brooks (of Volkswagen and Morris Minor Funerals) who has won a bottle of wine for her caption....

Undercover, undertaking

The other entries were

- *It's raining men*
- *All dressed up and nowhere to go!*
- *Out on the pull again!*
- *Bill & Ben!*
- *Have you sanitised?*
- *Whatever the weather Lymns have got you covered.*
- *And here they are modelling our silver hands free umbrella, also available in a range of colours for every occasion.*
- *The TV is still a little fuzzy... Joe move slightly to the right, Paul up abit.... no up, I said up... ah wait, I'll get a stool.*
- *Hats the way to do it*
- *Dumb and dumber*
- *A W Lymn take PPE to the extra level*
- *New government guidance states that comedy head coverings are now also mandatory PPE for all key workers. Paul & Joe are the first to receive theirs as part of the company's addition to issued uniform!*
- *I'm a little teapot, Short and stout, Here is my handle, Here is my spout.....*

In it to win it!

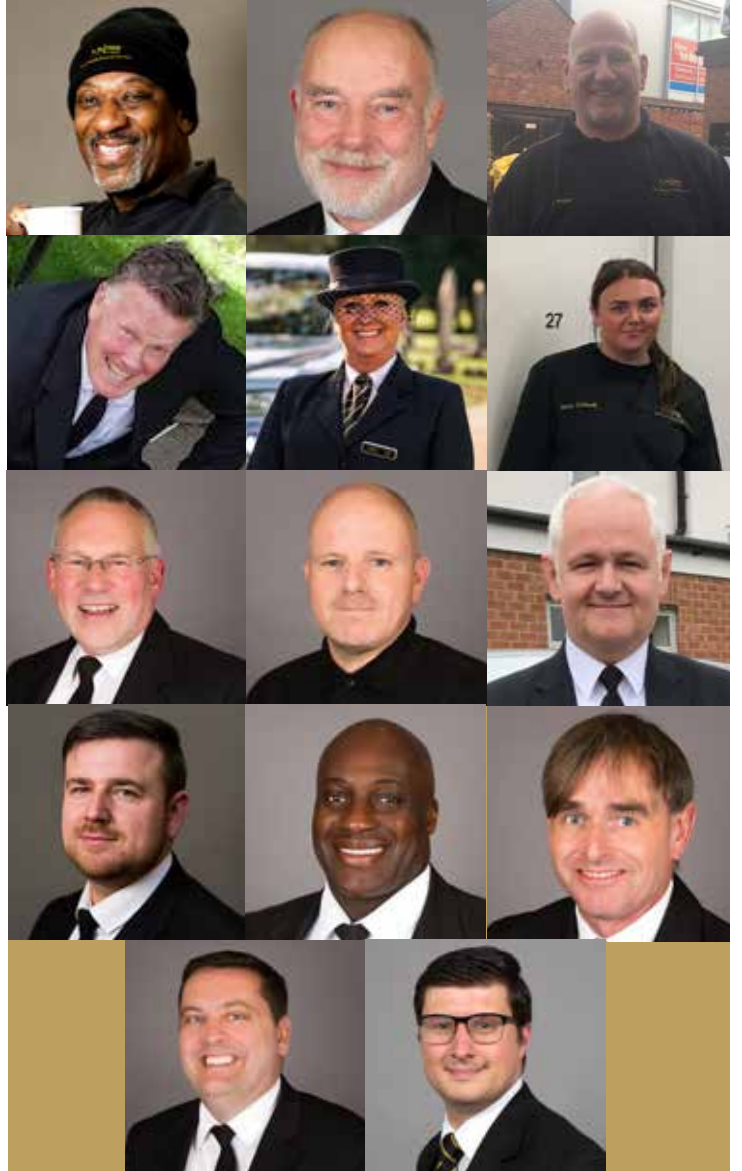
Our 'Best Practice of the Month' was launched around 10 years ago, as a way to recognise those members of staff who had gone above and beyond the high standards originally set by Arthur William Lymn.

All nominations are included and can be made by any member of staff (or even an external source). These should be sent to Emma with the closing date approximately 10 days before pay day. This allows time for the nominations to be sent to Jackie, Matthew and Nigel who then individually choose a first (worth three points), second (worth two points) and third place (worth one point) and then for Chl e to make sure that the person with the most points receives an additional  50 in their pay packet.

The monthly winners are published in the January Newsletter, giving the chance for every current employee to vote for the best practice of the year. The overall winner will receive  250.

So by simply acknowledging what your colleague has done, you could be handing them  300!

The votes have been counted, the trophy is on order... the Overall Winner of Best Practice of the Year will be revealed shortly...



I would like to thank everyone who has sent me messages wishing me well on my time away from the office. It really has been lovely to receive them all.

Ben



Karen at our Derby funeral home was delighted to receive this certificate from Dementia UK.

An unfortunate typo...

When can you remove your face mask?

The public health order also includes a number of exemptions.

Children aged 12 and under are exempt but are encouraged to wear masks where practicable and those with a physical or mental health illness or condition, or disability, that makes wearing a mask unsuitable are also exempt.

A person may remove their mask if they are eating or drinking, communicating with someone who is dead, in some instances while at work, and when someone asked to remove a mask for identity purposes.

Dead or deaf...



Client comments collected during December 2020 and January 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
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 87
Good – 9
Satisfactory – 10

City Flowers

Excellent – 45
Good – 7
Satisfactory – 1

Arnold

Everything was lovely, from start to finish. I can't fault anything, they were so kind and answered any questions I asked. EN/RK

Very professional and attention to detail. The coffin car was late due to traffic and we were kept updated and at ease. EN/AA

Excellent advice and service provided by Ellie and Russell on the day "nothing too much trouble" –

Thank you. EN/RK

Attention to detail, very considerate. EN/RK

Very professional and courteous, very helpful. EN/RK

Very professional service, very respectful, sensitive, took care of family & our late mother. EN/JRC

Nothing was rushed, all done via telephone, but caring attitude came across. RK/RK

Beeston

Very pleased with the service & contact. GB/DMC

Excellent service! DMC/LJC

Everyone was really nice & helpful. LJC/DMC

They are always so personal & caring. My dad was in hospital & we may have needed to rearrange the funeral but they never made us feel as if anything was too much trouble and were so helpful. Donna was wonderful. DMC/DMC

Donna Conroy dealt with us in an unrushed, sympathetic but efficient manner. Nothing was too much she is a star and a credit to your business. DMC/DMC

Very pleasant natured explained everything. DMC/MS

Bingham

Because of Covid 19 the suggested webcast was ideal. It was seen in Scotland, Dubai and Canada. DTL/DTL

The dignity of the entire funeral and detail given. Also remarkable, a wonderful team. DTL/DTL

Dominic was so caring and helpful. DTL/DTL

The celebrant who was recommended to us at short notice was excellent. DTL/RK

The vicar was excellent. Dominic was outstanding as I had no idea how to proceed. Amazing compassion & always there with a kind word. DTL/DTL

Thank you for everything you did for us during this difficult time.

To Dominic and his colleagues, Just a few lines to say a heartfelt thank you for providing outstanding arrangements in a very caring way as you guided me through the preparations for my dear brother. Please convey my sincere thank you to everyone who was involved in the preparations and on the day itself.

To A.W. Lymn, We wanted to think everyone especially Teresa and the Bingham office for their help and support during a difficult time. Thank you for bringing comfort.

Bulwell

We felt very comfortable with your representative so I cancelled my appointment with a competitor, Richard did a wonderful service the webcam was appreciated by the family. KLN/RK

Carlton

The celebrant Malcolm, was excellent. Totally captured my husband's personality. Mark Ridout was such a gentleman. NMR/NMR Folder provided was very useful and a nice 'keepsake'. NMR/NMR The service reading by Victoria Corder excellent. MJC/NMR Everything was absolutely perfect from beginning all the way through to the funeral. MJC/NMR

Clifton

Personalisation of order of service (adding canary picture). Service & content of celebrant. JMW/JMW Always treated with respect, never rushed. The webcast, our family

is spread around the country, so all could "attend". JMW/JK

Cotmanhay

Great kindness – care – any questions quickly answered. In cooperation with crematorium staff I felt at ease with Lymns. MS/JRC

Everything was excellent. Thank you for taking such good care of her. Special thanks to Mick Schofield. MS/MS

To Michelle, Thank you so much for everything. You have been absolutely amazing. You gave us so much of your time and for that we are very grateful.

Derby

Thank you again for all your help, as ever, you were so professional, helpful and mindful of the circumstances. Thank you so much for all your help, it makes everything so much easier dealing with a professional team.

Hucknall

Reliable, friendly, very caring with the family. CAB/CAB

Hi Catherine, I just wanted to write this email to say Thank you. Each and every person involved in my dads service has shown compassion and care. You guided me through the start of the process with ease and compassion and I thank you so much for that. Julie who led the funeral today was so kind and compassionate and genuine and that made a big difference as my emotions were on a high level today, bless her. Richard the celebrant was amazing and the service was beautiful and genuine. The flowers were beautiful. The whole service was handled with such care and I thank you from my broken heart - you all deserve a thanks. Please pass on my thanks to every person involved for making my dads day just how I wanted it to be. We had sunshine then snow. Once again just a big thanks. Take care and stay safe x

Ilkeston

Michelle was particularly helpful and it felt as if she really cared as a family member – we had not met her before. NAA/MS

Everything was really done well and the staff were outstanding. MNI/LJC

Dear Nicola, Thank you very much for your care and the way you helped us through it.

Dear Michelle, Thank you for the kind and caring way you looked after us.

Littleover

Kindness, understanding my bereavement showed dignity & sympathy. DB/KH

Long Eaton

All round good service from all staff. TAR/LJC

Everything carried out as requested with dignity. TAR/LJC

Mansfield

Thank you for allowing Colum O'Shea to act as director. Both Tina and Colum are ambassadors for the company. TC/CJO

Mansfield Woodhouse

Stacey was very accommodating when it came to my requests. Nothing was too much trouble. SB/AA

Just everything. Very professional, very caring, nothing too much trouble. SB/JWB

He was treated with respect & dignity and so much compassion shown to myself at such a difficult time, cannot thank enough. SB/JWB

The level of service that A W Lymn provided all the staff and Mr Michael Elliott were fantastic with special thanks to Stacey Burman for all her help. SB/JWB

All staff very courteous and Jonathan Baker was excellent. JWB/JWB

Nottingham

All staff were friendly and willing to help all the family members we liked

the rose petals and earth pots at the graveside. JLR/NLR

Very professional – Mark – compassionate. MJC/MJC

Politeness. MR/NLR

He was very polite he couldn't do enough for us he was brilliant. KDB/KDB

Warm friendly. KDB/KDB

Kevin Brown was very professional, kind, courteous and helped us every step of the way. Thank you. KDB/KDB

Staff were lovely. MR/NMR

Ollerton

Vehicles, wheelchair adapted Mercedes & Hearse (Rolls-Royce). CJO/MLR

Very professional, courteous, excellent communication. CJO/CJO

Osmaston Park

Loved everything they did, made my daughter a part of the service and treated him as if he was one of their own family members. MC/MC

Radcliffe on Trent

Very helpful. JK/JK

Help with the front cover of the order of service. JK/JLR

Support and advice during the preparation. LJS/JK

Paging when driving over Shelford Round Bridge so that his friends could pay their final respects – as well as paging when we left home. JK/JK

Rainworth

Kept up to date with everything lovely staff, welcoming polite and helpful nothing was too much to ask. WEW/AA

The general care given, also the celebrant gave an excellent service. DCC/DCC

They were very assuring and professional. WEW/JWB

Ruddington

All aspects were completed with the utmost professionalism and I could not have asked for higher quality of

service. CKG/TLS/
Courtney was excellent on the phone. Not sure of the man's name who collected Ray but he was very compassionate and understanding. CKG/TK

The interaction with kind knowledgeable staff. TLS/TLS

The continuity with a staff member extremely helpful in difficult Covid 19 restrictions. CKG/TLS

Everything was perfect Courtney at Lymns Ruddington was very professional & updated us at every stage. CKG/JK

Spondon

More than we expected Fiona was Fabulous! Fiona was there from the first phone call & throughout I was on the phone every day but she was always professional & friendly. FH/JRC

Stapleford

Attention to detail, manner of staff. MNI/KNC

The compassion and care given by all concerned was excellent especially Tracey who was always there to help. TSR/NLR

Help with arranging recorded music to suit our wishes for a celebration service – beautiful order of service. TSR/LJC

The smooth operation and excellent planning. The respect given to my family all helped on the day. TSR/JRC

The presentation of my wife in the chapel of rest was excellent, hair make up, clothing.....Thank you. TSR/LJC

The professionalism coupled with sincerity and compassion helped make a difficult time bearable. TSR/MS

West Bridgford

Helpful advice on option for storing the ashes until final arrangements are confirmed post Covid. AMB/JLR

Exceptional, please refer to my personal recognition of this, sent via separate letter. JK/JK

Personal service from Jackie Lynn Rose. AMB/JLR

Really proactive – ringing ahead about arrangements, went extra mile to secure music choices. AMB/TLS

Wollaton

Kirby was more than excellent in every way. She guided me through a difficult day. A 'real A W Lymn treasure'. KNC/KNC

Kirby was very helpful, supportive and friendly. KNC/KNC

Sourcing a minister to fit my mother's beliefs. KNC/KNC

Just lovely, pointed us in the right direction. (Kirby). KNC/KNC

The carriage (wagon) we requested was beautiful and very fitting. Also, Kirby went above and beyond to help us have the music and hymns we requested, (due to Covid restrictions we were not allowed to sing). KNC/KNC

Comforting & competent. JMW/JMW

The celebrant, the funeral flowers. KNC/KNC

The Craftsmen in Stone

I just wanted you to know that I sent an email to the admin enquiry address for Lymns, acknowledging how professional and compassionate you have been throughout the whole process of the internment of my brother's ashes.

Thanks again Mary for all your support and best wishes for 2021.

Hello Mary, just to say thank you to Lymns for the Gravestone. Much appreciated by my son's and myself. The flowers were a kind touch too. I saw everything in place last Sunday.

I have now had the chance to go and see the plaque and I am very pleased with it. Thank you for all your help and please pass on my thanks to the stonemasons. Best wishes for Christmas and hopefully a better 2021.

Dear Mark [Chapman], I hope you are keeping well. We are very pleased with the headstone. We are delighted and impressed with the quality of craftsmanship of the work. This was rather emotional for my wife, but in a positive way. We have really appreciated your patience and understanding, we are pleased with the end result. Thank you.

City Flowers

Hello Jo/Kerry. Just to say a massive thank you for dad's coffin spray. It surpassed our expectations and was out of this world!

I would just like to say a huge thank you to whoever made the red Stratocaster guitar for my dad's funeral. This floral arrangement was perfect for him! It looked amazing on top of the coffin. The floral basket was also gorgeous. Both made a very emotional day, very, very special.



Could Do Better

Lymn's vehicles parked across parking places making meeting the hearse awkward.

The A.W. LYMN Centenary Foundation

The A.W. Lymn Centenary Foundation was formed and is continually financed by the Company to mark its first 100 years of service. Its aim is to help those in the communities the Company serves.

Here are some of the causes helped over the past few months:

funded
through



Reducing loneliness and isolation for vulnerable and older people in Clifton, Wilford and Silverdale

Clifton Cornerstone
Southchurch Drive
Clifton
Nottingham
NG11 8EW

December 2020

Dear Good Companions Sponsor

On behalf of Good Companions, I would like to thank you for your recent donations to our fundraising activities.

Good Companions works very hard at reducing loneliness and isolation for vulnerable and older people in the Clifton, Wilford and Silverdale areas. All of the money raised for this cause comes from fundraising and donations and we could not operate without the support and help of local businesses and people such as yourselves and the generous donations that you make.

As you may be aware, we have not been able to have a Christmas party this year which is a firm favourite, so as part of the outreach service we have been operating during the pandemic, we decided to give each of our service users a "Party in a Bag". These were delivered between 9th and 13th December with everyone having their edible treats on the afternoon of Monday 14th, a virtual party!

Your donation has contributed to the activities leading up to Christmas and the seasonal treats that were included in those party bags and this was very much appreciated by everyone involved.

As well as sending individual letter of thanks to our sponsors, it is our normal practice to publish the list of people who have generously donated to Good Companions on our Facebook (although not the specific details of the donation). I trust this will not be a problem for you.

Once again, thank you very much for your support.

Yours sincerely

Clare Ashton
Good Companions Chairman

Registered Charity No: 1144729
Telephone: (0115) 8786182 Email: della@goodcompanions.org
Website: www.goodcompanions.org Facebook: @goodcompanionsnottingham



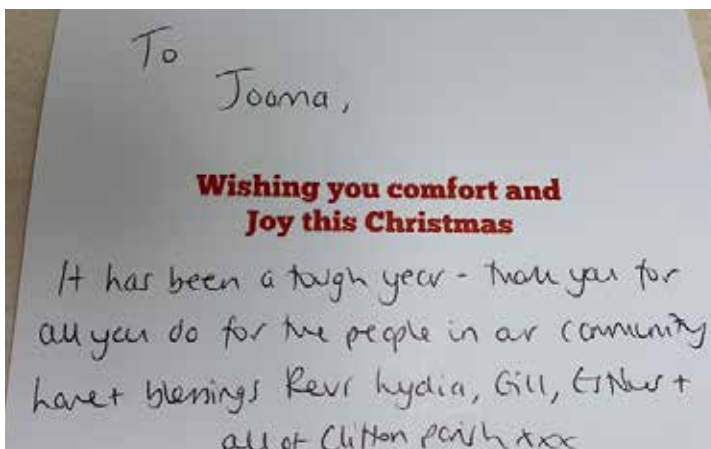
Ollerton and Boughton Scout and Guide Activity Centre

10 January at 08:09 · 🌐

We would like to thank A.W Lymn funeral services in Ollerton [A W Lymn The Family Funeral Service - Ollerton](#) for the kind donation of selection boxes for all our members. Thank you!

👍 2

1 comment 3 shares



Please see <https://www.facebook.com/CllrBrazierOllerton/videos/3119588284809743> for a video thank you!

Trustees: Jonathan William Baker, Anna Cecilia Burrows, John Stanley Bennington Hayes, Jackie Lymn Rose, Nigel Lymn Rose.

Registered Charity Number: 1124161

"Our family serving your family since 1907"

www.lymn.co.uk

COVID 19 Community Post Mortem Surveillance Programme

During the past few months Chlöe in her capacity as COVID lead, has been in correspondence with Public Health England (PHE) in response to them seeking funeral directors to co-operate in a pilot study to assess deaths in the community (not hospital) to determine the presence of COVID 19 in the deceased. Chlöe completed the national consent documents and through these the company has been successful in being the first funeral directors premises in the country to be granted a licence, issued by Human Tissue Authority (HTA) to partake in the study.

Currently only two other funeral directors in the UK hold a licence.

The terms of the licence are very precise and currently we are only permitted to take the throat and nose swabs at Nottingham in a designated area by designated staff. Needless to say permission must be obtained from a nominated representative of the deceased or family. Those giving consent can be reassured that the process is much the same as is followed when a living person attends a COVID Test Centre which is deemed to be painless, if a little uncomfortable in the living, but certainly not invasive. As with everything we do dignity and respect will be afforded to everyone in our care.

With the roll out of this programme scheduled for January 2021, our team at the Nottingham funeral home and the Robin Hood House mortuary have embraced the scheme, appreciating that research into COVID and other diseases could be beneficial globally. The management team were extremely pleased that first consent in the country was obtained by Megan, the first swabs taken by Olivia and thus we were the first to submit samples to the HTA.

Now the scheme is up and running, Chlöe is taking a step back, so any queries or questions should be fielded to Jackie.



DIRECTIONS GIVEN UNDER THE HUMAN TISSUE ACT 2004

These Directions are given to:

Licence Number: 60000

A W Lymn – Robin Hood House

Designated Individual: Mrs Chloe Lymn Rose

Sections of the Human Tissue Act 2004 providing for these Directions: Sections 23 and 37

These Directions come into force on: 16 December 2020

These Directions remain in force: For 12 months

These Directions are given in relation to Human Tissue Authority (HTA) licences issued to establishments under section 16(2)(c) of the Human Tissue Act 2004 to ensure that the activity conducted under a licence is limited only to the removal of relevant material from the deceased for infection surveillance, under procedures and protocols agreed with the HTA.

The HTA DIRECTS that:

Any activity conducted under this removal licence must be carried out in strict accordance with:

- the agreed protocol for the removal of relevant material from the body of a deceased person for infection surveillance; and,
- the agreed standard operating procedure for the removal of relevant material from the body of a deceased person for infection surveillance.

Dated 16 December 2020

Signed:

Nicolette Harrison
Human Tissue Authority



Top from left Chlöe and Jackie
Bottom from left Megan and Olivia

Welcome to...

Emma Stevenson



Emma has joined the Arnold team as a funeral arranger. She has lived in Rainworth for almost seven years with her partner Philip and two daughters Charlotte (21) and Evangeline (12).

Emma previously worked for Co-op Funeralcare for almost six years before redundancy in December.

Emma says 'I am looking forward to the new challenges ahead with A.W. Lymn and hope to meet more of you in person in 2021'.

Ethan Hickey



Ethan has started as a new trainee at Robin Hood House. He has previously worked for Dignity as a Funeral Operative and he said when he came across the four year apprenticeship programme in July "I just couldn't refuse such an offer."

Edward Martin



Edward was born in Nottingham and spent 25 years living there working as a musician and in hospitality.

In 2014 Edward got the opportunity to continue this line of work in Southampton. Working in the funeral industry had always appealed to Edward, and it was here where he got his first opportunity.

Edward gained valuable experience with an Independent Funeral Directors and became a qualified Funeral Director and Arranger.

Being related to Albert Oliver, A.W. Lymn had always been on his radar, and he felt the time was right to relocate back to his hometown. Edward is extremely pleased to be representing A.W. Lymn based at Ruddington, a funeral home originally owned by his family.

Wendy Walker



Wendy will be working out of Mansfield Woodhouse covering Stacey's maternity leave.

Jennifer Warnes



Jennifer has changed from a casual Driver Bearer to a full time member of the team, based at Robin Hood House.

Denise Milne



Denise started her new role as a Funeral Arranger based at Rainworth. She is covering for Wendy who has moved to Mansfield Woodhouse to cover Stacey's maternity leave.



Out and about



Before he retired David Crampton managed to snap four of our Phantom VII's at Trent Valley Crematorium.



The funeral of a model aircraft enthusiast, officiated by Malcolm, saw the deceased's favourite plane take centre stage.



Rear of the year? Gazza helps out in the stonemasons.



Old habits die hard for former police officer Adam!



Arthur Lynn's great great great granddaughter Grace Spurr (Sheila's sister great granddaughter) gives Sebastian and Danny a well deserved mint.



Anne puts some Christmas spirit into home working with the accounts office elves (not James and Lorraine).



Dominic left a snow free Bingham and ended up at a very snowy Grantham Crematorium.



Kirby paging with a Morris Minor hearse supplied by Morris Minor Funerals.



Nigel conducts a funeral with a steam engine and trailer as a hearse!



This hearse provided the perfect final journey for a gentleman who had a campervan of his own.



2,398 likes

abbott_of_farnham After the Rolls-Royce Silver Shadow II the Peninsula Hotel ordered a group of 8 Silver Spirit in 1987 and then in 1994 these 9 Rolls Royce Silver Spur III | Again in Brewster green called by the hotel Peninsula green | These have been in service up to 2004 when the new Phantom VII arrived | when the Peninsula Hotel part exchanged the Silver Spur III for the Phantom VII, Rolls Royce lend one of these to the RREC and then Chairwoman Susan Finch used her for certain of her duties ; The Silver Spur had 250,000 miles on the clock and some significant issues ; Since in Hong Kong the motor is running more or less from the morning to the evening to guarantee a cool interior to the clients, wiring in the motor and other parts suffered a lot.

#rollsroyce #rollsroyceclassic #classicrollsroyce #rollsroycesilverspur #silverspur #silverspur3 #peninsula

Left: Dominic spotted this Instagram post, and suspects that three of these cars were purchased by our company circa 2008, one of which became 1 DKU. All three were extremely low mileage and in great condition!

Right: Even in Teeside our number plates are recognised! The company now has over 100 number plates and Matthew has previously appeared in a Reg Transfer article about them <https://www.regtransfers.co.uk/marketing-your-business/a-w-lymn>



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

Pete Jeffrey has nominated **Tracey Sweeting-Rowe**

'Please could I nominate Tracey from Stapleford for completing 12 years answering the out of hours telephone'

Nicola Anderson has nominated **Tracey Sweeting-Rowe**

'I would like to nominate Tracey from Stapleford for her 12 years of answering out of hours calls.'

Michelle Ibbett has nominated **Tracey Sweeting-Rowe**

'Can I please vote Tracey, she has helped and guided me all the way through with taking over the phones, Always on hand and checking I'm ok. She is an absolute super star!'

Jackie Lynn Rose has nominated **Chlöe Lynn Rose**

'I would like to nominate Chlöe for Best Practise for all her work getting COVID Vaccinations for staff'

Please see comment from Chlöe below

Matthew Lynn Rose has nominated **Neville Carridice, Cam Mumford, Kyle Higginson, Gary Seymour, Jennifer Warnes and Nigel Weaver**

'This team gave up a weekend in December to come to Ireland with the Irish Travellers, and Jennifer even braved the rough Irish Sea!'

And the winner is **Tracey**



Thank you for the nomination but as a member of the management team I am discounted from winning.

Also, I know I have done a lot in the fight against COVID but I really can't take the praise for the vaccination roll out as Matthew and Dad did a lot more to co-ordinate this than me over the weekend!

Chlöe

Joe has been on weather watch this month with a frosty scene from near Birmingham and a mesmerising video of snow falling on a Rolls-Royce Spirit of Ecstasy (see our social media channels to watch)!

