



The Family Funeral Service®

Staff Newsletter

November 2020



Chlöe, Kirby, Ben and Kevin took part in a virtual race for Forever Stars.

The fundraising event took place in the absence of this year's Robin Hood Half Marathon.

The challenge meant there was no set race course and they could complete the run at any time over a two day period. Their times were then added up and submitted. We are pleased to report that they won the corporate trophy with a five minute time lead. We hope to be presented (COVID dependent) with the trophy soon!

A.W. LYMN Running Team®	
Chlöe	23.00 minutes
Kirby	27.52 minutes
Ben	27.52 minutes
Kevin	28.05 minutes
Team Total	106.49 Minutes

Thank you to everyone who sponsored and supported them.

What were you doing in June 1981?

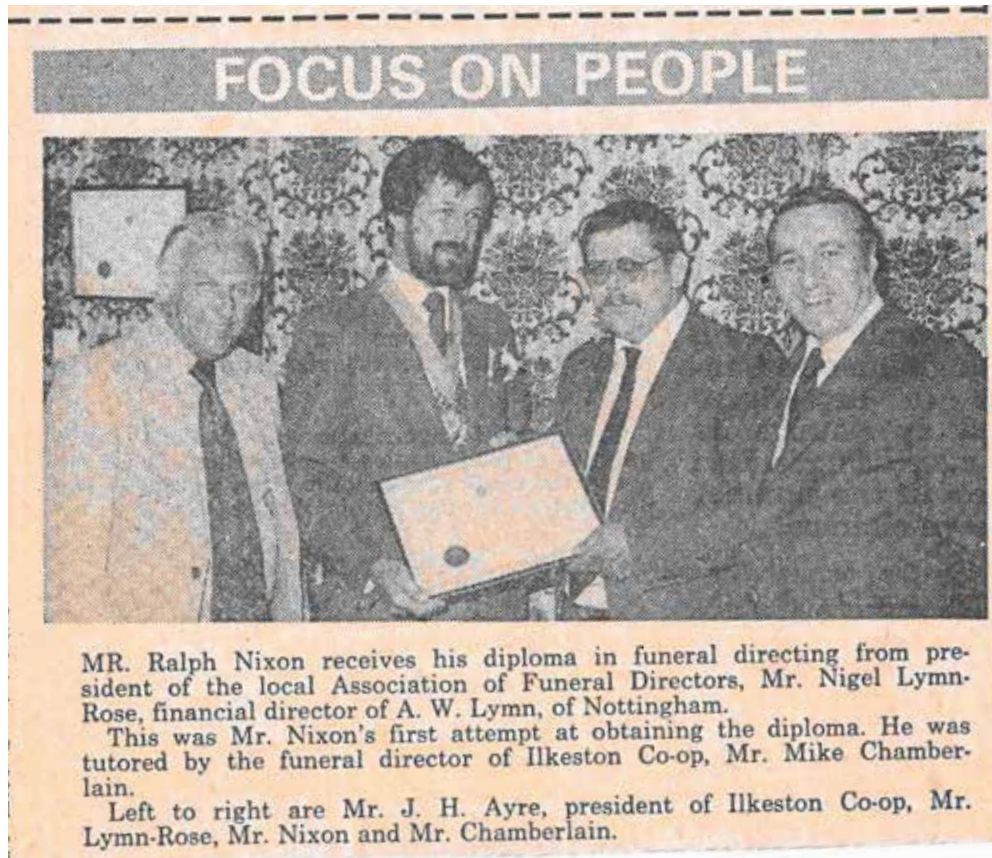
Jenny (Nigel and Jackie's sister and Ben's mum), has been going through some of the newspapers which George and Sheila have kept over the years. These have been passed on to scan for the company archive. One of the most surprising articles included this photograph from June 1981.

Can you recognise both gentlemen without first reading the article on page 2?



'Our family serving your family since 1907'

Did you manage to spot Company Chairman Nigel Lymn Rose and Senior Mortician Ralph Nixon?



What's in a name?*

As you will already be aware, work on the old bank in Stapleford is due to start shortly.

Matthew is keen to get the building named as soon as possible and is looking for suggestions.

If you can think of anything appropriate then please email suggestions to Emma by 23rd November 2020.

*Rose House is already taken!

Congratulations to Richard on taking 100 funeral services.

Certificate of Achievement

Richard Marshall M.I.C.F.

Has conducted

One hundred funerals

as a member of

The Institute of Civil Funerals

Membership Number: 1487
 Chairman: Sue Holden
 Date: 1 October 2020



We were pleased to see that a film, which heavily featured the company has been shown as part of 'an uplifting way to celebrate' Black History Month on Together TV.

The award winning film 'Nine Nights' revealing Caribbean funeral traditions in the UK was shown a total of three times.

Letters to the Editor

Having written the newsletter for around eight years (not consecutively), I have never received as many emails commenting on articles as I did last month. I therefore thought that I should publish these three interesting emails from my colleagues regarding the number plate article featured in September.

Hi Emma

In response to the article in the recent newsletter about car registrations, I was put in mind of a rather more obvious incident of 'inappropriate' abbreviations or, in this case, words. In the 'old days' of being able to locate a vehicle's registration origin from the final two of the letters on the number plate, Gloucestershire had the honour of 'AD' being one of the county's suffixes. Many of the local cars spelt out BAD, CAD and DAD.

It was therefore either a rather sick joke or else total lack of imagination (or sensitivity?) when two cars I inherited at a funeral directors in Gloucester bore the registration numbers B...MAD and B...SAD.

The less obvious (to me) interpretation of our 1 UG and 1 UF also remind me of how some people have a somewhat different take on such things, a mental squint I do not seem to possess, some personalised registrations have to be explained to me!

The first funeral firm with whom I worked in Nottingham owned a hearse whose registration letters spelt 'LRJ.' I thought nothing of this for a couple of years until a client, thankfully jokingly, advised me that these letters must stand for 'Last Road Journey.'

Mark Ridout

Hi Emma,

When I worked for R. Pepperdine and sons in Manchester our vehicles had the reg A1 RPS, B1 RPS and C1 RPS until a mourner pointed out that the limousines reg's looked like Burps and Corpse. They were changed very soon after that!

Kind regards

Richard Marshall

Emma, you'll never believe this:

I have just returned from conducting a Bulwell funeral where, after the service, I noticed the family pointing and grinning at the registration plate of 1UG.

It transpired that 'U.G.' was the pet name a little grandson had for the person whose funeral we had just carried out.

Of all the cars we have and all the registrations – how's that for a coincidence?

If you read this in a book you would not believe it!

Mark Ridout

This photograph of the Bus outside Ollerton was taken by a gentleman called Nick, who's partner Jayne works next door at Jones & Co.

Colum had mentioned to Jayne that the driveway may be blocked with a bus and apologised if it affected cars getting in/out.

Jayne delayed her lunch to have her father, a former Routemaster driver, brought to the Ollerton office by Nick so that they could see the bus. Nick took the opportunity to use his camera.

Nick is keen to take a photo of the Vintage Lorry, so please get in touch with Colum if you book one at any point. To see more of his photographs please look at his Flickr account - <https://rb.gy/ejo28g>

The funeral was arranged by Wendy at Rainworth (as a Robert Woodhead funeral). The family had bunting inside the bus and the family dog went on the bus and then to the service at Saint Paulinus church. Everyone except the six closest mourners were dropped off back in Ollerton and then the bus took the remaining six mourners through to the tearooms in Edwinstowe for them to have an afternoon tea.



Seren The Bear

Ben was pleased to be part of a team made up of Forever Stars (FS) trustees and staff from Southern Cemetery (SC) with the planting up of Seren The Bear. Seren is in the baby loss area of the cemetery and was unveiled at the start of Baby Loss Awareness Week 2020.



Ben getting his hands dirty



Julie (FS), Daniel (FS) and Ben



Dave (SC), Julie (FS) and Mark (SC)

Caption Competition



This months caption competition was judged by Pete Clarson.

Congratulations to Kevin Browne who won for a second month running with:

Sharon, desperate for chocolate, could only despair at asking Megan to go out and get her the biggest 'Double Decker' she could find.

Thank you to all the other entries...

All aboard ! We're all Not going on a Summer Holiday, but is Sir Cliff Richard still driving the Bus !

MLR could only despair at Megan's first attempt at being a Conductor.

Comparative proof, though not necessary, that Megan is nothing like the back-end of a bus.

Excuse me, you need to wear a mask on public transport.

Luke (and 1 NLR) were spotted on the BBC Top Gear Programme after the Bentley Azure was specifically selected via the Rolls-Royce and Bentley owners club. The vehicle and occupants formed part of the popular programmes outdoor studio audience.



Out and about



A funeral conducted by Matthew in Salford included a large amount of floral tributes, 150m of red carpet and a cardboard cut out of the deceased!

Pete J. was described by the cemetery staff as 'working like a terrier' as he laid the carpet and set up the canopy.



Four grey horses at Ollerton.



Nev in the driver's seat of the Leyland Beaver Vintage Lorry at Robin Hood House!



Mark R conducted a funeral with two Ariel motorbike outriders, which reflected the deceased's love of these classic British bikes. The family also emailed to say:

Hello Mark, Just wanted to thank you and the team so much for looking after us and Dad. We couldn't have asked for better.



Client comments collected during September and October 2020

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 EN/JLR was arranged by Ellie 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 – 72
Good – 10
Satisfactory – 0

City Flowers

Excellent – 39
Good – 6
Satisfactory – 0

Arnold

Right blend of professionalism & warmth. EN/JLR

Because of Covid, arrangements had to be made over the phone but they made the service very personal. RK/RK

All of it. EN/DCC

We were very happy with all of it. Celebrant very good. EN/RK

Everything was done to an excellent standard. EN/NMR

Helpful, caring, polite & professional staff. I have left a review. EN/NMR

The care shown to the deceased and his family. EN/MLR

Aspley

The caring and understanding advice and support given by you. LEB/TK

All good except one of the doors on the hearse appeared to have been re-sprayed and did not match a bit disappointed. LEB/TK

Beeston

Very courteous and reassuring, excellent celebrant. GB/LJC

The kindness and consideration to ourselves and our mum. Webcam arrangement very good for family unable to attend. GB/DMC

We were pleased with all arrangements made for us, as it was the first funeral we had ever been involved with. GB/LJC

A huge thank you to you Donna and Lymns for being so kind and caring and supporting me and my brother at such a difficult time. Donna, you went above and beyond, in finding the grave number of our stillborn brother.

Bingham

Very clear direction given on the funeral day itself. All my telephone enquiries answered promptly. DTL/DTL

I hope your "all singing and dancing" phone system is now up and running to match your high standards. Dominic calm, considered and caring approach. DTL/JLR

The choice of celebrant was perfect for us. DTL/DTL

Choice of celebrant. DTL/DTL

Personal and friendly. DTL/DTL

Very understanding – Dominic went over & above with the service he provided. DTL/DTL

Care and attention to video through Wesley Media – Excellent! Especially valuable in this time of Covid-19. Really happy with the way everything was organised and carried out. Thanks in particular to Dominic Lister. DTL/DTL

Bulwell

Both the director who visited to make the arrangements and the director on the day of the funeral were courteous, efficient and smart. NMR/NLR

Hi Kim, I would just like to say a big thank you for everything you all did with regards to my mum's funeral. The compassion and professionalism everyone showed made the day a lot easier for us. Please pass on my thanks to all there on the day.

Carlton

Kept us informed re: all aspects of procedure from start to finish. NMR/NMR

Funeral conducted with great dignity thank you. JF/RK

Mark was very kind & understanding and was a great comfort in my hour of need, he even laughed at my jokes. NMR/NMR

The professionalism of the two members of staff that my daughter & I dealt with & the caring way in which they spoke to us. Joyce Farrell & Mark Ridout. JF/NMR

Mark and Joyce were very very good.

Clifton

All of the service. JMW/JLR

Hi Joanna, we just wanted to say "thank you" for the excellent job that you and your colleagues did yesterday. Mum would have been very pleased.

Just a quick note to say thank you for the way you took care of the funeral. Each member of your staff were so supportive and generous in the way they dealt with everyone. You took the

stress out of the situation and helped us all immensely.

Cotmanhay

We were made to feel at ease. MNI/MS

All the help and assistance provided, especially by Michelle. MNI/MS

To Michelle and all at Lymns who helped him rest peacefully. Thank you so so much. To Michelle at A.W. Lymn, thank you for your patience and efficiency organising the funeral. Everything went smoothly - thank you for the weather!

Evening Michelle, I would like to say to you especially (as you have listened to us and put up with some of us!) but also to your team Thank you. You have made it easier in this difficult time for us. More importantly, my father really did look good as in the way he was presented.... (my sister looked like a doll and my best friend didn't look right at all - both were at another funeral director company). I cannot thank your team enough.

Derby

Karen's attentiveness even though baby/child deaths weren't her area of expertise, offered such comfort. Mark (Notts) gave us lots of time explaining on the phone & Kevin was a great support on the day. KK/KH

Dear Karen, Thank you so much for all your help with my Dad's funeral and everything leading up to the day, especially the repatriation side of things. It was a beautiful and fitting reflection and celebration and the day went perfectly. Julia and the team were fantastic. Thanks for your patience with me and it was a pleasure to meet you.

Hucknall

No issue or wish was not dealt with & was kept updated throughout. CM/KH

Ilkeston

Always very respectful. NAA/MS
Celebrant speech. NAA/MS

Littleover

Communication throughout the process was excellent which was invaluable to me at this difficult time. DB/KH

Made the whole process very easy, respectful, kind, courteous and helpful. Would thoroughly recommend. DB/JRC

It felt very personal. DB/KH

Hi Dan, I would like to say thank you to you and your team, for organising my Dad's Funeral. Thank you also for the support and care for my Mum before, during and after the funeral service. We greatly appreciate all the work that went into making this a very special and memorable occasion.

Mansfield Woodhouse

Outstanding professionalism on the day. SB/AA

The care and thoughtfulness given to family. SB/JWB

Did well with the canopy and the music played. SB/AA

Everyone was kind and professional. I never felt rushed or that any question was left unanswered or shouldn't have been asked. SB/AA

Nottingham

Given plenty of time after service and not rushed at all. MJC/MJC

The communication with Mark was very good. Having one person throughout the process was good. MJC/MJC

Mark Collishaw was really professional, reassuring, very family orientated, and supporting. He made everything so easy for my family. MJC/MJC

Comprehensive coverage of all aspects of the funeral all our wishes willingly accommodated. MR/JLR

The communication with Richard Marshall (the Celebrant) and the service provided was beautiful. MR/NLR

All went well. MR/TLS

Helpful and friendly throughout. MR/NLR

They were all ready to help whenever I called the office, very helpful. MR/RK



The card on the flowers reads...

To Barbara, Thank you for going above and beyond with everything you have done for my Mum.

Radcliffe on Trent

Totally professional. Lindsay was a delight to deal with directors on the day were outstanding! LJS/DTL

Lindsay, in Lymn's Radcliffe office, provided an excellent service. LJS/DTL

To all it may concern. My family and I would like to express our deep and grateful thanks for the care you took of my husband. We were deeply touched by the care and attention you gave, not only to him, but also the entire family during this sad time. Special thanks go to Lindsay and Jane for the extra consideration showed to us, especially on the day of the funeral, where you both went above and beyond what was expected and which helped to make a sad and difficult day pass more easily. The flowers were superb and the booklet exceeded our expectations. Thank you both, and especially Lindsay and Jane, from the bottom of our hearts.

Rainworth

All was done professionally. DCC/DCC

Everything from first meeting to end of funeral service exceeded our expectations. WEW/JWB

We had a very low key funeral as my husband's wishes all staff and

funeral director were very helpful and carried out our wishes perfectly. WEW/DCC

Just to say thank you for the service you have provided for my dad, both today and the support and guidance leading up to it. You did him proud.

Ruddington

I dealt with Courtney throughout who was always courteous and made the whole experience easy. CKG/TLS

Spondon

Kevin & Fiona from Spondon office were outstanding very caring & excellent service, very patient & understanding – excellent service, also drivers particularly Wayne were excellent, friendly & outstanding plus the lady who walked Dad's car into the street – she was amazing. FH/JLR

Nice personal service nothing was too much trouble and everybody was kind and caring. FH/MS

Friendly, helpful & cooperative. FH/KH

Stapleford

All from start to finish. Tracey at Stapleford was fabulous. TSR/AA
Choice of service premises to accommodate whole family & mourners (due to corona virus restrictions) TSR/JLR

West Bridgford

Compassion of administrator at Sneinton office, support after by Andrew Brown in West Bridgford. AMB/JK

Very professional. AMB/DMC

Very caring, helpful and professional.

AMB/JLR

I found your service to be impeccable.

Sympathetic, responsive, sincere. All the people I met funeral director and celebrant were extremely nice, friendly, supportive and accommodating. In difficult circumstances you facilitated a beautiful service which was most appreciated by our family and friends both here and overseas. Thank you very much indeed.

Dear Jackie, Thank you so very much to you and your team in West Bridgford for ensuring that despite all the restrictions, everything went so perfectly at mum's funeral. Every member of staff we met and to whom we spoke was helpful, respectful and understanding. Please pass on my thanks to everyone concerned. Having your personal touch made everything that bit more special and I am extremely grateful to you.*

**From Jackie, my team was: David Hills, Richard Hunt, Andrew Brown, David Green and Ian Richardson.*

Wollaton

Very difficult time made easier by professionalism of staff. KNC/KNC
All of it! KNC/KNC

Hi Kirby, I just wanted to say thank you so so much for making my dad's final farewell so lovely. This was to be the last ever thing I will ever be able to do for my wonderful dad thus it was so important to me to make it perfect in every way possible for him and you made my wish achievable. You worked so hard with all my requests and most importantly of all, you looked after my precious dad

for me whilst he was in your care. I knew he was safe and not alone which was a real comfort for me. There is absolutely no one I would have rather taken care of him for me. All in all, you made organising my dad's funeral as stress free as at all possible. You were so kind and knowledgeable about absolutely everything! I have actually missed picking up the phone to you as you have been a real help to me throughout this whole horrendously sad time. You are a total credit to Lymns Kirby, as is Richard. I called Richard this morning to thank him for the amazing delivery of my dad's service, again, it was so perfect, all about my dad, which is what he would have wanted. I also asked Richard to thank everyone who I didn't get to know personally but helped achieve the farewell I wanted for my dad and deliver my dad so seamlessly to his final resting place. I will be eternally grateful to you all for coordinating this very important day for my dad and myself. Thank you again Kirby

LLHV

Hi Mark, Thank you so much for then use of the stunning phantom. Nev was outstanding, I couldn't have asked for a better driver for our wedding day. The last pic we love Nev's reaction, such a star [please see photographs below]! Please pass on our thanks once again. Mr and Mrs Taylor

Could Do Better.

Jewellery not removed before PM was done.

Wrong funeral streamed to those unable to attend.





This photograph of Robin Hood Street was sent to Barbara from a client. On the left is the old police station (this was demolished to make way for a new police station - now Sheriff House) and on the right, just behind the garage are terraced houses. These houses as well as identical ones behind them (including the whole of Manchester Street) were demolished in the 1960's slum clearance. The land, was bought by Douglas Lymn and George Rose and now forms part of Robin Hood House and yard we know today. Signs for Manchester Street and Liverpool Street are still displayed in the yard at RHH.



Left. Liverpool Street, the right hand side is now the back wall of the stonemasons workshop / coffin workshop and preparation rooms.

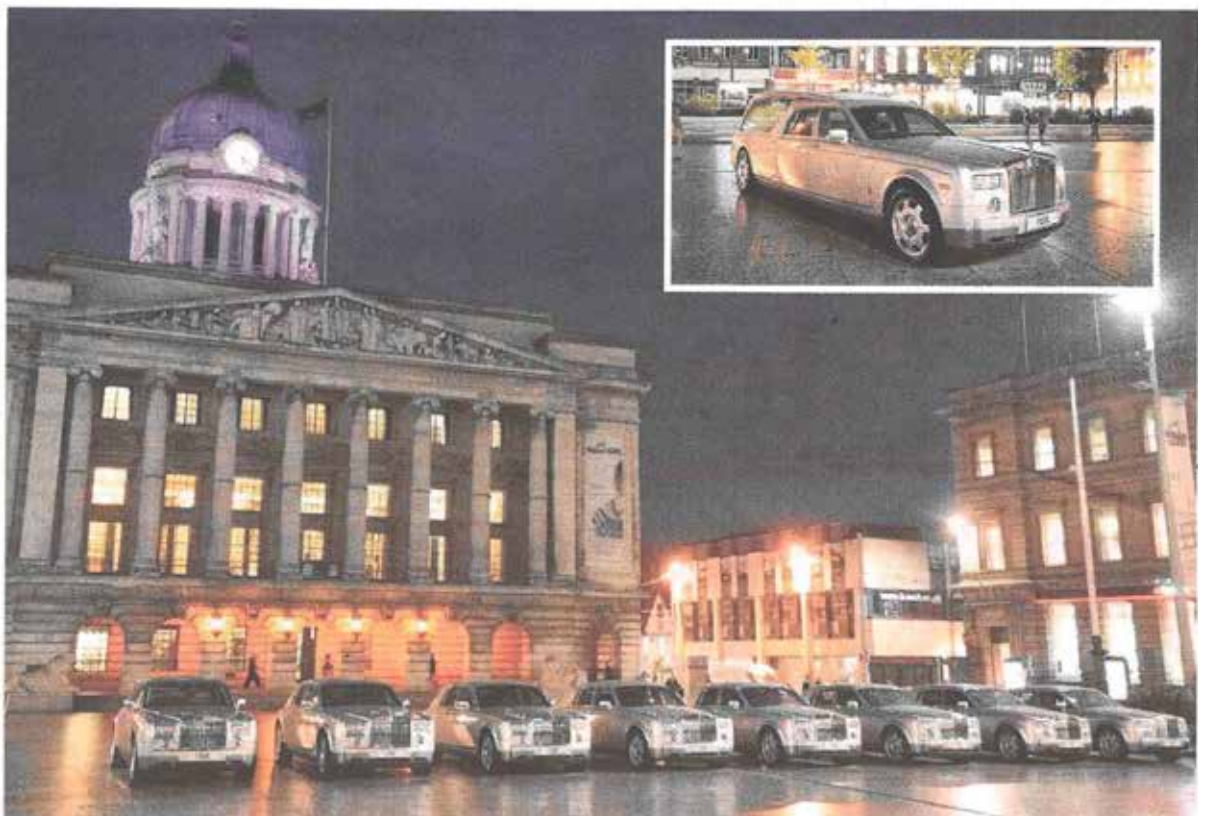
Middle. Manchester Street which went straight through the RHH yard, with the William Bancroft Chimney in the background.

Right. The Campion Bike factory on Liverpool Street.

It is six years since the first of our Phantom VII hearses was collected from Italy, and Matthew arranged a late night photo shoot in the Market Square to celebrate.

WEDNESDAY OCTOBER 29, 2014 31
nottinghampost.com

Notts funeral company AW Lymn was showing off the latest addition to its fleet of vehicles in the Old Market Square - the Rolls Royce Phantom Hearse (Inset right). It is the first such Phantom in the world to be made available for hire. The car's development project cost around £500,000 and it now joins AW Lymn's fleet of 39 Rolls Royces and Bentleys. The vehicle was on show yesterday alongside eight other Rolls Royce Phantoms as part of a photo shoot for the company. The vehicle is expected to be available for road use by November. Features include a leather interior with LED panels, automated rear door and automated coffin platform. Another Phantom Hearse is expected to join the company's fleet in the near future.



Another article which has been found in George and Sheila's archive from the Nottingham News in 1979 (before Nigel joined the company on a full time basis in the April of that year).

Women's Page by Sheila Thompson

They deal with death but are a lively lot

THESE DAYS it's normal to hear conversations about old "taboo" subjects like sex and religion. But there is still one topic guaranteed to set people on edge... death.

Mention the inevitable to the chattiest and most open-minded of folk and it's nine out of ten they'll clam right up. But the subject is part of everyday living for some people — for it is their business.

Today, unlike the days when the word "undertaker" conjured up the image of a grave looking chap in sombre black outfit, women, too, are emerging in — for them — this relatively new field.

In fact, the Rose family of Nottingham have even turned it into a family affair.

Unusual

For all five family members have qualifications in the business, and daughter Jacqueline, 23, is even more unusual, because she is one of the Midlands' few female embalmers.

Mrs. Sheila Rose works with her husband, George, managing director of A. W. Lynn in Robin Hood Street, Nottingham. He is also a former national president of the British Institute of Embalming.

Diploma

Mrs. Rose holds a diploma in funeral directing and, as well as dealing with the weddings and car hire side of the business, she handles the firm's administration.

Son Nigel, 24, qualified at 17 and will probably join the business after completing a course in accountancy. And daughter Jennifer, 26, has her own diploma in funeral directing.

"We're all interested in the business and we're quite a close family who want it to succeed," said Mrs. Rose, whose grandfather and great-grandfather set up the firm in 1907.

"I think the fact is that we've got a great family feeling and it would be the same if it was a clothing business or a shoe business."

Successful

That is one of the reasons Jacqueline has been successful in a job no-one likes to think about — especially women. She is now working for a West Midlands-based embalming service and is one of only two female embalmers practising in the area.

"When I started my training course, my family background helped. I had a good knowledge of the subject anyway, and my A-level biology," she said.

That knowledge proved very useful. For in 1977 she passed her theory exam and followed it the next year with a distinction in her practical.

Teachers

Jacqueline has another qualification to her name. When she took the embalming course, like her sister Jennifer, she was training as a teacher.

"I finished the teacher training and worked from October 1977 until 1978. But I did the embalming course because the situation at that time was dicey and also, of course, because of my own interest



and the family situation. But I wasn't pushed. I wanted to do it, and my parents encouraged me, rather than pushed."

In fact, her parents are proud their children have other strings to their bows.

"We wanted them all to have some form of independence, and our older daughter, Jennifer, is still working as a teacher," said Mrs. Rose.

Since Jacqueline began her present job last October she has dealt with literally hundreds of bodies.

Surprised

Not exactly every small girl's dream, you would think. But she has different ideas, and is now easily accepted by the people she works with.

"I think the funeral directors were surprised about me being a woman in the first place, until

they knew about my family background. Then they accepted me, and now they're quite nice to me."

"I think the public need to be educated into what the job entails. I suppose it has an air of mystery about it, and people think of it like the old Egyptian mummies.

Essential

"But Egyptians were preserved from the outside, and we preserve from the inside. Very basically it's done by replacing the blood with formalin."

And her job is an essential one. Very often the bodies have to be preserved long enough to be shipped abroad, and often it involves "restoration" work on accident victims.

Jacqueline's mother, on the other hand, deals with the living. But she, too, has had her share of raised eyebrows.

"Sometimes people are

● Mrs. Sheila Rose handles the administration side of the undertaking business of which her husband, George, is managing director.

a little surprised to find I'm a woman, but they take you as a person," she said.

Mrs. Rose is a cheerful woman, working in a job which the layman might think depressing.

"Like anything else, you have to try not to become too emotionally involved in the job," she said. "Otherwise you wouldn't be able to help people."

Distressing

"There are times when we all find things distressing or upsetting, but if you let yourself go you're not much help to people.

"Most of the people working here get on with other people. And that's essential, because you meet every sort of person from every walk of life.

"It's something we all experience ourselves on a personal level and people react differently."

● TONIGHT is an open night at Lymns. Members of the public will be invited to tour part of the premises, but Mrs. Rose asks that people wishing to go let them know first.



Jacqueline Rose is one of the Midlands area's few women embalmers. She works now as a representative in the Birmingham area.

If you have any newspaper extracts which you think would be of interest to your colleagues, then please feel free to send them over to emma.percival@lymn.co.uk



Congratulations to our Company Accountant James and his wife Allanah who were married on Saturday 17th October 2020 at Colwick Hall.



Welcome to...

Paul Richardson



Paul is an experienced Funeral Director who will spend his first three weeks familiarising himself with different departments of the company before moving to Nottingham Office.

Charis Bull



'I'm Charis and I'm the new trainee at RHH. I have just finished my degree in Religion, Philosophy and Ethics. I'm new to the Nottingham area having grown up in South-West Leicestershire'

Adam Jessop



son's condition and the changing nature of the care industry (it has become more paperwork driven rather than person centered).

I've never worked in the funeral business before and its never crossed my mind but I was sat having a cup of tea and saw the Rolls-Royce drive by and thought 'I'll give it ago'! So far I'm enjoying working at A.W. Lymn. I'm glad I made the change and haven't looked back since everyone has made me feel welcome.'

'I have a three children (a daughter, a son and a stepson) and I love to spend time with my family. I'd worked for my family since 2007, where I was the Director of our care home in Belper, having worked my way up having started as the maintenance man.

2019 was a terrible year for my family, as my son of seven years old was diagnosed with autism and ADHD. This put a massive strain on myself and my partner, Hayley. I decided to step down in my role as Director given the pressure of my

We are approached on a regular basis by local football teams asking for sponsorship. Due to historical reasons these requests have generally been declined. In light of the recent events, it has been recognised that this may have a detrimental effect on grass roots teams.

We have therefore decided to 'dip our toe in the water' (with a cap on the number of teams per year and sponsorship amount).

With this in mind, we were very pleased to receive our first team photograph. Woodhouse Colts U9s as sponsored by A.W. Lymn!



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

Chlöe Lynn Rose has nominated **Georgia Bell** and **Courtney Kelham-Giddy**

'Can I please nominate Georgia and Courtney for best practice? They have spent several days in the loft changing all the Ecclesiastical pre-paid files from alphabetical order to numerical order and scanning them all before filing. I think they worked their way through about three filing cabinets full'.

Catherine Broom has nominated **Caroline Morgan**

'I would like to nominate Caroline. We have had over 650 thousand leaflets go out this month and for nearly three weeks the phones were continuous. She has given up all form of breaks each day to be able to keep up with all the enquiries, making packs up and getting these out in the post each evening'.

Tina Clay has nominated **The Mansfield Team**

'I would like to nominate the Mansfield Area for their kindness and support to me over the past few months as it's been a difficult time and they have helped me settle into the area'.

Michelle Ibbett has nominated **Kirby Cranshaw**

'Can I vote for Kirby, who has gone above and beyond helping me with my studies for my Dip. FA. She is always on hand when I'm unsure and has truly been amazing and a great support. When taking my exam last week, I had the unfortunate issue with an internet malfunction and as a result of this I had a meltdown. Kirby was on hand, kept me calm and focused even though I wanted to give up. I feel she deserves best practice'!

Jackie Lynn Rose has nominated **Colum O'Shea**

'I nominate Colum O'Shea for his live interview on BBC Radio 2 Jeremy Vine Show in the midst of controversy with respect to social distanced seating at funerals'.

And the winner is

**** Colum ****



To listen to Colum's interview please follow the link below.

Matthew commented 'Well done Colum you represented yourself, the company and the profession very well!'

Colum also received a call from Sherwood Forest Crematorium to thank him for the positive comments about them.

<https://www.bbc.co.uk/programmes/m000n58w>

Listen from 1:06:25



The screenshot shows a BBC News article with the headline 'Coronavirus: Six challenging months for undertakers'. The article is by Michael Phillips, a funeral reporter, and is dated 11 September. It features a photograph of two men in funeral attire, one standing next to a horse. The article discusses the challenges faced by undertakers during the pandemic, including the impact of social distancing and the loss of traditional funeral services.

Before featuring on the Jeremy Vine show, Colum was interviewed for BBC Newsbeat, talking about the effects of the Corona Virus pandemic on younger funeral professionals.

This article led to Colum being asked to speak on the BBC Radio 2 programme to discuss further. However given the lead story of the day, the topic was changed!

The article can be read here...

<https://www.bbc.co.uk/news/newsbeat-54234511>

The Judging Process

All nominations are sent to Nigel, Jackie and Matthew who then rank the nominees (independently) into first, second and third place. A first place ranking is allocated three points, second place two points and third one point.

The nominee with the most points receives an extra £50 in their pay packet, they are automatically entered into Best Practice of the Year and receive kudos and admiration amongst their colleagues.