


# A.W. LYMN

The Family Funeral Service®

## Staff Newsletter

October 2020


**100% ROLLS-ROYCE & BENTLEY** **1913 SILVER GHOST**  
HOW THE 'LONDON TO EDINBURGH' CONTINENTAL CONQUERED THE WORLD



### ROLLS-ROYCE & BENTLEY driver

## MULSANNE MAGIC

KICK-STARTING BENTLEY'S COMEBACK OF THE EIGHTIES




**HOOPER'S SPECIAL**  
SILVER WRATH RARITY

**WORKING PHANTOMS**  
BIGGEST FUNERAL FLEET

**T-SERIES TEMPTATION**  
ONE MAN'S IMPULSIVE BUY

PLUS: WHEN ROLLS-ROYCE MET BMC • CLUB NEWS  
• PROJECT CAR PROGRESS • MARKET UPDATES



Nigel, Matthew and Luke were pleased to be interviewed by Rolls-Royce & Bentley Driver Magazine.

There is a copy of the magazine for each Funeral Home to have on display when we get back to non-Covid measures. If you would like to read the digital copy then please email [emma.percival@lymn.co.uk](mailto:emma.percival@lymn.co.uk).



### NATIONAL FAMILY BUSINESS DAY 2020

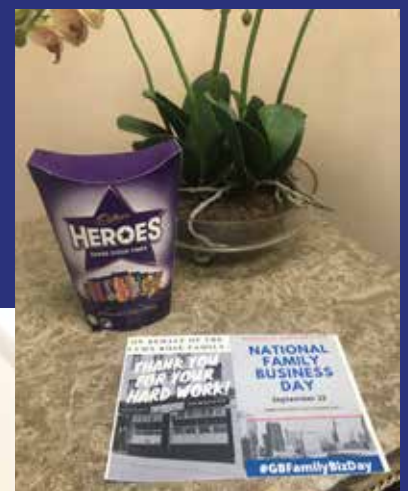
Recognising the contribution family firms make across the UK

**We are proud of our family business heritage**

#GBFAMILYBIZDAY  
[WWW.FAMILYBUSINESSUNITED.COM](http://WWW.FAMILYBUSINESSUNITED.COM)



For the first time ever we have celebrated National Family Business Day, which took place on the 23rd September. Every employee of the company received a box of chocolates as a thank you for the hard work they provide to the Lymn Rose family.



Just some of the chocolates wrapped and ready to be delivered!

*'Our family serving your family since 1907'*

# Nottinghamshire Police

Nigel, Chlöe and Emma met with Nottinghamshire Police in February to discuss if the company we could be of any help with increasing public awareness of 'Romance' Fraud.

It appears that people who are recently bereaved are more likely to be targeted, so a partnership seemed like an obvious fit.

The article below is appearing in the Nottingham Post and Derby Telegraph on Friday 25th September as well as being online, so please take five minutes to read it, in case one of your families needs your help.

There will also be various leaflets being sent out to each funeral home over the next few weeks. If anyone needs any more information, then please get in touch with Emma.

# STOP, THINK, GET ADVICE

## How to beat the scammers preying on grief

Advice from A. W. Lymn The Family Funeral Service to help keep you safe from fraudsters targeting bereaved people



**F**RAUDSTERS are targeting people who have been recently bereaved in a trend being highlighted by police in Nottinghamshire and Derbyshire.

At a time when people are more vulnerable and so more likely to lose money, some have been receiving phone calls, emails or letters out of the blue aimed at scamming them out of money.

In a bid to prevent such scams, police have enlisted the help of local funeral directors A. W. Lymn The Family Funeral Service to get vital information out to vulnerable people.

Company chairman Nigel Lymn Rose explains: "To learn that bereaved people are at risk of being scammed is quite shocking and my family business is keen to do anything we can to help prevent anyone falling victim to fraud. We are hoping that this will include

training for members of our staff, so they can offer advice. We'll also distribute literature to our clients."

The family firm, which was founded in 1907 and has 27 funeral homes in Nottingham, Derby, Mansfield and the surrounding area, has now released a checklist of measures to prevent people becoming a victim of fraud when they are at their most vulnerable (see right).



Nigel Lymn Rose



If you have been scammed, don't feel embarrassed about reporting it - fraudsters are clever and it can happen to anyone. By reporting the crime, it can prevent it happening to others.  
Contact the police immediately on 101 if:  
■ The scammer is in your area.  
■ You've transferred money to the scammer in the last 24 hours.  
■ If you feel threatened or unsafe, call 999.  
■ For more advice go to [www.citizensadvice.org.uk/consumer/scams](http://www.citizensadvice.org.uk/consumer/scams)

Scammers are convincing liars who will stop at nothing to make sure their scams seem plausible. They are ruthless in achieving their end goal. Never respond to phone calls, emails or letters which may come out of the blue without talking to friends or relatives first or pop into any A. W. Lymn funeral home. Remember to STOP - THINK - GET ADVICE. Here are some scams to be aware of...

### ROMANCE FRAUD:

You have been told the person works for the military or on an oil rig.

■ You could be given a sob story telling you how much they want to visit but need money to pay for tickets/visas, medical expenses for ill family members, or for discharge fees from their job.

■ You may be asked for money and told that you will be repaid in gold or diamonds. This could even involve letting you check a pretend bank account online to show a fake balance.

■ You could be given excuses as to why the person can't video call. With internet cafes and technology around the world, there's never an excuse to prevent face-to-face communication.

■ Declarations of love may come within a matter of weeks, days or hours, however do not let time cloud your judgment.

#### What to do

■ Never give away personal details, including your age and birth date.

■ Check profile names. If the user name is 'Davidin2u' and the first message received states 'Hello how are you, my name is Kelvin' be cautious.

■ Watch out for odd spellings and

grammar.

■ Profile location - if their location states they are in Malaysia but their profile states they are looking for a relation in Germany - beware.

■ Do not share pictures or information about yourself that can give someone a hold over you.

■ Speak openly about your dating with trusted friends and family. Alert them if the contact starts to feel strange. If their advice is to back off, LISTEN! They can provide the correct level of judgment with your best interests at heart.

■ Stop communicating if pressured.

### INVESTMENT SCAM

You receive a call from someone who says they run an investment scheme or are a stockbroker.

■ You are put under pressure to send money immediately.

■ You are told there is little or no risk.

■ The offer is only available for a short time.

#### What to do

■ Hang up.

■ Never invest money without doing your own research.

■ Don't give in to pressure.

■ Tell your bank and the police.

### UNPAID BILL SCAM

You receive a call to say you have an unpaid bill when you do not think you owe any money.

■ You are asked for your credit card details there and then.

■ You are threatened with being cut off

■ You have not received warning letters.

■ The call is received after office hours.

#### What to do

■ Hang up.

■ Don't part with any money, whatever the threat.

■ Telephone the company involved and the police.

### LOTTERY/COMPETITION SCAM

You have won a lottery or competition you have not entered.

■ You are asked to send money to cover an administration fee before the prize can be claimed.

#### What to do

■ Hang up.

■ Do not send money.

■ Inform your local trading standards officers.

### COURIER SCAMS

You receive a call from someone saying they are from your bank or the police.

■ They say someone has been fraudulently using your bank account and will either send a courier to collect your card, ask you to buy an expensive item of jewellery to give to a courier or ask you to transfer money online.

#### What to do

■ Hang up.

■ Call your bank and the police.

### COMPUTER VIRUS SCAMS

You receive a call or email from a computer company asking you to download software on to your machine to stop a virus or asking for remote access to your computer.

■ They ask for card details for the service.

#### What to do

■ Hang up.

■ Never download any software until you have researched it.

■ Keep your anti virus program up to date.

■ Run a virus check on your computer, just in case.



### A comment from Facebook..

I remember the old Mr and Mrs Lymn and Mr and Mrs Rose when I was an apprentice in a garage at the bottom of Sneinton Road, back in the late 1960's. All the drivers used to fuel up the Rolls-Royce cars from the garage I was at, old Mr Lymn was a lovely man, he used to drive a Triumph 2000 in those days telling me if he turned up at the supermarket in one of his Rolls-Royces they would charge him more for his groceries, funny the things that stick in your memory and that was over fifty years ago.

# *CUV 262C*

## *as a*

## *working*

## *London*

## *Bus*



Whilst coming up with a 'Not all hearses are black' window for Aspley, I came across these photographs of our Routemaster Bus when it was part of the London Transport fleet.



Originally built in 1965 the bus was the prototype of the long wheelbase Route Master, offering 72 seats compared to the 64 on a standard RM, and was used by AEC to showboat the product in America.



The top photograph was probably taken in the late 60's or 70's. The Sun newspaper, which is advertised was first published in 1964, and the Ford Corsair to the left was built between 1963 and 1970.

Nigel was surprised to see the middle photograph with the drivers wing looking like it had been replaced. From the advertising, the guess is the photograph is from circa 1988.

The final photograph is date stamped as January 1990.

*Emma*



# Caption Competition

Our most popular caption competition to date was judged by Sharon Draycott, who could not choose between:

## David Crampton's caption

I want to break free, I want to break free. Even god knows I'm trying to break free.

and

## Kevin Browne's caption

Megan, hovering at the Funeral Parlour? It's risky, but probably not the first time she's been 'Dyson with death'.

A bottle of wine was awarded to both.



The other entries were...

## From Lesley Ball

Unfortunately the ground penetrating radar failed to reveal the location of the hidden wine cellar.

## From Mark Collishaw

To qualify as a hearse driver, you have to practice driving the small things first.

## From Richard Marshall

Giving RHH that 'Megan Sparkle'.

**From David Pulman** (Megan's old work colleague)  
Megan.. Domestic Goddess! *or* I want to break free.

**From Tony** (a retired FD from Portsmouth)  
Thank Goodness Nigel doesn't call in every day.

**From Jane Keetley**  
Megan singing 'I want to break free'.



*Given the popularity of last months competition, Barbara has provided another Megan photograph of this month!*

To win a bottle of wine, please send entries to Emma by 15th October 2020.  
[emma.percival@lymn.co.uk](mailto:emma.percival@lymn.co.uk) 07916 140 406

*David from our Rainworth funeral home, was pleased to learn that Rachel Snowball, a celebrant he uses on a regular basis had won the title 'Best Independent Bespoke Funeral Celebrant (England) 2020'. He asked her to write an article for the Newsletter...*

## My Celebrant Journey

When I embarked on this career, I spoke at great length to many Funeral Directors and I initially trained with the Fellowship of Professional Celebrants, of which I remain a member of their professional body. I was lucky to find professionals who were prepared to take a chance on someone whose enthusiasm outweighed her skill; my energies were focussed on the ceremony being completely personalised, something fresh, a Funeral or Memorial Ceremony that reflected people's stories, their individuality, habits, quirks, gifts, abilities and ambiguities, a Funeral or Memorial Ceremony that cared. I soon developed a reputation where by families requested me, an honour which gratifies me still.



*Rachel brought her award into Rainworth to show David*

David Clarke of the Rainworth Branch has championed me from my first ceremonies and he continues to do so today, and I thank him for his ongoing support, encouragement and backing.

I progressed to study further and after three years, I qualified with a diploma in Funeral Celebrancy passing with a High Distinction awarded by the International College of Celebrancy based in Australia, the birth place of the celebrant movement and I believe I was trained by the best in the world; I have been and am supported by some brilliant mentors.

Ceremony, by ceremony I have honed my craft, I speak with an open and caring heart, I believe in every word I write and I am passionate on behalf of the family, I explore the details thus ceremonies have layers of exploration and discovery, I genuinely care for what I do and I genuinely care for the families I serve.

I write and execute ceremonies in order to create a safe resting place for our most complicated feelings of joy or trauma, so that people don't have to haul those feelings around with them, weighing them down. We all need such places of ritual safekeeping. And I believe that if your culture or tradition doesn't have the specific ritual you are craving, then you are absolutely permitted to make up a ceremony of your own devising, fixing your own broken-down emotional systems with all the do-it-yourself resourcefulness of a generous plumber/poet through aspiration and passion. I am creating with others, a safe place, a celebratory place for people and communities' their thoughts, feelings and aspirations.

Winning the award of Best Independent Bespoke Funeral Celebrant (England) 2020, came as a complete surprise, I was a little overwhelmed, very happy and extremely proud, as it is an endorsement of the hard work and exceptional effort that I have put in over eight years, to achieving the best possible ceremonies for the families I represent; and this is where my Celebrant story rests so far.....

My future is being regularly redesigned, and my passion for ceremony's remains at its core and communicating this passion is my ambition for the future, as ceremonies are important and this prestigious and well received award has enabled me to continue this process and for that I will always be very humble and grateful.

Rachel Snowball  
<https://www.rachels-eulogies.co.uk>

*Well done Rachel - from everyone at A.W. Lynn*

# Client comments collected during July and August 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](http://www.funeralguide.co.uk/funeral-directors)  
and  
[www.facebook.com/pg/awlymn/reviews/](https://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 87

Good – 8

Satisfactory – 1

## City Flowers

Excellent – 50

Good – 6

Satisfactory – 2

## **Arnold**

They were very willing to cope with our last-minute changes – nothing was too much trouble. RK/RK

Dignified excellent personal service. EN/MLR

Overall service was excellent staff, helpful and Cheryl Smith was excellent, took time and finish touch with print off – lovely keepsake. EN/NLR

Very pleased to be able to organise funeral over phone and zoom meeting. EN/RK

Matthew's attention to detail and on-going awareness of what was happening as well as responding positively to any requests or queries. MLR/MLR

The Celebrant was excellent. EN/RK

## **Aspley**

I was told that due to present circumstances they would not be able to lift the coffin. However they did and I was immensely grateful for that and so she had the respect she richly deserved. LEB/JLR

## **Beeston**

Good. DMC/MS

The friendly, caring funeral staff at A W Lymn (Beeston) Richard the Celebrant made the whole funeral a celebration. DMC/DMC

Everything, staff were so helpful. DMC/DMC

All the staff were excellent, very professional & caring. GB/JRC

The Celebrant Richard Marshall was excellent. GB/LJC

Donna, As a family we wish to say how much we appreciate everything you have done for us since the sad passing away. You enabled us to preserve his memory with all the respect and dignity he deserved, we shall be always grateful.

## **Bingham**

The staff were extremely helpful and supportive. DTL/DTL

To Dominic, Jane and Lindsay. Thank you so much for all your care and support in arranging and conducting the funeral.

## **Carlton**

All of it. NMR/NMR

Personal touch at a difficult time and the added complexity of the lockdown nothing was too much trouble. NMR/JLR

As a family our requests were noted & every consideration discussed in making our decisions as to how we wanted the funeral to take. NMR/NMR

Personal – provided by undertaker, helping us, offering options/advice. No pressure and very understanding, empathetic and professional. In addition all staff very professional from start to day of funeral. NMR/NMR

*Dear all, just a note to say a big thank you to all the staff at Lymns on the occasion of the funeral. Everyone was so professional and caring on the day which put me at ease. Nothing was too much trouble or rushed. I would not hesitate to recommend Lymns, they did everything and made it s easy. Once again a big thank you to all.*

*To Mark and Joyce and all the staff at Lymns. Thank you so much from all the family. Your caring and supportive roles were much appreciated over the funeral arrangements of our dear Mum. Your service is excellent and you went above and beyond your roles to make sure mum had a great send off.*

*Thank you so much to all of you, especially Mark and Joyce. Your kindness was very much appreciated at the funeral.*

*To Joyce, Mark and all involved, Just wanted to say a big thank you for all your support int he organising ans smooth running of the funeral of my father.*

**Clifton**

Dear Joanna, I would like to say a personal thank you for your kindness, support and professionalism over this difficult time.

Good morning Joanna,

Just wanted to say thank you for such a professional and caring job you did for me and my family yesterday. It really was a first class job.

**Cotmanhay**

All of it. MNI/MS

Under current conditions the service provided was excellent. MNI/MS  
Availability and readiness to help. MNI/MS

Courtesy towards mum. MNI/MS

The order of service was exceptional everyone has commented on how good it was & Michelle went to a lot of trouble to get it as we wanted.

Thank you. MNI/MS

The staff were very respectful and could not do enough for me. MNI/KH

**Derby**

Karen was caring, kind & helpful nothing was too much trouble for her. Mark conducted the funeral with respect & dignity that was remarked upon by the whole family. KK/MC  
Very patient staff. KK/KH  
Communication, compassion. KK/JRC

**Hucknall**

Caroline contacted me by telephone several times to ensure that everything was done as required. I was not disappointed. CM/JWB

**Ilkeston**

The funeral director was very pleasant he made us feel at ease. NAA/MS  
The chapel of rest we thought was very nice. NAA/MS

To Nikki and all who work at A.W. Lymn. Thank you so much for the beautiful service. There are no words to express our gratitude, your kindness and respect at this difficult

time was very much appreciated. Love to you all.

**Littleover**

General all round service. DB/KH  
Very helpful in difficult circumstances & in finding out information for transfer of ashes to another country. DB/ Direct Cremation  
Kevin on the day was excellent. DB/KH

Dear Dan, I thought I would write to you to thank you for everything. You were so professional and courteous throughout in a dark and difficult time for us all. The ashes ceremony went ahead on the River and it was beautiful. The sun was shining and the riverbank was teeming with wildlife.

**Long Eaton**

Staff excellent – very helpful, very courteous & respectful throughout. LJC/LJC  
They were all so caring and couldn't do enough Tina is a credit to your company. TAR/LJC

Good morning Tina, Louise and the team, Hope you are all well. I don't always forward feedback from out families, but I've just opened a lovely little email (below) from the client regarding her grandfather's service yesterday. They really appreciated all that we have done for them, and every service we take is a real Team Effort, please share in their encouragement. Thank you all once again for your kindness and care. HAVE A SUPER WEEKEND.

**Mansfield**

Professional yet genuine empathy, kindness nothing too much trouble. Transfer of my mum and presentation. TC/JWB  
Attention to detail. JWB/JWB

**Mansfield Woodhouse**

Offer of use of their chapel for service, given Covid-19 restrictions. SB/AA  
Everything worked smoothly. SB/AA

All of it from start to finish, very courteous and professional. SB/AA

**Nottingham**

Megan the funeral director was very nice explained everything fully. MR/ Direct Cremation  
Mark taking the time to discuss and explain the options available. MR/ Direct Cremation  
Very efficient organised and done with utmost consideration. MR/JLR  
Very polite and professional very supportive, lovely telephone manner. Tony in particular was extremely helpful, Sharon too, handled everything in a professional manner, no pressure/stress, arrived on the dot. Excellent firm, would highly recommend. TK/TK

Hello Megan, the funeral on Monday went very well, your staff were very helpful and professional, thank you.

**Ollerton**

All of it. CJO/CJO

**Osmaston**

Despite lockdown everything was handled very well and support offered. MC/MC  
Mark's choice to use James just spot on. MC/MC

**Radcliffe on Trent**

Very friendly & efficient. LJS/JK  
The manner of the celebrant was everything that we could have wished for. JK/JK  
From the initial arrangements to the funeral itself it was like dealing with old friends the compassion & care shown by everyone was outstanding – thank you. LJS/JK

**Rainworth**

Constant contact with updates. DCC/AA

To Wendy and everyone at A.W. Lymn Rainworth, Thank you so very much for your kindness and support.

### **Ruddington**

Sympathetic, kind & understanding.  
TLS/TLS

### **Shirebrook**

Very professional staff, friendly and sympathetic. JP/AA

The entire family were highly satisfied with the service provided by A W Lymn of Shirebrook. They were Kind, considerate & sympathetic, totally professional, noting was too much trouble. We appreciated the difficulties due to covid19, and everything was arranged & done perfectly despite this. A special mention to Jackie Porter, whose kindness & help got us through a very difficult first visit & for providing everything we asked. JP/AA

### **Spondon**

Everything from first phone call was excellent. FH/KH

### **Stapleford**

Arranging a 'Just giving' site for donations. TSR/LJC

It was satisfactory. TSR/LJC

### **Sutton in Ashfield**

Karen Horton felt like an old friend was dealing with mum's funeral – she was compassionate & caring whilst professional & went above & beyond. KLH/AA

It felt a very personal service, whilst being totally professional at all

times. KLH/AA

The visit to my home to make an assessment before my husband's body was to be brought home to spend his final night. KLH/AA

Everyone was helpful, supportive and services excellent. DCC/DCC

So friendly, just what we needed. Thank you so much AA/SU0301

### **West Bridgford**

The manner in which we were dealt with was friendly but professional response times were very good. AMB/JLR

That everything could be sorted in one complete package. AMB/JLR

The dignity of the staff on the day of the funeral. AMB/JLR

Staff were helpful at all times. AMB/JLR

### **Wollaton**

Kirby Cranshaw was exceptional she could not have been more helpful, understanding and pleasant. Everything she arranged was perfect as was the funeral. KNC/KNC

Personal contact by phone. Emails answered promptly. Support and reassurance. JRC/JRC

Excellent care and attention from Kirby Cranshaw and celebrant Richard Marshall. KNC/KNC

Kirby went over and above for us, we cannot thank her enough Kirby is a credit to A.W. Lymn. KNC/KNC

Kirby at Wollaton office very professional, friendly, kind, empathetic and Jane who was at the funeral. Requested Jane as she had done my Mum & Dad. KNC/JK

Kirby at Wollaton office very professional, friendly, kind, empathetic and Jane who was at the funeral. Requested Jane as she had done my Mum & Dad. KNC/JK

### **Civil Celebrants**

*Dear Richard, Thank you for your kind and thoughtful words this afternoon to celebrate his life.*

*His brother was so very pleased to hear you talk about his brother and bring back Happy memories, in fact his words were ...wonderful it really helped him to cope with a very painful goodbye.*

*Good morning Richard, I would just like to say a big thank you to all the team at Lymns for your support and professionalism during the funeral arrangements and service.*

*I would also like to thank you personally for your help with John's reflection, I think between us we got it pretty much perfect.*

### **Could Do Better**

Hymn music was not the version chosen.

Did not notify me when the cremation had been done.

Visual was not clear online.



The flag flying at half-mast over Nottingham High School.

Nigel conducted the funeral of his first form master at the school, John (Jim) Sadler and was touched by this tribute to him.

Jim first joined Nottingham High School as a pupil in 1938 and returned to NHS as a General Subjects teacher in 1960 before becoming a Geography specialist. In 1980 he later became Head of the Geography Department and in 1982 became Senior Master. Following his retirement Jim went on to become the President of the Old Nottinghamians' Society in 1987.

Our thoughts are with his sons and their families at this sad time.

Facing page: COVID-19 has seen a rise in outdoor ceremonies, which has kept Pete quite busy over August and September! Here are just a few examples!





# Update from Jackie

During September I was involved with two external exercises pertaining to death and dying. My input to both was purely based on my experience in the funeral profession together with comments and observations picked up from colleagues and clients throughout that time.

1) A researcher from the University of Nottingham invited me to participate in a study exploring how people experience time in relation to death and bereavement.

Participants in the study were five professionals whose work includes caring for or sitting with dying people, verifying or certifying death, managing dead bodies or preparing bodies for the funeral.

The interview was of one hour duration and because of the current restriction due to COVID 19 was carried out and recorded by telephone, the main emphasis was ascertaining and recording the exact time that death occurred and the impact that information may have on the bereaved.

The researcher was particularly interested to learn it is not unusual for death to be verified before midnight on one date and then certified after midnight and dated the following day and the anguish that caused relatives. Having discussed the matter with the Register Office in the past I am assured that the date of verification is always taken to be the date of death.

The lead time between death and the funeral was also discussed and with the exception of cultural and faith requirements that a several week delay is now commonplace particularly so when there is a referral to HMC. The implication of such delay compounding the deterioration of the body which, through no fault or ours, may not afford the bereaved a pleasant final experience when paying last respects at the chapel of rest.

Hopefully the research will ultimately be published and will, I am certain, make interesting reading.

2) Tomorrow Project/ Harmless Suicide Bereavement Conference.



I am sure that you all read Joanna's article, in last month's newsletter, outlining the history of the Tomorrow Project and the online training session that she had taken part in. I have also been involved with the Tomorrow Project and was due to deliver a session "Celebrate a Life" at the national conference scheduled for May 2020 but the conference was cancelled due to COVID.

It was decided that the Speakers would each partake, by ZOOM webinar, each Tuesday and Thursday throughout September with access for delegates via a video link.

My session was one of eight the other speakers were from Public Health England, Leicestershire Police, Coroners Support Service, The Tomorrow Project, National Health Service, Samaritans and Bereavement Support. Each session lasted one hour and I talked through the role of the funeral director in serving the bereaved particularly in cases of suicide, the funeral directors role at "the scene" and interaction with the Coroner's service, the practical aspects of arranging a funeral in particularly sensitive circumstances, financial factors, placing great emphasis on the life that had been and not on a future that will be denied. The final 15 minutes was taken up with a live question and answer session (not too taxing). Initial feedback was very positive. If just one family has been helped by what I had to say then I am satisfied.



*Jackie Lynn Rose.*

# *Beaver trade hire to Birmingham*



*These fabulous photographs really show the Beaver at it's best!*

*The flat bed is ideal for floral displays, especially when they involve lorries!*

## *Jules and team at Aspley*



## *Wedding window at Nottingham*



## *Not all hearses are black window at Aspley*



## *Horses at Beeston Cemetery*



## *Ian Richardson gets a new car?*



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

**Pete Clarson** has nominated **Mark Ridout**.

'Mark without exception goes the extra mile for families. Specifically, when breaking up for annual leave, he is emailing after 8pm on Saturday evening to make sure everything is left in order and the company offer the best resolution to a distressed client. Thank you Mark'.

**Emma Percival** has nominated **Chlöe Lynn Rose**.

'Although not on the front line, since the pandemic started Chlöe has worked non stop behind the scenes (on some weeks doubling her usual working hours) to make sure we all have the latest information and the correct equipment to do our jobs'.

**Kim Nichols** has nominated **Deanna Dale**.

'Deanna has been a rock for the Bulwell office. She has done a brilliant job and is always there for me'.

**Emma Percival** has nominated **Kyle Higginson**.

'Over the past few weeks I have spent a lot of time sorting out window designs, Kyle has helped me by putting display boxes and easels together, making wooden letters stand up and even stray painting various bits of wood for me. Nothing is too much trouble. Thank you Kyle'.

**Nigel Lynn Rose** has nominated **Adam Rigley, David Green, David Powell, Frank Don, Gary Seymour and Stuart Stemp**.

'On arrival at Royal Wootton Bassett with us destined to close the vault and backfill it was apparent that the two ton of mixed tick and soil left about ten yards away was too little to fill the grave. Thus two ton of top soil was delivered adjacent to the skips by the cemetery entrance. This was 180 yards across the grass from the grave and in the end about four ton was required to be moved. Over a period of three hours I was assisted by Adam, David, Frank, Gazza, Green and Stuart who worked without a complaint or murmur. I think that on average they went the extra five miles each.'

**Colum J. O'Shea** has nominated **Emma Percival**.

'Whilst working on the new window display at Ollerton, Emma went out to the car to get something, on her way back, she noticed one lady helping another towards the charity shop next door to the office, with them both struggling to carry their items Emma assisted them both. A great example of AWL in the community and the ladies were very grateful for her help'.

## And the winners are

**\*\* Adam, David, David, Frank, Gary and Stewart\*\***

