Season’s Greetings from A.W. Lymn The Family Funeral Service

A.W. Lymn Sponsors the Annual Bereavement Service at Wilford Hill
The Annual Bereavement Service, sponsored by A.W. Lymn, in conjunction with Nottingham City Council, was held at Wilford Hill Crematorium on Saturday 5th December and attended by a packed congregation remembering their loved ones.

The service was introduced by The Lord Mayor of Nottingham Councillor Jackie Morris, and officiated by The Reverend Chris Hodder from St Paul’s Church West Bridgford, Father Michael Brown from The Church of the Holy Spirit West Bridgford and Lesley Ball licensed lay reader from A.W. Lymn Clifton.

A full programme included a poem ‘The Loom of Time’ read by A.W. Lymn lister Jane Turner, musical contributions ‘Silent Night’ sung in German, Italian and English and ‘I, the Lord of the Sea and Sky’ sung by Antonio Lione, ‘Time to say Goodbye’ sung by soloist Katie Smith and ‘The Last Post’ played by Colum O'Shea. Music was also provided by Blidworth Welfare Band and local community choir ‘Praise Singers’.

The Act of Remembrance saw members of the congregation hanging memorial message tags on the Christmas Tree, assisted by ushers Rob Lippitt and Nigel Dolman of A.W. Lymn. The service was concluded by Announcements and Thanks by Jackie Lymn Rose and light refreshments served by A La Carte of West Bridgford.

A.W. Lymn 2015 Best Practice Winner of the Year - the votes have been counted and the results are in!
The results are now in, the votes have been counted & verified, and we can reveal that the four shortlisted finalists, receiving the most votes from A.W. Lymn staff are, in no particular order .... revealed on page seven of ‘New Horizons’.

“Our family serving your family since 1907”
From the Top
Season’s Greetings from the Lymn Rose Family

It is a great pleasure to be sending this Christmas message and to look back with pride on what has been a very successful, and busy year. It has been a testing 12 months for our family with the impact that illness has had upon the administration of the business particularly with the unusually high death rate and the increased numbers of funerals conducted during the year.

The Management Changes that were originally introduced for just an interim period have now been confirmed as permanent and we are all grateful for the support and encouragement that all members of staff have given throughout the year. Without the continued support of you all these changes would have been more difficult however with your support our family business has continued to go from strength to strength.

We all hope that you will all be able to enjoy a few days relaxing over the Christmas and New Year period and that you and your families will benefit from the respective four and three day breaks and I look forward to seeing as many of you as possible at the Staff Party on Saturday 2\textsuperscript{nd} January, and that this will mark the beginning of a happy and prosperous 2016 that will see you and your family in good health.

Wishing you all a very merry Christmas, and a Happy New Year

\textit{Nigel, Jackie, Matthew and all the Lymn Rose family}
Message of the month

A.W. Lymn Staff Support the Christmas Service of Remembrance at Bramcote Crematorium on Sunday 6th December

The Annual Christmas Service of Remembrance was held at Bramcote Crematorium in the Serenity Chapel on Sunday 6th December. Andy Hands, Chapel Attendant from Bramcote Crematorium made the welcome speech and the service was led by Rev’d Jez Prance with musical contributions by soprano Sarah Simmonds.

A.W. Lymn staff attendees included Senior Funeral Director Julia Carty from Nottingham office, Rebecca Diamond Funeral Director from Stapleford office and Lister Jane Turner.

Rebecca read a moving seasonal poem of remembrance ‘We Won’t Have a Christmas This Year’ written by Verna S Teeuwissen.

The Act of Remembrance, included Jane Turner and Andy Hands reading the register of remembrance messages and members of the congregation hanging memorial message tags on the Christmas Tree, which is now located in The Chapel of Remembrance at Bramcote Crematorium.
A.W. Lymn is Proud to Support Nottinghamshire Hospice ‘Light Up A Life’ 2015

The Nottinghamshire Hospice annual ‘Light Up A Life’ services were held on Saturday 12th December 2015. The ‘Light Up A Life’ ceremony was a very moving and special event within the Hospice’s calendar, with two ceremonies, the first in St Barnabas Cathedral and then later that afternoon at the Hospice itself. As in previous years, hundreds of lights, each representing a loved one, were lit during the ceremony in the Hospice’s grounds.

A.W. Lymn was delighted to support the special concert programme.

The Nottinghamshire Hospice offers a unique service to those people affected by cancer and other life threatening illness through the Nottinghamshire area, including support to patients and their families right from the point of diagnosis and its services are available free of charge at any time during the course of the patient’s illness.

A.W. Lymn is Proud to Support Treetops Hospice Derby ‘Light Up A Life’ 2015

On Sunday 6th December Senior Funeral Director Kevin Hall attended the Treetops Hospice at Risley Derby "Light up a Life" service, which A.W. Lymn Derby area have been supporting for a couple of years and work with them to help with fundraising and referring clients to their bereavement counselling that is free of charge to anyone with a DE postcode.

The service was opened by Treetops Chief executive George Cameron then there was a welcome from the Deputy Mayor of Erewash Abey Stevenson. Carols were sung and there was a performance by the Dalesmen Male Voice Choir.

All the people that attended had the opportunity to sponsor a candle in memory of a loved one at Christmas.

After a minutes silence the tree lights were switched on by Lucy Kite (Central ITV Weather Presenter) and people were then invited to place candles around the tree.

Pictured are the tree, Kev’s daughter Alice with her candle and Kev with Alex (Treetops fundraising Manager) and Lucy Kite.
Coffin Workshop News - Message from Brian York, Coffin Workshop Manager
Lara has now come to the end of her workshop training and will be moving to the drivers as of next Monday (14th Dec), I’d like to thank her for all her help, hard work and enthusiasm she has shown over the last few months, and would like to welcome Steve back to his workshop duties.

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

The overall winner who sold the most pre-paid funeral plans **1 September – 30 November** and who will receive a large box of Heroes Chocolates is Mark Ridout from Carlton. Well done Mark.

If you sell the most pre-paid funeral plans during the 1 December – 29 February quarter you could be the next winner.

Congratulations to Dean Spencer (‘Spud’) of A.W. Lymn The Craftsmen in Stone on Recent Institute of Advanced Motorists (IAM) Pass

Well done Dean on his recent IAM pass.

Fiona Hall at A W Lymn Spondon is the contact for IAM questions or applications – any staff who are interested in applying should contact Fiona.

Penny Lymn Rose and Ellie Carr Performing as part of Lace City Chorus female choir

The Lace City Chorus female choir recently performed at the Newton Building Trent University. The choir is the only barbershop chorus for women in Nottinghamshire, formed in 1992 and is highly regarded as one of the premier barbershop choruses in Europe.

Pictured are Penny Lymn Rose, Funeral Arranger Ellie Carr from A.W. Lymn Arnold and Ellie's mum Dianne (pictured with her) who are all part of the group.
Thankyou to Kirsty Payne and Nigel Lymn Rose, following the recent funeral of Local Musician Roy Foster (a.k.a. Roy Stone)

I cannot thank you enough for the dignity, care, affection and love you and Nigel have shown me and the family during this tragic time. With your professional help, support and guidance you helped to make Roy’s sad departure into a celebration of his life. So many people have said what an amazing send-off he had. Roy would have loved the fact he stopped half of Nottingham with his parade of the most expensive Rolls Royces!! Thank you so much for your professionalism but also having the ability to make people feel at ease and that nothing was too much problem.

Thankyou to Colum & Sarah at West Bridgford

Dear Matthew,

I just had to write to you to pass on my thanks to Sarah Hall and Colum O'Shea via yourself but also to make you aware just how amazing these two people are. I have just gone through an incredibly torturous 6 weeks. Whilst on holiday with my husband - in Madeira he was taken suddenly ill and passed away.

The horrors surrounding his death, the repatriation and coroner's intervention have been unbearable for me to cope with. We were asked to make a very quick decision regarding the funeral home for him to be taken to in the UK and so we chose A.W. Lymn in West Bridgford where we live – for full thank you letter see the next ‘New Horizons Breaking News’.

Shirebrook Thankyou Card

We would like to express our appreciation to all staff at Lymns involved in the funeral of our dad.

We can look back on the day with a smile knowing his wishes were granted.

Thankyou to Derek from Baby Jake’s two big brothers

A.W. Lymn Beeston conducted a baby funeral two years ago. Baby Jake’s two big brothers made this cake for Derek and recently bought it in to Beeston office.

The gesture was so touching that it moved Derek to tears.
Best Practice
Monthly Staff Recognition Award

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

Congratulations to December’s **winner Dean Spencer (Spud)** from A.W. Lymn The Craftsmen in Stone - pictured receiving his prize-winners cheque.

‘Best Practice of the Month Award’ nominations for January are:

**Nomination One: Sharon Allen nominates Amy Hodkinson**
I would like to nominate Amy for helping a severely disabled customer in a wheelchair to the bus stop, the bus had two pushchairs on so couldn’t fit her on, she brought her back into the warmth and Ben decided to order her a taxi, Amy then helped by guiding her up the ramps.

**Nomination Two: Rob Lippitt nominates Wayne Lambord**
I received a telephone call recently from a highly satisfied LLVH client Derek Pavis, who had been chauffeured by Wayne Lambord to and from Southampton to join a cruise to New York and the Caribbean on the Queen Mary. Mr Pavis was full of praise for Wayne’s high standard of driving and his helpful personality and approach, particularly with regards to assisting with accessibility.

**This month’s winner is...**
**Amy Hodkinson**

We look forward to receiving your nominations for February 2016 by 10th January 2016 – please send this to [rob@lymn.co.uk](mailto:rob@lymn.co.uk) with reasons for your nomination.

**A.W. Lymn 2015 Best Practice Winner of the Year - the four shortlisted finalists are ...**
The results are now in, the votes have been counted & verified, and we can reveal that the four shortlisted finalists, receiving the most votes from A.W. Lymn staff are, in no particular order ....

![Winners](image)

Matt Winman  
Brian York  
Kerry Bishop  
Steve Upton

The overall winner from our shortlisted finalists will be announced at the staff New Year Party on the 2nd January 2016 and will receive £250 along with a prestigious trophy which will be presented at the event.

“Our family serving your family since 1907”
Don’t just take our word for it — here are comments received this month about the service we deliver for our families (first set of initials Funeral Arranger, second set of initials Funeral Director).

### Average client rating this month

<table>
<thead>
<tr>
<th>Rating</th>
<th>Drivers</th>
<th>City Flowers</th>
<th>Arnold</th>
<th>Beeston</th>
<th>Bingham</th>
<th>Cotmanhay</th>
<th>Long Eaton</th>
<th>Hucknall</th>
<th>Ilkeston</th>
<th>Long Eaton</th>
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<tr>
<td></td>
<td>Excellent – 93</td>
<td>Excellent – 46</td>
<td>Personal service &amp; contact over arrangements.</td>
<td>Genuine people.</td>
<td>Nothing too much trouble. Maggie Makar kept in touch by both phone and email, beautiful cars.</td>
<td>Politeness &amp; efficiency.</td>
<td>The whole aspect, the people were, kind, compassionate and gracious.</td>
<td>Very caring and professional.</td>
<td>Walking ahead of the Hearse.</td>
<td>The personal attention at all times and the kindness shown.</td>
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<td></td>
<td>Good - 7</td>
<td>Good - 7</td>
<td>Involvement with people present.</td>
<td>They were very helpful and sympathetic &amp; caring with their customer service.</td>
<td>Very supportive, gave clear guidance. Guided the family and friends in a calm friendly manner.</td>
<td>All of it.</td>
<td>The whole aspect, the people were, kind, compassionate and gracious.</td>
<td>Helping us with information, excellent service.</td>
<td>The personal attention at all times and the kindness shown.</td>
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<tr>
<td></td>
<td>Satisfactory - 0</td>
<td>Satisfactory - 0</td>
<td>Photo Clips - Media River.</td>
<td>DMT/DMT</td>
<td>Very professional, courteous and helpful. MM/MLR</td>
<td>Politeness &amp; efficiency. TSR</td>
<td>The whole aspect, the people were, kind, compassionate and gracious.</td>
<td>DLD/RK</td>
<td>NMR/SB</td>
<td>LJC/LJC</td>
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<td></td>
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<td>The entire staff were very gentle and respectful of my feelings at this tragic time.</td>
<td></td>
<td>Very professional, courteous and helpful. MM/MLR</td>
<td>The friendliness and ease of conversation. KH/KH</td>
<td>The personal attention at all times and the kindness shown.</td>
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<td></td>
<td>Polite and deferential without being sentimental.</td>
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<td>Maggie Makar was very professional, prefect balance of kindness and efficiency. MM/BM</td>
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<td></td>
<td>Ellie was very helpful &amp; caring – quite brilliant!</td>
<td></td>
<td>Caring treatment appreciated. JF/NMR</td>
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<td>Ellie &amp; the gents on the day were again exceptional.</td>
<td></td>
<td>My father was known to the Lynn family. Mr Lynn Rose walked in front of the hearse which was a beautiful touch. Jackie Lynn Rose was personally involved in organising. JF/NLR</td>
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<td>Every effort made to personalise service.</td>
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<td>Everything was of the highest standard and I was guided by staff, never feeling at all lost. NMR/SB</td>
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<td></td>
<td>Yes very helpful, very thoughtful, very courteous, very friendly.</td>
<td></td>
<td>We had everything we asked for it was perfect. Thank you very much. NMR/NMR</td>
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"Our family serving your family since 1907"
Family Comments

Mansfield
Mr David Combe was at all times very kind & considerate nothing was too much trouble for him & we felt confident that everything was being taken care of. DC/DC

Dealing with one person throughout. (David at Chesterfield Rd) DC/DC

Excellent service. DC/DC

Vase with flowers & name on plaque – Placed on grave was a lovely thoughtful touch. DC/DC

Mansfield Woodhouse
Friendly personal service. SEJ/JWB

Couldn’t have wished for a better service. Staff were very kind & understanding. AA/AA

Nottingham
No complaints at all. KLP/KLP

The respect and consideration shown throughout the service. KLP/KLP

Warmth and compassion of staff. TK/NMR

I would like to thank Tony Knowles for being so kind and for his professionalism for what he did for my mother, (Thank you Tony). TK/TK

Your staff are wonderful. Very caring, experienced and professional. Paul was fantastic. TK/TK

Professional match of staff. JLR/JLR

Tony Lione was 1st class. We particularly asked for Tony as he arranged my father’s funeral. Such a true professional, courteous & caring. He is a credit to your business. AML/AML

Good dealing with the same funeral director. AML/AML

Kindness of all the staff back office and front office. AML/AML

Ollerton
Far exceeded my expectations, every detail was taken care of with expertise & precision but with a certain caring touch. DS/DS

David Summers in Ollerton, really excellent service. DS/DS

David was very approachable and explained everything thoroughly. DS/DS

Osmaston Park
The director made me feel at ease. Very professional. MC/MC

Mark Chapman had previously acted for my late father. I found it comforting that he remembered us. His attention to detail was outstanding he genuinely made a difference during this difficult & sad time. MC/MC

Mark arranged everything as we requested. He made a difficult day into a celebration of my mother’s life, couldn’t have got through it without him. MC/MC

Everything went to plan. MC/MC

Radcliffe on Trent
Your service and help was incredible. BM/DTL

Staff very helpful. BM/DTL

Ruddington
Richard Marshall was wonderful, very helpful, professional and respectful. RJM/RJM

Empathy. RJM/RJM

The professional manner of all concerned. TLS/RJM

Friendly staff. CJO/CJO

Very polite and understanding offered advice and we were not rushed into a decision. RJM/RJM

Shirebrook
Andy the director was very professional.

Spondon
Attention to detail. FH/GA

Stapleford
Friendliness & empathy shown at time of arranging funeral & after. Very accommodating and helpful – made the whole process much easier at a difficult time. Thank you. TSR/LJC

Sutton in Ashfield
Nothing was too much trouble. MS/AA

Everything was perfect. NA/AA

Nita was very helpful and friendly at this difficult time. NA/AA

West Bridgford
The service was clear, efficient, friendly and pleasantly informal. (Sarah) SJH/RJM

Wollaton
All aspects from beginning to end was perfect in every way. Jane listened to me as to what I wanted for Gerald. JK/JK

Overall standard of service. KH/AA

Jane was very professional & kind & easy to talk to at a time of great distress. She gave us every confidence that we would be looked after & our loved one respected. JK/JK

Friendliness, approachability and directness. JK/JK

A great personal touch and suggestions made to us were perfect for our family. The celebrant was amazing. JK/JK

Could do better
None
A.W. Lymn Centenary Foundation is Proud to support The Friends of Bestwood Country Park

The 650 acres of Bestwood have a richly varied landscape, wildlife and industrial heritage. This serene oasis, now popular with walkers, cyclists and bird-watchers, was once home to one of Britain’s busiest coal mines. It is the home of the Bestwood Colliery Winding Engine House, the Dynamo House and Alexandra Lodge.

On behalf of the Friends of Bestwood Country Park, Gill Costello, Treasurer, wrote:

“I am writing on behalf of the friends of Bestwood Country Park to thank you for your cheque to the friends group. We really appreciate the Trustee’s approval of our application – it’s grand to have such support. This funding for a gazebo will enable us to provide much needed shelter in our English weather, for outdoor events in the park, or if we’re promoting the park elsewhere. We’ll make good use of it!”

Nigel Lymn Rose and Mark Ridout attend a Commemoration Ceremony on Armistice Day at The Great Central Railway Rolling Stock Trust, Ruddington

Mark Ridout recently took a chance telephone call from Richard Tilden Smith, the Chairman of The Great Central Railway Rolling Stock Trust, based at Ruddington Heritage Centre, asking whether he could recommend a Scots piper.

It was to provide a suitable accompaniment to a Commemoration Ceremony on Armistice Day at the Centre to unveil a recently restored Victorian Railway Carriage and to remember the 436 casualties (including 227 deaths) in a horrific accident at Quintinshill, Britain’s worst ever railway disaster, in 1915 when the 7th Battalion of the Royal Scots, a Territorial Army formed in Leith, were embarking for the Gallipoli Campaign during the First World War. They would have been travelling in such wooden carriages, lit by gas, which was a dreadful combination at the time of an accident.

Always having been interested in railways and their preservation Mark got talking to Mr Tilden Smith at great length and he was inspired by Mark’s genuine interest, the upshot of which was that he said that he would invite him to the occasion.

The restoration project took fifteen years and the final ceremony and unveiling, to which Nigel and Mark were invited, was a dignified occasion, supported by the Ruddington Royal British Legion and graced by the presence of the Deputy Lord Lieutenant, the Chairman of Nottinghamshire County Council and senior officers of the Royal Regiment of Scotland.

“Our family serving your family since 1907”
Caught on Camera

‘A new broom sweeps clean’ as Lambord Cleaning Services bring the sparkle and shine to Cotmanhay office.

The floral Dance, as Ben Russell tiptoes through the floral tributes at a recent funeral.

Christmas glitz as Lister Nigel Dolman demonstrates the new A.W. Lymn Christmas sequined tie!

A broody moment at Robin Hood House as Kirsty, Babs, Stacey and Grant go gooey-eyed over baby Mason Redwood

Santa (aka David Meek) arrives at Bramcote a little early for Christmas and takes doze...

Christmas Tree Dressing shenanigans at Robin Hood House, with Matt Winman meticulously arranging the branches before Stacey and Lorraine take matters in hand!

If you have any amusing or amazing shots of colleagues as they go about their daily duties, which are appropriate for publication in 'New Horizons' please send them to rob@lymn.co.uk
To receive the ‘New Horizons Breaking News’ email updates during the month as they happen, Simply visit our website www.lymn.co.uk and click on the subscribe button at the bottom of the home page.

I hope you have enjoyed reading this edition of ‘New Horizons’. If you have any suggestions, contributions or photographs for the February edition, please email them to rob@lymn.co.uk by: 10th January 2016.

Kind regards,

Rob Lippitt
Manager - Marketing & PR

Tel: 0115 941 4101 Ext 176 | 07968 698358
Email: rob@lymn.co.uk | www.lymn.co.uk
facebook.com/awlymn | twitter.com/awlymn

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