



The Family Funeral Service

Staff Newsletter - January 2017

Christmas Message

It gives me great pleasure to write this year's Christmas and New Year message. It has been a particularly pleasurable year for me as I have been in good health and it has been my first full year in my new role as Chief Executive and it has been Matthew's first full year since his appointment as Managing Director was confirmed in late 2015. What has been particularly satisfying to both the Lymn Rose family and the Management team has been the consistent support and help given by so many of our loyal and conscientious members of staff to the families that we serve at such a difficult time. I really am so immensely proud of what you do for our family company.

The general population must be grateful that the death rate in the last year has been down on 2015. However in spite of this and in spite of other factors affecting families choice of funeral director such as pre-payment plans sold nationally that allocate funerals to national companies rather than to us and registrars and others that recommend other firms when they should not we have continued to maintain our share of the market. I often ask why and wonder how have we managed to achieve this. I can only conclude that it is a team effort, that we all like to say yes, that we offer choices, that we are transparent in our pricing and that we all believe that if we provide the best service we can then everything else will follow. This is evidenced by the ever increasing number of clients choosing to arrange their pre-paid funerals with us, they do this as they know we care and they trust us. Look at the client feedback in these monthly newsletters, look at the client reviews on FuneralZone and look at the letters, cards and emails that arrive at every office on an almost daily basis. I am not saying that we always get it right but I do pride myself that when we do get it wrong we acknowledge our errors, apologise for them and try to learn from those mistakes.

So what have been the highlights of the year. The level of staff commitment, the refurbishment of funeral homes, the move towards an exclusively Phantom fleet, the appointment of new staff, the qualifications gained by staff members, our first venture into Television advertising, the ever increasing involvement with not only the traditional families of Nottinghamshire and Derbyshire but the closer working relationships we continue to establish with others such as the African Caribbean, Asian, Polish, Ukrainian and Travelling communities, the preparation for expansion with the new premises in Littleover and only yesterday the purchase of the Willows Medical Centre in Carlton with a view to moving the two Marks a little further down Church Street. I just love the way we do things differently. Look at the picture of the grave prepared in the Lymn's way for the funeral at Dartford today

It has also been great to see a number of changes in staff member's families. New partners, marriages, retirements and of course the patter of tiny feet as staff have gone away on maternity leave. It is a pleasure to see the growth of the families involved in our company.

In closing I, on behalf of Matthew, Jackie, Ben, all other members of the "A W Lymn family" and the management team, would like to thank all staff members for your continued support throughout the year. We trust and hope that you all have a lovely Christmas with your family and wish you good health, happiness and prosperity in 2017. Thank you, you are much appreciated.



"Our family serving your family since 1907"

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

Dominic Lister and **Matt Winman** have nominated **Nigel Dolman**. Whilst travelling through Harby on his way to a funeral in Waltham on the Wolds, a tractor with trailer reversed into his car, writing it off. Nigel with the assistance of one of the locals managed to get his car onto a driveway and assembled all he needed (including service sheets) to get a lift to the church. Nigel carried out his duties in church despite being visibly shaken by the accident.

Jackie Lynn Rose would like to nominate **Fiona Hall** and **Karen Horton** for addressing 416 envelopes to nursing/ care/ residential homes re holiday closure.

Pete Clarson has nominated **Dave Powell** and **Gary Phipps** for helping to clear out Malt Mill, working hard without any complaints!

Kevin Hall and **Emma Percival** have nominated **Lesley Ball** and **Jane Turner** for their help at the Spondon events. In the heat of the summer and the cold of the winter they are there from start to finish even though they don't have to be. At the Spondon Alight event they arrived well before the event started because of the road closure and stayed until 8.30pm.

Deanna Dale has nominated **Stacey Bentley** as she often burns CD's for funeral's at her own expense and in her own time at home. Deanna had a family, who had not chosen any music until the night before the funeral. They were struggling to download the tracks to CD so decided to use a mobile phone. With the weather being awful and the funeral being outside at a natural burial site, Deanna was worried about hearing a mobile and asked Stacey to help. A perfect CD was ready for the funeral at extremely late notice. Deanna adds '*She is five star. I find her always happy to help. Great girl!*'.

Emma Percival would like to nominate **Keira Morrison** for printing all the Christmas card letters which has saved many hours of letter writing for the branch staff.

Lesley and Jane



Clockwise from top - Nigel joins the drivers for lunch in the staff canteen. Trade hire of Rolls-Royces to the Heart of England Co-operative. At a funeral in Stratford-on-Avon. Kate Lock, funeral director at Norman Lock and Son in Devon, with hearse driver Mark Stone on a recent trade hire at Exeter crematorium, with the Rolls-Royce Phantom VI hearse.

‘Best Practice’ of the year

It is time to vote for ‘Best Practice of 2016’ (which will also include November and December 2015).

Here is a reminder of the winners that are now eligible to win.

Lesley Ball and Jane Turner (2 nominations) for giving up their free time to attend and assist at various events either undertaken by Lymn’s or by others (including branch open days, charity events, local community events and Christmas services).

Catherine Broome for her behind the scenes work when we changed the system for dealing with the provision of prepaid funerals and training two new starters at the same time.

Lara Cabourn (3 nominations) for organising weekend replacement phone cover, at the 11th hour. When listing on a funeral she realised the vicar had not arranged the music for entry and exit, she managed to sort the problem in a short space of time with the vicars phone and YouTube! Scanning and archiving at Nottingham, out of hours in her PJ’s.

Neville Carridice (2 nominations) for helping a family struggling to back fill a grave. Cleaning up vomit from a chapel of rest, so the next service was not disrupted.

Gary Cooke for at very short notice volunteering to drive the Phantom Hearse in cortege to Edinburgh which meant Anne had to catch the bus to work!

Deanna Dale for her extended branch cover at the “drop of a hat”.

Amy Hodkinson for helping a severely disabled customer in a wheelchair by bringing them back into the warm when the bus was full.

Pete Jeffrey for making a vault in Doncaster one day, and Stratford the next, excellent work in such a short time.

Andy Johnson for helping a family struggling to back fill a grave.

Jane Keetley for finding an accounting error which had made Wollaton look like they were missing £3700.

Mick Pooley for doing a great job of weeding and tidying up, he not only sorted out the area in front of the masons (where he was asked to) but continued around the whole yard and Sheriff House.

Lorraine Saxton for her dogged determination, patience and politeness, in the face of adversity, when chasing debtors.

Dean Spencer for his help with fixing two granite lions, which weighted over 3 tonnes each, on the Nottingham University campus.

Mark Stone for spending two consecutive nights away from home on a funeral in Southampton and then a

Voting Slip

Lesley Ball & Jane Turner []	Deanna Dale []	Mick Pooley []
Catherine Broome []	Amy Hodkinson []	Lorraine Saxton []
Lara Cabourn []	Pete Jeffrey []	Dean Spencer []
Neville Carridice []	Andy Johnson []	Mark Stone []
Gary Cooke []	Jane Keetley []	

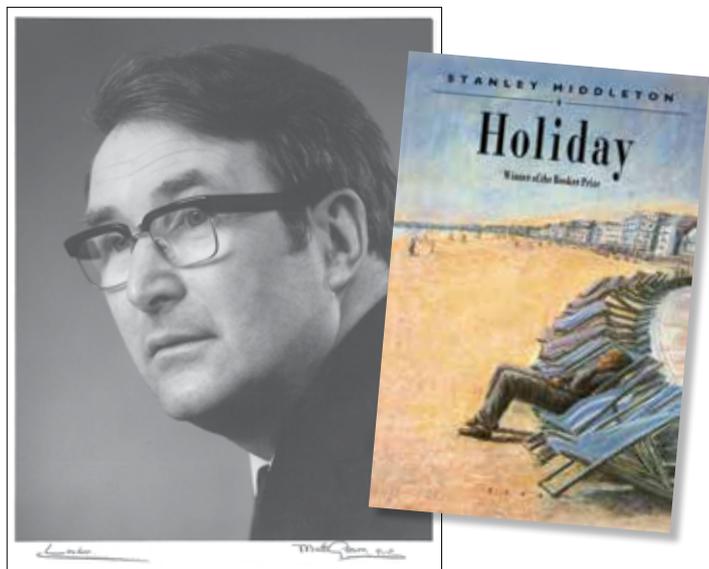
Voting slips can be placed in the ballot box, in the admin office at RHH or sent in internal mail to Emma. Closing date Thursday 5th January 2017. One vote per A W Lymn current employee only. Photocopies will not be accepted.

New art display at Middleton House, Bulwell

Our Bulwell office is named after local author and Booker Prize winner, Stanley Middleton.

We are lucky enough to have some original paintings and sketches which have been re-framed and re-hung in the reception at Bulwell along with a biography of Stanley's life.

Kim is pictured next to the display, which she was keen to get installed before starting maternity leave in January.



Stanley Middleton

Stanley was born in Bulwell, Nottinghamshire in 1919 and educated at High Pavement School, Stanley Road, Nottingham and later at University College Nottingham.

Middleton started writing at university and in 1958 published *A Short Answer*. Alongside his work as an author he taught English at High Pavement Grammar School for many years. In 1974, his novel *Holiday* won the Booker prize. In 2008 *Her Three Wise Men* was published, his 44th novel and the last to be published during his lifetime.

Middleton was an accomplished organist, playing regularly at St Mark's Methodist Church on Ravensworth Road in Bulwell and stepping in to cover others, often at Mansfield Road Baptist Church in Nottingham. He was also a fine water colourist and contributed his own artwork to the covers of the 1994 novel *Catalysts* and the festschrift, *Stanley Middleton At Eighty*.

The actor Peter Bowles was taught by Stanley Middleton while a pupil at High Pavement. In 1980 when Bowles was the subject of the popular TV programme *This Is Your Life*, Stanley Middleton appeared as a guest on the programme.

Middleton was married to Margaret Welch from 1951 until his death; the couple had two daughters, Penny (Lynn Rose) and Sarah. Towards the end of his life he suffered from cancer, and died in a nursing home on 25 July 2009, one week before his 90th birthday.

It has been revealed that Middleton refused an OBE in 1979. This came to light following a Freedom of information request by the BBC. He did not feel that he should be honoured simply for doing what he regarded as his job.



Work due to start at Meek House, Littleover

Window vinyls have been added to the front of Meek House ready for the start of work.

Pictured is David Meek outside Meek House. Nigel felt the name of the house was fitting given David and his late wife Shelagh's connection with Littleover and for how much they had done for the company in Derby.



Christmas at Lymns



Clockwise from top.

Past clients Patricia Gee and Catherine Blore hanging Memory Card's on the tree at RHH. Table at the Ruddington village fair in St Peter's Church. Jules, Lesley and Anne at the 'Annual Service for the Bereaved', Wilford Hill, sponsored by A. W. Lymn. Spondon Alight. Before in St Mary's Church and after it was moved to our Hucknall office.



Paul Tiveday dog sitting on a funeral in Sussex. The dog said 1 UF was very comfy!



Congratulations to Lara, Dominic, Sarah, Colum, Ellie and Mark at the NAFD graduation ceremony

(Pictured here with NAFD Chairman Jeremy Field and Dr. Dawn Albery Head of Birmingham City Business School)



Congratulations to Colum who has won tickets to Mansfield Town Football club on Boxing Day.

The answers to Lesley's mini quiz are...

1) On which musical ship would you meet Sir Joseph Porter KCB? **HMS Pinafore**

2) Which was the first "Carry On" film? **Carry on Sergeant**

3) From which plant in linen made? **Flax plant**

4) Which dessert is made from a pile of profiteroles? **Croquembouche**

5) According to the Bible, what are the names of the three wise men? **The names of the wise men are not in the bible. (Colum has added - Armenian Philosophy first named them however as Balthasar of Arabia, Melchior of Persia and Gaspar of what we now call India).**