



Nigel Lymn Rose - Group CEO

Christmas and New Year Message 2017



In this issue

It is hard to believe that we are yet again approaching the end of another year and I hope that you and all your families are looking forward to the Christmas break.

My family and all those associated with our family business appreciate, possibly more than most, that for some this is a difficult time of the year. It will be, for many of those we have served, the first Christmas and New Year without someone very special to them. We hope that with the strength and support of other members of their extended family these bereaved people will be able to remember the one they loved and continue to love and that they will be able to focus on the beautiful memories they have.

As regards our family business, I remain immensely proud of all that those associated with it, including my own family, our employees and those who assist us on a daily basis, the family and I would personally thank everyone for continuing to uphold the good name of my great-grandfather Arthur William Lymn.

I feel that we go from strength to strength and any setbacks in the year are more than offset by our successes and I would thank everyone for their help and support. George & Sheila, Jackie & Rex, Matthew & Alanna, Chloe & Glenn, Ben & Emma and Penny & I wish each and every one of you and your families a happy Christmas and a prosperous 2018 and look forward to working with you all next year.



Offices get ready for the festive period.

Christmas Tree and Memorial Services (above RHH tree)

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Voting for the 2017 Best Practice of the Year

Who will steal Nev's crown?

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Travelling Nativity

from **Angela Knight**



The Parish of St Peter's Littleover Travelling Nativity enjoyed their stay. We had lots of children gather outside and ask lots of questions about why they were at my office. It was quite an attraction for the children walking home from school and their parents. After office hours it continued to attract attention with numerous people stopping to take photos! Jane Turner's carol singing mice and extra sheep and donkey joined the crew to add a splash of A. W. Lymn uniqueness to the travelling nativities stay!

Spondon Alight

from **Kevin Hall**



Again this was a very successful event. We provided hot dogs and onions, sweets and drinks for the kids, mince pies and Fiona's now "village renowned" mulled wine.

We decided to put up posters for voluntary donations and the charity boxes for Treetops and Cats protection did well too.

Massive thanks to Fiona, Jane and Angela for all the hard work.

Bramcote Memorial Service

from **Richard Marshall**



On Sunday 3rd of December Bramcote Crematorium held their annual Christmas service of Remembrance. We were all warmly welcomed by Andy Hands. Music was provided by Angie Dean who sang beautiful solo versions of 'O Holy Night' and 'Love Me Tender'.

Families were asked to light candles in memory of loved ones who had died and these were placed on the catafalque. The congregation sang the carol 'Silent Night' and then were seated to listen to the names of those being remembered, read in part by A. W. Lymns Lesley Ball and Jane Turner. This was probably the most sombre part of an otherwise informal service led by civil celebrant Stacey Dawe.

It was good to see Lesley and Jane there and also Rob Stevenson who had come to not only represent his family, but also the company. There were about 200 people in attendance all of whom were offered refreshments in the foyer after that service.

It was a lovely opportunity to meet with families that we had cared for in the past and to catch up with them. What was particularly heart-warming was the way in which many of them spoke so fondly about how they had been looked after by our staff in their time of need.

Out and about

Clockwise. East Bridgford's Christmas Tree Festival. George Percival adds the star at the Edwalton Christmas Tree Festival. Christmas Tree Festival in Littleover . Our tree in Bingham Church. Gary serving prosecco at St Peter's Ruddington. Catherine and Emma at St Mary's Hucknall.



Annual Service for the Bereaved Saffie-Rose star

from Jackie Lymn Rose

We have sponsored the Annual Bereavement Service at Wilford Hill for the past four years always holding it on the first Saturday in December.

Paula Richardson, from Nottingham City Council, and I organise the event with assistance from clergy at the local Church of England and Roman Catholic churches and Lesley Ball our own Licensed Lay Reader. We see the event as an opportunity to reflect and to remember but also to look forward. Feedback from previous years is very positive.

A W Lymn Centenary Foundation sponsor Blidworth Welfare Band and they participate the local community choir Praise Singers lead the singing. For the Act of Remembrance all present have the opportunity to place a tag on the tree after which Colum O'Shea plays The Last Post on the bugle.

A number of staff volunteer their services Jane Turner always does a reading and, this year, Joanna Rawsterne, Rob Lippitt and Nigel Dolman were present to usher people to the tree and to hand out tissues. Their assistance was much appreciated. After the service there is the opportunity to mingle over refreshments as provided by A La Carte Caterers and the chance of a "selfie" with The Lord Mayor. A retiring collection for local underprivileged children raised over £140:00.



from Barbara Williamson

On the 25th November I attended the Leyland Christmas light switch on as a surprise for Lisa (ex Carlton office) and Andrew (parents of Saffie). Outside their shop they dedicated a star in memory of their daughter who was tragically taken in Manchester.

Lisa is on the road to recovery and it was great to see her.



Feedback on Memory Trees

Dominic, Please find enclosed my card for the memory tree. I would be obliged if you would put this on the tree for me. I must say I thought this was a lovely idea.

I've been to the Wollaton office. Jane and Nicki made my granddaughter and myself most welcome. Two lovely ladies that looked after me well at my sad time and again today. Thank you so much. xx

It's such a lovely idea. I received a card from Nigel as Mum passed away in January and it's nice to think that Mum (and Dad too, who passed away just two years ago) are remembered and commemorated at Christmas.

Hi Matthew. What a nice thought, doing a memory tree for the bereaved families of our deceased. I shall be taking up this offer. I think Xmas will be very hard this year for everyone concerned, and the tree is a good way of remembering. My best wishes to all staff, and the Lymn family.

Dear Mr [Lymn] Rose, Enclosed is a card for the Memory Tree, if you would be so kind to put it on. Though what a lovely idea especially as it is the first Christmas, and we are still trying to come to terms with the sudden loss. Thanking you on behalf of myself and my family.

Hello I just wanted to say thank you for the memory tree you do. It's great for me as my grandads wishes were for his ashes to be scattered back home in Wales on the beach so I have no where to go to do something like this at Christmas time. It's a great help so thank you and hope you continue to do this for many years to come xx

Best Practice of the Month

chosen by **Nigel, Jackie and Matthew Lymn Rose**



Congratulations to Eugene Coyle who has won this months Best Practice award.

Eugene was nominated by Matthew Lymn Rose for...

‘Can I nominate Eugene Coyle. On a take home last night the client told us the priest could not come to bless the coffin. Eugene stepped up and said prayers for the body, blessed him with Holy water, and led us with a set of moving impromptu prayers, the Lords Prayer and a blessing. The client was so touched she gave all the staff a hug and kiss as a token of her appreciation!’

Also nominated this month are...

Dick Stead nominated by Ben Percival

‘Can I nominate Dick for making two very difficult alterations on memorials where the clients had signed proof, orders etc but had made mistakes. One under an umbrella in the rain to make an anniversary’.

Beth Hand nominated by Sharon Allen

‘I want to nominate Beth for doing such a lovely job putting my tree up today. She was that good at it, RHH asked her to do their’s’.



Sharon Baguley nominated by Matthew Lymn Rose

‘I’d like to nominate Sharon for finding ceramic stations of the Cross for a clients vault, and have them imported by air arriving hours before

deadline. That and all the weird and wonderful requests recently from pink and blue doves to rosary bead balloons.’

Fiona Hall and Kevin Hall nominated by Angela Knight

‘Please can I nominate Fiona and Kevin for all their hard work regarding Spondon Alight please? It is the first year I have been able to take part and to see the ‘behind the scenes’ preparation (at lot of which is done in their own time) a huge effort is needed. The night was a roaring success, A. W. Lymn Spondon was packed with families writing memorial messages for the Christmas Tree, sharing stories of their experiences with A. W. Lymn and the Spondon Alight event and the refreshments ! Fiona is clearly well known for her mulled wine and the hotdogs were a treat everyone relished! The feedback from the community was fantastic, we all felt very proud to be a part of it’

Fiona Hall nominated by Jackie Lymn Rose

‘Fiona for addressing 300 + envelopes to care homes and nursing homes throughout our trading area for distribution of Christmas operating hours and for compiling closure details of all local authority funeral facilities every public holiday throughout the year’.

**Don’t forget to vote for
‘Best Practice of the Year’ 2017**

Hello

from **Malcolm Barham**

I joined the Radcliffe team at the end of September as a casual driver/bearer having previously worked as CEO of the YMCA in Lincolnshire, retiring in August. I soon discovered that retirement was not for me and looked for casual work so that I could spend some time golfing. I am enjoying the role enormously as I gets to know more staff and locations. If you are lucky I may allow you to dip into my “chocolate stash” which I carry around for hungry staff and clients.



and

from **Kevin Blake**

I joined the Nottingham team a few months ago as a casual driver bearer. I was a Grenadier Guard before becoming a retained firefighter and then a Boots PLC firefighter. I lives in Carlton with my wife and we have three children and four grandchildren.



Scottish stone move

from **Ben Percival**



We were asked to move this five tonne memorial from West Lothian to Nottingham Road Cemetery, Derby.



After a few sleepless nights the memorial was fitted in time for the family to dedicate the memorial.

This was Beth’s first involvement with a particularly large memorial and proved great experience for her.

Transport this month

Clockwise. Richard paging in front of a Morris Minor. Mark Ridout paging in front of a VW Campervan. Our 25th Phantom (before it gets sprayed). Traffic jam in Nuthall. Red and white drapes on grey horses.



A few small tributes...

from **Matthew Lymn Rose**



Problem with roadway Carlton Cemetery approx 1988

from **Nigel Lymn Rose**

MATTER FOR GRAVE CONCERN

Fencing at part of Carlton cemetery is to be re-aligned because of difficulties for drivers negotiating a corner.

Gedling Borough Council's Technical Services Sub-committee agreed on Monday to the work at a cost of £802.

A report from chief technical services officer Mr. Ernest Marshall said that the graves at this point were close up to the road and the only way to improve the corner without disturbing the graves was to re-align the fence.

Asked how close the graves were to the road, principal techni-

cal services officer Mr. Barry Ward replied: "I was told that when vehicles take the corner the chap lying in the end grave has to lift his knees up!"

Guest preacher

Canon Rupert Stevens, rural dean of Newark and vicar of Collingham, is to conduct the family harvest festival service at St. Mary's Church, Attenborough, on October 3. Canon Stevens is a former curate of Attenborough.

New Service Brochure

from **Matthew Lymn Rose**

The updated Service Brochures are due to be delivered to the offices between Christmas and New Year. I will send an email with further instructions nearer the time.




"Our family serving your family since 1907"
www.lymn.co.uk

Salvation Army Toy Run Congratulations

from **Ian Richardson**

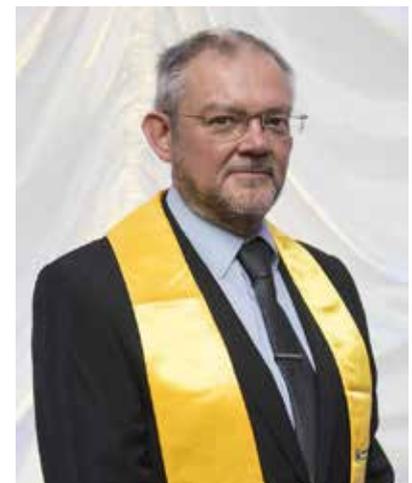


Thank you all who donated presents for the Salvation Army toy run both myself and Andy had a great time doing it. Next year I will give you more notice. The toys are distributed via social services and all really go to those who need. Joy is given to many. Just a thought did you know nearly 200,000 children will be registered homeless this Christmas not a lot has changed since Dickens really. So blessings to you all.



Karen Horton passed her Institute of Advanced Motorists driving examination on the 12th November and Ben Harwood has passed his driving test on 13th December.

NAFD diploma graduates celebrate success at Birmingham City University



Congratulations to Ellie Carr, Mark Collishaw and Sarah Derbyshire.

Flats to let

from **Pete Clarson**

Above the new branch at Carlton there will be a one bedroom flat and a two bedroom flat which will be available from 1st January.

The one bedroom flat at Stapleford is being refurbished and will be available to rent in the early part of 2018.

The two bedroom flat above Littleover will be available from 1st January.

Please let me know if you would like more information on any of these.

Carlton Open Day



The Family Funeral Service

The Lymn Rose family, Mark Ridout & Mark Collishaw invite you to the opening of their new Carlton office

Saturday 27th January 10am - 3pm

For more information please contact either Mark at

Carlton

Harrod House, Church Street, Carlton, Nottingham NG4 1BJ

Tel: 0115 961 6180

carlton@lymn.co.uk  /awlymn  /awlymn



Overall winner of

'Best Practice of the Month' 2017

It is time to vote for the overall winner who will receive a £250 reward.

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

Mark Stone drove to Birmingham airport on the New Year Bank Holiday but the handling agent did not arrive so he drove the body to Holyhead to ensure he made the funeral in Dublin!

Catherine Broome for arranging an AWL leaflet drop team when Royal Mail refused to do a section of Mansfield.

Luke Rogers for fixing a hearse (whilst out on a funeral) and then a family member's car.

Emily Milner for attending an exhumation that turned from one body into three.

Tracey Sweeting-Rowe for the way she dealt with a disruptive and rude tenant in the flat above her office.

Steve Upton for his last minute digging after a grave had been dug too short by the grave digger.

Jo Lee for the wonderful job she did on the 3D post box.

Dominic Lister and **Louise Cook** for representing the company at the Good Funeral Awards.

Andy Askew for going to Ireland at short notice to bring a deceased person back, working two very long days with only a couple of hours rest in between and then arranging a last minute Mass before going back to the boat.

Mark Ridout for last minute hymn changes on a funeral whilst trying to sort out flowers and family questions. Plus arranging extra earth for the same funeral's backfill.

Eugene Coyle for stepping in and said prayers over a coffin, then the local priest was not available.

Voting Slip

Staff Number _____

Mark Stone	[]	Tracey Sweeting- Rowe	[]	Louise Cook	[]
Catherine Broome	[]	Steve Upton	[]	Andy Askew	[]
Luke Rogers	[]	Jo Lee	[]	Mark Ridout	[]
Emily Milner	[]	Dominic Lister	[]	Eugene Coyle	[]

Voting slips can be placed in the ballot box, in the administration office at RHH or sent via internal mail. You can also email (emma@lymn.co.uk), text (07916 140 406) or call (132) your vote to Emma (please include your staff number).

Closing date Friday 5th January 2018.

One vote per A W Lymn current employee only.