

Diploma success

Congratulations to Beth, Karen and Megan on gaining Diplomas in Funeral Arranging and Administration from the National Association of Funeral Directors.



Beth Hand DipFAA Karen Horton DipFAA Megan Rosier DipFAA

Staff Newsletter

In this issue

World War I Memorial

We are pleased to be able to assist with the costs of building the new World War I memorial in the gardens on the Victoria Embankment, Nottingham.

As a firm we have a long standing reputation for feeding monies back into the community but have always had a reservation in gifting to anything that commemorates war.

Nigel comments "Three members of my family were killed in action during World War I. My great-great Uncle "Arthur William Lymn" was killed in 1915 aged just 21 years. He shared a name with my great grandfather who was the founder of our family company. My mother's uncle "George Meats" was killed in 1916 and my great-grandfather "Alfred Yeomans" in 1917. However the difference in funding this memorial is the timing. The memorial is not to commemorate the outbreak of war but instead to mark 100 years since the Versailles Treaty was signed on 29th June 1919 marking the end of what was then seen as the War to end all Wars."



Nigel and Sheila are pictured at the memorial site with the Vice Lord-Lieutenant of Nottinghamshire, Tim Richmond.



Ian Witham gets a new hearse!
1 UYV has been signed off by the DVLA and will now be garaged at Cotmanhay.



Stage one of the Rainworth refurbishment is complete
Photographs and ground plan on page 2



From left: Arthur William Lymn, George Meats, Alfred Yeomans



Nottingham Multiple Sclerosis Fundraising Committee invites you to

Summertime Blues

♪ In an English Country Garden ♪



Sunday 21st July 2019

A Fabulous Garden Party in a Beautiful Country Setting

Live Music

£30.00 ticket price includes Glass of 'Fizz' on arrival, Hog Roast Buffet Lunch and Strawberries & Cream

Pay Bar

Dress: Summer Casual

Entry and lunch by ticket only

For more information please contact penny@lymn.co.uk

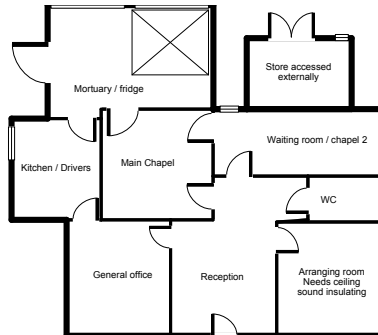
Easter Eggs

from Emma Percival



Rainworth

from Pete Clarson



Stage one of the Rainworth refurbishment is now complete. The first Chapel has been finished and is due to become a suite with the main chapel shortly. The reception area is currently being used as reception and arranging area and what will be the arranging room is currently being used as general office.

In the next few weeks the other side of the building will be modified with a new window added on the left hand side of the door to match the right hand side. There will also be refurbishment to the general office and kitchen area.



Thank you to everyone who donated an Easter Egg to The Nottingham Egg Run or Forever Stars. Eugene was pleased to deliver the Egg Run eggs to Mansfield Fire Station and Jo from Forever Stars collected the eggs from Joyce and Barbara at Nottingham.

Bramcote Crematorium

from Julia Carty



I was pleased to show Sally, Andy, Rebecca and Louise from Bramcote around RHH.



The Family Funeral Service

Client comments collected during March 2019

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 EC/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at [https://www.funeralzone.co.uk/funeral- directors and](https://www.funeralzone.co.uk/funeral-directors) [https://www.facebook.com/pg/awlymn/ reviews/](https://www.facebook.com/pg/awlymn/reviews/)

Drivers

Excellent – 98

Good – 3

Satisfactory – 1

City Flowers

Excellent – 40

Good – 11

Satisfactory - 1

Arnold

As I use you for all our funerals, I knew it would be 10 out of 10. EC/NLR

The cars & hearse. EC/RK

He was very kind and caring. RK/RK Every aspect of the service provided was excellent; to such a degree that the staff felt like 'extended family'.

EC/RK

Everyone we spoke to was very friendly and helpful. Thank you Ellie, Beryl, and Jonathan. EC/JWB

Aspley

Patience and courtesy show by the funeral arranger particularly rooms to the order of service and viewing. LEF/NMR

Very professional and helpful. LEF/RK

Beeston

The Celebrant Cheryl Smith gave a beautiful tribute and the funeral cortege was very respectable. TAR/DMC

Rang day before asked if anything was ok and if I changed my mind I would be answered by a person on the phone. TAR/RJM

Bingham

Professional & courtesy. BM/DTL We were visited by Canon Peter Watkins to discuss the order of service & particular music and tributes this was arranged by the funeral director.

DTL/DTL

I found Dominic to be most respectful, many thanks Dominic.

DTL/DTL

Dominic drove me up to Bingham Cemetery to have a look at a heart memorial my parents had chosen to get an idea about its size for wording etc. DTL/DTL

To Dominic and all the staff at Lymn. We would like to thank you for all your care and support when dad passed away. Mum would also like to say thank you for helping us at this sad time.

Evening Dominic, Just wanted to say

a big thank you for the lovely service today , we were only a small group but I really couldn't have asked for it to be any better.

Dear Dominic, A heartfelt thank you for your kindness, sensitivity and compassion at a difficult time for us.

To Beth, Dominic and all at A. W. Lymn. Thank you so much to all involved with the funeral of our mother. The service and care we received was beyond our expectations so thank you for making it so special.

Bulwell

All very pleasant, polite and professional. Tina was fabulous, but was on her own and had to deal with others that came in. TC/TK

Tina Clay at the Bulwell office handled the procedure with empathy and dignity. TC/??

Tina went out of her way to help us with all time the arrangement, we are most grateful. TC/RJM

Carlton

Prompt telephone answering & assistance from Joyce & Lesley. Lovely support to family bearers, (especially young man's support with that task) was gentle, sensitive & supportive. Thank you. JF/NMR

The whole process from the initial consultation was done with so much compassion, I cannot praise everyone enough they were all exceptional. JF/DCC

Very respectful & considerate. JF/RK The funeral director conducted everything at my home, very much appreciated, excellent service. NMR/NMR

Everything excellent service on all parts. NMR/NMR Everything. JF/RK

To Joyce, Mark and Lesley, My family and I very much appreciate the kindness and professionalism shown to us whilst mum was in your care and when arranging her funeral. We are grateful for the help and friendly support which we found reassuring

and comforting at a time when it was most needed.

To the wonderful staff at A W Lymn Carlton, Thank you to Joyce for your kindness, support and thoughtful attention in the funeral arrangements for Mum. Also to Mark and colleagues for their kindness and gentle manner at the service. You made a difficult situation as easy as possible.

Clifton

All were very courteous. TLS/TK/CL
The Preacher was first class. JM/W/
TLS

Joanna, I would like to express my thanks and appreciation to you on behalf of my mother and myself for the way you handled my Father's funeral. It was handled with the utmost professionalism. Everything went just as we were promised, we could not of asked for anything better.

Derby

Regular contact from Dan Barnes either by phone or email. DB/KH
All first class. DB/KH
I thought the whole experience was handled with care and respect both to mum and the rest of the family. DB/
KH
We found Dan Barnes to be very attentive to our needs, nothing was too much trouble especially at that time. DB/DMT

Hucknall

Not only did they look after mum they looked after me as well (her next of kin). Catherine is amazing. CAB/
CAB
How welcome they made us feel the moment we walked through the door. CAB/CAB

Catherine and Caroline, Just a little thank you for 'looking after' him for us in these final stages and the for the sensitive and for the sometimes humorous way (!) you have attending so well to all our needs and requests at this time - very much appreciated!

Ilkeston

Friendly & cheerful staff – always very helpful. JRC/JRC
The staff were all very considerate and helpful. They were well organised and professional at all times – Scott and Julia. SF/RJM
The lady name Julia was excellent from start to finish, so was the team. JRC/JRC

Good morning Kevin. I just wanted to extend my gratitude to A.W. Lymn for the handling of my mum's funeral yesterday. I can't remember the gentlemans name who walked in front of the car unfortunately but he was very professional and caring all the way through. You helped to make a sad and difficult day as easy and respectful as it could be. The vehicles were beautiful and all the staff were of the highest class. Nicola at the Ilkeston branch also was fantastic throughout. Thank you so much to all of you.

Hi Nicola, I would just like to take this oppertunity to thank you and your amazing team for such kindness and compassion you have shown towards our family during the loss of our mum. Your commitment have been second to none and your help during the arrangements I can not put into words how much that has helped us but also myself come to terms with our loss. I thank you all from the bottom of my heart.

Littleover

Angela Bembridge was outstanding in her knowledge of dealing with the coroner and her understanding of our wishes. She was also very efficient & kept us very well informed at all stages of the funeral. Angela was also extremely kind & compassionate. AB/
AB
Caring. AB/AB

Long Eaton

Good advice given with respect & dignity. LDE/LJC

Great service, friendly staff with compassion & empathy. Cars are superb. LJC/LJC
Consideration & care to our bereaved family. LJC/MS
The care taken by staff and celebrant to make you feel it was personal to them too. LDE/LJC
The manner of respect given to my husband and the family throughout the process. LJC/LJC
Personal, showed great degree of empathy. LDE/LJC
Staff. LDE/RJM
Everything was fine, we were really looked after. My husband looked good for the viewing. LJC/LJC

Mansfield

The advice was very professional and spoken with care. DC/DCC
David and his staff provided excellent service and care. Very understanding, caring, patient, compassionate, continually offered support. DC/DC

Mansfield Woodhouse

I appreciated the thoughtful help I was given and the friendliness of staff. DCC/AA
I really liked Adam who took the service. SEJ/JWB
The F.D. walking in front of the hearse until off the estate. JWB/JWB
Professionalism. JWB/JWB
Very smoothly and professional. SB/
JWB
Professionalism. SEJ/AA
Andy & Elaine were both superb in every aspect. SEJ/AA
How the funeral director lead me through the process. SEJ/AA

Nottingham

Courteous service. APM/TK
The attention given to every little detail and nothing was too much trouble for them. MR/TK
The staff. APM/NMR

To the excellent Megan Rosier and all at A W Lymn. Thank you for all your help and arranging my mums funeral.

Ollerton

Colum was very attentive and went out of his way to make sure the service was how we wanted it to be.

CJO/CJO

Very professional, understanding, kind. SB/SB

Professional yet compassionate manner, attention to detail outstanding, nothing was too much trouble. CJO/CJO

Very professional, gave all advice required and answered all queries, very good service, very respectful.

CJO/CJO

Radcliffe on Trent

Jane friendly & caring appreciated, Nigel attending service himself as he knew my husband. JK/NLR

Being directed through all the details, processes and decisions. JK/JK

Yes the service was excellent & civil celebrant Rebecca White was Superb. Jane was compassionate, thoughtful & professional throughout; & made a sad time easier to handle. JK/JK

Very personal and empathetic attitude. Easy to talk to and always happy to be flexible. JK/JK

To all that played a part in the funeral yesterday, We'd like to say a huge thank you to everyone involved from start to finish. My Dad had a perfect send off and the work you all did was a massive contribution to this. The flowers were beautiful and absolutely perfect, exactly as I'd hoped I'd described! We had a lot of compliments about the casket too, which was very impressive, if that's the right thing to say! As for the bus, it was just wonderful. My Dad, and a number of the people who rode on it, was a bus fanatic so it was the perfect last ride for him. The little detour via Ruddington was also very fitting as this is where he was born and raised, which you probably weren't aware of. I hope trying to get up the Avenue doesn't give the driver nightmares! We wouldn't hesitate to recommend your services. Thanks again.

Rainworth

Very considerate and professional, and very kind and helpful. DCC/DCC

Ruddington

All discussions about required services were conducted in an unhurried and caring way. The attention to detail at the crematorium was outstanding. GLC/JLR

The funeral director was very professional, gave good advice and ideas, nothing was too much trouble.

TLS/TLS

Very caring and understanding. GLC/TLS

Advice and support given. I had not had to do this before and, owing to a set of circumstances, had to do this on my own. The manner and help given was excellent throughout. GLC/TLS

Spondon

Fiona hall was brilliant in advice and generally made the process so warming and easy. FH/KH

Friendly, approachable, professional, comfortable to deal with, made everything as painless as possible.

FH/KH

Stapleford

I was amazed with the funeral cars I was so pleased with them. TSR/TK

West Bridgford

Sarah and Andrew were really helpful and professional. Sarah directed the funeral service to the highest standards and was most attentive.

SJD/SJD

Professionalism, kindness, supportive. AMB/SJD

Respect and courtesy shown. AMB/SJD

The courteous manner of the staff on the day of the funeral was much appreciated and the seamless conduct made a difficult day bearable. AMB/JLR

Wollaton

The whole set up was excellent.

NAA/RJM

The funeral was arranged quickly, as

members of family lived away and had to get back. Also interment of ashes was also arranged soon. Very impressed. RJM/RJM

The Craftsmen in Stone

Thank you so much for the headstone Ben, it is absolutely beautiful and bought a tear to my eye. Thank you so much for adding the flower holder and it looks extremely well polished too. I appreciate everything you have done Ben you have done a fantastic job, thank you so much, you have done Dad proud.

General Comments

Dear Sirs, I would like to express my thanks to your company for the excellent service and care and consideration shown by your staff member last Thursday, for the laying of our late mother and father's memorial stone and the burial of my mothers ashes at Cropwell Bishop church. Nothing was too much trouble for him and he went out of his way to ensure everyone was aware of what was going to happen that morning. He could not have done any more to ensure everyone was at their ease and that the procedures went off without a hitch. Although I thanked him personally on the day I hope you will again pass on my thanks to him.

Could Do Better

None!

The Garden of Reflection - Portland College

from **Ben Percival**

The memorial was organised by the Nottinghamshire Freemasons to replace an existing metal plaque in the gardens at Portland College, off Mansfield Road. The gardens have been designed by the Freemasons for families to spend time and reflect on memories of loved ones. The Garden has the facility for bronze plaques to be placed on the wall in memory of Nottinghamshire Freemasons as well as students and staff of the college who have passed away. These will be supplied by us.



Rev. Paul Sinclair

from **Emma Percival**



I have been asked to pass on the following message from Wayne at Motorcycle Funerals Limited...

It is with great sadness that we announce that our Managing Director, Rev Paul Sinclair died on Wednesday 3rd April 2019.

Paul would want us to carry on as usual and make sure that you get our best attention at all times and that is exactly what we will be doing.

Marketing Update

from **Emma Percival**



There has been a lot going on in marketing over the past few months! Penny and I have found a supplier of fake flowers for offices, and they have also been able to supply us with these fake Boxus trees - as modelled at Beeston. Alan at Wollaton was also keen on an 'A' frame and we are trialling the item above (soon to have a leaflet holder attached). As always, please get in touch if you think your office needs something.

Out and about



Teresa representing the company at the Forever Stars open day.

The Tomorrow Project

from **Joanna Widdowson**



The above photo boards (from the Harmless exhibition last year) have been in the Clifton window for a few weeks, along with the individual stories (some from the survivors of attempted suicide and others who have been bereaved). They have drawn quite a bit of interest, with people stopping to read them and look at the pictures.



Sarah and Andrew at the West Bridgford Way website launch.

Hello

to **Malcolm Newport-Dempster**



I was born at the City Hospital in Nottingham on the 19th April 1962. My parents lived in Burton Joyce and my father was a manager for Marks & Spencer.

My father was moved about a lot from store to store and from Nottingham we moved five times before moving to Gillingham in Kent in 1973.

In 1987 I joined John Weir Funeral Directors, a family run business with one office in Rainham. Rainham once was a small village but had become part of Gillingham.

I remained at John Weir, which had four offices, until March 2018 and returned to Nottingham in May 2018.

I have been very fortunate in my funeral career to have carried out all aspects of funeral service except embalming. I have arranged and conducted funerals, managed my own office, taken the company telephones out of hours and carried out removals, driven funeral cars, dressed the deceased, fitted out coffins, been involved in a sea burial, burial of ashes at sea, the exhumation of Napoleonic prisoners of war from St. Marys Island which was part of HM Naval Base, Chatham and also an exhumation from a local cemetery in Gillingham. As you can see there is not much I have not done in my funeral career and I feel very lucky to have worked for such a long time with a company that from the top down, expects nothing less than excellence for the families who do us the honour of entrusting their loved ones and funeral arrangements with them.

Hello again

to **Michelle Ibbett**



Hello to everyone, some of you may remember me as I started work placement through college at the Beeston funeral home of A.W. Lymn in 1996-1998. I started working at A.W. Lymn Robin Hood House full time in April 1999 in the office while working and training to be a funeral arranger at other branch offices. I moved to Clifton Funeral home in 2002 and left the company in 2004. Since I left I have worked at the QMC in medical records and then for L.J. Crawley & Sons. I have three children all boys and are aged 12, 10, and 8 and keep me very busy. I joined Mick at the Cotmanhay funeral home and the beginning of April and am looking forward to meeting you all.

Horses

at **Clifton**



Work Experience

from **Jackie Lynn Rose**



We were pleased to welcome Louis, Jadzia and Izzy who have all completed a one week work placement with us.

Cremated Remains

from **Barbara Williamson**



I thought I would share this ash casket that a family have supplied.

Best Practice of the Month

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

Congratulations to Joe Parton-Buckeridge who has won this months Best Practice award.



Joe was nominated by Sarah Derbyshire

‘Joe was on the funeral today as second car driver. The sons (four all under the age of 20) who were in the car all said how lovely he was and how he put them at ease. They said he was giving them tips on carrying the coffin and complemented the coffin spray they had chosen for their dad. He was also on hand to help with the

flowers and the lister. Nothing was too much trouble. Joe does this on every funeral with me.’

Also nominated this month...

Pete Jeffrey has been nominated by **Sarah Derbyshire** ‘for all his help during the West Bridgford refurbishment, he is a knight in shining armour!’

David Clarke has been nominated by **Pete Clarson** ‘When a late enquiry was received to view one of the Mercedes vehicles previously used by JW Hutchinson and Luke was away, David agreed to go over and get the car up and running. He also cleaned it ready for the viewing and assisted in securing the sale. I received the following note from the buyer “*Thanks for today, David was a pleasure to deal with*”’.

Colum O’Shea has been nominated by **Gary Cooke** ‘I would like to nominate Colum for

being able to get hold of a piece music for Wilford Hill when Wesley Media were unable to. A phone call to him out of hours to see if he could help, resulted in him finding someone with an album, which the required track was on. The music was downloaded the following day which saved the family having to choose an alternate piece’.

Beth Hands has been nominated by **Ben Percival** ‘Beth stepped in at the last minute to help whilst both Mary and Sharon were off. She has been a great help to me’.

Matt Winman has been nominated by **Lesley Eaton** ‘I would like to nominate Matt. His job is complex and difficult but he almost always comes through for us (if he can’t it’s not something within his control). He will at the drop of a hat find vehicles and staff to serve our families and I think he deserves recognition for the job he does. Thanks Matt!’

A special mention

Nigel, Matthew and Jackie would like to record their regret that **Catherine Broome** and **Caroline Morgan** had an unwelcome visitor to their office in Hucknall.

A man walked into the office, asked about a pre-paid funeral plan and then it became clear from his most inappropriate and threatening behaviour that he had no intention of buying anything. He was there to threaten and likely attack our two colleagues.

Caroline kept her composure and talked to the man whilst Catherine phoned for assistance. Regrettably the police did not respond very quickly

but having called Matt on the Ops Desk he managed to summon help from Graham Ward funeral directors further down Portland Road and to divert Joe (located courtesy of the recently fitted tracker) to their assistance.

It transpired that the offender had only been released from prison that morning and has already been prosecuted and is now serving a custodial sentence as a result of this incident.

Catherine and Caroline’s behaviour throughout this incident was impeccable, they were a big support to each other and were even able to delay a client that arrived during the exchange from becoming involved. They had been nominated for the “best practice award” this month but the

Directors feel that their performance on this occasion was more than could reasonably be expected and we are therefore happy to present two additional cheques this month.



On a closing note this highlights the reason for our company policy of “buddies” from neighbouring businesses for those offices that have “lone workers”. Please remember the value of these relationships.