



*The Family Funeral Service®*

## Staff Newsletter

April 2023

### *Civic Award for Dominic Lister*

We are delighted to announce that Dominic and his family were among 60 guests of honour on Sunday 12th March 2023, as Bingham Town Council held its first event in the new Jubilee Community Hall at Bingham Arena.

The Town Council hosted a Civic Award presentation to celebrate members of the Bingham community recognised for their commitment to the residents of Bingham. Dominic received an award for 'showing care and compassion to local residents'.



*Dominic is pictured with The Mayor, Cllr Gareth Williams and Deputy Mayor, Cllr Norman Mees.*

The Mayor, Cllr Gareth Williams who was joined by the Deputy Mayor, Cllr Norman Mees to present the awards said that he "was delighted to meet those people that enrich our community and make Bingham the best place to live".



*Dominic is pictured with Katie, Natalie, Alice and Elliott.*



Forever Stars

## Easter Egg Drop Off Points

at all A.W.Lymn branches



*The Family Funeral Service®*



[www.ForeverStars.org](http://www.ForeverStars.org) [Forever Stars](https://www.facebook.com/ForeverStars) [@FSFundraising](https://twitter.com/FSFundraising) [Foreverstarsnotts](https://www.instagram.com/Foreverstarsnotts)

### **Mrs Raynor**

It is with great sadness that we report the death of Mrs Raynor, who featured in last months Staff Newsletter.

Mrs Raynor had been a friend of the company for 70 years, and was due to celebrate her 90th Birthday in April.

Our thoughts are with her family, particularly her grandson, Jack, who is part of our stonemasons team.

*'Our family serving your family since 1907'*



## Alexander Thornhill

*It was good to catch up and reminisce with Alex Thornhill recently, when he popped in during a family visit to Nottingham!*

*Alex was our second student who left in 2008 to live nearer his fiancée (now wife) Lucy in Newcastle.*

*After a career with Dignity, a gap to travel, being an inspector for the National Association of Funeral Directors and working for William Purves Funeral Directors, Alex has set up his own funeral service in Newcastle 'Thornhill Funeral Services' and also works as a peripatetic embalmer.*

*Good luck with the new business Alex, we are sure it will be a success.*



*Alex is pictured with Coffin Workshop Manager Brian, who has taught all of our trainees to date!*

## Welcome to

**Skye O'Neill**  
Funeral Arranger, Wollaton

'My name is Skye, I am 21 and have moved up to Nottingham from East London. I am currently studying to be a bereavement counsellor alongside becoming a funeral arranger at Lymns and I feel extremely passionate about my new career here!'



## Spondon Alight

*Kevin and Fiona were pleased to receive the letter below from Treetops, following the donations for Mulled Wine at Spondon Alight.*



**Treetops**  
Hospice

### Thank you for your donation

I am writing to thank you very much for the donation of **£98.12** raised through Christmas activities at the Spondon offices of A.W. Lymn. I hope that everyone enjoyed the festivities while raising money for Treetops Hospice.

Your kind donation will help provide care and bereavement services for local patients and families at the most difficult time. For instance, this sum could help provide over two bereavement counselling sessions for an adult or child who has lost someone special to them, helping them come to terms with their loss. On behalf of those who will benefit, thank you.

Treetops Hospice provides all its nursing, care and bereavement services free of charge, and we could not do this without supporters such as yourselves. It costs £4.3m to run the hospice every year, and we have to raise 70% of this ourselves with the valued support of the community and businesses. We are very grateful for all the support you give us.

## Out and About...



*Kirby trying and failing to get the grey photography screen back in the bag! Unfortunately, this is a job that only Pete C can do!*



*A special thank you for Jess at Carlton.*



# *An introduction to Funeral Arranging*

At the start of last year, it was decided that the current trainee scheme was not quite right and a well thought out training programme for new starters may be a better way to train funeral arrangers, who were new to our business. The process seems to be working well, and Greg has written the following about his experience:

*"I just want to say a huge thank you everyone at Nottingham who have made me feel so welcome.*

*From my first three weeks with the drivers, who took me as a relatively nervous driver and built my confidence to drive a car much bigger than my own, and then to drive vans! The team were consummate professionals and guided me through processes such as bearing and removing deceased into our care, all of which I had not done before despite working in this industry for years. It has been fantastic to see the key ingredients for a funeral to be magical; from Paul Richardson's paging the length of Porchester Road, to Paul's hearse driving at 10mph to make sure that we were not too early at the crematorium.*

*My time within the Stone Mason's taught me things I already knew - I am not built for manual labour! I am in absolute awe of the lads who work extremely hard lugging and lifting in conditions made much harder on a reopen than a new grave!*

*I was not looking forward to working in the Florists - however the girls were very patient and taught me how to make base letters and posies. They inspired my creativity while having the most infectious senses of humour.*

*Working with Brian and Craig was almost like a comedy duet. Their eye for detail and speed at which they work reinforced knowledge that I thought I had.*

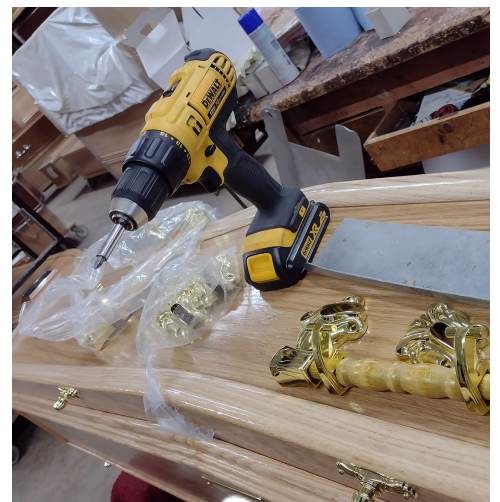
*The department I was looking forward to work with the most was the mortuary, as I wanted to be a pathologist or mortuary technician in a previous life. Working with Liv and Izzy did not disappoint. Their level of knowledge of the human body and the vascular system was spectacular, and their ability to teach me how to prepare deceased was exceptional. Formerly, I had never prepared a deceased other than to dress, mainly because I was scared of hurting them; however they explained in no-uncertain-terms that this is not likely to happen!*

*Finally working in the Nottingham Office, I have learned some key skills for the Funeral Arranging roll, such as how to archive and improved a skill that Brian taught me – 'Coffee Making'! The team in the Nottingham Office have taught me how to complete some of the paperwork needed for when I get to Derby, and how to juggle work load with the "Can you justs..." which have peppered my last week.*

*Whichever department I worked in – a hint of the Black Country trickled in, with the stereotypical "alright" "ow am yaw" and I have thoroughly enjoyed getting to know all of you. Periodically I will get in touch to ask a stupid question, or just simply to reinfuse your department with a little Black Country!*

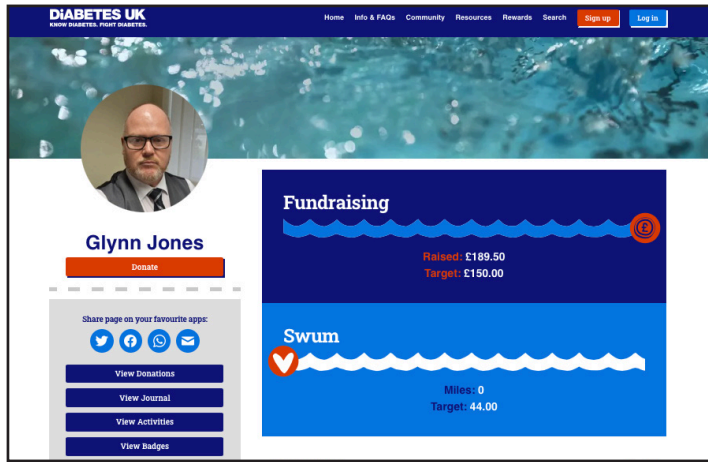
*Thank you so much for having me and for teaching me some of the skills that you all have, it has been brilliant.*

*P.S. While working with the Nottingham Office, I took a secondment to Marketing where I learn the art of using Glue Dots. Wow! They are the next thing that I will be buying for my daughters craft box, they are amazing!*





## Sponsored Swim



*Glynn Jones from Markeaton Crematorium has signed up to swim 44 miles, between 22nd March and the 22nd June for Diabetes UK.*

*In swimming terms its like swimming the English Channel to France and then back again!*

*For more information please see:*

*<https://swim22.diabetes.org.uk/fundraising/glynn-jones2023#share-page>*

## Circle Ceremony

*Nell Brooker celebrant created this lovely atmosphere for a Beeston family at Bramcote and has written the following.*

*Today's set up creating a relaxed atmosphere for four guests. I sat with them to deliver the service and they were able to gaze at the candles they'd lit and out at the garden which the gentleman would have appreciated. A gentle life celebration with laughter and tears. Thanks.*



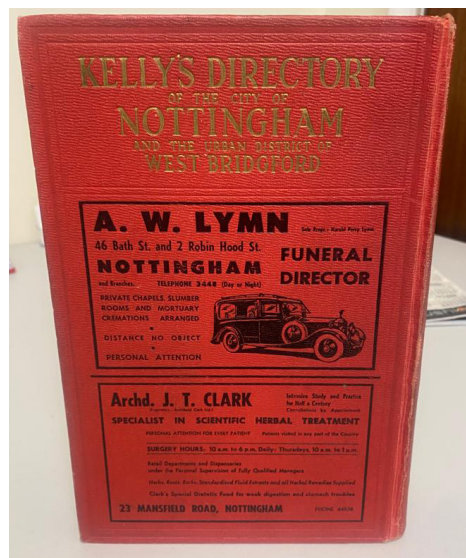
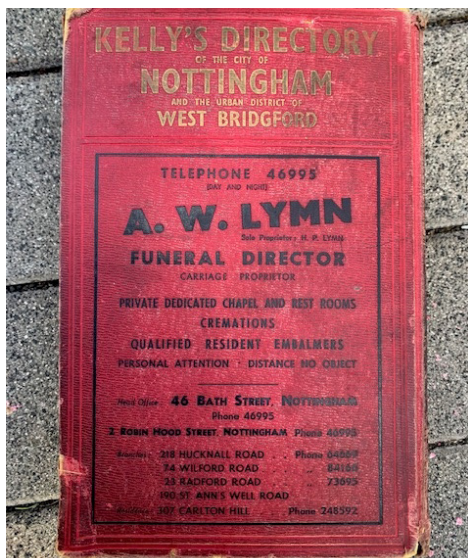
## A special sign for Beeston Fields Golf Club



## A floral tribute of RAF Wings, created by the City Flowers Team



## Kelly's Directory



*Michele from M. A. Mills sent a photograph of a Kelly's directory from 1956, whilst Tracey has been given a copy from 1950.*

*If anyone would like to have a look at the 1950 edition, then it is in the Marketing Office.*

Rise. T N 64814  
Lymbery Harold Rt. 10 Alexandra st. Sherwood Rise.  
T N 64814  
Lymbery Mrs. Margt. A. 7 Middleton boulevard, Wollaton  
Park. T N 77150  
Lymbery Victor C. 108 Main rd. W. T N 84693  
Lymbery W. R. & Sons, lace mfrs. 10 Alexandra st. Sherwood Rise. T N 64814  
**LYMN A. W.** funeral director (head office), 46 Bath st. (T N's 3448 & 2805); 2 Robin Hood st.; 2 Handel st.; 190 St. Ann's Well rd.; 74 Wilford rd. (T N 84166) & 153 Carlton hill. T N 58592. **See advertisement outside Reverse Cover**  
Lynn Mrs. Catherine, draper, 83 Oakdale rd  
Lynn Chas. 34 Warwick rd. T N 64066



## Lexi

*In December, David from Mansfield organised a car wash and cake sale at Rainworth to raise money for to send Lexi to Disney.*

*The story was picked up by Tess a director for UPS at East Midlands Airport, who offered Lexi and her family a VIP airport experience.*

*To add to the day, Ben collected the VIP's in a Rolls-Royce Phantom VII.*



*Lexi with her car for the day.*



*Lexi with Tess from UPS*

## Erewash Museum

*Chris Warnes was pleased to be able to help Erewash Museum at the launch of their new exhibition celebrating the life of our late Queen.*

*After being let down at the last minute, James from the museum contacted us to see if we could help.*

*We think the grill badge looks great!*

## Football Stars

*A huge thank you to Bramcote Crematorium for hosting a funeral industry 5-a-side football tournament.*

*We had two teams, made up of staff and their family (the only ones with women and children) and although the results did not go in our favour it was a lovely afternoon with £260 raised for Portland College.*



*Silence of the Lymns  
James, George (Percival), Gazza, Chris and Craig*



*Goal Allowed  
Stan (Barnes), Dan, Henry (Percival), Emma, Jess and Jordan.*



# From the archives....

*April 2013 saw a huge amount of staff movements including...*

## Stacey Bentley

Stacey is coming to the end of her four year training contract and was due to spend the last six months working as an assistant in a branch office and studying for her final hurdle of the British Institute of Embalmers examination. With the vacancy arising at Rose House Aspley she is happy to work out of this office by herself with a view to being appointed as the official Funeral Director for this branch at the end of her training contract.

She will liaise with Catherine and Kevin and they will try to run the branches avoiding funeral clashes and giving cover for each other. The brochure pack make up will also be moved from Hucknall to Aspley.

This change will take effect from Tuesday 2nd April 2013 and she will assist and report directly to Jackie.

## Catherine Broome

Catherine has been concerned about space to cover pre-need at the Aspley Office and has for some time expressed a desire to move back to work from her home town of Hucknall.

Given Kevin's move and Sandy's retirement from full time work the move of both Catherine and the pre-paid office to Hucknall has now been agreed and arrangements are in hand to change all prepaid stationery and the relevant freepost address and telephone numbers to St James' House at Hucknall.

Catherine will also take charge of the Hucknall funerals as the Funeral Director at that office. This change will take effect from Tuesday 2nd April 2013 and Catherine will report directly to Nigel.

## Mark Ridout

Mark has expressed the desire to move to Harrods at Carlton following Melvin's retirement and to take over as funeral director.

By the time Melvin retires he will have trained Joyce as a competent receptionist this should allow the teams at Arnold and Carlton to work together and to give cover for each other rather than relying on continually taking staff from Nottingham.

This appointment will take place as soon as is practical but in any case by 15th July 2013 to allow for the handover and cover for Melvin's final company holiday. Mark will report directly to Nigel, as it makes sense that the Arnold and Carlton offices will be working together and report to the same person.

*It is 10 years since the Stone Masons undertook one of their bigger projects to commemorate fire fighters who have died in the line of duty.*

**Work has now started on the Firefighters memorial at St Mary's in the Lace Market**

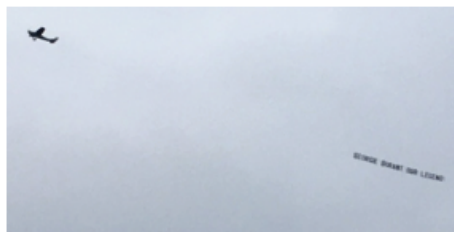


## Flypast

from Sharon Baguley

Following a request from a family, I organised this fly past for a funeral that Matthew was conducting. By all accounts, the family were really pleased with it.

*We have had five years of Sharon Draycott going above and beyond for funerals for the Travelling community.*



'George Durant our legend'

*Here is one of the first flypasts that she organised, proving the answer really is 'YES, now what's the question!'*





*In 2013 Emma and Catherine undertook the task of taking two Good Funeral Guide inspectors to all our funeral homes in a day, they split up and managed to get around everywhere, with a pub lunch included!*

*The result was an amazing review and being the only Funeral Directors in Nottinghamshire and Derbyshire to be Good Funeral Guide recommended.*

*For more information please visit:*

*<https://www.goodfuneralguide.co.uk>*

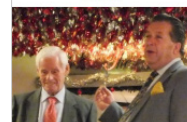
*It is 10 years since our colleague Frank Kirkwood died. Frank was a casual at Derby with a remarkable story!*

Frank Kirkwood B.E.M.



It is with much sadness that we report the death of Frank Kirkwood.

Frank joined our Derby team on a casual basis to fill the gap in his retirement, and received a gold watch in January for his 25 years service. Frank was a quiet man and all of his colleagues will remember him as one of life's true gentlemen. This newspaper clipping was given to us in March 2011 for publication in the newsletter, and we thought it a fitting tribute to Frank.



# GALLANTRY OF LEITH YOUTH



J. F. Kirkwood

Capt. D. H. Gray

The story of how a 19-year-old ship's fireman kept up the spirits of his three companions while they drifted for 15 days on a raft in the Atlantic after their ship had been torpedoed is behind the announcement of the award of the British Empire Medal to James Francis Kirkwood, whose parents reside at 24 North Fort Street, Leith.

After being involved in a collision in a North Atlantic fog their small merchant vessel was subsequently torpedoed without warning, and four of her crew were killed outright. The ship sank within three minutes, taking most of her crew with her. Five men eventually survived, and were picked up by a United States Coastguard vessel after 15 days, four of them almost on the point of death. Kirkwood and his three companions were rescued from the raft, and a fifth survivor was found huddled in a ship's lifeboat several miles from the raft.

A number of the men who managed to get clear of the ship before she went down reached three rafts, and lashed them together. When night came heavy seas were running, and one of the rafts broke apart. The two rafts kept together for about ten days, during which time one of the men died. Several times the rafts capsized, and then one of them began to break up. This left only Kirkwood and three shipmates on the remaining raft, which drifted for a further five days before being sighted by the Coastguard vessel.

One survivor, George Cuthbert, 50-year-old bewhiskered fireman, of 25 West Park Road, South Shields, was able to walk ashore unassisted—he had broken all traditions of the sea by drinking copiously of sea water without ill effect while drifting on the raft.

Kirkwood's mother told an "Evening News" reporter how her son had offered up prayers daily while the men were on the raft. He felt that they must pray to God. They had no drinking water, but one day it rained and their thirst was eased. Mrs Kirkwood said that she had received a letter from the owners of the ship, which stated: "You should know that your son performed a great service in sustaining his three shipmates on the same raft by his faith and spiritual bearing. He daily conducted a time of prayer, and we are sure that the impression made upon the others has been one of eternal worth."

Referring to the daily prayers offered by her son, Mrs Kirkwood said that, like his father, James was a bandsman in the Leith Corps of the Salvation Army, where his spiritual leanings had been developed.

A Red Cross worker who visited the shipwrecked seamen in hospital overseas wrote to Mrs Kirkwood: "I spent an hour or so with your son and other brave heroes. We shall do all we possibly can to help them—it will be a great joy and privilege." Although this is the second occasion on which young Kirkwood has been torpedoed, he is anxious to get back to sea, and his mother told the "Evening News" that he expects to sail shortly.

Chief Officer William Massie Duncan, 19 High Street, Aberdeen, who was rescued from the lifeboat, receives the M.B.E. for courage and endurance.

Captain Douglas Hunter Gray, who was awarded the D.S.C. for his part in a memorable Malta convoy when he was first officer of the tanker Ohio, has now received the O.B.E. Captain Gray, whose home is at 22 Braid Hills Road, Edinburgh, received the latter decoration for bringing an old ship which was almost derelict over a long and dangerous sea route to Great Britain. On that eventful voyage (the full story of which was told in the "News" early this month) the ship was damaged by an enemy aircraft, which the guns of the little vessel shot down into the sea.

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**A.W. LYMN**  
The Family Funeral Service

April 2013

# Newsletter

Editor: Emma Percival

**We are the first funeral directors in Derbyshire or Nottinghamshire to be accredited by the Good Funeral Guide**

Following two days of assessment and visiting branch offices – we have been accredited by the Good Funeral Guide.

In the review, all employees were highly praised –

Lyynn's do not employ clones. Sure, everyone has to work the Lyynn way. But we met a great range of personalities of all ages and backgrounds, male and female. They all operate in a very empowered way and are encouraged to be themselves. This may be a big firm but, if you're a client, it certainly doesn't feel like it – and that's the point. It feels little, it feels local and it feels very personal.'

Well done everyone!

To read the full review, which is extensive, please visit

<http://www.goodfuneralguide.co.uk/funeral-directors/aw-lymn-the-family-funeral-service/>





The Family Funeral Service®

# Client comments collected during February 2023

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 EH/RK was arranged by Emma and conducted by Russ.

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 – 48

Good – 7

Satisfactory – 0

## City Flowers

Excellent – 26

Good – 4

Satisfactory – 0

## **Arnold**

Their friendliness & respect. ESH/RK

Celebrant & Service. ESH/RK

Orders of service & box – excellent, limousines to committal at Wilford Hill excellent. ESH/RK

Personal service tailored to my requirements; nothing too much trouble even when I changed things. Thanks Emma and Beryl. ESH/RK

## **Beeston**

She was dressed properly with respect. GB/DMC

Attention to detail. DMC/DMC

Extremely professional but also kind & caring. GB/DMC

After the initial meeting it was very easy to contact the funeral arranger about any aspect of the funeral. GB/DMC

Care and compassion showed at all times, made everything easy and stress free! GB/DMC

## **Bingham**

His professional attitude with a human touch. DTL/DTL

A very personal and bespoke service. DTL/DTL

Dominic Lister's attention to detail, design of the Order of Service. DTL/DTL

Dominic Lister was excellent throughout the whole process from booking the funeral through to the service, interment and ordering the headstone. He always made himself available. DTL/DTL

The mark of respect by Dominic when the car left the house. Dominic's kindness in guiding my son/husband to pall bear. DTL/DTL

## **Bulwell**

Very personal – Charis Bull was thorough and professional throughout. It really helped having a single point of contact. CB/RK

*Hi Charis, Just wanted to say thank you for all your hard work in making today beautiful. The service was lovely and a lot of that is down to*

*your organisation. Please pass our thanks on to Tony as well.*

## **Carlton**

Mark carried out the funeral to a very high standard we were pleased he attended again. JAR/NMR

*Good evening Mark, Just a quick note to tell you how perfect the day went. I cannot thank you enough for the support and the service that you and Lymns provided for my mum, myself and my family. I would like to send a special thank you to Philip, who made the whole day so very special and organised to perfection. Such a sad occasion, but thanks to you and Lymns I have a lovely memory of the whole day and I am comforted by the fact that we/you helped to give her the send off she deserved. Once again, thank you to you and your team, for making the day so very special.*

*To Jess and Mark, I just wanted to thank you both for all your support. During is very difficult time for my family.*

*Just a big thank you to you all for Tuesday for my beautiful Mum, you have all been perfect, everything was spot-on. I wished Mum was to have snow, I even got that! Philip and Jess have been amazing. Philip couldn't do enough for me on Tuesday, I love the horseshoe. It was a beautiful surprise, I love it. So from the bottom of my heart to each and everyone of you a big thank you.*

*To Mark, Jessica and Philip (not forgetting Paul, the driver), we would like to thank you for all your care, consideration and kindness. During this difficult time it made it so much easier to cope with.*

## **Clifton**

Attentive at all times the celebrant was very good. JMW/JMW

*To Joanna, we would like to say a*



*huge thank you to yourself and the staff at Lymns for the sympathetic and professional service you provided for dad's funeral arrangements. Joanna, you've been amazing from start to finish, your attention to detail and calm handling of all issues were so appreciated. No matter how often we came to see you (which was a lot) every time you were so lovely and helpful. Dad's funeral went so smoothly, just perfect. What should've been a sad day, has become a day of fond memories. Love and best wishes.*

*Joanna will be forever grateful for the two funerals.*

#### **Cotmanhay**

*To Nikki, Mick, Wayne. Thank you very much for all your help in arranging my mum's funeral.*

#### **Derby**

*Kevin and all staff were kind, compassionate, professional, polite and an absolute credit to the service. KH/KH*

#### **Hucknall**

*Walking in front of coffin and the prestation of coffin to care home staff. SB/SB*

#### **Ilkeston**

*Respect shown by funeral director & celebrant – guidance by funeral director on the day. MNI/MS  
All very kind and caring which made you feel special at a sad time. Thank you. MNI/MS  
Michelle was very helpful in giving advise on how to arrange the funeral. MNI/MS  
Michelle was really good, made us feel welcome & comfortable. MNI/MS*

#### **Littleover**

*Friendly & professional service hat put us at ease. DBB/NDR  
All aspects of are & attention to detail to my mother's body was respected. The extended drive to the*

*church never felt rushed at any point. DBB/NDR*

*Dan!!!! We did it!! You, me and Obitus – we all landed Mum's funeral to perfection. I couldn't have done it without either of you. Who needs Wesley!!! A quick big thank you for now, as I have more wine to sink. It's been a long day for me to land and although there were sickness issues Lymn's end, they were resolved and then communicated to me, and sorted seamlessly from my point of view – thank you for this. The visual tribute worked so well, thank goodness. Thank you again.*

*To Dan and all the funeral team, I cannot thank you enough for the beautiful service you provided. So very much appreciated. Once again many thanks.*

#### **Long Eaton**

*Good communication over all details. LKM/LJB*

*Good Morning Laura, Just wanted to thank you personally for the caring and professional service you provided for our Mum. We were delighted with everything you arranged for us as a family, thank you so much.*

#### **Mansfield**

*All aspects dealt with & arranged. i.e. flowers/music etc. DCC/DCC*

#### **Mansfield Woodhouse**

*The respect and decorum shown to us all, much empathy given. SB/JWB*

#### **Nottingham**

*Very professional & personal. PCR/PCR*

*The family want to say: Thank you for the huge part you played in the funeral, that made it such a success. Your customer care was awesome and we would like to give special thanks to Megan for all your hard*

*work behind the scenes and to Paul for his kind attention on the day. We have nothing but good things to say on your overall service. A big thank you again for your care.*

*Hi Megan, We would like to thank the whole team for making Mums day so special. We will be eternally grateful for the care, kindness and professionalism you have all showed us throughout.*

*Thank you for such a perfect day for my mum. You made a sad day into a beautiful day.*

*Dear Paul, As a family we wanted to thank you personally for handling my mother's funeral with such dignity and compassion. We all felt that the funeral service was beautiful and that you and your team conducted your part with great care and attention to detail. It was so important to us that it reflected who my mother was and we all felt that it was just as she would have wanted it. Please pass on our thanks to everyone at A. W. Lymn involved.*

*Dear Megan, I would like to thank you for the help you gave us organising the funeral. Your professionalism being exemplary and a credit to Lymns. The day went well. It was a pity it was a grey day. Mum is much better now that we have given him a good send off.*

*To Kevin, thank you very much for helping us all through the last weeks, you've been an absolute star to the family.*

*To Matthew, thank you so much for everything. It was so perfect and making rooms last day so special.*

*Hiya Philip, I just wanted to drop you a quick note to thank you for making yesterday as pleasant as it possibly could be, and for being so great throughout this entire process. We as a family really appreciate the help*



*and support as well as everything the team managed to pull together. It felt really smooth and you were all so accommodating to everything we needed from start to finish. Once again, a massive thank you from all of us.*

#### **Ollerton**

Above and beyond, in my Dad's case, the football on the coffin top. SJD/DCC

#### **Rainworth**

*To Becky and the team, thank you! You guys have been amazing, thank you for the support and for really looking after me. We cannot thank you enough!*

#### **Ruddington**

We received a first-class service. TLS/TLS

Gary Cooke and Theresa are a credit to your company. They were attentive from the outset and their level of service was extremely good. GLC/GLC

#### **Spondon**

Sensitivity, thoughtfulness, attention to detail & overall care of the whole family. FH/FH

#### **Sutton**

Jonathan was very professional and attentive to our needs from start to finish. KLH/JWB

Service provided by Karen Horton at Sutton branch was outstanding. KLH/AA

All aspects of the service and funeral service were carried out fully as agreed, excellent. KLH/AA

#### **West Bridgford**

Friendly and professional staff. AMB/AMB

Respect, professionalism. AMB/AMB

The whole funeral, the viewing arrangement. All was very very well done. AMB/MLR

*Dear Andrew, Just a few lines to thank you and your colleagues for your care and support for my family and myself following my late wife's passing. It certainly helped a very difficult time. Your professionalism, knowledge and care were exemplary. Thank you.*

#### **Wollaton**

Very friendly and helpful. I knew I could ring at any time if needed. CB/KNC

Very professional & caring, no rush. Attention to detail. CB/LJB

*Dear Kirby, Thank you all for your support and thoughtfulness, I'm deeply grateful for the professionalism of the service you and Skye provide and the gentle skilled manner you have looked after the family and mum.*

*To Kirby and her amazing team, thank you all for being so thoughtful, courteous and understanding when you made the funeral arrangements for our Dad. In such a difficult time, your calls made a huge difference. Having a Saturday service was a godsend as none of the other homes I spoke to offer this. Thank you for the good work and God bless you all.*

*I would like to thank everyone at Lymns who were involved in caring for my husband after his death, and for arranging his funeral so professionally. Special thanks to Kirby for guiding my son and I through making decisions and sorting everything out for us. Also, thanks to Kevin for ensuring everything ran smoothly on the day. It has been a comfort to know that we could interest everything to you. With all best wishes.*

*To all the staff at Lymn funeral directors, Wollaton branch. I am writing on behalf of the family to say thanks to all those who are involved in the funeral of our mum. From our very first contact with Julia, to*

*numerous calls with Kirby, and of course, our wonderful, celebrant, Richard and Matthew, who is in attendance on the actual day. We have been treated with such kindness and professionalism throughout. You have all helped to make a terribly difficult time, bearable. Nothing was ever too much and everything was handled with a calm and reassuring approach. What a wonderful team of people. Thank you so much.*

#### **Civil Celebrant**

*Dear Colum, it was very strange being unable to attend my brother's funeral. I'd always imagine being there, and making everyone laugh at the stories of his mischief. However, in the event, the recording of the event was, both, all that I could've hoped for personally, but also very sad because there's no one there to share the experience. But Colum, thank you so much for your faithfulness in capturing what I wanted to be understood about him. We will share the recording with my two sons and anyone else who remembers him from the early days of his life. We send you our greetings, thanks and good wishes.*

*Richard provided excellent guidance throughout the process. He was easy to communicate with and very prompt in getting back to me, from the initial phone contact to email correspondence throughout the three week period preparing for the service. Richard is a very 'safe pair of hands'. He is authoritative in approach, with a very respectful tone and style. Also Richard has an unrushed style, in conversation and also throughout the ceremony. Many relatives commented on how good Richard was at the service. The family and celebrant were very much interwoven throughout so it appeared totally seamless.*

*Dear Colum, I would like to thank you very much for your help in organising the service. On behalf of*



our family, it was a lovely service and it gave a lot of attendees closure. Your profession was exemplary and you are credit to Lymn's.

### Stone Masons

Sarah and team, we would just like to say "thank you" for all the help and support getting the memorial stone in place. We really appreciate the time and care you took on this.

Hello, Just to say a big Thank you to you all. All looks fantastic.

Hi Sarah, Headstone in place it looks beautiful thank you, mum and dad would be proud. The lads doing the work were polite, caring and professional.

### Could Do Better

Usher arrived very late at funeral church service and therefore couldn't undertake their duties in a timely manner.

**After each talk that Jackie gives to a nursing homes, she asks for a questionnaire to be completed. Here are some of the recent comments made:**

Please feel free to comment further.

I found it comforting to know, that the funeral Directors take a keen interest with the Nursing staff and their emotional well-being. Families will be more receptive towards the staff, when we inform them, at a time of there loss, that we have had some insightful formal training, in the needs of the dying

Please feel free to comment further.

I found this training very interesting, and Jackie explained to myself (manager) and some of my team very well. She was able to answer questions I brought up which made it very clear on how to deal with our service users who donot have any families

Please feel free to comment further.

Thank you for the opportunity for letting me attend. Knowing one Deceased are looked after just as much as when alive is lovely.

## Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for March.

\* n/a - no questionnaires returned

Arnold	10.00	Mansfield Woodhouse	10.00
Aspley	9.00	Nottingham	10.00
Beeston	9.40	Ollerton	9.00
Bingham	9.60	Osmaston	n/a
Bulwell	10.00	Radcliffe on Trent	n/a
Carlton	9.75	Rainworth	n/a
Clifton	10.00	Ruddington	10.00
Cotmanhay	n/a	Shirebrook	10.00
Derby	9.67	Spondon	10.00
Hucknall	10.00	Stapleford	10.00
Ilkeston	9.83	Sutton in Ashfield	10.00
Littleover	9.67	West Bridgford	9.80
Long Eaton	10.00	Wollaton	9.50
Mansfield	10.00		

**COMPANY AVERAGE 9.78**



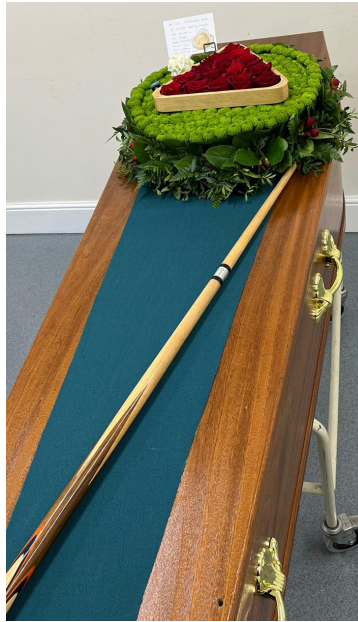
# The 'Best Practice of the Month Award'

## nominations are:

**Donna Conroy** has nominated **Georgia Bell**.

*'I would like to nominate Georgia for going the extra mile. She always makes such an effort with clients when they are wanting special requests and really puts such time and effort into making it perfect, here are just a few examples;*

*Making a snooker table effect on a coffin top using fabric supplied by the client (she even steamed the fabric to ensure it was perfectly smooth).*



*Hand painting these pink orchids on this chapel sign for a lady who loved pink orchids.*



*Hand painting the daisies on the coffin plate below.*

*These are just a few examples, I have seen her help families with collages for orders of services, making up gift bags with seeds and badges at families request etc... the list goes on. Quite often I see people getting recognition for simply doing their job, but I really feel that Georgia does go above and beyond for our families at Beeston and deserves some recognition for it.'*



**Emma Percival** has nominated **Anne Cooke**.

*'Please can I nominate Anne for Best Practice following a comment made by our PR firm? Eden PR commented that in all their years of business they have never had a company that always pays their bills as promptly as us!'*

**Sarah Derbyshire** has nominated **Louise Revill**.

*'Please can I nominate Louise for best practice? It's not completely work related but Lou went out of her way this morning to drive to Newark to fetch me and bring me to work, as I had no way of getting here due to my broken arm.*

*It was the kindest thing anyone could have done. And I am so grateful that I was still able to come into work.'*

**Julia Carty** has nominated **The Florists**.

*'I would like to nominate the Florists for the short notice of an order and the fast turn around of completing the order so that a family didn't suffer*

*Well done to all in the florists and a special thank you from me'*

**Dean Hamer** has nominated **David Hills**.

*'Can I nominate David for Best Practice? A coffin was too large to fit into a viewing room so he came back to Bingham branch at 6.45pm with his own tools to take the door off so viewing could happen then put the door back on the day after.'*

**Jonathan Baker** has nominated **Andy Askew**.

*'I would like to nominate Andy Askew for reacting so quickly when the snow came down, getting himself to work without his car at the Mansfield office, which in itself would not have been enough to prompt my nomination, but then dashing through the snow on foot to the Woodhouse office to collect the hearse that should have been brought to him but was not. In effect he saved the day for this family and the funeral ran to time as a result of his actions.'*

## The winners is....

### **\*\*Andy\*\***

