

King Charles III

What a month! As the first British Coronation that most of us have ever seen took place on 6th May, we wanted to make sure it was fully celebrated.

We held two competitions, organised and delivered 113 Afternoon Teas, decorated 29 windows / exteriors, built a floral crown and attended a concert!

More photographs and information on the following pages!



Congratulations to Becky Hogg who has gained her National Association of Funeral Directors Certificate in Funeral Arranging and Administration, she got 98% and a Distinction.



Congratulations to Olivia Cotterill Wilson MBIE & Isabel Walton MBIE, who have been accepted as Members of the British Institute of Embalmers having completed all their theory and practical examinations.



Coronation Windows

It was lovely to see that everyone had taken the time and effort to make their windows look so good for the Coronation. We have received some fantastic feedback. Thank you everyone!



Afternoon Tea

The Pudding Pantry dropped 113 Afternoon Teas to RHH, which were then delivered to each member of staff who was working on Friday 5th (due to these being fresh and the logistics of delivering), so that they could be enjoyed over the Coronation Weekend.

Pictured is Sheila Lymn Rose with her special delivery from Ben.



Travel like His Majesty

At the start of April we launched a competition 'Travel Like His Majesty'. The competition involved primary school children designing a crown and sending it to us to put in our office windows. The designs were put Facebook with the winning design chosen with the most 'likes'.

The winner was six year old Aurora who was picked up by Nev in a Phantom VII from her home in Hucknall and followed by our very own paparazzi, Stacey and taken bowling.



Left; Aurora with her cousin Daisy-May who also entered the competition.

Above; the winning crown



Floral Crown

Pete and the florists created a floral crown to go in the window at RHH. The stunning 3.5ft design was used in a Facebook competition, asking people to guess what the final design was going to be. All the correct answers were put into



a hat, and Nigel picked out Alex Billson who is pictured left with her prize, a red, white and blue bouquet.



Concert



Nigel, Penny and Jackie (pictured with Canon Malachy Brett) were pleased to be invited on behalf of the Centenary Foundation to St. Barnabas Cathedral for a Coronation Concert.



The Big Help Out



Neil, Kaitlan and Ben joined Sheena and her team at Nottingham Road Cemetery for The Big Help out on Monday 8th May.

The Big Help Out was a national day of volunteering taking place two days after the King's Coronation as part of the celebrations.

Despite the rain the event was well attended with support from local voluntary organisations.



Electric Vans

We are pleased to add two Mercedes-Benz eVitos to our fleet. The 66KWh L3 Closed Hearse are the first commercial electric vehicles to be purchased by the company.

They joining our existing diesel Mercedes-Benz Vito's and offer a 162miles Combined range with the ability to charge from 10-80% in only 35mins which is great for emissions free miles between our funeral homes.

Having looked at the offerings available off the shelf, Matthew decided we needed a bespoke solution that offered room for up to five deceased people when doing collections from municipal hospitals, along with the flexibility to accommodate the largest American Caskets and oversized coffins.



With the assistance of an engineering firm to build and weld the frame and hydraulic lifting equipment, the high quality decking, additional electronic components, rollers, deck furnishing and finishing have all been done by Luke, Josh and Pravin. The top deck moves up and down at the touch of a button using a hydraulic pump, and a system of pulleys and cables.

Tour of Southern Cemetery (Wilford Hill)

Would anybody be interested in a tour of Southern Cemetery by local historian David Nunn?

On behalf of CWGC, he is leading a Wilford Hill walk each month May-September. The walks cover all three services and air raid victims from 9/5/41 (Nottingham's blitz).

<https://www.cwgc.org/war-graves-week/>

Nigel chauffeurs David Powell!



Selected Independent Funeral Homes Spring Meeting 2023

Chloe, Glenn, Oliver and Zara were pleased to attend the SIFH Spring Meeting in Hamburg.



Congratulations to Colum and Cathryn O'Shea on the birth of Caelan James. Caelan was born on Thursday 18th May and weighed 7lb 6.



Coffee Morning for Dementia UK

On Saturday 20th May, Jess organised a coffee morning for Dementia UK raising a whopping £400. Helping her were Mark, Paul, Ben and the sixth generation Henry, Oliver and Zara. As well as cakes, teas and coffees, Jess organised a raffle with some fantastic prizes from local businesses to help raise money for a fantastic cause.



Jane Turner has shared these photographs of her during the Queen's Coronation.

On the left, she was allowed to 'test' the throne before the Draycott Parade. The lorry the throne was on, belonged to a neighbour.

On the right, she is in her 'Coronation Frock', made by her mum with red sleeves, white top and blue skirt.



Out and about....



Matthew and Nick with floral tributes on a recent funeral.



Rex and Jackie attended the Radford Care Group fund raising quiz and their team won the trophy !



Emma Hind arranged a funeral with the lorry for a local man where 30 vans showed up to escort him!



Wollaton welcome a special visitor.



Jonathan schools Max in the art of lawn mowing.



Philip, Katie Page and Nev have a quick break.



A family decorated a baby coffin with 'nursery' stickers to make it more personal.



Dominic conducts the funeral of a couple at Wilford Hill.

Swadlincote Festival of Transport



On Sunday 14th May Neil and Ben attended the Swadlincote Festival of Transport with YKP 1 and TGA 481. With the sun out, so were the crowds. From 10:00 right up until 15.30 they had queues of people waiting to sit in the cars. Several enquiries resulted in a busy week following for Neil with two pre-need appointments, an enquiry for the bus and two wedding enquiries. It was certainly a successful day!

NAFD Conference



Matthew was pleased to be invited to speak at a panel discussion at the NAFD Conference focusing on 'Workforce of the future'.

The Routemaster, complete with personalised number and destination board, was also on display.

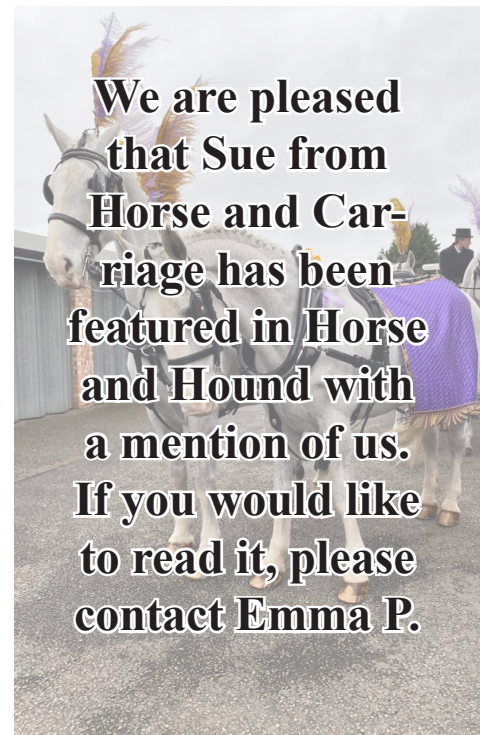
30 years at A.W. Lymn



Congratulations to Jackie and Matt.

Jackie (although 'dipping' in and out of the company since being a teenager) officially started on 1st February 1993, with her first project of setting up the West Bridgford funeral home.

Matt started on 2nd May 1993 working for his Dad, David Winman, the manager of Ilkeston Co-op Funeral Care (ICFC). 11 years later ICFC was bought by our company and Matt has been here ever since!



We are pleased that Sue from Horse and Carriage has been featured in Horse and Hound with a mention of us. If you would like to read it, please contact Emma P.



The Family Funeral Service®

Client comments collected during May 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
and
www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 111

Good – 5

Satisfactory – 1

City Flowers

Excellent – 61

Good – 6

Satisfactory – 0

Arnold

Received several telephone calls to update us on progress of funeral date.

ESH/RK

Particular thanks to Emma who dealt with the arrangements & Russ and his team on the day of the funeral. ESH/RK

Collecting my son from the hospital at Hemel Hempstead. All your staff was fantastic. ESH/NMR

The funeral director and his colleague (driver*) were exceptional on the day. So kind. ESH/RK

*Tiv

Hi Emma, On behalf of the family I just want to say thank you to yourself and all at Lymns for everything you all did for the funeral. Everything from start to finish was faultless.

Dear Matthew, We would like to thank all of the team at A.W. Lymn (Arnold office) for the excellent arrangements you made for Mum's funeral. We have felt so well looked after throughout, from the planning with Emma, the design of the orders of service from Beryl, and the calm, efficient and respectful arrangements from Russell on the day itself. Your care and the many thoughtful details meant so much to us on a very moving day. The celebrant, Richard Marshall, led us through the service smoothly and easily and his calm, caring delivery was excellent. As we re-live the funeral in our minds, we feel a sense of calm and contentment at the way it all went.

Aspley

Compassionate, sympathetic, patient professional. JJW/MLR

Beeston

Professionalism and kindness of all staff. A nice touch to receive the complete service through the post afterwards. GB/LJB

Sympathetic, prompt, organised & contacted me when promised. GB/LJB
All staff – very professional & caring very down to earth, felt like friends. GB/DMC

All staff were respectful and gave excellent service. GB/DMC

Bingham

Very personal and caring. DTL/DTL

A big thank you to Dominic and team, who were so kind, caring and so understanding. You did an excellent job throughout, the order of service, the flowers are beautiful. I would highly recommend A.W. Lymn. Thank you all.

Dominic, Thanks to you and the team for helping make yesterday a fitting send off for Dad.

Hi Dominic, We would like to take this opportunity, once again to thank you and the whole team for the wonderful service, please thank all the pallbearers, they acted in a very dignified and respectful manner.

Dear Dominic, thank you so much for everything you did to my mum's funeral so special – I'm quite sure she would approve! I need a few hiccups long away, but we got there in the end! Once again, thank you so much.

Bulwell

We loved the care and professionalism showed by Charis. CB/TK

Responsiveness compassion. TK/TK
Just the fact that no question seemed 'silly' to them. Answered queries throughout time between booking funeral and the day of funeral. CB/TK

Carlton

All Staff were very polite smartly dress couldn't be more helpful. JAR/NMR

Excellent service. NMR/NMR

Very kind and caring David helped me from start to finish. DCC/DCC

Everything went to plan very smoothly & with dignity. JAR/EPM

Considerate, courteous, very caring and kind, nothing was too much trouble. JAR/NMR

The respect, attention to detail and compassion. Both Jess and Mark are amazing. JAR/NMR

Very kind & friendly nothing too much trouble. PCW/PCW

Very professional reassuring staff. JAR/NMR

Both Jackie and Jessica were wonderful so professional and warm – just lovely! JAR/JLR

On behalf of my siblings I want to thank you very much for a perfectly directed funeral for mum. You and your team were calm and kind - as well as extremely professional - and the day seemed to proceed effortlessly.

Dear Paul, I am sorry we didn't see you yesterday. I want to thank you very, very much for all you have done for me and the family in our grief over losing a beloved husband and father. You went above and beyond making the funeral so special. I came away thinking that we had done him proud and he so deserved that. Then yesterday we were just amazed to see the beautiful heart shaped box the ashes are in, it is just lovely. Plus the smaller boxes too. Lymns certainly know how to do things with style, I couldn't have chosen better.



(With the lovely gifts above) -

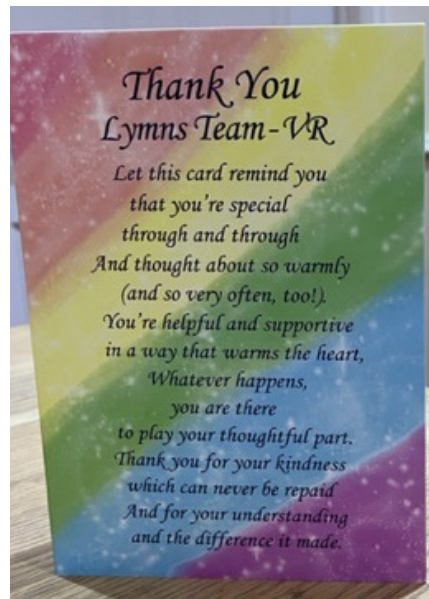
To Jess, we honestly cannot explain how thankful we are all of the love and support you have given as in our family. You went above and beyond to ensure on mums day was so special and they can you gave all mum was so appreciated, and beyond expectations. We consider you a friend for life and we truly hope we can repay the favour do you one day. All of our family said

you are amazing, amazing Phil Sarah teacher in the hardest their life. We wish you all the best in the future. I hope to see you soon.

Clifton

Nice and friendly. JMW/PCW
Friendly staff attention to detail felt looked after. JMW/JMW

Thank you very much your consideration and care was very much appreciated by the family. Special thanks to Edward Martin - God Bless xxx



(With the lovely gifts above)

Joanna and team "thank you" for giving the " fairytale" funeral she wanted. Everything is just perfect.

Cotmanhay

Excellent service very helpful and caring Nicky, Mick, Wayne. MS/MS

To Nicola, Mark, Wayne, and all the team at A.W. Lymn, thank you for your exceptional service provided to us all. His final journey was made so much better because of you all. Much love, gratitude and appreciation.

Derby

Professionalism. NDR/NDR
Professionalism and compassion. Very caring and dedicated to meet the needs of the family. Respectful. KH/KH
He attended personally to all matters in an exemplary fashion. KH/KH

Draping of Union flag over coffin to commemorate National Service. KIT/NDR

Hucknall

All staff are very polite, friendly & make you feel like a friend. DD/JMW

Ilkeston

The undertaker service – arrangements – was easy to sort. MNI/MS
Michelle Ibbett was lovely, very friendly, caring & professional. MNI/DMC

Littleover

Friendly, but professional. Always there to answer any questions, quickly and sympathetically. DBB/KH
Respectful, professional, compassionate understanding manner and attitude of the funeral arranger Dan at all times, also the funeral director Julie on the day of committal. The minister and the family are thankful & appreciative of their excellent genuine service and qualities. DB/JRC
Calmly and professionally dealing with every aspect of the funeral. The hearse and cars are superb. DBB/NDR
The director was well organised and sympatico. The celebrant Leni was of perfect support for me. DBB/NDR

To Dan, Neil and everyone at Lymn's. Thank you for all your help and support in arranging the funeral, we will be forever grateful to you all.

Long Eaton

Laura our funeral director was the consummate professional. LKM/LJB

Mansfield

Comforting, relaxing, helpful, everything explained in English and was given plenty of advice. WEW/AA
Support given by David Clarke DCC/DCC
Kind and courteous manner that we were dealt with. DCC/DCC

Mansfield Woodhouse

The dignified way Jonathan & drivers processed from our home to the crematorium. WEW/JWB
All of the service was excellent and

made us all feel at ease as much as a funeral should be. SB/JWB

Wendy and Jonathan had compassion and very professional. WEW/JWB

Wendy was lovely and very helpful and made what was a distressing time bearable. WEW/AA

Sincere, professional outstanding service. SB/JWB

Wendy very knowledgeable. Jonathan deserves a special mention too – traditional/gravitas. Chapel of rest holds special memory, impressed with coffin & cars. WEW/JWB

All staff involved very supportive. SB/JWB

Nottingham

All our needs & requirements were met with grace & professionalism. All the team were amazing. MR/PCR

The personal service received as a family. KDB/MLR

Care & support and strength given by Paul Richardson carried us through an horrendous time. Please ensure that Paul and Phillip are recognised for their help & support. MR/PCR

It all went so smoothly attention to detail and sympathetic approach by staff. It was very reassuring. MR/LJB
Megan continuity on phone & reliable. Nigel – confidence exuded & helped solve final queries. MR/NLR

Personal attention & sympathetic approach. PCW/PCW

The offer to have my daughter's name on the bus & for the staff to wear 'Pride' ties. JMW/JMW

Dear Kevin - once again I would like to thank you for ensuring that all went smoothly on Saturday. I wasn't sure whether Rev Phil would have the time to be there so I was especially pleased to see him and we all took comfort from his prayers. Also thank your Stonemason Dept. for their help and guidance and let them know how pleased the family is with the memorial plaque. I got through all this with your help and kindness Kevin. Thank you again.

Ollerton

Professional. JWB/JWB

Osmaston

The funeral director (Mark) was very professional, caring and considerate. MC/MC

Radcliffe on Trent

Personal contact at the local office. EH/JK

Friendly, personal, professional service. JK/JK

Presentation tube for the ashes EH/DIRECTCREMATION

Dear Jane, Emma, Paul and colleagues, I would like to thank you so much for your care, kindness and professionalism. Everything went to plan and we felt very supported by you all. I would also like to say how pleased we were with Mandy, the celebrant who was always available evenings, weekends and responded quickly to any queries. Family and friends who attended the service kept saying how lovely it was and I don't think we could have had anything better for my precious daughter.

Rainworth

Everything. RSH/DCC

All fine Thank you. RSH/AA

The basket of petals which was offered round instead of the 'soil' in the burial. RSH/JWB

You had a Lead man who followed, up front, all aspects of the funeral, right to grave. RSH/NMR

Ruddington

Richard Marshall. TLS/TLS

Gary the funeral director was very professional and always ready to answer questions regarding arrangements. GLC/GLC

Giving us time to look at the flowers before we got in the car. A lovely touch private moment for us. TLS/EPM

They were very friendly and did little things to make it personal to us and my husband, grateful to them. GLC/GLC

Shirebrook

Above and beyond care and attention. JP/AA

Nothing was too much trouble, extremely kind and supportive. JP/AA

Spondon

Friendliness. FH/FH

Very helpful, friendly, and a very caring and warming. FH/FH

Clear communications. FH/FH

Stapleford

Everything was prefect. KNC/KNC

The whole process from start to finish was executed professionally & with understanding – A great service! TSR/TK

How lovely & helpful everyone was. TSR/LJB

Sutton

Very professional, but also very friendly and put us at ease. KLH/AA

West Bridgford

The organisation and experience of Lymns and the Methodist minister were all excellent – thank you. SNN/EPM

Viewing of deceased was done in a very dignified way. SNN/AMB

Calmness of funeral director. Responsiveness to my requests. Availability out of hours. Selection of celebrant. AMB/AMB

Andrew was helpful in identifying and appropriate celebrant, was very patient & helpful with all decisions, including ideas for the order of service. AMB/AMB

All fine happy. SNN/AMB

They were friendly and helpful. SNN/AMB

Wollaton

Initial meeting with Kirby was very good. KNC/KNC

Kirby was absolutely incredible to work with. She instinctively knew the right amount of conversation or quiet. LJB/KNC

Everyone involved made sure we understood everything, answering any questions we had. JRC/DIRECTCREMATION

A seat was provided for 2 of us at the graveside, this really impressed me as I'm quite disabled. JRC/JLR

Celebrant Richard Marshall was superb. All staff at Lymns Wollaton were kind, informative, just excellent. JRC/MLR

It was an excellent service from start to finish. LJB/LJB

Guided through everything on funeral plan. Pleasant manner which would assist grieving families who would be perhaps arranging a funeral for the first time. JRC/NDR

Staff were very courteous & sensitive offering a Saturday service. KNC/EPM

Good communication with my local church regarding the service and putting together the order of service photos. KNC/KH

Personal contacts were excellent. KNC/KNC

Kirby took over the Eulogy and read it beautifully, plus her speech/words were nice. KNC/KNC

Jane & Kirby were really helpful. KNC/KNC

Celebrants

Richard, just a quick note to say

thank you for Friday. Everyone I spoke to said the service my mother was lovely. You managed to send her out very well. Through our emails and conversations, I thought very confident and leaving it all up to you. You have to make a very difficult day go as well as can be expected. Many thanks again.

Richard was lovely from start to finish. Very understanding, suggested perfect words for the service. Very dignified.

Good afternoon Richard, We have been reflecting daily on the emotional time since Mum's death and one great comfort has been all our interactions with A.W. Lymn, culminating with her lovely funeral. You were a great part of that comfort, from the first meeting at our home, the several emails and then the service. Thank you very much for the way you guided us through the

process and on the day in such a calm, friendly and professional way.

The Craftsmen in Stone

Dear Sarah and team, The level of communication and care was excellent and I would like to commend you for this as it is something which is sadly lacking in a lot of businesses now.

Dear Sarah, Just to say the memorial is magnificent!!

Could Do Better

Coffin plate age incorrect.

Listing cards where not in order of service.

Live stream didn't work.

We had to chase up bits we were waiting for information on.

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 May.

Arnold	9.70	Hucknall	10.00	Radcliffe-on-Trent	10.00
Aspley	10.00	Ilkeston	10.00	Rainworth	10.00
Beeston	9.75	Littleover	10.00	Ruddington	9.63
Bingham	10.00	Long Eaton	8.25	Shirebrook	10.00
Bulwell	9.67	Mansfield	9.75	Spondon	9.67
Carlton	10.00	Mans. Woodhouse	9.80	Stapleford	10.00
Clifton	9.50	Nottingham	9.36	Sutton-in-Ashfield	10.00
Cotmanhay	10.00	Ollerton	9.50	West Bridgford	9.33
Derby	9.25	Osmaston	10.00	Wollaton	9.57

COMPANY AVERAGE 9.68

Nottingham Trent University BA Hons Photography course

Sharon, Emma and Henry were please to attend the exhibition at Nottingham Trent University that included work from Chloe Gamble.

Chloe's photographs were taken whilst she did work experience for us and at Gedling Crematorium.



The 'Best Practice of the Month Award'

nominations are:

Pete Jeffrey has nominated Fiona and the Florist Team

'Please could I nominate Fiona and her florist team for the brilliant work on the crown and the floral arch (below).'



Ben Percival has nominated Pete Jeffrey and Fiona Hallam

'Pete and Fiona for their hard work on producing the fantastic floral crown in time for the coronation.'

Pete Clarson has nominated Emma Percival

'Please can I nominate Emma who has come up with some fantastic community driven ideas in the lead up to the coronation. The 'Travel Like His Majesty' competition and in particular the idea of the winning Crown being the one with the most likes on Facebook resulted in a week with one of the highest levels of engagement on social media that the company has ever had.'

Pete Clarson has nominated Pete Jeffrey

'Pete always has a 'can do' attitude and wants everything to be perfect but on this occasion it was clear that Pete went above and beyond. Unexpectedly, vault building took both Chris and Artur away for a number of days at the same time as the florists asked Pete for approximately 30 bespoke frames to be made. As well as cancelling a few days holiday, Pete ran around to keep all of the plates spinning and to get the department in order before his annual leave.'

Lucinda Pallett has nominated Ben and Emma Percival

'Can I nominate Emma and Ben for sorting out the lovely Coronation Sweet tea treats for everyone! As it was such a lovely idea and I know that everyone really appreciated it.'

Ben Percival has nominated Neil Reeves

'Please can I nominate Neil for giving up his Bank Holiday to represent us at 'The Big Help Out' at Nottingham Road and then giving up the following Sunday to attend the Swadlincote Festival of Transport which turned out to be a great success with enquiries for the bus, wedding cars and two pre-need appointments!'

Stacey Burman (on behalf of Laura, Aurora's Mum) has nominated Neville Carridice

'Laura and the family would like to nominate Nev for best practice of the month for Travel Like His Majesty ☺.'

The winners is....

****Emma****



Caption Competition

Does anyone have a caption to accompany this photograph of Pete, Max and John at Mansfield Town FC?

Please enter via email or text; emma.percival@lymn.co.uk 07916 140 406.

All entries must be submitted by 9am on Wednesday 14th June 2023.

The winner can choose between a bottle of wine or a box of chocolates.

GOOD LUCK

