



The Family Funeral Service®

Staff Newsletter

November 2023

20 Years of Ilkeston Co-op

October marked 20 years since we completed our largest acquisition to date, taking over the Ilkeston Co-op Funeral Division and acquiring six new funeral homes, Cotmanhay, Ilkeston, Long Eaton, Spondon, Stapleford and Wollaton.

Just under half the staff who were transferred to our family company in 2003 are still working with the company today, and we thank Jane, Mick, Matt, Kevin and Julia for their loyalty over this period. We should also note casual Jim Cullen, who was part of the Ilkeston team and left shortly before it was taken over, Michelle Ibbett who completed work experience at the Stapleford funeral home and of course our dear friend and colleague Ralph Nixon who sadly died in 2022 whilst still in service.

For more memories please see page 2.



Stacey Dooley: Inside The Undertakers

After four weeks of filming we would like to say a big thank you to all the staff who took part in the filming of the BBC One documentary which follows Stacey as she confronts her fear of death by immersing herself in all aspects of our company.

Stacey commented: "Death is a topic that's openly discussed in many other cultures, even celebrated in some instances, yet I am so awkwardly British about the whole thing!"

It is, of course, inevitable, and that's why I wanted to really explore exactly what happens when we do die. This access allows us to ponder the bigger questions surrounding life, as well as witness the practical logistics of a funeral. I'd like to thank every family member that has allowed us to document their story. I'm so grateful."

We hope to get a viewing date soon.



'Our family serving your family since 1907'

Ilkeston Co-op

Looking back over the past 20 years, Nigel comments “It is hard to believe that 20 years ago the wet signatures went on the document to complete the takeover of the funeral offices of Ilkeston Consumer Co-op by our family business. The acquisition was a huge milestone for us as a business and marked a major turning point of expansion for us.

“It is extremely gratifying to me that we still have staff who we took on during the acquisition that are still very much an important part of our family business some 20 years later.

"I would like to say thank you to those staff for all they continue to do and the crucial role they play in helping our family business meet the needs of those we serve in our local communities. We are all sad that Ralph is not here in person to mark the 20 year milestone but he remains in all our thoughts."

ILKESTON CONSUMER CO-OPERATIVE SOCIETY LTD
FUNDAL SERVICES EXECUTIVE
113 COMMANWAY ROAD, STAPLEFORD, NOTTINGHAM, NG9 5RR
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FUNDAL SERVICES EXECUTIVE
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WORK EXPERIENCE ASSESSMENT AND REPORT

NAME: MICHELLE TAPPITT
ADDRESS: 113 Commanway Road, Stapleford, Nottingham

WORK EXPERIENCE COMMENTED: 4th June 1994

FOR: 1 WEEK

COMPLETED BY: JAMES CULLEN
POSITION: BRANCH DIRECTOR / BRANCH MANAGER

WORK EXPERIENCE ASSESSMENT.

THE FOLLOWING POINTS ARE MARKED FROM 1 TO 6 1 BEING POOR - 6 BEING EXCELLENT

INTEREST SHOWN 6
EFFORT 6
INITIATIVE 6
SELF CONFIDENCE 6
ENTHUSIASM 6
COMPETENCE 6
ADAPTABILITY 6
CO-OPERATION 6
ATTITUDE TOWARD OTHER STAFF 6
ATTITUDE TOWARD CLIENTS 6
RELATIONSHIP WITH SUPERVISOR 6
SKILLS: PRACTICAL 6
NUMERIC 6
WRITTEN 6
ORAL 6
ABILITY TO UNDERSTAND INSTRUCTION 6
PUNCTUALITY 6
ATTENDANCE 6
PERSONAL APPEARANCE 6
GENERAL MANNER 6
PERSONAL RESPONSIBILITY 6
ABILITY TO: 6
INTERPRET AND ACT ON SIMPLE INSTRUCTIONS 6
DESCRIBE EVENTS ORALLY 6
UNDERSTAND WRITTEN IDEAS AND THEORY 6
WRITE A SIMPLE ACCOUNT 6
CO-ORDINATE 6
BE ACCEPTED AS ONE OF THE STAFF 6
WORK AS A TEAM MEMBER 6
ACCEPT SPECIFIED RULES AND REGULATIONS 6

OTHER COMMENTS:
MICHELLE SHOWED GREAT ABILITY TO WORK WITH OTHER MEMBERS OF STAFF, & HER KEEPING WILLINGNESS TO LEARN WERE UNSURPASSABLE.

SIGNED: JAMES CULLEN
POSITION: BRANCH DIRECTOR / BRANCH MANAGER

14 W Lymn Newsletter



Matt, Julia, Jane, Mick and Kevin over the past 20 years.

The A. W. Lymn Newsletter was an import from Ilkeston Co-op, with Wendy Benson creating a two page monthly catch up.



M.A.Mills

Funeral Service

The Lymn Rose family were delighted to announce last month that they had purchased M.A. Mills Funeral Service in Radcliffe on Trent.

M.A. Mills was established in 1995 as C.D.Alcock before being bought by the Mills family in 2001. Michele, Tony and recently their son James Mills have looked after their clients and those of William Roberts & Sons in Bottesford, since they closed their doors in 2019 and Mills took over the Pre-Paid funerals and telephone number.

The business is being run as a separate entity, offering a different style of Funeral Service for clients who chose it. The identity of the firm is to remain clear, being a less formal offering than the A.W. Lymn brand, having a much more relaxed manner with clients, a smaller range of options for families, a more typical black Mercedes Funeral fleet and as a result a slightly lower price.



A new Funeral Director Roy has been engaged to run the office, and a new Funeral Arranger is being appointed to assist him. Julia and Edward have helped during the initial few weeks, but over time will hand the business fully over to the new staff.

While certain functions will be assisted by the current A.W. Lymn business such as out of hours cover, M.A. Mills very much remains as an independent Funeral Service, offering its own style of Funerals.



Nigel, Jackie, Matthew and Pete attended The Business Masters 2023 Awards on Thursday 19th October and were pleased that the company won in the Family Business category.

Many thanks to the category sponsor Sills & Betteridge Solicitors LLP.



Charlie Banton-Wilson

Many of the staff based in Nottingham will be aware of Charlie, who goes to the cemeteries on African Caribbean funerals and takes a put up tent, with tea, coffee, milk, sugar, biscuits, water, fruit as well as stools and shoe cleaning equipment.

The service he provides is really appreciated by the community, he makes no charge and is reliant upon donations from those having a drink.



Nigel was delighted to receive a message from Charlie to say that he was the winner of the Volunteer Award category at the BBC Radio Nottingham Make A Difference Awards, which took place on 22nd September 2023. Nigel comments 'This is simply fantastic, I cannot tell Charlie how pleased I am for him.'

THE
A.W. LYMN CELEBRANTS
PRESENT THE FIRST...

PUB QUIZ

FRIDAY 24TH NOVEMBER

STARTS AT 6PM

ROSE & CROWN
500 DERBY ROAD, LENTON NG7 2GW

BOOK YOUR PLACE / TEAM WITH
BEN@LYMN.CO.UK

We still have places left at the celebrants quiz. The doors open at 6pm for a 7pm start. Greening vouchers for each round winner, and a cash prize.

Open to all staff and their partners. Get a team or we can put you in a team!

Welcome to.....

Lexie Clayton

Casual Funeral Assistant - Mansfield Woodhouse.

My name's Lexie and I'm sixteen years old. I am studying health and social care at college. I have a very keen interest in the funeral industry and cannot wait to see what a future at Lymns holds for me.



Mental Health Group

from Pete Clarson



As part of the company's commitment to the wellbeing of staff, nine of us took part in a Mental Health First Aid course on Wednesday 18th October. We all learnt a huge amount about a number of topics surrounding mental health. The Directors recognise the importance of both the physical and mental wellbeing of staff, particularly in our industry which can present emotionally challenging situations. Providing this training is the first step in us reviewing our policies in this area, enabling those trained to recognise signs of mental health problems and provide them with the tools to support their colleagues in the workplace. The staff who attended are intentionally across a range of departments and locations with the hope that all staff can identify someone they feel able to talk to. Those who have been trained are Louise Bramman, Stacey Burman, Pete Clarson, Sarah Derbyshire, Sharon Draycott, Maureen Kite, Dominic Lister, Greg Martin and Matt Winman.

FD/Bearer training

from Mike Cendrowski



2nd October marked the Funeral Director /Bearer training going live across all our branches. The speed to which it was implemented by all staff showcased a spectacular example of skill, willingness, attitude, and adoption of change for the better. Visually this has really set us apart again – in keeping with being one of the leading independent funeral directors in the country. A huge well done to all and thank you, thank you, thank you.



Rex, Jackie, James and Emma retained the winners trophy in the Forever Stars Baby Loss Awareness Week Quiz Night which took place at Wollaton Football Club on Wednesday 11th October 2023.

James' knowledge of the Normandy Landing Beach code names (Utah, Omaha, Gold, Juno and Sword) won the day!

Save the Date

THE
A.W. LYMN
ANNUAL STAFF
PARTY

09|03|24

Out and about...



Matthew helps Pete with the drains.



Colum in his 'other' role.



Kevin helps out at Wollaton.



Courtney helps Ben on the Service Brochure photoshoot.

Storm Babet



Storm Barbet battered the UK on Friday 20th October. Despite the disruptions all funerals went ahead.



The storm proved a challenge for the maintenance team (through the sheer amount of rain water and the good old British drains/gutters not being able to cope), which was compounded by road closures!

'Happy Meals' all round



Fuel and food on the way back from Plymouth, following a funeral.

Derby Fleet



The Derby fleet having an away day at Burton on Friday 22nd September. Neil conducted a funeral in St Modwens the main church in Burton Town Centre.

Care home flowers



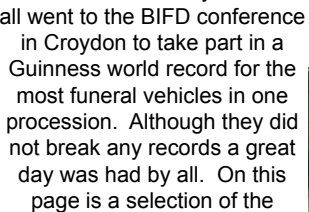
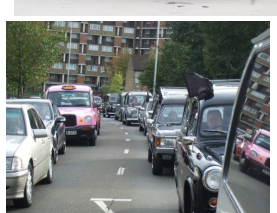
Kaylee was pleased to attend Beeston Rise care home to deliver a flower workshop for the residents. The day was set up by Pete J's wife Amy.



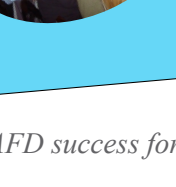
From the archives...

November 2008 - Russ (in his previous role) gets a new hearse! The number plate BXO was changed to DKU (as it remains today) after complaints it looked like BOX and the team say goodbye to trainee Alex.

Russell with his new hearse 1 BXO

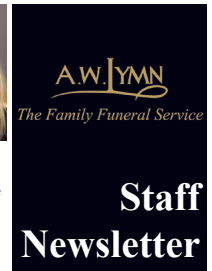


GOOD BYE AND GOOD LUCK ALEX



Five years of Rainworth and NAFD success for Dan, Karen and Megan.

November 2018



Congratulations

Wello from Rainworth

Wendy Walker

As you will be aware, J. W. Hutchinson was purchased by A. W. Lymn The Family Funeral Service on the 4th October 2018.

To give you a bit of a background into the company, J. W. Hutchinson Ltd was established in 1904 and for the last 140 years has been owned by its fourth generation, Alison and her husband, David. The day to day operations have been managed by David and myself, more about us later!

Although originally based in Bilsthorpe, the company moved some 30 years ago to Rainworth and now regularly serve the mining communities of Rainworth, Bilsthorpe and Bilsthorpe but does venture out further to Farnfield, surrounding villages and Ravenshead.

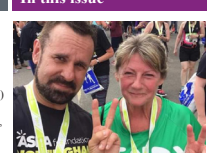
Our out of hours calls were answered by David myself and then passed on to a team of driver bearers from what was our sister company B N Gibson Ambulance Service. This team also worked on

and three matching six-seater limousines) and preparation of coffins, whilst my main responsibilities are initial enquiries, funeral arranging, all administration, through to final payment and archive of files and also Ecclesiastical funeral plans. David and I both have complete responsibility for caring for our deceased and at any one time, either roles will overlap.

We have both had a warm welcome from the people we have already met and look forward to moving over to become A. W. Lymn in the next few months.



In this issue



David and Wendy
Welcome to the newest (but very experienced) members of the team. Pictured here after taking part in the Run for All Nottingham 10k run in 2017



Donations in memory of George Jenny, Nigel, Jackie and Sheila presented donations to Professor

On Saturday 25th October 2008 Pravin Patel and Graham Hallam of Coway, Brian and Janet Dann, Ben and Stephen Hills, and Matthew Lymn Rose all went to the BIFD conference in Croydon to take part in a Guinness world record for the most funeral vehicles in one procession. Although they did not break any records a great day was had by all. On this page is a selection of the variety of vehicles that were in attendance on the day.



The Carlton Billboard



In November 2013 our first (modern) billboard went up at Carlton



Carlton Wildlife Garden

from Mark Ridout

When we moved into our new premises at Harrod House in Church Street in January 2018 we inherited the remnants of the landscaped garden of the previous doctors' surgery which had evidently been neglected for a long while.

There was an existing cotoneaster in the front garden to which we added and traces of rampant shrubs which had become unwieldy and woody on the steep slope down to Carlton Hill.

Penny supplied a row of little yew trees which bordered the car park and the tending of the whole garden area was down to Gazza and his strimmer.

I had always noticed the indigenous wild plants and flowers and always felt a little dismayed when they were suddenly cut down.

When I moved into the flat above the office in January 2023 it was at the suggestion of Nigel that I brought a sun dial and bird bath which were in my previous garden as well as many potted plants which had become homeless. The bird bath soon became well-used by the local wood pigeons!

As well as conventional shrubs and herbs I also brought various favourite wild flowers which I have always cultivated: comfrey, vipers bugloss, sweet rocket and Nottingham Catchfly to name but a few and it was only a short while living above the premises that I happened to see a pair of grey wagtails, hear various tawny owls and see a pronounced fox run in the wild plants heading down to the road from the car park, all proving that, despite this seeming to be a very 'urban' area, it was a haven for wildlife.

A little later in the year a pair of blackbirds nested in one of the clematises growing up the Church Street side of the building.

I contacted the Nottinghamshire Wildlife Trust and met with Ben and Lorna to survey the site and get ideas for furthering the conservation of wildlife. I asked for something 'official' so that we could show clients and the general public alike that this was a properly managed wildlife site and not just a sign of lazy gardening. They provided me with a sign from a previous exercise of conserving habitat for blue butterflies which isn't quite what we are doing but it somehow made it feel more official.



I liaised with Naturescape Wildflower Farm at Langar and bought wildflower and grass seeds to plant for next year as well as purchasing many insect-friendly plants from The Salad Bowl on Mapperley Top including many different coloured echinacea which I planted all along the fence at the top of the slope.

They all seem to have taken well despite the long periods of hot dry weather we have had this year and we are now fast approaching the time when the plant growth can be cut back again, hopefully with the view that this will inspire growth in the perennials for next year and the anticipation of the new plants emerging from my seeding programme when the growing season comes around again.





The Family Funeral Service®

Client comments collected during September 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 SJD/AA was arranged by Sarah and conducted by Andy.

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 –66
Good – 4
Satisfactory – 0

City Flowers

Excellent – 40
Good – 0
Satisfactory – 0

Arnold

Compassionate & sensitive, professional & competent. RK/RK
Staff dealing with the funeral very caring. RK/RK
Courteousness and professionalism. RK/RK
Russell was pleasant, respectful and very helpful, nothing was too much trouble he was very caring. RK/RK
All involved were very helpful. Colum O'Shea gave a wonderful obituary. ESH/NMR

Beeston

Friendliness and professionalism of all staff. GB/DMC
Attention to detail personal touch especially Donna asking if I would like to walk with her to the chapel. GB/DMC

Bulwell

They was very helpful and caring. Everything was beautifully done. PSG/TK
Everything was done to a very high standard. PSG/TK

Carlton

Jess at Carlton was fabulous. Nothing was too much trouble for her. The whole team was great, they dressed Paul as requested made a great job. JAR/NMR
Excellent service from start to finish. PCR/PCR
Professional, but very caring felt very comfortable nothing was to much trouble. NMR/NMR

To Paul, thank you very much for your professionalism and support in organising my uncles funeral. We were delighted with how the day went, and a very appreciative of your expertise and compassion.

Clifton

The director's choice being free for the coffin is excellent and surprising. I would like to personally say Joanna Widdowson's support and how she helped and arranged the funeral to be outstanding! JMW/JMW
I could not be happier with everything that was done for me. All of it from

start to finish. JK/JLR

Cotmanhay

Nicola Anderson, Mick and drivers was outstanding. NAA/NAA
The fact that it is within walking distance of my home – used several times already. NAA/MS

Derby

All of it. GPM/NDR
Greg at Derby was excellent and made a very sad time very comfortable he contacted me all the way through. GPM/KH
His professionalism and compassion. GPM/KH
Care and compassion, they took care of my mum and my last goodbye before and after was and is most treasured by me. GPM/KH/
The contact at all times was neither too "close" nor too "distant". All aspects were dealt with promptly. NDR/NDR

Ilkeston

He explained what was going to happen which put us all at ease at such a difficult time. MNI/KH
Very caring all questions were answered. Attention to detail came away feeling at peace. MNI/MS

Hi Michelle, I just wanted to thank you for everything you did to organise my Mums funeral. Everything went smoothly on Wednesday, which was down to everything you organised for us.

Littleover

Dear Dan and Mark, we just wanted to sincerely thank you for the time you took with D and all the time you spent with us. You made what is a very difficult time easier for us all.

Long Eaton

Kindness, patience LKM/NDR
A very professional service. LJB/LJB
Laura was very patient and helpful as we needed guidance having not done this before. LKM/LJB

Mansfield

The empathy shown by David and his confidence in all matters was much

appreciated. DCC/DCC
Very good service. DCC/DCC

Mansfield Woodhouse

Just the general professionalism and kindness. SB/JWB
All aspects. JWB/AA

Nottingham

General helpfulness in guiding through the things to be done & wishes of the bereaved. KDB/PCR
They respected the family and had plenty of patience. KDB/PCR
Situation arose beyond their control, but after care given brilliant – thank you. MR/ KDB

Ollerton

All of the service. SJD/AA
Sara Derbyshire is a very nice young woman. SJD/AA
This company was excellent in every aspect of the funeral. SJD/AA
Yes the funeral directors were extremely compassionate, understanding and made me feel comfortable. JWB/JWB
Little personal touches before the funeral/on the day of funeral/post funeral. SJD/AA
I asked if we could keep the flowers after the crem and they kindly offered to bring them back for me for to collect the next day. SJD/AA

Osmaston Park

Letting us know what would happen next and guiding us all through. KIT/ NDR

Dear Kaitlan, from the family, we say a very big thank you to your team and the company for your excellent work and for making our mother, Auntie, grandma and sister transition [repatriation] very excellent. God bless you and your recommendations from us will be highly recommend to others. Thank you.

Radcliffe on Trent

We really appreciated all of the efforts made by the whole A.W. Lymn team and it was much appreciated that Matthew looked after us himself. EH/ MLR

Rainworth

Friendly & efficient and very professional throughout. RSH/JWB
Their courtesy, compassion, and respectfulness, show throughout to all the family but particularly to P. RSH/JWB
Being a minister, I was able to choreograph the service to my liking. RSH/AA

To Becky and all the undertakers and staff, Just wanted to say a huge thank you to you all for all the care you gave my mum and me. The funeral was perfect from start to finish and you did my mum and me so proud, I hope mum would've been proud of me and how I gave her a good send off. You are a blessing. So thank you so much.

Ruddington

Gary was friendly, understanding & was in no way pushy. Would highly recommend Lymns to others. GLC/ GLC

Spondon

Attention & kindness. FH/FH
Very supportive guiding us through this sad time, nothing was too much trouble and very patient! Thank you. KH/KH

Stapleford

Tracey went above and beyond to make things easy for me. TSR/LJB
I cannot praise Tracey at Stapleford office enough – she was very helpful, organised, and compassionate. TSR/ KNC

West Bridgford

Efficient. SNN/AMB
The compassion shown by all members of staff was very good. SNN/AMB
Professionalism. SNN/AMB
Very professional & informative. SNN/EPM
How respectful they were at all times, in particular on the day of the funeral. SNN/AMB
The service we received from Richard Marshall (celebrant) was outstanding a really comfort at a difficult time. AMB/JLR/
Respect, calmness, and demeanour

shown by all staff (“Edward”) was exceptional and much appreciated. Andrew’s early intervention re advising against an “open” casket was all handled delicately and professionally i.e. re-viewing of body. SNN/EPM

Ease & efficiency of contact with staff. Professionalism of Andrew & Santanna. SNN/AMB
Andrew Brown was very helpful and went above and beyond. SNN/AMB
Designed order of service, lovely vicar. SNN/AMB
Good Communication. SNN/AMB

Wollaton

Personal contact. KNC/DIRECT
The people I dealt with made the process comfortable & as easy as possible. SEO/KNC
He fantastic tentative care and empathy that was afforded to us. JRC/DTL
Slideshow. SEO/DCC

Hi Kirby, Thank you so much for looking after us yesterday & for taking such wonderful care of mum. You have been truly compassionate, professional, empathetic & efficient from start to finish with us all. This really is your calling in life & we couldn't have asked for anymore dedication from you. We had so many lovely comments from our friends & family about Lymns, please thank everybody who have been involved. Thank you once again.

Hello Kirby, I want to thank you and everyone involved in mum's funeral yesterday. The day went so smoothly thanks to your organisation and all those involved on the day, we could not have asked for any better service and it helped to make the day that bit easier.

Civil Celebrants

Richard provided a professional, warm, friendly, service who was always willing to help & guide us when needed at this extremely difficult time.

Hi Colum, I would like to thank you on behalf of the family for the excellent

eulogy that you presented last week. You were the link in the chain and you ensured that everything proceeded in an orderly and correct fashion. I have had a number of comments regarding the funeral from the start of the procession to the end of the service and I will say that it proceeded exactly as we all planned. Once again many thanks and could you please pass this note of thanks onto your colleagues at the Arnold branch. They ensured that they delivered everything that was promised and were very courteous and thoughtful.

Richard was very polite, understanding of the family's grief and made an uncomfortable process much easier with his kind and gentle manner. He listened and really tried to understand Tony's life when going through our first meeting at the house, his local knowledge of Nottingham

was very helpful to make explaining Tony's experiences more personal. All communications were easy and actioned straight away for the few modifications we requested

Hi Colum, I just want to say thank you for the service you did for Marilyn yesterday. It was just perfect in every way. You have just returned my call; it was so lovely to talk in person and really let you know how appreciative I am. I love the poem and I love the analogy of the ship sailing away. But Colum; it is your tone of voice, so caring. The perfect timing. The way you give us just the right time to reflect. It is you that makes the service so perfect and for that I can't thank you enough.

Hi Richard, we wanted to say a big thank you for yesterdays celebration. It was the best possible farewell

we could have given our Mum and everyone really appreciated the way you led the service. Thank you once again for having such a positive impact on a difficult day and taking all our ramblings to deliver such a cohesive celebration of Mums life.

The Craftsmen in Stone

Good afternoon Sarah, All I can say is a huge THANK YOU. I appreciate all of your efforts to get this underway and completed – you have been quite brilliant! Thank you for keeping me updated.

Good Morning Sarah, My mum is very happy with the headstone fitting and thank you for the flowers that were laid with it.

Could Do Better.
None!

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 October.

Arnold	9.80	Mansfield	9.50
Aspley	n/a	Mansfield W.house	10.00
Beeston	9.67	Nottingham	9.68
Bingham	9.00	Ollerton	10.00
Bulwell	10.00	Osmaston	10.00
Carlton	10.00	Radcliffe-on-Trent	10.00
Clifton	15.00	Rainworth	10.00
Cotmanhay	9.33	Ruddington	9.50
Derby	9.80	Shirebrook	n/a
Hucknall	10.00	Spondon	10.00
Ilkeston	10.00	Stapleford	10.00
Littleover	n/a	Sutton-in-Ashfield	n/a
Long Eaton	9.40	West Bridgford	9.73
		Wollaton	9.75

COMPANY AVERAGE 9.92*

**this is the second highest company average since we started collating data. Well done to Clifton dream team AKA Jane and Jackie on the 20/10 score which pushed the company average up!*

Congratulations
NO COULD DO
BETTERS FOR
THREE MONTHS
RUNNING

Coffee, Cake & Craft Fayre

18th November 2023

10am - 2pm

St Helens Church Hall
Stapleford

FREE ENTRY
Stalls for all the family
Local Craft Sellers

 **Stapleford Parish**
ST. HELEN'S ST. LUKE'S
& MONTROSE COURT
Charity Number: 1131777

The A.W. LYMN Centenary Foundation

THE A W LYMN CENTENARY FOUNDATION
C/O ROBIN HOOD HOUSE
ROBIN HOOD STREET
NOTTINGHAM
NG3 1GF

20/09/23

Dear Trustees,

Further to your very kind email dated 14th September 2023, I can confirm that we have received your generous donation for £650.

We are extremely appreciative of your support and very much welcome the opportunity to work alongside you to support and empower local people living with cancer.

Many thanks indeed and wishing you all every blessing with your continued work.

Yours sincerely,

n /



**Notts County
Foundation**
Inspiring active change

Meadow Lane
Nottingham
NG2 3HJ

0115 955 7215
info@nottscountyfoundation.org.uk
nottscountyfoundation.org.uk



Good evening Ben,

We have been to Spalding today for the awards ceremony for East Midlands in Bloom.

We are pleased to let you know that we achieved a silver gilt award Thank you once again for your support without which we would not have been able to enter the competition

Jane

**MACMILLAN
CANCER SUPPORT**



Well done to Emma Hemstock and Jess Raynor on arranging a fantastic Macmillan Coffee Morning and raffle at Arnold.

They raised a fantastic £298.00 raised so with the agreed donation from The A.W. Lymn Centenary Foundation the total will be £350.00, a huge WELL DONE!

Are you living with the loss of a loved one?

Connect & Reflect

Please join us at a safe and friendly space where you can meet and talk to others over a cup of tea or coffee.

There will also be an opportunity to have some music played and to light a candle in dedication to your loved one.

**Drop in to see us between 10am-2pm
on the first Saturday of each month.**

**The Reflection Chapel Bramcote
Crematorium**



For further information contact us on : 0115 917 3849
Supporting you, celebrating them

Tel 0115 917 3849 • Email bramcotecrem@broxtowe.gov.uk • Website www.bramcotebereavement.org



BRAMCOTE
BEREAVEMENT SERVICES

The 'Best Practice of the Month Award'

nominations are:

Nicola Anderson has nominated Mick Schofield

'I would like to nominate Mick for best practice of the month. My Dad passed away suddenly on 13th September; I was away on holiday in Spain at the time. He took care of my family until I was back in the UK. He also personally collected my Dad from Middlesbrough hospital. He conducted the funeral on Monday 16th October, and did a brilliant job. I can not thank him enough for the all the support he has given me throughout this very emotional time.'

Sarah Fisher has nominated Maureen Kite

'I would like to nominate Maureen for going above and beyond in her role. We had a particular issue in getting important documentation back from a client with a fast approaching deadline, and so Maureen offered to hand deliver to their residence. Not only did she have to negotiate a small angry dog (!), she had to go out of her way to their house, clearly demonstrating her commitment to the role. The clients were relieved the issue was being dealt with and her actions enhanced our reputation for being a caring, concerned and proactive company, she is an asset to the team.'

Richard Marshall has nominated Colum O'Shea

'Please could I nominate Colum for best practice? He has found his vocation and he's clearly very good at it. On arrival for the 10.00am service at Mansfield last week Colum encountered three mourners asking if the 9.15am had happened yet (approx 9.25am). Colum went to the office to ask, only to be told that unfortunately, despite knowing a small attendance was expected, the coffin had been taken through to the back of the crematorium (Colum believes the family may have waited at the wrong chapel door). Feeling sorry for the three mourners, and the efforts of bringing one of them who was in a wheelchair he took them into the chapel, sat with them for a few moments, asked if they had any particular memories of their friend and offered the Lord's Prayer before wishing them on their way.'

Sarah Fisher has nominated Simon Wright-Marsh

'I am nominating Simon for showing the extremely honourable quality of saving a large piece of falling granite from breaking by unfortunately having his hand act as a buffer and subsequently sustaining injuries to his fingers. We know the family would have been devastated had their memorial broken and we appreciate the noble sacrifice he made – we all hope he feels better soon!'

From Catherine Broome

'I nominate Shaun for his 18 months assisting in the pre-paid office. He originally agreed, in March 2022, to help me for a couple of months to get through a backlog of pre-paid funeral work that was being caused by the changes in FCA regulations, however, this got extended when Caroline went off ill in May 2022. Despite not wanting to be office bound, he has continued to help out in the pre-paid department whilst a permanent solution has been sought. I could not have managed without him and am grateful for all his help over this extended period.'

Pete Jeffery has nominated Chris Holland

'Could I please nominate Chris from the stonemasons. He has worked on the last two vaults with Maintenance and has been a great help in really bad weather too.'

The winner is....

****Colum****



Robin Hood Half Marathon

We were really pleased to receive this thank you at Wollaton following Ben and Lucinda opening up the funeral home as a 'cheering station' for the Robin Hood Half Marathon.



MAGGIE'S
Everyone's home of cancer care

Thank you so much for letting our lovely Volunteers use your facilities at the Robin Hood Half Marathon. Your support is greatly appreciated.
Kind regards