



The Family Funeral Service®

Staff Newsletter

September 2023

Clifton Update

The demolition of the garage on Southchurch Drive commenced on 17th July. As well as the removal of the existing building, four fuel tanks needed to be removed from under the ground. Total Reclaims Demolition hope to be finished in the next few weeks. Minor revisions to the building design were approved this week so it is full steam ahead with appointing a builder now!



Congratulations to Josh

After four years of studying Josh has passed his Level 3 Diploma in Light Vehicle Maintenance and Repair.

Josh joined us in July 2019 as a Fleet Maintenance Apprentice whilst studying on day release at Nottingham College's EMTEC centre.

Josh has now been offered a full time contract in fleet maintenance.



'Our family serving your family since 1907'

Welcome to.....

Damon Short

Hello all, my name is Damon Short and I've been employed as a casual Driver/Bearer based in Derby since the beginning of July (after my retirement from full-time work). Firstly thanks to all at Derby for looking after me in my first role in the funeral business.

I have spent most of my career in the retail business, Store Manager at Littlewoods and a Regional Manager at Topps Tiles. I finally spent the last 10 years in the Engineering maintenance industry as Operations Director for a local company.

My hobbies include cycling (approx. 150 miles a week) and Badminton in the Derby league.

I've really enjoyed working these last few weeks with you and look forward to many more...



Emma Hemstock

Hi everyone, I'm Emma and I joined A.W. Lymn back in June. Previously I had a full time printing business, a part time job in a supermarket and before that I was a Legal PA for a national firm of solicitors.

For some time now it has been my passion to work in the funeral industry, but in particular I knew I wanted to work for A.W. Lymn after experiencing a wonderful service on a personal level a couple of years ago.

I have two children, three if you count my husband and four if you add the dog into the mix! My eldest child is about to leave for the big world of university, whilst my youngest is in Year 9 of comprehensive school.

I have a big passion for craft, I have more unfinished projects than I care to admit to! I love to socialise, try my hand at DIY, spend time with my family and friends, and anything that puts a smile on my face.



Welcome back to.....



Jennifer Warnes

Jennifer has returned as a full time Driver / Bearer at Cotmanhay.

Stephen Whitehouse

Steve has returned as a Casual Lister



Tour of Rock Cemetery & the Catacombs

Christine and Sarah from Nottingham City Council have invited us to join them for a tour of the Catacombs and Robin Hood's Cave at Rock Cemetery.

Christine comments: "We thought that although the team may know the cemetery from a funeral perspective, that perhaps some would like to join us to see the more unknown side of the site and what isn't normally open to the public?"

Myself and Sarah would like to invite any colleagues to come for a walk around on Saturday 16th September at 2pm for about an hour or so and Sarah will also give an overview of the history of the Cemetery as we walk through the different areas too.

There would be no charge to anyone for this, and family members are welcome to join also."

If anyone is interested, then please book your place through Emma Percival.



Rolls-Royce Enthusiasts Club - Harewood House

Josh and Kirby, along with their partners represented the company at this year's Rolls-Royce Enthusiasts Club meeting at Harewood House in 1UF - one of our Phantom VII limousines. The event took place on Sunday 6th August and as always was well attended with all years, makes and models of Rolls-Royce on display.



Caption Competition

Does anyone have a caption to accompany this photograph of Sharon, Brian and Edward?

All entries must be submitted by 9am on Wednesday 13th August 2023.

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

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



From the archives....

It has been five years since Dick Stead retired after nearly half a century of service and ELF was first purchased and used at a service.

Elf 355 joins the fleet



ELF debuts in Keyworth



Dick retires

by Ben Percival



Dick Stead has retired after an unbelievable 49 years and 11 months of service.

Dick started work for Ernest Smith, as we were then known, in July 1968. He was 14 years old and worked as the Stone Mason's apprentice.

For as long as I can remember Dick has been our hand cutter, and I can honestly say he is one of the best in the business and I would like to thank him for the last five decades of hard work and dedication to the families we serve as well as our family business.

In 2018 Jules risked upsetting her Leicester City supporting household by donning a Nottingham Forest tie, at the request of a family!



Two months before his death in 2018 George, as Company Chairman chaired his 60th Annual General Meeting for the company.



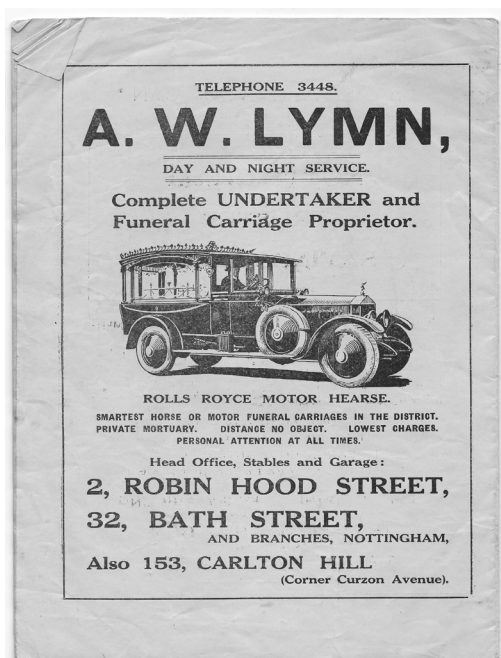
Gary Cooke joined the company in 2013!



Gary Cooke is the new Limousine Driver at Radcliffe on Trent. Before joining us Gary was a car valet and has also worked in hotel restaurants up and down the country, including the Ritz in London.

Jonathan was made manager (now Senior Funeral Director) of the Mansfield Area 15 years ago.

An old advert.



Congratulations....



....to Jonathon Baker who has now taken over the role as manager of the Mansfield group of offices. We'd like to wish you all the best in your new role.



From the archives....

A.W. LYMN
The Family Funeral Service

June 2008

Newsletter

ROYAL OPENING OF THE NAMM CENTENARY GARDEN

Her Royal Highness the Princess Royal officially opened the NAMM Centenary Garden in the National Memorial Arboretum at Alrewas, near Lichfield on Tuesday 20 May 2008.

There were in excess of 100 NAMM members, family and friends who visited the garden to witness this royal event.

Her Royal Highness was greeted by NAMM's President, Penny Lymn Rose and introduced to the National Executive Officer and VIP guests. Her Royal Highness was given an informative tour of the Centenary Garden and on to the royal unveiling of the plaque. Her Royal Highness was then invited to view a demonstration of hand-cutting letters and images in stone by an experienced craftsman and an apprentice memorial mason (James Stead).

The NAMM Centenary Garden was created to provide a permanent marker to celebrate 100 years of service to both its members and bereaved families by maintaining the highest standards in all aspects of the industry.

The unique theme of the garden is a tangible 'time line' of memorialisation stretching from the Stone Age through to the present day. It is hoped that the garden will serve to establish the importance of memorialisation both from a personal bereavement point of view and indeed from a long-term historical point of view.

With over 250,000 visitors expected through the current year, many of whom will be children of various ages, the Association has produced an illustrated booklet describing the garden and its exhibits. The booklet contains historical facts, games and quizzes aimed at encouraging children to respect and value their heritage.

Jim with a Princess instead of his usual Queen!





In 2008, Penny in her role as President of the National Association of Memorial Masons (NAMM) had the privilege of greeting Her Royal Highness The Princess Royal at the official opening the NAMM Centenary Garden at the National Memorial Arboretum at Alrewas.



Institute of Advanced Motorists – Success

March 2013 saw the highest number of staff start the Institute of Advanced Motorists Skills for Life Course. Congratulations to Shaun Caine, Emma Percival, Louise Cook, David Crayton and David Summers who have all passed their practical observed drive.

In 2013, Shaun, Emma and Louise (alongside David Crayton, FD in West Bridgford and David Summers, FD in Ollerton) all passed the Institute of Advanced Motorists practical observed drive.



Hearing Aid Recycling

As many of you will be aware, we currently collect hearing aids for recycling. Zoe, founder of Hear Today, Hear Tomorrow has called to explain they are renaming the company Hearing Aid Recycling so that people know instantly exactly what they do!

The scheme prevents hearing aids being put into landfill. Refurbishing and redistributing these life changing bits of technology to try and help some of the 360 million deaf people worldwide. Astonishingly it is estimated that 50 million children are deaf, without access to an NHS equivalent and a child born without hearing is not only deaf but also never learns to talk, so is condemned to being mute too.

For more information please visit:

<https://hearingaidrecycling.co.uk>



Lexi-May



We are extremely sorry to report that Lexi-May, who David Clarke organised the Rainworth charity car wash for at the end of last year, has sadly passed away at the age of 10.

David conducted her funeral in August, which included two grey horses draped in her favourite shade of blue.

Our thoughts are with her family and friends at this incredibly sad time.



We have been shortlisted for the Family Business category at Thebusinessdesk.com East Midlands Business Masters Award 2023!

Can you guess who?



Answer at the bottom of Page 12.

Out and About



David helps Pete with a spot of bush trimming at Mansfield.



Some of the bricks from the Clifton demolition are being sent away to be recycled!

Ben's Den



Ben Percival was pleased to present Tracey and Darren from Ben's Den with a cheque for £1,000.00. The money was raised at last months charity football game against Bramcote Crematorium. Ben is pictured with Tracey, Darren, Richard from Bramcote and Paul from Bramcote.



The money will go towards the running costs of the six holiday caravans that were set up in memory of Tracey and Darren's son Ben. The caravans provide free holidays to support the families of children fighting leukaemia or cancer.

For more information please see <https://www.bensden.com>

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 July.

Arnold	9.60	Hucknall	10.00	Radcliffe-on-Trent	10.00
Aspley	10.00	Ilkeston	9.00	Rainworth	n/a
Beeston	9.67	Littleover	9.50	Ruddington	10.00
Bingham	10.00	Long Eaton	n/a	Shirebrook	10.00
Bulwell	10.00	Mansfield	n/a	Spondon	n/a
Carlton	10.00	Mansfield W.house	9.75	Stapleford	9.67
Clifton	9.50	Nottingham	10.00	Sutton-in-Ashfield	10.00
Cotmanhay	n/a	Ollerton	10.00	West Bridgford	10.00
Derby	10.00	Osmaston	9.00	Wollaton	9.33

COMPANY AVERAGE 9.78



The Family Funeral Service®

Client comments collected during July 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 – 47
Good – 4
Satisfactory – 0

City Flowers

Excellent – 26
Good – 3
Satisfactory – 0

Arnold

The empathetic & intuitive manner of service on the day. ESH/NMR
All aspects taken into consideration; professional in all areas. Thank you. PSG/RK
Coffin, Order of Service. PSG/RK
Outstanding service advice and professionalism made my family feel very at ease. ESH/RK
Friendly Approachable yet professional. ESH/RK

Aspley

Very polite and thoughtful throughout the process. JJW/EPM

Beeston

The personal touch kept us informed before & on the day. GB/DMC
All went very well. GB/DMC
Georgia took lots of time to listen to me which helped greatly. GB/TK
Georgia was particularly helpful – taking note of my daughter's need to return to Canada after 9 days – she found a cremation slot and arranged for the ashes to be attended for interment on route to the airport. GB/DMC
All very efficient and explained things that we didn't understand. GB/DMC

Bingham

Very professional. DTL/DTL

Bulwell

The kindness of all people involved. PCW/PCW

Dear Paige, thank you for your kindness, guidance and support, ensuring Mum's final farewell was perfect. You are amazing.

Dear Paige, thank you very much for your help in helping us make mums day special! And all your patience. Lots of love.

Carlton

The personal service was outstanding, we were made to feel that anything we asked was not a trouble. PCR/PCR
When Jessica Raynor who I had been dealing with told me that she would personally dress mum in the clothes I took to the Carlton office- I found that to be very comforting- continuity. Jessica is a credit to your company, a perfect fit

for the role she has undertaken. JAR/RK

Very thorough, kind handled difficult situation with my mum & sisters. PCR/PCR

Homely, relaxed. JAR/NMR

100% caring. Can not fault any of it. JAR/PCR

Clifton

Professional, accommodating, sympathetic. JMW/JK

The caring and sympathy went above and beyond our expectations. JMW/JMW

Derby

All. GPM/NDR

Hucknall

Everyone was respectful and helpful. DD/TK

To Catherine, I just wanted to say thank you for everything you did throughout the process of arranging P's funeral. You're incredible and we felt you advocated for us, and also P – when I struggled to make decisions – bringing it all back to 'what would P want?' I will be forever grateful to you for supporting us and for going above and beyond for us as a family, whilst he was in your care and your part in his beautiful service, during what I can you describe as a worst time of my life! I know we took up some of your personal time and I can't thank you enough for allowing us to do this. We are so glad you picked up the phone the day we called. You're amazing.

Ilkeston

Just wanted to pass on a personal thank you for the help and guidance you gave to me over recent weeks. Every thing went perfectly and there have been lots of good feedbacks. I am sure he loved his ride in the Rolls. Thank you so much.

Thank you so much. All went well and all your hard work made a very difficult situation. More bearable for us all. Thanks again.

Littleover

Excellent service and communication kindness. DBB/NDR

Mansfield Woodhouse

Personal service – meticulous very professional. JWB/JWB
Personal touch. WEW/JWB
Attention to detail, personalised service, good communications, sensitive staff and professional approach. SB/AA

Ollerton

Sarah is excellent at her job. SJD/AA
Staff excellent, car were amazing stood out. Very professional and compassionate. SJD/AA

Osmaston

The service through-out was very good – particularly Mark Chapman's readings – Thank you. KIT/NDR

Radcliffe on Trent

Emma was brilliant. Nothing was too much. Edward was amazing. EH/EPM

Rainworth

Hi Wendy, I just wanted to say thank you for your help in starting to set up the funeral during the first few days after O's death but in particular for recommending Nick Sharp as the Celebrant. He was absolutely fabulous, it was a large funeral, probably just over 150 people and everyone said it was the "best funeral they have ever been to". He made us all laugh but also cry a little, you would have thought he actually knew O and for just a little while he made him come alive again, it was just brilliant.

Ruddington

Richard Marshall the Celebrant was dressed so smart on both occasions we met & people commented how clear he was at the service. TLS/TLS
Staff approach was patient & respectful at all times. TLS/TLS
I appreciated Teresa Spencer's advice and down to earth approach. TLS/TLS
Gary & the team were very professional and made my mum funeral, very memorable. GLC/GLC

Shirebrook

Very pleasant and understanding at a difficult time, especially as my first encounter with dealings. JP/DIRECT

Stapleford

Very friendly, empathetic whilst being

professional and unafraid to offer advice. LJB/KNC

Tracey Sweeting Rowe is professional & personable. Excellent service. TSR/MS

Tracey Sweeting Rowe excellent from start to finish. TSR/LJB

Firstly, thank you to you and the whole team at Stapleford for helping us to give Nanna the best send off she could have had. Nothing was too much trouble, and on the day, Neil and the team were incredibly supportive, empathic and professional. Thank you for everything.

Sutton

The celebrant Colum O'Shea made the funeral flow and everyone felt comfortable. KLH/AA

Karen at Sutton Branch was so nice & compassionate. KLH/AA

Personal attention given by Karen at Sutton Branch. KLH/JWB

West Bridgford

Wonderful service in every items that were on offer. SNN/DIRECT

Wollaton

The staff at Wollaton (mostly Skye) were very helpful and patient. KNC/JRC

Service as required and any changes in personnel were upgrades for the better. SEO/EPM

Prompt return of calls. Friendly & professional and kind. They escalated up to snr management at Beeston Cemetery to solve the ownership of grave issue. SEO/MLR

Dear Kirby, We just wanted to say thank you for your help and professional service following the death of our Mum, last month. You made the whole process of planning the burial and thanksgiving service run very smoothly and we just wanted to tell you how much that was appreciated by us. We are very grateful to yourself and everyone at Lymns.

To Skye and the whole A. W. Lymn team, thank you all so much for everything. Planning my dad's funeral was the hardest thing I've ever had to do in my life and I never thought it was something I would have to do it 32 years old whilst my dad was only

54 years old. You carried out all of our wishes for dad perfectly. His day was beautiful. You were also a huge support to us all personally every step of the way. Skye, I cannot thank you enough for your help and support, for all of the family, but especially myself and my sister throughout the process.

Civil Celebrant

Hi Colum, want to say a huge thank to you for writing and reading Mums lovely eulogy on Wednesday.. It was wonderfully executed and a lot of Mums friends commented to us on how good they felt it was. The Rotary contingent even mentioned they might ask you to consider doing a talk for them. The whole service was beautiful and flowed really well. The A.W.Lymn staff were also very professional but friendly and caring with it. It was a pleasure to meet you. Thank you again.

The service Richard conducted was excellent. He even interacted with my aunt from the lectern making a sad day for her a little more bearable. His oratory skills were wonderful the correct mix of sombre but injecting humour in the lighter moments of our uncle's eulogy

Good Morning Colum, Just a brief note to thank you for making such a wonderful job of delivering R's obituary. We have received many compliments about the way in which you conducted the ceremony and you described him perfectly.

Richard has been full supportive throughout the whole process of organising my mother's funeral; we are very grateful to him. The way in which he was able to bring all the aspects of the service together and deliver it in a kind and sympathetic manner was very much appreciated by all the family.

Richard was extremely professional and sensitive throughout the whole process. From our first meeting he was helpful and obliging, with regard to helping us plan the service and keeping in constant contact to put us at our ease. He conducted the service with compassion and professionalism and his clear and sensitive delivery of the eulogy was first

class and much appreciated by both family and mourners.

The Craftsmen in Stone

Just to say thank you so much for arranging the stone delivery for me. We collected them and put them on my fathers grave the same day.

Dear Maureen and team, thank you for the advice and support you have given me, to get the headstone for my husband absolutely perfect. The Mason has done an excellent job, again thank you to all.

Good morning On behalf of the Town Council I am writing to thank you for the excellent work carried out in refixing the Queen Elizabeth II Diamond Jubilee Commemorative Plaque. As you are aware the round plaque was

originally supplied by Fields in Trust to commemorate the Diamond Jubilee and the field subsequently registered as a Jubilee field and protected as a green open space for the community. At the time your company very kindly mounted the plaque for us and installed it in pride of place on the field. We are most grateful once again for your kind gesture for the community in refixing the stone.

Could Do Better

None!!!

Service Brochure 2024!

We are about to start work on our 18th Service Brochure and we are looking for inspiration for the cover photo!

If you have an idea or a photograph then please email it to emma.percival@lymn.co.uk

If we pick your photograph (or an idea based on it) then we will send you a bottle of Champagne.

Closing date 18th October 2023. Terms and Conditions apply.



The 'Best Practice of the Month Award'

nominations are:

Jane Keetley has nominated **David Hills, Michael Ince-Tivey, Peter Parks and Richard Hunt**

'Can I please nominate.... Hills, Tiv (PP) and (RH). All four of them have gone over and above board on a funeral today. They were all on high alert as we were asked to do several things during the service that were not planned. Everything went perfectly. Thank you all. We have extremely happy family and friends'.

Matthew Lymn Rose has nominated **Dean Hammer**

'I mentioned the sign at Radcliffe needed some TLC when I visited. Dean arranged a toothbrush and an hour of elbow grease the following day and made a huge difference! Well done and thank you Dean'.

Mark Ridout has nominated **Kaylee King**

'Please can I nominate Kaylee in the florists for best practice award? I was carrying out a pre-funeral check for a little baby's funeral for Nottingham and, noticing that we were not arranging flowers, asked the Mother whether they would be supplying their own. She said that they had forgotten (it was nearly 5 p.m. the day before the funeral) and thanked me for the reminder but didn't sound that confident in being able to obtain any. On the morning of the funeral I talked with Kaylee about this and she kindly prepared a beautiful pink-tinged 'double' lily to be placed on the little casket for about which the family were overjoyed as they had only brought some other bunches to decorate the grave. Kaylee and I also arranged for a small petal basket which was also much appreciated by the family but also by the three clergy who were there (two hospital chaplains and the vicar from one of the family members local church). I feel that this was a lovely gesture on Kaylee's part and had good wide-reaching effects for the reputation of the Company'.

Karen Horton has nominated **Becky Hogg**

'Please can I nominate Becky for Best Practice? She used her knowledge and efficiency to help me with 70 photos for an order of service for a precious two year old in my care. Not being IT literate myself, once I managed to file all the photo's ... Becky came to my rescue by cropping, pasting, positioning, background colouring and more, to produce the most beautiful two full page images for the stationary. What Becky did "over excelled" what the parents expected. The Parents and myself thank her for her time to produce something so beautiful as special memories for the family forever.

Sarah Fusher has nominated **Mary Haynes**

'I would like to nominate Mary for the way she recently dealt with a very difficult conversation. The client was clearly having significant mental health issues and Mary handled her with a great deal of patience, tolerance and kindness. She explained what we needed in a way that the client could understand and demonstrated a great deal of compassion, which was very impressive.'

The winners is....

****Mary****



Congratulations to Lucinda Pallett on winning last months number plate competition.



City Flowers were pleased to create this bespoke cat floral tribute for a client.

The staff member on page seven is David Powell