



The Family Funeral Service®

Staff Newsletter

January 2024

Christmas Message

Who would have thought at the beginning of 2023 that so many things would have happened in our family company. I would never have imagined that we would have bought Mills in Radcliffe or that we would have obtained a site for a new funeral home in Worksop. Further, who would have thought that we would have had the national television coverage that we had with the Stacey Dooley documentary. This has given the company arguably the greatest media exposure in its 117 years history and the impact this has had upon the public's perception of funeral service is almost immeasurable.

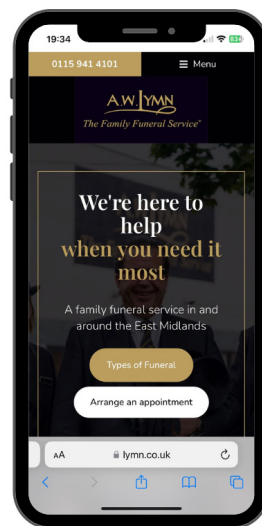
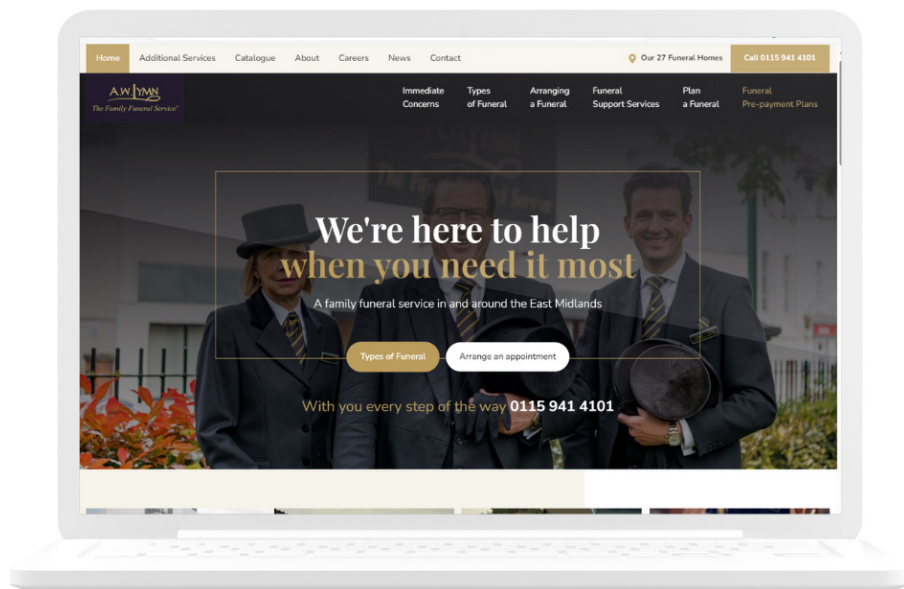
My message for this year is therefore to thank each and everyone involved in our family business for all that you do and for continually impressing me with your devotion to the families that we serve and to wish you and your families a lovely Christmas holiday and health, wealth and happiness for 2024.

Thank you.

From Nigel and on behalf of Chlöe, Jackie, Matthew, Penny and Pete.



'Our family serving your family since 1907'



We are pleased that the launch of the new website took place, seamlessly, on Thursday 7th December.

Thank you to everyone for the comments and suggestions already received. Please do take some time to have a look around it, if you haven't already.

Memorial Service at Radcliffe-on-Trent



On Saturday 9th December, Emma and Dominic hosted the first 'Christmas at Radcliffe' event where families were invited to come down and write a memory card to be placed on the Christmas Tree in our Radcliffe funeral home. A small service was held by Cannon Haydock with the welcome and short poem read by Dominic. Refreshments were served with a total of



£79.05 being raised on the day and The A.W. Lymn Centenary Foundation made the total to £150.00, all going to the Salvation Army.

Well done to Emma and Dominic for organising a great, community event.

Ark Church

Jahnet was pleased to join Rev. Mark and Sarah Wheatley at the Ark Church Christmas gathering. Most of the people who attended use the Church and brought a friend. It was Friday so the lunch was Fish and Chips followed by Bingo.



Christmas at A.W. Lymn The Family Funeral Service

If was great to see so many join in with the festivities, below are snap shots of what has happened.



The Trent Valley Christmas Memorial Service - Fiona, Kevin, Father Mark Brentnall, Trent Valley Manager Peter Nightingale, Jane, Neil and Celebrant Val Stanley.



Jackie was joined by Lucinda, Jane, Andrew, Rev. Tim Fox, Mike, Lesley and Julia at the Wilford Hill Annual Bereavement Service sponsored by ourselves.



We were pleased to sponsor the Good Shepherd Church Christmas Fayre raffle, where Russ drew the tickets. Pictured here is Gedling Mayor Cllr Julie Najuk at the event.



Jane, Skye, Fiona and Kevin were pleased to open the Spondon funeral home for Spondon Alight. As always Fiona's Mulled Wine was the talk of the event!



The window at Bulwell.



Matthew joined Jane, Gary, Teresa, Dominic, Andrew, Santanna, Edward at the Rushcliffe Oaks Memorial Service. Photo bomb by Dominic's daughter, Alice.



The St. Simon and St. Jude Christmas Tree Festival in Rainworth which cumulated with an evening service that Becky and Jonathan read at.



Nigel was pleased to attend the Gedling Crematorium Christmas Carol and Memorial Service.



David and Wendy invited 2023 clients into Mansfield to write a message for the Christmas Tree and make a donation to the John Eastwood Hospice.

The Big QMC Abseil

We are looking for staff members to join Matthew and Chloe abseiling down the side of the Queen's Medical Centre to raise money for the Nottingham Hospital's Charity.



The event takes place on Saturday 7th September 2024. Please note that spaces are on a first come, first served basis. If you are interested in taking part then please speak to Ben Percival.

Celebrant's Quiz

The Celebrants were delighted to host the first of what they hope will become an annual event. On Friday 1st December four teams battled it out to be crowned the winners of the A.W. Lymn Celebrant Quiz. The winning (Derby) team consisted of Jennifer, Liam, Stuart and partners).



The annual company Advent Calendar draw took place during December.



Congratulations to all this years winners.

Teresa's Teddy Bears

Teresa, with the help of Jane Turner and Lesley Ball, has put a lovely idea into place at Ruddington.

She wanted a few teddy bears that could be placed in the Ruddington Chapel of Rest when a baby or child was there.

As always Jane and Lesley rose the occasion.



Welcome to.....

***Tom Keating
Driver/Bearer,
Nottingham***

I am originally from Nottingham but moved to Kerry, Eire when I was six weeks old. I moved again to live in France for 10 years when I was 13.

I currently live in Thorneyhill, in my Grandfather's old house.

Before joining the company, I worked in IT selling database support.

I've always been interested in the funeral industry, it's the next best thing to being a priest!



***Cheryl O'Neill
Casual Funeral Usher,
Nottingham***

My name is Cheryl O'Neill, I am really pleased to be starting work at Lymn's. Since closing down my business just under a year ago and 'retiring', I decided staying at home was not for me! To help in the community and work with A.W. Lymn is such an honour and I am pleased to see what the future holds for me here. I would like to add - my granddaughter, Skye, who you may have heard of, forced me to take this photograph with no lippy, also featuring her dog Saffy.

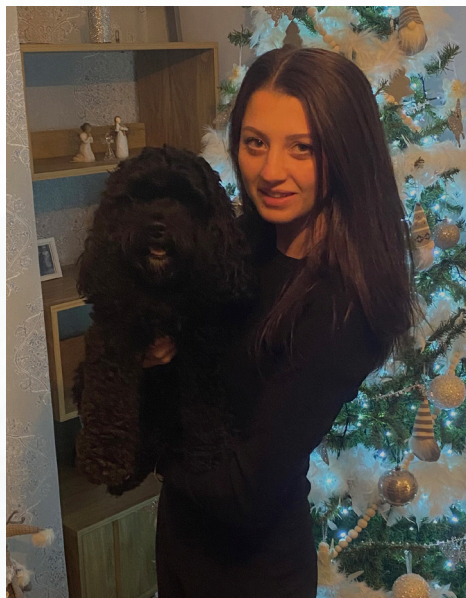
Jodie Ruth

***Receptionist and
Administrator, Arnold***

Hello! I'm Jodie, I've been working in a school for around 6 years. I decided I wanted a new challenge and looked for a new opportunity... and found myself with A.W.Lymn! Everyone has been so welcoming and I've enjoyed my time here so far.

I absolutely adore my dog and enjoy walks, gym and spending time with family. I also love a good series/documentary!

I look forward to the new challenges and experiences within A.W. Lymn.



David Seaton

***Casual Driver/Bearer,
Nottingham***

I have started work at Nottingham, having previously been employed by East Midlands Ambulance Service. I live in Wollaton with my wife and three children and was attracted to working for the company following a conversation with Kirby.



***Oliver Gaunt
Casual Maintenance
Trainee***

Hi my name is Ollie, I'll be joining Pete on the maintenance team, I'm looking forward to learning new skills and meeting everyone at A.W. Lymn. My hobbies are the gym, and socialising. I look forward to seeing you all.



Overall winner of

‘Best Practice of the Month’ 2023

It is time to vote for the overall winner who will receive a £250 reward.

Here is a reminder of the winners that are now eligible to win:

Mick Pooley

For coming in a week early after a dreaded operation which needed a full three weeks recovery time.

and

‘For running a stonemason training day in handling the machinery in the works. His wealth of experience and knowledge is irreplaceable.

Sharon Draycott

For bringing together all the bits for the travellers funerals that we conduct.

Luke Rogers

For the prompt response (including running) to the breakdown of the Phantom VI Hearse.

Neville Carridice

For his out of hours work with the florists.

Dan Barnes

For his dedication to his branch and families, which included assisting two Sikh families with washing and dressing on a Sunday.

Craig Shoebridge

For his support in the workshop when issues occur.

Emma Percival

For her work on ‘Travel Like His Majesty’ competition.

Andy Askew

For reacting quickly when the snow came down, getting himself to work without his car at the Mansfield office and then dashing, on foot, to the Woodhouse office to collect the hearse that should have been brought to him but was not.

David Hills

For becoming, at short notice, the third limousine and driver, making it half way across town in record time.

Mary Haynes

For dealing with a very difficult conversation with a client who was clearly having significant mental health issues.

Team George Lane

Gary Seymour and Ben Percival (with the assistance of Henry and George Percival) for saving a man’s life after an allergic reaction to a hornet sting.

Colum O’Shea

For his quick thinking and taking an impromptu service, when three mourners arrived for a funeral that was expected to have no guests,

Isabel Walton

For overcoming her fear of live radio broadcasts and her commitment to the company.

Voting slips can be placed in the Post Box, in the Nottingham Divers Mess or sent via internal mail to Ben. You can also email (ben@lymn.co.uk), text or call (07958 351 680). Please include your staff number.

Closing date Friday 2nd February 2024.

One vote per current A.W. Lymn employee only. Any votes for yourself will be void.

Voting Slip

Staff Number _____

Mick Pooley	<input type="checkbox"/>	Craig Shoebridge	<input type="checkbox"/>	George’s Lane Team	<input type="checkbox"/>
Sharon Draycott	<input type="checkbox"/>	Andy Askew	<input type="checkbox"/>	Colum O’Shea	<input type="checkbox"/>
Luke Rogers	<input type="checkbox"/>	Emma Percival	<input type="checkbox"/>	Isabel Walton	<input type="checkbox"/>
Neville Carridice	<input type="checkbox"/>	David Hills	<input type="checkbox"/>		
Dan Barnes	<input type="checkbox"/>	Mary Haynes	<input type="checkbox"/>		



Top row: Mick Pooley, Sharon Draycott, Luke Rogers

Second row: Neville Carridice, Dan Barnes, Craig Shoebridge

Third row: Emma Percival , Andy Askew, David Hills

Fourth row: Mary Haynes, Team George's Lane, Colum O'Shea

Bottom row: Isabel Walton

Please remember that this is a vote for the person who has gone above their normal duties.

The **A.W. LYMN** *Centenary Foundation*

Following on from the previous year's donation of a Christmas Tree we decided to change the process and ask individual Churches to purchase their own tree. Once a tree had been purchased, we asked the churches to complete an award form and return with the receipt for the tree. Once received a refund was paid directly to the church, up to £50.00. This has made a huge difference in 'take up' given that last year the A W Lymn Centenary Foundation donated just over £9,000.00 and this year to date we have donated just shy of £3,000.00 (this is likely to increase as I expect a few further receipts to be received). This will result in more funds being available for other causes in 2024.

On behalf of our PCC and congregation, can I say a huge thank you for your generosity in donating our tree once again, we really are extremely grateful.

As I write, the children of the village have been invited to come decorate the tree this afternoon, hot chocolate and various goodies to help them along!

Thanks you once again.

Kind Regards,

*PCC Secretary, St Helena's
Thoroton*



Dear Ben,

We are grateful for the money to buy this Christmas tree which is having many favourable comments from the people of Woodthorpe & St. Anthony's Calverton you'd like to see what we have spent your generous gift on.

Shirebrooke Methodist Church

I just wanted to say

thank you on behalf of The Good Shepherd Woodthorpe & St. Anthony's Calverton Parish for your generosity in providing such lovely Christmas trees for our churches. We decided to use ours as a Memory tree.



Holy Trinity Wysall, Toy Appeal.



Hi Ben,

Just want to show you all the toiletry sets we managed to buy with your very kind £100 donation from the A.W. Lymn Centenary Foundation. I'm going to take them to church where they will all be displayed along with other donations at the toy service on 3rd December. Then the following week we will take all the donations to Bilborough to the Notts Great Toy Appeal where I know they will be greatly appreciated.



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 – 68
Good – 4
Satisfactory – 0

City Flowers

Excellent – 31
Good – 5
Satisfactory – 0

Arnold

The car, presentation of coffin, the celebrant, overall professionalism, and respectfulness. ESH/RK
Knocked on the door before entering chapel of rest. ESH/RK
Attention to detail e.g. correct positioning of flowers on coffin etc. ESH/RK
Quality and standard of service throughout – excellent celebrant. RK/RK

Aspley

Those who accompanied us to and at the funeral were discreetly supportive. JJW/KH
Attention to detail was excellent. JJW/JRC

Beeston

The celebrant [Richard Marshall] was particularly excellent. DMC/DMC

To Donna and Georgia, we would just like to thank you for your amazing service. You gave my the Mum the most perfect funeral from start to finish. It was just what she had asked for.

Bingham

Very caring & took time to learn about my mums life. DTL/PCW

Hi Dominic, On behalf of my family, I wanted to pass on my heartfelt thanks to you and the Lymns team. Both the Crematorium and Church services were lovely. You and the team really helped look after us and made it a special day for us all.

Bulwell

Everyone without exception were respectful, informative, helpful, kind and caring. PSG/TK
Kindness, well organised, friendliness, professionalism. PSG/TK

Carlton

They made things easy and light-hearted; nothing was too much. JAR/NMR
Always available and willing to go the extra mile. PCR/PCR
The professionalism, calm and reassuring manner of Paul at Carlton. I

think above all I felt hugely reassured and supported. PCR/PCR
Everyone was so kind and considerate – even carried my brother's ashes out to the car for me. Lots of small acts of kindness. JAR/NMR
Emma was excellent. PCR/DIRECT

Clifton

Order of service, made to feel welcome. JK/JLR
Warmth – respectfulness to myself – family. JK/JK
Celebrant and funeral director. JK/JK
We wanted to let you know how grateful we are for the professional, but sensitive manner in which today's funeral was conducted. Everything seemed to go very smoothly and we have been very impressed with the whole process. We are very glad that both Mum and Dad chose your company and it has been a pleasure to deal with you from start to finish.

Hucknall

Professional and courteous 100% DD/JLR
Very well organised. DD/AA

Ilkeston

Support and guidance at this very sad time. MNI/MS
Respectful – professional fulfilling family's wishes. NAA/KH
Knowledge, understanding & empathy of the funeral arranger. MNI/MS

Michelle, just wanted to say thank you for all your help in organising my Grandma's funeral.

Littleover

Great overall. DBB/KH

Long Eaton

The whole package. Kindness, sincerity & sympathy shown by all members of staff. LKM/JLR
Flowers were beautiful, celebrant friendly very good service. LKM/LJB

Mansfield

Informative, helpful & respectful. DCC/DCC

Mansfield Woodhouse

All aspects we requested were dealt

with sympathetically & with dignity. MJB/MJB

The friendliness of all staff & very professional and compassionate. SB/AA

Everything went as we wanted it to. Good communication – no complications. SB/AA

Reliable – efficient – kind. JWB/JWB
Stacey Burman – made things very easy for me very nice & friendly, easy to talk to. SB/AA

Extremely professional & helpful. SB/JWB

Nottingham

Completely satisfied with the service from A.W.Lymn. PCW/PCW

Personal service by named members of staff. KNC/NLR

The respect and dignity shown to everyone involved and the deceased. The way the pall bearers carries the coffin with pride and respect. MR/MLR

We were very happy with all aspects of their service. DD/NLR

Personal contact. KDB/DIRECT

Everything from start to finish was on point. PCW/PCW

Hi Matthew, I would like to reiterate my brother heartfelt thank you from our family to you and all your staff involved in our dad's funeral. It was a perfect send off, and Lymn's contribution was very much appreciated. My Dad would have been so pleased with how the day went.

I wanted to thank you and the team at Lymns for the care you have given to our family at an extremely difficult time, you took all the worry away in terms of the planning of the funeral, we never felt we had to be concerned about any aspects. On the day the professional service provided was amazingly and the compassionate way we have been treated by you all is very much appreciated.

Good afternoon Jackie just wanted to thank you & your wonderful team for taking good care of our mum and delivering an excellent service yesterday, everything went perfectly. The flowers were incredibly beautiful.

Thank you for everything.

Hi Kevin I would like thank you and your colleagues for the way my mothers funeral was conducted today thank you.

Dear Kevin and Colum, Thank you so much for all that you did today, and for helping to make the service for our father exactly what he would have wanted. It meant a lot to us to be able to celebrate his life that way, and I really am so grateful for all that you have done to help ensure that it was planned and ran as smoothly as possible. Your help and guidance has been hugely appreciated.

Good morning Kevin, We want to send a heartfelt thank you to you and the team at Lymns for your kindness and support throughout the last few difficult weeks, and for making sure the funeral on Friday gave him the best send off possible.

Ollerton

Personal service. SJD/AA

The dignity & respect to my late husband & to myself & family. SJD/JWB

Osmaston Park

Kaitlan was excellent with us she was knowledgeable and was able to answer all our questions. She made us feel at ease at a difficult time. KIT/NDR

Would like to thank Mark Chapman for all his professional help and comfort. First Class. KIT/KH

Radcliffe on Trent

Rainworth

Very professional in all aspects they take care of all needs. RSH/AA

Very caring and compassionate throughout. RSH/AA

To Becky, without your help, kindness, support I wouldn't have coped on a very difficult day. Everything was perfect.

To all at A.W. Lymn. We as a family, just wanted to say 'thank you' for your service provided for the funeral.

Everything was planned with expertise and it gave us one less thing to worry about, knowing plans were taken care of. From Becky, Wendy, the hearse driver, pall bearers and a big thank you to Mark. The tribute he gave was spot on, and captured him down to the tee! I had may guests say how lovely it was.

Ruddington

Attitude of staff was spot on. TLS/DIRECT

The personal attention from Teresa all the way through. TLS/TLS

The procession. GLC/GLC

A professional but friendly service at a difficult time. GLC/TLS

Stapleford

Right amount of presence/distance maintained. TSR/LJB

Sutton in Ashfield

Dear Karen, just a short note to express our thanks for taking care of our 'R'. it meant so much for us to see the care and compassion shown to us all in the difficult difficult and emotional times of a saying our goodbye to our son, brother, husband, father, grandad and friend. We now have Richard back in Canada with us, and we will collectively decide where we will remember him here. It will take all of us some time to come to terms with this enormous loss and the huge void we have to deal with in our lives, even now it doesn't seem real. You do a fantastic job, Karen and your caring and compassion and going in the extra step really showed. Thank you so much for all you did for our family. It was truly appreciated by us all.

West Bridgford

Kind, caring and very professional. Helpful at all times including lady driver. Many thanks to Andrew. AMB/AMB

All went as planned celebrant [Richard Marshall] was perfect. SNN/AMB

All of it. SNN/AMB

Andrew took time to go o church in advance to check Hymn/audio was working correctly. Also, the folder with attendance cards did not expect that – lovely to have. AMB/AMB

Richard Marshall speaking. All professional caring people. AMB/AMB

Wollaton

Very compassionate, friendly, personable – excellent. KNC/KNC
Everyone was very kind, respectful and professional. KNC/KNC
Their quiet manner. KNC/NLR
Kindness and very professional. SEO/KNC

Thank you so much for your kind words and for everything Skye, honestly you have made a really difficult time so much easier and smoother. Your warmth, empathy and compassion shines through every fibre of your being and you have just been a delight to deal with. Thanks again for everything x x x

Civil Celebrants

Richard is a very good listener, he met my wife and I to talk about the service which he was conducting, he asked lots of questions about my father in law and by the end he had a very good understanding of the type of person he was. When we read what he had written you could tell he had listened to everything we had said and included a lot more, Beautifully written about the happy times and sad moments. A very dedicated man to his job.

Richard was excellent at keeping in touch and explained the process to us

so that we had a clear understanding of what would happen, not just at the funeral, but in the days beforehand.

Richard was extremely professional but alongside that, he was also compassionate, warm, friendly and approachable. We felt that we were in incredibly safe hands.

Dear Colum, we just wanted to say thank you for your words yesterday. We felt it was the perfect send off and so many people that were there told us that they thought so too. Thank you again for your care and kindness when you came to see us and yesterday in the Chapel.

Due to the extreme weather nationally Richard was unable to attend the service due to flooding so arranged a deputy [JWB] from the funeral directors, who was also excellent. I could not recommend Richard and the funeral directors any higher.

Richard listened to us, and created the perfect service that suited our needs.

Richard was very pleasant, friendly, and understood our needs for the funeral service. It was as if he had already known us.

Richard was quick to contact us regarding the service and was very helpful throughout the whole process, keeping in touch and offering support and advice. When we met he was to

discuss the arrangements he asked for information in a sensitive manner and made my mum, sisters and myself at ease.

The Craftsmen in Stone

Dear Sarah, I will hopefully be visiting the grave on Monday, however in anticipation of it being sorted, we thank you, your team and especially Jordan who completed the work.

To Mary, Thank you so much for all of your help. For your kindness and care.



Could Do Better

Mix up with the Order of Service

Name spelt wrong on coffin plaque

Flowers were to be collected and taken to reception, wasn't done

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 November.

Arnold	9.88	Hucknall	9.33	Radcliffe-on-Trent	n/a
Aspley	9.00	Ilkeston	9.67	Rainworth	9.80
Beeston	10.00	Littleover	10.00	Ruddington	9.67
Bingham	10.00	Long Eaton	10.00	Shirebrook	10.00
Bulwell	10.00	Mansfield	9.00	Spondon	n/a
Carlton	9.83	Mansfield W.house	9.86	Stapleford	7.00
Clifton	9.33	Nottingham	10.00	Sutton-in-Ashfield	10.00
Cotmanhay	10.00	Ollerton	9.67	West Bridgford	9.71
Derby	n/a	Osmaston	10.00	Wollaton	10.00

COMPANY AVERAGE 9.75

The 'Best Practice of the Month Award' nominations are:

Stacey Burman has nominated **Peter Simms**

'Peter (the gardener here at MW) came in on a Sunday morning following the heavy snow to clear the Mansfield Woodhouse yard for call staff to get access without difficulties and for the next working day for the outgoing funeral services.'

Jane Keetley has nominated **Tracey Sweeting-Rowe**

'Can I please nominate Tracey from our Stapleford funeral home? Tracey is a long standing member of staff who is always there for everyone who needs help. Sometimes I think we all can forget to return the favour. Sometimes it's not the big things in life that we've done that needs rewarding, it's the constant support that someone gives with no expectations.'

Chlöe Lymn Rose has nominated **Emma Hind**

'Please can I nominate Emma? I'm really impressed with how she has coped with the situation at Hucknall. Having only had a few weeks training prior to Catherine unforeseen absence, Emma has risen to the challenge of keeping the pre-paid department going day to day.'

Lucinda Pallett has nominated **The Florist Team**

'Could I please nominate the florist for hosting such a wonderful Wreath making evening? They went to such a tremendous amount of effort, and everyone enjoyed it so much! (see photographs below, including Sarah with her 'best in show' wreath)

Jessica Raynor has nominated **Kevin Browne**

'Please can I vote for Kevin for employee of the month? He has been super helpful with a repatriation of a deceased coming into care from abroad, which I have never dealt with before. He has recognised how busy we are at Arnold and took it upon himself to translate the medical cause of death for me on the documents required! Thank you Kevin'

Pete Jeffery has nominated **The Florist Team**

'Could I please nominate the florist team for making 38 tributes made for one funeral?'

Sarah Fisher has nominated **Joe Joe Buckeridge-Parton and Jordan Spencer**

'I would like to nominate Joe and Jordan for stopping to help a disabled lady on a rainy dark afternoon who was stranded on the side of the road as her scooter had died. They loaded the scooter onto the trailer and took her home, a few minutes up the road. She wouldn't have been able to walk home and had no phone on her so was stuck. She started to cry when they said they could help her as so many people had just driven past. We're lucky to have people like this working for us, well done both.'

Emma Hind has nominated **Kirkby Cranshaw**

'I would like to nominate Kirkby for all her assistance on a very sensitive baby funeral we had leaving Hucknall last week. Kirby assisted by taking all the flowers to both the church and the cemetery in her own vehicle (we only had the baby hearse and a tremendous amount of flowers got delivered), remained in the church to assist with all the music and even helped resolve a problem with the iPod. She really went above and beyond to ensure everything went as smoothly as possibly for this family and we were extremely grateful for her help'

The winners are...

****Joe and Jordan****

