A.W. Lymn 2015 Best Practice Winner of the Year Awarded to Kerry Bishop

Kerry Bishop was voted the overall winner from our shortlisted finalists when the result was announced at the January 2016 staff New Year party. Kerry was presented with the inaugural prestigious trophy at the event by Nigel Lymn Rose and will also receive £250.

In a closely-run contest the result was extremely tight with all four finalists running ‘neck and neck’ for overall victory. Congratulations also to close runners-up Brian York, Matt Winman and Steve Upton. Remember – the race for the 2016 winner has already started so keep nominating!

The monthly award scheme was set up to recognise the satisfaction felt when a staff colleague has achieved something special and deserves to look back on their performance with pride.

Nigel, Matthew and Jackie Lymn Rose voted each month between November 2014 and October 2015 for the monthly ‘Best Practice’ award-winners and the annual winner was voted for solely by A.W. Lymn staff members.

Kerry is pictured receiving her award from Nigel Lymn Rose and alongside other members of the Lymn Rose family.

For full gallery of photographs from the staff party, see your exclusive edition of OK Magazine - A.W. Lymn New Year Party Special, inside this edition of ‘New Horizons’. 
The New Year is now well underway, and I am already thinking about the 2016 Services Brochure and what changes need to be included. I was absolutely thrilled with the visual tribute created for a client by Dove River Media last week.

The images were all well known by the family, and the sound track provided by Perry Como's Magic Moments familiar to all the guests, but the quality and finesse of the production had everyone's undivided attention and formed the most important and central piece of the service, completely removing the language barrier that existed for many of the attendees. This really did get me thinking about the value of the many additional services we offer to our clients, and how although many can take some time to gain traction, they really do add to the overall feeling of the day for the client.

Although not cheap in simple financial terms, the value of the visual tribute to the particular family was huge. We should not be restricting the choices offered to clients by our own views, but encouraging them to stretch the boundaries and ask for whatever they wish, and equally we should not be the judge of how any family choses to spend their money, for what is good value to them, may not be to us and vice versa. With this in mind we will be showcasing some new options in the 2016 edition.

Of course the changes to personnel have been plenty over recent months, and February looks to be no different. Chantelle Townsend will be joining Jonathan on 25th January to be trained to arrange funerals at our Sutton in Ashfield office, as we will be saying goodbye to Lucy for her maternity cover during the month. Gary has been promoted to the position of Funeral Arranger at Ruddington, and will move on 1st February, and on the 26th Ben jets off for a new life in New Zealand. We already have Chris Haynes and Neville Carridice as additional casual driver bearers, and we hope in time the drivers will return to full strength.

Finally, I’d like to thank all of you who attended the New Year’s Party. Although a little light on numbers, being just two days into the New Year, I thought the atmosphere was excellent, and I felt a good time was had by all.

Best wishes
Matthew Lymn Rose
Special Thankyou Message to Mark Ridout at A.W. Lymn Carlton from Local Solicitors in Arnold

Although it is probably not usual to get thank you cards from Solicitors who are purely executors to a deceased, Mark Ridout at A.W. Lymn Carlton recently received this thankyou message from Deanne Taylor, Senior Partner at Martin Smalley Solicitors in Arnold.

This recent funeral was one of a gentleman who lived in Swanwick who was estranged from his family and had only one known friend. He was a bit of a ‘Walter Mitty’ and the funeral had all the hallmarks of going to be no service at Wilford Hill and no attendance.

However, Deanne, her assistant Jamie and I searched through his various papers and, discovering apparent links to both the Anglican and Methodist Churches in Swanwick, I was able to finally establish links with people whom he knew and we ended up having a service at Amber Valley Crematorium taken by the lay reader at the Methodist church who knew him, attended by nearly twenty people. This also included an estranged daughter whom Deanne located in Cornwall and with whom also, I was dealing, especially over the interment of his ashes in Tith Green.

It transpired that he had a rather sad start in life which caused his later problems but, together, we were able to put a picture together of his personality and, hopefully, gave him a final goodbye which was suitable for him and those left behind. We were even able to find a home for his beloved cat!

Deanne Taylor commented “It was teamwork on all our parts. I was only glad that we were able to carry out as personal a service as possible for Patrick”.

Congratulations to all involved with this heart-warming achievement.
Derbyshire Life magazine recently introduced a feature on contributors to the local economy.

The ‘Leaders in Their Field’ feature introduces county independent businessmen who make a notable contribution to the local economy.

Matthew Lynn Rose was included as the only representative from the Funeral Industry, within the list of 23 businessmen, from wide ranging sectors of the Derbyshire economy, which also included Healthcare, Education, Financial, Property, Interior Design, Motoring and Catering companies.

The article included Matthew’s views on three areas of business:

What’s the best piece of business advice you have been given?
I was taught from an early age on entering this profession that you must promise to do what you can, and do it, and say what you cannot, and don’t be backed into offering it.

What do you love about your job?
The people. We get to deal with the entire spectrum of the population, from all walks of life, and each and every family is different. The one thing that remains constant is the desire to do the best for the deceased, and we always aim to help them achieve that.

What keeps you focused?
The needs of the clients, and the desire to keep doing more, and doing it better.

Thanks from Jackie, Sheila, Penny & Chloe Lynn Rose
Jackie, Sheila, Penny & Chloe Lynn Rose wish to thank everyone for the beautiful flowers presented at the recent staff New Year party.

Pictured with her flowers is Sheila Lynn Rose, alongside grandson Matthew Lynn Rose.
Thankyou to Stacey Bentley, A.W. Lymn Nottingham ahead of a Recent Funeral Service
Thank you so much for everything. You and the team have already done so much that I and the family are so grateful for.

Despite the sad time, we were able to approach you in an unconventional manor and you have catered for our every needs.

I personally wanted to say thank you, families and individuals who have to deal with arrangements at such a tough time will be honoured to have you advise and guide them. I know it must not be an easy job to carry out sometimes and for that myself and my brothers are grateful.

Family ‘Thankyou’ to David Summers Ollerton
Just a note to David to say a very big ‘thankyou’ for the kindness and professionalism you have shown throughout. Our Mother/Grandmother chose you personally to deal with her funeral arrangements after the positive experience we had when you dealt with her beloved husband just four years ago. Lymns have a special employee and the departed have a very special friend

Caught on Camera
Watch out... The camera is about!

Steve Upton pictured alongside the new Mission Statement for 2016

Senior Driver/Bearer Grant Redwood keeping a vigilant eye on petrol consumption during the busy period

If you have any amusing or amazing shots of colleagues as they go about their daily duties, which are appropriate for publication in ‘New Horizons’ please send them to rob@lymn.co.uk

“Our family serving your family since 1907”
Nigel Lymn Rose Presentation Farewell and best wishes for Kevin and Anne Reeve’s Retirement

Nigel Lymn Rose recently made a presentation to Kevin and Anne Reeve, at the 2016 Staff Ball. Kevin reached the age of 65 and retired along with Anne, earlier in the year.

Kevin Reeve joined the company on 21st July 1997 as a Driver Bearer and quickly progressed to be the Garage Foreman, gained his Diploma in Funeral Directing and then achieved promotion to Funeral Director and Senior Funeral Director. Anne also worked for the company for several years, most recently at the Bulwell office.

Kevin and Anne took the opportunity to thank staff colleagues and Directors for their well-wishes and message of support for a long and happy retirement.

**Congratulations to Latest A.W. Lymn ‘Baby-boomers’ Andy Johnson & Jess and Michelle & Andy**

Carrying on where 2015 left off, 2016 saw no end to the ‘Baby-boom’ at A.W. Lymn, with possibly ‘something in the water’ around the family business.

Casual Driver bearer Andy Johnson and partner Jess are expecting their first child and also recently celebrated their engagement. Florist Michelle Chisholm and husband Andy are also expecting their first child.

Finally best wishes to Joyce Farrell from A.W. Lymn Carlton and husband Drew for the imminent birth of your first child.

Best wishes to the three happy couples
Welcome to Dan Barnes - Full-time Driver Bearer Based At Nottingham

Dan Barnes recently joined A.W. Lymn as a Full-time Driver Bearer based at Nottingham. Prior to joining Lymns Dan had always worked in retail and had spent thirteen years with Morrisons as a senior manager and latterly as a trainer in the academy. He has been 'happily' married for ten years and has two children, Elisha (9) and Stan (7).

Dan’s interests include football, which is on his TV for most of the weekend and he plays for Hilton Harriers Veterans. He also enjoys movies and music, mostly old stuff and his favourite band are Suede, who he has seen live eight times. He will be forty in April and will be visiting Iceland to see the Northern Lights in February to celebrate.

Welcome to Mark Stone – Full-time Driver Bearer Based At Nottingham

Mark Stone recently joined A.W. Lymn as a Full-time Driver Bearer based at Nottingham. Mark is single with no children and originates from Leicester although he has lived in Nottingham for 13 years.

Mark has worked as a driver in Car Rental (Avis) and a barman in a Nightclub (Cookie Club). He is studying the Spanish and Thai languages and likes Thai food, TV drama series, reading Ernest Hemingway and mixing cocktails. He also likes cars and taking driving holidays to explore different countries.

Best wishes to Dan and Mark in their new roles.

Welcome to Caroline Morgan on her recent appointment to Pre-Need Assistant based at Hucknall Office

Deanna Dale reduced her hours in November to give holiday cover in the North Area, and after a lengthy recruitment process Caroline Morgan joined the company on Monday 7th December. Caroline has already settled in well, and we wish her every success in the role.

Welcome to Kim Vere on her new appointment to Aspley Office

Following Mark Collishaw’s move to Carlton, for Joyce’s maternity cover, in late January, Aspley office will be covered by another new face, Kim Vere. Kim is local and previously worked at the Nottingham Coroners under Rd. Chapman. We wish Kim every success in her new role.

Welcome to New Lister Elaine Roots

Elaine, who has recently joined our team of listen, is the sister of Casual Bearer Driver Ade from Derby. Elaine, who lives in Mapperley, has previously worked for several years in the NHS and enjoys walking, particularly with her Collie Pup, and travelling. We wish Elaine success in her new role.
Best Practice
Monthly Staff Recognition Award

This award recognises and acknowledges a staff colleague who has achieved something special. Each month a prize of £50.00 will be awarded to the work colleague (or split between more than one colleague) for ‘Best Practice.’

Congratulations to January’s winner Amy Hodkinson from A.W. Lymn The Craftsmen in Stone - pictured receiving her prize-winners cheque.

‘Best Practice of the Month Award’ nominations for February are:

Nomination One: Jackie Lymn Rose nominates Fiona Hall
Not only did she type 200 envelopes for me to send to Derby(shire) Care homes etc. she once again collated all Christmas/New Year opening times for all the local authority cemeteries and crematoria, coroners offices, newspaper offices, duty A W Lymn staff etc.

Nomination Two: Jane Keetley nominates Donna Conroy
She has come back to work after having her baby and just taken up from where she left off. It’s so difficult to leave your baby and come back to work, but Donna is a true trouper and just gets on with her job despite the fact that she runs a busy office, always going the extra miles.

Nomination Three: Shaun Caine nominates jointly Jane Turner & Lesley Ball
I have noted on numerous occasions their attendance and assistance at various events either undertaken by Lymns or by others. Such things include branch open days, charity events, local community events, and Xmas services. All of this is outside of their normal hours and is often unpaid. I know that many of our staff participate and assist at these events but recently I think these two staff have done more than any others in this regard.

Nomination Four: Pete Jeffery nominates Rebecca Diamond
For being brilliant helping to arrange my mum’s funeral, making a difficult time seem really easy.

Nomination Five: Mark Ridout nominates Joyce Farrell
For a long time I have often wondered about nominating Joyce for many examples of incidents exemplifying her professionalism, dedication, efficiency and empathy with our clients at Carlton, always going ‘above and beyond,’ also the fact that she is great fun to work with.

So, on the verge of losing her for the next few months I nominate Joyce Farrell for…..well, just being Joyce!

This month’s winners are…
Jane Turner & Lesley Ball

We look forward to receiving your nominations for March 2016 by 10th February 2016 – please send this to rob@lymn.co.uk with reasons for your nomination.

“Our family serving your family since 1907”
Family Comments

Don’t just take our word for it – here are comments received this month about the service we deliver for our families (first set of initials Funeral Arranger, second set of initials Funeral Director).

### Average client rating this month

**9.5**

### Drivers

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### City Flowers

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### Arnold

All aspects. EC/RK

Russell went that extra mile by driving through the grounds of Wollaton Park on the way to the funeral, (He knew we were going to scatter Ashes there) and my dad had history there. Thank you so much for that it made a sad day feel very special. 😊 RK/RK

Excellent, Kirsty is so efficient, excellent customer service, nothing too much trouble. KLP/KLP

Service provided by staff at Arnold office during 2 interviews exemplary professional conduct 10/10. Your company provided every service we needed at a very professional level. Thank you. EC/RK

Very patient and caring. DD/RK

All to my satisfaction. EC/RK

### Bingham

Jane Jacson was amazing I really couldn’t have done it without her. Matthew Lynn Rose ‘leading’ in the hearse and meeting him was really special what a lovely gracious young man. Donald would have approved. Thank you, Maggie, Jane and Matthew Lynn Rose it’s the people that make it special in life and in death. MM/MLR

Help with wheel chair. MM/DTL/BIi699

### Carlston

I found the Funeral Director Mark Ridout to be helpful, considerate and compassionate. His presence was reassuring at a time of great distress to my daughters and myself. Joyce in the office was very helpful and very kind. NMR/NMR

All aspects of the service Joyce and Mark provided were excellent. From beginning to end they couldn’t have been more helpful. Joyce’s understanding and attention to every detail was outstanding. We cannot praise her high enough. JF/NMR

Very polite, kind & considerate. NMR/NMR

### Derby

Cost of funeral.PR

I want to say all the service, the day made our Dad from start to finish the best send-off we could have had. PR/PR

### Hucknall – Cont.

The cars were prompt on time and the staff were very polite and comforting. CAB/RK

### Ilkeston

Scott Fletcher was very helpful and kind. I had not arranged a funeral before and he reassured me step by step with everything. SF/SF

### Mansfield

Our Funeral Director David was outstanding throughout, very professional, compassionate & caring – Brilliant. DC/DC

Standard of service was above and beyond needed due to exceptional problems concerning this funeral. Would highly recommend A.W. Lynn to anyone. DC/DC

The service at the crem was excellent. DC/DC

### Mansfield Woodhouse

All very good & sympathetic. SEJ/JWB

Not dour – friendly. SEJ/AA

Well done all round service, prompt service, looked after everything. SEJ/JWB

Kindness shown to me special thanks to Elaine & Andy, Mansfield Woodhouse branch. AA/AA

Jonathan was excellent, explained everything well, with compassion. A credit to your company thank you. JWB/JWB

All the staff were fantastic. SEJ/JWB

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“Our family serving your family since 1907”
Family Comments

**Nottingham**
A sense of caring about what they were doing. The use of the cane. AML/AML
The way the staff joined the family afterwards and Tony being so involved in the graveside singing and traditions. AML/AML

Personal Service. JLR/JLR
Very approachable and respectful staff. AML/AML

The staff were very good. AML/TK
Dealing with the same person, all the staff were kind, courteous and professional at all times. KLP/KLP

Drivers of the funeral cars very respectful and very kind. KLP/KLP

**Osmaston Park**
Ability to put one at ease Mark Chapman was very intuitive and picked upon something I said he then came up with a suggestion for the picture for the Order of Service which was prefect. MC/KH

**Ruddington**
Very professional and considerate. TLS/RJM
The whole experience was treated with dignity and respect. Thank you TLS/NMR
The empathy & professionalism of staff. RJM/RJM

**Shirebrook**
All staff are respectful and understanding. Lesley was very helpful when we made arrangements. Andy is absolutely brilliant in his role. LC/AA

**Spondon**
We were treated very well & the funeral directors’ acted in an excellent manner. GA/GA

**Stapleford**
The compassion shown from start to finish. RD

**West Bridgford**
Professionalism, kind & caring. SJH/CJO
The service was personal yet professional, with a relaxed and calm approach. Exemplary from all aspects, nothing being too much trouble. SJH/CJO

Sarah Hall is perfect in her role. She has care compassion & nothing is too much trouble. She is a credit to Lymn’s. SJH/MS

**Could do better**
A lot of mix up regarding cars, coffins etc. music was a disaster wrong version of one of them.

Unfortunately late due to traffic & wrong two minutes of music chosen.

Lack of communication, flowers not on display.

Incorrect date of death was engraved on the coffin, it was corrected promptly.

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“Our family serving your family since 1907”
A.W. Lymn Cotmanhay make well-known local ‘Lollipop’ Lady’s dreams come true with a Rolls-Royce Phantom Limousine journey home after her final shift

Local Cotmanhay ‘Treasure’ Carol known as ‘Carol Lollipop Lady’ has been stopping the traffic for the safety of others, at the same spot for 38 years, but on her final day in the role on 18th December 2015 she turned all the heads as she was chauffeured home in a Rolls-Royce Phantom limousine, in a surprise organised by Wayne Lambord and Mick Schofield.

Having crossed over the road Wayne, his brother and his daughter safely since 1988, and following recent controversial council cut-backs and redundancies, Wayne and Mick thought they should get her home safely on her last day.

She was very touched and emotional about the kind gesture, but absolutely loved it.

A very well-deserved thankyou to someone who has really made a difference to her local community for so many years. Thanks Carol and thanks also Wayne and Mick for organising the surprise.

A.W. Lymn Centenary Foundation Supports the Parish Church of The Holy Spirit West Bridgford and Our Lady of Grace Cotgrave Christmas Fayre

Letter of thanks from Mrs Catherine Giavarini Parish Secretary at Holy Spirit Church

On behalf of Father Michael Brown Parish Priest thank you once again for donating £100 towards our Parish Christmas Fayre.

We are extremely grateful for your support and highly appreciate your sponsorship. We would like to inform you that a total of £3,548 was raised at the Fayre, the proceeds of which will be donated to The Sick and Retired Priest Fund (Nottingham).

The A. W. Lymn Centenary Foundation was formed in 2007, the centenary year of the company, as a charitable trust to give back to people, projects, communities and causes in the area that the company serves who have supported us through our first 100 years.
To receive the ‘New Horizons Breaking News’ email updates during the month as they happen, Simply visit our website www.lymn.co.uk and click on the subscribe button at the bottom of the home page.

I hope you have enjoyed reading this edition of ‘New Horizons’. If you have any suggestions, contributions or photographs for the March edition, please email them to rob@lymn.co.uk by: 10th February 2016.

Kind regards,
Nigel, Jackie & Matthew Lynn Rose

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