



*The Family Funeral Service*®

## Staff Newsletter

September 2024

### *Shirebrook Refurbishment Update*

*from Pete Clarson*

*We have been talking about refurbishing the Shirebrook office for a number of years so I think Jackie was a little shocked when we eventually confirmed in May that we would be starting. Once the works at Bingham were complete, the builders decamped upto Shirebrook where we had decided we could do the job in two halves and maintain a functioning office for the duration.*

*As usual, if we do a job then we do it properly and these works are far more than just a lick of paint. As you can see from the plans (on page two) not many rooms will serve the same purpose at the end of the works and the changes include a new office at the front of the building, new client toilet off reception, larger mortuary and larger cold room, proper kitchen and area for drivers and our preferred waiting room / chapel set up. To achieve all this, we are moving walls and doors, installing a new shop front, putting steels in, taking up floors and of course the usual finishing touches to give the fresh but traditional look of a Lymn's funeral home.*

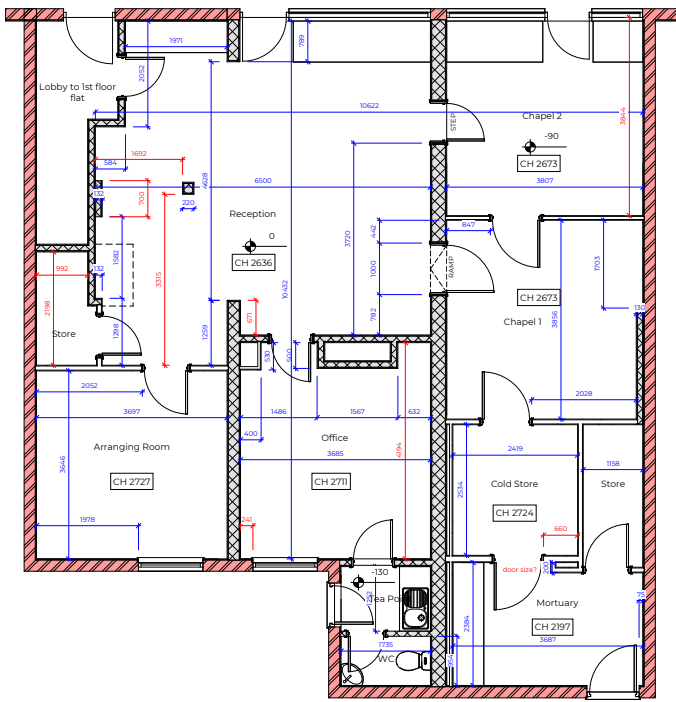
*Currently the project is about 50% complete. The office, reception, bathroom, and kitchen are now complete, decorated and Jackie moved into her new office last week. The builders have moved into the rest of the building to complete the works on the arranging room, chapels, cold room and mortuary. Thanks to the maintenance team and particularly Artur who has done all the suspended ceilings and decorating to a high standard. Jackie has been very patient throughout and it mainly seen chasing the builders round with the hoover and a duster!*



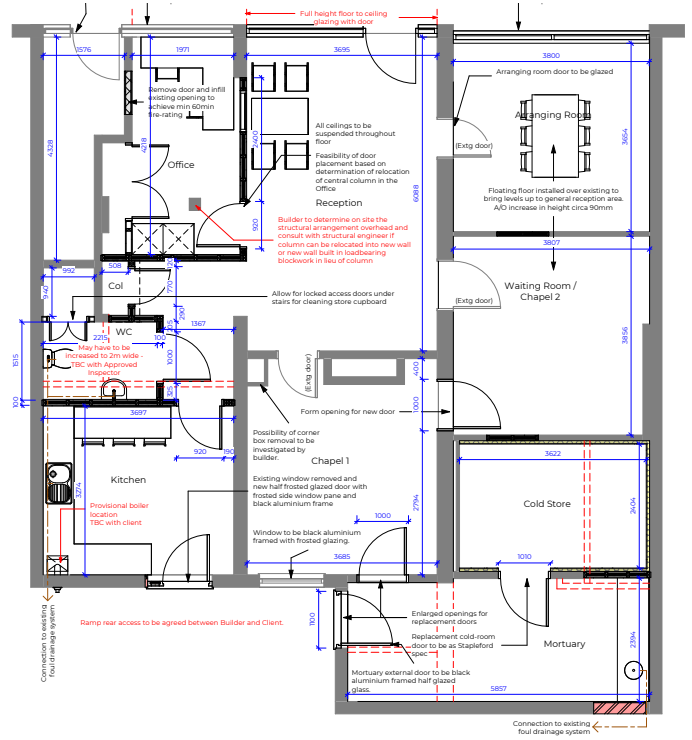
*Layout plans overleaf*

*'Our family serving your family since 1907'*

# Shirebrook layout plans



The old layout



The new layout

## The Ashes Register

*We are pleased to be the first funeral director in the UK to address the lack of formal regulation of uncollected ashes in the industry – by creating a record on an online public register.*

*We have uploaded information of all cremated remains in our possession since before 2000 to 'The Ashes Register', a new initiative designed to map the location of ashes.*

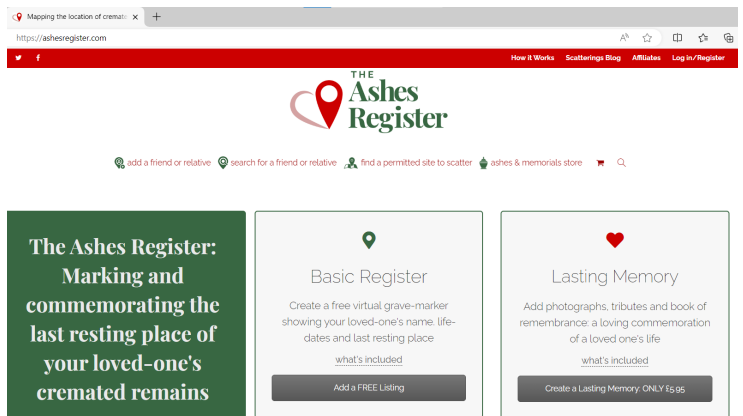
*A total of 136 ashes have been uploaded to the online database by us, with the oldest dating back to 1952. Amongst this list also includes decorated veteran, Air Commodore George Lawson CBE MC.*

*Uncollected ashes have been a long standing challenge in the funeral industry, with an estimated hundreds of thousands of unclaimed urns sitting in funeral homes across the UK, some of which date back to the 19th century.*

*The Ashes Register is a new online initiative, set up by founder Richard Martin. It's a free service available to the public to register a set of ashes and mark the location of where they were scattered. The option to find lost ashes is a new element to the website, which we are the first funeral directors to use.*

*On working with us to bring this new service to the public, Richard said: "Our goal is simple and it's to reunite as many people as possible with the ashes of a relative or loved one. We feel so passionate about history not being lost in time, which is why we set up this website to provide a space for people to document someone's final resting place."*

*"We have received lots of support from leading companies and organisations in the cremation sector on the Ashes Register but A.W. Lymn is the first funeral directors to step forward and be involved in the unclaimed ashes section of the website. They are really paving the way in the industry and we hope this is the start of other funeral directors following suit."*



*Welcome to.....*

*Dion Stray  
Driver / Bearer,  
Mansfield*

'My name is Dion, I am 54 years old and I live in Mansfield.

I am married to Marie and have four children and one grandchild.

This is my second time at A.W. Lymn having worked at Mansfield Woodhouse 20 years ago as a driver. In the interim I have worked as a prison escort and have changed career to work more locally.

In my spare time I enjoy socialising and spending time with my family.'



*"My name is Moira Tunnicliffe, and I am the General Manager at Chase and District, with over 24 years of experience in the funeral industry, primarily as a Funeral Director.*

*My journey began at 16 when I worked as a Bereavement Officer at Good Hope Hospital. My passion for becoming a Funeral Director led me to join Dignity as an arranger, and later, I joined Midcounties Cooperative Funeral Care as a funeral operative.*

*In 2011, I earned my Funeral Directing Diploma and a Diploma in Therapeutic Counselling. After more than 11 years at the Co-op, I was approached by John Short, who invited me to be the Funeral Director and Manager at John Short & Son in Burntwood. During my time there, I collaborated closely with Chase & District, supporting John and James during the construction of the crematorium.*

*In 2022, John Connell offered me the opportunity to join Chase & District, a role that felt like the right change at the right time. Born and raised in Burntwood, I take great pride in serving and supporting my community. I am thrilled to be joining the A.W. Lymn family group and look forward to the opportunities this will bring to Chase and District."*



*We are pleased to introduce the team who you will be speaking to when booking direct cremations going forward.*

*Over the coming weeks we will be re-naming the business from Chase & District to Hammerwich Crematorium & Cemetery.*

*"My name is James Shelley, I started working at Chase & District Memorial Park in July 2012 when it was still an empty field. Originally, I was dumper driving as a site labourer, digging out the roads and paths. I passed my Gravedigging course shortly after and progressed to a supervisory role.*

*During this time, we planted out all the trees and shrubs and installed the infrastructure as per the landscaping plan. In March 2014 I became the manager.*

*In May 2018, we started building the crematorium in the existing building as I trained to be a crematorium operator and manager at Stafford Crematorium. But due to complications, we were unable to open, which forced us to build a whole new building just to house the cremator (as it is today) which finally opened its doors in August 2022.*

*I've played a part in every step of the evolution of this site since the very beginning and I'm immensely proud of what we've achieved this far, and what is still yet to be achieved in the future under the A.W. Lymn family group."*

# Out and About



*Carlton Cemetery*



*Grey horse team at Carlton*



*Tiv on a Sterling trade hire with Ford Mustangs as the cortège following the Phantom VII*



*Jess, Giulia (from Gedling Crematorium) and Harley at Springwater Gold Club raising money for Prostate Cancer UK*



*Bramcote Crematorium*

## Ilkeston Heritage & Classic Vehicle Show



*Michelle and Rix were pleased to attend the Ilkeston Heritage & Classic Vehicle Show which took place in Ilkeston Market Place on Sunday 11th August.*



The Business Desk  
**BUSINESS MASTERS 2024**  
 EAST MIDLANDS

**SHORTLISTED 2024**

*We are delighted that Nottingham University Hospitals Charity has been shortlisted for the Outstanding Collaboration award at the East Midlands Business Masters Awards 2024 for their partnership with us.*

*The collaboration includes donations in lieu of flowers as well as raising money via the Robin Hood Half Marathon and the upcoming Abseil.*



**MAGGIE'S**

Everyone's home of cancer care

*Jackie, Jess, Louise, Lucinda and Teresa, were all pleased to attend Maggie's for a special evening dedicated to discussing how funeral directors can play a pivotal role in raising awareness of Maggie's.*



**BRAMM WINNER**

Memorial Design of the Year Award BRONZE AWARD 2024/25

*Congratulation to Joe in the Stonemasons on his headstone design which has scooped an award at the National Cemetery of the Year Awards.*

*A.W. Lymn The Craftsmen in Stone won a Bronze Award in the 2024 'British Register of Accredited Memorial Masons' (BRAMM) sponsored, Memorial Design Category of the National Competition where they competed against entries from all over the UK.*

*Below is the winning design, which is situated in Bulwell Cemetery and is shared with the kind permission of the family.*



**Poppy Window Competition**



*The annual Poppy Window Competition will be judged on how it looks on Friday 8th November.*

*If you need any supplies then please get in touch with Emma in Marketing.*

**Questionnaire Data**

*After each funeral we send a questionnaire out with our invoice. Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for August.*

Arnold	9.67	Hucknall	10.00	Rainworth	10.00
Aspley	n/a	Ilkeston	9.50	Ruddington	9.50
Beeston	10.00	Littleover	10.00	Shirebrook	10.00
Bingham	10.00	Long Eaton	10.00	Spondon	n/a
Bulwell	8.60	Mansfield	9.67	Stapleford	n/a
Bottesford	n/a	Mansfield W.house	10.00	Sutton-in-Ashfield	n/a
Carlton	10.00	Nottingham	10.00	West Bridgford	9.71
Clifton	n/a	Ollerton	10.00	Wollaton	10.00
Cotmanhay	10.00	Osmaston	n/a		
Derby	10.00	Radcliffe-on-Trent	10.00		
				<b>COMPANY AVERAGE</b>	<b>9.80</b>

*Clients are also asked to mark the Drivers and City Flowers as Excellent, Good or Satisfactory. The tally from the questionnaires is:*

<b>Drivers</b>	<b>City Flowers</b>
Excellent – 56	Excellent – 32
Good – 4	Good – 3
Satisfactory – 0	Satisfactory – 0

# From the archive

Five years ago the Rainworth 'Open Day' took place after all the building works on what was J.W. Hutchinson were completed.

September 2019



*Pete, Marilyn Brown, David, Wendy, Nigel and Matthew*

## Rainworth Open Day

The official re opening of Hutchinson House took place on Saturday 3rd August 2019, with a rededication of the chapel of rest by local Licensed Lay Minister Marilyn Brown.

The event was well attended by members of the public and members of the Mansfield and Hucknall team.

Nigel commented that it was the second opening of a funeral home on the site that he had attended, having originally opened the building in 1980 for his friend Barrie Gibson (third generation J. W. Hutchinson) in his capacity of President of the Nottingham, Derby and District local Funeral Directors association.

**More photographs on page 2**



A.W. LYMN

The Family Funeral Service

# Newsletter September 2014

Editor : Emma Percival

*10 years ago Jane got her first new funeral home!*

*For those of you old enough / been in Nottingham for long enough, there was a public outcry five years ago when Xylophone Man's memorial needed cleaning.*

## Deer Park House - Wollaton

After 17 years working in Wollaton, Jane Keetley's dream of having a purpose built funeral home has finally become a reality she has just relocated from Arlestone Drive office, to new premises on the site of the former police station on Wollaton Road. The building has undergone a complete transformation and is now designed to meet the exacting needs of grieving families in Wollaton and the surrounding area. There is ample off road parking, two beautiful viewing rooms, each with a private waiting room, a bright and airy reception and peaceful private rooms where families can spend quiet time or discuss funeral arrangements.

### Xylophone Man

from Ben Percival

As anyone who grew up in Nottingham in the 1990's will know, the 'Xylophone Man' who sat on Lister Gate bought a smile to the faces of many. I was therefore saddened to hear that his memorial was covered in chewing gum and dirt.

I had a walk down and was able to clean it. The response on social media and in the paper has been phenomenal.

The before and after photographs are shown to the right.



*A very young Grant and Wayne passed their IAM driving tests in 2014!*

*Congratulations to Grant and Wayne who have both passed their Institute of Advanced Motorist driving test.*



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

**Team Arnold (Jodie, Jess and Beryl) have nominated Gary Seymour and Chris Haynes**

'Gary and Chris were first on the scene of an accident outside the Arnold Office on Monday 5th August. They did not hesitate to assist the injured gentleman while waiting for the emergency services to arrive, they also assisted the emergency services while they cut the gentleman out of the van. Their outstanding act of kindness and quick actions, absolutely helped and support the police, fire and ambulance service and the injured member of the public. They are both stars and went above and beyond!'



**Greg Martin has nominated Neil Reeves.**

'Please can I nominate Neil for everything that he has ever done for this company; for just rolling up his sleeves and getting the job done. He has given so much to this company, I don't even know where to start – military funerals, getting in early, staying late, open days. If you cut him he literally reads Lymnns like a stick of Blackpool rock!'

**Pete Clarson has nominated Jackie Potter.**

'Please can I nominate Jackie Potter who has worked tirelessly during the building works at Shirebrook to maintain a clean and functional office. There is often chaos with walls being knocked down and the builders creating dust and mess but every carpet is hoovered and every surface is dusted and somehow Jackie manages to clean the dust as fast as it is created. It has to be the cleanest building site.'

**The winners are  
\*\*Gary and Chris\*\***



## Caption Competition

Congratulations to Nikki from Cotmanhay with her winning caption:

*'Ok Donkey if your not going to grin for the camera, looks like I will have to'*



**Other suggestions...**

*Who's the bigger ass*

*Who's the Ass in the picture*

*Andrew is really 'hoofing' that beer*

*Thanks to Andrew for being a good sport*

## Champagne and Canapés

Kirby and Skye were pleased to host an evening for local businesses and celebrants.

