

TITLE: Lake View Bereavement Centre, Memorialisation Framework and Fees & Charges

Committee: Finance and Assets Committee

Date: 25 June 2026

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Report number: AB29

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Issue

1. To receive an update on fees and charges for Lake View Bereavement Centre, including the Memorialisation Framework, fees and charges relating to the pet memorial area, including pet ash interments and full-body pet burials.

Recommendations

2. Approve the Lake View Bereavement Centre Memorialisation Fees and Charges Schedule 2026/2027 detailed within Appendix 1
3. Approve the Lake View Bereavement Centre Pet Memorial Fees and Charges Schedule 2026/2027 detailed within Appendix 2
4. Delegated authority to the Crematorium and Bereavement Service Manager, in consultation with the Director Operations, to make minor operational and supplier-led pricing adjustments to the memorialisation and pet memorial pricing schedule where required

Background/Options

5. At the meeting of the Finance and Assets Committee on 26 March 2026, Members approved the overarching Fees and Charges Schedule for Lake View Bereavement Centre. At that time, it was recognised that the detailed memorialisation framework and pet memorial provision would be brought back to Committee once supplier arrangements and operational requirements had been further developed
6. This report provides Members with that update and seeks approval of the proposed memorialisation framework and associated fees and charges
7. At the time of writing this report, the memorialisation fees and charges detailed within Appendix 1 remain subject to final confirmation with suppliers. The proposed pricing has been developed using current indicative procurement costs and market benchmarking; however, final prices may vary prior to the opening of Lake View Bereavement Centre due to fluctuations in supplier pricing, material costs, availability and ongoing procurement negotiations. The proposed delegated authority arrangement will allow minor amendments where necessary to reflect confirmed supplier costs and ensure operational readiness ahead of opening.

8. In developing the proposed fees and charges, a detailed pricing exercise was undertaken. This included benchmarking against comparable crematoria and pet memorial providers, reviewing current market rates, and assessing the Council's own operational and administrative costs. Prices have been set to ensure full cost recovery while remaining competitive and proportionate within the local and regional market.
9. Lake View Bereavement Centre has been designed to offer a sensitive, nature-led environment where memorialisation is carefully integrated within the landscape. The memorialisation framework has therefore been developed to:
 - Reflect the natural burial ethos of the site
 - Provide meaningful and flexible options for families
 - Ensure consistency with environmental and ecological principles
 - Allow flexibility to respond to supplier-led cost changes and operational requirements

The proposed memorialisation framework includes:

- Wooden Memorial Plaques
 - Benches within designated areas
 - Natural Habitats
 - Urns for Ashes
 - Oak vases
 - Book of Remembrance
10. All memorial options have been designed to sit sensitively within the landscape, avoiding permanent or intrusive structures within meadow burial areas, in line with the Council's environmental commitments and the site's designation as a County Wildlife Site
 11. As part of the wider bereavement offer, it is proposed to introduce a dedicated pet memorial area within the grounds of Lake View Bereavement Centre. This recognises the important role companion animals play in people's lives and the increasing demand for respectful and dignified pet memorial services. Nationally, demand for both pet burial and pet memorial services has increased in recent years, reflecting changing attitudes toward companion animals and the expectation of dignified end-of-life options.

The proposed pet memorial area will:

- Provide a peaceful and designated area for pet ash interments and full-body pet burials
- Companion animals (e.g., dogs, horses, cats and small pets)
- Operate in a manner consistent with the overall ethos of the site
- Offer simple and nature-led remembrance options
- Full-body pet burials will be managed in accordance with environmental regulations and site-specific ground conditions

The designated area provides sufficient capacity to meet projected demand over the medium term, ensuring the service can operate sustainably without requiring additional land in the foreseeable future

12. The introduction of this service also presents an opportunity to provide a further modest but sustainable income stream whilst supporting the wider community through an additional bereavement service

Arguments/Conclusions

13. The finalised memorialisation framework ensures that Lake View Bereavement Centre can provide a complete and cohesive bereavement service from the point of opening.

14. The proposals:

- Deliver a balanced range of memorial options to meet varying needs and preferences
- Maintain the integrity and natural character of the site
- Support the long-term financial sustainability of the service
- Respond to community expectations and emerging service demand
- The addition of a pet memorial area further strengthens the Centre’s role as a place of remembrance and reflection, supporting both emotional wellbeing and community need

15. Approval of the proposals will enable the service to operate with a fully developed and clearly defined memorialisation framework

16. Memorialisation products and associated administration fees may be subject to anticipated pricing fluctuations of approximately 15–20% per annum, reflecting supplier costs, material availability, procurement outcomes and wider operational requirements

17. The proposed flexible pricing approach and delegated authority arrangement will allow the Council to respond proportionately to supplier-led pricing changes whilst maintaining operational efficiency and avoiding unnecessary delays in implementing minor amendments to fees and charges

18. The approach remains consistent with the Council’s wider fees and charges framework, which ensures that all the Council’s administrative and ongoing maintenance costs are fully covered for these discretionary items and supports the ongoing financial sustainability of Lake View Bereavement Centre

Additional Implications Assessment

Financial Implications	Legal Implications	Human Resources (HR) Implications
YES	NO	NO
Equality Impact Assessment (EIA)	Carbon Impact Assessment (CIA)	Data Protection Impact Assessment (DPIA)
NO	NO	NO

Financial implications

19. The memorialisation framework will generate additional income to support the financial sustainability of Lake View Bereavement Centre, in line with the Council's Medium Term Financial Strategy
20. The introduction of the pet memorial area provides a further modest income stream whilst making effective and sensitive use of available land within the grounds
21. Memorialisation products and associated administration fees will be reviewed periodically in line with supplier pricing, operational requirements and the Council's approved fees and charges framework

Appendices

22. **Appendix 1:**
Lake View Bereavement Centre – Memorialisation Framework Fees and Charges
Schedule 2026/27
23. **Appendix 2:**
Lake View Bereavement Centre – Pet Memorial Area Fees and Charges
Schedule 2026/27

Background documents

- Finance and Assets Committee Report - Lake View Bereavement Centre Fees and Charges, 26 March 2026
- Lake View Bereavement Centre Rules and Regulations Policy 2026

Appendix 1

Lake View Bereavement Centre Memorialisation Fees and Charges Schedule 2026/27

Leases

Sponsored plaques - 10-year lease

Other wooden memorials are provided for the lifespan of the memorial product, subject to condition, maintenance requirements and management policies as outlined within the Lake View Bereavement Centre Rules and Regulations.

WOODEN MEMORIAL PLAQUES

Oak post and plaque (Premium range)	£305
Oak post and plaque (Prestige range)	£555
Mini Memorial Remembrance Garden post	£285

SPONSORED PLAQUES – 10-year lease (including engraving)

Oak small	£95
Oak medium	£105
Oak large	£210
Bench plaque large	£160
(Plaques can be placed in designated areas around the grounds)	

NATURAL HABITATS

Oak bird box (including engraving and inscription) 5-year term	£245
Insect box	£45

URNS FOR ASHES

Banana Leaf Urn	£90
Acorn Urn	£150
Loop Earhrise Mushroom Urn	£285
Stone Orbs (one, two or up to four ashes)	Price on application
Oak Vase	£50

BENCHES

Country oak 3-seater bench including first engraved inscription line	£825
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Book of Remembrance Entry (inclusive of calligraphy, up to 5 lines)	£250
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- Minimum 2-line entry
- Price includes:
 - Gold initial
 - Floral illustration
 - Special delivery
- Additional emblems £68.40

Appendix 2

Lake View Bereavement Centre Pet Memorial Fees and Charges Schedule 2026/27

Pet Interment Fees

Category	Fee
Small animal (up to 2kg)	£25.00
Cat (up to 6kg)	£50.00
Small dog (up to 9kg)	£70.00
Medium dog (9.1kg – 18kg)	£95.00
Large dog (18kg – 30kg)	£125.00
Extra large dog (30.1kg – 49.9kg)	£150.00
Giant dog (50kg – 79.9kg)	£200.00
Super giant dog (80kg+)	£425.00
Pony	£485.00
Large horse	£800.00
Interment fee	Price on application

