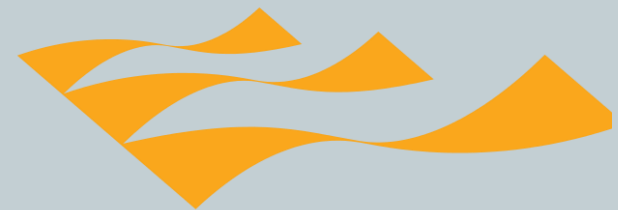


THE GREATER LONDON PET CREMATORIUM

INNOVATIONS IN LONDON'S PET BEREAVEMENT OPTIONS

**Presented by Sam Richards
(Jacqueline Landy)
Head of Bereavement Services
London Borough of Lambeth**



Lambeth

Lambeth Pet Cremation Services

Give your
pet the
send off
they
deserve



Call 020 7926 4221 to find out more

Lambeth



INTRODUCING NEW SERVICE OPTIONS TO OUR RESIDENTS AND BEYOND.

115 PSI

cyber

THE IDEA



The Head of Service happened to be working in another department and started a conversation with a colleague who had just lost their cat and was lamenting the cost as well as the loss.



Despite working in Bereavement Services for a long time and assisting families with coffins and advice on pet loss, she realised that this is something that could really help residents.



On the same week, another colleague had a conversation with a technician regarding where to buy the pet cremators. The idea took hold.



She began to investigate the possibilities!



UNDERUSED RESOURCES

Streatham Cemetery's chapel has been all but out of use for several years.

Due to the continuing grave space crisis, fewer burial services had been taking place at Streatham throughout the 2000s.

The chapel had become an extraneous building, largely only generating expenses for the council in maintenance costs.

There were two waiting rooms in varying state of dilapidation.

This building was therefore targeted as ideal for this new service, it is on unconsecrated ground, and the chapel could be continued to be used for funerals.

The cremator was designated to be placed in one room and the second to remain as a waiting room.

The use of an existing building reduced potential costs for this new stream.

CONCERNS FOR LONDON-BASED PET OWNERS

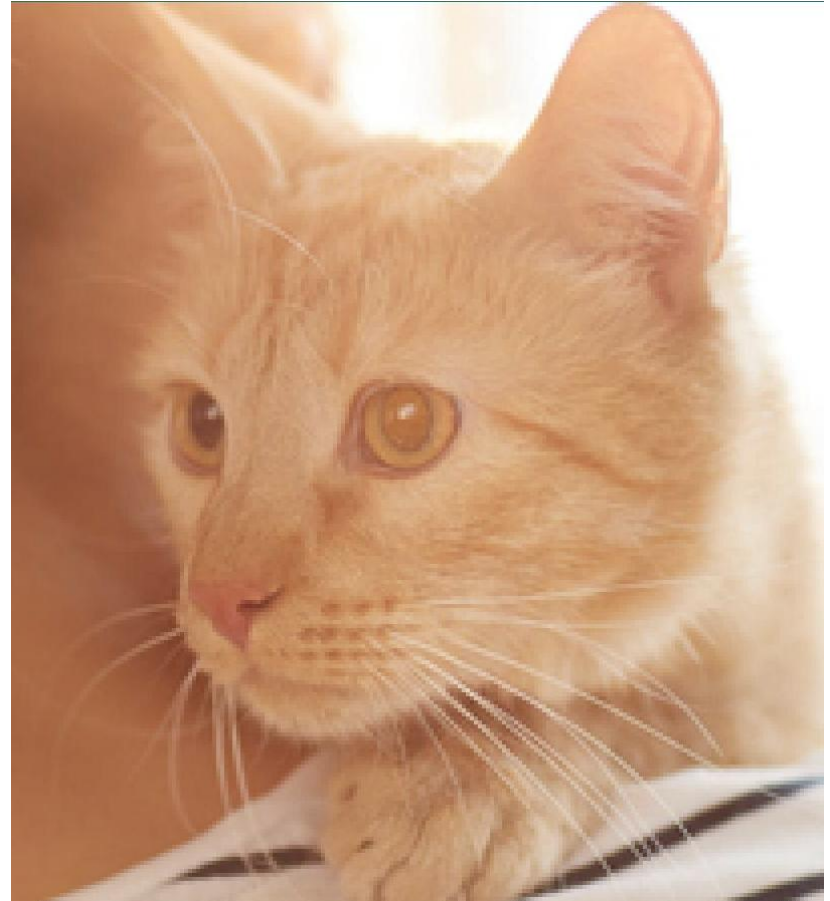
We noticed that funeral options for pet-owners throughout London were limited and often prohibitive.

The nearest pet crematorium was 21 miles out of London, while 46% of the city's households own at least one dog, and 44% own a cat.

1/5 households have no garden access, and only 53.3% of homes are owner occupied – only a small percentage of pet owners can lay a pet to rest via a garden burial.

Veterinarian cremations are the only option for most. The prices for cremation can cost between £280 - £400, or higher in London.

These cremations do not include memorial services, although 73% of pet owners consider their pet to be a best friend, and 53% consider them as one of their children.



THE GREATER LONDON PET CREMATORIUM

With some construction work to adapt our existing waiting room to fit a new machine, we moved to install a purpose-built pet cremator in Streatham Cemetery, which was completed in 2024.

Our service offerings set themselves apart from other provider options for London residents by offering **collection and care of the deceased animal, chapel services and the option to collect or scatter the pet's ashes on our grounds.**

All of these services are be offered in-house by our existing team, and utilise pre-existing resources, such as the memorial chapel and scatter tubes that we already stock.

Our prices for pet cremation cap at £237.00 for larger animals, significantly cheaper than the average veterinarian price, and with the added option for customers to say goodbye in a dignified and meaningful way.



GREATER LONDON
Pet Crematorium
COMING SOON

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WORKS DONE & CONSIDERATIONS

Minimal works needed to be done to complete this project, allowing us to keep spending to a minimum.

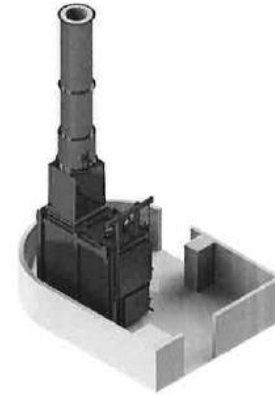
Some cursory prepping of the building, such as widening the access doorway, removing a disused water tank and creating a roof void to accommodate the flue was done over 2020 to 2024. There were significant delays in this period due to the pandemic and staff restructures – and requiring planning permission as our site although Lambeth resides in another borough.

The pet cremator is a purpose-built piece of equipment. Sourced via our chosen supplier, the machine requires 40% less fuel than most competitors on the market.

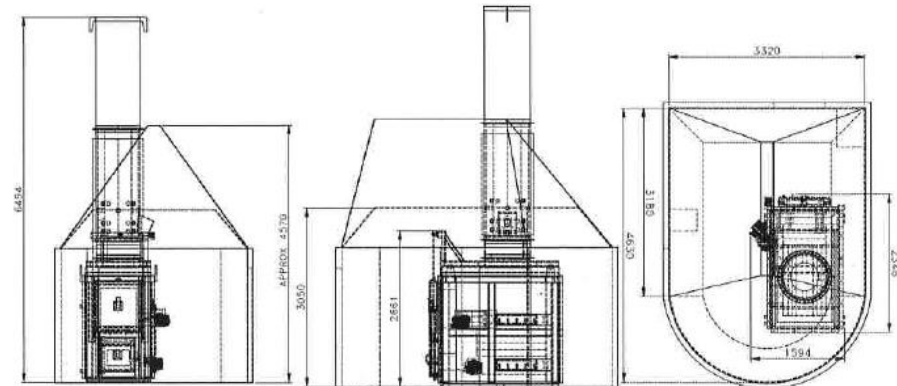
The flue does not generate any particular noise, light, or dust, and emissions are odourless. Very little to no additional waste will be generated and drainage is not required.

Environmental Health have been and remain informed throughout the process and early operations.

This keeps the project well within Lambeth Council's Borough Plan to "Reduce carbon emissions, significantly cut waste and encourage re-use."



| Machine Specification | |
|---|--------------------|
| Upper Chamber L x W x H (mm) | 1545 x 728 x 893 |
| Lower Chamber L x W x H (mm) | 1545 x 728 x 652 |
| Weight (Approx tonnes) | 8 |
| Nominal Burn Rate UK ⁴ (kg/hr) | <50 |
| Thermal Capacity (kW) | 510 |
| Power Supply 50/60 Hz (3 Phase) | 220 - 250v |
| Door Aperture | 660 x 620 |
| Hot Hearth Principle | Yes |
| Fuel Types | Diesel, LPG, N-Gas |
| Control Panel | PLC |
| Additional Operation Equipment | Optional |
| Insulation Board | 25mm Superwool |
| Insulation Fire Brick | Grade E23 |
| Fire Brick (Alumina) | 42.5% |





Additional services

| Service | Cost |
|----------------------------------|--------------------------|
| Pet scattering | £58 |
| Weekend scattering surcharge | £176 |
| Pet collection (within Lambeth) | £58 |
| Pet collection (outside Lambeth) | £4.20 per mile |
| Pet memorials | Pricing and options vary |

Pet cremation

Lambeth's pet crematorium is the first and only dedicated, public pet cremation service operating within Greater London.

Based in [Streatham Cemetery](#), we offer a dignified and compassionate send-off for your pet. We understand the grief of losing a beloved pet and know that they are part of the family and deserve an individual and personal service.

We are a borough committed to the highest standards of animal welfare and have a team dedicated to providing Londoners with a quality-assured, caring and affordable service.

Here to help

Our offices are open from 9am to 2pm.

Call [020 7926 4221](tel:02079264221)

[Contact us form](#) →

FACTS AND FUTURE

- The cremator can accommodate up to 50kg in weight so most domestic animals can be cremated.
- The customer can contact us directly and we can also offer a collection service as not everyone in London has access to a car or vehicle.
- We have been able to assist colleagues in Animal Welfare to dispose of roadkill with potential to look at wider contracts.
- We offer a small range of memorial urns and keepsakes such as pawprints – this has potential to expand
- Ease of service is an important factor to customers with some repeat business already established in the local area.
- A small service or the chance to say goodbye to a beloved pet is also part of the offer and is proving to be a draw to some clients.



ACHEIEVEMENTS TO DATE

The pet crematorium fully opened for service in January 2026.

Since launch, we have served 18 pet owners and cremated a range of pets from hamsters, chickens, budgies as well as cats and dogs.

A new revenue stream has been opened for the council – a previously underused building now generates profits of roughly 56% per cremation.

Service users have access to a comfortable waiting room, choice of music and tributes, and use of a non-denominational chapel, making this a truly unique proposition for London pet owners.

A dedicated memorial wall is currently under consideration based on user requests.

Being shortlisted for this award!