

**Legacy Independent Funeral Director Incident Memorial Gardens Consultation
Feedback Report**

Background

In March 2024, a police investigation involving Legacy Independent Funeral Directors led to the discovery of 35 bodies and human cremated remains at premises in Hull and Beverley.

Some of the human cremated remains can't be identified, and some families have asked the council/s to scatter their remains in an appropriate and respectful place.

This deeply distressing event has had a profound impact on families who have been directly affected, and the wider community in Hull and East Riding of Yorkshire.

Hull City Council and East Riding of Yorkshire Council are creating two memorial gardens: one in the City of Hull and one in East Riding of Yorkshire to provide a respectful place where any unidentified or unclaimed ashes can be scattered, and a place of peace and reflection for anyone who would like to visit.

The location for the memorials were chosen to be places where it was suitable to scatter ashes, and where our bereavement services teams could properly care for the gardens and support people who wish to use them. Memorials will be built at Northern Cemetery, Chanterlands Avenue in Hull and Lelley Fields Crematorium, near Preston, in the East Riding of Yorkshire.

Draft memorial designs were prepared by architects and bereavement services teams, designed to be in keeping with the existing settings.

A public consultation was held to gather views on the proposed designs for the memorial gardens. This included tailored surveys for those directly affected and a general survey for the wider public. Families were contacted directly, and information was shared through local media, council websites, digi screens and social media. Drop-in sessions were also held in both Hull and Beverley to allow people to view the designs and share their thoughts in person.

Consultation Findings

We received 33 responses to the consultation which has been very helpful in guiding the future direction of the memorial gardens. The feedback does not show that any substantial changes are required to the concept or the general design. All comments have been considered, and changes have been made as a result, in particular:

- Families directly affected will be offered a named plaque in the form of a porcelain butterfly, which will be fixed to a frieze around the trees in each garden. These plaques will be provided free of charge, with options for personalised colours and wording.

- Minor changes have been made to the garden designs based on the feedback, such as the inclusion of bird baths.
- The most popular planting scheme identified in the consultation will be incorporated into the final designs, and we will do our best to include Forget-me-nots at Northern Cemetery as requested.
- There was no strong consensus on the wording of the memorial panel at each garden, so the councils will determine the final wording.

A more detailed summary of the feedback is shown in the table below:

Feedback Received	Proposed Response
Two individuals directly affected expressed a desire for all those impacted by the incident to be acknowledged, not only those involved in ashes repatriation.	Unfortunately, we do not have the names of everyone affected and wish to avoid creating an incomplete list. Families who would like their loved one's name specifically included in a memorial garden may request an individual plaque.
12 people responded to say they would be interested in a plaque to be able to place the name of their loved one at the site. Two people said they wouldn't be interested in a plaque. Seven individuals directly affected felt that families should not be required to pay for individual plaques.	Families directly affected will be offered a named plaque in the form of a porcelain butterfly, which will be affixed to a frieze around the trees in each garden. These will be provided free of charge, with options for personalised colours and wording.
One individual directly affected, and one member of the public suggested a large commemorative panel at each garden. A quote from Sir William Gladstone was proposed, highlighting society's moral duty to honour the deceased with dignity and compassion.	We plan to install a commemorative panel at each garden. The final wording is still under consideration.
One member of the public expressed concern that the current design may not reflect the dignity or beauty expected of a memorial space.	We acknowledge this view. However, we believe the proposed designs are respectful and dignified, and we do not think that we have a mandate to change this from the consultation feedback.
One member of the public felt the design had not been sufficiently open to public scrutiny, possibly due to its appearance.	We acknowledge this concern. However, we believe the designs have been appropriately publicised.

One individual directly affected expressed a preference for organic shapes over the proposed “square columns.”	The COR-TEN steel columns reflect existing design elements at Lelley Fields Crematorium, providing visual continuity. We acknowledge this differing opinion, but we do not think we have a mandate to change the design from the consultation feedback.
Ten individuals directly affected and one member of the public requested features such as long timber seating, colourful planting, and wildlife-friendly elements like bird baths and insect-attracting plants.	Additional seating has been incorporated into the design, though space constraints limit the total amount. Bird baths have also been included to enhance the environment and support local wildlife.
One individual directly affected expressed a wish for the memorial to be a space for quiet reflection, laying flowers, and scattering ashes.	We fully support this vision for the gardens.
One individual directly affected felt the space should be reserved exclusively for Legacy victims. One member of the public felt there should be no memorial at all, citing the deeply personal and unresolved nature of grief. Three individuals directly affected felt a public space was essential for collective mourning and remembrance.	The memorial gardens will be located in public spaces and are intended to offer a place of reflection for all those affected by the Legacy incident. We understand that not everyone may wish to visit, but we hope the gardens provide comfort to those who do. The consultation does not provide a mandate to change the proposed approach.
15 people who were directly affected showed an interest in attending a ceremony when the ashes in council’ care are laid to rest. Only four respondents said they wouldn’t be interested in attending.	We will continue with our plans to arrange a ceremony when the ashes in council care are laid to rest.
Several individuals directly affected expressed discomfort with the presence of media or press at the public opening event. Some indicated they would not attend if media were present, citing privacy concerns.	Media will not be permitted at the private ashes scattering ceremony, which is being organised by the councils. We will take this feedback into account when planning the official public opening.

Cherry trees and white flowers were the preferred planting option at the Forget-Me-Not Garden. There were no views expressed on the tree options at Butterfly Grove, but the preferred herbaceous planting was for Helictotrichon, Alchemilla mollis, Aruncus dioicus, Heuchera, Rudbeckia sp. Blue/Yellow/White Mix, and the preferred bulb planting was for Allium, Anemone, Nerine, Tulip sp. Blue/Purple/Pink.	These schemes will be put forward for the final landscaping designs.
One individual directly affected requested that Forget-me-nots be included in the planting scheme.	We will make every effort to include Forget-me-nots during the planting phase of the project.
One person responded to say that they would like to attend a public opening of the memorial gardens. Four people said they wouldn't want to attend, and one wasn't sure.	These responses will be considered when the public opening is being planned.

Next Steps

Now that the consultation is complete, we're ready to begin building the memorials. Work is expected to start around Thursday 31 July and should take about two months to finish. We plan to inter the ashes currently in our care at the Northern Cemetery memorial during this time. We also plan to hold a short private service to mark the completion of the memorials.

Wellbeing Support

If you would like to talk to someone about your experience throughout the Legacy Investigation, the Victim Support helpline is still open and here to help on 0808 28 111 36.

Victim Support website: [Legacy Funeral Homes Investigation | Affected by Crime](#)