

**Frequently Asked Questions
COVID-19 Specific Queries
Updated July 2020**

- **If I am attending a funeral can I park my car inside the cemetery grounds?**

Yes, the mourners permitted to attend will be allowed to enter the cemetery in their cars and park in the parking areas.

- **If I am attending a funeral will there be toilets available to use?**

Yes, the public toilets will be open.

- **Are cemeteries open to visit graves?**

From 15 June, the opening times to visit graves and memorials are as follows:

Widney Manor: Monday to Saturday (9am to 6pm); Sunday (10am to 6pm).

Robin Hood/Woodlands: Monday to Friday (4pm to 6pm); Saturday (9am to 6pm); Sunday (10am to 6pm).'

- **Why aren't Robin Hood and Woodlands open all the time?**

There continues to be a high number of funerals for the time of year. To ensure the safety of mourners, Robin Hood and Woodlands will remain closed most of the time during the week. However, we are gradually relaxing the restrictions. Waiting rooms, book of remembrance rooms and memorial rooms remain closed at the current time.

- **Will you limit how long we can stay at the cemetery after the funeral service?**

Social distancing guidance should be followed by mourners at all times and we would kindly ask you to leave the cemetery immediately after the service to ensure the safety of other mourners, funeral staff and our staff.

- **Can the funeral service be filmed and shared with those not able to attend?**

Web streaming of funerals is available at Robin Hood and Woodlands Crematoriums. Please talk to your funeral director and they will be able to organise this for you. The service is free of charge whilst we are restricting attendance at funerals. Alternatively, provided permission has been given by the person who has organised the funeral, mourners are welcome to use mobile phones to film and share funeral services with those not able to attend, using media platforms such as Facebook Live.

- **What is web streaming and how does it work?**

This is a live stream of the service in the crematorium chapel. The stream will start at the time that the funeral is scheduled to start and will finish at the time the funeral is

scheduled to finish. The person who is organising the funeral can order a web stream through their funeral director, who will book the service with our provider, Obitus. Once ordered the funeral director will receive an email from Obitus which contains a unique user name and password to log in to the Obitus system to view the web cast. This email will be forwarded by the funeral director to the person who is organising the funeral and they can forward it to anyone who cannot attend the funeral so that they can watch a live stream of the funeral on their mobile phone, tablet or PC.

- **How reliable is the webcast system?**

Web cast live streaming is reliant on many things. The stream will start at the exact time that the funeral service is due to commence and will finish at the exact time that the funeral is due to finish, so if the funeral party is early or late, some of the live stream may not be visible to mourners watching. The live stream is streamed through a broad band connection and received through our provider website on your device. It is recommended that mourners wishing to watch a live stream should watch using a mobile phone or a tablet for the very best quality.

- **Is there sound with a web cast?**

Yes, however the Funeral Officiant or anyone making a dedication to the deceased must use the crematorium microphone for sound to be clear. All music at the funeral service can be heard.

- **How do I purchase a cemetery memorial for my loved one?**

Memorial sales are suspended during this period, whilst we prioritise the management of funerals. When we are able to provide this service once more you will be able to view and purchase memorials from our online store at <https://www.solihull.gov.uk/Resident/Births-deaths-marriages/Deaths/memorialoptions>

- **Can I have my loved one's ashes scattered in the cemetery?**

Yes, if you would like to be present when the ashes are scattered, you can book an appointment with your Funeral Director or with us directly, however the number of these appointments we can carry out each day is currently limited. If you do not wish to be present when the ashes are scattered, please advise your Funeral Director and they can make arrangements with us for our Cemetery staff to lay your loved one's ashes to rest in the cemetery.

- **How many mourners can attend an ashes scattering?**

Attendance is restricted to 20 mourners.

- **Can I have my loved one's ashes interred in a grave at the cemetery?**

Yes, you can book an appointment with your Funeral Director or with us directly, however the number of these appointments we can carry out each day is currently limited.

- **How many mourners can attend an ashes interment?**

Attendance is restricted to 20 mourners.

- **Can I have a new headstone on a grave or alterations to an existing headstone?**

Yes, we are processing requests. Stonemasons should email applications to us at robinhoodcemetery@solihull.gov.uk and we will aim to process these within 20 working days.

- **Can I reserve a grave or cremated remains plot?**

Due to the significant rise in demand for funeral services, we are unable to process requests during this period. Please complete our [web form](#) and when we are able to provide this service we will contact you.