



Braidwood School

Respect, Honesty, Effort

HS2

Working together to promote inclusion and diversity



Why did we do work experience?

Aims of the project -

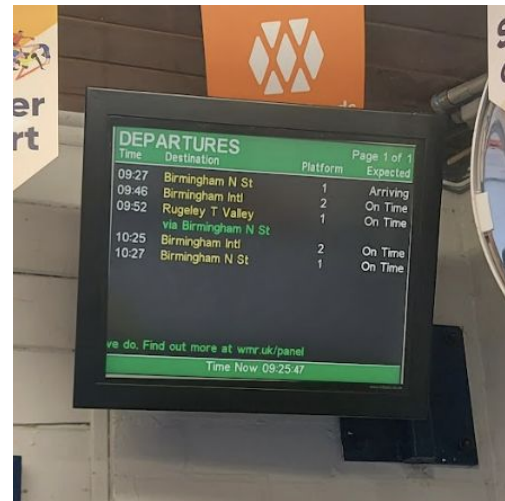
- To experience rail travel
- To experience a major railway station (Birmingham New Street)
- To identify the problems / issues for deaf people when using the train network
- To understand what innovation means
- To understand why inclusivity is important and how HS2 is trying to do this through innovation
- To visit the HS2 offices and see who works there and what they do.
- To deliver our deaf awareness / BSL presentation.

Monday 27th June - Visit to Birmingham New Street

We travelled on the train from Stechford to Birmingham New Street

For some people it was the first time we ever travelled on a train.

We went to Stechford and we took the train. We noticed that the information can be hard to access so we thought you could possibly add an interpreter on the screen so deaf people could access the information.



Monday 27th June - Visit to Birmingham New Street



The ticket person did not understand me. May they need to learn basic sign language or deaf awareness so that we have better access to communication.

Monday 27th June - Visit to Birmingham New Street



In the ticket area, we need to add the BSL interpreter to make deaf people understand what information is being said about buying tickets.

Monday 27th June - Visit to Birmingham New Street



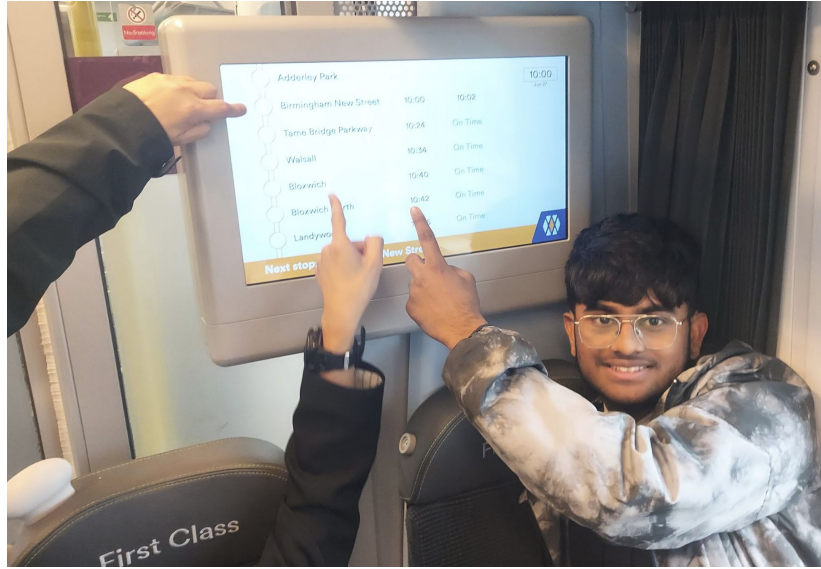
The sign doesn't need to improve because it is clear information. There are two platforms so easy.

Monday 27th June - Visit to Birmingham New Street



On the train where the screen is I think they should add an interpreter to sign the next stop and where they will be going to next. Also they should add a QR code so the phone can scan that and to say where we are going. We also could use the QR code to tell us if there is a problem on the train. eg: if the train has a problem with the engine or if the train has been delayed.

Monday 27th June - Visit to Birmingham New Street



I think we need to improve this with signs and make easy to understand because deaf can't hear from speaker tannoy so we can get app on your phone so we can be informed when change in information.

Monday 27th June - Visit to Birmingham New Street



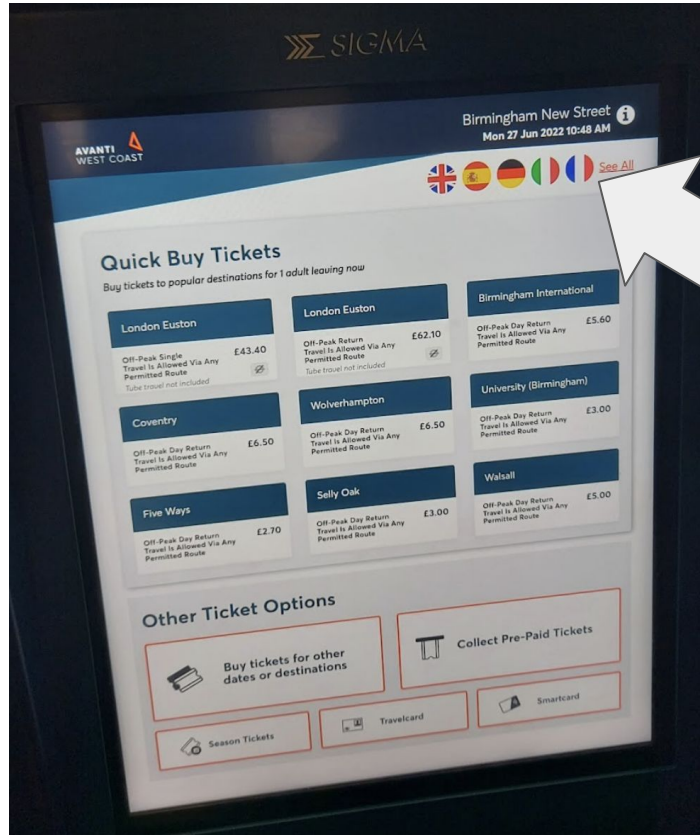
It is okay with me but some deaf people don't understand hearing people speak too. I think I need to improve about adding interpreters or BSL communication.

Monday 27th June - Visit to Birmingham New Street

It really ok with me but there so many information. So I think I need BSL interpreter for deaf people so it easy for me.



Monday 27th June - Visit to Birmingham New Street



Here they have different languages for other countries to use. I think they should add a button with a BSL logo on it for Deaf people to use so when you click the button a person comes up and signs to you on how to get a ticket for the place you are trying to get a ticket for.

Monday 27th June - Visit to Birmingham New Street



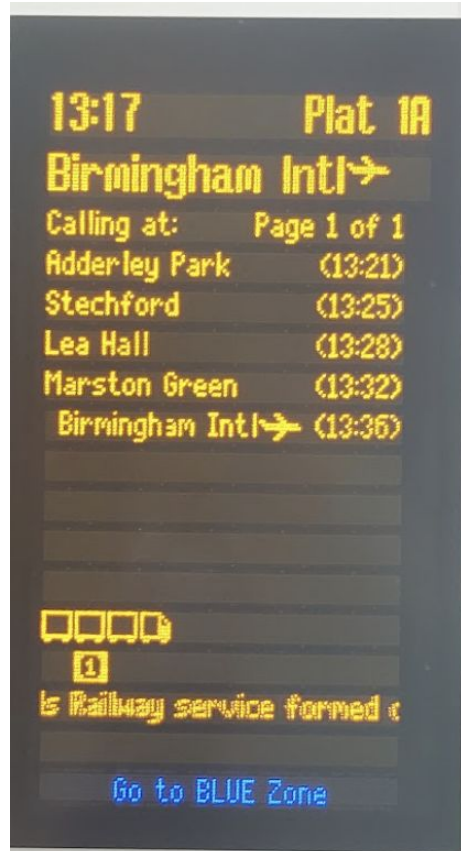
There's so many information. So we can have place typed in and they will tell you which platform. Plus colour platform follow on floor it will help you.

Monday 27th June - Visit to Birmingham New Street



We need trained staff to learn the BSL language. If the staff was not here, I could use my phone for the app. I can search and find it.

Monday 27th June - Visit to Birmingham New Street



This is fine and look very good.
The information signs are good
and clear.



Monday 27th June - Visit to Birmingham New Street



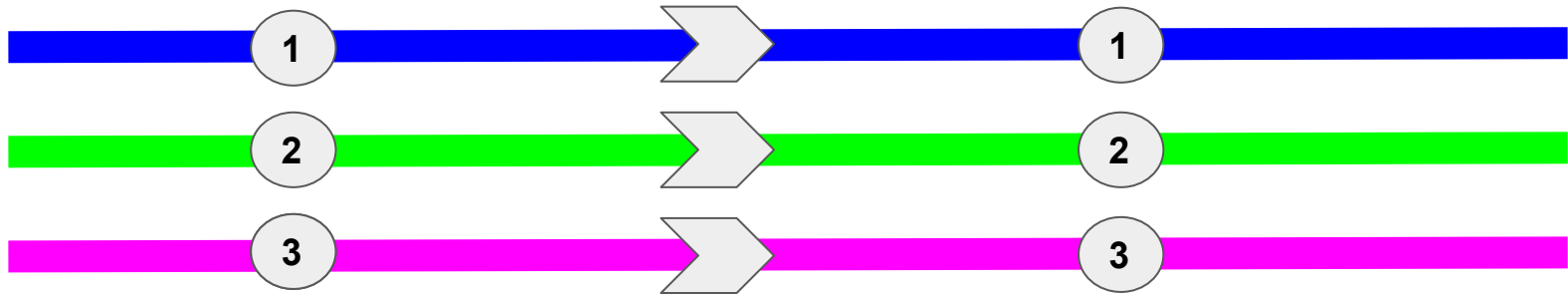
Good signs.

Deaf people read and understand then deaf people know where to go.

Monday 27th June - Visit to Birmingham New Street



To help find the platform. Could use colour lines to find the platform
Look at floor colour and follow colour floor.



Monday 27th June - Visit to Birmingham New Street



It was easy to use our tickets to get through the barriers. QR code could contain more info. We scan it with app and info come like platform, time etc

Monday 27th June - Visit to Birmingham New Street



We went into the Assisted Travel Room. We asked if anyone could use sign language. They said they could not do BSL. Staff need Deaf Awareness training. Or use Signlive or interpreter.

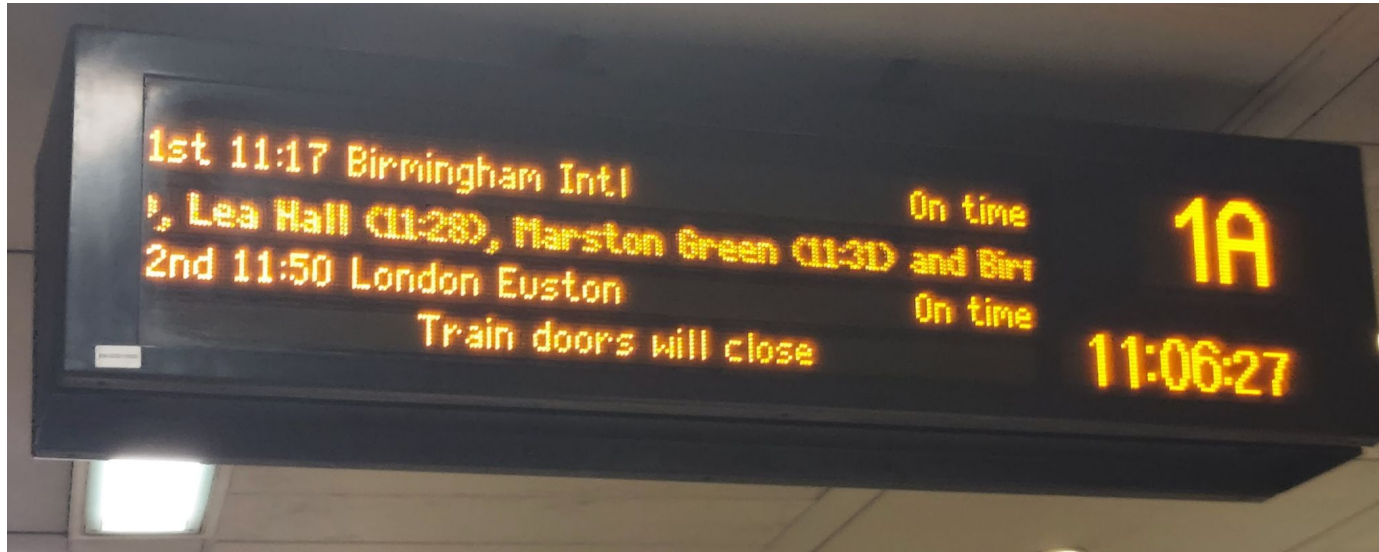
Monday 27th June - Visit to Birmingham New Street



Deaf people need more visual signs.
This would help other people also.



Monday 27th June - Visit to Birmingham New Street



Again this information could be on the QR code app. This would link our phone to give us information about our train like what time it arrive or if it is late.

Monday 27th June - Visit to Birmingham New Street



Monday 27th June - Visit to Birmingham New Street



Use QR code app and scan
We get information about our train on our phone.
This would help us on the train when we cannot hear
the tannoy announcement.

Summary

- Flashing light to alert same as speaker tannoy (platforms changing, delays etc) or have an app to alert
- To train all staff with relevant BSL signs with train terminology and frequent use of daily signs (greetings]
- Colour coded with platforms staying in the same places linked to information signs on entrance with colour codes
- Ticket office to have a BSL symbol in each machines so people can buy tickets same as other foreign languages.





We met some people who work here



We also taught some HS2 employees some BSL









Thank you for a fantastic work experience