



Braidwood School

Respect, Honesty, Effort

HS2

Braidwood School Project





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We are deaf and we are proud.

Braidwood School has 71 pupils aged 11 - 18.





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- Some pupils can talk and some can't talk.
- Some people have severe hearing loss and some have a profound hearing loss.
- Some people can hear some loud noises with hearing aids or Cochlear implants but some cannot hear anything at all.
- Most of us do not lip read!
- We cannot learn to hear but we can communicate with hearing people if they understand how.

From Birmingham



We communicate with each other in lots of different ways and we can all use BSL (British Sign Language). That is our first language.

However, most hearing people don't know BSL so we have to find other ways to help them understand and communicate with us.

So we both have a communication problem. We need to help each other understand and share all the information. We need to be more inclusive!

Our Aims:

- To investigate the views of d/Deaf people about train travel
- To use our research data to identify problems deaf people have with train travel
- To think of innovations that would help overcome these problems
- To present our innovations to HS2



Our Research:

We asked 70 deaf people (aged 11 to 60) these questions:

How often do you travel by train?

How do you feel about travelling by train?

When you travel by train,

- how easy do you find it to buy a ticket?
- how easy do you find it to read a timetable?
- how easy do you find it to go through the barriers?
- how easy do you find it to find the platform?
- how easy do you find it to get on the train?
- how easy do you find it to find a seat?



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Our Research:

We asked 70 deaf people (aged 11 to 60) these questions:

What do people like about travelling by train?

What do people not like about travelling by train?



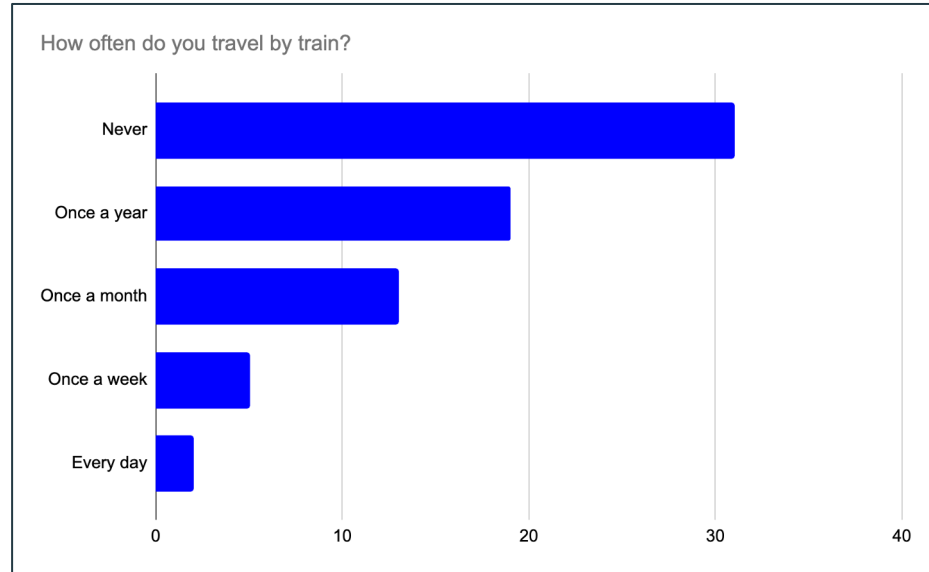
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Our Results:

How often do you travel by train?

Never	31
Once a year	19
Once a month	13
Once a week	5
Every day	2



Less than half of the deaf people we asked use the train more than once a year.



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Our Results:

How do you feel about travelling by train?

I hate it	5
I don't like it	11
OK	22
I like it	26
I love it	6

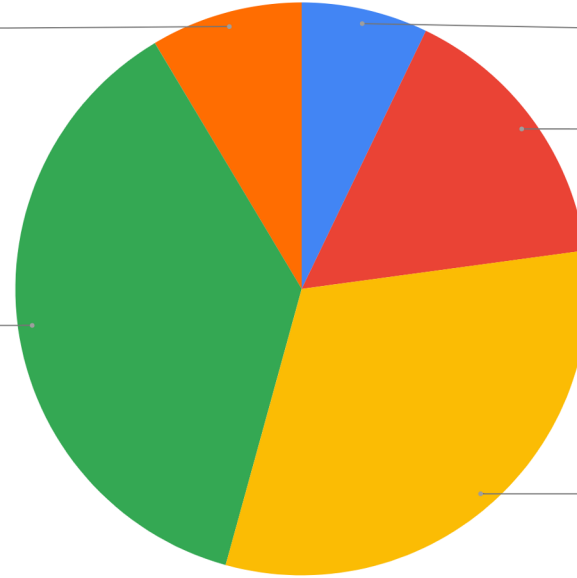
I love it
8.6%

I hate it
7.1%

I don't like it
15.7%

I like it
37.1%

OK
31.4%



But over 77% of the deaf people we asked think the train is ok, they like it or love it.



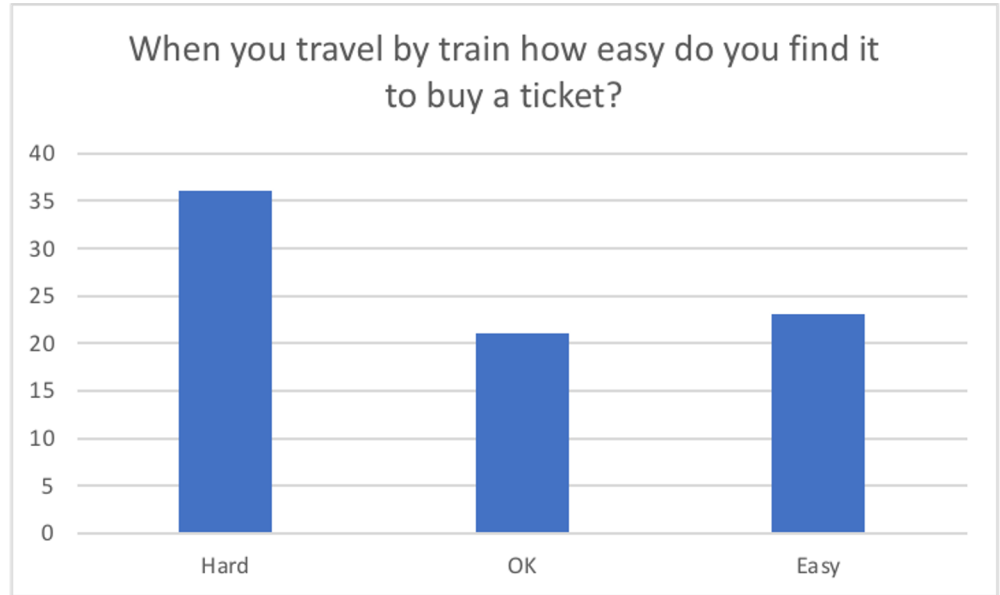
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Our Results:

When you travel by train how easy do you find it to buy a ticket?

Hard	36
OK	21
Easy	23



Over 50% of deaf people say it is difficult to buy a ticket.



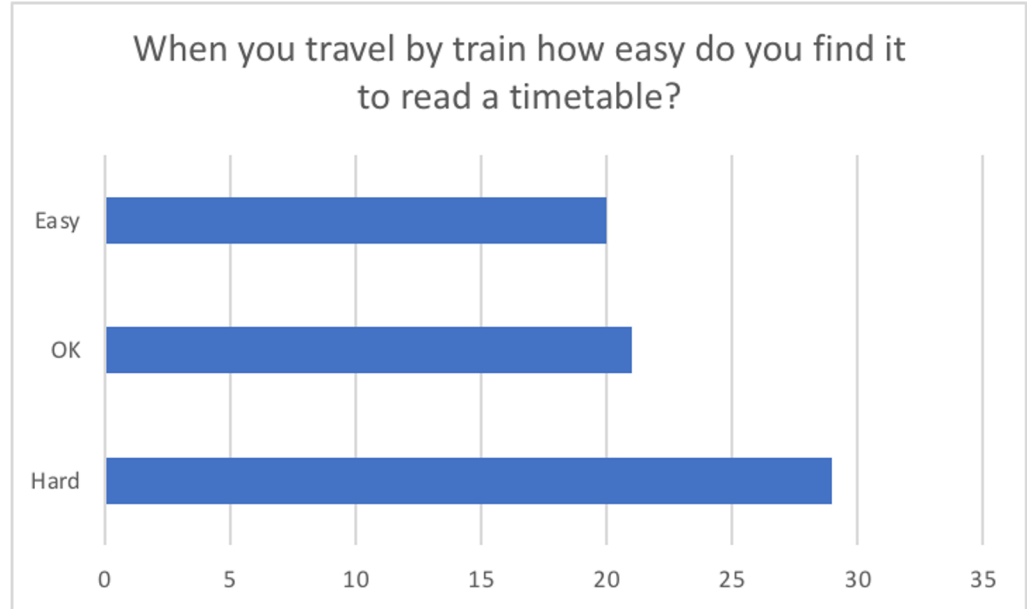
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Our Results:

When you travel by train how easy do you find it to read a timetable?

Hard	29
OK	21
Easy	20



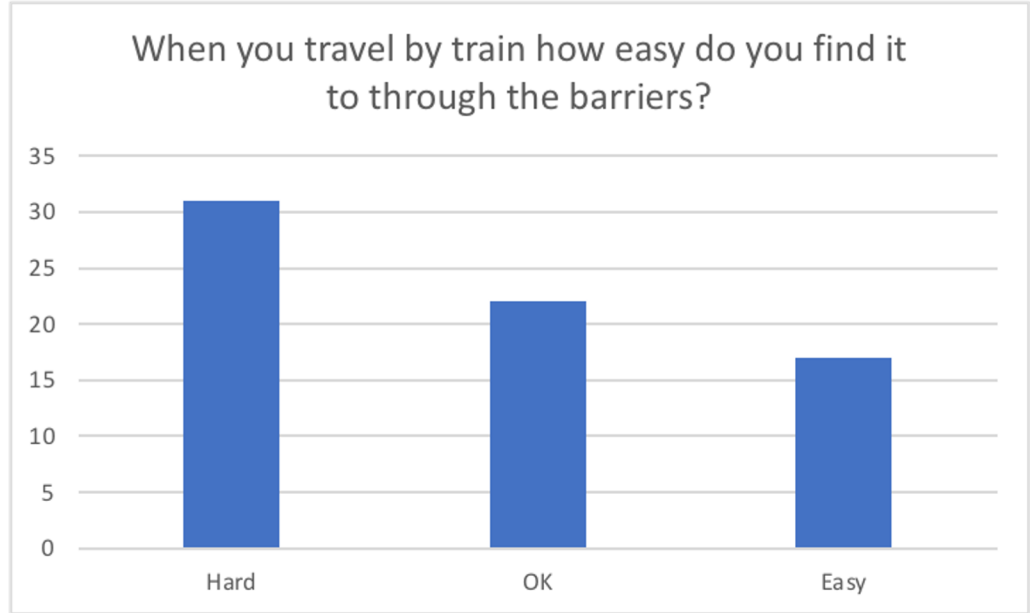
29 people say it is hard to understand timetable. But most say it is ok or easy.



Our Results:

When you travel by train how easy do you find it to get through the barrier?

Hard	31
OK	22
Easy	17



31 deaf people said it was hard to get through the barriers



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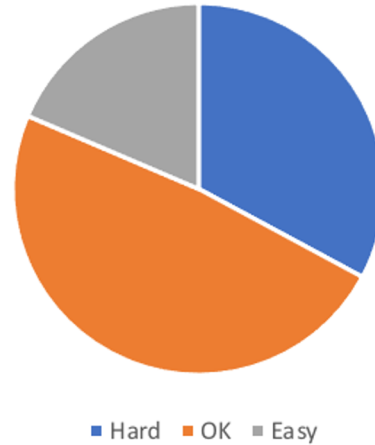
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Our Results:

When you travel by train how easy do you find it to find the platform?

Hard	23
OK	34
Easy	13

When you travel by train how easy do you find it to find the platform?



Most people say it is ok or easy to find the platform.



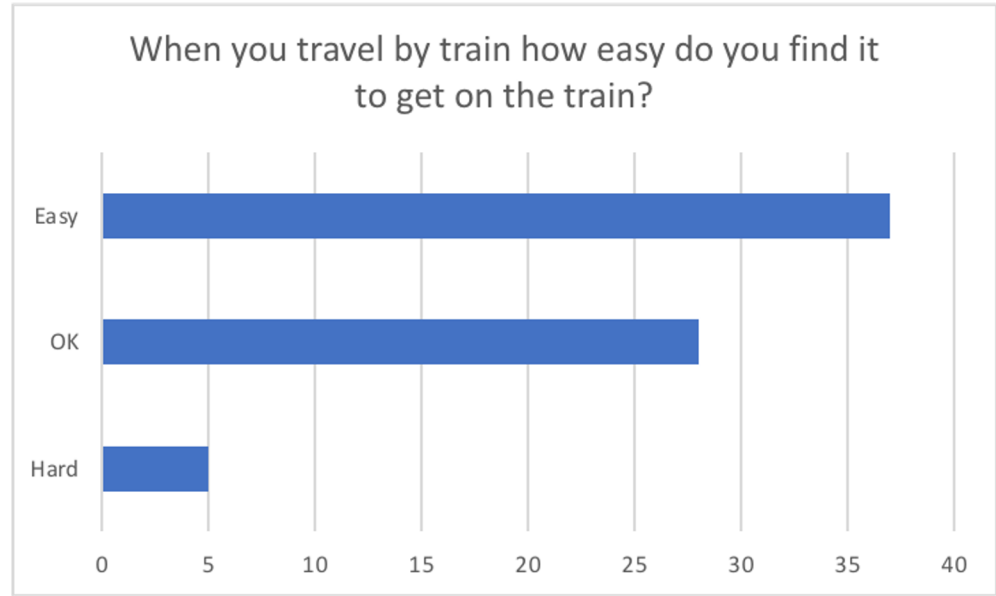
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Our Results:

When you travel by train how easy do you find it to get on the train?

Hard	5
OK	28
Easy	37



Nearly all deaf people have no problem getting in the train



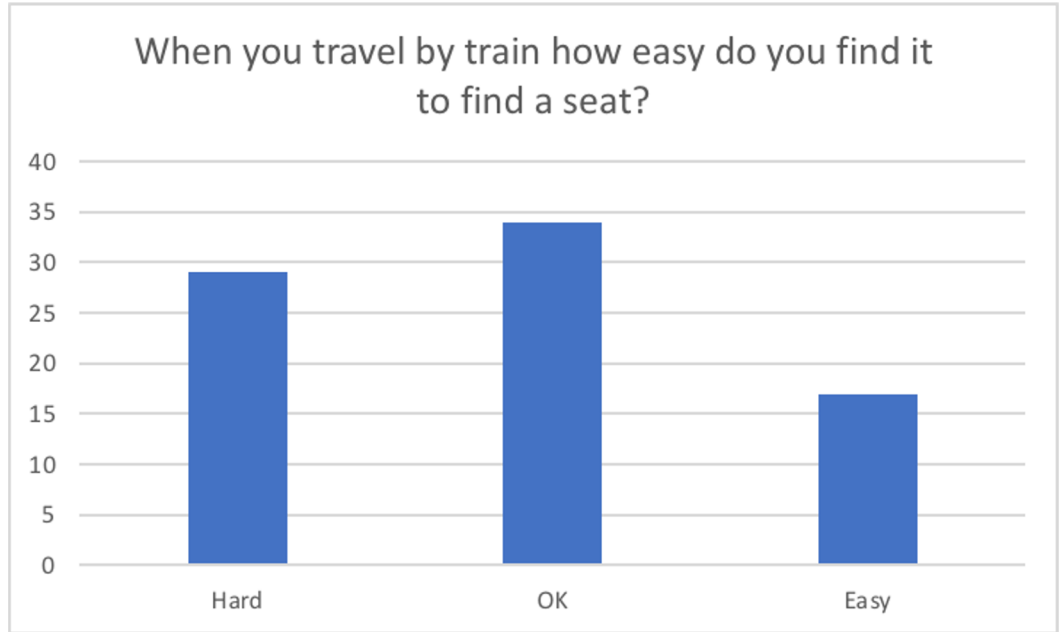
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Our Results:

When you travel by train how easy do you find it to find a seat?

Hard	29
OK	34
Easy	17



29 people said that it was difficult to find a seat.
Most say it is ok.



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Our Results:

What did people say they like about train travel?

1. Fun
2. Can sometimes sit opposite people and sign easy
3. Use a table and can work
4. Train is fast
5. Can move around the train
6. Comfortable
7. Not need a car



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Our Results:

What did people say they did not like about train travel?



1. No deaf awareness from staff
2. If you sit on two seat it is hard to sign to your friend.
3. Stations have too much words on the boards and no sign language
4. Cannot hear announcements because deaf
5. Ticket person not understand me.
6. Busy
7. No seats. Sit on floor by doors.
8. Too much litter on floor and seats



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Our Innovations:

The problems of train travel for d/Deaf people are:

- 1) Deaf people can not hear any verbal announcements in the station or on the train so do not know if there is a delay / change of platform / emergency etc
- 1) Deaf people find sitting in the paired seating (2 seats) difficult to sign to each other.
- 1) Deaf people find the number of signs and advertising in the station visually confusing especially when it is so close to the departure / arrivals board
- 1) It is difficult to communicate with the staff on trains and deaf people can feel insulted / offended by certain ways hearing staff think they can communicate.

Innovation 1:

Problem: Seats in blocks of two make it difficult to communicate / sign.

Our innovation idea that will benefit deaf people and increase accessibility for all kinds of people is to create the chairs to be adjustable, twisting the seats back and front by closing the seat, turning it however way you want, in order to communicate with your friends (in our case: deaf friends).

Why this will be a good idea is because deaf people struggle with communicate while travelling side by side, whereas adjustable seats will fix that and make deaf people more comfortable, attracting more customers of different backgrounds.



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Innovation 1 Chair example:



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Innovation 2:

Problem: Signs in the train station

This might confuse deaf people and they may find it difficult to get a train because it is difficult to understand. Too many words. Could be better if signing using BSL is use.



<https://youtu.be/yT0CYUCsRWE>
<https://youtu.be/fzi0YRX-2sY>

Innovation 3:

Problem: Deaf people can't hear announcements in the toilet

1. Have a flashing light in toilet (if fire alarm)
2. Subtitles screen (when tell everyone when what happen then they can listen but deaf can't hear what it say so deaf can read subtitles)
3. Send all updates to phone app.



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Innovation 4:

A HS2 app

If someone doesn't want to go the station to pay the ticket, they can click on the app to pay the ticket.

They can get lots of information about their journey before they go to the station.

If the train is delayed, a change of platforms and an emergency, the announcement will be sent to the phone and the phone will alert the person.

Innovation 4:



This app will be significantly beneficial to not only deaf people, but all kinds of people who have trouble with time management, hearing, focusing or knowing where to go. This app will provide huge relief of anxiety about travel.

Additionally, the HS2 app is quick and easy for those who have short attention span, or those who are in a rush, they can download information quickly and be provided with a variety of information about HS2.

Innovation 5:

Tickets have a QR code



If a ticket has a QR code people can scan it and get all the information they need and updates during the journey.

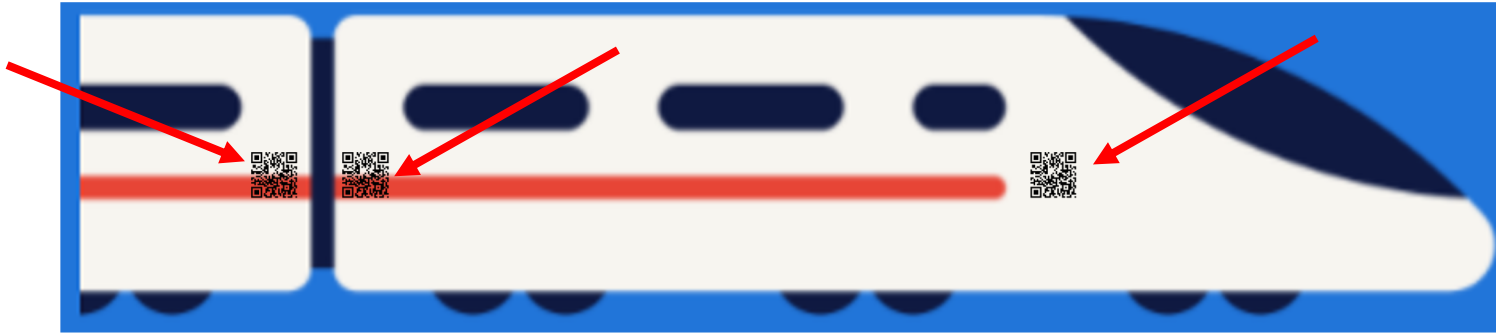


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Innovation 6:

Trains have a screen with QR code on.



People can make sure they will get on the correct train by scan the QR code and find out the details where it is going etc.



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Innovation 7:

Problem- communication with hearing staff

Deaf awareness when people say something to you, SHOUTING, it is rude. Better to write on notepad and show to the deaf person so they can see what you're saying and understand.

Staff training is important so staff at the train station know how to communicate with deaf people so it's not rude.



Top tips for **the workplace**

-  Get the listener's attention before you start speaking.
-  Find a well-lit place to talk, away from noise and distractions.
-  Be face-to-face with the person you're talking to.
-  Don't cover your mouth with hands or clothing.
-  Speak clearly but not too slowly.
-  Exaggerated lip movements are harder to lipread.
-  Shouting is uncomfortable for hearing aid users and looks aggressive.
-  Talk directly to the person, not the interpreter.
-  Don't keep repeating things. Say them in a different way.
-  Make sure that your colleagues are included in conversations - don't assume they will notice and are choosing not to take part.



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Our Innovations:

Our ideas to improve train travel for d/Deaf people are:

- 1) Have chairs that can be moved so we can sign to our friends.
- 2) Have a flashing light in the toilet for alarms.
- 3) Have announcements in text in the toilet above the door.
- 4) Captions board in all compartments and toilets too
- 5) Flashing light in toilet to tell deaf person of incoming alert or alarm
- 6) Make the notice board at stations clearer to see and read
- 7) TV screen next to the departure board to help deaf people see signer / captions.
- 8) Tickets with a QR Code that links to a HS2 app. This would send a message of any alerts or changes to your train journey before and during your trip.
- 9) Could the app have someone signing?



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Thank You for watching our
presentation



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