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SOUTHEASTERN BUGGY SAFETY VIDEO 2023

Key:

- VD: VISUAL DESCRIPTION
- AD: AUDIO DESCRIPTION

Video begins

VD: Dark blue background with SE logo and A BSL interpreter on the right hand side. Subtitles are shown along the bottom of the screen.

AD: 00.00 This video has been created to help customers travelling with infants using prams and pushchairs.

VD: On screen, text reads: "How to safely board a train". The close up of the lifts are shown at St Pancras station, a man presses the up button to take them to the Southeastern Highspeed platforms. The man is then seen waiting for the lift with his young daughter who is in a pushchair.

AD 00.13 Once you've reached the station, use the lift if there's one available...

VD: He enters the lift with his daughter and they go up to the platform. The lift doors open andthey leave the lift, train ticket ready in hand. On-screen text reads "Go to a wide gate"

AD 00.18 It's always best to get your ticket ready for the wide access gate, again – if there is one at your station.

VD: They push along the concourse to the gateline where they present their ticket and the Southeastern member of staff opens the wide gate for them. He pushes the buggy down the platform. On screen text reads "Where and how to get on board".

AD 00.35 Accessible carriages have more space... and they're clearly labelled on the outside of the train.

VD: The interior of the accessible carriage on board the 395 is shown. The priority sticker, reinforcing the message that wheelchair and mobility scooter users have priority in this space is visible. The blue sticker with a wheelchair user on it is then shown on the outside of the train.

AD 00.40 There should be enough room for everyone, but it's always worth noting that wheelchair and mobility scooter users do take priority in the accessible carriages.

VD: We see his daughter being pushed along in her buggy along the platform with her belt fastened.

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AD 00.49 Before you board the train, make sure that your child is safely fastened into the buggy, and your bags are also attached securely.

VD: They then approach the train, he lifts the front wheels up and then pushes the buggy up and into the train carriage. The on-screen text reads "Lift the front wheels up first"

AD 00.55 Then, lift the front wheels first, and step up onto the train.

VD: They manoeuvre into the accessible area with tip-down seats. The on-screen text reads "apply the brakes"

AD 01.01 Find a space that's suitable for you and your child, apply the brakes, and enjoy your trip.

VD: On-screen text reads "Leaving the train" The video shows the buggy being pulled backwards, so it can be reversed off the train.

AD A01.07 Before you leave the train – make sure your child and your bags are secure, and alight in the reverse order.

VD: The on-screen text reads "Back wheels on the ground first"

AD 01.13 Step off the train, taking the back wheels down first.. and then carefully lower the buggy down onto the platform.

VD: We then see them walk away from the train.

AD 01.20 If the gap looks too big, or you are not feeling confident, speak to a member of staff – and they'll arrange ramp assistance.

VD: on screen text reads " Do you need a ramp"

AD 01.31 If you do need a ramp to board the train, wait for a member of Southeastern staff to deploy the ramp.

VD: they approach the train where a member of staff is waiting on board. The member of staff picks up a ramp and lays it for the passengers.

AD A01.34 Again, make sure that everything – including bags – are safely secured before you use the ramp.

VD: The passengers push the buggy up onto the train using the ramp.

AD 01.38 Then, board the train carefully... just bear in mind that the width of a ramp is 76cm, so it's worth checking how wide your pram or buggy is.

VD: a ramp is shown on screen with lines to indicate the width of the ramp being 76cm.

AD 01.49 As before, find a suitable space, and apply the brakes.

VD: the passenger is seen pushing the buggy into the accessible area and applying the breaks and engaging with his daughter.

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AD 01.54 And before you leave the train – check that your belongings and child are secure, and walk forward, and onto the platform.

VD: the passenger then leaves the train and the SE logo appears with the on-screen text : For more information visit the Travelling with Children page on our website. Southeasternrailway.co.uk

Video Ends