

Accessibility statement for Shropshire Fire & Rescue Service

This accessibility statement applies to the Shropshire Fire & Rescue Service's website.

This website is run by Shropshire Fire & Rescue Service. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- Most older PDF documents are not fully accessible to screen reader software
- Live video streams do not have captions
- Some of our online forms are difficult to navigate using just a keyboard
- Character Key Shortcuts do not work on all pages

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email us at enquiries@shropshirefire.gov.uk
- call us on 01743 260 200
- get in touch at <https://www.shropshirefire.gov.uk/contact-us>

We'll consider your request and get back to you in 14 days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: enquiries@shropshirefire.gov.uk

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting us in person

We provide a text relay service for people who are D/deaf, hearing impaired or have a speech impediment.

Our offices have audio induction loops, or if you contact us before your visit we can arrange a British Sign Language (BSL) interpreter.

Find out how to contact us

- email us at enquiries@shropshirefire.gov.uk
- call us on 01743 260 200

Technical information about this website's accessibility

Shropshire Fire & Rescue Service is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances and exemptions listed below.

- Character Key Shortcuts do not work on all pages

Non-accessible content

The content listed below is non-accessible for the following reasons.

- Most PDF documents are not fully accessible to screen reader software

Disproportionate burden

Interactive tools and transactions

Some of our interactive forms are difficult to navigate using a keyboard. For example, because some form controls are missing a 'label' tag.

Bypass Blocks

WCAG 2.4.1 Bypass Blocks and WCAG 4.1.2 Name, Role, Value: Frames must have an accessible name. These issues are caused by our accessibility tools.

Content that's not within the scope of the accessibility regulations

PDFs and other documents

Some of our PDFs and Word documents are essential to providing our services. For example, we have PDFs with information on how users can access our services, and forms published as Word documents. By September 2020, we plan to either fix these or replace them with accessible HTML pages.

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. For example, we do not plan to fix [example of non-essential document].

Any new PDFs or Word documents we publish will meet accessibility standards.

Live video

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

Preparation of this accessibility statement

This statement was prepared on 24/2/23. It was last reviewed on 24/2/23.

This website was last tested on 17/2/23. The test was carried out by Shropshire Fire & Rescue Service