

# Display screen equipment (DSE) procedure

New policy number: **422**  
 Old instruction number: **MAN:S015:a1**  
 Issue date: **14 March 2006**  
 Reviewed as current: **29 March 2026**  
 Owner: **Assistant Director, Health and Safety**  
 Responsible work team: **Health and Safety Services**

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# 1 Scope

- 1.1 This policy applies to all London Fire Brigade (LFB) establishments where Display Screen Equipment (DSE – including Visual Display Units [VDUs]) are used. This policy describes the steps to be taken by managers, in conjunction with users, to undertake risk assessments of workstations and sets out the format for such assessments.

# 2 References

- 2.1 The Health and Safety at Work etc Act 1974, Sections 2, 3, 4, 6, 7, and 8.
- 2.2 The Management of Health and Safety at Work Regulations 1999 and Approved Code of Practice L21.
- 2.3 The Health and Safety (Display Screen Equipment) Regulations 1992, as amended by The Health and Safety (Miscellaneous Amendments) Regulations 2002 and Guidance L26 (2003).
- 2.4 The Provision and Use of Work Equipment Regulations 1998 and Guidance L22.
- 2.5 The Workplace (Health, Safety and Welfare) Regulations 1992, as amended by The Quarries, Miscellaneous Health and Safety Provisions Regulations 1995 and Approved Code of Practice and Guidance L24.
- 2.6 The Control of Noise at Work Regulations 2005 and Guidance L108 (October 2005).
- 2.7 Policy 448 – Working with choice – flexible working options

# 3 Definitions

|                                       |  |
|---------------------------------------|--|
| <b>A Hazard</b>                       | Is a potential source of harm.   |
| <b>A Risk</b>                         | Is the likelihood that the harm from a particular hazard is realised.  |
| <b>DSE Self - Assessment</b>          | Is the online risk assessment a DSE user must complete every three years.  |
| <b>User</b>                           | Is an employee who uses DSE for a period of one hour or more every day.  |
| <b>Display Screen Equipment (DSE)</b> | DSE (including VDUs), microfiche and any other display screen, which is used mainly to show alphanumeric text or graphics. |

## It does not include:

- Portable systems, such as laptops, MDTs, appliance tablets and notebook computers, if not used for more than one hour every day.
- Calculators, cash registers or any equipment having a small data or measurement display required for direct use of the equipment, or window typewriters.

|                     |  |
|---------------------|--|
| <b>Workstation:</b> | A workstation includes the DSE, the immediate work environment and any accessories that may be used e.g., telephone, printer, document holder, work chair, work surface and any other items peripheral to the DSE. |
|---------------------|--|

|  |  |
|--|--|
| <b>Eye and Eyesight tests</b>          | Upon request a DSE user is entitled to an eye and eyesight test, carried out by a registered ophthalmic optician or optometrist. LFB provides a £9.95 Specsavers voucher towards the cost of this examination. Contact WellbeingTeam@london-fire.gov.uk for further information. |
| <b>'Special' Corrective Appliances</b> | (Normally spectacles) are those appliances prescribed to correct vision defects at the viewing distance or distances used specifically for the display screen work concerned. These are not 'normal' spectacles.   |
| <b>Training</b>                        | LFB has determined that the health and safety training/instruction in the use of a DSE workstation will be provided through a computer-based training package that may be accessed by any user.  |
| <b>Healthy Working Plus</b>            | Is the name of the online DSE training and Self-Assessment tool. Throughout this document this system will be referred to as the DSE system.   |

## 4 Procedure

### Legislation

- 4.1 This policy takes account of:
- (a) The Health and Safety at Work etc Act 1974, Sections 2, 3, 4, 6, 7 and 8 (Reference 2.1).
  - (b) The Management of Health and Safety at Work Regulations 1999 and Approved Code of Practice L21 (Reference 2.2).
  - (c) The Health and Safety (Display Screen Equipment) Regulations 1992, as amended by The Health and Safety (Miscellaneous Amendments) Regulations 2002 and Guidance L26 (2003) (Reference 2.3).
- 4.2 Other Regulations and Guidance that may be relevant where there are common risks, such as:
- (a) The Provision and Use of Work Equipment Regulations 1998 and Guidance L22 (Reference 2.4).
  - (b) The Workplace (Health, Safety and Welfare) Regulations 1992, as amended by The Quarries, Miscellaneous Health Provisions Regulations 1995 and Approved Code of Practice and Guidance L24 (Reference 2.5).
  - (c) The Control of Noise at Work Regulations 2005 and Guidance L108 (October 2005) (Reference 2.6).

### Responsibility

#### Director/Head of Service

- 4.3 The Head of Service or a person nominated by them, are responsible for ensuring the requirements of this policy are implemented and that managers have sufficient resources to enable them to discharge their duties.
- 4.4 Heads of Service have the overall responsibility for coordinating and ensuring DSE training and up-to-date DSE self-assessments are completed by all DSE users and that any new employee,

designated as a user, accesses and completes this training/instruction on commencement of employment.

### **Managers**

- 4.5 Managers are responsible for ensuring the LFB DSE procedure is adhered to.
- 4.6 Managers are responsible for ensuring their personnel complete the computer-based training (for office and home working) every three years, and that any new employee, designated as a user, accesses and completes this training/instruction on commencement of employment.
- 4.7 All DSE workstation risk assessments will begin with a self-assessment carried out by the user using the DSE assessment and training system (Healthy Working Plus). Managers will respond to this initial assessment by addressing the issues.
- 4.8 Where required, managers are responsible for referrals to the Health and Safety Team and/or Occupational Health Service.
- 4.9 The manager is responsible for ensuring recommendations made by the DSE self-assessment are actioned and marked as completed on the DSE system.

### **Employees**

- 4.10 All employees are responsible for completing the DSE training and self-assessment every three years and must ensure they work in line with the training, policies and procedures supplied.
- 4.11 All employees are responsible for ensuring recommendations made by the DSE system are completed and where required raised with their manager.
- 4.12 All employees are responsible for ensuring actions supplied by the DSE system are closed and actioned.

### **Staff with specific responsibilities**

#### **Budget Holders**

- 4.13 Budget holders are responsible for ensuring there are funds for reasonable adjustments to be implemented, where required.

#### **Director of Procurement**

- 4.14 The Director of Procurement is responsible for establishing and maintaining procedures to make sure that all furniture provided for the use of DSE workstations meets the requirements of current legislation.

#### **Health, Safety and Wellbeing Team**

- 4.15 H&S will inform the Director of Procurement of the implications of legislation changes.
- 4.16 H&S will provide further advice where the computer system or line manager are unable to assist the user (appendix 2).
- 4.17 H&S are responsible for the provision and maintenance of the DSE system.

### **Assessment and records**

- 4.18 All DSE Workstation risk assessments will begin with the user completing the online DSE training and undertaking a self-assessment carried out using the online DSE system.
- 4.19 The DSE system will send an action plan to the user for them to work through, where the user is unable to complete the actions, the employee must notify their manager who will assist in resolving the actions. Where the manager is unable to resolve actions, they should contact H&S

who can advise further. It is the DSE users responsibility to update their action plan and ensure records are accurate.

- 4.20 The assessment shall be reviewed:
- (a) If new information indicates a new hazard in connection with using DSE equipment.
  - (b) If there is a material change to the workstation and working environment.
  - (c) If there are changes to the method of work.

The assessments must be reviewed every three years (see appendix 5 and 6).

- 4.21 H&S will periodically report to the Head of Service on the level of risk within their department, the numbers of personnel who have completed the training/instruction package, the self-assessment questionnaire and the number of assessments signed off as complete by users.
- 4.22 The DSE system will maintain the records and numbers of staff who have completed training and self-assessments.

### **Workstation procurement and provision**

- 4.23 Provision of equipment for use at or as a workstation will be made through the Information and Communication Technology Department, and Supplies and Services Section.
- 4.24 All equipment will meet the requirements of current legislation.
- 4.25 Display screen equipment for LFB office areas, must not be purchased through external suppliers without the prior knowledge, approval, and consent of the Director of Procurement.

## Appendix 1 – Display screen equipment

Many of us use computers and other display screens as a regular part of our work, at home, in the office or at agile workstations. Poor posture of the user or a badly set-up workstation are both major factors in causing headaches, eye strain and an injury known as Work Related Upper Limb Disorder (WRULD).

### So, what is a workstation?

Broadly speaking it is what you probably think it is: the screen, the keyboard, the mouse, the desk, and the chair. Just as important as these parts is the 'environment' in which they are used; that is the lighting, room temperature, noise, and the space both on your desk and that in which you can move around. Those of us most at risk, are people who use a keyboard all day, every day. It is in the individuals interests as well as that of LFB to make sure that your workstation is correctly set-up in a suitable environment.

The below basic guidance will assist with setting your office, home, or agile working area correctly, to reduce risks. The online DSE training system will also provide advice for setting your computer station correctly.

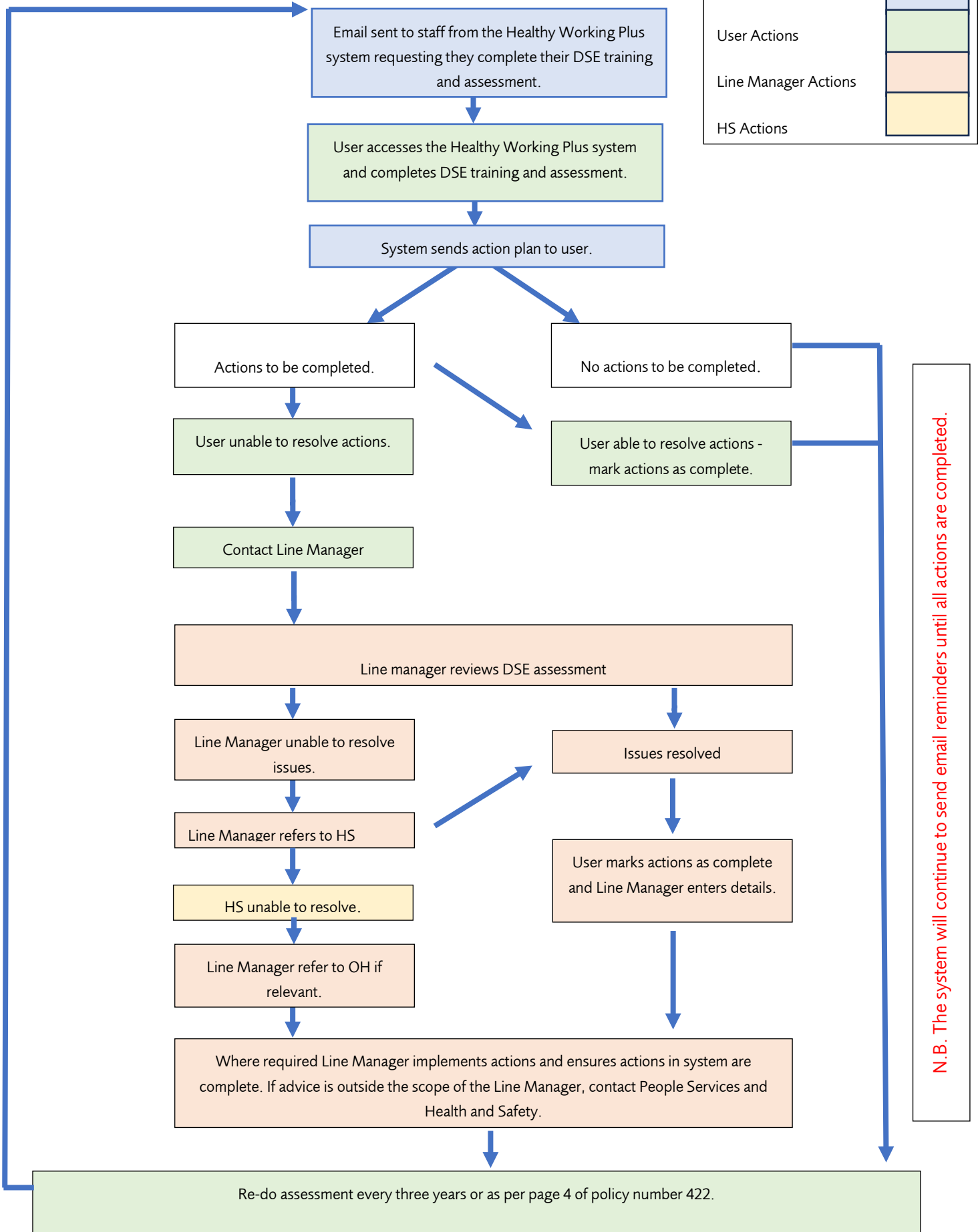
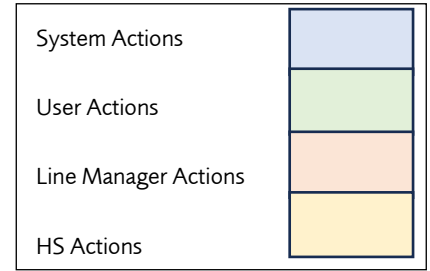
### Step by step workstation adjustment

- Adjust your seat height so that the elbow is level with the home row of keys, with the palms facing downwards and the forearm level.
- Adjust the chair back rake for good posture and comfort.
- Adjust the chair back height for good lumbar support.
- The keyboard parallel with the front edge of the desk.
- The keyboard at a comfortable distance from the body to minimise wrist pointing up/down or left or right.
- Screen height and distance should be such that the head and neck are comfortable. A rough guide – outstretched arm/hand/fingers should just touch the screen, with the top of the screen with your eyes. Individual viewing distances can vary.
- Adjust screen tilt:
  - To avoid glare or reflection.
  - The best viewing position is with the screen at 90° to sightline.
- Position documents if used:
  - At a similar viewing distance to the screen.
  - Use a document holder to support documents in the same viewing plane, thus minimising rapid head and neck movements.
- Position other equipment within easy reach.
- Use a footrest, if needed, to support feet and make sure that the body weight is evenly spread on bottom and thighs.

For pictural guidance and training please access the DSE Training and Assessment through the Citrix Start menu.

### Keep your screen and keyboard clean!

# Appendix 2 - DSE workflow diagram



N.B. The system will continue to send email reminders until all actions are completed.

## Appendix 3 - Reasonable adjustments and working from home

- 1 In some instances, the DSE self-assessment may highlight staff require additional equipment. It is for the employee to notify their manager of the actions from the DSE self-assessment and for the manager to take the appropriate action, ensuring reasonable adjustments are made. H&S and Occupational Health can advise on suitable equipment. Before any recommendations are made, staff must have completed their DSE training and self-assessment.
- 2 Where staff are agile workers/work from home they must also undertake a DSE self-assessment for these workstations, this is included in the online DSE self-assessment.
- 3 An individuals work from home set up should mimic their office set up, where this is not possible, the manager should discuss alternatives such as working from a local station or in the office. Guidance for working from home and available equipment can be found in section 3.25 of [Policy 448 - Working with choice - flexible working options](#). Please also contact ICT for further advice.
- 4 If further equipment such as a mouse, keyboard or laptop raiser are required for working from home, LFB provide reimbursement up to a pre-agreed amount. Access the Expenses page on hotwire for further information.
- 5 Where an individual requires reasonable adjustments for working from home, the decision, and funds for providing the equipment is at a local level.

## Appendix 4 - Eyesight tests and spectacles

- 1 As part of The Health and Safety (Display Screen Equipment) Regulations 1992 as a DSE user FRS and Control Staff are entitled to an eye examination/test.
- 2 LFB has a contract with Specsavers and provides a Corporate Plus+ eVoucher, that entitles FRS and Control Staff to:
  - A full eye examination.
  - £50 contribution to glasses only where the prescription is single vision and required solely and specifically for Visual Display Unit (VDU) use.
  - £20 discount off glasses from the £100 range and above, regardless of prescription (This is an additional Specsavers discount).

Please note that the £50 contribution is not for general purpose glasses which, as well as VDU use, could also be used for additional tasks such as reading or driving. Your employer is only obligated to provide you with VDU specific glasses. Should you use your glasses for general use including VDU work you will NOT be entitled to the £50 contribution.

### **PLEASE ENSURE YOU PRESENT YOUR VOUCHER WHEN ARRIVING FOR YOUR SIGHT TEST**

Please note you will need to choose your glasses on the same day of your appointment so please leave enough time to do this.

To obtain a voucher please contact [WellbeingTeam@london-fire.gov.uk](mailto:WellbeingTeam@london-fire.gov.uk).

Vouchers are able to be redeemed at any Specsavers store in the UK and NI.

If you have any problems, please contact [WellbeingTeam@london-fire.gov.uk](mailto:WellbeingTeam@london-fire.gov.uk).

If you are an operational member of staff the provision of an eye and eyesight test and spectacles (if required) will fall under Policy 422 - Aids to Vision (ATV).

## Appendix 5 - When to review DSE training and the self-assessment

- 1 Staff will automatically be required to refresh their DSE Training and Self-Assessment every three years. Staff will be notified of this through email (see Appendix 6).
- 2 There are likely to be situations throughout the year when staff will need to refresh their self-assessment, examples of these situations can be found below:
  - Staff have a change in their physical abilities.
  - New DSE equipment is introduced.
  - The office area is refurbished and/or repositioned.
  - Staff return from an extended period of absence.
  - Staff notify their line manager they are pregnant.
  - Line Managers are notified by Occupational Health or HST.
  - Staff are required to use the DSE equipment in a new way.

## Appendix 6 - Accessing the DSE training and self-assessment

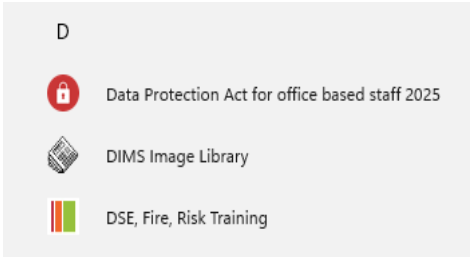
There are two ways to access the DSE Training and Self-Assessment package.

This can be through the Citrix start menu or through emails sent to staff. It is worth noting where emails are sent to staff the training, self-assessment and action plan is referred to as 'My Healthy Working Plus'. Example emails are below.


### Start Menu.

The DSE Training and Assessment link can be found under 'D' within the Citrix Start menu.

1. The start menu is the 4 boxes in a square in the middle of the grey banner at the bottom of the screen. You must be in Citrix to access this menu.




2. You will be directed to this page – select Submit



3. You will be directed to this page – select Healthy Working Plus

Please click a programme to begin.



## Email Communications


H&S will send communications from the DSE system to invite staff to complete their training and self-assessment. If staff do not complete their training or self-assessment the system will send a reminder every two weeks.

The system will also send a reminder to staff to complete their action plan and to resolve actions where further controls are required.

Examples of the emails sent are below.

### Display Screen Equipment Training and Self-Assessment invitation

Display Screen Equipment Training and Self-Assessment invitation

 Health and Safety <pacesystems@cardinus.com>  
To: [REDACTED]

[EXTERNAL EMAIL] Do not click links or open attachments unless you are expecting them, even if you know the sender

**Invitation to complete the DSE training and self-assessment questionnaire (Healthy Working Plus)**

**Dear .....**

This is an automated email confirming you are now required to complete the course detailed below. **Do not reply to this email.** If you have any queries please use the Contact Details provided at the bottom of this email.

Informally known as Display Screen Equipment (DSE) **Healthy Working Plus** is our health & safety on-line training and self-risk assessment questionnaire for your workstation.

This program will only take approximately 30-minutes to complete and should be done at your normal place of work.

Please ensure that both the training course and assessment are completed as soon as possible. To link straight to the course, simply [click here](#), or you can find the link on your start menu called "DSE Training and Assessment"

Try to complete the course and assessment in one sitting, although it will be saved back to the last completed module if you have to exit at any time.

Thank you for your participation in this health & safety program.


-

[Health and Safety Team](#)

*Please do not reply to this email.*

## Healthy Working Plus (DSE) reminder

Healthy Working Plus (DSE) reminder

 Health and Safety <pacesystems@cardinus.com>  
To [REDACTED]

[EXTERNAL EMAIL] Do not click links or open attachments unless you are expecting them, even if you know the sender

**Reminder to complete the Healthy Working Plus (DSE) program**

Dear .....

We recently sent you an invitation to complete **Healthy Working Plus (DSE)** online training and risk assessment. Our company has invested in this program to ensure your safety and to comply with the law.

You are being emailed as this course is not yet completed. If you believe you have completed the course please log in and check your actions panel shows all actions as completed.

To link straight through to the course, simply click on the hyperlink below:

[Healthy Working](#)

Guidance is also available on [Hotwire](#) and in Policy 422 DSE. Please also review the Hotwire pages for [Hybrid working \(working remotely\)](#) and claiming expenses for [eyesight tests](#).

Thank you for your participation in this health & safety program.


If you have any questions please use the H&S Teams contact pages to contact a member of the team.

[Health and Safety](#)

*Please do not reply to this email.*

## DSE self-assessment action plan chaser

DSE self assessment action plan chaser

 Health and Safety <pacesystems@cardinus.com>  
To [REDACTED]

[EXTERNAL EMAIL] Do not click links or open attachments unless you are expecting them, even if you know the sender

**Reminder to complete the Display Screen Equipment (Healthy Working Plus) Action Plan**

Dear .....

You have previously completed the DSE (Healthy Working Plus) online risk assessment for your computer workstation. To bring your workstation up to the required standard you need to complete the Healthy Working Plus Plan. This provides instructions and information that will help you to minimise your risks and improve your comfort while working. By using this report to close off issues, you will update our database so that we know that you are working safely.

Click the hyperlink below to update your Healthy Working Plus Plan.

[Healthy Working](#)

Guidance is also available on [Hotwire](#) and in Policy 422 DSE. Please also review the Hotwire pages for [Hybrid working \(working remotely\)](#) and claiming expenses for [eyesight tests](#).

Thank you for your participation in this health & safety program.

If you have any questions please use the H&S Teams contact pages to contact a member of the team.

[Health and Safety](#)

*Please do not reply to this email.*

## Reminder to complete the My Healthy Working Plus Action Plan

Healthy Working Plus (DSE) reminder

HA Health and Safety <pacesystems@cardinus.com>  
To [REDACTED]

[EXTERNAL EMAIL] Do not click links or open attachments unless you are expecting them, even if you know the sender

**Reminder to complete the Healthy Working Plus (DSE) program**

Dear .....

We recently sent you an invitation to complete **Healthy Working Plus (DSE)** online training and risk assessment. Our company has invested in this program to ensure your safety and to comply with the law.

You are being emailed as this course is not yet completed. If you believe you have completed the course please log in and check your actions panel shows all actions as completed.

To link straight through to the course, simply click on the hyperlink below:

[Healthy Working](#)

Guidance is also available on [Hotwire](#) and in Policy 422 DSE. Please also review the Hotwire pages for [Hybrid working \(working remotely\)](#) and claiming expenses for [eyesight tests](#).

Thank you for your participation in this health & safety program.

If you have any questions please use the H&S Teams contact pages to contact a member of the team.

[Health and Safety](#)

*Please do not reply to this email.*

## Healthy Working Plus (DSE) re-assessment

Healthy Working Plus (DSE) re-assessment

HA Health and Safety <pacesystems@cardinus.com>  
To [REDACTED]

[EXTERNAL EMAIL] Do not click links or open attachments unless you are expecting them, even if you know the sender

**Invitation to redo the Healthy Working Plus (DSE) assessment**

Dear .....

You have previously completed **Healthy Working Plus (DSE)** online training and risk assessment for your computer workstation. According to our records you are due for a new assessment. This may be because you have been assessed as having above average risk or simply that a certain period of time has passed since your last assessment.

To complete a new assessment please click on the link below. This will only take 15 minutes and will provide us with valuable information about your workstation and working environment.

[Healthy Working](#) or, you can find the link on your start menu called "DSE Training and Assessment"

Try to complete the course and assessment in one sitting, although it will be saved back to the last completed module if you have to exit at any time.

Thank you for your participation in this health & safety program.

[Health and Safety Team](#)

*Please do not reply to this email.*

## Document history

### Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

|     |          |      |              |       |          |    |     |
|-----|----------|------|--------------|-------|----------|----|-----|
| EIA | 08/01/25 | SDIA | L – 03/03/26 | HSWIA | 05/01/26 | RA | N/A |
|-----|----------|------|--------------|-------|----------|----|-----|

### Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

| Page/para nos.               | Brief description of change   | Date       |
|------------------------------|---|------------|
| Page 1                       | Owner title changed to reflect the change in organisational governance.   | 04/12/2018 |
| Throughout                   | Amendments made from 'Authority' to Brigade to reflect the abolition of the London Fire and Emergency Planning Authority.                         |            |
| Throughout<br>Page 5 onwards | DSE Assessor removed from policy.<br>Updated policy to reflect new system and procedure.<br>Added Appendices for guidance for staff and managers. | 06/03/2026 |
| Page 15                      | SDIA, HSWIA and RA updated.   | 10/03/2026 |
| Page 9                       | Appendix 4 updated to reflect new DSE procedure.  | 29/05/2026 |

### Subject list

You can find this policy under the following subjects.

|                           |                          |
|---------------------------|--------------------------|
| DSE                       | Display screen equipment |
| Health and safety at work |                          |

### Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

| Considered by:<br>(responsible work team) | FOIA exemption | Security marking<br>classification |
|---|----------------|------------------------------------|
|   |                |                                    |