

Display Screen Equipment (DSE) Arrangement

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1. Statement of purpose/objectives

This arrangement sets out how Shropshire Council will manage the health and safety risks arising from the use of display screen equipment (DSE). It supports compliance with the Health and Safety (Display Screen Equipment) Regulations 1992 and related statutory duties.

2. Scope

This arrangement applies to all Shropshire Council employees who are Users of DSE for work, whether at a fixed workstation, mobile workers, home workers or hot desking.

3. Display Screen Equipment (DSE)

DSE are devices or equipment that have an alphanumeric or graphic display screen and includes display screens, laptops, touch screens and other similar devices.

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for continuous periods of an hour or more. We describe these workers as 'DSE users'.

Incorrect use of DSE or poorly designed workstations or work environments can lead to pain in necks, shoulders, backs, arms, wrists and hands as well as fatigue and eye strain. The causes may not always be obvious.

4. What you must do

For DSE Users, employers must:

- carry out a DSE workstation assessment
- reduce the risks as identified by this assessment and making sure workers take breaks from DSE work or do something different
- provide an eye test if a worker asks for one
- provide training and information for workers

5. Roles and responsibilities – who does what

The Organisation - Specific Responsibilities document sets out the roles and responsibilities with respect to health and safety for all levels of staff within the Council. This document forms part of the Council's Health and Safety Policy and can be found here: [Health and Safety Policy](#)

6. Implementation

Management guidance in the form of Frequently Asked Questions will be provided and updated to support the implementation of the DSE arrangement.

7. Compliance

Managers are to make sure their staff have completed a risk assessment within the last 12 months and appropriate training in line with the guidance provided here. The Health & Safety Team will run periodic reports from Cardinus and carry out sample inspections to check compliance.

8. Review of Arrangement

This arrangement will be reviewed every five years, or sooner where legislative changes require. The review will be undertaken by the Health and Safety Team in consultation with the recognised trade unions.

Approving Body

Consultation	Health, Safety & Welfare Group	April 2008
Approved	Health & Safety Forum	Oct 2008
Reviewed	HR&D (Safety Team)	March 2010
Reviewed	Health, Safety & Welfare Group	April 2012
Reviewed	Health & Safety Team	Jan 2018
Reviewed	Health & Safety Team	Sept 2021
Reviewed	Health & Safety Team	July 2023
Reviewed	Health & Safety Team	June 2026

Display Screen Equipment Frequently Asked Questions

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1. Who is a DSE User?

Workers who regularly use DSE as a significant part of their normal work (daily, for continuous periods of an hour or more) are known as DSE users. Staff who are designated as Users are required to do a DSE risk assessment

2. How does a DSE User complete a DSE risk assessment?



All employees with intranet access should carry out the Cardinus Healthy Working DSE training and risk assessment.

If a new employee is to be a DSE User the Line Manager must select this as a risk on the New Position Form on ERP. Access to the Cardinus system will then be set up by the Health and Safety Team and the new employee will be emailed a link to complete the interactive workstation training and self-risk assessment package. This email **must** be sent to a Council email address not to a personal email address. The risk assessment should be completed for the individual's main DSE workstation.

After the initial completion, DSE users are required to repeat it at least annually via the link that is emailed out automatically. The risk assessment should be repeated sooner if there is a change to the workstation (e.g. a new laptop being received), work location, if there is a change of role significantly increasing time spent on DSE or any relevant health concern, including pregnancy. In this case, the User should access the Healthy Working programme here [Training and development](#), then click on Health Working.

Cardinus

Cardinus comprises of an interactive workstation profile, safety training and self-risk assessment package available to all intranet users. It provides the opportunity for staff to take immediate action to address workstation issues where possible.

Cardinus allows display screen equipment (DSE) users to carry out their own interactive training and risk assessment. The e-learning component will take approximately 30 minutes to complete and includes a multiple-choice test. On successful completion of the training package and self-risk assessment you are able to print out a certificate and will be provided with a User Action Report if any measures are required to rectify issues raised. The User Action Report provides guidance on how to take preventative action and to resolve any resultant issues and will identify any associated risks that need to be addressed.

All intranet users will receive an email link to Healthy Working – Cardinus, if you have more than one workstation a risk assessment will need to be completed for each location. Any issues or concerns in the first instance, raise them with your line manager.

[Healthy Working](#) - This is for Display Screen Equipment (DSE) users and is **mandatory** for all Shropshire Council staff to complete. Other training is available within Cardinus which is listed below, however these are only to be completed if instructed by your line manager.

This screen will pop up and the User must select “Restart the programme”.

The screenshot shows the 'Healthy Working Ergonomics' dashboard. The top navigation bar includes links for Home, Support, Help, and Logout, along with the Shropshire Council logo. The main content area is divided into two sections: 'Hi [User Name]' and 'Resources'. The 'Hi [User Name]' section contains a welcome message and instructions. The 'Resources' section lists links for 'How to report issues', 'Ergo Spot Check', 'Training report', 'Training certificate', and 'Risk assessment report'. On the right side, there is an 'Actions' section with a table showing the completion status of various tasks:

Actions	
Profile	Completed ☒
E-Learning	Completed ☒
Risk Assessment	Completed ☒
Healthy Working Plan	Completed ☒

Below the table is a button labeled 'Restart the programme' with a circular arrow icon. A blue arrow points from the text above to this button.

Once the Profile, E-Learning and Risk Assessment sections have been completed a Healthy Working Plan will be generated. This plan suggests personal actions that should be completed to remedy any issues with the employee's workstation setup. In the example below there are 4 actions that require attention.

The screenshot shows the 'Healthy Working Plan' page. The top navigation bar is the same as the previous screenshot. The main content area has a heading 'Healthy Working Plan' and a sub-heading 'You have one more task. Your Healthy Working Plan provides you with advice to help reduce or eliminate your ergonomics risks. Based on your responses to the Risk Assessment, the following actions have been identified for you to complete.' Below this, there is a message: 'When finished, click the "Logout" button at the top of the screen. You may return to your Healthy Working Plan at any time to complete issues still on your actions list or to resolve previously completed actions that you marked as unresolved.' The main content is divided into two sections: '4 action(s) to complete' and '14 action(s) completed'. The '4 action(s) to complete' section lists the following actions:

- [Armrest positioning](#)
- [Monitor adjustment for neck position](#)
- [Eyesight tests](#)
- [Headaches](#)

A blue circle highlights these four actions. The '14 action(s) completed' section lists the following actions:

- [Leg and feet positioning](#)
- [Monitor adjustment for neck position](#)
- [Long term mouse use](#)
- [Eyesight tests](#)
- [Leg and feet positioning](#)
- [Monitor adjustment for neck position](#)
- [Distracting bright lights](#)
- [Monitor contrast and brightness](#)
- [Keyboard position](#)
- [Long term mouse use](#)

On the right side, there is a box with a warning icon and the text 'Click the links to complete your plan.'

Click on each action in turn to receive further information to help resolve the issue. Once changes have been made to resolve the issue, the issue resolved box must be changed to Yes and submitted to confirm completion.

The screenshot shows the Cardinus system interface. On the left, there are two sections: '4 action(s) to complete' and '14 action(s) completed'. The 'to complete' section lists 'Armrest positioning', 'Monitor adjustment for neck position', 'Eyesight tests', and 'Headaches'. The 'completed' section lists 'Leg and feet positioning', 'Monitor adjustment for neck position', 'Long term mouse use', 'Eyesight tests', 'Leg and feet positioning', 'Monitor adjustment for neck position', 'Distracting bright lights', 'Monitor contrast and brightness', 'Keyboard position', and 'Long term mouse use'. The main area is titled 'My Action' and shows the details for 'Armrest positioning'. It includes instructions on how to position armrests and a table for recording the status of the issue.

Question	Your answer	Is the issue resolved?
Please select the option that best describes your arm rests:	My chair has armrests but they interfere with my ability to get close enough to my desk	Yes

A blue arrow points from the text 'the issue resolved box must be changed to Yes' to the 'Yes' dropdown in the table.

Until all actions are completed the User will continue to receive regular email reminders.

The Cardinus system will keep a record of the completed risk assessments. A risk assessment report can be generated and saved by the User if necessary and this can be forwarded to their Line Manager for discussion if necessary. A training report and certificate can also be downloaded if required. This can be done by clicking the appropriate option in the Resources section of your Healthy Working home page.

3. If there are problems using the Cardinus system who can help?

The Health and Safety Team administer this system so please contact them with any queries: health.safety@shropshire.gov.uk

4. How does a DSE User complete a DSE risk assessment if they don't have access to Cardinus?

Should there be any DSE Users, such as some casual or agency staff, or volunteers, who cannot access the Cardinus system, perhaps because they don't have a Council email address or haven't got access to ERP, a different DSE risk assessment template must be used, [DSE Workstation Checklist for Employees Mar 2026](#). This can be completed electronically or printed off and completed on paper. Records of these completed assessments must be retained locally.

For staff completing their DSE risk assessment this way the Leap into Learning online c Display Screen Equipment, should be completed first.



5. How do I control the risks from DSE use?

The User, in conjunction with their Line Manager, should use the completed DSE assessments to decide what action, if any, needs to be taken to control the risks.

If new and/or additional equipment is required, such as a chair, desk, laptop riser, separate keyboard and mouse, the purchase will be from the Manager's local budget. The equipment will be owned and maintained by the Council and must be returned at the end of employment. It should be recorded on ERP using the "Equipment already received" form.



Office chairs should meet the minimum standard:

- adjustable seat and backrest angle
- height adjustable seat and backrest
- 5 spoke wheeled base.

There is a preferred supplier for furniture – please contact the Health and Safety Team for details. Other items such as laptop risers, keyboards and mice can be purchased from anywhere they are available.

Staff are, of course, at liberty to purchase furniture for their own use if working at home but chairs must meet the minimum standard described above. Electrical equipment, such as screens and laptops must only be purchased and maintained by the Council.

Note: If an employee's home is unsuitable for the correct setup of DSE, then the manager should identify a suitable hub as an alternative.

Line Managers must monitor to ensure the DSE risk assessment has been completed and any actions required are carried out.

6. Will the Council provide a sit/stand desk?

A sit/stand desk allows the user to alternate between sitting and standing by raising or lowering the work surface. It may help reduce discomfort associated with prolonged sitting by encouraging movement and variation in posture. Prolonged standing can cause similar problems to prolonged sitting, so a balance between the two is recommended. Sitting and standing should be alternated throughout the day.

A sit/stand desk may be recommended by occupational health, where an employee has a musculoskeletal disorder affecting the upper limbs, lower limbs or back, or a similar condition requiring this adjustment. Where the User is experiencing a problem, a DSE risk assessment should be completed and a referral to Occupational Health made by the employee's Line Manager.

7. Must Users be provided with eye tests and spectacles?

There is no evidence to suggest that DSE work will cause permanent damage to eyes or eyesight. However, eye and eyesight tests are provided to ensure users can comfortably see the screen and work effectively without visual fatigue.

If a User or a potential User requests an eye and eyesight test this must be provided. This eye test must include a test of vision and an examination of the eye. Users are entitled to further tests if DSE work is considered to cause them visual fatigue and at regular intervals after the first test. The User should speak to their Line Manager to request an eye and eyesight test for the purpose of the DSE Regs and then attend an optician of their choice. A receipt for the payment of this test should be obtained and the cost claimed on expenses, attaching the receipt to the claim.

If the test shows that the User needs “special corrective appliances” to correct vision defects at the viewing distance or distances used specifically for the DSE work concerned, the cost of these will be reimbursed by the Council. **Note** that glasses only need to be provided for the DSE work. If a User’s normal glasses (or “normal corrective appliances”) are suitable for DSE work, these do not need to be paid for by the Council.

Users requiring “special corrective appliances” must pay and obtain a receipt for “special corrective appliances”, then the cost can be claimed back on expenses. The Line Manager is responsible for checking that the receipt is for “special corrective appliances” before signing off the expense. If the Manager is unsure, they should speak to HR before approving the expense. The law and the guidance on the law in this area can be found here [Guidance on the DSE Regulations](#), pages 25 to 29.

8. What if a member of staff has a health issue that is adversely affected by DSE work?

If an employee has a disability or a health condition that means they cannot be comfortable with a standard setup, Managers can obtain advice from the Occupational Health Team by emailing occupationalhealth@shropshire.gov.uk. It may be necessary to refer the employee to Occupational Health using the OH referral form on ERP - go to ERP, Forms, Case Management (SC) – OH Referral form.

9. Are people with epilepsy able to use display screens? Source: [Epilepsy Society](#)

Most people with epilepsy are not affected by DSE. However, people with photosensitive epilepsy (PSE) may be affected in some circumstances. Around 1 in 100 people has epilepsy and, of these people, around 3% have PSE. This is when seizures are triggered by certain rates of flashing lights or contrasting light and dark patterns. Most people who develop PSE are between the age of 7 and 19 years old. A small number of people who develop epilepsy as adults also have PSE. Women are more likely to have PSE than men.

Modern computer or TV screens, mobile phones and tablets do not flicker, and are unlikely to be a trigger themselves, but if there are flashing or flickering images, or particular patterns on the screen, this could trigger a seizure. Flatscreen monitors, such as laptops, have a liquid crystal display (LCD) that does not flicker, so are even less likely to trigger seizures.

Any concerns or issues regarding epilepsy should be directed to Occupational Health, occupational.health@shropshire.gov.uk

10. What information, instruction and training is available?

The employer has a duty to provide adequate information, instruction, and training to employees. All DSE users should receive appropriate training in the use of their DSE.

For employees with access to Cardinus, the training will be provided as an e-learning package by the Healthy Working course. This is mandatory for all staff. It should be completed after the employee is first set up on the Cardinus system. It should also be repeated if there are any changes to the nature of the employee’s work, e.g. changing from one role to another or taking on work which involves an increase in DSE work, or a change of DSE equipment.

For staff without access to Cardinus, but with online access to Leap into Learning, there is a course called Display Screen Equipment which should be completed when first starting work with DSE and every 3 years thereafter.



The following document can be used to discuss correct set up with staff and can be displayed on noticeboards in the workplace. [Are you sitting comfortably - Ideal seated position for DSE work June 2026](#)

11. What maintenance of DSE is required?

DSE Users should:

- clean laptop and monitor screens, keyboard & mouse as required.
- carry out visual inspection of cables and plugs and report any signs of damage to your Line Manager for action.
- arrange for periodic portable electrical appliance testing, this is a mandatory requirement – go to the intranet and type in PAT in the search box to obtain instructions on how to do this.
- Check that all the chair adjustments needed are working and the legs are secure and stable. Report any defects to your Line Manager for a replacement item.

12. Are there any other considerations with portable DSE use?

Theft and assault - take sensible precautions such as not carrying portables in luggage with a computer manufacturer's branding; not leaving or using a portable in a parked car; and taking extra care in public places, or in other situations (or at times) where the risk of theft may be greater.

Manual handling:

- Do not carry equipment or papers unless they are likely to be needed.
- Choose carrying equipment to cut down the strain on arms and backs, e.g. a backpack to distribute loads evenly across the body or wheeled luggage.