



# Health and Safety Policy (Appendix M) Display Screen Equipment Policy

<b>DOCUMENT INFORMATION</b>	
<b>Author:</b>	John Dunn, Head of Risk and Security
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## 1. Introduction

- 1.1 The South Central Ambulance Service NHS Foundation Trust recognises its duty to comply with the Health and Safety at Work Act (HSWA) 1974 and all subordinate regulations, such as the Display Screen Equipment Regulations 1992 (Amended 2002). Therefore, the Trust is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of all of its employees, including all those who are designated display screen equipment users.
- 1.2 The Trust recognises that the continuous use of display screen equipment may present risks to the health, safety and welfare of staff who are designated as display screen equipment users. As a result of this the Trust will fulfil the requirements of the Health and Safety at Work Act 1974 and, more specifically, the Display Screen Equipment Regulations 1992 (Amended 2002) and the Management of Health and Safety at Work Regulations 1992 (Amended 1999) and the Workplace (Health, Safety and Welfare) Regulations 1992 and will do all that is reasonably practicable to protect these staff.

## 2. Scope

- 2.1 This policy applies to every department within the Trust which has designated display screen equipment users. It includes full-and part-time staff who spend most of their time using display screen equipment and also contract workers, temporary workers and bank staff.

## 3. Equality Statement

- 3.1 The Trust is committed to promoting positive measures that eliminate all forms of unlawful or unfair discrimination on the grounds of age, marriage and civil partnership, disability, race, gender, religion/belief, sexual orientation, gender reassignment and pregnancy/maternity or any other basis not justified by law or relevant to the requirements of the post. The Trust will therefore take every possible step to ensure that this procedure is applied fairly to all employees regardless of the afore mentioned protected characteristics, whether full or part time or employed under a permanent or a fixed term contract or any other irrelevant factor.
- 3.2 By committing to a policy encouraging equality of opportunity and diversity, the Trust values differences between members of the community and within its existing workforce, and actively seeks to benefit from their differing skills, knowledge, and experiences in order to provide an exemplary healthcare service. The Trust is committed to promoting equality and diversity best practice both within the workforce and in any other area where it has influence.
- 3.3 Where there are barriers to understanding; for example, an employee has difficulty in reading or writing, or where English is not their first language, additional support will be put in place wherever necessary to ensure that the process to be followed is understood and that the employee is not disadvantaged at any stage in the procedure. Further information on the support available can be sought from the HR Department.



#### **4. Aim**

- 4.1 The aim of the policy is to set out the arrangements for the identification, assessment and management of the risks to the health and safety to designated display screen equipment users within the Trust.
- 4.2 The objectives are to ensure that the Trust has clear and defined arrangements for:
- the identification of designated display screen equipment users
  - the carrying out of risk assessments on the display screen equipment workstations of designated users
  - the regular review of these risk assessments
  - the management and control of the risks to designated display screen equipment users whilst they are at work
  - the provision of eye and eyesight tests for designated display screen equipment users
  - the provision of corrective appliances (basic spectacles or lenses) for designated display screen equipment users.

#### **5. Roles and Responsibilities**

##### **5.1 Trust Board**

- 5.1.1 The Trust Board will ensure that there suitable and sufficient arrangements and adequate resources for the identification of designated display screen equipment users, and for the assessment and management and control of the risks to them from their use of display screen equipment and workstations.

##### **5.2 Chief Executive**

- 5.2.1 The Chief Executive has overall responsibility for:
- the effective implementation of this policy within the Trust and for ensuring that there are suitable and sufficient arrangements for the identification of designated display screen equipment users, and for the assessment and management and control of the risks from their use of display screen equipment and workstations.
  - ensuring the allocation of sufficient resources to maintain efficient and effective health and safety arrangements for designated display screen equipment users.
  - ensuring that policies are reviewed to secure compliance with existing legislation and any changes to this legislation.

##### **5.3 Executive Directors**

- 5.3.1 Executive Directors are responsible for the effective implementation of this policy within their directorates and for ensuring that there are adequate resources available to fulfil the requirements of this policy.



## 5.4 Director of Patient Care and Service Transformation

5.4.1 The Director of Patient Care and Service Transformation is directly accountable to the Chief Executive and will advise and assist the Trust Board in fulfilling its duties under the relevant statutory legislation. In particular, the Director of Patient Care and Service Transformation is responsible for:

- ensuring that workplace health, safety and welfare procedures are constantly reviewed
- ensuring that there are arrangements for liaising with the Health and Safety Executive (HSE)
- ensuring that the Trust Board are kept abreast of relevant new legislation and guidance in order to ensure on-going compliance with the law.

## 5.5 Managers and Supervisors

5.5.1 Managers and supervisors responsibilities include:

- attending any training to enable them to fulfil their responsibilities outlined in this policy
- carrying out or arranging for the carrying out of all of the display screen equipment workstation risk assessments for all of the designated users within their area of responsibility; and any revisions to these assessments
- making arrangements to ensure, so far as is reasonably practicable, that all identified controls and further controls identified by the assessment and any subsequent reviews are put into place
- where necessary, designing suitable daily work routines for users, including regular changes in activity, ensuring that appropriate breaks are taken
- making arrangements to ensure that all of the designated display screen equipment users receive appropriate information, instruction and training about the significant hazards and risks associated with the use of such equipment; and how to avoid such problems and what to do if problems occur
- identifying staff within their areas of responsibility who can be trained to become a display screen equipment assessor
- advising display screen equipment users of their entitlement to eye and eyesight tests and corrective appliances (spectacles or lenses) and about the documentation that needs to be completed and provided to the Trust
- arranging for the investigation of any problems which may be associated with the use of display screen equipment by users within their area of responsibility; including arranging for the carrying out any revisions to the risk assessments
- notifying the Risk Department immediately of any staff who inform them that they are experiencing health related problems that can be attributed to the use of display screen equipment such as tingling and pins and needles in the fingers and hands; and/or any pains or inflammation in the wrists
- where necessary, referring any user who may encounter health problems which may be related to use of display screen equipment e.g. sore eyes, headaches, neck/back, tingling and pins and needles in the fingers and the hands, any pains or inflammation in the wrists, arm or wrist problems to Occupational Health for assessment
- ensuring that all equipment provided by the Trust for an employee's home workstation is assessed and that procedures exist for rectifying faults promptly



- liaising with relevant staff and the Risk Team in connection with any 'Access to Work' referrals.

## **5.6 Display Screen Equipment Users**

5.6.1 Staff designated as display screen equipment users in accordance with this policy have the following responsibilities:

- to make themselves fully aware of the policy and the guidance; and to abide by both
- to co-operate with the Trust in relation to the completion of the display screen equipment workstation risk assessment
- where applicable, to ensure they take regular breaks/changes of activity as identified by the display screen equipment workstation risk assessment
- to notify their manager of any problems they are experiencing such as pins and needles in their hands; and/or any pains or inflammation of the wrists whilst using display screen equipment; and if it cannot easily be resolved to report any health and safety related concerns using the Trust's incident reporting system, Datix
- to request eye and eyesight testing as per the Trust's approved procedure, see section 9 below
- to describe to the Optometrist their display screen and working environment, including the distance at which they view the screen
- to share with the Trust a copy of any report from their Optometrist stating whether or not they need corrective appliances (basic spectacles or lenses) specifically for display screen equipment use
- to share with the Trust a copy of the completed ESR 10/Eye Test, Frames and Lenses form together with an itemised receipt (if the itemised receipt and the completed ESR 10/Eye Test, Frames and Lenses form is not provided to Human Resources then the Trust will not provide reimbursement to the member of staff)
- to attend the Occupational Health department, if referred by their manager because of possible work-related display screen equipment ill-health.

## **5.7 Display Screen Equipment Workstation Assessors**

5.7.1 A display screen assessor has the following responsibilities:

- to attend any necessary training to help them fulfil their role as a display screen equipment assessor
- to conduct appropriate display screen equipment workstation assessments of users as requested by managers; and any periodic reviews of them. (New starters should ideally undergo such assessment prior to commencing work with display screen equipment or at very latest within one month of commencing their role)
- communicate the significant findings of the risk assessment to the user and their manager; and advise them of any necessary actions and recommendations that are required to reduce the hazards and risks associated with display screen equipment use
- to advise the designated user of their entitlement to eye and eyesight tests; and the Trust's arrangements to provide eye and eyesight tests and, where necessary, corrective appliances (basic spectacles or lenses)



- provide the Risk Department with copies of all completed display screen equipment workstation assessments
- keep a record of all of the display screen equipment workstation assessments that they carry out
- liaise with the Risk Department and, where necessary, the Occupational Health Department for specialist advice as required.

## **5.8 Head of Risk and Security**

5.8.1 The Head of Risk & Security will be responsible to the Director of Patient Care and Service Transformation for the development and implementation of an effective Trust-wide Display screen equipment policy and procedure.

## **5.9 Human Resources**

5.9.1 Human Resources are responsible for:

- recording that the designated display screen equipment (DSE) user is making a claim for an eye and eyesight test
- placing a copy of the completed ESR 10/Eye Test, Frames and Lenses form and the itemised receipt in the designated display screen equipment (DSE) user's file
- forwarding the completed ESR 10/Eye Test, Frames and Lenses form and itemised receipt to Payroll.

## **5.10 Information Management and Technology (IM&T) Department**

5.10.1 The Information Management and Technology (IM&T) Department are responsible for installing and setting up the display screen equipment workstation and ensuring that the initial set up is compliant with the Display Screen Equipment Regulations 1992 (amended 2002).

## **5.11 Head of Estates**

5.11.1 The Head of Estates is responsible for arranging to have all of the Trust's electrical appliances, including display screen equipment, inspected and tested on an annual basis.

## **5.12 Occupational Health**

5.12.1 The Occupational Health Department, commissioned by the Trust, have the following responsibilities:

- a) To advise the Trust of all aspects of health in the workplace, including working with display screen equipment and workstations, in order to assist the Trust in complying with legal requirements.



- b) To assess any designated display screen equipment users who have been referred to Occupational Health with suspected work-related ill-health due to using display screen equipment and to advise the Trust of the action that should be taken.

## **6. Definitions**

### **6.1 Display screen equipment user**

6.1.1 A display screen equipment user is defined as an employee (full or part-time) who habitually uses display screen equipment as a significant part of their normal work. As such, they:

- use display screen equipment more or less continuously on most days
- normally use display screen equipment for continuous or near-continuous spells of an hour or more at a time
- use display screen equipment in this way more or less daily
- have to transfer information quickly to or from display screen equipment
- need to apply high levels of attention and concentration
- are highly dependent on display screen equipment
- have little choice about using it
- need special training or skills to use display screen equipment.

### **6.2 Display screen equipment**

6.2.1 Display screen equipment (DSE) refers to any alphanumeric or graphic display screen regardless of the display process involved and covers both conventional (cathode-ray tube) display screens and liquid crystal or plasma displays used in flat-panel screens, touch screens and other emerging technologies. Display screens mainly used to display line drawings, graphs, charts or computer-generated graphics are included, as are screens used in work with television or film pictures and also non-electric display systems such as microfiche.

6.2.2 Display screen equipment (DSE) does not include screens showing television or video film pictures, calculators, cash registers, window typewriters, portable systems not in prolonged use (examples include tablets, laptops without a docking station, smart phones or PDAs) and any systems which are installed for direct use of that equipment (examples include digitised blood pressure meters, Terrafix screens or defibrillators). However, portable display screen equipment such as laptop and notebook computers are subject to the display screen equipment regulations if this equipment is in prolonged use by an individual user.

6.2.3 In some situations such as screens used for process control or closed-circuit television, certain requirements of the regulations may not apply because of the working process and environment. For further advice, contact the Risk Team.

### **6.3 Display screen equipment workstations**

6.3.1 A display screen equipment (DSE) workstation refers to:

- a) An assembly, comprising a screen, keyboard, other parts of the computer and its accessories (such as the mouse or other input device and any other optional



accessories to the display screen equipment), a disc drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other items/accessories optional and/or peripheral to the display screen equipment and the immediate work environment.

- b) Exceptions to the regulations are portable displays (such as lap top computers and hand held computers, personal digital assistant devices and some portable communication devices) unless they are in prolonged use at the workstation.

6.3.2 Workstations must meet the requirements of the schedule of the Display Screen Equipment Regulations 1992 (amended 2002). As such, the display screen equipment workstation risk assessment form has been designed to cover all of the issues within the schedule.

6.3.3 In addition to this, the Display Screen Equipment Regulations 1992 (as amended in 2002), Health and Safety Executive (Seating at Work) HSG 57 and British Standard BS EN ISO 9241-5:1999 lay down minimum standards for furniture and equipment used by display screen equipment users, and as far as is reasonably practicable, all workstations should conform to these standards. In some circumstances, such as for laptop computers and microfiche displays, these requirements may be inappropriate, and in these circumstances the assessment will take account of this.

- All newly purchased display screen, furniture and associated equipment will comply with the minimum standards laid down in the regulations.

#### **6.4 Shared Workstations/'Hot Desking'**

6.4.1 A shared workstation is one that is used by more than one worker, whether simultaneously or in shifts, it should be assessed in relation to all those covered by the Display Screen Equipment Regulations 1992. This arrangement is also known as 'Hot Desking'.

6.4.2 'Hot desking' (i.e. workstations are not assigned, so individuals sit at whichever desk is vacant) is standard practice in many Call Centres. 'Hot desking' may not be a popular working practice among staff and it may cause some frustration not knowing from one day to the next what desk a member of staff will be sat at, but it should not cause any display screen equipment related problems provided the display screen equipment user adjusts the workstation so that it is ergonomic for them.

6.4.3 To assist with this, a short checklist/guidance will be provided for display screen equipment users to enable them to make any appropriate adjustments to their workstation.

6.4.4 Disinfectant wipes will also be provided so that Call handlers and others who are 'hot desking' can clean the keyboards or other workstation equipment as required.

#### **6.5 Display screen equipment workstation assessor**

6.5.1 A display screen equipment workstation assessor is a member of staff who has received suitable training and is competent to undertake a display screen equipment workstation risk assessment.



## **6.6 Display screen equipment workstation assessment**

6.6.1 A display screen equipment workstation assessment is an assessment to identify all of the hazards and risks associated with prolonged use of display screen equipment. It is also carried out to identify if DSE workstation meets the requirements of the schedule to the Display Screen Equipment Regulations 1992. As such, the display screen equipment workstation risk assessment form has been designed to cover all of the issues within the schedule. The assessment is carried out by a trained display screen equipment workstation assessor using the form in appendix 2.

## **7. Arrangements for carrying out display screen equipment workstation risk assessments**

### **7.1 Assessments of display screen equipment workstations**

7.1.1 Regulation 2 of the Display Screen Equipment (DSE) Regulations 1992 require that a suitable and sufficient risk assessment of the workstations of all of the Trust's display screen equipment users is carried out to identify, assess and evaluate all significant hazards and risks; and to identify controls to guard against these hazards and risks. The views of individual display screen equipment users about their workstations are an essential part of the assessment.

7.1.2 When carrying out the assessment, the DSE assessor should use the assessment form in appendix 2. They should also use the guidance in appendix 3.

7.1.3 The assessment should be carried out before a user starts using the display screen equipment or at the very latest within one month of commencing their role.

7.1.4 The assessment should reviewed and revised if:

- there have been significant changes to the matters to which it relates and there is reason to suspect it is no longer valid. For instance, if there has been a major change to, or replacement of, the software used; and/or the equipment (screen, keyboard, input devices, etc.); and/or the workstation furniture; and/or the environment or lighting is significantly modified
- there is substantial increase by the user in the amount of time they spend using the display screen equipment
- there is a substantial change to task requirements (such as greater speed or accuracy)
- the workstation is relocated, even if all of the equipment and furniture stays the same
- the designated display screen equipment user is experiencing problems which can be attributed to the use of the display screen equipment.

### **7.2 Assessment of the display screen equipment workstations of Homeworkers**

7.2.1 If a display screen equipment user is employed to work at home or at any locations away from their main base and uses display screen equipment for a prolonged period at these locations then the Display screen equipment regulations apply; this is irrespective of whether or not the workstation is provided in whole or in part by the Trust. Therefore, this workstation must also be assessed.



## **8. Health risks and possible concerns associated with display screen equipment**

### **8.1 Principle health risks**

8.1.1 The principle health risks associated with display screen equipment work are physical (musculoskeletal problems), visual and mental stress and are described below. None of these risks are unique to display screen equipment work nor are they the inevitable consequence of it.

8.1.2 Moreover, the risks to typical users should be low if the display screen equipment regulations are complied with and ergonomic principles are taken into account in the design, selection, installation and use of the equipment; the design of the workplace; and the organisation of the task.

8.1.3 The health risks and problems associated with display screen equipment are:

- upper limb disorders (ULDs) and discomfort (also called repetitive strain injuries) which cause pain in fingers, hands, wrists, elbows, shoulders, neck and back. If untreated, some of these disorders can lead to long term or even permanent disability. These disorders are caused by poor design or wrongly-adjusted equipment, sitting for too long in one position, high workload and tight deadlines.
- eye and eyesight effects including headaches, sore eyes, blurred vision. These effects may be caused by lack of changes of activity/breaks, badly designed, adjusted or positioned equipment, poor lighting, flickering image on the screen. Medical evidence shows that using the display screen equipment is not associated with permanent damage to eyes or eyesight, nor does it make visual defects worse. However, work with display screen equipment can show up pre-existing eye defects, such as short-sightedness of which workers were previously unaware.
- stress and physical fatigue which can be caused by poor job design or work organisation, particularly lack of sufficient control of the work by the user, under-utilisation of skills, high speed repetitive work or social isolation.
- facial dermatitis, though rare, may be associated with individual susceptibility and/or environmental factors such as low relative humidity or static electricity in a working area housing several sets of display screen equipment.

8.1.4 The likelihood of experiencing any of these is mainly related to:

- the frequency, duration, intensity of the pace of spells of continuous use of display screen equipment
- the amount of discretion an employee has over the extent and methods of display screen equipment use.

### **8.2 Concerns about risks to Pregnant Women using display screen equipment**

8.2.1 The Health and Safety Executive have stated that, taken as a whole, the research on this matter has not shown any link between miscarriages or birth defects and working with display screen equipment.

8.2.2 However, restricted postures, for example sitting in one position too long, may cause problems for pregnant women. During the latter stages of pregnancy, women may find it difficult to sit comfortably at a workstation because of their size. In providing guidance on seating at work the Health and Safety Executive (HSE) has stated that seating should be comfortable and should allow for frequent changes in posture and for getting to and from the workstation easily.



8.2.3 When a member of staff informs her line manager in writing that she is pregnant, in addition to a risk assessment being carried out on her work activities, a review of her existing display screen equipment workstation assessment must be undertaken as a matter of urgency and regularly reviewed throughout the course of her pregnancy whilst she is at work.

### **8.3 Concerns about potential health risk from Radiation**

8.3.1 The Health and Safety Executive (HSE) state that the levels of radiation given off from cathode-ray tube display screen equipment is very low and is well below the maximum exposure limits and therefore does not pose a significant risk to health. Therefore, no special protective measures are needed to protect the health of people from this radiation. LCD flat-panel screens do not emit any electromagnetic radiation, except visible light.

### **8.4 Concerns about potential health risk of Epilepsy**

8.4.1 Work with display screen equipment has not been known to induce epileptic seizures. People suffering from the very rare (1 in 10,000 population) photosensitive epilepsy who react adversely to flickering lights and patterns find they can safely do normal office tasks using display screen equipment.

### **8.5 Risk of voice loss**

8.5.1 There is some evidence that call handlers are more at risk of voice loss (dysphonia) than other office workers because their work requires them to speak on the telephone for extended periods. As well as an inability to speak, dysphonia can also be painful, cause tension, croakiness, coughs and an inability to modulate their voice, and/or poor or no vocal power and breathing difficulties.

8.5.2 Working arrangements for call handlers, especially the practice of limiting the time staff actually spend on the phone and the importance given to staff taking frequent breaks is seen by the Trust as helping to reduce the risk of voice loss. Also the fact that telephone calls are not entirely scripted enables handlers to take 'micro breaks' which the Health and Safety Executive have identified as being beneficial in preventing voice problems.

## **9. How to reduce the risks associated with display screen equipment use**

### **9.1 Reducing the principle risks**

9.1.1 The principle risks associated with display screen equipment work can be largely overcome by:

- good work place design so that the workstation is ergonomic and is designed to fit and be adjusted to the user and not the other way round.
- the provision of suitable equipment and furniture which is set up so that the DSE user can correctly position their body and posture and their hands and wrists and find a comfortable keying-in position; and can vary their posture regularly to reduce muscle fatigue.
- the positioning of the screen so that it is at a comfortable viewing distance for the user; and is positioned so as to avoid or reduce glare.



- good workplace environment so that there is sufficient space and appropriate lighting levels and ensuring that, where necessary, blinds or suitable window covering is provided; and noise is reduce to a minimum.
- good job design so that the DSE user's work is carefully planned and organised so that they can take regular breaks/changes of activity away from the screen and vary their posture.
- ensuring the screen is kept clean
- the DSE users adopting practices such as glancing away from the screen as often as feasible and focusing on objects in the far distance from time to time to vary focal length and keep their eyes exercised; and keeping eyes moist by regularly blinking and avoiding dry eyes, all of which will help reduce visual fatigue.
- the DSE users taking their hands off the mouse from time to time and not overstretching fingers or pressing keys too hard; and, where possible, by getting up and moving around and doing stretching exercises. There are also exercises that can be done whilst sitting at the display screen equipment workstation, see section 8.4 below.
- the provision of information and guidance to DSE Users on the risks associated with display screen equipment user and how they can be avoided.
- wherever possible, the task should provide users with a degree of personal control over the pace and nature of their tasks.

## **9.2 Treatment and Rehabilitation**

9.2.1 Acute upper limb disorders (ULDs) are generally curable if recognised early and accurately diagnosed. Even where symptoms have become chronic and severe, occupational rehabilitation can be successful. The approach to most pain from acute ULDs is to rest the limb and reduce soft tissue inflammation. Additional actions may be concerned with increasing muscle strength, range of joint movement and functional capacity.

## **9.3 Daily Work Routine of Users**

9.3.1 Every employer shall plan the activities of DSE users to ensure that their continued use of display screen equipment is periodically interrupted by breaks or changes of activity. These breaks may not be accumulated, but should be taken throughout the day.

9.3.2 Any person who spends long periods of time engaged on any single task will naturally develop fatigue. Service requirements and the type of work being carried out will vary from department to department, but managers have a duty to ensure that breaks or changes of activity away from the screen are possible in order to allow users to relax eye muscles and vary their posture etc.

9.3.3 The timing of the break is more important than its length, and short, frequent breaks are better than longer occasional breaks (e.g. five to ten minutes every sixty minutes is better than fifteen minutes every two hours). Managers must ensure that work is organised, wherever possible, so that breaks/changes of activity involve carrying out other work tasks which are not similar to display screen work.

## **9.4 Exercises to reduce aches and tension**

9.4.1 DSE users may wish to incorporate some exercises into their daily routines to reduce aches and tensions. Some suitable exercises include:



- Chin turns - Lower your chin and turn your head slowly to one side without jerking then raise your chin. Repeat three or four times in each direction.
- Spine arches - Place your hands in the small of your back, push your hips forward and shoulder back to arch your spine. Relax then repeat three or four times.
- Shoulder rolls – raise your shoulders and rotate two or three times in a forward direction. Then do the same in a backward direction.

## **9.5 Procedure for dealing with Display screen equipment issues**

9.5.1 Where a DSE user experiences any problems with the use of display screen equipment they should bring it to the attention of their manager immediately. If the matter cannot be addressed easily by their manager, the DSE user should report the matter using the Trust's Incident reporting system, Datix. Thereafter, a display screen equipment assessor will review the initial assessment and where necessary make further recommendations to address the concerns raised. This may include seeking further advice from the Risk Team or referring the DSE user to Occupational Health.

## **10. Arrangements for Eye and Eyesight Tests**

### **10.1 Eye and Eyesight Tests**

10.1.1 The Trust will put arrangements in place to provide eye and eyesight tests for designated display screen equipment (DSE) users. The Trust is under no obligation to provide eye and eyesight tests to staff who are not designated DSE users.

10.1.2 The purpose of providing eye tests for the DSE user is to enhance comfort and efficiency by identifying and correcting vision defects, and prevent temporary eyestrain and fatigue.

10.1.3 Designated display screen equipment (DSE) users may request an eye and eyesight test and the Trust have made the following provisions:

- eyesight testing will be carried out by the designated display screen equipment user's approved Optometrist
- the designated display screen equipment user will be reimbursed for the cost of this test provided that following the test they provide a completed ESR 10/Eye Test, Frames and Lenses form and an itemised receipt (from their Optometrist) to Human Resources
- where necessary, and if deemed by the Optometrist that they are specifically needed for display screen equipment use by the designated DSE user, the Trust will reimburse the designated DSE user for the cost of corrective appliances (basic spectacles or lenses) up to the value of £85. The Trust will only do this if the DSE user provides a completed ESR 10/Eye Test, Frames and Lenses form and an itemised receipt (from their Optometrist) to Human Resources
- the Trust has no responsibility for any corrections for visual defects or examinations for eye complaints, which are not related to display screen equipment work.



## 10.2 Frequency of Testing

10.2.1 Eyesight tests may be requested by designated display screen equipment users and will be carried out as soon as possible after the request.

10.2.2 For employees who are about to become designated DSE users, then ideally, an eyesight test, if requested, should be carried out before the employee becomes a user.

10.2.3 Repeat eyesight testing will be carried out at two-yearly intervals if requested by the user or sooner if deemed appropriate by the DSE user's Optometrist or Doctor or the Trust's Occupational Health provider. As such, eye and eyesight testing may be carried out whenever visual difficulties are reported by the display screen equipment user.

## 10.3 Reimbursement for the cost of an eye and eye sight tests and the Trust's contribution to the cost of basic spectacles/lenses

10.3.1 The Trust will reimburse display screen equipment (DSE) Users for the cost of an eye and eyesight test. However, to qualify for this an employee must be classed as a designated display screen equipment (DSE) user and can only make a claim for a test and spectacles/lenses (only if they are specifically required for DSE use) every two years provided they have the necessary documentation.

10.3.2 To qualify for reimbursement the DSE User must:

- make a request to their Manager to have an eye and eyesight test
- complete an ESR 10/Eye Test, Frames and Lenses form which can be found on the Intranet at: [\SCAS\Directorate\Human Resources\Forms\](#)
- bring the form with them to the Optometrist and following the eye and eye sight test have the Optometrist complete part 2 of the form
- obtain a receipt from the Optometrist which itemises what is being paid for and attach this to the completed ESR 10/Eye Test, Frames and Lenses form
- bring the completed ESR 10/Eye Test, Frames and Lenses form and the itemised receipt to Human Resources

Please note that no reimbursement will be made unless the form is completed by an Optometrist and is accompanied by an itemised receipt from the Optometrist.

10.3.3 Upon receipt of the ESR 10/Eye Test, Frames and Lenses form and the itemised receipt, Human Resources will:

- record that the DSE User is making a claim for an eye and eyesight test
- will place a copy of the completed ESR 10/Eye Test, Frames and Lenses form and the itemised receipt in the DSE user's file
- forward the ESR 10/Eye Test, Frames and Lenses form and itemised receipt to Payroll.

10.3.4 The Trust will also bear the cost (up to £85) of the purchase of basic frames and basic lenses when required by a DSE user but only if the user requires spectacles/lenses **specifically** for display screen equipment use. This cost may be used as part payment towards more expensive spectacles if required by the user.



10.3.5 To qualify for this, the DSE User should follow the process described above for an eye and eye sight test and then submit the completed ESR 10/Eye Test, Frames and Lenses form and the itemised bill to Human Resources.

## 11. Access to work

- 11.1 Access to work is a national scheme funded by central government but operated through the local Job Centre Plus office. The scheme provides practical advice and financial assistance to employers to help them address any issues related to employees who have either a disability or a long-term health condition that significantly impacts upon their ability at work or their ability to get to work.
- 11.2 To qualify for the scheme, employees should have either a disability or a long-term health condition that has a negative effect on their ability to do their job (12 months in duration or more).
- 11.3 To apply for the scheme, an employee should make a referral to Access to work, see details below. Although, it is a self-referral process, it is recommended that because there is a cost implication to the Trust, the employee informs and discusses the referral with their manager beforehand.
- 11.4 If the referral is accepted by the scheme, Access to work will make arrangements free of charge for an ergonomist/health professional to carry out an assessment of the employee's workstation and the tasks the employee has to carry out. From this, they will make a number of recommendations and identify in a report what equipment will be required to make reasonable adjustments to the workstation of the employee. A copy of this report is then sent to the employee and the Trust.
- 11.5 For new employees, the scheme will pay for all of the recommended equipment up to the cost of £40,800. For existing employees, the scheme will pay up to 80% of the cost of the equipment, provided the Trust pays the first £1,000; and 20% of the cost for equipment or reasonable adjustments up to £10,000. For costs over £10,000, Access to work will pay the full amount of any cost between £10,000 and above.

For further details contact the Risk Team at: [risk@scas.nhs.uk](mailto:risk@scas.nhs.uk)

And/or: Access to Work on 0345 268 8489/0345 608 8753 or email: [atwosu.london@dpw.gsi.gov.uk](mailto:atwosu.london@dpw.gsi.gov.uk)

## 12. Training

- 12.1 Managers and Supervisors who have to carry out display screen risk assessments must obtain training in how to carry out a display screen equipment workstation risk assessment from the Risk Team prior to undertaking any risk assessments as per this policy.
- 12.2 Staff who are designated display screen equipment users will receive information on:
- The existence of this policy
  - Arrangements for display screen equipment and workstation risk assessments
  - Risks associated with display screen equipment use
  - Measures to take to avoid those risks
  - Adjusting chair and positioning of display screen equipment
  - Reporting any problems with display screen equipment use
  - Changes of activity/rest breaks



- Arrangements for eye and eye sight tests
- Arrangements for reimbursement for corrective appliances (basic spectacles or lenses).

**13. Equality and Diversity**

13.1 An equality and diversity impact assessment has been carried out on this policy and can be found at appendix 5.

**14. Monitoring**

14.1 The effectiveness of this policy will be monitored in the following way.

Standard process / issue	Monitoring and audit			
	Method	By	Committee	Frequency
a) The number of display screen equipment and workstation risk assessments completed as per legislation and policy in a financial year.	a) Report from the Risk Team on the number of display screen equipment workstation assessments completed in a financial year.	a) Risk Team.	Health, Safety and Risk Group.	Annually, as a minimum.
b) Actions taken as a result of the risk assessments.	b) Audit on 10% of the display screen equipment and workstation risk assessments completed in a financial year.	b) Risk Team		

**15. Consultation and Review**

15.1 A consultation exercise on the policy will be carried out with the stakeholders listed below.

15.2 This policy will be reviewed every three years or sooner if there are any relevant changes to legislation or best practice.

Stakeholder or Group Title	Consultation Period (From-to)	Comments received (Yes/No)
Health, Safety and Risk Group	26/11/2015 – 17/12/2015	Y
All managers and staff within the Trust	26/11/2015 – 17/12/2015	Y



Health, Safety and Risk Group	14/11/2018 21/11/2018	–	Y

### 16. Implementation (including raising awareness)

16.1 The policy will be implemented and communicated to managers and staff within the Trust via the weekly newsletter, Staff Matters. Emails will also be sent to senior managers and area managers asking them to bring the existence of the policy to their staff.

### 17. References

- Health and Safety at Work Etc. Act 1974
- Health and Safety (Display Screen Equipment) Regulations 1992
- Management of Health Safety at Work Regulations 1992 (Amended 1999)
- Workplace (Health Safety and Welfare) Regulations 1992
- Pregnant Workers Directive (92/85/EEC).

### 18. Associated documentation

- Health and safety policy
- New or expectant mothers policy
- Home working policy
- Risk management strategy



19. Appendix 1: Review Table

Version	Reason for change	Overview of change
V4	Review of policy.	Adoption of new policy template.  Policy completely rewritten and changes to all sections.
V5	Review of policy	<p>Removal of 3.4.</p> <p>5.4 Director of Quality and Patient Care changed to Director of Patient Care and Service Transformation here and throughout the policy such as 5.4.1; 5.8.1</p> <p>6.6.1 Change assessment to assessor.</p> <p>Section 20: Appendix 2: DSE Risk assessment form – Question 3.3.2 has become question 2.1.10 and the question has been expanded upon.</p> <p>Question 3.3.3 has become the new 3.3.2.</p> <p>Questions 4.5 and 4.6 have been deleted because they are duplicate questions and are covered elsewhere in the risk assessment form.</p> <p>Addition of a Recommendations section to the DSE Risk assessment form.</p> <p>Section 22: Appendix 4: All references to Director of Quality and Patient Care have been changed to Director of Patient Care and Service Transformation.</p> <p>Director of Clinical Services changed to Director of Patient Care and Service Transformation.</p> <p>Clinical Review Group changed to Patient Safety Group.</p> <p>Section 23: Appendix 5; Equality Impact Assessment.</p> <p>The headings on the second part of the form, namely Positive impact, Negative impact and Reasons have been put in bold; and the words 'it could disadvantage' have been deleted.</p> <p>The headings, Disability, Sexual Orientation and Religion/Belief added and put in bold.</p>



		<p>The words Disabled people; Lesbians, gay men and bisexuals are no longer in bold type.</p> <p>The reference to Trans people has been deleted.</p> <p>The word, Notes has been put in bold.</p> <p>Section 24: Appendix 6: The format and content of Part A and Part B has been amended. The EQIA Action plan has been added.</p> <p>Section 25: Ratification checklist. A new date for the Equality Impact assessment has been added.</p> <p>The name of the Accountable Group Chair has been changed from Will Hancock to Philip Astle.</p>
V6	Amendments following the discussion at the Health, Safety and Risk Group.	<p>Section 5.8 Change “or” to “of”.</p> <p>Section 25: Appendix 7: Section 2: Removal of Philip Astle’s name before Chief Operating Officer.</p>



20. Appendix 2: Display screen equipment risk assessment form

South Central Ambulance Service NHS Foundation Trust Display Screen Equipment Workstation Risk Assessment Form			
Name of DSE user: .....		Job Title of DSE user: .....	
Location: .....		Department: .....	
Name of Manager: .....	Name of DSE Assessor: .....	Job Title of DSE Assessor: .....	
Date of assessment: ...../...../.....		Date of last assessment: ...../...../.....	
Date of review of risk assessment: ...../...../.....		Risk assessment number: .....	
DSE User's signature: .....		DSE Assessor's signature: .....	
Overall initial risk score: (S x L = ): .....		Final risk score (S x L = ): .....	
Ref:	Questions: <i>If the answer to any of the questions is 'no' then the comments/actions/recommendations should be recorded in the Actions/Recommendations column.</i>	Yes/No	Actions/Recommendations:
1.	<b>Information Technology</b>		
1.1	Has the display screen equipment been "Portable Appliance Tested" in the last 12 months? If 'yes', give date:		
2.	<b>Equipment:</b>		
2.1	<b>Screen/Display</b>		
2.1.1	Are the characters clear and readable?		
2.1.2	Is the text size comfortable to read?		
2.1.3	Is the image stable and free of flicker and jitter?		
2.1.4	Is the screen's specification suitable for its intended use?		
2.1.5	Is the screen provided with contrast and brightness control?		
2.1.6	Does the DSE User know how to operate these?		



2.1.7	Does the screen swivel and tilt?		
2.1.8	Is the screen free from reflections and glare?		
2.1.9	Are adjustable window coverings provided and in adequate condition?		
2.1.10	And do these adjustable window coverings control the amount of day light on the screen, keyboard and workstation?		
2.1.11	Are materials provided for cleaning the screen?		
<b>2.2.</b>	<b>Keyboard</b>		
2.2.1	Is the keyboard separate from the screen?		
2.2.2	Can the keyboard be tilted?		
2.2.3	Is the surface non-reflective and are the keys well contrasted and legible?		
2.2.4	Is it possible for the user to find a comfortable 'keying in' position?		
2.2.5	Does the user have good keyboard technique? (i.e. hands not bent at the wrists, does not hit the keys too hard, does not overstretch the fingers).		
<b>2.3</b>	<b>Mouse</b>		
2.3.1	Is the device suitable for the tasks it is issued for?		
2.3.2	Is the device positioned close to the user?		
2.3.3	Is there support for the user's wrist and forearm?		
2.3.4	Does the device work smoothly at a speed that suits the user?		
2.3.5	Can the user easily adjust software settings for speed and accuracy of pointer?		
<b>2.4</b>	<b>Desk</b>		
2.4.1	Is the desk stable?		
2.4.2	Is the work surface large enough for all the necessary equipment, papers, etc?		
2.4.3	Can the user comfortably reach all the equipment and papers they need to use?		
2.4.4	Are surfaces free from glare and reflection?		
2.4.5	Is the desk clearance from the floor to underside of desk between 66-73cm?		
2.4.6	Does it allow for knee clearance?		
2.4.7	Is there space to stretch the legs while sitting at the desk?		
2.4.8	Is there enough room to change position and vary movement/posture?		
2.4.9	Is it wide enough to allow for flexible arrangements of equipment and documents (min 60cm, optimum 80 cm)?		
2.4.10	Is it long enough to allow flexible arrangements of equipment and documents (min 120cm, optimum 160 cm)?		
2.4.11	Is there enough support for hands and wrist (approx. 5-10 cm in front of the keyboard)?		
2.4.12	Is the desk free from sharp edges that can cut into wrists?		



2.5	<b>Chair</b>		
2.5.1	Is the chair suitable?		
2.5.2	Is the chair stable?		
2.5.3	Does it provide good support for back and buttocks?		
2.5.4	Is the work chair stable - does it have a 5-star base configuration on castors?		
2.5.5	Is the seat adjustable in height?		
2.5.6	Does the back rest adjust in height and tilt?		
2.5.7	Does the chair have a swivel mechanism?		
2.5.8	Does the chair have working castors or glides?		
2.5.9	Is the chair adjusted correctly?		
2.5.10	Is the small of the user's back supported by the chair's backrest?		
2.5.11	Are the user's feet flat on the floor, without too much pressure from the seat on the backs of their legs?		
2.5.12	<b>Printer</b>		
2.5.13	Is it satisfactorily sited in relation to accessibility?		
2.5.14	Is it satisfactorily sited in relation to the proximity of other works?		
2.6	<b>Document Holder</b>		
2.6.1	Is a document holder necessary?		
2.6.2	If YES, is there one available and is it adjustable in height, angle and has it a matt surface?		
2.7	<b>Working Posture</b>		
2.7.1	Is the distance between the display screen and the user's forehead approximately 50-70cm?		
2.7.2	Are the user's eyes level with the top of the display screen?		
2.7.3	Are the user's hands and forearms horizontal at an angle of approximately 90° to the body?		
2.7.4	When the user sits back in the chair, is there a 90° angle in hips and knees?		
2.7.5	If the user's feet cannot touch the floor, is a foot rest required?		
2.7.6	Has a foot rest been requested?		
3.	<b>Environment</b>		
3.1	<b>Layout</b>		
3.1.1	Is the space in the work area as a whole sufficient to allow mobility?		
3.1.2	Is the space in the work area as a whole relevant to the type of work (e.g. telephone usage, level of concentration, dealing with the public)?		
3.2	<b>Desk space requirements</b>		
3.2.1	Does the space at the desk/workstation accommodate the amount of equipment used?		
3.2.2	Does the space at the desk/workstation accommodate the work undertaken?		
3.2.3	Does the space at the desk/workstation accommodate manuals, files, etc.?		
3.2.4	Does the space at the desk/workstation allow		



	for a comfortable working posture?		
3.2.5	Are all electrical cables masked or ducted?		
3.2.6	If not, do they constitute a (trip) hazard?		
3.3	<b>Lighting</b>		
3.3.1	Is the lighting in the workplace and at the desk suitable and effective?		
3.3.2	Can display screen be positioned so that office lights or windows do not reflect directly on to the face of the screen?		
3.4	<b>Heating and ventilation</b>		
3.4.1	Is there an adequate heating and ventilation system?		
3.4.2	Is the temperature comfortable?		
3.4.3	Is the relative humidity comfortable?		
3.5	<b>Noise</b>		
3.5.1	Is the equipment sited satisfactorily so that noise is not a nuisance?		
3.5.2	Is the background noise level low enough to work comfortably?		
3.6	<b>Task design and software</b>		
3.6.1	Is the keyboard work regularly interrupted by other activities away from the DSE workstation?		
3.6.2	Is the software suitable for the task?		
3.6.3	Is the software easy to use and adaptable?		
3.7	<b>Health</b>		
3.7.1	Is the user(s) free of health problems which could be related to DSE use?		
3.7.2	Does the user suffer from fatigues or stress?		
3.7.3	Does the user get aches, pain or sensory loss in neck, back, shoulder, arms, fingers or legs?		
3.7.4	Does the user have problems with vision (e.g. headaches, discomfort, difficulties reading the screen or source documents)?		
3.7.5	Does the user wear glasses or contact lenses for display screen use?		
3.7.6	When did the user last have an eye test?		
4.	<b>Other issues</b>		
4.1	Are there any DSE issues not covered by this checklist?		
4.2	Do you experience any discomfort or any other symptoms which may be attributable to display screen equipment?		
4.3	Have you been advised of your entitlement to eye and eyesight testing?		
4.4	Have you been advised of the arrangements for the provision of basic spectacles or lenses?		



**Any other comments:**



Display screen equipment workstation risk assessment recommendations/action plan.

Name of DSE User:		Name of DSE Assessor:	Date of assessment:	Risk assessment number:	
No:	Recommendation/Action:	Name of person to completed the recommendation/ action:	Date to be completed by:	Completed? Y/N	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					



## **21. Appendix 3: Display screen equipment workstation guidance**

### **1. Introduction**

- 1.1 The following guidelines should be used in conjunction with the Display Screen Equipment Workstation Risk Assessment Form in appendix 2.
- 1.2 The guidelines outline the minimum standards required by legislation and give practical advice on ways of reducing any problems identified.
- 1.3 Where portable display screen equipment such as laptop computers are used for more than two or three working hours continuously on most working days they should be assessed in line with this policy.

### **2. Display Screen Equipment Workstation Risk Assessment**

- 2.1 Assessing the workstation involves looking at the design of the workstation and should take into account:-
  - If several members of staff use one workstation;
  - The range of individual differences in stature and preferences;
  - If several workstations are in close proximity of each other.

### **3 Electrical Testing of Display Screen Equipment**

- 3.1 The display screen equipment should be inspected and tested for electrical safety on an annual basis and a record of this should be held.

### **4. Screen/Display**

#### **4.1 Display Screen**

- 4.1.1 Screens and keyboards must be separate (except laptop/notebook computers) and be moveable; and the screen angle must be easily adjustable horizontally and vertically. Screens must be easy to read, have a stable image and flicker free characters and they must be able to be adjusted for brightness and clarity.
- 4.1.2 For the majority of office tasks the minimum design viewing distance should not be less than 400mm.
- 4.1.3 Keeping the screen (and keyboard) clean will aid its legibility and increase user comfort.

#### **4.2 Stability**

- 4.2.1 Individual perceptions of screen flicker may vary and a screen which is flicker-free for 90% of the time should be regarded as satisfying the minimum requirement. (It is not technically feasible to eliminate flicker for all users).
- 4.2.2 A change to a different display can resolve individual problems with flicker. Persistent display instabilities e.g. flicker, jump, jitter or swim, may indicate basic



design problems and assistance should be sought from the Information Management & Technology department and/or suppliers.

### **4.3 Contrast and brightness control**

4.3.1 It is a legal requirement that each screen has a contrast and brightness control. All of the display screen equipment supplied to staff at the Trust is fitted with a contrast and brightness control.

4.3.2 Staff will be provided with guidance require on how to adjust the brightness and contrast on their screens.

### **4.4 Reflection/glare**

4.4.1 Glare is a condition of vision in which there is discomfort or reduction in the ability to see significant objects on the screen. There are different forms of glare:-

a) Disability glare (dazzle): This impairs the ability to see detail without necessarily causing visual discomfort;

b) Discomfort glare: This causes discomfort without necessarily impairing the ability to see detail;

c) Direct glare: This is caused when excessively bright parts of the visual field are seen directly, e.g. lamps which are inadequately shielded;

d) Reflected glare: This term is used to describe various visual effects, such as the reduction of contrast, discomfort or distraction, produced by the reflection on the screen of light sources or other bright areas, e.g. non matt surfaces.

Whichever type of glare it is, if there is sufficient glare then this can place a strain on the user's eyes as the user's eyes have to work harder to negotiate the glare to see the characters on the screen. Therefore, it is important to reduce glare.

Glare can be minimised, if not completely avoided, by using the following techniques:-

- light fittings should be shielded so that the source of light is not visible from working positions. The use of shades or shields around the fittings and indirect lighting such as uplighters should be explored
- the amount and direction of daylight through windows should be controlled. Internal blinds and curtains, external shades and reduced transmission glass are all techniques which can be applied
- the room should be arranged by considering the effects of natural and artificial lighting on the equipment to be used and the tasks to be done
- the equipment should be arranged on the workstation to make the best use of local light conditions and to avoid any potential problems
- the display screen should ideally be placed at right angles to windows and between (and parallel to) rows of luminaries. Source documents should be placed in well-lit areas of the workstation
- the tilt and swivel adjustments on the display (or workstation) and other equipment (such as copy holders) should be used to get optimum working conditions for the user



- anti-glare 'treatment' of the display surfaces is now common and may prevent any adverse effects of working with displays in offices with inappropriate lighting
- anti-glare screens are useful in some circumstances.

It is not always possible to reduce the entire glare on the screen and it is not a requirement that there is no glare at all.

## **5 Screen Adjustability**

- 5.1 Adjustment mechanisms allow the screen to be tilted or swivelled to avoid glare and reflections and enable the worker to maintain a natural and relaxed posture. They may be built into the screen, form part of the workstation furniture or be provided by separate screen support devices. They should be simple and be easy to use. Screen height adjustment devices, although not essential, may be a useful means of adjusting the screen to the correct height for the worker.
- 5.2 The height of the screen should be positioned so that when the user is sat upright at their workstation the top of the screen is level with the user's eye line.

## **6. Keyboard**

- 6.1 Most keyboards comply with regulations.
- 6.2 The keyboards should have a matt surrounding to avoid reflective glare. The keys should have low reflecting surfaces, be legible and have concave tops which follow the shape of the fingers.
- 6.3 Keyboard design should allow workers to locate and activate keys quickly, accurately and without discomfort. The choice of keyboard will be dictated by the nature of the task and determined in relation to other elements of the work system.
- 6.4 The space between the keyboard and edge of the desk should be should be sufficient (at least 100mm) to provide support for the hands of the user.
- 6.5 It is not a requirement of the DSE Regulations to provide a split or otherwise 'ergonomic' keyboards for all users.

## **7. Mouse and mouse mats**

- 7.1 The mouse should be fully operational and be positioned near to the user. Any problems with the mouse should be reported to your Line Manager.
- 7.2 If a mouse mat is provided it should have a non-reflective surface.

## **8. Desk**

- 8.1 The desk should be robust, firmly constructed and of sufficient height. The space underneath the desk should be clear and free from any miscellaneous items so as to allow the user to vary their posture and reduce the risk of muscle fatigue.

## **9. Chair**

- 9.1 The chair should be stable and allow the user easy freedom of movement and a comfortable position. The DSE user's chair:



- should provide good support for the user's back and buttocks
- have a well-balanced base with five feet on castors or gliders
- have swivel component
- have a seat height and back rest that is adjustable in height and tilt

9.2 All new chairs ordered by Trust purchasing staff must meet the minimum requirements:-

- adjustability in height should ideally be between 34-52cm
- back rest adjustment in height should be between 38-42cm.

## **10. Footrest**

10.1 Footrests may be necessary where individual workers are unable to rest their feet flat on the ground in relation to correct desk/seat height adjustment. A footrest, should not be used when they are not necessary as this can result in poor posture.

10.2 Footrests may have either a fixed or adjustable height or angle. The non-slip surface should have a minimum size of 450mm in length and 350mm in width.

## **11. Printer**

11.1 The printer should be easily accessible to the operator(s). However, printers and other office machinery can cause noise so this should be considered when locating this equipment. Noise levels from such equipment should be controlled so that it does not impair concentration or prevent normal conversation (unless the noise is designed to attract attention, for example to warn of a malfunction). Where the risk assessment indicates, consideration must be given to repositioning of the equipment, or placing equipment on sound absorbing surfaces or fitting equipment within soundproof screening.

## **12. Laser Printer and Photocopiers**

12.1 Staff should be seated at least one metre from any laser printers and photocopiers. This is because laser printers and photocopiers can produce ozone. Laser printers should be shared to reduce the number of printers in the work area.

## **13. Document Holder**

13.1 In tasks where the DSE user works from paper documents, a document holder is often useful. The document holder should be adjustable both in height and angle. It should be positioned so that it is at the same height of the screen; and the viewing distance should also be the same as this will help the user to minimise changes in focus and avoid neck problems. It should be a size which comfortably accommodates the size of documents which it has to support. The surface of the document holder should be non-reflective.

13.2 Other aspects of the task also have to be considered, for example, if handling the document is essential, then the document holder should not restrict this action.



## 14. Working Posture

14.1 When assessing the working posture of a display screen equipment user, adhere to the following steps:

- Adjust the chair first in relation to the desk (ignore, for a moment, the height of the chair from the floor)
- When the operator sits with a straight back, the back rest should support the curve of the lower back and the shoulders should be relaxed
- When putting the hands on the keyboard there should be approximately a 90° angle in the elbows and the wrist should be straight
- Now see whether the seat is at the right height above the floor. Check that the user has a 90° angle in hips and knees, the feet are flat on the floor and the back firmly against the back rest. If the operator feels pressure on the underside of the thighs, or the feet are not touching the ground fully, then a foot rest is required
- Are the knees noticeably higher than the hips - if so, probably a higher desk is required
- The ideal workstation should permit display screen equipment users to adopt a healthy, comfortable posture without overloading the musculoskeletal system. This will be achieved if the following points are considered:
  - Frequently used equipment controls, displays and work surfaces are located within easy reach, particularly the mouse and keyboard
  - The opportunity is provided to change seated posture frequently to avoid fatigue and tension associated with maintaining a fixed posture
  - Frequent repetitive movements with extreme extension or rotation of the limbs or trunk are avoided.

## 15. Environment

### 15.1 Layout

15.1.1 Even when it is possible to control the work environment within strict limits, individuals working in that environment will vary in their judgement of its acceptability. This is partly because of the range of personal preferences and partly because different tasks may require quite different environments.

15.1.2 Display screen equipment work can often restrict the opportunities that individuals have for moving about in a room and the degree of individual control over their own environment should be as high as possible including the ability to temporarily vary the workstation while they are at it.

15.1.3 In large rooms containing many people, care should be taken to ensure that one person's preferred conditions do not interfere with the comfort of other people in the room. For example, a desk lamp may be positioned to illuminate documents on a desk top, but it may also be the cause of glare to someone working elsewhere in the room.

15.1.4 The location of the equipment should be arranged on the work surfaces so that the most frequently used items are in convenient positions.

15.1.5 When designing the layout you have to use your rational judgement and keep in mind that the design should contribute to the ease of use of the display screen equipment



by allowing the users to:

- a) read the screen and documents without excessive head movements or visual fatigue
- b) operate controls accurately and without discomfort
- c) adopt an unrestricted posture.

## **15.2 Access**

15.2.1 Switches/plugs etc. should be accessible to both users and service engineers.

15.2.2 The width of the access ways and the space behind chairs should not restrict this.

## **15.3 Desk space requirements**

15.3.1 It is important that support surfaces for display screen and other equipment and material used at the workstation allows adequate clearance for postural changes. This means adequate clearances for thighs, knees, lower legs and feet under the work surface and between furniture components.

15.3.2 It is important that there is sufficient leg room underneath the work surfaces. The space should allow unobstructed leg room for taller users and permit easy access for all users. This will allow users to vary their posture whilst sitting at the workstation and reduce their risk of muscle fatigue.

15.3.3 From the front edge, there should be a minimum of 45 cm unobstructed leg room and 60 cm foot room. The space at floor level should be at least 1 cm.

15.3.4 The clearance across the knee space underneath the work surface should be at least 58 cm (a clearance of 61cm is preferred).

15.3.5 At the front edge of the work surface, the distance from the floor to the underside of the work surface should be not less than 62 cm.

## **15.4 Size and finish and edges of the work surfaces**

15.4.1 The size of the work surfaces provided should be determined by the requirements of the whole task. As well as accommodating DSE equipment, many workstations have to provide space for other items, e.g. telephones, source documents and note pads. The surface area available should permit a flexible arrangement of all the components to be accommodated and should allow:

- the user to correctly position their hands when using the keyboard or the mouse.
- for a gap between the keyboard and the edge of the desk so that the user's hands can be supported when not keying in.

15.4.2 The finish of the work surface should be matt to minimise reflections from overhead or task lighting.

15.4.3 The work surface and supporting framework should be free from sharp corners and edges.



## **15.5 Lighting**

- 15.5.1 The general level of lighting should be adequate. There should be a minimum of glare from windows and overhead lighting.
- 15.5.2 The general level of luminance should be such that the screen and source document can be read comfortably.
- 15.5.3 Some additional local lighting may be required, depending on the tasks and the type of display used. Any supplementary individual lighting should not adversely affect the visual conditions of users at adjacent workstations.
- 15.5.4 It is essential that any local lighting is under the control of the person for whom it is provided.
- 15.5.5 The recommended level of luminance is between 330-350 lux measured horizontally at work surface height.

## **15.6 Heating and Ventilation**

- 15.6.1 Electronic equipment can be a source of dry heat which can impact upon the thermal environment at the workstation and can cause discomfort and problems such as sore throats and eyes and dry skin.
- 15.6.2 Therefore ventilation and humidity should be comfortable and be maintained at a level which prevents discomfort and the problems of sore throats, eyes and dry skin. Installing plants in an office environment are an effective way of improving humidity levels.

## **15.7 Noise**

- 15.7.1 Noise from equipment such as printers should be kept to levels which do not impair concentration or prevent normal conversation (unless the noise is designed to attract attention, e.g. to warn of a malfunction).
- 15.7.2 Noise can be reduced by replacement, sound-proofing or repositioning of the equipment; sound insulation partitions between noisy equipment and the rest of the workstation are an alternative.

## **16. Task Design and Software**

### **16.1 Principles of Task Design**

- 16.1.1 Inappropriate task design can be among the causes of stress at work. Stress jeopardises employee motivation, effectiveness and efficiency and in some cases it can lead to significant health problems.
- 16.1.2 The regulations are only applicable where health and safety rather than productivity is at risk.
- 16.1.3 Staffing levels should be matched to volumes of work so that individual users are not subject to stress through overwork or underwork.



16.1.4 Where possible, users should be allowed to participate in the planning, design and implementation of work.

16.1.5 Jobs should be designed in a way that offers, where possible, user's variety, opportunities to exercise discretion etc.

## **16.2 Software**

16.2.1 In designing, selecting, commissioning, modifying software and in designing tasks using DSE the following principles should be taken in account:-

- Software must be suitable for the task
- Software must be easy to use and, where appropriate, adaptable to the users' level of knowledge or experience; no qualitative or quantitative checking facility may be used without the knowledge of the users
- Systems must provide feedback to users on their performance
- Systems must display information in a format and at a pace which are adapted to operators
- The principles of software ergonomics must be applied in particular to human data processing.

## **17. Rest pauses/Changes of activity**

17.1 In most tasks, natural breaks, changes of activity or pauses occur as a consequence of the inherent organisation of the work. These informal breaks and/or changes of activity help to maintain performance by preventing the onset of fatigue. It is difficult to be specific about guidance on rest pauses. However, short frequent breaks and changes of activity are better than longer occasional ones e.g. 5-10 minutes every hour is better than 15 minutes every 2 hours.

## **18. Cable management**

18.1 All cables must be securely fastened and routed so that they do not cause a snagging/tripping hazard. Where cables must cross walkways they must be covered and firmly fixed to the floor or positioned up and over door openings where practicable.

## **19. Maintenance of Equipment**

19.1.1 All display screen equipment will be installed and properly maintained in accordance with the manufacturer's instructions. Any difficulty experienced in the operations of any display screen equipment, and any fault discovered in other parts of the system, must be reported immediately to the Information Management and Technology (IM&T) department, and the appropriate Supervisor or Manager must be advised. To ensure optimum performance of display screen equipment, the screen and keyboard must be cleaned regularly.



## 22. Appendix 4: Responsibility Matrix – Policies, Procedures and Strategies

Policy Group	Lead Director / Officer	Working Group	Committee	Board Ratification
Strategies	As appropriate	As appropriate	As appropriate	Required
Standing Orders & Standing Financial Instructions	Chief Executive + Director of Finance	Not applicable	Audit Committee	Required
Corporate Policies	Chief Executive + Director of Patient Care and Service Transformation	As appropriate	Quality and Safety Committee	Required/ Committee decision
Health and Safety Policies and Procedures	Director of Patient Care and Service Transformation	Strategic Health, Safety and Risk Group	Quality and Safety Committee	Health and Safety Policy – Required H&S Appendices – Committee decision
Control of Infection Policy and Procedures	Director of Patient Care and Service Transformation	Clinical Review Group	Quality and Safety Committee	Required
Personnel Policies and Procedures	HR Director	Staff Consultation Group	Quality and Safety Committee	Required for new policies. Committee decision for revisions
Financial Policies and Procedures.	Director of Finance	Not applicable	Audit Committee	Required for new Policies. Committee decision for procedural changes.
Operational Policies and Procedures	Chief Operating Officer	As appropriate or through Team Meeting	Quality and Safety Committee	Committee decision
Information and IT Policies and Procedures	Associated Director of Information Management and Technology (IM&T)	Information Management and Technology Control Board	Audit Committee	Committee decision



Emergency Operational Centre Policies and Procedures	Chief Operating Officer	As appropriate	Quality and Safety Committee	Committee decision
Clinical Policies and Procedures	Director of Patient Care and Service Transformation.	Clinical Review Group	Quality and Safety Committee	Committee decision



**23. Appendix 5: Equality Impact Assessment Form Section One – Screening**

Name of Function, Policy or Strategy: Display screen equipment policy.

Officer completing assessment: John Dunn, Head of Risk and Security

Telephone: 07788 584786.

1. What is the main purpose of the strategy, function or policy?
The main purpose of the policy is assist the Trust with the protection of all staff, but in particular designated display screen equipment users.
2. List the main activities of the function or policy? (for strategies list the main policy areas)
<p>The organisational objectives of this policy o set out the arrangements for the</p> <p>The organisational objectives of this policy are to provide an effective framework to assist the Trust in complying with statutory requirements by ensuring that there are arrangements in place for:</p> <ul style="list-style-type: none"> <li>• the identification of designated display screen equipment users</li> <li>• the carrying out of risk assessments on the display screen equipment workstations of designated users</li> <li>• the regular review of these risk assessments</li> <li>• the management and control of the risks to designated display screen equipment users whilst they are at work</li> <li>• the provision of eye and eyesight tests for designated display screen equipment users</li> <li>• the provision of corrective appliances (basic spectacles or lenses) for designated display screen equipment users.</li> </ul>
3. Who will be the main beneficiaries of the strategy/function/policy?
Designated display screen equipment users.
<p>1. Use the table overleaf to indicate the following:-</p> <p>a. Where do you think that the strategy/function/policy could have an adverse impact on any equality group, i.e. it could disadvantage them?</p> <p>b. Where do you think that there could be a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relations within equality target groups?</p>



		Positive Impact	Negative Impact	Reasons
<b>GENDER</b>	Women	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	Men	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
<b>RACE</b>	Asian or Asian British People	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	Black or Black British People	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	Chinese people and other people	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	People of Mixed Race	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	White people (including Irish people)	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
<b>DISABILITY</b>	Disabled People	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
<b>SEXUAL ORIENTATION</b>	Lesbians, gay men and bisexuals	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
<b>AGE</b>	Older People (60+)	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	Younger People (17 to 25) and children	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.



<b>RELIGION/BELIEF</b>	Faith Groups	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.
	Equal Opportunities and/or improved relations	✓	N/A	Policy is designed to protect all who are designated display screen equipment users.

**Notes:**

Faith groups cover a wide range of groupings, the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs and Hindus. Consider faith categories individually and collectively when considering positive and negative impacts.

The categories used in the race section refer to those used in the 2001 Census. Consideration should be given to the specific communities within the broad categories such as Bangladeshi people and to the needs of other communities that do not appear as separate categories in the Census, for example, Polish.



5. If you have indicated that there is a negative impact, is that impact:		
	<b>Yes</b>	<b>No</b>
<b>Legal</b> (it is not discriminatory under anti-discriminatory law)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Intended</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Level of Impact</b>	<b>High</b>	<b>Low</b>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>
If the negative impact is possibly discriminatory and not intended and/or of high impact then please complete a thorough assessment after completing the rest of this form.		
6(a). Could you minimise or remove any negative impact that is of low significance? Explain how below:		
6(b). Could you improve the strategy, function or policy positive impact? Explain how below:		
7. If there is no evidence that the strategy, function or policy promotes equality, equal opportunities or improves relations – could it be adopted so it does? How		
Please sign and date this form, keep one copy and send one copy to the Trust's Equality Lead.		
Signed:.....		
Name: John Dunn, Head of Risk and Security.		
Date: 1/11/2018		



**24. Appendix 6: Equality Impact Assessment Form Section Two – Full Assessment**

Name of Function, Policy or Strategy: Display screen equipment policy.

Officer completing assessment: John Dunn, Head of Risk and Security.

Telephone: 07788 584786.

**Part A**

Looking back at section one of the EqIA, in what areas are there concerns that the strategy, policy or project could have a negative impact?

Gender	<input type="checkbox"/>
Race	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>
Age	<input type="checkbox"/>
Religion/Belief	<input type="checkbox"/>

2. Summarise the likely negative impacts:-

.....

.....

.....

3. Using the table below, give a summary of what previous or planned consultation on this topic, policy, function or strategy has or will take place with groups or individuals from the equality target groups and what has this consultation noted about the likely negative impact?



Equality Target Groups	Summary of consultation planned or taken place
Gender	
Race	
Disability	
Sexual Orientation	
Age	
Religion/Belief	

4. What consultation has taken place or is planned with Trust staff including staff that have or will have direct experience of implementing the strategy, policy or function?

.....  
.....

5. Check that any research, reports, studies concerning the equality target groups and the likely impact have been used to plan the project and guide or indicate what research you intend to carry out:-

Equality Target Groups	Title/type of/details of research/report
Gender	
Race	
Disability	



Sexuality Orientation	
Age	
Religion/Belief	

6. If there are gaps in your previous or planned consultation and research, are there any experts/relevant groups that can be contacted to get further views or evidence on the issues?

Yes (Please list them and explain how you will obtain their views)

.....

.....

No

**Part B**

Complete this section when consultation and research has been carried out

7a. As a result of this assessment and available evidence collected, including consultation, state whether there will be a need to be any changes made/planned to the policy, strategy or function.

7b. As a result of this assessment and available evidence is it important that the Trust commission specific research on this issue or carry out monitoring/data collection?

(You may want to add this information directly on to the action plan at the end of this assessment form)

.....

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.....

8. Will the changes planned ensure that negative impact is:



Legal?   
 (not discriminatory, under anti-discriminatory legislation)

Intended?

Low impact?

9a. Have you set up a monitoring/evaluation/review process to check the successful implementation of the strategy, function or policy?

Yes  No

9b. How will this monitoring/evaluation further assess the impact on the equality target groups/ensure that the strategy/policy/function is non-discriminatory?

Details:

.....  
 .....  
 .....  
 .....

Please complete the action plan overleaf, sign the EQIA, retain a copy and send a copy of the full EQIA and Action Plan to the Trust's Equality Lead.

Signed:.....

Name:.....

Date:.....





**25. Appendix 7: Ratification Checklist**

**Section 1: To be completed by Author prior to submission for ratification**

<b>Policy Title</b>	Display screen equipment policy
<b>Author's Name and Job Title</b>	John Dunn, Head of Risk and Security
<b>Review Deadline</b>	17/12/2015
<b>Consultation From – To (dates)</b>	26/11/2015 to 17/12/2015
<b>Comments Received? (Y/N)</b>	Y
<b>All Comments Incorporated? (Y/N)</b>	N
<b>If No, please list comments not included along with reasons</b>	Comments about Clinical Staff Groups and EPR were not relevant to policy.
<b>Equality Impact Assessment completed (date)</b>	25/11/2015; 1/11/2018
<b>Name of Accountable Group</b>	Health, Safety and Risk Group
<b>Date of Submission for Ratification</b>	1/11/2018

**Section 2: To be completed by Accountable Group**

<b>Template Policy Used (Y/N)</b>	Y
<b>All Sections Completed (Y/N)</b>	Y
<b>Monitoring Section Completed (Y/N)</b>	Y
<b>Date of Ratification</b>	28/1/2016
<b>Date Policy is Active</b>	28/1/2016
<b>Date Next Review Due</b>	28/11/2021
<b>Signature of Accountable Group Chair (or Deputy)</b>	
<b>Name of Accountable Group Chair (or Deputy)</b>	Chief Operating Officer