



DISPLAY SCREEN EQUIPMENT (DSE) USERS POLICY INCLUDING VISUAL DISPLAY UNIT (VDU)

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The Trust will not tolerate unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups.

Names and roles of contributors, user engagement etc.	
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1. Policy Statement

- 1.1 This document outlines the Trust's obligations under the Health and Safety (Display Screen Equipment) Regulations 1992 (more commonly known as VDU Regulations), which came into effect from 1st January 1993, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2001, as well as other Health and Safety Regulations. The Trust recognises that there are risks to health caused by DSE use, rather than by DSE themselves and that with good control mechanisms it is possible to significantly reduce the risks. For the purposes of this Policy reference will be made to DSE only which will encompass all aspects of VDU use.
- 1.2 The objectives of this policy are:-
 - a) The Regulations apply where employees habitually use DSE as a significant part of their daily work (see paragraph 4.3 below). Therefore the objective of this policy is to clearly define which roles within the Trust are covered by the DSE Regulations and to define the process as to how employees in those roles are protected by those Regulations;
 - b) It will also document how the Trust protects other employees who only use DSEs occasionally, and are not covered by the Regulations, but are protected under Health and Safety at Work legislation.
- 1.3 This policy has been written in partnership with Management and Staff side.

2. Scope

- 2.1 This policy applies to all employees.
- 2.2 Under the Health and Safety at Work Act, individual employees are responsible for ensuring that they undertake their duties in a safe manner without endangering themselves, other employees, patients or others (e.g. contractors).
- 2.3 Non-compliance with this policy may lead to further action, which may include formal disciplinary action.

3. Access to Policy

- 3.1 All employees are entitled to access to this policy which is located in the HR Policies and Procedures Folders and/or on the Trust's intranet. However, if you require this policy in any other format please seek guidance from the Human Resources Department, your line management or trade union representative.
- 3.2 Employees and line managers may also wish to consult associated policies or documents such as the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999; the Health and Safety (Display Screen Equipment) Regulations 1992; the Health and Safety (Miscellaneous Amendments) Regulations 2001; Health and Safety Executive (HSE) Working with VDUs Provision and Use of Work Equipment Regulations 1992; Workplace (Health, Safety and Welfare) Regulations 1992; Equality, Diversity and Human Rights; Disciplinary Policy (Managing Conduct and Performance); Maternity Leave; Learning and Development; Health and Safety and Induction, Homeworking policy. This list is not exhaustive.

4. Definitions

- 4.1 This policy covers the Trust's legal responsibility under the DSE Regulations.
- 4.2 DSE is a display screen usually forming part of a computer and showing text, numbers or graphics. It includes laptop computers and tablets such as iPads. Generally mobile DSE applications such as satellite navigation systems, mobile phones, blackberries, electronic Patient Care Record (ePCR), mobile data terminals on ambulances are not included.
- 4.3 Habitual DSE user – employees will be classified as habitual users if they use the DSE continuously or near-continuously for periods of an hour or more at a time, will use it in this way more or less daily and will have to transfer information to and from the DSE quickly. In addition they will have to have a high level of concentration and attention to detail or are highly dependent upon DSE or have little or no alternative means of completing the work or task.
- 4.4 Risks to health - the common health problems associated with DSE use are work related upper limb disorders (WRULD), exacerbation of existing eye and eyesight problems, headache, fatigue and stress. The risk factors for health problems include, but are not limited to, poor workstation set up, poor fit of work station with the user, poor posture, lack of screen breaks, poor screen presentation, poor lighting, glare, irritating level of noise, poor ventilation including drafts, time pressures.

5. Roles and Responsibilities

5.1 Chief Executive Officer

It is the Chief Executive Officer's responsibility to ensure that this policy is implemented and that matters relating to health and safety of DSE users are managed effectively. This responsibility is delegated to the Director of Business Transformation.

5.2 Executive Board

It is the Executive Board's responsibility to ensure that a DSE users policy is in place. It will also receive an annual report of work related injury and disease related to DSE use from the Risk Department.

5.3 Director HR and OD

It is the responsibility of the Director to advise the Trust on matters related to DSE use and to ensure that effective arrangements for the management of risks to health in the workplace are in place.

5.4 Managers

a) Are responsible for ensuring that employees understand their responsibilities under this policy;

b) Ensure that employees who are habitual users have, as a minimum, completed the mandatory DSE assessment form on an annual basis or if there are any significant changes to the workstation or equipment. This form involves an analysis of the workstation to assess and reduce the risk and to ensure that it meets the minimum requirements of the VDU Regulations and Health & Safety legislation. This should include the equipment, furniture and the work environment, the job being done and any special needs of staff. It is the line manager's responsibility to ensure that any concerns highlighted on the form are addressed within a reasonable time frame. If, having completed the assessment, it is agreed with the employee that they would benefit from further knowledge regarding setting up their workstation, they should be signposted to the People Development and Education Unit (PDE) to access an e-learning DSE module or workbook. In addition to this annual requirement, staff may be asked to complete further study in relation to DSE as part of their mandatory training workbook. Managers must support staff to complete this learning in line with the mandatory training process;

c) plan work so that daily work is periodically interrupted by breaks and there are changes of activity;

d) ensure their staff know how to use their DSE and workstation safely to avoid health problems, e.g. to adjust their chair;

e) ensure that equipment and furniture are maintained in good working order. Screen wipes should be available to all DSE users;

f) ensure that special purchase of workstation furniture and equipment will only be considered after it has been identified as necessary by an OH physician.

g) ensure that appropriate review of software is undertaken to establish suitability to the task.

5.5 Employees

a) Habitual DSE users must complete the mandatory DSE assessment form on an annual basis and where additional support is identified by the employee and their line manager, access will be given to an e-learning DSE module or

workbook which should be completed by the employee. This must also be done if significant changes are made to the workstation. Where additional DSE learning is stipulated as part of the annual mandatory workbook provided by the PDE, this must be completed in line with the mandatory training process.

b) Both habitual and occasional users should ensure that their workstation is adjusted to suit their needs, that they have good postural habits, any health problems related to DSE use are reported to their manager and where necessary advice is sought from the Risk department or OH.

c) New DSE users joining the Trust should complete the mandatory DSE assessment form during their induction period, detailing it on their local induction checklist no longer than four weeks after commencement in post.

5.6 Occupational Health

a) It is Occupational Health's (OH) role to provide advice related to health issues resulting from DSE use and to liaise with appropriate external agencies.

b) OH will provide corporate eye care vouchers to those eligible and maintain suitable records.

5.7 Human Resources (HR)

a) It is HR's role to provide advice to managers and staff on this policy.

5.8 Health & Safety/Staff side Representatives

a) Should be encouraged to take part in risk assessments e.g. reporting health problems.

5.9 People Development and Education (PDEPDE)

a) Must ensure the Trust has suitable provision of mandatory health and safety training in the use of workstations. This training will generally be provided via the completion of the mandatory DSE assessment form on an annual basis and/or as the need arises

b) Must monitor employees compliance of this mandatory training and notify management if non-compliant.

c) Are responsible for the provision of the annual mandatory workbook.

5.10 Procurement

a) Procurement are responsible for the selection of the corporate eye care provider and to ensure this is reviewed on a regular basis. Part of the selection of the eye care provider will be to ensure they have sufficient branches within the Trust area to give staff easy access.

5.11 Risk, Health and Safety

a) The Health, Safety and Security Manager will provide advice to line managers should health and safety issues arise that cannot be resolved locally after the completion of the DSE assessment form.

6. The Procedure for Completing a DSE Assessment Form

- 6.1 The Trust's DSE Assessment form (Appendix 3) is available on the Trust's intranet.
- 6.2 The employee should complete and discuss this form with their line manager. For new employees, this should normally be within four weeks of starting a new post and should be recorded on their Local Induction checklist. A copy of the assessment form should be sent together with the completed Local Induction checklist to the Workforce and OD Administrator. The assessment form will then be filed with the Local Induction checklist in the employee's personnel file.
- 6.3 Annual assessment forms completed by existing employees only need to be forwarded to OH, PDE or the Health, Safety and Security Manager if a specific issue is identified that cannot be resolved locally.
- 6.4 The line manager must keep a copy for their records.
- 6.5 It is the line manager's responsibility to ensure that any concerns highlighted on the form are addressed within a reasonable time frame.
- 6.6 If the form highlights a case of an adverse health condition the manager should seek the advice of OH.
- 6.7 If the form highlights a matter related to Health and Safety in the use of the DSE which the manager is unable to resolve themselves, they should seek the advice of the Health, Safety and Security Manager.

7. The Procedure for Funding Eye Tests and VDU Use Only Glasses

- 7.1 Habitual DSE users can claim financial support for their eye and eyesight test by contacting OH. They will need to submit the habitual DSE users form to OH (Appendix 1). This must be done in advance of attending the opticians as financial support cannot be claimed retrospectively.
- 7.2 Habitual DSE users can claim this corporate eye care voucher:
 - on commencement of their first role using DSE equipment;
 - two yearly or if the optician decides that additional tests are required. This will only be agreed on an individual basis with OH;
 - more frequently if they are experiencing visual problems which may be reasonably related to VDU use and OH agree that a further eye test is suitable. However OH reserve the right to conduct their own eye test rather than refer to an Optician.
- 7.3 On receipt of a habitual DSE users form which meets criteria detailed in 7.1, OH will issue the employee with a corporate eye-care voucher to take to the Optician chosen by the Trust. This will normally be sent electronically to the

employees eastamb.nhs.uk email address. A record of the claim will be kept in the individual's OH file.

7.4 It is the employees responsibility to contact the Optician (providing the corporate eye care voucher) to book an appointment explaining that they are in receipt of a corporate eye care voucher. This voucher will cover the cost of the eye and eyesight test and a pair of VDU only glasses, should the optician determine that they are **required for VDU only**. If the individual would like to upgrade these glasses, then the additional costs must be born by the individual, not the Trust. Wearers of contact lenses can use the corporate eye care voucher for payment for their eye test.

7.5 Occasional DSE Users are not entitled to claim any financial support for their eye and eye sight test.

8. Other Issues Related to DSE Use

8.1 Care of the VDU only glasses

Where VDU only glasses have been prescribed and costs met or partially met by the Trust via a corporate eye care voucher, it is the employee's responsibility to keep the glasses safe and to ensure they are used at work as required. Employees are expected to take appropriate care for these glasses as it is not the Trust's obligation to provide a spare or replacement pair of VDU only glasses except as outlined in paragraph 7.2 above.

8.2 Pregnancy and DSE usage

According to the HSE, the many scientific studies have now been carried out and taken as a whole, these do not show any link between miscarriages or birth defects and working with DSE, Pregnant employees and their line manager should complete the Maternity Risk Assessment as per the Trust's Maternity Leave Policy. It would also be advisable for the pregnant employee to complete the Trust's DSE assessment form accessible via the PDE to ensure that any risks have been identified and to revisit this form during the pregnancy/upon returning to work if necessary.

8.3 Change of task breaks

The purpose of a break from DSE work is to prevent the onset of fatigue and injury related to repetitive use. To achieve this objective the Trust, managers and employees should incorporate changes of activity during the working day, wherever possible.

There is no prescribed frequency or duration of breaks from DSE work. This needs to be determined by local management and reflected in appropriate policies as required.

Any employee who believes that their DSE workload does not permit adequate breaks should bring this to the attention of management and/or staffside.

Users of DSE are encouraged and will be expected to plan their workload to maximise the opportunities for appropriate change of tasks.

8.4 Laptop Users

Laptops must comply with the DSE regulations where they are in prolonged use (e.g. for periods of one hour or more and on most days). Specific modifications will be required to laptops in prolonged use e.g. use of docking station.

8.5 Working from Home

Where the employee works from home they should complete a DSE assessment form for the area within their home where the DSE will be used. This should be done prior to any planned work being completed in the home and agreed with their line manager. For further information please refer to section 7 of the Homeworking Policy.

8.6 Record Keeping

The following are responsible for maintaining suitable records related to DSE Risk management:

Type of Record	Responsibility of.....
The results of DSE Assessment Forms for new employees	<ol style="list-style-type: none">1. Line manager to keep copy2. Copy to be attached to Local Induction Checklist and sent to Workforce and OD Administrator3. Local Induction Check list and DSE Assessment Form to be filed in personnel file
The actions of DSE Assessment Form for existing employees	Line manager to keep a copy
Completion of DSE E-learning Module	PDEto update employee training record on Oracle Learning Management System
Eye and eyesight tests	OH
The supply of corrective appliances	Line manager and/or OH
Complaints of alleged or actual DSE related ill health	OH and H&S
Action taken in respect of such complaints	OH and H&S

9. Policy Review

9.1 This policy will be reviewed by SPF on three yearly basis, or amended in the light of new employment and/or health and safety legislation and/or relevant case law, or changes to associated Trust policies.

Habitual Display Screen Equipment (DSE) Users Form

On receipt of a satisfactory completed form, OH will normally send you to your home address a **corporate eye care voucher**. This voucher entitles you to a VDU eye and eye sight test and if applicable VDU only glasses. Should you wish to upgrade these glasses, the additional costs must be met by yourself. You should contact the voucher provider to arrange for your VDU eye and eye sight test.

Do not arrange your Optician appointment before you have received your voucher as claims for opticians fees cannot be made retrospectively. You must use the Optician providing the corporate eye care voucher.

Name:	
Job Title:	
Date of Birth:	
Locality:	
Contact phone number:	
Home address:	
Email address (eastamb.nhs.uk only)	

You must attach a copy of your completed DSE Assessment form. This is available from the Learning Development Unit.

My role as a habitual DSE user involves.....	Yes/No
Using DSE equipment for continuous spells of an hour or more as a significant part of my normal work	
Daily use of DSE	
Fast information transfer	
High attention and concentration	
High dependency on DSE	
Little or no choice to use the DSE	
Special skills or training (greater than normal)	

Please continue on next page

Reason for Claim :-

- I have commenced in my first role in the Trust as a habitual DSE user.
Date started in post_____
- my two yearly eye and eyesight test. Date of last claim (if applicable)_____
- as a result of me experiencing visual problems which may be reasonably related to DSE use. Please note these claims must be approved by OH and may not necessarily be supported.

Signature of claimant	
Name of line manager	
Line manager Signature	

**Keep copy and please send original to:
People Asset Management
Milton Keynes Suite,
Suite 5,
Presley Way,
Talon House,
Crownhill,
Milton Keynes,
MK8 0ES**

APPENDIX 2

Trust definition of staff groups defined as Habitual DSE Users. This list will be reviewed in line with the policy by HR Policy Group.

	Habitual DSE Users	Occasional DSE users
Emergency Services	<ul style="list-style-type: none"> • General Managers • Assistant General Managers • Duty Operations Managers • Clinical Operations Managers • Supervisors • Administrators 	<ul style="list-style-type: none"> • ECPs • Paramedics • EMTs • SAPs • ASWs • ECAs • Other operational employees
Support Services (Finance/HR/IM&T etc).	To be defined by local management	To be defined by local management
Distribution and Production	<ul style="list-style-type: none"> • All staff in HEOC • Other staff groups to be defined by local management 	To be defined by local management
Non-emergency services	All Ambulance Liaison and other office staff	Road based staff
Primary Care	To be defined by local management	To be defined by local management

This list is not exhaustive and is for guidance purposes only

Display Screen Equipment (DSE) Assessment

Surname		Forename	
Department		Date	

Under the Health & Safety (Display Screen Equipment) Regulations 1992, the Trust is required to perform a suitable and sufficient assessment of all workstations used by regular computer users. For the purpose of regulations, “users” are those who use computers continuously for an hour or more each day.

This form is designed for self assessment but can also be undertaken in conjunction with your designated DSE co-ordinator, Health and Safety representative who co-ordinates DSE for your team, or line manager. The purpose of the questionnaire is to identify:

- any adjustments required to your workstation to make it suitable for your use
- any health and safety issues relating to your workstation
- any requirements for additional support in setting up your workstation
- any requirements for additional equipment specifically required for you at your workstation

Your line manager has responsibility for ensuring any actions agreed are taken forward. If possible you should try to resolve these at a local level but if further advice or support is required – the completed form should be sent.....

If the issue is specifically due to an **individual’s health** and their usage of DSE equipment, please keep copy and post to Occupational Health (OH).

If the issue raised on the DSE assessment form, cannot be resolved locally, please keep copy and post to Risk Department.

For further reference – please read the Display Screen Equipment (DSE) Policy available on the staff intranet.

If it is identified that you would like more information about setting up your workstation and best practice in DSE – the PDEPDE unit can provide an e-learning module. Please e-mail: lisa.page@eastamb.nhs.uk, who will be able to send you further information but please note you should complete this assessment form before accessing this support.

DSE will also be included in the mandatory workbooks and will provide further supporting information on this subject.

What should I do once the assessment form is completed and any actions resolved?

In line with the Induction Policy, if you are a new employee, please attach a copy of this completed assessment form to your Local Induction Checklist and forward to Wendy Driscoll, Workforce and OD Administator, Chelmsford Locality Office within

the specified timescales. This allows us to monitor compliance of this mandatory requirement.

If you are an existing employee, the assessment form should be filed by your line manager.

A Workstation/Work surface			
		Yes	No
1	Have you arranged your workstation to meet your specific needs		
2	Is there space in front of the keyboard to support your hands and forearms when not typing or using the mouse.		
3	Do you have sufficient legroom to allow a comfortable working position		
4	Is your workstation and surrounding area free from obstructions and hazards		
5	Is the workstation of a suitable size to allow for positioning of equipment and documents		
6	Do you require wrist, forearm or back supports		
7	Do you require a document holder		

B Display Screen			
		Yes	No
1	Is the information displayed on your screen clear, stable and easy to read		
2	Can the brightness and contrast be adjusted easily		
3	Does the monitor swivel and tilt adequately in each direction		
4	Is the height of the screen adjustable		
5	Is the display screen at the comfortable distance from the user (350mm-700mm). Generally arms length.		
6	When looking at the screen are the eyes cast down at an angle (15-20 degrees)		
7	Is the screen clean? It is your responsibility to keep it clean.		

C Keyboard			
		Yes	No
1	Is the keyboard separate from the screen		
2	Can the tilt of the keyboard be altered/adjusted		
3	Are the key symbols easy to read, legible and clean		
4	Does the keyboard have a matt surface to avoid reflected glare		
5	Is the keyboard easy and comfortable to use		

D Work Chair			
		Yes	No
1	Is the chair comfortable, stable and can the height and backrest be adjusted		
2	Is the chair on castors and of a 5-star base configuration		
3	Do you know how to adjust the position of the chair		
4	Can all adjustments be made easily and safely and do they work		

E	Lighting, Reflections and Glare		
		Yes	No
1	Has your equipment been situated to avoid direct glare and reflections		
2	Is the workstation surface and equipment of low reflectance		
3	Is the screen free from reflections and glare		
4	Does the lighting allow you to work comfortably		
5	Are windows fitted with blinds to prevent glare where necessary		

F	Environment, Temperature and Noise		
		Yes	No
1	Is the temperature/humidity maintained at a level that ensures operator comfort		
2	Have all sources of noise been reduced to acceptable levels		

G	Posture		
		Yes	No
1	Can you sit comfortable and easily change your posture		
2	Can you adjust your equipment to a comfortable viewing position		
3	Can you place your feet firmly on the floor		
4	Do you need an adjustable footrest		
5	Do you have any problems concerning visual fatigue, headaches, pins and needles, cramps, pains in neck, arms, wrists, legs or back etc.		

H	Training and Information		
		Yes	No
1	Do you know how to adjust your workstation		
2	Have you received adequate training in how to use the software and DSE equipment		
3	Are you encouraged to take regular breaks from DSE activities		
4	Are you aware that the trust will, in certain circumstances, provide free eye tests for DSE users (using continuously for one hour or more each day)		
5	Have you had an eye test within the last two years		
6	Do you know how to report defects with DSE equipment or your workstation		

I	Other Areas	Yes	No
1	Has the workstation's electrical equipment been tested for electrical safety		
2	Are the workstation electrical leads secured safely to prevent trip hazards		
3	Are there an other issues you wish to raise about your workstation (If Yes, please give further details below)		
Additional Comments:			

ACTION REQUIRED: (to be completed by Line Manager)			
Required Action	Responsible Department	Proposed Close Out Date	Actual Close Out Date
No action required			

Signed by DSE user:	
Print Name:	
Date:	

Signed by Line Manager:	
Print Name:	
Date:	

Follow up required	Yes	No
Follow up comments:		
Signed by DSE user:		
Print Name:		
Date:		

Signed by Line Manager:	
Print Name:	
Date:	

Risk Management only need to be aware of if a specific issue is identified that it is unable to be resolved by line manager. Please send copy to Risk Management

Signed by Risk Management:	
Print Name:	
Date:	
Action required or advice given:	

Occupational Health (OH) only need to be sent a copy if there is a **specific health issue** with individual DSE User completing the form, that cannot be resolved locally.

Signed by OH:	
Print Name:	
Date:	
Action required or advice given:	