

Display Screen Equipment (DSE) and Workstation Assessment Procedure

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Summary of document:

This document provides guidance on the arrangements for managing the use of Display Screen Equipment (DSE) as part of the Health Board's responsibility to staff under Health and Safety Legislation.

Scope:

This procedure is applicable to all Hywel Dda University Health Board (HDdUHB) staff, including Independent Members, volunteers, those seconded into the Organisation or holding honorary contracts, locums and students.

To be read in conjunction with:

[010 - Health and Safety Policy](#) (opens in new link)

[273 – Manual Handling Policy](#) (opens in new link)

[All-Wales Guidance on Working with Display Screen Equipment \(DSE\) Whilst Agile Working and/or Working from Private Premises](#) (opens in new link)

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Glossary of terms:

DSE – Display Screen Equipment

VDU – Visual Display Unit

HDdUHB - Hywel Dda University Health Board

Key points:

This procedure provides guidance on the arrangements for managing the use of Display Screen Equipment (DSE).

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Introduction

This procedure demonstrates a commitment by Hywel Dda University Health Board (HDdUHB) to identify, assess and control the risks associated with display screen equipment (DSE) as required by the Health and Safety (Display Screen Equipment) Regulations 2002 and Sections 2 and 3 of the Health and Safety at Work etc. Act 1974.

This procedure relates to the use of DSE, also known as Visual Display Units (VDUs), when the use of this equipment represents a significant part of daily work. This applies to DSE used in offices, reception areas/interview rooms (where public security issues may also need to be considered), when working in the community, in other employer's workplaces and when agile or home working. It also applies to shared workstations, hot-desks and situations where people regularly use a number of different workstations.

As space within the Health Board becomes increasingly scarce and the concept of shared workstations and/or 'hot-desking' becomes ever more prevalent, there is a growing need for DSE users and their managers to understand the requirements of the DSE Regulations to enable HDdUHB to create a safer, more comfortable environment in which to work.

The overall responsibility for implementing the requirements of this procedure, ensuring resources are available and to ensure that the working arrangements are followed rests with the Chief Executive, but is usually devolved to the line manager.

Scope

This procedure is applicable to all HDdUHB staff, including Independent Members, volunteers, those seconded into the Organisation or holding honorary contracts, locums and students. This procedure relates to all staff whose work requires them to use DSE for the majority of their working day. The DSE Regulations apply only to persons identified as 'users' of DSE. Where it is obvious that an employee uses DSE more or less continuously on a daily basis, they would automatically be considered as a DSE user.

The following definitions should be noted:

- Display Screen Equipment refers to any alpha numeric or graphic display screen regardless of the display process involved. DSE may include personal computers, laptops, tablets, smart phones, film viewers (screening) etc.
- The workstation refers to any type of computer equipment such as a personal computer, laptop, smart-phone, tablet and other items such as, telephone, printer document holder, work chair, work desk, work surface; any optional accessories or other peripheral item to the DSE.

Aim

The aim of this document is to protect employees and others, so far as is reasonably practicable, from the risks associated with DSE. In doing so, this procedure covers the DSE, the workstation, the immediate working environment, equipment, training, individual needs and eyesight tests. This procedure aims to prevent health problems including:

- Musculoskeletal disorders - particularly upper limb disorders;
- Visual and general fatigue;
- Stress and other psychosocial issues,

by encouraging good design of equipment, furniture, the working environment and the organisation of work.

Objectives

The aim of this document will be achieved by the following objectives:

- Define and identify display screen 'users';
- Identify roles and responsibilities;
- Outline training arrangements;
- Introduce the DSE Workstation Checklist;
- Provide information on routes for advice;
- Outline reporting procedures for those employees that are symptomatic;
- Provide details for DSE related eye tests.

Display Screen Users – 'DSE Users'

The DSE Regulations are designed to protect people from the hazards associated with this kind of work which are predominantly those that lead to musculoskeletal problems, visual fatigue and stress. The likelihood of experiencing problems will depend upon the frequency, duration, intensity and pace of spells of continuous use of display screen equipment.

It is therefore inappropriate to make a judgment purely on the amount of time spent on DSE work, but rather to consider all elements of the work done by each individual and then make a judgement, using the following list of criteria which is drawn from the official Guidance on the DSE Regulations:

- The individual depends on the use of display screen equipment to do the job, as alternative means are not readily available for achieving the same results;
- The individual has no discretion as to use or non-use of the display screen equipment;
- The individual needs significant training and/or particular skills in the use of display screen equipment to do the job;
- The individual normally uses display screen equipment for continuous spells of an hour or more at a time;
- The individual uses display screen equipment in this way more or less daily;
- Fast transfer of information between the user and screen is an important requirement of the job;
- The performance requirements of the system demand high levels of concentration by the user, for example, where the consequences of an error may be critical.

DSE Users and Portable Computers

Where DSE users use portable computers e.g. laptops, tablets etc. for significant periods of time these are also covered by the regulations. Specifics relating to portable computers include:

- Where portable computers are used for prolonged periods (i.e. one hour or more) the user must be supplied with a docking station or other equipment that allows the workstation to be set up correctly i.e. separate keyboard and mouse, monitor riser, adjustable chair and suitable working environment.

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- Where possible, a docking station which allows a laptop to be slotted in and used as a full sized workstation should be provided, particularly where work regularly takes place at a particular location.
- Where laptops are used for significant periods in workplaces provided by other employers e.g. on secondment, it is good practice to make advance arrangements to ensure that a suitable working environment is provided including an adjustable chair etc.
- Where work takes place in a variety of locations e.g. mobile workers, the use of a separate keyboard, mouse and monitor riser (or separate screen) may be more practicable.

Roles and Responsibilities

The Chief Executive and the Executive Team are responsible for:

- The implementation of this procedure and ensuring that all employees are familiar with its contents, insofar as it is relevant to their role and responsibilities;
- The allocation of sufficient resources to effectively manage risks associated with display screen equipment.

Directors and Assistant Directors are responsible for:

- Ensuring arrangements are in place to bring this procedure and any revisions to the notice of all employees within their areas of responsibility and others who may be affected;
- Ensuring that managers receive sufficient training to undertake their role;
- Ensuring that risk assessments take place when introducing new information technology;
- Ensuring that the resources required to implement this procedure are made available;
- Ensuring that procedures are put in place for the control of risks associated with display screen equipment.

Working arrangements for All Managers and All Employees:

THE MANAGER:	THE EMPLOYEE:
<p>Has overall responsibility for the workstation assessment regardless of who carries out or contributes to the assessment.</p> <p>The Manager will ensure that all employees who may be exposed to the risks associated with DSE complete a workstation assessment. (Jointly with the employee if required). The assessment should be undertaken using the DSE Workstation Checklist which can be found in Appendix 1.</p>	<p>Will complete a workstation self-assessment. This can be independently or jointly with the manager.</p> <p>The assessment should be undertaken using the DSE Workstation Checklist which can be found in Appendix 1.</p>
<p>Will ensure that accurate records of workstation assessments are maintained for all of their employees who use DSE.</p>	<p>Will retain copies of their own workstation assessment(s).</p>

<p>Will ensure that any equipment needs and/or appropriate control measures identified by the workstation assessment are implemented so far as is reasonably practicable.</p> <p>The completed DSE Workstation Checklist should be submitted with any request for funding for equipment etc. (For information on routes for advice, please see Section ‘Routes for Advice’).</p>	<p>Will comply with the advice given regarding workstation use.</p> <p>Will provide a completed DSE Workstation Checklist for submission with any bid for funding for equipment etc.</p> <p>(For information on routes for advice, please see Section ‘Routes for Advice’).</p>
<p>Will identify those employees that fall within the definition of ‘DSE Users’ and ensure that they undertake the DSE E-Learning training module via ESR (See Section ‘DSE Training’). This is automatically a mandatory module for all Admin and Clerical roles, however, the module is available to all employees and those that fall within the definition should be directed to the module.</p>	<p>Will complete the mandatory training DSE E-Learning module if identified as a ‘DSE User’. (This will be automatic if in an Admin or Clerical role or as identified by the line manager or the employee themselves).</p>
<p>Will ensure that any assessment is updated once the required actions have been completed (if undertaken jointly).</p>	<p>Will ensure that any assessment is updated once the required actions have been completed (if undertaken independently).</p>
<p>Will ensure that workstation assessments are reviewed if there are any changes in the work method or the working environment, including planned relocation changes or individual circumstances.</p>	<p>Will ensure that workstation assessments are reviewed if there are any changes in the work method or the working environment, including planned relocation changes or individual circumstances.</p>
<p>Will ensure that a management referral to Occupational Health/GP is arranged if employees are symptomatic. For information on symptom reporting, see Section ‘Symptom Reporting’.</p>	<p>Must report any concerns to their manager as soon as possible, including any difficulties, discomfort or health issues that may be associated with the use of display screen equipment*.</p>

*It is particularly important for employees to report any health concerns that may be associated with DSE or any adjustment which may need to be considered due to a disability (e.g. Dyslexia, upper limb disorder) that may affect their use of DSE.

Regular use of more than one Workstation

Where an employee uses more than one workstation on a regular basis, their workstation assessment should include all the workstations where they normally work. This may occur where someone is responsible for more than one site. If the employee requires a reasonable adjustment at one workstation, the other workstation should comply with the same standard.

Shared Workstations

Where workstations are specifically used by a small number of people, the workstation should be designed to meet the requirements of those who normally work there as indicated by individual

workstation assessments e.g. provision of an adjustable monitor riser if the workstation is shared by people who differ in height.

Hot-Desks

Where workstations are available to any member of a mobile team or work group, they should be designed to meet the requirements all potential users by being fully adjustable.

Agile / Hybrid Working and Working from Private Premises

Satisfactory workstation arrangements should be in place for all agile/hybrid working, home working and work in private premises following a self-assessment process, whether on an occasional or permanent basis. Please refer to the All-Wales Guidance on Working with Display Screen Equipment (DSE) Whilst Agile Working and/or Working from Private Premises (HDdUHB version) on the Health, Safety and Security Department intranet page.

DSE Training

The DSE Regulations stipulate that all employees identified as DSE Users should receive information, instruction, and training to help them identify risks and observe safe work practices, including the analysis of workstations to assess and reduce risks.

HDdUHB has introduced an E-Learning training module available via the ESR learning portal entitled 000 NHS Wales - Display Screen Equipment (DSE). As taken from the learning portal: *'The aim of the module is to provide awareness of the regulations, correct set up of workstation & safe working practice when using display screen equipment. The module will also assist with identifying any issues and will give information on what can be done to provide a more comfortable and productive way of working with DSE'*.

This E-Learning module is automatically a mandatory training module for all employees in the staff group 'Administrative and Clerical' as per ESR. The module is also now undertaken as part of the corporate induction for those new employees entering HDdUHB into administrative and clerical roles.

It should be noted though that there are some sectors of the workforce, such as patient care providers, who regularly use DSE but who may not strictly fit within the regulatory definition as DSE users. This does not mean however that they would not benefit from the course. Note: Patient care providers are required to attend mandatory patient manual handling training, and this incorporates a section on the use of DSE.

The training module will remain available via the ESR learning portal for anyone to undertake, regardless of whether or not it has been assigned to them as a mandatory module and all managers are encouraged to promote the utilisation of the course.

Routes for Advice

There are three main routes for advice for managers and/or employees following the completion of a DSE Workstation Checklist. A flowchart can be found on below under [‘Routes for Advice Flowchart’](#):

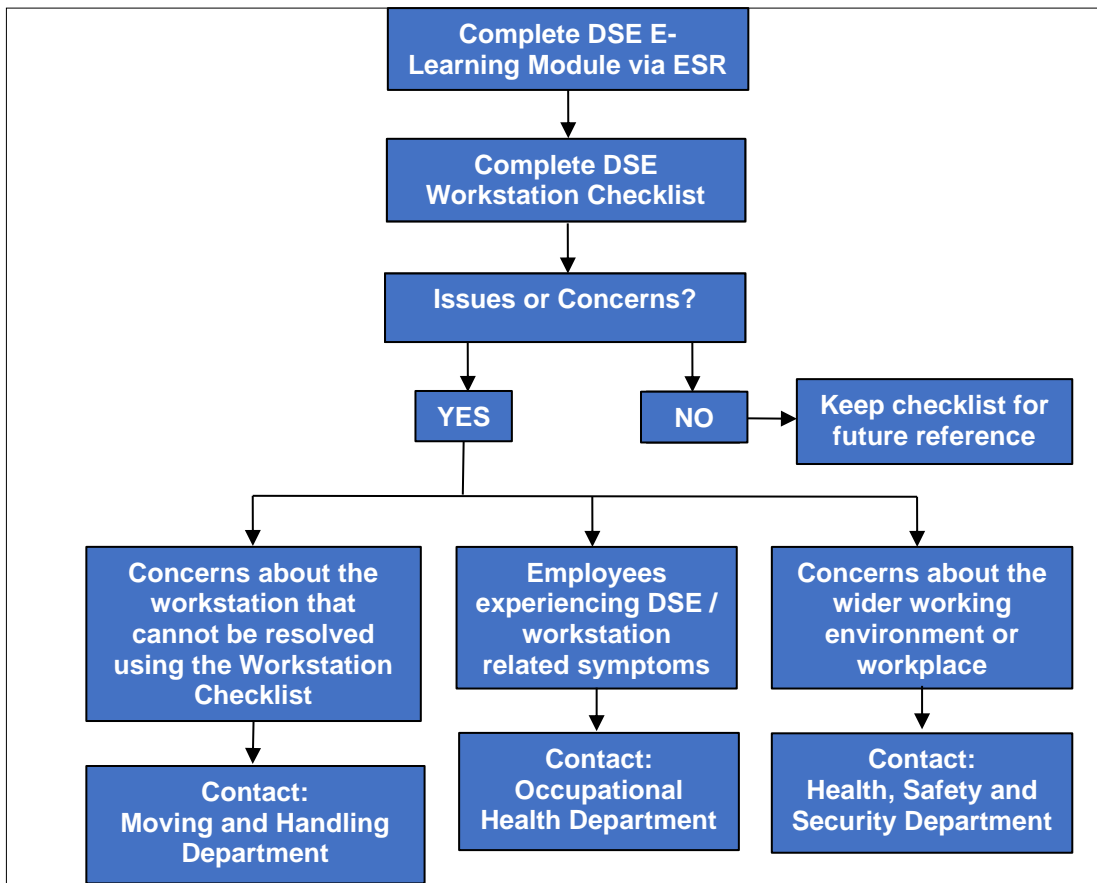
- For general advice for employees with concerns about workstation setup, adjustments and equipment that cannot be resolved using the DSE Workstation Checklist, please contact your local Moving and Handling Department.
- For general or specific advice for symptomatic employees, please contact your local Occupational Health Department. For further information on symptom reporting, please see Section [‘Symptom Reporting’](#).
- For advice on the wider working environment or workplace concerns, please contact a member of the Health, Safety and Security Department.

Please ensure that the DSE Workstation Checklist which can be found in [Appendix 1](#) is completed prior to contacting the relevant department for advice.

Contact numbers:

	<u>Carmarthenshire</u>	<u>Ceredigion</u>	<u>Pembrokeshire</u>
Moving & Handling	0300 303 6138	01822 5947	01720 3831
Occupational Health	0300 303 9674		
Health, Safety and Security	Please refer to the Health, Safety and Security Department intranet homepage		

Routes for advice flowchart:



Symptom Reporting

Managers should arrange for a follow-up assessment to be carried out where there is any report of:

- Backache
- Tired eyes/headache
- Aches or pains in hands of arms
- Discomfort whilst using the workstation
- Impairment of grip or movement of fingers or other joints.
- Other health issues that may be affected by DSE work such as a disability.

Referrals should be made to the Occupational Health Department using the Management Referral Form.

Eyesight Tests for DSE Users

HDdUHB has established a Corporate Eyewear Scheme with a national provider. The scheme ensures that HDdUHB meets its legal requirements whilst offering a benefit that many employees will hopefully value highly as part of the employee benefits scheme.

For those employees that meet the criteria of a 'DSE User' as per Section ['Display Screen Users – DSE Users'](#), the provider will provide the following benefits:

- A full eye examination.
- £20 discount off glasses from the £99 range and above.
- In addition to the above, when the prescription in the spectacles is required specifically and solely for intermediate use, you will receive a pair of single vision glasses from the £49 range or a £49 contribution towards another pair.

Please note that not everyone will be eligible for the £49 contribution, it does not give a contribution for spectacles which, as well as VDU use, could also be used for additional tasks such as reading or driving even if this is not their recommended use.

In order to apply for a Specsavers Eye Care Voucher please follow the below process;

- Complete the 'Specsavers Eye Care Voucher application form'.
- The application form will be sent to your line manager (via MS Teams notification and Email) so they can confirm you are a DSE user.
- Once the line manager has confirmed this, the Culture and Workforce Experience team will be notified and will create the voucher.
- Your voucher will be emailed to you from Specsavers using the email address you input on the application form.

Should employees wish to use an alternative optometric practice then they are able to reclaim the sum of £17. The process for this is:

- Print off a 'General Eye Care Application Form'
- Before using, ensure that your form has been signed by the manager who would normally sign off your expenses
- Take the form into any optometric practice for them to complete.
- Once signed by the Optometrist the form should be used as a receipt to claim back £17 via e-expenses (as approved by your manager).

Eye care vouchers can only be provided every two years.

Legislation and Relevant Law

The following reference sources and relevant law have been used in the compilation of this Display Screen Equipment (DSE) & Workstation Assessment Procedure:

- L26 (2nd Ed), Work with Display Screen Equipment: Health and Safety (Display Screen Equipment) Regulations 1992, Guidance on Regulations, HSE, 2003.
- INDG36 (rev4), Working with Display Screen Equipment (DSE), A brief guide, HSE Guidance, 2013.
- Health and Safety (Display Screen Equipment) Regulations 2002;
- Sections 2 and 3 of the Health and Safety at Work etc. Act 1974;
- Workplace (Health Safety and Welfare) Regulations 1992;
- Equality Act (2010).

Further information is available on the HSE website: <http://www.hse.gov.uk/msd/dse/index.htm> (opens in new tab).

Appendix 1 – DSE Workstation Checklist


Display Screen Equipment (DSE) Workstation Checklist

Workstation location and number (if applicable):	
User:	
Checklist completed by:	
Assessment checked by:	
Any further action needed:	
Follow-up action completed on:	


By completing and sharing this checklist with your manager, you consent to its electronic storage by, and sharing with, relevant departments such as Manual Handling, Occupational Health and/or Health & Safety. If you do not consent to this information being shared, please make this clear on the form. Specialist advice entered on this form about your workstation will also be shared with your manager.	Signature:	Date:
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The following checklist can be used to help you complete a risk assessment and comply with the Health and Safety (Display Screen Equipment) Regulations. The questions and 'Things to consider' in the checklist cover the regulatory requirements. Work through the checklist, ticking either the 'Yes' or 'No' column against each risk factor:





- 'Yes' answers will require no further action;
- 'No' answers will require investigation and/or remedial action by yourself or your line manager. The manager should record their decisions in the 'Action to take' column;
- The 'Professional Use Only' column should be left blank by the employee/line manager and will be used by a professional should any further intervention be required.

Risk factors	Tick answer		Things to consider	Action to take	Professional Use Only
	Yes	No			
1 Furniture					
Is the work surface large enough for all the necessary equipment, papers etc.? 			Create more room by moving printers, reference materials etc. elsewhere. If necessary, consider providing new power and telecoms sockets, so equipment can be moved. There should be some scope for flexible rearrangement.		


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<p>Can the user comfortably reach all the equipment and papers they need to use?</p>			<p>Rearrange equipment, papers etc. to bring frequently used things within easy reach. A document holder may be needed, positioned to minimise uncomfortable head and eye movements.</p>		
<p>Are surfaces free from glare and reflection?</p>			<p>Consider mats or blotters to reduce reflections and glare.</p>		
<p>Is the chair suitable? Does the chair have a working: Seat back height and tilt adjustment? Seat height adjustment? Swivel mechanism? Castors or glides?</p>			<p>The chair may need repairing or replacing if the user is uncomfortable or cannot use the adjustment mechanisms.</p>		
<p>Is the chair adjusted correctly?</p> 					
<p>Is the small of the back supported by the chair's backrest?</p>			<p>The user should have a straight back, supported by the chair, with relaxed shoulders.</p>		

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Are forearms horizontal and eyes at roughly the same height as the top of the VDU?			Adjust the chair height to get the user's arms in the right position, then adjust the VDU height, if necessary.		
Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?			If not, a footrest may be needed.		
2 Keyboards					
Is the keyboard separate from the screen?			This is a requirement unless the task makes it impracticable (e.g. where there is a need to use a portable).		
Does the keyboard tilt?			Tilt need not be built in.		
<p>Is it possible to find a comfortable keying position?</p>    			<p>Try pushing the display screen further back to create more room for the keyboard, hands, and wrists.</p> <p>Users of thick, raised keyboards may need a wrist rest.</p>		
Does the user have good keyboard technique?			<p>Training can be used to prevent:</p> <ul style="list-style-type: none"> Hands bent up at the wrist; Hitting the keys too hard; Overstretching the fingers. 		



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Are the characters clear and readable?			Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing. Use a keyboard with a matt finish to reduce glare and/or reflection.		
3 Mouse, trackball etc.					
Is the device suitable for the tasks it is used for?			If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).		
<p>Is the device positioned close to the user?</p> 			<p>Most devices are best placed as close as possible, e.g. right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> Prevent arm overreaching; Tell users not to leave their hand on the device when it is not being used; Encourage a relaxed arm and straight wrist. 		
Is there support for the device user's wrist and forearm?			Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help. The user should be able to find a comfortable working position with the device.		
Does the device work smoothly at a speed that suits the user?			See if cleaning is required (e.g. of mouse ball and rollers). Check the work surface is suitable. A mouse mat may be needed.		


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Are the characters clear and readable?					
Can the user easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.		
4 Display screens					
Are the characters clear and readable?			Make sure the screen is clean and cleaning materials are available. Check that the text and background colours work well together.		
Is the text size comfortable to read?			Software settings may need adjusting to change text size.		
Is the image stable, i.e. free of flicker and jitter?			Try using different screen colours to reduce flicker, e.g. darker background, and lighter text. If there are still problems, get the set-up checked, e.g. by the equipment supplier		
Is the screen's specification suitable for its intended use?			For example, intensive graphic work or work requiring fine attention to small details may require large display screens.		
Are the brightness and/or contrast adjustable?			Separate adjustment controls are not essential, provided the user can read the screen easily at all times.		
Does the screen have height adjustability?			Screen should be adjusted to suit user height, with eyes approximately in line with top of screen, so that neutral neck posture can be maintained.		
Does the screen swivel and tilt?			Swivel and tilt need not be built in; you can add a swivel and tilt mechanism. However, you may need to replace the screen if: swivel/tilt is absent or unsatisfactory;		

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			<p>work is intensive; and/or the user has problems getting the screen to a comfortable position.</p>		
<p>Is the screen free from glare and reflections?</p> 			<p>Use a mirror placed in front of the screen to check where reflections are coming from.</p> <p>You might need to move the screen or even the desk and/or shield the screen from the source of reflections. Screens that use dark characters on a light background are less prone to glare and reflections.</p>		
<p>Are adjustable window coverings provided and in adequate condition?</p>			<p>Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones. If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.</p>		
5 Software					
<p>Is the software suitable for the task?</p>			<p>Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.</p>		
6 Environment					
<p>Is there enough room to change position and vary movement?</p>			<p>Space is needed to move, stretch and fidget. Consider reorganising the office layout and check for obstructions.</p>		

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			Cables should be tidy and not a trip or snag hazard.		
Is the lighting suitable, e.g., not too bright or too dim to work comfortably? 			Users should be able to control light levels, e.g. by adjusting window blinds or light switches. Consider shading or repositioning light sources or providing local lighting, e.g. desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).		
Does the air feel comfortable?			VDUs and other equipment may dry the air. Circulate fresh air if possible. Plants may help. Consider a humidifier if discomfort is severe.		
Are levels of heat comfortable?			Can heating be better controlled? More ventilation or air-conditioning may be required if there is a lot of electronic equipment in the room. Or can users be moved away from the heat source?		
Are levels of noise comfortable?			Consider moving sources of noise, e.g. printers, away from the user. If not, consider soundproofing.		
7 Final questions to users...					
Have you experienced any discomfort or other symptoms which you can attribute to working with the DSE?					
Have you been advised of your possible entitlement to eye and eyesight testing?					
Do you take regular breaks working away from VDUs?					