



**Shropshire, Telford
and Wrekin**
Clinical Commissioning Group

Display Screen Equipment Policy

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www.shropshiretelfordandwrekinccg.nhs.uk

Printed copies or those saved electronically must be checked to ensure they match the current online version.

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1 Introduction

The main risks that may arise from working with Display Screen Equipment (DSE) are musculoskeletal disorders such as back pain or upper limb disorders (sometimes known as repetitive strain injury or RSI), visual fatigue, and mental stress. While the risks to individual users are often low, they can still be significant if good practice is not followed. DSE workers are also so numerous that the amount of ill health associated with this type of work activity is significant and tackling it is important.

The Health and Safety (Display Screen Equipment) Regulations 1992 requires an analysis of workstations for the purpose of assessing risks. In particular, the risks of musculoskeletal discomfort, visual disturbance and mental stress should be assessed. Any risks highlighted must be rectified as far as is reasonably practicable at the earliest opportunity.

Many employees use Display Screen Equipment (DSE) as part of their work. In order to comply with current Health and Safety law NHS Shropshire Telford and Wrekin CCG (STW CCG) have compiled a procedural document to ensure that staff are not subjected to unacceptable levels of risk to their health or safety when using DSE.

2 Purpose

Staff who use DSE may be at risk of developing adverse health effects if their workstation is not set up correctly and if they are unaware of how adverse health effects are caused. The Health and Safety (Display Screen Equipment) Regulations 1992 place duties on employers to ensure that risks to health and safety from DSE use are controlled and that employees are aware of the potential risks to their health and safety from DSE use, together with the actions they can take to reduce these risks.

All employees have the right not to be harmed by their work activities. This extends to the use of DSE. The CCG will therefore take action to prevent adverse health risks to any employee using DSE as part of their work, and to inform and train them as appropriate.

An employee will generally be classified as a 'User' if:

- They depend on the use of display screen equipment to do their job as alternative means are not readily available for achieving the same results;
- They have no discretion as to whether they use display screen equipment;
- They need significant training and/or particular skills in the use of display screen equipment to do the job;
- They more or less uses display screen equipment daily for continuous spells of an hour or more at a time. (Continuous spells should include short breaks of 5 to 10 minutes away from the screen every hour);
- The fast transfer of information between the 'User' and the screen is an important requirement of the job;

- The performance requirements of the system demand high levels of attention and concentration by the 'User', for example where the consequences of error may be critical.

Workstation means; an assembly comprising:

- display screen equipment (whether provided with software determining the interface between the equipment and its operator or user, a keyboard or any other input device);
- any optional accessories to the display screen equipment;
- any disk drive, telephone, printer, document holder, work chair, work desk; work surface or other peripheral items to the display screen equipment, and
- the immediate work environment around the display screen equipment.

Lap Top Computers; for the purposes of this procedure, laptop computers fall within the scope of this policy where they are used for more than 2 hours at a time.

3 Responsibilities

This procedure applies to all employees who use DSE as part of their work and employees of partner agencies whose employees use the CCGs' DSE.

3.1 The Accountable Officer

The Accountable Officer has overall accountability and responsibility for all matters involving health, safety, welfare and fire appertaining to STW CCG; it is also the responsibility of all Heads of Service and Managers to manage health and safety issues within their functional area.

3.2 Executive Directors and Deputy Directors

Overall and final responsibility for health and safety performance, and legal compliance lies with the Executive Team who will receive and review regular reports on progress.

3.3 Specialist Staff

The Accountable Officer will act as the 'competent person' as defined in the Management of Health and Safety at Work Regulations 1999, in all matters of health and safety that directly affects STW CCG and its employees. This includes DSE.

Health and Safety (Fire) and Security Officer (MLCSU)

The MLCSU Health Safety (Fire) & Security Officer will support as a 'competent person' as defined in the Management of Health and Safety at Work Regulations 1999, in all matters of health and safety that directly affects STW CCG and its employees. This includes DSE.

The Health Safety Fire & Security Officer will carry out DSE assessments for staff where required & offer advice & guidance.

3.4 Line Managers

Line Managers have responsibility for:

- Implementing this procedure throughout their areas of control;
- Ensuring that DSE Assessments are carried out on each workstation and are to include the display screen equipment, furniture and the working environment;
- Where health and safety issues have been highlighted in the DSE Assessment, managers are to ensure that appropriate remedial action is taken to reduce any identified risks;
- Liaising with Occupational Health and Human resources where there are specific issues making this necessary e.g. pre-existing relevant medical conditions, return to work;
- Maintaining records of all DSE self-assessments and risk assessments;
- Managers are to encourage the early reporting by user(s) of any symptoms which may be related to display screen work, e.g. with posture or vision;
- In circumstances where an injury/ill health associated with DSE use is identified, managers are to ensure that an incident report/accident report is completed;
- Display Screen Equipment Assessments will be reviewed annually in conjunction with the user(s), or earlier if circumstances change, as above;
- Planning the activities of the user(s) so that short/frequent breaks are taken to prevent intensive periods of on-screen activity.

3.5 All Staff

As an identified User, individual employees must co –operate with management to reduce the risk of injury from the use of DSE, and:

- Co-operation with the completion of the workstation DSE assessment and all measures/training given to promote safe working practice;
- Using equipment in the intended manner, ensuring they are comfortable as possible at their workstation;
- Adopting the advice of their line manager to plan work ensuring changes in activity within the working day to prevent intensive periods of on-screen activity;
- Using any corrective glasses prescribed specifically for working with DSE;
- Employees must inform their line manager immediately if they experience any problems or ill health which could affect their capability to work with DSE;

All Staff are responsible for keeping themselves informed and up to date about changes to the procedural documents, particularly procedure changes. This information will be provided via e-mail, intranet, staff meetings and professional forums.

3.6 Committees and Groups

Health and safety performance (including DSE) will be measured by the MLSCU Health & Safety Officer and reported back to the Audit Committee on a quarterly basis by:

- Monitoring corporate performance standards.
- Regular auditing and undertaking inspections.
- Accident/incident reporting and investigation.

4 Procedures / Processes

4.1 Workstation Assessments

Line managers are responsible for ensuring a suitable and sufficient assessment of each workstation is carried out by all their staff taking into account all aspects of the working environment. The first stage of the risk assessment requires any employee who uses DSE as part of their work, to complete the DSE (Level 1) self – assessment. This should be completed at induction for new employees. All employees should review their self – assessment annually, or when there are significant changes to their workstation. All Workers should also complete the ESR on-line training package.

A copy of the DSE Self – Assessment document can be found at Appendix 1.

Workstation DSE Assessments should be repeated/reviewed where there is:

- a change in the display screen worker population;
- a change in the individual's capabilities;
- a major change to the software used;
- a major change to the display screen equipment or furniture, including remedial work;
- a change in workstation location;
- a substantial increase in the amount of time required to be spent using display screen equipment;
- modification to the lighting;
- if requested by the user;

The findings should be recorded in written form or in some other retrievable manner. All necessary steps will be taken to remedy any risks highlighted as a result of the risk assessment. Further assistance and guidance on workstation assessments can be requested from the Health and Safety Officer.

A workstation DSE assessment should also be undertaken for all DSE users using laptops and for agile workers.

Completed signed assessment forms should be held by both the employee and their line manager.

Guidance on the minimum requirements for workstations can be found at appendix 2.

4.2 Breaks

The key purpose of a break from working with DSE is to prevent the onset of fatigue. To achieve, the CCG will endeavour to incorporate changes of activity into the working day. There is no prescribed frequency or duration of breaks from DSE work. Where possible, users will be given discretion to decide the timing and extent of off-screen tasks. Any employee who believes that their DSE workload does not permit adequate breaks should bring this to the attention of their line manager. The work break in the context of DSE means a break in the DSE work routine; for example, sorting paperwork, going to a printer, etc.

Users of DSE are encouraged, and will be expected, to take opportunities for breaks in their work routine.

General guidance on breaks:

- Breaks should be taken before the onset of fatigue when performance is at a maximum and before productivity suffers. The timing of the break is more important than its length.
- Breaks or changes of activity should be included in working time. They should reduce the workload at the screen; that is, having been introduced they should not result in a higher pace or intensity of work to compensate for the time taken for the break.
- Short, frequent breaks of routine are more satisfactory than occasional, longer breaks; for example, a 5–10-minute break after 50–60 minutes continuous screen and/or keyboard work is likely to be more beneficial than a 15 minute break every 2 hours.
- If possible, work routine and rest breaks should be taken away from the screen/workstation.
- It appears, from research evidence, that informal breaks, that is time spent not viewing the screen (for example, on other tasks), are more effective in relieving visual fatigue than formal rest breaks.
- Wherever practicable, users should be allowed some discretion as to how they carry out tasks; individual control over the nature and pace of work allows optimal distribution of effort over the working day.

4.3 Eyesight Tests

Staff expected to use DSE as the main element of their day to day work should be encouraged to have an eye and eyesight test. It is recommended that staff have an eye test every two years unless advised by an Optometrist.

Free eye test vouchers are often available for NHS Staff. In the first instance please check the Health Service Discounts website (www.healthservicediscounts.com) for current offers. Specsavers, Vision Express and Boots may also have offers, so please check out their websites too. Only if staff are unable to access a free eye test voucher will the CCG then refund the cost (to a maximum of £25). This can be claimed via the expenses system.

STW CCG will contribute towards the costs involved (to a maximum of £60) where the change of lenses or new glasses (or lenses and frames combined) are required to correct vision defects at the viewing distances or distances used specifically for DSE work concerned. The CCG will require the Optometrist to provide written confirmation of this fact and for the breakdown of the associated costs.

The CCG will cover the costs for spectacles from a standard range only. If an employee wishes to select a pair of more expensive glasses, they will be responsible for the difference in cost.

A copy of the Optometrist form can be found at Appendix 3

Contact lenses are considered by the Association of Optometrists as being 'very suitable' for DSE users. However, contact lenses correct specific vision problems so wearers may need single lens glasses in addition to or instead of contact lenses to operate their display screens.

4.4 Use of Laptops (Also Tablets & Mobile Devices)

As in many organisations, the use of laptops is increasing, with staff working in variety of locations, including at home, few of which may have been designed and planned for display screen work. It should be recognised that laptops should not be used when there is a realistic alternative. Laptops are not designed for prolonged use. Their smaller design makes them far less comfortable to use than conventional equipment and their portable nature means they are frequently used in non-user-friendly environments, e.g. hotel rooms and trains, where it is difficult to adopt a comfortable working position. On trains etc. use should be kept to a minimum or eliminated altogether wherever possible.

If a laptop is used for long periods of time it will be classed as an item of DSE. If a laptop is used for prolonged periods, an attempt should be made to find a sensible compromise that retains the benefits of mobile working but removes the risk of causing harm to staff.

For prolonged use of a laptop in a fixed location such as an office where the user is constantly present and using the laptop, the provision of 'docking stations' or laptop risers should be considered because these enable full size, good quality display screens and full size keyboards and mouse to be used.

Such an arrangement allows the laptop to be used as a portable device in the normal way; but, when in the office, the laptop user has access to a full size keyboard and screen, using only the laptop's processor and disc drive, and effectively turning the laptop into a fixed workstation. This will offer the user the flexibility inherent in using a laptop but remove problems that can occur such as back, shoulder, neck and wrist pains.

Also see Guidance Document on the Safe Use of Laptops at Appendix 4.

The use of other types of equipment such as tablets or mobile devices is becoming increasingly prevalent; these appliances are designed for work of a short duration and should not be used in preference to a desk top computer set up.

Also see Guidance Document on the Safe Use of Tablets and Mobile Devices at Appendix 5

4.5 Environment and Workstations

4.5.1 Homeworking

Designated permanent home workers are subject to the DSE Regulations regardless of whether the workstation is supplied by the CCG. Home-based DSE users will require a risk assessment of their home workstation in addition to any workstations used whilst working on CCG premises.

The Agile working self assessment form is available at Appendix 2

4.5.2 Additional Monitors/Screens

It is becoming more common place these days for a standard desk top computer to have attached to it a primary and a secondary monitor. If this is the case in your DSE set up then the secondary monitor should be set in line with the primary one to enable ease of viewing and the same considerations i.e. re glare and flicker etc. applied.

4.5.3 Shared Workstations

In some work areas a workstation may be used by more than one person. Where this occurs, a workstation risk assessment must be conducted for each person using it.

The range of adjustments must meet the needs of each member of staff e.g. the chair must have a sufficient range in height adjustment for each user. In addition, a shorter user may need a footrest which may not be necessary for a taller person using the same equipment.

5 Related Documents

The Display Screen Equipment Policy is supported by a number of other operational policies/procedures that provide more detailed guidance on certain aspects of health and safety. These documents do not supersede this policy but should be read in conjunction with it. These documents are all available on the CCG Staff intranet.

A list of supporting policies/procedures are:

- Fire Safety Policy
- Health and Safety Policy
- First Aid Policy
- Health and Wellbeing Management Policy
- Accident & Incident Reporting Procedure
- Lone Working Policy
- Office Safety Procedure
- Security Policy
- Agile Working Policy

6 Dissemination

These guidelines will be disseminated by the following methods:

- Directors – to disseminate within their areas
- Staff - via News Flash bulletin / article
- Published to the Website
- Awareness raising by the Health Safety Fire & Security Officer

7 Advice and Training

7.1 Advice

Information including guidance leaflets, and advice on the scope of training can be obtained from the HSE website:

<http://www.hse.gov.uk/msd/dse/>

Contact details

Mark Jump Health & Safety (Fire) and Security Manager – 07771996217

Sarah Hunter – Health and Safety (Fire) and Security Officer – 07919303749

7.2 Training

The CCG will provide information and training for all staff that use DSE. This shall include statutory requirements, the employee's role in the recognition of hazard and risks, the need to take regular breaks, employees' contribution to assessments, set up of the workstation, their ergonomic use of DSE to facilitate good posture and personal comfort, and their obligation to report any health concerns to their manager. The ESR DSE training package is available and mandatory to all CCG staff and must be completed annually .

8 Review and Compliance Monitoring

8.1 Review

The Audit Committee has responsibility for ensuring that health and safety performance is reviewed and will ensure that regular progress reports are presented to the Governing Body.

8.2 Compliance Monitoring

The Audit Committee has responsibility for monitoring the effectiveness of the Display Screen Equipment Policy and will ensure that regular progress reports are presented to the Governing Body.

9 Fraud Bribery and Corruption

- 9.1** Unfortunately fraud, bribery and corruption, as well as theft, does occur throughout the NHS, and as such all NHS employees have a duty to ensure that public funds are protected. The CCG is committed to reducing the level of fraud, bribery and corruption (economic crime) within the NHS to an absolute minimum and keeping it at that level, freeing up public resources for better patient care.
- 9.2** If an employee, manager or volunteer suspects that there has been a potential act of fraud, bribery or corruption against the CCG or the wider NHS, or has seen any suspicious acts or events, they must report the matter to the CCG's Counter Fraud Team (contact details can be found on the CCG's public website) or report the matter to the NHS Fraud and Corruption Reporting Line on 0800 028 4060. Alternatively reports can be made through the online reporting tool at <https://cfa.nhs.uk/reportfraud>. Further advice on counter fraud issues is available from the Executive Director of Finance, Deputy Executive Director of Finance/Fraud Champion and the CCG's Counter Fraud Team.

CCG Counter Fraud Contact details:

Paul Westwood (Heads CW Audit's Counter Fraud Team and is the CCG's nominated Local Counter Fraud Specialist)

Tel: 07545 502400

Email: paul.westwood@cwaudit.org.uk

Email: pwestwood@nhs.net (secure)

10 Counter Fraud

- 10.1** This policy should be read in conjunction with the CCG's policies covering counter fraud, bribery and corruption which can be found on the CCG's website (www.shropshiretelfordandwrekinccg.nhs.uk) or you can contact a member of the Team who will be able to supply a copy.

11 References

- Health and Safety at Work, etc. Act 1974;
- The Management of Health and Safety at Work Regulations 1999;
- Display Screen Equipment Regulations 1992 (as amended 2002);
- Workplace Health, Safety and Welfare Regulations 1992;
- Provision and Use of Workplace Equipment Regulations 1998;

12 Glossary

Term / Abbreviation	Explanation / Definition
DSE	Display Screen Equipment - means any alphanumeric or graphic display screen, regardless of the display process involved.
User	A 'User' is an employee who habitually uses display screen equipment as a significant part of normal work.
RSI	Repetitive Strain Injury
Self Assessment Checklist	document completed by any employee who uses DSE as part of their work. This is designed to highlight any potential risk from their workstation.
HSE	Health and Safety Executive

Appendix 1

DSE WORKSTATION, SELF - ASSESSMENT

(In accordance with the Display Screen Equipment Regulations and the Management of Health and Safety at Work Regulations)

User's name	
Office location	
Date of assessment	

Location/position of workstation:

Please complete the attached checklist which is designed to enable you to carry out a self-assessment of your own workstation. Your views are essential in order to enable us to achieve our objective of ensuring your comfort and safety at work. Please tick the answer that best describes your opinion, for each of the questions listed.

Declaration by user

I, the user of this display screen workstation, confirm that I have undertaken this self-assessment of my workstation and that:

- The responses recorded on this form are correct; and
- I understand that I should report any health concerns that I may have in connection with the use of my workstation to my line manager at the earliest possible opportunity

I understand that the information provided by me on this questionnaire will be treated in the strictest confidence and will not be released without my consent to any unauthorised person.

Signature of user		Date
Signature of line		Date

Copy to be held by both individual and line manager.

DSE WORKSTATION, SELF - ASSESSMENT

DISPLAY SCREEN EQUIPMENT		Yes	No
1	Is the screen or document holder positioned in front of you?		
2	Are the Characters legible?		
3	Are the brightness and/or contrast controls adjustable?		
4	Does the screen swivel and tilt?		
5	Is the image free of flicker and movement?		
6	Is the screen free from distracting glare and reflections?		
7	Is the screen cleaned regularly?		
KEYBOARD			
8	Is the keyboard directly in front of you?		
9	Are the characters on the keys legible?		
10	Can the keyboard be tilted?		
11	Is there enough space to rest your hands in front of the keyboard?		
12	When using the keyboard are your arms parallel to the floor?		
MOUSE			
13	Is the mouse positioned within easy reach?		
14	Can you use the mouse properly and comfortably?		
15	Is there room on the work surface for forearm and wrist support?		
WORKTOP / SURFACE			
16	Is your work surface stable and free from distracting reflections?		
17	Is there space on the work surface for all the equipment?		
18	Is there sufficient leg room under the work surface?		
19	Is any document holder set at the same level and distance as the screen?		
WORK CHAIR			
20	Is the chair comfortable and stable?		
21	Is the seat height adjustable?		
22	Is the back-rest height and angle adjustable?		
23	Does the chair have five free-moving castors?		
24	Can all adjustments be made easily and safely from a seated position?		
25	When seated do your feet fully reach the floor?		
26	Is a footrest provided if needed?		
27	Is there sufficient space at and around the workstation?		
28	Is your workspace clear from trailing cables etc.?		
LIGHTING			
29	Does the natural or artificial light enable you to view the screen clearly?		
30	Have adequate window blinds been provided where required?		
31	Is the lighting suitable for other office tasks?		
32	Can you read or see the screen or source document without difficulty?		
HEATING AND VENTILATION			
33	Is the temperature within your workspace comfortable?		
34	Is your workspace free from uncomfortable draughts?		
35	Is there a supply of fresh air?		
DSE HEALTH ISSUES			
36	Do you have adequate breaks away from DSE work?		
37	Can your eyes focus on the screen without discomfort?		
38	Have you had your eyes tested for DSE work?		
39	Please enter the approximate date of your last eye test		

40	Can you work with DSE without any aches or pains in your upper body/limbs?		
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OTHERS

41	Have you been trained to operate your software?		
42	Have you had sufficient information or training on setting up your workstation?		
43	Have you read and understood the DSE Procedure document?		

ADDITIONAL COMMENTS

PASS TO LINE MANGER FOR REMEDIAL ACTION:

REMEDIAL ACTION etc.

Appendix 2

Agile Working Self-Assessment Checklist

Name:			
Date of Assessment:			
Type of work activity:			
Duration of Agile working:	<i>Occasional</i>	<i>Part Time (i.e.1 – 2 days)</i>	<i>Full Time</i>
Line Manager:			
Further Action Required:	Yes / No		
Follow up action completed on:	(date)		

Please complete the attached checklist which is designed to enable you to carry out a self-assessment of your agile working. Your views are essential in order to enable us to achieve our objective of ensuring your comfort and safety at work. Please tick the answer that best describes your opinion, for each of the questions listed.

Declaration by user

I, confirm that I have undertaken this self-assessment of my agile working venues and that:

- The responses recorded on this form are correct; and
- I understand that I should report any health concerns that I may have in connection with agile working to my line manager at the earliest possible opportunity

I understand that the information provided by me on this questionnaire will be treated in the strictest confidence and will not be released without my consent to any unauthorised person.

Signature of user		Date:	
Signature of line manager		Date:	

Hazard Checklist

Working environment of area where agile-working takes place	Yes	No
Is there sufficient ventilation, can windows be opened without risk to employee or others?		
Is there sufficient lighting for the task?		
Is there sufficient heating? Are heating systems/ portable heaters maintained in good working order? (<i>Gas appliances must be maintained by a Gas Safe qualified engineer</i>)		
If portable heaters are used are these positioned to prevent toppling and away from combustible materials?		
Is there sufficient space for all the furniture & equipment used? (There should be at least 3.7 sq metres)		
Is flooring in good condition and free from trip hazards?		
Is there sufficient safe & secure storage space for equipment and documents used?		
Is the work area subject to noise at a level which is likely to affect the employee's concentration?		
Electrical safety		
Is the fixed electrical system in good condition e.g. no signs of scorching or arcing on sockets?		
Are there sufficient numbers of sockets to prevent overloading?		
If extension leads are used are these the fused and switched types? (<i>Cables and extension leads should be positioned so that they are not subject to excessive wear or damage and do not present a trip hazard</i>)		
Is electrical equipment used in good condition and free from any visual faults?		
Does the employee undertake visual checks of electrical equipment to identify any obvious faults such as worn or damaged leads or plugs?		
If any equipment is to be provided by the CCG, are there arrangements in place for it to be PAT tested?		
Safe Posture		
Has the employee received training/information on how to set up their workstation to avoid poor posture? (Have they completed the mandatory on-line DSE training via LMS?)		
Is the chair used comfortable and provide sufficient lumbar support?		
Can the chair be adjusted so that the employee can sit with their shoulders in a relaxed position and their elbows at a 90-degree angle, with the upper arms vertical and forearms horizontal whilst keying and using the mouse?		
Is the work surface of a sufficient size to accommodate all the equipment to be used?		
Is the sufficient space in front of the keyboard for the employee to rest their hands in between keying?		
Does the employee have to read/refer to/copy from documents placed flat on		

the desk? <i>(This is likely to lead to awkward neck movements and should be avoided by using a document holder.)</i>		
Is there sufficient space below the work surface for the employee's legs to enable them to stretch and change position?		
Can the employee's feet rest on the floor or do they need a footrest?		
If the employee has to use a laptop do they use a laptop riser, separate keyboard and mouse or a docking station, separate keyboard, mouse and monitor?		
Is the employee likely to regularly use the telephone whilst using the keyboard or mouse? <i>(If yes, a headset should be provided).</i>		
Is the employee aware of the importance of taking regular breaks from computer-based work before fatigue sets in?		
Has the employee experienced pain or discomfort when using the computer at agile work locations?		
Visual fatigue		
Is the screen positioned at the correct height and viewing distance? <i>(The employee's line eye-line should be just below the top of the screen and the screen should be positioned directly in front of the user at approximately an arm's length away).</i>		
Is the screen free from glare or reflections? <i>(Ideally the screen should be at right angle to windows, windows should be provided by blinds or curtains to prevent glare from falling onto the screen.)</i>		
Is the screen free from flicker & are images clear & stable? <i>(IT Services can advise how to adjust the settings to suit the needs of the user)</i>		
Has the employee had a recent eye-sight test? (If applicable)		
Has the employee suffered from headaches or visual discomfort when working at the computer at home?		
Stress		
Is there sufficient segregation from disruptions e.g. noise, other people, pets?		
Are there arrangements for keeping in contact with the agile worker? Is a buddy system in place with Line Manager or other colleagues? Does the Line Manager/colleagues know what to do if they are unable to make contact with agile worker?		
Are there arrangements in place to conduct regular supervision/ 1-1's/personal development reviews with the agile worker		
Is support / advice readily available to the agile worker to deal with either IT problems or other specific work queries?		
Does the agile worker have access to sufficient training, information & instruction to enable them to undertake their work safely?		
Emergency arrangements		
Does the accommodation used for agile working have a smoke alarm?		
Has the agile worker identified what they will do in the event of a fire? <i>(They</i>		

<i>should plan their escape route and what they would do if the route was unavailable.)</i>		
Has the agile worker got access to a first-aid kit?		
Does the agile worker have any medical condition which could affect their ability to work agilely? (If 'yes' this should be discussed and managed with Line Manager)		

(Further Guidance/Advice on Agile working can be found in the H&S Section on the Staff Portal)

Action taken by employee to address any issues
Action taken by manager to address any issues

Appendix 3

Health and Safety Guidance for working with Display Screen Equipment

Display Screen Equipment (DSE) can cause difficulties in several areas:

These include:

Musculoskeletal injury: damage to upper limbs, back, shoulders etc., resulting from poor equipment, poor posture, and incorrect work routines;

Visual fatigue: although there is no accepted evidence of VDU usage actually causing damage to eyesight, it can make small visual problems more noticeable and prolonged usage can cause tired or dry eyes, headaches etc. Poor lighting conditions, including siting issues, can also affect eyesight and cause visual fatigue;

Mental overload: the demanding nature of VDU work, or a lack of discretion caused by work with VDUs can place excessive pressure on workers;

Some of these risks can be managed effectively with ease by the user by applying the following advice to their workstation set up below:

Display Screen

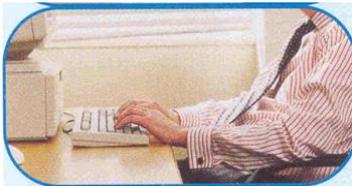
- The display screen should preferably be in front of the user;
- The characters on the screen shall be well-defined and clearly formed, of adequate size and with adequate spacing between the characters and lines;
- The image on the screen should be stable, with no flickering or other forms of instability;
- The brightness and the contrast between the characters and the background shall be easily adjustable, and also be easily adjustable to ambient conditions;
- The screen must swivel and tilt easily and freely to suit the needs of the person;
- It shall be possible to use a separate base for the screen or an adjustable table;
- The screen shall be free of reflective glare and reflections liable to cause discomfort;



Keyboard

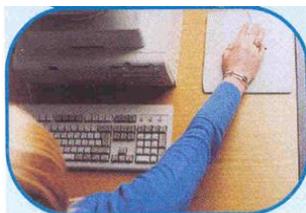
- The keyboard shall be in front of the user, tilt able and separate from the screen to allow a comfortable working position, avoiding fatigue in the arms or hands;

- The space in front of the keyboard shall be sufficient to provide support for the hands and arms;
- The keyboard shall have a matt surface to avoid reflective glare;
- The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the comfortable use of the keyboard;
- The symbols on the keys shall be adequately contrasted and legible from the working position;

**Too Far Back****Too Far Forward****Ideal**

Using a Mouse

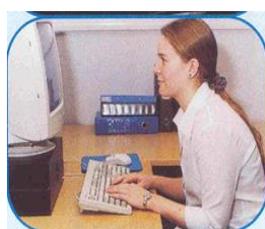
- The mouse should be positioned within easy reach, with the forearm supported on the desk;
- It should be used with the wrist straight, and without gripping the mouse too tightly;
- A mouse mat of soft foam material should be used and, if needed, with an integral wrist rest;
- The mouse and roller ball should be regularly cleaned;
- The sensitivity of the mouse should be adjusted to reduce the amount of movement required;

**Too Far Away****Ideal**

Work Chair

- The work chair shall comprise five castors, be in good repair, be stable and allow easy freedom of movement and a comfortable position;
- The seat shall be adjustable in height;
- The seat back shall be adjustable in both height and tilt;

- Armrests (if required) for reading, writing and general desk work;
- A footrest shall be made available to any person where a need is demonstrated;
- Adjust the contoured backrest to fit and support the small of your back and the lumbar spine area;
- Adjust the height so that your legs are comfortable and your forearms are horizontal when your fingers are on the keyboard;
- Adjust the tilt forward up to 15° for reading and writing, and backwards up to 5° for terminal and keyboard work;
- Move close to desk (remove arm rests if necessary).

**Too far Back****Too far Forward****Ideal**

Work Desk or Work Surface

- The work desk or work surface shall have a sufficiently large, low reflective surface and allow a flexible arrangement of the screen, keyboard, mouse, documents and related equipment;
- Any document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movements;
- There shall be adequate space to arrange a comfortable position;

Space Requirements

- The workstation shall be dimensioned and designed so as to provide sufficient space for persons to change position and vary movements;

Lighting

- Any room lighting or task lighting provided shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the vision requirements of the person;
- Possible disturbing glare and reflections on the screen or other equipment shall be prevented by co-ordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources;
- Reflection and Glare;

- Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and no distracting reflections on the screen;
- Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation;
- Anti-glare screens may be appropriate as a last resort;

Noise

- Noise emitted by workstation equipment shall be taken into account at the design stage to ensure that attention is not distracted and speech is not disturbed.

Heat

- Workstation equipment shall not produce excessive heat which could cause discomfort.

Temperature /Humidity

- An adequate level of temperature & humidity shall be established and maintained (between 16°C ~ 30°C).

Software

In designing, selecting, commissioning and modifying software, and in designing tasks using display screen equipment, the following principles shall be taken into account:

- software must be suitable for the task;
- software must be easy to use and, where appropriate, adaptable to the level of knowledge or experience of the person, with no quantitative or qualitative checking facility used without the knowledge of the person;
- systems must provide feedback on the performance of the software;
- systems must display information in a format and at a pace appropriate to the person's ability, and;
- the principles of software ergonomics must be applied, in particular to data processing.

Use of a Telephone

- Position your phone on the opposite side of your desk to the mouse;
- Regularly clean the phone mouthpiece and keys;
- Avoid holding the phone between your ear and neck as this can lead to 'phone-neck' a very painful condition;
- Use a phone headset if data is routinely entered whilst using the phone.



Other Good practice with Computers

- Take regular breaks away from the computer;
- Use movement to reduce fatigue (stand up and walk around);
- If you are having difficulties with your vision over the computer screen distance speak to your line manager regarding an eye test;
- Persistent aches, pains, tingling or numbness are early warning signs and should be reported to your line managers.

Office Exercises

- Exercise will move joints and stretch muscles and nerves;
- Movement stimulates the circulation and lubricates the joints;
- Will help to relieve muscle and nerve tightness;
- Just one to two stretches every 20 minutes to relieve fatigue;
- Aim to keep yourself generally fit, active and hydrate.

Appendix 4

NOTES TO OPTOMETRIST

Under the Display Screen Equipment Regulations 1992 (as amended 2002); staff can claim towards the cost of lenses where their 'normal corrective appliances' (glasses or contact lenses) cannot be used. (Maximum employer Contribution of £25 for eye test and £60 for glasses and frames).

The NHS Shropshire Telford and Wrekin CCG (STW CCG) employee named below is a VDU user as defined under the DSE regulation. Please return this form to CCG after undertaking the eye examination:

1.0

Does (name): Usually wear glasses or contact lenses?	Yes	No
---	------------	-----------

Comments:

2.0 OPTOMETRIST

I confirm that I am acquainted with the Association of Optometrists guidelines on the visual requirements of VDU users as defined in the current edition of the AOP handbook and the following is the result of my examination.

- I certify that the spectacles detailed in the attached prescription are required specifically for VDU use only.
- Further VDU examination required inyears.

Name of Optometrist:

Signature of Optometrist:

Date:

Name & Address of Practice

****This form is for the use of claiming for corrective lenses only and to be used in accordance with the DSE Procedure.***

PLEASE ATTACH RECEIPT TO CLAIM FORM

Appendix 5

LAPTOP COMPUTERS: HEALTH AND SAFETY GUIDELINES

Guidelines for Using Laptops Safely

The CCG fully recognises its duties under the Health and Safety (Display Screen Equipment) Regulations (As Amended). We have produced these guidelines, which apply to all users of laptop computers, employed by the CCG.

Laptops are useful for employees who regularly work away from their office base, but they shouldn't be considered as a permanent alternative to a properly set up PC. This is because laptops aren't designed to be used intensively for long periods of time. Design features that make them portable can compromise health and safety. If you're using a laptop for more than half an hour at a time, you **must**:

- place the laptop on a firm surface at the right height for typing;
- make sure the screen is placed correctly to prevent glare and eye strain;
- use a docking station or laptop riser;
- use a separate mouse and keyboard;
- use a suitable chair to allow a good sitting position;
- take regular breaks away from the laptop.

Here are some guidelines to help you use your laptop safely...

Sitting Properly

Do:

- make sure you're directly in front of your screen and your back is supported;
- use a five-castor, adjustable chair, if one's available. Make sure you adjust it to suit you;
- make sure you have a suitable surface to work on. Check that you have enough space for your laptop and other equipment. Make sure it's at the right height for you to work comfortably - aim to get your forearms as near to horizontal as possible.

Don't:

- slouch, twist or lean to one side while working. Your sofa and coffee table aren't likely to make a suitable workstation;
- sit forward or crouch over the laptop;
- bend or strain your wrists;
- work with the laptop on your lap, in your car, or when lying in bed.

Reading the Screen

Do:

- avoid glare. Adjust your screen to avoid reflections and glare. Make sure you don't sit with your back to, or face a window;
- adjust the brightness and contrast to suit you and surrounding light levels. If you don't know how, ask;
- keep your screen clean;
- make sure the screen is placed at a comfortable viewing distance and at right angles to your line of sight;
- use a laptop riser to make sure the top of the screen is at eye-level. Looking up or downwards for long periods can cause neck and back problems.

Using your Keyboard and Mouse

- Use a separate keyboard and mouse whenever possible. Make sure you have a suitable work surface and enough space to use them comfortably. Keep both close to you to avoid over-stretching;
- Check that the mouse can be used by both left and right-handed people and is large enough for your hand. Mice provided for use with laptops often aren't big enough, so check that your fingers can comfortably on the click buttons and that the curve fits into your palm. If the mouse you have doesn't suit you, get a replacement;
- When using the mouse, make sure your hand is flat and as relaxed as possible. Don't clench your fingers or raise them in the air.

Personal safety

Think about personal safety whenever you use or carry your laptop:

- Don't carry your laptop in a bag that has a computer manufacturer's logo on it;
- Think about lone working - try to avoid working alone in public places where there may be an increased risk of theft;
- Never leave your laptop on view, or leave it overnight in an unattended vehicle

Manual handling

- Heavy laptops can be a manual handling hazard. Your manager should select laptop that is as low a weight as possible, preferably under three kilos. If you're concerned about the weight of your laptop, tell your manager;
- Make sure you use a suitable case for carrying your laptop. The best options are a light-weight:
backpack / rucksack with padded shoulder straps. These distribute the loads evenly across the body and cuts down the strain on the arms, wheeled trolley case with a height-adjustable handle;
- Always carry as little as possible in your laptop case. Don't carry extra papers or equipment unless they're really necessary.

General guidelines

Remember

- Think about electrical safety. Do a visual check of leads and plugs to make sure they're not damaged. Make sure PAT tests are done and up-to-date. Don't use the equipment if there are any doubts about electrical safety;
- Take regular breaks away from your laptop. Plan your work to include a mix of tasks and activities;
- If you have **any** health concerns when using your laptop, such as eye discomfort, headaches or neck or back pain, report them **immediately** to your line manager;
- Make sure you back up the information on your laptop regularly;
- Be aware of the sensitivity of the information you may have on your laptop. Don't work on confidential documents in public places. Make sure your laptop is password protected / encrypted so the data on it can't be used if it's stolen.

Appendix 6

Guidelines For Using Tablets and Portable Devices Safely:

Tablets

- When reading, use a stand or tilt the tablet to reduce the need for you to bend your head forward to read;
- Whenever possible try to place the tablet on a surface rather than holding it. If you are using the on-screen keyboard for extended periods consider using a blue tooth external keyboard;
- Use a light touch when using the screen it will be more efficient as well as preventing problems;
- When typing or touching the screen regularly have the tablet flat or only slightly angled to ensure your wrists are not in awkward positions;
- If you find you are leaning forwards to view the tablet, enlarge the image or text;
- Keep your screen clean for good visibility and hygiene reasons;
- Remember movement is really important, if you find yourself using a tablet intensively for more than 10-20 mins take a short break, stretch your hands, shoulders and neck and look into the distance to relax your eyes;
- Due to the screen and keyboard being in the same place on a tablet – either your head is angled down or your arms are being held up – if extended periods of time are spent typing or inputting information, you will increase the risk of developing neck and upper limb conditions.

Portable devices:

- Avoid using mobile devices for long periods of time for activities such as using the internet, emailing or typing (using mobile devices for making standard voice calls is excluded for the purposes of this guidance). Instead use a correctly set up and risk assessed computer;
- Look away from the screen regularly when using portable devices to relax the eyes. Consider increasing font size;
- Vary the fingers that you use and stop frequently to stop;
- Consider using an external keyboard for portable devices. To reduce typing, consider calling instead;
- Hold up the device to reduce bending of the neck.