CAERPHILLY COUNTY BOROUGH COUNCIL

CORPORATE MANAGEMENT ARRANGEMENTS REGARDING DISPLAY SCREEN EQUIPMENT

November 2008
Issue 2

Corporate Health and Safety Unit document Reference Number: CHSU 18

Contents

This publication is available in Welsh, other languages or formats on request.
Mae'r cyhoeddiad hwn ar gael yn Gymraeg ac mewn ieithiodd neu fformatau eriall ar gais.

NOTE

Wherever the designation "manager" is used throughout this policy, it is taken to mean Head of Service, Head Teacher, Line Manager, Supervisor and the Officer in charge or anyone who has responsibilities for employees in the course of their work.
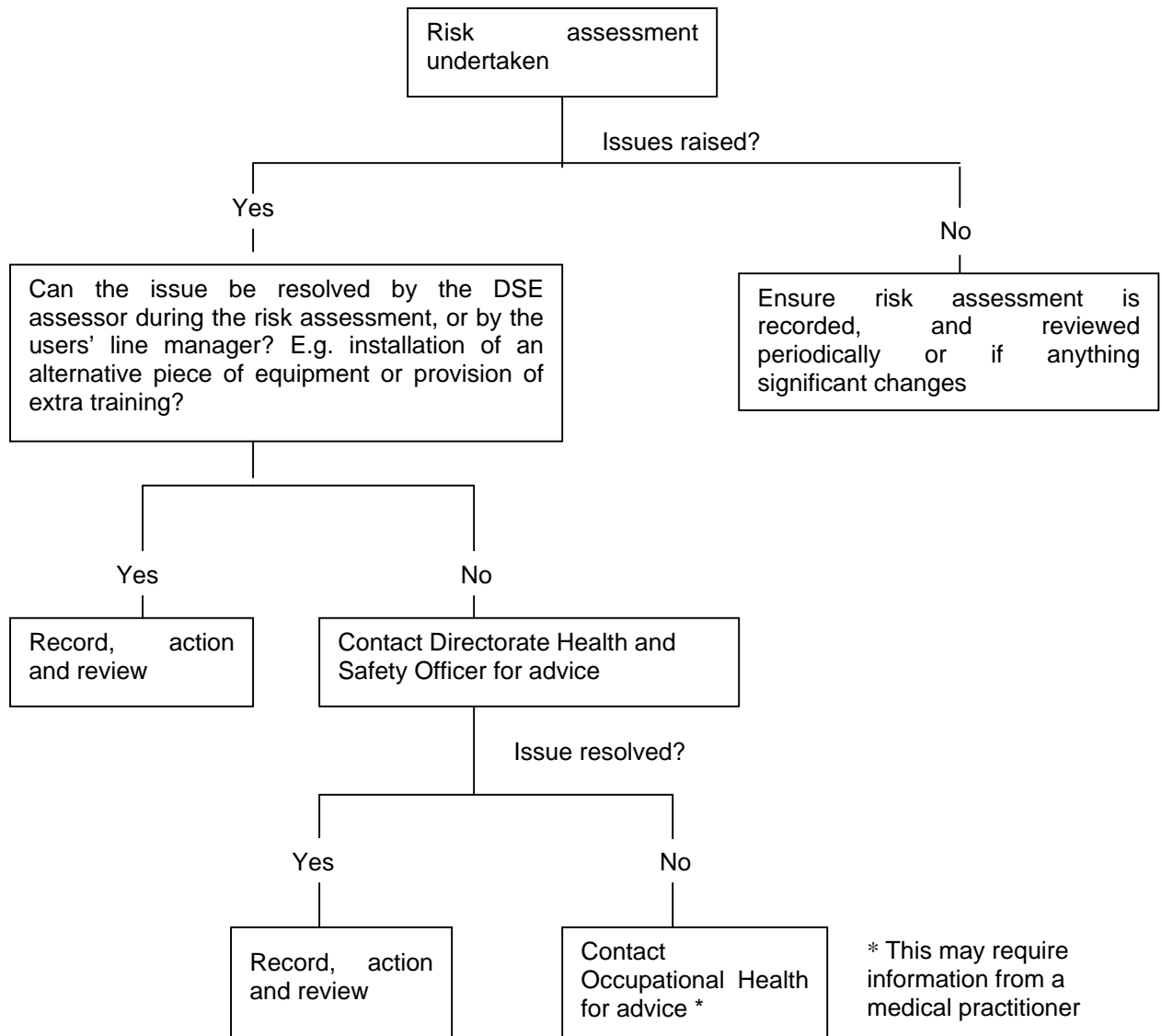
ARRANGEMENTS

1.1.   Risk assessment

1.1.1.   A suitable display screen equipment (DSE) workstation risk assessment must be undertaken regarding the use of DSE for each user. The assessment must take into consideration the set up of the workstation, including the positioning of the central processing unit, display screen, and set up of the work chair and desk (including desk height and layout), and any other related item, such as position of a telephone, printer, and/or document holder if provided.

1.1.2.   It is a line management responsibility to ensure that a suitable risk assessment is undertaken for all DSE users. The assessment should be conducted within one week of the DSE user starting using DSE for work purposes, although this period may be extended in exceptional circumstances, eg. where the DSE user is away from their normal place of work on a training course not requiring the use of DSE.

1.1.3.   The risk assessment must be undertaken by a competent person, ie. someone who has received suitable training and information regarding the requirements of the Health and Safety (Display Screen Equipment) Regulations, the appropriate set up of workstations, and of the main risks associated with the use of DSE. Such persons should also have knowledge of typical practical solutions to common problems associated with the use of DSE.

1.1.4.   The risk assessment must cover all aspects regarding the DSE workstation and software to be used. The DSE Risk Assessment Form provided in Appendix 2 must be completed for each user. Completion of the DSE Risk Assessment Form will enable any need for changes in the layout of workstations and/or the provision of specific equipment to reduce any identified risk for individual DSE users (eg a different style of pointing device to replace a mouse, or provision of a wrist rest etc.), or for further training or instruction of individual DSE users, to be identified. A separate form must be used for each DSE user, and completed forms must be kept for four years from the date of completion for future reference.

1.1.5.   A trained DSE assessor must complete the DSE Risk Assessment Form unless the individual DSE user has received suitable training regarding the set up and adjustment of a DSE workstation and suitable posture to reduce the risk of developing a musculoskeletal disorder and are therefore competent to conduct their own DSE risk

assessment. The use of the form enables users most at risk to be identified, arrangements for any areas of concern to be promptly rectified, and for a specialist (eg from Occupational Health or a Directorate Health and Safety Officer) to conduct a more detailed assessment if required.

1.1.6. During completion of the form, DSE users must be encouraged to give accurate answers to each question, and to raise any concerns they may have regarding the workstation, display screen, or use of the mouse and keyboard with their line manager or DSE assessor.

1.1.7. Where a large number of DSE risk assessments are required to be conducted within a short time period (eg. following an office move or installation of new furniture) the DSE Risk Assessment Form in Appendix 2 may be completed by an untrained DSE user as a preliminary checklist. The completion of the DSE risk assessment form by untrained persons must not be used in place of a risk assessment undertaken by a trained DSE assessor. Therefore, risk assessment forms completed by untrained persons must be reviewed by a trained DSE assessor, and be used to prioritise the DSE assessors' workload for conducting more detailed assessments on the individual DSE users, starting with those identified as being most at risk.

1.1.8. Where staff 'hot desk' the risk assessment should take into account whether a DSE user requires any special equipment, whether certain workstations are unsuitable for hot desking or by certain DSE users, and whether individual DSE users are suitable to 'hot desk.' It is not necessary for a new risk assessment form to be completed each time a user changes workstation due to hot desking. Further information regarding 'hot desking' is provided in Appendix 8.

1.1.9. Upon completion of each risk assessment for each DSE user, the responses given must be evaluated to identify whether any remedial actions are required. Any issues identified by the risk assessment that are not easily rectified (eg by adjusting a chair or providing equipment readily available) must be brought to the attention of the DSE users' line manager. Resolution should be sought in a timely manner. The following flow chart details the process for raising issues relating to DSE risk assessments.

```
                    ┌─────────────────────────┐
                    │ Risk      assessment    │
                    │ undertaken              │
                    └─────────────────────────┘
                                 │
                          Issues raised?
              ┌──────────────────┴──────────────────┐
            Yes                                      No
              │                                       │
┌──────────────────────────────┐     ┌──────────────────────────────┐
│ Can the issue be resolved by  │     │ Ensure  risk  assessment  is │
│ the DSE assessor during the   │     │ recorded,  and  reviewed     │
│ risk assessment, or by the    │     │ periodically  or  if  anything│
│ users' line manager? E.g.     │     │ significant changes           │
│ installation of an alternative│     └──────────────────────────────┘
│ piece of equipment or         │
│ provision of extra training?  │
└──────────────────────────────┘
              │
       ┌──────┴──────────────────┐
     Yes                         No
       │                          │
┌──────────────┐     ┌──────────────────────────┐
│ Record, action│     │ Contact Directorate Health│
│ and review    │     │ and Safety Officer for    │
└──────────────┘     │ advice                    │
                      └──────────────────────────┘
                                 │
                          Issue resolved?
                   ┌─────────────┴─────────────┐
                 Yes                           No
                   │                            │
        ┌──────────────┐         ┌────────────────────┐
        │ Record, action│         │ Contact            │
        │ and review    │         │ Occupational Health│
        └──────────────┘         │ for advice *       │
                                  └────────────────────┘
```

∗ This may require
information from a
medical practitioner

1.2.   Minimum requirements for a workstation

Appendix 3 gives details of the minimum legal requirements for a DSE workstation that must be adhered to at all times.

It is essential that when ordering new equipment or redesigning a workplace containing DSE workstations that these minimum requirements are taken into consideration. Ensuring that a workstation is designed correctly minimises the likelihood of issues or concerns being raised once the workstation is in use.. Any Authority Officer or specialist company contracted to undertake designs of this nature must be competent. All workstation components must comply with the minimum requirements whether they are used by someone classed as an habitual "user" or not.

1.3.   Eyes and eyesight tests

All DSE users must be informed of their entitlement to an eye and eyesight test by a registered ophthalmic optician (or registered medical practitioner with a suitable optometry qualification) in relation to their use of DSE, and of the procedure for claiming back the cost incurred for the test. DSE users are free to select which ophthalmic optician (or registered medical practitioner with a suitable optometry qualification) they wish to conduct their eye and eyesight test. DSE users should also be informed that, despite the entitlement, they are under no obligation to have an eye and eyesight test if they do not wish to have one.

All DSE users must be informed of the limitations on expense claims in relation to eye and eyesight tests and the provision of any corrective appliances (eg. prescription spectacles) that are solely necessary for the use of display screen equipment as set out in point 6.3 of the DSE Policy. The Authority is not liable for paying the cost of prescription spectacles that are required to correct vision for general use that may incorporate (but are not exclusive to) the use of DSE, nor is it liable for the cost of any non-prescription appliance. The Authority's liability for costs is limited to that of an NHS eye and eyesight test, and basic corrective appliance i.e. of a type and quality adequate for its function.) Additional costs beyond 'basic,' such as for scratch resistant coatings, tints, branded frames and lenses, or contact lenses must be paid for by the employee, for which the Authority will contribute only the cost of a 'basic corrective appliance' towards the total cost.

Users of DSE wishing to make use of their entitlement to an eye and eyesight test must make a request to their line manager and complete the 'Display Screen Equipment – Eye and Eyesight Form' available from the Intranet (a copy of which is also contained in Appendix 4 for reference).

After the initial eye and eye sight test, the recommended frequency of further tests is every three years, or in accordance with the professional clinical decision made by the optician/doctor conducting

the test that should be stated on the 'Display Screen Equipment – Eye and Eyesight Form.'

1.4.   Provision of training and information

Each DSE user must be provided with training and information on how to set up their workstation so that they can undertake their work safely and without risk to their health. This training and information may be integrated into the completion of the DSE workstation risk assessment (see Appendix 2) that identifies whether any adjustment or alternative equipment is required. Guidance is available in Appendix 5 on what else should be covered.

1.5.   Daily Work Routine

Activities of DSE users must be planned in order to ensure appropriate breaks from continuous DSE use. A "break" in this context means any change in activity from that of using DSE, and not necessarily a break from work. Guidance from the Health and Safety Executive states that it is not appropriate to lay down requirements for breaks which apply to all types of work; it is the nature and mix of demands made by the job which determine the length of break necessary to prevent fatigue. However, general guidance includes: -

- Breaks / changes in activity (not involving the use of DSE) should be included in working time. They should reduce the workload at the screen, i.e. should not result in a higher pace or intensity of work on account of their introduction.

- Breaks / changes in activity should be taken when performance and productivity are still at a maximum, before users start getting tired. This is better than taking a break to recover from fatigue. Appropriate timing of the break is more important than its length.

- Short, frequent breaks / changes in activity 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 better than a 15-20 minute break every 2 hours.

- Wherever practicable, users should be allowed some discretion as to when to take breaks and how they should carry out tasks; individual control over the nature and pace of the work allows optimal distribution of effort over the working day.

- Changes of activity (time spent doing other tasks not using the DSE) appear from study evidence to be more effective than formal rest breaks in relieving visual fatigue.

- If possible, breaks should be taken away from the DSE workstation, and allow the user to stand up, move about and/or change posture.

1.6   Working from Home

If an employee is required to work at home and use DSE, or at other locations away from their main base, they must be treated in accordance with the Display Screen Equipment Policy, and Corporate Management Arrangements in this document, the Authority's Working from Home Policy (and associated Corporate Management Arrangements), and with any relevant Directorate or local policies and management arrangements.

Employees required to use DSE at home should be suitably trained and provided with suitable information regarding the set up of a DSE workstation to enable them to set up their workstation at home in the same manner as their workstation within an office environment.

1.7   Portable DSE

Portable display screen equipment (e.g. laptops and notebooks) are increasingly more common in the workplace, and their use can present additional risks compared to desktop computers, primarily associated with their smaller size and typically closer proximity to the user that can affect the users' posture. Users of portable DSE for a prolonged period are subject to the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Miscellaneous Amendments) Regulations 2002 in the same way as other DSE users, and thereby are subject to a risk assessment to ensure that the associated risks are controlled. It is not recommended that laptops be used for extended periods of time. However, laptops may be used to replace a traditional central processing unit if used in conjunction with a suitable stand that raises the screen, or docking stations that allows the use of an independent monitor, in addition to an independent standard keyboards and mouse, as the use of such equipment would reduce the risks associated with the use of portable DSE. Appendix 6 gives guidance that should be considered when undertaking risk assessments specifically on users of portable DSE.

1.8   Agency / temporary workers

Many temporary workers working for the Authority that are supplied by employment agencies and thereby not directly employed by the Authority will use display screen equipment in the course of their work activities. Both Caerphilly County Borough Council and the recruitment agency have legal obligations to the agency worker, as set out in Appendix 7.

2. SUPPORTING DOCUMENTS

   2.1 'Work With Display Screen Equipment: Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002: Guidance On Regulations' (HSE series L26, ISBN 9780717625826)

   2.2 'The Law ON VDUs: An Easy Guide' (HSE Series HSG90, ISBN 9780717626021)

   2.3 'Working With VDUs' (HSE information leaflet INDG36) available online from www.hse.gov.uk/office

APPENDIX 1 – GUIDANCE ON USERS

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The Health and Safety Executive have published the following guidance regarding the definition of a user of display screen equipment (DSE) under the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002):-

1. Where it is clear that the use of DSE is more or less continuous on most days, that individual should be classed as a user.

2. Where use is less continuous or frequent, other factors connected with the job must be assessed. It will generally be appropriate to classify the person concerned as a user if they:

    a. Normally use DSE for continuous or near continuous spells of an hour or more at a time; and
    b. Use DSE in this way more or less daily; and
    c. Have to transfer information quickly to or from the DSE;

    and also need to apply high levels of attention and concentration; or are highly dependant on DSE or have little choice about using it; or need special training or skills to use the DSE.

Part time workers should be assessed using the same criteria.

APPENDIX 2 – CORPORATE DISPLAY SCREEN EQUIPMENT RISK ASSESSMENT FORM

APPENDIX 2 – CORPORATE DISPLAY SCREEN EQUIPMENT (DSE) RISK ASSESSMENT FORM

Name of user:	
Designation:	
Workstation location and Directorate:	
Date of assessment /review:	
Assessment completed/reviewed by:	

NB – This assessment form acts as a checklist to ensure that all the factors associated with DSE work are covered.

This check list can be completed by the user and reviewed by the Manager or designated competent person. Any shortfalls or concerns must be reviewed with the user before recommendations are implemented.

Work through the checklist ticking either the 'yes' or 'no' column against each risk factor.

'Yes' answers require no further action.

'No' answers will require further action and / or remedial action by the assessor or management. The decision should be recorded in the 'Action to take' column.

DSE Assessment Action Plan:

Further Action Required	**Individual Responsible**	**Estimated Completion Date**	**Actual Completion Date**

DSE Assessments should be reviewed when changes occur or at least on an annual basis.

DSE Assessment reviewed on _____ By _____

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
DISPLAY SCREENS				
Are the characters clear and readable? Health ✓ Health X			Make sure the screen is clean and cleaning materials are made available. Check that text and background colours work well together. Use a clear font when typing documents	
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 problems still exist, get the set-up checked, e.g. by the IT Department.	
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 a large display screen.	
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 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; • Work is intensive; and/or • The user has problems getting the screen to a comfortable position.	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
Is the screen free from glare and reflections? Are adjustable window coverings provided and in adequate condition?			Use a mirror placed in front of the screen to check where reflections are coming from. 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. 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.	
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.	
Is it possible to find a comfortable keying position?			Try pushing the display screen further back to create more room for the keyboard, hands and wrist. Users of thick, raised keyboards may need a wrist rest.	
Does the user have good keyboard technique?			Training can be used to prevent: • Hands bent up at wrist; • Hitting the keys too hard; • Overstretching the fingers.	
Are the characters on the keys easily 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.	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
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 touchscreens may be better for some tasks (but can be worse for others).	
Is the device positioned close to the user?			Most devices are best placed as close as possible, e.g. right beside the keyboard.

Training may be needed to:

• 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. | |
Can the user easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	
SOFTWARE				
Is the software suitable for the task?			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. | |

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
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.	
Can the user comfortably reach all the equipment and papers they need to use?			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.	
Are surfaces free from glare and reflection?			Consider mats or blotters to reduce reflections and glare.	
Is the chair suitable? Is the chair stable? Does the chair have a working: • Seat back height and tilt adjustment? • Seat height adjustment? • Swivel mechanism? • Castors or glides?			The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.	
Is the chair adjusted correctly? Is the user aware of how to make adjustments to the chair?			The user should be able to carry out their work sitting comfortably. Consider training the user in how to adopt suitable postures while working. The arms of chairs can stop the user getting close enough to use the equipment comfortably. Move any obstructions from under the desk.	
Is the small of the back supported by the chair's backrest?			The user should have a straight back, supported by the chair, with relaxed shoulders.	
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.	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
ENVIRONMENT				
Is there enough room to change position and vary movement?			Space is needed to move, stretch and fidget. Consider reorganising the office layout and check for obstructions. 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.	

Other aspects of risk assessment

ISSUE	ACTION TO TAKE
Ensure the checklist has covered all problems that may be associated with DSE	
Ensure the user knows what to do if they have any discomfort or other symptoms associated with using the DSE.	
Ensure the user is aware of entitlement to eyesight test	
Ensure the user takes regular breaks	

APPENDIX 3 – MINIMUM REQUIREMENTS FOR A WORKSTATION

APPENDIX 3 – MINIMUM REQUIREMENTS FOR A WORKSTATION

* Please note these minimum standards do not apply to the use of laptops (this is covered in Appendix 6.)

NB – Where a particular item is mentioned this should not be interpreted as a requirement for all workstations to have one. A risk assessment for each DSE user will identify if the item is necessary.

EQUIPMENT

The use of the equipment must not be a source of risk for users.

Display Screen

- 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 by the user, and also be adjustable to ambient conditions.
- The screen must swivel and tilt easily and freely to suit the needs of the user.
- 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 to the user.

Keyboard

- The keyboard shall be tiltable and separate from the screen so as to allow the user to find 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 of the user.
- 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 use of the keyboard
- The symbols on the keys shall be adequately contrasted and legible from the design working position.

Work desk or work surface

- The work desk or work surface shall have a sufficiently large, low reflectance surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.
- If supplied, the 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 for users to find a comfortable position.

Work Chair

- The work chair shall be stable and allow the user 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.
- A footrest shall be made available to any operator who requires one, particularly if there feet cannot rest flat on the floor while sat at heir workstation.

Environment

Space requirements

- The workstation shall be dimensioned and designed so as to provide sufficient space for the user 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 background environment, taking into account the type of work and the vision requirements of the user.
- 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.

Reflections and glare

- Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucid 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.

Noise

- Noise emitted by equipment belonging to any workstation shall be taken into account when a workstation is being equipped, with a view in particular, to ensuring that attention is not distracted and speech is not disturbed.

Heat

- Equipment belonging to any workstation shall not produce excess heat which could cause discomfort to the users.

Humidity

- An adequate level of humidity shall be established and maintained.

INTERFACE BETWEEN COMPUTER AND USER

In designing, selecting, commissioning and modifying software using DSE, the Authority shall take into account the following principles:

- Software must be suitable for the task;
- Software must be easy to read and, where appropriate, adaptable to the level of knowledge or experience of the user; no quantitative or qualitative checking facility may be used without the knowledge of the users;
- Systems must provide feedback to users on the performance of those systems;
- Systems must display information in a format and at a pace which are adapted to the users;
- The principles of software ergonomics must be applied, in particular to human data processing.
- The number of mouse (or other pointing device) movements and 'clicks' should be kept to a minimum.

APPENDIX 4 - DISPLAY SCREEN EQUIPMENT – EYE AND EYESIGHT FORM

CAERPHILLY COUNTY BOROUGH COUNCIL

DISPLAY SCREEN EQUIPMENT – EYE AND EYESIGHT FORM

NB: TO THE USER. A report will be given to the employer, by the optician on every examination undertaken. This report will indicate the necessity or not, of any specific correction for DSE use. The presentation of this form to the optician will be taken to indicate your willingness for this information to be given.

USERS NAME: _____   **PAY NO:** _____

JOB TITLE: _____   **DEPT:** _____

LOCATION: _____

Please supply the above employee with a full eye examination in compliance with Regulation 5 of the Health and Safety (Display Screen Equipment) Regulations 1992 and complete the following report. The examination to include the service detailed over.

AUTHORISING OFFICER: _____

LOCATION: _____

DATE: _____

PART B / OPTICIAN REPORT

Full eye and eyesight test given (Date) _____

* The results of the test show no defect of vision at the distance appropriate to the use of display screen equipment

* The results of the test indicate a defect of vision which requires correction when working with display screen equipment but not specific to it.

* A special corrective appliance is required specifically for display screen use.

Recommended date of re-examination: _____

* Delete as appropriate

PART C / COSTS

Eye and eyesight test: £ _____

Special corrective appliances if required: £ _____

Total cost: £ _____

Optician's signature: _____   Date: _____

NB EMPLOYERS LIABILITY FOR COSTS: The provision of eye and eyesight test and of corrective appliances under the Regulations is at the expense of the user's employer. The employers liability for costs is restricted to payment of the test and of a basic appliance, i.e. of a type and quality adequate for its function.

TO THE OPTICIAN

Services to be provided:

1. Full eye examination will be carried out at the prevailing NHS rate or optician's rate if lower.

2. A report will be given on every examination, to the employer, on the necessity or not of any specific correction for DSE use (see 6 below). The presentation of a designated user will be taken to indicate their willingness for this information to be given.

3. All users will be questioned as to their entitlement to an NHS examination, and in these cases will be presented with an NHS prescription if necessary.

4. The examining optometrist will be responsible for operating a recall system at whatever interval he/she thinks necessary.

5. Basic single vision spectacles will be provided where necessary.

6. Complete Parts B and C overleaf and return this form to the Authorising Officer at the location shown.

7. The employee will initially be responsible for paying the full cost of the eye / eyesight test and any corrective spectacles required to the optician. Caerphilly County Borough Council will then re-imburse the employee up to the current limit set by the Department of Health for those entitled to partial help with NHS costs that is reviewed annually:-

   • the cost of an eye and eyesight test conducted for the purpose of assessing whether the user has any sight defect that requires correction when working with a display screen (the current limit being £19.32 set by the Department of Health in April 2008)

   • the full cost of a basic prescription lens and frame (eg. basic NHS spectacles) if required exclusively for the purpose of using display screen equipment (the current limit being £35.50 set by the Department of Health in April 2008).

   This will be subject to the complete report from the optician and appropriate receipts.

8. Reimbursement should be made through the Payroll section.

APPENDIX 5 – TRAINING AND INFORMATION

APPENDIX 5 – TRAINING AND INFORMATION

Provision of Training

Newly recruited users of DSE, and existing employees whose duties are changing in a way that will make them become DSE users should be given training **before** they start doing the work that will make them become an habitual DSE user.

In considering the extent of training, gaps need to be filled between existing competence and the competence necessary to use the DSE in a safe and healthy way. This may be integrated into the conduct of the risk assessment if undertaken by a competent person with DSE users.

Training needs to be adapted to users' individual skills and capabilities, and be refreshed as factors such as hardware, software, workstation, environment or job demands are modified.

Training should be aimed at reducing or minimising the following three risk areas:

- physical (musculoskeletal) problems
- visual fatigue
- mental stress

The following areas of training should be covered in order to achieve this:

1. The user's role in correct and timely detection and recognition of hazards and risks. Health risks and what to look for as early warning signals should be included. It should include information on the absence of desirable features (e.g. seat height adjustment) and presence of undesirable features e.g. glare on the screen.

2. Explanation of the causes of risk, e.g. poor posture leading to static loading of the musculo-skeletal system leading to eventual fatigue and discomfort.

3. User-initiated actions and procedures which will bring risks under control including:-

   a. The desirability of comfortable posture and the importance of frequently changing position.
   b. Availability and correct use of adjustment mechanisms on equipment, particularly furniture so that fatigue and stress can be minimised.
   c. The use and arrangement of workstation components to facilitate good posture, prevent over reaching and avoid glare and reflections on the screen.
   d. The need for regular cleaning of screens and other equipment and inspections to pick up defects.

      e. The need to take advantage of breaks and changes of activity from the use of DSE.

4. The mechanism by which users can alert management to ill health symptoms or problems with workstations.

5. Basic information on the requirements of the Health and Safety (Display Screen Equipment) 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002, and associated guidance published by the Health and Safety Executive

6. The user's contribution to risk assessments.

Provision of Information

Types of information that CCBC needs to provide to users of workstations:

1. Risks from display screen equipment and workstations
2. Risk assessments and measures to reduce the risks
3. Breaks and changes in activity
4. Eye and eyesight tests
5. Initial training
6. Training when workstations are modified

The Corporate Health and Safety Unit can advise on format and content of training and information.

APPENDIX 6 – GUIDANCE FOR USE OF PORTABLE DISPLAY SCREEN EQUIPMENT

APPENDIX 6 – GUIDANCE FOR USE OF LAPTOP COMPUTERS

The design of portable laptop computers can include features (such as smaller keyboards or a lack of keyboard/screen separation), which may make it more difficult to achieve a comfortable working posture, and that can lead to an increased risk of musculoskeletal disorders.

Laptop computers may also used in a wider range of environments, some of which may be poorly suited to DSE work (eg. inside a vehicle or aboard a train while travelling to a meeting)

It is often not practical to undertake a risk assessment every time a laptop computer is set up for use. Therefore laptop users should be given sufficient training and information to undertake their own risk assessment whenever they set up, and ensure that measures are taken to control risks. If a laptop computer is set up for short periods of time in a variety of locations this may take the form of a mental check of the set up. However, where a laptop is likely to be in lengthy use in the same location (eg. the users' office location) then it would be appropriate to record the risk assessment. **In all cases, laptop computer users need to be alert to potential risks and report any problems to their manager.**

If the laptop computer is used regularly at a fixed location, appropriate equipment must be used to reduce the risk and improve comfort. Such equipment would include a suitable docking station, external keyboard and mouse and external monitor or suitable stand to raise the height of the screen for the portable DSE.

As well as the ergonomic risks associated with the use of laptop computers, the following should also be taken into consideration:

- Manual handling risks when moving between locations (especially where papers, books etc. may add to the load). Ensure that a manual handling risk assessment is undertaken to control the risks and avoid lifting for a period of time when moving from seated to standing.

- Risk of theft involving an assault – ensure precautions are made to minimise the risk of theft, for example, not leaving laptop computers on display in parked cars.

Further guidance is available in the "*Working with Laptop Computers*" guidance sheet issued by the Corporate Health and Safety Unit

**APPENDIX 7 – CLARIFICATION OF DUTIES INVOLVING
DSE TO AGENCY WORKERS**

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Many temporary workers supplied by employment agencies will use DSE sufficiently to become users and hence be subject to the DSE Regulations.

Where a DSE worker supplied by an agency becomes an employee of the CCBC the duties under the DSE Regulations will fall to CCBC. In cases where the worker is an employee of the agency or is self-employed, both the agency and CCBC will have duties.

CCBC should:-

a) Assess risks to agency workers using their workstation

b) Ensure all workstations in CCBC premises comply with the minimum requirements

c) Ensure all activities are planned so workers can have breaks from DSE work, as defined in Section 1.5 above.

d) Provide training to agency workers when the workstation is being modified

e) Provide information to agency workers about risks, risk assessment and risk reduction measure; and additionally to users about breaks, and training when their workstation is modified

Agencies should:-

a) Provide health and safety training for such workers;

b) Provide information to such workers about eye tests and training;

c) On request by an agency worker, provide an eye test (and special corrective appliance if required) to agency worker users who are their employees;

d) Check that the host employers carry out their duties to:-

• Conduct risk assessments of the workstations to be used

• Ensure their workstations comply with the minimum requirements

• Plan for breaks or activity changes

• Provide suitable information as necessary to ensure their health and safety while at work.

APPENDIX 8 – HOT DESKING

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'Hot desking' is a system where employees do not have a specific desk allocated to them in the office, but use any desk that is free. It is a fairly new approach to working and is becoming the norm in many large organisations.

The major advantage is that the Authority can save money by reducing the amount of expensive office space required for its staff, particularly where there are very frequent lengthy periods where staff are away from the office, thus freeing up the desk space. However, there are numerous disadvantages that managers must consider before adopting a 'hot desking' policy for their team:-

• Hot desking necessitates a clear desk policy. This requires personal discipline to ensure any hardcopy of a document or publication is filed away effectively, and not left on a desk. This can lead to greater staff efficiency as memos, technical information and reference guides are not lost among piles of scrap paper on staff desks and filing trays. However, it can also lead to increased stress levels and staff not being able to easily find documents, and wasting time at the start and end of each day as they retrieve and file documents previously left on the desk or desk side cabinet.

• Desks are allocated on a first come, first served basis. Staff coming into work last may not get a desk at which to work at all, or not in an area they feel comfortable due to its surroundings.

• It is very easy to become alienated in a hot desking environment. An employee may return to the office after a site visit, only to find an office full of people they have not seen before, or may dislike. This can be disconcerting, and can result in the breakdown of team relations.

• Some workers may feel that their personal space is being invaded, and may subsequently become bad-tempered, defensive and/or insecure.

• DSE users will very often have to adjust their workstation at the start of each work period in the office to adopt a comfortable working position, including adjustment of the chair and monitor.

• It will likely be difficult to allocate each team member their own office telephone number, making it difficult for people to return telephone calls.

The legal requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) regarding the requirements for workstations remain the same for desks used for hot desking as for those allocated to individual staff.

DSE users required to hotdesk must be trained and instructed on how to set up a workstation to reduce the risks associated with their use of DSE. Managers must ensure that DSE users required to hot desk have the ability to relocate any equipment provided for their use while using DSE to reduce individual risk (eg. footrest, wristrest, pointing device other than a standard mouse etc.) from one workstation to another.

A DSE risk assessment must be completed for each user by a DSE assessor (unless the individual user has received training and is deemed competent to accurately complete the form themselves). However, once a workstation assessment has been completed for each user using the DSE Risk Assessment Form in Appendix 2, a full assessment need not be repeated each time a user changes desk. Managers must also acknowledge that the risk assessment may identify individual employees for whom hot desking is not suitable or practical, and make reasonable adjustments for such individuals.