

# CAERPHILLY COUNTY BOROUGH COUNCIL

## DISPLAY SCREEN EQUIPMENT POLICY

<b>Version:</b>	<b>Version 4</b>
<b>Policy Ratified by:</b>	<b>Cabinet</b>
<b>Date:</b>	<b>1<sup>st</sup> May 2024</b>
<b>Area Applicable:</b>	<b>All Council employees, agency workers and volunteers</b>
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GWASANAETHAU POBL  
PEOPLE SERVICES



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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.

## **1. INTRODUCTION**

- 1.1. This document sets out the policy to be implemented by Caerphilly County Borough Council (the Authority) to ensure the health and safety of its employees in relation to their use of display screen equipment (DSE).
- 1.2. This policy must also be read in conjunction with the:
  - Corporate Health and Safety Policy Statement
  - Relevant HR Policies
  - Relevant Information Technology and Data Security Policies

## **2. POLICY STATEMENT**

- 2.1. The Authority recognises that its employees are its most valuable resource in delivering high quality services to the community and will take all reasonably practicable steps to ensure the health and safety of Authority employees and contractors by managing the risks associated with the use of display screen equipment.
- 2.2. The effective control of these risks will be delivered through the correct management of display screen equipment as set out in this policy, and the provision of appropriate training, instruction and supervision. To be effective this policy requires the full co-operation of management and employees at all levels.
- 2.3. The Authority accepts it has specific duties under the various legislation listed in [Section 4](#) below, enforced by the Health and Safety Executive.

## **3. SCOPE**

- 3.1. This policy has been agreed with the Trade Unions and applies to all Authority employees.
- 3.2. This policy will be reviewed every 3 years. The policy will be updated appropriately to reflect any changes in legislation and guidance.
- 3.3. The effective date of this policy is 1<sup>st</sup> May 2024.

## **4. LEGISLATION**

- 4.2. This policy is designed to ensure the Authority meets its legal obligations as set out in:
  - The Health and Safety at Work etc. Act 1974
  - The Health and Safety (Display Screen Equipment) Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002
  - The Management of Health and Safety at Work Regulations 1999
  - The Equality Act 2010

## **5 DEFINITIONS**

5.1 “Display screen equipment” (“DSE”) – any alphanumeric or graphic display screen, regardless of the display process involved. This includes desktops, tablet, laptop computers and smartphones. However, it excludes:

- DSE within drivers’ cabs or control cabs for vehicles or machinery.
- DSE on board a means of transport.
- DSE mainly intended for public use (including pupils’ use within a school).
- Calculators, cash registers, telephones, or any equipment having a small data or measurement display required for the direct use of the equipment (e.g., on computer numeric control (CNC) engineering machinery and scientific or medical devices such as electronic cardiac monitors) that are not extensively monitored for prolonged periods.

5.2 “User” – an employee who habitually uses display screen equipment as a significant part of their normal work (i.e., for continuous or near-continuous periods of an hour or more at a time, more or less daily, and required to transfer information quickly to and from the DSE, requiring high levels of attention and concentration).

5.3 “Workstation” – an assembly comprising of:

- display screen equipment.
- any optional accessories to the display screen equipment
- any disk drive, telephone, modem, printer, document holder, chair, desk, work surface or other peripheral item
- the immediate environment around the display screen equipment.

5.4 “Competent person” - the person who has the necessary training, expertise, and experience to undertake assessments in relation to DSE and DSE workstations.

## **6 RESPONSIBILITIES**

N.B. All employees have a legal responsibility to comply with health and safety law and the provisions of this policy. Failure to do so could result in personal and / or corporate liability.

### **6.2 The Chief Executive will:**

6.2.1 Be ultimately responsible for ensuring compliance with this policy within Caerphilly County Borough Council.

### **6.3 Directors will:**

6.3.1 Be responsible for ensuring the effective implementation of this policy, and associated procedures within their service areas.

6.3.2 Ensure that appropriate resources are made available for the effective operation of the policy, including training.

#### **6.4 Managers will:**

6.4.1 Identify all employees for whom they are responsible who class as 'users' of DSE equipment for work activities.

6.4.2 Ensure that all 'users' watch the DSE Self-Assessment training video, available to view from xxxx (insert hyperlink)

6.4.3 Ensure that "users' have completed a DSE Self-Assessment form in line with the training they have received, and that suitable adjustments are made if identified as necessary by the assessment. DSE Self-Assessment forms are to be reviewed by 'users' annually, or immediately following any significant change or cause of concern relating to DSE use.

6.4.4 Keep a copy of their employees DSE workstation assessments for 4 years.

6.4.5 Ensure that there are a sufficient number of appropriately trained individuals to support employees who have queries regarding their DSE workstation or set-up.

6.4.6 Ensure that DSE workstations, and components of such workstations, comply with the minimum legal requirements as detailed in [Appendix 2](#), regardless of whether the DSE workstation is to be used by a habitual or occasional user of DSE.

6.4.7 Ensure that anyone undertaking the design of office areas and workstations is competent to do so.

6.4.8 Where identified as necessary following a workstation assessment provide reasonable equipment to minimise the risk associated with DSE use.

6.4.9 Ensure habitual 'users' of DSE are informed that they are entitled to an eye and eyesight test and basic prescription appliance (e.g., spectacles) of a type and quality adequate for correcting vision when using DSE.

6.4.10 Ensure that, on request, they complete the online eyesight test voucher request form for DSE users to obtain the appropriate voucher(s) and ensure 'users' redeem these vouchers in a line with the expiry date.

6.4.11 Act on any complaints of discomfort or pain raised by an employee while working with display screen equipment. Where appropriate, liaise with the trained individuals in their section, the Health and Safety Division and/ or refer to Occupational Health by completing an OH1 'Request for Medical Assessment' form.

6.4.12 Ensure that employees who are returning to work after a period of sickness absence where their condition may be exacerbated by use of the DSE have their DSE workstation assessment reviewed where necessary with the support of a trained DSE assessor and/ or Health and Safety Division Officer.

## **6.5 DSE Assessors will:**

- 6.5.1 Complete appropriate training in the correct set up and adjustments of DSE workstations and equipment. Conduct DSE assessments in accordance with their training.
- 6.5.2 Provide support to DSE users who have any queries following the completion of the DSE Self-Assessment form.
- 6.5.3 Where required provide information, instruction and training relating to DSE use to users.
- 6.5.4 Support managers if any appropriate standard equipment is to be provided following a DSE assessment.
- 6.5.5 Contact the Health and Safety Division for advice where issues are raised outside of their capabilities.

## **6.6 Each DSE user of the Council will:**

- 6.6.1 Comply with any procedure or precautionary measure introduced to reduce the risk associated with work using display screen equipment.
- 6.6.2 Watch the DSE Self-Assessment training video. Complete a DSE Self-Assessment form in line with their training and provide a copy of the completed form to their line manager.
- 6.6.3 Make any required changes or adjustments to their workstation in line with guidance provided in the DSE Self-Assessment training video.
- 6.6.4 Ensure that the principles of a good DSE set up are implemented irrespective of the location where reasonably practicable.
- 6.6.5 Review their DSE self-assessment annually or in the event of any changes to the environment, workstation set up or equipment.
- 6.6.6 Use equipment provided appropriately.
- 6.6.7 Immediately report to their line manager any faults with any equipment provided to control the risk associated with display screen equipment use.
- 6.6.8 Immediately inform their manager of any pain or discomfort experienced whilst working with display screen equipment.
- 6.6.9 Inform their line manager if they wish to have an eye and eyesight test (associated with their use of DSE) paid for by the Authority.
- 6.6.10 Redeem eye and eyesight test vouchers by their expiry date.

## **6.7 The Health and Safety Division will:**

- 6.7.1 Ensure that this Display Screen Equipment Policy is reviewed as necessary to ensure it is in line with current legislation and guidance.
- 6.7.2 Provide advice and information on legislation or guidance relating to the use of display screen equipment.
- 6.7.3 Conduct or arrange for a more detailed workstation assessment where there is a defined medical need diagnosed by a medical professional, for complex medical cases or following an initial DSE self-assessment where it is considered that specialist expertise is required.
- 6.7.4 Where requested, provide advice and support to DSE assessors, Managers and users regarding the undertaking of DSE self-assessments and any other related DSE issues.
- 6.7.5 Issue eye care vouchers to users within 10 days of receiving the request.

## **6.8 Procurement, IT, or any other Officer that orders/designs DSE will:**

- 6.8.1 Ensure that any equipment purchased for use at a display screen equipment workstation complies with the requirements of this policy and the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended), (see [Appendix 2](#))
- 6.8.2 Ensure that any company/person contracted or instructed to design a workstation(s) is competent to do so and complies with the requirements of this policy and the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended).
- 6.8.3 Ensure that equipment is only purchased from corporate contracts where they exist in line with Procurement Regulations

## **6.9 Occupational Health will:**

- 6.9.1 Provide advice on issues of display screen equipment work where necessary, including ergonomic best practice.
- 6.9.2 Conduct any health surveillance or assessments relating to display screen equipment, where identified by a DSE risk assessment, or where an individual is referred to them, and keep appropriate records.

## **7 CORPORATE MANagements ARRANGEMENTS**

### **7.2 DSE Assessments**

- 7.2.1 It is a manager's responsibility to ensure that the DSE Self- Assessment form ([Appendix 1](#)) is completed by all DSE users regardless of whether they are office based, working from home or working from another location.



- 7.2.2 The DSE Self-Assessment form should normally be conducted within two weeks of the user starting to use DSE for work purposes.
- 7.2.3 Laptop computers used for prolonged periods of time must be used in conjunction with a suitable stand that raises the screen or an independent monitor, in addition to an independent keyboard and mouse. 'Users' should set up their DSE equipment in line with the instruction, information and training they have received.
- 7.2.4 Upon completion of each DSE Self-Assessment form the user must send a copy to their line manager. Any remedial actions identified must be actioned in a timely manner. Line managers should liaise with the trained DSE Assessor within the team for any actions which cannot be easily rectified (e.g., by adjusting a chair or providing equipment readily available). Managers are to liaise with Health and Safety Division if any further advice is required.

### 7.3 Agile Working

- 7.3.1 Under the Authority's Agile Working Policy, roles have been categorised using 'Fixed', 'Flexible', 'Mobile', 'Home' and 'Community'.
- 7.3.2 The table below shows when a DSE Self-Assessment form should be completed for users in each category.

Category	When is a DSE Self-Assessment required?
Fixed	A DSE Self-Assessment form must be completed at the user's fixed location.
Flexible and Mobile	A DSE Self-Assessment form must be completed at the user's home.  Another DSE Self-Assessment form must be completed for users who have a dedicated workstation in the office.  If users are working in an agile manner, they must adjust their workstation in line with the training they have received to ensure good set-up before starting work. There is no need to complete a DSE Self-Assessment form each time the user works in a different location.
Home	A DSE Self-Assessment form must be completed at the user's home.
Community	A DSE Self-Assessment form is unlikely to be needed unless employee meets the definition of a user.  If the employee meets the definition of a user, a DSE Self-Assessment form must be completed at the location where the DSE is used.

- 7.3.3 When employees work in an agile manner, they must adapt the principles of good workstation set-up and adjust the workstation as detailed in the DSE training that has been provided. Where this is not possible (e.g., when working in a public space) employees are encouraged to limit their time spent working in this way.

(INSERT HYPERLINK TO THE TRAINING HERE)

- 7.3.4 Users who have any specific health needs and/ or requires any specialist DSE equipment will need to plan their work to ensure they primarily use workstations available with the correct equipment to meet their needs. This will need to be documented on their DSE Self-Assessment form.

## **7.4 Reviewing DSE Assessments**

- 7.4.1 Where a user has returned to work following a period of sickness absence and/or a relevant medical condition has been identified, the DSE Self-Assessment should be reviewed with the support of a trained DSE assessor and further advice obtained from the Health and Safety Division if required.
- 7.4.2 DSE Self-Assessment forms should be reviewed by the user on an annual basis and completed copies forwarded to the line manager.

## **7.5 DSE Assessors**

- 7.4.1. Each section must have a sufficient number of DSE Assessors to cover the number of employees they have. Line managers should ensure that they choose appropriate individuals to be trained.
- 7.4.2. DSE Assessors must be trained by the Health and Safety Training section. Assessors will be provided, during that training, with the appropriate information and tools to allow them to competently complete assessments, support users with their DSE set-up and to assist managers to help them meet their responsibilities.
- 7.4.3. Assessors must keep managers up to date with any support they have provided to users.

## **7.6 Minimum requirements for a workstation**

- 7.6.1 [Appendix 2](#) gives details of the minimum legal requirements for a DSE workstation that must be adhered to at all times.
- 7.6.2 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 a habitual “user” or not.

7.6.3 The Authority has in place contracts for the provision of certain items. These must be adhered to when purchasing equipment for DSE users following an assessment. Details of the most up to date contracts can be obtained from procurement.

## **7.7 Eyes and eyesight tests**

7.7.1 All DSE 'users' must be informed of their entitlement to an eye and eyesight test paid for by the Authority. DSE users are under no obligation to have an eye and eyesight test if they do not wish to have one, although they should be encouraged and advised of the health benefits of doing so.

7.7.2 The Authority has a preferred provider for eye and eyesight tests and runs a voucher scheme. To obtain a voucher, users are to make a request to their line Manager. The Manager then needs to complete the voucher request form on the intranet; a voucher will then be issued via e-mail within 10 days. Employees must take the voucher with them to the appointment and should redeem the voucher within the specified expiry date.

7.7.3 Vouchers can be obtained by DSE Users' Line Managers using the online Voucher Request Form and must be taken with the employee to their appointment. A flowchart in [Appendix 4](#) illustrates the eyesight test voucher request process.

7.7.4 The Authority is not liable for paying the cost of prescription spectacles that are required to correct vision for general use or various uses, that 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 a standard eye and eyesight test, and basic corrective appliance i.e., of a type and quality adequate for its function. Additional costs beyond the 'basic' that the voucher scheme covers, such as for scratch resistant coatings, tints, branded frames and lenses, or contact lenses must be paid for by the employee.

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

## **7.8 Provision of training and information**

7.8.1 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. Training and information is provided in the mandatory DSE Self-Assessment training video.

7.8.2 Training resources are available on the Health and Safety pages of the intranet, see the [Display Screen Equipment](#) page for more information.

## **7.9 Daily Work Routine**

7.9.1 DSE users (and their managers) must ensure that they have 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.

- 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.

## **7.10 Agency / temporary workers**

7.10.1 Many temporary workers working for the Authority are supplied by employment agencies and thereby not directly employed by the Authority. If they use display screen equipment in the course of their work activities, the Authority and the employment agency have legal obligations to the agency worker, as set out in [Appendix 3](#).

## **8 SUPPORTING DOCUMENTS AND RESOURCES**

8.2 Internal documents available on the on the intranet

- Agile Working Policy
- GS033 Working with Laptop Computers
- GS040 Working With Hand-Held Computer Devices Including Mobile Phones and Personal Digital Assistants
- (Add in intranet link)

8.3 HSE guidance

- [www.hse.gov.uk/msd/dse](http://www.hse.gov.uk/msd/dse)
- L26 “Work With Display Screen Equipment” - [www.hse.gov.uk/pubns/priced/l26.pdf](http://www.hse.gov.uk/pubns/priced/l26.pdf)
- INDG36 “Working with Display Screen Equipment (DSE)” - [www.hse.gov.uk/pubns/indg36.pdf](http://www.hse.gov.uk/pubns/indg36.pdf)

**APPENDIX 1 – DISPLAY SCREEN EQUIPMENT (DSE)  
SELF ASSESSMENT FORM**

## DISPLAY SCREEN EQUIPMENT (DSE) SELF ASSESSMENT FORM

<b>Name of user:</b>	
<b>Designation:</b>	
<b>Directorate:</b>	
<b>Date of assessment</b>	

**BEFORE COMPLETING THIS DSE SELF-ASSESSMENT FORM YOU MUST WATCH THE TRAINING VIDEO (INSERT THE LINK)**

Have you watched the DSE training video?    **Yes**     **No**

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>CHAIR</b>				
<p>Is the chair suitable and in good condition?</p> <p>Is the chair stable?</p> <p>Does the chair have a working:</p> <ul style="list-style-type: none"> <li>• Seat back height and tilt adjustment?</li> <li>• Seat height adjustment?</li> <li>• Swivel mechanism?</li> <li>• 5 Castors or glides that move freely?</li> </ul>			<p>The chair may need repairing or replacing if the user is uncomfortable, or you cannot use the adjustment mechanisms.</p> <p>The chair should comprise of a 5-star base, adjustable seat back height and tilt adjustment, seat height adjustment and swivel mechanism.</p>	
<p>Is the user aware of how to make adjustments to the chair?</p> <p>Is the chair adjusted correctly?</p>			<p>The user should be able to carry out their work sitting comfortably.</p> <p>The arms of chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p> <p>User to ensure they know how to use the adjustments of the chair and how to adopt a suitable posture when working.</p>	
<p>Is the small of the back supported by the chair's backrest?</p>			<p>The user's back should be supported by the chair, with relaxed shoulders.</p> <p>The small of the back should be supported by the chair.</p>	
<p>Are forearms horizontal at the level of the desk?</p>			<p>Adjust the chair height to get the user's arms in the right position.</p> <p>Forearms should be horizontal at the level of the desk.</p>	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>CHAIR</b>				
Once arms are in correct position, are feet flat on the floor, without too much pressure from the seat on the backs of the legs, and with knees at approximately a 90-degree angle?			<p>If not, a footrest may be needed.</p> <p>Ensure that there are approximately 3 fingers of space between back of knees and front of seat, if not adjust seat slide (if available). If gap is too large new chair may be necessary if user cannot be made comfortable.</p> <p>User to ensure they are aware of appropriate leg and knee position.</p> <p>If relevant, user to ensure they know how to use footrest correctly.</p>	

<b>DISPLAY SCREEN</b>				
Are the user's eyes at roughly the same height as the top of the VDU?			<p>Once chair height is adjusted to get the user's arms in the right position, adjust the VDU height, if necessary. The user's eyes should be at the top 3<sup>rd</sup> of the screen. Ensure that the screen is approximately an arm's length from the user.</p> <p>If using a laptop computer, the screen can be raised by using a laptop stand/ riser. N.B. If the laptop is raised it must be used in conjunction with a separate mouse and keyboard.</p>	
Are the characters clear and readable?			<p>Make sure the screen is clean and cleaning materials are made available.</p> <p>Check that text and background colours work well together.</p> <p>Use a clear font when typing documents.</p>	

Health	<i>Health</i>
✓	X



Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>DISPLAY SCREEN</b>				
Is the text size comfortable to read?			Software settings may need adjusting to change text size.  User to ensure they knows how to change font size in docs and resolution size on screen.	
Is the image stable, i.e., free of flicker and jitter?			If not, user should contact 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.  User to ensure they know how to change brightness and contrast	
Can the screen be positioned appropriately (swivel and tilt)?			Swivel and tilt need not be built in; being able to move the screen on its base and tilt it up and down is sufficient for flat screen monitors.	
Is the screen free from glare and reflections?  Are adjustable window coverings provided and in adequate condition?			Check that blinds work.  You might need to consider repositioning the screen or even the desk.  Screens that use dark characters on a light background are less prone to glare and reflections.	

**KEYBOARDS**

Is the keyboard separate from the screen?			This is a requirement.  If using a laptop computer for prolonged periods and/or where it is positioned on a riser, use a separate keyboard.	
Does the keyboard tilt?			This is a requirement.	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>KEYBOARDS</b>				
Does the user have good keyboard technique?			<p>Users should avoid:</p> <ul style="list-style-type: none"> <li>• Hands bent up at wrist.</li> <li>• Hitting the keys too hard.</li> <li>• Overstretching the fingers</li> </ul>	
is it possible to find a comfortable keying position?			<p>Try pushing the display screen further back to create more room for the keyboard, hands and wrist.</p> <p>Users of thick, raised keyboards, or who have wrist pain, may need a wrist rest.</p> <p>A short board may be required for someone who finds the normal sized board cumbersome and gets in the way of the mouse.</p> <p>Note that touch typists may not use the desk as support when they type.</p> <p>Users should not overstretch and use the desk as support for arms.</p>	
Are the characters on the keys easily readable?			<p>Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.</p> <p>Use a keyboard with a matt finish to reduce glare and/or reflection.</p>	

**MOUSE DEVICES**

Is the device suitable for the user?			<p>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 vertical/rollerball may be better for some tasks/users (but can be worse for others).</p>	
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Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>MOUSE DEVICES</b>				
Is the device positioned close to the user?			<p>If using a laptop for prolonged periods and/or where it is positioned on a riser, a separate mouse must be used. Most devices are best placed as close as possible, e.g., right beside the keyboard.</p> <p>Users should:</p> <ul style="list-style-type: none"> <li>• Prevent arm overreaching.</li> <li>• not to leave their hand on the device when it is not being used.</li> <li>• Should be able to keep elbows tucked in.</li> <li>• Encourage a relaxed arm and straight wrist.</li> </ul>	
Is there support for the device user's wrist and forearm?			<p>Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.</p> <p>Users should be able to find a comfortable working position with the device.</p>	
Does the device work smoothly at a speed that suits the user?				
Can the user easily adjust software settings for speed and accuracy of pointer?			Users to ensure they know how to adjust device settings.	

**TELEPHONES**

Is telephone within easy reach?			<p>Contact IT if longer cord required on an office phone. This is to prevent over reaching and putting strain on the neck/ shoulder.</p> <p>Mobile phones to be placed within easy reach.</p> <p>Consider using Teams or other software to conduct calls digitally.</p>	
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Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>TELEPHONES</b>				
Does user have a headset if they are required to use the keyboard extensively during phone calls?			<p><i>Not required for all users or people who have to use phone and type sporadically – only where regular prolonged use (important where individual has a neck/shoulder problem)</i></p> <p>Users should not cradle phone between their shoulder and ear.</p>	

<b>SOFTWARE</b>				
Is the software suitable for the task?			<p>Software should help the user carry out the task, minimise stress and be user-friendly. Users should have had appropriate training in using the software.</p> <p>Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.</p> <p>If software is click intensive users to use keyboard shortcuts wherever possible.</p>	

<b>FURNITURE</b>				
Is the work surface large enough for all the necessary equipment, papers etc?			<p>Create more room by moving printers, reference materials etc. elsewhere.</p> <p>If necessary, user should contact IT so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement.</p>	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>FURNITURE</b>				
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. IT to be contacted if cables too short to move equipment into correct position.  A document holder may be needed, positioned to minimise uncomfortable head and eye movements – in line or at monitor height.	
Are surfaces free from glare and reflection?			Consider mats or blotters to reduce reflections and glare.	

<b>ENVIRONMENT</b>				
Is there enough room to change position and vary movement?			Space is needed to stand up, move about, stretch, fidget and change posture as required.  Cables should be tidy and not a trip or snag hazard – IT to be contacted if too short to move equipment into correct position.  User should plan their work to take breaks from the screen, change their posture and change work activities.	
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.	
Does the air feel comfortable?			VDUs and other equipment may dry the air.  Circulate fresh air if possible.  Individuals are reminded of their personal responsibility to ensure comfort.	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>ENVIRONMENT</b>				
Are levels of heat comfortable?			<p>Can heating be better controlled? Can users be moved away from the heat source?</p> <p>Individuals are reminded of their personal responsibility to ensure comfort</p>	
Are levels of noise comfortable?			<p>Consider moving sources of noise, e.g., printers, away from the user, or user away from the noise source. If not, consider soundproofing.</p>	

Risk Factors	Tick Answer		Things to consider	Action to take
	Y	N		
<b>HOMEWORKING</b>			<b>THE FOLLOWING QUESTIONS SHOULD ONLY BE COMPLETED IF YOU WORK FROM HOME</b>	
Are electrical appliances safe with no signs of damage?			<p>Look for signs of fraying, chipping, cracks, cuts to leads and plugs. Check for signs of overheating. Report any damage to your line manager.</p> <p>Has equipment provided by CCBC been PAT testing and is in date.</p>	
Is the work area clear of tripping hazards?			<p>Keep walkways clear of tripping hazards e.g., trailing cables.</p> <p>Ensure good housekeeping in work areas.</p>	
<p>Is your work area organised and tidy and are waste materials regularly disposed of?</p> <p>Are exits routes kept clear?</p>			<p>Have an escape plan and make sure you know what to do in an emergency.</p> <p>If not already in place, consider fitting a smoke alarm.</p>	
Do you carry a lot of equipment when moving between work places?			<p>Consider using bags/pack away trolleys with wheels. Minimise loads and only take the files/ equipment you require.</p> <p>A manual handling risk assessment will be required if you undertake hazardous manual handling activities.</p>	
Do you carry out lone working visits away from home?			Follow the team's lone working procedures and risk assessment.	

DSE Assessor referral required?

Yes No

**Action Plan**

Further Action Identified	Action required and by whom?	Completion Date

**Review History**

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

**Review date** \_\_\_\_\_

**Reviewed by** \_\_\_\_\_

**Review date** \_\_\_\_\_

**Reviewed by** \_\_\_\_\_

**Signed (User)** \_\_\_\_\_

**Signed (Manager)** \_\_\_\_\_

**Date** \_\_\_\_\_



## **APPENDIX 2 - MINIMUM LEGAL REQUIREMENTS**

## MINIMUM REQUIREMENTS FOR A WORKSTATION

\* Please note these minimum standards do not apply to the use of laptops (see guidance sheet GS33)

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 their feet cannot rest flat on the floor while sat at their workstation.

### Workstation set up

- The DSE Self-Assessment training video will provide staff with the information they need to set up their workstations correctly to ensure good posture.

## **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 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.

### 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 3 - CLARIFICATION OF DUTIES INVOLVING  
DSE TO AGENCY WORKERS**

## CLARIFICATION OF DUTIES INVOLVING DSE TO AGENCY WORKERS

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 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:-

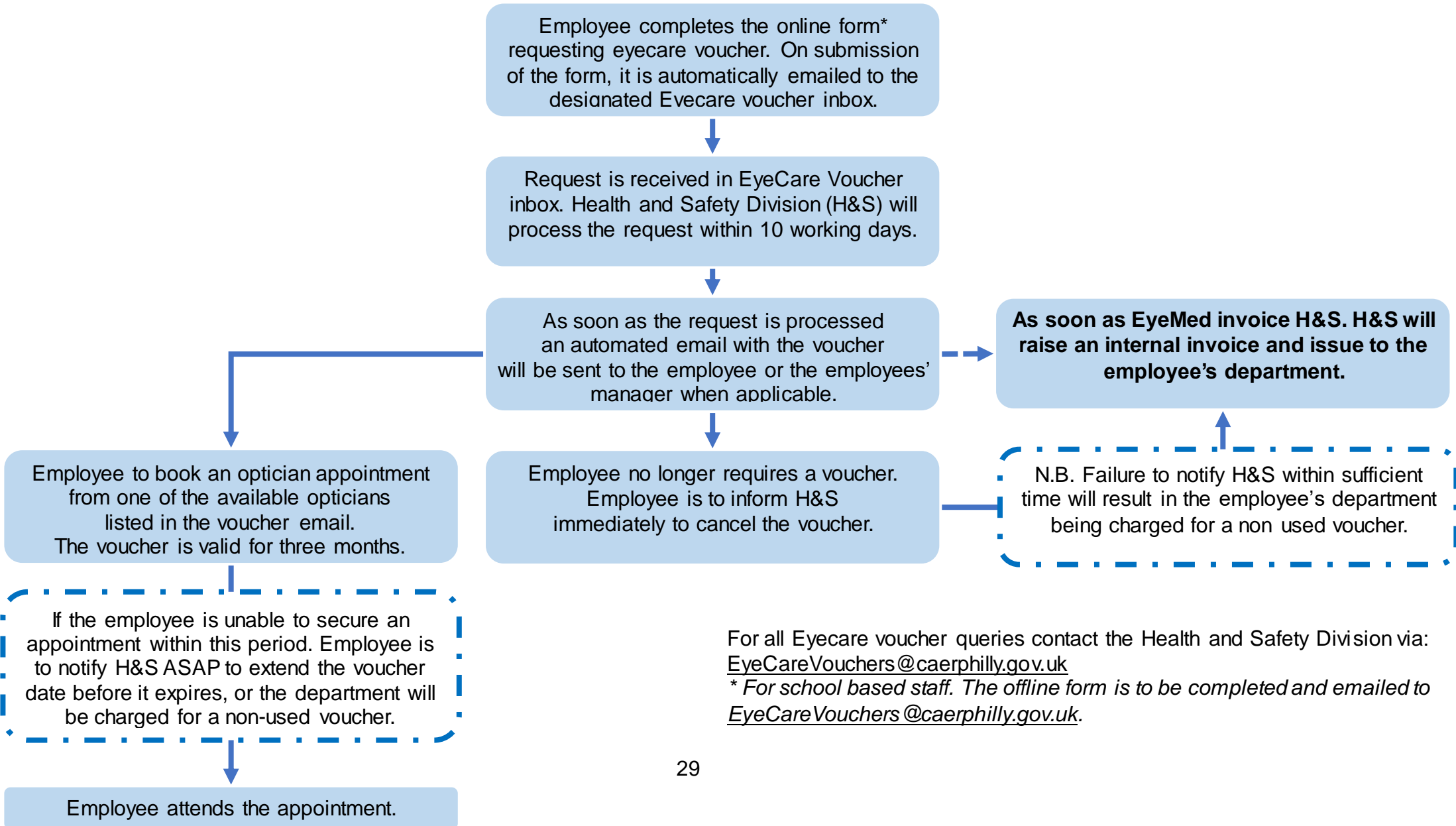
- a) Assess risks to agency workers using their workstation.
- b) Ensure all workstations in CCBC premises comply with the minimum requirements.
- c) Ensure all activities are planned so workers can have breaks from DSE work, as defined in [Section 7.8](#) of this document.
- d) Provide training to agency 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 4 - EYESIGHT TEST VOUCHER REQUEST PROCESS**

## EYESIGHT TEST VOUCHER REQUEST PROCESS



For all Eyecare voucher queries contact the Health and Safety Division via:  
[EyeCareVouchers@caerphilly.gov.uk](mailto:EyeCareVouchers@caerphilly.gov.uk)  
\* For school based staff. The offline form is to be completed and emailed to [EyeCareVouchers@caerphilly.gov.uk](mailto:EyeCareVouchers@caerphilly.gov.uk).