

Display Screen Equipment (DSE) Users including Visual Display Unit (VDU) Policy

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		HR
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DRAFT V1.1	June 2012	Review by HR Policy Group
DRAFT V1.2	August 2012	Sent to SPF for Approval



POL136 – Display Screen Equipment (DSE) Users Policy

Version	Date	Comments (i.e., viewed, or reviewed,
		amended approved by person or
		committee)
V2.0	August 2012	Sent to EMT for Approval
DRAFT V2.1	November 2013	Reviewed (Incorporate PAM Processes)
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DRAFT V4.1	November 2021	Reviewed by Health & Safety Lead
DRAFT V4.2	January 2022	Sent to H&S Committee
DRAFT V4.3	March 2022	Sent back to H&S Team
DRAFT V4.4	April 2022	Sent to DSE Compliance TAFG
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		Unison Branch
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V5.0	August 2022	Approved at CRG
DRAFT V5.1	June 2024	Reviewed by Head of Health, Safety &
		Security and sent to Health, Safety &
		Wellbeing Group for comments
DRAFT V5.2	September 2024	Sent to Compliance and Risk Group for Approval
V6.0	September 2024	Approved at Compliance and Risk Gropup

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Document Reference	Display Screen Equipment (DSE) Users Policy
	Directorate: Clinical Quality
Recommended at	Health, Safety & Wellbeing Group
Date	July 2024
Approved at	Compliance and Risk Group
Date	September 2024
Valid Until Date	July 2027
	Or earlier if prompted by Legislation
Equality Analysis	Yes
Linked procedural	Health and Safety Policy
documents	Manual Handling Policy
	Managing Stress and Enhancing Psychological Wellbeing
	Learning and Development Policy
	Security Policy
	Lone Worker Policy
	Risk Management Strategy
Dissemination	All staff via email, intranet and through line
requirements	managers for staff that do not have access to IT.
Part of Trust's publication scheme	Yes



The East of England Ambulance Service NHS Trust has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the Trust, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed-term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the Trust.

All Trust policies can be provided in alternative formats.



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1. Introduction

- 1.1 This policy is to ensure so far as is reasonably practicable, the health, safety and wellbeing of the East of England Ambulance Service NHS Trust staff, visitors and the public.
- 1.2 EEAST will take all reasonable steps to fulfil its duties under the Health and Safety (Display Screen Equipment) Regulations 1992.

2. Purpose

- 3.1 The policy aims to:
 - Ensure all employees who regularly use DSE are identified and trained in the correct use of the equipment
 - Identify display screen equipment risks and understand how to implement control measures
 - Provide clarity on display screen equipment assessments to ensure suitable and safe workstations
 - Outline how staff can receive the appropriate training of display screen equipment and apply good ergonomic practice.

3. Duties

3.1 Chief Executive

The Chief Executive is responsible for ensuring the policy is implemented and that matters relating to health and safety of DSE users are managed effectively.

The Chief Executive has nominated the Chief Paramedic and Director of Quality to oversee all matters relating to DSE.

3.2 Executive Leadership Team

The Executive Leadership Team are responsible for ensuring that the appropriate managers within each directorate across the Trust are provided with the relevant resources.





3.3 Managers

Must ensure that employees who are habitual users have, as a minimum, completed the Trusts eLearning training on OLM, followed by the AuditOnline assessment <u>Access Audit Online</u>

Ensure any concerns highlighted on the assessment are efficiently addressed.

If required, signpost staff to trained DSE Coach to assist with setting up workstations via the referral request <u>DSE Assessment - Manager Request for DSE Coach</u> Refer staff members to Occupational Health for complex needs analysis if DSE Coach is unable to provide sufficient advice.

Ensure staff plan their workloads to include regular breaks, change of position and activities.

Provide guidance to staff on how to use their workstation safely to avoid health problems, e.g. adjust chairs, desks etc.

Ensure equipment and furniture are maintained, in good working order. Screen wipes should be available to all DSE Users.

Ensure that workstation equipment and furniture is provided following DSE Coach or Occupational Health assessment.

3.4 Staff

Inform their line manager of their concerns of DSE Workstation.

Use the DSE equipment/furniture provided by the employer as per the manufacturers and recommended use.

Habitual DSE Users must complete the mandatory DSE OLM eLearning and self-assessment on AuditOnline.

Staff must co-operate with the completion of the workstation DSE self-assessment, and all measures/training to promote safe working practice:

- Using equipment in the intended manner
- Adopting the advice of their line manager to plan work effectively







- Using any corrective glasses prescribed specifically for working with DSE
- Inform their line manager immediately if they experience any problems or ill health.

New DSE Users joining the trust will complete the training and self-assessment during their induction period.

3.5 Occupational Health

Ensure adequate DSE Coaches are suitably trained

Undertake DSE assessment of staff referred to them via the DSE Coaches/Line Managers and provide relevant advice on reasonable adjustments

Liaise with the Wellbeing Team to ensure the administration of the Trust Eye Test System

3.6 Health, Safety & Security

Provide professional guidance and assistance to Trust Management and its employees in relation to DSE.

Advise on DSE assessments of complex cases following Occupational Health referral

3.7 Learning & Development

Ensure DSE eLearning Training is available

Monitor compliance of DSE Mandatory and Statutory Training

3.8 Procurement

Availability of the corporate eye care provider and equipment for ease of access for staff.

4. Definitions

Display Screen Equipment (DSE)

Display Screen Equipment (DSE) are devices or equipment that have an alphanumeric or graphic display screen and includes display screens, laptops, touch screen and other similar devices.

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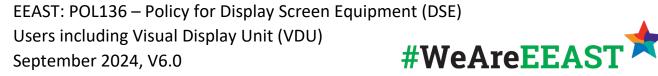


Habitual Users

Staff who regularly use DSE as a significant part of their normal work (daily, for continuous periods of an hour or more). These workers are known as habitual DSE users.

5. Procedure for Completing an Online DSE Assessment

- 5.1 All staff to complete the Trusts eLearning Training on OLM, followed by the AuditOnline Assessment Access Audit Online
- 5.2 Line Managers must keep records of completed DSE assessments in employee files
- 5.3 Line managers have the responsibility to ensure any concerns highlighted on the assessment are addressed
- 5.4 If the assessment highlights specific health conditions an Occupational Health Referral should be made.
- 5.5 If the assessment highlights a matter related to Health & Safety. A DSE Coach referral should be made DSE Coach
- 5.6 DSE assessment should be repeated where:
 - A new workstation is set up
 - A new user starts work
 - A change is made to an existing workstation or the way it's used
 - An individuals change in workplace including temporary redeployment which qualifies them as a DSE User
 - Users experience pain or discomfort associated with the use of DSE
 - When any DSE issue has been resolved by a supportive action
 - Annually if none of the above apply
- 5.7 All employees that are required to carry out DSE assessments will have an AuditOnline account set up, however if not or have issues, the staff member will need to contact Clinical Quality Systems ClinicalQualitySystems@eastamb.nhs.uk for access to AuditOnline.



- 6. Procedure for Funding Eye Tests and Visual Display Units (VDU) Use Only Glasses
- 6.1 Habitual DSE users can claim financial support for their eye and eyesight test through Wellbeing. **Appendix A Habitual Display Screen Equipment (DSE) Users Form**
- 6.2 Habitual Users can claim this corporate eye care voucher:
 - On commencement of their first role using DSE Equipment
 - Two yearly of if the optician decides additional tests are required
 - More frequently if experience visual problems which relate to VDU use and Occupational Health approval. Occupational Health reserve the right to conduct their own eye test rather than refer to an optician.
- 6.3 On receipt of habitual DSE Users Form which meets the criteria detailed on 6.2. the User will receive confirmation via employees Trust email address.
- 6.4 The employee will contact the Optician to book appointment providing details of the corporate eye care voucher. (The voucher covers the cost of the eye and eyesight test and a pair of VDU only glasses, should the optician determine they are required). Staff have the option to upgrade to glasses at a cost to the individual.
- 6.5 Occasional DSE Users are not entitled to claim any financial support for their eye and eyesight test.

7. Other Related

7.1 Care of the VDU only Glasses

Where VDU only glasses have been prescribed and costs met or partially met by the Trust via a corporate eye care voucher, it is the employee's responsibility to keep the glasses safe and to ensure they are used at work as required. Employees are expected to take appropriate care for these glasses as it is not the Trust's obligation to provide a spare or replacement pair of VDU only glasses except as outlined in paragraph 6.2 above.

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7.2 Pregnancy and DSE Usage

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

7.3 Change of Task Breaks

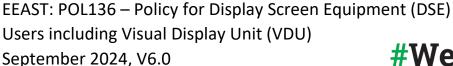
The purpose of a break from DSE work is to prevent the onset of fatigue and injury related to repetitive use. To achieve this objective the Trust, managers and employees should incorporate changes of activity during the working day, wherever possible.

There is no prescribed frequency or duration of breaks from DSE work. This needs to be determined by local management and reflected in appropriate policies as required but as a minimum the employee should take a ten-minute break after an hour's continuous DSE work

Any employee who believes that their DSE workload does not permit adequate breaks should bring this to the attention of their line manager.

Tips:

- 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 10-minute break after 50–60 minutes continuous screen and/or keyboard work is likely to be more beneficial than 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.

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

7.4 **Laptop Users**

Laptops must comply with the DSE regulations where they are in prolonged use (e.g., for periods of one hour or more and on most days).

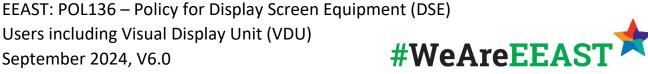
7.5 **Regional Working**

Where employees occasionally work from other locations, including home. They should complete a Dynamic DSE Assessment for each area where DSE will be used.

For periods of prolonged use an assessment of the area should be carried out and discussed with your line manager regarding any concerns regarding DSE use. Further information can be found in the Home Working Policy.

7.6 **Record Keeping**

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



Type of Record	Responsibility of
The results of DSE Assessment for	1. Line manager to keep a copy
new employees	2. Copy to be attached to Local Induction Checklist
	3. Local Induction Check list and DSE Assessment to be filed in
	personnel file
The actions of DSE Assessment	1. Line manager to keep a copy
for existing employees	2. Copy to be attached to Local Induction Checklist
	3. Local Induction Check list and
	DSE Assessment to be filed in
	personnel file
Completion of DSE E-learning	PDE to update employee training
Module	record on Oracle Learning
	Management System
Eye and eyesight tests	Wellbeing Team
The supply of corrective	Line manager and Procurement
appliances	
Complaints of alleged or actual	OH and H&S
DSE related ill health	
Action taken in respect of such complaints	OH and H&S



Appendices

Appendix A Habitual Display Screen Equipment (DSE) Users Form

Form available from Wellbeing@eastamb.nhs.uk or EEAST Intranet



HABITUAL DISPLAY SCREEN EQUIPMENT (DSE) USERS FORM

Please complete this form and return to wellbeing@eastamb.nhs.uk

This voucher will entitle you to a Free Specsavers VDU eye test and a free pair of prescription glasses from their £49 range or £49 towards glasses of a higher value (when required solely and specifically for VDU use). In addition to this it also entitles you to £20 discount when purchasing from the £99 range with Premium Club. If you are eligible, a voucher will be emailed to you.

Once you have received your voucher contact the Specsavers store of your choice to arrange your eye test. We advise that you do not make your appointment until you have received your voucher. You can simply present your eVoucher in store where staff can print it for you.

Name:	
Date of Birth:	
Job Title:	
Payroll Number:	
Locality:	
Trust email address:	

, , , , , , , , , , , , , , , , , , , ,	Please tick
Use DSE equipment for continuous spells of over an hour as a large part of my normal work	
Daily use of DSE	
Little or no choice to use DSE	

Reason for claim:	Please tick
I wish to receive a Trust eyecare voucher & have not claimed one in the last 24 months	
I am experiencing visual problems which may be reasonably related to DSE use	

Signature of claimant:	Ellis Turrell
Name of line manager:	
Line manager signature:	

wellbeing@eastamb.nhs.uk / 2022



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Appendix B Staff Groups Defined as Habitual Users

This list will be reviewed in line with the policy by HR Policy Group.

	Habitual DSE Users	Occasional DSE Users
Emergency	 General Managers 	• ECPs
Services	 Assistant General Managers 	 Paramedics
	 Leading Operations 	• EMTs
	Managers	• SAPs
	 Clinical Leads 	• ASWs
	Supervisors	• ECAs
	 Administrators 	 Other operational
	 Head of Operations 	employees
Support Services	To be defined by local	To be defined by
(Finance/HR/	management	local management
IM&T etc).		
Distribution and	All staff in HEOC	To be defined by
Production	 Other staff groups to be 	local management
	defined by local management	
Non-emergency	All Ambulance Liaison and other	Road based staff
services	office staff	
Primary Care	To be defined by local	To be defined by
	management	local management

This list is not exhaustive and is for guidance purposes only



Appendix C Display Screen Equipment (DSE) Assessment

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

The assessment is designed for self-assessment but can also be undertaken in conjunction with a DSE Coach, Health and Safety representative who coordinates DSE for your team, or line manager. The purpose of the assessment is to identify:

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

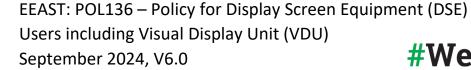
Your line manager has responsibility for ensuring any actions agreed are taken forward. If possible, you should try to resolve these at a local level but if further advice or support is required a referral for a DSE Coach will be required.

If the issue is specifically due to an <u>individual's health</u> and their usage of DSE equipment, please contact Occupational Health (OH).

If the issue raised on the DSE assessment, cannot be resolved locally, please request for your line manager to submit a referral form for a DSE Coach.

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

Once all actions have been resolved, you will be required to complete the assessment again to be compliant and this will appear on the monthly compliance report.

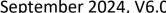




Equality Impact Assessment Appendix D

Is the process new or existing? If existing, state policy reference Person responsible for process/policy Directorate and department/section Policy Existing Policy, POL136 Head of Health, Safety & Security Clinical Quality Health, Safety & Security	EIA Cover Sheet		
existing, state policy reference Person responsible for process/policy Directorate and department/section Name of assessment lead or EIA assessment team members Has consultation taken place? Was consultation internal or external? (Please state below: Guidelines Written policy involving staff and patients Strategy Changes in practice Department changes Project plan Action plan	Name of process/policy	Display Screen Equipment (DSE) User Policy	
Directorate and department/section Name of assessment lead or EIA assessment team members Has consultation taken place? Was consultation internal or external? (Please state below: Guidelines Written policy involving staff and patients Strategy Changes in practice Department changes Project plan Action plan		Existing Policy, POL136	
department/section Name of assessment lead or EIA assessment team members Has consultation taken place? Was consultation internal or external? (Please state below: Guidelines Written policy involving staff and patients Strategy Changes in practice Department changes Please tick whether the area being assessed is new or existing. Health, Safety & Security Head of Health, Safety & Security	-	Head of Health, Safety & Security	
Assessment team members Has consultation taken place? Was consultation internal or external? (Please state below: Guidelines Written policy involving staff and patients Strategy The assessment is being made on: Please tick whether the area being assessed is new or existing. Project plan Action plan		-	
Was consultation internal or external? (Please state below: Guidelines Written policy involving staff and patients Strategy Changes in practice Department changes Project plan Action plan		Head of Health, Safety & Security	
Written policy involving staff and patients Strategy Changes in practice Please tick whether the area being assessed is new or existing. Project plan Action plan	Was consultation internal or		
	Please tick whether the area	Written policy involving staff and patients Strategy Changes in practice Department changes Project plan Action plan	X
Equality Analysis	Equali	ty Analysis	

To document the Trust's process for managing DSE Users within the Trust.



Who does the policy/procedure/practice/event impact on?							
Race		Religion/belief		Marriage/Civil Partnership			
Gender		Disability	П	Sexual orientation			
Age		Gender re-		Pregnancy/maternity			
		assignment					
Who is re	sponsi	ble for monitoring th	e policy	//procedure/practice/eve	nt?		
Head of Health, Safety & Security							
What information is currently available on the impact of this policy/procedure/practice/event?							
No impact – every person affected by DSE is treated equally.							
Do you n	Do you need more guidance before you can make an assessment about						
Do you n	icca iii	this policy/procedur	•		Juc		
No							
	Do	vou have any evamn	les that	t show that this			
Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the							
		following protected	•				
_							
Race		Religion/belief	Ш	Marriage/Civil	Ш		
Gender		Disability		Partnership Sexual orientation			
Age		Gender re-		Pregnancy/maternity			
_		assignment					
Please provide evidence:							
		Please provid	le evide	ence:			
		Please provic	le evide	ence:			
		Please provic	le evide	ence:			
		Please provid	le evide	once.			
		Please provic	le evide	ence:			

	•	•		cedure/practice/event co owing characteristics? No				
Race		Religion/belief		Marriage/Civil Partnership				
Gender		Disability		Sexual orientation				
Age		Gender re- assignment		Pregnancy/maternity				
Please provide evidence:								
		Action Plan/P	lans - S	MART				
N/A								
Ev	<i>r</i> aluation	on Monitoring Plan/	how w	ill this be monitored?				
		N/	′ A					

Appendix E Monitoring Table

What	Who	How	Frequency	Evidence	Reporting arrangements	Acting on recommendations	Change in practice and lessons to be shared
To ensure	Health	Analysis of	Yearly	From	Through	Health and Safety	Through the
departments	and	requests for		completed	regular	Committee	Health and
are completing	Safety	DSE		DSE	updates to the		Safety
DSE	Group	Assessments		Assessments	Health and		Committee
Assessments in		to the H&S			Safety		and any
line with the		Team			Committee		changes as a
policy							result of this
							will be led by
							the Health
							and Safety
							Lead in
							conjunction
							with Training

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