



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

Document Reference:	POL136
Document Status:	Approved
Version:	V6.0

DOCUMENT CHANGE HISTORY

Initiated by	Date	Author (s)
		HR
Version	Date	Comments (i.e., viewed, or reviewed, amended approved by person or committee)
V1.0	May 2010	Approved by SPF
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)
V3.0	December 2013	Approved at SPF
V4.0	December 2015	Approved extension to review date by SPF to August 2016
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
DRAFT V4.5	May 2022	Sent to Health & Safety Committee and Unison Branch
DRAFT V4.6	August 2022	Sent to CRG
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 Group

POL136 – Display Screen Equipment (DSE) Users Policy

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

POL136 – Display Screen Equipment (DSE) Users Policy

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.

Contents

Paragraph		Page
1.	Introduction	6
2.	Purpose	6
3.	Duties	6
3.1	Chief Executive	6
3.2	Executive Leadership team	6
3.3	Managers	7
3.4	Staff	7
3.5	Occupational Health	8
3.6	Health, Safety & Security	8
3.7	Learning & Development	8
3.8	Procurement	8
4.	Definitions	8
5.	Procedure for Completing an Online DSE Assessment	9
6.	Procedure for Funding Eye Tests and Visual Display Unit (VDU) Use Only Glasses	10
7.	Other Related	10
Appendix A	Display Screen Equipment (DSE) Users Form – Eye Tests	14
Appendix B	Staff Groups Defined as Habitual Users	15
Appendix C	Display Screen Equipment (DSE) Assessment	16
Appendix D	Equality Impact Assessment	17
Appendix E	Monitoring Table	20

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 [Access Audit Online](#)

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 [DSE Assessment - Manager Request for DSE Coach](#) 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

POL136 – Display Screen Equipment (DSE) Users Policy

- 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.

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 Assessment - Manager Request for 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.

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.

POL136 – Display Screen Equipment (DSE) Users Policy

- 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:

POL136 – Display Screen Equipment (DSE) Users Policy

Type of Record	Responsibility of.....
The results of DSE Assessment for new employees	<ol style="list-style-type: none"> 1. Line manager to keep a copy 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 for existing employees	<ol style="list-style-type: none"> 1. Line manager to keep a copy 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 Module	PDE to update employee training record on Oracle Learning Management System
Eye and eyesight tests	Wellbeing Team
The supply of corrective appliances	Line manager and Procurement
Complaints of alleged or actual DSE related ill health	OH and H&S
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:	

To qualify you will need to meet the following criteria in your substantive role as a habitual DSE user:	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

#WeAreEEAST 

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 Services	<ul style="list-style-type: none"> • General Managers • Assistant General Managers • Leading Operations Managers • Clinical Leads • Supervisors • Administrators • Head of Operations 	<ul style="list-style-type: none"> • ECPs • Paramedics • EMTs • SAPs • ASWs • ECAs • Other operational employees
Support Services (Finance/HR/IM&T etc).	To be defined by local management	To be defined by local management
Distribution and Production	<ul style="list-style-type: none"> • All staff in HEOC • Other staff groups to be defined by local management 	To be defined by local management
Non-emergency services	All Ambulance Liaison and other office staff	Road based staff
Primary Care	To be defined by local management	To be defined by 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 co-ordinates 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 individual's health 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.

Appendix D Equality Impact Assessment

EIA Cover Sheet																	
Name of process/policy	Display Screen Equipment (DSE) User Policy																
Is the process new or existing? If existing, state policy reference	Existing Policy, POL136																
Person responsible for process/policy	Head of Health, Safety & Security																
Directorate and department/section	Clinical Quality Health, Safety & Security																
Name of assessment lead or EIA assessment team members	Head of Health, Safety & Security																
Has consultation taken place? Was consultation internal or external? (Please state below:																	
The assessment is being made on: Please tick whether the area being assessed is new or existing.	<table border="1"> <tr> <td>Guidelines</td> <td></td> </tr> <tr> <td>Written policy involving staff and patients</td> <td>X</td> </tr> <tr> <td>Strategy</td> <td></td> </tr> <tr> <td>Changes in practice</td> <td></td> </tr> <tr> <td>Department changes</td> <td></td> </tr> <tr> <td>Project plan</td> <td></td> </tr> <tr> <td>Action plan</td> <td></td> </tr> <tr> <td colspan="2">Other (please state)</td> </tr> </table>	Guidelines		Written policy involving staff and patients	X	Strategy		Changes in practice		Department changes		Project plan		Action plan		Other (please state)	
	Guidelines																
	Written policy involving staff and patients	X															
	Strategy																
	Changes in practice																
	Department changes																
	Project plan																
	Action plan																
Other (please state)																	
Equality Analysis																	
What is the aim of the policy/procedure/practice/event?																	
To document the Trust's process for managing DSE Users within the Trust.																	

POL136 – Display Screen Equipment (DSE) Users Policy

Who does the policy/procedure/practice/event impact on?			
Race	<input type="checkbox"/>	Religion/belief	<input type="checkbox"/>
Gender	<input type="checkbox"/>	Disability	<input type="checkbox"/>
Age	<input type="checkbox"/>	Gender re-assignment	<input type="checkbox"/>
Marriage/Civil Partnership	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
		Pregnancy/maternity	<input type="checkbox"/>
Who is responsible for monitoring the policy/procedure/practice/event?			
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 need more guidance before you can make an assessment about this policy/procedure/ practice/event?			
No			
Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the following protected characteristics? No			
Race	<input type="checkbox"/>	Religion/belief	<input type="checkbox"/>
Gender	<input type="checkbox"/>	Disability	<input type="checkbox"/>
Age	<input type="checkbox"/>	Gender re-assignment	<input type="checkbox"/>
Marriage/Civil Partnership	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
		Pregnancy/maternity	<input type="checkbox"/>
Please provide evidence:			

POL136 – Display Screen Equipment (DSE) Users Policy

Are there any concerns that this policy/procedure/practice/event could have a negative impact on any of the following characteristics? No			
Race	<input type="checkbox"/>	Religion/belief	<input type="checkbox"/>
		Marriage/Civil Partnership	<input type="checkbox"/>
Gender	<input type="checkbox"/>	Disability	<input type="checkbox"/>
Age	<input type="checkbox"/>	Gender re-assignment	<input type="checkbox"/>
		Sexual orientation	<input type="checkbox"/>
		Pregnancy/maternity	<input type="checkbox"/>
Please provide evidence:			
Action Plan/Plans - SMART			
N/A			
Evaluation Monitoring Plan/how will 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 departments are completing DSE Assessments in line with the policy	Health and Safety Group	Analysis of requests for DSE Assessments to the H&S Team	Yearly	From completed DSE Assessments	Through regular updates to the Health and Safety Committee	Health and Safety Committee	Through the Health and Safety Committee and any changes as a result of this will be led by the Health and Safety Lead in conjunction with Training