



GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales

Reference Number: PHW10/TP13
Version Number: 2
Date of next review: October 2027

Display Screen Equipment Procedure

Introduction and Aim

The Estates, Safety and Facilities Team has developed an overarching Health and Safety Policy which sets out the organisation’s commitment and responsibility to health and safety.

This procedural document forms part of the suite of health and safety documents to support this through advising on the requirements to applying the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (miscellaneous amendments) Regulations 2002.

Through the development and implementation of this procedure in conjunction with other health and safety procedures, the Chief Executive and the Board can be assured that the organisation is adhering to the Health and Safety Policy and the organisation’s commitment to Health and Safety.

Supporting Procedures and Written Control Documents

[All corporate policies and procedures are available on the Public Health Wales website](#)

- Health and Safety Policy
- Moving and Handling Procedure
- Provision and Use of Work and Lifting Equipment Procedure
- Statutory and Mandatory Training Policy
- Work How it Works Best – Agile Working Policy
- Equipment and Workplace DSE assessment Procedure

Scope

This procedure and any arrangements made under it applies to all persons employed or engaged by Public Health Wales, including part time workers, temporary and agency workers, those holding honorary contracts as well as hosted bodies, including the NHS Wales Executive.

Equality, Health and Welsh Language Impact Assessment

An Equality, Welsh Language and Health Impact Assessment has been completed and can be viewed on the policy webpages.

Approved by	Health and Safety Group
Approval Date	14/10/2024
Review Date	14/10/2027
Date of Publication:	26/03/2025
Accountable Executive Director/Director	Huw George, Deputy Chief Executive, Executive Director of Finance and Operations.
Author	Scott Thomas Health and Safety Advisor

[Disclaimer](#)

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Board Business Unit](#).

This is a controlled document, the master copy is retained by the Board Business Unit

Whilst this document may be printed, the electronic version posted on the internet is the master copy. Any printed copies of this document are not controlled. This document should **not** be saved onto local or network drives but should always be accessed from the [internet](#).

Summary of Review and Amendments				
Version Number	Date of Review	Date of Approval	Date Published	Summary of Amendments
V1	N/A	10/09/2019	25/11/2019	N/A
V2	01/05/2024	14/10/2024	26/03/2025	Included Contents Page, aims and objectives, definitions, and Legislation & Guidance Sections. Updated scope, roles and responsibilities, process, eye test and appendices sections.

Contents

1. Introduction.....	4
2. Scope	4
3. Aims and Objectives	4
4. Definitions.....	5
5. Roles and responsibilities.....	6
6. Process	8
6.1 Risk Assessment	8
6.2 DSE Assessors	9
6.3 Other Advice.....	9
6.4 Home working.....	9
7. Training	10
8. Monitoring and auditing.....	10
9. Eye Tests and Provision of Spectacles.....	11
10. Failure to comply with terms of the Display Screen Equipment Procedure	12
11. Legislation and Guidance	12
Appendix 1	13
Appendix 2	15
Appendix 3	16
Appendix 4	17
Appendix 5	19

1. Introduction

The Health and Safety at Work etc. Act 1974 and The Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (miscellaneous amendments) regulations 2002 seek to protect the health of workers by reducing risks from the use of Display Screen Equipment (DSE) at work.

The regulations place a duty on the organisation to assess the risk of injury and ill-health to our employees and to maintain our working environments such that it reduces the likelihood of injury and ill-health.

This procedure aims to ensure that the organisation complies with the regulations and to offer advice and guidance to managers and staff regarding the use of DSE.

It is the intention of the organisation to ensure, through suitable and sufficient assessments of the risk are undertaken to reduce any risks to a minimum, and that appropriate medical advice is sought where necessary. The implementation of this procedure requires the total co-operation of all management and employees.

2. Scope

All persons employed or engaged by Public Health Wales, including hosted bodies, part time workers, temporary and agency workers, those holding honorary contracts who use display screen equipment as part of their employment. It also applies to any workstation that is provided for use on trust premises by persons who are not employees, i.e., service users, visitors, volunteers or staff of external bodies located on trust premises.

3. Aims and Objectives

The aim of this procedure is to raise awareness of the risks associated with DSE with a view to reducing these risks, so far as is reasonably practicable, to comply with the requirements of the DSE regulations and to provide staff with the necessary information and instructions relating to DSE including a simple tool for conducting a DSE self-assessment.

The objective of this procedure is to ensure the organisation complies with the requirements of the Health & Safety (Display Screen Equipment) Regulations 1992 by:

- ensuring that all staff who regularly use DSE are identified.
- ensuring that display screen equipment risks are adequately risk assessed and appropriate controls are put in place.
- ensuring that staff receive appropriate training in the risks associated with DSE and the necessary information to apply good ergonomic

practice.

- to ensure that following assessments, suitable equipment are made available and used correctly as per training and instruction.
- ensuring that staff with existing health conditions have suitable and safe workstations.
- providing eye and eyesight tests on request, and special spectacles if needed
- ensuring a review of DSE assessments are undertaken when the user or DSE changes.

4. Definitions

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

User - means an employee who habitually uses display screen equipment as a significant part of his normal work

Workstation - means an assembly comprising:

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

Portable computer (Laptops) - A portable computer is a device which has a display screen and qwerty keyboard not separate from each other but hinged in a "clamshell" arrangement. A portable computer commonly consists of a display screen with screen size of between 11 and 15 inches (measured across its diameter)

Handheld Devices (Tablets, Smartphones) - is a device which has a display screen and keyboard which are not separate from each other, with a screen measuring between 2.5 and 10.9 inches (measured across the diagonal), a keyboard or keypad (which may be Qwerty or non-Qwerty in layout) and which may or may not have an additional input device. It can be operated with one or two hands and is likely to be held in one hand while being operated with the other.

Risk Assessment - A thorough and systematic identification of hazards and evaluation of risks. The regulations require all employers to make risk assessments for all staff and their workstations.

Ergonomics - is the science of making sure that work tasks, equipment, information and the working environment are suitable for every worker, so that work can be done safely and productively.

The health problems associated, but not exclusively with using Display Screen Equipment are:

- Work Related Upper Limb Disorders (WRULD)
- Repetitive Strain Injury (RSI)
- Eye strain and headaches
- Fatigue and stress

These problems can also be experienced from poorly designed workstations or work environments. The causes may not always be obvious and can be due to a combination of factors.

5. Roles and responsibilities

Chief Executive - has overall accountability for health and safety within the organisation, making sure that arrangements are in place for:

- an Executive Director to be appointed as the lead for health and safety
- informing the Trust Board and Business Executive Team as required on health and safety matters affecting employees, service users and other users of the Trusts premises
- ensuring the Trust's Display Screen Equipment Procedure is implemented
- the training and development of employees
- ensuring there are sufficient resources to implement this procedure

Deputy Chief Executive / Executive Director of Operations and Finance - has delegated responsibility at Trust Board level for managing health and safety and is responsible for making sure that systems are in place to ensure:

- this procedure is reviewed when appropriate
- regular updates on significant health & safety issues raised are reported when appropriate to the Business Executive Team
- activities are planned, measured, reviewed and audited so that legal requirements are satisfied and risks arising from the use of display screen equipment are minimised
- information and guidance regarding the safe use of display screen equipment is communicated throughout the Trust
- training needs for the use of display screen equipment are identified and compliance with training is monitored and reported

The Director of People and Organisational Development - is responsible for ensuring that:

- there is effective induction training that includes safe use of display screen equipment advice and training, which is appropriately monitored and recorded
- arrangements are in place to support and provide adjustments for employees with musculoskeletal injuries or other health issues that may arise from or be aggravated by the use of display screen equipment

Head of Estates and Health & Safety – has overall responsibility for the management of the working environment including lighting, temperature and ventilation in the buildings owned/leased by the Trust.

Health & Safety Advisor/Managers - The Trusts Health and Safety Advisor/Managers will ensure that:

- training and information is available for display screen equipment users
- advice is available with regard to display screen equipment risk assessments
- systems are in place to monitor compliance with this procedure as part of the health and safety audit process

Directorate/Divisional Managers – The Trusts Directorate/Divisional Managers will:

- Identify their staff members who are DSE users/operators and ensure that they undertake the relevant DSE e-learning training (Manual Handling A and/or Ihasco Health and Safety for Homeworkers) and a self-assessment every two years as a minimum
- Ensure that all workstations in their areas of responsibility comply with the minimum requirements (see Appendix 1)
- Ensure that DSE assessments recommendations are implemented, and risk assessments are monitored and reviewed
- Ensure that users take adequate breaks or change of activity and receive suitable information and training
- Arrange for a review of each DSE assessment when there has been a significant change of the workstation or the staff health condition.
- Scrutinise and authorise payment for display screen related eye tests and glasses for use with DSE work

DSE Users – Users will ensure they:

- Complete the relevant DSE e-learning training (Manual Handling A and/or Ihasco Health and Safety for Homeworkers) and self-assessment of their workstation using the DSE self-assessment form and/or Ihasco DSE Assessment for Homeworkers as soon as possible after starting work either at a Public Health Wales property or when working from home, and comply with any recommendations from a DSE assessment
- Report to their line manager any problems or issues that they may be

- experiencing associated with the use of their workstation
- Undertake regular changes of activity away from DSE
- Inform their manager of any health issues potentially caused or made worse by DSE work, for example, musculoskeletal pain, eye strain, headaches
- Adjust any workstation the use whilst agile working/hot desking in accordance with their DSE training
- Review their DSE Assessment if there is a significant change in working practice or their workstation at the office or at home, the environment, the use of different equipment or software or a change in a health condition
- Ensure that any workstation they use for home working is safe and without risks to health, set up in accordance with their DSE training and does not constitute a risk to other persons in their home environment

6. Process

6.1 Risk Assessment

Staff who use DSE continuously for an hour or more a day must complete their own DSE assessment via a DSE Workstation Checklist Form (appendix 2) when working from a Public Health Wales property and/or the Health and Safety for Homeworkers DSE Assessment for those who work wholly or partly from home. Where DSE related risks are identified, steps must be taken to reduce them so far as is reasonably practicable. Users can make straightforward adjustments to workstations themselves following instruction, training and guidance. Managers must review DSE Assessments and request additional advice and guidance from trained DSE assessors, health and safety managers and/or Occupational Health as appropriate where unresolved issues are identified.

External DSE Assessors will be appointed where required and will be responsible for undertaking assessments for staff who have been identified by their line manager as users who have concerns with the use of Display Screen Equipment. Managers can access these resources by contacting the Estates and Health & Safety Team.

Where staff work at multiple workstations (hot desking) they should use the information, training and guidance they have received to adjust each workstation to meet their needs and to reduce the risk from DSE work.

A new DSE assessment should be completed when a new workstation is set up, when a new user starts work, when a change is made to an existing Workstation, when a user experiences pain or discomfort or other possible DSE related health effects.

6.2 DSE Assessors

The DSE assessor will have received training for undertaking a DSE Assessment and will be familiar with the main requirements of the DSE Regulations. It is the role of the assessor to lead the employee through the assessment process and offer advice and guidance on the environment, workstation layout and equipment suitability. It is not the role of the assessor to source or supply equipment. However, the assessor may provide advice on equipment type and the contact details of equipment suppliers if necessary. Once the assessment has been completed, any requirements for equipment needs to be discussed and arranged through the Estates and Health and Safety Division.

The assessor must also:

- Ensure that all DSE users have received adequate training and information prior to undertaking an assessment
- Ensure that all workstations within their remit are assessed
- Maintain a record of assessments undertaken
- Provide details of any remedial actions that have not been undertaken during the assessment, but which should be actioned prior to the assessors' review visit
- Attend update training to maintain their own levels of knowledge and competency

All External DSE Assessors must be arranged through the Estates and Health and Safety Division.

6.3 Other Advice

Staff with health conditions (temporary or permanent) that may require advice outside of the DSE Assessors assessment may request further professional ergonomist advice (e.g., consideration of need height adjustable/standing desks). For further advice, please contact the Estates and Health & Safety Team. Further information on height adjustable and standing desks is provided in Appendix 5)

6.4 Home working

Where a DSE user works wholly or partly under a home working arrangement or at locations away from their main base, the requirements of this procedure

apply. In some cases, staff are not required to work at home but may choose to take work home. Where home working is at the discretion of the employee, the organisation is not required to ensure the workstation is compliant with the DSE regulations. Employees are advised to ensure their set-up is as ergonomically compliant as possible, e.g., suitable work surface, adjustable chair, effective positioning of keyboard and pointing device and reasonable working environment. If managers are not satisfied that the home working environment (including the workstation) is suitable, home working must not be sanctioned. Further guidance regarding agile and homeworking can be found in the Work How it Works Best – Agile Working Policy and the Equipment and Workplace/DSE Assessment Procedure respectively.

7. Training

All staff are required to undertake statutory and mandatory health and safety training. Training will include:

- the risks from DSE work and the controls you have put in place
- how to adjust furniture
- how to organise the workplace to avoid awkward or frequently repeated stretching movements
- how to clean the screen and mouse
- who to contact for help and to report problems or symptoms
- how to use the Display screen equipment (DSE) workstation checklist (Appendix 2) when users are going to undertake their self-assessment

All DSE users must have sufficient information, instruction, training and supervision as is necessary on the use of equipment and software packages, that they are required to use as part of their normal role.

Records of training must be kept as part of the individual's personal training records.

DSE users must be provided with sufficient information, instruction and training with regards to the hazards, risks and measures to reduce risks associated with the use of DSE. Guidance notes on correct workstation set up and seating posture can be found in Appendices 1, 3 and 5.

Staff are encouraged to incorporate regular screen breaks during long periods of DSE use.

8. Monitoring and Auditing

The Estates, Safety and Facilities Division will put arrangements in place to ensure sample audits are undertaken to monitor compliance with this procedure. This will include analysing:

- The number of display screen equipment users
- The percentage of assessments completed or reviewed
- The number of identified concerns in relation to display screen equipment use which were resolved/not resolved or otherwise addressed within the required timeframe.

Local managers will monitor the application of this procedure locally, ensuring staff have completed their DSE assessment and any follow up actions are processed.

9. Eye Tests and Provision of Spectacles

Eye and eyesight tests will be offered to a 'user' who has requested an eye examination or where identified by a workstation assessment, in line with the requirements DSE Regulations.

Where spectacles are found necessary specifically for use with DSE, the organisation will reimburse individuals up to the value of £60 (inclusive of frames and lenses). The organisation is not liable for the cost of specialist lenses.

The eyesight test form is available in Appendix 4 as well as on the intranet-Polices page.

The process for claiming the cost is as follows:

- Ask your manager to authorise a copy of the "Display Screen Equipment Eyesight Test form" (Appendix 4).
- Attend an eyesight test with your optician and ask the optician to complete their section of the form. It is helpful to inform your optician that you use display screen equipment as part of your work as this will help to ensure that any spectacles prescribed are suitable.
- Following your test, complete the form, ensuring that the relevant manager (budget holder) signs it and submit the form, along with any associated receipts, via E-expenses.

Proof of examination and confirmation of the requirement for the provision of spectacles for use with DSE (completed Optometrist section of DSE Eye and Eyesight Examination Report) and evidence of purchase must be provided.

Employees are responsible for the safekeeping of spectacles provided under this procedure and are expected to take care of the spectacles part funded by the eye test funded arrangement as only one claim may be made every two years.

10. Failure to comply with terms of the Display Screen Equipment Procedure

Disciplinary action under the terms of Public Health Wales disciplinary policy will be taken against any member of staff, regardless of position, who shows willful disregard of the terms of this procedure. Where a total disregard affects the health or safety of themselves or that of any other employees, the employee may be dismissed, following an investigation and disciplinary hearing, in line with the disciplinary policy.

11. Legislation and Guidance

- Health & Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety & Welfare) Regulations 1992
- Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Control of Noise at Work Regulations 2005
- Electricity at Work Regulations 1989
- INDG36 - Working with display screen equipment (DSE)
- L26 - Work with display screen equipment - Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002

Appendix 1

Use of Display Screen Equipment (DSE)

For a copy of the HSE Leaflet 'Working with display screen equipment'
<http://www.hse.gov.uk/pubns/indg36.pdf>

Getting comfortable

The following may help users:

- Forearms should be approximately horizontal, and the user's eyes should be the same height as the top of the screen.
- Make sure there is enough workspace to accommodate all documents or other equipment. A document holder may help avoid awkward neck and eye movements.
- Arrange the desk and screen to avoid glare, or bright reflections. This is often easiest if the screen is not directly facing windows or bright lights.
- Adjust curtains or blinds to prevent intrusive light.
- Make sure there is space under the desk to move legs.
- Avoid excess pressure from the edge of seats on the backs of legs and knees.
- Use of a footrest to support feet.

Well-designed workstations

Keyboards and typing:

- A space in front of the keyboard can help you rest your hands and wrists when not typing.
- Try to keep wrists straight when using the keyboard.
- Good keyboard technique is important – you can do this by keeping a soft touch on the keys and not overstretching the fingers.

Using a mouse:

- Position the mouse within easy reach, so it can be used with a straight wrist.
- Sit upright and close to the desk to reduce working with the mouse arm stretched.
- Move the keyboard out of the way if it is not being used.
- Support the forearm on the desk, and do not grip the mouse too tightly.
- Rest fingers lightly on the buttons and do not press them hard.

Reading the screen:

- Make sure individual characters on the screen are sharp, in focus and do not flicker or move. If they do, the DSE may need servicing or adjustment.
- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.
- When setting up software, choose text that is large enough to read easily on screen when sitting in a normal comfortable working position.
- Select colours that are easy on the eye (avoid red text on a blue background, or vice versa).

Changes in activity

Breaking up long spells of DSE work helps prevent fatigue, eye strain, upper limb problems and backache. Organised or scheduled rest breaks may sometimes be a solution.

The following may help users:

- Stretch and change position.
- Look into the distance from time to time, and blink often.
- Change activity before users get tired, rather than to recover.
- Short, frequent breaks are better than longer, infrequent ones.

Timing and length of changes in activity or breaks for DSE use is not set down in law and arrangements will vary depending on a particular situation.

Portable devices (laptops, tablets)

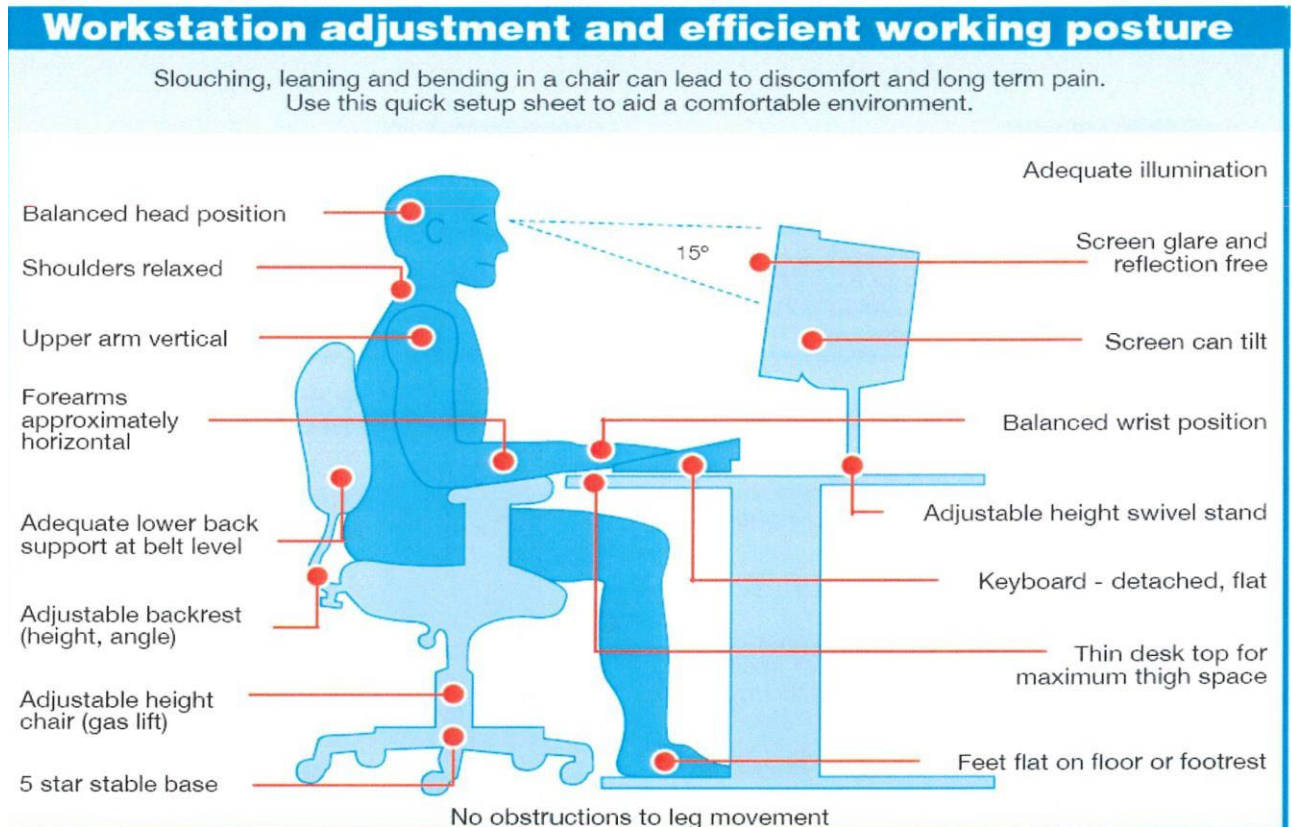
These same controls will also reduce the DSE risks associated with portable devices. However, the following may also help reduce manual handling, fatigue and postural problems:

- Consider potential risks from manual handling if having to carry heavy equipment and papers.
- Whenever possible, users should use a docking station or firm surface and a full-sized keyboard and mouse.
- The height and position of the portable's screen should be angled so that the user is sitting comfortably, and reflection is minimised (raiser blocks are commonly used to help with screen height).
- More changes in activity may be needed if the user cannot minimise the risks of prolonged use and awkward postures to suitable levels.
- While portable systems not in prolonged use are excluded from the regulations.

Appendix 2

The DSE self-assessment of any individuals DSE workstation can be completed using the HSE DSE workstation checklist, which is available for download in PDF format at <https://www.hse.gov.uk/pubns/ck1.pdf>.

Appendix 3



Appendix 4

DISPLAY SCREEN USER EYESIGHT TEST REQUEST FORM

To be completed by manager:

Name		Date of Birth	
Address			
Job title		Division	
Authorised by: (Line manager)		Print name	
Typical working distance from eyes to screen: ___cms			

To The Optician: -

Please carry out a display screen user (standard) eyesight test on the person identified above as per the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002. Please then complete and sign the Declaration at the bottom of the page and add your Official Practice Stamp. Once completed, this form should be returned to the employee on the day of the eyesight test.

OPTICIANS REPORT AND DECLARATION

In accordance with the Display Screen Equipment Regulations 1992, Public Health Wales will only pay for a standard sight test and corrective appliance where the appliance is required for the use of display screen equipment. In no circumstances can the cost of the corrective appliance be applied to the purchase cost of glasses or lenses required as a result of other vision defects.

Declaration

I have tested the sight of the above named in accordance with the statement of good practice of the British College of Optometrists and made the following recommendation:

- Spectacles are not required/there is no change in current prescription for DSE user**
- Spectacles are required for general use**
- Spectacles are required** solely for the correction of a vision defect associated with the use of display screens
- Spectacles are required** for general use, incorporating corrective lenses for DSE use including (but not restricted to) reading, DSE work, driving etc.

DATE OF TEST:.....

I advise a repeat sight test in....years.

NAME OF
OPTICIAN:.....

ADDRESS:.....

TELEPHONE NUMBER:.....

SIGNED:.....

PRINT NAME:.....



Fee Summary	
Eye Examination (cost of standard test)	£
Glasses (frames and lenses)	£
Total Cost	£
Total Reimbursement	£

NOTE: Maximum total reimbursement will be cost of eye examination plus up to a total of £60 towards the cost of the frames and lenses

Please submit your claim via E-Expense and attach this form to enable reimbursement. Please also send a copy to the Estates and Health & Safety Team at PHW.Facilities@Wales.nhs.uk

Appendix 5

Height Adjustable / Standing Desks

Over the last few years the use of height adjustable desks has become more common. Numerous studies have been undertaken relating to the use of such equipment which have identified the benefits of their use as well as identifying some of the issues that their incorrect use can present.

There are clear benefits to alternating means of work, breaking up long spells of DSE work helps prevent fatigue, eyestrain, upper limb problems and backache. The following may help users:

- Stretch and change position.
- Look into the distance from time to time, and blink often.
- Change activity before users get tired, rather than to recover.
- Short, frequent breaks to get up and move around are better

Carrying out a suitable and sufficient analysis of workstations and risk assessment are required by regulation 2 of the DSE Regulations. If the initial assessment of the risk identifies any issues this must be pursued.

Staff experiencing health concerns may require a full ergonomic risk assessment to ensure the appropriate control measures are put in place, which can be arranged through the Estates and Health and Safety Division. In addition to the ergonomic assessment, there will be a requirement to have clear medical statement of need and to ensure there will be no detrimental impact to the individual using adaptive or alternative equipment. All costs associated with any purchase and provision will be met by respective Divisions further to the approval from the Estates and Health & Safety Division.

HOW TO USE A SIT / STAND DESK

The following guidance is provided to aid in the correct use of a sit/stand desk:

- Stand tall with good posture – if you feel yourself shifting your weight, please sit down
- Practice standing for 10 minutes / sitting for 10 minutes and build up until you can handle longer periods. Standing all day is just as bad on your body as sitting all day
- Hands, wrists, and forearms are straight, in-line and roughly parallel to the floor
- Elbows stay close to the body and are bent at about 90 degrees.
- The top of the monitor should always be slightly lower than the neutral eye height
- Wear flat shoes
- Use an anti-fatigue mat

