

Livewell Southwest

Display Screen Equipment (DSE) Policy

Version No. 2.1
Review: December 2018

Notice to staff using a paper copy of this guidance.

The policies and procedures page of LSW intranet holds the most recent version of this document and staff must ensure that they are using the most recent guidance.

Author: Head of Health, Safety and Security

Asset Number: 117

Reader Information

Title	Display Screen Equipment (DSE) Policy v. 2.1
Asset number	117
Rights of access	Public
Type of paper	Policy
Category	Corporate
Document purpose/summary	To minimise exposure to the risks associated with the use of Display Screen Equipment as far as is reasonably practicable.
Author	Head of Health, Safety and Security
Ratification date and group	9 th December 2015. Policy Ratification Group.
Publication date	30 th September 2016
Review date and frequency (one, two or three years based on risk assessment)	Three years after publication, or earlier if minor changes are required.
Disposal date	The PRG will retain an e-signed copy for the archive in accordance with the Retention and Disposal Schedule, all copies must be destroyed when replaced by a new version or withdrawn from circulation.
Job title	Head of Health, Safety and Security
Target audience	All staff employed by Livewell Southwest
Circulation	Electronic: LSW intranet and website (if applicable) Written: Upon request to the PRG Secretary on ☎ 01752 435104. Please contact the author if you require this document in an alternative format.
Consultation process	This policy was produced in consultation with managers from: Community and Rehabilitation Directorate Mental Health and Learning Disabilities Directorate Workforce Development Directorate – JCCN consulted Support Services Directorate Within the following forums: Health, Safety & Security Committee Policy Ratification Group
Equality analysis checklist completed	Yes
References/sources of information	<ul style="list-style-type: none"> • Health and Safety at Work Act etc. 1974 • Management of Health and Safety at Work Regulations 1999 • Display Screen Equipment Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 • Workplace Health, Safety and Welfare Regulations 1992

	<ul style="list-style-type: none"> • Provision and Use of Workplace Equipment Regulations 1998 • Health & Safety Executive on DSE http://www.hse.gov.uk/msd/dse/index.htm • HSE Publication “Working with VDU” http://www.hse.gov.uk/pubns/indg36.pdf <p>HSE Publication “Working with VDU” http://www.hse.gov.uk/pubns/ck1.htm</p>
Associated documentation	<ul style="list-style-type: none"> • Risk Management Strategy • Mobile Working Policy • Lone Working Policy • Manual Handling Policy • Health and Safety Policy • Workplace Adjustments Policy • Incident Reporting Policy
Supersedes document	All previous versions.
Author contact details	By post: Local Care Centre Mount Gould Hospital, 200 Mount Gould Road, Plymouth, Devon. PL4 7PY. Tel: 0845 155 8085, Fax: 01752 272522 (LCC Reception).

Document review history

Version no.	Type of change	Date	Originator of change	Description of change
V1-V3:4	Previously approved was the Policy for the Provision of Eye Sight Tests and Corrective Appliances (Glasses) which reflected only one element of the Display Screen Equipment Regulations and acted as an interim measure.			
V1	Full review	Jan 2010	Health, Safety & Security Manager	New document complying with legislation, and merging of Policy for the Provision of Eye Sight Tests and Corrective Appliances (Glasses).
V1:1	Ratified	Feb 2010	Policy Ratification Group.	Minor amendments made.
V1:2	Updated	Jul 2010	Health, Safety & Security Manager	Flow chart now replaces narrative as Appendix B, inclusion of new Appendix C, some text amended at the bottom of Appendix D; renumber of appendices as necessary.
V1:3	Updated	Jul 2010	Health, Safety & Security Manager	Minor Amendments
V1:4	Updated	Jan 2011	Health, Safety & Security Manager	Minor Amendment to eye sight test refund information
V1:5	No changes	Jan 2013	Risk Management Advisor	6 month extension.
V1:6	No changes	June 2013	Risk Management Advisor	6 month extension.
V1:7	Extended	December 2013	Risk Management Advisor	6 month extension.
V1:8	Extended	June 2014	Risk Management Advisor	6 month extension.
V1:9	Extended	December 2014	Risk Management Advisor	Extended no changes.
V2.0	Full Review	August 2015	Head of Health, Safety & Security	Full review and amendments made. Links to HSE website updated and links to NHS Voucher websites updated. Titles and roles updated.

				Flow chart for DSE referrals updated
V2.1	Minor Amendment	September 2016	Health and Safety Advisor	Updated individual VDU assessment and NHS Voucher information updated.

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Display Screen Equipment (DSE) Policy

1 Introduction

- 1.1 This policy has been developed to ensure that Livewell Southwest (LSW) complies with the requirements of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Display Screen Equipment Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002. Incorrect use of display screen equipment can cause ill-health and injury.

2 Purpose and Scope of this Policy

- 2.1 LSW recognises its duty to ensure that all employees comply with the Regulations.
- 2.2 This policy encompasses all employees employed by the organisation, including permanent, temporary, agency, bank, volunteer employees and home workers. It applies to all workstations used for LSW work activities, regardless of who has provided them.

3 Requirements of the DSE Regulations

- 3.1 The DSE Regulations (as amended) impose specific legal duties on employers.
- 3.2 To carry out (and review) a suitable and sufficient assessment of all workstations regardless of who has provided the workstations, where they are used or who uses them.
- 3.3 Any risk identified by the assessment must be reduced to the lowest level reasonably practicable.
- 3.4 To take steps to incorporate breaks or changes of activity within the working day to prevent intensive periods of on-screen activity. Short frequent breaks are better than long infrequent ones.
- 3.5 Employees are entitled to ask LSW to provide an eye test if they are an employee who **habitually** uses DSE as a **significant** part of their normal day to day work. This is a full eye and eyesight test by an optometrist (or doctor).
- 3.6 LSW is responsible for paying for corrective appliances (normally spectacles) if eyesight tests confirm that special corrective appliances are prescribed **only** for the distance the DSE screen is viewed at i.e. If an ordinary prescription is suitable for DSE work, LSW will not be responsible for paying for corrective appliances.
- 3.7 Portable DSE such as laptops and handheld devices are subject to the Regulations if in prolonged use for work purposes. People who **habitually** use portable DSE should be trained in how to minimise risks, for example by sitting comfortably,

angling the screen so it is easy to read and taking frequent breaks. Wherever possible, portable DSE should be placed on a firm surface at a comfortable height. Where portables are in prolonged use at the user's main place of work, additional steps can be taken to reduce risks, e.g. by using a docking station, external keyboard and mouse.

- 3.8 Provide staff with information, instruction and training on the safe use of DSE and ergonomic principles.

4 Definitions

- 4.1 Display Screen Equipment (**DSE**) - is a device or equipment that has an alphanumeric or graphic display screen, regardless of the display process involved; it includes both conventional display screens and those used in emerging technologies such as laptops, touch-screens and other similar devices.
- 4.2 **User** - this policy applies to all employees who habitually use display screen equipment as a significant part of their normal work. A person is a "user" if more than one of the following applies:
- a) The individual uses DSE to do the job, and alternative means are not readily available for achieving the same results.
 - b) The system demands high levels of concentration by the user, for example, where consequences of error may be critical.
 - c) Fast transfer of information between the user and screen is an important requirement of the job.
- 4.3 **Workstation** – this term includes the display screen equipment, keyboard, mouse or any other input devices; the immediate work environment, work chair, work desk, work surface, printers and document holder. This policy also applies to portable DSE in prolonged use (i.e. more than an hour), including laptop, handheld computers and personal digital assistant. A workstation may be permanent, temporary and/or based at home.
- 4.4 **Risk Assessor** - is a person trained to complete risk assessments, including DSE risk assessments. The assessor will be familiar with the tasks and software being assessed.
- 4.5 That doesn't mean that DSE work is risky – it isn't. Upper Limb Disorders (ULD's) can be avoided if users follow effective practice, set up their workstations properly and take breaks during prolonged use. By just taking a few simple precautions, work with DSE can be more comfortable and productive.

5 Roles and Responsibilities

- 5.1 The Chief Executive has overall responsibility for all aspects of this policy, and delegates the duties required to comply with the DSE Regulations to managers

throughout Livewell Southwest as detailed below:

5.1.1 Executive Directors are responsible for ensuring adequate arrangements are in place for the policy to be fully implemented throughout their directorate.

5.1.2 In particular, Service / Team / Unit / Department Managers are responsible for:

- a) ensuring all reasonable steps are taken to ensure the needs of DSE users are met (this includes all temporary / bank staff and home workers);
- b) ensuring a DSE workstation assessment of all workstations under their control has been completed, and remedial action as identified in the risk assessment is taken using this policy as guidance, and monitor remedial action;
- c) ensuring users are involved in the appropriate workstation assessment;
- d) maintaining and keeping records of all workstations and user risk assessments under their control and the action taken by them to ensure a safe working environment;
- e) wherever possible, arranging the activities of users under their control so that their daily work on DSE is periodically interrupted by breaks or changes of activity. Where continuous viewing of the screen is required managers must ensure that users take regular 5-10 minute breaks away from the screen every hour;
- f) obtaining expert advice from the Head of Health, Safety & Security where appropriate;
- g) ensuring all DSE workstation assessments (self-assessment checklists) are up-to-date;
- h) approving an eye sight test for any user who requests such an examination if they believe the use of DSE is affecting their eye sight;
- i) communicating to all employees that they have a legal duty to take care of their own health and safety when working with DSE. This includes maintaining good workstation design, good workstation housekeeping, taking regular breaks away from the DSE and to bring any problems to the attention to their Line Manager.

6 Assessment and Reduction of Risk

6.1 Each Team, Service or Line Manager has a responsibility (Responsible Manager) to ensure that all workstations under their control have been assessed to identify risks to health.

- 6.2 An assessment should be done when a new workstation is set up, when a new user starts work, or when a substantial change is made to an existing workstation (or the way it is used). Assessments should be repeated if there is any reason to suspect they may no longer be valid – for example, if users start complaining of pain or discomfort.
- 6.3 The assessment should take into account the working environment, furniture and equipment provided as part of the workstation, the display screen and associated IT equipment, the software in use and training provided.
- 6.4 The principal risks associated with the use of DSE are physical (musculoskeletal) problems, visual fatigue and mental stress. In DSE work, as with other work, ill health can result when the work, workplace and work environment do not take account of work requirements. Problems can be prevented by good workplace design, training and consultation.
- 6.5 All DSE users should undertake a self-assessment in the first instance by downloading the HSE's Working with (Visual Display Unit VDU's guidance <http://www.hse.gov.uk/msd/dse/index.htm> and the VDU Workstation checklist [VDU workstation checklist](#)
- 6.6 Workstations used on a regular basis at home for Livewell Southwest business must be assessed, irrespective of who provided the workstation.
- 6.7 LSW is not obliged to supply home workers with a workstation but should provide suitable advice on the safe use of the laptop. If LSW supplies home workers with workstation equipment through local arrangements (i.e. providing a chair or desk), they are required to ensure that the equipment meets the DSE Regulations, e.g. the chair or desk is stable and adjustable, and a footrest is provided if required.
- 6.8 Problems identified by the self-assessment should be prioritised by the Line Manager as soon as reasonably practicable.
- 6.9 If further assessment is required or if the employee has a pre-existing health condition affected by DSE work, the employee should be referred to Occupational Health for an Ergonomic Assessment.
- 6.10 Completed self-assessment checklists should be held on each individual employee's personnel record held by Line Managers.
- 6.11 Using the results of all self-assessment checklists, a service-wide generic DSE risk assessment should be entered onto the service online risk register.
- 6.12 Action plans - local and organisational - when and where appropriate, should be devised following a risk assessment. Managers are required to regularly monitor all risks assessments.

7 Medical Issues

7.1 **Employee concerns** – The Line Manager should be approached in the first instance; more complex issues should be referred to either Occupational Health or to the Head of Health, Safety & Security.

7.2 Eye and Eyesight Test

7.2.1 There is no evidence that working with display screen equipment causes any permanent damage to eyes or eyesight.

7.2.2 Employees are entitled to ask LSW to provide an eye test if they are an employee who **habitually** uses DSE as a **significant** part of their normal day to day work. This is a full eye and eyesight test by an optometrist (or doctor).

7.2.3 The user should make their request to their Line Manager and, once it is approved that an eyesight test is appropriate, make arrangements for the test.

7.2.4 The refund for the cost of the test will not be greater than the value of an NHS sight test, nor will it exceed the cost shown on the receipt if less than this. For current Sight Test Fee visit Federation of Ophthalmic and Dispensing Opticians website: <http://www.fodo.com/resource-categories/nhs-sight-test-fees>
(Currently £21.10)

7.2.5 Receipts must be verified and signed by the budget holder and then reimbursed at the cashier's office.

7.3 Provision of Corrective Appliances

7.3.1 LSW is responsible for paying for corrective appliances (normally spectacles) if eyesight tests confirm that special corrective appliances are prescribed **only** for the distance the DSE screen is viewed at i.e. If an ordinary prescription is suitable for DSE work, LSW will not be responsible for paying for corrective appliances. LSW will not pay for special coatings, tints or any other adaptation not required directly for DSE work.

Reimbursement will only be up to the value of the NHS Optical Voucher Values For current NHS Optical Voucher Values visit Federation of Ophthalmic and Dispensing Opticians website:

<http://www.fodo.com/resource-categories/gos-vouchers>

(Currently £39.10)

7.3.2 The user should make the request for reimbursement of corrective appliances to their Line Manager, once approved, the user will need to purchase the appliances and then be reimbursed the voucher amount at the cashier office with receipt of purchase.

- 7.3.3 The user is at liberty to choose spectacles more costly (i.e. designer frames, or any optional treatments deemed unnecessary for DSE work) but any additional costs must be borne by the user.
- 7.3.4 Receipts must be verified and signed by the budget holder and then reimbursed at the cashier's office.
- 7.3.5 Line Managers / Cashiers Office can contact the Head of Health, Safety and Security for advice on the value of basic corrective appliances at the time.

Please note - Eye tests are not an entitlement for the self-employed (i.e. independent employees/contractors providing healthcare services).

8 Information, Instruction and Training

- 8.1 Information on DSE self-assessment is provided to new staff as part of their corporate induction.
- 8.2 Full DSE training will be provided to Livewell Southwest trained Risk Assessors as part of their training.
- 8.3 DSE training is also incorporated in the mandatory Manual Handling training.
- 8.4 **All DSE Users – see Appendices A to D**
- 8.4.1 All DSE users should download the HSE's Working with VDUs guidance <http://www.hse.gov.uk/msd/dse/index.htm> and the VDU Workstation self-assessment checklist, [VDU workstation checklist](#) in order to understand:
- The importance of comfortable posture and postural change
 - How to adjust furniture and equipment
 - Sensible positioning of workstation equipment
 - Requirements for screen cleaning and other maintenance
 - The importance of taking breaks and changes in activity
- 8.4.2 An assessment should be done when a new workstation is set up, when a new user starts work, or when a substantial change is made to an existing workstation (or the way it is used). Assessments should be repeated if there is any reason to suspect they may no longer be valid – for example, if users start complaining of pain or discomfort, if there is a change to location, health, work processes etc.
- 8.5 Managers may elect to delegate the task of co-ordinating DSE self-assessments for all staff to a suitably trained Risk Assessor (see appendices A to D). Notwithstanding, the responsibility to ensure that assessments and any subsequent required actions are completed remains with the Manager. Risk Assessor training is provided by the Corporate Risk Management Team and can be accessed through Professional Training and Development.

Managers are strongly recommended to appoint a member of their service to attend Risk Assessor training.

9 Monitoring Compliance and Effectiveness

- 9.1 To ensure the continued effectiveness of this policy it should be adequately monitored and evaluated. This will be carried out by:
- (a) Services during regular safety audits for display screen equipment.
 - (b) The Health, Safety & Security Committee will monitor compliance with this policy by reviewing incidents related to use of DSE equipment annually and through Health and Safety Audits.
 - (c) This policy will be reviewed every three years or sooner should there be a change in legalisation or evidence.

All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.

The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.

The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.

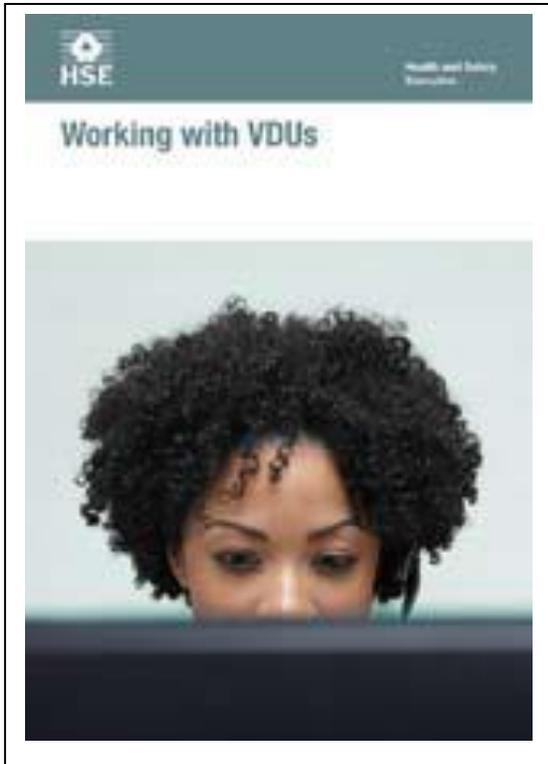
Signed: Director of Professional Practice Safety & Quality

Date: 11th December 2015

Appendix A

Health and Safety Executive (HSE) Published Guidance

The Health and Safety Executive (HSE) has published guidance booklets giving detailed information on information on Display Screen Equipment Regulations, these can be accessed via the following link: <http://www.hse.gov.uk/msd/dse/index.htm>

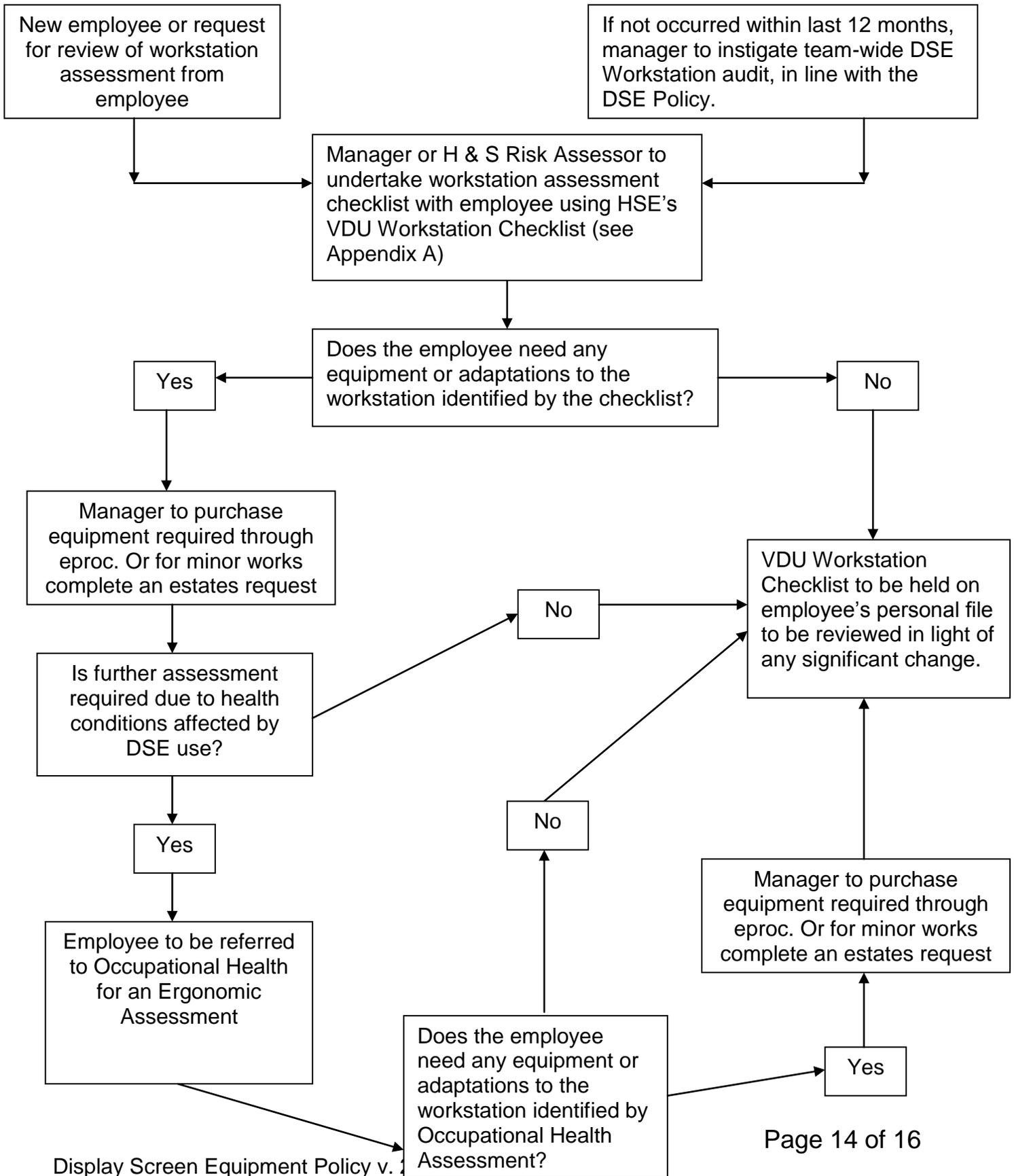


It is advised that staff access and read the HSE Publication "Working with VDUs":

<http://www.hse.gov.uk/pubns/indg36.pdf> which is a guide for people who work with Visual Display Units (VDUs) and their employers.

Employees are requested to read the HSE's guidance above before they complete the [VDU workstation checklist](#) either as a self-assessment or in conjunction with their Service / Team Risk Assessor:

Occupational Health & Wellbeing Department VDU Workstation Checklist		Questions		Tick answer	YES	NO	Ways of preventing, improving or reducing problems
<p>This checklist is to help Users of DSE and their Line Managers carry out DSE assessments, undertake ways of preventing, improving or reducing problems and record any changes at local level.</p> <p>A DSE User refers to individuals (Full employees, those employed on a fixed term contract, through agencies, students, volunteers and contractors who regularly use DSE as a significant part of their normal work (continuous or near continuous spans of an hour or more at a time), and</p> <p>ii) Use DSE in this way more or less daily; and</p> <p>iii) Have the need to apply high levels of attention and concentration or are highly dependent on DSE or; iv) Have the need to apply high levels of attention and concentration or are highly dependent on DSE or; v) Have the need to apply high levels of attention and concentration or are highly dependent on DSE or; vi) Have the need to apply high levels of attention and concentration or are highly dependent on DSE or;</p>							
<p>Users</p> <p>Please tick through the checklist listing either the 'Yes' or 'No' column against each item.</p> <p>Where answers require investigation or action, follow the guidance in the column 'Ways of preventing, improving or reducing problems' and record any comments in the 'Please document findings, actions implemented or required' section. Then make arrangements with your Line Manager for them to have access to the checklist.</p> <p>Line Managers</p> <p>Please tick through the checklist and where there are no concerns, sign it within the User's personal file (or electronically) for future reference.</p> <p>Where there are concerns that you are able to verify at local level, please record any interventions/comments in the 'Please document findings, actions implemented or required' section and store it within the User's personal file for future reference.</p> <p>Where problems cannot be resolved at local level, please email the completed form stating the reasons for requesting further advice to glou.occupationalhealth@hse.gov.uk</p>							
<p>Section 1 Musculoskeletal and Postural Problems:</p> <p>These are classically found in the hands, arms, shoulders and upper and lower back. Symptoms may include numbness, tingling, sensation, pain or weakness, pain and numbness and are mainly caused by static muscle tension. They normally occur in the neck, shoulder and hand/wrist area. A small minority of those who suffer musculoskeletal disorders can experience serious pain or disability. These problems can arise over a considerable period of time from a poorly organised workstation combined with excessive periods of continuous intensive work using DSE.</p> <p>Simple adjustments can be made to the workstation such as positioning equipment, adjusting the work chair, having a document holder and monitor at the correct height, using correct hand positions for the keyboard and mouse, holding a telephone handset correctly and having regular breaks. Also, for many staff having a forearm rest so that their wrists are at a 90° angle, gives the most benefit.</p>							
<p>When muscles are static especially when held in awkward positions (such as gripping a mouse, lightly or sitting awkwardly) can result in discomfort and pain within the muscles. To remain in a healthy and comfortable state, muscles need to move in a regular fashion. Regular movement every 20 minutes or so either by 'slighting' or from varying tasks and duties can prevent the muscles of the body including the arm muscles from becoming static.</p>							
<p>Problems from the ground up:</p> <ol style="list-style-type: none"> 1. Seat height: you should be able to plant your feet firmly on the floor (or footrest). 2. Chair seat angles and lower back support: your back should be well supported. 3. Keyboard height: forearm (A, S, D, F etc.) should be near your elbow height, wrists should be in a comfortable position with the mouse bar in line with your arm and the centre of the monitor. 4. Mouse position: mouse should be placed in a comfortable position to the right or left of your keyboard. 5. Typing position: shoulders should be relaxed and forearms positioned so that your ear, shoulder, elbow and top arm are in a straight line. 6. Monitor distance: should be approximately at arm's length away. 7. Monitor height: height and angle should result in you looking just below the middle of the screen. 8. Document holder, phone, and reference materials: frequently used items should be within easy reach within arm's reach to avoid straining. <p>Breaks:</p> <ul style="list-style-type: none"> • Use natural job breaks or arrange tasks to periodically work away from the DSE (real breaks should be taken if this is not possible). • Don't use DSE for over 90 minutes without a rest or activity change - shorter sessions are preferable. 							
<p>If you have a pre-existing or current musculoskeletal problem, it is best to have a break every 20-30 mins. Performing the following gentle exercises will ensure the muscles move as they are supported to:</p> <ul style="list-style-type: none"> • Neck – turn the head from side to side, bend your head forward and back. • Back – bend and arch forward: arch the back lightly; lean gently from side to side. • Shoulders – touch the shoulders upwards towards the ears. • Hands – stretch each hand fully and then tighten into a fist. 							
<p>Please document findings, actions implemented or required:</p>							
<p>Section 2 Laptop/portable devices:</p> <p>Do you use any Laptop or portable device? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Ways of preventing, improving or reducing problems</p> <ul style="list-style-type: none"> • If yes, your laptop/portable device should be used only infrequently and for short periods. • Your laptop should be placed on a suitable surface by way of a standing surface or the use of a laptop stand and a properly designed workstation. • Maintaining a level of comfort when using a laptop/portable device may be more challenging than when using a desktop computer. Therefore, you should be especially alert to your body's signals, such as any feeling of discomfort. 							
<p>Do you use any Laptop or portable device whilst travelling or on work business away from your usual place of work? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Ways of preventing, improving or reducing problems</p> <ul style="list-style-type: none"> • Keep your shoulders and neck relaxed and your head balanced over your shoulders. • If you must work with your laptop/portable device on your lap, use a support surface (e.g. practice, a bed table or a large book) under the device to raise it. • Be inquisitive – use pillows, blankets, towels, coats and towels as: a) Back support. b) Chair height support. c) Support your back with a pillow or rolled-up towel. d) Place your computer to elevate the display (either using a separate keyboard and pointing device). e) Provide arm support with pillows if you are working on a laptop or pad. f) Provide padding wherever needed. • If you have accessories and papers to carry avoid shoulder strain by using a trolley or a carrying case with built-in wheels. • To reduce the possibility of heat-related injuries or of overheating the device, do not place it directly on your lap or against the computer case vents. Use only on a hard, flat surface. Avoid hot surfaces, such as pillows or rugs or clothing, during operation. 							
<p>Please document findings and actions implemented or are required:</p>							
<p>Section 3 Display Screens:</p> <p>Are the characters and text size clear and readable as: <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Ways of preventing, improving or reducing problems</p> <ul style="list-style-type: none"> • Clean the screen with correct screen cleaning kit. If 							



Display Screen Equipment Audit Tool

Details of the DSE Procedure should be collated on audit form as exemplified below:

i.e

Member of Staff	HSE DSE info provided	HSE's DSE Checklist to be completed deadline	Date of HSE's DSE Checklist completed:	Hardware identified as required, i.e. chair, foot rest ✓ / X	Date hardware ordered	Further Ergonomic Assessment Required? ✓ / X	Date of Ergonomic Assessment	Review Date of DSE Assessment
Bloggs, Fred	04/11/2009	20/11/2009	15/11/2009	✓	25/11/2009	X	N/A	15/11/2011
Other, Ann	04/11/2009	20/11/2009	07/01/2010			✓	07/01/2010	07/01/2011

All risk assessments should now be held on the online risk register 0 the following is an example of information to be included in the online risk assessment:

Location: [A Service within Livewell Southwest]

A Generic DSE Risk Assessment

Description of Activity	Hazards and Associated Risks			People Affected	Existing Controls
Display screen equipment	Staff risk posture problems and pain, discomfort or injuries, i.e. to their hands / arms, from overuse or improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur, i.e. if the lighting is poor.			All DSE users	<ul style="list-style-type: none"> • Work planned to include regular breaks or change of activity. • Lighting and temperature suitably controlled. • Adjustable blinds at window to control natural light on screen. • Noise levels controlled. • Eye tests provided for those who need them, Livewell Southwest to pay for basic cost of corrective appliances (spectacles). • Laptops to be used with docking station, screen, keyboard and mouse whether at home or office. • Car desks and mobile laptop tables available for mobile workers
Consequence	Probability	Level of Risk	Controls Adequate Y / N	Further Action Required	Date Actions Completed
				<ul style="list-style-type: none"> • Self-assessment for DSE users with guidance www.hse.gov.uk/pubns/indg36.pdf and http://www.hse.gov.uk/pubns/ck1.htm to be undertaken by all new starters early on in induction, and all existing staff. Any actions to be carried out ASAP. • Reassessment to be carried out at any change to work feature, i.e. equipment, furniture or inadequate lighting, etc. • Shared workstations are assessed for all users. • Managers to monitor to ensure staff continue to get breaks away from the computer. • Managers to check that identified actions from self-assessments are followed up ASAP. • Advise all staff that they are to inform their manager of any pain they have that may be linked to computer use. 	