INTRODUCTION FROM THE DIRECTOR OF PERSONNEL

1. The purpose of this Prison Service Order is to inform the Prison Service of those in charge of establishments and other prison service sites the common problems experienced in display screen equipment work and to provide basic guidance on workstation assessments and risk reduction.

Performance Standards

2. This PSO underpins the Standard on Occupational Safety and Health.

Output

3. An increasing number of staff throughout the Service are regularly using Display Screen Equipment (DSE) in their everyday tasks. Those
who regularly work for long periods on display screen equipment may potentially suffer from a range of problems such as eyestrain, musculo-skeletal problems or stress. Proper assessment of workstations can identify these problems and indicate appropriate steps required to prevent them occurring.

### Implementation

4. This PSO comes into effect on 19 June 2000.

### Impact and Resource Assessment

5. There should be no significant changes required. The Instruction clarifies the current position and reminds those in authority of their legal obligations. The issue of this PSO replaces extant Home Office Notices 77/88 and 93/90 within the Prison Service. The legislation came into force on 1 January 1993, after which all new, or substantially modified, DSE had to meet the requirements of the legislation. Equipment already in use was given until 31 December 1996 to comply and consequently, now, all DSE equipment and employers must comply with the legislation.

### Mandatory Action

6. Governors and managers of other prison service sites must examine current practices within their area of responsibility, and ensure that these comply with the requirements of the PSO.
Monitoring

7. Compliance with the requirement to appoint a Workstation Assessor and to ensure that assessments are carried out will be monitored by the Standard Audit Unit.

Contact

11. Further advice on the general health and safety issues is available from:

Health and Safety Policy Unit

Mary Evans 020 7217 6751
John Zabiega 020 7217 6083

GARETH HADLEY
DIRECTOR OF PERSONNEL

DISPLAY SCREEN EQUIPMENT

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1.          Introduction
2.          Definitions in use in this PSO
3.          Legal Requirements
4.          Workstation Assessments

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A          Eye 1 form - VDU Eye Examination Record
B          Self Assessment Checklist
C          Workstation Standards
CHAPTER 1 INTRODUCTION

Purpose

1.1 Work with display screen equipment is now a part of the job for many members of staff. Those who regularly work for long periods on such equipment may potentially suffer from a range of problems such as eyestrain, musculo-skeletal problems or stress. By carrying out proper assessment of workstations, we can identify these problems and take appropriate steps to prevent them occurring.

1.2 This PSO is intended to highlight the common problems experienced in display screen equipment work and to provide basic guidance on workstation assessments and risk reduction. While as employers the Prison Service is concerned with DSE used in the work environment, staff should also be aware that overuse of this equipment during their off duty time may cause problems, and are advised to follow the general guidance given to avoid health problems.

Legal requirements

1.3 The Health and Safety (Display Screen Equipment) Regulations 1992 impose a duty on employers to ensure that employees are not exposed to risks to their health and safety when working with display screen equipment. These Regulations place specific duties on employers to assess and reduce risks through assessments of workstations, to provide appropriate eye and eyesight tests to users as required, and to provide information and training to users.

1.4 Although the Regulations were introduced six years ago, the recent audits undertaken by the SAU have highlighted that as a Service we have little documentary evidence that ‘suitable and sufficient’ analyses of workstations have been carried out. To be ‘suitable and sufficient’, an assessment take account of the furniture and equipment, whether this is correctly set up, and that there is an appropriate work regime in place.
CHAPTER 2 DEFINITIONS USED IN THIS PSO

Display screen equipment (DSE)

2.1 Any alphanumeric or graphic display screen, with the exception of ‘portable systems not in prolonged use’ such as lap-top computers. Calculators or cash registers having a small ‘measurement display’ are also excluded. Screens whose main use is to show TV or film pictures, including Close Circuit TV (CCTV) systems, are exempt but the definition includes microfiche displays.

Lap-top computers

2.2 As stated above, ‘portable systems not in prolonged use’ such as laptop computers are not covered by these Regulations. It is however acknowledged that an increasing number of staff are regularly using lap-top computers, with some staff using them for prolonged periods of time. In the interest of health and safety of all staff managers must ensure that alternative working arrangements are made for staff making prolonged use of lap-top computers, for example the use of Port Replicaters. Staff must be advised of the health risks involved with the use of laptops, and guidance given on safe methods of working.

User

2.3 A ‘user’ is anyone who in the course of their duties is required to use visual display screen equipment during the day for a continuous period of one hour or more, or a total of two hours or more during the course of most working days. This definition allows for a degree of flexibility in its interpretation, i.e. if in doubt an individual should be classed as a ‘user’. While those who use DSE for shorter periods are not covered by the Display Screen Equipment Regulations, managers are reminded that all work activities where there is a potential for harm are liable for a general risk assessment under the Management of Health and Safety at Work Regulations.

Workstation

2.4 A workstation is regarded as the whole of the work area involved in display screen equipment work, comprising:

- display screen equipment;
- any optional accessories to the display screen equipment;
Corrective appliances

2.5 Corrective appliances are spectacles (or contact lenses) worn to correct vision defects.

2.6 'Special' corrective appliances (normally spectacles) are those prescribed to correct vision defects at the viewing distance or distances used specifically for the display screen work involved. Anti-glare screens, 'VDU spectacles' and other devices that claim to protect against radiation are not special corrective appliances.

2.7 'Normal' corrective appliances are spectacles or contact lenses provided for ordinary use.
CHAPTER 3 LEGAL REQUIREMENTS

Employer’s duties

3.1 Employers are responsible for carrying out workstation assessments and providing all relevant training, eye and eyesight tests, etc. for all their employees who are display screen equipment users.

3.2 As there is no strict definition of a user, any doubts as to whether a particular member of staff is entitled to a test should be referred to the Health and Safety Policy Unit, 0171 217 6323. Chapter 2, paragraph 2.2 also refers.

3.3 For employees who are employed by one employer and work at another employer’s workstation, for example, secretarial agency employees, there will be shared responsibilities between the employers. In the Prison environment this may also cover contractors such as teachers, or in some instances catering staff or nurses.

3.4 The employer who provides the workstation will be responsible for:

- the workstation assessment and layout, etc;
- daily work routine;
- training specific to the use of the workstation;
- provision of information; and
- maintenance of the equipment, and workplace.

3.5 The employee's 'own' employer will be responsible for:

- eye and eyesight tests; provision of spectacles where necessary; and
- general health and safety training on the use of display screen equipment.

3.6 Where display screen equipment is in use, but is not covered by the 'Display Screen Equipment Regulations', for example CCTV, general health and safety legislation will apply including the requirements for general risk assessment and provision of training and information in the 'Management of Health and Safety at Work Regulations'; and the workstation requirements under the 'Workplace (Health, Safety and Welfare) Regulations'.

3.7 The provision of an eye test has been extended in the Prison Service to staff in Emergency Control Rooms (ECR’s), in view of the length of time they spend watching CCTV Monitors. Other users of CCTV, such as in
gate lodges, communications rooms or supervising visits may also be included should Governors consider that this is a major proportion of the task, and that a reasonable amount of time is spent in actually watching the screens.

Eye and eyesight tests

3.8 Under the Health and Safety (Display Screen Equipment) Regulations 1992 anyone defined as a user of such equipment may request either an “eye or eyesight test” or, an “eyesight screening test”. Definitions of these terms are as follows:-

- “Eye and eyesight test” is a test of vision and an examination of the eye carried out by a qualified ophthalmic optician (optometrist) or registered medical practitioner (doctor).
- “Eyesight screening test” is a test of vision carried out on an eye screening instrument by a trained operator. This test does not include screening the eye for defects that may not at first affect vision.
3.9 *Prison Service managers must offer the user eye tests:*

- immediately before becoming a user, and either
- at regular intervals thereafter, or
- if they experience visual difficulties which may reasonably be considered due to continued use of visual display screen equipment. Examples of these problems are dry or sore eyes, eyestrain or focusing difficulties.

3.10 The frequency of repeat testing will depend upon the clinical judgement of the optometrist or doctor but will usually be between 12 to 18 months. It is, however, recommended that re-tests are undertaken by staff at least every three years, or if they experience any visual difficulties as outlined above.

3.11 It may follow from the eye test that special “corrective” spectacles are needed to correct vision defects at the viewing distance used specifically for display screen work. Spectacles which purport to protect against radiation are not special corrective appliances under the above regulations; the Prison Service does not provide these.

3.12 *Where tests identify that an employee needs special corrective eyewear for work on the display screen equipment, the manager must ensure that this is provided.*

3.13 These requirements apply only in respect of an employer's own employees, not in respect of other persons' employees (for example, agency 'temps') or self-employed people working on their behalf.

3.14 Employees cannot be made to take tests against their will.

**Employers’ liability for costs**

3.15 *The cost of the eye tests described above are at the expense of the employer. If special spectacles are required these too are at the employer's expense, but the employer’s liability is limited to the cost of a basic pair of corrective spectacles, i.e. of a type and quality adequate for their function.*

3.16 *For establishment based staff,* there is a contract, currently held by Parmalee Ltd to supply these corrective spectacles and staff should inform their optician or doctor that this facility is available. Where a member of staff chooses spectacles to correct eye or vision defects for purposes which include display screen work but go wider than that, the
employer need only contribute the cost attributable to the requirements of
the display screen work.

3.17 **For Headquarters staff.** The contract is not available to Headquarters
staff, who should select a pair of basic spectacles from their optician’s
stock. A maximum of £70 will be refunded to meet the cost of these.

3.18 **Staff who meet the user definition and wish to have an eyesight test must
obtain a PS EYE 1 form, (copy attached Annex A) from their line
manager.**

3.19 **Following completion of this form by their optician or doctor, staff must
return it, with the receipt for the eye test, to the Head of Management
Services, or person responsible for arranging repayment of the eye test
fee (for HQ staff completed EYE 1 forms should be sent to HASPU room
826, Cleland House). A maximum of £20.00 will be refunded for the eye
test fee.**

3.20 **If the optician or doctor charges a fee for completing the EYE 1 form this
must be reimbursed. Where the optician or doctor indicates that
corrective spectacles are required wholly for VDU use, then the costs for
these, to the extent detailed above must also be reimbursed. If the
optician or doctor orders the corrective spectacles through the Parmalee
contract, a dispensing fee may be charged and staff must receive
reimbursement of this.**

3.21 **Staff in doubt as to whether they qualify for the corrective spectacles must
first seek the approval of the Head of Management Services or HASPU,
as appropriate, before committing themselves to paying for them.**

3.22 The wearing of bifocals or vari-focals is not recommended when operating
DSE. The requirement to look through a particular section of the lens
means that the wearer must hold their head/neck at an awkward angle
when using the screen, which could lead to problems in the future. While
this may cause difficulties in particular posts, it is normally preferable to
have separate pairs of glasses for near and distance tasks. Not
withstanding this, it may be appropriate for establishments to undertake
specific assessments for officers, whose tasks involve only limited DSE
work.

3.23 **The cost of examinations which are not related to use of visual
display equipment are the responsibility of the individual member of
staff concerned. This will include those on contact with prisoners
who would be entitled to “safety” glasses, unless they are also DSE
users.**
Workstation assessments

3.24 An analysis must be carried out to assess the health and safety risks of workstations on which people are employed as users. This assessment must be reviewed if there is any reason to suspect that it is no longer valid or if there has been a significant change which could affect it.

3.25 Risks identified by workstation assessments must be reduced to the lowest extent reasonably practicable.

3.26 Workstation assessors must be appointed and trained in this task. The suggested ratio of assessors to users is 1 to 20/25. The majority of users will be in the administration sections of establishments and it is anticipated that 2 to 3 assessors in each prison will suffice.

3.27 More detailed information concerning the completion of workstation assessments is given at paragraph 4 of this Instruction.

Workstation standards

3.28 Managers must now ensure that all workstations used on their behalf by users meet the required standards in relation to:

- display screen equipment, including software, screen and keyboard;
- chair;
- work surface;
- space and layout;
- reflections and glare;
- noise; and
- lighting.

Further details relating to workstation standards are given at Annex C of this PSO.

Work routine

3.29 Managers must ensure that the work routine of users who work on display screen equipment is structured to allow for periodic breaks from screen work. Regular, short breaks are more beneficial than longer, infrequent breaks; i.e. 10 minutes within 60 minutes.

3.30 Breaks from screen work does not mean a total break from work. Other tasks, such as filing, may be introduced during this period. It is important, however, that a change of posture is involved to include the use of alternative muscles.
Training and information

3.31 Managers must ensure that all display screen users working in their business are provided with adequate health and safety training and information for the use of their workstations.

3.32 While self-employed operators are responsible for their own training, they must be provided with relevant information about any equipment and software which they are using as part of someone else’s business.
CHAPTER 4 WORKSTATION ASSESSMENTS

Background information

4.1 To be suitable and sufficient workstation assessments must analyse the layout and situation of the workstation, the equipment used and the type of work performed. This must be carried out for each workstation used by workers who are classified as users.

4.2 The assessment must identify where workers are at risk from the use of their workstations.

4.3 Information from users themselves is also an essential part of an assessment. This can be obtained by asking users to complete an ergonomic checklist or a questionnaire relating to their comfort.

4.4 It is essential that all workers who are asked to complete checklists or questionnaires are given adequate training to understand what is being asked of them. Annex B contains a sample self-completion questionnaire which may be used. Local trade union safety representatives are available to give assistance to staff with this process if requested by the member of staff concerned.

Types of risk

4.5 The principal types of risk relate to physical problems, due for example to poor posture, awkward or repetitive movements, visual fatigue, and mental stress.

The principal areas which must be assessed are:

Equipment

- the display screen equipment and keyboard.
- the desk or work surface.
- the chair.

Software

- suitability for task.
- ease of use.
- adaptability to the needs of user.

Environment
\begin{itemize}
  \item space.
  \item lighting.
  \item reflections and glare.
  \item noise.
  \item heat.
  \item radiation.
  \item humidity.
\end{itemize}

**Work Organisation**

\begin{itemize}
  \item degree of user control over tasks.
  \item variety of work, i.e. screen and non-screen work.
  \item opportunity for breaks from screen use.
\end{itemize}

**Reducing risks**

4.6 Problems identified by risk assessments must be investigated and appropriate remedial action taken. In typical applications, such as computer workstations in offices, action will be fairly simple, for example:

**Postural problems**

\begin{itemize}
  \item reposition equipment to ensure good working posture.
  \item adjust chair.
  \item provide footrest or document holder, if appropriate.
  \item reinforce training on posture, hand position and adjustment of equipment.
\end{itemize}

**Visual problems**

\begin{itemize}
  \item eliminate glare by repositioning screen or using blinds.
  \item move screen to a more comfortable distance.
  \item change lighting provision in vicinity of workstation.
\end{itemize}

**Fatigue and stress**

\begin{itemize}
  \item ensure good training in use of software.
  \item allow user a degree of control over work pace and nature of tasks, if possible.
  \item deal with other workstation problems as above.
\end{itemize}

**Recording assessments**

4.7 The findings of assessments must be recorded and kept readily accessible in order to ensure continuity and accuracy among those dealing with the
control of risks, supervision of users etc. Records may be in either paper or electronic form.

Workstation Assessors

4.8 Governing governors/Heads of units must appoint an appropriate number of trained workstation assessors; the current suggested ratio is one assessor to 20 to 25 users. The definition of user will exclude those who, for example enter details on the LIDS systems for a brief period only, which reduce the number of assessors required.

4.9 Training Services, in consultation with HASPU, have drawn up a course for workstation assessors. Further details of course content and dates can be obtained from Jane Abercrombie, Specialist Training Administrator, at PSC Newbold Revel.

4.10 Those who carry out workstation assessments must:

- have undertaken the training course relevant to the process.
- know about risks from the workstation and the type of work being performed.
- have access to additional sources of information as required.
- make a clear record of the assessment and communicate the findings to those who need to take action.
- recognise their own limitations so that further expertise can be called on if necessary.
Review of assessment

4.11 Assessments must be reviewed in the light of changes which may affect their validity, for example:

- a major change in the software used.
- a major change in the hardware (screen, keyboard, input devices, etc.).
- a major change in the workstation furniture.
- a substantial increase in the amount of time spent using display screen equipment.
- a substantial change in other aspects of the task (for example, a requirement for greater speed or accuracy).
- relocation of the workstation.
- significant changes to the lighting in the area of the workstation.

User training

4.12 Managers must ensure that all users employed by them receive adequate training to enable them to understand the risks involved in display screen equipment work, what the appropriate precautions are and how to use their equipment. Self-employed operators are responsible for their own training.

4.13 Although an employer does not have to provide full general training on display screen risks to agency staff, they must ensure that these people are provided with any necessary specific training concerning the workstation on which they are working (for example, details of software use, chair adjustment, keyboard and screen adjustment).

Home workers

4.14 Managers who require their employees to work at home on computers etc., have the same range of responsibilities as they do toward users working on their premises, whether or not they have provided the workstation. This will include assessment of the risks from the use of workstation.

4.15 The assessment must cover any need for extra or special training, and information provision to compensate for the absence of direct day-to-day employer supervision and control of their working methods.

4.16 Assessment of the home workers' workstations is most easily achieved by the use of checklists completed by the users, following appropriate training.

Health problems linked with display screen equipment work
4.17 Display screen equipment has been associated with a range of health problems. Most of these can be avoided or managed by straightforward changes to the workstation, the environment or the task.
All staff must advise their line manager as soon as they experience any of the symptoms listed in the sub-sections below.

Eye and vision problems

4.18 Work on display screen equipment can be visually very demanding. The more intensive the work, the more likely people are to suffer vision disorders.

Symptoms

- eyestrain.
- burning or sore eyes.
- headaches, migraine or nausea.
- irritated eyes.
- blurred vision.
- change in colour perception; problems with colour recognition.
- tiredness and irritability.
- discomfort when wearing contact lenses.

Likely causes

- incorrect positioning of the equipment and documents.
- inappropriate and/or inadequate lighting.
- poorly designed workstations.
- long periods of work at the screen.
- uncorrected vision defects.
- low humidity.
- poorly designed or poor quality screens.
- lack of adequate maintenance of equipment.

Musculo-skeletal problems

4.19 Musculo-skeletal problems associated with display screen equipment work are generally caused by poor posture, poor layout of the workstation and repetitive movements. They include problems in the back, neck, shoulders, arms and hands and include the range of problems known as Work related upper limb disorders (WRULDs) and Repetitive strain injury (RSI).

4.20 Further specialist advice, on individual cases, in relation to suspected RSI linked to DSE use can be obtained from:

The Computability Centre,
PO Box 94
Warwick
Warwickshire CV34 5WS

Telephone: 01926 312847
4.21 Symptoms

- backache.
- neck and shoulder pain.
- muscle weakness.
- pain in fingers, wrists, arms or shoulders.
- tenderness.
- feeling of heaviness in the arms or wrists.
- swelling.
- tingling sensation at the fingertips.
- numbness.
- crackling feeling in joints.
- joint restriction.

Likely causes

- rapid, repetitive movements.
- less frequent but more forceful movements.
- static loading (the work the muscles have to perform in order to hold the arms in a particular position).
- poor positioning of chair and/or desk.
- poor environment and workstation conditions, forcing workers to adopt bad working postures.
- limited range of work tasks.
- high productivity or speed demands.
- lack of adequate rest breaks.

4.22 It is known that there may be cases of RSI not associated with DSE work, regardless of the cause the above issues are relevant and in such cases general advice given in this Order should be followed.

Stress

4.23 It is now recognised that stress is an occupational problem suffered by many workers, particularly those performing repetitive jobs, with little control over their work. Causes of workplace stress are many and varied and there is rarely one single reason. In display screen equipment work, the causes of stress are likely to be a combination of poor equipment, poor software, poor workstation layout and environment and poor task design.

Symptoms of stress vary from person to person and include:

- fatigue.
- irritability.
• depression.
• headaches.
• migraine.
• nausea.
• sleeplessness.
• menstrual disorders.
• accident proneness.
• raised blood pressure.
• stomach problems.
• ulcers.
4.24 Display Screen Equipment (DSE) generates both ionising and non-ionising radiation, but in very low amounts. Although there has been widespread concern about the possible effects of radiation emissions on pregnant women, current advice from the Health and Safety Executive is that the levels emitted from VDUs are so low that they do not pose a significant risk to health.

4.25 It is not recommended that any special protective measures are needed, or that pregnant women need to stop work with VDUs. However, if any women who are pregnant or who are planning children are worried about working with VDUs, they should be given the opportunity to discuss their concerns with someone who is properly informed of current scientific advice [IG 35/95 refers]. Any specific staff concerns should be addressed to the Health and Safety Policy Unit (0171 217 6323).
PRISON SERVICE

VDU EYE EXAMINATION RECORD

PART A: To be completed by the individual

Surname: ........................................... Forenames: ........................................................................

Date of Birth: ............................... N.I. Number: ...............................................................

Division: ................................. Location: ........................................................................

Date VDU work started: ........................................................................................................

Normal time spent at VDU: ........................................................................ hours per day

Signed:.......................................................... Date:......................................................

PART B: To be completed by Line Manager

I certify that ......................... is required regularly to use a VDU as part of their normal duties.

Signed:.......................................................... Date:......................................................

NOTE:

The Prison Service will meet the cost of spectacles where the prescription at Part C relates to intermediate vision only and where the optician signs the certificate at Part D to the effect that the spectacles are required solely for VDU use, i.e. box 3 has been ticked. In these circumstances any reimbursement will be limited to the cost of a basic frame with standard clear glass or plastic lenses. Any additional costs relating to spectacles with anything other than a basic frame (e.g. fashion frames) and/or lenses (e.g. tinted/coated lenses) will be the liability of the individual.
Glasses provided for purposes additional to, or other than, VDU use are provided entirely at the individual’s expense.

FOR HASPU’S USE ONLY

Focus Posting Code

7 1 0 0 0 1 0 2 2 1 1 1 £

AUTHORISING SIGNATURE (HEO or above)

________________________________________

RESTRICTED STAFF
RESTRICTED STAFF

PART C: To be completed by Practitioners

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<tr>
<th>DISTANCE</th>
<th>INTERMEDIATE</th>
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<td>RIGHT</td>
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<td>RIGHT</td>
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<td>Unaided Vision</td>
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<td>Cylinder</td>
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<td>Prism</td>
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<td>Visual acuity</td>
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PART D: VDU EYE EXAMINATION REPORT

An eyesight test was carried out on Mr/Mrs/Ms .................................................................
on ........................................... (date)

I am conversant with the statement of good practice produce by the British College of Optometrists and am aware that reimbursement is not applicable for spectacles to correct a pre-existing refractive error.

In my opinion the above-named person (tick one box only)

1. does not require spectacles.

2. requires spectacles, with the prescription described Part C
above, for near/distance vision only, but not specifically for use with a VDU.

3. □ requires spectacles, with the prescription described in Part C above, solely for use with a VDU, and not for near/distance vision.

Signed:..........................................................

Date:.......................................................... Optician’s Stamp

RESTRICTED STAFF
SELF ASSESSMENT CHECKLIST

Name: ..............................................................................................................................................

Department: ....................................................................................................................................

Room/Building: ...................................................................................................................................
.........................................................................................................................................................

Date: ..................................................................................................................................................

The completion of this checklist will enable you to carry out a self assessment of your own workstation. Your views are essential in order to enable us to achieve our objective of ensuring your comfort and safety at work. Please circle the answer that best describes your opinion, for each of the questions listed. The form should be returned to ......................................................as soon as it has been completed.
ENVIRONMENT

1. **Lighting**
   
   Describe the lighting at your usual workstation.
   
   about right □ too bright □ too dark □
   
   Do you get distracting reflections on your screen?
   
   never □ sometimes □ constantly □
   
   What control do you have over local lighting?
   
   full control □ some control □ no control □

2. **Temperature and Humidity**
   
   At your workstation is it usually:
   
   comfortable □ too warm □ too cold? □
   
   Is the air around your workstation:
   
   comfortable □ too dry? □

3. **Noise**
   
   Are you distracted by noise from work equipment?
   
   never □ occasionally □ constantly □

4. **Space**
   
   Describe the amount of space around your workstation.
   
   adequate □ inadequate □

5. **Chair**
   
   Can you adjust the height of the seat?
   
   Yes □ No □
   
   Can you adjust the height and angle of the backrest?
Is the chair stable?
Yes □  No □

Does it allow movement?
Yes □  No □

Is the chair in a good state of repair?
Yes □  No □

If your chair has arms do they get in the way?
Yes □  No □

6. **Desk**

Is the desk surface large enough to allow you to place all your equipment where you want it?
Yes □  No □

Is your desk at a comfortable height for working at?
Yes □  Too high □  Too low □

Does the desk have a matt surface (non-reflectant)?
Yes □  No □

7. **Footrest**

If you cannot place your feet flat on the floor whilst keying, has a footrest been supplied?
Yes □  No □
8. **Other Equipment**

If it would be of benefit to use a document holder, has one been supplied?

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If you have a document holder, is it adjustable to suit your needs?

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<th>Yes</th>
<th>No</th>
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<td>Question</td>
<td>Yes</td>
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<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Is all other equipment (mouse, modem, telephone) suitable for use?</td>
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<tr>
<td><strong>DISPLAY SCREEN EQUIPMENT</strong></td>
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<tr>
<td><strong>9. Display Screen</strong></td>
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<tr>
<td>Can you easily adjust the brightness and the contrast between the characters on screen and the background?</td>
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<tr>
<td>Is the image stable and free from flicker?</td>
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<td>Are the characters well defined and of adequate size?</td>
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<td>Is there adequate space between individual characters and lines of text?</td>
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<td></td>
</tr>
<tr>
<td>Is the screen at a height which is comfortable for you?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
10. **Keyboard**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the keyboard separate from the screen?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you raise and lower the keyboard height?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you easily see the symbols on the keys?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Is there enough space to rest your hands in front of the keyboard?
Yes □  No □

11.  **Software**

Is the software suitable for the task?
Yes □  No □

Do you understand how to use the software?
Yes □  No □

**WORK REGIME**

12. **Training**

Have you been trained in the use of your workstation?
Yes □  No □

Have you been trained in the use of software?
Yes □  No □

If you were to have a problem relating to display screen work, would you know the correct procedures to follow?
Yes □  No □

Do you understand the arrangements for eye and eyesight tests?
Yes □  No □

13. **Work Organisation**

Are there adequate opportunities for regular breaks from using display screen equipment?
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>☐</th>
</tr>
</thead>
</table>

Have steps been taken to minimise repetitions and boring tasks such as continued data entry?

| Yes | No | ☐ |
Any other comments?

Details of assessor
Name: ...................................................................................................................................................

Action required?  Yes ☐  No ☐

Details of action taken.

Signed:...................................................................................................................................................

Date: .............................................................................................................................................
WORKSTATION STANDARDS

DSE used in the Service must meet the following minimum standard(s).

The **display screen** must have:-

- characters that are well-defined, clearly formed, of adequate size and with adequate spacing;
- a stable image with no flickering;
- brightness and contrast controls which are easily adjustable by the user;
- a tilt and swivel facility so as to suit the user, and
- be free of reflective glare/reflections which are liable to cause discomfort to the user.

The **keyboard** must:-

- be tiltable and separate from the screen so as to allow the user to find a comfortable working position which avoids fatigue in the arms or hands;
- have a space in front which shall be sufficient to provide support for the user’s hands and arms;
- have a matt surface to avoid reflective glare;
- have a layout and characteristics which aid rather than impede its use, and
- have legible and adequately contrasted symbols on the keys.

The **work chair** must be:-

- stable and allow the user freedom of movement and a comfortable position;
- adjustable in height, and
- fitted with a seat back which is adjustable for both height and tilt.

The **work desk** or **work surface** must have:-

- a sufficiently large, low reflectant, surface which will allow a flexible arrangement of the screen, keyboard, documents and related equipment.

The **lighting** must be:-

- suitable for DSE work, i.e. not too bright, but bright enough to allow the user to read comfortably