

Display Screen Equipment (DSE) Policy and Standard Operating Procedure Version 1.4

This document replaces: DSE Policy v1.3 (2019) and DSE SOP v2 (2024).

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Contents

Introduction.....	3
Legal Framework	3
Definitions	3
DSE Risk Assessment Process.....	4
Workstation set up	5
Line Manager Guidance	6
Home Working with Display Screen Equipment	7
Safe Home Workstation Setup.....	7
Provision of Equipment for Home Working.....	8
Confidentiality and Safety.....	8
Additional Guidance	8
Training and Support	10
Monitoring and Review	10
Appendices	10
Appendix A Version changes	10
Appendix B – Equality Impact Assessment.....	12
Version Control.....	14

Display Screen Equipment V1.4

Introduction

BrisDoc is committed to promoting the health, safety and wellbeing of all Co-Owners through compliance with the Health and Safety (Display Screen Equipment) Regulations 1992. This policy and procedure outline the organisation's responsibilities and processes to protect staff from the risks associated with display screen equipment (DSE), including desktop computers, laptops, and other similar devices.

Scope

This policy applies to all BrisDoc Co-Owners, casual workers and contractors who use DSE daily for continuous periods of one hour or more, as part of their role.

Legal Framework

This policy ensures compliance with the following UK legislation and guidance:

- Health and Safety (Display Screen Equipment) Regulations 1992 (as amended)
- HSE INDG36 – Working with Display Screen Equipment
- HSE Workstation Checklist (CK1)
- The Management of Health and Safety at Work Regulations 1999

Definitions

Display Screen Equipment (DSE) – Devices or equipment with an alphanumeric or graphic display screen including computers, laptops, touchscreens, and tablets.

DSE User – A person who uses DSE as a significant part of their normal work, daily, for continuous periods of an hour or more.

Reasonable Adjustments – Changes to the work environment or equipment that allow individuals, particularly those with a disability, to work safely and effectively.

Responsibilities

All Staff (DSE Users):

- Complete DSE self-assessment.
- Follow guidance on safe DSE use and workstation setup.
- Report any discomfort or issues related to DSE use.

Executive Directors:

- Ensure appropriate resources and oversight to support DSE safety and compliance.

Heads of Service and Line Managers:

- Identify DSE users and ensure DSE assessments are completed and reviewed.
- Implement any required adjustments or interventions.
- Refer to Occupational Health (OH) where needed.
- Approve standard DSE equipment (budget up to £100).

Display Screen Equipment V1.4

- Inform People team of any standard DSE equipment ordered.

People Team:

- Maintain DSE records.
- Authorise non-standard equipment or OH referrals.
- Support Access to Work applications where appropriate.

Facilities Team:

- Order and deliver approved standard and non-standard DSE equipment.
- Maintain records for asset management and finance.

DSE Risk Assessment Process

DSE assessments must be completed at induction, and...

- when there are major changes made to the equipment, furniture, work environment or software;
- users change to a non-standard or unfamiliar workstation set up;
- the nature of work tasks change considerably;
- it is thought that the controls in place may be causing discomfort or other problems.

The process includes:

- Individuals read the DSE guidance leaflet and complete the risk assessment form.
- Line Managers review and discuss completed assessments.
- Standard equipment needs are ordered via Facilities.
- Complex needs are escalated to the People Team.

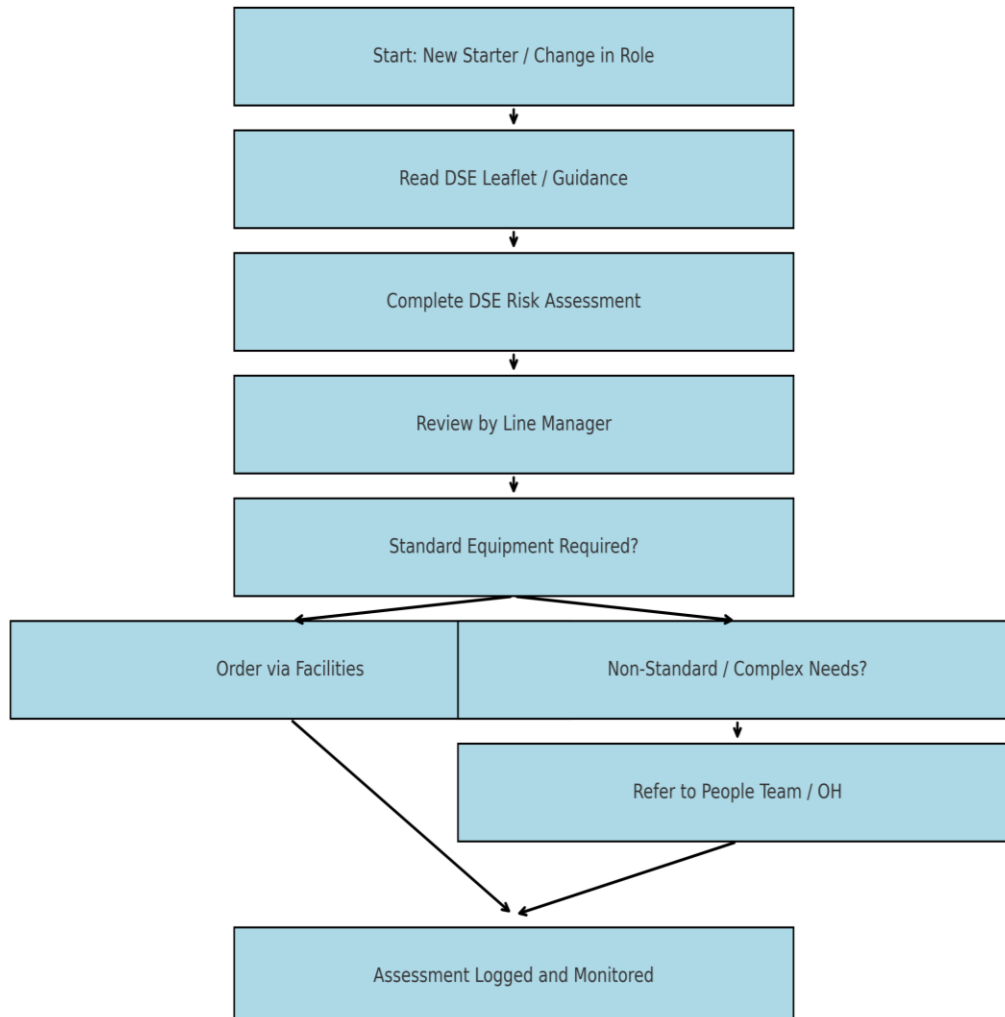
All documentation is logged on Rota Master and saved in staff folders by the People team.

The DSE process is shown in Fig 1. This flowchart outlines the standard steps to ensure a consistent and compliant process across BrisDoc for all DSE users. It includes:

- Identification – Triggered by onboarding, role change, or reported discomfort
- Self-assessment – User completes the DSE checklist after reviewing guidance
- Manager review – Identifies needs and initiates interventions
- Equipment provision – Standard (Facilities Team) or Non-Standard (People Team)
- Monitoring – Assessment stored, logged, and reviewed as needed

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Fig 1 DSE Process



Workstation set up

Based on HSE guidance, the correct workstation setup includes the following key points:

Chair & Posture:

- Feet flat on floor or supported by a footrest
- Thighs roughly horizontal
- Back supported with slight recline and lumbar support

Monitor:

- Top of screen at eye level.
- Roughly an arm's length away
- Glare avoided by screen placement and blinds if needed

Keyboard and Mouse:

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- Keyboard tilted for wrist comfort, close to body
- Mouse next to keyboard and used with straight wrist

Desk:

- Enough space for documents and equipment
- Document holder if needed to avoid twisting

Further detail on workstation set up including laptop set up can be seen in the DSE Guide on The Development Hub Training and Risk Assessment Template.

Line Manager Guidance

Step 1: Identify DSE Users

- Confirm whether the individual uses DSE daily for one hour or more.
- Ensure the individual has completed their DSE self-assessment (at induction, role change, reported discomfort, or workstation changes).

Step 2: Review the Completed DSE Assessment

- Read the individual's responses and look for any noted discomfort, concerns, or unmet needs.
- Check whether all workstation elements (chair, desk, screen, keyboard, mouse, lighting) are compliant with the DSE standards.
- If home working is involved, confirm a separate home DSE assessment has been completed.

Step 3: Discuss the Assessment with the Co-Owner

- Arrange a brief discussion with the Co-Owner to clarify any responses and understand their needs.
- Check whether reported issues are new, ongoing, or linked to existing health conditions.

Step 4: Determine What Action Is Required

- No action – if setup is compliant and there are no concerns.
- Minor adjustments – repositioning, breaks, workstation tweaks.
- Standard equipment required – select from approved list (e.g. ergonomic keyboard, riser, footrest).
- Order via Facilities Team (budget up to £100)
- Notify the People Team of the purchase for records

Complex needs or potential disability:

- Escalate to the People Team who will consider Occupational Health referral (with Co-Owner consent) and explore Access to Work support (if applicable)

Step 5: Recordkeeping and Follow-Up

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- Ensure all documentation is submitted to the People Team (assessment forms, emails, equipment orders).
- Ensure assessment is logged on Rota Master and saved in the Co-Owner's personnel file.
- Monitor that agreed adjustments are effective and review annually or when circumstances change.

Additional Considerations

- Confirm if the Co-Owner has been informed about the eye test voucher scheme via Specsavers.
- Encourage regular screen breaks and changes in posture.
- Remind Co-Owner to raise any new issues promptly.

Home Working with Display Screen Equipment

BrisDoc recognises that many Co-Owners may work from home either routinely or occasionally. The Health and Safety (Display Screen Equipment) Regulations 1992 still apply when DSE is used regularly at home, and it is the employer's responsibility to ensure that suitable risk assessments and controls are in place, just as they would be in an office setting.

Responsibilities for Home Workers:

- Co-Owners working from home must ensure they complete a DSE self-assessment for their home working setup, using the same form and process as for workplace assessments.
- Line Managers are responsible for reviewing assessments and ensuring that any reasonable adjustments, including equipment, are arranged and recorded.
- People and Facilities Teams will support with providing standard and non-standard equipment where justified, and within the appropriate approval channels.

Safe Home Workstation Setup

As outlined by the HSE, the following considerations apply to home DSE setups:

- Chair: Use a suitable adjustable chair where possible. If unavailable, temporary adaptations (e.g. cushions or back supports) should be used until equipment is provided.
- Desk/Table: Work at a stable surface at the correct height. Avoid prolonged use of kitchen counters, sofas, or beds as workspaces.
- Monitor: Raise the screen to eye level using a monitor stand or stable box. Laptop risers are recommended when using laptops.
- Keyboard & Mouse: Use external keyboard and mouse where possible. These can be provided as part of standard DSE equipment.
- Lighting: Position workstation to avoid glare on the screen. Use curtains or blinds to reduce reflections.
- Movement & Breaks: Take short, frequent breaks away from the screen. Regularly stretch and change position.

Display Screen Equipment V1.4

Provision of Equipment for Home Working

Equipment may be provided for home working following the same process as for office- based adjustments:

Type of Equipment	Examples	Approval Required
Standard	Keyboard, mouse, riser, back support	Line Manager
Non-standard or specialist	Sit-stand desk, orthopedic chair	People Team / OH / Access to Work

Note: Co-owners are expected to try to adapt their existing home environment first before requesting new equipment. Temporary solutions may be used initially while long-term provisions are considered.

Confidentiality and Safety

BrisDoc expects Co-Owners to ensure their working environment is secure and confidential where patient or sensitive data is handled.

Electrical safety remains important – equipment used at home must be in good condition and used according to manufacturer guidance. PAT testing is not legally required for home-use, but visual checks should be encouraged.

Additional Guidance

The HSE provides further resources on home working, including practical guidance for temporary and long-term arrangements:

www.hse.gov.uk/toolbox/workers/home.htm

Reasonable Adjustments, Occupational Health and Disability

BrisDoc is committed to creating an inclusive workplace that supports all Co-Owners, including those with disabilities or health conditions that impact their ability to work safely with Display Screen Equipment (DSE). This includes complying with the Equality Act 2010 and working in line with best practice in occupational health and workplace wellbeing.

Requesting Reasonable Adjustments

Any Co-Owner who feels that their DSE setup is causing or exacerbating a health condition, or who requires specific support due to a disability, should:

- Discuss this with their Line Manager
- Complete the DSE self-assessment form, noting relevant symptoms or needs
- Supply any medical evidence that may support the request (if appropriate)

Line Managers will then:

- Review the assessment and explore adjustments using standard or non-standard equipment

Display Screen Equipment V1.4

- Escalate to the People Team if the need is complex or non-routine

Occupational Health (OH) Referral

Where a medical opinion is needed to determine appropriate adjustments or to confirm a disability-related need:

- A referral to Occupational Health may be made in agreement with the Co-Owner
- OH, will assess and provide advice on appropriate adjustments, including specialist equipment, reduced hours, or environmental changes

Referrals must be:

- Justified based on medical need
- Authorised by the People Team
- Funded by the relevant service area

Disability and Access to Work

If a Co-Owner meets the definition of disability under the Equality Act 2010, BrisDoc will:

- Explore and implement all reasonable adjustments without delay
- Support the individual with a referral to Access to Work for further advice or funding

Access to Work may provide:

- Funding for specialist equipment (e.g. orthopaedic chairs, voice recognition software)
- Support workers or travel help if required
- Workplace assessments by a DWP adviser

Recording and Reviewing Adjustments

All agreed adjustments (standard or specialist) will be:

- Logged on the Co-Owner's personnel file
- Reviewed annually or when circumstances change
- Escalated if adjustments are no longer effective or feasible For support, Co-Owners should contact:

Their Line Manager

The People Team at: workforcesupport@brisdock.org

Equipment Provision

Standard Equipment (Line Manager Approval):

- Ergonomic mouse, keyboard, wrist rests, footrests, glare filters, lumbar support.

Non-Standard Equipment (People Team Approval):

Display Screen Equipment V1.4

- Orders for non-standard equipment is subject to OH advice or Access to Work. Please speak to The People Team before referring to OH or Access to Work.

Equipment Categories and Request Pathway

Category	Examples	Approval	Ordered by
Standard Equipment	Ergonomic mouse, footrest, screen filter, wrist support, mini keyboard	Line Manager (up to £100)	Facilities Team
Non-Standard Equipment	Sit-stand desk, orthopedic chair, specialist peripherals	People Team (OH/Access to Work may apply)	People Team
Disability Adjustments	Bespoke chair, modified workstation, adaptive software	Requires evidence & discussion (OH / Access to Work will apply)	People Team

All requests will be logged and stored in the individual's personnel file by the People Team.

Training and Support

All DSE users must complete training via BrisDoc's Development Hub.

DSE assessors receive additional training to identify risks and support users effectively.

Eye Tests and Spectacles

All co-owners may request a Specsavers voucher covering the cost of a DSE eye test and basic spectacles if required. Further tests are offered at regular intervals.

Monitoring and Review

Compliance is reviewed annually by the Governance Manager. DSE performance is reported to the Health and Safety Steering Groups and included in the annual Health and Safety report.

Appendices

Appendix A – Version Change Control Table Appendix B - Equality Impact Assessment

Appendix A Version changes

Section	Previous Policy (DSE v1.3, 2019)	New Policy & SOP (DSE v1.4, 2025)

Display Screen Equipment V1.4

Policy Structure	Policy only. Procedures were handled separately or implied.	Full integration: Policy <i>and</i> Standard Operating Procedure (SOP) combined into a single document.
Scope	Focused mainly on staff working on BrisDoc premises. Limited reference to casual/bank staff.	Applies to all Co-Owners, casual workers, contractors; covers office and home working.
Legal Framework	References HSE guidance and UK regulations.	Updated references: HSE INDG36, HSE Workstation Checklist CK1, Management of Health and Safety at Work Regulations 1999.
Definitions	Defines DSE, Ergonomics, DSE Users.	Expanded: adds Reasonable Adjustments; clearer definitions aimed at inclusivity and best practice.
Responsibilities	Role-based (Executives, Managers, People Team, Co-Owners).	Expanded and operationalised: includes Facilities Team role; clearer approval routes for equipment.
Risk Assessment	Annual assessments, plus on incident or change.	Clearer triggers (induction, role change, discomfort). Flow described as "Fig. DSE Process" in the body text, not in Appendices.
Workstation Set Up	Guidance integrated within risk controls; basics only.	Expanded guidance with specific standards for monitors, seating, keyboards, lighting, posture, including laptop setups.
Home Working	Portable computers discussed briefly; little emphasis on home working.	Full section dedicated to home working risk assessments, safe setup advice, responsibilities, and provision of equipment.

Section	Previous Policy (DSE v1.3, 2019)	New Policy & SOP (DSE v1.0, 2025)
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Display Screen Equipment V1.4

Training and Support	General mention of training requirements.	Mandatory training via Development Hub for all users; additional training for assessors.
Eye Tests	Specsavers voucher scheme available for eligible co-owners; case-by-case for bank staff.	Maintained. Stronger emphasis on informing Co-Owners of their rights proactively.
Equipment Provision	Ergonomic equipment via line managers with limited process clarity.	Equipment categories: Standard (up to £100, Line Manager approval) and Non-Standard (People Team approval, Occupational Health support).
Occupational Health and Disability Adjustments	OH referral where required; some reference to supporting adjustments.	Much stronger focus on Reasonable Adjustments and Access to Work support under the Equality Act 2010. Structured escalation process.
Monitoring and Governance	Annual audit by Governance Manager; issues reported via Health and Safety Steering Groups.	Continued; with strengthened reporting to Health and Safety Groups and linkage to Equality monitoring through the EQIA.
Equality Impact Assessment	Not included.	Full Equality Impact Assessment (Appendix B) included; actively considers protected characteristics and intersectionality.
Appendices	DSE Risk Assessment Form and Change Register.	Risk assessment forms and templates available separately on Development Hub.

Appendix B – Equality Impact Assessment

This Equality Impact Assessment (EQIA) ensures that BrisDoc's DSE Policy and SOP upholds our obligations under the Equality Act 2010, promotes inclusive practice, and proactively

Display Screen Equipment V1.4

considers how individuals from different backgrounds may be affected. It also considers the intersection of protected characteristics and the compounded impact that may occur.

Protected Characteristic Review

Protected Characteristic	Potential Impact Identified?	Actions Taken / Considerations
Age	No negative impact identified	Policy is inclusive of needs at any age. Age-related visual needs or musculoskeletal conditions considered through DSE assessments and OH support.
Disability	Yes – potential barriers	Reasonable adjustments process and referral to OH and Access to Work embedded. Specific section added to address disability-related needs.
Sex / Gender	No differential impact	Policy applies equally to all genders. Equipment and assessments based on ergonomic and health needs.
Gender reassignment	No differential impact	Private health information is handled confidentially. Any required adjustments handled with sensitivity.
Pregnancy and maternity	Yes – potential ergonomic needs	Line Managers and OH to consider ergonomic adjustments for pregnant employees (e.g. additional lumbar support, breaks).
Race / Ethnicity	No differential impact	Communication is clear and free of jargon. Translation or verbal explanation available if needed.
Religion or belief	No differential impact	Policy is compatible with religious observance. Equipment and working patterns adapted where necessary.
Sexual orientation	No differential impact	Inclusive and respectful approach to health and safety across all roles.
Marriage and civil partnership	No differential impact	Policy does not treat employees differently based on relationship status.
Protected Characteristic	Potential Impact Identified?	Actions Taken / Considerations
partnership	impact	relationship status.

Intersectionality

BrisDoc acknowledges that some Co-Owners may face multiple, overlapping barriers (e.g. a disabled woman from a minority ethnic background). The DSE process allows for personalised

Display Screen Equipment V1.4

assessments, OH referrals, and flexible adjustments that take account of complex, intersecting needs.

Monitoring and Review

Equality considerations will be reviewed as part of the broader DSE policy review.

Any themes or concerns raised directly by Co-owners or through OH, or Access to Work, will be reviewed by the People Team and Health and Safety Lead.

Feedback from Co-Owners is encouraged and can be shared via line managers or confidentially with the People Team.

Version Control

Date	Version	Author	Change Details
23/05/2025	1.4	AP	Merged documents published