

NHS North Yorkshire CCG Homeworking Framework

JULY 2021

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FRAMEWORK AMENDMENTS

Amendments to the framework will be issued from time to time. A new amendment history will be issued with each change.

New Version Number	Issued by	Nature of Amendment	Approved by & Date	Date on Intranet
0.1	Human Resources	New framework	Julie Warren, Director of Corporate Services, Governance and Performance 15 th July 2021	

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Homeworking Framework

1.0 Introduction

NHS North Yorkshire Clinical Commissioning Group (the CCG) is an Equal Opportunities organisation committed to offering homeworking to support work-life balance. Homeworking has become ever more important since the Covid 19 Pandemic of 2020, resulting in the CCG having to promote their homeworking, agile and flexible arrangements for employees in the medium and longer term.

Engagement with staff through a number of surveys and briefings have led to discussions around a new way of working, one that presents the opportunity to work from home first and which reduces the need for presence in the office on a full time / more regular basis.

This framework develops the commitment by the CCG to support home working arrangements to deliver value for both staff and the organisation. It sets out the steps to be taken to support staff working from home, including agreeing the homeworking arrangement, making an assessment of potential risks and the need to maintain contact and involvement.

The CCG is committed to ensuring that all staff have good work / life balance. To work effectively, any homeworking arrangement must meet the business needs of the service, as well as employees' individual needs, to ultimately ensure the continued delivery of safe and high quality care to our service users.

The Flexible Working Policy and Procedure supports this framework in terms of working time and patterns.

2.0 Purpose

The objectives of the framework are to:

- Ensure the CCG acts responsibly by fulfilling their legal obligations to support staff to work safely from home
- Ensure managers and staff understand the process for establishing the homeworking arrangement
- Ensure our staff members understand how to set up safe homeworking.

3.0 Definitions / Explanation of Terms

Homeworking	Those staff members working from home on an occasional, temporary, prolonged period or on a permanent basis. Homeworking in the context of the COVID-19 pandemic means working from home for a fixed period on a full or part-time basis as directed by the government, and as agreed between the staff member and the CCG.
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Remote workers	Members of staff who usually, sometimes or unusually (e.g. during the Covid-19 pandemic) work from other appropriate locations other than their usual site.
Remote access	The ability to access shared or personal folders and documents held on the CCG servers and networks.
Virtual meetings	Virtual meetings are held on computers using, where enabled, cameras and microphones to enable the participants to see and hear each other and hold discussions (as they would normally in a room) in the variety of different locations in which the participants are working. This can only happen where they are connected to the internet for the duration of the meeting.
Hardware	Hardware is the physical computer equipment and its attachments.
Software	Software are the systems that enable work to be done and includes the operating system which enables other systems such as Microsoft Office, SystmOne, electronic staff record (ESR) etc.
Risk assessment	A risk assessment is the analysis of the potential hazards in any specific circumstance or environment, and the identifying of mitigating actions to reduce or eliminate the likelihood of risks arising and the impact they have if they do.

Employees' contractual obligations, including their core working hours, continue to apply. The CCG is supportive of offering flexibility around working patterns to enable a better work/life balance and any changes will need to be agreed between the staff member and their line manager and based on the requirements of the department or service.

Homeworking is not a contractual right. It is an agreement between the employer and the employee and could be revoked based on performance, conduct, behaviour or organisational need. In the event that the homeworking arrangement is revoked, the employer will give the employee a reasonable time (up to 30 days) to make appropriate arrangements to return to the offices of the CCG.

4.0 Scope of the Framework

The framework applies to all employees, substantive, fixed term and agency workers where a homeworking arrangement is established or where a pandemic or extenuating circumstances occurs.

The CCG will ensure that the application of any part of this framework does not have the effect of discriminating, directly or indirectly, against staff on grounds of race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability.

This framework covers accessibility and equipment.

Risk, hazards and risk assessments are covered by this framework. Many of the hazards that might compromise health and/ safety while working at home will be the same as in the workplace, but there may be additional hazards to consider when staff are working at home or from different locations.

This framework covers the different ways of maintaining contact and continuing participation and engagement of all members of the team using the available technology.

5.0 Duties, Accountabilities and Responsibilities

Employer responsibilities

Under the Health and Safety at Work Act 1974, employers have a duty to ensure the health, safety and welfare of employees. Under the Management of Health and Safety at Work Regulations 1999, employers are required to assess all significant risks, which include risks to home workers. In addition, under the Health and Safety (Display Screen Equipment) Regulations 1992, employers are required to assess display screen equipment risks; ensure that workstations meet the minimum requirements; inform users; plan work for changes of activity and breaks; provide eye tests and provide health and safety training. The employer must also arrange a workstation assessment of all display screen equipment users and are required to ensure that all equipment used by people for work, is suitable and safe and, importantly, that adequate training has been

Employee responsibilities

Employees have a duty to:

- Familiarise themselves with the content of this document, carry out the appropriate actions outlined and comply with related guidance and risk assessments to implement safe homeworking
- Take reasonable care of their own health and safety; and that of other people who may be affected by their activities at work
- Co-operate with their employer to enable the employer to comply with health and safety duties
- Use all work items provided by their employer in accordance with the training and instructions they receive to enable them to use the items safely
- Familiarise themselves with the local processes and guidance for notifying absence and follow such processes at all times
- Maintain contact with their manager, team, colleagues and clients/service users as appropriate
- Report any major changes to their health that may have an impact on their ability to carry out the full requirements of their role to their line manager. This is to enable the CCG to make reasonable adjustments where appropriate or where required due to the provisions of the Health and safety at Work and Equality Act 2010

- To inform their employer of any work situation that could present a serious danger to health and safety or of any shortcomings in the employer's health and safety arrangements.

Line Manager responsibilities

Line Managers must:

- Familiarise themselves with the content of this document and other related guidance on homeworking and apply these fairly and consistently
- Keep accurate and up to date records of attendance and store this information safely and securely, ensuring that payroll are notified of all absence in line with the agreed system in operation at the time
- Attend training as appropriate to support management of staff working remotely
- Agree objectives with staff that are Specific Measurable Achievable Realistic, and Time bound (SMART), ensuring the staff member is clear about the type of output required and the quality of work that is to be produced
- Support staff to work effectively from home and that the required risk assessments are undertaken and recorded.

NECS IT Service are responsible for supporting the appropriate use of CCG hardware and software used on the equipment through the usual approaches for logging calls.

The Corporate Services Department is responsible for collating records of CCG equipment being used at home by staff in the organisation. Remote access to systems and services should be requested by the manager as part of the new starter processes.

The Human Resources Team is responsible for providing advice and guidance to homeworking staff and managers of homeworking staff.

6.0 Homeworking

6.1 During a Pandemic

Where there is a pandemic and the government implements 'lock-down', measures or guidance requiring offices to close resulting in people having to stay at home, the CCG will follow government guidance and homeworking will apply.

It is important to ensure the support of a work-life balance and provide appropriate equipment and access for staff to work from home wherever possible and a risk assessment. Whilst protecting staff from excessive travel or disease, it is not to expose them to other kinds of risks. Therefore, it is important as part of the provision of access to work systems and networks, that the manager and staff members discuss the available workspace and environment at home so that the difficulties or challenges of working from home are discussed, and where possible, appropriate support is given.

The CCG supports homeworking for staff who wish to remain at home, to reduce exposure to external dangers caused by a pandemic, particularly if the person is in a vulnerable group (such as being pregnant; older; Black; Asian or Minority Ethnicity (BAME) or with an underlying health condition). Managers may not always be aware that staff have underlying health conditions or other conditions such as pregnancy. Different combinations of these may place people in different levels of risk (for example, having being born with a heart condition or being pregnant may put you in the 'high' risk group, whilst having both will put you in the 'very high risk' group). It is therefore essential, particularly in a pandemic, that a risk assessment is undertaken. In such circumstances where a manager might not be aware of employees' individual circumstances that places them in higher risk categories, it is also incumbent on staff to share this information through completing a risk assessment. Where it is obvious to managers that some employees may be in a higher risk area, it is the responsibility of the manager to have a discussion with the employee about the risks of remaining at work or in a specific work area, discuss the potential to work from home and undertake a risk assessment. See Risk Assessment.

6.2 Homeworking Arrangement – Home First Approach

It is expected that the CCG will adopt a "home first" approach to support the return to offices following the COVID-19 pandemic. Individuals should discuss and agree (using the template at Appendix 3) the following changes:

- Place of work (home)
- Expected home / office working pattern
- Expected duration of homeworking if applicable or date of review
- Hours of work (state staff should not work for longer than usual hours; link to Working Time Regulations 1998)
- CCG expectations during this period (potential trial period)
- Agreement reviewed regularly with line manager and may cease when no longer deemed necessary
- All other terms and conditions of employment remain unchanged.

6.3 Working Environment (Home or other location)

The staff member's home environment must be suitable for homeworking. This includes having an appropriate working area and a reasonably strong internet connection.

When staff are working from home they must act in a professional way at all times during agreed working hours. This includes satisfying all organisational policies and reasonable management instructions. The focus of their attention should be on working matters and they should be available to respond to work requests including emails and phone calls. Except in exceptional circumstances (such as in a pandemic in which the usual childcare arrangements may have broken down), staff should not have the role of principal carer while working from home.

Managers of staff who will be working from home should discuss the health and safety aspects of homeworking (including the available space and potential hazards and the psychological impact of working away from the usual environment and colleagues) in a joint risk assessment (see below).

6.4 Risk Assessment

The CCG's duty of care for staff health, safety and wellbeing extends to homeworking. Reasonable provisions must be made to check an individual's home environment is suitable for homeworking and is not placed under any undue risk. To assess this, the following should be completed:

- Individuals should carry out a Health and Safety Risk Assessment of their workspace /Display Screen Equipment (DSE) workstation assessment (refer to local DSE Policy/arrangements also included at appendix 4) and share this with their manager. Managers are required to share homeworking guidance with staff members
- Managers must assess each individual's personal safety and mental/physical health and wellbeing as part of assessment of suitability to work from home, e.g. whether staff may be a vulnerable risk whilst at home compared to the workplace (potential domestic abuse/isolation risks)
- Managers should discuss, actively promote and share with staff, details of the Employee Assistance Programme, Mental Health First Aiders/Champions should staff require support at any time and take reasonable steps/responsibility to review staff mental health/wellbeing while they are working from home
- Online Health and Safety training must be completed and updated as required in line with the CCG's statutory and mandatory training programme
- Managers will need to complete a home/remote working checklist with employees – see Appendix 2.

Each staff member will be required to complete a DSE risk assessment of their workstation to assess its suitability and a health and safety risk assessment. They are required to arrange any necessary modifications. Homeworking requests may be refused if those modifications are not made within a reasonable timeframe, or if they do not rectify any health and safety risk(s) identified.

Individuals will be required to carry out a data protection risk assessment as part of the homeworking assessment process. They are required to be compliant in information governance. Managers are required to ensure the employees mandatory training for information governance (data protection) is in date. Managers will need to ensure confidential information is safe at home as part of assessment of suitability to work from home.

Reasonable adjustments for long term health conditions or disabilities previously implemented (e.g.: assistive technology) in the workplace must be applied to the home environment. This may result in further occupational health assessment to ensure provisions are still fit for purpose at home.

Sensitive issues should be managed on a case by case basis, items for consideration as part of the risk assessment process.

7.0 Setting up Homeworking

7.1 Property and equipment

The CCG will provide individuals with the things they will need to do their job properly and safely from home.

Staff members must take good care of anything belonging to the CCG and return it to the CCG when requested.

Individuals may, within reason and considering the values, data security and confidentiality regulations of the CCG, use the equipment or other property provided for reasonable and lawful personal use.

7.2 Household bills

Employees must be expected to cover the cost of utilities including internet access, heating and electricity necessary for homeworking.

7.3 Mortgage, lease and insurance

Employees are responsible for making sure that their mortgage or lease and home insurance does not restrict or prevent their home being used for work.

Staff members should discuss with their home insurer any changes that may need to be made to their policy to ensure that they are fully protected while working from home. Individuals are responsible for any additional premiums if any necessary changes mean and increase in their premium.

7.4 Tax

It is the employee's responsibility to check whether there may be tax implications to homeworking. Specific advice on this can be obtained through HMRC <https://www.gov.uk/tax-relief-for-employees/working-at-home>.

8.0 Managing homeworking

Employees who work from home are subject to the same rules, procedures and expected standard of conduct and performance as all other employees. Contractual obligations, duties and responsibilities remain in place, as do our workplace policies.

Staff should remain as involved as possible in the work of the CCG and our activities while they are working from home. This includes having access to CCG news, staff briefings, team meetings, social events and benefits, as well as opportunities for professional development, training and promotion.

Managers must keep in regular contact with employees during homeworking via phone, email, video conferencing and face to face meetings.

If individuals feel isolated, left out, are lacking guidance or support, employees should discuss this with their line manager.

Where an IT problem prevents employees from working effectively, they should contact the IT Service desk immediately: necs.servicedesk@nhs.net

If an individual cannot work on a homeworking day because of illness or injury, they must follow the procedure set out in our Absence Management Policy.

9.0 Expenses

The CCG will reimburse staff members for reasonable costs of travel in respect of meetings with the CCG, its partners, clients or patients and will continue to be calculated from contractual base. Please refer to the Travel and Expense policy which is in line with section 17 of the Agenda for Change handbook.

Staff should record their expenses using the EASY expense system for authorisation by their line manager at the end of each month. See expense claim policy for further guidance.

10.0 Security, confidentiality and data protection

Employees should familiarise themselves with the CCG Data Protection Policy in particular. Data protection risk assessments will be carried out periodically.

The CCG provides all staff with the necessary IT equipment to enable them to perform their role for the organisation effectively; this includes laptops for all staff. Any additional equipment that is purchased by the employee to enhance their remote working environment must be compatible and complement the corporate IT equipment that has been provisioned by the CCG and approved for use with CCG network devices.

Employees must report any actual or potential breach of security, confidentiality or data protection to the CCG information governance lead immediately.

If employees are unsure about any aspect of security, confidentiality or data protection, they must speak to their manager in the first instance.

11.0 Accessing your home

In rare instances the CCG may need to access an employees' home to carry out risk assessments, checks and repairs to our equipment.

It may also be necessary to gain access to an employees' home in order to retrieve the CCG property, whether during or at the end of the homeworking arrangement or when your employment ends.

The CCG will give employees as much notice as possible whilst it is expected that employees will co-operate with such reasonable requests.

12.0 If employees move house

The CCG will re-assess the homeworking arrangement.

If the CCG considers that a house move would make, or has made, homeworking unsuitable, we will discuss this with the individual and we may decide to bring the homeworking to an end. If that happens, the individual will usually be able to return to the previous contractual place of work, although that cannot be guaranteed.

13.0 Ending the homeworking arrangement

If an employee wants to bring homeworking to an end, they should speak to their manager. Current government restrictions will need to be taken into consideration as appropriate.

The CCG may decide to end an employees' homeworking arrangement on reasonable notice if it considers that the arrangement is not working as it should, or that it has become, or will become, unsuitable.

If homeworking has been unsuitable because of an employees' conduct or performance, the CCG may terminate the homeworking arrangement immediately and require staff to return to the normal or traditional offices of the CCG that has been allocated to an individual.

The CCG may decide to implement the Disciplinary Policy or our Managing Work Performance Policy.

If an individual moves roles within the CCG, they will be required to agree a new arrangement with their new manager. The request will be considered in the context of their new role.

14.0 Appendices

Appendix 1 – Top Tips for Healthy Remote Working

Appendix 2 – Homeworking Self-assessment Checklist

Appendix 3 – Homeworking Arrangement Form

Appendix 4 – HSE Workstation Assessment Form

Appendix 1: Top Tips for Healthy Remote Working

➤ **Be kind**

Remote conversations can easily be misinterpreted as it's harder to read body language, tone of voice and other visual and audio cues. Stay mindful of this when delivering difficult messages or feedback. Challenging times call for greater sensitivity and kindness.

➤ **Discourage presenteeism**

If you're unwell, take leave and do your best to give an update or handover on urgent work. As a manager or team leader, encourage people to take time off if unwell and model the behaviour yourself.

➤ **Foster relationships**

Make time for non-work chats as you would in the workplace and use video calling to maintain face-to-face contact.

➤ **Have a weekly virtual huddle**

This is essential for keeping connected and a means for managers to check in on their team's physical and mental well-being and discuss any additional support they need to fulfil their roles from home.

➤ **Know when to step away from your desk**

Be clear about when your working day begins and ends and take breaks to refresh. When work is over, be sure you switch off to avoid burnout. Cultivate healthy habits such as taking exercise and fresh air every day.

➤ **Minimise stress**

Managers should set clear expectations about the way employees should deliver and receive communications throughout the working day. This will help alleviate pressure and anxiety.

➤ **Offer support on well-being**

[CCG/Trust/HCC] should remind staff of their existing health and well-being benefits (such as employee assistance programmes or occupational health) and how to access them when working remotely.

➤ **Put safety first**

Encourage managers to conduct risk assessments with their teams, to ensure the home workplace is suitable. Make sure all workers know about health and safety policies. If supplying equipment, it must pass relevant safety tests.

➤ **Set expectations and trust your colleagues**

Be clear about mutual expectations and trust your colleagues to get on without micromanaging. Focus on results rather than activity. Working relationships can deteriorate quickly and well-being can suffer without trust.

➤ **Show the big picture but prepare to flex**

Managers should remind teams of the big picture and how their work fits into it. Review short-term goals regularly and adjust as needed. If some members can't carry out all their usual work, consider other skills they can lend to others to meet team goals.

Appendix 2: Homeworking Self-assessment Checklist

This form should be completed initially by the home worker and returned to the line manager. Any matters of concern should be resolved before home working commences, if at all possible.

Name:

Department:

Address of homeworking/remote working site:

Please tick the boxes to confirm you will carry out or have carried out the necessary actions	
I am able to work from home and confirm that I have read and understood these guidelines.	
I agree to complete an HSE Display Screen Equipment self-assessment, return to the DSE coordinator, discuss the recommendations with my manager, and agree with them the suitability of working from home for my individual circumstances.	
I will inform my manager of changes to my home or personal circumstances, which could affect the suitability of homeworking for me such as a change in caring responsibilities.	
If required, I will inform my landlord/mortgage provider of my intention to work at home.	
If required, I will notify my insurance company of my intention to work at home and inform them of any additional equipment which has been provided by the CCG.	
I agree to take reasonable steps to ensure the safety and security of CCG equipment and data.	
I am aware of and understand my responsibility to notify my manager when I am absent from work due to sickness or for any other reason.	
I understand that if I have an accident while working remotely I must inform my manager as soon as is practicable, seek appropriate medical help, and record the incident through completing an Accident Incident Report.	

Employee signature:

Date:

Appendix 3: Homeworking Arrangement Form

This form should be completed by the home worker and returned to the line manager. Any matters of concern should be resolved before home working commences, if at all possible.

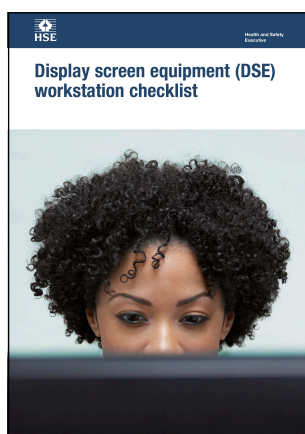
Organisation:	
Employee Name:	
Job Title / Department:	
Homeworking Address:	
Expected duration of homeworking: (if applicable; or date of review)	Start date: Review date:
Hours of work: (Staff should not work longer than their usual hours). Please refer to Working Time Regulations 1998 if unsure.	Full-time/part-time (delete as applicable) Hours: Is there a flexible working agreement in place in line with the flexible working Policy? Yes / No Is there a home / office working frequency pattern agreed? Yes / No – if yes please give details

This agreement will be reviewed regularly with your Line Manager and may cease based on any of the terms outline in the Homeworking Framework. Please note, all other terms and conditions of your employment remain unchanged.

I confirm I have completed, signed and returned the Homeworking checklist at Appendix 2.

Employee Signature:	Line Managers Name:
Date:	Signature:
	Job Title:
	Date:

Display screen equipment (DSE) workstation checklist



This is a web-friendly version of *Display screen equipment (DSE) workstation checklist* published 05/13

Workstation location and number (if applicable):
User:
Checklist completed by:
Assessment checked by:
Any further action needed:	Yes/No
Follow-up action completed on:





The following checklist can be used to help you complete a risk assessment and comply with the Schedule to the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

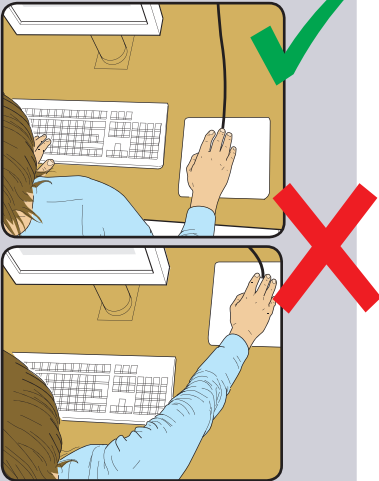
The questions and 'Things to consider' in the checklist cover the requirements of the Schedule. If you can answer 'Yes' in the second column against all the questions, having taken account of the 'Things to consider', you are complying. You will not be able to address some of the questions and 'Things to consider', eg on reflections on the screen, or the user's comfort, until the workstation has been installed. These will be covered in the risk assessment you do once the workstation is installed.

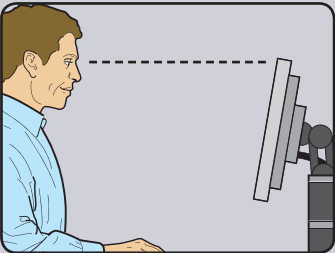
Work through the checklist, ticking either the 'Yes' or 'No' column against each risk factor:


- 'Yes' answers require no further action.
- 'No' answers will require investigation and/or remedial action by the workstation assessor. They should record their decisions in the 'Action to take' column. Assessors should check later that actions have been taken and have resolved the problem.


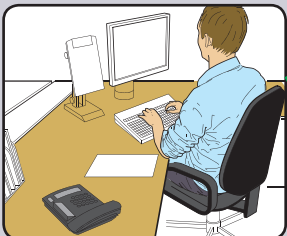
Remember, the checklist only covers the workstation and work environment. You also need to make sure that risks from other aspects of the work are avoided, eg by giving users health and safety training, and providing for breaks or changes of activity. For more advice on these see *Working with display screen equipment (DSE): A brief guide*.




Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
1 Keyboards				
Is the keyboard separate from the screen?			This is a requirement, unless the task makes it impracticable (eg where there is a need to use a portable).	
Does the keyboard tilt?			Tilt need not be built in	
<p>Is it possible to find a comfortable keying position?</p>    			<p>Try pushing the display screen further back to create more room for the keyboard, hands and wrists.</p> <p>Users of thick, raised keyboards may need a wrist rest.</p>	
Does the user have good keyboard technique?			<p>Training can be used to prevent:</p> <ul style="list-style-type: none"> ■ hands bent up at the wrist; ■ hitting the keys too hard; ■ overstretching the fingers. 	
Are the characters clear and readable?			<p>Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing.</p> <p>Use a keyboard with a matt finish to reduce glare and/or reflection.</p>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
2 Mouse, trackball etc				
Is the device suitable for the tasks it is used for?			If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).	
<p>Is the device positioned close to the user?</p> 			<p>Most devices are best placed as close as possible, eg right beside the keyboard.</p> <p>Training may be needed to:</p> <ul style="list-style-type: none"> ■ prevent arm overreaching; ■ encourage users not to leave their hand on the device when it is not being used; ■ encourage a relaxed arm and straight wrist. 	
Is there support for the device user's wrist and forearm?			<p>Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help.</p> <p>The user should be able to find a comfortable working position with the device.</p>	
Does the device work smoothly at a speed that suits the user?			<p>See if cleaning is required (eg of mouse ball and rollers).</p> <p>Check the work surface is suitable. A mouse mat may be needed.</p>	
Can the user easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
3 Display screens				
<div>Are the characters clear and readable?</div> <div>Health and safety</div> <div>Health and safety</div>			<div>Make sure the screen is clean and cleaning materials are available.</div> <div>Check that the text and background colours work well together.</div>	
<div>Is the text size comfortable to read?</div>			<div>Software settings may need adjusting to change text size.</div>	
<div>Is the image stable, ie free of flicker and jitter?</div>			<div>Try using different screen colours to reduce flicker, eg darker background and lighter text.</div> <div>If there are still problems, get the set-up checked, eg by the equipment supplier.</div>	
<div>Is the screen's specification suitable for its intended use?</div>			<div>For example, intensive graphic work or work requiring fine attention to small details may require large display screens.</div>	
<div>Are the brightness and/or contrast adjustable?</div>			<div>Separate adjustment controls are not essential, provided the user can read the screen easily at all times.</div>	
<div>Does the screen swivel and tilt?</div> <div></div>			<div>Swivel and tilt need not be built in; you can add a swivel and tilt mechanism.</div> <div>However, you may need to replace the screen if:</div> <div><div><div>■</div>swivel/tilt is absent or unsatisfactory;</div><div><div>■</div>work is intensive; and/or</div><div><div>■</div>the user has problems getting the screen to a comfortable position.</div></div>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<p>Is the screen free from glare and reflections?</p> 			<p>Use a mirror placed in front of the screen to check where reflections are coming from.</p> <p>You might need to move the screen or even the desk and/or shield the screen from the source of the reflections.</p> <p>Screens that use dark characters on a light background are less prone to glare and reflections.</p>	
<p>Are adjustable window coverings provided and in adequate condition?</p>			<p>Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones.</p> <p>If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.</p>	
<h2>4 Software</h2>				
<p>Is the software suitable for the task?</p>			<p>Software should help the user carry out the task, minimise stress and be user-friendly.</p> <p>Check users have had appropriate training in using the software.</p> <p>Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.</p>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
5 Furniture				
<p>Is the work surface large enough for all the necessary equipment, papers etc?</p> <div></div>			<p>Create more room by moving printers, reference materials etc elsewhere.</p> <p>If necessary, consider providing new power and telecoms sockets, so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement.</p>	
<p>Can the user comfortably reach all the equipment and papers they need to use?</p>			<p>Rearrange equipment, papers etc to bring frequently used things within easy reach.</p> <p>A document holder may be needed, positioned to minimise uncomfortable head and eye movements.</p>	
<p>Are surfaces free from glare and reflection?</p>			<p>Consider mats or blotters to reduce reflections and glare.</p>	
<p>Is the chair suitable?</p> <p>Is the chair stable?</p> <p>Does the chair have a working:</p> <ul style="list-style-type: none">■ seat back height and tilt adjustment?■ seat height adjustment?■ castors or glides?			<p>The chair may need repairing or replacing if the user is uncomfortable, or cannot use the adjustment mechanisms.</p>	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
<p>Is the chair adjusted correctly?</p> <div>    </div>			<p>The user should be able to carry out their work sitting comfortably.</p> <p>Consider training the user in how to adopt suitable postures while working.</p> <p>The arms of chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p>	
Is the small of the back supported by the chair's backrest?			The user should have a straight back, supported by the chair, with relaxed shoulders.	
Are forearms horizontal and eyes at roughly the same height as the top of the DSE?			Adjust the chair height to get the user's arms in the right position, and then adjust the DSE height, if necessary.	
Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?			If not, a footrest may be needed.	

Risk factors	Tick answer		Things to consider	Action to take
	Yes	No		
6 Environment				
Is there enough room to change position and vary movement?			<p>Space is needed to move, stretch and fidget.</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Cables should be tidy and not a trip or snag hazard.</p>	
Is the lighting suitable, eg not too bright or too dim to work comfortably?			<p>Users should be able to control light levels, eg by adjusting window blinds or light switches.</p> <p>Consider shading or repositioning light sources or providing local lighting, eg desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).</p>	
Does the air feel comfortable?			<p>DSE and other equipment may dry the air.</p> <p>Circulate fresh air if possible. Plants may help.</p> <p>Consider a humidifier if discomfort is severe.</p>	
Are levels of heat comfortable?			<p>Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or, can users be moved away from the heat source?</p>	
Are levels of noise comfortable?			<p>Consider moving sources of noise, eg printers, away from the user. If not, consider soundproofing.</p>	

7 Final questions to users...

- Has the checklist covered all the problems they may have working with their DSE?
- Have they experienced any discomfort or other symptoms which they attribute to working with their DSE?
- Has the user been advised of their entitlement to eye and eyesight testing?
- Does the user take regular breaks working away from DSE?

Write down the details of any problems here:

Further information

Working with display screen equipment (DSE): A brief guide Leaflet INDG36(rev4)
HSE books 2013 www.hse.gov.uk/pubns/indg36.htm

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