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Health Board



<b>Meeting Date</b>	<b>05 April 2022</b>	<b>Agenda Item</b>	<b>3.6</b>
<b>Report Title</b>	<b>Display Screen Equipment – Working from home arrangements</b>		
<b>Report Author</b>	Mark Parsons, Assistant Director of Health & Safety		
<b>Report Sponsor</b>	Darren Griffiths, Director of Finance and Performance		
<b>Presented by</b>	Mark Parsons, Assistant Director of Health and Safety		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this paper is to provide the Health and Safety Committee with an update on how the Swansea Bay University Health Board is managing the flexible working arrangements (working from home) during the pandemic and what arrangements will be in place long term.		
<b>Issues Identified</b>	<ul style="list-style-type: none"> <li>• The Health Board had to address the challenges with COVID-19 and the directive for people to work from home where practicable to do so.</li> <li>• Several legislative requirements and guidance were introduced as evidence emerged about COVID-19.</li> <li>• The ability to mobilise to meet the requirements, particularly IT equipment.</li> <li>• Identified roles that could work from home.</li> <li>• New ways of working.</li> </ul>		
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Recommendations</b>	Members are asked to: - <ul style="list-style-type: none"> <li>• <b>NOTE</b> the report and actions outlined</li> </ul>		

# DISPLAY SCREEN EQUIPMENT – WORKING FROM HOME ARRANGEMENTS

## 1. INTRODUCTION

The purpose of this paper is to update the Health and Safety Committee on the implementation of working from home during the pandemic following the instruction for staff to work from home where practicable to do so. How Swansea Bay managed this process and what actions were taken and what the plan is going forward with a more flexible working model.

## 2. BACKGROUND

On 23<sup>rd</sup> March 2020, the first national lockdown was introduced with the UK Prime Minister and the First Ministers in Wales, Scotland and Northern Ireland announcing a nationwide lockdown 'Stay at Home' with the order coming in to immediate effect and subject to review every 3 weeks. Therefore, all employees who were able to work from home did so, with working from home becoming the new normal. Millions of employees were furloughed. These were all unprecedented restrictions.

The large-scale introduction of people working from home presented several challenges, particularly in sourcing and distributing mobile devices (laptops) and screens to enable staff to work from home. Everything was being completed at a faster pace than normal, having to react to changing circumstances, for the Health Board (HB) and individuals in implementing agile working arrangements.

### 2.1 Policies/Frameworks

SB UHB has had a Flexible Working Framework in place since June 2013 <http://howis.wales.nhs.uk/sites3/Documents/743/110.%20FLEXIBLE%20WORKING%20FRAMEWORK%20final%20issued%20june%202013.pdf>

It is recommended that other associated policies, protocols, and guidance should be read in conjunction with the framework:

- Employment Break Scheme/Career Break Scheme
- Voluntary Reduction in Hours Protocol
- Retirement Policy
- Special Leave Policy
- Maternity/Paternity/Parental Leave Policy

The HB also has in place a Home Working Policy, this has been in place since August 2020 <http://howis.wales.nhs.uk/sites3/Documents/743/160.%20Home%20Working%20Policy%20Final%20August%202020.doc.pdf>

The home working policy has within it in section 4.3 a self-assessment tool covering the suitability of the home environment, this does not cover the assessment of user and their display screen equipment.

## 3. PROGRESS

### 3.1 Display Screen Equipment Protocol/Guidance

- A small task & finish group was set up and consisted of H&S and Workforce & OD Wellbeing (Physiotherapists) to produce guidance to assist individuals and managers in assessing the users display screen equipment and ensuring appropriate guidance was in place.
- The Display Screen Equipment (DSE) Procedure/Guidance was completed and taken through the health & safety operational group and was approved by the health & safety committee in July 2021, this outlined the key points to follow, providing managers and individuals with a process to follow, covering:
  - DSE checklist
  - DSE process flow chart
  - Eye test process
  - Portable devices/laptops
  - Defining a user
  - Workplace assessment
  - Homeworking
  - Roles & responsibilities

### 3.1 Communication

The DSE Protocol/Guidance was published on the HB intranet and circulated through health & safety governance structure, it was also communicated through Workforce & OD structures.

### 3.2 Challenges

- There are no health board recognised systems in place to monitor compliance with DSE regulations and particularly for staff working from home. There are some pockets of good practice.
- Provision of appropriate levels of audit of the home environment, given the geographically areas that would need to be covered.

## 4 NEXT STEPS

- Workforce & OD are reviewing the homeworking framework and Flexible working policy, these will consider the agile/hybrid working principles.
- Identify staff who are regularly working from home and or other locations to ensure appropriate assessments are in place and regularly reviewed.
- Develop and agree appropriate monitoring to ensure assessments are being carried out in each directorate, service group.
- Add flexible working arrangements to the health & safety operational group deep dive schedule
- Develop an agreed audit tool to assess the home environment, perhaps a small percentage of physical visits and a higher percentage completed virtually.
- Develop a central electronic system to monitor compliance.

## 5 RECOMMENDATION

Members are asked to: -

- **NOTE** the report and actions outlined

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
Improvements that are required (e.g. have an effective smoking pathway) to support effective legislation implementation will have benefits for effective patient care (particularly in patient smokers) and enhance the quality of the patient experience. Smoke free sites will be of benefit to visitors and staff, and reduce the harm of second hand smoke		
<b>Financial Implications</b>		
No financial resources are available from WG to support legislation implementation.		
<b>Legal Implications (including equality and diversity assessment)</b>		
Swansea Bay University Health Board (SBUHB) is committed to providing and maintaining a safe and healthy work place and implementing legislative and regulatory framework covering health and safety and Public Health which includes: <ul style="list-style-type: none"> <li>• The Health &amp; Safety at Work Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• The Public Health (Wales) Act 2017</li> <li>• Smoke-Free Premises and Vehicles (Wales) Regulations 2020</li> </ul>		
<b>Staffing Implications</b>		
Full implementation of the Ottawa model will require staff training, may have staffing implications, and a requirement for extra capacity in smoking cessation services – this would need to be fully costed.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
Contributing to the 'A Healthier Wales' wellbeing goal, the work will meet the sustainable development, focussing on prevention activity, supportive smoke free environments and cessation pathways; Working in collaboration through all aspects of our work within the Health Board and partners to deliver tobacco control plans. Proactively building relationships and partnerships. Implementation of Smoke free legislation on hospital sites will require the support of local authorities as the enforcement agency.		
<b>Report History</b>		

<b>Appendices</b>	Appendices 1 - Display Screen Equipment (DSE) Procedure Guidance Appendices 2 – Homeworking Health & Safety Self-Assessment Form
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