

Eyecare policy and procedure

This policy can be made available in other languages and formats such as large print and audio on [request](#).

What is it?

This policy explains how and when employees can claim reimbursement for eyecare expenses.

Who does it apply to?

This policy applies to all Wiltshire Council employees, unless a separate contractual policy applies to a transferred employee to whom separate TUPE terms and conditions of employment apply. This policy also applies to agency workers who meet the relevant criteria for being a regular user of display screen equipment (DSE) as outlined below.

When does it apply?

In accordance with the Health and Safety (display screen equipment) regulations 1992, this policy applies when an employee regularly works with display screen equipment:

- for continuous periods of more than one hour; and
- for more than 3 hours per day;

and who also meets most of the following criteria:

- has no discretion as to whether the DSE can be used to do the job;
- requires particular skills in the use of DSE;
- has fast transfer of information between user and the screen as an important requirement of the job;
- a high level of attention and concentration is required by the user.

What are the main points?

Entitlement

1. Qualifying employees are entitled to reimbursement for eye and eyesight test expenses up to a limit of **£25.00** once every two years, except where it is stated by an optician that more frequent tests are required for reasons relating to DSE use.
2. Qualifying employees are also entitled to reimbursement for lenses prescribed to correct vision defects at the viewing distance specified for display screen work (including basic frames) up to a limit of **£40.00** once

every two years. An exception to this timeframe is also applicable where a change of prescription for DSE use is made by an optician.

3. If an employee elects to purchase spectacles which exceed their minimum requirement for DSE use, the council's liability for reimbursement will be limited to a proportion of the cost equivalent to that of a basic pair of spectacles. This will be disclosed by your optician in your optician in your Eyecare Reimbursement Form (ERF).
4. To qualify for reimbursement, the eye and eyesight test must be carried out by a 'competent person' (i.e. an optician).
5. There is no requirement for an employee to have completed their probation period or any particular length of service in order to qualify for reimbursement.

Procedure for claiming

Non-schools employees

6. Before undergoing treatment of any kind, employees should download and print out a copy of the ERF from [HR Direct](#). Employees should also inform their manager that they are planning to claim eyecare expenses before any treatment is received.
7. Employees must hand the ERF to their optician to complete after treatment has been received. If prescription lenses are required for DSE use then they must be obtained from the optician who prescribed them.
8. Employees can make their claim once their eye and eyesight test, and any eyewear prescribed to them, has been paid for. These should be re-claimed for separately through the SAP employee self-service (ESS) portal.
9. To make your claim, go to the SAP Employee Self Service portal and following these steps:
 - 'Travel and Expenses'
 - 'My trips and expenses'
 - 'Create new expense report'
 - 'Trip Schema' select 'Domestic Trip'
 - 'Apply'
 - the date of eye test
 - 'Record expense receipt'
 - Select your 'Expense type', this will either be 'Eye and eyesight test' (up to a limit of £25.00) or 'Basic corrective eyewear' (up to a limit of £40.00). If you need to apply for both, you will need to first add your test expense, and then select 'New Entry' to add your eyewear expense.
 - Review
 - Select 'Save and send'
 - Save

10. Once employees have submitted their claims through the ESS portal, they must email their ERF to their line manager along with a scanned copy of their receipt, so that they may approve their claim. Once approved, their line manager should email the ERF and accompanying receipt to hrpayroll@wiltshire.gov.uk.
11. Once the reimbursement request has been approved employees will be reimbursed through their monthly salary.

Schools employees

12. Before undergoing treatment of any kind, employees should download and print out a copy of the eyecare reimbursement form (ERF). Employees should also inform their manager that they are planning to claim eyecare expenses before any treatment is received.
13. Employees must hand the ERF to their optician to complete after treatment has been received. If prescription lenses are required for DSE use then they must be obtained from the optician who prescribed them.
14. Employees can make their claim once their eye and eyesight test, and any eyewear prescribed to them, has been paid for. In order to do this, the completed ERF should be sent to HRSchools@wiltshire.gov.uk along with a scanned copy of their receipt.
15. Employees will then be reimbursed through monthly salary.

Opticians

16. The cost of eye and eyesight tests as well as prescription lenses vary widely. As you may have to wait up to a month for reimbursement through your salary, it's worth comparing your options to help reduce the amount which you have to spend initially. You should also bear in mind that there are claim limits of £25.00 for eye and eyesight tests and £40.00 for eye wear when considering your choice of optician.
17. Money off vouchers are also frequently available through Wiltshire Rewards, and these can be found by searching 'Eyecare' on the [Wiltshire Rewards website](#).

Roles and responsibilities

Employee responsibilities

18. Employees are responsible for ensuring that they qualify as a regular DSE user under the criteria outlined in the 'When does it apply' section before making a claim for eye expenses.

19. Employees are also responsible for ensuring that the amount claimed is below the established limits and reflects only the amount required to fill their prescription for DSE use and include no additional extras (such as lens coatings or upgraded frames).

Line manager responsibilities

20. To ensure that employees provide the ERF completed by their optician and that they have claimed the correct amount before approving their reimbursement request.
21. To ensure that claims are only approved that meet the eligibility criteria stated above.

Frequently asked questions

22. Can I use any optician?

Yes, your entitlement will be reimbursed after treatment at any optician. If you are prescribed lenses for DSE use, you should purchase these from the same optician who has provided you with your prescription. You must be aware that if your optician's eye test or eye wear costs are above the set limits of **£25.00** and **£40.00** respectively, you will only be able to claim part of the cost.

23. What if my eyesight test and prescription are above the reimbursement limit?

As eyecare provision covers basic frames and lenses only, most cases will fall within the limits. However if this is not the case, and the cost is entirely a consequence of your use of DSE required for your job, then this will need to be logged with hrpayroll@wiltshire.gov.uk as an exceptional circumstance to be processed as an exceptional circumstance.

24. I need an eyesight test more frequently than once every two years. What should I do?

If this is the case, and it is related to your use of DSE then your optician will be able to make this clear in your Eyecare Reimbursement Form which can then be processed by HR as an exceptional circumstance.

25. What if I claim for bifocal or varifocal lenses and they exceed the claim limits?

According to the relevant legislation, eyecare provision covers lenses to correct vision at the standard distance for using display screen equipment. On this basis, only single vision lenses are included in the offer for reimbursement. If you purchase other types of lenses such as bifocals, you should ask your optician to quote the price of single vision lenses plus basic frames on your reimbursement form. Basic frames are always included in the reimbursement offer.

Legislation

Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

Advice and guidance

If you require help in accessing or understanding this policy or completing any of the associated forms you should contact your line manager or trade union representative if you are a member.

If, due to the nature of your query, it is not appropriate to contact your line manager you should contact your head of service who will nominate an appropriate manager or colleague to help you.

Further information

For further information please speak to your supervisor, manager, service director or contact your [HR case adviser](#).