

# PROBATION OFFICES DESIGN GUIDE

KEY PRINCIPLES  
VERSION 01

National  
Probation  
Service



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## VERSION CONTROL

VERSION	DATE	BY	REVIEWED
Version 01	16.11.2020	HD	IG

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# CONTENTS

# 1 | INTRODUCTION

This document provides an overview of the technical guidance and the standards to be achieved in the design and construction of facilities for the National Probation Service (NPS). It should be read in conjunction with the more detailed NPS Probation Offices Design Guide and its Room Data Sheets, which offer comprehensive guidance for all aspects of specification for New Build and Major Refurbishment projects.

The NPS Probation Offices Design Guide seeks to help unify and optimise the performance of Probation Offices across the estate and has been developed to help realise the following NPS values:

## FOSTERING AN ENABLING ENVIRONMENT

Probation Offices need to provide an effective environment that promotes engagement between practitioners and service users.

## KEEPING STAFF AND SERVICE USERS SAFE

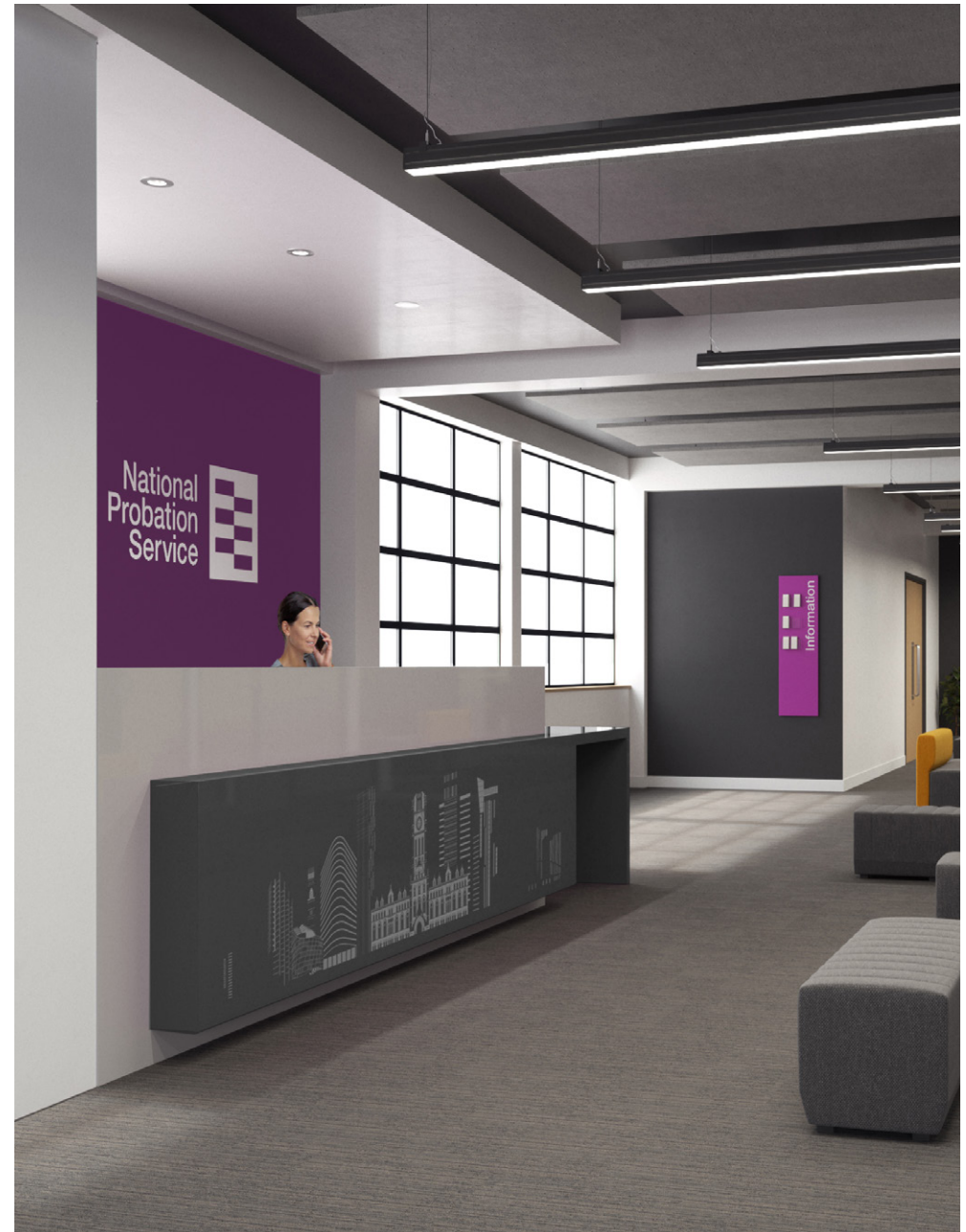
This Design Guide specifies a core set of requirements that promote a safe working environment by mitigating the risk of violent or intimidating behaviour.

## PROMOTING STAFF WELL-BEING

This includes the creation of a comfortable and flexible working environment with the space and facilities to promote good working practices and staff well-being.

## CREATING INCLUSIVE AND ACCESSIBLE ENVIRONMENTS THROUGH UNIVERSAL DESIGN

Facilities should demonstrate best practice in equality by providing a quality, inclusive environment that takes account of relevant protected characteristics, delivering accessibility to a consistent high level.



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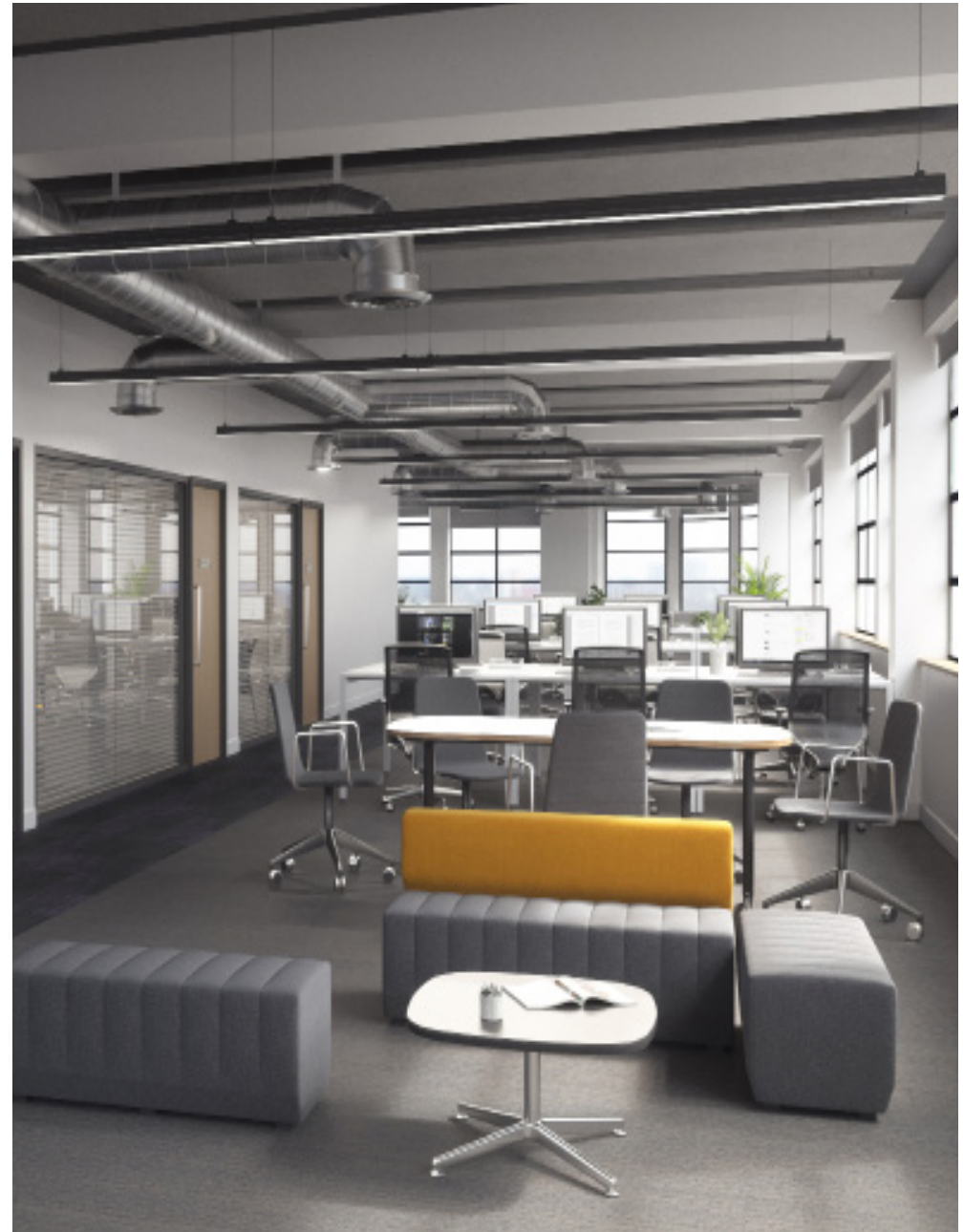
## CREATING A FLEXIBLE AND EFFECTIVE OFFICE SPACE

The Design Guide identifies criteria that delivers a modern office solution which supports Smarter Working and is sympathetic to the needs of the organisation and its staff.

As well as achieving the minimum standards set by the Design Guide all facilities are required to comply with all relevant UK legislation, MoJ Estate Directorate Technical Standards current at the time of construction. Any derogation from these standards will require formal agreement prior to implementation.

### 1.1 SPACE ESTIMATION AND WORKSPACE

Staff workspace requirements for our new facilities are defined through the consideration of utilisation data collected from our existing centres. This is used in conjunction with space ratios which have been developed specifically to meet NPS Values and Smarter Working Objectives.



## 2 | FUNCTIONALITY

'**Functionality**' is a term used to describe how a building works in relation to its operation and performance requirements and is inclusive of the aspiration to create a safe, secure, flexible, and efficient working environment which inspires both staff and the service user. Functionality is also a method of assessing how successful the facility is in terms of being fit for its purpose.

The Design Guide considers Functionality in terms of the **Spaces and Segregation** provided within facilities together with their **Key Functional and Operational Requirements**.

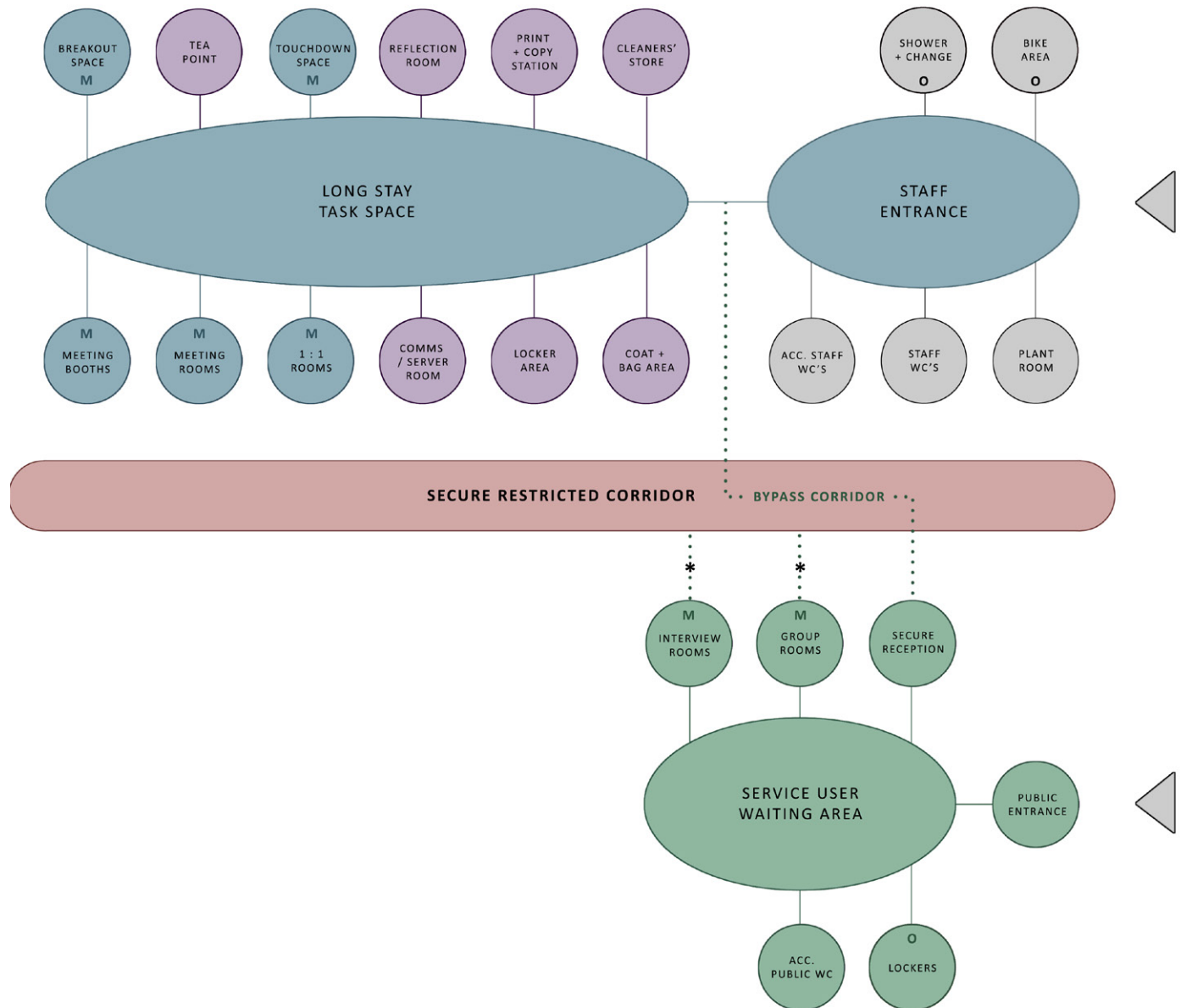
### 2.1 SPACES AND SEGREGATION

NPS Probation Offices comprise two core areas, the **Service User Area**, which is publicly accessible and is used by those under probation supervision, and the **Staff Area**, which consists of the staff workspace and associated ancillary facilities. These two areas require almost complete separation in order to operate effectively and require certain measures to be put into place to ensure security and safety can be maintained. The diagram overleaf shows how a typical probation centre is organised.

With distinct and separate entrances for both staff and the service user, all key entry points should be welcoming, well-lit and appropriately signed with CCTV operating at all times. A suitable, clear approach should be provided for those who have additional accessibility requirements, with back of pavement entrances preferred for the Service User Area and comparatively discreet and safe entrances for the Staff Area.



## 2.2 SPATIAL RELATIONSHIPS DIAGRAM



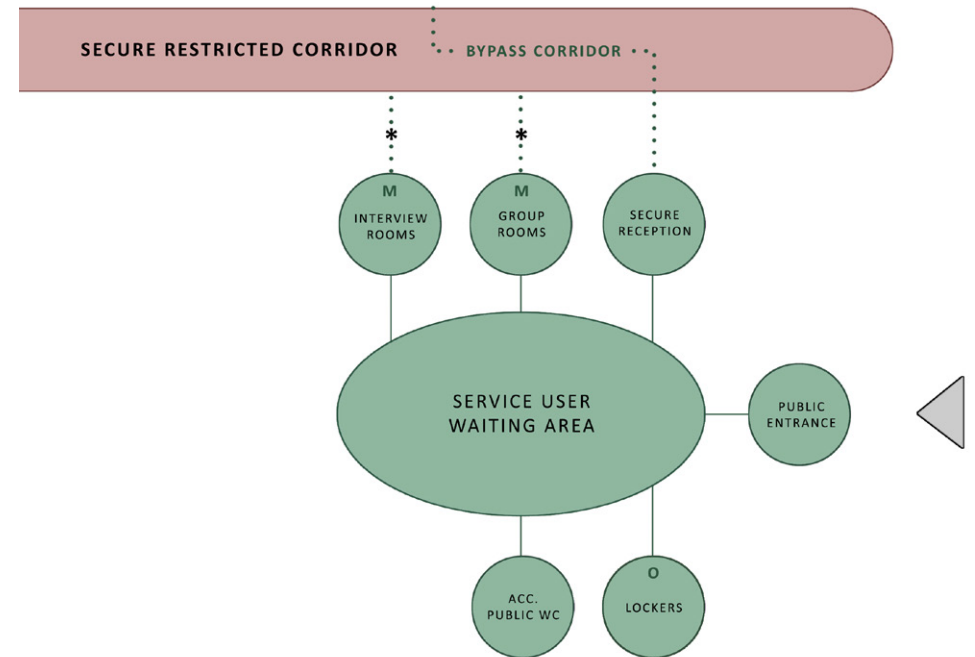


# 2.2.1 | SERVICE USER AREA



## 2.2.1 THE SERVICE USER AREA

The Service User Area provides facilities for service users to meet with NPS staff and undertake a tailored programme of supervision, support, and monitoring. The primary design objective for this area is to keep both staff and the service users safe and provide a welcoming and inclusive environment for all.



### PUBLIC ENTRANCE

Dedicated public entrance providing level access and egress to the facility. The entrance should be adequately sized and cater for peak pedestrian flows, wheelchair users, and deliveries if no separate service entrance is available. The entrance should be easy to identify from the public highway, be well-lit and display appropriate signage. Fixed hand sanitising stations should be provided internally, adjacent to the entrance. An intercom with video should be provided between the Public Entrance and Reception.




#### CHARACTERISTICS

Area:	Subject to Site
Bookable:	N/A
Usage:	N/A
Occupancy:	N/A
Access Control:	Yes

#### FINISHES

Walls:	Durable eggshell paint finish.
Floor:	Entrance matting
Ceiling:	Moisture resistant vinyl matt painted finish.
Skirting:	Painted MDF or HW.

#### ENVIRONMENT

 Temp:	18° Min
 Lux:	300
 Privacy:	Not Private

#### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## SERVICE USER WAITING AREA

An open plan seating area for service users awaiting interviews with their Probation Officer. This area should be semi-formal and aspirational in character with the seating arranged to allow the faces of users to be visible from Reception. The entire space should be visible from Reception. The Reception desk and backdrop will form the focus of the space with small local artworks securely fixed to other walls. The size and shape of the space will be a product of the number of Interview Rooms served. Direct access from this space to a single group room only should be allowed for. Additional group rooms can be accessed via the controlled corridor. Lockers for service users may also be provided as an option within the Service User Area.

### CHARACTERISTICS

Area:	Occupancy Defined
Bookable:	No
Usage:	Opening Hours
Occupancy:	Subject to Site
Access Control:	Yes

### FINISHES

Walls:	Plastered with durable eggshell paint finish.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Painted exposed soffit, suspended access ceiling or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

Temp:	20° - 26° Max
Lux:	300
Privacy:	Not Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## RECEPTION

Point of contact for service users to book in and obtain general advice and information. Reception should be strategically located with sight-lines to all public areas and Interview Rooms with intercom links to both the Public and Staff Entrances. The Reception desk is of a standardised open design which will cater for wheelchair users and potential queuing at peak times. Optional half height and full height fixed glazed screens are available with an optional glazed screensubject to RPD sponsored review. The backdrop to the Reception desk should be painted with contrasting colour and include the NPS logo in order for area to be readily identifiable, setting an appropriate 'tone' for an efficient visitor experience. In all instances a dedicated 'escape door' leading to restricted circulation / Staff Area should be provided. Access to a staff WC in close proximity should also be ensured.

### CHARACTERISTICS

Area:	9 - 15 m <sup>2</sup>
Bookable:	No
Usage:	Opening Hours
Occupancy:	1 - 2
Access Control:	Yes

### FINISHES

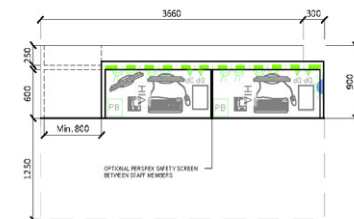
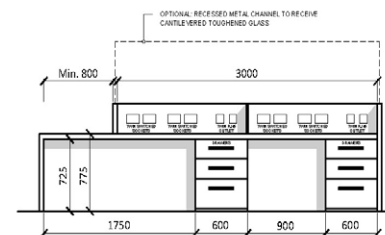
Walls:	Durable eggshell paint finish; contrasting colour; NPS logo.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Feature suspended 'raft' ceiling.
Skirting:	Painted MDF or HW

### ENVIRONMENT

Temp:	20° - 26° Max
Lux:	300
Privacy:	Not Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## INTERVIEW ROOM

Private rooms for 1:1 meetings with low and medium risk service users. When not being used for interviews, the rooms can also be used for 1:1 staff meetings or as private space to make phone calls etc. Interview Rooms should be accessed directly from the Service User Waiting Area and be visible from the Reception. At least one Interview Room should conform to the specification for the High Risk Interview Room. Glazed side screens to doors should have integrated blinds to maintain privacy.




### CHARACTERISTICS

Area:	9 m <sup>2</sup>
Bookable:	Yes
Usage:	20 Mins - 1 Hour
Occupancy:	3 Max
Access Control:	Electronic Security Handle

### FINISHES

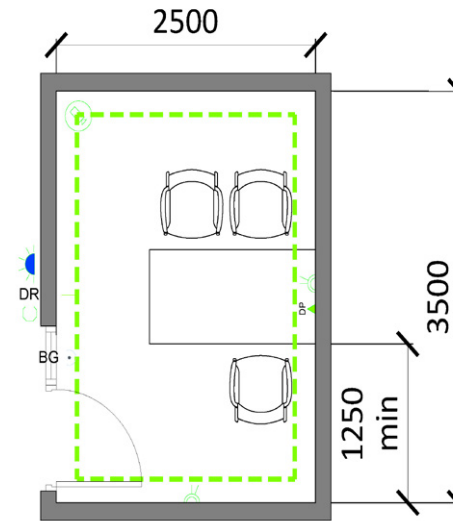
Walls:	Partially glazed. Durable eggshell paint finish.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Self finished suspended access ceiling or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

 Temp:	20° - 26° Max
 Lux:	500
 Privacy:	Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## HIGH-RISK INTERVIEW ROOM

All facilities must offer an appropriate proportion of High Risk Interview Rooms with escape doors which can be used in conjunction with expected service user profiles. At least one High Risk interview Room, or 30% of the total number of Interview Rooms, should have a secondary escape door. High Risk Interview Rooms to be equipped with fixed formal furniture to mitigate security risks. Glazed side screens to doors should have integrated blinds to maintain privacy.




### CHARACTERISTICS

Area:	9 m <sup>2</sup>
Bookable:	Yes
Usage:	20 Mins - 1 Hour
Occupancy:	3 Max
Access Control:	Electronic Security Handle

### FINISHES

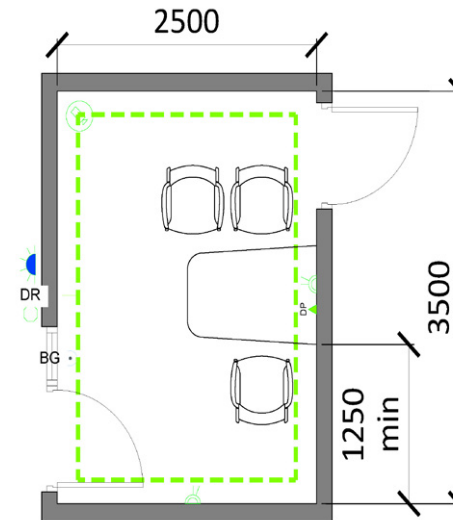
Walls:	Partially glazed. Durable eggshell paint finish.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Self finished suspended access ceiling or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

 Temp:	20° - 26° Max
 Lux:	500
 Privacy:	Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:

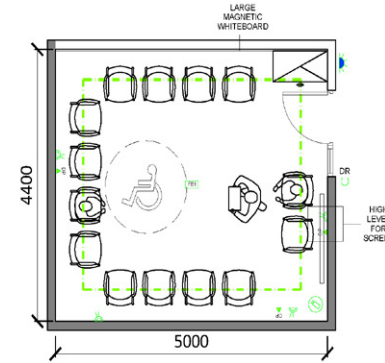


## GROUP ROOM

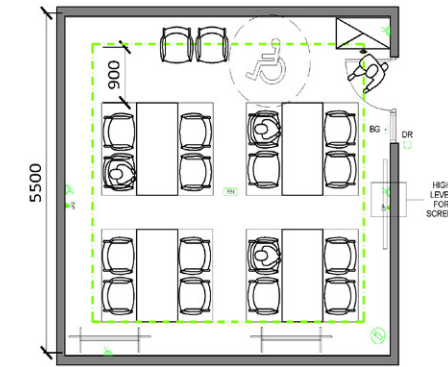
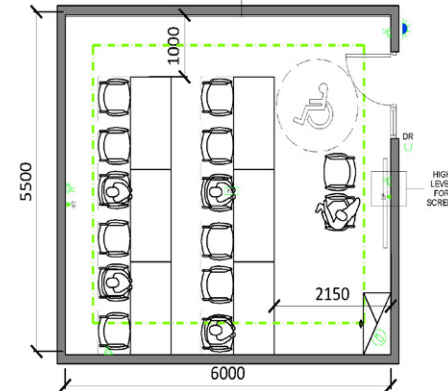
Flexible space accommodating multiple furnishing options for group-based activities including large meetings, accredited programmes, teaching, and e-lectures. Ideally these rooms should be accessed directly from the Service User Waiting Area and be visible from the Reception. Group Rooms should have a dual use as large meeting rooms for staff and for MAPPA meetings.

The size of Group Rooms range between 22 m<sup>2</sup> and 33 m<sup>2</sup> (shown opposite). The 22 m<sup>2</sup> room provides seating only and the larger version provides multiple table and seating arrangements which can cater for a wider range of meeting and training-based functions. When available space is restricted the 22 m<sup>2</sup> room can be applied (i.e. the minimum with no other options). Where space permits, increased flexibility can be achieved with the larger group room and a view can be taken on the quantum and size of staff meeting rooms.

Within the room there will be a solution which will allow laptops to be connected to the digital display and other AV equipment. This will allow the local display of presentations, as well as video conferencing via Microsoft Teams and the Cloud Video platform. This removes the requirement for dedicated JVS videoconferencing rooms.



22 M<sup>2</sup> LAYOUT



33 M<sup>2</sup> LAYOUT




### CHARACTERISTICS

Area:	22 - 33 m <sup>2</sup>
Bookable:	Yes
Usage:	30 Mins - 4 Hours
Occupancy:	Varies
Access Control:	Electronic Security Handle

### FINISHES

Walls:	Partially glazed. Durable eggshell paint finish.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Self finished suspended access ceiling or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

 Temp:	20° - 26° Max
 Lux:	500
 Privacy:	Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:

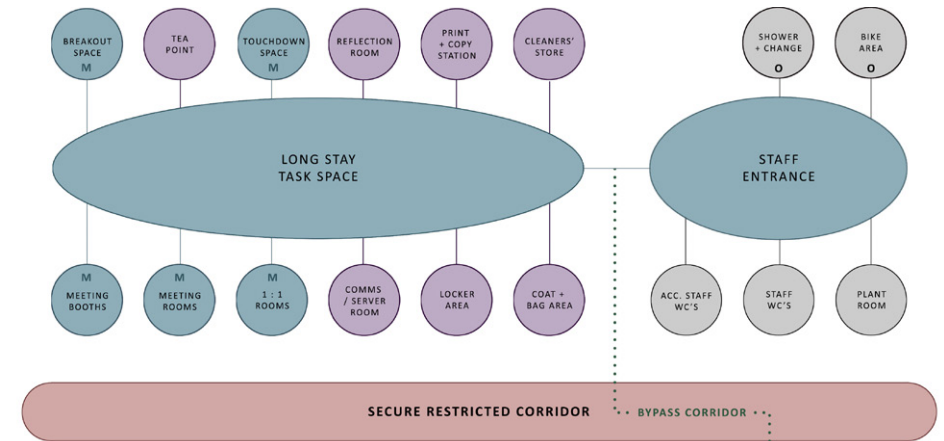


## 2.2.2 | STAFF AREA

## 2.2.2 STAFF AREA

The Staff Area should be a flexible and effective office space, which enables smart working, enhances well-being and productivity, and is designed with the people who are using it at the forefront. This area should be a bright, comfortable workspace, providing staff with a variety of task zones and social areas, and allow for secure and restricted access to the Service User Area.

Where practicable, the Staff Area should have a separate, secure entrance to that of the Service User Area which should be well lit and monitored by CCTV at all times. Access from the Staff Area into the Service User Area should be via a secure, restricted corridor. By physically separating these two areas, the risks are minimised, and restricted information can be protected within the secure office environment.



### SECURE STAFF ENTRANCE

Dedicated staff entrance providing secure/discrete access and egress to the facility. The entrance should be adequately sized; catering for peak pedestrian flows, wheelchair users, and deliveries if this entrance is to also be used for general building servicing. Fixed hand sanitising stations should be provided internally, adjacent to the entrance. An intercom with video should be provided between the Staff Entrance and Reception.




#### CHARACTERISTICS

Area:	Subject to Site
Bookable:	N/A
Usage:	N/A
Occupancy:	N/A
Access Control:	Yes

#### FINISHES

Walls:	Durable eggshell paint finish.
Floor:	Entrance matting
Ceiling:	Moisture resistant vinyl matt painted finish.
Skirting:	Painted MDF or HW.

#### ENVIRONMENT

 Temp:	18° Min
 Lux:	300
 Privacy:	Not Private

#### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## LONG STAY TASK SPACE

Open plan workspace which supports NPS staff and is based on the principles set out in the GPA Government Workspace Design Guide. The workspace environment should be bright and engaging allowing individuals and teams to conduct their core work. Workstations should be clustered (preferably in 'bench style' configuration) with interspersed interactive and social spaces. Circulation routes should be clearly defined using a contrasting carpet colour, and character zones should be established with feature lighting, differing ceiling types and wall colour. 20% of desks should be adjustable. Maximum of 4 benches side by side.




### CHARACTERISTICS

**Area:** 2.7 - 3 m<sup>2</sup> per person  
**Bookable:** No  
**Usage:** 1 - 8 hours  
**Occupancy:** Subject to Site  
**Access Control:** Yes

### FINISHES

**Walls:** Plastered with durable eggshell paint finish.  
**Floor:** Heavy Grade Carpet Tile  
**Ceiling:** Painted exposed soffit or suspended access ceiling with suspended acoustic panels or painted plaster finish.  
**Skirting:** Painted MDF or HW.

### ENVIRONMENT

 **Temp:** 20° - 26° Max  
 **Lux:** 500  
 **Privacy:** Not Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## TOUCHDOWN SPACE

Touchdown space is provided for staff who may only sit at a desk for a few hours a day, visiting staff from other offices or for staff who benefit from a change in environment during their working day. The space should enable quick connectivity for short bursts of work. This area requires Gov Wi-Fi and power integrated into the furniture. Acoustic dividers can be used to provide privacy and acoustic buffering. Touchdown areas should be bright, open, and neutrally decorated and branded. A mixture of furniture should be provided to supplement standard desks and chairs. A differentiated Touchdown character area should be established with feature lighting, differing ceiling types and wall colour.




### CHARACTERISTICS

**Area:** Subject to Site  
**Bookable:** No  
**Usage:** 1 - 2 Hours  
**Occupancy:** Subject to Site  
**Access Control:** No

### FINISHES

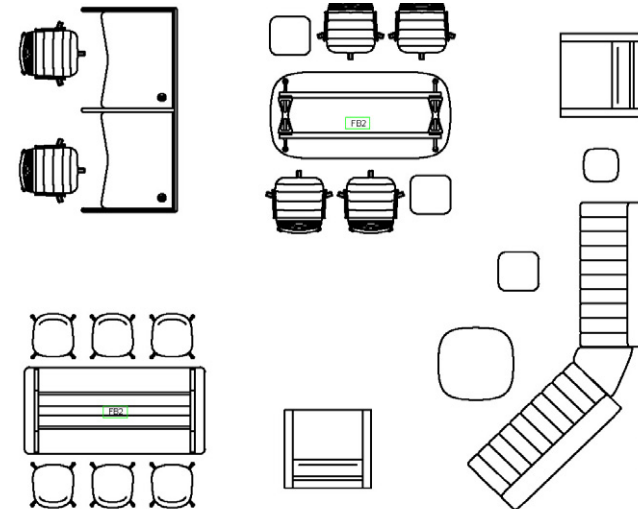
**Walls:** Partially glazed. Durable eggshell paint finish.  
**Floor:** Heavy Grade Carpet Tile  
**Ceiling:** Painted exposed soffit or suspended access ceiling with suspended acoustic panels or painted plaster finish.  
**Skirting:** Painted MDF or HW.

### ENVIRONMENT

 **Temp:** 20° - 26° Max  
 **Lux:** 500  
 **Privacy:** Not Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:





## FORMAL MEETING ROOM

Enclosed private meeting rooms for secure conversations and conferencing with appropriate acoustic protection to support privacy and confidentiality. Glazed partitions should include integrated adjustable privacy blinds. Meeting rooms should be largely neutral with the addition of some vibrant accents and furniture to add character. Within the room there will be a solution which will allow laptops to be connected to the digital display and other AV equipment. This will allow the local display of presentations, as well as video conferencing via Microsoft Teams and the Cloud Video platform. This removes the requirement for dedicated JVS videoconferencing rooms.

### CHARACTERISTICS

Area:	20 - 29 m <sup>2</sup>
Bookable:	Yes
Usage:	30 Mins - 4 Hours
Occupancy:	8 - 14
Access Control:	No

### FINISHES

Walls:	Partially or fully glazed. Durable eggshell paint finish.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Self finished suspended access ceiling with plaster board edge or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

Temp:	20° - 26° Max
Lux:	500
Privacy:	Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## 1 : 1 Space

Enclosed informal private meeting room for conversations that require a degree of confidentiality. The 1 : 1 room should be largely neutral with the addition of some contrasting colour to add character, and glazed partitions should be provided to allow light into the room.

### CHARACTERISTICS

Area:	6 m <sup>2</sup>
Bookable:	No
Usage:	10 Mins - 30 Mins
Occupancy:	2
Access Control:	No

### FINISHES

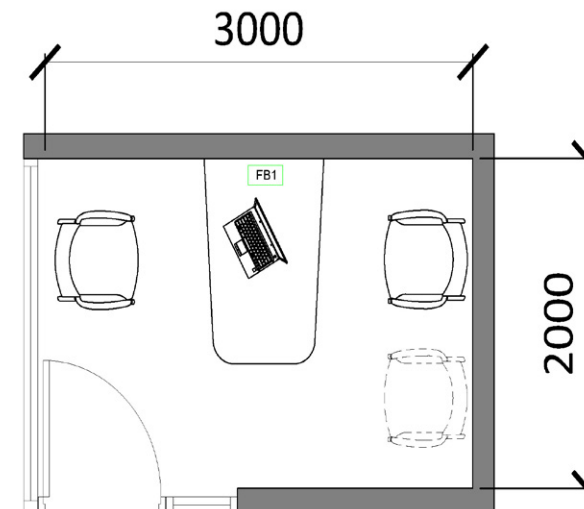
Walls:	Partially or fully glazed. Durable eggshell paint finish.
Floor:	Heavy Grade Carpet Tile
Ceiling:	Self finished suspended access ceiling with plaster board edge or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

Temp:	20° - 26° Max
Lux:	500
Privacy:	Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:





## MEETING BOOTH

Semi-private high-backed booth which sits within Task Space. The unit is designed to encourage collaboration, interaction, and respite from desk-based tasks. The booth can also support semi confidential one-to-one discussions.




### CHARACTERISTICS

Area:	N/A
Bookable:	No
Usage:	1 - 2 Hours
Occupancy:	4 Max
Access Control:	No

### FINISHES

Walls:	N/A
Floor:	N/A
Ceiling:	N/A
Skirting:	N/A

### ENVIRONMENT

 Temp:	20° - 26° Max
 Lux:	500
 Privacy:	N/A

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



## BREAKOUT SPACE

A characterful, comfortable, and inviting space that encourages mobility, interaction, and respite from desk-based tasks. Breakout spaces should offer some acoustic and visual protection from the core workspace to prevent distraction. They should have access to natural light and provide Gov Wi-Fi and power access to increase the versatility of the space. Furniture and furnishings should be informal, with warm, vibrant colours adding some character to the space. The Kitchenette (T2 Tea Point) will form the focus of the space and a key wall should feature a large format digitally printed mural of local subject.




### CHARACTERISTICS

Area:	Subject to Site
Bookable:	No
Usage:	30 Mins - 2 Hours
Occupancy:	Subject to Site
Access Control:	No

### FINISHES

Walls:	Partially glazed. Durable eggshell paint finish.
Floor:	Vinyl Floor
Ceiling:	Painted exposed soffit with suspended acoustic panels or painted plaster finish.
Skirting:	Painted MDF or HW.

### ENVIRONMENT

 Temp:	20° - 26° Max
 Lux:	300
 Privacy:	Not Private

### POWER AND COMMUNICATIONS

Gov Wi-Fi:  Digital Display:  CCTV:  Hearing Loop:  Panic Alarm:



The Staff Area is supported by the following support spaces:

### LOCKER AREAS

Offering a secure locker for every full-time member of staff.

### COAT AND BAG ROOMS

Offering secure space which allows for an uncluttered task space.

### TEA POINT

For the use of staff making hot drinks and food. The T1 Tea Point is for the making of hot drinks only; the T2 Tea Point is a kitchenette which should be used in conjunction with the Breakout Space. The T2 Tea Point should be inclusive and accessible with lowered counters and refreshment facilities that have clearance underneath to provide easy access to wheelchair users.



### PRINT, COPY AND FRANKING STATION

Segregated area within task space for reprographic and postage functions.

### REFLECTION ROOM

A safe and quiet space for staff to pray or seek solitude. Where possible, the Reflection Room should be sited near to the Shower Room to enable easy use of washing facilities.

### STAFF WC'S

Gender Neutral, self-contained and enclosed unit which comprises of a wash hand basin, WC furniture and hand drying facilities. They provide a private, secure and acoustic environment to aid inclusivity.

Note: Building design may in some circumstances dictate the use of conventional WC layouts, however, when doing so, inclusion should be considered as part of the design.

### ACCESSIBLE WC'S

Gender Neutral, fully accessible, self-contained and enclosed unit which comprises of a wash hand basin, WC furniture and hand drying facilities with contrasting finishes. They provide a private, secure and acoustic environment to aid inclusivity.

### STORAGE

For essential items and day-to-day work files only.

### COMMS / SERVER ROOM

A fully serviced and air conditioned room with limited tolerance on temperature control. The server room is devoted to the continuous operation of the server and networking cabinets.

### SHOWER AND CHANGE

Enclosed space integrating shower, changing and locker facilities with contrasting finishes. Minimise area required by positioning male and female changing rooms

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parallel in order to share waste and water services. The space should provide changing benches and hooks with the option to provide a Wudumate.

### BIKE AREA

Secure room located within service area of facility. Required in all owner-occupied property desirable in lease hold situations.

### PLANT ROOM

A dedicated space for mechanical/electrical equipment and the running of the facility. It may contain equipment like air handling units, boilers and water tanks.

## 2.3 KEY FUNCTIONAL AND OPERATIONAL REQUIREMENTS

All NPS Probation Offices should meet a baseline standard for key functional requirements. This should enable all staff and building users to operate in a secure and safe environment, and carry out their tasks with efficiency, care, and dignity.

### 2.3.1 SAFETY AND SECURITY

The safety and security of all NPS employees and service users should be of paramount importance when developing both new and existing NPS Probation Offices. In all instances the Service User Area and the Staff Area should be distinctly separate, and the premises should be designed to be secured and access controlled throughout. All facilities are required to be protected by intruder alarm systems.

#### Cleanable

All internal and external surfaces and finishes should allow for easy cleaning of pen and graffiti paint.

#### Secure

Doors and windows must be robust, lockable, and provide reasonable resistance to attempts at unauthorised entry. Single-leaf doors should be used where possible to ensure security is maintained.

#### Observed

CCTV coverage should be provided at key access points, public zones, and high security areas.

#### Visible

All internal external public areas should be well-lit and minimise the risk of 'blind-spots'.

#### Welcoming

The exterior and service user waiting area should not appear overly defensive and the careful use of colour and signage can help to convey a welcoming atmosphere.

The staff and user safety is paramount and all Interview and Group rooms will be fitted with fixed Panic Alarm strips. Door locking systems will be design to 'fail safe' to ensure quick and easy escape in the event of affray or intimidation.

Public address systems shall be provided to the new NPS sites in accordance with industry standards and current legislation. Provide the means for enabling the evacuation of individual or multiple sectors of the building in an emergency, by broadcasting secure, clear, and concise audible instructions to all personnel within the building.

Comprehensive CCTV systems shall be provided to new NPS sites in accordance with industry standards and current legislation. CCTV systems shall be fully IP (Internet Protocol) type. CCTV signage shall be provided to warn that CCTV recording, and monitoring is in use.

## 2.3.2 ACCESSIBILITY AND INCLUSIVITY

It is a requirement that all building work complies with the Equality Act, as set out in Part M of the Building Regulations. These requirements, however, are not exhaustive and all NPS Probation Offices should aim to go beyond meeting the minimum standards where possible and avoid any unnecessary separation and segregation in their design.

All NPS Probation Offices should be designed with a diverse range of users in mind, some of whom may require increased accessibility in order to act independently, safely and with ease. Both the Service User Area and the Staff Area should therefore be calm, neutral, and inviting spaces which are appropriate for their use and considerate of mental health.

## 2.4 NOISE AND ACOUSTICS

Acoustics play an important part in the National Probation Service's staff and service users' perception of their facilities, either through achieving conditions which aid clear conversation for face-to-face interactions or by maintaining the private nature of such interactions to other areas within the NPS facility.

The primary focus of the National Probation Service's acoustic design guidance is to maintain the privacy of conversations which take place between NPS staff and service users. It would not be considered acceptable for such conversations taking place to be intelligible to third parties outside of an Interview Room. Such third parties could include:

- Other service users taking part in interview in an adjacent space
- Service users in communal circulation or waiting areas
- People outside the envelope of the NPS facility

In addition to this, the acoustic design of such facilities should also create an acoustic environment suitable for NPS staff to undertake their roles effectively and interact with service users.

The intention of the Design Guide is to highlight the minimum acoustic considerations to be considered in the design of new or refurbished NPS Probation Offices and establish minimum acoustic performance standards for key elements of the acoustic design.

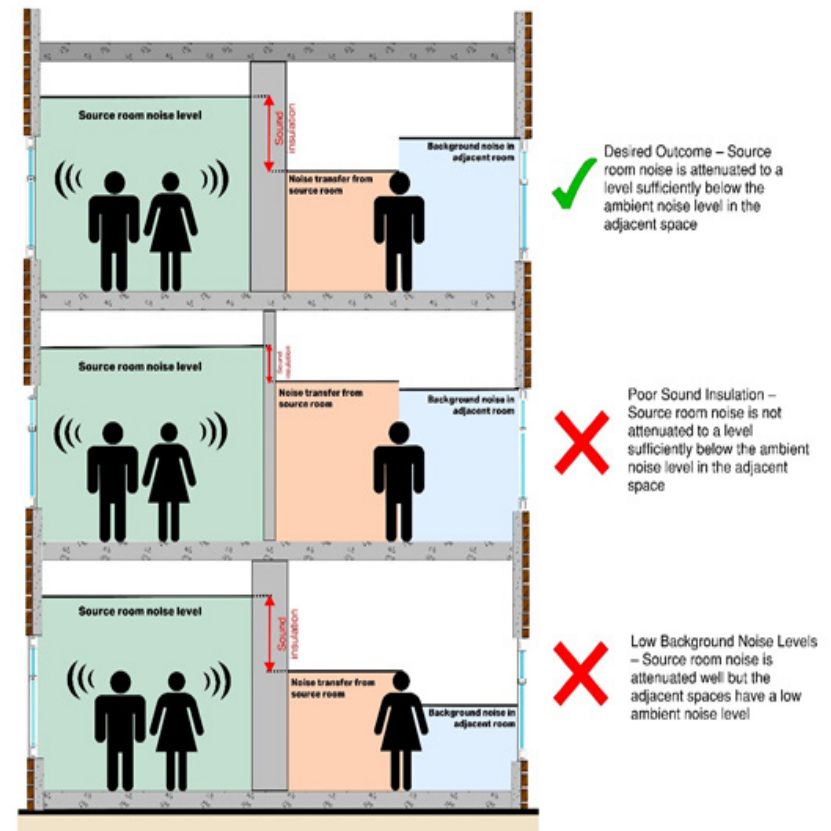


ILLUSTRATION OF HOW SOUND INSULATION AND NOISE LEVELS INFLUENCE PERCEIVED PRIVACY

## 2.5 BUILDING SERVICES AND SYSTEMS

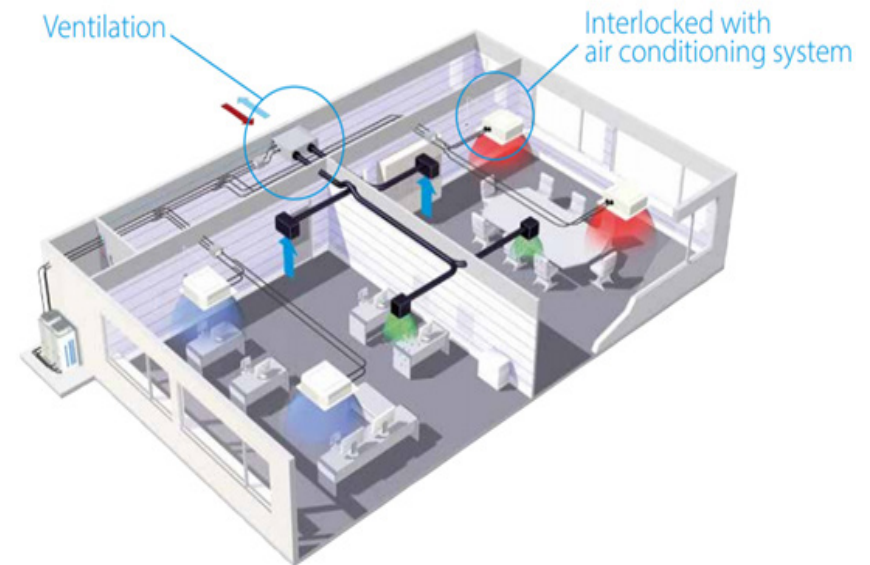
The building services installation shall be designed to meet the requirements of a quality office development, meeting current standards and known future standards that are in draft and in the public domain.

The key messages voiced In the Design Guide are:

- A comfortable working temperature with regular air changes should provide site users with the optimum environment to undertake tasks and support well-being.
- Indoor air quality shall be sufficient to provide a comfortable and healthy environment for all building users.
- The provision of adequate natural light in the main occupied spaces is a priority.
- Ventilation shall be provided by passive/natural means wherever possible to meet the requirements of the Government Workspace Design Guide
- Systems shall be designed to be user friendly, flexible, and requiring minimal intervention during normal operation.
- All services shall be designed to deliver the most energy efficient and flexible solution possible, providing a comfortable and accessible facility for all users.
- HVAC strategies should address the needs of each area in harmony with interior design and incorporates natural and mechanical ventilation as well as heating where required.
- New buildings should incorporate a BEMS/BMS (Building Energy Management System/Building Management System) as a means to manage the internal environment with minimal user controls

- The Lighting Strategy shall utilise various options to introduce intelligent controls and all lighting shall utilise LED sources, with regulated output drivers and LED boards.
- An L1 category fire detection system shall be provided in accordance with BS 5839-1 and the sites fire engineering report.
- A fully functioning data & comms infrastructure system shall be provided in accordance with BS EN 50173: Parts 1-6 and BS EN 50174: Parts 1-3.

This section of the design guide provides general guidelines for design and construction of Mechanical, Electrical and Plumbing (MEP) services in NPS facilities. Detailed MEP requirements have been set out in the Room Data Sheets appended to this guide and should be read in conjunction with this section of the full Design Guide.



AIR CONDITIONING AND VENTILATION

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## 2.6 BUILDING STRUCTURE

This section of the Design Guide outlines the basic structural guidelines and criteria to be applied when considering the refurbishment of a facility or development of a new centre. Projects should be assessed individually, with consultation of a structural engineer before change of occupancy or destructive works are carried out. Where the building has been designed and constructed to British standards or outdated codes, all alterations should ensure the entire design adheres to up to date Eurocodes.

## 2.7 FIRE

When altering an existing building, whether a refurbishment or a fit out, the fire safety principles will be to maintain the current fire strategy, meet the recommendations of current Building Regulations' guidance or make the standard of fire safety no worse than was existing previously, provided the existing level of safety is acceptable.

Where works proposals are likely to have an adverse impact on the standard of fire safety, additional fire engineering input is likely to be required and a project specific fire strategy should be developed. The overall objective of a fire strategy is to develop a fire safety solution complies with relevant Legislation in the England, such as:

- The Building Regulations 2010, Schedule 1, Part B;
- Construction Design and Management Regulation 2015 (CDM);
- Regulatory Reform (Fire Safety) Order 2005 (RRO); and,
- If located in London, the relevant requirements of the London Plan.

Any additional client or stakeholder goals (such as property protection) should also be considered.

# 3 | LOOK & FEEL



# 3 | LOOK & FEEL

The interior design strategy for the NPS Estate is to establish a common design approach to all aspects of interior fit-out including materials and finishes, colour, lighting, and furniture which can be applied across a variety of property types.

## 3.1 MATERIALS AND FINISHES

The use of a space should be considered before finishes are selected to ensure they are fit for purpose, durable, easily maintained and long lasting.

### FINISHES

Restricting the proposed palette to a core set of colours and materials offers advantages in relation to maintenance/life cycle, capital cost efficiency and brand continuity across sites.



FLOOR FINISHES

CARPET FIELD COLOUR    CARPET CONTRAST COLOUR    VINYL WET AREAS    VINYL TILE FRONT OF HOUSE    TILE WET AREAS



TEA POINT FINISHES

TILES WHITE    CABINETS UPPER - WHITE    CABINETS LOWER - BLACK    WORKTOP LAMINATE    VINYL TILE HERRINGBONE

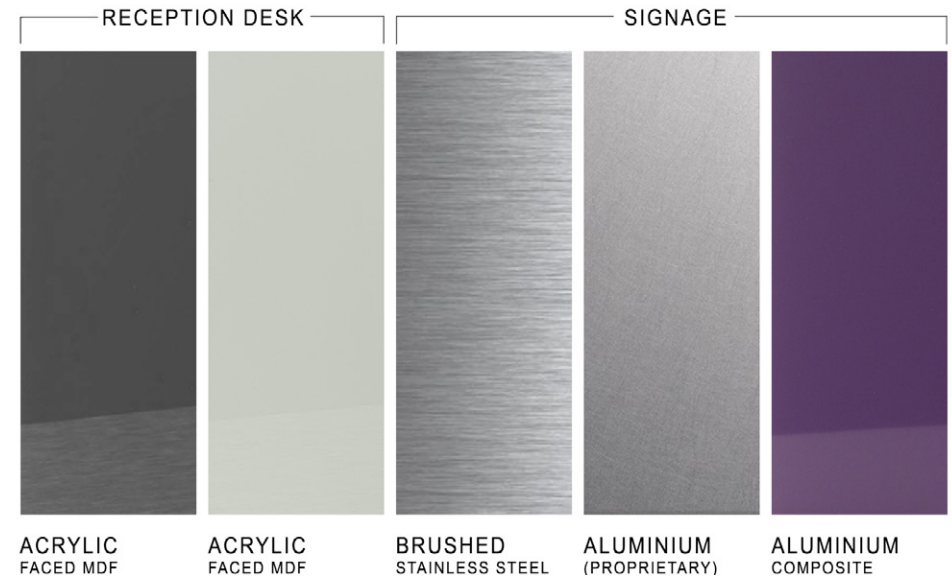


## COLOUR

The use of particular colours in spaces can offer comfort, bring about calm and help with anxiety or stress, and can help break large spaces up and add visual interest.

Colour interest is provided through contrasting colour applied in prescribed areas (e.g. Reception backdrop, lift lobbies, Breakout Spaces etc.) and through furniture accent finishes and key information points. Contrasting and feature colours should be tied in with the buildings wayfinding strategy to improve wayfinding efficiency and to enhance the experience of all building users.

An indicative background colour range with feature colours is figured opposite.

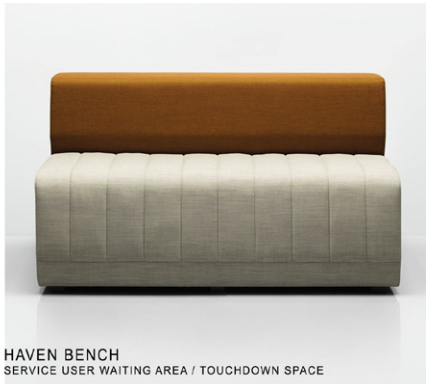


## 3.2 FURNITURE

A comprehensive Furniture Schedule has been developed for the Design Guide. The furniture selected will play a key role in delivering NPS values moving forwards and the overall Look and Feel for the Probation Offices. A selection of the key furnishings is offered in the following images.



SILTA HIGH TABLE  
TOUCHDOWN SPACE



HAVEN BENCH  
SERVICE USER WAITING AREA / TOUCHDOWN SPACE



COOPER CHAIR  
TOUCHDOWN SPACE



FOCUS BOOTH  
TOUCHDOWN SPACE



MEETING BOOTH  
STAFF AREA



PRIVATE BOOTH  
TOUCHDOWN SPACE



KIN ARM CHAIR  
BREAKOUT / TOUCHDOWN SPACE



OPEN ROUND TABLE  
BREAKOUT SPACE



KIN LOW BACK STOOL  
BREAKOUT / TOUCHDOWN SPACE



TORASEN FLIP-TOP TABLE  
GROUP / MEETING / REFLECTION  
ROOMS



FREEWAY DESK  
LONG STAY TASK SPACE



TRILLIPSE CHAIR  
INTERVIEW / GROUP / MEETING /  
1 : 1 ROOMS