



Layout Toolkit for the visitation units of  
Penal Institutions

26 November 2018

## Layout Toolkit for the visitation units of penal institutions

This document was drafted for and translated in English by  
the Custodial Institutions Agency (DJI)

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# Introduction

From April 2018, the Environmental Psychologist has done research into spatial users' needs in visitation units at PI Middelburg and PI Heerhugowaard. In this research, the spatial needs of inmates, ward staff and visitors were examined, supplemented by scientific knowledge of the influence of the environment on behaviour. Based on the needs emerging from this research, we have conducted a study of materials and arrangements. We have identified suitable materials and arrangement variations that can be used to allow the layout of the visitation units to be as well in line as possible with the needs of inmates, ward staff and visitors.

The Layout Toolkit is the result of this study. It describes the broad guidelines of the different layout elements (such as arrangement of the hall, types of materials, types of colours and furniture) that help to create a positive living, visitation and working climate. DJI can use this document in the future as inspiration to reorganise different visitation units in penal institutions (PIs) in the Netherlands. Ideally, this document will be used in combination with the needs report for visitation units of PIs and the document containing draft designs of the visitation units at PI Heerhugowaard and PI Middelburg.

## Structure of the document

We have made layout proposals for the rooms present at PI Middelburg and PI Heerhugowaard. Not all PIs have each of these rooms available. Each chapter describes the proposals for materials (and if relevant, arrangement proposals) for one type of room. A chapter consists of one page of general starting points for the choices of materials and arrangements, followed by several pages of options for choices of materials. The pages containing choices of materials consist of reference illustrations with a description of the main aspects that need to be reflected in the final choice of materials. The reference illustrations show what appearance we think should be pursued. DJI can cooperate with its own partners in purchasing and developing the materials.

Chapter 1 (visitation halls) differs somewhat from the standard structure. Before the page of general starting points for choices of materials, several pages of starting points and variations have been added for the arrangement of visitation halls. This was done because determining the arrangement of the visitation hall is more complex than determining the arrangements of the other areas of the visitation unit.

In this document, the following areas are dealt with:

- Chapter 1: Visitation halls
- Chapter 2: Conjugal visit rooms
- Chapter 3: Family rooms
- Chapter 4: Consultation rooms
- Chapter 5: Body-search rooms
- Chapter 6: Reception areas and corridors

# 1.1 Visitation halls: starting points for arrangement

The needs of security guards oppose those of inmates and visitors in a visitation hall. Security guards have a need to control and oversee the hall so that no contraband is passed on and/or unsafe situations arise. Inmates would like more possibilities for separation and privacy so that they can have better social contact with their visitor. The challenge in a visitation hall is to create an arrangement of the hall where a good balance exists between the needs of both groups. Seven main starting points have been identified for this: separation of pedestrian flows, separation of visitors and inmates, sightlines, in-between distances, compartmentalisation, placement of the play areas and accessibility.

## Separation of pedestrian flows

It is important that no pedestrian flows of visitors to rooms other than the visitation hall (for example conjugal visits, family rooms, consultation rooms) go through the visitation hall. Many visitors experience this as annoying. Visitors for conjugal purposes experience being looked at as the partner who is soon going to have sex or has just had sex. Now and then they are also heckled. Lawyers are accosted by inmates in the visitation hall who ask if they have some time for them. This is time they generally do not have. Moreover, some inmates experience it as annoying that others can see which lawyer is representing them. They can be called to account for this later by fellow inmates.

The pedestrian flow through the visitation hall is also annoying for visitors sitting in the visitation hall. The movement and verbal interaction causes (additional) unrest and is distracting.

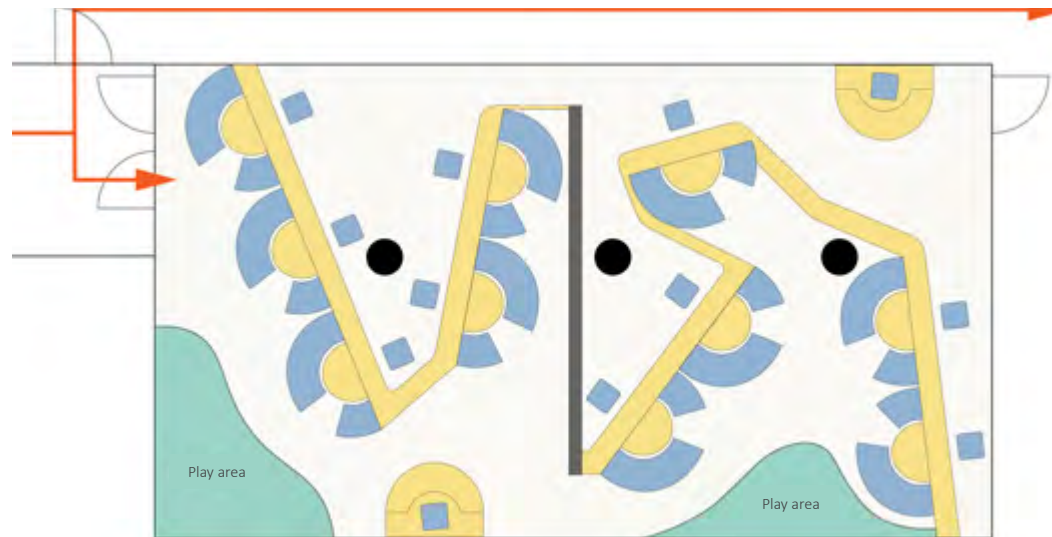
## Separation of visitors and inmates

The PI itself must make a choice as to whether the principle of the serpentine barrier (low wall to separate inmates and visitors from each other) will or will not be maintained. The main reason to keep the serpentine barrier is to maintain safety. The separation of visitors and inmates sees to it that visitors cannot easily get involved in rows between inmates amongst themselves and between inmates and security guards. In addition, the separation enables the visitation hall to be evacuated easily in case of emergencies: the inmates go outside through one door and the visitors through the other. Moreover, the separation prevents mistaken identity and impedes the transfer of contraband between visitors and inmates.

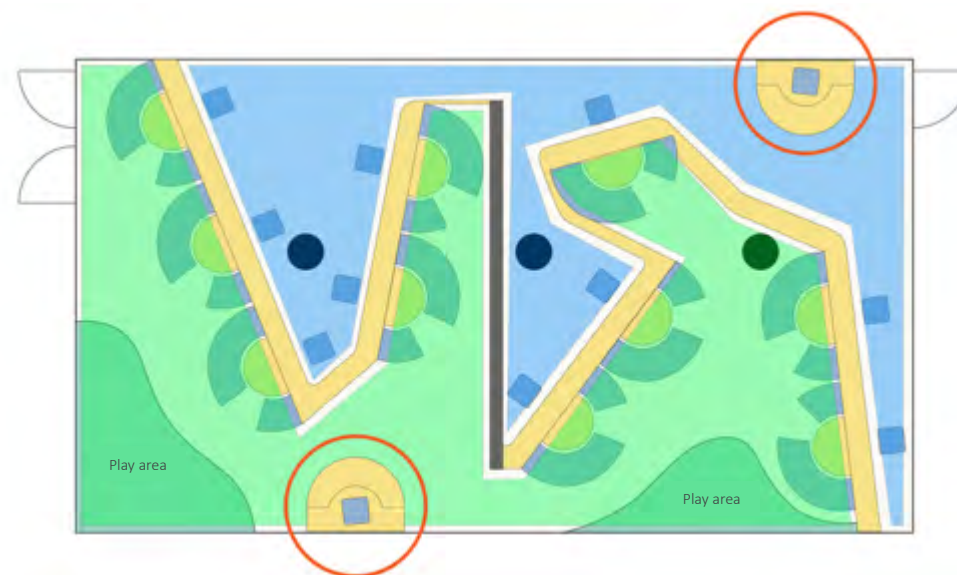
The main reason not to maintain the serpentine barrier is to facilitate social contact between inmates and visitors. The serpentine barrier impedes physical contact and freedom to determine the distance between each other. This makes two important aspects of valuable social contact impossible.

If the serpentine barrier is chosen, it is important that a prison officers' post is placed on the side of the inmates as well as on the side of the visitors. In this way, security guards on both sides can intervene quickly in case of inappropriate or unsafe behaviour.

If the principle of the serpentine barrier is maintained, it is advisable to choose a warm/domestic type of material, such as wood, and not to create an additional increase in height in the form of a plexiglass plate. This makes the barrier look friendlier (less of a 'prison image'). This could somewhat limit the negative effects of the barrier on the quality of the social contact.



Starting point 1: The pedestrian flow of the visitors to rooms other than the visitation hall does not run through the visitation hall.



Starting point 2: Visitors and inmates are separated from each other by a low (serpentine) barrier. A prison officers' post will be placed on the visitors' side as well as on the inmates' side. Example: PI Middelburg.

## Sightlines

For the observation of the handing over of contraband or other inappropriate actions between inmates and visitors, it is important that the space between the inmates and the visitors can be closely observed from the position of the security guard. The view of all tables must be as free as possible of visual obstacles.

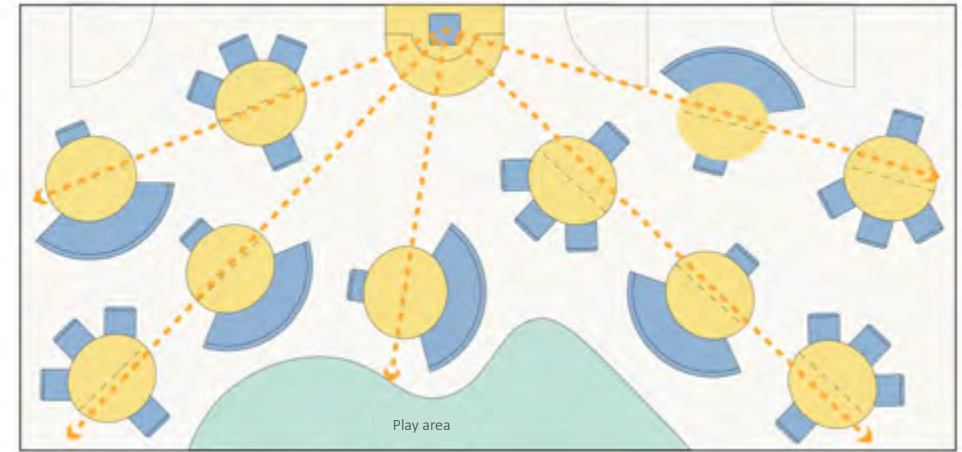
Several short sightlines (at most 3 tables per sightline) are preferred over a single long sightline (5 tables per sightline). With a single long sightline, the view of the back tables is blocked too much by visitors and inmates who are sitting at the front tables. They do in fact often sit bent over forwards.

It is important that the security guard sits in a central position. This enables him or her to intervene quickly at all places in the hall in case of emergencies and easily call people to account from his or her position.

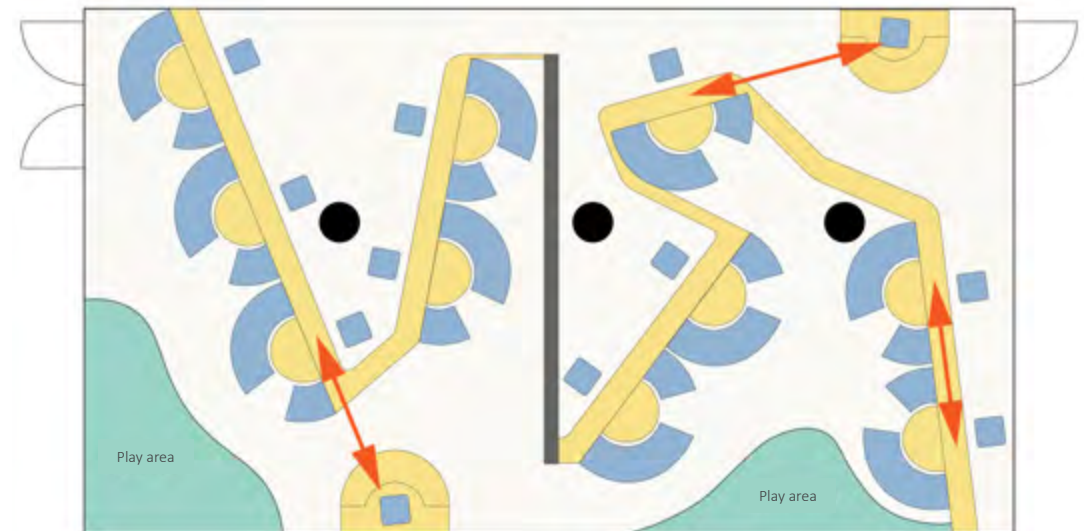
Despite an improvement in the sightlines for the security guards, it is still difficult to observe all important information. Too much goes on in the hall for that and inmates and visitors are very handy and quick in transferring contraband, so that it is not always possible to observe exactly what is happening. As support, cameras can therefore be placed that record the sightlines of the security guard.

## In-between distance

The largest possible distance between groups amongst themselves and between groups and the security guard provides more personal space per group and (somewhat) reduces the feeling of being overheard. This fosters the degree of privacy and with that the quality of the social contact. The view of the hall becomes clearer to security guards. For inmates, it is generally more important to sit far from the security guard than to sit far from the other inmates. They want to prevent as much as possible that the security guard can look at and listen to their private sphere.



Starting point 3: from the position of the security guard there are short sightlines on the space between inmates and visitors. Example: PI Heerhugowaard. The disadvantage of this position may be that the security guard has to make many head movements in order to oversee the hall. We have determined that, at PI Heerhugowaard, this does not outweigh the advantages of having short sightlines and a central position.



Starting point 4: the distance between groups amongst themselves and between groups and the security guard is as large as possible. Example: PI Middelburg.

## Compartmentalisation

Visitation halls are generally busy, both visually and aurally. By dividing the visitation hall into two parts with a partition, the stimulus level is reduced. This is possible only if several security guards monitor one visitation hall. A more intimate atmosphere is created because the inmates and visitors then sit (visually) with fewer other groups in the same hall. This facilitates social contact. Making the partition of sound-absorbing material will also cancel part of the sound.

The partition would give security guards more peace. The partition would give them a clear framework. One security guard has to observe the groups on one side of the partition, and the other the groups on the other side. This would lead to less distraction resulting from visual information irrelevant to the security guard.

It is important for the security guards to continue seeing each other. They must be able to communicate with each other quickly, especially if an incident takes place. There are two ways to do this.

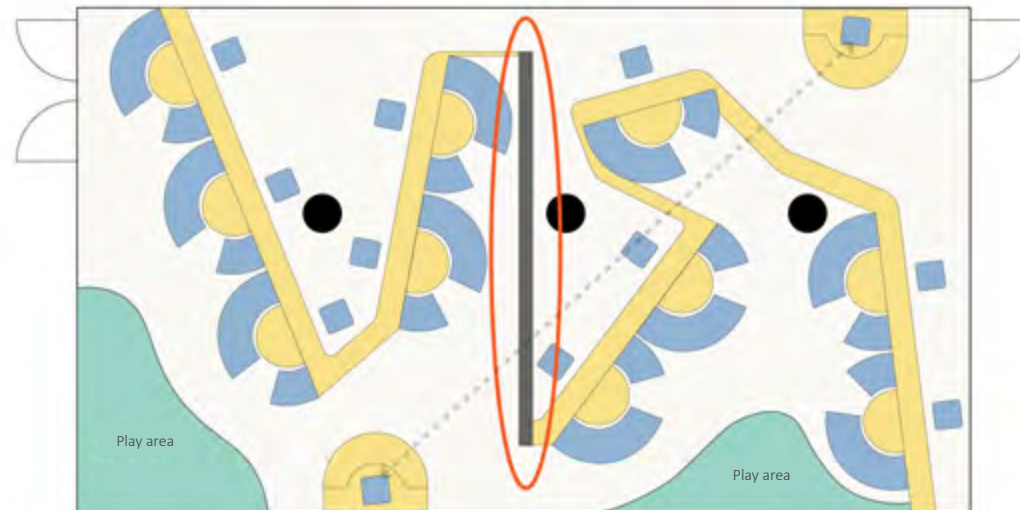
1. A half-length wall. The partition would extend above the heads of sitting visitors and inmates. The security guards, who sit higher than the visitors, would be able to look over it. In this way the hall remains (visually) intimate for the visitors, but security guards can communicate with each other.
2. A wall up to the ceiling with an opening above the height of the heads of sitting visitors on the sightline between the two security guards. This is better for the acoustics of the hall than solution 1, but the hall as a whole will be less clearly visible to the security guards.

Compartmentalisation could possibly be combined with segmentation. In this context, the visitation hall provides different concepts of visitation: with separation and a high degree of supervision, and without separation a low degree of supervision. Inmates and visitors are assessed for the risk of passing on contraband and escalation. For this purpose, for example the extent of good behaviour in the PI or earlier experiences with contraband can be used. Inmates who constitute no or a low risk may receive their visitor without separation and with a low form of supervision. Inmates who constitute a high risk should only receive their visitors with a high degree of separation and supervision.

## Placement of the play areas

There should be a special zone where children can play peacefully. It is important that parents have the possibility to sit near the play area so that they can see their children clearly and keep an eye on them. An additional advantage is that fewer and shorter pedestrian flows occur of children to the tables. This reduces the unrest in the hall.

If compartmentalisation is used, it is advisable to place a play area in each compartment. This will enable parents in each compartment to sit near the play area. To prevent as much as possible that children prefer to play in the play area in the other compartment of the visitation hall and still have to sit far from their parents, the facilities in both play areas should be the same.



Starting point 5: The hall is divided into two or more compartments by a (half-length) partition. Security guards can still see each other. Example: PI Middelburg.

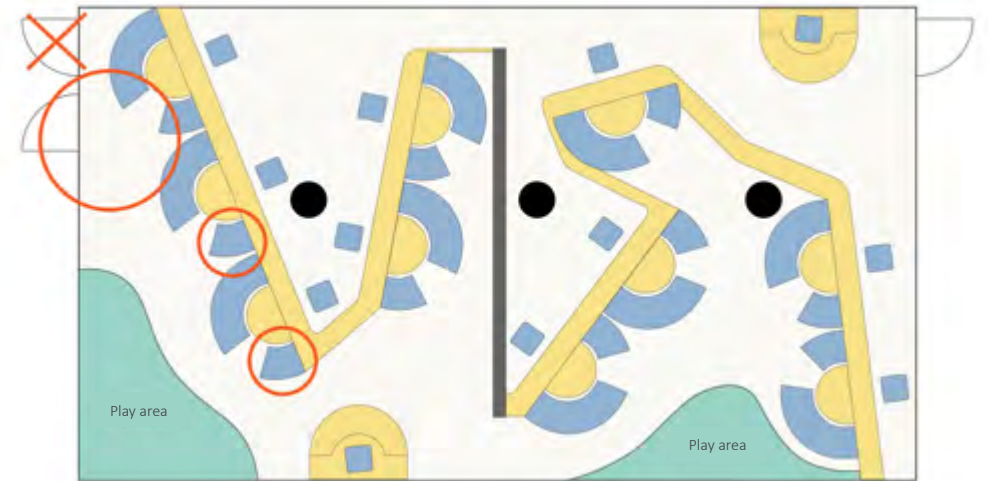


Starting point 6: There will be a centrally located zone where children can play peacefully. If there are different compartments in the visitation hall, a comparable play area will be placed in each compartment. Example: PI Middelburg.



## Accessibility

It should also be possible for disabled and partially disabled persons to visit the visitation hall. The hall should be easily accessible to them. This means enough room around doors and in corridors and (partially) movable furniture, so that a wheelchair can be parked at a table. Not all places in the visitation hall need to be accessible to disabled persons. If at least 3 places are accessible to them, they will have sufficient choice.

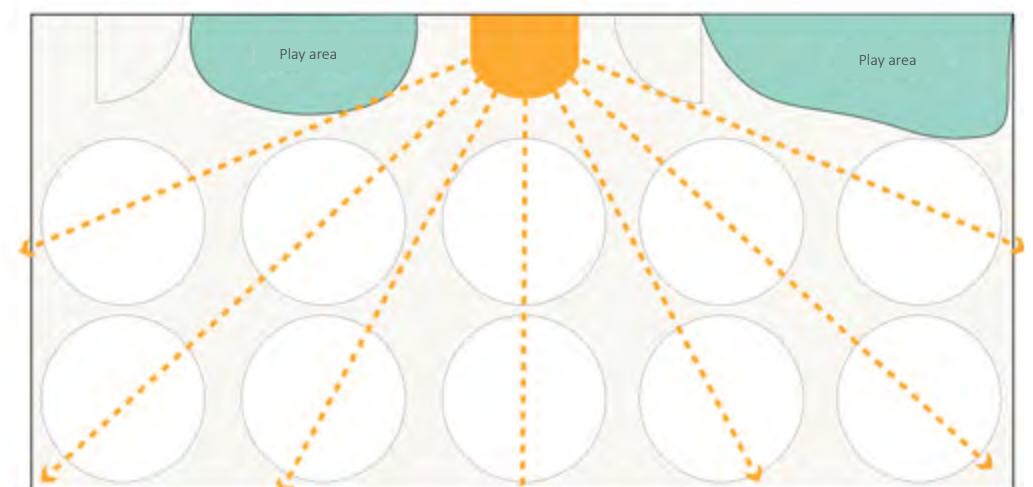
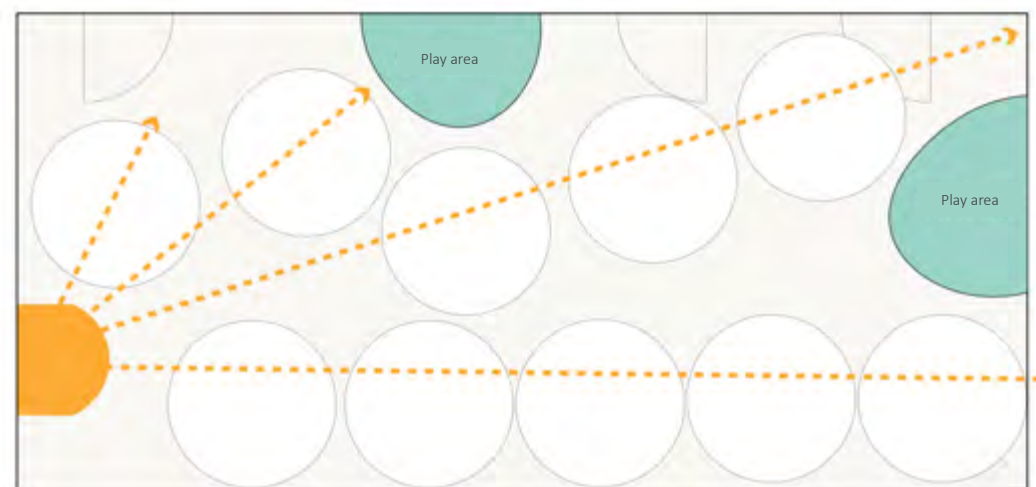
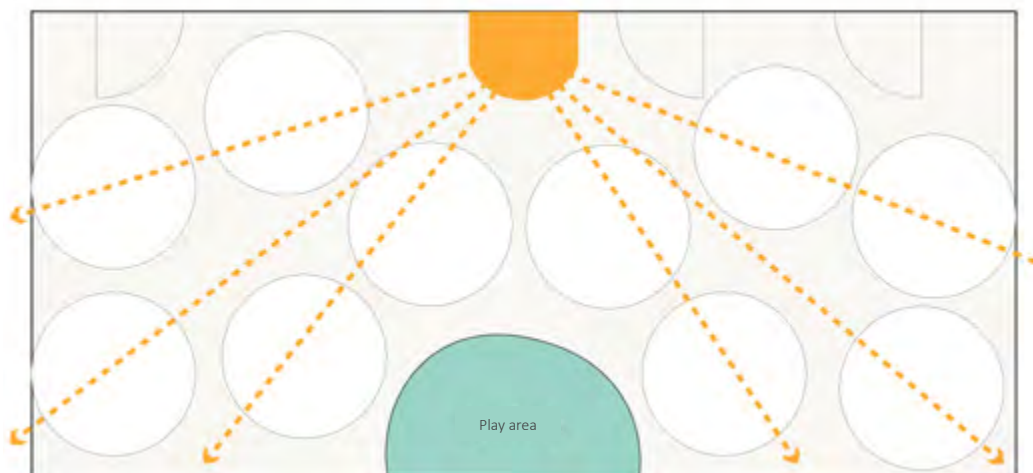
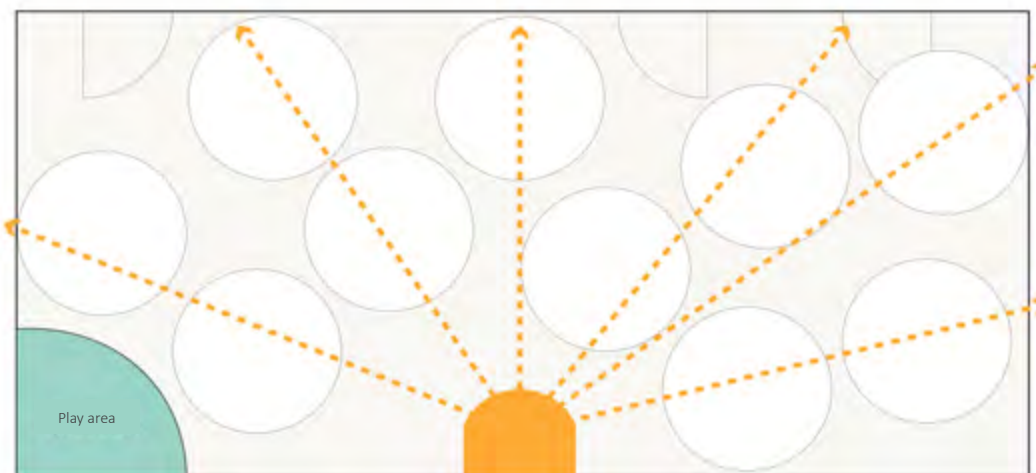


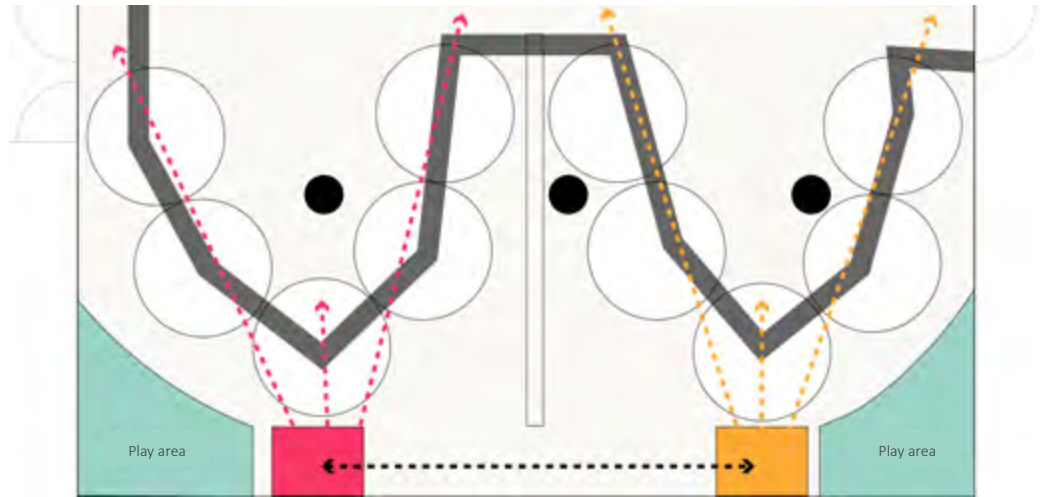
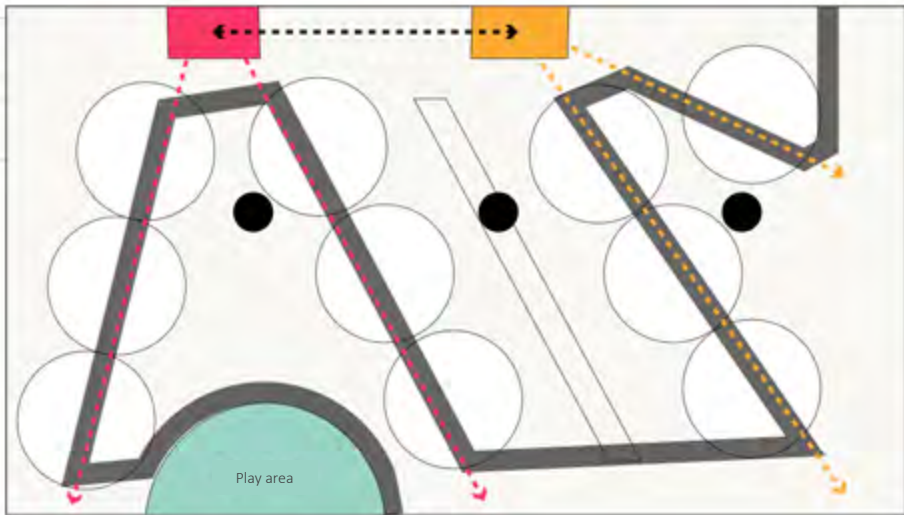
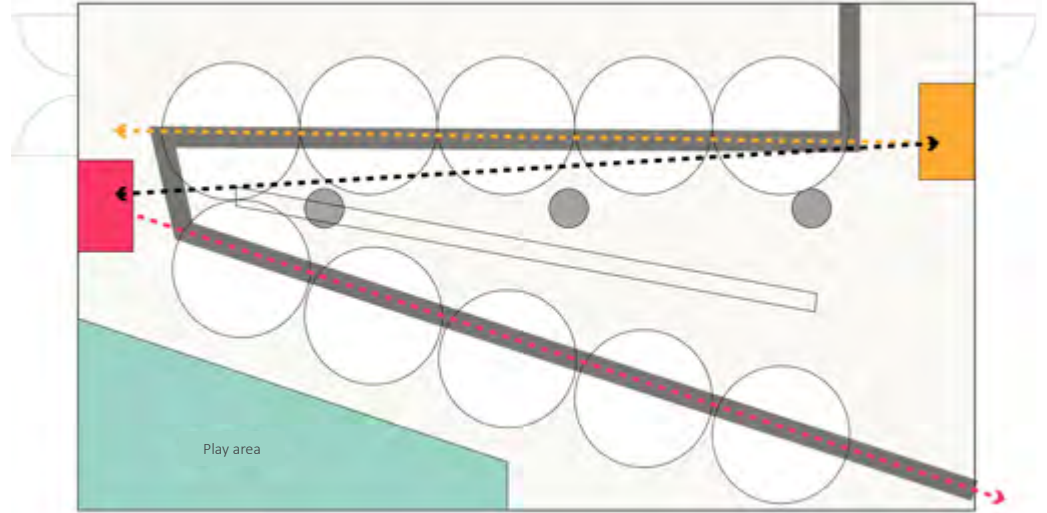
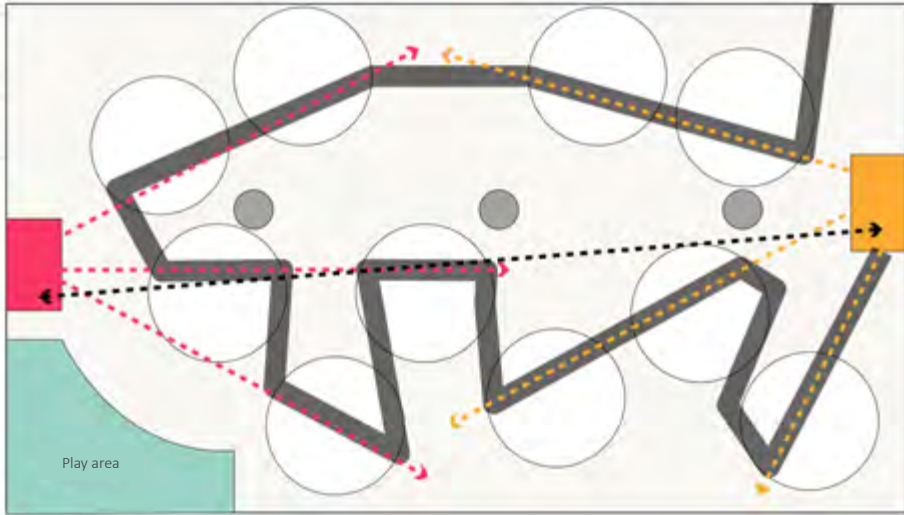
Starting point 7: At least three places are accessible to disabled persons. Example: PI Middelburg

## 1.2 Visitation halls: arrangement variations

The images on the last 3 pages that illustrate the arrangement starting points represent the draft designs made for PI Middelburg and PI Heerhugowaard. More variations are however conceivable which more or less satisfy the starting points. A number of these variations are represented on the next 2 pages, for an arrangement without a serpentine barrier (PI Heerhugowaard, variations p. 10) as well as with a serpentine barrier (PI Middelburg, variations p. 11).

Three starting points are especially important in making variations: sightlines, in-between distances and placement of the play areas. On the illustrations of variations, the white circles represent the room needed to be able to sit comfortably with a group of four persons in the visitation hall. The dotted lines represent the sightlines of security guards. The play areas are self-evident.





# 1.3 Visitation halls: starting points for choices of furniture and materials

## General starting points

The purpose of the choices of furniture and materials in the visitation hall is to create a setting that fosters the quality of the social contact as much as possible and at the same time facilitates the work of the security guards as much as possible. The following starting points must be present as far as possible to foster social contact in the visitation halls:

- Fosters the feeling (temporarily) of having one's 'own place' in the visitation hall, for example by creating more seclusion.
- Socially-oriented furniture.
- Domestic appearance, whereby we proceed from a combination of two views of domesticity:
  - The first is that domesticity is created by bringing about variation in colour, material and/or use of shapes.
  - The second view of domesticity is that domesticity is the opposite of 'businesslike'. A modular ceiling is an example of a businesslike layout element which you rarely see in private residential houses. A ceiling with visible wooden beams is for example more domestic.
- Reduced association with prison and (the feeling of) a barrier between inmates and visitors.

## Additional starting points:

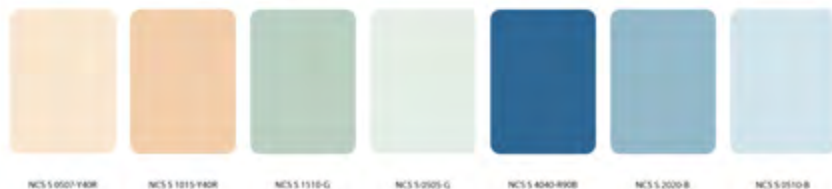
- Lowers the level of arousal.
- Adequate ventilation and temperature control.
- Sufficiently sound absorbing materials.
- Layout elements block the view of security guards as little as possible.
- Minimum possibility to hide contraband.
- Maintenance friendly.
- As resistant to wilful damage as possible within the desired appearance.
- Fire safety.

The following pages contain different furniture and material options that are as far as possible in line with these starting points.

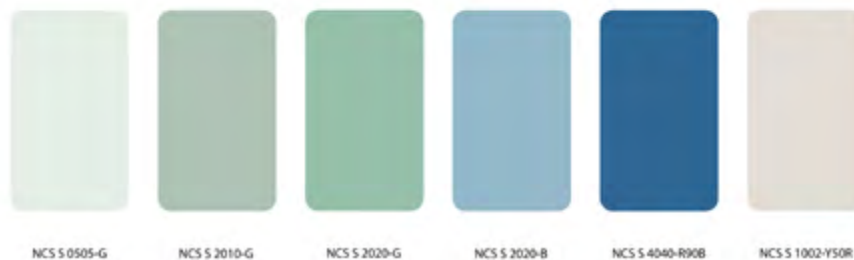
# 1.4 Visitation halls: furniture and material options

## Colours

It is desirable for the colours of visitation units to be reasonably low in saturation and high in brightness. Low saturation seems to it that the colours generally cause little stress/arousal. This enables the halls, which inherently contain many stimuli during use, to be experienced as more restful. This can also help to reduce the level of aggression. People generally experience an average high brightness of the colours as pleasant, and it also makes the hall look larger. A choice can be made to bring the colours in line with a certain theme, such as the theme 'Zeeland' in PI Middelburg. Now and then a colour can be chosen with a somewhat higher saturation and/or low brightness, for example in the conjugal visit room, where fewer external stress stimuli are present.

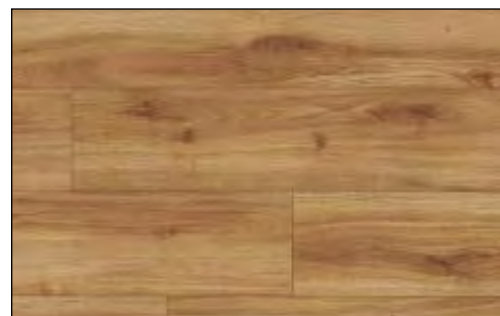


Colour palette 1: PI Heerhugowaard

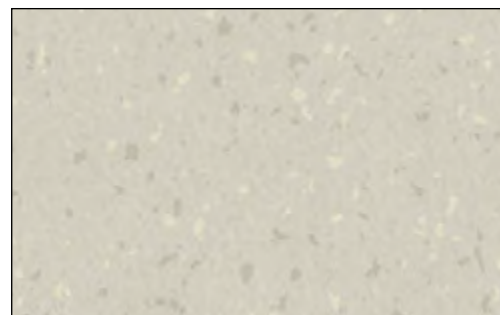


Colour palette 2: PI Middelburg (based on the theme 'Zeeland' of this PI)

## Floors



For areas where it is important to foster social contact, such as the visitation rooms and the visitation hall, vinyl/PVC with a wood pattern is a good choice. This enhances the domestic atmosphere in the area and is at the same time maintenance friendly.



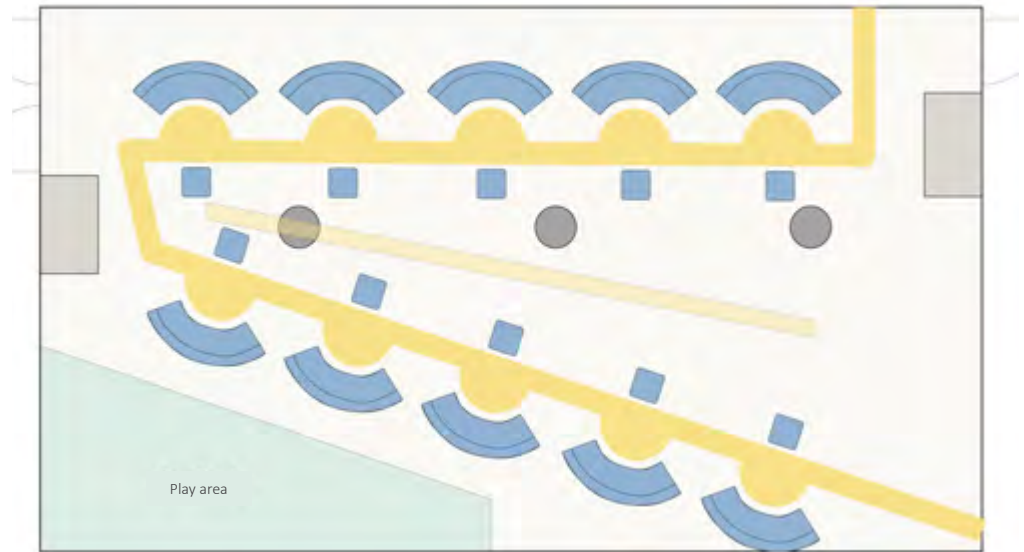
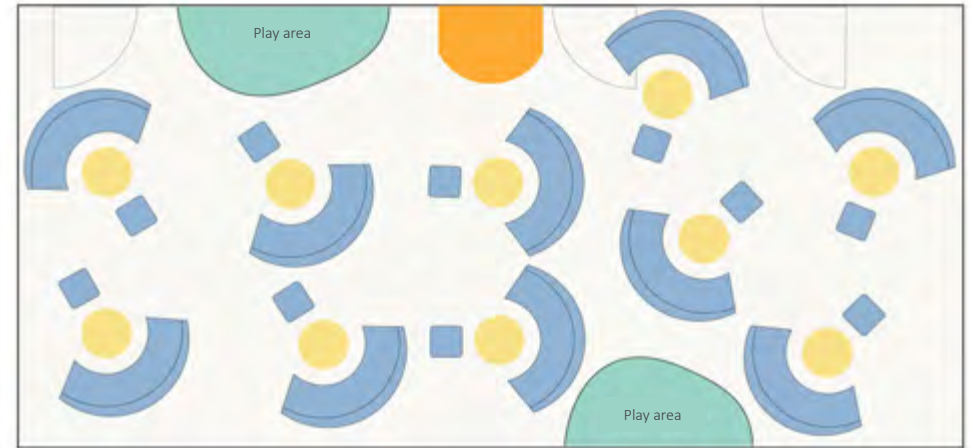
For traffic areas, a somewhat more robust floor can be chosen, such as norament. Choose a neutral colour for this that fits in well with the colour palette.

## Furniture option 1: semicircular sofas

This option was chosen at both PI Heerhugowaard and PI Middelburg. Semicircular sofas provide more seclusion for groups. For the security guards, it is important for the sofas to be as open as possible, so that actions by visitors can be observed clearly.

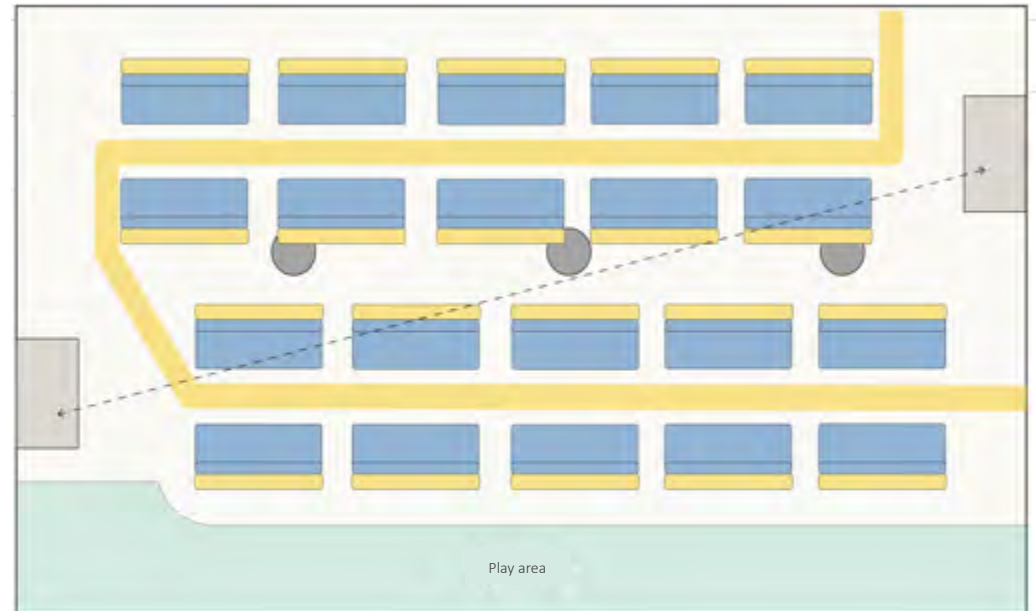
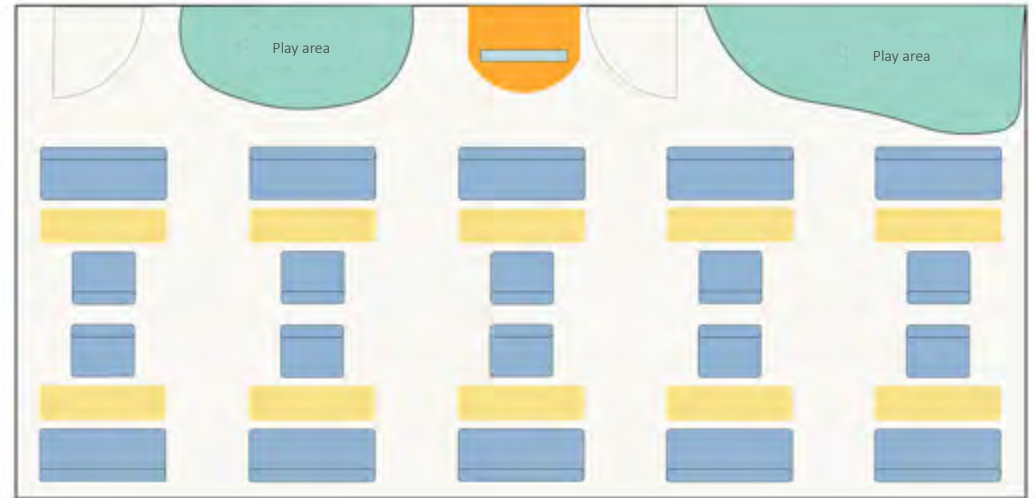
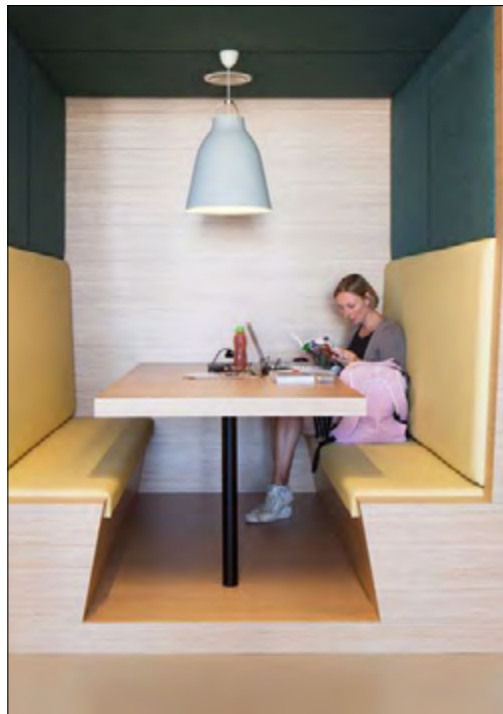
## Chairs

To enhance comfort, the chairs have a soft seat and back, and they have armrests. These too are as open as possible to facilitate supervision.



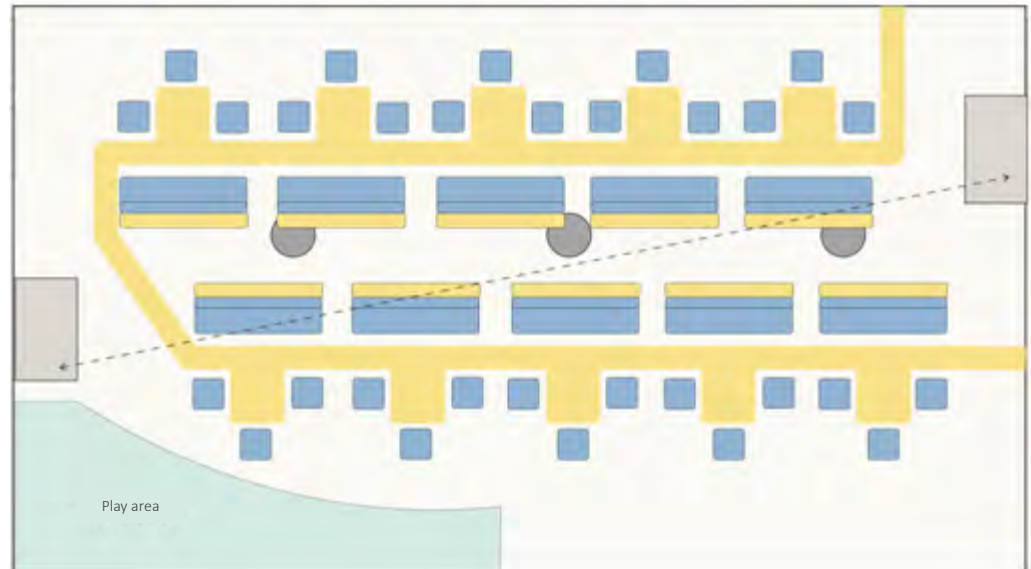
## Furniture option 2: straight lounge benches

Straight lounge benches provide good back support and protection/seclusion for groups. With this option, it is possible for security guards to have an overview only if the benches and tables are arranged in one line, with the same orientation, and the sightline of the security guard runs straight across all tables (whether or not with a camera).



### Furniture option 3: Straight lounge bench with chair

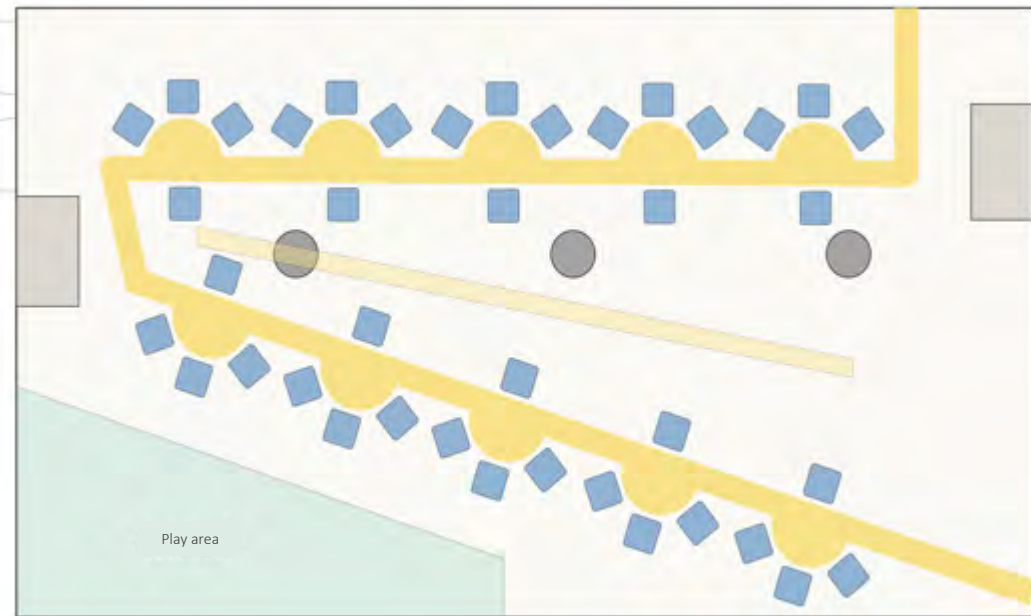
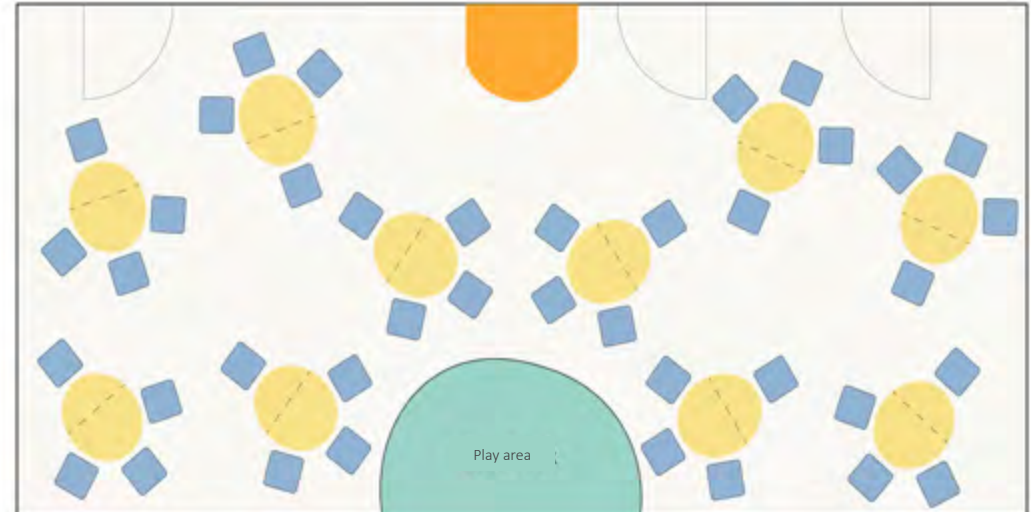
With respect to the previous option (2), a combination of a straight lounge bench with chairs provides somewhat less seclusion, but more possibilities for supervision.





## Furniture option 4: table with chairs

An arrangement with a table and separate chairs provides less seclusion than the other three options, but it does provide the most flexibility. With this arrangement, visitors and inmates can determine their desired distance from one another. Different models of tables are possible for all four options (round, oval, hexagonal, rectangular). A partition will be placed under the table that impedes physical contact under the table. This partition will not reach the floor, so that there will be more legroom for inmates and visitors. The tables have a domestic appearance and are made of a material that reflects as little light as possible (to prevent glare).

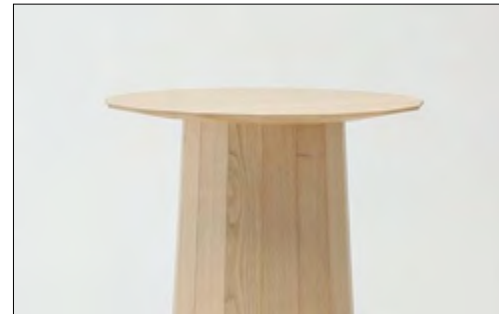


## Serpentine barrier

The serpentine barrier forms a physical barrier between visitors and inmates. Constructing the serpentine barrier of wood gives it a warm and domestic appearance. This makes the serpentine barrier look friendlier (less of a 'prison image'). This could somewhat lessen the negative effects of the barrier on the quality of social contact.

## Prison officers' post

Ideally, the prison officers' post should be integrated with respect to style into the style of the rest of the layout of the visitation hall.



## Zoning by lighting

A large hanging lamp above each individual group is a way to emphasise the personal space of each group. This can enhance the feeling of (temporarily) having one's own place and, with that, the quality of the social contact. The two illustrations above illustrate this idea. The separate hanging lamps depicted on them are however not an option for the visitation hall. They could block the sightlines of the security guard/camera and possibly be used as a weapon if someone pushes against them. At the top right hand side of this page, several options are given that could indeed be possible in the visitation hall.



## Options for zoning by light in the visitation hall

Large round lights hanging against or just below the ceiling can approach the effect described on the left hand page without constituting a security risk.



## Basic lighting

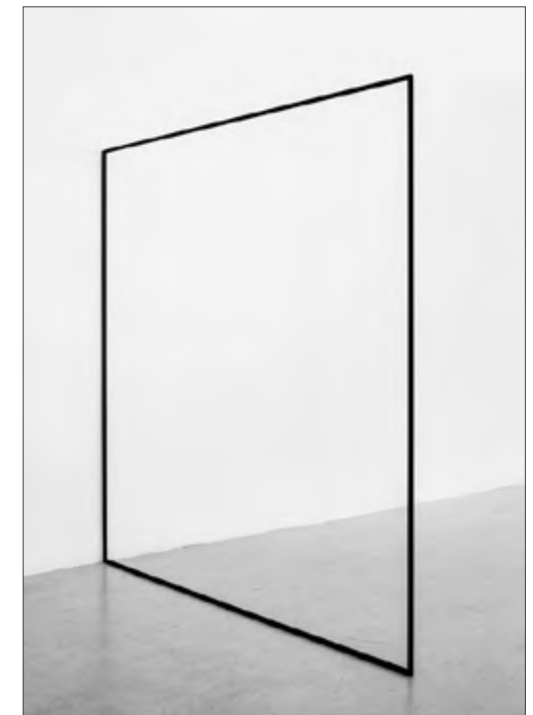
Supplement the round ceiling lights with led spots to create a good, evenly lighted space.

## Other zoning

The different zones (seats, traffic area, play zone and waiting places) in the area cannot only be accentuated by lighting, but zones can also be emphasised by different materials, colours or physical delineation.

Zones can also be accentuated by:

- Cocoon: an adjustable height cocoon, with or without built-in lighting, under which visitors and inmates can sit. This has the same effect as the zoning by lighting described on the preceding page. In addition, by using sound-absorbing material, the background sound can be muffled more, by which groups can experience their own place more.
- Lighting: the traffic areas are illuminated with a higher light intensity than the seats and play areas.
- Materials: a distinguishing material (for example a carpet or a different type of linoleum/vinyl) is used to accentuate the different zones. Sound-dampening materials can also be used, by which the sounds produced by the group will spread less far.
- Colours: the floor and- if applicable- furniture in the different zones are coloured in such a way that each zone has its own distinguishing colour palette.
- Partitioning: a (transparent) partition wall, elevation or screen is placed around seats and the play zone to delineate them physically. By making the partition flexible or movable, the space can be adjusted to the desired supervision level per group of inmates.



## Play area zoning

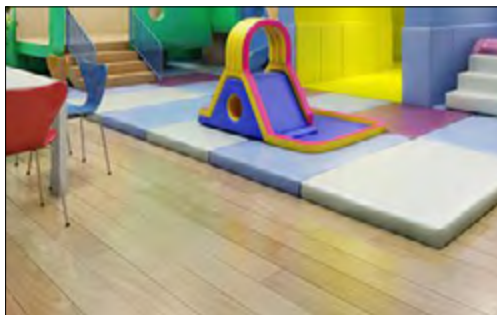
The play zone is clearly marked by giving the play area a different colour from the rest of the visitation hall. This can be additionally emphasised by placing a low edge round the play zone, or elevating the whole play zone with respect to the rest of the visitation hall.

## Supply of the play area

The supply in the play area is varied, so that it will be interesting to different types of children. A number of options:

- Interactive screens on which programs are installed for children of different ages. These can be both games and films. To prevent noise nuisance in the visitation hall as much as possible, the games and films should be played either without sound or headphones should be placed at the screens.
- A table for creative activities such as building with Lego or Duplo and drawing.
- A part where young children can play with cars and suchlike. A pattern of a road is also printed on the floor to make the environment more lively.

After visit has been made more fun for children by a varied supply, this can contribute to peace and quiet in the visitation hall. The variation holds the children's attention better. Because of this, they will be less easily bored and stay more often in the play area instead of running/playing across the entire visitation hall.

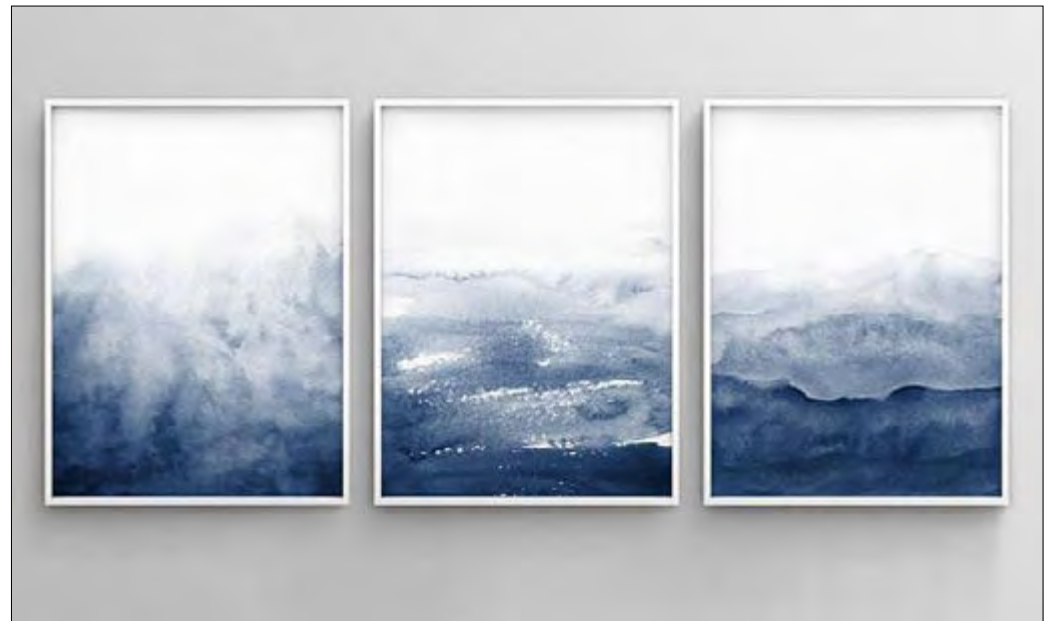


## Acoustic art

Sound-absorbing panels can be used to lower the sound level in the visitation hall, on which paintings or photographs have been printed; possibly in a theme in line with the PI or made by a skilful inmate to give the art a more personal identity. Put up neutral art, which avoids negative associations as much as possible.

## Placement of art

Put up art of different sizes, and also vary the way in which the paintings are hung with respect to one another. Such variation increases the domesticity of the area.

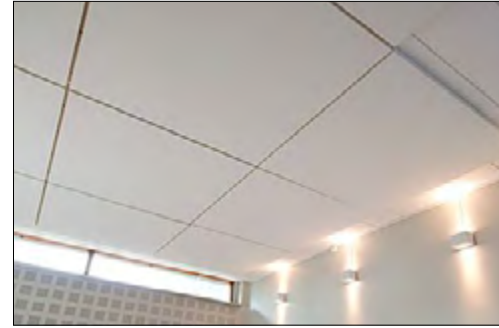


## Sound absorbing ceiling

Because a ceiling has a large surface and people cannot easily reach it, it offers good possibilities to affix sound absorbing materials in large quantities. Using large sound-absorbing panels with small seams between the panels makes the appearance of the ceiling somewhat more domestic than when a standard modular ceiling is used.

## Water cooler

Place a water cooler with transparent cups or a machine with transparent bottles of water in the visitation hall. In this way, inmates and visitors can get themselves something to drink during visiting time, without this constituting a major security risk. It increases the hospitality in the visitation hall.



## 2.1 Conjugal visits: starting points for choices of arrangement, furniture and materials

### General starting points:

- The conjugal visit rooms will have the appearance of an attractive bedroom. The conjugal visit room is a comfortable room that invites romantic togetherness. With that, these rooms help to build/maintain the relationship between partners.
- The conjugal visit room is not only about sex. Sex takes up only part of the time the inmates spend with their partners in the room. It also occurs that partners do not (want to) have any sex during the conjugal visit. If there is enough room for this, therefore, the room will contain a sleeping area and a sitting area. In this way, the partners can also simply talk to and hug each other without the room putting pressure on them to have to go to bed with each other.
- The conjugal visit room provides (acoustic) privacy. The sex sounds from the room should not be audible in adjacent rooms. Not only to maintain the privacy of the partners, but also because of the nuisance for other visitors.
- The conjugal visit room has adequate ventilation and temperature control. It is not stuffy in the room and when the partners enter the room the smell of the last couple who used the conjugal room does not remain in the air.
- The conjugal visit room is functional and maintenance friendly. For example: a firm, not creaking bed under which it is easy to vacuum, a partition between the shower and the rest of the bathroom so that the whole bathroom will not get wet when someone has a shower, undersheets with elastics that do not slide off the mattress.

### Additional starting points:

- As resistant as possible to wilful damage within the desired appearance.
- Fire safety.



## 2.2 Conjugal visits: furniture and material options

### Sofa with side table

A two-seater sofa enabling the partners to sit close to each other. Different styles are possible. Upholstery of (artificial) leather that is easy to clean. Ideally large, separate pillows that are easy to replace. Comes with a matching side table.



## Lounge chairs

In PI Middelburg and PI Heerhugowaard, a two-seater sofa was preferred, so that inmates could sit cosily together with their wife/girlfriend on the sofa. A sitting area with armchairs is however also an option, but aimed more at talking than at physical contact.



## Bed

A sturdy bed that does not creak and is not too low (about 60 cm high, including mattress) is important. The edge should also protrude at least 5 cm above the bottom of the mattress so that the mattress does not slide. Open bottom, so that it is easy to vacuum under it. Undersheets with elastic corners, so they do not slide. Different styles are possible. Make a choice together with inmates and possibly visitors.



## Sideboard

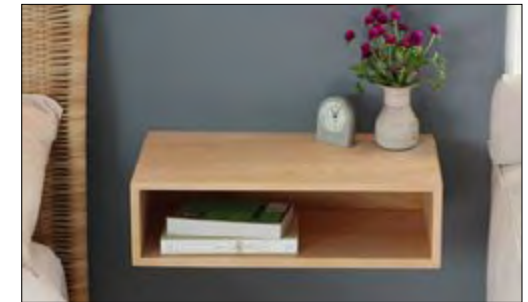
The clean sheets can be stored in a sideboard, which can also be used as storage space for the visitor's things. Different styles are possible. The coffee machine and electric kettle are placed on the sideboard. A small, built-in refrigerator may also be placed in the sideboard to keep beverages cool. If no refrigerator is placed, a shelf on the wall instead of a sideboard is also an option. This saves space.



## Domestic furnishings

Add several or all of the following elements to increase the domesticity of the room:

- Art: put up several paintings of different sizes to increase the domesticity of the room
- Plants: in addition to increasing domesticity, plants can bring about a minor stress-reducing effect. This works well especially if the plants are real and are well maintained. Choose for example a succulent that needs little maintenance.
- Bedside table: also serves a functional purpose, namely the possibility to put beverage glasses on top of it. Possibly suspended (attached to the wall) so that it does not get in the way during cleaning.
- Radio CD player: ideally, inmates and visitors can also play their own music here.
- Lighting: basic lighting of led spots is supplemented by a hanging lamp. The lighting has a warm colour (2500-3000 Kelvin), and is dimmable, so that the atmosphere in the room can be influenced by the users.
- Curtains: in order to control the light further, darkening curtains can be hung. These have a natural appearance and a coarse structure and match the wall with respect to colour.

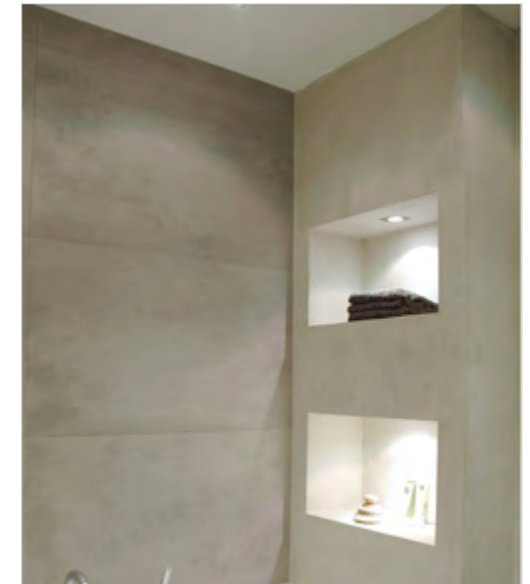


## Bathroom

A restful bathroom is preferred. This can be realised by using light colours, so that small space will look larger, and/or large tiles, so that there will be a less busy play of lines.

## Threshold and shower curtain

The shower is separated by a threshold and a shower curtain, so that the rest of the bathroom will stay dry. A shower curtain is preferred over a door, because a shower curtain can be washed and replaced more easily.



## 3.1. Family rooms: starting points for choices of arrangement, furniture and materials

### General starting points:

- The family room has the appearance of a living room, in which the family can be together for a while as a normal family. During the workshops at PI Middelburg and PI Heerhugowaard, a type of play paradise for children, for example with bright colours, children's drawings and playground equipment to climb on, was explicitly not chosen. A living room in a house is not often furnished in that way either and the intention is precisely to copy a normal home situation temporarily. This second option is nevertheless a possibility that can be presented in other penal institutions.
- The family room fosters social contact by way of a domestic appearance (see starting points for visitation halls, p. 11) and furniture with a social arrangement.
- The family room provides facilities for activities for children of different ages, during which they can play together/interact with their parents. Board and other games, drawing materials, books to read to children, possibly a TV with a game computer, and other toys.
- The family room is not placed next to a conjugal visit room. It is not desirable for any sex sounds to be audible in the family room.
- Facilities for parents with young children may be provided, such as a chest of drawers for changing children's nappies and a microwave for warming up milk.
- In this room as well, adequate ventilation and temperature control are important.

### Additional starting points:

- Maintenance friendly
- As resistant as possible to wilful damage within the desired appearance
- Fire safety

## 3.2. Family rooms: furniture and material options

### Sofa

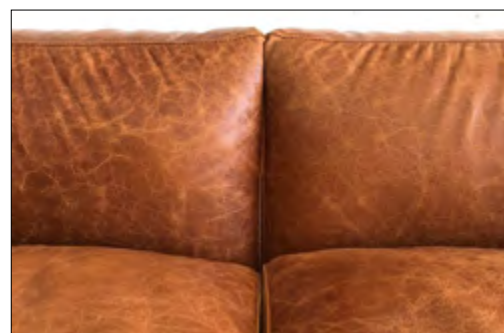
A sectional sofa on which the whole family can sit together. If the family room is small and there is not much storage space, a sofa with storage space under it is an option. Read-aloud and other books, games and toys can be put in it, so that the family does not have to leave the room for them. Use large, thick pillows that invite one to sit on them; with artificial leather upholstery in, for example a cognac colour, so that it will be easy to clean and stains will be less annoying.

### Coffee table

Matching coffee table

### Armchair

Possibly a thin-frame armchair for a person who prefers to have somewhat more personal space.





## Table with chairs

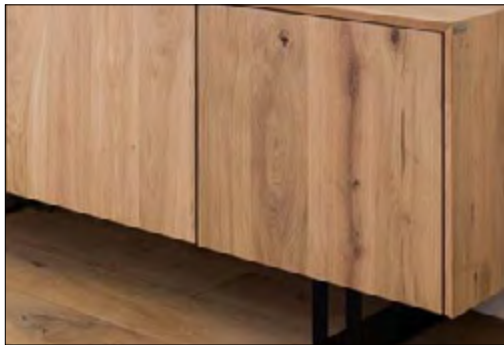
In general, the space in PIs is limited. Therefore choose a thin-frame table with thin-frame chairs, with a highchair on request. Adjustable, so that it is suitable for children of different ages.



## Facilities for parents with young children

A chest of drawers for changing the nappies of babies and young children. In case of lack of space, a foldable table with a painting, photograph or drawing on the bottom so that it also fits in well with the interior when folded.

A cupboard with a built-in refrigerator and microwave for cooling and warming up milk or food for babies/young children. This is a good place for a coffee machine and electric kettle.



## Storage space

A TV cupboard or cupboard as storage space for (read-aloud) books, games and toys. The cupboard offers the possibility to add bright colours to the room.

A TV with a game computer might be provided on request. If this is standardly present in the room, there could be a risk that people will watch TV for the sake of convenience, whereas the purpose of the family room is to foster interaction amongst the family members. Decide whether this is desirable (possibly in consultation with inmates).



## Domestic furnishings

Add several or all of the following elements to increase the domesticity of the room:

- Art: put up several paintings of different sizes to increase the domesticity of the room
- Plants: in addition to increasing domesticity, plants can bring about a minor stress-reducing effect. This works well especially if the plants are real and are well maintained. Choose for example a succulent that needs little maintenance.
- Blackboard: playfully designed blackboard on which children can draw together with their parents.
- Lighting: Basic lighting of LED spots is supplemented by a hanging lamp. The lighting has a warm colour (2500-3000 Kelvin) and is dimmable so that the atmosphere in the room can be influenced by the users.
- Curtains: with a natural appearance and a coarse structure.



## 4.1. Consultation rooms: starting points for choices of arrangement, furniture & materials

### General starting points:

- The consultation rooms have a professional appearance.
- For (a feeling of) safety, it is important that there are as few as possible separate objects in the room. The alarm button should also be easily accessible from the seat of the civil servant.
- Good acoustic/sound insulation is essential. It should not be possible to follow discussions in adjacent rooms. This is very undesirable as these are often confidential discussions. That is why the sound insulation must be in good working order. To prevent echo in the scarcely furnished rooms, acoustic panels (printed with art) could possibly be mounted on the walls.
- The Probation Service sits now and then with groups that are larger than four persons, for example in the event of discussions with inmates and victims. At least 1 room is therefore suitable for larger groups.
- The room is functional. All equipment present is in good working order.
- In this room as well, adequate ventilation and temperature control are important.

### Additional starting points:

- Helps to maintain a low level of arousal
- Maintenance friendly
- As resistant to wilful damage as possible within the desired appearance
- Fire safety

## 4.2. Consultation rooms: furniture and material options

### Furniture

Furniture with a professional appearance. Because the consultation rooms are minimally furnished from a safety point of view, it is advisable to use furniture made of natural materials with a lot of structure. For example wooden tables with a clearly visible wood grain and/or chair upholstery with a natural appearance and a coarse structure. This gives the room a warmer and more lively appearance without being busy. With the chairs, some colour can be added to the room in a subtle manner.



## Art

The consultation rooms are scarcely furnished from a safety point of view. Acoustic art can help to reduce the echo in the room. It also provides a bit of furnishing in the otherwise austere room.

## Clock

It is pleasant for both the civil servant and the inmate to be able to see the time easily, in order to estimate how much time is still left for the discussion.

## Lighting

The lighting in the room may be businesslike. Bright LED lighting illuminates the room evenly.



# 5.1. Body-search rooms: starting points for choices of arrangement, furniture & materials

## General starting points:

- The body-search room is a functional room. There is nothing in this room that is superfluous.
- The appearance of the body-search room and corresponding waiting rooms is simple and restful.
- There are no arousal/stress arousing layout elements.

## Additional starting points:

- Minimum possibility to hide contraband
- Maintenance friendly
- Resistant to wilful damage
- Fire safet

## 5.2. Body-search rooms: furniture and material options

### Furniture

Simple, sturdy wooden furniture. A chair for the inmates on which they can sit to take off their shoes. A table on which to place the latex gloves of the security guards and the clothing of the inmates. It is also possible to place latex gloves in a holder attached to the wall. Wooden (built-in) benches for the waiting room. This maximises the number of sitting places.

### Folding chair

In places where space is limited or where no furniture may be placed (such as in most corridors), a folding chair can be placed that is anchored to the wall and/or floor. This gives the inmates a moment to tie their shoes after the body search. This facilitates the throughput.



### Lighting

Strong, bright, even light (1000 lux) is necessary in the body-search room, so that security guards will have a clear view during the body search. Ideally, LED lights should be used. For the waiting rooms, LED panels with a somewhat lower light intensity and a warmer colour could be used.





# 6.1. Reception areas: starting points for choices of arrangement, furniture & materials

## General starting points:

- The reception area is a professional area with a warm, welcoming appearance (materials and colour).
- Professionalisation of the desk by raising it to prevent visitors or inmates from watching along.
- The corridor and reception area are evenly lighted and have a least just as strong a light intensity as the lighting in adjacent rooms.

## Additional starting points:

- Helps to maintain a low level of arousal
- Layout elements block the view of security guards as little as possible.
- Minimum possibility to hide contraband.
- Maintenance friendly
- As resistant to wilful damage as possible within the desired appearance
- Fire safety

## 6.2. Reception areas and corridors: furniture and material options

### Desk design

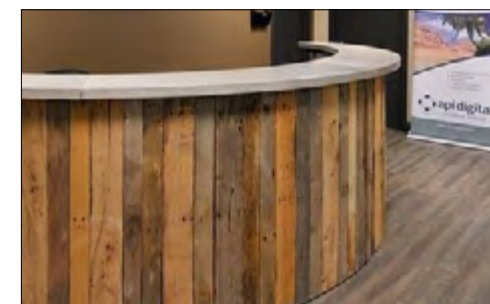
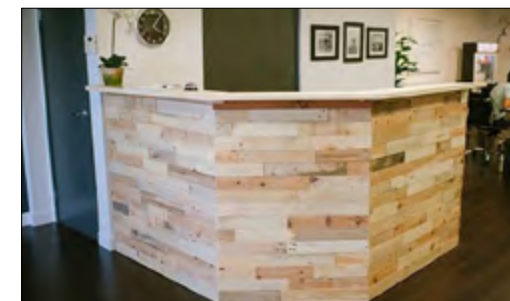
The desk has a raised edge on all sides so that inmates and visitors cannot clearly watch the staff members' screens together with the staff members. The largest part of the bodies of the staff members will nevertheless be visible (for example through a small opening) to facilitate personal contact. Staff members sit at the same height as standing persons, so that inmates and visitors cannot look down on them.

### Materials

The desk is made of wood and therefore has a warm appearance.

### Lighting

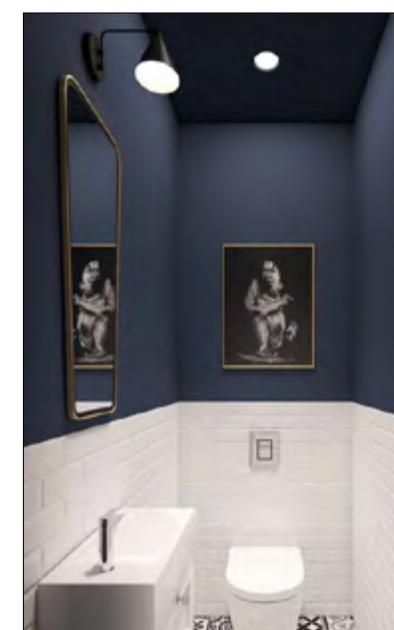
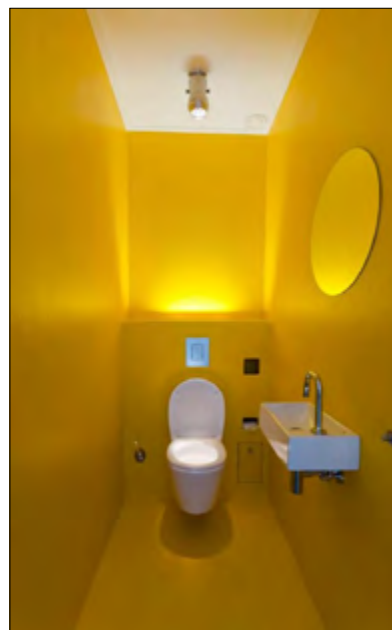
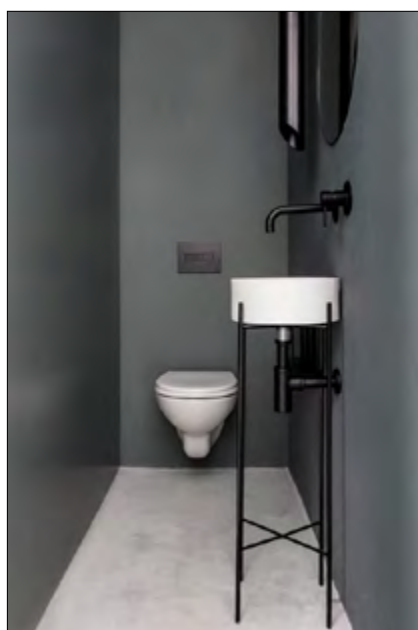
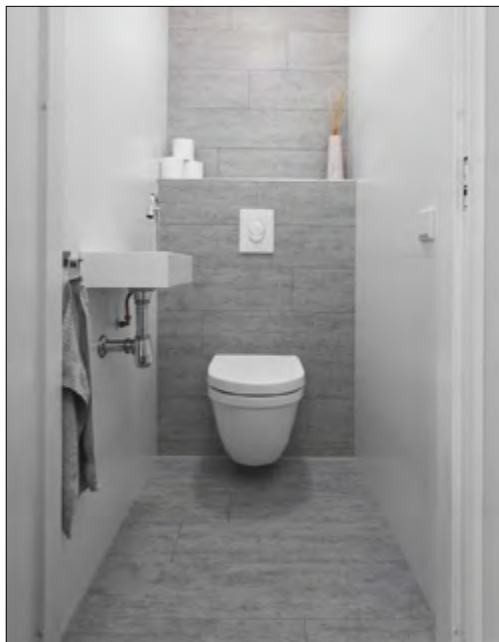
Use LED spots or panels to illuminate the space evenly.



## 6.3. Toilets: appearance

### Toilets

The institution itself needs to consider whether the toilets will be simple and austere or whether the visit to the toilet will be an interesting experience. The advantage of a somewhat more luxurious appearance can be that the standard effect will make people deal more neatly and tidily with the toilet. On this page, a number of options are given for the appearance of the toilet.





# Environmental Psychologist

Building user experience

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