

Queen Mary Residential Security Plan

Queen Mary University of London – Residential Services / Security

Document type: Resident-facing Security Plan

Version: Draft v1.2

Audience: Students living in Queen Mary residences, Residential Services, Security and relevant Estates and Facilities staff

Owner: Head of Security & Emergency Planning

Review cycle: Annually, and following any significant security incident, audit finding, change to residential operations, change to access arrangements or material change in the security environment

1. Purpose

This Security Plan explains the arrangements in place to support a safe, secure and welcoming residential environment for students living in Queen Mary accommodation.

It is intended to help residents understand:

- how residential security is managed;
- how to contact Security and Residences Reception;
- what to do in an emergency;
- how access to residential buildings, residential areas and the wider Mile End campus is controlled;
- what residents can do to help keep themselves, their guests and the wider residential community safe;
- how to report security concerns, suspicious behaviour, crime, antisocial behaviour, harassment, welfare concerns or access-control issues.

This is a resident-facing plan. It does not include sensitive operational details such as patrol routes, patrol timings, CCTV camera coverage, control room procedures, access control settings, staffing deployments, alarm response arrangements or internal escalation protocols. Those details are maintained separately for operational use.

2. Basis of the Plan

This plan is informed by:

- Queen Mary residential security arrangements and resident-facing contact information;
- the Residential Security Assessment / SGW security risk assessment material reviewed in 2026;
- the University's approach to residential access control, emergency response and resident support;
- security learning from incidents, audits, resident feedback and local operating experience;
- the need to provide residents with accessible security information without publishing details that would compromise operational security.

The Residential Security Assessment identifies the residential estate as generally low-profile and limited risk when compared with larger or more sensitive University buildings. However, it also recognises that some residential locations, particularly around the Student Village and canal-side areas, can feel secluded and may be affected by visibility, lighting, access-control, tailgating, theft, antisocial behaviour and security-awareness issues.

The plan therefore takes a proportionate, risk-based approach. It does not seek to create a heavily guarded residential environment, but it does aim to strengthen access control, resident awareness, reporting, natural surveillance, lighting, signage, physical security and response arrangements.

3. Scope

This plan applies to Queen Mary residential accommodation and associated areas, including:

- Queen Mary Halls and residential buildings;
- residential receptions and front-of-house points;
- residential courtyards, gates, entrances and external areas;
- shared kitchens, corridors, lifts, stairwells, laundry rooms and other communal areas;
- access routes used by residents, staff, contractors, visitors and emergency services;
- vehicle access arrangements where these affect residential buildings or resident safety;
- relevant Mile End campus access arrangements where these affect residents returning to or leaving accommodation.

Some residences have local arrangements or third-party provider arrangements. Where this applies, residents should follow the local contact and emergency arrangements for that building.

4. Security Objectives

The objectives of residential security are to:

1. provide a safe, secure and welcoming environment for residents, staff and authorised visitors;
2. protect residents and their property through proportionate security arrangements;
3. reduce opportunities for unauthorised access, theft, harassment, antisocial behaviour, trespass and crime;
4. support residents who need help, reassurance or out-of-hours assistance;
5. respond to security incidents and escalate emergency matters appropriately;
6. support Residential Services, Residential Welfare and other University teams where a security matter also has a welfare or safeguarding element;
7. promote shared responsibility, so residents understand the role they play in keeping residences secure;
8. support a security culture based on awareness, reporting and responsible use of access-control measures.

5. Key Contacts

5.1 Emergency Contacts

In an immediate emergency requiring police, ambulance or fire service attendance, call **999**.

Queen Mary Security emergency contact: **020 7882 3333**.

For police non-emergency assistance, call **101**.

For non-emergency medical assistance, call **111**.

5.2 Queen Mary Security Contacts

Location	Contact method
Mile End	Security Control Room, Queens' Building. Non-emergency: 020 7882 5000 . Emergency: 020 7882 3333 . Email: mile-end-security@qmul.ac.uk
Whitechapel / Floyer House	Garrod Building. Non-emergency: 020 7882 2599 . Emergency: 020 7882 3333 . Email: whitechapel-security@qmul.ac.uk
Charterhouse Square / Dawson Hall	Dawson Hall. Non-emergency: 020 7882 6020 . Emergency: 020 7882 3333 . Email: chsqs-security@qmul.ac.uk

5.3 Residences Reception

Residences Reception is located on the ground floor of **Sir Christopher France House, Westfield Way** and is open **24 hours a day, 7 days a week / 365 days a year**.

Residents can contact Residences Reception for residential enquiries, advice, support and signposting.

- Email: residences-reception@qmul.ac.uk
- Telephone: **020 7882 6470**

5.4 Partner / Locally Managed Accommodation

Some residences have their own local security or reception arrangements. Residents in these buildings should use the local contact details provided to them, particularly in an emergency or urgent situation within that building.

Examples include:

Residence	Local arrangement
Aspire Point	Dedicated on-site security / Aspire Point Reception. Telephone: 07899 802443
Blithehale Court	Local reception / Unite emergency arrangements. Telephone numbers may include local reception and Unite Emergency Control Centre details provided to residents.
Sherren House	Local reception / Unite emergency arrangements. Telephone numbers may include local reception and Unite Emergency Control Centre details provided to residents.

Residents should save the relevant numbers for their own residence and campus into their phone.

6. Roles and Responsibilities

6.1 Security

The Security Service supports the University by helping to provide a safe and welcoming environment for students, staff and guests. Security staff work 24/7 across the University estate and provide response, reassurance, incident support and out-of-hours assistance.

Security staff may:

- respond to incidents and requests for help;
- patrol University areas;
- monitor and respond to reported suspicious behaviour;
- support access control and visitor management;
- assist with emergencies and emergency service attendance;
- provide out-of-hours support;
- support crime prevention and personal safety activity;
- liaise with Residential Services, Residential Welfare, Estates, emergency services and other relevant teams.

Security officers are expected to act professionally, respectfully and proportionately.

6.2 Residential Services

Residential Services supports students living in Queen Mary Halls and provides advice, support, signposting and operational management of residential services. Residential Services works with Security where residential issues have a security, welfare, safety or conduct element.

6.3 Residential Welfare and Support

Residential Welfare and Support may become involved where an incident or concern involves vulnerability, wellbeing, harassment, safeguarding, mental health, conflict between residents or other support needs.

6.4 Residents

Residents share responsibility for keeping residential areas safe and secure. Residents are expected to:

- carry their student ID and show it when reasonably requested by Security or authorised staff;
- use their own access card, fob or key;
- avoid allowing unknown persons to tailgate into secure areas;
- keep bedroom and flat doors locked when unattended;
- report lost or stolen keys, fobs or access cards promptly;
- report suspicious behaviour or security concerns early;
- cooperate with reasonable instructions from Security, Residential Services or emergency services;
- treat Security, Residential Services staff, other residents and visitors with respect.

6.5 Visitors and Guests

Residents are responsible for the behaviour of their guests. Visitors must comply with residential access arrangements and should not enter residential areas without the permission of the resident they are visiting or relevant staff.

Guests may be asked to confirm who they are visiting and may be refused access where there is a legitimate security, safety, welfare or conduct reason.

6.6 Contractors

Contractors must follow University signing-in, identification, access and safeguarding arrangements. Contractors should only enter residential areas where authorised and should comply with instructions from Security, Residential Services and Estates and Facilities staff.

7. Mile End Campus Access After 19:00

Access to the **Mile End campus after 19:00** is restricted to authorised Queen Mary staff and students.

After **19:00**, anyone seeking access to the Mile End campus must carry a valid Queen Mary staff or student ID card and must show it on request to Security officers.

This requirement applies to residents returning to accommodation, students attending campus facilities, staff working on campus and any other authorised person seeking entry after 19:00.

Security officers may refuse or delay access where a person is unable or unwilling to produce valid Queen Mary ID, or where there is a legitimate security, safety, welfare or operational reason to carry out further checks.

Residents should therefore:

- carry their valid Queen Mary student ID when returning to campus after 19:00;
- show their ID promptly and respectfully when requested by Security;
- ensure guests follow any applicable visitor arrangements;
- avoid inviting or allowing unknown persons to enter campus or residential areas behind them;
- contact Security or Residences Reception if they have access difficulties or concerns.

This campus access control requirement is in addition to, and does not replace, building-level access control for residential accommodation.

8. Residential Building Access Control

Residential security relies on residents and staff using access controls correctly.

Residents must:

- use their own access card or key;
- not lend access cards, or keys to others;
- not prop open secure doors;
- not allow unknown persons to follow them into residential areas;
- report doors, locks, gates or access control faults promptly;
- report lost access cards or keys as soon as possible.

Security or Residential Services staff may ask a person to confirm their identity, destination or reason for access where this is necessary to protect residents, manage access or respond to a concern.

Refusing to cooperate with reasonable access checks can delay Security staff from carrying out patrols, CCTV checks, crime prevention activity or incident response.

The residential estate uses a layered or “defence in depth” approach. This means that campus access, building entrances, internal doors, room doors, resident awareness, CCTV, lighting, patrols and reporting arrangements all contribute to residential security. No single measure should be relied on by itself.

9. Tailgating and Unknown Persons

Tailgating is when someone follows a resident or staff member through a secure door or gate without using their own authorised access.

Tailgating is one of the most common ways unauthorised people gain entry to residential buildings. Residents should not put themselves at risk by physically challenging anyone. If residents feel comfortable, they may politely ask whether the person has their own access. If there is any doubt or concern, residents should report the matter to Security or Residences Reception.

Residents should report:

- unknown persons trying to enter behind them;
- people loitering near entrances;
- individuals asking residents to let them in;
- forced doors or damaged locks;
- suspicious behaviour in corridors, stairwells, courtyards or communal areas;
- anyone attempting to gain access through persuasion, intimidation or false explanation.

10. Visitor, Delivery and Vehicle Access

Visitor, delivery and vehicle access may be controlled to protect residential areas and manage safety.

Security may need to verify the purpose of entry before allowing vehicles or visitors into residential areas. This may apply during:

- move-in and move-out periods;
- luggage drop-offs or collections;
- deliveries;
- contractor visits;
- events;
- periods of high footfall;
- incidents or emergencies;
- restricted access periods;
- out-of-hours access after 19:00 at Mile End campus.

Vehicle access is not automatic. It may be refused or delayed where access would create a safety, security or operational issue.

All access checks should be carried out respectfully and without discrimination.

11. Security Risk Context

The residential estate is not considered a high-profile target when compared with larger public, academic or operational University buildings. However, residential areas contain important assets that must be protected, including:

- residents, staff, visitors and contractors;
- personal property;
- University property;
- access control systems, security systems and building infrastructure;
- personal information and University information;
- the reputation and confidence of the residential community.

The most relevant residential security risks include:

- unauthorised access and tailgating;
- theft and burglary;
- antisocial behaviour;
- harassment, intimidation or assault;
- malicious damage;
- trespass;
- arson or fire-related risk;
- suspicious behaviour around secluded or poorly overlooked areas;
- protest or direct action affecting the wider campus;
- emergency incidents requiring coordinated response.

The Security Service and Residential Services will use incident reporting, resident feedback, local knowledge, police information where appropriate, and periodic risk review to identify changing risks and improve security arrangements.

12. Physical Security, CPTED and Environmental Measures

The Residential Security Assessment highlights the importance of Crime Prevention Through Environmental Design (CPTED), particularly in areas where buildings or routes may feel secluded or where natural surveillance is reduced.

Queen Mary will consider, subject to feasibility, budget and operational need, measures such as:

- maintaining clear sightlines near entrances, paths and external residential areas;
- managing vegetation so that landscaping does not unnecessarily reduce visibility or create hiding places;
- reviewing lighting in external residential areas and access routes;
- improving or maintaining ground-floor window security where appropriate;
- using window restrictors or other safety/security measures where required;

- considering anti-climb measures where building features could be misused to gain access;
- improving permanent security and safety signage;
- reviewing internal access control where this would improve layered security;
- ensuring clear fire safety and evacuation information is available.

These measures should be proportionate. Residential buildings should remain welcoming places to live, but obvious weaknesses in visibility, lighting, access control, signage or physical security should be reported and addressed through normal Estates, Security and Residential Services processes.

13. Patrols and Security Presence

Security patrols and visible presence are used to support safety, deterrence, reassurance and incident response.

Patrols may include:

- external residential areas;
- entrances and gates;
- shared communal areas;
- routes between buildings;
- areas where concerns have been reported;
- areas affected by incidents, events or increased risk;
- areas affected by temporary access restrictions, works or high-footfall activity.

Specific patrol routes, times, frequencies and deployment details are not published, as doing so could undermine security.

Robust fixed security presence is not normally required inside residential buildings. A proportionate model based on access control, patrols, resident awareness, CCTV where appropriate, lighting, reporting and response is more suitable for a residential environment.

14. CCTV, Lighting and Security Systems

CCTV and other security systems may be used across the University estate to support safety, crime prevention, incident response and investigation.

CCTV is managed in accordance with University procedures and data protection requirements. CCTV is not a substitute for reporting urgent concerns.

Where CCTV is used in or around residential areas, its purpose should be clear. Relevant purposes may include:

- crime investigation;

- deterrence;
- safety and security;
- support to incident response;
- protection of residents, staff, visitors and property.

Residents should report faults affecting security, including:

- doors not closing properly;
- broken locks;
- damaged gates;
- faulty lighting;
- access control problems;
- damaged windows;
- suspicious tampering with security equipment;
- areas that feel unsafe because of poor lighting or lack of visibility.

15. Security Awareness and Resident Communication

Residential security depends heavily on the behaviour of residents, staff and visitors. Security awareness should therefore be reinforced through proportionate communication.

This may include:

- welcome and induction information;
- reminders about
 - advice about keeping doors and windows secure;
 - communication after relevant incidents or local crime trends;
 - signage at appropriate locations;
 - information on how to contact Security and Residences Reception;
 - targeted reminders during high-risk periods, such as arrivals, departures, holidays or periods of increased local activity.

Communications should be clear and practical. Overuse of generic warnings should be avoided because residents may stop paying attention.

16. Reporting Security Concerns

Residents should report security concerns promptly. This includes:

- suspicious behaviour;
- unauthorised access;
- tailgating;
- theft or attempted theft;
- threats, harassment or intimidation;

- antisocial behaviour;
- hate incidents or discrimination-related concerns;
- damage to doors, windows, locks or gates;
- welfare concerns involving another resident;
- concerns about personal safety;
- urgent incidents requiring immediate assistance.

Where a crime is in progress, someone is at immediate risk, or emergency services are required, call **999** first. Queen Mary Security should also be contacted as soon as it is safe to do so.

17. Crime Reporting

If a resident witnesses or is the victim of a crime, they should contact Security immediately using the Queen Mary emergency security number, or attend a 24/7 Security Control Room where appropriate.

Security may support residents by:

- responding to the incident;
- advising on immediate safety steps;
- preserving relevant information where appropriate;
- signposting to police or support services;
- liaising with Residential Services or Residential Welfare where the incident affects residential safety or welfare;
- identifying whether any immediate access-control, patrol, CCTV, lighting or maintenance action is required.

The University cannot replace police reporting where a crime has occurred, but Security can help residents understand the immediate steps to take.

18. Personal Safety and Property Protection

Residents are encouraged to follow basic personal safety and property security measures:

- keep student ID and keys/access cards secure;
- carry student ID when returning to Mile End campus after 19:00;
- lock bedroom doors, even when leaving briefly;
- close windows when rooms are unattended;
- do not leave valuables unattended in communal areas;
- do not let unknown persons into secure areas;
- report anything suspicious rather than assuming someone else has done so;
- save campus security and residence contact numbers in your phone;
- plan safe routes when returning late;
- seek help early if you feel unsafe, threatened or concerned.

19. Welfare, Safeguarding and Vulnerability

Some security incidents may also involve welfare or safeguarding concerns. Examples include:

- a resident in distress;
- harassment or threatening behaviour;
- domestic abuse concerns;
- hate incidents;
- mental health crisis;
- intoxication or vulnerability;
- missing person concerns;
- conflict between residents;
- concerns that a resident may be at risk of harm.

Security will respond according to the immediate risk and may involve Residential Welfare, Residential Services, emergency services or other University support teams.

20. Equality, Respect and Professional Conduct

Security checks must be based on legitimate safety, security, access control, welfare or incident-response reasons. They must not be based on race, nationality, religion or belief, gender, disability, age, appearance or any other protected characteristic.

Residents, staff, contractors and visitors should be treated fairly and respectfully. Security staff are also entitled to be treated with respect while carrying out their duties.

Residents who feel they have been treated unfairly or inappropriately may raise the matter through Residential Services, Security management or the relevant University reporting or complaints route.

21. Fire, Emergency and Evacuation Support

Security arrangements operate alongside fire safety and emergency procedures.

Residents must:

- respond immediately to fire alarms;
- follow evacuation instructions;
- keep fire exits and escape routes clear;
- not wedge open fire doors or secure doors;
- not interfere with fire or safety equipment;

- inform the University if they may need evacuation support.

Security may support evacuations, emergency service access, cordon management, welfare response and post-incident control where required.

Clear fire safety and evacuation information should be available to residents. Where an entrance or route is unavailable because of fire, disorder, emergency service activity or another incident, residents must follow instructions from Security, Residential Services, emergency services or other authorised staff.

22. High-Footfall Periods, Events and Unusual Activity

Residential security arrangements may be adjusted during high-footfall or higher-risk periods, including:

- arrivals and move-in weekend;
- departures and move-out periods;
- major University events;
- protest activity;
- building works;
- major incidents;
- severe weather;
- local crime patterns or community safety issues;
- periods where campus access restrictions require additional checks after 19:00.

Measures may include increased visibility, temporary access changes, additional staff presence, visitor checks, vehicle management, resident messaging, signage, maintenance prioritisation or liaison with police, local partners or other agencies.

23. Local Building Security Plans

This document sets out the overall residential security approach. Local building security information may be maintained separately for each residential building or group of buildings.

Local information may include:

- main access points;
- local reception or control points;
- emergency contact arrangements;
- local reporting routes;
- known local risks;
- specific arrangements for partner-managed residences;
- evacuation or emergency coordination points;
- arrangements for move-in, move-out or major events;
- local issues relating to visibility, lighting, access control, signage or external routes.

Sensitive operational details are not published to residents or placed on public websites where this could compromise security.

24. Internal Operational Appendix

A separate internal operational appendix – in form of Policies, SOPs, etc - should be maintained by Security and Residential Services. This may include:

- staffing and deployment arrangements;
- patrol expectations;
- CCTV and alarm response procedures;
- control room processes;
- escalation contacts;
- incident response guidance;
- local building risk assessments;
- police/local authority liaison arrangements where relevant;
- event-specific security plans;
- emergency and business continuity procedures;
- detailed actions arising from the Residential Security Assessment;
- risk treatment and prioritisation plans for lighting, CPTED, access control, signage, CCTV and physical security improvements.

The internal operational appendix is restricted because disclosure could reduce the effectiveness of security arrangements.

25. Review and Continuous Improvement

This plan will be reviewed at least annually and following significant change. Review may be triggered by:

- a serious or repeated security incident;
- an audit finding;
- changes to residential buildings or access arrangements;
- changes to security systems or staffing arrangements;
- changes to Mile End campus access arrangements;
- resident feedback;
- changes to University procedures;
- local crime or community safety concerns;
- updates to sector guidance or code requirements;
- progress against recommendations arising from residential security assessments.

Resident feedback, incident trends, risk assessment findings and operational learning should be used to improve communication, access arrangements, reporting routes and the overall residential security approach.