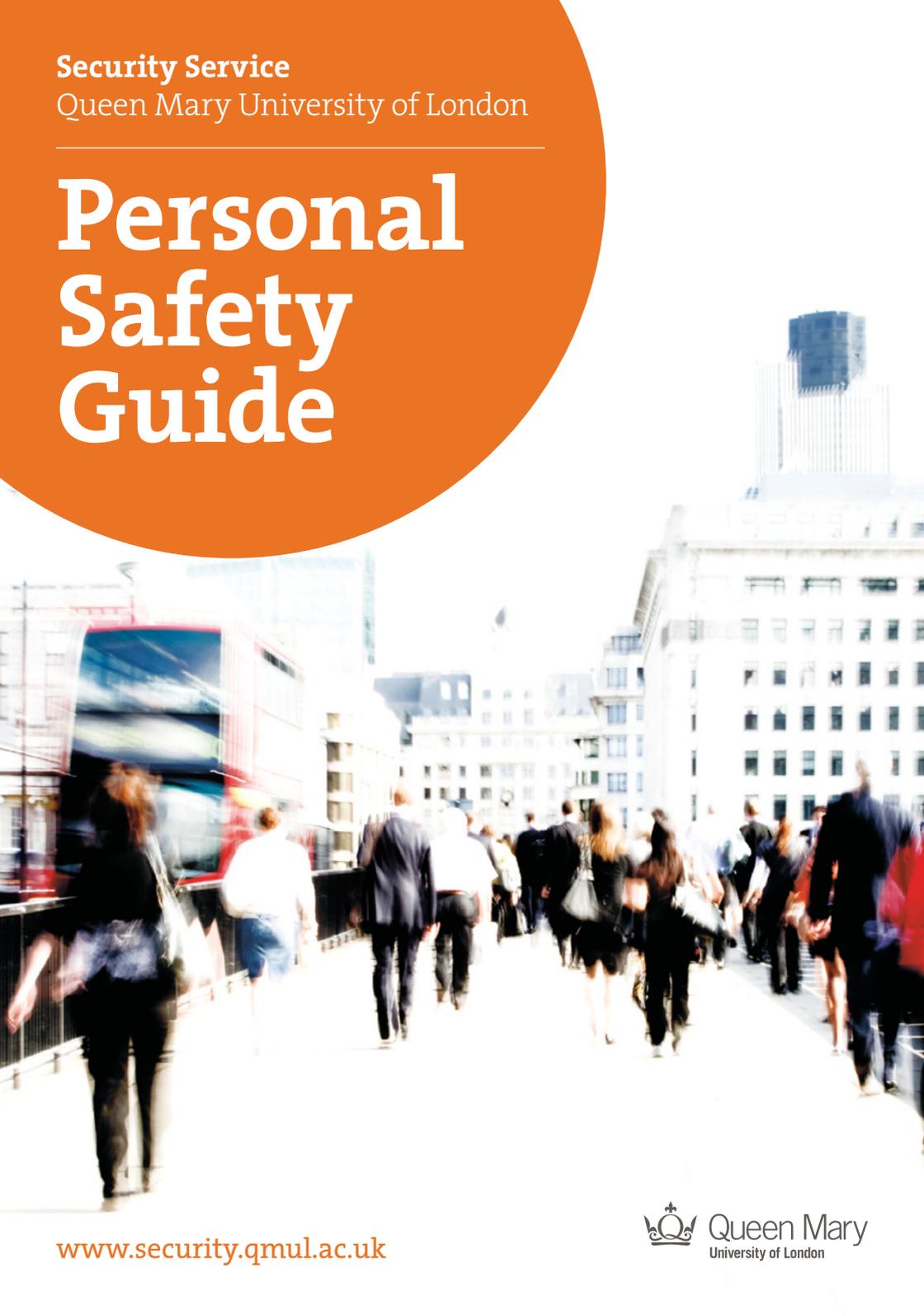


**Security Service**  
Queen Mary University of London

# Personal Safety Guide



[www.security.qmul.ac.uk](http://www.security.qmul.ac.uk)

# Welcome

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## Welcome to Queen Mary University of London.

We hope you have a fantastic time studying and living in London, one of the liveliest cities in the world. We want you to enjoy your time with us.

This booklet will give you some tips on how to avoid potentially threatening situations so you can make the most of your time as a student here.

Security Service Team  
[student-safety@qmul.ac.uk](mailto:student-safety@qmul.ac.uk)

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The information given in this brochure is correct at the time of going to press. The College reserves the right to modify or cancel any statement in it and accepts no responsibility for the consequences of any such changes.

## Campus life and security

At Queen Mary we take your personal safety very seriously, with our campus Security Service working round the clock. Most of the crime that does happen on campus is 'petty crime' (stolen wallets/ bicycles etc).

All you need is common sense: 80 per cent of crime is opportunistic, and can often be avoided.

- All Queen Mary staff and students are obliged to carry identity cards at all times on campus
- In the halls of residence, access is restricted to residents and their guests. However, just like your own home, do not allow anyone in who you do not know, and do not allow anyone to tailgate you into your residence. If they are meant to be there, then they should have an appropriate access control card for the building
- Some academic buildings have a security guard at the reception desk to monitor and assist people entering the building
- The library has a swipe card system for entry
- Entry to Students' Union facilities is restricted to Queen Mary students and staff with ID. Students are required to carry their student cards on campus at all times, and may be asked by Security Officers to produce them

### Queen Mary Security Service

The Security Service works on all three residential campuses:

- Twenty-four hours a day
- Seven days a week
- Fifty-two weeks a year

All Security Officers wear full uniform and carry QMUL ID cards. The campus is patrolled 24/7.

Mile End Security Control Room is based at the front of the Queens' Building.

Charterhouse Square Security is based in the front reception area of Dawson Hall.

Whitechapel Security is based at the Garrod Building.

The Security Service can be contacted 24 hours a day on ext 5000 (ext 2599 for Whitechapel and ext 6020 for Charterhouse Square).

All College campuses are covered by an extensive digital PC-based CCTV system.

## Reducing the risks

### Do:

- Carry a personal alarm
- Keep to well-lit pathways and avoid shortcuts through poorly-lit areas
- Trust your intuition. If you feel unsafe or uneasy, act on it straight away
- In the street, be aware of what's going on around you – don't listen to your iPod, for example
- Remember your PIN, do not have it with your cash/card
- Make sure that you are aware of all aspects of UK law that may affect you, for example, the stringent laws regarding the carrying of knives

### Don't:

- Use a cash machine when off-campus alone at night
- Write down your PIN
- Keep or carry more cash than you need
- Leave your bag unattended in public places
- Leave your wallet, phone, cash or valuables visible to others
- Look lost – go into a shop if you need directions, or if you need to look at your map
- Carry a knife or any other weapon



## At home

### Do:

- Approach your front door with keys ready to open it
- Be careful who you tell when you are going to be in or out
- Leave a few lights switched on when you go out in the evening
- Draw your curtains after dark so people cannot see in
- Check who is at the door before opening it. If you're unsure, ask for ID. Honest visitors won't mind
- Make sure valuables can't be seen through the windows, especially in ground floor rooms
- Check that all windows and doors are locked before you go out or go to bed, but make sure you will be able to get out of the room quickly in case of fire
- Insure your belongings, and mark them so they can be traced back to you if stolen. The Police will be on campus during the Freshers' Fair and will be able to mark your belongings for you, or you can buy special UV marker pens and do it yourself. If you are living in Queen Mary halls of residence, basic insurance cover is included
- Dial 999 in the event of an emergency, and the Security Service on 020 7882 3333 – it doesn't matter if it turns out to be a false alarm

### Don't:

- Leave windows open if you are not in the room – thieves can be in and out very quickly
- Reveal that you're alone when answering the door or telephone
- Give your personal details to people you don't know. For example, think about what you write on the door buzzer to your flat
- Make it obvious that you live alone
- Leave a door key hidden outside
- Let strangers into the house if you are at home alone
- Allow strangers to enter your building as you enter or leave – residents will have a key and visitors should contact who they are visiting
- Challenge an intruder yourself – ring 999 for the Police or, if you live on campus, call the Security Service on 020 7882 3333



## Out and about

Bright lights, big city – London is an exciting place to live. But like in any other city in the world, you need to be sensible and it is important that you look after yourself and your belongings when you're out and about.

### Do:

- Cross the street if you feel threatened, or think you're being followed. If you're still worried, go to the nearest place where there are lots of people, such as a pub or shop
- Be wary if people approach you in the street to ask for the time or directions
- If people in a car ask for directions, say you don't know, and don't approach the car
- Cover up expensive jewellery or do not wear it
- Carry your bag close to you, with the opening facing inwards, and preferably with the strap across your body. Don't put the strap around your neck
- Keep your house keys in your pockets rather than your bag
- Walk quickly away and shout FIRE to attract attention if you are threatened or attacked – this may sound strange, but people are far more likely to respond to 'fire' than to 'help'
- Avoid short cuts through dark alleys, parks or waste ground

- Walk facing the traffic so that a car cannot pull up behind you unnoticed
- Always let someone you trust know where you are going and when you should get back
- If you have a car, don't park in isolated or dark areas

### Mobile Phones

Mobile phones are very attractive to thieves. Here are some practical measures you can take to keep your mobile phone safe.

### Do:

- Keep your phone out of sight in your pocket or handbag when not in use
- Use the security lock on your phone if it has one
- Record details of your electronic serial number (ESN) and consider separate insurance
- All phones have an IMEI number, which is a unique identifier for the phone; you can obtain this number by typing \*#06# (star hash 06 hash) into your mobile phone and it will display a 15 digit number. If your phone is stolen or lost, it can be deactivated by your service provider using the IMEI number
- Property mark your phone using an ultra-violet pen with your postcode and door number, this will help Police to identify phones that are recovered

- Report a lost or stolen phone to the Police immediately
- Inform your service provider if your phone is lost or stolen immediately

### Don't:

- Attract attention to your phone when you are carrying or using it in the street
- Leave your phone in an unattended car – if you must, lock it out of sight. It only takes seconds for a thief to smash a window and steal your phone

## Getting around at night

London is a big bustling city and when you first arrive, it can seem enormous. In the centre, walking is a great way to help you get your bearings and is often quicker than a short tube journey. For example, did you know that you can walk from Covent Garden to Leicester Square in just a few minutes?

London also has an excellent public transportation network, making it easy to get around. Bus routes and tube maps are widely available from major stations all over the capital. On the whole, travelling in the city is fairly safe due to the large numbers of people using public transport throughout the day and night – the last tube is often almost as packed as at rush hour. Even so, if you're travelling late at night, you need to take extra care:

- Always make prior arrangements for getting home. What time is the last train? Does the night bus stop nearby? See the timetable in the station for first and last train times
- If you're going by bus, sit downstairs near the driver if you can. If someone bothers you, tell the driver – do not get off the bus. Avoid waiting at isolated bus stops
- Avoid empty carriages on tubes or trains

In London, there are black cabs (taxis) and licensed mini-cabs. Black cabs use a meter to calculate the fare and you can hail one in the street. They are safe to use, but can be expensive if you are alone. They're a good option if you can share with friends. Mini-cabs are normal cars and charge a fixed price. Only use registered mini-cab firms. For more information, see [www.tfl.gov.uk/tfl/gettingaround/findaride](http://www.tfl.gov.uk/tfl/gettingaround/findaride)

Arrange a lift home if you are going to be out late at night, or carry the number of a reliable taxi company with you – remember to keep enough money for your cab fare home.

When ordering a licensed mini-cab, get the company to tell you the driver's name and what type of car they will send. When the cab arrives, ask the driver who s/he has come to collect, don't give your name first. Always sit in the back seat.

Never get into a mini-cab that you haven't ordered – flag down a taxi instead.

Don't get into a taxi or mini-cab if you are uncomfortable with the situation.

The **25 bus** runs from Oxford Circus along the Mile End Road and stops at both the Whitechapel Campus and the Mile End Campus. This bus service runs 24 hours.

The **205 bus** runs 24 hours a day from Paddington to Bow Church and stops at the Mile End Campus and Whitechapel Campus.

The **N8 bus** runs from Victoria via Tottenham Court Road to Bethnal Green Station and Grove Road.

The **277 bus** runs from the Canary Wharf area through Mile End and north to Highbury and Islington. This is also a 24-hour service.



## Some advice about terrorism

As with other countries, there is some risk of a possible terrorist attack within the UK.

The Home Office has issued some advice about terrorism on its website: [www.homeoffice.gov.uk/counter-terrorism](http://www.homeoffice.gov.uk/counter-terrorism)

There is also information at: [www.londonprepared.gov.uk](http://www.londonprepared.gov.uk)

If you are travelling abroad from the UK, check the British Foreign and Commonwealth Office's website for travel advice at [www.fco.gov.uk](http://www.fco.gov.uk).

Here are some simple precautions you can take:

- Keep up-to-date with the news
- If you have a mobile phone, keep this fully charged and carry it with you. However, only make essential calls if there is a major emergency, as networks can become overloaded

If you know of a possible terrorist threat, report it immediately. The anti-terrorist telephone number for the Police is 0800 789 321. If there is an immediate danger, call the emergency number 999 and ask for the Police.

## Social and personal life

London may be your home town, or you may be new to the city or to the UK. Either way, you'll be having a wealth of new experiences. Some situations may put you at risk, and a little vigilance may prevent heartache and loss.

### Safety when house-hunting

If you are planning to rent accommodation in the private sector, you are strongly advised to consult the Residential Services and Support website for guidance notes and advice on all aspects of renting in this sector ([www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)). Take the time to read the Housing Services (part of Residential Services and Support) 'Private Accommodation Housing Guide' carefully. If you need clarification on any issue, please contact Housing Services (E01, Queens' Building, Mile End Campus) directly for advice.

The QMUL online private property search facility can also be found on this website.

Students from overseas are advised not to pre-book private accommodation prior to their arrival in London, and should therefore arrange some temporary housing for the first week or so in the country. Useful info on how to do this can also be found on the website.

The Housing Services Team offers a contract reading service, to check agreements for unfair terms and conditions. Please ensure you make use of this service before you sign or pay any money.

Further information can be found at: [www.residences.qmul.ac.uk/alternative](http://www.residences.qmul.ac.uk/alternative)

### Alcohol and drug awareness

Many people enjoy a drink and find it a sociable and relaxing thing to do. However, there are times when drinking too much can cause problems. The College has a Policy with regard to alcohol and drug use; you can read this on: [www.qmul.ac.uk/about/collegeinfo/docs/p-alcoholdrugs.pdf](http://www.qmul.ac.uk/about/collegeinfo/docs/p-alcoholdrugs.pdf)

If you feel you have a problem with alcohol or drugs, help is at hand. At the end of this booklet, there are some helpline numbers, or you can contact the QMUL Advice and Counselling Service for confidential support and help.

### Drink spiking

Drink spiking is when alcohol or another drug is added to your drink without you knowing. This results in you becoming drunk or drug affected unexpectedly. Both alcoholic and non-alcoholic drinks can be spiked.

- Don't accept drinks from strangers or leave drinks unattended. If someone offers you a drink, go to the bar with them
- Buy your own drinks and know what you are drinking
- Don't drink something you did not open, or see opened and poured

- If you're unsure about your drink, leave it
- If you feel dizzy or sick, ask someone you trust to take you to a safe place. If you are alone or can't find your friends, tell the staff behind the bar
- Keep an eye on your friends. If someone collapses and is unconscious, call an ambulance immediately (999) – but do not leave them alone

### Dating and relationships

Being away from home (often for the first time), means that you will have a great deal of personal freedom. While this leads to all sorts of exciting possibilities, it does mean you should be aware of potential personal risks.

If you've come to Queen Mary from abroad, you may find British dating customs different from those in your own country. Chat to your friends and discover what is usual for people of your age and culture, and don't ever feel pressurised to do something you feel uncomfortable with.

#### Remember:

- If you are going out with someone you don't know well, make sure somebody knows where you are going and when you expect to be back
- Keep your mobile phone on you, charged and with the credit topped up

- Drink responsibly, and be aware of how much alcohol you are consuming. You should be able to make rational and sober decisions about what you do and don't want to do, and you shouldn't be coerced
- If you do decide you don't want to see someone anymore, tell them calmly and rationally, and preferably in a public place
- Do not give out your personal details to a stranger when on the internet, or in the street

### Stalkers and unwanted attention

If someone keeps contacting you when you have made it clear that you don't want him or her to, tell the person clearly again that you aren't interested in continuing a relationship and wish to cease contact. If the person doesn't stop, tell him or her you will go to the Police unless they leave you alone.

If you feel scared by their behaviour, make notes about it and contact the Police using their non-emergency number '101'. They may contact the person and warn them to stay away from you. If necessary, a court may order the person to stay away from you, and the person may be arrested if they disobey the order.

For more information on the College's policy on harassment, please see [www.studentadmin.qmul.ac.uk/students](http://www.studentadmin.qmul.ac.uk/students) and follow the link to Conduct and Performance.

## Extra information for international students

### The role of the Police in the UK

The Police in the UK are friendly and helpful, and have a duty to protect everyone. They are committed to promoting crime prevention and work closely with QMUL staff and students to promote and reinforce student safety messages.

If you do become a victim of crime you should contact the Police, as well as the Security Service. Do not worry about language difficulties, as the Police will find someone, free of charge, who speaks your language. You can tell your tutor, the Students' Union, your host family, the Security Service on campus, or someone you trust so that they can contact the Police for you or you can even do it anonymously.

Your local Police station can also provide helpful advice about crime prevention and a home security assessment, if required.

You should make yourself aware of British law, which may be different from the law in your own country so you don't inadvertently commit a crime.

The British Council has a useful leaflet aimed at international students called *Creating Confidence: Making sure that your time in the UK is safe and enjoyable*. This can be downloaded from [www.britishcouncil.org/accreditation-safety-first.pdf](http://www.britishcouncil.org/accreditation-safety-first.pdf).

This leaflet is also available from the International Office at Queen Mary.



## What to do if you experience a crime

You are unlikely to experience any problems provided that you take sensible precautions and don't become careless or complacent. If you are unlucky, there are a few points to remember.

- Don't fight back. It is not worth risking your personal safety for a few pounds
- In an emergency, dial 999 from any telephone. Tell them what has happened. If they say they will call on you, wait for them to arrive. When the Police do arrive, if they are not in uniform (and in a Police car), ask to see their identity cards – they will not mind you asking if they are genuine
- If it is not an emergency, contact the Police on 101, or visit your local Police station. If you are based at Mile End or Whitechapel, contact Bethnal Green Police station on 101. If you are based at Charterhouse Square, contact Islington Police Station on 101
- Always report the incident to the QMUL Security Service and the Police immediately, even if it is not an emergency
- Try to remember as many details as possible about the incident as this will assist the Police to identify the offender
- If the incident happens in a public place, try to get names and addresses from any witnesses before they leave the area
- Contact the QMUL Advice and Counselling Service if you want to talk to someone about what has happened or to get practical advice
- If there is a motor vehicle involved, write down the registration number straight away. Also try to note the colour, type and anything else you can remember about the vehicle, including which direction it drove in after the incident. Always ask the Police for your crime number to support any insurance claim
- In the event of a theft, details of any serial numbers will assist the Police in returning your property

## Useful contact details

### Queen Mary numbers

#### Advice and Counselling Service

[www.welfare.qmul.ac.uk](http://www.welfare.qmul.ac.uk)

020 7882 8717

#### Security Service (Emergency)

[www.security.qmul.ac.uk](http://www.security.qmul.ac.uk)

020 7882 3333

#### Security Service

*Mile End*

020 7882 5000

*Charterhouse Square*

020 7882 6020

*Whitechapel*

020 7882 2599

#### Students' Union

[www.qmsu.org](http://www.qmsu.org)

020 7882 8030

#### Residential Services and Support

[www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)

#### Housing Services

020 7882 5522

#### Residences Reception (24 hrs)

020 7882 2610

#### Chaplaincy

[www.faith.qmul.ac.uk](http://www.faith.qmul.ac.uk)

020 7882 3179

#### Student Health Centre

[www.studenthealth.qmul.ac.uk](http://www.studenthealth.qmul.ac.uk)

020 7882 8710

### Other numbers

#### Police – Non-Emergency

101

#### Bethnal Green Police Station

*(Mile End and Whitechapel campuses)*

101

#### Islington Police Station

*(Charterhouse Square campus)*

101

#### Frank – National Drugs Helpline

0800 77 66 00

#### Drinkline

0800 917 8282

#### Samaritans

0845 7909 090

#### London Victim Support

0845 30 30 900

#### Crimestoppers

0800 555 111

#### Nightline

020 7631 0101

#### Mile End Safer Neighbourhood Team (Metropolitan Police)

*East Gate, Westfield Way*

[MileEnd.GlobeTown.SNT@met.police.uk](mailto:MileEnd.GlobeTown.SNT@met.police.uk)

020 8721 2853

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**For further information contact:**

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**email** [student-safety@qmul.ac.uk](mailto:student-safety@qmul.ac.uk)

**web** [www.security.qmul.ac.uk](http://www.security.qmul.ac.uk)