An investigation of the effects Glastonbury Festival has on the day-to-day lives of the communities of local villages.

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Signed Statement:

"I declare that this Dissertation has not already been accepted in substance for any degree and is not concurrently submitted in candidature for any degree. It is the result of my own independent research except where otherwise stated".

Signed: [Signature]  Date: 29/04/2018
Abstract:

The study explores how Glastonbury Festival has a social impact on its surrounding communities and investigates how this affects the resident’s day-to-day lives using Small’s model of social impact (Small, 2007, cited in Bladen et al., 2012, p.369). In order to achieve this, the researcher created realistic and achievable aims and objectives, which were used to critically analyse and evaluate information on the social impacts of festival’s and large-scale events and in particular, how Glastonbury Festival affects its local communities. An evaluation of secondary data was conducted, investigating the effects festivals and events have on their local residents within and how these related to the Small’s model. The literature on the subject chosen, was critically reviewed and analysed to highlight any themes and patterns between the existing literature and the project in question. The project provided evidence that the literature is minimal on the social impact of communities alone, as most is in connection to economic impact.

The primary data collected within the study was qualitative data, in the form of six semi-structured interviews, with participants who lived within the four chosen areas surrounding Glastonbury (West Pennard, Shepton Mallet, Pilton and Glastonbury town). Letters were sent to residents to recruit potential participants for the project. The six participants selected were of the ages 18-30 years old, 31-50 years old and 51 and over (two participants from each age group). A matrix was created and used to analyse and cross reference the data collected from participants and that discovered in the literature. The key findings highlighted that there are mixed views of the residents, but the views were consistent within the respective age groups. The study also suggests that there is little to no data referring to the impact on children in surrounding communities due to the festival. The overall findings revealed that Glastonbury Festival does create a vast social impact on its residents, particularly within the week it is held. However, the findings also concluded that there have been limited studies conducted of social impact within the events sector.

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1. Introduction

1.1 Background of the study

Large scale events have been dated back thousands of years. McKay (2015) suggests that festivals as we know them today date back to pre-1960, where outdoor gatherings to celebrate music became popular. Festivals are an increasingly significant aspect of events within the United Kingdom. The Festival sector generates approximately £2.3 billion (as of 2015) and invites over 10 million visitors from international countries (Booker, 2018). As festivals have become increasingly common, the events that reside in the same place annually have had a social impact on the residents whom live there. Throughout literature, it is common for researchers, such as Richards, Brito and Wilks (2013) to assess social impact in accordance with economic impact. However, Picard and Robinson (2006) and Page and Connell (2012) implies that although a festival of any size can impact the local community in positive ways socially, there are also many negative attributes which come with holding such events which are not in accordance to economic impact. Small (2007) created the social impact model (See Figure 2.1) which could be used as a measurement tool specifically for social impact only.

1.2 Justification of the project

The purpose of this dissertation is to investigate these surrounding communities and evaluate the social effect Glastonbury Festival has on its neighbours. Although there is existing literature on social impact in general (Herbert, 2001), this is to a minimal extent. There is currently a research gap in literature on the social effect festivals have on their surrounding communities. The focus of studies which have taken place, tends to be on congestion of traffic and environmental impact (see for example; Bowdin, 2012). The project has been designed to highlight gaps in the research and contribute knowledge to the chosen subject area using the case study of the event of Glastonbury Festival.
1.3 Glastonbury Festival: Then and now

Within Somerset, there is a small town called Pilton which is the home of the biggest music stage in the world. Approximately 250,000 people flock annually to the idyllic countryside of the south west to experience the legendary event that is “Glastonbury Festival of Contemporary Performing Arts” (Digital, 2018). Since 1970, Michael Eavis has celebrated the arts and raised large amounts of money for different causes in relation to charitable and political causes. The festival has always been a place of free speech for all and a residence of acceptance to all. As the first festival (then called Pilton Festival) only had 1,500 people in attendance, the price of the ticket was only £1 (plus free milk) (Glastonbury Festival, 2018). Therefore, the festival has grown remarkably in size and now is largely recognised as the biggest music festival in the world (The Telegraph, 2018).

1.4 The chosen surrounding communities

However, as the festival has grown, the pressure on its local surrounding communities and its residents who live in these areas has risen. As thousands of people descend onto the small villages, the need of those travellers becomes increasingly important. The research in to this study will determine if the residents find the benefits of the festival outweighs its disruption to their day-to-day routine.

1.4.1 Pilton and West Pennard

With the number of inhabitants at approximately 1,000 people, Pilton is a small village located in the district of Mendip, just south-west of Shepton Mallet within Somerset (Village, 2018). It is the village in which organisers of Glastonbury festival organiser Michael Eavis and his daughter Emily live. It is six miles east of Glastonbury town and is overlooked by the famous “Glastonbury Tor”. On the west of Glastonbury Tor is the village of West Pennard. Originally a group of hamlets, West Pennard did not become a village until the 19th
Century. The area is famous for its agricultural back story and has a population of approximately 590 people (History, 2018).

1.4.2 Shepton Mallet and Glastonbury

With approximately 10,000 residents and 3 miles from the event site, Shepton Mallet is the closest town near Glastonbury Festival. At over 3,000 years old, the towns name is derived from the Anglo-Saxon name ‘Sceapton’ which can be loosely translated into ‘sheep fold’ (Visitsheptonmallet.co.uk, 2018). Originally, Shepton Mallet was discovered to be an Iron Age settlement, but the town made its wealth from the woollen trade. In recent centuries, Shepton Mallet increased its importance within the brewing industry and stands as the first place in which beer was produced in England. Now, “The Anglo” still brews not beer, but two cider making operations. Another major export is “Babycham” (Babycham.com, 2018).

The town of Glastonbury dates back almost five thousand years and the ‘Tor’ was suspected to have been built at a similar time to Stonehenge (Johnson, 2018). Glastonbury is well renowned for its rich history, being an area crammed with historical buildings, particularly Glastonbury Abbey, which is said to be the final resting place of King Arthur and his wife.

1.5 Dissertation Aims and Objectives

The aim of the study is to investigate the effects Glastonbury Festival has on the day-to-day lives of resident’s whom live in the surrounding communities.

The first objective of the investigation is to critically analyse the content of existing literature on the chosen topic, which has been produced on social impacts of festivals and large-scale events and their effect on the local communities. This includes further reading in economic impact and social impact of major events (including sporting events) to gain a further understanding of the subject area. The second objective is to conduct semi-structured interviews with a variety of people from the local communities surrounding Glastonbury Festival (This includes West Pennard, Pilton, Shepton Mallet and Glastonbury). The decision to use semi-structured interviews for data collection was to allow the residents to express their views of social impact on their day-to-day lives, yet allow the researcher to
retain control of the path the interview directs. The third objective, is to research and analyse the data achieved from the primary research process (the interviews conducted) and evaluate this information, in regard to the Small’s social impact model (Small, 2007, cited in Bladen et al., 2012, p.369) (See figure 2.1). The final objective is to come to the conclusion of the different social impacts that Glastonbury Festival has on its residents, back this up with existing literature and make recommendations both for the festival itself and for those wishing to further investigate the social impact of festivals and events. It is also noted that producing a research question is essential (Hulley et al., 2011). The development of a research question is important to achieve the aims and objectives.
2. Literature Review

2.1 Introduction to the literature review

“In any subject area, the literature review provides that previous knowledge and gives us an anchor to which to attach our new ideas” (Oliver, 2012, p.17). The literature review gives a “blue print” of the structure of a dissertation and illustrates other academic’s opinion’s and theories, whether that be positive or negative. This allows the author of the dissertation to expand on this and include their own ideas within the topic chosen. “The product of the simple literature review is the development of a case that argues what is known about the topic” (Machia and McEvoy, 2016, p.93). It also allows the author to acknowledge or critique the literature and ensure that their ideas are credible. Hart (1998) proposes that available documents on the topic which are written from a particular standpoint are there to “fulfil certain aims or express certain views” and this determines how the topic is investigated and whether the evaluation is effective in relation to the research being proposed. Most literature on this subject has been created and built on by authors such as Getz (1997) and Hall (1992). Saying this, they are not specifically adapted to festival research, but more of the events sector. A literature review is equally as important to this dissertation as the results. As the results are solely based on the community’s opinions of the Pilton area, the literature review is extremely important to include the published works of authors and their findings (from the festival organisers to the media) to ensure an unbiased piece of work. It takes a reflective oversight from the author to conduct the literature review and evaluate the importance of pieces to include what is relevant to the dissertation question. For this case study, the author will research the topic of festivals (including some large-scale events) and how they affect their surrounding communities. This will include theories used by academics to evaluate the affect the festival has on its surrounding area and the structure will be heavily influence by the social impact model produced by Small (Small, 2007). The model is as follows:
The scope of the review will contain three main areas of which the literature will be divided. The first section contains the main area of the literature. This part will contain information on large-scale events and their social impact in a more general insight. The second section will focus on the Small’s model and literature written in the model’s sub sections. The third and final section will be specific to Glastonbury Festival and the literature already written on how it affects its existing surround communities. Raj and Musgrave (2009, p.77) support this by saying “As events bring visitors into contact with the local host community, this adds further dimensions to the socio-cultural change”.

2.2 Small’s social impact model

The Small’s social impact model (See Figure 2.1) was chosen by the researcher to structure the findings of data within the primary and secondary research. The model in question (Small, 2007, cited in Bladen et al., 2012, p.369) narrows the social impacts to six sub-
sections; Behavioural consequences, community growth and development, entertainment and socialisation opportunities, personal frustration, community identity and cohesion and inconvenience. Supporting these sub-sections (particularly behavioural consequences), is Page and Connell (2012), whom suggests that large scale events can cause collateral effects intentionally or un-intentionally.

2.3 An introduction to large scale events and their social impact

The social impact of a festival is largely acknowledged as the following:

“By social impacts we mean the consequences to human populations of any public or private actions that alter the ways in which people live, work, play, relate to one another, organise to meet their needs and generally cope as members of society. The term also includes cultural impacts involving changes to the norms, values and beliefs that guide and rationalize their cognition of themselves and their society” (Interorganizational committee on Guidelines and principles, 1994, online).

However, Ohmann et al. (2006) suggests that although this definition is somewhat correct, due to the lack of literature, there is yet to be an accepted consensus of the true social impact definition. Wood (2006) supports this by signifying that the literature created is not only for social impact, but on a majority part, includes economic impact which takes a prominent role in findings. Picard and Robinson (2006) suggest that it is particularly difficult to evaluate the social impacts on a host country and determine whether these impacts are a positive to its local community or negative due to the difference in culture and the interest in economic impact. They continue to propose that current literature explains these impacts exist only by measuring the effects in a strict boundary. They continue to propose “fewer studies have sought to position festivals in a context that is fluid, open to different scopes of (transnational) society and cultural vectors, and that resonates with the realities of ongoing change” (Picard and Robinson, 2006, p.5). The models are static and do not fully compensate for the dynamics involved in social interactions. The authors evaluate that festivals are changing and progressing and therefore it is hard to measure with just one academic theory which continues to be relevant.
Andrew’s (2003) research of the Commonwealth games social impact on its surrounding residents opposes this suggestion by Picard and Robinson by using numerous ways of conducting research to determine a rounded outcome. With methods such as questionnaires and interviews, research stays relevant and the sample theory used by the author can be adapted to the researcher’s needs through this method. Fredline, Deery and Jago (2006) do suggest that there are opportunities for all residents whom live in the outer areas of large scale events, but points out that there are negative issues which arise, which may not fit in with the community because they do not ‘fit’ to their image or do not attend to the needs to those who live there. Jura Consultants (2006, p.62) “notes a major research gap in understanding the indirect impacts of major events upon host communities, and point out that the intangible or less easily measured outcomes or outputs are “often ignored or poorly dealt with”. This means that whatever the author decides to base his/her research on, they must choose different ways of researching to produce a realistic result. Jura Consultants recognises a gap within the research of social impact of global major events – including festivals. He concludes that although measurements and evaluations can be made, social impacts which can become harder to evaluate are overlooked – which is a common theme within the literature assessed.

2.4 Social impacts of festivals and events

2.4.1 Entertainment and Socialisation Opportunities and Behavioural Consequences

Behavioural consequences can become a factor to be considered when organising or evaluating an event. Lynn Jones Research (2006) suggests that festivals can encourage antisocial behaviour within the immediate neighbouring communities of the event within the UK. Small’s model (2007a, online) supports this statement by using behaviour consequence as a section of how the festival causes social impact in both a positive or negative light. Other authors have also written with this theme including Deery and Jago (2010) and Mason and Beaumont-Kerridge (2004). They highlight the impact of use of excessive drinking, high
congestion through traffic and the risk of increase in population such as over-crowding. Denham (2016) supports this by suggesting traffic is a highly frustrating consequence of a large-scale event. However, Small (2007b, p.7) argues this in her thesis “Understanding the social impacts of festivals on communities”. By assuring that even though there are negative impacts of festivals, she suggests that festivals “strengthen the social fabric of the communities in which they take place”. The author continues to back up her claim by providing the idea that “Community festivals represent an opportunity for individual members of a community to come together to celebrate, socialise and be entertained”. Jepson and Stadler (2017) emphasises Small’s claim by conducting a study on how large-scale events benefit children’s quality of life, which they determine has a research gap. Therefore, the behavioural consequences of large events can depend on the communities themselves rather than just the people whom attend.

2.4.2 Community Identity and Cohesion and Personal Frustration

Getz (1991) defines events tourism as “a segment of tourism that envisages festivals and events as tools for destination development and image building, and as an attraction for tourists”. Rio Carnival in Brazil to Coachella in North America, the advancement of technology has allowed people from all different areas of the world travel to these festivals to enhance them to international festival status. As Allen et al., (2008, p.132) suggests “This process is speeded up by technology and the media, which have the power to bring significant local events to a worldwide audience – over – coming the barriers of geographic boundaries and cultural differences”. This suggests that more people travel from around the world which gives them a higher attendance level with attendees from different backgrounds and cultures. This creates the appreciation that large festivals bring in more economy for the country with higher tourism levels. Cummings (2017, online) encourages this theory, by explaining that in the “Day of the Dead Festival”, the Mexican government uses social media as a platform to spread the message and brand the festival as a part of the country’s brand identity. Rodriguez (2013, online) argues this point that although the
festival has become an international festival, it is now experienced by more than just the Latino culture and other countries do not understand the roots of the event, making the festival itself less authentic. So therefore, as the festival becomes more popular, it’s ideologies spread rapidly. It becomes celebrated globally due to the advancement in technology and local communities of the original venue could feel their cultural festival, which honours their deceased loved ones, is being exploited (De Leon, 2013). Both points could be associated with Small’s model (2007) encouraging a social impact on the festivals communities (including an increase on the measurement scale of a host nation) through “community identity and cohesion” and “personal frustration”.

Lynskey (2016) suggest that the change of the identity of a community can occur when a large event has taken residence within in an area due to the exposure, particularly over the past two decades. As the use of technology (as part of a marketing technique) is extremely successful by bringing in tourists and exposure (therefore bringing in tourism money), host communities can argue the authenticity of the festival and whether it is sending an opaque message to the rest of the world, which could lead to a different un-wanted perception of the event (Ali-Knight et al., 2009). Turner (1982), Rao (2001) and Durkheim (1995) collaborate with Small’s ideas of how festivals can make a positive social impact. Turner, Rao and Durkheim advise that “sociologists argue the importance of community festivals to the building of social cohesion and reinforcement of social identity”. This can also be acknowledged within the sectors of “community identity and cohesion” within the Small’s model.

2.4.3 Community Growth and Development and Inconvenience

Indeed, there is existing literature which can be used to measure social impact (Grieco, 2015), but almost all studies include the response from the local community and their personal opinions. Fredline, Jago and Deery (2003) emphasise this by stating “given that sociocultural impacts are often difficult to measure objectively since they cannot be easily quantified, such impacts are being examined through the investigation of residents’ perceptions of these impacts”. Using this method, Pizam (1978) received a negative perception of festivals within the local area through high level of contact with the festival
“goers”. Rothman (1978) discovered a positive one using the same technique. Conclusively showing that within literature on behaviour consequences within social impact, it is the local community whom determines its measurement rather than a precise model (Small, Edwards and Sheridan, 2005). Webster and McKay (2016) details the social impact of festivals within the United Kingdom. Work dating back almost 40 years includes Greenwood (1978) which was the first notable piece of work which studied social impact on an event and its consequences. Cunneen and Lynch (1988) also investigated a sociological review on behaviour of attendees to events. Getz and Page (2016, p.17) suggests that although this is credible, research after the year 2000 is “ushered in a systematic and theoretically grounded line of comprehensive event impact research”. This reassures Picard and Robinson’s (2006) theory of on-going change in social impact, and why it is difficult to measure, therefore concludes that literature created since early 2000 is relevant to researchers today is due to being up to date with the current organisational tools of an event (such as the use of technology to market an event etc).

Due to this recent surge of research done in social impact of the events industry (festivals in particular) within the past two decades, it allows a more in-depth look into identifying the entertainment and socialisation opportunities for residents and local communities. Stuart (2016) notes that a local art festival “Made in Roath” within Cardiff was a success due to the socialisation opportunities available to its local community. As tickets were free, the opportunity for its local residents to attend and enjoy the entertainment of the festival was high. Although free admission gives a compelling argument for positive resident enjoyment, Richards, Brito and Wilks (2013) argue that unless for a charitable cause, events will have to charge to bring a high standard of entertainment. They claim that even for a small fee, the ticket sales could hire entertainment that the residents could potentially enjoy, which is imperative to future success. They continue to elaborate that although this would be economically good for the festival, it could be negative for the surrounding community. Between both sides of the literature, it is just a different view based on resident’s individual perspectives to determine whether the opportunity to attend a festival free or not is a benefit to the community and allowing it to grow or just an inconvenience. This is supported by Burge and Vanclay (1996) whom quotes that festivals and events “involve changes to the norms, values, and beliefs of individuals that guide and rationalize their cognition of
themselves and their society”. This explains that it is up to the person and is hard to measure the social impact using small’s model (2007a) as certain aspects of the inevitable impact would mean or less emotionally to different people.

2.5 The social impact Glastonbury Festival has on its local community

“Undoubtedly, festivals and programs of special events provide opportunities for communities to expand the markets of existing firms and attract new businesses and commercial interests, and perhaps raise the overall attractiveness of the areas as places to settle” (Hall, 1992, p.15). Hall expresses that festivals such as Glastonbury can bring brilliant and unique opportunities for the local community to thrive. The area receives higher publicity which can promote these opportunities and see an increase in social and economic impact. However, Van Harssel (1994, cited in Herbert 2001) insists that because of this, there is also a rise in the negative attributes of social impact which highly disrupts the daily lives of the residents. This includes impacts such as over-crowding of the town and high congestion. Van Harssel’s text is supported by Murphy (1985), whom states that it is the biggest “irritant” for the host community and that a small-rural area is going to have issues with heavy traffic congestion. Although both authors make a point in previous assessments of the local area, it is important to remember that these points of view have come from individual residents who could potentially have a bias view toward the festival and its impacts (Fredline, Jago and Deery 2003). “The town of Glastonbury has gained enormously from its association with Glastonbury Festival. In particular, PTA grounds, Carnival Clubs, Playschools, local charities and businesses are among the many organisations that have benefited from its success. Therefore we, as a community, would like to show our support for the festival and thank Michael Eavis for bringing us all such a wonderful event” (Glastonbury Tourist Information Centre, 2002). The information centre for the town advocates the festival and attributes its social success to the event.

Contradicting this, is the local police force who suggests that the festival has an extreme number of issues regarding crime whilst the festival is playing (Avon and Somerset Constabulary, 2002). A written report shows that the increase of crime puts a large amount of strenuous pressure on the police force and as the festival organisers only pay 40% of the
policing costs, it is becoming a financial burden (Mendip District Council, 2002). The report also includes details of reported higher costs for the NHS and fire department. Therefore, although the local tourist information centre was avidly supporting the festival and suggesting that everyone in the community is happy with its existence on their doorstep, the Mendip Council reports statistics show otherwise. Although Glastonbury Festival does in fact donate a large percentage of their profit to local community projects (Pretty Digital, 2018) such as refurbishment and renovation to Pilton buildings, Herbert’s (2001) findings suggests that “more members of the host community agreed that the festival brings more disadvantages to the community than benefits”. Saying this, the author then concludes that “this could be improved with the community having greater involvement in the planning and management of Glastonbury Festival”. Herbert’s conclusion could be interpreted that although the festival is donating large amounts of money to its neighbours, the residents have previously not seen the benefits and they now have no interest in the organisation of the festival and have come to resent it by having no desire to participate, therefore wreaking the benefits. The festival organiser’s guide to Corporate Social Responsibility (CSR) (2018) has on the other hand applauded Glastonbury festival organisers on their community participation describing how “Glastonbury Festival is a shining example of how festivals and shows can take part in corporate social responsibility activities which benefit the environment, community, economy and social wellbeing of all those involved”. This is a clear indication of opposing Herbert’s findings and instead hails the festival for the inclusion of all its residents and its attendees and thinking of their best interests.

2.6 Conclusion to the literature review

When looking at the existing literature on the chosen topic, there is limited research which has been carried out. The aspects found within the literature review which remain important is the research done through technological advancement throughout the past two decades. This is particularly important relating this to the social impact of a festival on its neighbouring community’s. The areas of future study can consist of a further in-depth study of every area within social impact. Many authors conclude to the fact that the
measurement of social impact on events is difficult due to the vast differences in data. The researcher discovered when researching the secondary data that this can include particularly the study of not only residents of an adult age, but children also. This includes how Glastonbury affects them socially and within their education as there is existing work on what is available to the younger generation at the festival (such as the existence of the ‘Kidzfield’) \cite{Digital2018}, but minimal literature on the social effects of younger residents. A problem which exists in almost every piece of literature reviewed was that authors found it hard to not include the economic impact of festivals or large events. Therefore, further investigation using primary research should be conducted to discover the social impact only on residents and not a mix of economic and social.
3. Methodology

3.1 Introduction

Kothari (2004, p.1) defines research as “as a scientific and systematic search for pertinent information on a specific topic”. Collins Dictionary (2018, online) uses the definition “A methodology is a system of methods and principles for doing something, for example, for teaching or for carrying out research”. The purpose of a methodology is to reflect on the methods used to conduct research, analyse the techniques used and identify what worked successfully and what had to be modified. This is important to extract literature and research which is valid to the dissertation in question and therefore create credible results. The methodology is a description of “how a researcher completed data collection process with justification of why methods were chosen over other methods” (Robbins, 2014, p.18). The section will discuss the data collection process, what resources were used and what needed to be taken into consideration when using these methods.

3.2 Research Methods

Within the research process, there are two different types of research methods which are qualitative and quantitative methods. Quantitative data collection is a research method which generates numerical data. This data can then be transformed into useable statistics by the researcher to help with decision (McLeod, 2018). Quantitative data is normally far more constructed than qualitative data and therefore data can be perceived as easier to measure, formulate facts and recognise patterns within the research. The research is normally conducted from many candidates. Qualitative research has been defined in different ways throughout literature because of the different opinions of the outcomes it has. Bryman (2008, p.386) suggests that “Qualitative research is a research strategy that usually emphasizes words rather than quantification in the collection of analysis of data” which is a definition which is generally accepted. It is a research method which gains the understanding of reasons, motivations and opinions of candidates. Using structure free or semi-structured techniques, qualitative research helps develop ideas for potential results.
Typically using small sized sample groups, the method uses research within focus groups, interviews and observations of participants whom are given an initial baseline of what the research is about.

Qualitative methods were chosen as the research method used by the researcher within this dissertation due to the techniques used which would produce beneficial results. This is because the dissertation is based generally on resident’s opinions on Glastonbury Festival and how it has a social impact on its local communities. Therefore, semi-structured interviews were created (See Appendix 3) so that not only could the researchers obtain information which was useful, but also gives the opportunity for the residents to add their own opinion which could benefit the researchers results (Watzlawik and Born, 2007). The interview questions were designed based on Small’s model of social impact (See Figure 2.1). This also allows the participant freedom to express their views and can potentially introduce the researcher to new areas of the topic which initiates further understand of the subject.

The researcher used a hard-copy printed guide of the questions and audio recorded the interview (with the participants’ permission), then later transcribed the responses given. This provided reliable and comparable data for the results. Krippendorff (2013, p.267) describes the meaning of reliable data as “the data that remains constant throughout”. Opposing this, the disadvantages of semi-structured interviews include the guarantee of honesty from participants. If the researcher is unaware of what answers they want to draw from the participant, it is difficult to compare answers and use this information to produce results. This research technique can also be extremely time-consuming compared to an online survey which doesn’t need the researcher to go out and scout for participants (Keller and Conradin, 2018). Other options considered for the research process included structured interviews, observations and focus groups. The researcher conclude that structured interviews would not allow the participant to give an extensive answer of their opinion. Observations were not appropriate to determine the social impact of the festival on the resident due to time limitations. Finally, a focus group was determined that although it is a good way of gathering information at once, it would be difficult for the researcher to gather all residents participating. Another reason against this, was the researcher did not want resident’s answers to be implicated or bias in anyway due to being in the presence of another resident.
3.3 Research Design

Yinn (2013) suggests that designing a research project is not only writing itself, but a ‘composure’ of work. The topic chosen of evaluating the social impact of the local communities around Glastonbury Festival was primarily chosen due to the researcher’s personal experience of living within the festival’s outer radius. The case study was chosen as the researcher discovered that although there was literature which was produced to look at the economic benefits (Wood, 2006), there was a lack of literature and data on the social impacts which had come directly from the residents of the local communities. It was also discovered by the researcher that there was limited research on the effect large scale events and festivals has on children. Therefore, the case study should provide knowledge on this subject which has not thoroughly been investigated. The design is a general plan of the research which includes the techniques and strategies used which relates to the data collection and analysis of the topic. Dudovskiy (2018) suggests that research design is divided into two groups. See the following table to evaluate;

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<tr>
<th>Research project components</th>
<th>Exploratory research</th>
<th>Conclusive research</th>
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<td><strong>Research purpose</strong></td>
<td>General: to generate insights about a situation</td>
<td>Specific: to verify insights and aid in selecting a course of action</td>
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<td><strong>Data needs</strong></td>
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<td><strong>Data sources</strong></td>
<td>Ill defined</td>
<td>Well defined</td>
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<td><strong>Data collection form</strong></td>
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</tbody>
</table>
The researcher decided to conduct exploratory research within the dissertation in question, as the results of the thesis is not to produce conclusive answers, but an in-depth look within certain aspects of the research area.

Secondary research was conducted by the researcher. This research was desk based and used different resource material such as textbooks, online reports and the Glastonbury Festival official website. These resources were accessed through multiple sources such as the internet and Cardiff and Yeovil public library, but the main bulk of resources used throughout the project was accessed and attained through Cardiff Metropolitan University library and online library “Met Search”.

<table>
<thead>
<tr>
<th>Sample</th>
<th>Relatively small; subjectively selected to maximize generalization of insights</th>
<th>Relatively large; objectively selected to permit generalization of findings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data collection</td>
<td>Flexible; no set procedure</td>
<td>Rigid; well-laid-out procedure</td>
</tr>
<tr>
<td>Data analysis</td>
<td>Informal; typically non-quantitative</td>
<td>Formal; typically quantitative</td>
</tr>
<tr>
<td>Inferences/Recommendations</td>
<td>More tentative than final</td>
<td>More final than tentative</td>
</tr>
</tbody>
</table>

Table 1 - Dudovskiy’s Research Design Model

(Dudovskiy, 2018, online).

3.4 Sampling Methods

The sampling used, which was chosen by the researcher, is a mix between cluster sampling and self-selection sampling. “The clustering approach can make the sampling procedure relatively easier and increase the efficiency of filed work, especially in the case of personal
interviews” (Kumar, 2018, p.15). Cluster sampling is when samples (participants to be interviewed in this case) are from a certain area and only people from that area are interviewed. This is relevant to the researcher as residents only from specific local communities chosen by the author were eligible. The self-selection research process is a two-part process. Firstly, the researcher must publicise the need for the interviewee’s participation. Secondly, to check the relevance of the participant (in relation to this dissertation – this means where they live). Both sampling techniques are beneficial due to the time of travelling and holding the interviews (an hour round trip). By living locally, the researcher could visit the residents at their own request. This worked well because the participants were more comfortable and willing to help and answer the questions. The sampling methods equalled to six participants of different occupations and ages. They also have different family structures and live in different parts around the festival. The interview lasted approximately 30 minutes on average per interview. The following is a table which describes brief details of the participants of the study:

<table>
<thead>
<tr>
<th>Participant</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (Years)</td>
<td>18-30</td>
<td>31-50</td>
<td>51 +</td>
</tr>
<tr>
<td>Does the participant have children?</td>
<td>No Children</td>
<td>Children</td>
<td>Children over the age of 18 years</td>
</tr>
<tr>
<td>Added notes:</td>
<td>• Teacher</td>
<td>• Works in a local office within the town centre</td>
<td>• Commutes to work in London</td>
</tr>
<tr>
<td></td>
<td>• Lived in the village for 4 years</td>
<td>• Lived in the area for 10 years</td>
<td>• Lived in the area for 30 years</td>
</tr>
<tr>
<td>Participant</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>
### Table 2 - A table of background information on participants

<table>
<thead>
<tr>
<th>Age (Years)</th>
<th>31-50</th>
<th>51+</th>
<th>18-30</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Does the participant have children?</strong></td>
<td>Children do not live with participant</td>
<td>Children over the age of 18 years</td>
<td>Children</td>
</tr>
</tbody>
</table>
| **Added notes:** | • Works in the local area  
• Lived in the area for 15 years | • Retired  
• Lived in the area since 1965 (53 years) | • Works out of the area  
• Lived in the area for 7 years |

3.5 Analysis of Data

“Qualitative Data Analysis (QDA) is the range of processes and procedures whereby we move from the qualitative data that have been collected into some form of explanation, understanding or interpretation of the people and situations we are investigating” (Lewins, Taylor and Gibbs, 2005, online). To analyse the data, the researcher has chosen to use the narrative analysis to formulate the results. This involves evaluating each interview with the participants, reflect upon them and present them in a revised way (See Appendix 4). A matrix was then created to help gather evidence and cross reference (See Appendix 5). Miles, Huberman and Saladana (2014, p.108) suggest that “displaying your condensed data into a systematic way has immense consequences for your understanding”. They further describe matrices as useful to use whilst gathering qualitative data for reasons such as ‘detection of differences’ and ‘noting of pattern and themes’. The researcher then continued to find patterns between the secondary research (which had previously been conducted) and the primary research. This data was then connected to Small’s model (Small, 2007, cited in Bladen et al., 2012, p.369) (See figure 2.1) and evaluated on its effect on residents which was then displayed in the results section.
3.6 Ethical Measures

Ethical measures are one of the most important components of the researcher’s process. “Ethical behaviour represents a set of moral principles, rules, or standards governing a person or a profession. We understand that to be ethical is to “do good and avoid evil” (Uk.sagepub.com, 2018). A study involving primary research with participants must make the ethical considerations of the participants involved to the upmost importance. It is important to identify the issues which can occur and how these will be dealt with by the researcher to prevent this. By completing an ethics form before the researcher began the study, this was an opportunity issues could become highlighted and therefore avoided. Newton and Rudestam (1992) recommend that to remain ethical, participant consent is critical and that no harm can come to the participant in anyway (such as breach of confidentiality). The participant must give consent to the interview and must give consent that the results of the interview can be included into the study. After the ethics form was completed and approved by the university (See Appendix 2), interviews were prepared before every interview and consent forms were signed. After this, audio consent was also taken which will then be transcribed by the researcher within each interview. When analysing the data, the results must be accurate and presented in a way which will not be falsifying the participants response, which could benefit the needs of the researcher for the project.

3.7 Validity and Reliability

Based on qualitative research, the study’s results can be subjective to the researcher. It must be interpreted by the researcher, examined and questioned when appropriate. The findings must be consistent between each interview to be reliable. They must be credible not only for the researcher to use them for the individual study in question, but other researchers also. This therefore links with reliability, which refers to consistency within the research produced by the researcher. An average inter-item correlation (a type of internal
consistency reliability) was used within this study. Validity however, is not the consistency but how accurate the research findings are and how they are presented to the reader (Carmines and Zeller, 1979). Two types of validity will be used within this project including credibility (for internal validity) and confirmability. Credibility doesn’t need a large sampling pool, but instead just few multiple sources as it focuses on the ethos “quantity over quality”. Confirmability describes if the research is backed up with existing data. In the case of this study this would refer to the data collected and if it is backed up by existing literature. A method within this is “triangulation”, which is a method for verifying accuracy by cross-checking information between multiple or all interviews presented (Bryman, 2016). Looking through the interviews, there are many instances which can lead to similar views. This can be found when participants are commonly talking about their traffic issues and lack of supplies within super markets. As the participants were chosen who live in different areas around the festival, it means there is a common theme within each interview and that the data is reliable.

3.8 Recommendations and Limitations

Within the research process on hindsight, there are recommendations that could be suggested if the study was to be done again. There could have been a larger sample pool, with more participants doing interviews. By doing this, the researcher could have widened the “local community” search and added more residential areas. Another recommendation which is suggested, is to involve the organiser and local authorities to the research project, as most live in the area also. Therefore, it could be a broader insight into the impact. Limitations of the research process was most certainly the time frame to conduct the interviews and their geographical location. As the researcher was Cardiff based, the interviews all had to be done in the Glastonbury area and therefore within a short amount of time. This added pressure to the researcher and was difficult to make any necessary changes at last minute if needed. Another limitation to the project was also the respondents to the participation enquiry. All were over 18 years of age (which was acceptable for the study), however, most were in the age group of 20 years to 50 years of age. Therefore, a
recommendation would be to try and encourage participants of an older age group who would be willing to contribute.
4. Results and Discussion

4.1 Chapter Introduction

This chapter includes data received using semi-structured interviews (See Appendix 3) retrieved from residents who live locally around Glastonbury Festival. The primary qualitative data was analysed and is discussed by the researcher giving an interpretation of the findings. Patterns and trends are identified not only from the primary research gathered but also the existing literature. Similarities and differences between the views of each participant and existing literature are also highlighted and discussed. The research process started on the 5th February 2018 and finished on the 28th March 2018 and took place in Somerset, England. The six residents who were asked to participate were over the age of 18 years (two participants were aged 18-30, two were aged 31-50 and the final two participants were 51 and over) who lived in one of the four chosen areas; West Pennard, Shepton Mallet, Pilton and Glastonbury. The information retrieved from these interviews clearly describe the social impact that Glastonbury Festival has on the chosen residents in its surrounding communities and their opinions on whether they feel it benefits them. This data will bring knowledge to the topic area chosen which has not yet been studied in detail. The chapter will include the results of the interviews, a discussion concerning the key comparisons in resident’s views and existing literature, an analysis of the data and the interpretation of the results. The chapter’s framework will be based on Small’s Model of social impact (Figure 2.1) which describes the different factors in which people can be affected by a social impact.

4.2 Matrix of Findings

A matrix was created (See Appendix 5) by the researcher to distinguish positive and negative views throughout the interview and to align them into the Small’s model’s categories. This was used as a basis to visibly connect the differences of the resident’s views at one time and
highlight the useful quotes of the interviews which would be beneficial to this study. It also explores the relationship’s the participants have with the festival, their view on this and how it relates to the social impact model chosen. The matrix allows the reader to conduct further reading and not only gives added understanding of the researcher’s interpretation, but allows the reader to understand how the researcher has come to this conclusion.

4.3 The results in relation to the Small’s model

4.3.1 Behavioural Consequences

Behavioural consequences are a part of the social impact of any event, whether that be a large-scale event or a small soiree. Page and Connell (2012) suggest that either intended or unintended, impacts are created and cause collateral effects which include behavioural consequences. Information founded in the literature review by Deery and Jago (2010) and Mason and Beaumont-Kerridge (2004) have explained that large scale events can have undesirable effects on its surrounding communities.

The results retrieved on behavioural impact from visitors on residents are overwhelmingly negative. Traffic was an effect that not only has been mentioned in literature, but also repeated in participant’s interviews. All participants relayed that not only is the traffic problems a behavioural consequence of the festival but also an inconvenience and a personal frustration. Participant 1 states that “The queuing, the traffic is absolutely horrendous”. Participant 3 supports this by claiming that “the week during, like I said, you can’t get out of our driveway. It’s ridiculous”. All residents express their issues of the mass traffic caused by the festival. Another behavioural consequence which is mentioned in literature frequently is mass-crowding and anti-social behaviour. Participant 5 was very informative by stating three points which supports Deery and Jago’s theory. Firstly, the participant mentions how visitors “come down here for the week and trash the place as if it is a holiday park.” They continue to explain that “I have heard of people who don’t get tickets, just causing havoc”. This statement is supported by Avon and Somerset Constabulary (2002, online). The report in which was written shows the increase in crime
around the area during the festival. Participant 4 corroborates with participant 5 and the report by explaining a neighbour “lives on the border and somebody broke into her house. They were on some sort of drugs and they went over her fence”. They continue by saying that “I have heard there are many intruders whilst the festival is on that rob the local houses”. This shows a clear correlation between the secondary and primary research suggesting that criminal activity does exist within the area and the festival does encourage negative behavioural consequences.

“We have also had an influx of people over the years just deciding to move here, creating a very ‘hippie’ vibe in the area. This is not what Glastonbury was about back in my day, I think crime has gone up significantly since the festival began. I feel as though it’s just inviting the wrong sort of people to a lovely area.” – Participant 5 explains the negative impact on this resident due to the settlers in the area because of the festival.

Saying this, participants have mentioned positive behaviour from its visitors. Participant 1 explains that “local amenities being used by the festival organisers, that does have a positive impact on the community”. This statement is supported by Hall (1992, p.15). Hall amplifies participant 1’s statement by expressing that the festival provides opportunities and creates interest from commercial businesses through the exposure of the local community from the festival. By adopting the positive benefits of the festival, the surrounding areas can thrive (Cooper et al., 2005, p. 246-247). Participant 4’s statement within the interview concludes that although there are things they find negatively consequential, “the festival organisers have been putting money into projects with our village and a few others which help’s others”. This finding suggests that although there are unwanted behavioural impacts on the residents, there are positives by what the festival can do for the community financially. Although the participants all acknowledged this, the data collected was overwhelmingly negative about the behaviour and its effect on residents.

4.3.2 Community Growth and Development

Raj and Musgrave (2009, p.77) state “As events bring visitors into contact with the local host community, this adds further dimensions to the sociocultural change”. Through the research conducted, this was something that gained a mixed response across all six participants. As
the festival adds to the community, growth and development of the area could be inevitable. Glastonbury Festival conduct a local community project named ‘Worthy Causes’ in which the organisers donate a percentage of profit each year to complete restoration projects, build community recreation parks and much more (Pretty Digital, 2018). Participant 2 confirms that she has witnessed the Worthy Cause money being put to use reiterating that “they do restoration of houses of things and buildings that need the work. So yeah, I do feel like the festival benefits the local community”. The participant continues to expand on this by revealing the work they have carried out in detail and how this is important to her including a scout playground for her child. Participant 4 agrees with participant 2 by adding that “I feel the benefits financially have really helped our community”. They also agree that they too have witnessed the erection of parks and completion of restoration projects. The increase of tourism is also suggested by participant 6, recalling that “We have a lot more tourism. I have been told that has appeared more than at least ten years ago”. The Glastonbury Tourist Information Centre (2002) support this by going as far as thanking Michael Eavis for the success of the growth of the community. The Tourism Centre continues to claim that Glastonbury town has gained ‘enormously’ from its association with Glastonbury Festival.

With this being said, research results did indicate that the residents didn’t necessarily think that the festival benefitted the community growth and development. “I know it fixed the bells at the local church, the money I mean, but I feel like they definitely just throw money at our council and just hope that is enough”. This response came from participant 3 and explains that although they acknowledge that the festival organisers do invest money into the local community, the residents don’t necessarily have a say on this. Participant 5 also agrees with its neighbour, suggesting that “Although yes, it brings a lot of money to the area, it also brings a lot of hassle”. This is supported by research completed in the chosen subject area. Herbert’s (2001) findings also came to the conclusion that, through majority, the residents agreed that the community does not grow, but rather suffer. He then suggests that if the residents had more involvement, this could change the way the community feels toward the festival. Participant 4 agrees with this claiming that “maybe they could do a town fate or something would be amazing and then we could personally meet the festival organisers”. This shows a clear connection between literature and research that confirms
that not only the theory of community participation, but also the willingness from the community to be involved in some way which could turn negative perception into a positive one.

4.3.3 Entertainment and Socialisation Opportunities

Bladen et al. (2012, p.370), describes entertainment and socialisation opportunities by the following;

“This identifies the extra opportunities for entertainment and social interaction that are available to residents due to the presence of an event. These opportunities can come from attending the event itself or from secondary effects in the community, such as increased number of tourists.”

The research gathered concludes that the overall-consensus of the opportunities for the entertainment and socialisation of the community is of a positive nature. All but participant number 5 agreed that the festival offers many opportunities, especially for the socialisation of children. Participant 1 states that “The social benefits for them being outside and actually experiencing music and different cultures and having that interaction with different people is brilliant”. They continue to say that “local bands are scouted to perform at the festival also” which is not only an entertainment opportunity, but can also enhance the community identity of the area if they have home grown talent being given exposure at the festival. Another participant, participant number 6 details that “there are great kid’s fields and cinemas and loads of things for kids to go and learn”. This response is parallel to participant 2’s opinion of the social benefits of children. The 2nd participant explains that “I feel it definitely is a social benefit. Not only do they get to meet people and other children in the parks and things but they also get to see friends”. They continue this by adding “they get to make new friends. So, I definitely feel that it benefits them socially”. The participant is describing the benefits of Glastonbury Festival and its section of the ‘Kidzfield’ (Digital, 2018, online). The festival’s guide to Corporate Social Responsibility (CSR) (2018) further supports this claim. The guide describes Glastonbury as a “shining example” of how they take on social responsibility and provide opportunities for all ages which supports the majority of the respondents claims.
Participant 4 and 5 however, have negative views on the festivals opportunities it offers. Participant 4 does not see the benefits of a child going to the festival, explaining that “if they enjoy the music, they can listen to it on TV”. Participant 5 disagrees with this statement and expresses that “I expect it can’t hurt they are outside listening to music and the place is so big the exercise can’t hurt”. Saying this, the participant adds that although he feels it could be socially beneficial for children, it is not beneficial for his/her ‘generation’, even expanding on this claiming that “the further I am from the event the better”. Richards, Brito and Wilks (2013) argues that to have success, organisers will need to bring in high standard of entertainment which caters for all. It would also be imperative for residents to enjoy the triumph of the event. This piece of literature connects to participants 4 and 5 comments, implying that the organisers are not offering something for all residents, but rather the younger generation.

Fredline, Deery and Jago (2006, p.2) does reiterate that there are opportunities socially for residents of the local community, but also points out the negative that if it does not fit in with the identity of the community (and the people who live within this area) the festival does indeed have a negative social impact. As previously mentioned, most participants were accepting and happy the opportunities which are offered to them. The opportunity which was mentioned by two participants was the opportunity to attend the festival free of charge. Participant 3 is overwhelmingly happy to attend the festival saying that “to us, it would be silly not to go for free as it is a great festival to attend and they normally have great artists even for our age. Participant 2 explains that “myself and my family all get tickets for free which is ideal, but I do enjoy it so that’s why I go”. This suggests that the entertainment is more important to the residents than the ticket. Participant 6 is the most enthusiastic of all those taking part in the research. “I think it is a highlight of my year and it is ideal that we don’t have to pay for it”.

4.3.4 Personal Frustration

Personal frustration can easily be determined as a social impact. When looking at personal frustration of residents, it is easily conceived as a negative impact. Like inconvenience, the positives of this sub-section are how the frustration could potentially be fixed or what
already exists which outweighs the negative thoughts (what frustrates the resident). Rodriguez (2013) suggests that direct impacts can aggravate residents of the local area, but also the change in the area can aggravate them. All six participants reported at least one factor that they could report which disrupted their lives.

One factor which every participant mentioned was the high volume of traffic (which has been previously mentioned in behavioural consequences), particularly during the week the festival takes place. Participants were asked what they thought of the traffic the week before, during and after the festival was on and if it affected their work life. All participants bar participant 4 who did not drive to work. However, they did acknowledge that traffic was heavy and that they had problems with this in the past. Participant’s views on traffic were generically similar throughout the research process;

“I can’t get out. I can’ really get to work during the week of the festival. It adds time on to my travel there and back. It is so difficult” – Participant 1.

“During that time, it is a very busy period and yeah there definitely are traffic problems” – Participant 2.

“As I have said before, traffic is just ridiculous” – Participant 3.

“The traffic. I can’t even explain it. It is horrific” – Participant 5.

“All I can say is it is ridiculous and I wish every year they would sort something out. They are better off without the nightmare traffic, that is for sure!” - Participant 6.

This is an overwhelmingly negative response and even a suggestion is made by participant 6 for the festival organisers to make a change in organising some way in which the traffic could be reduced. With 200,000 people ascending into the area at once traffic is a major frustration for the residence (Denham, 2016). Participant 3 even goes as far as taking the week off work because they cannot leave their driveway due to traffic. Participants were also asked if they were less likely to invite visitors down during the festival because of traffic. The response to this was mixed. Participant 3 suggests on this subject that “it’s not worth it for them. The traffic is so bad that they would probably end up spending hours on end in their cars just to get to our driveway”.

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Herbert’s (2001) findings suggest that if residents see less benefits to the festival and have no input into fixing the problem, they will begin to be less interested in the positive attributes of the festival and will have no desire into participation of involvement. The researcher asked the participants if they had the opportunity to have contact with festival organisers to allow them to discuss queries or questions they had. All the residents seemed to have little to no information on how they would contact the organisers if such a case occurred. “I have never had anyone come around and knock on my door and ask me if I had questions about the festival” – participant 2 explains. Participant 4 describes the length of time that reporting a problem to the festival organisers can take predicting “at least a few months unless it is an emergency”.

“There is no way of appealing anything of how the festival is impacting us unless it’s through the council and that can take a long time. I am sure they would just log my complaint or whatever I wanted to say and just forget about it, unfortunately” – Participant 3.

4.3.5 Community Identity and Cohesion

A community’s identity is something which can be changed when a large event is held in the area. Glastonbury Festival is the epitome of this meaning, by transforming over the years from a small blues festival into the biggest music festival in the world (Lynskey, 2016). The festival has increased the local community’s tourism levels in recent years, which in turn has made the area famous because of its existence. With the money donated by the festival to the surrounding communities, participants were asked if they had noticed a change. The response concluded to be mixed to positive reviews. This was due the personal opinion of what was important to each individual about their community. Participant 3 was especially happy that although the festival causes disruption, they donate the money in order to keep the look of the village happy. They explain that “it (the festival organisers) has shown an interest in building up the little town and village’s residents which it impacts is us”. They continue to support their statement by saying “the clean-up of our town is also paid for so our village is always looking pristine”. To support these statements, fellow resident participant 4 claims;
“The festival organisers have worked with the council to organise the restoration in local buildings which is something I am really interested in. I am happy with the work they do to make the place we live, a better place, and the money they invest.”

Participant 6 agrees with 3 and 4, by explaining that Glastonbury Festival is only one week a year and it is a “situation we have to live with”. They agree by saying that even though it is a situation they must live with, “to live in a beautiful area of the country like this and be disrupted for a week, it is a small price to pay”. These statements are representative of literature written by Turner (1982), Rao (2001) and Durkheim (1995) who not only suggest that festivals make a positive impact on residents if money is donated into the community, but argue that festivals re-enforce the area’s identity.

However, Ali-Knight et al. (2009), suggests that festivals and large-scale events do not represent their host communities correctly and send a message to visitors which is not authentic. Participant 5’s opinion mirrors this by explaining that although they are retired, “people who come to the festival have just ended up staying here and making our town look bad”. He also continues this by saying that “this is a place of residence and people who come down to attend the festival simply do not care”. This is clear between both the literature mentioned and the participants opinion that the identity is what matters to the resident’s individually. As the research was undertaken, community identity and cohesion can also be linked closely with behavioural consequences. If crime from visitors increases, the identity of the area would be lost and changed into something which truly is misrepresented. However, if you were to link the community identity and cohesion with community growth, one could suggest that the identity of the community has strengthened due to its ‘Worthy Causes’ projects. Participant 2 could support this theory. In the interview they claim that “they have recently build a scout playground, so my child attends scouts. He very much enjoys that. They have also put money into the other areas of the community”. Participant 3 also mentions that he/she has seen the money help change the identity of the community, referring to children’s parks being built. So therefore, unless the negative impact is in an obvious manor, it is hard to measure one’s idea on the community identity (Fredline, Jago and Deery, 2003).
4.3.6 Inconvenience

Inconvenience is similar to personal frustration when studying research of social impacts. This is due to existing research is based on the personal opinions of the residents. Van Harssel (1994, cited in Herbert 2001) states that there are many negative attributes that festivals bring to its local community because of the major disruption a festival causes. This can be shown in the feedback as the residents frequently throughout the interviews. The overall feedback could be considered of a negative nature. Participant 5 mentions that “I don’t think that it gives us anything for the hassle we have to put up with. It is a disruption ever year”. The inconvenience of the festival even encourages residents to take time off work.Participant 3 supports this by saying “since then, I have never really had to think about working away as I just make sure I’m working from home” continuing to emphasise their feelings on the matter by saying “It really is that bad”.

A question asked by the researcher which relates to inconvenience was “When you go to the local shop, do you experience a lack of supplies or items you need during the 3 weeks, and if so do you feel negatively about this?”. The response from the participants was overwhelmingly negative. Participant 6 implies due to traffic it is harder to even get to a shop. “It would probably take me about 3 hours to get out of the immediate area”. With products itself, a common theme which has been recognised, is the necessity to buy alcohol from the residents. They claim that “Alcohol is the worst thing to try and get. I try and get my crates for the festival and I have to get them the week before”. Participant 6 further suggests that she has to travel further away because the shops have run out of the alcoholic beverages. She says “this does frustrate me because I have to pay more for petrol now and stuff just to get a crate of cider. Ridiculous”. Participant 4 agrees with participant 6 saying “Alcohol is a funny one, because you can’t seem to get that anywhere in a twenty-mile radius of the place”. Another participant that correlates with this view is participant 2. They reiterate this by implying that as Glastonbury is a small place, “they are buying the things they need”, further suggesting that the local shops sell out of products. This is supported by Murphy’s theory (1985) who states that a festival is the biggest ‘irritant’ to the local community which has a domino effect on the residents.
A participant that disagrees with this is participant 1. They state that “I think it does benefit the local community because all the local farm shops and product etc, are used for food and drink”. The participant is suggesting that even though the local shops do sell out of their products, local businesses also get a larger financial income. They further indicate that festival organisers even have deals with the local businesses by saying “local amenities being used by the festival organisers, that does have a positive impact on the community”. Therefore, suggesting what could be inconvenient for one resident, is not necessarily inconvenient for another because of what they are benefitting. This is supported by Fredline, Jago and Deery’s (2003) theory suggesting that it is important to remember the points of view from individual residents because they could have a bias view due to financial income.

4.4 Evaluation of the study

Throughout the study, there is clear correlations between each sub-section; Behavioural consequences, community growth and development, entertainment and socialisation opportunities, personal frustration, community identity and cohesion and inconvenience. Within the data collected, there is also a pattern between not only the resident’s when they have similarities over all types of impact (such as the personal frustration due to volume of traffic), but when the residents have mixed feelings throughout the data. This is clear due to different things but is generally down to the age of the resident and their lifestyle (their job, number of children etc).

As participant 1 and 6 are of the younger sample pool (18-30 years of age) there is an outlook of a positive nature of the festival. This shows through their willingness to not only go to the festival whilst it is on, but their outlook to disregard personal frustrations and the inconvenient impacts which is imposed onto them. However, even though participant 1 does not have children and participant 6 does, they still are positive about the nature of the festival. They both showed a value for their children’s education and had a similar outlook on a child’s place within the festival.

Participants 2 and 4 were slightly more critical with different views in some of the sub-sections. They both have noticed the community growth effort which has been given
financially and mention restoration projects and parks which have been erected by the joint efforts of Glastonbury Festival organisers and the local council. However, even though the two participants were in the same age range for the samples (31-50 years of age) and had children, they shared different outlooks on what their children’s part was within the festival. Participant 2 was a lot more expressive in allowing their children to take part in the festival, whereas participant 4 was one of the sternest of the residents, strictly stating that their children would not be allowed to attend. As they have different occupations, the two participants had a difference of opinion on personal frustrations such as traffic, but they are more understanding of this than the higher age group sample pool.

The final two participants (participant 3 and 5) both had more negative feelings toward the festival. Both participants were of the ages of 51 and over and had children whom were over the age of 18 years. Participant 3 was more concerned of the inconvenience caused by the festival including traffic. However, participant 5 has lived in the area since before the festival existed and was far more concerned about the image of his/her village. Both participants were far more vocal about the potential negative impacts that the festival has on residents and even though they acknowledged the financial benefits of ‘worthy causes’ and the complimentary free ticket for the week, they did not appear satisfied that this outweighed the disruption to their life that Glastonbury brings.

The research shows a great deal of positive and negative feeling from the residents for each section and is subject to the reader’s perception of what outweighs the other. Ultimately, this backs up the theory of Fredline, Jago and Deery (2003) that it is the resident’s perception of the event which determines the measurement of social impact. The research also highlights that although there is existing literature and research studies for traffic and environmental impact, there is a need for more in-depth research within the effect on the views of children and their role within a local community of a large-scale festival such as Glastonbury. This also emphasises Jura Consultants (2006, p.62) view that there is a major research gap in the measurement of social impact. Therefore, the research found within this study can be used to contribute to filling the gap.

A prominent problem that was founded in the study when researching for the literature review section, not only was there a major research gap in social impact, but how this may
exist as it is overshadowed by the economic impact of major festivals. The majority of existing study was linked, if not focused, on the economic impact. This could be suggested that numerical data is easier to collect and therefore researchers insinuate that this data represents the resident’s feelings. As seen from the data collected in this study, this is not correct.

4.5 Chapter Conclusion

To conclude the results and discussion section of the study, this chapter is the interpretation of findings of the researcher (primary research completed) on the chosen topic area and then further analysed against current literature (secondary research completed). The positive and negative correlations within both the primary and secondary data were highlighted and cross referenced. A conclusion was made by the researcher that the existing literature on the chosen topic is minimal and therefore hopes that the data collected in this study is used and contributes to fill the research gap. The findings from this study received by the researcher can be related to other researcher’s theories, but ultimately the measurement of social impact is up to the opinion of the residents of the surrounding communities of festivals. Therefore, it is hard to gather this qualitative data and structure the feedback to determine a certain positive or negative impact socially on residents as participants opinions can be of a vast scale. It is also important to consider the lifestyle of the resident. The researcher discovered that the social impact of the festival was also hard to measure due to the importance of the effects to different participants. Ultimately, all findings made by the researcher were critically analysed with the backing of theory from existing literature. This makes the project and the findings valid and reliable.
5. Conclusion and Recommendations

5.1 Chapter Overview

This chapter will conclude all information from the decision to choose the topic, the investigation of secondary data, the research process to gather primary data and finally analysing the discussion of results. The researcher will give a summary of the findings which were discovered throughout the study describing the most highlighted authors, trends and patterns. Recommendations will then be made to the organisers of Glastonbury Festival and local council about how they could minimize or maximize social impact effects. Limitations and recommendations for the research of the subject area overall will be discussed next, describing if there were research gaps and how these could be filled. Finally, there will be the chapter overview closing the study. This section will give understanding of the aim which is to investigate the effects Glastonbury Festival has on the day-to-day lives of residents whom live in the surrounding communities. Following on from this, the section will complete comprehensive answers to the objectives as follows:

- To critically analyse existing literature on the chosen topic, which has been produced on social impacts of festivals and large-scale events and their effect on the local communities.
- To conduct semi-structured interviews with a variety of people from the local communities (West Pennard, Pilton, Shepton Mallet and Glastonbury) surrounding Glastonbury Festival.
- To research and analyse the data achieved from the primary research process and evaluate this information in regard to Small’s social impact model (Small, 2007, cited in Bladen et al., 2012, p.369).
- To come to the conclusion of different social impacts that Glastonbury Festival has on its residents, to back this up with existing literature and make recommendations both for the festival itself and for those wishing to further investigate the social impact of festivals and events.

5.2 Summary of findings
Within the study, both primary and secondary research did point out views both which agreed and contradicted each other. There was no certain outcome that the festival determines a positive or negative social impact on the residents within its surrounding communities as there is a major research gap within studying social impact of festivals (Jura Consultants, 2006). Throughout investigating the secondary data, the researcher found that studying social impact was closely evaluated alongside economic impact (Wood, 2006). If a researcher was to evaluate social impact and include influences from views which contained traces of economic impact, the results would not be valid and not a true reflection of a social impact measurement. This unveiled a gap in the existing literature, revealing that there had been minimal primary research done on social impacts of communities. Traffic inconvenience and environmental impact was an impact which was mentioned in almost all pieces of literature, but there was next to no evidence of impacts on children or an extensive in-depth evaluation into the day-to-day lives of residents.

Within the primary data collected, the researcher discovered a mixed response throughout the six participants. Although this could be determined as a difference (because of the different places the residents live), there was a clear divide of opinion due to the participant’s age. The participants of the 18-30 years of age sample pool were far more accepting of the festival and even though they acknowledged some negative aspects, they felt as though the festival was still something which highly benefitted them. However, participants in the higher age year group of 50 and over saw the festival as more of an inconvenience and felt it tarnished the image of their community. They also noted how the festival has changed the community’s image over the time of existence which directly links to Lynskey’s theory (2016) of change of community identity over time. The primary research also can be retrieved to contribute to filling the major research gap which exists within the social effect of festivals on child residents and their family. The response on this area were also mixed, which can be attributed down to individual parenting views. Ultimately, the research suggested that the effect of social impact can be solely measured on opinions of those affected and not just numerical data (Picard and Robinson, 2006). Within the Small’s model (See Figure 2.1) (Small, 2007, cited in Bladen et al., 2012, p.369), the general consensus of views from the participants in the findings are as follows under each subsection;
• Behavioural Consequences
  o The negative views of volume of traffic
  o The discussion of absent disorderly behaviour
• Community Growth and Development
  o The positive view of Glastonbury Festival’s involvement within the community (particularly financial) and how the economic impact allows development of the area.
• Entertainment and Socialisation Opportunities
  o The mixed view of opportunity for socialisation to involve residents (especially children).
  o The positive view regarding the opportunities of entertainment.
• Personal Frustration
  o The extreme frustration of the volume of traffic.
  o The lack of supplies within the area during the week of the festival.
• Inconvenience
  o The inconvenience the festival causes on day-to-day lives concerning traffic and visitors.
• Community Identity and Cohesion
  o The overall positive view of the festival financially restoring areas of the villages to regain identity.

5.3 Recommendations for Glastonbury Festival organisers and the local council

The recommendations put forward by the researcher is that festival organisers create a specific occupational position within the festival organisation team, who makes themselves available and inform the residents of their presence. This could then be used to analyse the feedback from residents and contribute to authors who are researching the chose topic. Another suggestion that was raised by the participant themselves was more community involvement (such as small village events), where organisers would make themselves available for the community to be personally known. The problems regarding social impact ultimately come from visitors to the festival and is understood that intentional or not, the consequences of social impact do affect residents (Page and Connell, 2012).

5.4 Limitations and recommendations for future research
The limitations which arose from the study is most certainly the lack of literature on social impact of large scale events and festivals. Specifically, when conducting the secondary research data collection, the researcher discovered that most literature written was intertwined with economic impact. This meant the literature was ‘tainted’ with impacts which were not relevant to the study and therefore invalid. There is also limited research in the effect festivals have on the day-to-day lives of residents and its younger generation.

There are recommendations which can be made to enhance the understanding of social impact. A theoretical tool needs to be used to measure social impact. This was a clear limitation in the study as the data collected can be extremely vast and therefore many authors conclude that it is difficult to create a structured qualitative data collection. The researcher would recommend Small’s model of social impact (See Figure 2.1) (Small, 2007, cited in Bladen et al., 2012) as a way of organising the resident’s opinions and collecting data. However, there were limitations to the model which became apparent in the primary data collection process. The responses given by participants could be stated in more than one sub-sections such as ‘Personal Frustration’ and ‘Inconvenience’ as the views had similar themes. Saying this, the researcher stands by the decision to conduct a qualitative data collection with the use of narrative and story-telling methods to complete this study.

As the festival grows at a larger rate each year, the difference in social impact evolves or changes (Raj and Musgrave, 2009). There needs to be a further investigation into the residents and their opinions, rather than collecting data using economic impact on a regular basis. The primary research clearly shows more information on areas which have minimal literature to emphasise their point such as the effects on children or personal frustration of change in community identity. The main recommendation the researcher suggests is for additional research to be conducted more frequently or a longitudinal study would be beneficial, studying residents over a number of years.

5.5 Chapter Overview

The object of the study was to collect primary and secondary research within the chosen topic area of social impacts on local communities of festivals and large-scale events. This aim was successfully met and present in both the literature review and results. The
researcher critically reviewed economic impact of events, corporate social responsibility regarding events and social impact of international events. This was to gain a further understanding of the topic to conduct the project. The evaluation of the day-to-day lives of residents whom live in the immediate area around Glastonbury festival and how the organisers deal with positive and negative social impacts was compared to findings found within the secondary data. The objective of the study was to evaluate how the residents feel the festival effects their day-to-day live socially, which was concluded. All main findings found in the study was backed up by literature to prove that all were reliable and valid.
Appendix

Appendix 1: Participant Consent Form

Cardiff Metropolitan University
Ethics Committee

PARTICIPANT CONSENT FORM

Cardiff Metropolitan University Ethics Reference Number:

Participant name or Study ID Number:

Title of Project:

An investigation of the effects Glastonbury Festival has on the day-to-day lives of the communities of local communities.

Name of Researcher: Jessica Dyer

Participant to complete this section: Please initial each box.

1. I confirm that I have read and understand the information sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. [ ]

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. [ ]
3. I agree to take part in the above study. [ ]

4. I agree to the interview being recorded [ ]

   Yes   No

5. I agree to the use of anonymised quotes in publications [ ] [ ]

_______________________________________   ___________________
Signature of Participant                      Date

_______________________________________   ___________________
Name of person taking consent                  Date

_____________________________________
Signature of person taking consent
Appendix 2: Ethics Form

DEVELOPED ETHICS APPROVAL APPLICATION SUMMARY

Student Name: Jessica Dyer
Module Name: Dissertation
Programme Name: Events Management
Student Number: ST20063194
Module Number: HLT6009
Supervisor Name: Karen Davies

<table>
<thead>
<tr>
<th>To be completed by student and supervisor before submission to Ethics Approval Panel</th>
<th>Student Signature;</th>
<th>Supervisor Signature;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for ethics approval</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Participant information sheet</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Participant consent form</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Pilot interview/s</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Pilot questionnaire/s</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Letter/s to participating organisation/s</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Confirmation of interviewee participation</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

First Submission: 19/12/17
Date: 19/12/17
Resubmission: [ ]

For use by the devolved ethics approval panel:

<table>
<thead>
<tr>
<th>Panel Members</th>
<th>Name</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module leader, Chair:</td>
<td>Deena Ablah</td>
<td>[Signature]</td>
</tr>
<tr>
<td>Supervisor:</td>
<td>[Signature]</td>
<td></td>
</tr>
<tr>
<td>CSM Ethics Committee Representative:</td>
<td>[Signature]</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td>19/12/17</td>
<td></td>
</tr>
<tr>
<td>Date of Reassessment:</td>
<td>[ ]</td>
<td></td>
</tr>
</tbody>
</table>

Outcome:
Project Approved: [ ]
Reference number issued: 2016053385
Chair's Action: [ ]
Application not Approved: [ ]

Comments for projects not fully approved:

Balance the positive and negative impacts and allow participants to know it is an investigation analysis to the aspects. See notes.

The original to be retained by the supervisor and a copy given to the student and module leader.
In the case of a submission being required, the original form should be submitted with the re-submission or a new, blank, one.

Amend letter - date of start of period.
- State which areas are included in the study.
- Include anonymity in the letter for reasons.
B2 include supervisor experience.
- Delete organisation name on consent form.
CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

When undertaking a research or enterprise project, Cardiff Met staff and students are obliged to complete this form in order that the ethics implications of that project may be considered.

If the project requires ethics approval from an external agency (e.g., NHS), you will not need to seek additional ethics approval from Cardiff Met. You should however complete Part One of this form and attach a copy of your ethics letter(s) of approval in order that your School has a record of the project.

The document Ethics application guidance notes will help you complete this form. It is available from the Cardiff Met website. The School or Unit in which you are based may also have produced some guidance documents, please consult your supervisor or School Ethics Coordinator.

Once you have completed the form, sign the declaration and forward to the appropriate person(s) in your School or Unit.

PLEASE NOTE:
Participant recruitment or data collection MUST NOT commence until ethics approval has been obtained.

PART ONE

| Name of applicant: | Jessica Dyer |
| Supervisor (if student project): | Nic Matthews |
| School / Unit: | School of Management |
| Student number (if applicable): | ST20063194 |
| Programme enrolled on (if applicable): | Events Management |
| Project Title: | An investigation of the effects of Glastonbury Festival on the day-to-day lives of the communities of local villages |
| Expected start date of data collection: | 01/12/2017 |
| Approximate duration of data collection: | 10 Weeks |
| Funding Body (if applicable): | N/A |
| Other researcher(s) working on the project: | N/A |
| Will the study involve NHS patients or staff? | No |
| Will the study involve human samples and/or human cell lines? | No |

Does your project fall entirely within one of the following categories:

- Paper based, involving only documents in the public domain
- Laboratory based, not involving human participants or human samples

No

Application for ethics approval v6 October 2016
CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

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| Practice based not involving human participants (e.g. curatorial, practice audit) | No |
| Compulsory projects in professional practice (e.g. Initial Teacher Education) | No |
| A project for which external approval has been obtained (e.g., NHS) | No |

If you have answered YES to any of these questions, expand on your answer in the non-technical summary. No further information regarding your project is required.

If you have answered NO to all of these questions, you must complete Part 2 of this form.

---

In no more than 150 words, give a non-technical summary of the project:
To form an investigation into the day-to-day lives of the surrounding communities of Glastonbury Festival within a two-week period whilst the festival is being held. This will be done by conducting qualitative research, interviewing the residents with the hope that this will conclude whether the festival truly impacts its neighbours in a positive or negative way.

---

DECLARATION:
I confirm that this project conforms with the Cardiff Met Research Governance Framework

I confirm that I will abide by the Cardiff Met requirements regarding confidentiality and anonymity when conducting this project.

STUDENTS: I confirm that I will not disclose any information about this project without the prior approval of my supervisor.

Signature of the applicant: [Signature]
Date: 18/01/2018

FOR STUDENT PROJECTS ONLY

Name of supervisor: [Name]
Date: 18/01/2018

Signature of supervisor: [Signature]

---

Research Ethics Committee use only

Decision reached:
- Project approved
- Project approved in principle
- Decision deferred
- Project not approved
- Project rejected

Project reference number: Click here to enter text. 2016 03-33 85

Application for ethics approval v6 October 2016
CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

PART TWO

A RESEARCH DESIGN
A1 Will you be using an approved protocol in your project? No
A2 If yes, please state the name and code of the approved protocol to be used 1
A3 Describe the research design to be used in your project:

In my dissertation I will be using qualitative methods of research to enhance my understanding of the effect the festival has on the surrounding communities. This will include:
- Semi-structured interviews with local residents (between Shepton Mallet, Pilton, West Pennard and Glastonbury) from different demographics (all over the age of 18).
- I will recruit participants for my study using a letter which will be posted through doors and in local areas of the areas in question (Letter included with this form).
- All participants will be asked to sign a consent form but all personal information and/or sensitive data will be kept anonymous.
- The interviews will take approximately 45 minutes to an hour and will consist of a sample of six different participants whom had responded to the letter. They will be given complete anonymity.
- Participants will be analysed using thematic analysis based on Small’s model.

A4 Will the project involve deceptive or covert research? No
A5 If yes, give a rationale for the use of deceptive or covert research
N/A
A6 Will the project have security sensitive implications? No
A7 If yes, please explain what they are and the measures that are proposed to address them
Click here to enter text.

B PREVIOUS EXPERIENCE
B1 What previous experience of research involving human participants relevant to this project do you have?
No previous experience involving human participants have been undertaken.
B2 Student project only
What previous experience of research involving human participants relevant to this project does your supervisor have?
8 Years supervising dissertations. No primary research.

C POTENTIAL RISKS
C1 What potential risks do you foresee?
Potential risks could include:

1 An Approved Protocol is one which has been approved by Cardiff Met to be used under supervision of designated members of staff; a list of approved protocols can be found on the Cardiff Met website here.
C2. How will you deal with the potential risks?

To avoid the potential risks listed, I plan to organise the interviews long in advance so therefore if there is a cancellation, I can try to book another appointment with another resident as quick as possible.

When submitting your application you **MUST** attach a copy of the following:

- All information sheets
- Consent/assent form(s)

An exemplar information sheet and participant consent form are available from the Research section of the Cardiff Met website.
Dear Sir or Madam,

My name is Jessica Dyer and I am currently a student at Cardiff Metropolitan University. Being from Yeovil, I am interested in studying for my dissertation the surrounding areas of Glastonbury festival and how the festival affects the day-to-day lives of the residents both positively and negatively.

As a resident whom lives in Shepton Mallet, Pilton, West Pennard or Glastonbury, I am asking if you would take the time to participate in an interview which would last approximately 45 minutes. The questions would be basic information about your day to day lives in the week before, week during and week after the festival. This includes questions such as "Do you feel the festival affects the safety of the local community?", "do you experience problems getting to work, or does the festival affect your work life in any way?" and "are you more likely to go to the festival whilst it is on because it affects your day to day life?".

It is imperative to use residents for my research to produce an authentic and valid outcome for my dissertation and I would be extremely grateful for any help or information on the subject matter. If you would like to participate please find my contact details at the top right of this letter by the 1st March 2018. Research undertaken and participants details will be kept anonymous for the duration and post study.

Thank-you for taking the time to read this letter, and I hope you and your family have a happy new year.

Yours faithfully,

Jessica Dyer,
PARTICIPANT INFORMATION SHEET

An investigation of the effects Glastonbury Festival has on the day-to-day lives of the communities of local villages.

Cardiff Metropolitan University Protocol Number: (if applicable)

Project summary
The purpose of this research project is to research into the opinions of Glastonbury Festival from the residents of the surrounding areas. Your participation will enable the collection of data which will form part of a study being undertaken at Cardiff Metropolitan University.

Why have you been asked to participate?
You have been asked to participate because you fit the profile of the population being studied; that is over 18 years of age and live in one of the surrounding areas chosen (Shepton Mallet, Pilton, West Pennard and Glastonbury). Your participation is entirely voluntary and you may withdraw at any time.

Project risks
The research involves the completion of a Semi structured interview conducted by Jessica Dyer (the researcher). Participants identity and their views will remain completely anonymous.

How we protect your privacy
All the information you provide will be held in confidence. We have taken careful steps to make sure that you cannot be directly identified from the information given by you. Your personal details (e.g. signature on the consent form) will be kept in a secure location by the research team. When we have finished the study and analysed all the information, the documentation used to gather the raw data will be destroyed except your signed consent form which will be held securely for 5 years. The recordings of the focus groups/ interview will also be held in a secure and confidential environment during the study and destroyed after 5 years.

YOU WILL BE OFFERED A COPY OF THIS INFORMATION SHEET TO KEEP

If you require any further information about this project then please contact:
Andrew Nother, Cardiff Metropolitan University
Cardiff Metropolitan University email: another@cardiffmet.ac.uk
Amend to include principle researcher’s details
PARTICIPANT CONSENT FORM

Cardiff Metropolitan University Ethics Reference Number:
Participant name or Study ID Number:
Title of Project:
An investigation of the effects Glastonbury Festival has on the day-to-day lives of the communities of local communities.
Name of Researcher: Jessica Dyer

Participant to complete this section: Please initial each box.

1. I confirm that I have read and understand the information sheet for the above study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily. [ ]

2. I understand that my participation is voluntary and that I am free to withdraw at any time, without giving any reason. [ ]

3. I agree to take part in the above study. [ ]

4. I agree to the interview being recorded [ ]

5. I agree to the use of anonymised quotes in publications [ ] [ ]

Signature of Participant ___________________________ Date ________________

Name of person taking consent ___________________________ Date ________________

Signature of person taking consent ___________________________
<table>
<thead>
<tr>
<th>Order of Semi-Structured Interview</th>
<th>Discussed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Ask respondent approval to use recording systems</td>
<td></td>
</tr>
<tr>
<td>2) Ask respondent to sign and acknowledge consent form</td>
<td></td>
</tr>
<tr>
<td>3) Inform participant of the beginning of the interview</td>
<td></td>
</tr>
</tbody>
</table>

**BEGINNING OF QUESTIONS**

1. Do you feel the festival benefits the local community or do you think you as a resident is better off without it? If so, in what ways?

2. Have you seen any benefits of the festival on the community you live in?

3. Do you experience problems getting to work, or does the festival affect your work life in any way?

4. Does the festival impact your decision to have visitors (the three weeks in question) down during this time and is it a hindrance to your life?

5. Do you experience disorderly behaviour during the three weeks from visitors who come to the festival in your local community?

6. When you go to the local shop, do you experience a lack of supplies or items you need during the 3 weeks, and if so do you feel negatively about this?

7. Do you experience traffic problems the week before the festival, the week during the festival, and the week after the festival? And if so to what extent?

8. Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

9. Do your children attend the festival? If you do not have children, would you take a child to the festival?

10. If so, do you feel there are social benefits to taking them or do you feel as though this dis-benefits them in any way?

11. Do you feel the festival organisers take into consideration the local community and its requests for privacy?

12. Does the festival affect the safety of the local community in your opinion (This includes the use of the emergency services)? (For example the effectiveness of the emergency services).
<table>
<thead>
<tr>
<th>13) Do you experience problems getting to school (if the resident has children), and if so does this affect your children's education (For example: if they are unable to get to school because of traffic, they would miss a weeks-worth of education)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>14) Do the festival organisers personally make themselves available for any questions or queries from its neighbours (yourselves)?</td>
</tr>
<tr>
<td>15) Do you think receiving a ticket for the week is enough as a &quot;sorry it disrupts your week&quot;, or would you like something else? (please suggest this).</td>
</tr>
<tr>
<td>4) Inform participant that it is the end of the interview</td>
</tr>
<tr>
<td>5) Thank participant for their involvement</td>
</tr>
</tbody>
</table>
## Appendix 3: Interview Questions

<table>
<thead>
<tr>
<th>Name of Interviewer – Jessica Dyer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Name of Participant:             No. of</td>
</tr>
<tr>
<td>Participant:</td>
</tr>
<tr>
<td>Order of Semi-Structured Interview</td>
</tr>
</tbody>
</table>

### BEGINNING OF QUESTIONS

1) **Ask respondent approval to use recording systems**

2) **Ask respondent to sign and acknowledge consent form**

3) **Inform participant of the beginning of the interview**

### BEGINNING OF QUESTIONS

1) Do you feel the festival benefits the local community or do you think you as a resident is better off without it? If so, in what ways?

2) Have you seen any benefits of the festival on the community you live in?

3) Do you experience problems getting to work, or does the festival affect your work life in any way?

4) Does the festival impact your decision to have visitors (the three weeks in question) down during this time and is it a hindrance to your life?

5) Do you experience disorderly behaviour during the three weeks from visitors who come to the festival in your local community?
6) When you go to the local shop, do you experience a lack of supplies or items you need during the 3 weeks, and if so do you feel negatively about this?

7) Do you experience traffic problems the week before the festival, the week during the festival, and the week after the festival? And if so to what extent?

8) Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

9) Do your children attend the festival? If you do not have children, would you take a child to the festival?

10) If so, do you feel there are social benefits to taking them or do you feel as though this dis-benefits them in any way?

11) Do you feel the festival organisers take into consideration the local community and its requests for privacy?

12) Does the festival affect the safety of the local community in your opinion (This includes the use of the emergency services)? (For example the effectiveness of the emergency services).

13) Do you experience problems getting to school (if the resident has children), and if so does this affect your children’s education (For example: if they are unable to get to school because of traffic, they would miss a weeks-worth of education)
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>14) Do the festival organisers personally make themselves available for any questions or queries from its neighbours (yourselves)?</td>
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</tr>
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</tr>
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<td>4) Inform participant that it is the end of the interview</td>
<td></td>
</tr>
<tr>
<td>5) Thank participant for their involvement</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 4: Transcript of Participant Interviews

*Interview Questions*

*Participant 1*

Interviewer:

Ask respondent to use audio recording for this interview?

Participant 1:

Yes

Interviewer:

Ask respondent to sign and acknowledge consent form?

Participant 1:

Yes

Interviewer:

I am informing you now that this is the beginning of the interview.

Interviewer:

So, the beginning of the interview has started. The first question is “Do you feel the festival benefits the local community or do you think you as a resident is better off without it? If so in what ways?”

Participant 1:

I think it does benefit the local community because all the local farm shops and produce etc, are used for food and drink. Also, local bands are scouted to perform at the festival also so it helps the community in that way. I’m not fully aware of everything the festival does but I know they donate money.
Interviewer:

Have you seen any benefits of the festival on the community you live in?

Participant 1:

I haven’t seen any, however, like I just said with the local amenities being used by the festival organisers, that does have a positive impact on the community but visibly I haven’t seen any for myself. I just more hear things per se.

Interviewer:

Do you experience problems getting to work, or does the festival affect your work life in any way? So, for instance, do you walk to work? If so, does that cause a problem or do you drive to work if so does that cause problems with traffic etc.

Participant 1:

Yes, it is a problem. I am a teacher but I don’t teach locally, so I have to travel to work. It takes me normally about twenty to twenty-five minutes to travel to work and that’s considerably more. I can't get out, I can't really get to work during the week of the festival. It adds time on to my travel there and back, so it is difficult.

Interviewer:

Do you still continue to go to work? Or do you for instance you do not go in because you just can’t get there?

Participant 1:

I’ve had one year where I could not get there on the first day, on the Wednesday, and that was a few years ago now. There were issues with the weather and opening the festival on time so I couldn’t get in to work until a lot later on and I made it in after lunchtime on that day. I just have to allow time, especially on the Wednesday and Monday, and leave earlier and leave work later so I miss the traffic back.
Does the festival impact your decision to have visitors (the three weeks in question – before the festival, during the festival and after the festival) down during this time and is it a hindrance to your life?

Participant 1:

I wouldn’t say it’s a hinderance, it would, it does impact my choices to have people visiting, purely because I wouldn’t want them sat in traffic, I wouldn’t want them caught in the bad traffic at those times. It wouldn’t be, it’s not a hinderance, it’s just I wouldn’t chose to have visitors during that time. Well for the reasons of traffic really.

Interviewer:

Do you experience disorderly behaviour during the three weeks in question from visitors who come to the festival in your local community?

Participant 1:

Not disorderly behaviour, no. Obviously around the festival, during the days of entrance, like the Wednesday and when they are leaving on the Sunday night to Monday all day, there are people that decide they are going to walk along the roads and then they end up sort of crouching at the front of people’s houses in their driveways to avoid the traffic down the lanes. But, I wouldn’t say disorderly behaviour no as everyone is from my knowledge on site at the festival.

Interviewer:

When you go to your local shop, do you experience a lack of supplies or items you need during the 3 weeks, and if so do you feel negatively about this?

Participant 1:

Some items are low in stock. You can’t get a bottle of wine or any alcohol really anywhere, as that is all sold out, as people are allowed to take their own alcohol into the festival. I’m guessing people just decide if they come a few nights before to just get here, it maybe saves room in the car I don’t know. I know people in Yeovil who says that the alcohol there disappears in Tesco too if that’s right?
Interviewer:

Yes, I have experienced that.

Participant 1:

Food wise, we’re pretty well stocked up. There’s not really an effect on that, I guess the stores know to get extra food in those weeks but I’m not entirely sure. I don’t really feel negatively about it if there wasn’t anything such as the alcohol, it’s not really an essential item. That’s something that’s not on the shelves.

Interviewer:

Do you experience traffic problems the week before the festival, the week during the festival, and the week after the festival? If so, to what extent?

Participant 1:

I wouldn’t necessarily, during the festival definitely, yes. That is pretty much every day during the festival because there is no set entrance day for people to come in and there is no set exit day. So, there is a constant flow of traffic where there wouldn’t normally be. Before the festival, and after the festival, it’s not so much traffic, it’s more the road closures and the set-up of the car parks and things so the event organisers have to sometimes close the roads temporarily, but it’s not traffic it is just those smaller things.

Interviewer:

Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

Participant 1:

Er, not because it affects my day-to-day life. I have been to the festival, many times, out of choice. Not because it has an effect on my job or day-to-day life. It’s just a massive festival which is on my door step, because obviously I don’t have to pay to go to the festival, travel wise, it’s just in my opinion not to go to such a great event which is on my door step.

Interviewer:
Do your children attend the festival? If you do not have children, would you take a child to the festival?

Participant 1:

I would take a child to the festival. But, I wouldn’t take a young child. I would take a child, definitely, over the age of ten that can actually move around.

Interviewer:

Why would you take a child over the age of ten and not under?

Participant 1:

I wouldn’t take them under ten. Although there are lots of things for under tens to do, and it is a brilliant place, it is also an incredibly busy place, and with society these days, I wouldn’t want my child to see something and then want to go over and have a look and run off. Also, I would want them to be able to ask when they needed to go to the toilet. I would definitely want to be taking a camper van with a child, if I did have to take a young child, because there is nowhere for them to clean off. I just think that I have seen people take young young children where they are even younger than toddler’s and surely, they must not be getting any sleep as the festival has loud noises all around all night. So, I mean, it’s up to the parent obviously it is just something I probably wouldn’t do.

Interviewer:

So, like you said you would take a child if they were over the age of ten. Do you feel there are social benefits to taking them or do you feel as though this dis-benefits them in any way?

Participant 1:

I think there are social benefits in the sense of that they get to be outside. There are both, the social benefits for them being outside and actually experiencing music and different cultures and having that interaction with different people is brilliant. However, as a teacher, educationally, yes, they would be missing a couple days of school, and at the moment there is a massive push on attendance so therefore that is not the most ideal thing. But, for them
not to be watching tv, or video games, or on the computers, and to be out in fresh air, I 
think does the world of good socially. I think also there is some things that you see there 
which isn’t ideal for children such as drugs and excessively drunk people, but as long as a 
parent tries their best to explain the situation and tell them the difference between right 
and wrong, I feel like it is a learning curve and a benefit to those children.

Interviewer:

Do you feel the festival organisers take into consideration the local community and its 
requests for privacy?

Participant 1:

I’ve never had any issues or problems with privacy or anything like that as I am set back 
from the main road by quite a bit. So, I’ve never had any issues so I didn’t really know on 
that one. Apparently, I’ve heard from a few friends who live locally that you can go to the 
council and if you have an issue it gets pitched as an idea to avoid for next year. But, 
anything like intruders or anything obviously I would just call 999.

Interviewer:

Does the festival affect the safety of its local community in your opinion? This includes the 
use of the emergency services. For example, the effectiveness of the emergency services. 
So, if you needed to call 999 for any reason, do you feel like the festival takes away how 
quick they are going to be able to reach you etc?

Participant 1:

I think there is a level of concern when it comes to the time it takes to get to a house in the 
local area. Especially, those days for instance on the Wednesday morning when the festival 
opens. The queuing, the traffic is absolutely horrendous. When I lived elsewhere, like twenty 
minutes down the road, it used to take four hours for me to get to the festival on a 
Wednesday morning. So, it would concern me that emergency services couldn’t get through 
the traffic at those high times. But, I would imagine that the festival organisers and our local 
council would have something in place for the emergency services to be able to reach us 
and make sure that they attended anyone who needed it.
Interviewer:

I know that you know you said you didn’t have children but the next question; Do you experience problems getting to school? For instance, do you know anyone that has problems if they have children getting their children to school and if so does it affect the children’s education? So, if they weren’t able to go to school because of traffic they would miss nearly a week’s worth of a school. As a teacher, do you find that some children are not able to get to school etc or or know anyone?

Participant 1:

Yes, there are schools who actually shut in the local area for I think it’s the Wednesday, yes, the Wednesday, Thursday and Friday in the local area, purely because parents cannot get their children to school. As a teacher, I think a week’s worth of school doesn’t sound a lot in the grand scheme of things if they had perfect attendance elsewhere. However, in a week’s worth of lessons they do miss a lot, especially if their classmates are in school. It’s different if the school is shut because no one is behind or missing out.

Interviewer:

Do the festival organisers personally make themselves available for any questions or queries from its neighbours such as yourselves?

Participant 1:

We can always talk to any stewards that are out, say they are on traffic duty or anything, they are always more than happy to help or answer questions we have. Like I said earlier, I’ve never had to really ask anything or query anything so I’m not sure about the event organisers, but everyone, all the traffic stewards and everyone that we have always spoken to have been more than helpful.

Interviewer:

Final question, do you think receiving a ticket for the week is enough as a sorry it disrupts your week or would you like something else? Maybe something more?

Participant 1:

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No, I think it’s a good gesture. It is disruptive to the week, but those tickets are incredibly expensive and they are so sought after. They are sold out every year within minutes. So, to have the opportunity as a local resident to access the festival, where as many people don’t have that opportunity that live elsewhere. I think it should be taken up really.

Interviewer:

That is the end of the interview, thank-you for your participation.

Participant 1:

No worries, thank-you.

Interviewer:

Thank-you very much.
Interview Questions

Participant 2

Interviewer:

So, this is participant 2. I’m just asking the respondent if they give permission for audio recording?

Participant 2:

Yes, I do.

Interviewer:

Have you signed and acknowledged the consent form?

Participant 2:

Yes, I have.

Interviewer:

Now I’m just going to inform the participant that it is the beginning of the interview.

Do you feel the festival benefits the local community or do you feel as a resident it is better off without it? If so, in what ways?

Participant 2:

So, I believe that the festival benefits the local community. I do have a child and I know that the festival put’s lots of money into the local community. They have recently built a scout playground, so my child attends scouts so he very much enjoys that. They have also put money into other areas of the community. They do restoration of houses of things and buildings that need the work. So yeah, I do feel like the festival benefits the local community.
Interviewer: Have you seen any benefits from the festival on the community you live in?

Participant 2:

Yes, I have. As I said previously, the festival does benefit the community just because they do put money into a range of things. So yeah, I do believe it does benefit it.

Interviewer:

Do you experience problems getting to work or does it affect your work life in anyway?

Participant 2:

So, I work in a local office in the centre of town and it does affect my work because of the volume of traffic around the festival period. However, I do actually book the time of work and go to the festival because the local people, they get festival tickets given to them and because I am local I am lucky and do get a free ticket for the festival. So, I do book the time off work. However, I do lose money by doing so. But like I said, I do experience problems getting to work when I do work because of the volume of traffic.

Interviewer:

Does the festival impact your decision to have visitors in the three weeks in question which is the week before the festival, during the festival and the week after the festival? So does it impact your decision to have visitors down during this time and is it a hinderance to your life?

Participant 2:

I would say it definitely impacts my decision to have visitors round. Like I said in the previous question, the volume of traffic is very large, there’s loads of cars on the road because Glastonbury is a small place, there’s not usually people there and there are hundreds of thousands of people who come down for the festival. It is very busy so I don’t invite people down during that period. I wouldn’t say it’s a hinderance to my life though as I do enjoy the festival and I do attend it.

Interviewer:
Do you experience disorderly behaviour during the three weeks that I just mentioned in question from visitors who come to the festival in your local community?

Participant 2:

So, like I said previously, I have attended the festival in previous years. So, I wouldn’t say I experience disorderly behaviour from visitors. However, as you can imagine lots of people there do get drunk whether that be inside the festival or waiting in their cars or walking to the festival. It is a very happy and relaxed festival so I haven’t yet experienced disorderly behaviour but I’m not saying there might not be any there, I just haven’t experienced any.

Interviewer:

When you go to your local shop, do you experience a lack of supplies or items that you need during the three weeks in question and if so do you feel negatively about this?

Participant 2:

Yeah, I would definitely say there are a lack of supplies during the three weeks of the festival. Like I said, Glastonbury is a small place, not many people live here and then you have all these people coming to the festival so they are buying things they need. Alcohol obviously, there is a shortage of supply over the three weeks. I wouldn’t say I feel negatively about this though because I do go to the festival and I just make sure that I am prepared and stock up on food and things before the festival period and before I go to the festival. I just make sure I have enough food in the house.

Interviewer:

Do you experience traffic problems the week before the festival, during the festival and after the festival and if so to what extent?

Participant 2:

I would say yes, there are traffic problems. The week before the festival isn’t too bad as the festival is quite strict on what days people can enter. So, the festival starts on a Wednesday and they are quite strict on the Wednesday about how and when they let people in. The
week during the festival yes, it definitely does get busy and as there is a time limit, people can arrive from Wednesday and leave on the following Monday. During that time, it is a very busy period and yeah there definitely are traffic problems. The week again, because the festival is strict and people have to be gone by the first Monday of the week, by the mid-to-end of the week the traffic is back to usual. It is only bits and bobs like catering or something moving out but nothing to significantly affect traffic at that point.

Interviewer:

Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

Participant 2:

Yes, so I do go to the festival. Not because it would affect me if I were to stay at home because obviously the noise and disruption and things, but also because I do enjoy the festival and I like the music and things that happen and there is lots of activities. I have a child and they have a child’s camp, including a child’s festival area, which he very much enjoys going to as well. So, yes I am more likely to go because it is close to me. Myself and my family all get tickets for free which is ideal but I do enjoy it so that’s why I go not just because it is in my local area.

Interviewer:

Do your children attend the festival or if you do not have a child would you take a child to the festival?

Participant 2:

Yes, I do take my child to the festival and he very much enjoys it. Like I said, the festival is really relaxed and happy. Everyone is really nice and welcoming once there and there is lots of people on site and lots of staff. They have a police area so it is very safe. They also have a children’s area’s and children’s parks and things so it is very safe. I do take my child there and he enjoys it.

Interviewer:
If you do take your child, do you feel there are social benefits to taking them or do you feel that it dis-benefits them in any way?

Participant 2:

I feel it definitely is a social benefit. Not only do they get to meet people and other children in the parks and things but they also get to see friends because lots of friends that I have, they also take their families as well so we meet up and they get to meet friends that they already know. They also get to make new friends, so I definitely feel that it benefits them socially.

Interviewer:

Do you feel the festival organisers take in the considerations of the local community and its requests for privacy?

Participant 2:

That’s a difficult question. I would say it depends on how local people are and how close they live to the festival. With regards to people living really close to the fields and things the request for privacy, they probably don’t have that. Because I live closer to the town of Glastonbury, the festival isn’t directly next to it so I have never had any issues with privacy with what’s going on. However, ultimately it does depend on how close you live to the festival.

Interviewer:

Does the festival affect the safety of the local community in your opinion? This includes the use of emergency services, for example the effectiveness of the emergency services. So, what I mean by that was if you had to call 999 for any reason, do you feel the festival would obstruct them coming to you quickly etc.

Participant 2:

During the festival there is a higher volume of traffic and things, but I really don’t feel like that would affect the emergency services coming in any way. There definitely would be more emergency services out though and there are definitely more emergency services out
patrolling if you will during the festival. Like I said earlier, there are emergency services there, there is a whole police tent on site, medics on site, a medical tent. So, not many people I know ever need to call 999 from outside of the festival so I wouldn’t say that it affects the local community, no.

Interviewer:

Do you feel that because they have more police and emergency service personnel on site, you have got more chance that they would arrive quicker because they are closer than what they would normally be?

Participant 2:

Yeah definitely, there are people there. They are not calling people that are attending people off site. So, people who are on site only deal with people within the festival boundaries. Therefore, when people who are not at the festival call the emergency services, I don’t feel that they will be affected because the emergency services are covered to deal with that area still. I don’t feel like it would cause an effect or anyone in the community to feel less safe.

Interviewer:

Do you experience problems getting to school, as you have children, and if so does this affect your children’s education? For example, because of the traffic you are unable to get to school, therefore missing a week’s worth of education?

Participant 2:

I do take my child to the festival so they do miss a week’s worth of education. However, I don’t think a week’s worth of education is missing much. I do make sure that they catch up with anything they have missed. I have spoken to other parents and they do say they have significant problems getting their child to school whilst the festival is on. This is down to the volume of traffic, especially on the Wednesday, Thursday and Friday. It is extremely busy and just you can’t get anywhere during that week.
Interviewer:

Do the festival organisers personally make themselves available for any questions or queries from its neighbours such as yourselves?

Participant 2:

I wouldn’t say that I have ever spoken to Michael Eavis or his daughter or any of the organisers. I think there is a website I could go on or I could call the council if I had a question or query but I have never had anyone come around and knock on my door and ask me if I had any questions about the festival. So, I don’t know how I would go about that, no.

Interviewer: Do you feel receiving a ticket for the festival is enough as a sorry it disrupts your week is enough, or do you feel like you would like something else? Something more for example?

Participant 2:

For me, I feel like a ticket for the week is amazing because I enjoy music, I enjoy the festival. However, for elderly people, people that don’t enjoy the festival, it may not be enough. For me personally, I think it is more than enough. Having the tickets for free is definitely a benefit for me and my family.

Interviewer:

Okay that is the end of the interview. Thank you for your participation and involvement in this study.

Participant 2:

Thank-you.
Interviewer Questions

Participant 3

Interviewer:

Do you agree to the use of recording systems?

Participant 3:

Yes.

Interviewer:

Have you signed and acknowledged the consent form?

Participant 3:

Yes.

Interviewer:

So, this is the beginning of the interview.

The first question is... Do you feel the festival benefits the local community or do you think you as a resident is better off without it? If so in what ways?

Participant 3:

I feel the festival does definitely benefit the community. I have seen the amount of money that they give out to the local council. Is it enough for the major disruption it causes? I don’t know. However, it has shown an interest in building up the little town and villages residents which it impacts, which is us. I know it fixed the bells at the local church, the money I mean, but I feel like they definitely just throw money at our council and just hope that is enough, although it does help fix things around the community. The festival does bring major tourism so I am really happy about that I guess. The clean-up of our town is also paid for so our village is always looking pristine. So, I would say yes there is benefits, however, I don’t know if it is personally enough for the major disruption it causes myself and my family.
Interviewer:

Have you seen any benefits of the festival on the community you live in?

Participant 3:

Yes, of course! There are many different ways I've seen the boost money into it. Although I only think I know this because I have read the local newspaper. If I went to these places such as the children’s parks or something that they have built, or erected should I say, then nowhere does it say made by the festival profits or something. So, I wouldn’t be surprised if some of the residents had no idea what and who things are being built by if they didn’t read the paper.

Interviewer:

Do you experience problems getting to work, or does the festival affect your work life in any way?

Participant 3:

I commute to work as I work in London one week on and one week off. I try to get my week off at home because I can’t get of my driveway due to traffic. I have previously had to work in London the week of the festival, so I drove to the train station on the Monday which was fine. I came back on the Wednesday and forgot it was Glastonbury. Well didn’t I have a shock. I was squished into this train carriage. It was horrific. I can honestly say I would never use the train that week again. So, since then I have never really had to think about working away as I just make sure I’m working from home. It really is that bad.

Interviewer:

Does the festival impact your decision to have visitors the week before, during and after the festival? So therefore, is your decision of visitors coming down for these weeks impacted by the festival and is it a hinderance to your life?

Participant 3:

We are offered tickets to the festival, and if we are offered tickets and have friends that go then we go. They come down on the Monday when the traffic is not bad, we go to the
festival on Wednesday or Thursday depending on if we decide to stay at home or camp and then they leave on the Tuesday when the traffic has died down. If we don’t go to the festival ourselves, we definitely do not have friends or family down. It’s just not worth it for them. The traffic is so bad that they would probably end up spending hours on end in their cars just to get to our driveway. So yeah it definitely impacts our decision. It just depends if our friends get tickets to also go to the festival or not.

Interviewer:

Do you experience disorderly behaviour during the three weeks in question such as before during and after, from visitors who come to the festival in your local community?

Participant 3:

I don’t see any what I would call disorderly behaviour personally. I know obviously they make lots of arrests within the festival due-to I’m guessing drugs? But the only thing I could see is when people are waiting in their cars to get into the festival, they have to go to the toilet on the side of the road. Although this isn’t exactly what I want to see out of my living room window on a morning, you can’t blame them. Sometimes those que’s last hours so I guess I would probably be doing the same. So, to answer the question, no I don’t see personally any what I would consider disorderly behaviour.

Interviewer:

When you go to the local shop, do you experience a lack of supplies or items you need during the 3 weeks, and if so do you feel negatively about this?

Participant 3:

My wife goes to the shop so I don’t know how she does it. I know that you have a good chance the alcohol in the shop is gone. People seem to drive all the way down and buy it here which puzzle’s me. We tend to do our shopping every Sunday and there never seems to be a problem so no, I don’t feel negatively because there is nothing to feel negative about. The shop is always well stocked.
Interviewer:

Do you experience traffic problems the week before the festival, the week during the festival, and the week after the festival? And if so to what extent?

Participant 3:

As I have said before, traffic is just ridiculous. You can’t get out of the driveway from the id say Tuesday night till the following Tuesday of the week of the festival. The week before and after aren’t too bad. They block off a few roads in the area to make way for the trucks and stuff which is fine, but the week during, like I said you can’t get out of our driveway. It is ridiculous. Also, as I previously said, getting to work is a no go. So, we just spend time in our house and walk within the fields with our dogs.

Interviewer:

Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

Participant 3:

Yeah definitely. If I can get work off then me and my wife do go. We get tickets for my son as well as he is still registered living at the house. We say our other son still lives here so our son can bring a friend. To us it would be silly not to go for free as it is a great festival to attend and they normally have great artists even for our age, as we are a bit older. My son definitely thinks it is worth it as he revels in the fact he doesn’t pay and his friends all do. As for me and wife, yes, we are more likely to go especially if our friends from up north are going. It is an experience you can’t really turn down if you get everything in place.

Interviewer:

Do your children attend the festival? If you do not have children, would you take children to the festival?

Participant 3:

Our children do go because they are in their twenty’s so it is right up their street. However, we didn’t let them go to the festival until they were 14 when we were with them and 16 when they went on their own. The thing is with Glastonbury, yes there is a lot to do and yes
there are children’s play areas. However, there are a lot of dark things such as excessive drug taking and alcohol which can be openly seen by anyone walking around. I just don’t feel like it is a place for young children. Also, children need sleep and if you are camping it is a nightmare for sleeping. The festival is a 24-hour party and I feel that is not an environment for children.

Interviewer:

If you do bring children to the festival, do you feel that there are social benefits to taking them, or do you feel that it dis-benefits them in anyway?

Participant 3:

I think this question can differ from parent to parent. I feel as though as young as 14 it dis-benefits them. As I said before, there is a lot of things that are openly accessible such as drugs at the festival. Therefore, although you can call it over-protective maybe, I feel as though it is not an environment a child should be subjected to. Also, surely, they would have to miss school for 4 days? This is not something I would allow my children to do. When my kids came with us when they were 14, they came after school on Friday and they went home after the headliner Sunday and they were still so tired for Monday morning at school.

Interviewer:

Do you feel the festival organisers take into consideration the local community and its requests for privacy?

Participant 3:

No. Not really. There is no way of appealing anything of how the festival is impacting us unless it’s through the council, and that can take a long time. If I rang them up, to talk to a main festival organiser would also take a long time. I am sure they would just log my complaint or whatever I wanted to say and just forget about it unfortunately.

Interviewer:
Does the festival affect the safety of the local community in your opinion, which includes the use of the emergency services? For example, the effectiveness of the emergency services?

Participant 3:

It’s not something I have thought about really. I guess yes it could affect it especially on the Wednesday to Monday where there is so much traffic. I would hope that the emergency services are still covering our area instead of just thinking about the area. So, I don’t think it would affect it if I’m honest, but you never know.

Interviewer:

Do you have problems getting to school if you have children, and if so does this affect your children’s education? For example, if they are unable to get to school because of traffic, they would miss a week’s worth of education?

Participant 3:

When the boys were younger it was an issue. Luckily, although we would normally drive them, my wife used to get the boys up earlier and they used to stick on their wellies and walk in. The school was quite lenient when it came to children going to school but I believe that the kids shouldn’t miss that much of their education. A week is a lot of education to be missing so we decided that we would just wake the kids up earlier. Some parents just can’t get their kids to school and work so they either shut the school or the kids stay at home. But, my children went to school.

Interviewer:

Do the festival organisers personally make themselves available for any questions or queries from its neighbours like yourselves?

Participant 3:

No. I have lived in this house for over thirty years and not once have I seen or heard from anyone directly, therefore I don’t feel like they make themselves personally available. I
guess like I said earlier you could contact the council, but a direct contact from myself to an organiser? No. I have never experienced that.

Interviewer:

Do you think receiving a ticket for the week is enough as a sorry it disrupts your week, or would you like something else? Anything more?

Participant 3:

I mean, we have as a family just gotten used to the fact that the one week of the year is a busy one. When we moved into the house Glastonbury existed. Granted it wasn’t nearly as big as what it is now but it was still a festival we were aware of. So, if you have lived here after it started I think you just need to put up with it. Is a ticket worth it? Of-course it is. The tickets are really expensive and yes, we don’t go every year but they don’t need to offer it to us. They could just tell us to put up with it. So yes, it is a nice gesture. I would just like to be able to get out of my driveway that week. Maybe I’ll put some cones out next year.

Interviewer:

Ok, so that is the end of the interview. Thank-you very much for your participation.
Interview Questions

Participant 4

Interviewer:

So, I’m asking if you approve the use of audio recording systems?

Participant 4:

Yes, that’s fine.

Interviewer:

Have you signed and acknowledged the consent form?

Participant 4:

Yes.

Interviewer:

Okay, so this is the start of the interview.

So, the first question. Do you feel the festival benefits the local community or do you think you as a resident is better off without it? If so, in what ways?

Participant 4:

Yeah it does benefit the local community. I really care about you know, the way our village looks and the buildings inside it. The festival organisers have worked with the council to organise the restoration in local buildings which is something I really am interested in. Yes, the festival causes disruption for a few weeks of the year but ultimately the state of our village looks pristine nearly all year round. I’d say it isn’t better off without it.

Interviewer:

Have you seen any benefits of the festival on the community you live in?
Participant 4:

As I said before, something which is important to me is the image of our village. The festival organisers have been putting money into projects with our village and a few others which helps others. This includes parks and restoration projects. I feel that this is a benefit because it is somewhere for the children of our village to play safely. At the church they have done up the bells and that looks outstanding. The roof of the chapel was paid apparently by the festival as well. I feel like the benefits financially have really helped our community.

Interviewer:

Do you experience problems getting to work, or does the festival affect your work life in any way?

Participant 4:

I walk to work, so therefore there is no problem for me getting to work at all. A lot of my friends have bad problems in traffic who drive, but personally I walk to work up the road so I have no trouble and nor does the other staff I work with.

Interviewer:

Does the festival impact your decision to have visitors, the three weeks of the festival which means the week before, week during and week after the festival, so does the festival impact your decision to have visitors down during this time?

Participant 4:

I don’t have visitors during this time purely because of the festival. It would take too long for my visitors to get through the traffic. The week before and after is okay, it can still be slightly annoying because of the road closures but week during is a no go for visitors. It is a shame because it is a friend of mine’s birthday and we can never get to her house unless we leave about nine days earlier!
Do you experience disorderly behaviour during the three weeks in question, which I just mentioned in the previous question, from the visitors who come to the festival in your local community?

Participant 4:

I have not experienced it myself, but a neighbour of mine has and she had to call the police. She basically lives on the border and somebody broke into her house. They were on some sort of drugs and they went over her fence. I don’t think they stole anything but were just in a bit of a haze. Yeah it is scary to think about it but personally no. I also know that police do make a few arrests in the town for people who don’t get a ticket and try and sneak in and then because they can’t they just cause havoc.

Interviewer:

When you go to the local shop, do you experience a lack of supplies or items you need during the three weeks, and if so do you feel negatively about this?

Participant 4:

Yes, definitely. My little corner shop up the road from where I live is always sold out of supplies as it is on the main road into the festival from Bristol way. So, because people are stuck in their cars queuing for so long, they just rinse whatever is the shop for three days. I know the person who runs the shop and they say that they always order extra supplies for the week but it still always sells out. We normally just go to the biggest Tesco near us, or sometimes we will go to Yeovil and get supplies on the Monday because they have more bigger stores so don’t seem to tend to run out of things. Alcohol is a funny one because you can’t seem to get that anywhere in a twenty-mile radius of the place. Don’t worry though, we have enough wine to last the week!

Interviewer:

Do you experience traffic problems the week before the festival, the week during the festival and the week after the festival? And if so to what extent?

Participant 4:
I do walk to work so for me traffic isn’t a problem. I do my shopping a few days before the festival so I don’t have to face the traffic. However, I once had to go pick up my daughter from a friend’s birthday party and I was over three hours late because traffic was so bad. So, yes it has affected me once, but other than that it doesn’t bother me because I don’t really use a car so for that one I can’t really comment except no.

Interviewer:

Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

Participant 4:

No. The festival doesn’t appeal to me so I don’t go. It’s a shame I can’t give my ticket to someone else who would love to go because of the picture situation on the ticket. But no, it is not my sort of thing. I appreciate people who do go and have no doubt it would be a great experience for someone of course, but I don’t need to go when I could watch it on telly if I wanted to in the comfort of my own home.

Interviewer:

Do you children attend the festival? If you do not have children, would you take a child to the festival?

Participant 4:

I do have children but they don’t spend their time here as much. If they would like to go I would let them go when they were 18, when they are adults. I feel as though it is quite an unsafe place for children. Once they are adults they can do as they please, but as I am their father I believe that it isn’t a place I would want my children going without adult supervision.

Interviewer:

Do you feel there are or could be social benefits to taking children or do you feel as though it dis-benefits them in any way?

Participant 4:
I personally don’t see any benefits for a child going to a festival of that magnitude. If they enjoy the music they can listen to it on the TV. Even the artists can be seen swearing on stage and I’ve just heard stories of people being drunk and taking thing’s, they shouldn’t be so I don’t see any benefits in anyway. It does dis-benefit them greatly because as a child you shouldn’t be taken into an environment like that. They are not safe. Even tenting, they are not safe. Anyone could rob you or anything so no. I would not take my children there.

Interviewer:

Do you feel the festival organisers take into consideration the local community and its requests for privacy?

Participant 4:

I think they give back to the local community by how the money has taken care of our village. Do I think they take in our requests for privacy? No. It is hard for them to if I am honest. The festival is so big that it would be difficult to man every single house wouldn’t it. So, I don’t feel as though they ignore us, it is just very difficult to maintain.

Interviewer:

Does the festival affect safety of the local community in your opinion? Such as the use of emergency services. This could be described as the effectiveness of the emergency services when you ring 999.

Participant 4:

No, I have called the emergency services before on the I think it was Thursday of the festival and they came quicker in fact because the medical tent is nearer to my house and the nearest ambulance was there. So, it was here within three minutes which was fantastic. Therefore, in that case I think it did work quicker. Police and the fire brigade I’m not sure but the ambulance service is good.

Interviewer:
Do you experience problems getting your children to school if you have them and if so does this affect your children’s education? For example, if they are unable to get to school because of traffic, they would miss a weeks-wroth of education?

Participant 4:

My children don’t go to school here, but if they did they would still walk as the school is only a five-minute walk away. They would also be too young, in my opinion, to be going to the festival so they wouldn’t be missing school. I know that the head teacher does close the school on the Wednesday Monday sometimes if the traffic is predicted to be incredibly bad as it does start to create problems as early as 7am.

Interviewer:

Do the festival organisers personally make themselves available for any questions or queries from its neighbours such as yourselves?

Participant 4:

No, I have never seen anyone. My neighbour however is on the town council and has a direct number for any problems that the town and villages propose to them. So, I guess yes not everyone can have a direct number but it is quite easy to direct any issues. However, how long it takes for those issues to be sorted out can take a while. At least a few months unless it is an emergency.

Interviewer:

Do you think receiving a ticket for the week is enough as a sorry it disrupts your week, or would you like something else? Maybe something more?

Participant 4:

I am happy with the work they do to make the place we live a better place and the money they invest. It is a nice to get a ticket, however the festival is not my type of place. Maybe they could do a town fate or something would be amazing and then we could personally
meet the festival organisers? But for the meantime, the money they put into the village is enough for me.

Interviewer:

Okay that is the end of the interview. Thank-you so much for taking part.

Participant 4:

Not a problem, it was my pleasure and good luck.

Interviewer:

Thank-you.
Interview Questions

Participant 5

Interviewer:

So, I’m just going to quickly start with asking if you are agreeing to use audio recording for this interview?

Participant 5:

Yes that is fine.

Interviewer:

Have you signed and acknowledged the consent form?

Participant 5:

Yes I have.

Interviewer:

Okay so this is the beginning of the interview.

Do you feel the festival benefits the local community or do you think you as a resident is better off without it? If so in what ways?

Participant 5:

I feel like it would be better off without it. Although yes it brings a lot of money to the area, it also brings a lot of hassle. I personally don’t like the type of people that it brings to the area I live. The noise and disturbance is ridiculous and this is a reason why I’m looking to sell my house. It is a shame because I have lived here since 1965, so 53 years. I have retired and wanted a quiet life, but people who have come to the festival have just ended up staying here and making our town look bad. This is why I don’t like the festival. I was here before you know?
Interviewer:

Have you seen any benefits of the festival on the community you live in?

Participant 5:

No. If anything I have only seen negative impacts on to my town. People come down here for the week and trash the place as if it is a holiday park. It isn’t. This is a place of residence and people who come down to attend the festival simply do not care. I know they put money into the community but that isn’t enough for me. I don’t care for a ticket and I don’t care for the money. When there was rumours that is was going to be moving I can’t tell you how pleased I was. Until I found out this was just for the years they don’t do it and the contract of lease for the fields got extended. I just don’t want to live out my days here with the hassle which is a shame.

Interviewer:

Do you experience problems getting to work, or does the festival affect your work life in any way?

Participant 5:

Well, I am retired now. So it doesn’t affect me. My daughter stayed with us when she had a course in Bridgewater and she might as well of got a hotel nearer. The traffic was ridiculous. When I was working the festival was starting out. It wasn’t until I retired that the traffic was ridiculously bad. I don’t take any notice of it if I’m honest as we live off a main road so as long as we are not leaving the house it’s not too bad.

Interviewer:

Does the festival impact your decision to have visitors the three weeks in question, which is the week before the festival, the week during the festival, and the week after. Does it affect your decision to have visitors down during this time and is it a hindrance to your life?

Participant 5:
We don’t have anyone come and visit us at this time because you can’t get to our house due to traffic. We sometimes go on a caravan holiday over the whole time and just avoid it or we go and see our daughter in Newcastle. It is just crazy over the whole time and I don’t think it’s fair to invite our friends who are age you know, a bit older, to be in their car for a lengthy amount of time. So yes it is definitely a hindrance to our time living here and our life. Something I do not enjoy.

Interviewer:

Do you experience disorderly behaviour during the three weeks I mentioned before from visitors who come to the festival in your local community?

Participant 5:

I have heard of people who don’t get tickets just causing havoc. For me it’s the people who decide to just stay here after. Last year they hired a lot of European workers to clean up and then they didn’t have enough work to give them so they were just hanging around. Literally hanging around our town. I know it isn’t there fault but it is the festival’s responsibility to get these people off of the streets. We have also had an influx of people over the years just deciding to move here, creating a very “hippie” vibe in the area. This is not what Glastonbury was about back in my day. I think crime has gone up significantly since the festival began. I feel as though it’s just inviting the wrong sort of people to a lovely area.

Interviewer:

When you go to the local shop, do you experience a lack of supplies or items you need during the 3 weeks I previously mentioned, and if so do you feel negatively about this?

Participant 5:

We order our food online to come on the Monday or Tuesday I think and I have never known there to be any problems. We like to get local source produce but the problem is we can’t get it that week because they have their own stalls whilst the festival is on in the place. So we just go without it that week or like I said we go caravanning so we don’t necessarily worry. I can go without if need be.
Interviewer:

Do you experience traffic problems the week before the festival, the week during the festival and the week after the festival? And if so to what extent?

Participant 5:

The traffic, I can’t even explain it. It is horrific. I either stay in the house or leave the area because I move my car about 5 minutes away to the main road and I can’t get anywhere. If I wasn’t old I could at least cycle to the town to get some food. Yeah I tend not to go out in my car. I just like to sit in my garden. I’m lucky I don’t live on the main road if I am honest. People driving and stuck in the que all have their music on and are already drinking and it is just not something I like to see.

Interviewer:

Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

Participant 5:

Absolutely not. I would of back in the day when I was a bit younger and wasn’t working to support my family. But no I am too old for all of that now. The further I am from the event the better.

Interviewer:

Do your children attend the festival? If you do not have children, would you take a child to the festival?

Participant 5:

I wouldn’t object taking my kids to the festival, but it isn’t something that has appealed to them. I know they wouldn’t take their children at such a young age to something like that and if my kids were young and it was like the festival like it is now, I have no idea. It’s not something I’ve ever thought about because when my kids were growing up it was relatively small. I would have to do some research into what truly goes on in the place to know what I would do.
Interviewer:

If so, do you feel there are social benefits to taking them or do you feel a though this dis-benefits them in any way?

Participant 5:

I don’t really know for kids wise what they want these days. They’ve all got these phones named after fruits and I have no idea how that benefits them but apparently it does? I expect it can’t hurt they are outside listening to music and the place is so big the exercise can’t hurt. I am a bit naïve when it comes to illegal activity which kids could see in the festival but if it’s all sex, drugs and rock and roll I don’t expect that to be a place for kids. So I don’t really know enough about it truly to answer to how it would affect my grandkids or kids.

Interviewer:

Do you feel the festival organisers take into consideration the local community and its requests for privacy?

Participant 5:

I would say not. I have lived here a very long time and we are just expected to be okay with how many people are walking by our house. I have heard there are many intruders whilst the festival is on that rob the local houses. I don’t know if that is hearsay but I have seen it a few times in my long length of time I have lived here. I am happy for the people who run the festival that it has become so big but not on my door step. I guess I just got unlucky. I have never had any letter through or anything to tell me what is going on for the next year so I can prepare. I feel like they just expect us to just get on with it and we do.

Interviewer:

Does the festival affect the safety of the local community in your opinion such as the use of the emergency services? For example the effectiveness of the emergency services?

Participant 5:
Yes this is something I have indeed thought about especially as I am getting older. I don’t know for sure because I have never had to ring the emergency services. However, I do look at the amount of traffic and think, if I had a fall, how would they get to me in time unless they drove across other peoples fields. I worry that they won’t get to me in time but I guess that is something I may have to find out one day. Hopefully they have something in place for us residents because I don’t really see how it is fair or maybe even legal if they did not?

Interviewer:

Do you experience problems getting to school or when your children went to school did you have any problems when they were growing up and did it affect your children’s education? For example, if they are unable to get to school because of traffic they would miss a week’s worth of education?

Participant 5:

When my kids went to school, which was a very long time ago now, they had no issues getting to school because the festival wasn’t that popular. It also was only over the weekend I think so it never disrupted their school work or education or anything like that. They used to ride their bikes and I never heard of any problems. It was just different back then.

Interviewer:

Do the festival organisers personally make themselves available for any questions or queries from its neighbours such as yourselves?

Participant 5:

I have never had a direct line to anyone and if so we get told to go online. That is a lot of effort because we have a computer but I don’t know how to use it. We have been told by my daughter that we could ring up the council but how long will that take? I just feel very much like we just have to sit here and deal with it. Hence why we are looking to move. Our council are too preoccupied sorting out the festival with the organisers and they don’t really care about the residents as long as the money from Glastonbury keeps coming in.

Interviewer:
Do you think receiving a ticket for the week is enough as a sorry it disrupts your week or would you like something else? Anything more?

Participant 5:

I feel like there is nothing for our generation that is worth it. We just try and get out of the area for a week if we can because we are too old for all that palaver. A ticket may mean a lot to other people but it is worthless to us at our age. It’s also a bit annoying we can’t give our tickets to our kids so they can have a week off and we take the kids. But yes I don’t think it gives us anything for the hassle we have to put up with. It is a disruption every year.

Interviewer:

Okay, so that is the end of the interview. Thank-you for your participation.

Participant 5:

Not a problem.

Interviewer:

Thank-you.
Interview Questions

Participant 6

Interviewer:

To begin with, I’m just going to ask you if you are okay with using audio recording for this interview?

Participant 6:

Yeah that’s not a problem.

Interviewer:

Have you signed and acknowledged the consent form?

Participant 6:

Yes I have indeed.

Interviewer:

Okay so I am going to inform you now that this is the start of the interview.

Do you feel the festival benefits the local community or do you think as a resident is better off without it? If so in what ways?

Participant 6:

I mean, I don’t really see any benefits that it has created for the festival other than tourism. We have a lot more tourism I have been told that has appeared more than at least ten years ago. So I couldn’t spout off any specifics. I don’t really think that the residents are better off without it. They are better off without the nightmare traffic that is for sure, but on a whole I don’t think as a resident it benefits and I don’t really think it should be without it either. It’s just a situation we have to live with. It is only 1 week of the year and to live in a beautiful area of the country like this and it be disrupted for a week it is a small price to pay.
Interviewer:

Have you seen any benefits of the festival on the community you live in?

Participant 6:

This is going to sound really bad but I don't really take notice of what changes the community and what affects it has unless obvious buildings are getting ripped down or something which hasn't happened. I just think the council deals with things they try and do for the community maybe? I just don't see it, I'm sorry!

Interviewer:

Do you experience problems getting to work, or does the festival affect your work life in any way?

Participant 6:

I book the whole week off because we get a free ticket. I just tell my manager that to get to work it is going to take me 7 hours so there is no point at all in me even coming to work. If I was to go to work, it depends on the day because some Wednesdays each year can be different but on average it takes me forty minutes to get to work. It would probably take me about 3 hours to get out of the immediate area and then some depending on which way the traffic is heading and the added normal traffic.

Interviewer:

Does the festival impact your decision to have visitors within the three weeks in question, which would be the week before, during and after the festival. Does the festival impact your decision to have visitors down during this time or is it a hindrance to your life?

Participant 6:

Yeah for sure. I don’t invite the girls up or anything. In the evening it isn’t too bad but I wouldn’t invite them in the day time. I go to the festival with my friends anyway so I don’t have visitors anyway because I am too busy enjoying the festival.
Do you experience disorderly behaviour during the three weeks from visitors who come to the festival in your local community?

Participant 6:

I am always at the festival during the week of the festival so I have no idea. But I have never experienced anything of the kind the week before or week after. If anything it is just setting up and closing down the festival and just a lot of lorries and food trucks going in and out so there is nothing of the disorderly kind of type happening. I heard there was a lot of ruckus about European people having no where to stay or something last year, something about work. I didn’t really hear too much on the subject. Personally I have never experienced anything of the type.

Interviewer:

When you go to the local shop, do you experience a lack of supplies or items you need during the 3 weeks I mentioned before and if so do you feel negatively about this?

Participant 6:

Yes! Alcohol is the worst thing to try and get. I try and get my crates ready for the festival and I have to get them the week before. Food isn’t really an issue but alcohol is a massive issue. I went to my mums in Yeovil once because I genuinely couldn’t get any alcohol which I was able to take into the festival within a 15 minute drive radius of my house. That does frustrate me because I have to pay more for petrol now and stuff just to get a crate of cider. Ridiculous.

Interviewer:

Do you experience traffic problems the week before the festival, during the festival and after the festival? And if so to what extent?

Participant 6:

The traffic is atrocious. I go to the festival because it’s free and the traffic. I can’t really go anywhere so if it’s free and my friends are going, why not go and enjoy it? All I can say is
that it is ridiculous and I wish every year they would sort something out. Maybe give a resident a pass or something. I don’t think that is going to happen.

Interviewer:

Are you more likely to go to the festival whilst it is on because it affects your day-to-day life?

Participant 6:

I do go to the festival every year, granted my friends get tickets. I live with my boyfriend so he gets a ticket as well so we just get it off work and go. There is no way I am giving up a £300 ticket and sitting in doors for a week when I can hear what is going on from the garden. I want to be there. So absolutely, we go when we can.

Interviewer:

Do your children attend the festival? If you do not have children would you take a child to the festival?

Participant 6:

We do not have children, but I would probably take them when they are a bit older. As it is free and if we still lived here then yes I would probably take them when they were like eight or nine. The only thing I would say is, is that I enjoy going and enjoying myself and having my kids there, I probably wouldn’t enjoy it as much. It definitely is kids friendly but I wouldn’t want to take the responsibility because there is a lot of things there that I would personally say isn’t for children’s eyes.

Interviewer:

Is so, do you feel there are social benefits to taking them or do you feel as though the festival dis-benefits them in anyway?

Participant 6:

Like I said before, I personally think there are things that maybe children shouldn’t see at the festival and they obviously wouldn’t get the appropriate rest and things. However, there are great kid’s fields and cinemas and loads of things for kids to go to and learn. So, I feel as
though there are benefits and things that probably isn’t good for children there. I suppose this is just up to the parent. I just wouldn’t want to take my kids because I am selfish and want to drink and not want to worry.

Interviewer:

Do you feel the organisers take into consideration the local community and its requests for privacy?

Participant 6:

I have never really thought about it if I am honest. We live on a little estate so no one comes up our road or anything to invade our privacy. It could happen I guess, it just hasn’t happened to us. I wouldn’t know if they take it into consideration, but I would hope they do.

Interviewer:

Does the festival affect the safety of the local community in your opinion? This includes the use of the emergency services. For example, the effectiveness of the emergency services?

Participant 6:

Yeah I think it does slightly, because they have to take different routes than they normally would and the added traffic which the festival causes. I know that my friend had to ring an ambulance once because of traffic she couldn’t get out of the road and the ambulance still took slightly longer than usual. However, I know this was reported to the council and they said our safety was their main priority so I guess they did something to improve this.

Interviewer:

Do you experience problems getting to school if you had children and if so does this affect your children’s education? For example, if they are unable to get to school because of the traffic, they would miss a weeks-worth of education?

Participant 6:

We don’t have children but the nearest school does actually close on the Wednesday and Monday for students and teachers because it is impossible to travel. So therefore yes, if we
had children they probably would miss school, but I don’t think that much school they would miss much education and if they did I would ensure my children catch up to be able to take that much time off.

Interviewer:

Do the festival organisers personally make themselves available for any questions or queries from its neighbours such as yourselves?

Participant 6:

No, I have never known any direct number we can ring. I would probably just go on the website and see what I can do there. A classic google it! But no, I have never known a contact number to have any involvement or concerns about the festival.

Interviewer:

Do you think receiving a ticket for the week is enough as a sorry it disrupts your week or would you like something else? Maybe something more>

Participant 6:

No there is nothing we would want more. I think it is a highlight of my year and it is ideal that we don’t have to pay for it. Having the bad traffic for a few days is a small price to pay when you get a free ticket to the best festival in the world!

Interviewer:

Okay so that is the end of the interview. Thank-you for your participation in this study.

Participant 6:

No problem.

Interviewer:

Thank-you.
## Appendix 5: The Matrix of Participant Interviews

<table>
<thead>
<tr>
<th>Smalls Model Section</th>
<th>Participant 1 (Ages 18-30)</th>
<th>Participant 2 (Ages 31-50)</th>
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</thead>
<tbody>
<tr>
<td><strong>Behavioural Consequences</strong></td>
<td>“People that decide they are going to walk along the roads and then they end up sort of crouching at the front of people’s houses”.</td>
<td>“However, as you can imagine, lots of people there do get drunk whether that be inside the festival or waiting in their cars or walking to the festival”.</td>
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<tr>
<td></td>
<td>“I haven’t yet experienced disorderly behaviour, but I’m not saying there might not be any there”.</td>
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<tr>
<td><strong>Community Growth and Development</strong></td>
<td>“Local amenities being used by the festival organisers, that does have a positive impact on the community”.</td>
<td>“They do restoration of houses of things and buildings that need the work. So yeah, I do feel like the festival benefits the local community”.</td>
</tr>
<tr>
<td><strong>Entertainment and Socialisation Opportunities</strong></td>
<td>“Local bands are scouted to perform at the festival also, so it helps in that way”.</td>
<td>“Myself and my family all get tickets for free which is ideal, but I do enjoy it so that’s why I go”.</td>
</tr>
<tr>
<td></td>
<td>“The social benefits for them being outside and actually experiencing music and different cultures and having that interaction with different people is brilliant”.</td>
<td>“I feel it definitely is a social benefit. Not only do they get to meet people and other children in the parks and things but they also get to see friends”.</td>
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<tr>
<td>Category</td>
<td>Quote</td>
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<tr>
<td>Personal Frustration</td>
<td>“I can’t get out. I can’t really get to work during the week of the festival. It adds time on to my travel there and back. It is so difficult”.</td>
<td>“I have never had anyone come around and knock on my door and ask me if I had questions about the festival. So, I don’t know how I would go about that, no.”</td>
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<tr>
<td></td>
<td>“The queuing, the traffic is absolutely horrendous”.</td>
<td></td>
</tr>
<tr>
<td>Community Identity and Cohesion</td>
<td>“I think it does benefit the local community because all the local farm shops and produce etc, are used for food and drink”.</td>
<td>“They have recently built a scout playground, so my child attends scouts so he very much enjoys that. They have also put money into the other areas of the community.”</td>
</tr>
<tr>
<td>Inconvenience</td>
<td>“I have to travel to work. It takes me normally about twenty to twenty-five minutes to travel to work and that’s considerably more”.</td>
<td>“Glastonbury is a small place, not many people live here and then you have all these people coming to the festival so they are buying things they need.”</td>
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<tr>
<td></td>
<td>“It used to take me four hours for me to get to the festival”</td>
<td>“During that time, it is a very busy period and yeah”</td>
</tr>
<tr>
<td>Smalls Model Section</td>
<td>Participant 3 (Ages 51 +)</td>
<td>Participant 4 (Ages 31-50)</td>
</tr>
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</tbody>
</table>
| **Behavioural Consequences** | “The only thing I could see is when people are waiting in their cards to get into the festival, they have to go to the toilet on the side of the road”.  
“No, I don’t see personally any what I would consider disorderly behaviour.” | “She basically lives on the border and somebody broke into her house. They were on some sort of drugs and they went over her fence.”  
“I also know that police do make a few arrests in the town for people who don’t get a ticket and try and sneak in and the because they can’t they just cause havoc.” |
<p>| <strong>Community Growth and Development</strong> | “I know it fixed the bells at the local church, the money I mean, but I feel like they definitely just throw money at our council and just hope that is enough, although it does help fix things around the community.” | “The festival organisers have been putting money into projects with our village and a few others which helps others. This includes parks and restoration projects.” |</p>
<table>
<thead>
<tr>
<th><strong>Entertainment and Socialisation Opportunities</strong></th>
<th></th>
<th><strong>Personal Frustration</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>“If I went to these places such as the children’s parks or something that they built, or erected should I say”.</td>
<td>“I feel like the benefits financially have really helped our community.”</td>
<td>“I personally don’t see any benefits for a child going to a festival of that magnitude. If they enjoy the music, they can listen to it on TV.”</td>
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<tr>
<td>“To us it would be silly not to go for free as it is a great festival to attend and they normally have great artists even for our age”.</td>
<td></td>
<td>“The week before and after is okay, it can still be slightly annoying because of the road closures but the week during is a no go for visitors.”</td>
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<tr>
<td>“As for me and my wife, yes, we are more likely to go, especially if our friends from up north are going”.</td>
<td></td>
<td>“Because people are stuck in their cars queuing for so long, they just rinse whatever is in the shop for three days.”</td>
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<td>“Well didn’t I have a shock. I was squished into this train carriage. It was horrific. I can honestly say I would never use the train that week again”.</td>
<td>“As I have said before, traffic is just ridiculous.” “There is no way of appealing anything of how the festival is impacting us unless it’s through the council, and that can take a long time.”</td>
<td>“Maybe they could do a town fate or something would be amazing and then”</td>
</tr>
<tr>
<td><strong>Community Identity and Cohesion</strong></td>
<td>“I am sure they would just log my complaint or whatever I wanted to say and just forget about it unfortunately.”</td>
<td>we could personally meet the festival organisers?”</td>
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<td></td>
<td>“But the week during, like I said you can’t get out of our driveway. It is ridiculous”.</td>
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<td>“It has shown an interest in building up the little town and village’s residents which it impacts, which is us.”</td>
<td>“The festival organisers have worked with the council to organise the restoration in local buildings which is something I am really interested in.”</td>
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<td></td>
<td>“The clean-up of our town is also paid for so our village is always looking pristine.”</td>
<td>“I am happy with the work they do to make the place we live a better place and the money they invest.”</td>
</tr>
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<td></td>
<td>“So, if you have lived here after it started I think you just need to put up with it.”</td>
<td>“Maybe they could do a town fate or something would be amazing”.</td>
</tr>
<tr>
<td><strong>Inconvenience</strong></td>
<td>“So, since then I have never really had to think about working away as I just make sure I’m working from home. It really is that bad.”</td>
<td>“Alcohol is a funny one because you can’t seem to get that anywhere in a twenty-mile radius of the place.”</td>
</tr>
</tbody>
</table>
“I try to get the week off at home because I can’t get off my driveway due to traffic.”

“It’s not worth it for them. The traffic is so bad that they would probably end up spending hours on end in their cards just to get to our driveway.

“How long it takes for those issues to be sorted out can take a while. At least a few months unless it is an emergency.”

<table>
<thead>
<tr>
<th>Smalls Model Section</th>
<th>Participant 5 (Ages 51+)</th>
<th>Participant 6 (Ages 18-30)</th>
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<tbody>
<tr>
<td>Behavioural Consequences</td>
<td>“People come down here for the week and trash the place as if it is a holiday park. It isn’t.”</td>
<td>“I heard there was a lot of ruckus about European people having no-where to stay or something last year, something about work.”</td>
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<td></td>
<td>“This is a place of residence and people who come down to attend the festival simply do not care.”</td>
<td>“I didn’t really hear too much on the subject. Personally, I have never really experienced anything of the type.”</td>
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<td>“I have heard of people who don’t get tickets just causing havoc.”</td>
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<td></td>
<td>“We have also had an influx of people over the years just deciding to move here,”</td>
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creating a very “hippie” vibe in the area. This is not what Glastonbury was about back in my day. I think crime has gone up significantly since the festival began. I feel as though it’s just inviting the wrong sort of people to a lovely area.”

“I have heard there are many intruders whilst the festival is on that rob the local houses.”

| Community Growth and Development | “I feel like it would be better off without it. Although yes, it brings a lot of money to the area, it also brings a lot of hassle.” | “We have a lot more tourism I have been told that has appeared more than at least ten years ago.”

“I don’t really take notice of what changes the community and what affects it has unless obvious buildings are getting ripped down or something”.

| Entertainment and Socialisation Opportunities | “I would of back in the day when I was a bit younger.”

“But no, I am too old for all that now. The further I am from the event the better.” | “There are great kid’s fields and cinemas and loads of things for kids to go and learn.” |
<table>
<thead>
<tr>
<th>Personal Frustration</th>
<th>“I expect it can’t hurt they are outside listening to music and the place is so big the exercise can’t hurt.”</th>
<th>“I think it is a highlight of my year and it is ideal that we don’t have to pay for it.”</th>
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<td></td>
<td>“I feel like there is nothing for our generation that is worth it”.</td>
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<td></td>
<td>“So yes, it is definitely a hindrance to our time living here and our life. Something I do not enjoy.”</td>
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<td></td>
<td>“The traffic. I can’t even explain it. It is horrific.”</td>
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<td></td>
<td>“People driving and stuck in the que all have their music on and are already drinking and it is just not something I like to see.”</td>
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<td></td>
<td>“We have been told by my daughter that we could ring up the council but how long will that take? I just feel very much like we just have to sit here and deal with it.”</td>
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<td></td>
<td>“This does frustrate me because I have to pay more for petrol now and stuff just to get a crate of cider. Ridiculous.”</td>
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<td></td>
<td>“The traffic is atrocious.”</td>
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<td></td>
<td>“All I can say is that it is ridiculous and I wish every year they would sort something out.”</td>
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<p>| Community Identity and Cohesion | “I have retired and wanted a quiet life, but people who” | “It’s just a situation we have to live with. It is only 1 week” |</p>
<table>
<thead>
<tr>
<th>Inconvenience</th>
<th>have come to the festival have just ended up staying here and making our town look bad.”</th>
<th>of the year and to live in a beautiful area of the country like this and be disrupted for a week, it is a small price to pay.”</th>
</tr>
</thead>
<tbody>
<tr>
<td>“My daughter stayed with us when she had a course in Bridgewater and she might as well of got a hotel nearer. The traffic was ridiculous.”</td>
<td>“They are better off without the nightmare traffic that is for sure”.</td>
<td></td>
</tr>
<tr>
<td>“I don’t think that it gives us anything for the hassle we have to put up with. It is a disruption every year.”</td>
<td>“It would probably take me about 3 hours to get out of the immediate area”.</td>
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<td></td>
<td>“Alcohol is the worst thing to try and get. I try and get my crates for the festival and I have to get them the week before.”</td>
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<tr>
<td></td>
<td>“Having the bad traffic for a few days is a small price to pay when you get a free ticket to the best festival in the world!”</td>
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</tr>
</tbody>
</table>
Appendix 6: Turn-it-in Receipt
Reference List


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Robbins, E. (2014). To investigate how music festivals raise environmental awareness and how effective this is in influencing attendee behaviour: A case study of Glastonbury Festival. Undergraduate. Cardiff Metropolitan University, p.18


