A STUDY EXAMINING THE EXTENT TO WHICH SEXUAL HARASSMENT AND ASSAULT AFFECT THE FEMALE CUSTOMER EXPERIENCE AT UK MUSIC EVENTS

IZABELLA PHOENIX STEYGER

B.A. (Hons) Events Management

April 2017
Signed Statement

I hereby declare that unless stated otherwise, this project is my own work. It has not been submitted for any degree at this or any other academic professional institution.

Signature of Student:

Date: 21/04/17
Abstract

Sexual harassment and assault are critical issues that are occurring at music events regularly. This study explores these issues at UK music events, motivating factors for this behaviour and the effects it has on the female customer experience. Additionally, ways in which event organisers are challenging and confronting these occurrences has been examined. This was achieved through quantitative and qualitative methods of data collection and analysis, namely two focus groups and a questionnaire. Factors believed to be responsible for unwanted sexual behaviour at music events has been uncovered as a result. Subsequently, a series of conclusions on ways to tackle this issue within music events have been drawn.
Acknowledgements

I would like to express my sincerest gratitude to my supervisor, Dr Dewi Jaimangal-Jones, for his ongoing guidance throughout this process and support of the topic. I also would like to thank all my participants and respondents for their valuable contribution to this study. Lastly, thank you to my friends, family and partner for their continued academic and moral support throughout this process.
Contents

SIGNED STATEMENT I

ABSTRACT II

ACKNOWLEDGEMENTS III

LIST OF ABBREVIATIONS VI

LIST OF FIGURES VII

1. INTRODUCTION 1
  1.1. Aim 4
  1.2. Objectives: 4

2. LITERATURE REVIEW 6
  2.1. A Background on Sexual Violence 6
  2.3. Lad Culture 7
  2.4. Nightclub Events 8
  2.5. Festivals 9
  2.6. Liminal Spaces 11
  2.8. Proxemics 12
  2.9. Misogynistic Music/Lyrics/Music Videos 13
  2.10. Summary 14

3. METHODOLOGY 15
  3.1. Research Design 15
  3.2. Sample 17
  3.3. Ethical Considerations 18
  3.4. Data Analysis 19

4. RESULTS 20

5. ANALYSIS AND DISCUSSION 28
List of Abbreviations

WRC  White Ribbon Campaign
FGa  Focus Group A
FGb  Focus Group B
List of Figures

Figure 4.1 - With regards to sexual harassment, how safe do you feel at the following music events? .................................................................20

Figure 4.2 – How often have you experienced the following types of sexual harassment at a music festival, nightclub event or concert/gig? .........................21

Figure 4.5 – Have you ever experienced these types of sexual harassment and assault taking place at the following music events? ..............................................24

Figure 4.6 – How frequently have you witnessed unwanted sexual touching taking place to another person at the following music events? ........................................25

Figure 4.7 – At which of the following music events do you think sexual assault most commonly occurs? .................................................................26

Figure 4.8 – How effectively do you feel the following members of staff deal with incidents of sexual assault? .................................................................27
1. Introduction

There are a variety of issues which can positively or negatively affect the customer experience at events. Weather, the number of attendees and interaction with staff are some of the common factors affecting the overall enjoyment that a customer will experience when attending various events. However, crime, and its different subsections, stands out as one of the main problems arising at events. With theft taking place in tents at Bestival (BBC, 2016), and pickpocketing taking place at concerts (The Guardian, 2016), crime is ever present at UK music events today. A prevalent issue that is now being recognised at UK music events is sexual harassment and assault. Sexual harassment is defined as “harassment in a workplace, or other professional or social situation, involving the making of unwanted sexual advances or obscene remarks” (Oxford Dictionaries, 2016). The police definition of sexual assault is outlined as a situation where “a person commits sexual assault if they intentionally touch another person, the touching is sexual and the person does not consent” (Metropolitan Police, 2016). It is arguable that event spaces where the involvement of alcohol and escapism is present can lead to an increase in these types of crimes at music events. This behaviour occurs much less at events in a controlled environment, such as conferences or sporting events, therefore there are differing factors surrounding music events which may contribute to unwanted sexual behaviour. It is arguable that aspects such as alcohol consumption, ‘lad culture’ and the normalisation of harassment and assault can result in an increase in the perpetuation of this behaviour at music events. Subsequently, the lack of education and awareness in schools regarding sexual harassment and assault and a deficiency of preventative procedures at music events is largely responsible (Sanghani, 2015). This study aims to explore the area of sexual harassment and assault at UK music events, uncover the motivations of this behaviour and the way in which this seemingly widespread issue affects the female customer experience. Furthermore, this study will investigate potential ways in which sexual harassment and assault can be effectively tackled at these events, if not eradicated.

It has been highlighted that a growing number of women are reporting assaults and rape at UK music festivals; groping, verbal abuse, assaults and other forms of
harassment at gigs and festivals are more common than any of us would like to think” (White Ribbon Campaign, 2015). Students are commonly subject to sexual harassment and assault at music events. Arguably, this may be due to factors such as, high levels of ‘lad culture’ at universities, university societies and their ‘initiation’ processes, and large amounts of alcohol. A study titled ‘Hidden Marks’ has been conducted by the National Union of Students, in order to provide a “snapshot of the harassment and violence that a national sample of women students have faced whilst they have been at their current institution” (Hidden Marks Study, 2011:1). Surveys and accounts from students concluded that nights out were described as “spaces where women were seen as sexual objects whose main value within ‘lad culture’ is their ability to be sexually conquered by men, which had the effect of preventing some women students from wanting to participate in extra-curricular activities or attend nights out” (Hidden Marks Study, 2011:3). The study also reported that nightclub promoters would use images of half dressed women to promote their event, which arguably perpetuates the sexualisation and objectification of women. An article published by The Telegraph in 2013, explored rape culture in student nightclubs and investigated this issue further. A nightclub event named ‘Freshers Violation’ in Leeds released a video on their Facebook page titled ‘Rape a Fresher’. The video depicted a presenter asking a student: “How are you going to violate a fresher tonight?” The student replied: “She's going to get raped” (Sanghani, 2015). This insight into how nightclub events are normalising rape culture in today’s society demonstrates that there is an urgent need to address this current issue.

A snapshot of the reported sexual assault statistics at music festivals show that two women were raped at Latitude in 2010 (BBC, 2010), a 15 year old girl was raped at Bestival in 2011 (BBC, 2011), two women were raped at Wilderness festival in 2013 (BBC, 2013), one woman was raped at Reading in 2014 (The Independent, 2014) and one woman was raped at V festival in 2015 (BBC, 2015). This is only a mere fraction of the reported rape statistics at festivals over previous years but aims to provide an insight into the undeniable fact that, essentially, for every festival that takes place, at least one case of sexual assault is reported. Whilst of a less serious nature, sexual harassment is likely to occur much more frequently at music festivals than sexual assault. The group ‘The White Ribbon Campaign’ (WRC) has been set up to prevent and reduce the levels of sexual harassment and assault at music
events (White Ribbon Campaign, 2015). Bestival and The Isle of Wight Festival have welcomed the WRC stalls for the last four years, whereas other festivals haven’t. It is arguable that some many festivals may not wish to publicly address that their event has a problem, as this could lead to bad publicity or a decrease in ticket sales. Recent WRC research found that 25% of women interviewed had felt unsafe at a festival, and over 50% felt festival organisers could do more to improve their safety (White Ribbon Campaign, 2015). Furthermore, 90% of festival-goers were unaware of what steps organisers had taken to protect women from assault (White Ribbon Campaign, 2015). This suggests that this prevalent issue requires attention and there is significantly more to be done by festival organisers to improve the levels of personal safety felt by women and overall customer experience at music festivals. This study aims to investigate this issue further.

In addition to festivals, concerts and ‘gigs’ are music events where sexual harassment and assault occurs frequently. Admittedly, serious types of sexual assault are less common at these events as they are of a much smaller scale and of a shorter time period than music festivals. However, there are still many reported instances of sexual harassment and assault taking place regularly at concerts and gigs (Eaton, 2015). Currently, this issue is being challenged by the group ‘Girls Against’. Five girls aged 15 to 17 have launched the group to raise awareness of sexual assault at concerts after all having previously experiencing distressing personal encounters themselves (Eaton, 2015). Ultimately, their aim is to eliminate the groping of girls at concerts for good (Newman, 2015). In the short term, they want to see the perpetrators identified and stopped from entering future gigs (Newman, 2015). Since launching the group, many women have shared their personal accounts of sexual harassment and assault at gigs and it has become clear how widespread the problem is (Newman, 2015). ‘Girls Against’ has gained support from bands, such as, Peace, Hinds, Slaves and Circa Waves (Eaton, 2015). Whilst this is a positive measure taken to tackle this issue, employees and organisers of these events should arguably become more proactive in addressing harassment and assault at their events.

An insight into this prevalent issue has been provided, however the motivating and surrounding factors to why sexual harassment and assault is commonly taking place
at music events is yet to be investigated. This study aims to explore the ways in which the female customer experience is affected by sexual harassment and assault and the factors responsible for generating this behaviour, which is frequently arising at music events today.

Whilst activist groups and campaigners are working to reduce unwanted sexual behaviour at music events, the issue arguably requires further attention from event organisers. Many event organisers are absent in publicly tackling this widespread problem, which prevents sexual harassment and assault being reduced and eradicated within music events. The lack of evidence of how organisers are challenging unwanted sexual behaviour at their events suggests that there is room for further development and improvement regarding this issue. This study aims to investigate the ways in which UK music event organisers currently consider the personal safety needs of the female audience and how they are tackling sexual harassment and assault. Subsequently, this study aims to provide awareness and guidance regarding sexual harassment and assault for music event organisers and ways in which it can be faced. Ultimately, the study aims to benefit event organisers and improve the female customer experience at music events by eradicating unwanted sexual behaviour.

A paucity of literature and research regarding sexual harassment and assault at music events has been identified. This suggests that research into this area could be beneficial to consumers and event organisers.

1.1. Aim
The purpose of the research project is to explore the issue of sexual harassment and assault at UK music events and assess its impact on the female customer experience

1.2. Objectives:

• To review the literature regarding sexual harassment and assault at music events
• To evaluate the experience of the female audience at UK music events, with regards to sexual harassment and assault, using primary research
• To assess the extent to which UK music event organisers consider the personal safety needs of the female audience
• To produce a series of recommendations for UK music event organisers to take account of the specific personal safety needs of the female audience at these events
2. Literature Review

Sexual harassment is defined as “unwanted behaviour of a sexual nature which violates your dignity, makes you feel intimidated, degraded or humiliated and creates a hostile or offensive environment” (Citizens Advice Bureau, 2017). Feminist scholarship places sexual harassment within wider forms of discrimination, power and privilege and is situated within gender inequality (MacKinnon, 1979). Sexual assault is defined as “any type of sexual contact or behavior that occurs without the explicit consent of the recipient” (Department of Justice, 2016). There is a paucity of literature regarding sexual harassment and assault in relation to the events industry and, more specifically, music events. Literature regarding factors which could contribute to unwanted sexual behavior taking place at music events will be studied within this chapter.

2.1. A Background on Sexual Violence

There has been much analytical study into rape and sexual violence (Andersen and Doherty, 2008). The way in which we understand sexual assault has drastically shifted in today’s society. There was once a time when “rape evoked the image of a violent and dangerous man grabbing a woman in a dark street, or breaking into her home at night”, (Gavey, 2004:1). It is arguable that this stereotypical view still comes to mind with some people when they think of rape, which is damaging to the prevention and treatment of other rape cases. Numerous women are seriously concerned about the threat of rape and “many women recognise the possibility of sexual assault in many social situations, and this awareness leads them to take precautions at times when men would not think about crime prevention” (Clinard et al., 2010:140). With more and more cases of rape being recorded at music festivals (Sanghani, 2015), these are diverse social situations in which women now take precautions to protect themselves. Additionally, women at university are susceptible to sexual assault. It is thought that they “often plan explicitly for times that call for precautions, such as walking on campus at night or from class to class, returning to a dormitory from the library or attending a social event alone” (Clinard et al., 2010:140).
2.2. Sexual Violence and Events

Event organisers play a key role in the prevention and implementation of procedures in order to tackle sexual harassment and assault at their events. Tarlow (2002) states that event risk managers ought to have sexual harassment policies in place, that their staff should be trained about these policies and that staff should be sensitive to this widespread problem. Furthermore, he states “staff members should never tell sexually orientated jokes on company time and they should be fully versed in all sexual harassment procedures (Tarlow, 2002:81). It is positive that these suggested guidelines are made available for event managers, but there is no expansion on what these procedures should entail. This, perhaps, then makes it easier for an event organiser to brush the issue under the carpet as opposed to creating procedures without any real official guidelines on what these should include. There are countless books and helpful articles on sexual harassment and assault in the workplace, such as “Sexual Harassment in the Workplace” (Boland, 2005), “Academic and Workplace Sexual Harassment” (Barickman, et al., 1991) and “Sexual Harassment in the Workplace: Law and Practice” (Conte, 2010). However, after extensive research, it has not been possible to find a single book or book chapter dedicated to the widespread issue of sexual harassment and assault at events. At events today, sexual harassment is, arguably, normalised, as the lack of available literature and guidelines/recommendations would demonstrate. Objectification, sexual harassment, and abuse appear to be part of the fabric of young women’s lives (Orenstein, 1994), and therefore when harassment occurs at an event, it may be hard to distinguish this as unlawful, as this behaviour pervades society and can be seen in the way people behave everyday.

2.3. Lad Culture

‘Lad culture’ is ever present in today’s society, and can be considered a subculture that possesses characteristics leading to harmful consequences. Getz (2012:80) simply defines ‘subcultures’ as “groups sharing a particular way of life”. As a culture, ‘lad culture’ is described as “consciously immature and anti-intellectual, preferring a lifestyle of drinking, casual sex and “masculine” leisure pursuits – particularly football and violence” (Kimmel and Aronson, 2004:569). Benyon (2002:3) states “the descriptor ‘laddish’ first emerged in the 1950s, in reference to the uncensored, errant
display of adolescent-inspired masculinity seen in the pages of the newly founded *Playboy* and incorporating misogyny and homophobia”. Phipps and Young (2013:9) expand this, stating “it resurfaced in the 1990s in relation to the middle class fetishisation of working class machismo and jack-the-lad behaviour embodied in the UK by ‘new lads’ Noel Gallagher, Frank Skinner and David Baddiel, and represented in *Loaded*, the first UK lads magazine”. Research has shown how members of the public were unable to distinguish between the language used by convicted sex offenders and ‘lads’ magazines to describe women (Hovarth, et al., 2011). This violent language towards women arguably can arguably perpetuate sexual harassment and assault. If boys and men are constantly seeing the normalised and frequent sexualisation of women in ‘lads mags’, this may instil negative attitudes and harmful treatment of women. Furthermore, ‘laddish’ behaviour is said to consist of “‘having a laugh’, objectifying women and espousing politically incorrect views” (Francis, 1999:355). ‘Lad culture’, undoubtedly, is particularly prominent within university societies and club nights as “‘laddish’ behaviours tend to coalesce around activities such as sport and drinking, which are integral elements of student life” (Phipps and Young, 2013:11). Initiation rituals or ‘hazing’ intertwine both alcohol and sports. Research into sexual harassment at universities shows that one initiation included selecting a girl at a university bar and stating what they would do to her on a night out, which “led to some really over the top and violent scenarios” (Williams, 2016). It is within these initiations and university social events that sexual violence can occur and the way in which this standardised behaviour is maintained in university events and society may be deemed to have a damaging effect on women. Phipps and Young (2013:33) state “there have been worrying accounts, particularly from women students, about the negative impact and harm that ‘lad culture’ is having on their educational experiences and indeed their lives more broadly”. Ultimately, the rise of lad culture has been said to have resulted in a change of behaviour in boys and men, and this conduct can affect women in everyday situations, and at events.

### 2.4. Nightclub Events

Phipps and Young (2013:38) unequivocally state “nightclubs are a hotbed for sexual offences” and that “many students see groping as a normal but unwanted part of a night out”. Similarly to festivals, with alcohol consumption, a contained space, close
proxemics, and a large number of people, nightclubs are spaces where sexual harassment and assault are made very possible. McManus and O’Toole (1995) describe sexual harassment in nightclubs as being twofold, as it can affect attendees and also employees. They further state that sexual harassment is an extremely serious issue which will cost the manager of a nightclub money and the manager must protect themselves by educating their employees (McManus and O’Toole, 1995). This short section in the book concludes by encouraging nightclub managers to discourage relationships between employees. What is lacking is guidance on how a nightclub event manager should deal with sexual harassment at their events. Additionally, there is scant literature regarding sexual harassment and assault at events, let alone nightclub events.

2.5. Festivals

There is a clear lack of research and literature regarding sexual harassment and assault for event attendees. However, over recent years there has been an increase in the recognition of these issues, particularly with regards to sexual harassment and assault at UK music festivals (Sanghani, 2015). The term ‘festival’ originates from ‘carnival’ and its background dates back to pre-Christian eras, (Stone 2008). Festivals are in the ‘major event’ category. Getz (2012) describes festivals as public themed celebrations. Falassi (1987:2) extends this definition further and depicts festivals as “a periodically recurrent social occasion, through a multiplicity of forms and series of coordinated events”. He further expands this with describing festivals; “patterns of daily social life and reversal, intensification, trespassing and abstinence are the four cardinal points of festive behaviour” (Falassi, 1987:2). Some could argue that sexual harassment is, indeed, a part of daily social life for many. The aforementioned terms ‘reversal’, ‘intensification’ and ‘trespassing’ to define the festival experience, while normally in themselves would not be deemed negative or harmful, but linked to festivals, these patterns may develop into disturbing behaviour. If there are some people ‘reversing’ their norms and values at a festival, this could ultimately result in unsafe behaviour.

There are now over 400 music festivals in the UK every year (Jones, 2015), which demonstrates not only the commercial potential of such events, but more relevantly,
the appetite amongst the audience for attending them. Sociologists and anthropologists, such as Turner (1982), Eagleton (1981) and Hughes (1999) enjoy studying festivals as they “reveal a considerable amount about the culture and society in which they exist” (Getz, 2012:52). Turner (1982), acknowledges that most populations need specific times and places to celebrate. Eagleton (1981) and Hughes (1999) consider both festivals and carnivals to be a “socially sanctioned forum for unleashing social tensions that would otherwise prove destructive”. This ‘letting off of steam’, particularly at music festivals, in a reasonably contained environment, can lead to a variety of ‘risk taking’ behaviour. The festival experience can often be, amongst other forms of deviant behaviour, a platform for the expression of sexual advances and violence by men towards women (Sanghani, 2015).

Amongst those who have studied festivals, there appears to be a general consensus that festivals are spaces where unconcealed hedonism takes place over an extended period. Getz (2012) simply describes it as having a good time. Stone (2008) considers music festivals to be “an area which serves as adult playgrounds, representing marginal, liminal zones devoted to hedonism and largely uninhibited play and fun”. Whilst the nature of people’s behaviour at festivals is studied by many sociologists and anthropologists, there is a lack of research into the link between behaviour and what then leads people to commit crimes, such as sexual harassment and assault.

A government UK study in 2013 concluded that 85% of all serious sexual offences are not reported to the police (Beckford, 2012). Beckford (2012) states that the legal system, media and society at large is unsympathetic to rape victims. This demonstrates how there are many sexual offences that take place which aren’t reported to the police. One only has to look at these findings, and the reported rape statistics at festivals, to realise that there is a growing problem that is faced by female festival goers and the organisers of these events.

Although Bestival and the Isle of Wight Festival welcome sexual assault awareness teams to their festival (Lloyd, 2015), many others don’t. As a result, customers may not wish to attend a festival that isn’t publicly acknowledging sexual assault as an
issue at their events. This could lead to a decrease in overall attendance. Within Lloyd’s (2015) research, she states that “while festival safety guides provide explicit advice about theft and drugs, every one of the online information guides I’ve looked at skipped out the words ‘rape’ and ‘sexual assault’ in favour of vague advice and not walking anywhere alone”. The absence of guidelines relating to sexual assault at festivals demonstrates how it is an issue that is not receiving the attention it requires.

2.6. Liminal Spaces

Arnold Van Gennep (1960) first coined the term “liminality” which was discovered by anthropologist Turner (1963) who developed the notion of “liminal zones”. Through the observation of religious rituals, the concept has expanded and can now be applied to a wide variety of human interactions. Turner (1963) saw ritual as “a key component of liminality, as ritual facilitated entry to liminal space because of its connection to metaphysical platforms that contained the inherent authority to allow society to change from its existing social structure” (Meehan, 2013:147). When reflecting on liminal spaces, one finds themselves thinking of a festival or a nightclub, as often norms and values exhibited in society are not often maintained at these events. In reference to sexual harassment and assault, these behaviours that are deemed unacceptable in societal norms can be seemingly normalised at these music events.

2.7. Misogynistic Advertising and Promotional Methods

It is arguable that there are a variety of events that engage in misogynistic advertising and promotional methods. A study conducted by the National Union of Students reports that student nightclub promoters would use images of half dressed women to promote their event (Hidden Marks Study, 2011). In 2013, it was reported that a poster for a Cardiff Metropolitan University student union event depicted an image with the words “I was raping a woman last night and she cried” across a t-shirt (Young-Powell, 2014). The accuracy of this source is verified in several news articles and books. Bates (2014) documents this in her book ‘Everyday Sexism’, as does Davies (2013) in The Independent and Williams (2013) in Wales Online. Another
poster portraying a girl standing in an empty car park wearing a short dress looking scared with the slogan “someone will lose their friends” was a promotional poster for a students’ union event at the University of Kent (Young-Powell, 2014). The wider context that this type of promotion creates for young people is damaging and nightclub promoters who engage in this type of marketing are arguably normalising and perpetuating sexual violence and harassment at these events.

Advertising is now a part of everyday life and is inescapable in Northern/Western societies (Gill, 2015). Van Zoonen (1994) states that advertising has been a target for feminist critique and discussion. Sut Jhaly (1987) explains that this is a result of advertisers playing on gender ideologies. With regards to the aforementioned examples of misogynistic promotion with nightclub events, and the vast amount of other sexist types of media, one can understand why is has come under feminist scrutiny. Kilbourne (1999) explains that adverts don’t cause violence directly, however dehumanising someone and turning them into an object is almost always the first step towards justifying violence against that person and this is done frequently with women. He concluded with “the violence and abuse is partly the chilling but logical result of objectification” (Kilbourne, 1999:278). Gill (2007:7) explains how “feminist analyses of the media have been animated by the desire to understand how images and cultural constructions are connected to patterns of inequality, domination and oppression”. The result of objectifying women and continuous misogyny present in advertising may be an underlying factor leading to sexual harassment and assault.

2.8. Proxemics

Proxemics, a term coined by anthropologist Edward Hall, is an influential theory regarding people’s perception of social distances and how they are used to consider their interactions with others (Hall, 1966). When reflecting on the way in which people behave in social situations, the proxemics at different music events may be a factor as to why certain behaviour is exhibited amongst attendees. Marquardt (2015) explains how the spatial relationships between people are important for how interaction and engagement takes place in everyday life. Additionally, it is suggested
that close people in close proximity are more attracted to one another (Andersen, 2008), a potential factor influencing sexually unwanted behaviour at largely populated events. Furthermore, the size of a room influences attraction (Andersen, 2008), as does the type of music playing (May & Hamilton, 1980). When studying sexual harassment and assault, these are fundamental aspects of music events to consider when analysing the frequency of this behaviour at the different types of events.

2.9. Misogynistic Music/Lyrics/Music Videos

Misogyny in rap music can be a result of lyrics and videos normalising or objectifying women (Weizer and Kubrin, 2009). Additionally, aspects of rap music, including innuendos, defamations or stereotypical characterisations of women are other ways in which misogyny in rap music is present (Adams, 2006). It is arguable that the perpetuation of hearing and seeing this misogynistic content could lead to unsafe behaviour. Armstrong (2017) states that content analyses have uncovered, depending on subgenre, approximately 22% to 37% of rap music contains some misogynistic lyrics. If music acts at festivals, nightclubs or gigs and concerts are singing/rapping lyrics that are misogynistic, it is plausible that the atmosphere of those events may encourage unwanted sexual behaviour. Furthermore, these lyrics may normalise misogyny and objectifying women for the audience of artists and rappers, in their broader lives and hypothetically at music events.

Anderson (2016:77) states “women’s chief role in music videos is as sexual objects that are denigrated and debased”. Furthermore, although women have made progress in terms of their numbers as pop stars and musicians, the roles they play are as sexual objects (Anderson, 2016). Similarly to lyrics, the continuance of the misogynistic way in which women are represented in music videos could impact how women are viewed and potentially treated at music events. Furthermore, Anderson (2016) states that pornography and music videos are intertwined as former pornographic film directors can now be found directing music videos. Undoubtedly, interconnecting these worlds could have harmful consequences in the normalisation of objectifying and representing women in this way.
2.10. Summary

The review of the available literature has suggested that there are several factors which play a key part in sexual harassment and assault. Behavioural factors, such as 'lad culture', and more historical influences, such as misogynistic advertising and music, are just several aspects of daily life that may facilitate sexual harassment and assault in many situations. The clear lack of literature concerning sexual harassment and assault and the events industry is a demonstration that these crimes are not seen as prevalent by organisers of these events and highlights the need for further study and research into this area.
3. Methodology

3.1. Research Design

Within this research project, the female customer experience at music events has been studied, with specific reference to sexual harassment and assault. Therefore, this topic has been investigated and reviewed through the experiences and opinions of the female audience demographic, along with numerical data detailing these. The research design has been carefully considered and structured in order to gather data on women’s experiences and opinions regarding sexual harassment and assault at music events and how participants feel this issue could be eradicated or tackled efficiently. Additionally, further outcomes desired from the research methods were to identify correlations between the frequency of sexual harassment and assault at different music events and factors behind this.

The research design has been that of a mixed method approach, combining quantitative and qualitative research methods (Hathcoat and Meixner, 2015). Initially, a qualitative research approach was selected, as it meets the research objectives and enables the understanding of how people interpret their experiences and the meaning they attribute to their experiences (Merriam and Tisdell, 2015). Two separate focus groups have been conducted to allow participants the opportunity to speak freely about their experiences and views. The use of interviews as a research method was carefully considered, however the study required gathering the largest amount of personal feelings, experiences and opinions, to try and gain as many opinions on the issues as possible.

Qualitative research enables in depth assessment of the issues being researched and allows for exploration of a highly sensitive subject matter (Boxill et al., 1997), of which this study is. Conversely, it has been highlighted that qualitative methods rely primarily on subjective evaluations when collecting the data, whilst also allowing limited exploration to the general population (Boxill, et al., 1997). Upon consideration of these factors, a qualitative approach was selected to explore the sensitive issue of the sexual harassment and assault with regards to the female customer experience,
paired with a quantitative method to gain further access to more of the general public.

In addition to this, a quantitative research approach was used in the form of an online questionnaire. The decision to compile and distribute a questionnaire was to gather data from a wider range of the female audience demographic and visually present the results, whilst also underpinning the qualitative data generated from the focus groups. Quantitative research allows for statistically reliable results from a broader amount of subjects to be gathered, and can determine whether a concept is better than the alternatives (Nykiel, 2015), a factor that justified the decision for the use of this method. Furthermore, the data and results are projectable to the population (Nykiel, 2015). However, quantitative research is typically evaluative and not generative, whilst lacking a detailed narrative (Nykiel, 2015), but used alongside the focus groups, this did not present itself as a negative factor to the study.

The research questions of the project could not effectively be answered with quantitative or qualitative methods alone, hence the use of a mixed method research approach. A solely quantitative approach would not enable the exploration of experiences of the highly subjective topic, however, paired with the qualitative methods of focus groups, allow for revealing data and themes to be gathered, alongside with contextual analysis of the experiences and opinions of participants.

Other methods of research were carefully considered, such as ethnography and secondary research regarding case studies. However, as this exploratory study is in a reasonably new field of research, there are no available case studies to review. Ultimately, focus groups and a questionnaire were deemed most appropriate for the nature of this study.

There are several advantages to using both qualitative and quantitative methods combined, particularly at the stage of analysing the data (Bamberger, 2000). The qualitative results enable the recording of opinions and feelings, whilst the quantitative analysis provides a logical explanation for those observations in a form that can be communicated effectively to others (Bamberger, 2000). These advantageous factors justified using a mixed method approach for this study, as it is
of a highly subjective nature, and personal opinions and experiences needed to be uncovered whilst also gathering numerical data to support the quantitative research.

3.2. Sample

From the outset, the aim was to gather 100 responses from the questionnaire. Although 100 responses is by no means representative of the population, it aimed to gather an insight into opinions and experiences of female at music events. Since then, 124 amount of responses have been collected.

Out of the two focus groups, five and six women were selected to participate in each. The number of participants were carefully considered. As a smaller focus group allows participants a greater opportunity to talk and express their views (Morgan et al., 1997), the decision to have five and six participants stemmed from the belief that the topic would generate a variety of opinions, therefore a smaller group would be appropriate to allow for in depth discussion and experiences shared amongst each participant. Additionally, consideration was given to how much the research topic would be of interest to the participants and whether each would have enough to say about each question (Morgan et al., 1997). As a result of general research and knowledge, it is believed that many women have different opinions on this topic. Upon reflection of these factors, 5-6 participants would be sufficient amount to allow the flow of discussion and to be able to give each participant enough time to discuss their opinions and experiences. For each focus group, women within the 22-59 age range were selected. The rationale for this was to enable the participants within a wide age range to share their experiences and opinions on the studied topic, and identify any significant differences with regards to age, opinions and experiences.

Prior to the distribution of the questionnaire, the different platforms and channels to effectively reach the target demographic were carefully considered. A purposive sampling method was selected which occurs when elements selected for the sample are chosen by the judgement of the researcher who believes that they can obtain a representative sample by using a sound judgement (Black, 2009). Upon deliberation, it was decided that the questionnaire would be distributed on the following online
forums: E Festivals and E Concerts, Facebook event pages for different nightclub events taking place nationally, a range of UK music festivals and national concerts and gigs. The decision to post on these forums was based on the knowledge the target demographic of women in the study, music event attendees aged eighteen and above, would be on these forums and pages, thus able to see the questionnaire and participate if desired. Additionally, a snowball sampling method was used. The researcher distributed the questionnaire through their own online platforms, such as Facebook, Twitter and email accounts, where word of mouth took place and acquaintances of the researcher then further shared the questionnaire through their own platforms and channels. Snowball sampling is explained as a situation where the researcher identifies member of one population of interest and asking them if they know others with the same characteristics to participate in the research (Riley et al., 2000). The next step is contacting the suggested respondents and asking if they would be in the sample, while themselves being asked to suggest more names of like respondents who may be known to them (Riley et al., 2000). Those who expressed interest in the topic upon viewing the questionnaire were asked if they would be interested in participating in the focus groups, thus selecting a sample for the qualitative research method.

3.3. Ethical Considerations

The focus groups were carried out in a function room of a local restaurant and recorded on two separate audio devices. Careful thought was given to the sensitive nature of this topic and how to best ensure that no complications arose from as a result. A carefully constructed participant information sheet was distributed via email to participants prior to the focus groups, with an additional copy given on the day. The participant information sheets (Appendix G) discussed issues, such as confidentiality and withdrawal from the focus group, which was then reiterated by the researcher prior to beginning the session. In addition to this, consent forms were distributed and completed by all participants.

As this topic is of a sensitive nature, several ethical considerations were identified. In order to gain ethical approval, questions were tailored to not be invasive or offensive.
Details of support services and helplines were provided on participant information sheets. Furthermore, an ethics application was submitted (Appendix G) detailing ways in which the ethical issues of this project would be managed.

3.4. Data Analysis

A thematic analysis has been used in to analyse the generated qualitative and quantitative data from this study. A thematic analysis emphasizes pinpointing, examining and recording patterns or themes within data (Braun and Clarke, 2006). This approach was selected to identify key themes and patterns from the focus groups, whilst cross examining those with the quantitative data from the questionnaire. Additionally, numerical data has been presented in graphs and analysed within the discussion of the data as a whole, in order to demonstrate and evaluate the findings.

Generating a high volume of responses was intended for the questionnaire, in order to be as representative of the population as possible. Although posted on several forums and websites, within the space of 6 weeks, the received amount of responses was 114. If this research process were to be repeated, a wider range of platforms would have been selected over a longer time period, in order to increase the amount of responses. To further improve the research, an additional two focus groups would ideally be conducted in order to produce a higher volume and wider range of qualitative data. Conclusively, additional open ended questionnaire questions would be added, as these generated a high variety of opinions on the subject. Whilst the open ended questions were optional, they were answered by the majority.
4. Results

Within this chapter the results from the questionnaire will be presented and subsequently an analysis and discussion will follow. Excerpts from the focus groups (Appendices A and B) and open ended questionnaire responses (Appendices D, E and F) will be inserted when relevant to the theme and nature of the question. Thus, different sets of data will be combined and a thematic analysis will be used.

*Figure 4.1 - With regards to sexual harassment, how safe do you feel at the following music events?*

![Chart showing the level of safety felt at different music events]

These results demonstrate that out of the three types of music events, the majority of respondents stated that they feel reasonably safe. However, for those who do not, respondents stated that they feel the least safe at mainstream nightclub events with 24% stating they feel unsafe and 6% feeling severely at risk. It is apparent that
concerts and gigs are events at which female attendees feel at the least at risk out of the three.

Figure 4.2 – How often have you experienced the following types of sexual harassment at a music festival, nightclub event or concert/gig?

The results in Figure 4.2 demonstrate that all respondents mostly occasionally experience these types of harassment at music events: 30% often experience verbal harassment and comments of a sexual nature; 29% often experience unwanted eye contact/staring; 24% often experience inappropriate/offensive sexual jokes and 21% often experience inappropriate physical gestures. 9% of respondents always
experience unwanted eye contact/staring.

Figure 4.3 – At which of the following music events do you think sexual harassment most commonly occurs:

The responses reveal that mainstream nightclub events are where sexual harassment is perceived to most commonly occur with 69.70% of respondents stating this. Following this, 26.26% of respondents deemed large scale music festivals as being the most predominant music event where sexual harassment most commonly occurs. Lastly, 1.01% of respondents demonstrated that sexual harassment takes place most commonly at concerts and gigs. These responses demonstrate that, in the opinions of the respondents, mainstream nightclub events are where sexual harassment takes place the most frequently.
Figure 4.4 – Have you previously reported an incident of sexual harassment at any of the following music events?

With regards to reporting an incident of sexual harassment 8.33% of women have done so at a large scale music festival and 25% have done so at a mainstream nightclub event. However, no respondents have reported an instance of sexual harassment at a concert or gig. Additionally, 66.67% have reported sexual harassment at other types of events.
Figure 4.5 – Have you ever experienced these types of sexual harassment and assault taking place at the following music events?

60% of respondents have experienced being touched on inappropriate areas of the body at mainstream nightclubs. Subsequently, 32% have experienced this at a music festival and 24% at a concert/gig.
Mainstream nightclub events prominently appear to be the event where the majority of respondents have witnessed unwanted sexual touching taking place with 13% stating they always do, 22% witnessing it most of the time and 36% often witnessing it. Music festivals are subsequent to this.
Figure 4.7 – At which of the following music events do you think sexual assault most commonly occurs?

With regards to which music events where sexual assault occurs most frequently, 31% of respondents said large scale music festivals are where this happens, 66% chose mainstream nightclub events and 2% said at concerts and gigs.
Figure 4.8 – How effectively do you feel the following members of staff deal with incidents of sexual assault?

These results show that the majority of respondents mostly find event staff either ineffective or, at worse, completely ineffective when handling reports of sexual assault.
5. Analysis and Discussion

5.1. Mainstream Nightclub Events

The first question (Figure 4.1) was asked to determine the levels of safety that women feel at different music events and to essentially set the scene for the following questions which were somewhat more serious. The results from Figure 4.1 demonstrate that the majority of respondents stated that they feel reasonably safe at all the three types of music events. However, for those who do not feel safe, respondents stated that they feel the least safe at mainstream nightclub events with 24% stating they often feel unsafe and 6% feeling severely at risk. In relation to nightclubs, participant 4 from Focus Group a (FGa) plainly states:

“I hate going to nightclubs. I hate it. They aren’t safe because it’s so enclosed and dark and just generally dodgy. Even if it’s a man that won’t stop chatting you up or someone groping you on the dance floor, I just feel so uncomfortable in those situations at clubs.”

This suggests that mainstream nightclubs, in terms of lighting and proximity, are darker, more enclosed event spaces that could portray a shadier atmosphere. This could lead to the facilitation of harassment and assault instances and could encourage deviant behaviour amongst male attendees. Thus, one must examine the role of lighting and proxemics and their effect on behaviour within these spaces. Andersen (2008) suggests that surroundings where people are close in proximity heightens attraction. This can be relevant in terms of sexual harassment and assault as this behaviour may stem from a one sided initial attraction. There has been research observing room features and how they influence attraction. May & Hamilton (1980) state that music playing contributes to attraction, as does the room size. (Andersen, 2008). Aside from attraction, the aspect of darkness and proximity can influence sexual harassment and assault as there may be a notion of being able to inflict this type of behaviour on a woman with members of authority and other attendees not witnessing it, due to the set up of the venue. Participant 1 from FGb adds to this theory in a simplistic way:

“I think it’s the environment of a club that makes it dodgy, its crammed, dark and everyone’s pissed.”
This supports the theory of lighting and proxemics facilitating unwanted sexual behaviour at music events as it appears that the atmosphere created by the lighting and size of the venue, paired with how close in proximity attendees are, creates an ideal environment for sexual harassment and assault. In reference to Figure 4.4, out of the three types of music events, mainstream nightclubs were where respondents reported various instances of sexual harassment the most, with 25% having verified this. This may be a result of several seemingly evident factors. Employees, such as security staff, have more of a presence in nightclubs because of the different types of crime that take place within these venues. This may enable women who have experienced sexual harassment to come forward, as security may be visible and accessible to approach. This is a conclusion derived from the following statement from participant 6 FGb:

“If you’re at a festival or gig, you can’t really get out of the crowd 'cause it’s bigger and you might lose your friends. In a club though it’s usually a small-ish venue and there are bouncers you can just run up to.”

Additionally, the atmosphere of nightclubs and the nightclub scene itself is notorious for being event spaces in which men seek women for sexual purposes – or quite simply to “pull”. As participant 4 FGa states:

“Men think they have a better chance of pulling in a nightclub because they’re drunk and confident, girls are drunk and vulnerable, and clubs are just seen as the best opportunity for anyone to pull.”

The preceding quote suggest two aspects regarding attendee behaviour, that nightclubs are notorious for being event spaces in which people pursue each other with sexual intentions, and factors such as attendee’s levels of intoxication can contribute to factors such as confidence and vulnerability. These factors combined may create a breeding ground for sexual harassment. As suggested by Larson and Garett (2003), overall evidence shows a relatively strong link between alcohol and crime, some suggesting that it may be a factor in 50% of all crimes. Furthermore, Smith (1986) reports that alcohol is used by the offender in 2 out of 3 sexual assault cases. As drinks are notoriously cheap and therefore undeniably enticing to consumers in nightclubs, this could be a prominent factor regarding the prevalence of sexual harassment and assault within these venues. Additionally, the preceding
statements may correlate in reference to Figure 4.5, displaying that the most serious type of sexual assault out of the options, being touched on inappropriate areas of the body, is the most prevailing in mainstream nightclubs. Subsequently, Figure 4.6 demonstrates that the majority of respondents have stated that they have witnessed unwanted sexual touching taking place most frequently at mainstream nightclub events.

Alcohol and proxemics are perceived to play a key role in the way this behaviour appears to prevail at mainstream nightclub events according to the data. Subsequently, respondents occasionally witnessed and experienced unwanted sexual touching at music festivals and gigs.

5.2. Large Scale Outdoor Music Festivals

The data generated from the questionnaire and focus groups indicate that women find sexual harassment and assault to occur less so at large scale outdoor music festivals than at mainstream nightclub events. However, it is believed that it occurs more so than at gigs and concerts (Figure 4.3). A statement from participant 2 FGb appropriately opens this section regarding festivals:

“Yeah, everyone goes to a festival to just have a good time and do your own thing with your mates, and you’re paying loads of money to be there so you’re going to want to make the most of it and listen to music and watch acts and stuff.”

This input from participant 2 may correlate with why 57% of questionnaire respondents feel reasonably safe at large scale outdoor music festivals (Figure 4.1).

Often, people will attend festivals with a large group as they may be travelling from afar or want to go with their friendship group. However, feeling only reasonably safe can indicate that there are ways in which their feelings of personal safety could be increased or improved. This could be down to factors as simple as safety in numbers, as some may attend music festivals with just one or two others. However, considering attendees often go in large groups to festivals and are with people that they presumably feel safe with, they are still stating that they feel unsafe so this
highlights that there is an issue. Participant 1 FGa states:

“I think at festivals I generally feel quite safe because I’m always with a big group of people. But watching some acts at festivals like Skepta or grime music, where it’s an intense vibe, it attracts different people and is always late at night and dark and crammed, so it makes you really on edge.”

This quote could imply that the atmosphere of certain acts at music festivals are similar to that of a nightclub event. Similarly, the proximity, lighting and time of night may correlate with the atmosphere of a nightclub, thus potentially resulting in attendees feeling less safe at festivals at these times.

Another factor to consider could be not looking at a festival as a whole, but breaking it down into different parts of the day and seeing at which points people feel the least safe. If the questionnaire had queried the levels of personal safety felt at a music festival during different times of the day and night, for example 11pm-3am, the results may have shown a significant difference in how safe respondents feel at these times.

Within the questionnaire, when asked if people feel more threatened at specific events, possibly linked to genres of music and audience present (Appendix E), several respondents have expressed the following:

“Generally festivals where more grime/r&b/hip hop artists are playing, I also feel more at risk in bigger crowds where it's more likely to go unnoticed - nights out are also bad because the genre of music is always quite provocative.”

“Urban rooms, in my experience, seem to be the worst places.”

“Raves, grime and house scenes.”

“Grime, stuff like Stormzy and Giggs.”

For those expressing that they feel most threatened at ‘grime’ music events, there are several feasible influences for this. Misogynistic language used to depict women in certain genres of music (Weizer and Kubrin, 2009) may influence the way in which they’re treated at events playing this music. However, although several respondents state they feel most at risk at events playing music of these genres, the majority
report that mainstream music events and nightclubs are where they feel the most threatened (Appendix E).

As discussed by Eagleton (1981) and Hughes (1999), festivals are a place where escapism takes place. In relation to the data gathered (Figure 4.1), attendees may interpret themselves as being safer at festivals than they are, due to the sense of escapism they are experiencing. Festival-goers may be unable to recognise the risks that are present and this could be a factor of why several instances of sexual assault occur at festivals most years (Sanghani, 2015). Furthermore, upon reviewing literature and thorough research, incidents of rape have been reported at many UK festivals each year. However, one must consider that only a small proportion of festival attendees have been directly affected by this, therefore many may not see festivals as unsafe or feel at risk of sexual assault. This may especially be the case if attendees are unaware that these rapes have previously occurred or do not feel affected by it if they themselves haven't personally experienced sexual assault.

Aside from sexual assault, if the need for escapism at festivals is present and people are excessively under the influence of alcohol or drugs, they may be unable to recall occurrences of sexual harassment taking place. Additionally one could consider that many people only attend a music festivals once a year (Mintel, 2016a), perhaps due to the monetary factor and large scale nature of the event. Subsequently, people attend concerts and gigs several times a year (Mintel, 2016b), whereas nightclub events are attended much more frequently (Mintel, 2015). As a result, this may be why respondents have reported less instances of harassment and assault at festivals as they are visited less frequently.

With regards to the monetary aspect of a festival, this could be an additional factor as to why participants from the focus groups and respondents from the questionnaire deem festivals to be less common for sexual harassment occurring, with 27% of respondents stating this. The average price for a large scale outdoor music festival weekend ticket in the UK is approximately £190 (Jones, 2015). If a festival-goer is willing to pay a substantial amount of money for a weekend festival ticket, bearing in mind additional costs such as travel and spending money, one could consider that the festival experience and music is enough of an incentive to warrant spending a significant amount of money. Therefore, the intentions are purely to attend and
experience all that the festival entails, as opposed to inflicting sexually unwanted behaviour. Thus, one could argue that the amount of money spent on attending an event could correlate with attendee intentions and deviant behaviour.

Upon reviewing the literature and gathered data, a significant correlation between the analysis of festivals as a concept and the results from the primary research has been identified. There is a lack of sociological study on nightclubs and human behaviour (Hadfield, 2009). Several sociologists and anthropologists have been reviewed in relation to festivals and human behaviour. Turner (1982) recognises the way in which groups of people and communities need spaces and explicit occasions to celebrate, whilst Stone (2008) refers to festivals as adult playgrounds. Upon analysing the data and the key theme of mainstream nightclub events being deemed the most predominant space for sexual harassment and assault, these portrayals of festivals appear pointedly relevant to mainstream nightclub events. Additionally, Turner (1995) and Van Gennep’s (1960) notions of liminal spaces within rituals present similarities to mainstream nightclubs, as they are spaces disconnected from normal life and are without the norms of society. Sexual harassment and assault are evidently not within the norms and values of society, however, it appears that these ethics and principles are left at the door when one enters a nightclub, a liminal zone of sorts. This theory is also applicable to unwanted sexual behaviour at music festivals as the sense of escapism is also present.

5.3. Concerts and Gigs

When reviewing levels of personal safety felt by respondents (Figure 4.1), it is apparent that concerts and gigs are the event at which attendees feel the least at risk out of the three events in question. Respondents regard concerts and gigs as the event where the least sexual harassment takes place commonly, with only 1% choosing this option (Figure 4.3). There are several factors that may potentially influence these opinions, as participant 2 FGb simply states:

“I think people aren’t, like, that drunk at gigs are they? Well, they’re much less drunk and that probably makes a difference to how they behave.”
As previously discussed, alcohol can play a significant role with regards to deviant behaviour (Larson and Garett 2003). It is apparent that there is a correlation with the amount of alcohol consumed by event goers and the levels of reported sexual harassment and assault. Additionally, the motivations for attending different events may relate to the types of behaviour that is exhibited within these spaces. One participant suggests that the motivations for attending certain events are different to others, thus attendees' behaviour can differ. Participant 5 FGa explains:

“I'd say with concerts or gigs, people are there to see an act and they've paid a fair bit of money to do so, they're not there to go in with the purpose of getting with someone.”

This highlights that the monetary factor and purposes of attending an event can have a substantial impact on the way in which people behave. The simplicity of it may be that if attendees are paying a significant amount of money for a concert that takes place over several hours, they are going with the intention of watching live music and little else. This may suggest why questionnaire respondents and focus group participants deem sexual harassment and assault less common at concerts and gigs.

The questionnaire responses exhibit that 0% of respondents have reported sexual harassment incidents at a gig or concert (Figure 4.4). Participant 3 from FGb stated:

“With gigs, like in comparison to festivals and nightclubs, I think men and women are there to have a good time and see acts and music and not necessarily there to just pull or sleep with people. So in nightclubs, men go out to pull most of the time, and they don't have a long time to do it in, like let's say they're there for a few hours, so they're very forceful, do you know what I mean? So that could be why at festivals and gigs, it's much more of a steady pace, its over a weekend or a whole evening so it's just more relaxed and stuff.”

This statement from participant 3 FGb corresponds with the preceding opinion from participant 5 FGa, that the motivations and intentions of attending events are somewhat specific for those attending live music events, such as gigs, concerts and festivals. The aspect of live music and the financial amount spent on a ticket appear to be influencing factors according to participants’ opinions. The motivations of attending events can be based on factors such as accessibility, entertainment,
performance, attractiveness, emotional and individual preferences (Hall et al., 2010).

The entertainment and performance aspects of concerts and festivals could potentially indicate that people going to these events have those motivations alone and to impose unwanted sexual behaviour on female attendees is not within their intentions.

5.4. Objectification of Women

Whilst reviewing the literature for this study and analysing data ascending from the focus groups, a recurring theme of male entitlement and objectification of women has been highlighted. Participant 5 from FGa states:

“In this club in London, ‘The Box’, I had a situation before where me and my friends were sat in a booth drinking our drinks and the bouncer came over and told us to stand up and dance because a group of men had paid him to do that!”

“That’s outrageous! It’s like treating girls like prostitutes!”

Upon hearing the preceding account, a sense of male entitlement and objectifying women seems present and relates to various aspects of the reviewed literature on this topic. Viewing women as objects and the perpetuation of this behaviour is believed to stem from several of historical factors such as misogynistic advertising and music and ‘Lad Culture’. Sut Jhaly (1987) discusses how advertisers essentially play on gender ideologies for advertising material which can be extremely damaging to the way in which women are viewed, especially as we are all exposed to as many as 5000 advertisement daily (Johnson, 2009). Dehumanising and objectifying an entire gender in advertising methods, as is evidently often done with women, may facilitate violence against that person or group.

5.5. Lad Culture

Opinions and various accounts of ‘lad culture’ have emerged within the data in relation to sexual harassment and assault. As discovered upon reviewing the literature, the conducted study of words and phrases used by sex offenders and
‘lads’, where people were unable to distinguish which were which (Hovarth et al., 2011) demonstrates this point clearly. Essentially, the objectification of women is a characteristic of ‘lad culture’ (Francis, 1999), therefore the continued perpetuation of this appears to be a crucial factor contributing to sexual harassment and assault at music events.

Participant 2 FGa details her experiences with ‘lad culture’:

“The thing as well with lad culture and so many guys I know, is that they’ll do things to film it and put it on Snapchat. So they’d be, like, dancing up against a girl and filming it just for the ‘banter’. Because its funny to other people but they don’t think of the consequences.” – Participant 2 FGa

“I mean, if they were sober it would be, go and push that traffic cone over, but when they’re drunk its go and grab that girls arse.” – Participant 5 FGa

This demonstrates how the presence of ‘lad culture’ and the fact that 70% of adults use social media ‘on the go’ (ONS, 2016), could be additional facilitating factors for sexual harassment and assault.

In the open ended questions of the questionnaire (Appendices D, E, F and F), there were a vast amount of references to ‘lad culture’ and the role it plays in sexual harassment and assault:

““Lads” and “banter” are the problem”.

‘Banter’ and the use of social media are prevalent within the features of ‘Lad Culture’, (Phipps and Young, 2013, p.1). That, paired with the characteristics of binge drinking and objectifying women (Francis, 1999), could be seen as the ideal scenario for sexual harassment and assault to take place within music events.

5.6. Event Staff

When analysing Figure 4.8, the majority of respondents have found all members of staff completely ineffective or fairly effective when dealing with reports of sexual harassment. Additionally, respondents found bar staff to be the least effective with
handling reports of sexual harassment, with the event manager subsequent to this. These results exhibit how all employees within an event or venue are not considered to effectively handle sexual harassment claims, which may prevent some women from reporting these instances at another time.

With regards to sexual assault, the data in Figure 4.8 demonstrates that respondents consider all employees to handle incidents of sexual assault at music events more ineffectively than effectively. Not only as a whole is this evident, but individually too. Additionally, bar staff are employees that respondents found dealt with sexual assault the least effectively, and security staff handling complaints the most effectively.

The justifications for the ineffective handling of sexual harassment and assault by members of staff at music events could be down to several factors. Upon reviewing the literature, no books, guidelines or manuals were found available for the general reader in libraries or online libraries and search engines. Tarlow (2002) briefly details how event organisers and staff should be aware of sexual harassment and assault issues at their events, however there is no elaboration on types of harassment and assault to look out for or procedures and actions to be taken when an incident occurs.

More acknowledged issues such as drugs and alcohol (Bowdin, Allen and O’Toole, 2012) and violence (Yeoman et al., 2012) documented in countless event management literature and training manuals. It is arguable that the lack of literature available concerning sexual harassment and assault signifies that these are not seen as predominant issues within the events industry, much less problems worth training employees to deal with. However, the data indicates that sexual harassment certainly is a widespread problem at events.

There are numerous reasons why many women do not report sexual harassment; the fear of not being believed being the most common (Helgeson, 2017). Regarding sexual assault, two thirds of respondents in a study justify not reporting it as a result of the low rate of convictions, with more than 50% stating they feel society is generally unsympathetic to victims of sexual assault (Beckford 2012). Although this
is in relation to more serious types of sexual assault than those studied within this research, it may reflect why women don’t often report instances of sexual harassment and sexual assault at events. Women may be influenced by the common ways in which reporting similar incidents can be disadvantageous.

Furthermore, female event goers may not feel that the seemingly most accessible employees with high authority, such as security or bar staff, can empathize or understand the severity of the effect that sexual harassment and assault can have on a woman.

Appendix F details fully the open ended responses from the questionnaire regarding whether the respondents believe event organisers should be doing more to address these issues within music events. Several responses have been selected:

“Yes, zero tolerance needs to be in place and every member of staff working need to have the same understanding of what is not acceptable so women feel like their safety is valued. Staff need to be aware of the signs of harassment and need to be actively on the look out for any kind of harassment happening. (contd.)

“Perhaps a signal or code word could be put in place that people could use to alert staff members if they are feeling unsafe in the environment to make staff aware they need some kind of assistance or help.”

“Yes, put up signs/campaign posters warning against it and have a proper policy against it in place e.g. when it is reported have a series of steps to take.”

“Definitely, rather than just security have support officers, I wouldn’t feel comfortable approaching a hard-faced security guard who I feel wouldn’t take me seriously.”

“Yes, rather than just rely on security and events, make sure other staff e.g. bar staff are keeping a watch - also maybe have stewards around who you can tell if you’ve just been assaulted or feel uncomfortable in any way, they can then tell security to act on it if necessary.”

“Fucking anything, cause they’re doing nothing at the moment.”

“Yes, often dismissed by girls dressing up nice or men feeling entitled. Making anyone feel like their safety is valid no matter how intoxicated or how nice they look. Remove anyone accused of assault or harassment.”

Following on from this, participants were asked in the focus groups about their experiences of reporting sexual harassment and assault incidents at music events and the way in which employees handled it.
Participant 5 FGb:

“When I ran over to a bouncer and told him that a guy had put his hand up my skirt, he essentially laughed in my face.”

Participant 6 FGb:

“I think often they don’t take girls seriously because they’re drunk and in that situation you can be quite hysterical because you’re in shock.”

Although the data has generated a vast amount of strong opinions regarding staff at events and the handling of sexual harassment and assault at events, one can understand how the nature of the music events industry is fast paced and can be essentially stressful. Therefore, dealing with sexual harassment complaints may seem unimportant to some when they may regard other present issues of a greater significance, such as serving customers at a busy bar or violence taking place. Nevertheless, if employees are untrained and unaware of the severity of sexual harassment and assault issues at music events, they may not comprehend the severity of claims from attendees or be aware of how to effectively handle them.

5.7. Summary

Throughout the evaluation process of the primary data, it appears that there are several underlying factors, which influence the prevalence of sexual harassment and assault at music events. It has been highlighted that the atmosphere of a music event derives from the type of music present, size and lighting of the event. In darker, dimly lit venues, it has been found that more harassment and assault instances occur. Additionally, the levels of intoxication amongst attendees impacts on sexually unwanted behaviour. Thus, mainstream nightclub events are deemed by respondents and participants to be the space where sexual harassment and assault occurs most frequently with festivals subsequently and concerts and gigs being deemed the least common event.

A more underlying issue which appears to play a key part is ingrained misogyny in all aspects of daily life, such as music, music videos, advertising, and ‘lad culture’, which may result in these attitudes being present at music events. Ultimately, a
fundamental issue that has been identified is the lack of training and awareness amongst event staff regarding sexual harassment and assault.

Conclusively, employees have been deemed to ineffectively handle incidents and complaints of sexual harassment, and this indicates an overall lack of understanding of these issues at music events. The paucity of literature and guidelines available regarding unwanted sexual behaviour at events supports this theory.
6. Conclusions and Recommendations

This study has fulfilled the aim and objectives that were initially devised. The issue of sexual harassment and assault at UK music events has been explored with the use of primary research and by reviewing the available literature. The questions within the focus groups and questionnaire were devised to uncover opinions and experiences from female music event attendees. The research was specifically designed to determine at which music events sexual harassment is most likely to occur, through the personal experiences and opinions of female event goers. This study also examines and presents future recommendations for eliminating this issue and making all music events safe and secure for all attendees.

Additionally, the way in which event organisers and staff currently often fail to take action with this issue has also been assessed and examined thoroughly. The impact that sexual harassment and assault, in its many forms, has on the experiences of female customers at music events has also been investigated from the data generated from the focus groups and questionnaire. Suggestions for event organisers and employees in tackling this issue have been gathered from the primary data. However, it is apparent that further research in this field is required.

6.1. Sexual Harassment and Assault at Music Events

Whilst undertaking primary research within this study, opinions and personal views have been gathered from participants across the board, with 114 questionnaire responses and two focus groups with five and six participants in each. What has been evident from the research is that collectively the majority of respondents believe sexual harassment and assault is a widespread issue within the music events industry. In the questionnaire, when asked to what extent this is an issue within music events (Appendix D), 66 out of 70 respondents who chose to answer this optional question believe that this is a significant problem.

Respondents from the questionnaire and focus groups collectively find mainstream nightclub events the space in which they feel the least safe and where most cases of
sexual harassment and assault occur. Subsequently, festivals followed second to
nightclubs and smaller concerts and gigs were found to be where sexual harassment
is perceived to occur the least.

6.2. Lad Culture and the Objectification of Women

A recurring theme that has been present upon reviewing the literature and
undertaking primary research has been the presence of contemporary ‘lad culture’
and its effect on sexual harassment and assault. It appears that the presence of this
subculture, that has been ingrained and perpetuated in some men today, feeds and
enables sexual harassment and assault, not only at music events but also in several
daily scenarios for the females questioned. This has been discussed within the focus
groups (Appendices A & B) and in the open-ended questionnaire questions
(Appendices D, E, F and G) where women gave accounts of laddish behaviour
affecting them at music events and in their lives more broadly. Similarly, the
normalised objectification of women appears to enable instances of harassment and
assault within these scenarios. As reviewed in the literature, misogynistic advertising,
music videos and music lyrics, describing women in derogatory terms, may also
contribute to how women are viewed and how they are treated. Although there are
several indicative factors behind sexual harassment and assault, it appears that in
contemporary society where ‘lad culture’ can often be promoted through multi-media
platforms, this can also have a detrimental effect on male behaviour at music events.

As a result of the lack of research and study into 'lad culture' in relation to music
events, it would appear that more awareness, education and research into this area
would prove beneficial; not only for the events industry but for society as a whole.
Feasibly, a more thorough approach in schools and educational institutes regarding
issues such as consent and misogynistic behaviour could arguably result in
challenging this issue. A wider understanding and deeper educational approach
could be beneficial to the improvement of unwanted sexual behaviour and begin to
eradicate the negative impacts of ‘lad culture’ on women.
6.3. Proxemics

As established from the process of reviewing literature and undertaking primary research, simple factors such as proxemics and lighting appear to play key roles when determining the most prominent scenarios at music events for sexual harassment and assault to take place. As discussed in the focus groups (Appendices A and B) and the open-ended question in the questionnaire (Appendix E), women appear to feel more threatened and endure the most instances of harassment in low lighting venues which are also crowded. Space and lighting are key elements which make up a music event and increase its attractiveness to attendees of both genders, thus making these aspects of events difficult to eliminate. However, awareness of how a darker, crowded event scenario can facilitate harassment and assault could improve safety for women at such events. Training staff on various scenarios where sexual harassment and assault may be likely to occur could influence their effectiveness in dealing with these unwanted and distressing situations and similarly prevent them.

6.4. Lack of Training and Awareness Amongst Employees

The paucity of literature and guides available for the general reader regarding sexual harassment and assault at events appears to be an additional factor as to why it is a prevalent issue. Out of those who answered optional question 8 from the questionnaire (Appendix F), 68 out of 72 believed event organisers should be doing much more to tackle this issue.

Several recommendations were made, such as increased amount of security present, drink testing kits, specific places where attendees can go if they have been harassed or assaulted and increased female security on hand. However, the recurrent suggestions were increased training and awareness amongst staff regarding harassment and assault. Responses from the focus groups (Appendices A and B) suggest this too. Thus, this study has identified that the lack of training and awareness amongst staff at music events is believed to negatively impact the female customer experience with regards to sexual harassment and assault.
Although these issues have been underlined and examined in this study, it is now recommended that event managers implicate further training and awareness within this area at their events to tackle and eradicate this unwanted sexual behaviour at all music events.

6.5. Recommendations for Event Organisers

This study has highlighted that there is a significant issue within the music events industry that is not being sufficiently acknowledged or confronted.

It is clear that industry professionals and event staff are not perceived to be actively tackling this issue. The generated primary data suggests that an increase in training, awareness and procedures to deal with sexual harassment and assault is recommended for all event organisers and employees. Strategic procedures for all staff to follow, subsequent to a harassment or assault claim, could prove beneficial in tackling this issue. Additionally, the allocation of designated members of staff present at music events specifically for these incidents could improve this issue, as attendees may feel more comfortable approaching them specifically to deal with these incidents. Additional research into this area is required to successfully prevent and eliminate this behaviour at music events.

6.6. Limitations

There have been several limitations that have affected this study. The deficiency of literature and research regarding sexual harassment and assault relating to events has resulted in the difficulty of analysing secondary data and correlating it with the primary data gathered. On reflection, generating more responses from the questionnaire and additional focus groups with more participants would have been beneficial to represent wider opinions on this issue from a greater perspective that is more representative. Interviewing industry professionals and employees could have proved valuable, on hindsight, to gain an insight from the perspective of event staff. Ultimately, the questions devised for the questionnaire and focus groups could have
been of a more probing and in-depth nature. This would have allowed for more revealing data to be uncovered regarding deeper motivations for sexual harassment and assault occurring so frequently at these events. Further recommendations for the eliminations of sexual harassment could have been gathered with the use of differently structured questions.

6.7. Recommendations for Future Research

The lack of current literature and research demonstrates that this is not regarded as an issue of high importance in the music events industry, although findings from the primary data validates that it is. The need for further research into sexual harassment and assault at music events and the events industry as a whole is evident. Future research into this area should aim to generate a wider range of data from an increased number of respondents and participants. As a result, the data will be representative of the wider population and convey the importance of these issues more vigorously. Additionally, different types of events could be studied to further assess correlations and themes that facilitate unwanted sexual behaviour. Subsequently, future research on this topic should aim to access event organisers and their employees. This would enable different perspectives and experiences on this issue to be gathered whilst also assessing the procedures that are in place for instances of sexual harassment and sexual assault. Additional research in this field will enable wider recognition of these significant issues, the lack of safety and support given to female attendees at events, and reflect them back to the music events industry leading to pro-active and preventative measures to be taken in the future.
Appendices

Appendix A – Focus Group A Transcriptions
Appendix B – Focus Group B Transcriptions
Appendix C – Questionnaire Data Summary Sheet
Appendix D – Responses from Question 9 from Questionnaire
Appendix E – Responses from Question 10 from Questionnaire
Appendix F – Responses from Question 11 from Questionnaire
Appendix G – Approved Ethics Form
Appendix A – Focus Group A Transcriptions

I: ok so before we start I just want to explain how this focus group is going to be structured. I’ve got seven questions and I’m going to ask one at a time and I’m going to try and not have any input so that you can all just discuss it amongst yourselves if that’s ok. So you’ve all read the participant information sheet but I’ll explain a bit more about the topic. We’re going to be talking about sexual harassment and sexual assault at music events, but when we’re talking about sexual assault that’s going to be about types of sexual assault of a less serious nature, like things that wouldn’t be reported to the police. Also if anyone wants to stop for whatever reason or needs a break then that’s completely fine. Is everyone ok to start?

P1: yeah
P2: yeah sure
P3: yep sure
P4: yeah
I: so the first question is, how would you define sexual harassment?
P3: in general, or at music events?
I: in general.
P4: well it could be, a number of things, couldn’t it. Like wolf whistling, grabbing your bum or just hailing someone.
P3: grabbing a boob, erm, squeezing you, erm, is this at music events or just in general?
I: just generally how would you define it.
P3: any of those things, erm…
P4: I guess anything to do with your body?
P2: yeah like it can go from a range of things like 0 to wolf whistling to like high up awful assault couldn’t it…
P1: I think just anything that makes you feel uncomfortable without your consent? Like wolf whistling, just anything that you haven’t really ok’d.
P3: anybody touching your body in an inappropriate way basically.

I: ok cool. So the official definition is “sexual harassment, typically of a women, in a workplace or other professional or social situation, involving the making of unwanted
sexual advances or obscene remarks”.

I: so the next question is with regards to sexual harassment at music festivals, how safe would you say you feel?
P5: erm you’re in a very vulnerable situation because its so easy for someone to spike your drink or wait for you to get really drunk and then you just, well I think everyones been there, so drunk at a festival where you cant remember what happened, its so easy for someone to take advantage if they wanted to.
P3: very true. I remember hearing a story from someone quite young who, at bestival a few years ago, got very very drunk, her drink was spiked, woke up the next day, in a guys bed, who she didn’t know, didn’t know what had happened, er, I think her boyfriend was nearby too so it was all a bit confusing, but she was left not knowing what had happened but she knew that she had been assaulted in some way.
P2: I think it’s a really difficult situation because I also think a lot of the time if you’re a girl, and you know you’re gonna go out and get really drunk, you then what do you expect to happen?
P5: well no, there’s never an excuse to assault or harass someone, especially if they’re vulnerable
P1: I think at festivals I generally feel quite safe because I’m always with a big group of people. But watching some acts at festivals, like Skepta or grime music, where it’s an intense vibe, it attracts different people and is always late at night and dark and crammed, so it makes you really on edge
P2: I mean if your’re in a really big crowd at a festival, people can often like take advantage of the situation and touch you up because its dark and everyones pushed together, so if like, someone has those intentions, that’s a perfect place for it to happen. I mean its happened to me before.
P5: yeah it happened to me at bestival last year and the year before.
P3: I think I’m a bit old for that to happen to me now but its certainly happened to me at festivals when I was in my twenties. We used to go to a lot of day concerts/festivals in Hyde park and I remember some guy pulling my shorts down in the crowd!
P4: oh my god someone pulled my top up at Parklife a few years ago in the crowd!
P2: its good when you’re with a big group of friends because you feel a lot safer but going to a festival with just one or two friends you are so vulnerable
P3: safety in numbers isn't it.
P2: but 9 times out of 10, if someone touches you or whatever in a crowd, its too busy to go and tell someone about it who can actually do something, and the guy can easily just get away, its ridiculous to be honest.
P3: yeah so exactly, if someone did assault you at a festival or grope you or grab you or something, that person can just move through the crowd cant they. Its so easy to get away if anyones looking at you.
I: ok cool so that leads me onto my next question. So mainstream nightclub events, how safe do you feel at those?
P3: in nightclubs, generally?
I: yeah yeah.
P4: I hate going to nightclubs. I hate it. They aren’t safe because its so enclosed and dark and just generally dodgy. Even if it’s a man that wont stop chatting you up or someone groping you on the dancefloor, I just feel so uncomfortable in those situations at clubs.
P1: I think its worse in nightclubs because if someones pestering you on a night out or you’re waiting at a bar waiting for a drink or something, you can give as many signals as you like that you’re not interested but they’ll still keep harassing you.
P5: I went out for my friends hen do and I wasn’t drinking because I was driving and these guys were trying to dance with me on the dancefloor and I was really not into it so was like go away, and they wouldn’t stop and were both trying to touch me. And my friends were all so drunk so didn’t really help the situation so I just left and in the end they actually followed me back to my car! And I was like I cant be rude to them here and tell them to fuck off because I was genuinely scared one of them would hit me or something, and there were no people around. Even to the point where I got in the car and he stood in front of my doors so I couldn’t shut the doors, I was so scared.
P2: see, it happened once where…
P3: its quite common this.
P2: well yeah. We were all out in London and there were three of us out and one of our friends was like “I bet I can get us some free drinks” and she went over to these guys and was flirting with them and then he did buy us some drinks, so afterwards the guys were still trying to talk to us and kind of touch my friend up and she was completely shocked that her behaving the way she did ended up like that. Its like you
cant expect guys to buy you drinks then not sexually harass you basically. Its her own fault.
P3: so I think what you’re saying is you’re making yourself quite vulnerable if you do that because that man or whatever can then read the signs, which they shouldn’t.
P2: that’s true, but the situation is no one, in this case a man, should have a sort of sense of entitlement over you if he buys you a drink like that’s his choice to buy it for you and if its just a friendly situation cool. But he doesn’t then need to harass or grope you
P4: yeah I mean ive been out in london loads of times where ill be at the bar about to buy a drink and there’ll be someone next to me whos like do you want a drink? And he’ll get you a drink, chat to you for a few seconds then leave. It doesn’t need to be a sinister situation.
P3: true.
P1: I’ve bene to a club in London before that was horrific, its called Cirque Le Soir…
P4: what is that, Cirque? Yeah I know it.
P1: yeah like the men in there get tables, they don’t really let men in, the only people who go in are women, and the men book the tables but have to pay thousands for the tables, and they’ll basically like lure girls over with free drinks, and they’ll give the bouncers money to go and find girls…
P4: yeah that's happened to me in there like the bouncers come up to us before and has been like those guys have paid me to come and ask if you wanna go over to their table
P3: ugh that’s horrible. That’s kind of treating girls like objects, like prostitutes actually, its really awful. What even is that club?
P1: its crazy in there, like, its just the weirdest thing isn’t it.
P4: its not as weird as The Box though, its creepy.
P1: yeah I haven’t been there.
P2 but then 99% of the time if you go and you know you’re gonna get bought quite a lot of drinks, is that why people go? Cause otherwise why are you going?
P3: i don’t know but its just a night out isn’t it, I’m sure maybe some girls go with the intention of being bought drinks but some not?
P2: but then if there are girls going for that reason and then a guy is expecting something so he like grabs your arse or whatever, like its kind of expected? I don’t know
P5: I don’t really agree with that personally
P4: in this club in London, ‘The Box’, I had a situation before where me and my friends were sat in a booth drinking our drinks, and the bouncer came over and told us to stand up and dance, because a group of men had paid him to do that!
P5: what!!!!!! That’s terrible.
P3: that’s outrageous! It’s like treating girls like prostitutes!
P4: yeah you weren’t allowed to get your phone out, you weren’t allowed to sit down
P5: yes I know I’ve had that before in Cirque!
P3: jesus that’s so awful!!! Its like something out of the 1960s. That’s so sinister that you’re basically being paraded around like semi-prostitutes.
P4: that is just rich men. You’re all there for rich men to look at you.
P2: well then why do people go though
P3: well I expect people go because it’s a nice club and glamorous etc.
P4: or some girls go cause they want to get free drinks.
P5: would you say in those situations girls are swept in with the glamour of it all?
P1: yeah one hundred percent.
P2: especially when you’re a bit younger

*Conversation goes off topic*

I: so has anyone ever had any trouble with sexually harassment at a gig or concert?

P5: i’d say with the big concerts, people are there to see an act they’re not there to go in and think im gonna get her tonight.
P2: yes perhaps. I never really have
P5: i’d say with concerts or gigs, people are there to see an act and they’ve paid a fair bit of money to do so, they’re not there to go in with the purpose of getting with someone
P1: yeah that’s actually true

I: ok so, if anyone feels comfortable to say, what instances of sexual harassment has anyone had at those events?
P2: well I’ve got my motorboat story.
Laughter

P3: what’s that!?
P2: I was at a club in Coventry when I went to uni there, and I was wearing a low cut top but, I had massive boobs at the time as well…
P5: no excuse for it laughter don’t feel like you have to justify it.
P2: we were just dancing with a big group of friends, and, this guy walks past, who was a bit shorter than me, didn’t even realise he walked past, and just went ‘BRRRRRR’ into my boobs.

Laughter

P2: literally though I was completely shocked and just like oh my god how has someone just done that! so I just pushed him off me and walked out to the smoking rea with my friends and was like what the hell just happened.
P1: that’s so horrible!
P2: oh and constantly in first year everyone would poke you like up the bum in a club!
P5: ergh!!!
P1: oh my god. That’s awful.
P2: not even like a pinch but an actual poke up the bum! It was so horrible but so many different guys did it I think it was like a thing back when I was at uni.
P3: what like other students?
P2: yes!
P3: that’s disgusting.
P2: I went to Yates I think in Harrow, and it’s a bit of a dodgy place and area, and um, it was just full of men, I think we’d just gone completely off route to where were supposed to be going, so it was like a group of 5 girls from uni and all these older men, well like in their late twenties so a bit older than we were at the time, and um, we were dancing and I had a skirt on, and there was this guy that was literally following me around and he was like oh yeah come back to ours, and I was like no, and it was really scary because he was pester me so so much, and he was really big, and really like, forceful, and because I had a skirt on they were like grabbing my
bum underneath my skirt. And it was horrible like I couldn’t like get away from them or anything.
P3: oh my god!! Ugh
P4: men think they have a better chance of pulling in a nightclub because they’re drunk and confident, girls are drunk and vulnerable, and clubs are just seen as the best opportunity for anyone to pull
P1: Yeah definitely, they just get cocky and over confident
P2: Especially if they’re with the ‘lads’

Laughter

P4: well I’ve got another story. I’ve been out before with one of my friends and I’m really weird when im really drunk because I’m exactly the same as when im sober. Like I look completely sober even if inside I’m actually so drunk. So you wont know if I’m like really drunk. Which is really difficult because I’ve gone out in town before and I’ve been so drunk but seemed fine, and id be in a club one second then wake up in the next town in the morning. And I’ve had no idea whats happened. No idea how I got there or no idea who the guy is that I’m in bed with. So it was a massive period where its blank.
P5: well yeah if people think you look really sober and don’t realise you’re drunk I guess they wont be aware of the fact that its kind of taking advantage of you. So you might think you consented but in reality like you don’t know?
P3: its really scary.
P2: we’ve had a situation with our friends at bestival and we met these guys and they were really nice and lovely, and there was a girl with us, we left the campsite to go somewhere and when we got back the girl was crying and we were like whats happened and she was freaking out and saying he’d raped her. So obviously we called the police and they came and dealt with the situation, because we were 15 and were really freaking out ourselves and had no idea how to handle that situation. And after that like the girl moved schools and we never really heard what happened about it. It was so scary.
P3: ok well I’ll make a slightly interesting point here as a “over thirty-something”

Laughter
P3: so last year in Manchester with my daughter and her girlfriends, I went out with them all, and we went to this kind of disco pub and I thought it was great and we were having a laugh and it all seemed very innocent, which it was for the first hour or two, but then a sort of heavier crowd of guys came in, who were sort of 40s+ lets say, so older guys, and I was with them and they were all pretty and all in their twenties and they’re beauties, so suddenly theres all these men hovering and it suddenly got quite crowded, then it got VERY VERY gropey for everybody but not for me because im a 50+, so nobody laid a hand on me. Do you know what I mean? They were very respectful of me. Like respect for the sort of motherly looking kind of woman. So we’d walk through the crowded pub to go outside for a cigarette or to go to the bar, and me and these ten girls, virtually every single one of the girls had a boob grabbed or a bum pinched, someone forcefully grabbed one of the girls and kissed her lips, it was horrendous! And that was just in a small pub disco in Manchester.

P2: I think a lot of men like get it confused with banter and lad culture and stuff. And also as well, what I find really uncomfortable is when you’re in a pub and an older man come sup to me and is really drunk or something, say he’s like in his 40s or 50s, and he’ll come up to be and be really like “oh I would love to be with someone like you, if I was in my twenties again I so would” and its with things like that they make you feel really uncomfortable and you don’t know what to say and they can be really persistent and harassing. You don’t know what to say because you don’t want to be rude or be like go away because he hasn’t said anything too offensive. But if it goes on for too long then its harassment and makes you uncomfortable. You should be able to say please leave me alone.

P5: yeah definitely. You shouldn’t have to worry about hurting someones feelings if they’re harassing you and making you feel uncomfortable.

P3: but yeah I’m the same I have a lot of trouble with telling people to leave me alone I just feel so awkward and don’t want to be rude. I don’t want to aggravate someone too like I don’t want that person to then get angry or hit me or something.

P2: when I used to walk to and from uni in London quite a few times, erm, like, there was this one time where this guy was trying to talk to me on the street shouting at
me asking me for my name and my number. So I was just ignoring him and pretended not to hear and then he started shouting that I was stuck up and a ‘rude bitch’.
P5: that’s so bad!
P3: i think that’s actually a point worth thinking about now, that theres always the fear for girls and women that in a nightclub or festival or wherever, theres always the chance that people are gonna be drunk. And the chances are if someones drunk and you reject them they could get aggressive. So there is massively that fear of drunken aggression so it means that it makes the situation so much harder and uncomfortable for girls to deal with.
P2: well yeah that’s the same with this guy in a club before, he was nuzzling into me and groping me and I was like stop, and he just said “who’s the guy then” but its like "there isn’t a guy, im telling you to get off me”. I felt so uncomfortable and didn't want to cause a scene but I kept pushing him away and he kept coming back, and then he was like groping my other friend and I was jus like GOD.
P5: yeah that's so bad what is wrong with people!
P1: i've never had like an awful problem with it, no ones hit me or anything laughter because of me saying no but more times than I can even count, when you reject someone they’re annoyed and that usually just turns into them calling you something nasty. Which isn’t nice at all. It just ruins those kinds of nights out. like I'll never go back to Tiger Tiger in Portsmouth because the guys are just too gropey and it makes the night bad.
P3: I think what's scary, just going back to the groping thing in terms of how many times people get groped on nights out, followed, squeezed, whatever, like I’ve had those things too, men coming behind me on a dance floor, grabbing me round the waist, what is horrible is the male sense of entitlement that they can do that… regardless of what you’re wearing
P4: yeah its disgusting
P5: what gets me is when a man is really in your face, sometimes I just lie and say I’ve got a boyfriend, and apparently, this blogger blogged about it, saying that its because they respect the other man more than your decision.
P4: yeah and they're nervous of another man and they respect him more than they respect you
P5: well yeah I had that where I had to keep saying to this guy I’ve got a boyfriend
I’ve got a boyfriend and he still didn’t leave me so I said look my boyfriends over there, and basically because he saw that he was present I guess, he was like oh my god sorry sorry

P1: yeah so they’re scared of physical repercussions and so are we when we reject them

P2: the amount of times I’ve pretended my male friend is my boyfriend is mad

_Conversation goes off topic_

I: ok so I’m gonna move onto the next question, so would you say its mainly nightclub events then?
P3: yeah

P2: yeah

P4: yeah definitely

P5: yeah id say so definitely

P3: at festivals s well, I think it makes a huge difference what act you’re watching, and like who you’re with, where you are at the festival, and time of day.
P4: yeah so if you’re watching like a day artist like erm Ben Howard with loads of families around, nothing sinister is really gonna happen. But if you’re in like a grime tent or a DJ or something dodgy or skrillex where its darker, a lot of people are drunk or on drugs,
P2: that’s another thing as well like I think with the people on drugs, it think that a lot of people are in there own world sort of thing and they’re not bothered about pulling if they’re so so out of it.
P1: I think it makes a different massively and I think people go to a festival, for example bestival, like you see more people at bestival who are on drugs than just drinking. Because they’re in their bubble, they’re happy, they’re eyes are completely gone, they’re not harming you.
P2: well yeah what’s true is that alcohol is know to make people, lets say men in this situation who are being predatory, erm much braver than they would have been and they’ll take those risks and chances wont they.

I: Ok, so nightclubs worse for it then?
P2: yeah definitely. When its dark at any event, chances are that guys are gonna try
it on aren’t they.

I: So, obviously if anyone doesn’t wanna answer this or feels upset or anything that’s fine, but would anyone be able to say they’re definition of sexual assault?
P2: I just think physical, anything physical
P3: even if its like grabbing your arse or they make you feel trapped physically, in a sexual way, that’s it isn’t it

Conversation goes off topic

P3: so I think we’d say, assault, is anything inappropriate physical behaviour. not if it’s a male friend putting their arm round you saying hey you look nice tonight or whatever but like sexual contact that’s physical
I: yeah that’s it so the official definition is sexual assault is any physical behaviour that occurs without the explicit consent of the recipient. So has anyone ever witnessed sexual assault taking place at any of those events?
P3: I haven’t really, definitely not as much as these girls
P1: well yeah its hard to think where to be there are just so many situations that ive seen it, but the thing is you just don’t think about it anymore
P2: you almost blank it out because its so so frequent
P1: yeah that’s a good point, I think its just happened to all of us so many times that you tend to sort of blank it out from your memory bank
P4: it becomes the norm now yeah, and you’re drunk at the time so you don’t always remember it the next day
P3: well it sounds a bit corny but I was sort of a child of the 70s and 80s, and people, particular young women, well people generally, didn’t drink so much then. Certainly some people did but I’m talking about young people, they smoked a lot more grass in those days and dope, so it was a bit more WOAH, you know? Erm, so the crowds of young men we hung around with at university were more stoned or at festivals they’d take acid and be in their own world, erm, and I think when I was at university people smoked an awful lot and drank a lot less.
P2: yeah now its all about binge drinking.
P3: yes exactly, people binge drank less then. Well they did, but they didn’t on the level that people do now.
P2: yeah like now if I go out now, I go out to get drunk
P2: well my ex boyfriend is a prime example of it, if all of his friends would tell him
to do something, he would go and do it, to live up to th lad banter, if they said to him, oh
go and grab that girls arse, he would go and grab that girls arse.
P1: its because its not worth the stick after
P3: lad culture and binge drinking go hand in hand, I think what's happened in the
last 20 years is that drinks are cheaper and everyone drinks a lot more, you can buy
it at supermarkets, that wasn’t the case 30 40 years ago, so drinks are accessible.
P2: the thing as well with lad culture and so many guys I know, is they'll do things to
film it and put it on snapchat. So they’d be like dancing up against a girl and filming it
just for the banter. Because its funny to other people but they don’t think of the
consequences.
P3: well yeah that's quite a good point isn’t it, like social media and the use of
phones means that that can be abusive too, the way people use them
P5: I mean if they were sober it would be, go and push that traffic cone over but
when they’re drunk its go and grab that girls arse.
P2: yeah exactly because people snapchat oh this is funny lets get it on snapchat.
well yeah another thing is that when I was at uni, my boyfriend at the time had a
group chat with his mates, and if one of them pulled a girl or whatever, they’d take a
picture of her like naked asleep and then post it in the group chat and be like look
what I did last night
P5: that's so horrible
P3: that’s disgusting
P2: and its literally just all for banter

Conversation goes off topic

I: with any of these situations, have you ever reported it to anyone working at the
event and how did they handle it?
P2: no
P4: I only have once when these guys would literally not stop following me and
groping me in coburgs and being a creepy weirdo so we said to the bouncer and he
like
I: Does anyone have any ideas or suggestions for the organisers of these events to basically eliminate harassment and assault? So basically do you think there are enough procedures and training in place?
P4: well no definitely not, the only people you can really talk to about it are bouncers and they don’t care
P3: erm, I think people just need to be more knowledgeable on it when they’re working at an event so they know what to look out for and stuff
P5: yeah I agree
P2: i think staff just need to take girls a bit more seriously because I do get that if you’re really drunk it might be harder to express yourself and explain what happened
P3: I saw that ‘angel shot’ thing in America, where in toilets in the bars they have posters saying something like if you feel threatened or uncomfortable come to the bar and ask for an angel shot and we will sort the situation out
P2: yeah I saw that too!
P5: same! They need that in UK venues so much!

Conversation goes off topic

I: Ok that’s all the questions, thank you so much for your help and taking part, I really appreciate it!
Appendix B – Focus Group B Transcriptions

I: Ok so Im just going to quickly explain how this is going to work. Don’t worry its very informal. So obviously you all know I’m Izzy and this session is going to be for my dissertation about sexual harassment and assault at UK music events. I’m just going to ask 8 questions and would really like it if you could all just discuss them and say whatever comes to mind! I’m going to record it but nothing that anyone says will be heard by anyone but be but just your ages and gender will be used. Also if anyone wants to drop out at any point then that’s totally fine. Everyone ok with that?

P4: yeah sure
P1: yeah
P3: yeah
P2: sure
P5: yeah
P6: yeah

Laughter

I: ok so the first question I wanted to ask is whether anyone can give their definition of sexual harassment?
P5: erm, groping?
P6: anything that is sexual that offends you?
P5: yeah like grabbing you, touching you or just saying stuff that’s disgusting
P3: just harassment I guess that makes you feel uncomfortable?
Laughter
I: that’s great yeah. The official definition is “sexual harassment, typically of a women, in a workplace or other professional or social situation, involving the making of unwanted sexual advances or obscene remarks”.
P3: yeah definitely
P6: that’s what I meant

Laughter
I: Ok so the next question is with regards to sexual harassment how safe do you feel at the following events? So I’m going to be talking about music festivals, nightclub events and concerts and gigs. So we’ll start with festivals, how safe does everyone feel at those events?
P6: erm well I’ve definitely been sexual harassed at a festival multiple times
P5: yeah me too
P1: same
P2: same
P5: but I think you just sort of find that quite normal now, at a festival or any event
P2: yeah it’s just the standard now isn’t it
Laughter
P1: it’s the same with all events or nights out though
P2: yeah, everyone goes to a festival to just have a good time and do your own thing with your mates, and you’re paying loads of money to be there so you’re going to want to make the most of it and listen to music and watch acts and stuff
P1: yeah exactly I think it’s just a more lighthearted atmosphere and stuff

I: ok so what about nightclubs then?
P1: yeah absolutely in nightclubs, that’s literally like to be expected, like, you don’t go on a night out without it happening do you?
Laughter
P6: couldn’t agree more
P5: yeah nightclubs are the worst for it, like so so gross
P1: it’s always like a big group of lads, sometimes ones on like a stag do or something, and they just shout stuff or touch you or whatever. Its gross but its second nature now
P6: it literally is
P4: well I’ve definitely got like 20 stories of things that have happened

Laughter

P4: like one time, this guy wouldn’t stop grabbing my waist at the bar, it was so gross and he wouldn’t get off
P6: ugh that's horrible
P4: another time, when we were in yates in Newport, there were like five guys
dancing with me and my friend and it all seemed all light hearted or whatever, then
they literally crowded round us and were shouting “get your tits out” and stuff
Nervous Laughter
P5: oh my god!!
P1: what the hell
P2: I've had a similar thing happen before in Manchester! Instead of that though
these guys were shouting “get your minge out”!
P6: oh my god! That’s so horrible what the hell! Why does that happen though?
P5: I guess everyones just drunk, and those places are always really like seedy and
dark
P1: i think it's the environment of a club that makes it dodgy, its crammed, dark and
everyone’s pissed
P2: yeah definitely!
P6: yeah I literally hate clubs

Laughter

I: Ok, the last one is gigs and concerts
P6: I don’t really go to many gigs I’m not cool enough
Laughter
P4: I’ve had some guys groping before and gigs but nothing like clubs or a festival
P3: yeah I;ve never really had a problem with it, but that’s probably cause the musics
always been like pop music

Laughter

P3: but I have heard it happens, my friend went to a slaves gig and apparently this
guy groped her from behind then like the next day the lead singer tweeted about it
like this cant fucking happen wtc
P5: it definitely does happen I think probably at like seedier gigs and stuff
P6: yeah like that kind of thing isn't likely to happen at an olly murs concert is it
P5: yeah definitely, or like a one direction concert
Laughter

Conversation goes off topic

P1: it's just more chilled though really I guess
P2: I think that people aren't like that drunk at gigs are they, well they're much less
drunk and that probably makes a difference to how they behave
P6: yeah I completely agree
P2: people are more like smashed in a nightclub
P3: with gigs, like in comparison to festivals and nightclubs, I think men and women
are there to have a good time and see acts and music and not necessarily there to
just pull or sleep with people. So in nightclubs, men go out to pull most of the time,
and they don't have a long time to do it in, like let's say they're there for a few hours,
so they're very like forceful, do you know what I mean? So that could be why at
festivals and gigs, it's much more of a steady pace, it's like over a weekend or a
whole evening so it's just more relaxed and stuff
P1: yeah exactly

Conversation goes off topic

I: ok does anyone want to talk about their experiences with sexual harassment at
any of the types of music events we've spoken about?
P3: erm
P4: erm ok well, when I was in this club in London, this guy was like can I buy you a
drink, so I was like erm yeah ok, but then he started saying really creepy things so I
was like im gonna go find my friends now and he got quite aggressive? And was like
grabbing me and trying to kiss me and I was like get off, and he was literally wouldn't
stop like grabbing my face and trying to kiss me
P5: oh my god that's so horrible!!! I've had something like that too before, just like
turning a guy down if he offers to buy you a drink and they suddenly turn all entitled
and aggressive, it's so bad
P1: Yeah definitely that's a thing
P5: at the isle of wight festival these really drunk guys in the crowd were like stood
behind us and it was a really raining day think it was like the Sunday or something and they were like pulling our hoods down and stuff, it was so weird, and then we were like fuck off, and we were watching like pixie lott or something and then they started pulling up our skirts, I think it was when like skater skirts were cool, and yeah, we were in shock and just tried to move away from them

P6: pixie lott

*Laughter*

Conversation goes off topic

P1: erm I had another thing that happened, it was in this like really cringe club at uni, and basically this guy literally put his hand down my skirt under my tights, it was horrible

P2: oh my god what the hell! You could literally get arrested for that

P1: I know it was actually like quite upsetting

P6: that’s the thing though, like did you report it?

P1: no I just wanted to get on with my night and obviously nothing would get done about it

P6: exactly that’s what I mean its just become the norm now hasn’t it

Conversation goes off topic

I: ok right so, can anyone give their definition of sexual assault?

P6: rape?

P5: well yeah rape but I guess those things we’ve been talking about are actually sexual assault?

P1: yeah definitely, like putting your hand down someones tights is actually sexual assault, like if I wasn’t in a club and that happened in an alley or something who knows what could have happened

P6: yeah exactly

P2: someone basically taking it too far with touching you?

P3: I guess actually just any touching of you if you aren’t ok with it?

P6: yeah definitely
I: ok well the official definition is sexual assault is any physical behaviour that occurs without the explicit consent of the recipient. Has anyone ever witnessed sexual assault happening at any of the music events we've been talking about?
P6: in terms of like groping and grabbing and kissing forcefully and stuff, I've seen that happen to pretty much all my friends and its happened to me loads. Would that count as assault then?
I: yeah its still sexual assault
P6: oh ok well yeah then definitely
P1: same, those same sorts of things have happened to me and my friends, usually when we were at uni in student clubs
P5: oh yeah definitely, with loads of 'student lads', the worst
P6: the most disgusting thing I've seen is like this girl who was so drunk and I saw this guy like trying to take her home basically? I was like what are you doing? I went and told a bouncer and he didn't bat an eyelid
P1: oh my god so did she leave with him then?
P6: I'm not sure! It was really busy but yeah no one seemed to care when clearly something really dodgy was going on

Conversations goes off topic

I: ok so the next question, with these experiences of harassment and assault, did you try and report it to anyone at the event? And if so, who was it and how did they deal with it?
P6: ok well like I just said the bouncer, but he didn't care. With harassment I think you don't really report those things because there really is a sense of no one cares, like there's more serious things going on?
P2: well yeah but obviously its still important
P6: no I know definitely! I just mean bouncers and stuff don't really see it as a big issue
P1: yeah I agree. I've reported groping before to someone working behind the bar and they said there was nothing they could do because they were too busy
P2: yeah that's the thing its not seen as important
P5: when I ran over to a bouncer and told him that a guy had put his hand up my skirt, he essentially laughed in my face
P6: I think often they don’t take girls seriously because they’re drunk and in that situation you can be quite hysterical because you’re in shock
P2: yeah definitely, they don’t take drunk girls seriously, which is stupid
P1: exactly it doesn’t matter how drunk you are if someone’s fucking assaulted you

Laughter

P4: I’ve never reported it at a festival, when its just been like minor harassment, because the stewards working are all teenagers, they’re like volunteers, there’s nothing they can do
P6: yeah definitely. And if you’re at a festival or gig, you cant really get out the crowd cause its bigger and you might lose your friends. In a club though its usually a small-ish venue and there are bouncers you can just run up to
P5: yeah its definitely easier to tell someone at a club because the venues smaller

Conversation goes off topic

I: ok so the last thing I want to ask if does anyone have any ideas or suggestions for the event organisers of the events to create a sexual harassment and assault free environment? Do you think there is enough training and procedures?
P6: Hmm probably not no, staff have no idea how to deal with these things, especially men, like bouncers
P1: definitely. Bouncers just don’t get it do they
P5: I just don’t think they’re trained to understand it though, like they haven’t been taught how to deal with it
P2: yeah but female staff would understand
P5: yeah I suppose. But staff need to be trained up in it because those events usually have male staff don’t they
P3: I think generally just more procedures yeah and things that they can follow like proper guidelines
P2: I think they need to think its as bad as like violence, but it genuinely is in a way
P6: yeah I agree

Conversation goes off topic
I: Ok well that’s great and so helpful, thank you all so much for participating in this!
Appendix C – Questionnaire Data Summary Sheet

**Q1 - With regards to sexual harassment, how safe do you feel at the following music events?**

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Severely at risk</th>
<th>Unsafe</th>
<th>Reasonably safe</th>
<th>Safe</th>
<th>Completely safe and risk free</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Large scale outdoor UK music festivals</td>
<td>2.83%</td>
<td>3</td>
<td>16.04%</td>
<td>17</td>
<td>56.60%</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Mainstream nightclub events</td>
<td>5.66%</td>
<td>6</td>
<td>23.58%</td>
<td>25</td>
<td>47.17%</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Concert/gigs</td>
<td>0.94%</td>
<td>1</td>
<td>4.72%</td>
<td>5</td>
<td>49.06%</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Other</td>
<td>0.94%</td>
<td>1</td>
<td>5.66%</td>
<td>6</td>
<td>66.04%</td>
<td>70</td>
</tr>
</tbody>
</table>

**Q2 - How often have you experienced the following types of sexual harassment at a music festival, nightclub event or concert/gig?**

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Never</th>
<th>Occasionally</th>
<th>Often</th>
<th>Most of the time</th>
<th>Always</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unwanted eye contact/staring</td>
<td>4.00%</td>
<td>38.00%</td>
<td>29.0%</td>
<td>20.0%</td>
<td>9.00%</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Verbal harassment/comments of a sexual nature</td>
<td>11.0%</td>
<td>49.00%</td>
<td>30.0%</td>
<td>7.00%</td>
<td>3.00%</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>Inappropriate/offensive sexual jokes</td>
<td>12.0%</td>
<td>53.00%</td>
<td>24.0%</td>
<td>6.00%</td>
<td>5.00%</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>Inappropriate</td>
<td>14.0%</td>
<td>55.00%</td>
<td>21.0%</td>
<td>7.00%</td>
<td>3.00%</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>
Q3 - At which of the following music events do you think sexual harassment most commonly occurs:

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Large scale outdoor UK music festivals</td>
<td>26.26%</td>
<td>26</td>
</tr>
<tr>
<td>2</td>
<td>Mainstream nightclub events</td>
<td>69.70%</td>
<td>69</td>
</tr>
<tr>
<td>3</td>
<td>Concerts/gigs</td>
<td>1.01%</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>Other</td>
<td>3.03%</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100%</td>
<td>99</td>
</tr>
</tbody>
</table>

Q4 - Have you previously reported an incident of sexual harassment at any of the following music events?

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Large scale outdoor UK music festivals</td>
<td>8.33%</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Mainstream nightclub events</td>
<td>25.00%</td>
<td>15</td>
</tr>
<tr>
<td>3</td>
<td>Concerts/gigs</td>
<td>0.00%</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td>Other</td>
<td>66.67%</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100%</td>
<td>60</td>
</tr>
</tbody>
</table>

Q5 - Have you ever experienced these types of sexual harassment and assault taking place at the following music events?
<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>NEVER</th>
<th>OCCASIONALLY</th>
<th>OFTEN</th>
<th>MOST OF THE TIME</th>
<th>ALWAYS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Large scale outdoor UK music festivals</td>
<td>23.26%</td>
<td>51.16%</td>
<td>4.97%</td>
<td>3.49%</td>
<td>2.33%</td>
<td>86</td>
</tr>
<tr>
<td>2</td>
<td>Mainstream nightclub event</td>
<td>6.74%</td>
<td>35.96%</td>
<td>18.32%</td>
<td>21.35%</td>
<td>12.36%</td>
<td>89</td>
</tr>
</tbody>
</table>
### Question 7 - At which of the following music events do you think sexual assault most commonly occurs:

<table>
<thead>
<tr>
<th>#</th>
<th>Answer</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Large scale outdoor UK music festivals</td>
<td>30.77%</td>
<td>28</td>
</tr>
<tr>
<td>2</td>
<td>Mainstream nightclub events</td>
<td>65.93%</td>
<td>60</td>
</tr>
<tr>
<td>3</td>
<td>Concert/gig</td>
<td>2.20%</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>Other</td>
<td>1.10%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100%</td>
<td>91</td>
</tr>
</tbody>
</table>

### Question 8 - How effectively do you feel the following members of staff deal with incidents of sexual assault:

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Completely ineffectively</th>
<th>Fairly effectively</th>
<th>Effectively</th>
<th>Very effectively</th>
<th>Completely effectively</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Security staff</td>
<td>30.34%</td>
<td>44.94%</td>
<td>14.61%</td>
<td>1</td>
<td>5.62%</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>7</td>
<td>0</td>
<td>3</td>
<td>5</td>
<td>89</td>
</tr>
<tr>
<td>2</td>
<td>Bar staff</td>
<td>50.56%</td>
<td>33.71%</td>
<td>13.48%</td>
<td>1</td>
<td>1.12%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>89</td>
</tr>
<tr>
<td>3</td>
<td>Venue manager</td>
<td>41.57%</td>
<td>37.08%</td>
<td>15.73%</td>
<td>1</td>
<td>4.49%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>89</td>
</tr>
<tr>
<td></td>
<td>Event manager</td>
<td>48.31%</td>
<td>4</td>
<td>30.34%</td>
<td>2</td>
<td>15.73%</td>
<td>1</td>
</tr>
</tbody>
</table>
Appendix D – Q9 - To what extent do you think sexual harassment and sexual assault are issues within music events in general?

Far too common and acceptable
I think they are a major issue, the idea that cause someone is drunk/high means it's okay is fucked up. However more needs to be done about women and men feeling safe and able to report these issues. Especially for instance at a metal gig, there's a huge thing about being 'hard' at a metal gig and women are outnumbered majorly in that scene. Most of the times I've been sexually assaulted I've felt the best thing to do is to brush it off. That someone attempting to shove their fingers inside me on a dance floor wasn't bad enough or worth complaining to anyone else about.

Definitely an issue
They are definitely issues. A lot of these events are fuelled by drugs and alcohol that can have effects on the behaviours of individuals, making them feel as though they can have the power to do something detrimental to somebody out without a thought about the consequences. It's also an issue because I believe that many think that it easier to get away with sexual harassment and assault at bigger music events as it's more crowded.

Only seem to be a big issue in nightclubs
Very
High
A big issue
Very large
Greatly
Very high, taking advantage of people under the influence of alcohol or drugs is far too easy, and not acceptable

To quite a high extent when alcohol is involved
I believe that they are a problem, when there are crowds of people under the influences of alcohol I think some people believe it's an okay opportunity to be inappropriate towards women, from an inappropriate touch or starting to intimidate.

I don't think it's common but needs to be eradicated
Inappropriate touching is prevalent in nightclubs

Significant

I feel that it happens more often than people care to admit. People have different opinions on what inappropriate behaviour is and what makes people uncomfortable varies from person to person. But I believe that it is an issue that should be dealt with as everyone has the right to enjoy a music event without worrying about the weird guy or girl making inappropriate gestures.

Huge issue if girls feel unsafe to attend alone or in groups without males present

Massively

I believe nightclubs are the worst place for sexual assault due to binge drinking and large groups

I believe it is a major issue which isn't highlighted enough due to the fact that many of those event include either drugs or alcohol, and therefore the harasser blames it on that, and for some reason within event culture it has become normal for men to assault woman, because of what woman choose to wear to these events

I think that sexual harassment is often put in second place after other concerns with event holders such as drugs use and over intoxication

An issue

a large extent

I think that it can be a real issue for a lot of people

I personally don't believe it's much of an issue. As mentioned in a previous question - 'touched on the arm' - this is not sexual assault! And only harassment if it's unwanted. Festival or concert etc isn't the issue, I find it's usually the type of music at that event which can invite a less wanted crowd.

A large extent

60%

Serious

big issue in clubbing culture. Particularly towards LGBT

It is an issue. In a large crowd predators know they can touch people without consent and get away with it. Especially when the music/nature of the group sing/talk about sexual acts

Outdoor/large scale with camping = yes, high
<table>
<thead>
<tr>
<th>Big issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious issue at nightclub events on crowded dance floor, and at music festivals in a crowd of 100,000 people where it is easy to disappear into the crowd.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Huge issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>My experiences suggest that it isn't.</td>
</tr>
<tr>
<td>A constant issue for all women. I am over 50 so, thank heavens, it happens less now. I think it must be a constant nightmare for younger women.</td>
</tr>
<tr>
<td>Quite a large extent when alcohol is involved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Large</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard enough that its normalised and expected</td>
</tr>
<tr>
<td>very big problem</td>
</tr>
<tr>
<td>a significant one</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Largely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greatly - severe problem with nightlife and music scene in general</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Huge issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is an issue but I think it depends on the age range and type of reputation the event/venue has</td>
</tr>
<tr>
<td>I believe that sexual harassment are fairly common at certain music events, such at festivals, because alcohol and drugs are used by many attendees, including either the perpetrator or the victim.</td>
</tr>
<tr>
<td>I think it is less about the music and more the people that are attracted there, to take advantage of young, drunk women.</td>
</tr>
<tr>
<td>I think they are an issue but one that may be overlooked, because sometimes girls may be reluctant to admit they are victims of sexual harassment and may pass it off as 'pulling' or flirting</td>
</tr>
<tr>
<td>I think that it is a huge issue, because of the nature of music festivals sexual assault can be overlooked. If you put it into perspective it is equally as bad as a sexual assault in any other location.</td>
</tr>
<tr>
<td>Depends on what music is being played/the type of crowd. Eg probably less likely to happen during day time at a festival, with an artist playing such as little mix for example, in comparison to at a nightclub w/ lots of frisky music</td>
</tr>
<tr>
<td>Greatly... The atmosphere/crowd provides people with an anonymity that I think</td>
</tr>
</tbody>
</table>
people take advantage of

Great extent

Moderately

Drink and drugs. Associated with music are the cause of sexual issues

I think it goes hand in hand for men. What's a festival, night out without "cracking on"

Extreamly

Slightly 3/10

I don't

Mainly to women

Greatly

Nada

Lots

Yes

The atmosphere at music events is very fun and carefree and unfortunately that atmosphere is often coupled with issues of sexual harassment

Major

Its a significant issue, which requires more attention and disciplining
Appendix E – Q10 - Are there any specific events which you feel more threatened in, possibly linked to genres of music and audience present?

<table>
<thead>
<tr>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metal music gigs, drum and bass events where there is more drug use eg mdma.</td>
</tr>
<tr>
<td>Busy nightclubs/ young student population</td>
</tr>
<tr>
<td>Druggy music festivals.</td>
</tr>
<tr>
<td>Nightclubs playing chart music</td>
</tr>
<tr>
<td>When I'm alone at a gig</td>
</tr>
<tr>
<td>Drum&amp;Bass/ Rap/ 'chav' audience</td>
</tr>
<tr>
<td>Nightclubs</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Audiences of young 20s</td>
</tr>
<tr>
<td>Nightclubs</td>
</tr>
<tr>
<td>Rap events</td>
</tr>
<tr>
<td>I feel a lot less comfortable in clubs where there are lots of people, that's where I have experienced the most sexual harassment, I feel a lot safer in festivals surprisingly enough than I do in clubs where men tend to grab, I think they feel like they have some sort of authority and act a certain way when drunk in large groups of boys.</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Mainstream club nights</td>
</tr>
<tr>
<td>Drum and bass events without a doubt. Also some types of mainstream music I personally have experienced problems.</td>
</tr>
<tr>
<td>Low lighting venues, louder/more dance music playing, places where there is less room to move around</td>
</tr>
<tr>
<td>Festivals such as parklife, where a younger audience is attracted</td>
</tr>
<tr>
<td>Night clubs are very scary to me</td>
</tr>
<tr>
<td>Night clubs, because of the amount of alcohol, as well as the amount of places in clubs where visibility is limited</td>
</tr>
<tr>
<td>Events in clubs, although it's a generalisation and not relevant to the whole</td>
</tr>
</tbody>
</table>
population, at uni I often feel that large groups of guys often go on nights out 'to pull girls' so I tend to feel more threatened. Whereas as a gig or festival, I personally think there is a more friendly feel about the place with people's primary objective being to enjoy the music

More to do with alcohol/licensing issues. Also some events attract more predominantly male audience.

N/A

As mentioned in my last answer. Some genres can attract a more offensive crowd. Same goes for venue though.

Audiences with more men

Club events

Mosh pits

Events over more than one day

Clubs, popular chart music

No

Big DJ events, house music etc where most are extremely drunk or taking drugs so not in the right state of mind.

Perhaps in more dodgy nightclubs there is a higher level of threat, or where people are very drunk.

The worst events are those where it could be inferred that I am there looking for a date (bars/clubs) - even though I am not. Men seem to assume I may be looking for sex. At a music event I am clearly there for the music. But it may be different for younger women if they are camping at an event. Or they are seen as always potentially single and available.

I've not experienced a correlation between any genres and feeling more threatened

Genre and audience does not matter

"Lads" - mainstream music, dance, house etc

University clubs, clubs that play more general pop music as opposed to specific genres, drum and bass nights

in my experience in more popular/generic nightclubs people are often groped and i would feel more intimidated asking for help from staff

in grungier clubs and at mainstream gigs
generally events with large crowds in unknown places

Mainstream nightclubs

Any with mosh environment where there is both sexually inappropriate touching and increased risk of physical violence

Anything late at night or when alcohol is involved

Teen audiences, chart music festivals

Some festivals are known as a drunken right of passage, so as an adult I wouldn't go to Reading for example as I think a lot (not all of course) of attendees are there to get wasted and try to "pull"

In my opinion I feel that music festivals in general are more likely to have sexual harassment incidents.

id say a club environment makes me feel much more vunerable then say a festival event, as with a festival you can generally go to another area to avoid the person but in a club it may be much more difficult. in terms of genre i think DnB environments are more threatening, which is sad because they are so fun but unfortunatley can attract a rough crowd.

Certain nightclubs are to be avoided because of the kind of people they attract. Festivals where drugs are more present also cause threat.

Generally festivals where more grime/r&b/hip hop artists are playing, also feel more at risk in bigger crowds where it's more likely to go unnoticed - nights out are also bad because the genre of music is always quite provocative

Places that play main stream music.

Festivals/bigger crowds you get lost in them

Nightclubs

no

House. Younger audiences.

Any events when there’s groups of boys (aged around 18-24) not only do they have the ability to act threating on there own. In a group they're competitive like animals

I think this is a problem at most events. I think the difference being the the amount of alcohol/drugs people have consumed. E.g. At a low key concert you'd probably be alright, however at a festival or night club, people seem a lot more out of control and it's noticeable/worrying/unsettling.
<table>
<thead>
<tr>
<th>Raves, grime and house scenes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classical</td>
<td>No</td>
</tr>
<tr>
<td>Bull fighting ring</td>
<td>Night clubs</td>
</tr>
<tr>
<td>Urban rooms, in my experience, seem</td>
<td>No</td>
</tr>
<tr>
<td>to be the worst places</td>
<td>Grime and house music events</td>
</tr>
</tbody>
</table>


Appendix F – Q11 - Do you think event organisers should be doing more to address sexual harassment and sexual assault within music events, if so what?

Do you think event organisers should be doing more to address sexual harass...

Yes more security aware of the issue with improved training

Yes

Events at a bar or night club can be hard to report anything, unless you mention it to security guards as you leave, I feel I would have to shout it over the loud music to a bar staff. I think more advertising of being able to tell someone without the worry of judgement or whatever. The idea of getting police involved can be intimidating.

Make consequences of cases more severe

It's a hard one because it should really be down to people's morals. Every music event that I have been to, the security has been tight, checks for drugs and alcohol are always in full speed. Perhaps more posters around events? Something saying 'no means NO'.

They need to be looking out for it more

Yes

Yes, teach to not rape. Not to not get raped

Yes!!!

Yes, more security, provide date rape drug tests for drinks

No

Yes , pay more attention to the fact it happens

Yes, a clearer process for dealing with complaints

being more vigilant, being drunk is not a good enough excuse

Keeping more of a look out for people looking uncomfortable

I feel like I'm sure that they do put in certain measures to address the problems however I feel that unfortunately there really isn't much they can do, when there are hundreds of people in such close proximity under the influence, it's hard to keep an eye on everyone. You just hope as a young woman that the people around you, if anything ever did happen, would support you and help you. However, I do not know
what extra measure event organisers could put into place to irradiate sexual harassment

Having staff available to report to

I think it's unrealistic to expect event organisers to be able to address every instance of sexual harassment at their events. I think increased education regarding these issues would be a more effective solution.

unfortunately I don't think there is much that they can do about the minor things as they haven't actually committed an offence unless they were actually stalking or grabbing someone.

Yes, zero tolerance needs to be in place and every member of staff working need to have the same understanding of what is not acceptable so people feel like their safety is valued. Staff need to be aware of the signs of harassment and need to be actively on the look out for any kind of harrassment happening. Perhaps a signal or code word could be put in place that people could use to alert staff members if they are feeling unsafe in the environment to make staff aware they need some kind of assistance or help.

Yes

yes more security and camera checks and not to serve people who are very drunk to prevent issues

i dont think its something which can be changed by just the event organizers, its bigger than that. However there should be a place where woman, or men, or are being assaulted at events can go directly to report it

Yes, more awareness of harassment among the staff, and even with customers, making those attending aware of risks and how to report it/looking out for it happening to other people as well as yourself

Should form part of event risk assessment esp when trying to predict male/female ratio of audience members, also propensity to drink/illegal substances plus attitudes and performance content of artists.

I've not experienced anything I haven't been able to handle myself. Young people should be better educated on what's appropriate behaviour but we should also be careful not to be victims. If you act like a victim, you'll most likely become a victim. So in my experience, my answer is no.
I think training bar staff to check in with people who seem distressed is a good idea

Monitor binge drinking and girls putting themselves in situations that are easily avoided.

yes

listen to victims and take them more seriously. zero tolerance

Zero tolerance policy. Follow up on every complaint

Better allied culture of sticking up for each other

Yes, often dismissed by girls dressing up nice or men feeling entitled. Making anyone feel like their safety is valid no matter how intoxicated or how nice they look.

Remove anyone accused of assault or harassment

No

Yes, put up signs/campaign posters warning against it and have a proper policy against it in place e.g. When it is reported have a series of steps to take.

Yes. Better training of staff, believing the person who has reported

Perhaps more security staff.

They should take it very seriously. There should be safe zones and safe signals. Plus on-site counsellors.

Absolutely - a zero tolerance policy where perps are removed.

Yes, organisers should respond to complaints more effectively.

Ha

Kick people out more

clear policies maybe on posters around the event, designated and identified people to deal with incidents on the night and a contact number/place. making sure all staff are trained in dealing with sexual assault/harassment

yes, expel perpetrators immediately

yes - better training of staff to deal with this sort of thing (to start with)

Yes

Yes - better training, more female security on hand

Yes, more awareness. Signs offering help, more staff.

It's difficult to say as I haven't really experience it and what the response normally is

I do believe they should be doing more, such as being more aware of types of
harassment and interfering before the situation gets out of hand, rather than leaving it too late

id say its becoming more of a recognised issue, like with iow festival this year police were handing out phone holders/mini torches that arent directly linked but are still helping people keep safe at night. but i think with big events like a festival it is a massive challenge due to the extensive audience, even so, more should be done. maybe making it clearer if people feel threatened by someone there are places for them to go eg somewhere like the medical tents at a festival

I think there needs to be more awareness as often it isn't till after the music event that the recipient realises it was actually an assault which makes it too late to be reported. Perhaps more awareness to girls that it is okay to report anything that makes them uncomfortable. Possibly a tent that gives out free rape alarms

Yes, rather than just rely on security and events, make sure other staff eg bar staff are keeping a watch also- also maybe have stuards around who you can tell if you've just been assaulted or feel uncomfortable in anyway, they can then tell security to act on it if necessary

definitely, rather than just security have support officers, I wouldn't feel comfortable approaching a hard faced security guard who I feel wouldn't take me seriously

Yes, managers should be better educated and trained in dealing with situations involving sexual assault

yes- make it easier to alert staff

Yes. Taking it more seriously. More people to talk to and tell

Yes they need to do more but without having video evidence of it there is nothing that can be done (in terms of convictions) so perhaps cameras and a lot of them. Otherwise as I said nothing can be done.

Yes, generally raising awareness, putting more importance on the matter as a whole, more security

Fucking anything, cause they're doing nothing at the moment

I think they do as much as they can at most places without putting restrictions on everyone else's fun

no

Keep more of an eye out I guess
<table>
<thead>
<tr>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Everyone should be in zorbs</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>maybe they should just let guys get on with it ;) u know what I'm saying? ;)</td>
</tr>
<tr>
<td>Yes, they should have a more hands on approach rather than only addressing it if it is complained of</td>
</tr>
<tr>
<td>More security</td>
</tr>
<tr>
<td>Yes, more patrol and discipline</td>
</tr>
</tbody>
</table>
Appendix G – Ethics Form

CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

DEVOLVED ETHICS APPROVAL APPLICATION SUMMARY

Student Name: Izabella Steyger  Student Number: 20057775

Module Name: Dissertation  Module Number: HLT6009

Programme Name: Events Management  Supervisor Name: Dewi Jaimangal-Jones

<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>[x]</td>
<td>N/A</td>
</tr>
<tr>
<td>Participant information sheet</td>
<td>[x]</td>
<td>[✓]</td>
</tr>
<tr>
<td>Participant consent form</td>
<td>[x]</td>
<td>[✓]</td>
</tr>
<tr>
<td>Pilot interview/s</td>
<td>[x]</td>
<td>[✓]</td>
</tr>
<tr>
<td>Pilot questionnaire/s</td>
<td>[x]</td>
<td>[✓]</td>
</tr>
<tr>
<td>Letter/s to participating organisation/s</td>
<td>[✓]</td>
<td>[✓]</td>
</tr>
<tr>
<td>Confirmation of interviewee participation</td>
<td>[✓]</td>
<td>[✓]</td>
</tr>
</tbody>
</table>

First Submission | [✓]  Resubmission | [✓]

Date: 28/12/16

For use by the devolved ethics approval panel:

Panel Members  Name  Signature

Module leader, Chair:

Application for ethics approval v6 October 2016
Supervisor: [Signature]  
CSM Ethics Committee Representative: [Signature]  

Date: 22/12/16  
Date of Reassessment:  

Outcome:  
Project Approved [x]  
Reference number issued: 2016B0170  
Chair’s Action [ ]  
Application not Approved [ ]  

Comments for projects not fully approved:  

The original to be retained by the supervisor and a copy given to the student and module leader.  

In the case of a resubmission being required this original form should be submitted with the resubmission not a new, blank, one.
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

<table>
<thead>
<tr>
<th>Name of applicant:</th>
<th>Izabela Steyger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor (if student project):</td>
<td>Dewi Jaimangal-Jones</td>
</tr>
<tr>
<td>School / Unit:</td>
<td>School of Management</td>
</tr>
<tr>
<td>Student number (if applicable):</td>
<td>20057775</td>
</tr>
<tr>
<td>Programme enrolled on (if applicable):</td>
<td>Event Management</td>
</tr>
<tr>
<td>Project Title:</td>
<td>To what extent does sexual harassment and assault affect the female customer experience at UK music events?</td>
</tr>
<tr>
<td>Expected start date of data collection:</td>
<td>10/01/17</td>
</tr>
<tr>
<td>Approximate duration of data collection:</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>Funding Body (if applicable):</td>
<td>N/A</td>
</tr>
<tr>
<td>Other researcher(s) working on the project:</td>
<td>N/A</td>
</tr>
<tr>
<td>Will the study involve NHS patients or staff?:</td>
<td>No</td>
</tr>
<tr>
<td>Will the study involve human samples and/or human cell lines?:</td>
<td>No</td>
</tr>
</tbody>
</table>

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

| Paper based, involving only documents in the public domain | No |
Laboratory based, not involving human participants or human samples | No
---|---
Practice based not involving human participants (eg curatorial, practice audit) | No
Compulsory projects in professional practice (eg 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
The aim of the study is to investigate the issues of sexual harassment and assault at the following UK music events: music festivals, nightclub events, concerts and gigs. The researcher aims to gather data that shows to what extent this issue exists, how it is dealt with by event organisers and what procedures are in place to effectively deal with and tackle these issues at music events. Ultimately, the aim is to evaluate how event organisers could improve the way these issues are prevented and dealt with at music events in the UK. The researcher will conduct a focus group and distribute an online questionnaire to gather data regarding the extent of these issues and how they are managed by event organisers at music events today.

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:   Date: 20/12/16

FOR STUDENT PROJECTS ONLY
Name of supervisor:   Date: 21/12/16

Signature of supervisor:

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. 2016NO170

Name: Click here to enter text: 22/12/16

Signature:  

Details of any conditions upon which approval is dependant: Click here to enter text.
**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.

A3 Describe the research design to be used in your project

**Questionnaire:**

- The researcher aims to create a questionnaire on ‘Qualtrics’
- The researcher has an online account for Qualtrics including a username and password
- The researcher aims to gather 100+ completed questionnaires in order to gather a high amount and wide variety of data and draw conclusions
- Questionnaires will be posted on the following event discussion forums for music festivals, nightclub events, gigs and concerts
  - www.efestivals.co.uk/forums
  - This leads to a list of festival discussion forums for festivals such as Bestival, Glastonbury, V Festival, Latitude, The Isle of Wight Festival
  - www.thestudentroom.co.uk
  - The questionnaire will be posted on The Student Room and on specific forums within this site where a nightclub event, concert or gig is being discussed
  - Forums such as: ‘Nightlife at Falmouth?’, ‘What is the nightlife like at Bristol University?’, ‘Nightlife at Middlesex?’
  - Similarly to EFestivals, the questionnaire will be posted on its sister site www.edogs.co.uk/forums
  - Questionnaire will be posted on forums that discuss upcoming and past gigs and concerts
    - E.g Frank Turner gig at the 02 London, The Wytches Gig in Cardiff, Jamie T in Bristol etc

- Participants will be able to read the information sheet about the study and the nature of the questionnaire before they complete it.
- Participants will be made aware that they do not have to answer questions if they chose not to and can exit the questionnaire if they wish
- Questionnaires will be posted from the beginning of January for 6-8 weeks
- The questionnaire will take no longer than five minutes to complete

**Sample:**

- As participants will already be on the event forum, this is convenience sampling
- Additionally, it is probability sampling as these forums have been selected by the researcher to post the questionnaires, as the demographic of female event goers aged 18+ and who regularly attend music events (music festivals, nightclub events, concerts gigs) will be visiting these sites
  - The researcher will email the questionnaire specifically to those they know to be in the demographic of female event goers aged 18+
  - The questionnaire will be posted on the following social media and specific Facebook Pages and groups: Facebook groups for Glastonbury, Bestival, V Festival, Reading and Leeds Festival, Parklife Festival and Latitude Festival.
  - The questionnaire will also be posted on nightclub event Facebook pages, such as: Zoox at Clwb Ifor Bach, Soda Sundays, Funkademia at Mint Lounge, Bootleg Thursdays at Tiger Tiger Portsmouth

---

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

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

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
N/a

B PREVIOUS EXPERIENCE
B1 What previous experience of research involving human participants relevant to this project do you have?
The researcher has conducted consumer research in year 2 on the course Events Management for the module Event Project Management. This was in the form of surveys on www.surveymonkey.com

B2 Student project only
What previous experience of research involving human participants relevant to this project does your supervisor have?
Dewi Jaimangal-Jones has a PhD in Social Sciences.

C POTENTIAL RISKS
C1 What potential risks do you foresee?
Online Questionnaires
- Questions may unsettle or upset the interviewee if they have previous experience of sexual harassment/assault
- Questions may be triggering
- Dealing with dangerous knowledge

Focus Group
- Questions may unsettle or upset the participant if they have previous experience of sexual harassment/assault
- Questions may be triggering
- Participants may not want to answer some questions if they are unsettling, upsetting or triggering
- Participants may feel awkward due to the nature of the questions
- Participants may feel worried about the content of what they have said
- Participants may feel worried about their anonymity
- All of the aforementioned risks may lead to aggressive or erratic behaviour from a participant which the researcher will have to deal with
- Dealing with dangerous knowledge

C2 How will you deal with the potential risks?
Online Questionnaires
- In depth information about what the research project entails will be made compulsory to read prior to beginning the questionnaire
- A full disclaimer regarding the nature of the questions will be made compulsory to read prior to beginning the questionnaire
- A full disclaimer will be provided entailing that the questionnaire may contain unsettling/triggering questions
- Participants will be reminded that they may stop the questionnaire at any time and their data will not be collected
- Participants will be told that the results are anonymous

Focus Groups
CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

- Participants will receive the information sheets detailing the exact nature of the research and the topics of discussion in the focus groups and the consent form via email in advance so they have time to consider their participation in the focus group.
- Participants will be made aware in advance that the discussion will be about sexual harassment at events and that it is a sensitive topic that may be unsettling to them.
- Participants will be made aware that all their information is anonymous, only their age and gender will be documented.
- Participants will be made aware prior to the focus group and just before it begins that if they wish to not answer a question, they do not have to.
- Participants will be made aware that if they wish to withdraw prior to the focus group or during then that is completely understood.
- If a participant becomes unsettled, upset or aggressive, the researcher will provide participants with contact details for Women’s Aid and Victims abuse organisations to assist victims of assault, following the focus groups and questionnaire.

Participants in both forms of research methods will be made aware that all their information is anonymous and the researcher will be the only person who has access to it. The data will be stored on a password protected device, which only the researcher has access to.

For both questionnaires and focus groups, participants will be made aware that this is a sensitive area of discussion, there will be discussion and questions about sexual harassment and assault and that there might be triggering subject areas. If they receive all of this information and forewarn and still wish to proceed, most of the risks are eliminated.

In the focus groups, incidents of less serious forms of sexual harassment and assault will be discussed, those that would normally not be reported to the police, such as inappropriate sexual jokes, unwanted eye contact/staring and physical contact. This will be made clear from the outset and throughout the focus group. Additionally, it will be made clear at the outset that serious cases of sexual assault will not be discussed in the focus groups and that if people do try to discuss this subject matter, they will be steered away from doing so and instead referred to the police and organisations that can provide advice and support. Contact details for these organisations will be provided on the Participant Information Sheet.

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.
<table>
<thead>
<tr>
<th>Order of the focus group</th>
<th>Discussed</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The researcher will introduce themselves to the group, explain how the focus group session will be conducted and what to expect from the structure.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure that all consent forms have been signed and copies have been distributed to participants.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reiterate that all data will be recorded but not heard by anyone other than the researcher. Explain that data will be kept anonymous, excluding age and gender.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How would you define sexual harassment? Following this, the researcher will give official definition of sexual harassment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With regards to sexual harassment, how safe do you feel at the following music events: music festivals, nightclub events and concerts/gigs?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you had any experience with sexual harassment at those events?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What have your experiences of sexual harassment at these events entailed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How would you define sexual assault? Following this, the researcher will give official definition of sexual assault.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you witnessed sexual assault taking place at the following music events: music festivals, nightclub events and concerts/gigs? If so, what did it entail?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If anyone is upset at this point, the researcher will stop and provide advice and details of counselling and support services, and ensure that only instances of less serious forms of assault are discussed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With these experiences of sexual harassment and assault, did you report it to anyone at the event; if so, who did you report it to and how was it dealt with?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have any ideas/suggestions for the organisers of these events to create a sexual harassment and assault-free environment? Do you think there are enough procedures/training in place?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PARTICIPANT INFORMATION SHEET

To assess the extent to which sexual harassment and assault affect the female customer experience at UK music events

Cardiff Metropolitan University Protocol Number:

Project summary

This research project aims to investigate the issue of sexual harassment and assault at UK music events. Useful data will be collected as a result of your participation, which will aid this research project being undertaken by a student at Cardiff Metropolitan University. There are many types of sexual harassment and assault, more serious incidents are and should always be reported to the police as criminal matters. The sorts of incidents dealt with by the police are not the ones this research is seeking to investigate. Instead this research is seeking to investigate the less serious types of incidents which rarely appear in published research, as frequently they are not considered a police matter. Examples include unwanted eye contact/staring, inappropriate sexual jokes and physical contact. Therefore, only less serious types of sexual harassment and assault will be discussed in this focus group.

Why have you been asked to participate?

Your participation has been sought due to the fact that you are female, aged 18+ and regularly attend at least one of the following music events: music festivals, nightclub events, concerts and gigs. The researcher is studying female music event attendees aged 18+. The session will be recorded on a audio device and results will only be listened to by the researcher. Your involvement is completely voluntary and you can withdraw at any time. Data will be stored on a password protected device which only the researcher has access to.

Project risks

The researcher is aware that this topic is of a sensitive nature. This study is concerned with collecting data and information on the extent of sexual harassment and assault at music events and the outcome is to evaluate how event organisers can improve this issue at their events. This study may include your personal experiences but if participants do not wish to answer a question as it may be uncomfortable or unsettling, they do not have to. Additionally, if participants wish to withdraw at any point from the questionnaire or focus group that is entirely understandable and the researcher appreciates your time given so far. In addition, details of counselling and support services are available to participants – see overleaf.

How we protect your privacy

The researcher believes it is of great importance that your privacy is maintained throughout and following the research process. The information given in the focus group will remain entirely confidential. It is the researcher's priority to ensure that your anonymity is maintained throughout the project. Participants must tick on the participant consent form that they agree to not discuss any personal details of anyone in the focus group after it has taken place. Your signature on the participant consent form and additional personal details will be held in a secure location by the researcher. Upon completion of the research project, this form will be held in a secure location for 5 years. Additionally, the audio recordings from the focus group will be held in a confidential and protected environment for 5 years after the study is complete and will then be destroyed. All other material and documentation used to collect raw data for this study will be destroyed upon completion of this research project.

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

Application for ethics approval v6 October 2016

11
Listed below are contact details for counselling services, Sexual Assault Referral Centres (SARC) and online/telephone/email support charities. All services are entirely confidential.

To find your nearest Sexual Assault Referral Centre where you can receive counselling and support, you can visit the following website:

http://www.nhs.uk/Service-Search/Rape-and-sexual-assault-referral-centres/LocationSearch/364

**Victim Support**

- Trained volunteers give emotional support and practical advice and can accompany victims to police stations and court if needed and help with application for compensation.
- 0808 168 9111

**Rape Crisis**

- 0808 802 9999
- [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- See website for list of rape crisis centres. Also information and practical advice.

**Support Line**

- 01708 765200
- Email [info@supportline.org.uk](mailto:info@supportline.org.uk) - Details of rape crisis centres and other services for victims of rape or sexual assault across the UK.
PARTICIPANT CONSENT FORM

Cardiff Metropolitan University Ethics Reference Number:

Participant name or Study ID Number:

Title of Project:

Name of Researcher:

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 focus group being audio recorded. [ ] Yes  No

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

6. I agree not to reveal any personal information or details about others in the focus group. [ ]

Signature of Participant ___________________________ Date ___________

Name of person taking consent ___________________________ Date ___________

Signature of person taking consent ___________________________
CARDIFF METROPOLITAN UNIVERSITY
APPLICATION FOR ETHICS APPROVAL

School of Management, Cardiff Metropolitan University

To assess the extent to which sexual harassment and assault affect the female customer experience at UK music events

This project has received the approval of Cardiff School of Managements’ Ethics Committee, Cardiff Metropolitan University.

This research project aims to investigate the issue of sexual harassment and assault at UK music events. Useful data will be collected as a result of your participation, which will aid this research project being undertaken by a student at Cardiff Metropolitan University. This questionnaire entails questions regarding sexual harassment, sexual assault and personal experiences of these two issues. The questions are of a sensitive nature and may be upsetting to some. If, after reading this information, you wish not to complete the questionnaire, that is entirely understandable – the researcher appreciates your time given so far.

If you wish to continue please read the following statements and then select the consent box below:

I understand that my participation in this project will involve completing a questionnaire about less serious incidents of sexual harassment and assault at UK music events, those which would usually go unreported to the police, and how these affect the female customer experience. There will be no questions regarding serious types of sexual assault that would normally be reported to the police, within this questionnaire, as this is solely focussing on less serious types, such as unwanted staring/eye contact, inappropriate sexual jokes and physical contact. This questionnaire will take approximately 5 minutes of your time.

I understand that participation in this study is entirely voluntary and that I can withdraw from the study at any time without giving a reason or I can discuss my concerns with Izabella Steyger (st20057775@outlook.cardiffmet.ac.uk).

I understand that I will not be required to supply any personal identifying information which could be traced back to me.

I understand that my data will be stored on password protected computers, anonymised after completion of the survey and that no one will be able to trace my information back to me. The raw data will be retained for five years when it will be deleted/destroyed.

If you are 18 years of age or over, understand the statement above and freely consent to participate in this study please tick the consent box to proceed.

© consent box

Thank you very much for helping us with this project and participating in the research.
Questionnaire for Female Event Goers

Sexual Harassment is defined by The Citizens Advice Bureau as a situation “when someone behaves in a way which makes you feel distressed, intimidated or offended and the behaviour is of a sexual nature”. But doesn’t involve physical contact.

1) What year were you born?

2) With regards to sexual harassment, how safe do you feel at the following music events?

<table>
<thead>
<tr>
<th></th>
<th>Severely at risk</th>
<th>Unsafe</th>
<th>Reasonably safe</th>
<th>Safe</th>
<th>Completely safe and risk free</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Scale UK Outdoor Music Festival</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mainstream Nightclub Event</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music concert/gig</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3) How often have you experienced the following types of sexual harassment at a music festival, nightclub event or concert/gig?

<table>
<thead>
<tr>
<th></th>
<th>Never</th>
<th>Occasionally</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unwanted eye contact/staring</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verbal harassment/comments of a sexual nature</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inappropriate/offensive sexual jokes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inappropriate physical gestures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4) Do these types of behaviour vary across a range of music events?

<table>
<thead>
<tr>
<th>Event</th>
<th>Never</th>
<th>Occasionally</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Scale UK Outdoor Music Festival</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mainstream Nightclub Event</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music concert/gig</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5) Do you believe that you have been sexually harassed at a music event?
- Yes
- No

6) If yes, can you identify the frequency of sexual harassment for you personally at music festivals, nightclub events and concerts/gigs?

<table>
<thead>
<tr>
<th>Type</th>
<th>Never</th>
<th>Occasionally</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unwanted eye contact/staring</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verbal harassment/comments of a sexual nature</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inappropriate/offensive sexual jokes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inappropriate physical gestures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
7) At which of the following music events do you think sexual harassment most commonly occurs:
- Music festival
- Nightclub event
- Concert/gig
- Other

8) Have you reported an incident of sexual harassment at the following music events before?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Music festival</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nightclub event</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concert/gig</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9) How effectively do you feel the following members of staff deal with incidents of sexual harassment?

<table>
<thead>
<tr>
<th></th>
<th>Completely ineffectively</th>
<th>Fairly effectively</th>
<th>Effectively</th>
<th>Very effectively</th>
<th>Completely effectively</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bar staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Venue manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The definition of sexual assault by the Metropolitan Police is when “a person intentionally touches another person, the touching is sexual and the person does not consent”.

10) Have you ever experienced these types of sexual assault taking place at the following music events?

<table>
<thead>
<tr>
<th>Brief glancing touch</th>
<th>Hand on arm</th>
<th>Holding onto someone for an inappropriate length of time</th>
<th>Touching of inappropriate areas of the body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Scale UK Outdoor Music Festival</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mainstream Nightclub Event</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music concert/gig</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11) How frequently have you witnessed unwanted sexual touching taking place to another person at the following music events?

<table>
<thead>
<tr>
<th>Never</th>
<th>Occasionally</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large Scale UK Outdoor Music Festival</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mainstream Nightclub Event</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Music concert/gig</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12) At which of the following music events do you think sexual assault most commonly occurs:
- Music festival
- Nightclub event
- Concert/gig
- Other

13) How effectively do you feel the following members of staff deal with incidents of sexual assault?

<table>
<thead>
<tr>
<th></th>
<th>Completely ineffectively</th>
<th>Fairly effectively</th>
<th>Effectively</th>
<th>Very effectively</th>
<th>Completely effectively</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bar staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Venue manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank you for your time.

Listed below are contact details for counselling services, Sexual Assault Referral Centres (SARC) and online/telephone/email support charities.

To find your nearest Sexual Assault Referral Centre where you can receive counselling and support, you can visit the following website:

http://www.nhs.uk/Service-Search/Rape-and-sexual-assault-referral-centres/LocationSearch/364

Victim Support
- Entirely Confidential
- Trained volunteers give emotional support and practical advice and can accompany victims to police stations and court if needed and help with application for compensation.
- 0808 168 9111

**Rape Crisis**

- Entirely Confidential
- 0808 802 9999
- [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- See website for list of rape crisis centres. Also information and practical advice.

**SupportLine**

- Entirely Confidential
- 01708 765200
- Email info@supportline.org.uk - Details of rape crisis centres and other services for victims of rape or sexual assault across the UK.
References


Larson, C. and Garrett, G. (2003). Crime, justice and society. 1st ed. Walnut Creek, Calif. [u.a.]: Alta Mira [u.a.].


