

# Qualitative Research Report

Coursework 2 CSC8607

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Investigating Factors Affecting Student's Perceptions of Their Safety in Newcastle City Centre, in Relation to Designing a Piece of Smart Street Furniture to Improve Wellbeing.

Word Count: 2188 including titles

## Scope

Maslow (Maslow, 1943<sup>1</sup>) stated in his paper "A theory of human motivation" that *safety and security* are second only to *physiological needs* for a human's wellbeing. As such, to improve the wellbeing of the citizens of Newcastle, a piece of smart furniture should target safety where there is an assumption that needs *food, water, warmth* and *rest* are already solved in this context through cafes, benches and so on. Indeed, in 2021 *The Tab* found that 8/10 students say they don't feel safe walking home alone<sup>2</sup>, indicating a problem amongst this demographic which must be addressed.

This study aims to investigate and understand which factors most impact student's perceptions of their safety in Newcastle City Centre, so that further work could be conducted to develop effective smart furniture to target these key factors.

## Research Question

Which factors most impact Newcastle and Northumbria student's perception of their safety when they are in Newcastle city centre, and why?

## Methods

This study involved recruiting three students for a twenty-minute interview each. To do so, a convenience sampling method was employed which utilised my position as a student in shared housing to recruit two out of three participants, and a third from a shared committee position in a society.

The setting and time for the interview was largely flexible to the participants' convenience and desires, to encourage their participation. For example, I inquired about when each participant would most like to participate in the study and progressed from there, ensuring that interviews were held in a quiet and comfortable environment that the participants spend much time in typically, encouraging their relaxation when speaking about safety, to erase self-consciousness and elicit more detailed answers.

The interview could be described as semi-structured, where questions were pre-formulated, but some points raised by the participants were more deeply explored.

Informed consent was ensured by briefing the participants at the start of the interview and allowing them to sign a consent form (fig. 1,2,3). In addition, the participants were reminded of their right to withdraw, given that they may become uncomfortable considering experiences of unsafety.

Audio recordings of the three interviews were captured using Google's *recorder* app which then auto transcribed them. Documents of the transcriptions were manually corrected and a thematic analysis of these was conducted. This involved coding each transcript in *NVIVO*, including both semantic and latent codes,

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<sup>1</sup> Maslow, A. H. (1943). A theory of human motivation. *Psychological Review*, 50 (4), 370-96.

<sup>2</sup> <https://archive.thetab.com/uk/2021/09/24/eight-out-of-10-students-say-they-dont-feel-safe-walking-home-224052>

then developing themes by comparing and combining these, that informed the ultimate findings of the study. This allowed abstract ideas that student's have about safety to be elucidated from simple concepts like lighting and busyness.

Figure 1  
REDACTED

Figure 2  
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Figure 3  
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## Results

The results of this study can be summarised into 6 broad findings. These findings are themes as revealed by the thematic analysis, and are titled: Importance of Social Expectations, Traps, Poor Visibility, Others as a Potential for Aid, Feelings of Safety over Logical Perception of Safety, and Knowledge is Power. Each of these themes provide a more abstract insight into how student's perceive different factors as affecting their safety.

Beginning with *Importance of Social Expectations*, this reflects the findings that students are wary of others who breach social expectations of behaviour by acting unusually (or "acting dodgy"), for example by becoming too intoxicated shouting, or loitering. This is embodied in the reflection "I'm thinking 'what are they up to?', I'm always thinking 'what are their motives?'" which indicates that the abnormal behaviour in these situations leads the participants to believe these individuals are unpredictable and uninhibited, and thus there's a stronger possibility they might cause them harm. Conversely, participants find it "reassuring" when they see people conducting mundane activities that are within their expectations of why someone should be in town, like "shopping" and "moving" (as opposed to loitering) and "generally just going about their day". It is likely that this adherence to expected social norms in the city centre conveys a predictable behaviour pattern which encourages feelings of safety amongst the observer.

*Traps* reflects the theme of participants feeling as though certain areas and situations cannot be escaped from, which decreases their feelings of safety. There is also an idea throughout that someone might be trying to catch the participants at a given moment, and thus a trap is a situation where they become caught, and their safety is compromised. One example given was the quayside, since there's "180 degrees where if... your back's to the water, (there's) nowhere you can go". As well as situations which simply happen to be difficult to escape due to environmental factors, there was also an idea that individuals may be trying to *set* traps using these environments. Overall, traps decrease feelings of safety greatly as it encourages feelings of helplessness, should they encounter a dangerous situation.

Perhaps the most pertinent safety factor was *Poor Visibility* which incorporates various codes such as "night unsafe", "corners", "narrow streets" and "shadows". Together, these codes contain an idea that any factor which affects one's ability to see far and clearly decreases feelings of safety. One particular reason for this was the concept that individuals who want to cause the participants harm may be hiding in areas where visibility is poor, reducing the ability to avoid them and time to react to their appearance. One participant described some streets as having "nooks and crannies" which "people can hide around". Furthermore, there was an idea that lighting cannot always combat lack of visibility, as in the case of "crowds" and "corners", reflecting how this factor is detrimental to perceptions of safety in multiple contexts.

Linking to this, the theme *Others as a Potential for Aid* was implicated by lack of visibility, since "no one could see what was happening". More generally, this theme encompasses participants feelings about other

individuals in the city centre being able to assist them in dangerous situations, even where they are not familiar with each other. This feeds into the idea of *Social Expectations* where there is a responsibility to help others in need. Although this theme seems rather crucial due to its prevalence as a benefit to feelings of safety (presence of other people), it must be said that this could be a consequence of the research methodology, since the participant can envision in their mind helpful and dangerous people, but in real life this is not always clear. This is reflected in the quote “if they’re just like me, they can help me”, which does not consider how one could know if others are “like” them in real life.

Indeed, knowledge altogether is considered by participants to strongly benefit their feelings of safety, given the theme *Knowledge is Power*. One aspect of this is knowing “the places to be and the places not to be”, where some physical locations are perceived as less safe than others. Another aspect is knowledge of where one could go if something unsafe were to happen, for example a “crossing” in traffic or the “police station”. As a factor, this may be overstated, as one participant made the point that they feel less safe as they have gotten to know the city, since they have less “naivety” about how safe it is.

Finally, throughout the interviews there was a dissonance between how safe students logically perceive themselves to be versus how safe they *feel*. One stated that “safety-wise it probably doesn’t affect me but... it’s overwhelming... so... you feel less safe” and indicated how the appearance of the city could be improved to reduce subconscious feelings of unsafety. This is not a factor in how safe student’s feel in and of itself but can instead be applied to the other factors where some may affect *feelings* of safety more than others despite little objective difference. This is important due to the focus on wellbeing, where students’ wellbeing cannot be improved unless they *feel* safe, even if they are safe.

## Discussion

Regarding the research objective, these results can be evaluated both in respect to how different factors vary in importance, as well as analysis of the factors themselves.

Considering the former, a case could be made for *Poor Visibility* being the biggest factor in students’ perceptions of their safety in Newcastle city centre. This is due to both the prevalence of it being mentioned by participants, as well as how it links to other key themes. Throughout the interviews, various ideas were raised which, when investigated, mostly pertained to the idea of poor visibility such as nighttime, corners, crowds and dimly lit areas being more dangerous. This suggests that this idea is rather important as it unconsciously informs students’ understanding of which specific factors are most impactful. Furthermore, themes like *Others as a Potential for Aid* naturally tie into the necessity of good visibility, since, as one participant pointed out, others cannot be relied upon for help if they cannot see the individual whose safety is being threatened. Indeed, it could be derived from the texts that *Poor Visibility* is a key factor in the marking of a situation as a *Trap*, and that *Knowledge* includes knowing which areas to stay away from, particularly alleyways and poorly lit areas where visibility is reduced. Altogether, the answer to the research question is likely that *Poor Visibility* is the most impactful factor on student’s perceptions of their safety, for reasons including potential for harmful individuals to hide, lack of potential for help from others, and unconscious feelings of fear regarding the dark.

As such, it would be helpful to conduct further research on the concept of *Poor Visibility* and how this can be alleviated. In particular, a more in-depth fieldwork in Newcastle city centre itself where areas and situations of poor visibility are identified so that the solution can be tailored to this criteria. Or, a set of further interviews focussing on *Poor Visibility* so that more specific valuable insights can be gathered pertaining to this.

Having said this, it would be tempting to position alleviating *Poor Visibility* as the main idea with which to spearhead the design of this smart furniture, however, there is also further potential to incorporate *multiple* of the themes elucidated into one piece of furniture to maximise usefulness.

Envisioning a piece of smart street furniture which alleviates poor visibility but also considers other themes, one possibility would be bright billboards positioned opposite dark and narrow streets. These billboards could display information about how to ensure others feel safe by suggesting not breaking *Social Expectations* like acting loud, breaking things, approaching people, or becoming too intoxicated, as well as instructing people on what to do if someone is acting this way. This would incorporate *Knowledge is Power* through information, illuminate these streets with *Poor Visibility* (reducing the feeling of being *Trapped*), and could be designed around *Others as a Potential for Aid* through use of images of helpful-looking people and phone numbers for crises. Altogether, this also incorporates *Feelings of Safety over Logical Perceptions* since this may not actually discourage unsafe behaviour but would be reassuring to students who may feel as though their safety is being considered and acted in favour of.

To summarise, while further research is needed for details of the implementation of such a piece of smart furniture to aid feelings of safety in the context of Newcastle city centre, the results of this study suggest multiple target areas which link closely enough to be incorporated at once into the subsequent design to maximise effectiveness and thus wellbeing.

## Reflection

Beginning with the successes of this study, for one the research objective was in an area where not many studies have yet been conducted; that is, factors affecting perceptions of safety in city centres. As such, the data gathered is valuable in comparison to areas that have been addressed many times.

In addition, since the interviews revealed much valuable information (requiring 48 codes) this suggests that the questions were well designed to encourage an open discussion that benefits qualitative analysis.

These codes came together rather naturally into themes, where multiple codes could often be linked. This reflects the utility of the texts and the thoroughness of the coding process. However, this is not entirely my influence, instead also relying on coincidence that participants were mostly aligned on many topics, given the small sample size of three.

One improvement that could be made is a standardised environment for interviews between participants which would be more considered. For example, interviewing participants in the city centre itself could lead to better insight as participants could observe ongoing events and relate past experiences to specific locations and situations they see.

In addition, there was an element of bias in the research objective. That is, I sought to choose an objective for which convenience sampling could be easily performed by myself, a student, and so chose to investigate students' perceptions of safety. During the study, it became clear that students, by and large, feel safe in Newcastle. As such, it could have been more valuable to target a demographic who are likely to feel unsafe compared to students, such as racial minorities – although this could have further ethical implications.

## Appendix

### Interviewee 1 Transcript (Male/20/English):

**Interviewer:** Um, so I'm conducting research into how different factors affect students' perception of safety within Newcastle City Centre with the aim of developing a piece of smart furniture, which could improve how safe they feel. And thus improve their well-being. Uh if at any point you feel uncomfortable just let me

know and we can move on to the next question or terminate the interview. Uh, and if you could, please sign this document I'm about to give you to confirm your willingness to participate in the interview, including audio recording being saved and a transcription which is being used in a study and subsequent report.

Uh, your personal details won't be recorded besides gender, age and your nationality and your status as a student. Any personal details mentioned in the interview can be, will be, anonymized in the transcript, so I'll just hand you the thing to sign here.

Just like draw on it to sign it. Yeah. And just give it back. Once you've done it.

**Participant 1:** Is that good enough?

**Interviewer:** Yeah. I'm just gonna save that now.

Okay. So, um, The city centre district is...this is just some information from Wikipedia: the city centre is sometimes subdivided into areas here Haymarket, Quayside, Granger Town, Monument, Gallowgate, and Chinatown. Uh, if you want to know what kind of areas we're looking at, but don't worry about it too much. Just think about anywhere you consider to be the city centre.

Uh the first question is the warm-up question, which is what's the main reason you would go to the city centre?

**Participant 1:** Yeah. Personally. Personally, probably shopping. Yeah. It, it's just the area that's got the highest density of sort of shops and Yeah. Just to access stuff like that.

**Interviewer:** Right.

**Participant 1:** And then what do you just want the one reason or?

**Interviewer:** as many as you can think of.

**Participant 1:** um and then probably like drinking and stuff. Yeah, um, Because obviously in the city centre, especially Newcastle's, quite good for that.

**Interviewer:** okay.

**Participant 1:** Yeah, but obviously living in Jes you don't necessarily need to go city centre that often like I do my shop in north of Jesmond so you don't have to go into the centre. So yeah, there's a lot of reasons too but I don't necessarily need to go there.

**Interviewer:** Right?

**Participant 1:** And then obviously uni like is quite close to the city centre, I suppose at the top of Northumberland Street.

**Interviewer:** Yeah. So the next question is, how does the city centre being busy affect how safe you feel?

**Participant 1:** Um I generally feel safer. If it's busier if you've got more people around it's just more likely that if something goes wrong.

Like should it go wrong there'll be like witnesses to it and like sort of back you on it.

**Interviewer:** What do you think might happen?

**Participant 1:** Um, generally, I'm thinking stuff like petty stuff like maybe, you know, pickpocketing, but Newcastle generally I think is quite safe. Compared to say where I come from Leeds is just like you constantly checking your back right. Newcastle feels really safe, I'd say.

**Interviewer:** What do you think about Newcastle makes it seem safer than Leeds?

**Participant 1:** I don't know, it's just generally living here and then living in Leeds, or living near Leeds, you just feel the difference, um, in terms of I suppose of people who live here, you know, the different, you get a different sort of mix.

Um, You can't really put, I can't really put anything on it. It's they're just two different places and you just get two different sets of people. Yeah, at the end of the day it is down to the sort of people that you get. I don't know how much that the actual different environment in geographies of the two places, influence that.

**Interviewer:** fair enough.

**Participant 1:** Yeah, I'd said it was just down to the people and they just seem a lot friendlier and a lot... Just a lot nicer in Newcastle

**Interviewer:** so if it's busy like and that affects if you feel safe or unsafe, does that change during the day and at night?

**Participant 1:** Yeah, generally generally, because it's less busy at night that I feel a bit more insecure.

Yeah, a bit more unsafe. Yeah. But then it just depends where you go in the city. If you just go around like the back of Haymarket for instance, like the Metro, that sort of quiet street. It can be a little bit weird at night, but if you, if you're just generally on Northumberland Street at night, then it's fine.

**Interviewer:** So like you think an empty street is, you feel less safe in it?

**Participant 1:** Yeah. Because you, you don't know who's just gonna pop around the corner or if there is actually someone there just like in the shadow because it, especially for me, it's, if you can actually see someone there it's a lot creepier than if you can't.

**Interviewer:** Okay, so, I mean, yeah. So, you think it's: you feel less safe when you can see people or when you can't?

**Participant 1:** When I can. When I know that they're there. It's you're thinking "what are they going to do next?" versus if I can't see them, I'm usually not thinking about it.

**Interviewer:** Yeah. Um, in general, like how's the time of day affect how say, if you feel safe in the city?

**Participant 1:** Certainly yeah, night time usually is the worst part. Um, but even then it's it's usually quite good. So yeah, you don't feel that insecure.

**Interviewer:** Do you think like the visibility, like the fact that there's less visibility, affects it at all?

**Participant 1:** Um yeah, definitely definitely. Um it's just usually in the day you can see more. Yeah. And then the fact that there's more people around it just makes it seem a nicer place and you know, there's stuff to do and there's people just generally going about their day.

Whereas, you sort of know at night, sometimes you feel out of place, at night, but it's, like you shouldn't be there, you shouldn't be in a specific place. It's a weird type mindset, right? Yeah, generally I feel less safe at night.

**Interviewer:** Okay, let's see. Uh, and as a student how safe do you feel in comparison to locals and why?

**Participant 1:** What as opposed to local people?

**Interviewer:** Yeah. You're a student, yeah?

**Participant 1:** Yeah.

**Interviewer:** How safe do you feel compared to if you'd lived here your entire life and you're just from here?

**Participant 1:** um I suppose if you lived here your entire life you'd know, you'd know more places and you know the places to be and the places not to be at specific times and you know, that's the same where I'm from I suppose.

**Interviewer:** Yeah.

**Participant 1:** Um Uh, yeah, yeah I feel I'd probably feel less secure in my current position than if I've just lived in my entire life. Yeah, just because you have... it's like to do with your knowledge in a city.

**Interviewer:** Yeah.

**Participant 1:** Yeah. Because I think I know it less than if I'd lived here my entire life which is probably normal, right?

**Interviewer:** Mhm, but what about uh do you feel like it could potentially be targeted as a student versus someone who is local?

**Participant 1:** Potentially potentially, um, at night, I think it has more to do with being a younger adult. Um as opposed to not being local. It's difficult. I mean right? Like as opposed to just being a student, I think it's the fact that the stereotype or, you know, sort of demographic of students is as younger adults that they're more likely to be targeted because they think, you know, there's a perception that there may be more gullible or say you know, just just more easily led. I think that for that reason, more than being specifically a student, I would think.

**Interviewer:** okay, yeah. So it's mostly with age?

**Participant 1:** Yeah.

**Interviewer:** What about uh how safe do you feel now compared to when you first arrived?

**Participant 1:** Probably less safe, right? Um, because at the start, it was quite easy to think. "Oh, this is, this appears to be a nicer place". It's, um, uh, you know, it doesn't feel like that sort of I don't know, mean, would probably be the word I'd use, compared to back home. Um, it just seems like, it seemed like a nice place. But, you know, since I've lived here a year, you, you get to know what sorts of people go about. You know, and you meet the different people that actually live here and then the perception changes. I think it actually changed for the worse. So, um, I think yeah. I think it was always, always sort of a grass is greener that sort of thing. Yeah. But now you actually know what people are like, you can sort of gauge that

better. Yeah. Um, which is, which is good because, you know, you know; what is, what's better to do, what's better not to do, which places do you not want to be caught.

**Interviewer:** Yeah.

**Participant 1:** Um, you know, around a dark area, around the dark corner, I think it is better to know that because it's more it's... it's just better to know. It's less naive and it's so true.

**Interviewer:** Yeah. So essentially, like, you feel safer in the respect that, you know the city better, or like, you feel like, uh, if you're a local where you lived there your entire life, that would make you feel safer because you knew the city better. But equally, like the longer you've spent here, you've become more aware like it's not just a completely safe place.

**Participant 1:** Yeah.

**Interviewer:** Um, does being around other students change how safe you feel?

**Participant 1:** What in the city centre?

**Interviewer:** Yeah.

**Participant 1:** I suppose it does, um, if you see other students there, you tend to think that the place is either more gentrified or is ,perhaps, you know, you think it's a more student place, you'd think that previous people who continue to go there, think that it's a good place I suppose. it's more like a positive feedback loop that you think: "Oh well it's a nice place because other students go there".

**Interviewer:** Okay.

**Participant 1:** Yeah, I would generally think that's it. I feel better if there are other students there.

**Interviewer:** Yeah. Um, What about like if there's an event and it's a student event versus just a general event for anyone, Which one would you feel safer? And why?

**Participant 1:** I don't know if I'd really make a distinction. I think if there's just loads of people there, I feel just as safe or just as insecure either way. I don't think students in particular, make me feel any more (safe). So I suppose it's again, more about people my age. Yeah, some people my age were there then yeah, I'd feel safer. Um, But yeah, then again it's just students, they're more likely to be your age anyway. So. Um...

**Interviewer:** Any parts of the city centre you feel are particularly safe or unsafe?

**Participant 1:** I'd say, in particular, Northumberland Street would probably be the place I feel safest.

**Interviewer:** okay.

**Participant 1:** just because I feel, um, it's sort of like a central bit for Newcastle. So if I'm even near there or I recognise it and I look down the street I go. Oh yeah, there's Northumberland Street. Uh, I feel not only that I know where I am like with Northumberland Street but it's also that I know it so well that I know whereabouts is the nicest place to be if you see what I mean. Yeah. Um, that even, even though I've been there at night, yeah, I know that the likelihood of something going wrong is so much less than if I didn't know.

So, probably Northumberland Street would be one of those places because then you start radiating out and then I know it less, but then it's also, there's also less people around.

**Interviewer:** Right, um, is there anywhere you think it's unsafe then in comparison?

**Participant 1:** Really, probably the quayside is the place I'd feel most unsafe in City Centre, the ones you listed.

**Interviewer:** Why is that?

**Participant 1:** Probably, because you've got, if you're next to the quayside, you, there's no sort of avenue for Escape. If, if someone's coming at you from that side, there's 180 degrees where if your backs to the quayside, your back's to the waters, nowhere you can go right?

I think that that in, in my mind, that'd be something that it might ,yeah, realistically it probably wouldn't make a difference in a scenario, but just thinking about it you think "oh you know I can't actually go anywhere here". Yeah I'm thinking you know "I've not got many Avenues to actually go anywhere or get help."

**Interviewer:** Yeah, and in comparison to Northumberland Street, how would that be different?

**Participant 1:** What the quayside?

**Interviewer:** compared to. Yeah. Like, uh, in terms of what you were just saying about like the actual, like layout and geography.

**Participant 1:** Well, Northumberland Street, you can go off any of the streets that are sort of tributaries.

**Interviewer:** Yeah.

**Participant 1:** And you can go up or down, you can go up, obviously, the uni is like adjacent to it at the top, which is always nice because that's always familiar. But then at the bottom, it's familiar equally because it's just stemming into the bottom of, uh, uh, yeah. Just at the bottom and then the top of grey street and all that sort there. Yeah. Um, and there's just familiarity with it.

**Interviewer:** So, it's like familiarity and the idea that's not like a dead end specifically?

**Participant 1:** Yeah.

**Interviewer:** yeah. Um, how would the lay out and appearance of streets in the city centre affect how safe you feel?

**Participant 1:** How's the layout?

**Interviewer:** The layout or the appearance.

**Participant 1:** But how would it affect what? how safe you feel?

**Interviewer:** yeah.

**Participant 1:** Like I said, if there's loads of dead ends and loads of streets that just don't lead to anywhere that, that would be something that would alarm me and make me feel more insecure.

**Interviewer:** Yeah.

**Participant 1:** If it's like an open layout, you can see, you know, if you can see as far as you know you can see, if you see what I mean. Um, that makes me feel really secure, obviously. At night it doesn't make too much difference because you can't see as much anyway, but if it's as open plan as it could be, it's probably the main, main factor.

**Interviewer:** Got ya - what about like lighting?

**Participant 1:** Yeah, lighting plays into that because if, if it's at night and there's lots of light and you can see everywhere. Yeah. I think that's a good one, but then it's sort of like, uh, you know, Nicks and nooks and crannies, you know, like doorways where people can just hide around. Perhaps that's something that's probably hard to counter with lighting, because if you - lighting rather - if you can't see around the corner, yeah, no matter how much lighting's there you're not going to see them anyway.

**Interviewer:** Yeah. So visibility is quite-

**Participant 1:** Yeah, and then that sort of open plan, sort of not, not loads of sharp Corners, not loads of places to hide. I think that's, yeah, sort of a sticking point as well.

**Interviewer:** Uh, what about like areas where there's more shops versus residential areas?

**Participant 1:** Um yeah shops, it depends if there's obviously something like fast food joints or a place that they're open 24/7, that's always nice. But if it's sort of uh you're run of the mill, normal nine to five shops, then it doesn't really make a difference so-

**Interviewer:** yeah.

**Participant 1:** Um, the same with most residential houses, you know, people might be in, but usually at night, they've got the curtains drawn. They're not looking out even in the day. Yeah, during the day. Yeah, if people are going to work, I mean they're not going to be anyway.

You know, in most residential areas, you're not going to see many people. So on the whole I'd probably say shops and that sort of, um, You know, commercial areas, they were probably a nicer place to be. In the day. But at night. Um, I don't think it'd make a difference really.

**Interviewer:** Got you.

**Participant 1:** other than the fact that yeah, you essentially, with shops and stuff like that, you've got like more places to hide, right? But if people know, if they're sort of like setting a trap like in residential areas, and they know people walk down that street if they're looking to sort of mug you that's, that's potentially an area of insecurity. Yeah. Because there's loads of, like, I was saying before, there's loads of places to hide, there's a sort of nooks and crannies. So, yeah, it's not the best place to be.

**Interviewer.** Yeah. Um, how does the behaviour of others affect how safe you feel?

**Participant 1:** Uh, others, like if I know them?

**Interviewer:** Uh, either but let's say like if you don't know them, just other people around. If you're in the city centre.

**Participant 1:** Um, most of the time I'm, in terms of Newcastle, I'd be thinking if they're intoxicated or not but, which is, I mean if you've got lots of drunk people everywhere, I suppose you, you don't really feel more secure... You just, it's just like, "oh well that's what people are doing". You know, if it's an area where people are constantly getting mugged Um, Yeah, I don't know. I, I don't really think about what other people are doing to be honest, because most of the time, you just, I know where I'm going, I'm just going "oh, well, these people are doing whatever" as long as they're not doing any sort of extreme activities. Like you know, like actually assaulting people, right? Just like doing something out of the ordinary. Yeah. Like they're just doing whatever then it doesn't really make a difference what they're doing. I'll be honest.

**Interviewer:** What about if they're being like loud versus if they're being quiet and stuff like that?

**Participant 1:** If they're being loud, I'd sort of - I probably think about trying to maybe like cross the street or something. It depends how disruptive, I think they're really being. Yeah. Um yeah. If they're really causing a disturbance then I might be - again,

If they're like intoxicated and I think they're going to start, you know, mouthing off then. I might feel a little bit insecure then but other than that, if they're just being loud, yeah, it doesn't really make a difference.

**Interviewer:** What about, if there's like, a big crowd of people that are sort of standing about versus like moving foot traffic.

**Participant 1:** Yeah, I'd be a little bit hesitant to go near a massive crowd, again, it depends whether it's day or night. Yeah, sort of in the day and it, you know, for where you have, you know, entertainers that are just like hosting stuff on in the middle, there's like, obviously a huge crowd. Um, you're more likely to have people like families and stuff like that. Uh, just like gathered around. I think it's the type of people that are in a, in a given crowd. I think that would influence it. If you see sort of, uh, you know, maybe people with, you know, the faces concealed or, you know, they're just wearing all black for instance. Yeah, then that sort of gathering is just well, maybe, you know, stay clear of that. So I think the sort of people and then the time of day, they're actually gathering.

**Interviewer:** Okay. Would uh, influence that?

**Participant 1:** Yeah.

**Interviewer:** Um, Can you think of a time when the behaviour of someone has made you feel unsafe in the city centre?

**Participant 1:** Uh, yeah, so coming back from Well, if you well, do you just want one?

**Interviewer:** as many as you want.

**Participant 1:** Well, I was thinking, um, from nights out. So if you say you go somewhere, like, Market Shaker or you know, that down that sort of end you're walking back, walking along the streets. Say for instance sort of Grey Street up to Monument.

**Interviewer:** Yeah.

**Participant 1:** Um, It. It was one time there's quite a few sort of, you know, youths there. Um, you just sort of like gathered. Yeah. And you're thinking well, what are they up to? I think that that was a time that made me feel, did you say insecure?

**Interviewer:** Uh, unsafe.

**Participant 1:** Yeah, um, it's like I'm thinking "What are they up to?" I'm always thinking, "what are their motives?" like "why are you just gathering a massive crowd?"

**Interviewer:** Yeah.

**Participant 1:** "What are you thinking of doing?"

**Interviewer:** Where were they gathered?

**Participant 1:** Sort of like, around the base of the statue.

**Interviewer:** Yeah.

**Participant 1:** at the base of Monument. Sort of just sitting there like-

**Interviewer:** just sitting around Monument?

**Participant 1:** Yeah.

**Interviewer:** Uh, what do you think would have helped you feel more safe in this situation?

**Participant 1:** Well if they weren't there, to be honest!

**Interviewer:** haha, apart from that. like where would you prefer them to be if they were together?

**Participant 1:** Dunno, round their mate's house?

**Interviewer:** Right. So just not on the street essentially?

**Participant 1:** And I know it sounds a little bit selfish I suppose because it is a public place but yeah. You know, if you gather in a public place, do you really need to like conceal all your faces and just be looking a bit shifty. It's like you don't really need to be doing all that. I don't know.

**Interviewer:** Is there anything else that might have made you feel more safe?

**Participant 1:** Yeah, I suppose in my previous things when I've said it needs to be, you know, a more open space and it needs to be better lighting. I suppose the only thing with that would be more lighting, perhaps around Monument, okay? But even then it's pretty well lit. You can, I mean you can make that as well lit as you want but they're still going to gather there, right?

**Interviewer:** Um, So you've been talking a lot about like how uh people impact your feelings of safety is anything else that might impact your feelings of safety, that isn't just, uh, people in particular?

**Participant 1:** What as in people.. As in other things that impact your safety?

**Interviewer:** Impact how safe you feel, that isn't just like, people on foot.

**Participant 1:** Um, no because I, I think most of the times that's just the primary thing is just other people, right? I think generally the the layout of the city centre and just the permanent things that don't really impact myself, okay? So it's not like there's houses crumbling down or a structure about to fall on me. Yeah, I don't think... I don't think I really care about the permanent things there.

**Interviewer:** What about like traffic?

**Participant 1:** Traffic. I mean you get like taxi drivers whizzing about and like deliveroo but yeah, you know, they're doing their job. You can't really stop them, I honestly don't really care. So I've I, I've never felt threatened by them. I've never heard of anyone being like mugged by one,

**Interviewer:** Right, okay.

**Participant 1:** To be honest, it's just other people really.

**Interviewer:** Um, this is the last question. Considering all the factors we discussed, which have the biggest impact on how safe you feel in the city centre?

**Participant 1:** Out of uh, everything you said?

**Interviewer:** it's like if you could find one thing that you think impacts it the most.

**Participant 1:** Um, definitely how people sort of portray themselves, right? Sort of how they... How they sort of gather and sort of what numbers really and when they do it, I suppose it's just, it's just what other people are up to. Yeah. Um, That's probably the biggest factor.

**Interviewer:** okay. So do you reckon you could summarise that anymore, like summarise it into one factor? Or just one that's like the most important?

**Participant 1:** Um, Uh, numbers of people.

**Interviewer:** Yeah. Okay. Um and why would you say that's the biggest impact?

**Participant 1:** Uh, because when it's, when it's just a number of people that you could perhaps, see or, you know, interact with, so say one or two people then it's like, you know, you can sort of address both of them or think that, you know, I could perhaps talk to them. Whereas, if it's like a massive crowd, you can't have your attention everywhere.

**Interviewer:** Yeah.

**Participant 1:** You can't really address all of them, you can't really take into account what they're all doing.

**Interviewer:** Okay.

**Participant 1:** I think it's just that, um, yeah, that uncertainty when there are so many people that you can't really keep track of what they're all doing. Even with like two people, you can't, nevermind like 10.

**Interviewer:** Yeah.

**Participant 1:** I think that's that uncertainty of what they're going to do next.

**Interviewer:** Yeah. Yeah, that's pretty much everything I think. So thank you very much. Uh, do you have anything else to say?

**Participant 1:** No I don't.

**Interviewer:** Okay. Terminating the interview.

Interviewee 2 Transcript (Female/21/English):

**Interviewer:** Okey-Dokey. So I'm conducting research into how different factors affect your perception of safety within Newcastle City Centre with the aim of developing a piece of smart furniture, which can improve student's safety and thus their well-being. If at any point you feel uncomfortable, just let me know and we can move on to the next question or terminate the interview. Uh, if you can, please sign here (I'll give it to you in a second) to confirm your willingness to participate in the interview, including audio recording being saved, and a transcription being used in the study and subsequent report. Your personal info is not recorded besides gender age, nationality and student status, any personal information if you mention it will be anonymised in the transcript. I'll give it to you to sign now. You just draw on it.

**Participant 2:** Where is it?

**Interviewer:** I'll give you it. It's on my phone.

**Participant 2:** Cute slippers.

**Interviewer:** mine?

**Participant 2:** Yeah.

**Interviewer:** Yeah. They're called like Ralphie Raccoon or something...

I didn't name them by the way, they just said that on the thingy!

**Participant 2:** hahaha, imagine, you just named him.

**Interviewer:** Haha, okay, okay. Um, so there's a bit of information where it says, the city centre district is sometimes subdivided into areas Haymarket, Quayside, Grangertown, Monument, Gallowgate and Chinatown but you don't have to worry about that. Just think about anywhere you consider the city centre.

**Participant 2:** Yeah.

**Interviewer:** My phone's playing up today. I think it's because it's got a broken screen protector. Okay, so the warm-up question is just what's the main reason you'd go to the city centre?

**Participant 2:** To work, right?

**Interviewer:** Like, what kind of work, like your actual job?

**Participant 2:** Yeah, [REDACTED].

**Interviewer:** Okay. Um, so first question, how does the city centre being busy affect how safe you feel?

**Participant 2:** Um, probably feel more safe because there's more people around right?

**Interviewer:** So why does that make you feel more safe?

**Participant 2:** There's more people around, because ,if there's only a few people, they could do - They could attack me.

**Interviewer:** Yeah.

**Participant 2:** Can I say that?

**Interviewer:** Yeah.

**Participant 2:** But like, I'd feel more scared because there's not as many people around to protect me, right?

**Interviewer:** I got you. And would this change that depending on what reason it is? If it's busy, like, imagine if it's a football match versus like a protest or something like that.

**Participant 2:** Oh if that was a football match or a protest and there were footballers or protesters out then I'd probably be scared.

**Interviewer:** What, regardless?

**Participant 2:** Yeah, either a protest or football is pretty equivalent so yeah.

**Interviewer:** Got it. Yeah. So if you're looking at like an empty street, versus a busy street, you think the uh, the empty streets scarier? You're less safe?

**Participant 2:** Mhm

**Interviewer:** How does the time of day affect how safe you feel in the city centre? Like day vs night?

**Participant 2:** I'd feel way safer during the day than I would at night.

**Interviewer:** How come?

**Participant 2:** because at night, it'd be dark and it's scarier in the dark, and I'm scared of the dark.

**Interviewer:** Why is the dark scarier?

**Participant 2:** Because it could be - there's less people who can see you. It's easier to rob people.

**Interviewer:** So you feel a lot less safe because there's less- basically because there's less people that could help you if something scary were to happen?

**Participant 2:** Yeah.

**Interviewer:** Um, as a student, how safe do you feel in comparison to locals, and why?

**Participant 2:** What, like, am I scared of the locals?

**Interviewer:** No, like, imagine if you lived here your entire life. Would you feel safer than you do as a student?

**Participant 2:** I think I feel pretty safe. Considering I haven't lived here for that long. Yeah, I know my way around most of the city centre.

**Interviewer:** okay. So you think like your knowledge of the city is like comparable to a local anyhow so it doesn't really matter too much probably?

**Participant 2:** Yeah and I think it's just a very safe place because there's always students everywhere.

**Interviewer:** Yeah. Uh, what about how safe you feel now versus when you first arrived in first year?

**Participant 2:** I think I've always felt very safe like, Being here. I don't know why. Probably because there's just students everywhere. The campus is quite close to the city centre, isn't it? So, There's never going to be students far away.

**Interviewer:** Yeah, so being around other students makes you feel safer, basically?

**Participant 2:** Yeah, definitely.

**Interviewer:** Why is that?

**Participant 2:** Because, I, if they're just like me, they can help me.

**Interviewer:** Yeah.

**Participant 2:** and if I knew it was a student, I'd just be like "oh that's fine". So I should be fine, right? So it's like yeah.

**Interviewer:** Yeah. The assumption that you're gonna be safe if you're around other people if they're similar to you basically?

**Participant 2:** Yeah.

**Interviewer:** Um, are there any parts of the city centre that feel particularly safe or unsafe to you?

**Participant 2:** Um, I would say. Northumberland Street is very safe.

**Interviewer:** Right? Why is that?

**Participant 2:** Because it's so busy and it has loads of restaurants, well takeaways like Five Guys and Primark and everything like that. And that's quite often where loads of the students are and it's right next to the uni. So I know it better and I know that I could get to the library pretty quick. If something were to happen to me. Um, I would say down by, um, I don't know what that road's called, like by the train station before you get to that street. Next to chickalicious and the wetherspoons down there. I would say that bits bit scarier. And near Chinatown just because I don't know the area as well and there's like loads of little secret alleys.

**Interviewer:** Okay.

**Participant 2:** It's quite scary. If it was dark.

**Interviewer:** So like you think the alleyway is like a scary concept?

**Participant 2:** Yeah, well it's dark. Because it's covered from other people. Yeah, I could chase you down there, right? And no one could see what was happening. Yeah. So it's like visibility of other people.

**Interviewer:** Yeah. Um, how would the layout and appearance of streets in the city centre affect how safe you feel?

**Participant 2:** I think like a wider street, right? It's safer. Yeah. Because it can be - it seems better. It's not as discreet. Yeah, it's not like a narrow road or an alleyway, so people aren't likely to do anything to you there.

**Interviewer:** What about like traffic?

**Participant 2:** Would I feel safer if there was traffic?

**Interviewer:** Yeah, or like wider streets, they'd be more likely to have traffic, probably, or busier traffic. And would that make you feel unsafe?

**Participant 2:** If there was more traffic, I'd probably feel safer because there's other people there...watching me.

**Interviewer:** What about like the danger that traffic could pose you?

**Participant 2:** Um, It's never very fast, moving traffic through the city centre. So I always feel kind of safe around it. Yeah, and there's like, I know all the crossings are and stuff. So if I did need to cross and I was stuck I could just go to one of them, right?

**Interviewer:** So it's not really a concern for you, basically?

**Participant 2:** No.

**Interviewer:** Um, what about like the lighting? Of a street? How would that affect our safe you feel?

**Participant 2:** I think I'd rather go down a bit with, that's well lit. where there's street lights or shop lights or something.

**Interviewer:** What about like considering...If someone wanted to like, do you harm, they would be able to see you better if it was lit.

**Participant 2:** If it was lit, what? they would be able to see me better?

**Interviewer:** Yeah.

**Participant 2:** but other people would be able to see what they're doing better as well. So,

**Interviewer:** That's true.

**Participant 2:** I'd feel way more safe. And you're more likely to be seen by CCTV as well if it's a well-lit Street. Then it probably has cameras on it, if it's well lit. Whereas if it's dark, there's not likely to be cameras because you won't be able to see anything anyway, right?

**Interviewer:** What about areas with more shops versus residential areas?

**Participant 2:** It depends what kind of residential areas. Some of them are scarier than others. And like if there's shops, it depends on the shop because they might be closed late at night. If it's like a shop that's only open during the day. Yeah, I'd be equally as scared if it was night time and it wasn't open, right, as I would, if I was in like an area with loads of houses.

**Interviewer:** So basically you think shops only affect how safe you feel if they're actually open?

**Participant 2:** Yeah.

**Interviewer:** How does the behaviour of others affect how safe you feel?

**Participant 2:** What do you mean?

**Interviewer:** So, if you're in a city centre and there's multiple people that are being loud or an individual is being loud, how would that affect how safe you feel vs if they are being like really quiet or just a normal amount of noise and stuff like that?

**Participant 2:** I would probably feel less safe. Because if they're-

**Interviewer:** Feel less safe if?

**Participant 2:** If they're being loud and... Like rudely loud, do you mean? It's like they don't really care what they're doing, right? And what's the word? Unpredictable. You don't know what they could do. But if they're being loud in the sense, like they're just chatting with their friends loud, they make you feel like, "oh, there's people around", right? That would be nice. Probably, a bit... Reassuring, yes. Perfect word.

**Interviewer:** What about say, there's a crowd of people. Does it affect how safe you feel whether like they're moving about or they're standing?

**Participant 2:** Um, No, I don't think so. If they... Well it would depend which- would depend who was in the crowd, probably, right. It was like a group of leery men. Walking towards me then I'd probably be a bit more scared than if it was like a group of girls and boys together.

**Interviewer:** What about if people are like standing around versus if they're sitting?

**Participant 2:** Where, like, about like a pub or something, or just out on the street?

**Interviewer:** On the street.

**Participant 2:** Uh, probably quite scared...

**Interviewer:** if they were standing, or they were sitting?

**Participant 2:** Both.

**Interviewer:** Just scared of crowds haha?

**Participant 2:** Haha. It depends where if it's like late at night and there's a group of people just sat there. Hmm. I'd be like why are you out just sat at this time? It's a bit weird. It's gonna be a bit scary. If they're stood or sat. If it was daytime though, then that'd be fine.

**Interviewer:** Um, Can you think of a time when the behaviour of someone has made you feel unsafe in the city centre?

**Participant 2:** Not necessarily unsafe, but just like well, less safe than you would normally. Um, the people at Market cross is that what it's called?

**Interviewer:** Monument?

**Participant 2:** Um, when the people sit at Monument and get drunk?

**Interviewer:** Yeah.

**Participant 2:** And they stay there till really late at night and they will have their music playing. I get really scared to walk past them.

**Interviewer:** I see. Um, what do you think would have helped you feel more safe in this situation?

**Participant 2:** Um, If there was other people around...Probably. If I wasn't by myself, yeah.

**Interviewer:** So the presence of other people?

**Participant 2:** Yeah.

**Interviewer:** What about encouraging them not to do that? Is that possible? And would that make you feel more safe?

**Participant 2:** Yeah. If they weren't doing it, I'd be way more. Feel way more safe.

**Interviewer:** Yeah. So you think encouraging people not to loiter around monument could make you feel more safe?

**Participant 2:** Oh yeah.

**Interviewer:** Um, are there any other times where people's behaviour might make you feel unsafe in the city centre? Or like during the day not at night?

**Participant 2:** I don't know, not really anything during the day would make me feel unsafe.

**Interviewer:** What about people that approach you?

**Participant 2:** That's never happened so I wouldn't know.

**Interviewer:** You've never been approached by someone on like Northumberland Street?

**Participant 2:** Yeah but only people who were trying to like warn me about knife crimes, right?

**Interviewer:** Did that make you feel unsafe?

**Participant 2:** No, probably more safe. Cos they're like talking to me. Yeah, about something good. So I know they're a nice person, right?

**Interviewer:** Right. Uh considering all the factors we've discussed, which would you say is the biggest impact in how safe you feel in the city centre, out of everything you said?

**Participant 2:** Lighting definitely.

**Interviewer:** Yeah. So you think-

**Participant 2:** during the day, I'd go anywhere.

**Interviewer:** Right.

**Participant:** And I, I'd probably avoid certain Backstreets that aren't well lit.

**Interviewer:** Yeah. Okay. So, like, if you think about your ideal lighting, what would that look like for a street? It makes you safe.

**Participant 2:** Not like a warm light. something bright, like, Is it "iridescent" when it's like a white light? It could be like that. I know what you mean.

**Interviewer:** Yeah.

**Participant 2:** Like what you get on a football pitch or something and I, yeah. That's going to be really scary to people trying to rob you because it's like "oh my God, it's so bright". I need one with like yeah, good coverage of that.

**Interviewer:** Yeah. Is there like any possible downsides to that?

**Participant 2:** Um electric right? Environment probably?

**Interviewer:** any downsides in terms of safety?

**Participant 2:** Oh no!

**Interviewer:** it's fine.

**Participant 2:** I suppose they might not care, that it's lit up because you probably need cameras as well as lights for them to be really scared. And not want to do anything to me. I think yeah I can't really think of anything.

**Interviewer:** Why would you say lighting's the biggest impact?

**Participant 2:** I'd say, if you feel... I don't know in the dark, everything's scary. I'm just scared of the dark, right? As well as like, It's just night time. There's not I think...it's probably maybe not lighting. Just the fact

that it's night you associate night with not many people being about. Yeah and most people are sleeping and in bed.

**Interviewer:** So what about if it's busy at night is that fine then or?

**Participant 2:** If there's loads of people out, and it's like, normal people like families, then I'd be like, "oh, I'm fine".

**Interviewer:** Is there not like other dangers you might associate with like a busy night time?

**Participant 2:** Um, Depends what it's busy with.

**Interviewer:** Yeah.

**Participant 2:** What kind of people - if it's like people going out drinking, right? That would be scarier. That'd be worse, but then you don't know because there's still more people about actually. Yeah,, maybe people is my most important. If there's loads of people around then I'd feel more safe. Yeah, definitely. Because there's more people that could help you or like, somebody's not gonna do anything to you in front of loads of people.

**Interviewer:** Yeah. When it comes to lighting, like uh, considering how it affects your safety; is it considering like how other people might make you unsafe, or is it more like you're just scared of the dark generally?

**Participant 2:** No, it's that, if it's well lit, people aren't likely to do anything because they're gonna think like, "I'm very visible right now".

**Interviewer:** Yeah. There's no like, yeah. You don't you don't have any like, Association in the dark with like Supernatural things that might make you feel scared or anything like that?

**Participant 2:** It's just people. Yeah, not ghosts or anything.

**Interviewer:** Got you. That's pretty much everything to be honest.

**Participant 2:** Okay

**Interviewer:** Thank you very much for answering the questions.

Interviewee 3 Transcript (Female/21/English):

**Interviewer:** Okay, so I'm conducting research into how different factors affect student's perception of their safety in Newcastle city centre with the aim of developing a piece of smart furniture, which can improve how safe they feel and thus improve their well-being. If at any point you feel uncomfortable, just let me know and we can move on to the next question or terminate the interview.

**Interviewer:** Uh, if you can please sign on my phone (I'll give it to you in a second), just to confirm your willingness to participate in the interview, including audio recording being saved and a transcription being used in the study and subsequent report. Uh, your personal details will not be recorded, besides gender, age, nationality, and student status, any personal details mentioned in the interview will be anonymised in the transcript, I'll just get you to sign now. You've just gotta draw on the phone screen. If it wants to work. Yeah. Just like draw on it there on that line.

**Participant 3:** Thank you. Is it fine that it's in red pen?

**Interviewer:** Yeah. All right, there's like just a bit of info here which says the city centre district is sometimes subdivided into areas here Haymarket, Quayside, Grangertown, Monument, Gallowgate and Chinatown, uh, but it's not that important. Just think about anywhere you consider the city centre. Uh, and the warm-up question is, what's the main reason you go to the city centre?

**Participant 3:** To buy stuff in town-

**Interviewer:** Right.

**Participant 3:** shopping.

**Interviewer:** Yeah. Is there any other reasons?

**Participant 3:** Um, maybe for food sometimes, like I go to M&S.

**Interviewer:** Right.

**Participant 3:** Um, Or like there's a nice sandwich shop in town.

**Interviewer:** Yeah.

**Participant 3:** ...Or obviously nights out. Um, that's probably all.

**Interviewer:** Okay, got you. So, how does the city centre being busy affect how safe you feel?

**Participant 3:** Um, safety wise it probably doesn't affect me but it's just probably... it's quite a lot - I think sometimes it's overwhelming. Yeah. So maybe subconsciously, you feel less safe right.

**Interviewer:** What about like big crowds and stuff like that?

**Participant 3:** Yeah, I hate big crowds.

**Interviewer:** Yeah. And would you feel like that affects your safety at all?

**Participant 3:** Like a big crowd? Um, my safety or general safety?

**Interviewer:** Yours - how safe you feel.

**Participant 3:** Yeah. Probably feel less safe if there's a really big crowd.

**Interviewer:** Yeah, what about if it's like especially quiet - like there's not many people around?

**Participant 3:** Um, weirdly I feel quite safe.

**Interviewer:** Um, Yeah, why do you think you feel safer when there's less people around?

**Participant 3:** Less hazards.

**Interviewer:** What about uh crowds like, why about that makes you feel unsafe?

**Participant 3:** Probably thinking that if something happened, you can't get away. Yeah, because there's so many people there.

**Interviewer:** Okay. Um, would the reason it's busy change that? Imagine like a football match versus like a protest. Would that change how safe you feel it was either one of them?

**Participant 3:** Yeah, I think it's really over- I think, when there's a Newcastle game on there's like mega chanting in the streets. It's really like, you just, you don't want to say that you support a different team. You'd probably be aware that you wanna show support for Newcastle, not the opposition.

**Interviewer:** Got you. Um, so if you envision like an empty street versus a busy street uh which will make you feel safer?

**Participant 3:** An empty Street.

**Interviewer:** Why would that be? Just basically what you said before?

**Participant 3:** Yeah, like, no one around.

**Interviewer:** Right.

**Participant 3:** I can just do what I'm in town for and then get back.

**Interviewer:** Got you. Uh, in general, how does the time of day affect how safe you feel in the city centre like day versus night or any time of day?

**Participant 3:** I don't think it affects it. I think at night it still feels safe. But it probably just depends if there's like many... Like if it's like, if you can see drunken people around you'd probably be aware of that.

**Interviewer:** Yeah. And that'd make you feel less safe?

**Participant 3:** Yeah.

**Interviewer:** Right. Why'd you reckon that'd be?

**Participant 3:** Um people aren't usually in their right state of mind when they're drinking.

**Interviewer:** Mhm - So they might do something dangerous?

**Participant 3:** Yeah, they could... even just to themselves they could do something dangerous.

**Interviewer:** Yeah. Um, As a student, how safe do you feel in comparison to locals and why?

**Participant 3:** I don't think I feel any different to the locals. I think with such a big student presence in Newcastle it doesn't feel any different.

**Interviewer:** So what about like, uh, if you were a local you might have a lot more knowledge of the city - or do you think your knowledge of the city is okay and it doesn't really affect us if you feel?

**Participant 3:** Yeah. I think I have quite good knowledge, Newcastle's quite a small City. So I think I have quite good knowledge of where roughly things are. But then, saying that, I wouldn't know where the police station is!

**Interviewer:** right.

**Participant 3:** So yeah, maybe not. Maybe being a local would-

**Interviewer:** Might improve that?

**Participant 3:** Yeah.

**Interviewer:** Yeah. Uh, what about if you think about how safe you feel now versus when you first arrived in, like, first year?

**Participant 3:** before I came to first year me and my friends visited Newcastle. It was only for like a weekend.

**Interviewer:** Yeah.

**Participant 3:** So I got quite a good gist of Newcastle.

**Interviewer:** And how safe did you feel, like, when you came and visited?

**Participant 3:** I felt really safe.

**Interviewer:** So it's basically there's not been a change, really?

**Participant 3:** No. Not that I've noticed.

**Interviewer:** Got you. Um, does being around other students change how safe you feel?

**Participant 3:** Um yeah I think being around someone as a whole would make me feel more safe.

**Interviewer:** Just anyone?

**Participant 3:** Yeah, but yeah other students because they'd be my mates, right?

**Interviewer:** What about just like students as a group even if you don't know them? But you can just tell they're students.

**Participant 3:** Um yeah, I suppose.

**Interviewer:** Why might that be?

**Participant 3:** Familiar age group, similar situation. Yeah.

**Interviewer:** So you like, relate to them?

**Participant 3:** Yeah.

**Interviewer:** Okay. Um, are there any parts of the city centre that you're feeling particularly safe or unsafe?

**Participant 3:** ...Not that I can think of.

**Interviewer:** What about like-

**Participant 3:** Maybe a back alley?

**Interviewer:** Right.

**Participant 3:** I wouldn't feel safe, but I can't think of a back alley.

**Interviewer:** Uh, what about like, if you look at Northumberland Street versus like the Quayside, like would you compare them in terms of safety or?

**Participant 3:** Um, I think it's different. I think the quayside is more - I view that as more like nice to look out on and...I view them both as safe. Where I wouldn't feel is safe is, um, under Hustlers, right? There's like a weird car park to get to hustlers. that, that little snippet feels dodgy!

**Interviewer:** Yeah, yeah. I know what you mean.

**Participant 3:** Just there. That's probably where I feel the most unsafe.

**Interviewer:** Why'd you reckon that is?

**Participant 3:** It's dark, it's... Like I remember one time there was just um, like a metal fence there like caging off an area but it didn't seem- I was kind of wondering: Why is that just there? Yeah. And it just feels a bit Eerie.

**Interviewer:** Yeah.

**Participant 3:** It's not where the bars are. It's just kind of in a car park. Yeah, it looks a bit dodgy.

**Interviewer:** Yeah. Um, How would the layout and appearance of streets in the city centre affect how safe you feel?

**Participant 3:** Again, it probably wouldn't affect safety. Yeah, I'd probably just enjoy being there more, right? If it looked nicer, like, I know they're already starting to put nicer bits in the city centre like I don't know what the street name is.

**Interviewer:** Northumberland Street?

**Participant 3:** It's like an off Street from that.

**Interviewer:** Oh, I don't know.

**Participant 3:** Yeah, little chairs and greenery that they're putting in which I think makes it feel nicer because they do look quite run down those streets otherwise. You can tell that.

**Interviewer:** So you think if it looks run down, that it affects how safe you feel or not?

**Participant 3:** Yeah, probably would right?

**Interviewer:** Uh, what about like narrow versus wide streets?

**Participant 3:** Yeah. Again it probably would feel like a back alley if it's quite narrow.

**Interviewer:** Yeah. And why, why does that make you feel less safe?

**Participant 3:** Um, I think you just hear stories. Like creepy back alleys, like if a horror movie was going to be set there, it would probably be in a smaller darker area. So it's probably subconsciously, you're thinking "it's scary".

**Interviewer:** So what about lighting?

**Participant 3:** Yeah, lighting would affect it.

**Interviewer:** Like in what way?

**Participant 3:** I think. You wouldn't want bright white lights. You'd want it like warm lights, but So it's not creepy and dark. Um, and you can see where you're walking.

**Interviewer:** Yeah. I see.

**Participant 3:** And it doesn't feel like, just a road, it feels like it's leading on to somewhere, like, it's a path.

**Interviewer:** Uh what about like an area with lots of shops versus like a residential area? Think about that during the day and at night.

**Participant 3:** Yeah, no difference I'd say.

**Interviewer:** Okay. Even, what about the shops are open at night. It wouldn't make you feel any more safe?

**Participant 3:** Yeah.

**Interviewer:** Um, how does the behaviour of others affect how safe you feel?

**Participant 3:** Quite largely if they were acting strangely, or yeah, being really loud or ,I don't know, can I say "acting dodgy"?

**Interviewer:** Yeah.

**Participant 3:** Like just, yeah, not normal street etiquette it's probably I'd feel quite unsafe.

**Interviewer:** What might they be doing like to be acting dodgy would you reckon? if you could like be specific like a couple things?

**Participant 3:** Breaking things, right? Acting obviously drunk. Shouting. Yeah, that would be quite intimidating.

**Interviewer:** I was gonna say, like, if you think people that are loud or people that are really quiet, if you compare them, which will make you feel safer?

**Participant 3:** I'd rather someone quiet. I mean, still let on, maybe say hello.

**Interviewer:** Right.

**Participant 3:** But, um, Yeah. Not like shouting at me. Or...Yeah.

**Interviewer:** What about like, people that are standing around versus people that might be walking like, or imagine like they could be walking towards you, walking away from you, or just walking generally. Or crowds that are standing around versus crowds that are moving - stuff like that?

**Participant 3:** Yeah, I'd probably rather them be moving because I don't- I'd wonder why they are just stood. Yeah. In the middle of the street.

**Interviewer:** Um, Can you think of a time when the behaviour of someone has made you feel unsafe in the city centre?

**Participant 3:** Um, Yeah, there was a time where a bouncer pushed out- It was at the strip club- I wasn't there I was on a walk with my friend! And we were, it was, we were coming up from the quayside. Yeah. And it was blue velvet and the bouncer pushed him and he hit his head.

**Interviewer:** Really.

**Participant 3:** So I had to call the ambulance because his head was like bleeding. Yeah. And I was concerned for him. Yeah. And so yeah, the ambulance had to come, so I was concerned then. BBecause I understand um the bouncer you know, he was dealing with a drunken man

**Interviewer:** Yeah.

**Participant 3:** But then at the same time that was forceful and I didn't like that he was bleeding.

**Interviewer:** What do you think would help you feel more safe in that situation?

**Participant 3:** Um, I think- I'm not too sure. It was quite a dark back Street, so maybe that probably didn't help but um, and I've never been in a situation like that before. Yeah. Um and I was sober, so I was really aware of what was going on.

**Interviewer:** So it was basically the fact that uh the bouncer was being aggressive made you feel unsafe then, essentially?

**Participant 3:** Yeah and... Yeah, I felt really bad.

**Interviewer:** What might have made him act less aggressively? Do you reckon?

**Participant 3:** I don't know because I wasn't in the situation. I didn't understand. Maybe the guy did something inside or something like that, but he was on a step so that's why he fell and he like got pushed

and he hit his head. So it was kind of... I didn't, I didn't appreciate that but maybe the bouncer felt that it was necessary. Yeah.

**Interviewer:** Did that make you think like something like that could happen to you or?

**Participant 3:** I hope not! But um, Possibly.

**Interviewer:** So, It just put you on edge?

**Participant 3:** Yeah.

**Interviewer:** Um considering all the factors we've discussed, which would you say has the biggest impact to how safe you feel in the city centre?

**Participant 3:** I'd say appearance right? Of the street. Yeah, or the lighting. Because you can't really control crowds or people. So I'd say if I was going to change something I'd change, not making some street's look run down and stuff like that.

**Interviewer:** What would, like, your ideal street look like for safety then?

**Participant 3:** For safety I'd say it would have some Greenery... Maybe it would be a tree-lined street with shops-

**Interviewer:** Yeah,

**Participant 3:** That are well lit. And yeah.

**Interviewer:** Sounds nice. Um, yeah, why do you think appearance is the biggest impact?

**Participant 3:** I think. Maybe it's just like home comforts. Maybe. I come from a small town, so, yeah. Not seeing like a dirty city centre. So, I mean if it's quite run down, you probably, subconsciously think that that's going to be like attracting-

**Interviewer:** Yeah.

**Participant 3:** bad crowds.

**Interviewer:** You like the familiarity?

**Participant 3:** Yeah.

**Interviewer:** Got you. Oh, that was the last question. So thank you very much, unless you have anything else to say?

**Participant 3:** I don't. Thank you so much for letting me participate!

**Interviewer:** That's all right. That was really good.

