



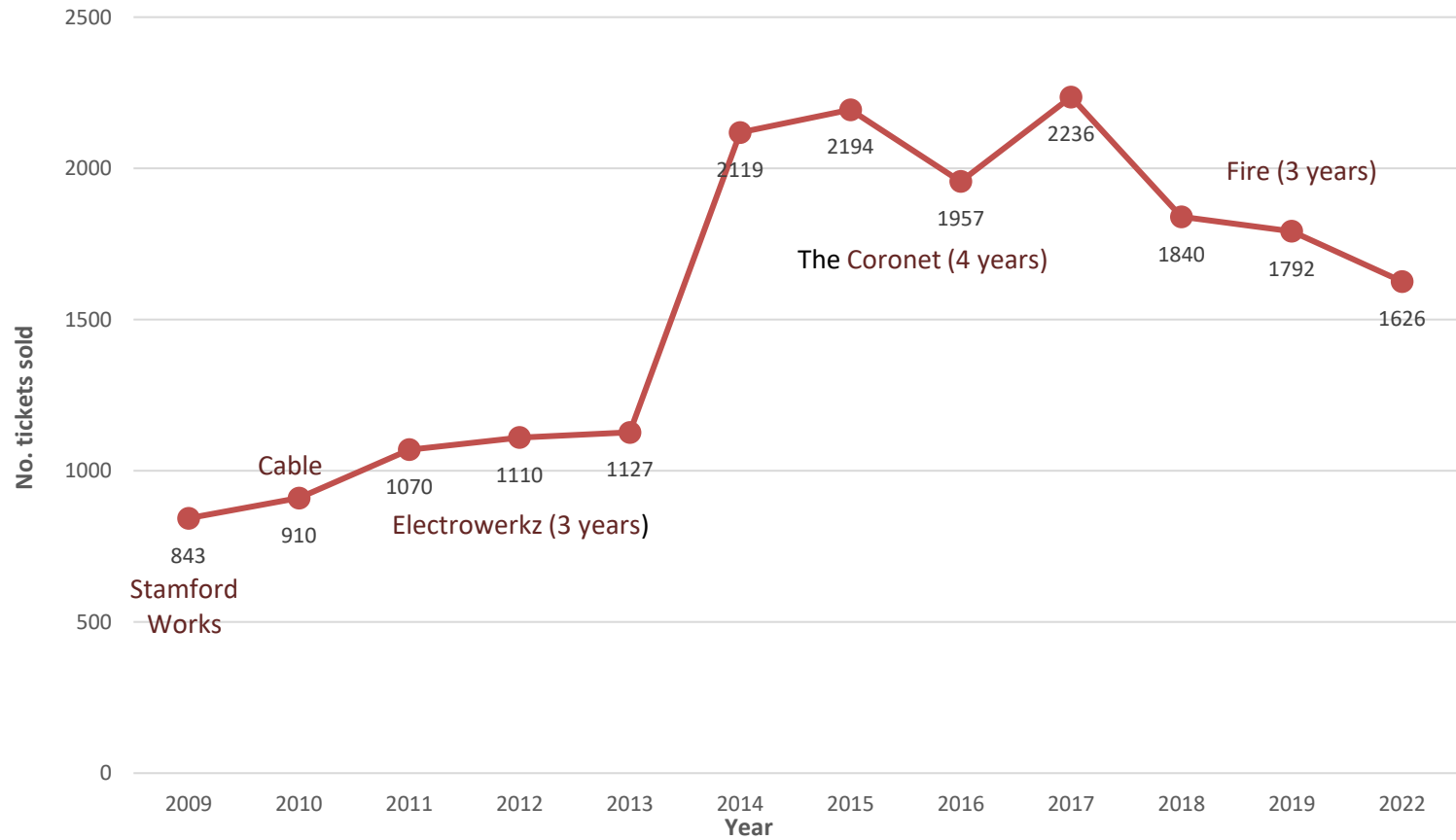
London Decom 2022

Survey Results

Summary

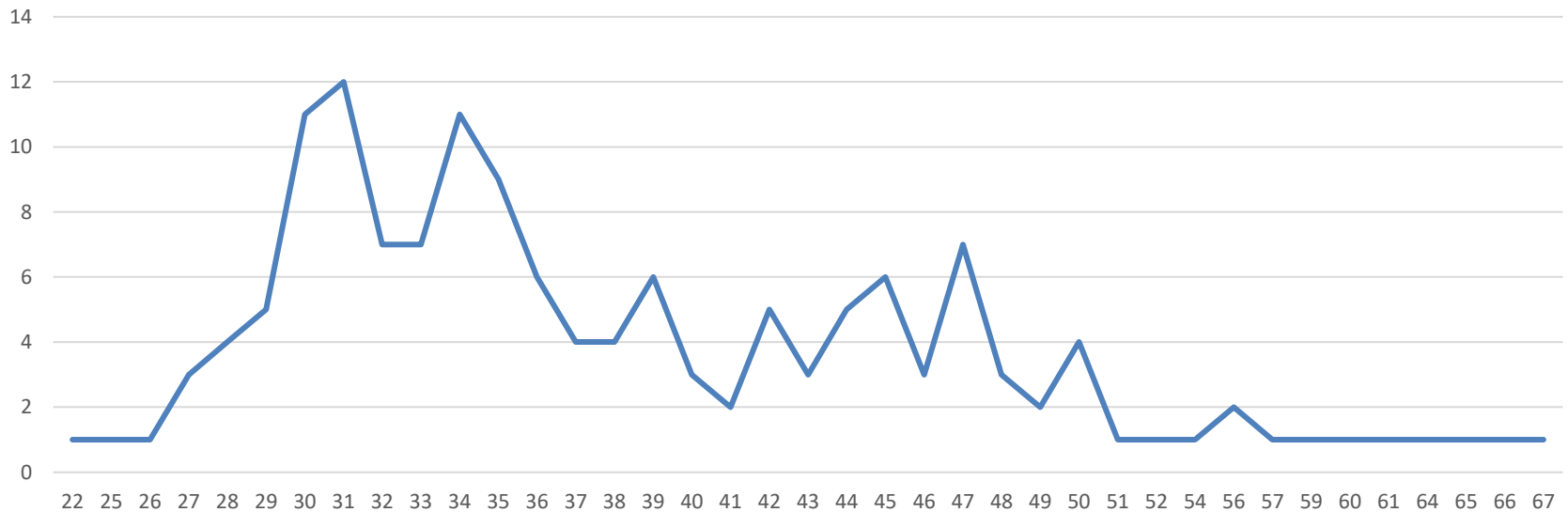
- 1626 tickets sold
 - 1450 general access
 - 83 low income
 - 93 direct sale to volunteers
- 148 people answered the Survey
 - 9% of ticket buyers
 - 13% in 2019
 - 11% in 2018

Tickets sold



How old are you?

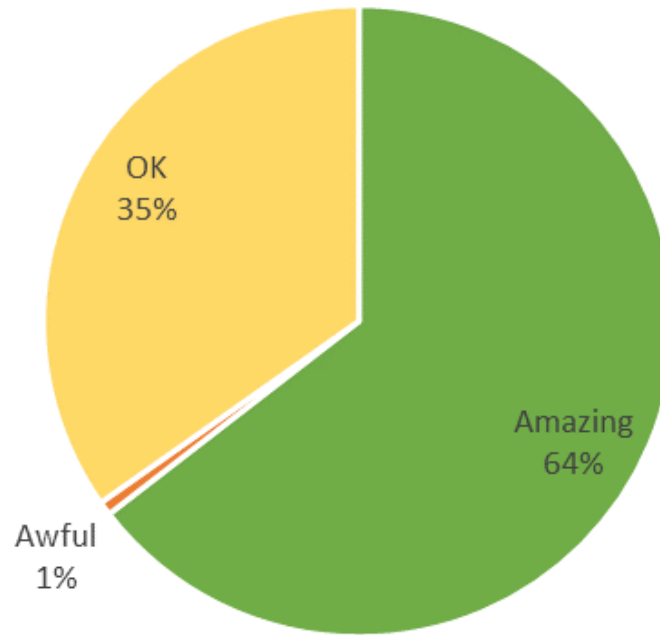
- The majority of attendees are in their 30s
- Ages ranged from 22 to 67



Where do you live?

- 71% of attendees live in London (77% in 2019 & 80% in 2018)
- 14% live elsewhere in England
- 3% live in France and 3% in Ireland
- Other countries represented included:
 - Belgium
 - Denmark
 - Germany
 - Italy
 - Netherlands
 - Portugal
 - Thailand
 - USA

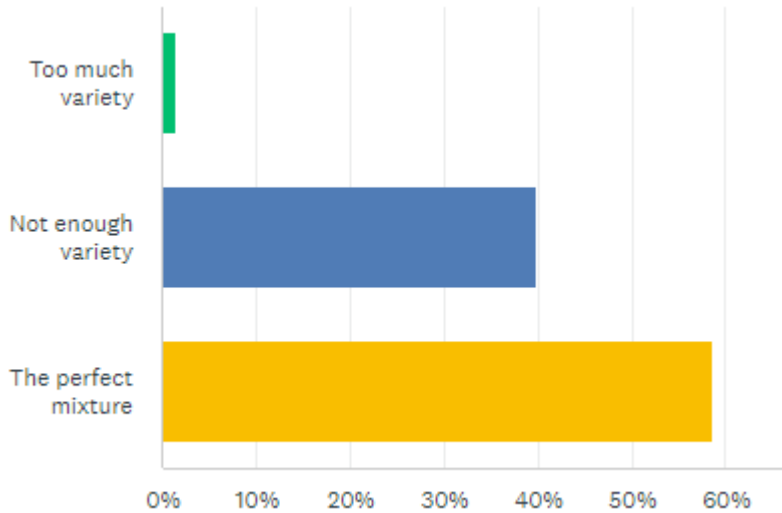
How was your night?



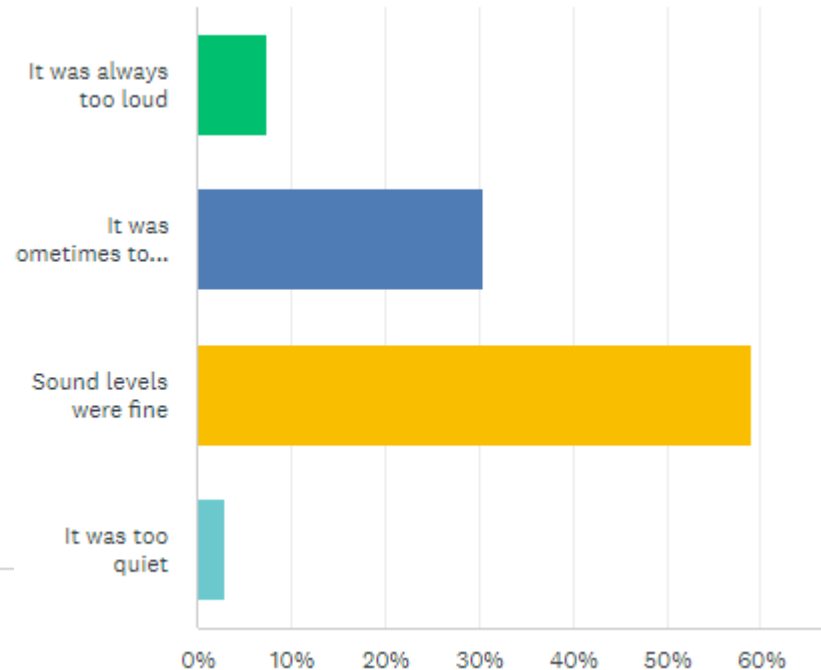
- 64% had an amazing night, down from 75% in 2019
- 35% had an OK night
- 1% had an awful night

Music

Variety



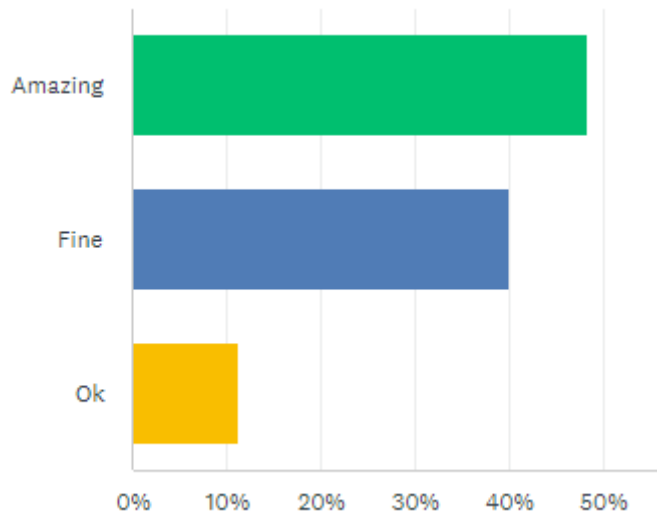
Sound levels



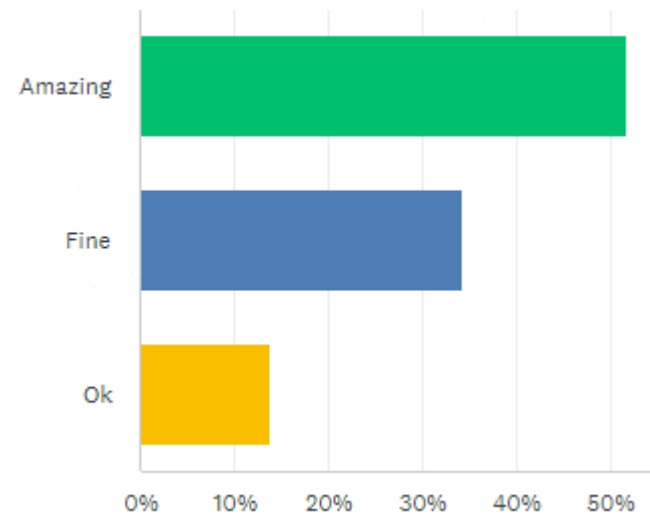
- Responses were equivalent to 2018 but not as positive as for the 2019 event.

Art and Performances

- Art and Decor

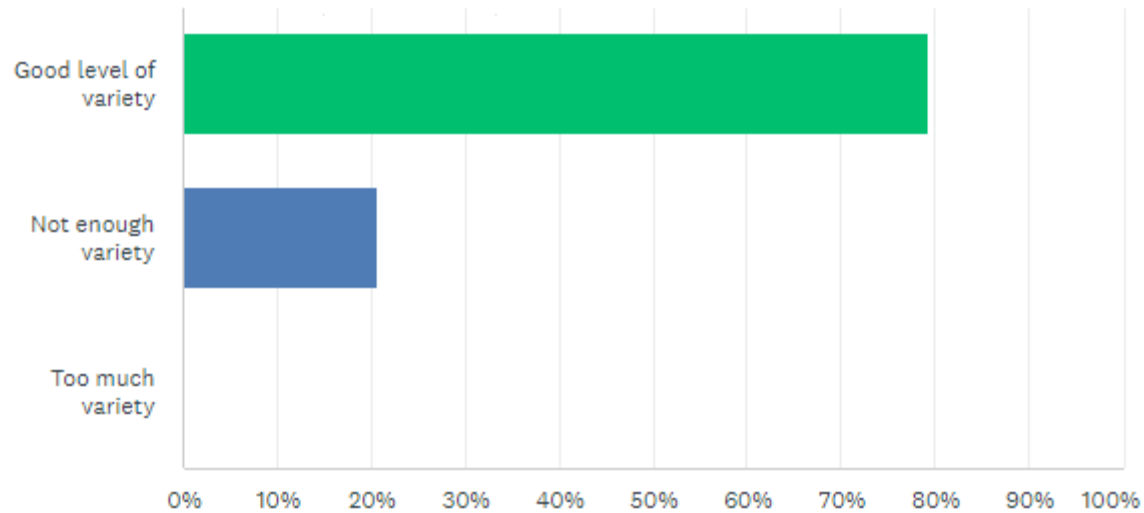


- Performances



- Over 48% of participants thought the art was amazing, up from 40% in 2019 and 34% in 2018
- The performances were also appreciated, with nearly 52% rating them as amazing, up from 30% in 2019 and 37% in 2018

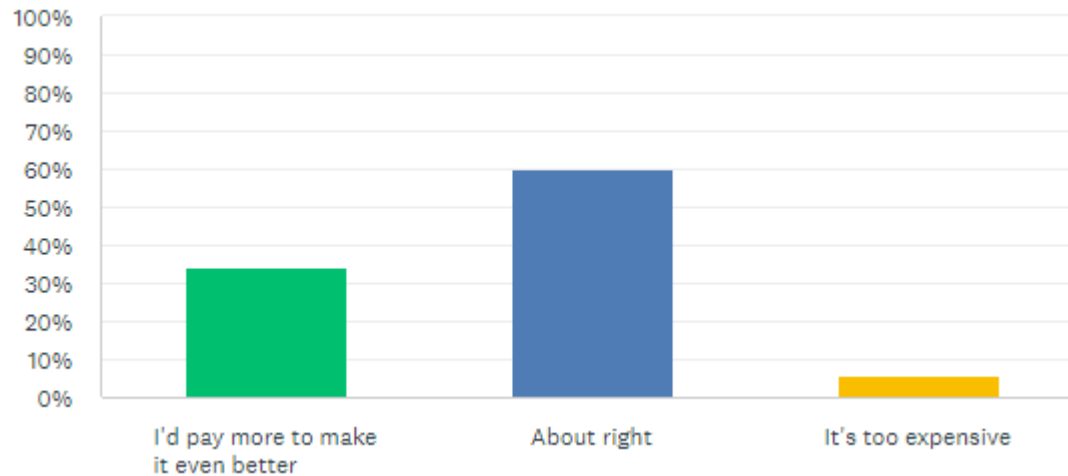
Theme camps



- Responses suggest that there was slightly less variety than in 2019

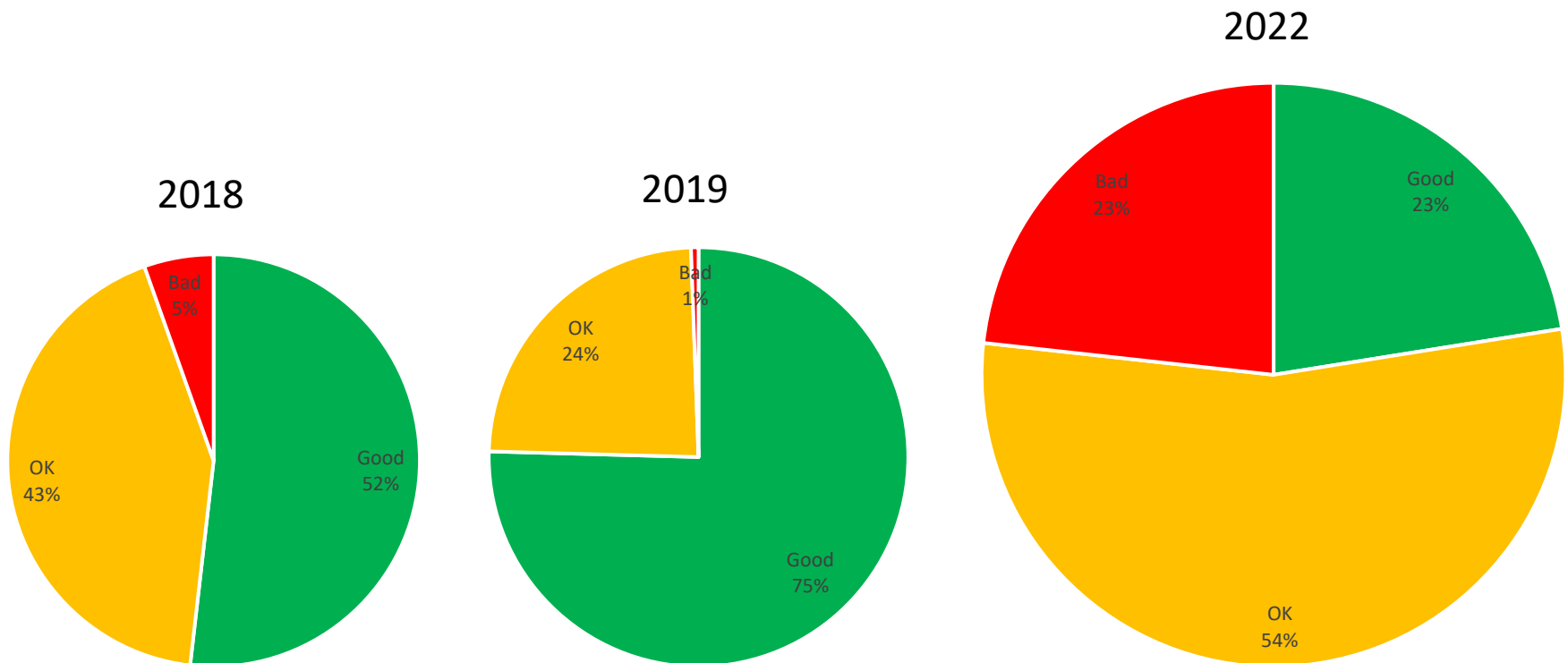
Decom ticket price

- Full price tickets were £25 and low income tickets were £15
- Tickets have remained the same price since 2018.
- 34% said that they would be willing to pay more, up from 25% in 2019.



Your venue experience

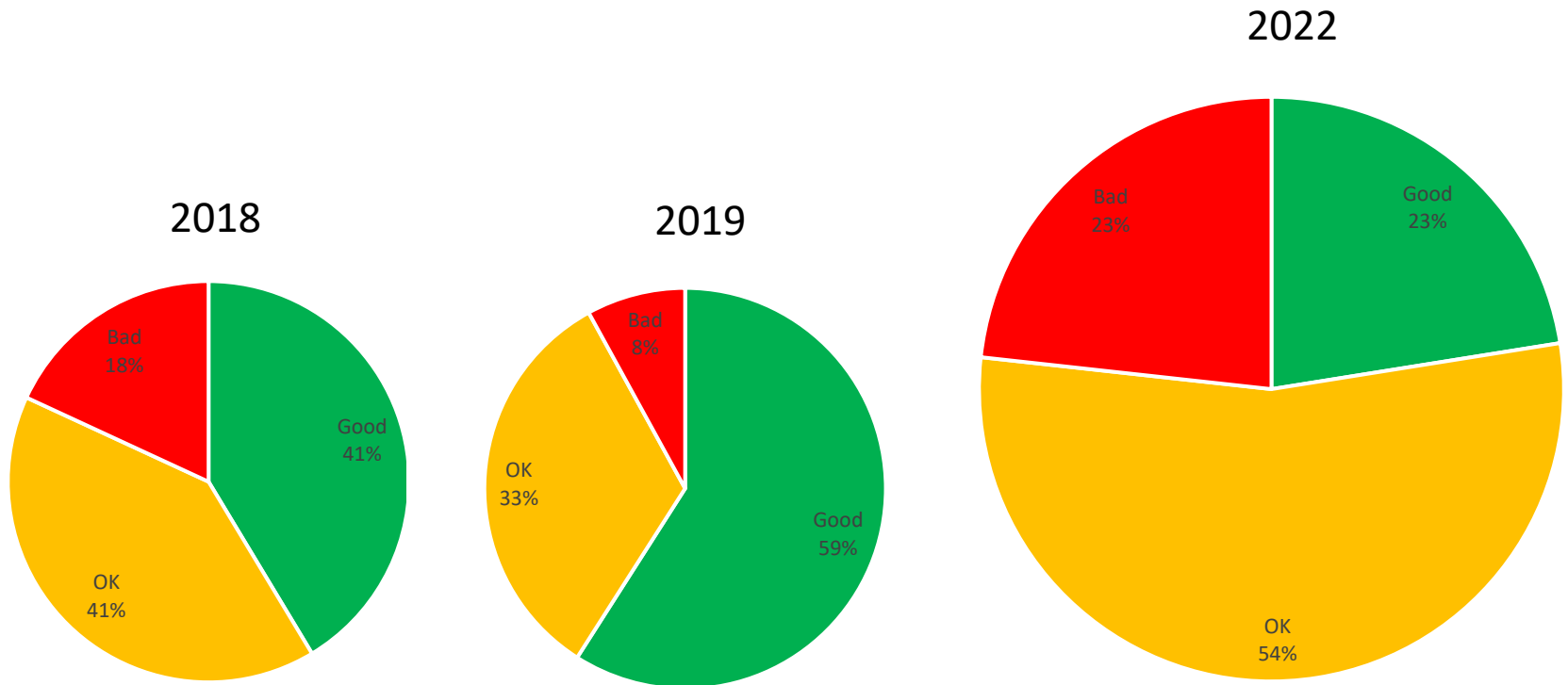
Queue



- 12% had a bad experience of the queue this year
- This compares with 1% in 2019 and 5% in 2018

Your venue experience

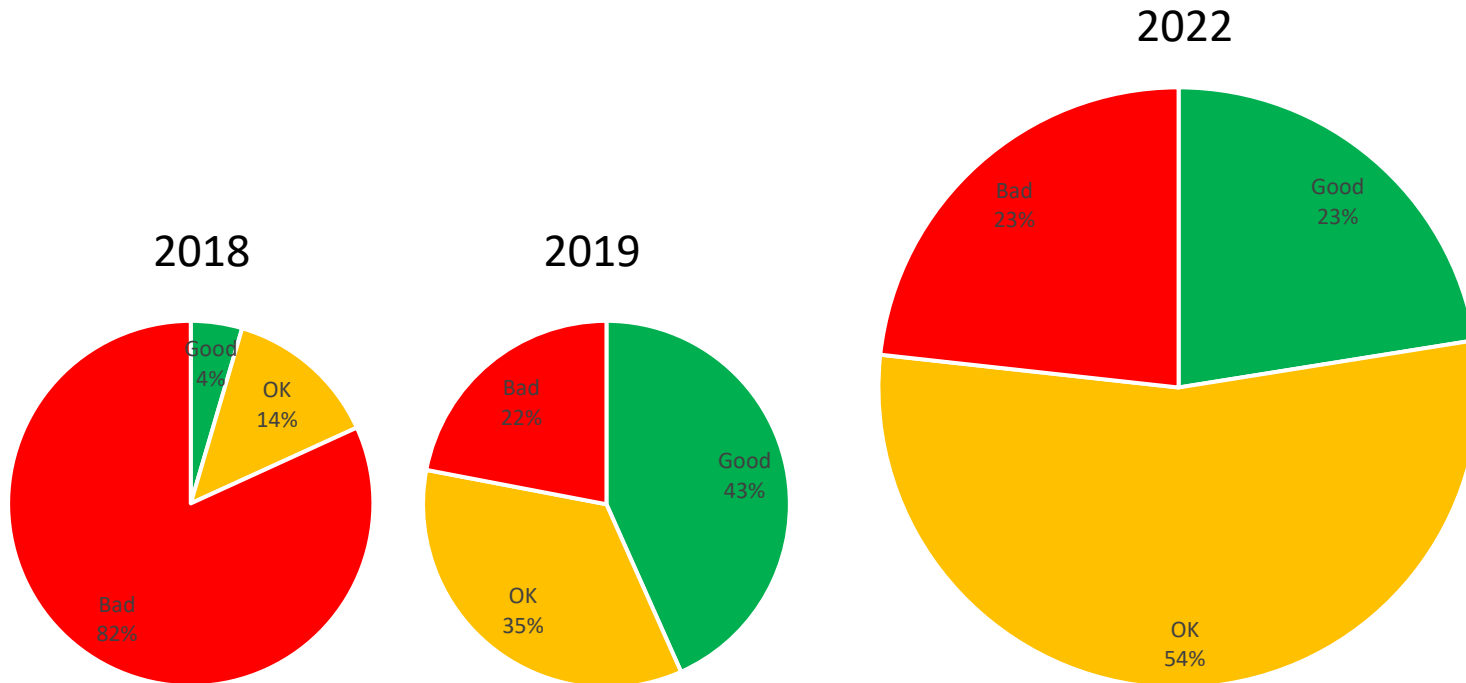
Security



- Nearly a third of participants had a bad experience with security
- Multiple reports of aggressive behaviour.
- As one responder says, ' their vibe didn't match that of our event'

Your venue experience

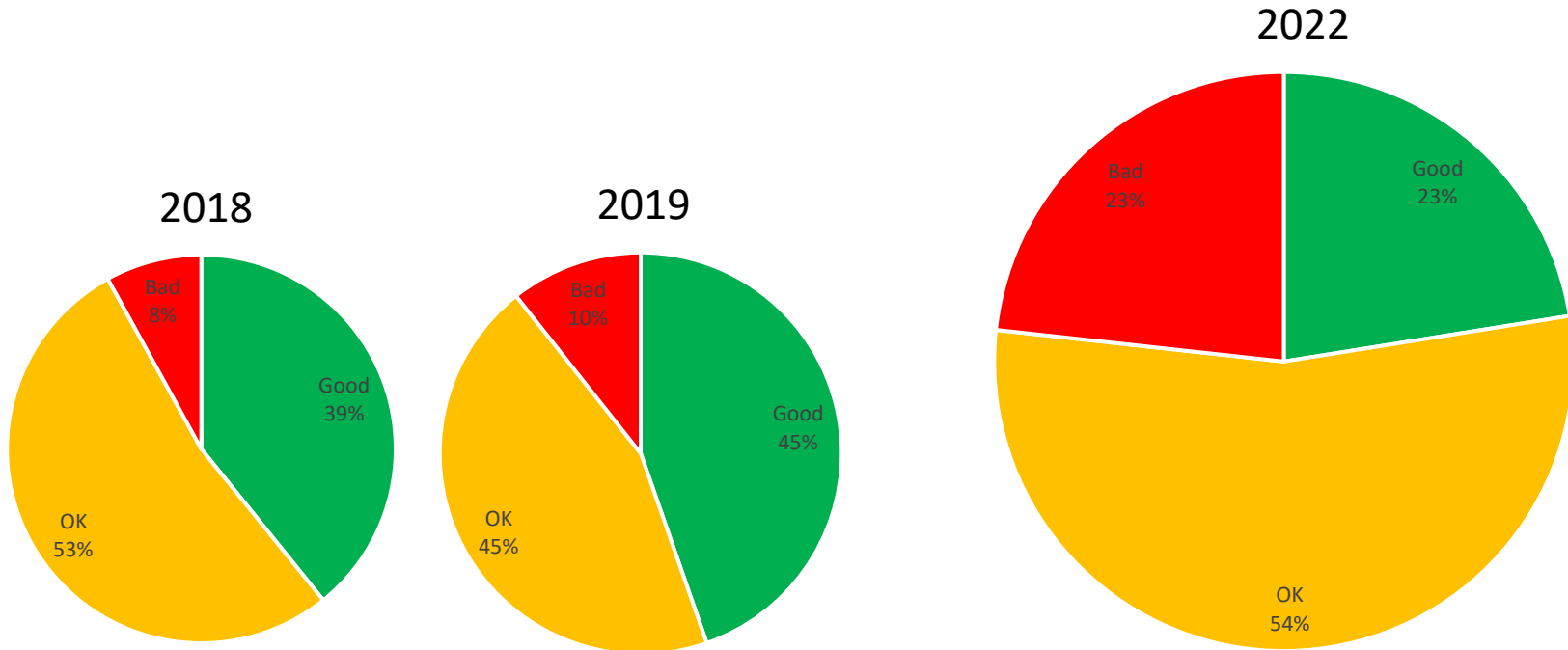
Cloakroom



- Deterioration from 2019 but not as bad as 2018
- Some reported avoiding the cloakroom due to bad past experience

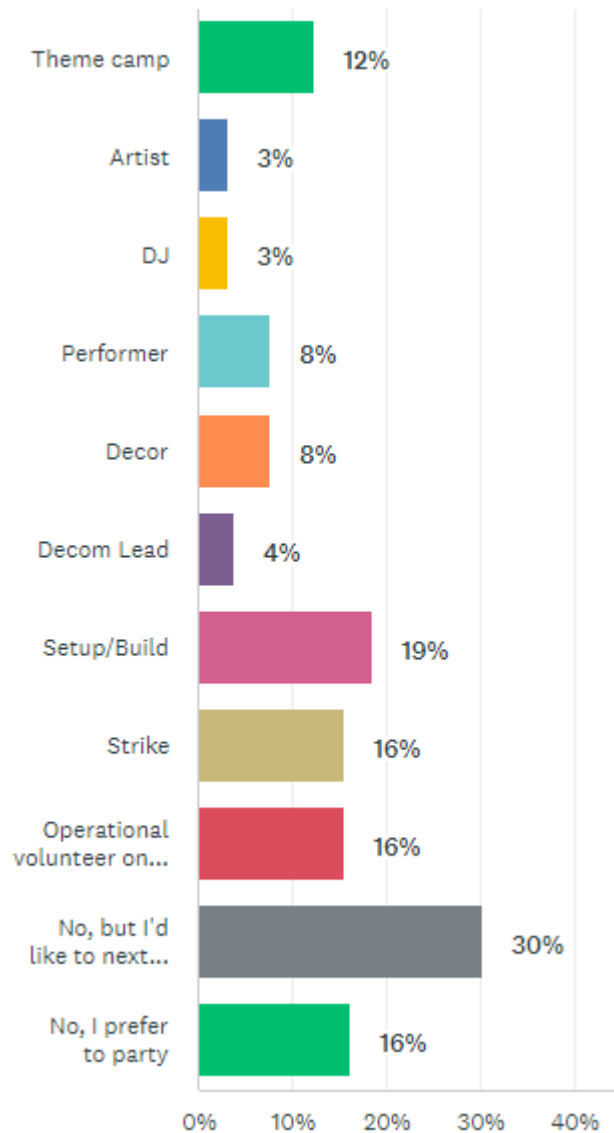
Your venue experience

Toilets



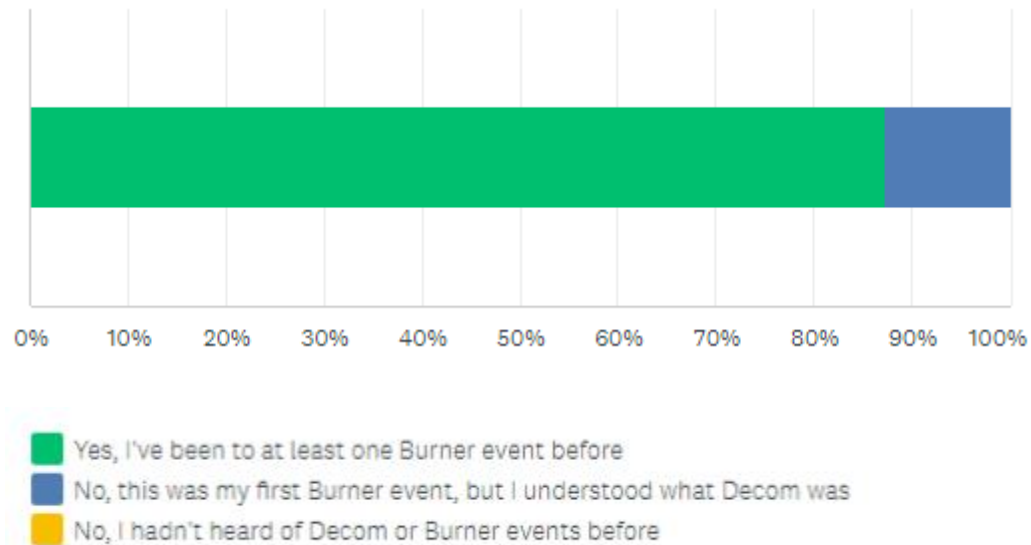
- Even worse than previous years
- Complaints that they were dirty, wet, smelly and blocked
- Not properly cleaned before the event start
- Toilet attendants universally unpopular (but were a non-negotiable condition of the venue)
- Long queue for the women's toilet

Did you volunteer?



- 345 people signed up to volunteer via the volunteering platform (184 in 2019 and 55 in 2018)
- Some teams still reported that it was difficult to find volunteers
- 46% of those responding did not volunteer (44% in 2019 and 54% in 2018)

Have you been to a burner event before?



- All respondees were at least aware that they were at a Burner event
- 87% had been to at least one burn event before

Accessibility

- 3.7% of respondees reported having specific accessibility requirements
- Many commented that there was not enough seating available
- Report that some signage too small to read easily

Leave a Better Trace (LBT)

- 88% were already aware of the Leave a Better Trace message before Decom
- 68% reported that these messages played a role in their Decom preparation
- 51% recycled an old costume and a further 21% made their costumes
- Only 3% bought a new costume, while 5% bought their costume second hand
- 82% of burners brought their own cup to Decom (although some bar staff insisted on giving out plastic cups anyway!).
- The cleaners thanked us for leaving the venue in such a good state.

Consent

- Decom has its own dedicated consent team.
 - 57% of participants were aware of this (63% in 2019).
- 12% reported experiencing some non-consensual touch or verbal harassment from staff, volunteers or guests at London Decom (up from 4% in 2019).
- 25% of participants visited Buttered Crumpet (the play space), while 22% didn't find it. 24% weren't interested.
- Several reports of security behaving inappropriately in this area

Last words

- Thank you!
- Amazing night. Well done and thank you all.
- LOVED it!! The people were so friendly and I felt so safe.
- I so appreciate this event and the community that creates it.
- Despite some venue challenges, you did a great job.
- It was so good to be back!