

# London Decompression 2023

## Survey Responses Analysis Presentation

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# Survey Summary

We welcome the honest feedback and suggestions.

## Ticket Sales

- Tickets sold 1947.
- Tickets scanned 1779 (1689 full price, 90 low income)
- *Some people may not have been scanned in so the actual attendance number likely to be slightly higher than this.*
- Low income tickets sold 94.
- Direct Access Sales tickets sold 99 (+3 low income, +1 carer).
- 204 survey responses (10.5% of tickets sold).
  - 9%-2022; 13%-2019; 11%-2018.
- This summary should be read alongside the survey text response document.
- **Responses are not fully representative due to the low response rate and the reasons people did and did not complete the survey.**

# Demographics

## Geography

- Continued increase of non-London based participants.
- Respondents living in London: 67% in 2023, 71% 2022, 77% 2019, 80% in 2018.
- 11% attendance from outside of the UK.

## Age

- A slight increase in average age.
- 2023 average (mean) 40, median 38.
- 2022 average (mean) 38.5, median 36.

Gender data is not collected.



# Satisfaction



Overall satisfaction up from last year.

“Amazing” was chosen by 72.6% in 2023 compared to 64% in 2022.



Satisfaction with  
**queues** increased:

Positive:

**93% 2023**; 52% 2022.



Satisfaction with  
**cloakroom** increased:

Positive:

**75% 2023**; 33% 2022.



Satisfaction with  
**security** increased:

Positive:

**86% 2023**; 47% 2022.

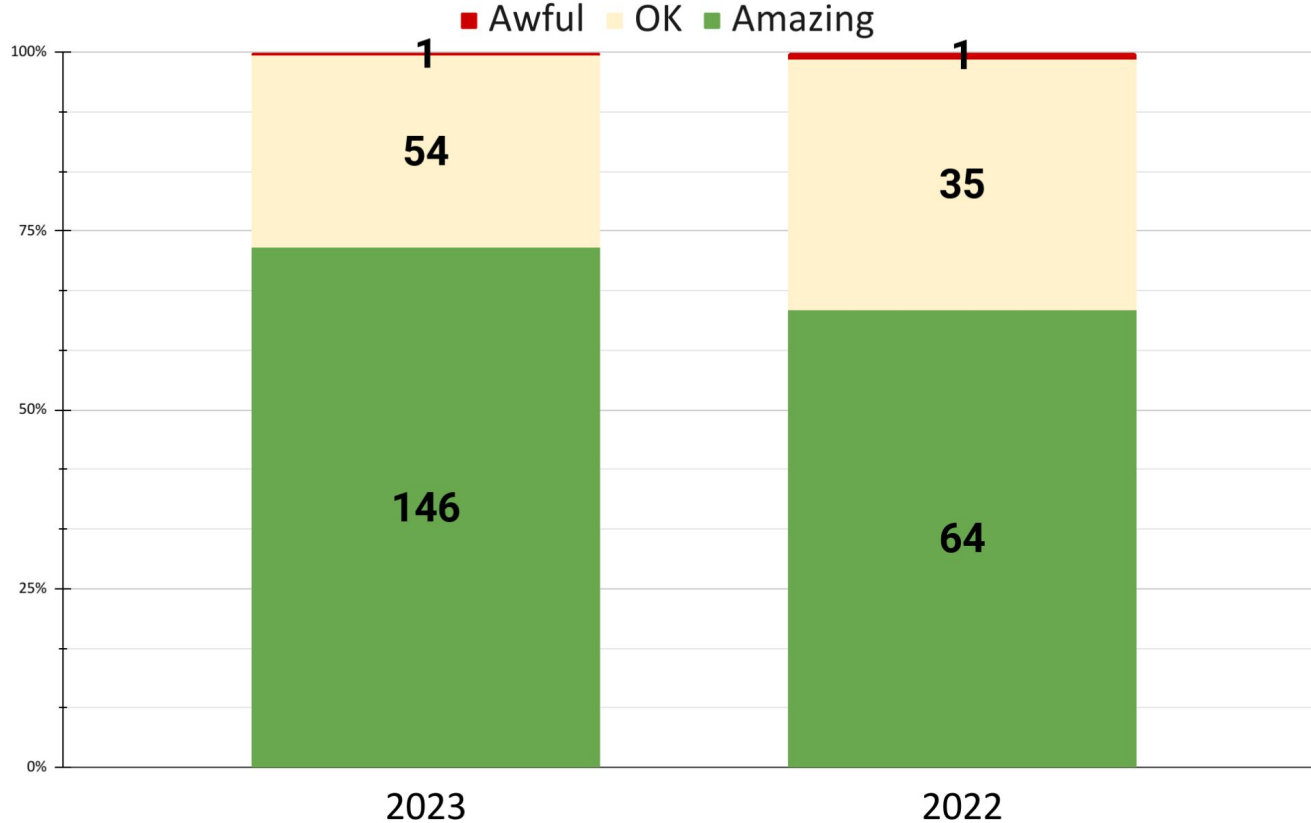


Satisfaction with  
**toilets** increased:

Positive:

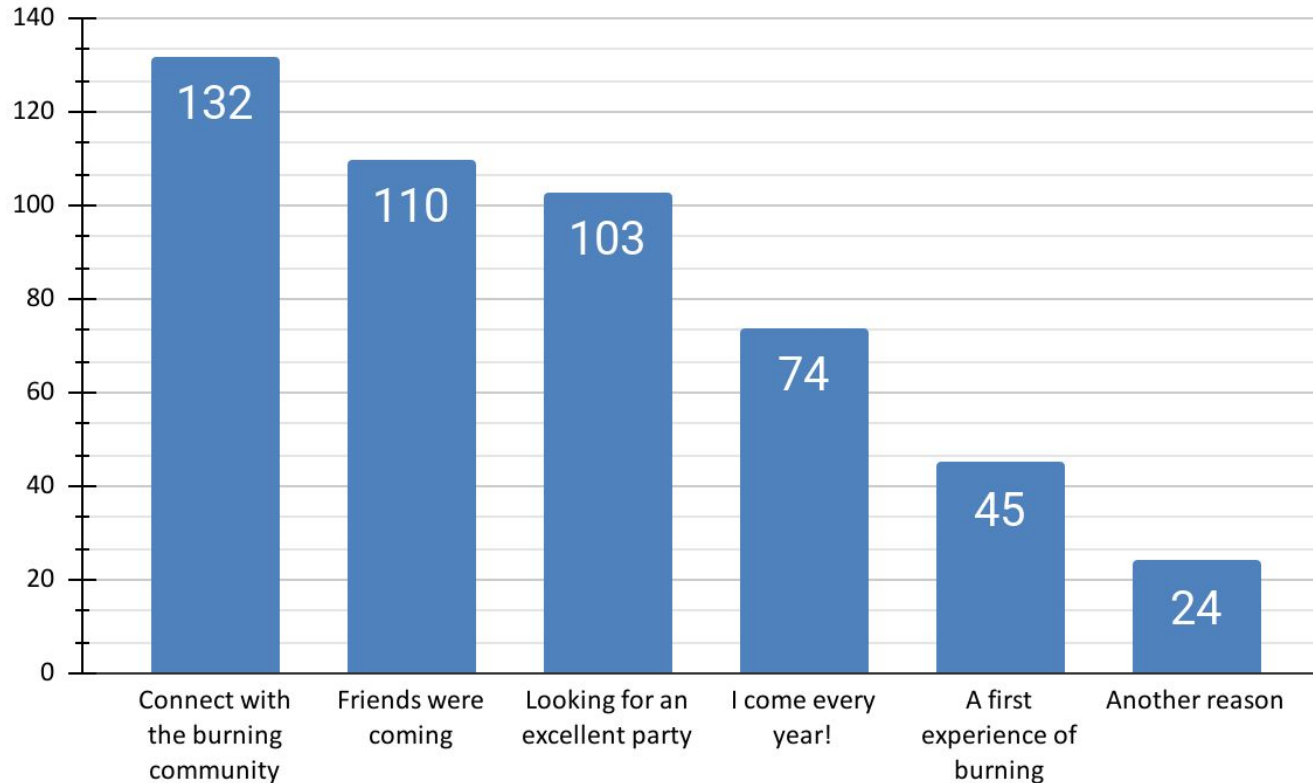
**42% 2023**; 22% 2022.

# How was your night?



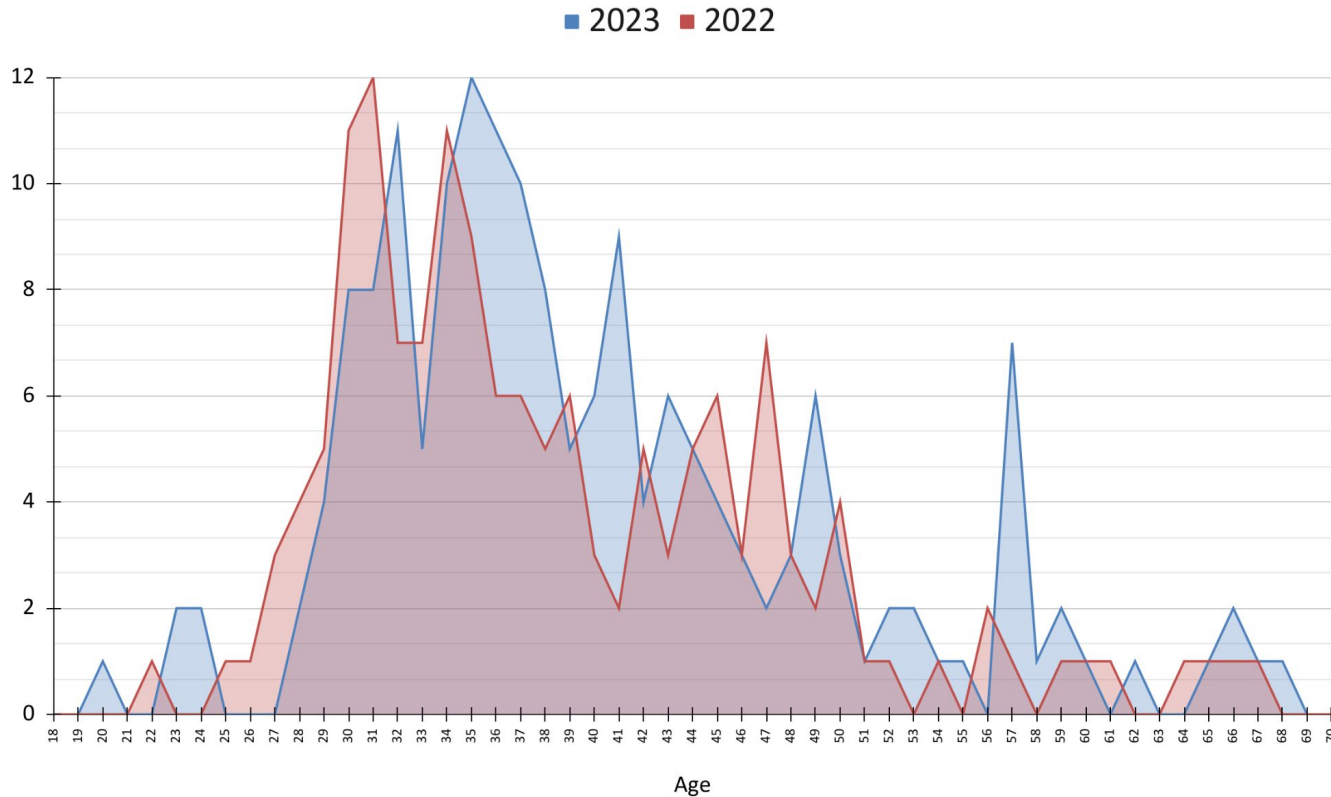
- 201 answered, 3 skipped question.

# Why did you want to come to London Decom this year?



- Multiple answers allowed.
- 15 of 24 'Another Reason' mentioned 'participation'.

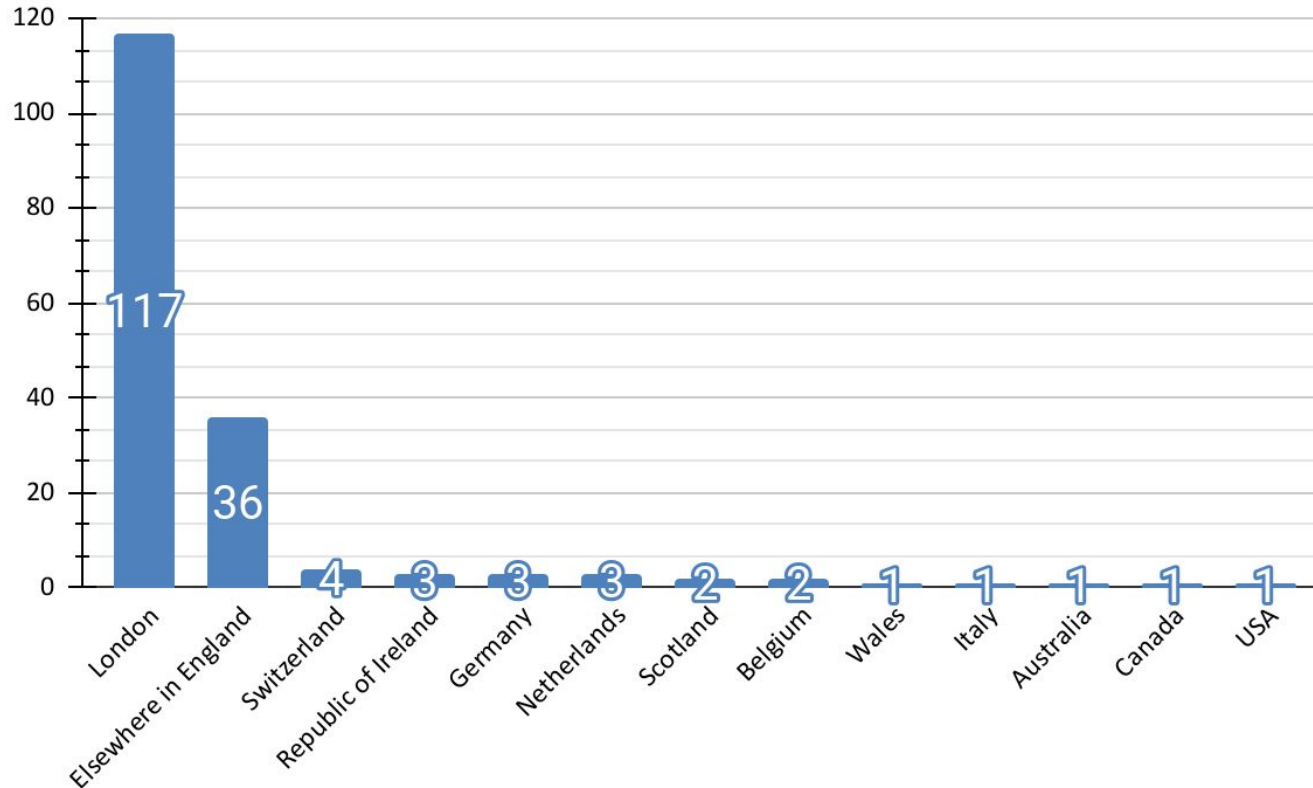
# How old are you?



- 174 answered, 30 skipped question.
- Of the 174 respondents mean average 40, median 38, mode 35.

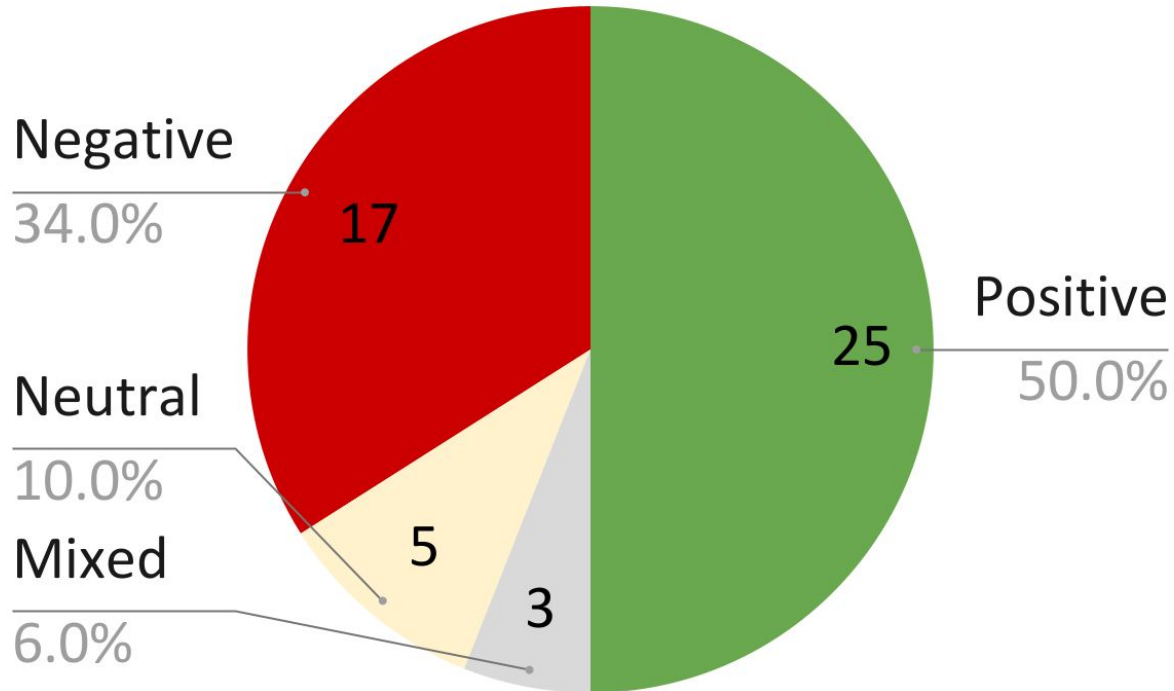


# Where do you live?



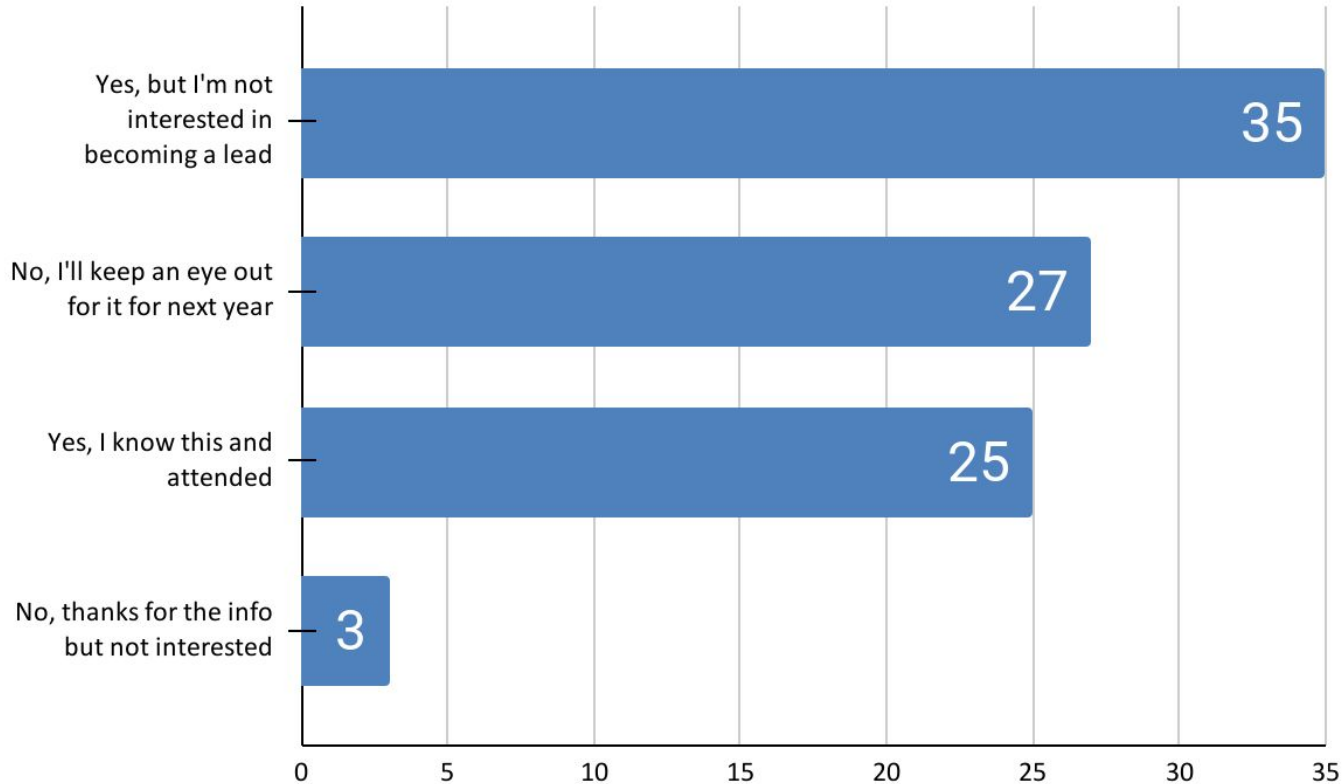
- 175 answered, 29 skipped question.
- Of the 175 respondents:
- 67% from London (71%-2022, 77%-2019, 80%-2018).
- 87% from England.
- 89% from UK.
- 9% from EU.
- 2% from rest of the world.

# How was Decom Communications?



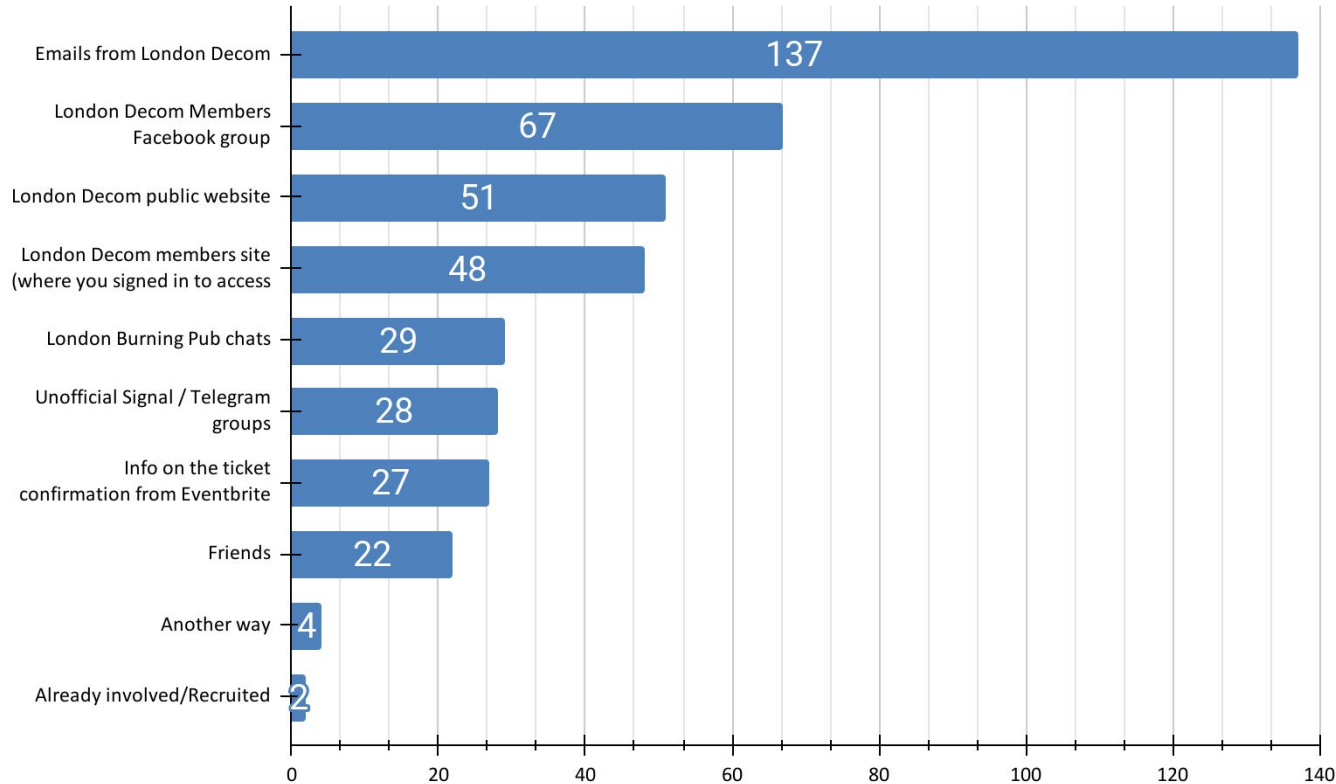
- 50 answered, 154 skipped question.
- Each response reviewed and rated Positive, Mixed, Neutral or Negative/Suggestions.

# Did you know about the Town Hall launch meetings?



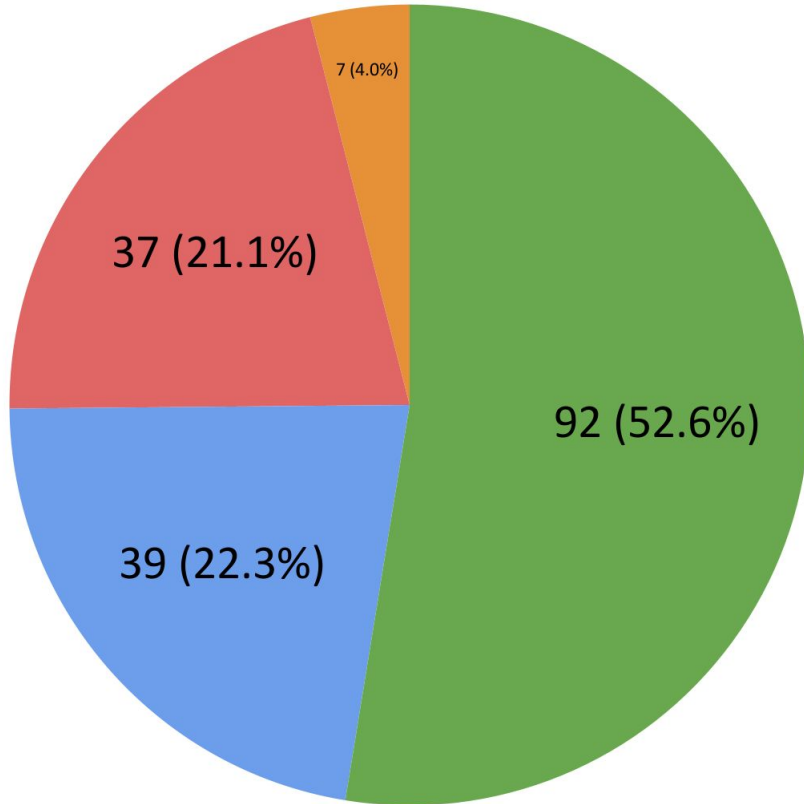
- 90 answered, 114 skipped question.

# How did you find out about the event?



- 166 answered, 35 skipped question.
- 28 'Another Way' answers reviewed (21 through friends, 2 already involved or recruited")

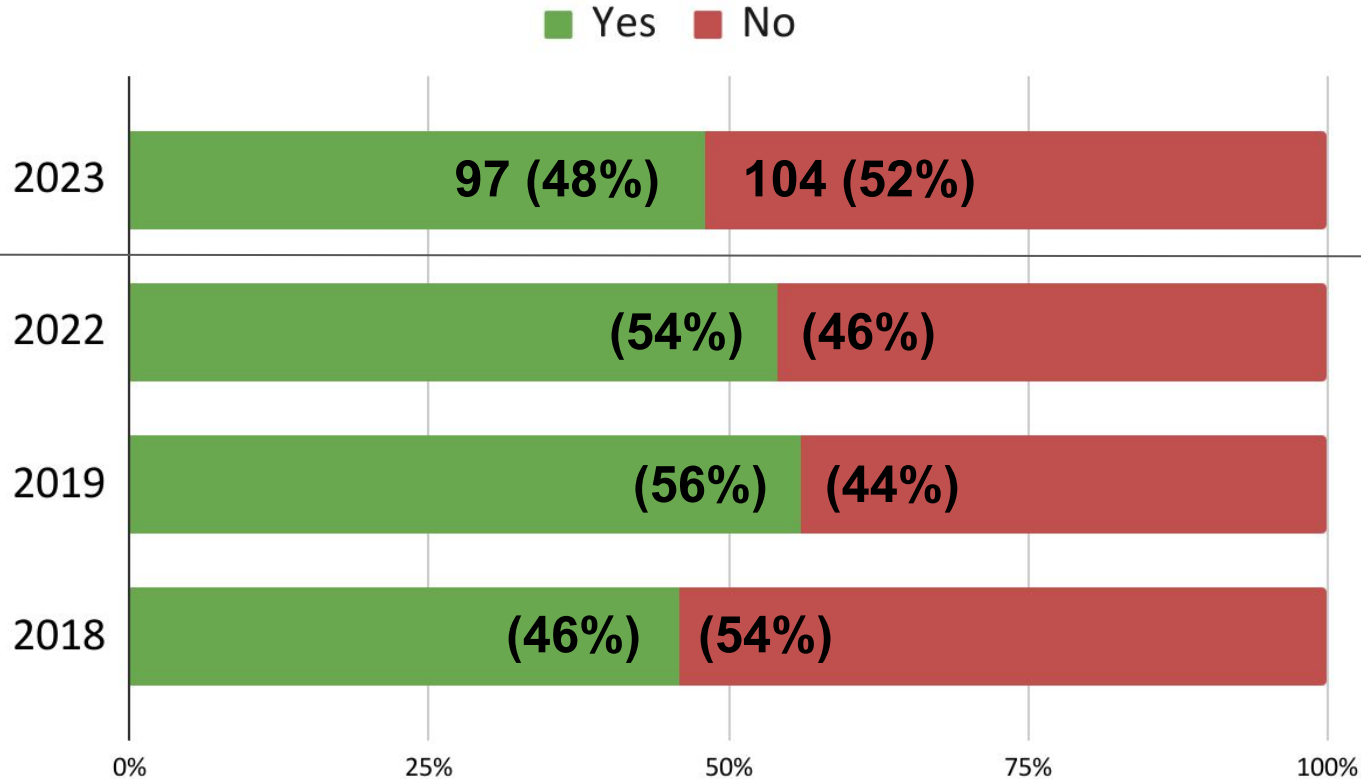
# Have you been to Decom or another burner event before?



- Yes, I've been to Decom before
- Yes, I've been to at least one other Burner event before
- No, this was my first Burner event, but I understood what Decom was
- No, I hadn't heard of Decom or Burner events before

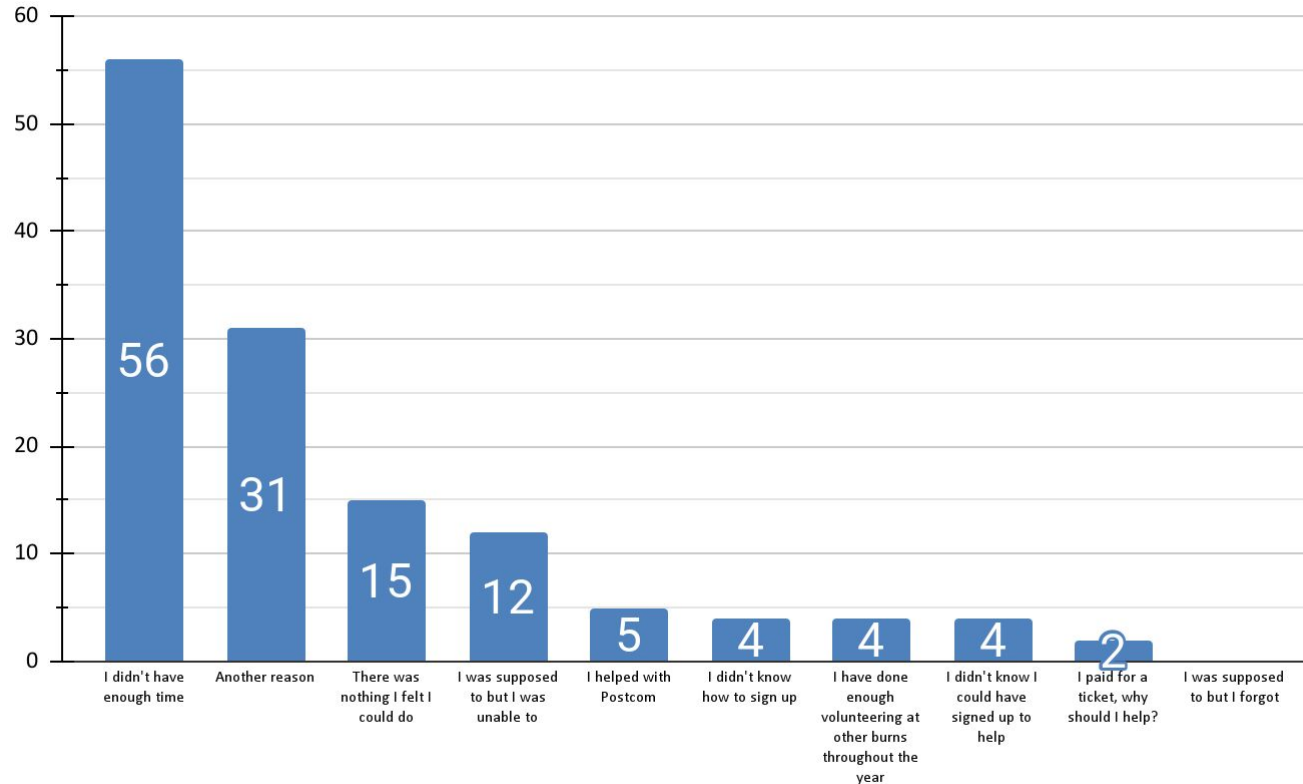
- 175 answered, 29 skipped question.

# Did you volunteer?



- 201 answered, 3 skipped question.
- 2022: 345 people signed up to volunteer via the volunteering platform (184 in 2019 and 55 in 2018)

# Why did you not volunteer? Part 1



- Multiple answers allowed.
- 102 answered, 102 skipped question.

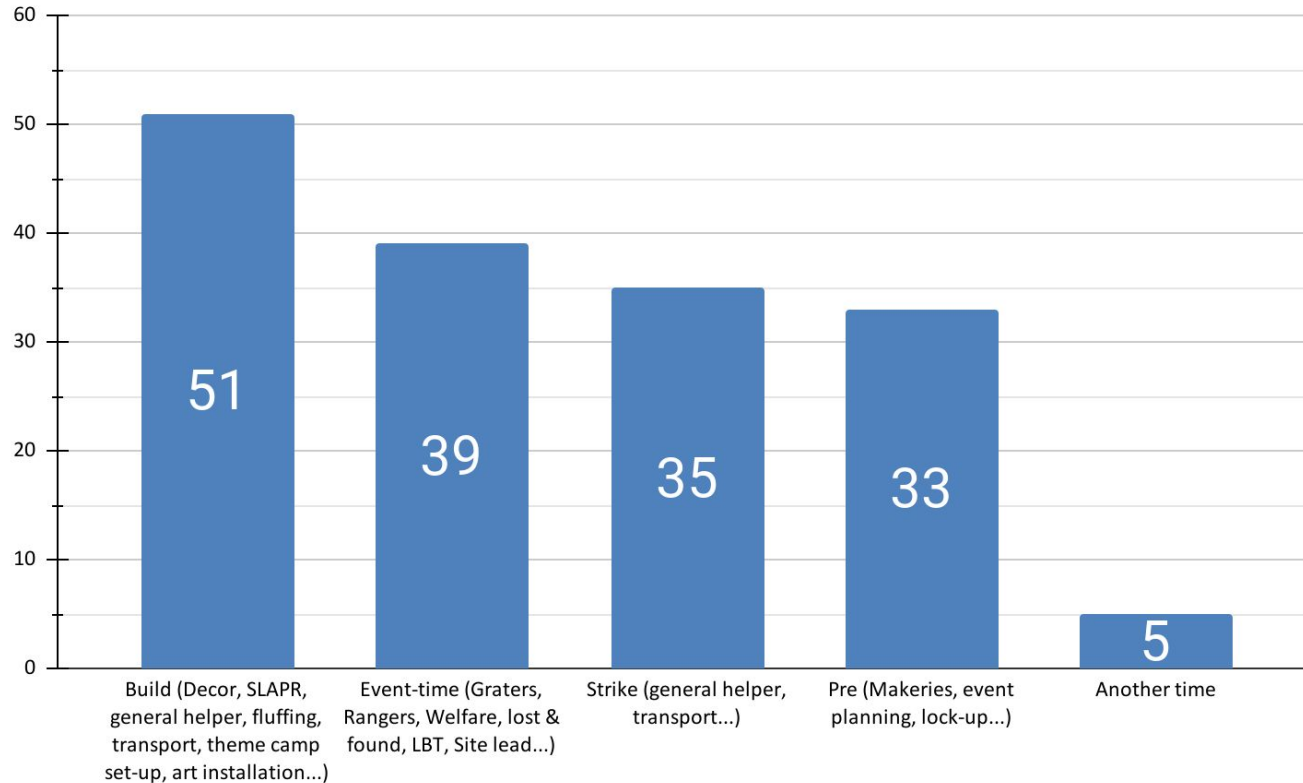
## Why did you not volunteer? Part 2

62	I didn't have enough time	4	I'm a newbie (want to experience before committing)
15	There was nothing I felt I could do	3	I paid for a ticket, why should I help?
12	I was supposed to but I was unable to	2	Physically unable (including injured)
7	Travelling a significant distance (including from abroad)	2	Not confident enough to volunteer
6	<i>Another reason</i>	2	Not enough physical or mental energy (not injured)
6	I helped with Postcom	2	Was not sure I would be attending
6	I have done enough volunteering at other burns throughout the year	1	Signed up but never contacted
4	I didn't know how to sign up	1	Needed more info about volunteering time commitment
4	I didn't know I could have signed up to help	0	I was supposed to but I forgot

- Multiple answers allowed.
- 102 answered, 102 skipped question.
- Pre-set responses in grey.
- 31 Another Reason text reviewed and recategorised.

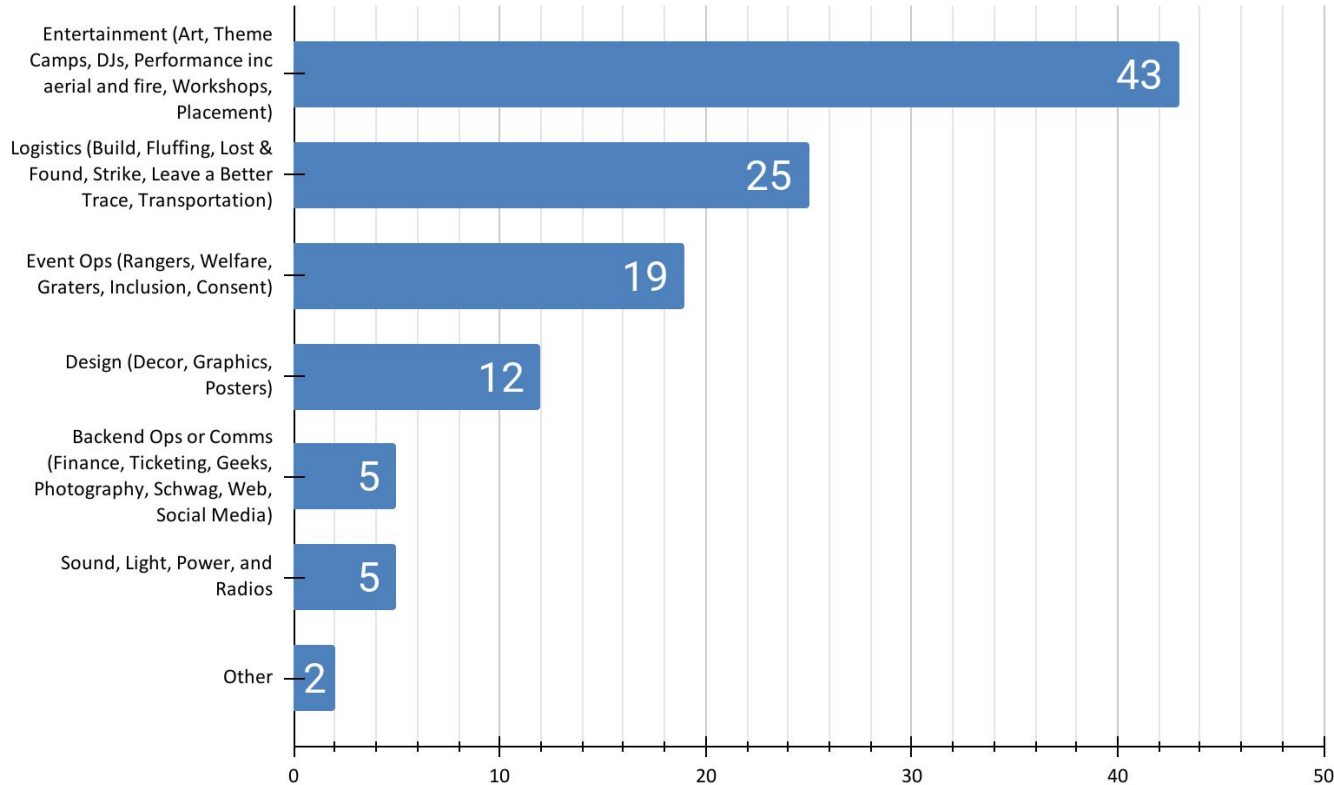


# When did you volunteer?



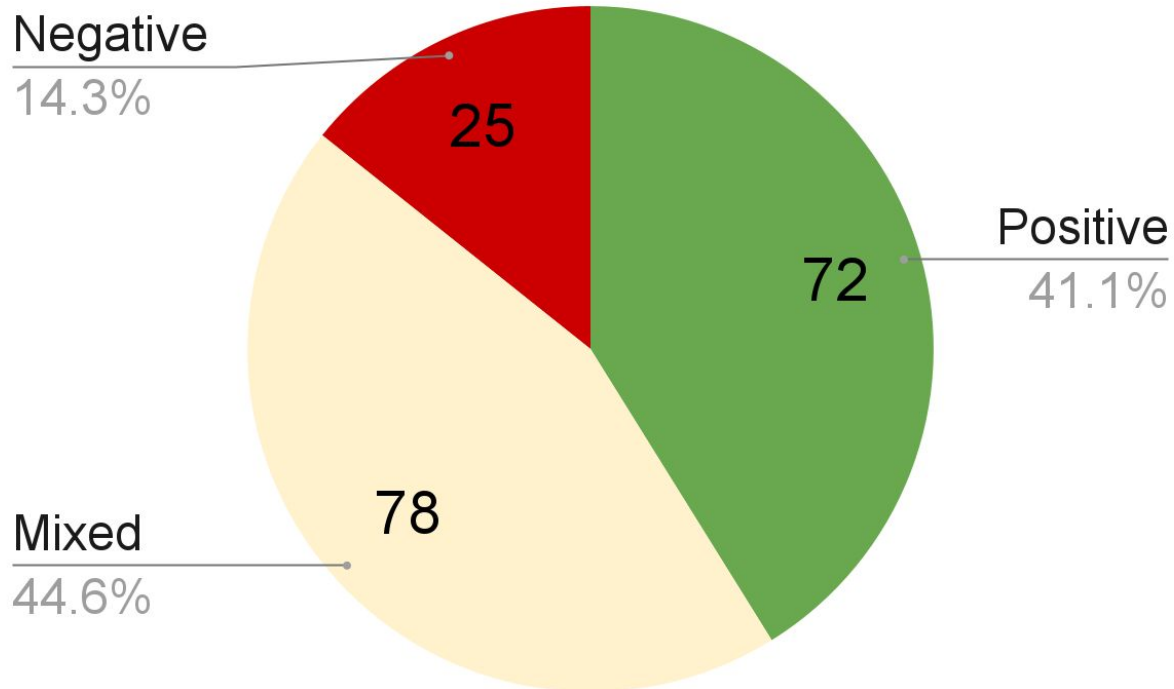
- 92 answered, 112 skipped question.

# Where did you volunteer?



- 87 answered, 117 skipped question.
- 5 Other answers recategorised.

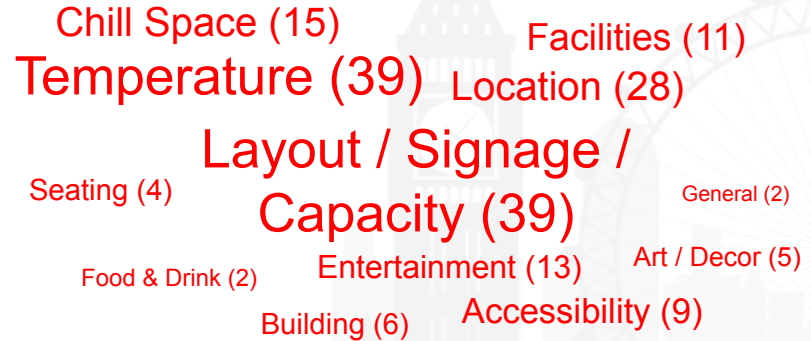
# What was your overall impression of the venue? Part 1



- 177 answered, 27 skipped question.
- Each response reviewed and rated Positive, Mixed or Negative/Suggestions.
- Neutral responses (e.g. “OK”) with a positive or negative/suggestion marked as positive or negative/suggestion respectively.
- Individual responses that featured multiple positive and/or negative mentions were separated into thematic areas.

# What was your overall impression of the venue? Part 2

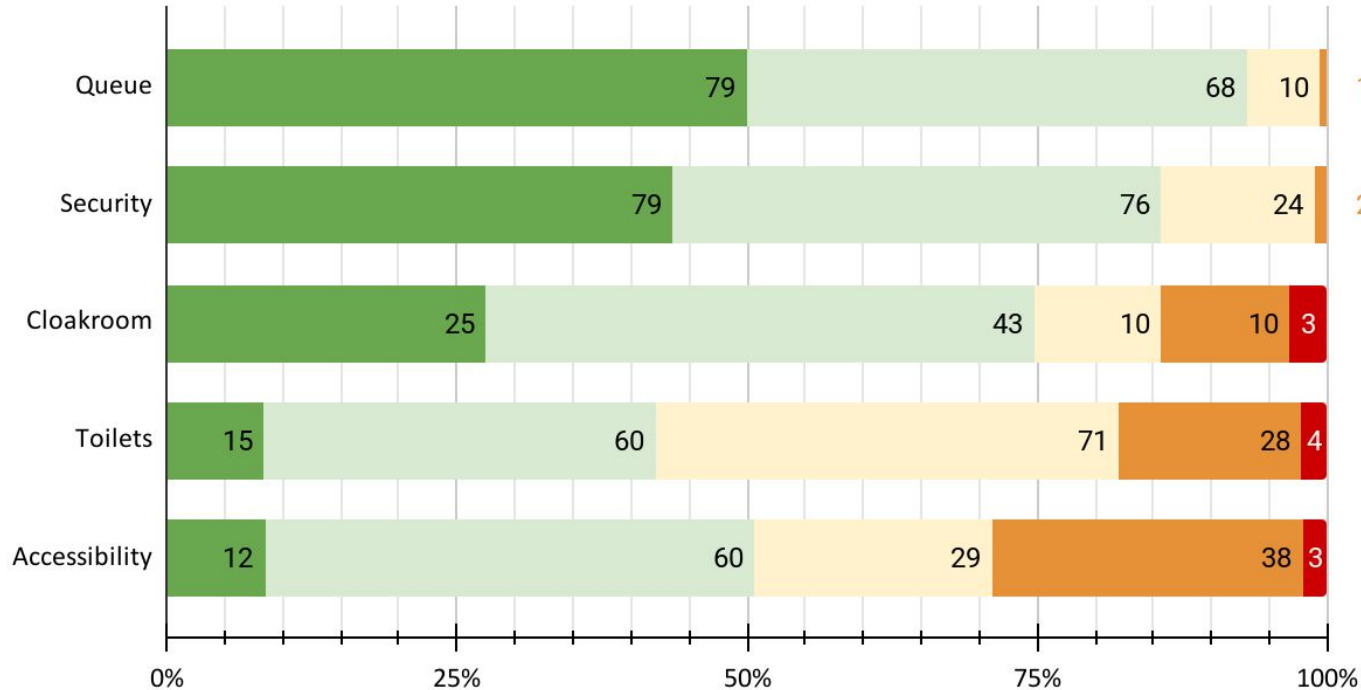
174 Positive Mentions, 163 Negative Mentions or Suggestions



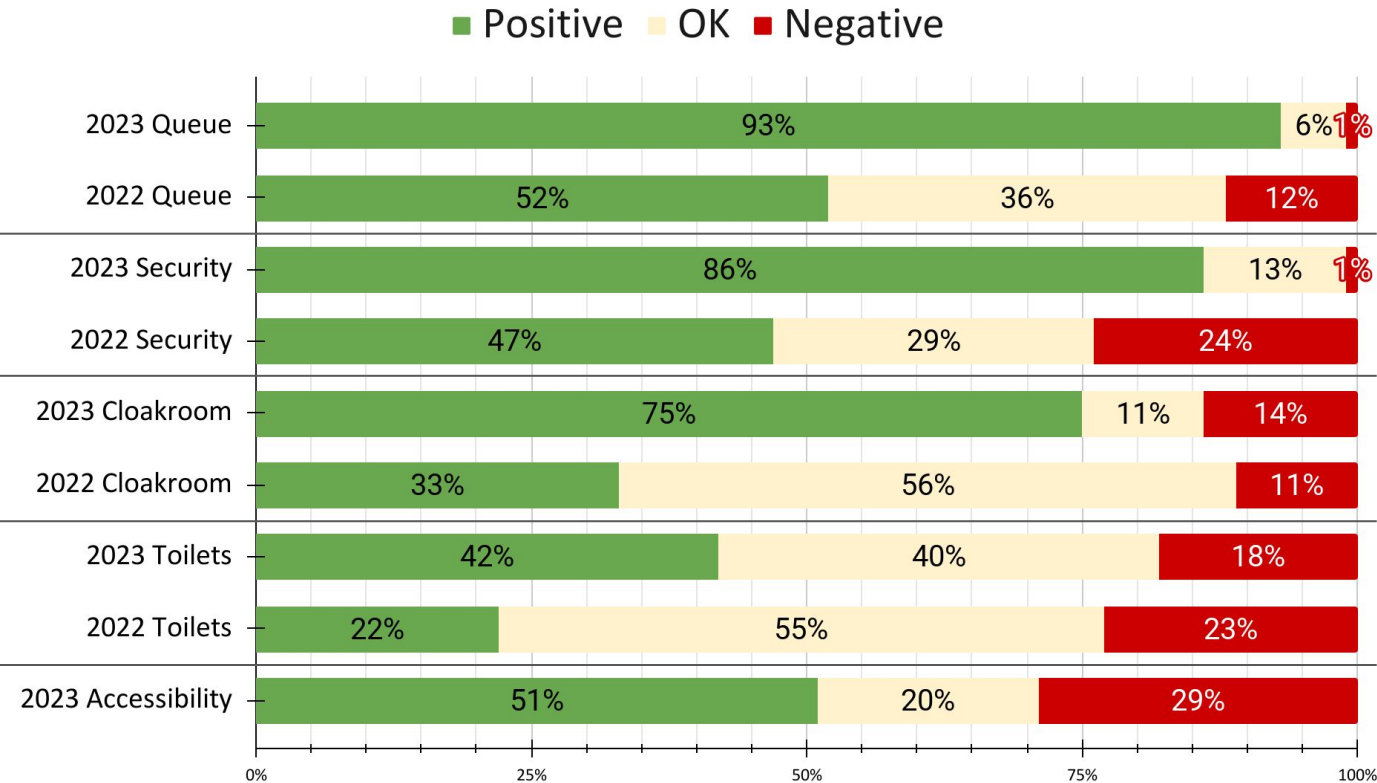
# Rate your following experiences - Venue & Facilities 2023

■ Excellent, one of best experiences   ■ Good, better than expected   ■ OK, they did the job  
■ Worse than other places   ■ Worst I have ever experienced

- 187 answered, 17 skipped question.

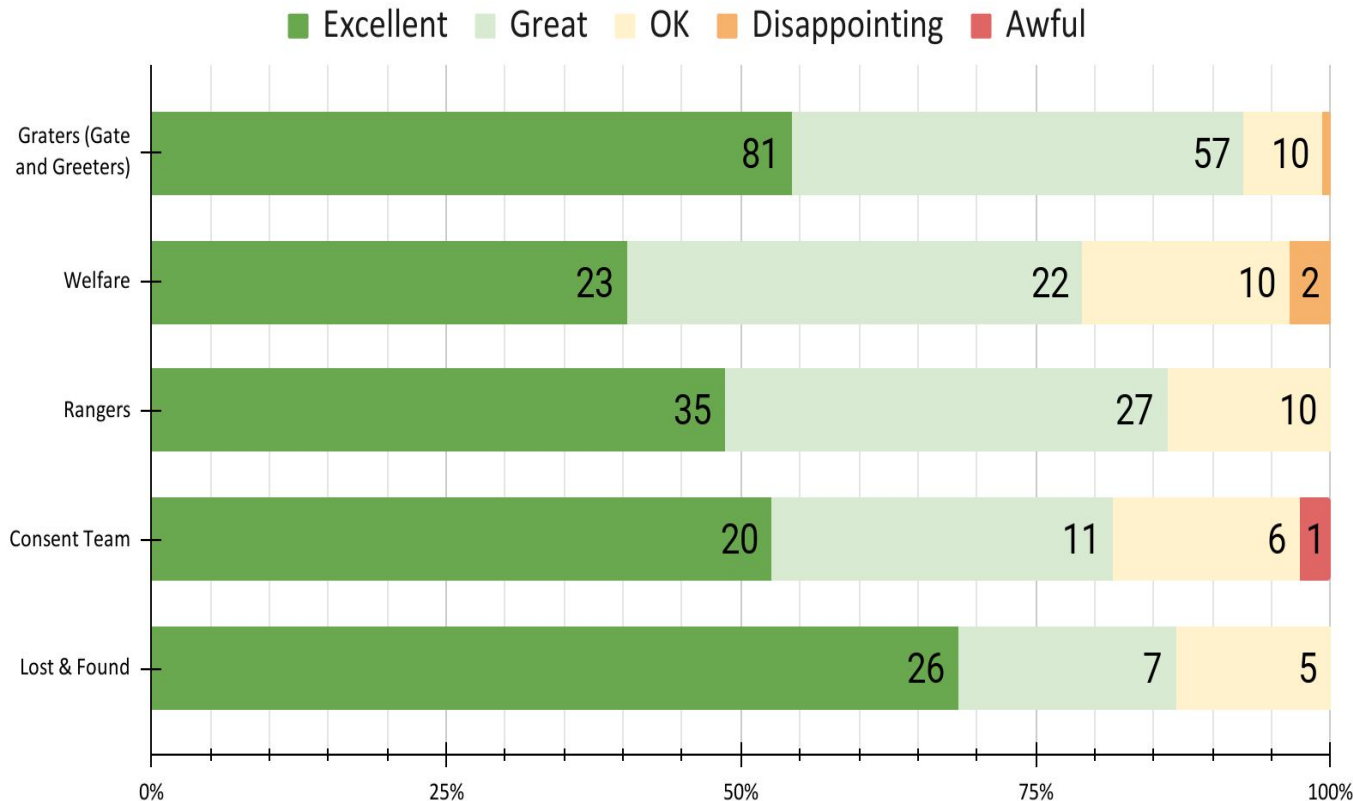


# Rate your following experiences - 2023/2022 Comparison



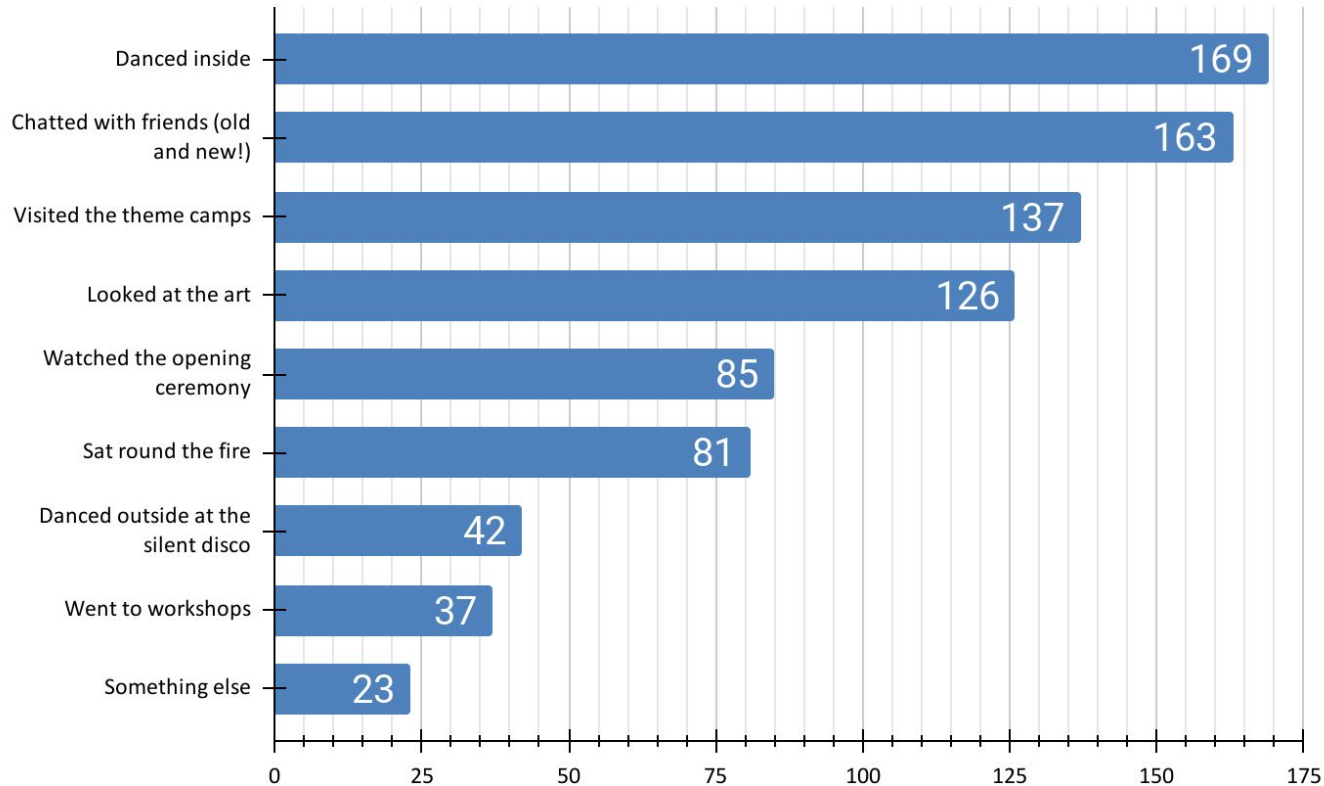
- 187 answered, 17 skipped question.
- 2022 used only 3 options (Good, OK, Bad).
- 2023 results regraded into the same 3 options.
- Accessibility not previous asked.

# What was your interaction like with these teams?



- 181 answered, 23 skipped question.
- Numerous N/A responses to individual teams due to lack of interactions.

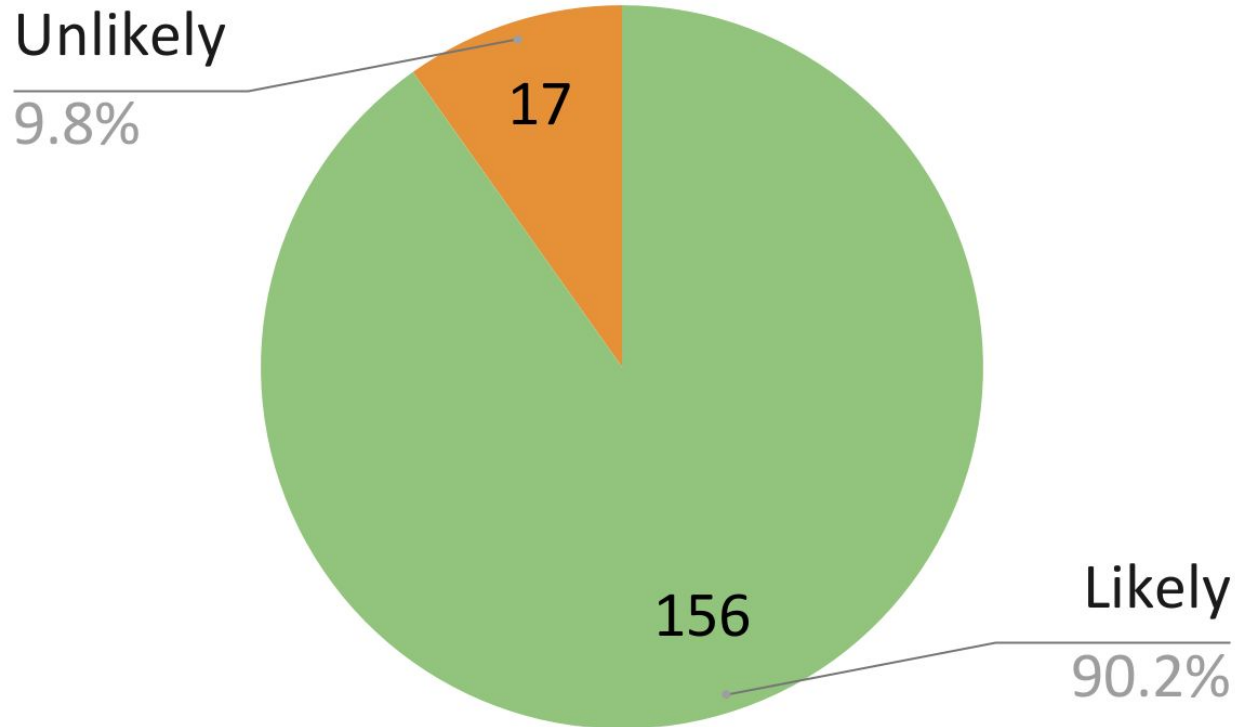
# What did you do during Decom?



- Multiple answers allowed.
- 183 answered, 21 skipped question.



# Do you think you'll come back to Decom next year?



- 173 answered, 31 skipped question.