

The Lancashire Festival Volunteer Policy

Introduction

The Lancashire Festival is a community-driven celebration of grassroots music, arts, and culture. Since 2016, we have proudly provided a platform for independent creatives and local talent. This Volunteer Policy sets out what volunteers can expect from us and what we expect in return. It ensures we are consistent, fair, and legally compliant.

Our Commitment to Volunteers

We deeply value the time, energy, and passion volunteers bring to The Lancashire Festival. We are committed to:

- Treating volunteers with dignity, fairness, and respect.
- Ensuring volunteering is always a choice and unpaid.
- Providing a safe, inclusive, and supportive environment.
- Listening to volunteer feedback and involving volunteers in shaping their roles.
- Volunteering with us does not form a contract of employment.

Volunteer Roles & Expectations

Volunteers may support the festival in various roles, including:

- Stage runners and artist liaisons
- Information point and stewarding
- Kids zone and workshop assistants
- Setup and packdown crew
- We ask all volunteers to:
 - Be punctual and reliable
 - Follow instructions and respect team leaders
 - Wear any provided kit (e.g., t-shirts) and dress appropriately
 - Represent the festival with positivity and professionalism

Recruitment & Selection

Anyone aged 18+ may apply. Volunteers aged 16–17 must have parental consent.

We are committed to equality and diversity. Applications are open to all regardless of background, identity, or experience. Certain roles may require additional checks (e.g. DBS) where appropriate.

Induction & Training

All volunteers will receive a briefing before the festival, covering:

- Site layout and facilities
- Emergency procedures and safety measures
- Role-specific training and expectations
- Who to contact if issues arise

Support & Supervision

Volunteers will be supported by our Volunteer Coordinator and team leads. You will:

- Be introduced to your point of contact on the day
- Receive clear guidance for your role
- Be encouraged to ask questions and give feedback

Health & Safety

Volunteers must:

- Follow all health and safety procedures
- Use equipment responsibly
- Report hazards or accidents immediately
- We are committed to providing a safe environment under the Health and Safety at Work Act 1974.

Insurance & Expenses

Volunteers are covered by The Lancashire Festival's public liability insurance while volunteering. We currently do not reimburse expenses, so please plan travel accordingly. Volunteers will receive:

- One meal
- Bottled water
- At least one scheduled break during their shift

Safeguarding & Confidentiality

Volunteers must uphold our safeguarding policy, especially when working near children or vulnerable adults. All personal information shared by or with volunteers will be treated confidentially and in line with UK GDPR regulations.

Volunteer Conduct

We expect volunteers to:

- Treat everyone with respect and kindness
- Avoid discriminatory, harassing, or unsafe behaviour
- Not be under the influence of drugs or alcohol while on shift
- Breaches of conduct may lead to dismissal from the volunteer team.

Problem Solving & Complaints

If a volunteer has a concern, they should raise it with the Volunteer Coordinator. If the issue is unresolved, it will be reviewed by the Festival Director. All concerns will be treated seriously and sensitively.

If concerns are raised about a volunteer's behaviour or performance, they will be addressed fairly and respectfully.

Leaving or Cancelling

Volunteers can withdraw at any time. Please give as much notice as possible so we can plan accordingly. If you cannot attend a shift, let us know immediately.

Review & Updates

This policy will be reviewed annually. For questions, please contact the Festival Director at hello@thelancashirefestival.co.uk.

Thank you for supporting independent grassroots arts, music, and culture. Your contribution helps make The Lancashire Festival an unforgettable experience for our whole community.

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