



Anti-Racist Statement 2023

"It's time to stand for something"

It has been over two years since most organisations made known their commitment to tackling all forms of racism following the tragic murder of the African American man George Floyd and the subsequent anti-racism protests that gripped the nation. Whilst we held internal discussions and set up safe spaces to support all staff affected by the events and to talk through the impact of what had happened, what we did not do as well, was to follow up and build on those conversations in a way that would have been useful in working towards being a truly anti-racist organisation.

Since then, we have recognised that we have a responsibility to respond to such key issues of our time, in a way that is meaningful and sustainable, not only for our staff, but for our service users and for the work we do here at GamCare. In working towards meaningful change, we put together an Inclusion and Action Group (IDAG) in 2021 whom identified the need for the organisation to put out this anti-racist statement that you are now reading. In the process we worked with an independent expert on race and challenging systems of oppression, who was able to cast an impartial eye, as to how as an organisation we could commit to tackling racial inequalities and making GamCare an anti-racist organisation.

Some organisations would be scared with writing such a statement, for fear of suggesting that their workplaces are inherently racist. This is not what we are suggesting, however we recognise that most institutions are built on such inequalities by default, as a result of living in a post-colonial society. In other words, these structural inequalities are already in the fabric of society, our structures our organisations, whether we look at sex and gender, disability, mental health, sexual orientation, class or race, to which this statement is focused on. As a truly anti-racist organisation it is important for us to look at the impact of race from an intersectional lens, as it cuts across all of these categories and vice versa, how do these subject positions impact on our understandings of race and racism and structural inequalities.

That work continues to feed into our Diversity and Inclusion (D&I) strategic plan.

In working towards being an anti-racist organisation, we did not want to write this without having a set of actions that we could stand by. The following commitments are based on actions we have agreed as an organisation to make. Our findings will be monitored and reported, and our progress will be shared throughout the life cycle of this journey. They include the following:



Commitments

- **We will not tolerate any forms of racism at our organisation and will work towards challenging racist-thinking.** It is important for us to support all of our staff and in particular those from Black, Asian and Minority Ethnic communities who may feel more acutely the impacts of racism. It is also important for us that everyone who works at GamCare irrespective of race, ethnicity or background, feels like they belong and can be their authentic self at work.

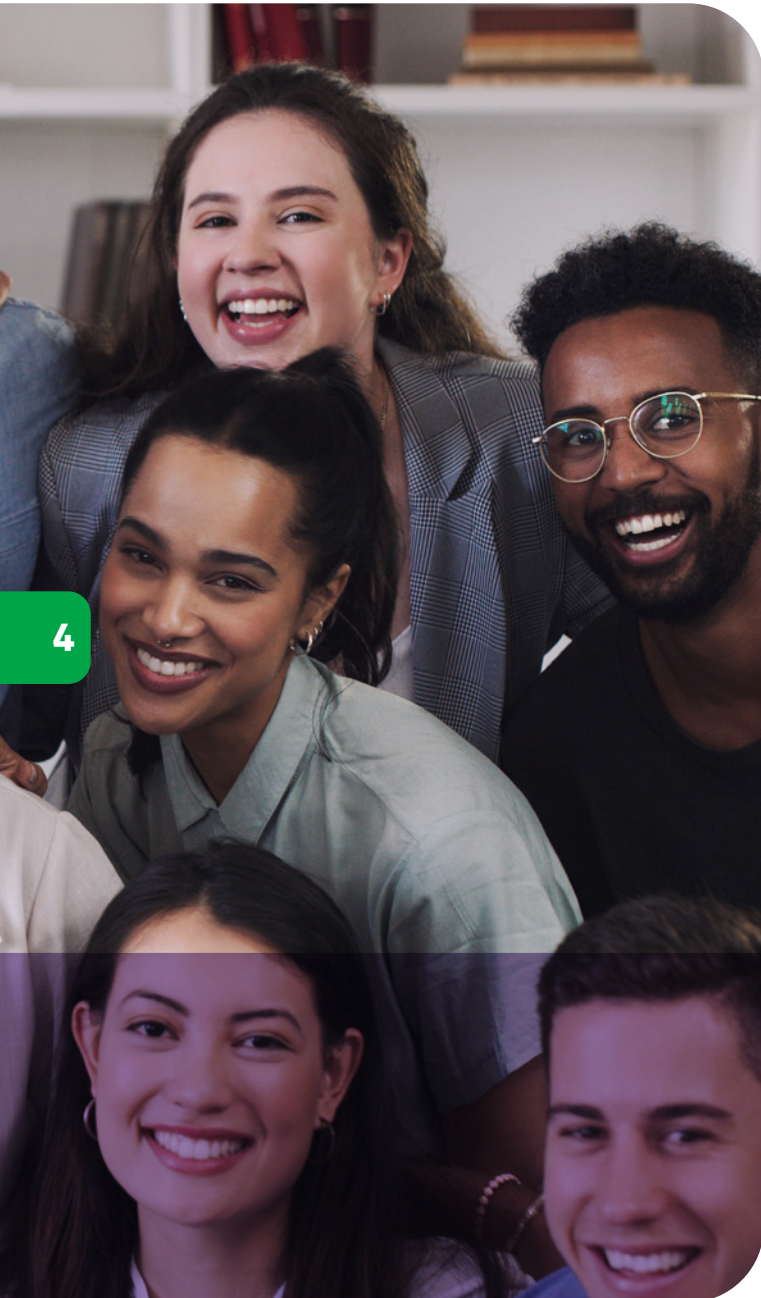
How, by looking at our policies and processes for unwitting biases, that help to perpetuate systems of inequality. This work is currently being reviewed by our external expert. Two, challenging bad behaviours through training, including recognising bias and strategic avoidance, leadership training on facilitating difficult conversations and by raising awareness of the nuances of racism, whether overt or covert. This ownership of this work should not be one-directional, it should not be those who are on the receiving end of racism or who recognise such inequalities, doing the work. It therefore requires us to challenge such prescriptive behaviours and for everyone to get involved and do the work.

It also includes us making sure that our reporting procedures on racist incidences as well as other hate offences, are up to date and accessible, so that employees are able to recognise, act and record such events, without worry, fear and with ease should they occur. Finally, this requires that we recognise the impact racist or hateful behaviours have on the affected party and when such incidences are raised, whether internally or externally, that the appropriate levels of support are given to our colleagues.



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“I don't want a seat at the table,
I want a seat at my table.”



- **Being anti-racist is not just about colour,** but one of nationalism, nation-state and belonging. To this extent, as a national organisation, working across the United Kingdom, England, Scotland and Wales and Northern Ireland, we will work towards making sure that our services we deliver for our service users and our infrastructures are equitable. We recognise that irrespective of where our employees are working, that those infrastructures must also support the work that they do. We will listen and make use of the range of skillsets from across the nations. We realise that at times our organisation may feel London-centric, given the location of our Head Office, however, we will commit to making sure that all places that we work in, feel united irrespective of nation or geographic location.

How, through reviewing policies, making sure that language speaks to each nation or location, with the GamCare voice, whilst also taking into consideration the cultural sensitives in which teams operate. Two, working with our leadership teams to help foster better relationships with teams not based in London, or who may be working remotely.

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“Variety makes us stronger. I like to see these things in people and in life.”

- **Reaching new communities** – We have a strong desire to reach new communities that are affected by gambling harms and affected others, beyond whom might be perceived as such users. We know that gambling addiction and its harms do not discriminate regardless of race or ethnicity. Like understanding the gendered nature of how gambling addiction presents across sex, we recognise that there are also cultural sensitivities that may affect how we reach specific communities. As an anti-racist and inclusive organisation, the time is now to do that work around access and engagement with communities that for various reasons we have not been able to reach.

How, The good news is that this work is being done across various pockets of the organisation. This involves working with partner groups to learn best practice to access specific ethnic-linguistic and faith groups. This also involves us looking at our visual communication on who we use to represent those we are serving and those we have been less successful in reaching. As a colleague stated, “we must challenge the whiteness of the representation of our imagery, so that everyone can see themselves in accessing our services.”



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“We got Team Leaders to ring up applicants quickly. We are competing for them... You change culture from the inside.”

- **Recruitment** – As with many organisations, one of the most pressing questions of our time, has been around diversifying recruitment, in particular in our senior leadership teams and non-executive board roles. How do we bring difference into our teams, one that runs right through all levels of the organisation? Firstly, we have an amazing workforce at GamCare, with its inclusive and friendly culture reflected in some of the words you can find here, used to describe our organisation by over 70% of our employees.

That being said, that feeling of celebrating difference, can be felt in some parts of the organisation more than others. We recognise that there are spaces that need more diversity, in its broadest and widest sense. We know that visibility matters and seeing someone from an ethnic minority group can make a difference, yet these changes must be sustainable, actionable and invite positive actions, rather than positive discrimination. It must go to the heart of the problem, in order to build for the future.

How? As an anti-racist organisation that is inclusive and brings in and retains the best talent, we are committed to making sure our recruitment practices are fair and challenges any unwitting biases within the process. For example, we have put together a pool of staff members, passionate about inclusivity, with a global perspective that we can draw from and who sit on our recruitment panels. The more different and diverse the type of perspectives in the room, the better we are placed to recognise the right people for our teams.

We also have a commitment to unblocking the pipeline. We acknowledge that diversifying workforces and bringing difference into our teams at leadership levels, is not an overnight endeavour, nor is it a short-term intervention. As a result, there is some great ongoing work that is happening in this area of recruitment at GamCare. We will be reviewing our work with recruitment agencies, making sure that their values are aligned with ours and that they find positive ways in bringing in candidates who have a range of backgrounds, skillsets, diverse ways of thinking and essentially, who is the best person for the job.



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“If I’ve got this experience as a 25yr old Bengali woman, then let me use it.”

- **Policies and Data** – We will review our policies and processes, whilst simultaneously collecting data on where we are on our anti-racist and inclusive journey.

How, We have begun to review our policies, especially those related to Equality, Diversity and Inclusion, Dignity and Respect, Bullying and Harassment amongst others. Here we are challenging any unwitting ways of doing things which help to reinforce and perpetuate systems of structural racism and other inequalities. Collecting D&I staff data in relation to our culture and making these statistics available on our public platforms, is something we have not done before, but like our recently published [gender and ethnicity pay gap report](#), is something we are beginning to and will do. This enables us to be transparent and be held accountable for our actions. We know that we are not perfect and there is still much learning and reflection to do, but by being open and sharing our information with you, we become accountable for our actions.

Finally, we hope that you will follow us as we work towards being a truly anti-racist organisation and an inclusive employer of choice, not just for our employees and those yet to join us, but for all those that we serve.



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“The answer is always in the room and it’s just about asking the right questions... How do you start the conversation?”

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