

What is the Mishto Campaign?

We are launching the Mishto Campaign for more accessible and fairer services for Roma in the UK, in response to inequalities experienced by our communities.

Roma people around the world use the Romanes (Roma language) word “mishto” to describe things as good, positive, inclusive or of good quality.

A Mishto service should be guided by the following values:

- X** Roma people are connected with the services they need and have the confidence to access them.
- X** Roma people are empowered and supported to contribute to their local community.
- X** Roma people have fair access to opportunities.
- X** Roma people are represented in their local institutions and services.

As part of the Mishto Campaign we invite local authorities to join in, sign the Mishto Pledges and commit to becoming a “mishto” local authority. By doing so, the Roma Rights Forum, would award local authorities the Mishto Quality Mark and promote them as a positive example of inclusive practice. We will also share resources that can help local authorities achieve their Mishto commitments, and work with you to enable effective engagement with local Roma communities.

Child
Services

Mishto guidance for child services

As members of the Roma Rights Forum, we appreciate all efforts made by children’s services to ensure the rights of Roma children are protected. We thank you for your interest in joining our campaign.

This guidance is based on our shared experiences supporting Roma families engaged with children’s services and can help you become a Mishto service.

Our experiences and research have been collated in this [report](#) presenting current data and the most important concerns of Roma in relation to children’s services. All children’s services considering committing to the Mishto Campaign should consider this report when implementing the commitments.



Mishto

Fair services
for Roma people

Empower. Support. Commit.
Together, we thrive.

Pledge	Actions to implement	Activities and resources to support implementation
<p>Adopt an inclusive communication strategy</p>	<p>Use appropriate communication methods to ensure information you provide is accessible to Roma people.</p> <p>Identify the best communication channels to ensure information you provide reaches Roma people.</p> <p>Do not use digital communications by default and consider using a wider range of dissemination methods.</p>	<p>Many Roma people speak the language of their country of origin (e.g. Romanian, Slovak, Bulgarian, Polish) as their main language.</p> <p>Many Roma people also speak a dialect of Romanes/Romani. Friends, Families and Travellers made this resource comparing a few Romani dialects.</p> <p>Consult and work with local Roma to put in place the best method of communication considering cultural (i.e. language), as well as socio-economic (digital exclusion, literacy, etc.) contexts.</p> <p>Work with Roma organisations, community leaders, professionals, activists and Roma champions to share information more effectively with Roma communities.</p> <p>This list of Roma service providers can support with identifying local Roma specific support.</p> <p>This map also identifies local Roma service providers.</p>
<p>Ensure services are accessible and inclusive for Roma residents</p>	<p>Interpreting services Encourage your language provider to source interpreters who speak various dialects of Romanes.</p> <p>Engagement Always aim to work with a Roma bi-lingual advocate when supporting Roma families in a children's social care context. Ensure that engagement with Roma families is culturally competent and well-informed. Commission Roma service providers to assist professionals involved in child protection cases with Roma families.</p>	<p>An example of how a Roma service provider can assist in child protection cases is available here: Roma Support and Engagement Programme.</p> <p>Local Roma service providers can be identified here.</p> <p>Work should be done to identify the appropriate language to communicate with Roma as per previous commitment above.</p>
<p>Adapt your recruitment policy to enable employment of Roma staff</p>	<p>Promote job opportunities in more inclusive ways, through community channels (e.g. community organisations, Roma churches, professionals or leaders).</p> <p>Make your recruitment process more accessible, by making the application process less complicated and providing support with applications.</p>	<p>Roma people are less likely to apply for jobs using mainstream routes.</p> <p>Services seeking to employ Roma staff should also promote job opportunities through alternative routes such as local Roma churches, Roma organisations or through other services actively engaging with Roma.</p> <p>The recruitment process should include opportunities for potential Roma applicants to get more information on day-to-day duties and in-work support available, and help should be provided for filling in application forms.</p>
<p>Increase cultural competency of staff.</p>	<p>Ensuring that your staff has knowledge of Roma culture and history will help them understand Roma communities they work with and improve engagement, resulting in more effective service delivery.</p>	<p>The Cultural Awareness Hub developed by East of England Local Governments Association supports with various cultural awareness training including on Roma communities.</p> <p>Furthermore, local or regional Roma services providers might be able to support with training.</p>
<p>Implement inclusive child protection conference</p>	<p>Strength-based approach Professionals engaged in child protection conferences involving Roma families should use a strength-based approach to enable families to understand their strengths, leading to more positive engagement.</p> <p>Capacity assessments Use capacity assessments to ensure Roma parents have everything they need to understand their situation and the wider context of their engagement with children's services.</p>	<p>Information on using a strength-based approach, including when working with children and families has been created by the Social Care Institute for Excellence.</p>
<p>Protect cultural identity of Roma children in care</p>	<p>Improve access to kinship care or fostering amongst Roma.</p> <p>Ensure foster parents of Roma children have adequate support to maintain their cultural identity.</p>	<p>Services should conduct outreach activities aiming to raise awareness of fostering and kinship care amongst the Roma people. Using the inclusive communication strategy as above would support such work.</p> <p>Services should work with Roma organisations and professionals to develop a bank of resources on Roma history and culture that foster carers should use and looking after Roma children.</p>