

## FAQs

### General FAQs

*What is the Mishto pledge?*

The Mishto pledge is a commitment organisations such as Charities, Schools and Local Authorities make to adapt their services so that they are fairer and more accessible to Roma communities.

*What does Mishto mean?*

'Mishto' is a word in Romanes (Roma language) meaning "good." So, a Mishto service is one that provides good, inclusive access for Roma people.

*Who can sign the pledge?*

At the moment, Local Authorities, Charities, and Schools who want to commit to the initiative are encouraged to sign up.

If your organisation is outside of these areas and is interested in signing the pledge now, please let us know so we can contact you at a later date when we begin to consider applications from other areas. In the meantime, you are welcome to take up the initiative on your own and start implementing some of the action points outlined in our Action Plans ([Charities](#), [Schools](#), [Local Authorities](#)).

*What does signing the pledge mean for my organisation?*

Signing the pledge means that you publicly accept that you have committed to values such as fair access for Roma communities by providing empowering, representative, and culturally aware services, and taking action or adapting practice to reflect these goals.

*How can we sign the pledge?*

Refer to our Step-by-Step Guide for [Charities](#), [Schools](#) and [Local Authorities](#) for further details.

*What happens after signing?*

After signing the pledge, and all requirements are fulfilled, we will contact you to confirm that you have successfully signed the pledge and will organise a call to officially onboard you and

let you know the next steps. You can find more information about the process in our Step-by-Step Guides for [Charities](#), [Schools](#) and [Local Authorities](#).

*How is this different from existing EDI work?*

The Roma community experience distinct barriers due to language, trust, literacy and migration status barriers, and therefore generic EDI approaches do not often reach or have a direct impact on the community. Mishto is about adapting current policies, not necessarily creating new ones.

*Can this also have an impact on everyone in the GRT (Gypsy, Roma, Traveller) groups?*

It may, however it is important to consider that the Mishto campaign was specifically designed with the Roma community in mind. It has been intended to influence services to adapt their policies for the benefit of Roma. If you are looking for initiatives that specifically benefit other communities within GRT, we would recommend that you reach out to other services.

## **Questions about implementation**

*How much time does it take to become Mishto?*

There is no set timeframe. The pledge is a commitment to ongoing improvement, meaning organisations can progress at their own pace. You will be required to fill out a yearly monitoring form to understand developments and progress. Exact expectations specific to your organisation may be clarified with RSG on contact.

*Is there a formal pre-assessment or audit?*

There is no formal audit or pre-assessment. The Action Plan can be used as a self-reflective exercise for your organisation to see where you can improve.

*Do we need to change our policies immediately or can we just sign the pledge?*

You are not expected to change your policies immediately as we understand that this may take time. We expect you to work towards your agreed commitments outlined in the Action Plan after signing the pledge and confirming your commitment towards taking action.

*Who internal to our organisation should take the lead on this?*

Ownership depends on the structure of your organisation. Whoever is seen as the best fit to take on the responsibility is at your discretion.

*How much staff time does this realistically take?*

Time commitment is flexible and fully dependent on the capacity of your organisation. Please be aware that there will be yearly monitoring on progress.

*Is there a cost to signing-up and participating?*

No, there are no sign-up or membership costs to participate.

*Are there legal or compliance obligations attached to the pledge?*

No. Signing the pledge is not a statutory requirement. It is a voluntary commitment to more inclusive practice.

## **Contact and support**

*Who should we contact to learn more?*

After referring to our Mishto page, please contact Tyanna-May Binns who is helping lead on the initiative: [tyanna@romasupportgroup.org.uk](mailto:tyanna@romasupportgroup.org.uk), she will schedule a call to answer your questions.

*Does RSG offer support to help us implement our commitments?*

The support after signing the pledge depends on the support needed and our capacity.

We can be there to guide you through the process of signing the pledge and possibly putting you in touch with people who may be able to help you achieve your specific commitments. You can find local Roma charities using this [map](#) we have created and continue to update.

If you have any specific questions about support, please reach out to Tyanna-May: [tyanna@romasupportgroup.org.uk](mailto:tyanna@romasupportgroup.org.uk).