

Restless Development Call with the IRP, 28.08.2019

Minutes

Participants:

- Kate Muhwezi, Operations Director, Restless Development
- Tiffany Borzi, Compliance Manager, Restless Development
- Charlie Martial Ngounou, Independent Review Panel
- Ezgi Akarsu, Programme Manager, Accountable Now

The call allowed an opportunity to discuss the Independent Review Panel's feedback on Restless Development's 2017-2018 accountability report. The Independent Review Panel had **generally positive feedback**, commending the clear and comprehensive report, the way Restless works in partnerships, and the organisation's overall commitment to accountability.

Restless Development had already made **several advances on the areas the for improvement** flagged by the Panel. Regarding an **overarching complaints handling mechanism** for external stakeholders, Restless Development explained that they took part in Accountable Now's 100 Day Challenge on complaints and feedback mechanisms, where they exchanged experiences with other CSOs. They have updated their website with a [dedicated page](#) for feedback and complaints, with a specific email address as well as a [submission form](#). Restless Development acknowledges the need to promote this mechanism further and are thinking about creating a communications strategy and will also train staff on the mechanism. Restless Development's Head of Safeguarding is also looking into dynamic accountability and reporting mechanisms for communities, to ensure those who without internet access can also use feedback mechanisms.

In response to the Panel's question about a **360-degree review of the CEO**, Restless Development clarified that the only reason this did not take place in 2017/18 was due to the transition between CEOs, and that the new CEO Perry Maddox has already undergone his review. The reviews will continue to be conducted annually.

Restless Development also stated that **reviews of the Board** have previously been conducted in most years, but not necessarily every year – Restless Development will check in with the Board Chair to see what the plan is for future reviews.

Finally, Restless Development shared that they are looking into **diversity in governance bodies**, with the People Director leading a significant push on this, launching a diversity and inclusion strategy for all levels of the agency, including the Board.

The Panel was impressed by Restless Development's responses and the progress already made on these issues, and it was agreed that these, and any further relevant updates, will be shared in Restless Development's next interim report.