



**Accountable
Now**

GLOBAL STANDARDS LOCAL TRUST



Restless Development Independent Review Panel Feedback

Interim Accountability Report 2018-19
Review Round June 2020



Restless Development Feedback from the Independent Review Panel

Review Round June 2020

18th June 2020

Dear Gemma Graham,

Thank you for submitting your interim accountability report. We, the Independent Review Panel of Accountable Now, appreciate your efforts to strengthen accountability to communities, local partners, supporters, staff, donors, or other key constituencies. Our key focus is on accountability to those you serve. It is against this background that we critically discussed your report and came to the individual assessment below.

Restless Development's first interim accountability report responds to the [Panel's improvement analysis](#) on the previous report. On the whole, the information requested has been provided, and improvement is evident. The Panel also appreciates that the opening statement from CEO Perry Maddox includes reflections about the current Covid-19 pandemic and how Restless Development mobilises young leaders in the face of the pandemic.

The panel appreciates the thorough description of processes launched in 2019 to understand stakeholders' views on Restless Development work, and notes positively the openness about the main likes and dislikes, and the action plans described.

We look forward to your response letter, which will be made publicly available on the Accountable Now website along with your report and this feedback letter.

If you have any other feedback or comments on our work, please share them with us by sending them to the Accountable Now Secretariat.

Yours sincerely,

Accountable Now's Independent Review Panel





Restless Development's Accountability Report 2018-19

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Opening Statement from the Head of Organisation

The opening statement by Restless Development CEO Perry Maddox, starts by reflecting on the Covid-19 pandemic, and how it is affecting the most vulnerable. Agency, Power and Accountability were the three central themes Restless Development has focused on when working with and for young people during the reporting period.

The statement highlights impressive achievements in developing young people leadership skills, and in supporting youth organisations and youth businesses. Internally, the launch of the first inclusion and diversity survey is noted, as well as a gender pay gap analysis which allowed discovering a positive pay gap in favour of women across the agency.

A pivoting move of Restless Development's work is happening to mobilise young leaders to take action in face of the COVID-19 with initiatives such as 'Fighting the Misinformation Pandemic'.

In this context of pivoting efforts and the global pandemic, the panel suggests that the next opening statement addresses how Restless Development envision accountability challenges and how informs its decisions and involves youth on them.

E. We listen to, involve and empower stakeholders

E3

Main likes/dislikes from stakeholders and organisation's response

Two global learning initiatives were launched in 2019 to understand the experiences of the thousands of volunteers. The main likes and dislikes are listed in the report, with a major proportion of positive feedback.

Training was identified as an area for improvement and it is noted that Restless Development is committed to develop a core standardised global training package.

Impact on the environment is also reported as an area for improvement and several initiatives and plans to address this area are

3



	<p>listed. In the next report (within the environmental stewardship section, C6), the panel suggests describing how youth have been involved in these initiatives and plans.</p>	
<p>J. Governance processes maximise accountability</p>		
J1	<p>Governance structure and recruitment of trustees/board members</p> <p>Information on factors considered when recruiting new trustees is provided, main factors being skills and expertise. Additionally, all Boards recruit/have at least “two young people who are full members”.</p> <p>It is recognised that for factors such as gender and geographical representation there is “little global guidance”, however the comprehensive global Diversity & Inclusion strategy developed in 2019 has developed recruitment principles that will apply to the boards too.</p>	4
J3	<p>Complaints handling mechanisms and overview of complaints (external)</p> <p>The panel is pleased to read that as a result of the 100 days challenge initiative an online form was created. It distinguishes among compliments, complaints, and comments / suggestions and it provides further information on how the feedback will be treated and what users can expect. It is also noted that this form has been made highly accessible and visible on the website. The panel suggests that the next report reflects on mechanisms that may be accessible to people lacking internet access and/or reading skills. Also, what lessons learned or changes are implemented in response to complaints received?</p>	3
<p>K. Leadership is dedicated to fulfilling the 12 Commitments</p>		
K1	<p>The governing body and management are held accountable for fulfilling strategic promises</p>	3



A 360 review was run for the new CEO after one year on the position. Board reviews are run biannually and next one is due on 2019/20.

The previous report outlined mechanisms in place to ensure that staff are held accountable for fulfilling strategic promises on accountability, and the panel asked whether Restless Development could share any key findings from these mechanisms. This question is still unanswered.