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21st July 2020

Dear Accountable Now Secretariat,

Re: Response to the Independent Review Panel Feedback

Thank you very much for the positive feedback from the Independent Review Panel on our Interim Accountability Report for 2018/19. We are glad that the report has overall provided the information requested and has shown an evident improvement. We very much welcome the points and questions raised by the Panel and we would like to address them below and above all reiterate our commitment to strengthen our accountability to young people.

During our response to the Covid-19 pandemic and the pivoting of our work to fight misinformation, we have continued to listen to young people's voices giving them a platform to be heard. In this spirit, Restless Development and the Youth Power Panel have hosted a series Youth Power Solidarity calls (seven so far) as expression of youth power and solidarity during this pandemic. Since they started at the beginning of April, we have had over 2000 people registered to join from over 100 countries. Insights from these calls are published on the [news pages](#) on our website. These are interactive and participatory, informal discussions designed for young people facing this pandemic to connect, share and learn from each other and different parts of the world. With topics ranging from youth responses to Covid-19, systemic racism, intergenerational solidarity, and Build Back Better, the insights from these conversations are shared externally and internally, inspiring us and driving our work (and making us accountable to whom we serve). We have also collected feedback from our stakeholders as part of our annual planning process across the agency, adapting the method for doing so to accommodate varying lockdown and social distancing measures in our hubs.

In response to the questions raised by the panel, we would like to respond that:

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OBE
Patrons & Ambassadors
Lord Dholakia OBE
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Anne Jenkin, Baroness
Jenkin of Kennington
Michael Brearley OBE

Trustees
Charlotte Eaton
(chair)
Affan Cheema
Anand Aithal
Hannah Bronwin
Isabella
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Jon Gorrie
Jenny Wilson
Mark Dickenson
Amelia Pan
Matt Beard
Tom Allen
Paul Wafer

Executive Management
Chief Executive:
Perry Maddox
Business Director:
Gemma Graham
People Director:
Christina Lewis
Finance Director:
Segun Olowookere

Strategic Partnerships Directors:
Katie Rowberry
Director of Programmes:
Ed Francis
Operations Director:
Kate Muhwezi



- **Main likes/dislikes from stakeholders and organisation's response (E3):** The panel has asked us to describe how youth have been involved in the initiatives around the impact on the environment mentioned in our report. We would like to clarify that these initiatives were internal and that we are committed to ensuring that all staff members (including young staff members) better understand Restless Development commitment to protect the environment and that spaces are created to hold ourselves accountable. We are actively fundraising into this space to increase our ability to engage young leaders on climate both within our staff members and in our programmes.
- **Complaints handling mechanisms and overview of complaints (external) (J3)**
We recognise that the online form is just one step towards encouraging stakeholders to raise complaints and concerns. Offline mechanisms are still our main focus to ensure that we reach every stakeholder in an inclusive way. Different offline mechanisms are used across our work and they are very much tailored to the different recipients of our programmes. For example, our Sierra Leone hub has been using audio messages recorded in four languages (Temne, Mende, Krio and English) to reach communities members with none or limited literacy skills. Those messages have been broadcasted on local radios and played during visits in communities to inform that safeguarding concerns and complaints can be reported using a tool-free phone line which is answered by Restless Development staff in the country. We are promoting this reporting mechanism as it emerged as the preferred option by different community groups during a series of [focus group discussions on complaints, feedback and response mechanism](#). In terms of lessons learned, we have adapted learnings from the Development Alternative programme on the basis of the feedback received by volunteers and community members which have influenced increased community engagement in both reporting and managing of complaints and / or incidents across some of our hubs. During this year, we are also focussing our work on how to ensure a safe and trustworthy environment in communities that encourages reporting concerns. In the next report, we will share a more comprehensive description of those mechanisms and the impact of our cross-agency learning.
- **The governing body and management are held accountable for fulfilling strategic promises (K1).** According to the figures from the 2019 Agency Survey, 97% of our staff felt that our agency's leadership plays an effective role in driving the success of our organisation. In the next report, we will share findings from this year's Agency Survey on how our global workforce perceives the performance of our strategic commitments and from our quality assurance assessments.

As usual, we have found this process to be a very helpful reflection on the steps taken towards the achievement of our commitments on dynamic accountability and we appreciate the work of the

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Panel which never fails to encourage our organisation to keep on pushing accountability beyond and above our daily work.

Yours sincerely,

Perry Maddox

Chief Executive Officer

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