



Restless Development
35-41 Lower Marsh
London,
SE1 7RL

Accountable Now
c/o MACHWERK in der Alten Münze
Am Krögel 2
10179 Berlin
Germany

10 March 2022

Re: Response to the Independent Review Panel Feedback

Dear Accountable Now Secretariat,

Thank you for the positive feedback from the Independent Review Panel regarding our 2019/20 Accountability Report. We are pleased that you found the report to be comprehensive and we are encouraged by your recognition of our continued commitment to dynamic accountability.

This year we will be launching a new strategy which puts Youth Power at the centre of everything we do. We will be intentional about shifting power to under-represented and underserved young people and communities. Dynamic Accountability is fundamental to this, and will be a core principle in both our strategy and how we operate as an agency.

We value the reporting and feedback process and the potential it offers us to learn and improve our work. In response to the specific points raised by the panel in the improvement analysis we would like to outline the following plans:

- **Progress and challenges over the reporting period (A3):**

The panel said they would like to see more assessment on the challenges to accountability in the period, given the unequal access to digital means employed through many programmes as a result of Covid-19 related restrictions.

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We have collected a range of insights since the start of the Covid-19 pandemic on the challenges related to digital engagement with young people and communities. This has been captured through our quarterly reporting and annual review systems. We have consolidated much of the learning in this area - including our experience of how to respond to these challenges - in a digital best practice paper produced in 2021. We will share a summary of this learning in our interim report.

- **Lessons learned in the reporting period (B2)**

The panel shared that it would be good to understand how our learning products and processes impact decisions across the organisation in a systematic way.

Again, we will be happy to share an update in our interim report on how learning impacts on decision making. We will give particular focus to how the Evidence and Learning review conducted into the last 10 years of our work has informed decisions regarding our strategy update process; and how the learning generated through our global annual review processes has informed our plans for the year.

- **Main likes and dislikes from stakeholders and organisation's response (E3)**

The panel asked how Restless Development would close the loop on the feedback shared with Restless Development from different stakeholders.

With both our annual Agency Survey with staff, and Young Leaders Survey with our volunteers, we ensure that the final step in the process is to share survey results and commitments with respondents in an accessible format. We would be happy to share example communications.

- **Protecting confidentiality and anonymity of those involved in complaints (J5)**

The panel noted that it would like to see an example or more information to illustrate how the whistleblowing policy is applied in practice, in order to see evidence of its outcomes. In addition, it would also like to see how Restless Development balances the need for anonymity with the need for transparency when handling complaints.

Further information on our whistleblowing policy, including how concerns can be raised and how they are dealt with is available [on our website](#). For the interim report we can look to share an example of the policy in action with sufficient details removed to protect confidentiality and anonymity.

Restless Development takes a survivor centred approach when handling all safeguarding complaints and breaches. Therefore, wherever possible, the agency protects the confidentiality of all involved. The only time

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this is compromised is when there is a need to ensure the safety of others or share information to organisations with greater expertise in handling concerns.

We look forward to continuing our partnership with Accountable Now, and the opportunity it offers us to learn as an agency.

Yours sincerely

Kate Muhwezi

Co-CEO

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