

Improvement Analysis Restless Development 2019-20 Report

Progress and challenges over the reporting period (A3)

The response outlines progress in two key targets for the whole organisation and lists some achievements against the strategic outcomes outlined in the [Results Framework](#) mentioned above.

The challenges faced were mostly related to the Covid-19. The unequal access to devices and data meant inability to reach out to many young people, and for those programmes able to reach target populations, digital fatigue and maintaining engagement were key challenges. Examples of Hubs' responses to these challenges are shared.

There is a good selection of examples of progress which is clear and accessible, and within the constraints of the reporting page limits. The panel would have liked to see more assessment on the challenges to accountability in the period, given unequal digital access.

Lessons learned in the reporting period (B2)

The report outlines programmatic systems aiming at understanding what has worked and what has not: learning questions, reporting systems, annual reviews by each Hub, [annual volunteer survey](#), and youth-led research.

Two examples of learnings gathered are shared along the steps taken to act upon these learnings. However it would have been good to understand how the list of learning products/processes is impacting decisions across the organisation systematically, i.e. are there any processes in place to ensure decision making is informed by these learnings?

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

Examples of likes and dislikes from staff and volunteers are shared. The Panel notes positively the feedback shared and the actions Restless Development will take. How will the organisation close the feedback loop?



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

Commitment to confidentiality and protecting anonymity is set out on the whistleblowing policy, and an extract from it is quoted in the report.

The response would have been strengthened by providing an example or more information to illustrate how the policy is applied in practice, so that the readers could see evidence of outcomes achieved by the policy

Additionally, understanding how Restless Development balance the need for anonymity with the need for transparency would also have further strengthened the response.