



**Accountable
Now**

GLOBAL STANDARDS LOCAL TRUST



Restless Development Independent Review Panel Feedback

Accountability Report 2020-21

Review Round May 2022

Accountable Now · www.accountablenow.org ·

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Restless Development Feedback from the Independent Review Panel

Review Round May 2022

25th May 2022

Dear Kate Muhwezi,

Thank you for submitting your 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 sixth report demonstrates that the organisation has meaningfully integrated dynamic accountability in its practices. The report addressed the questions raised by the Panel and demonstrates the organisation takes seriously its responsibilities to its stakeholders and tries to embed the ethos of dynamic accountability into its policies and practices. The Panel noted very positively the meaningful engagement with the localisation agenda, and how resources and efforts are dedicated to this area. The Panel hopes that the suggestions for enhancing procedures on whistleblowing will help to reinforce Restless Development's commitment to continuous improvement.

We look forward to 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 2020-21

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Opening Statement from the Head of Organisation

The opening statement by Restless Development's co-CEO, Kate Muhwezi, emphasises how the updated [strategy](#) better reflects the organisation and its goals, and how it strengthens their commitment to dynamic accountability.

Three priorities that demonstrate the focus on power shifting and accountability are described. One of them is 'shifting power to youth civil society', and initiatives within this priority such as the [Youth Collective](#), and the '[donor dialogues](#)' are highlighted. Developments around building a new leadership structure and on implementing a fairer pay scheme are also described.

The Panel is particularly impressed with RD's decision/action to develop a set of global roles across the entire agency, breaking down the barriers between national and international staff. This is a great step forward to tackle existing racism and aid colonisation.

Material changes

The report outlines the changes in senior management and in the international team, which brought more representation from the Global South. The report highlights the unfortunate funding reductions which resulted in the end of the Development Alternative consortium, and the securing of funding on other significant areas.



Cluster A: Impact Achieved		
A. The impact we achieve		
A3	<p>Progress and challenges over the reporting period</p> <p>The report focuses on best practices in digital programming. The pandemic prompted Restless Development to adapt to online and digital approaches in many programmes. Related challenges that these different approaches posed, and recommendations to overcome them are shared in the report.</p> <p>The recommendations shared are very valuable and perceptive, and something that other Accountable Now members could be interested in, particularly so in the age of COVID when similar challenges are shared by many organisations.</p>	4
B. Positive results are sustained		
B2	<p>Lessons learned in the reporting period</p> <p>The report outlines three examples to illustrate how learning products and processes impact decisions across the organisation: The global reporting system, annual reviews, and evidence and learning review. This review of 10 years of Restless Development's work focused on how youth leadership is facilitated.</p> <p>The Panel would like to see how RD has applied recommendations from the Evidence and Learning Review in practice in the next reporting.</p>	3
E. We listen to, involve and empower stakeholders		
E3	<p>Main likes/dislikes from stakeholders and organisation's response</p> <p>The report focuses on how Restless Development acted upon the feedback received from staff and volunteers and how the feedback loop was closed.</p> <p>The results from the Annual Agency Survey were widely shared, and leadership was encouraged to sharing and discussing so that staff were further involved in follow up actions.</p> <p>The report is open about not being able to close the feedback loop with the young volunteers who completed the Annual Volunteer Survey, but the results were shared in the annual report.</p>	2



	<p>The Panel appreciates the disruptions undergone by Restless Development that hinder its ability to close the feedback loop, however the readers are left wondering whether it was a one-off, and if any risk mitigation and management plans were in place if a similar situation were to occur in future.</p>	
J. Governance processes maximise accountability		
J5	<p>Protecting confidentiality and anonymity of those involved in complaints</p> <p>The report shares this webpage with details of how the whistleblowing policy works in practice. An example of a reason for concerns to be raised through the confidential email address is shared. The report also shared who is responsible for monitoring the confidential email and future actions to strengthen the whistleblowing policy.</p> <p>In alignment with the survivor centred approach, Restless Development protects confidentiality of all the parties involved.</p> <p>It is possible to see the areas identified to strengthen RD's whistleblowing policy in the future. In the next reporting, the Panel wishes to see concrete plans or actions taken to categorise types of complaints and concerns as this is critical in handling complaints in a timely manner depending on the severity of complaints. Moreover, The Panel is interested in learning more about Restless Development's reflections on the exclusionary implications of only offering email as a means of communication, particularly given observations made elsewhere in the report about the 'digital divide'. The Panel wonders whether measures are in place to evaluate the effectiveness of this policy, and/or if attempts will be made to learn from best practice elsewhere.</p> <p>The Panel also invites to reflect whether a third party reporting mechanism would strengthen confidentiality protection for Restless Development's stakeholders.</p>	2