CURRICULUM

Paola Arrigoni



1. Profile

Paola Arrigoni is currently working to set up a centre for philanthropy studies at Università di Torino, Dipartimento Culture, politica, società (DCPS), Centro ricerca e documentazione fondazioni e società civile.

On 21/10/2019 she has obtained a double PhD in "Social and political change" at the University of Turin and in "Political Science" at the University of Lyon 2. Before this she has had a long career in the private sector of research as Director of research in policies analysis and evaluation, electoral behaviour survey, image and communication studies for institutions, enterprise, association or single political or business actor.

During her career in the private research sector, she was connected to the academic milieu and in this contex she wrote some articles and a book on sociological issues.

In 2016 she decided to follow her scientific interest and she obtained a scholarship for a PhD at the University of Turin in social and political change; followed by a co-tutorship with Science Po at the University of Lyon 2. Her doctoral thesis: "Exploring an interstitial space: Italian FOBs (Fondazioni di Origine Bancaria) as an observatory on elites (1990-2018)" explores changing in power configuration, focusing on elites and philanthropy.

She is nominated "Cultore della Materia" (Subject Expert and Teaching Assistant) in "Political science" by Torino University since 2020.

She is a member of: the "Documentation and Research Centre on Foundations and Civil Society", based at Università di Torino, CPS, a research and teaching centre on the transformations of philanthropy and its relations with government processes and public policies; the Research Group on the Sociology of Public Action "Sui generis" based at the University of Milano Bicocca; the Laboratory "Triangle, Action, discourses, economic and political thought", a pluri-disciplinary joint research unit of CNRS, ENS de Lyon (rattachement principal), Université de Lyon2, IEP de Lyon, Université Jean Monnet Saint-Etienne; the Labex IMU, Intelligences des Mondes Urbains, based at Université de Lyon,

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active in urban studies with an integrative approach, bringing together all scientific fields as well as non-academic actors; she is involved the Foundational economy network.

Research interests and activities focus on four main domains: elites; philanthropy; public policies; welfare urban studies. Beside that her previous experience in the private field of the research also regards public opinion analysis, public policy analysis and electoral behaviour.

On these themes she has been: developing research projects, consulting local governments in Italy and abroad, publishing, presenting and discussing in the context of advanced teaching programme, research seminars and major international scientific conferences.

Languages

Italian: mother tongue; English: Good; French: Good.

2. Work Experience

2021- on going Lecturer contract for supplementary activities related to the teaching of Political Science (Biella) at the above-mentioned Teaching Structure - for the Degree Course in Social Service.

2020- on going Assignment at Università di Torino, Dipartimento Culture, politica, società (DCPS) to help in creating an observatory for philanthropy studies.

2016-on going Temporary consultant at Lombardy Region, Culture Department; Unimont, University of the Mountain, Edolo (Brescia), University of Milan Bicocca; "Documentation and Research Centre on Foundations and Civil Society", based at Università di Torino, CPS.

2015-2016 Director of Research CMI, customer insight management, Milan.

2000-2014 Researcher at "ISPO Ricerche", Istituto per gli studi sulla pubblica opinion, Milan.

2008-2014 Director of political-social studies department.

2002-2007 Director of qualitative research department

1999-2002 Quantitative and qualitative researcher in opinion studies.

Planning, organisation and accomplishment of more than 200 qualitative and quantitative researches focusing on political, institutional and social problems (insights on points of view and behaviours about social subjects like immigration, environment, housing, school, health etc.); studies on public institutions representation, on image of political parties or associations from the economic,

financial, political fields; evaluation on policies and reforms; studies on life quality in big cities and metropolitan areas; political-electoral studies; researches on brands and consumers (cultural consumptions, consumers experiences, strategic positioning and communication of business companies).

Development of methodologies for qualitative and quantitative research, with focus on deliberative techniques and the web.

2000 Essex University - ECASS Grant - research subject: "Leisure and the city: a comparison between Milano and London" - A comparative survey on leisure trends and a first appraisal among leisure clubs in Milan ("Navigli milanesi") and London (Docklands) - referee Prof. Kimberly Fisher.

1997-1999 Sociology Institute of Milan, University of Milan - realization of the multimedia archive of environmental events in Lombardy - interviews; collection, mapping and links of environment case-studies - as junior researcher with referees: Prof. Guido Martinotti - Prof. Sonia Stefanizzi.

1996-1999 member of "ACTA", "Associazione Cultura Turismo e Ambiente", Milano - research and consulting activity on EU local development projects.

1997-1998 IMKA, Studies on innovative actions on cultural thinking about work - Open Forum for Cultural Turism - EU Project CE D.G.XVI - with Crotone Province & CCIAA - Development of the Open Forum methodology for a local development process.

1998-1999 Planning and Operational scheme for a sustainable Tourism development in Crotone Province First provincial Plan for sustainable tourism developed with participative methodology.

3. Education

2016-2019 PhD in Political and social change at Università di Torino on "Exploring an interstitial space: the Italian Fobs (Fondazioni di origine bancaria) as observatory to study elites in action (1990-2018)". Tutors: Prof.ssa Irene Bono, University of Turin; Prof.ssa Dorota Dakowska, University of Lyon.

2017 Summer school ECPR 2017: Issues in political, policy, and organizational ethnography and participant observation by prof.ssa Dvora Yanow, Budapest.

2016 Summer school in Public policy 2016: Institutions & Policy Change, Università di Padova (Maria Stella Righettini). Venice, Padua, 2016.

2006-2009 Master's degree in planning and managing of Social Policies (Programmazione e gestione delle politiche sociali), Università Bicocca di Milano. Final Thesis (referee Prof.ssa Lavinia Bifulco): "Segregati in casa. Milano vista dai confini: viale Monza e via

Padova" (Secluded at home. Milan seen from the boundaries: Monza boulevard and Padova street). Grade: 110 cum Laude.

2003-2004 Advanced Course post-lauream - in "Azione locale partecipata: pianificazioni interactive, Agenda 21 e città sostenibile" (local participative action: interactive plannings, 21 agenda and sustainable town), IUAV University - Venice Grade: 30/30

2000 Essex University Essex Summer School in social science data analysis and collection: correspondences analysis, multi-variety analysis, SPSS course.

1996 Master's degree in Political Science. Final Thesis in Economic Sociology: Prof. Nando Dalla Chiesa – "Il distretto dello svago: locali e imprenditori dei Navigli milanesi" (the leisure district: clubs and entrepreneurs of Milan Navigli) (24/12/96 - article on "Repubblica" newspaper and on Journal of Urban Labour and Leisure, Leicester University), Università Statale, university in Milano, Grade: 110/110.

4. University activities

Main research

2015-2016 Evaluation on European fundsbased policies for local development in a mountain area Lombardia, Novamon, Mountain University, directed by Prof.ssa Anna Giorgi, University of Milano.

2012-2016 'Milano invisibile', Research Project on forms and processes of urban and social change in the city of Milano, directed by Prof.ssa Lavinia Bifulco, Università di Milano Bicocca.

2007-2009 'Lieux, outils d'aménagement et sûreté. Comment se produisent les nouveaux espaces urbaines' Research Project funded (through competitive bid) within the programme PUCA Consultation de recherches - Territoires urbains et sûreté by the Ministère de l'Ecologie, du Développement et de l'Aménagement durables. Directed by Prof, Massimo Bricocoli and Prof.ssa Paola Savoldi, DiAP, Dipartimento di Architettura e Pianificazione, Politecnico di Milano.

2000 "Leisure and the city: a comparison between Milano and London" A comparative survey on leisure trends and a first appraisal among leisure clubs in Milan ("Navigli milanesi") and London (Docklands), Essex University - referee Prof.ssa Kimberly Fisher.

1997-1999 The multimedia archive of environmental events in Lombardy. Interviews; collection, mapping and links of environment case studies. Referees: Prof. Guido Martinotti - Prof.ssa Sonia Stefanizzi.

Affiliation to research groups

2019-on going Member of Foundational economy collective.

2018-on going "Triangle. Action, discours, pensée politique et économique, un laboratoire CNRS, ENS de Lyon (rattachement principal), Université de Lyon2, IEP de Lyon, Université Jean Monnet Saint-Etienne.

2018-on going Member of Labex IMU, Université Lyon 2017-

2017 – on going Member of "Centro di ricerche e studi sulle fondazioni", Università di Torino, CPS.

2016- on-going Member of Sui Generis, laboratory for Sociology of public action, University of MilanoBicocca.

Other (non academic) affiliation

2012-2015- Member of Association Milan ODD ("Oggi, domani, dopodomani" - today, tomorrow day-after-tomorrow) - http://milano-odd.it/ - presidency: Prof. Laura Balbo.

2007 - Group of Consultants - policies for immigration, Rom and Sinti - instituted by the Internal Affairs Ministry, Giuliano Amato.

1999-2001 - General Secretary of "Centro studi politici ottantanove" (political studies centre 89) - Milan - with Prof. Nando dalla Chiesa and Prof. Giorgio Galli.

2003-2004 - Affiliate of COOPI, Cooperazione Internationale: participation in support of two vacation/study groups in Belgian Congo and Boliva.

Seminars, conferences, teachings

2021 - Philanthropic, Broker, Power Elites. The Great Foundations of Banking Origin (Fobs) as a Prism for observing elite; Ipsa, Lisbon, July 2021.

2021- on going Lecturer contract for supplementary activities related to the teaching of Political Science (Biella) at the above-mentioned Teaching Structure - for the Degree Course in Social Service.

2020 "Élite" – Seminar c/o Turin University with Paola Arrigoni and Irene Bono, discussant Ernesto d'Albergo, Giulio Moini, Mattia Diletti, Luciano Brancaccio, 4 December 2020.

From 2003 - Teachings c/o Milan Bicocca University, Milan Statale University, Venezia IUAV, Milan Politecnico, Torino University (in collaboration with: Lavinia Bifulco, Irene Bono, Massimo Bricocoli, Nando dalla Chiesa, Ota de Leonardis, Giulio Ernesti, Renato Mannheimer, Liliana Padovani, Paola Savoldi).

2019 "What the rich think of the poor", seminar with Bruno Cousin, discussant, Paola Arrigoni, David Benassi, Simone Tosi, Enzo Mingione. Università Bicocca, 9 may 2019.

2016- on going Organization of seminars and conference with Sui Generis — Università Bicocca, Milan:

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2019 Foundational economy with Karel Williams (University of Manchester), February 19th 2019.

2018 Academic ranking with Wendy Espeland (North-western University), 5th June 2018.

2018 Study workshop in honour of Carlo Donolo, 10th may 2018, Feltrinelli Foundation, Milan.

2017 "The Italian University. Dreams and nightmares", Conference, November 16th, 2017.

2017 Governace by numbers with Ota de Leonardis (Università di Milano-Bicocca), February 17th, 2017.

2016 Housing policies and financial instruments with Emanuele Belotti, (Gran Sasso Science Institute), March, 23rd 2016.

2018 "The theoretical and empirical contribution of the interstitiality to the study of organizations", Isa Conference, Toronto 2018.

2018 "Elites discourse and action toward inequalities in Italy view from the Banking foundations", Isa Conference, Toronto 2018.

2017 "Seminar on welfare, philanthropy and knowledge", Paola Arrigoni (Università di Torino), Lavinia Bifulco (Università di Milano-Bicocca), Davide Caselli (Università di Torino) with Sui Generis – Università Bicocca, Milan, November 13th, 2017.

2017 "Political transformations: politicisation, depoliticisation", resilience in a programme of the Cariplo Foundation with Ernesto d'Albergo e Giulio Moini (Università di Roma La Sapienza). Discussant Paola Arrigoni e Sandro Busso (Università di Torino), Ota de Leonardis (Università di Milano-Bicocca), Serena Vicari (Università di Milano-Bicocca): Università Bicocca, Milan, February 13th 2017.

2016-2017 Tutor in "Governance e sistemi locali di welfare", by Ota de Leonardis, Università Bicocca, Milano.

2017 "Exploring an interstitial space: FOBs (Fondazioni di Origine Bancaria) as observatory on Italian elites (1990-2018)", ECPR general conference, Oslo 2017.

2016 "Place and people shaping diversity. A focus on three neighbourhoods in Milano", EURA conference, Turin 2016.

2016 "Italian university research: a geographic variable decline", First Italian PhD conference in social science, Università di Padova, 2016.

2016 "To Tell or Not to Tell? Relevance and Political Performance of Opinion Pools", OSCE Office for Democratic Institutions and Human Rights (ODIHR), University College London.

2011 Seminar for Lies: Laboratory of economic and social investigation on inquiry/action topics: room for change and transformation into the cities — a conversation between Paola Arrigoni and Marianella Sclavi.

2008 - Seminar - comparison on prejudices about Jews, Rom, Sinti - with C.D.E.C. Onlus Foundation (Centro Di Documentazione Ebraica Contemporanea).

1999-2001 - Seminars for the Political Studies Centre 89 on crisis of representation - with Prof. Giorgio Galli.

Other (non academic)

2015 - 2016 Organization of workshops and meetings on Customer experience - with CMI e TNS Italia.

2006-2007 - Seminars on management techniques for personal interviews - with Ires and Lombardy Region, DG Family.

5. Consulting and research (private)

Main research

2014-2016 Customer experience observatory, for CMI, customer insight management, Milan.

2014-2013 - Politic-Economic Workshop - electoral market trends; trust indexes on economy, economy recovery and institutions; evaluations of politics and reforms studies - Istitutional Political Forum

2014-2011 - Labour word Workshop - behaviour, anxiety, aims and perspectives anticipated by business community and Italian population - for Openjobmetis.

2014-2011 - Workshop on health in Italy and other EU countries - two or more annual surveys on different topics - like: health prevention and information - for Astrazeneca.

2013 - Survey - Future for Milan - which type of city in Milan people minds? - for "Camera di commercio di Milano" (Milan Trade Organization).

2013 - Workshop - Italian school, today: the educational system from primary to secondary schools. - for "MIUR" (Ministero dell'Istruzione, dell'Università e della Ricerca) (Ministry of Instruction University and Research).

2013 - Behaviours and awareness towards health and labour. A comparison among Italian and foreign citizens from countries with strong migration trends (Patronati Cepa).

2013 - *Italians and crisis impact on psyche. - Survey for and in cooperation with* Fondazione Irccs Ca' Granda – Dipartimento di Salute Mentale (Department of Mental Health).

2012-2011 - Image of Venice and of the "made in Venice" for "Venezia opportunità" (Venice opportunity).

2012-2006 - *Political-economic workshop* - for Presidenza della Repubblica Italiana (Italian Republic President).

2012 - Italians attitude and behaviours towards social securities - the role of intermediation agencies - for Patronati Cepa.

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- 2012-2007 Studies on European Union image for EU, Milan headquarters.
- 2012 One finger between wife and husband: what are family impacts on professional choices of women managers? Research for "Valore D" directed by Prof. Andrea Ichino.
- 2012 *The food as a bridge among various cultures.* Survey on cities of Milan, London, San Francisco, Shanghai, Il Cairo for EXPO 2015.
- 2012-2011 Security perception in Italy Workshop for IVRI.
- 2012-2011 *Project of isle of ancient "Dogana", Napoli (custom house)* survey among stakeholders and privileged witnesses for Romeo Gestioni.
- 2011- Survey on current and future perspectives of Naples harbour for "autorità portuale di Napoli" (Naples Port Authority).
- 2011 Social services and health care for elder people in Liquria Region for Liguria Region.
- 2011 Image and social role recognized to the "patronati" (patronages) for Cepa Patronages.
- 2011 Social housing laboratory for Romeo Gestioni Activity direction by Prof. Gualtiero Tamburini.
- 2011-2009 Youth observatory (in particular: positions towards education and labour, behaviour about the future) for Youth Ministry (Ministero della gioventù).
- 2011-2001 Periodical surveys to monitor the feeling about citizenship in various Italian Regions for concerned Regional Governance.
- 3011 Milan and Milan inhabitants: how do they live the city and city life improvement suggestions Survey for: National Foundation Knights Labour (Federazione Nazionale dei Cavalieri del Lavoro) & Rotary Foundation.
- 2010-2008 *Evaluation of Gelmini's scool reform* for "Ministero della pubblica istruzione" (Public Education Ministry).
- 2010 Behaviours and migration projects of migrants from countries with strong migration tendency for "Ministero dell'Interno" (Internal Affairs Ministry).
- 2010 Italians attitude towards Immigrants for "Ministero dell'Interno" (Internal Affairs Ministry).
- 2010 *Opinions and evaluations on school reform* for "Ministero della pubblica istruzione" (Public Education Ministry).
- 2010 Italians attitude towards Welfare protections for "Patronati" (Patronages) Cepa.
- 2010 A second insight: feeling about Sicily among Sicilians immigrated in north-centre of Italy: first and second generations for Sicily Region.
- 2010 Research on TCI positioning and communication strategies for TCI, Touring Club Italiano.
- 2009 Monitoring of disables services in Lombardy Region, care of operators, families and users policies recommendations and establishment of a monitoring model to observe the working assets of various organizations/services for Lombardy Region.
- 2009 Research on services and politics for labour, with specific attention to 19-28 years old resident in Italy for Presidency of Ministries Cabinet (Presidenza del Consiglio dei Ministri).
- 2009 *Understanding and judgment on welfare reform in Lombardy* for Lombardy Regional Research Institute (Istituto Regionale di Ricerca della Lombardia IRER), Lombardy Region, family DG.

- 2009 Lombardy Region communication towards young people: current situation and policy indications for Lombardy Regional Research Institute (Istituto Regionale di Ricerca della Lombardia IRER)
- 2009 Lugano City: study on the image of the city (main aspects, attraction factors, points of strength and weakness) for the city of Lugano.
- 2009-2007 The welfare reform: a three-year evaluation research (2007-2009) (disables, elder people, and general welfare) for Lombardy Region / Family General Administration (DG Famiglia Regione Lombardia).
- 2008 Research on attitude, behaviour and preference towards institutions and policies among 20-39 years lombards for Lombardy Regional Research Institute (IRER), Lombardy Region, youth DG.
- 2008 Survey on actions and proposals for Milan "suburbs", from the associations attending the Milan Province Metrocult Forum for Milan Province.
- 2008 Families facing the Alzheimer disease: solitude, requirements and problem areas for Manuli Foundation.
- 2008 Survey on School Reform (secondary and superior level) among students, families and teachers for Education Ministry; Institutional Department: General Dir. for student's integration, participation and communication.
- 2007 What do Italians know and think about Roma and Sinti? for "Ministero dell'Interno" (Internal Affairs Ministry).
- 2007 Gypsy voices: the unknown galaxy presents itself, for "Ministero dell'Interno" (Internal Affairs Ministry).
- 2007-2006 *Immigration survey: Italians attitudes towards immigration politics and vis-à-vis the immigrants for* "Ministero dell'Interno" (Internal Affairs Ministry).
- 2006-2004 Survey on attitudes and opinions of Citizens in relation with the environment for Ministry of Environment and Territory Protection.
- 2006 Work versus children birth: perceived impact on the women and men work, and on the day-by-day life. Judgments on positive impact from some politics in support of parenthood - for Milan Province: Equal Opportunity Officer.
- 2006 *Deliberative survey on Health in Lazio Region* for Lazio Region in cooperation with RESET and Professor Fishkin.
- 2006-2005 Families facing Autism (2005-2006): day-by-day life, problems and relations with social-health services system; survey of families with autistic children for Lombardy Region / Family (DG Famiglia Regione Lombardia).
- 2006-2002 Public opinion/attitude towards the MOSE project for Venezia Nuova Consortium.
- 2004-2001 Survey on attitudes toward Public Administration in Italy (P.A. Reform topics: digital divide, the Ideal Office, Department new name, burocracy) for Public Administration Department.
- 2002-2004 Research on positioning and communication strategies for FAI, Fondo per l'Ambiente Italiano.
- 2001 Sustainable development, as seen by CEO and top management of large Italian Companies for P&G.
- 2001 Male and Female students Statute: knowledge and evaluations investigation for Instruction Ministry.
- 2001 Research on life quality in Milan in cooperation with Meglio Milano.

6. Publications

Authored books (2)

Arrigoni P. (book proposal approved on 20/06/2020, forthcoming, 2021-22): "Elite. Italian civil society as an observatory on changing elites", Collana 'Culture, politica e società, il Mulino, Torino.

Arrigoni P. (2011) "Terre di nessuno. Come nasce la paura metropolitana" (Nobody land. Origin of metropolitan distress) - introduction: Stefano Boeri - Editor: Melampo., Milan.

Articles in Scientific Journals (7) (2 in English, 4 in Italian, 1 in French)

Arrigoni P. D. (currently under II revision), Interstitiality as heuristic tool for studying the elites by discussing an empirical case, The Sociological Review.

Arrigoni P., Bifulco L., Caselli D. (2020), "Perché e come studiare la filantropia. Appunti per un'agenda di ricerca" (Towards a research agenda on philanthropy)., Quaderni di sociologia.

Arrigoni P., Bricocoli M., Bifulco L. (2018), "Rappresentazioni e pratiche della diversità urbana. Uno studio su tre quartieri a Milano", (Representations and practices of urban diversity. A study on three neighbourhoods in Milano), Archivio di Studi Urbani e regionali n. 121, pp. 47-72.

Arrigoni P., Claps E., Vitale T. (2011) "I sondaggi e il loro uso. Problemi di cecità logica a partire dal caso dei Rom" (surveys and their usage. Problems of logical blindness starting from Rom case) - in Comunicazione Politica (Political Communication) - no. 2:167-195.

Arrigoni P., Claps E., Vitale T. (2009) "Regards croisés. Antitsiganisme et possibilité du vivre ensemble, Roms et Gadjés, en Italie" (Crossed looks. Anti gypsies' movements and possibilities to live together, Rom and Gajies, in Italy) - in Etudes tsiganes (Gypsies Studies) - rom 35, 80-10.

Arrigoni P., Vitale T. (2008) "Quale legalità? Rom e gagi a confronto" (Which Legality? Rom and Gajies comparison) - in Aggiornamenti sociali (Social Updates) - n. 3/08, pp. 182- 94.

Arrigoni P. (2000) "The district of leisure: bars, restaurants and entrepreneurs of the milanesi Navigli" in The international Journal of Urban Labour and Leisure, 1, University of Leicester.

Book Chapters in Edited Books (3)

Arrigoni P. (forthcoming, 2022), "The philanthropic, broker, interstitial, power elites observed from an Italian foundation of Banking Origin (Fobs)" in Palgrave Studies in Third Sector Research, edidet by Johansson H., Meeuwisse A., Springer.

Arrigoni et al (forthcoming, 2021-22), "Welfare" in "The finantialization of foundational economy", Foundational economy collective (Salento, Dagnes).

Arrigoni P. (2018), "Élite" in Azione pubblica, (a cura di) L. Bifulco, V. Borghi, M. Bricocoli, D. Mauri, Mimesis, Milano.

Arrigoni P. (2010) "Via Padova. Tra cosmopolis e ordine pubblico" (Via Padova. Between Cosmopolis and Public security) - in Bricocoli M., Savoldi P., "Milano downtown. Luoghi dell'abitare e azione pubblica. (Downtown Milan. Dwelling places and public action) - Et.Al. Edizioni, Milano.

Arrigoni P. "I risultati dell'indagine" (Investigation results) - in Fazzone U., (2008) - "Le famiglie davanti all'autismo. Approfondimenti e proposte per un cambiamento" (Families facing Autism. Insight and proposal for a Change), Guerini e Associati, Milano

Papers for national and international conferences (6) (5 in English, 1 in Italian)

Arrigoni P. (2020), "The rootedness of the interstitial elites between hybrid logics and practices: Compagnia di San Paolo as an observatory", SISEC Conference, Torino 2020.

Arrigoni P., Bifulco L. (2018), "The Theoretical and Empirical Contribution of the Interstitial Organizations to the Study of Power and Elites. Fobs, Think Tanks and Political Foundations", ISA Conference, Toronto 2018.

Arrigoni P., Mozzana C. (2018), "Elites' Discourse and Action Toward Inequalities in Italy: The Role of Banking Foundations", ISA Conference, Toronto 2018.

Arrigoni P. (2017), "Exploring an interstitial space: FOBs (Fondazioni di Origine Bancaria) as observatory on Italian elites (1990-2018)", ECPR conference, Oslo 2017.

Arrigoni P., Bifulco L., Bricocoli M., (2016) "Place and people shaping diversity. A focus on three neighbourhoods in Milano", EURA conference, Turin 2016.

Arrigoni P., Raspanti D. (2016) "Ricerca universitaria italiana: quando il declino è a geometria variabile" (Italian university research: a geographic variable decline), First national italian Phd conference in social science, Università di Padova.

Arrigoni P., Arcagni S. Claps E., Vitale T. (2010) "To Tell or Not to Tell? Relevance and Political Performance of Opinion Pools", OSCE Office for Democratic Institutions and Human Rights (ODIHR), University College London.