

Philanthropists working in systems

Funders Retreat November 2018

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01 Introduction

The Funders Retreat was an opportunity to provide a space for senior members of the funding community to talk through and reflect upon the value of a systems approach to their organisations and their practice. Funders regularly speak about the complexity of the social issues that they seek to address, and they acknowledge that it is easier to recognise that something is complex but much harder to know how to act. Systems approaches have emerged over several decades as a way of helping to understand complexity and as a means of addressing some of the real-world problems that funders and social sector leaders grapple with on a day-to-day basis.

The two-day event brought together forty-three individual funders from thirty-two foundations working across the UK and Europe with a very diverse spread of interests and make-up. Sitting alongside each other were large national and international funders and smaller hyper-local ones; endowed institutions and operational funders; multi-interest funders and issue-specific funders.

We needed nudging beyond the desire for certainty

Why a convening of funders?

Lankelly Chase has been on a six-year journey of learning, change and realisation about its role as an actor within the systems it's focused on. It has inadvertently found itself being described as the Systems Change Foundation. This, Lankelly believes, is wrong because funders work within a system and a grant is an intervention in that system, so all funders are systems changers.

"Your work is in a system, you are part of the system, and you affect the system."

The expectation was that, by convening funders as a 'collective' ecosystem and providing opportunities to discuss philanthropy through a systemic lens, there would be opportunities to:

- Name the systems impact already created
- Understand individual and collective positions in relation to systems
- Collaborate as a system

01 Introduction

We are all system actors

Why now?

The relationship between people and state is at huge toxic risk. We are in unprecedented and dangerous territory as a country and as a planet. There have been major shifts in power, accountability, human connection, trust and sustainability that has resulted in polarisation, protectionism and populism, etc. There's also a dizzying sense that everything is connected to everything else.

Foundations are increasingly stating that they need to act differently and in collaboration. There is a strong sense that we need to step up and do so collectively. There's a strong sense of if not us then who?

Yet we feel overwhelmed by the enormity and uncertainty of what faces us. Yes, within civil society we are viewed as holding power, but in the face of the challenges we feel like minnows pulled every which way by currents we can't control, questioning whether we are powerful enough players to make radical change within our systems.

There's a great, urgent need to be develop a healthy system.

A step forward?

The retreat was about creating a safe space to think through the interconnectivity between the issues and within our systems. What could this collective of foundations amount to? What systems do we represent, how do we avoid being part of the problem? And, how do we work differently?

02 Theory: 3 Schools of System Change









Cybernetics

Systems Thinking

Cybernetics' **key focus is** using tools for mapping. This mapping helps understand causal loops and depersonalised dynamics within a system. It also looks to understand the impact of an individual's mental models in order to map networks of relationships and therefore uncover multiple causes of key issues.

Complex Adaptive Systems

Living Systems

Adaptive Systems' key focus is looking at a system's boundaries and the maintenance of identity. It also focuses on relationships and flows of information between people. It uses dialogic approaches in order to to change strategy development through building shared meaning and identity in disparate groups.





Complexity

Complex Responsive Processes

Complexity's key focus is looking at the psychology of communication, power dynamics and conflict. It studies the paradoxical nature of organising: inclusion/exclusion, competition/cooperation or the 'enabling constraints'. The approach is about experimentation and observation in order to shift stuck conversations in organisations and develop practical action in complex situations.

Components The following ensions exist within the three Static schools of systems change. A key take-away **Bottom Up** was that working systemically requires us Linear to work with these tensions rather setting Objective ┥ Frames them up as polarities.



02 Theory: The OPSI

We heard from Piret Tonurist, Lead on Systems Thinking and Innovation Measurement at the Observatory of Public Sector Innovation. On this page is a snippet of theory from her presentation, including approaches to systemic innovation and a selection of tactics for system change.



02 Theory: OPSI

Q How do we attend to power dynamics and privilege?

Q What do senior policy makers engage with most, or find most difficult?

You would think that systems change lies with politicians, as they are the ones who can align their actions to their promises of nationwide change. We know that this is not the case. Governments are there to respond to and engage with complex problems. There's a strong disconnect between politicians and implementation. Good ideas are not enough. It's the implementation that makes the difference.

Governments are limited, they cannot create change by themselves, they need to stretch further than their hands can reach and collaborate with other players in the system.

Q There is a difference in how issues are framed. A person with a chronic disease needs the support right now, and yet the clinicians and policies are moving toward preventative solutions that aim to see change in 10 to 15 years. There is a gulf, how do we avoid this feeling of a very top down system change?

We need to engage with contextual complexity. Does this mean it is top down? The 'top' needs to create the space and conditions to then involve those in the midst of the complexity in the best way possible. Otherwise, we risk expert bias where experts or those in power tend to simplify the problem in order to act.

Q The turnover of politicians and political cycles means that agendas and goals change rapidly. Is systems change always a long term investment, or can it happen within a political cycle?

When we try to solve things, especially when we try to solve things quickly, we create new problems. Systems change in government takes, on average, about 7 years and political cycles influence opinions on the ground. People change responses and behaviours with implementation. There is need for transformation where stories transcend agenda.

Q How do philanthropists fit into this?

Are grant-givers activists with money? Or networks of partnerships and coalitions? Or both?

Q What are the leadership characteristics?

There is a need to move fluidly from mission-oriented to adaptive, for leaders who have charisma and the ability to create room, space and conditions for change. This type of persona supports the *weaving through structures* and has the ability to bring others along. But, as we know, you can't teach charisma. Transformative leadership qualities might include being motivated by results and outcomes, giving autonomy to others, coming up with solutions that aren't predefined, motivating and mobilising networks, looking beyond self-serving glory, and t creating and growing the right teams.

03 Hearing from our Colleagues

The following examples reflect presentations from three colleagues who shared their experiences of systemic change within their organisations.



What do we do?

Edge Fund registered as a Community Interest Company so that we can fund all types of social change. We give out up to £5k for grassroots groups in the UK and Ireland that are led by people affected by the issues. The groups we support challenge injustice and oppression in the current economic, political and cultural systems. Our funding uses participatory grant making, and our two part-time staff focus mainly on outreach. Our mission is to support grassroots community activism, and promote systemic alternatives to traditional philanthropic practices.

How do we do it?

We have a non-hierarchical structure with around 120 members. Our members and previous grantees contribute to our process via reviewing proposals in our participatory funding model. The process we use models new structures of decision-making in order to create the space for solidarity, not competition, and build the conditions for lasting change. Our process, where shortlisted groups and previous grantees review each others' proposals, encourages learning between community groups.

Why do we do it?

Philanthropy is a result of inequality. Many grantmaking models replicate power and privilege imbalances. Those who set the agenda are most often the least affected. So: who sets the agenda for system change?

What are we seeking to explore?

We integrate our politics in our policies. As members of the any community, including the philanthropic community, we must continually ask ourselves 'What injustice am I standing up for? How am I using my privilege?'"





03 Hearing from our Colleagues

Friends Provident Foundation

What do we do?

We are a foundation for a just, sustainable economy. From having a systemic view on economy, we have noticed lots of initiatives are about tackling the symptoms, but we strive to get to the heart of the problem - which, in this case, is the economy. We have 7 staff and a £35m endowment from which, in the past, we have funded: Rethinking economies, Core Economics, Share Action, IPPR economic justice, Client Earth, Women's Budget Group, and other community energy groups.

How do we do it?

Our foundation has three key roles: giving money, convening people to build movements and investing in the marketplace with our endowment. To do this well, we hold on to four key qualities:

- 1. A higher risk, messy, venture capital approach
- 2. A duty to fund seemingly stupid things and take risks
- 3. Mapped system; who are we funding? Who's missing? Who else needs to be there?
- 4. We work across the whole system

Our culture is fuelled by humility and flexibility and we back this up with open recruitment and randomised control trials using a 'what works' model.

Why do we do it?

There is a need for new narratives, we are trying to ask: What is the new story of economy?

What are we seeking to explore?

We strive to see the interconnections between the systems, including those we fund, to inform policy work because we strongly recognise that we are part of the systems. Foundations are NGOs with lots of money, but will the spray and pray mentality change over time? To check ourselves, our theory of change is published online and recognises that:

- Affecting the system is hard
- Neoliberal economies
- Ideas and paradigms are just as important, as they cascade into practice
- The role of people's movement building is understated.

If you're seduced by the complexity of complexity... you lose sight of the day job.

Hetan Shah

03 Hearing from our Colleagues

European Cultural Foundation

What do we do?

We explore how culture in its widest sense - not just art and creativity - can accelerate social change in Europe.

How do we do it?

Our social mission is to be 'open, democratic and inclusive'. The European Cultural Foundation is a member of the Edge Funders Alliance, which is a collective learning safe space where we can be critical of our own foundations, collaborate and play. Edge Funders Alliance hosts The Global Engagement Lab, which offers a process of co-learning, collaboration, wisdom-sharing and practice building in order to grow systemic alternatives. Edge Funders also initiated the Cities of Change Funders Collaborative where we can learn from each other, seek to fund systemic initiatives and support the rise of a trans-local, progressive, citizen-led movements. We know political participation is key to building a feminised economy and democracy.

Why do we do it?

There is a crisis in democracy. There is fragmentation between communities along with growing nationalist voices. We have come to a mentality of extractivism and consumerism, of power over people, not with people and power over nature. There is a need to understand and deconstruct the root causes of this democratic crisis. The crises are deeply connected via the economy, ecology, environment and sociology and so there is a need for collaboration and cross sectoral work to be done in order to to support the systemic movement. Working together across sectors represents alternatives to implementation and encourages bottom up engagements.

What are we seeking to explore?

We are seeking to explore a collaborative approach to focus on the systems, not the symptoms, of our societies. There is an opportunity to scale the systemic alternatives that are built through citizen-led projects, and this scaling of systemic initiatives must engage with governance and the sharing economy. We need to work together, complement our differences, and collectively develop the systemic alternatives to the current democratic crisis.

Let's make philanthropy humble again.

Vivian Paulissen

Lankelly Chase shared their journey of systemic change, with illustratrations from their approach to ethnic inequality in mental health, and the creation of Black Thrive.

Black Thrive is a partnership-based, cross-sector approach to deliver system change. It is not intended to offer a specific, singular response to the inequalities existing in the experience by black communities. The response designed has focussed on creating a platform that engages all stakeholders, facilitates dialogue and leads to action in the many different places it will be required. Black Thrive will seek to address a number of systemic issues which have contributed to poor mental health outcomes for individuals from black communities to date.

"Lankelly Chase's focus is on severe and multiple disadvantage, by which we mean the intersection of social harms and the system dynamics that shape and exacerbate them. Each of these systems - the homeless system, the drug system, the mental health system - originated at a point in history, usually when the nation woke up to a particular harm, and they reflect the paradigms that existed at that time which were hardwired in legislation, infrastructure, and institutional mindset. These systems are designed to deal with the situation that existed at the time of conception – so we have systems that relate well to the 60s, the 30s, and the 1890s. In combination, this has led to the 'inverse care law', which states that people with the most problems perversely get the least care. A prime example of this is ethnic inequality in mental health.



Our grant making took an issue as complex as ethnic inequality in mental health, and whittled it down to a small number of grants to organisations that were barely surviving. We had to shift the model from grant making to change making. This journey was shaped by 6 realisations illustrated on the following pages.



Systems are complex webs of interconnection

"Our old paradigm was grant funding projects that aimed to make Black and Minority Ethnic mental health better. It related to BME mental health as a 'thing' that could be targeted and improved. And yet it was already known that was a deeper dynamic at play, known as the 'circle of fear', which was generating the issue. We had found it easier to fund interventions in BME mental health ('the thing') than to take on the 'circle of fear' ('the dynamic').

What we did...

Lankelly Chase closed the Black and Minority Ethnic programme in order to spend more time digging deeper into the systemic problem itself."

Target the dynamic, not the thing

Everyone in a system holds different perspectives

In common with many, our starting point was to assume an identifiable system that was amenable to change, and that changing it would solve the problem. What we found was a huge range of perspectives on the nature, boundaries and purpose of the system. These perspectives are shaped by individual histories and cultural models and they cause stakeholders and experts to disagree with what we are actually seeing.

What we did...

We realised we needed to bring in new allies to gain new perspectives. We worked with Social Finance who immersed themselves in the conflicting perspectives of those involved in BME mental health in the London Borough of Lambeth. They shifted from a highly analytic, data-driven approach to holding large scale dialogues, bringing together experts, faith leaders and families with mediators/facilitators.





If you are working with systems, you are working with conflict

Everything and everyone exists in relationships, and these involve emotions

Human being find complexity stressful and therefore hold onto old paradigm identities which limit the potential to change. We found there was a need to encourage people to be honest, give up power, and think beyond their own script. And, therefore, emotions inevitably came up. Disturbance angers people, especially leaders and those in power, who are used to control. We have seen similarities between the four behavior toxins found in marriage counselling and behaviours within systems (see left). Building strategies without acknowledging these emotions are doomed to fail. **What we did...**

In Lambeth the emphasis has been on creating human connection in contained and safe ways that recognised how everyone is triggered by this issue. More widely we have had to experiment with different forms of facilitation where emotions and conflict could be legitimised as inevitable and valuable, not suppressed as evidence that the process is going wrong.

Change emerges from the way whole systems behave not from the actions of any one part

Given systems are made up of interconnected variables, we knew that the outcomes we sought couldn't come from the actions of single organisations. However, we saw that some organisations were better than others at contending with complexity, and we identified qualities in those organisations that seemed to explain why. We then hypothesised that a system able to support these qualities would be one that modelled them itself.

What we did...

All of our work is now geared towards promoting, exploring and testing these system behaviours. The work in Lambeth led to a shared vision and a new infrastructure whose role is to build trust, build collaborative leadership, create the flow for learning through the system, and so on.



Perspective

- People view themselves as part of an interconnected whole
- People share a vision
- People are viewed as resourceful and bringing strengths Power
- · Power is shared and equality of voice actively promoted
- · Decision-making is devolved
- Accountability is mutual
- Participation
- Open, trusting relationships enable effective dialogue
- Leadership is collaborative and promoted at every level
- Feedback and collective learning drive adaptation

5

Action Inquiry: A metaphor

"Imagine millions of drivers out on the roads, working together towards a common goal: to outsmart traffic and get everyone the best route to work and back, every day." Waze, a community-based traffic and navigation app.



Trust allows space for uncertainty

The complexity of systems means you can't plan for the change you want to achieve

Most organisational infrastructure - programmes, performance frameworks, targets, budgets, evidence bases – posit a predictable future. When working with complexity, you have to take action without knowing where it will take you, and whether you are getting the right data back to determine success. This requires trust to be built between different actors.

What we did...

We took an action inquiry approach where we act in order to understand. Our board have oversight of this learning and use it to re-calibrate. The people we fund are our 'fellow inquirers' helping to generate the data that can navigate through the complexity. Black Thrive is effectively an action inquiry aiming for a bold outcome but without knowing how it will be achieved.

If we want to change a system, we have to change ourselves

We are part of the systems we trying to change and some of our behaviours, culture and structures repeat the system problems we are trying to tackle. It would be a miracle if we were the only ones who were immune.

What we did...

We said we wanted trusting partnerships, but our partners relate to us as funder, so we had to invest heavily in nurturing those relationships. We said decision making should be delegated as close to the ground as possible, but we left the final funding decisions to our trustees, so it is now delegated to the Executive. We said power should be shared, but more senior members of the team had louder voices, so we introduced meeting methodologies that enabled different parts of the team to lead. You can't advocate for change, if you don't feel the pain of change yourself

"We can only imagine within our own limitations"

The following pages represent the collection of insights, conversation topics and deep explorations of possibilities that philanthropic system change could hold.

05 What big questions did we ask ourselves?

This page outline some of the key questions that came up over the course of two days and will continue to be explored as the conversations and relationships move forward.



06 Our Inquiries

Can philanthropy create systemic social change?

If grantmaking needs a paradigm shift to create systemic social good in the world, there is a need to change approaches, behaviours, relationships and what we do with our money. This is especially relevant because grantmaking generally seeks to address the impact and imbalance of inequality and privilege. Arguably, the inevitable outcome of a healthy philanthropic system is that funders would not need to exist in the future.

Where is the thinking at right now?

Below is a model drawn out from the open space conversations over the two days. The model is an initial response to how we could begin to understand philanthropy as a potential catalyst for systemically driven social good. The model will change and evolve as thinking goes forward:

The Bigger Systems We are attentive to and understand how we, as a collective of philanthropists, sit within and across bigger systems, and also how these systems affect us and our mission.

Ways of Working As a collective, we will develop how we use our assets, develop our behaviours and skills, to create a radical paradigm shift within key systems such as the economy and poverty.

Place based action inquiry We will expand perspectives, practice what we preach and develop change with local innovative charities, whilst learning from their structures and approaches.

Pooled influence We will pool our learning, information and relationships from local places to affect a crucial element of national work with governments and corporations.

A learning space We will consistently hold a learning frame of mind and create the conditions for learning as we embark on a systemic approach, across all levels.



Our inquiry: How might we understand and explore the economy and inequality?

Our organisations and the work that we do are heavily affected by larger systems and influences such as the economy and inequality. These are all interconnected. To make genuine change, these need to shift as a whole. For philanthropists, this requires a shift in thinking and new ways of working in order to change the game. We need to be attentive to and understand how we, as a collective, sit across tkey issues, and also how these affect us and our mission. And ultimately, how what we do contributes towards affecting change as this level.



The Economy

How could we advocate for heterodox curriculum in economics at university? How can we support the degrowth movements and narrative? How can we learn from the transformative economies network within EDGE? How can we reconnect the investment industry to real life? How can we encourage more funders to work on the economy? How could we shift the general public to more value based economics? What is the impact of individual choices e.g. amazon? How does technology and artificial intelligence affect us? What will happen post-Brexit?



Our inquiry: Leveraging our existing assets; what are they?





Our inquiry: What are the skills for systems change driven by philanthropy that we can start to explore?





Create the conditions Why? To manage conflict and emotions How? Use facilitators and mediators



Widen Perspectives

Why? To empower, diversify, test assumptions How? Share stories rather than theory and create shared language, be attentive to unconscious bias



Define the Problem

Why? To focus on the system, not the solution How? Share Complexity Lab videos with colleagues, reframe the problem using perspectives



Experiment

Why? To create true space for risk

How? Create community of practice of innovators to invest in the 'Long-Now' (developing crazy ideas now, in the hope they will mature and create a hopeful future)



Incremental Change

Why? To escape stasis, and yet take risks safely How? With any change, move from 'Same Same' to 'Same Different' to 'Different Same' to 'Different Different' when thinking about *how* you are doing something differently, and *what* you are doing differently.



Systemically Measure

Why? To expand reach and not be limited by what we already know

How? Evaluate using what matters to real people, momentum building, learn whilst measuring, showcase good practice

Our inquiry: What are the behaviours for systems change that we can start to explore?



"Ask questions"

"Admit to ignorance"

"Liberation and leadership needed for galvanising vision"

"Feel the elephant"

"Need to go 100% all in to do this"

"Need to be more adaptive, creative, evolutionary and new energies."

"What are our definitions of 'the right person' to run our organisations?"

"Need to feel comfortable"

"Attentive to unconscious bias"

"Be aware of privilege and its effects"

"Manage personal emotions and be attentive to, and practice, empathy"

"There's a need to constantly zoom in and out, across nested systems

"Being comfortable with discomfort"

Our inquiry: How might we encourage collaboration, not competition, in our system?



We discussed that collaboration is key to many aspects of systemic change, from gaining perspectives to empowering charities to creating alternative solutions to social problems. The diagram below pulls out key points raised when understanding how collaboration can exist at different levels, from between charities to between charity and foundations to between foundations and the wider system.



Our inquiry: How might we explore place based systemic change?



Over the two days, we started questioning the following; how do we reach new communities effectively? How do we ensure local voices are not being lost? What is our role in tackling inequality on the ground?

And, how do we reach new and unreached communities effectively? As introduced by Lankelly Chase and practiced by colleagues in the room, action inquiry and a place based approach offered a way to explore these questions in greater depth. It is about a long term education of philanthropists by enriching their connection with the public.



Our inquiry: How might we change the bigger systems through pooled influence?

Within the room, we recognised how much knowledge, insight and experience was present. This led us to explore how we could pool our learning, information and the relationships we hold to powerfully affect the bigger systems. We spoke of the potential of our collective power, influence and voice to affect the concerns of corporations, the private sector and government. This page explores how the assets we hold (explored on page 19) and the collaboration we strive to practice (explored on page 22) could begin to influence wider systemic challenges.



Build a collective case for change to shift the national agenda and positively affect the societal issue and bring leaders to bear.

4

4

Our inquiry: How might we create a culture of learning?

Over the course of the two days, through conversations, from talks and from reflection, a key overarching theme has emerged, namely the concept of learning. This page outlines important aspects of learning that were raised over the two days. The external challenges include moving from quick results to experimentation and, therefore, we need a space for learning to stay connected to grantees and learn with them and to work across sectors with other actors in the systems.

We need to create a learning space to...

- 1. Take our own operations seriously
- 2. Be sensitized to contexts and learn with the organisations we fund
- 3. Dare to test and experiment with a trial and error mentality
- 4. Push policies to ethical investment
- 5. Relook at the grantmaking process, eg participatory grantmaking
- 6. Take on the philosophy of giving
- 7. Develop new types of evaluation and monetary processes
- 8. Gather and share global horizon scanning

An example of collaborative learning spaces: CITIES OF CHANGE FUNDERS COLLABORATIVE - *EDGE Funders Alliance*

Exploring how philanthropy can play an important role in shaping a new narrative, new feminised cultures of inclusion and listening, and demonstrating that radical change is possible in people's lives.

Cities of Change Funders Collaborative aims:

- Make alternative systems in cities
- Move from national to translocal
- Ask ourselves how we can be pan-European?
- Forge solidarity between cities
- Find convergence and encouraging networks
- Complement initiatives
- Create opportunities to learn across cities
- Explore the politically radical
- Explore the post-state

We know that systems are always evolving regardless, and this is a great opportunity to learn to continue to learn. We need to notice when we stray from a 'learning' mindset to an 'outcomes' mindset, and also be honest in moments of realisations and revelations. We need to promise to always keep moving, growing and learning in the process of systemic change.

06 Tensions

The tensions below illustrate some of the topics that arose over the two days and illustrate the need to be aware of conflicting approaches, agendas or framings within the process of change. Being attentive to tensions and holding a space to explore them further enriches the possibility of change within a system.



07 Collective Action Moving Forward

What has this new perspective provided to your understanding of what needs to happen next collectively?



08 Attendees

Albert Chong Alex Sutton Alice Evans Allan Farmer **Andrew Barnett Angela Seay** Anna Whitton **Carla Ross Christopher Graves** Erik Mesel **Farrah Nazir Felicity Mallam** Fozia Irfan Geetha Rabindrakumar Haidee Bell Hannah Stranger-Jones **Hetan Shah** Jenny Rouse Jenny Oppenheimer Jill Baker Jo Bibby Jo Wells John Mulligan John Healy Julian Corner Lajaune Lincoln Lenka Setkova Lisa Clarke **Madeleine Clarke** Matthew Mezey Nicola Pollock **Nicolas Krausz Paul Streets Rose Longhurst Ruth Davison** Sara Llewellin Sarah Cutler Sarah Ridley **Simon Antrobus** Vidhya Alakeson **Vivian Paulissen** Will Somerville

UnLtd **Paul Hamlyn Foundation** Lankelly Chase **Corra Foundation Calouste Gulbenkian Foundation** Polden-Puckham Charitable Foundation **BBC Children in Need** Wellcome Trust **Tudor Trust** John Lyon's Charity Wellcome Trust Samworth Foundation **Bedfordshire and Luton Community Foundation Big Society Capital** Wellcome Trust Unltd **Friends Provident Foundation Big Lottery Fund** Lankelly Chase Lloyds Bank Foundation **The Health Foundation Blagrave Trust** Esmee Fairbairn Genio Lankelly Chase Peabody **Coutt's Foundation** Lankelly Chase Genio The Health Foundation The John Ellerman Foundation **Charles Leopold Mayer Foundation** Lloyds Bank Foundation Edge Fund **Comic Relief Barrow Cadbury** Paul Hamlyn Foundation [Consultant] The London Marathon Charitable Trust **BBC Children in Need** Power to Change **European Cultural Foundation Migration Policy Institute**