



The Power of Frontline Voices

How Can Their Depth of Experience be harnessed
for Systems Change?

13/05/2025



Making Every
Adult Matter

Human Library-esque Concept



THE CONCEPT

The Human Library® creates a safe space for dialogue where topics are discussed openly between our human books and their readers.



OUR BOOKS

All of our human books are volunteers with personal experience with their topic. The Human Library® is a place where difficult questions are expected, appreciated and answered.

Session Speakers – Our Books



- Mero Hassan – MEAM, Expert Consultant
- Ruth Middleton, Senior Women's Support Practitioner – Women RISE, Lincolnshire
- Tany Alexander, MEAM Coordinator, Health & Homelessness Inclusion Team, Oxfordshire
- Nina Roberston, Domestic Abuse Navigator, Camden
- Grant Bennett, MEAM Officer, Buckinghamshire
- Jo Orpin Hatton, Network Development Worker and Community Engagement Worker, Justlife, Brighton

Frontline Voices – Human Library



There are 6 tables with different Library Books. The bios of the books are in your Summit Pack and signposted on the walls

- **Choose a Book:** Visit a group and pick a 'human book' you'd like to hear from.
- **Listen for 5 minutes:** Hear their story based on experience and expertise, as they reflect on themes of Personal Experience & Identity, Experience of the System, Collaboration & Relationships, and Hope and Change
- **Open Conversation:** After listening, you're invited to ask respectful honest questions

Themes/Prompts



Personal Experience & Identity: *What motivates me to do this work every day? How has this work changed me as a person? How did I end up in this work?*

Experiencing the System: *Where do I see the system supporting me and the people I work with? Where does the system create barriers?*

Collaboration & Relationships: *What do I need from other services or teams to do my job well? How can we build more trust and understanding between different parts of the system?*

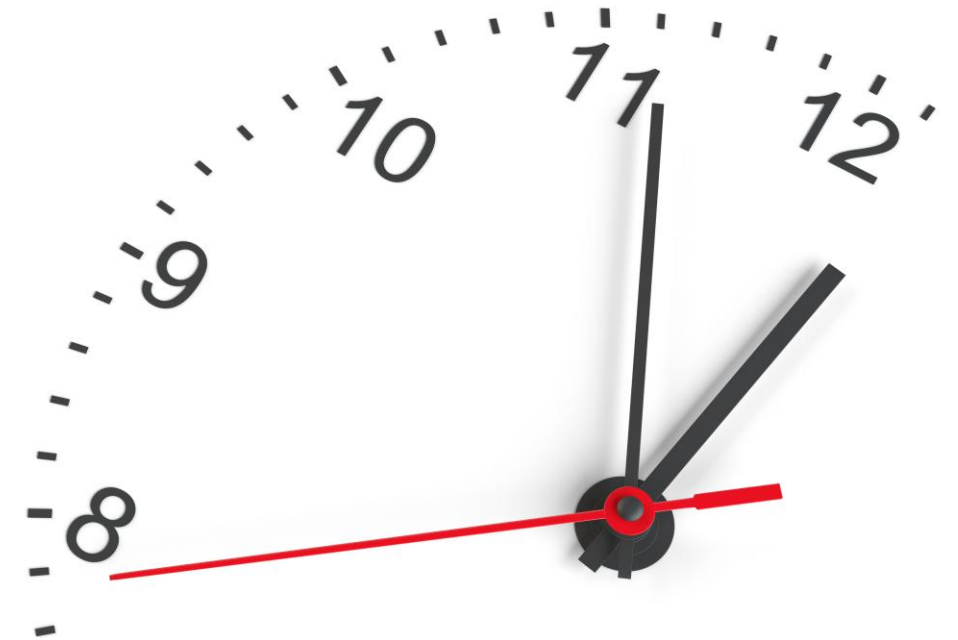
Hope & Change: *What does real systems change mean to me? What's one small action that could make a big difference to my work?*

Prompt Questions to ask 'Human Books'

- What advice do you have for individuals who don't work Frontline/have experience of the system, to better understand?
- What do you need to influence and advocate for changes in your local system?
- How Have Relationships allowed you to make changes in the system?
Can any of your learning be replicated on a wider scale?
- Where do you go for solidarity in the system?

TIME!

*Switch to a new book
to hear a new story!*



anything surprising?

