

Test and Learn Capability Building

Service definition document

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Meet Lighthouse





Lighthouse is a strategic public design practice that helps governments and complex organisations turn ambition into action.

We bring together policy, strategy, service and product design, research and behavioural insight to tackle complex challenges and deliver outcomes that work in the real world.

We specialise in evidence led, user centred approaches that reduce risk and increase confidence in decision making.

Our teams work closely with clients to design, test and refine solutions, bridging the gap between strategy and delivery while building lasting capability along the way.



Our mission



Amplify diverse voices

Understanding the needs of the people affected

We identify and listen to the people most affected by an issue, going beyond formal consultation to understand lived experience and real world context.

This helps ensure that decisions and services are informed by how things actually work in practice, and are shaped with the people they are intended to support.



Bring balance

Navigating competing needs and perspectives

We bring together a wide range of perspectives, including practitioners, decision makers, subject experts and stakeholders, to support balanced and inclusive decision making.

We recognise that complex challenges involve trade offs, competing priorities and long term considerations, and we help organisations navigate these with clarity and confidence.



Catalyse change

Turning insight into action

We accelerate change through strategic, evidence based design and delivery.

By combining research, iterative testing and systems thinking, we help organisations reduce risk, validate approaches and deliver solutions that are effective, sustainable and able to adapt as contexts evolve.

Who we've helped



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Service definition



Test and Learn Capability Building

Test and Learn Capability Building supports policy and delivery teams to apply experimental approaches in ways that are credible, proportionate and appropriate for central government contexts.

The service focuses on helping teams test assumptions, generate evidence early and learn quickly, while working within the constraints of accountability, assurance and public scrutiny.

Through tailored training and coaching, teams develop practical skills for designing and running test and learn activities that inform decision making rather than bypass it. This includes understanding what can be tested, how to structure learning safely, and how to use evidence from testing to strengthen policy and service decisions. Training is grounded in real central government challenges, ensuring approaches feel relevant and usable rather than theoretical.

The outcome is greater confidence to navigate uncertainty and complexity, reduced risk through earlier learning, and more adaptive ways of working that support resilient policymaking and delivery.

Teams leave better equipped to apply test and learn approaches independently, improving the quality and robustness of decisions over time.



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Features



Features

1. Training tailored to central government policy and delivery environments
2. Introduction to test and learn approaches for policymaking and services
3. Techniques for testing assumptions and generating evidence early
4. Training grounded in real central government challenges
5. Coaching to support application in live work
6. Training aligned to government standards and ways of working



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Benefits



Benefits

1. Builds confidence applying test and learn approaches in government
2. Reduces risk by testing ideas before full commitment
3. Helps teams navigate complexity and uncertainty more effectively
4. Encourages learning without undermining accountability
5. Improves decision making under real constraints
6. Supports more adaptive and resilient policymaking
7. Leaves teams better equipped to test, learn and iterate



A photograph of a lecture hall with a speaker at a podium and an audience. The room is dimly lit with warm, orange-toned lights along the walls and ceiling. The audience is seen from behind, seated in rows. The speaker is standing at a podium on the right side of the stage. The logo 'Lighthouse' is overlaid in the center of the image.

Lighthouse

