

Innovation Training for Local Government Teams

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



Innovation Training for Local Government Teams

Innovation Training for Local Government Teams supports councils and combined authorities to build the practical skills needed to design, test and improve policies and services in complex, resource constrained environments.

The training recognises the realities of local government delivery, political accountability and public scrutiny, and focuses on approaches that are realistic, proportionate and safe to apply.

Through hands on workshops and scenario based learning, teams explore how to apply design and test and learn methods to real local challenges. This includes developing and testing assumptions, piloting new approaches at a manageable scale, and learning quickly without creating unnecessary risk or disruption.

The training is tailored to local authority structures, decision making and governance, ensuring it fits existing ways of working rather than sitting alongside them.

The outcome is greater confidence to try new approaches, stronger collaboration across services and partners, and a clearer focus on resident needs and lived experience.

Teams leave better equipped to think strategically, start small and adapt solutions over time, building innovation capability that supports sustained improvement rather than one off initiatives.



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Features



Features

1. Training tailored to local authority structures, governance and decision making
2. Practical workshops applying design methods to real local challenges
3. Scenario based exercises reflecting local delivery and political pressures
4. Techniques for piloting, testing assumptions and learning safely
5. Support integrating test and learn into existing local processes
6. Optional coaching to support teams applying learning in practice



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Benefits



Benefits

1. Builds confidence applying test and learn approaches in local government
2. Improves engagement across services, partners and local stakeholders
3. Supports safe testing and learning before wider rollout
4. Helps teams address complex local challenges more effectively
5. Strengthens focus on resident needs and lived experience
6. Builds shared language and understanding across local teams
7. Leaves councils better equipped to test, learn and adapt independently



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

