

# **Innovation Lab setup and operation for local government**

**Service definition document**

# 1

## 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



# 1

## Service definition



# Innovation lab setup and operation for local government

This service provides specialist support to design, establish and run labs within council, local and combined authority contexts. The service supports safe, evidence led testing of approaches while working within democratic governance, statutory duties, partnerships and local accountability, helping councils learn, adapt and reduce risk in complex environments..



# 2

## Features



# Features

1. Design of lab purpose aligned to local learning goals and priorities
2. Support navigating democratic governance and decision making structures
3. Setup of lab roles, processes and accountability arrangements
4. Design of test and learn approaches suited to local services
5. Integration of resident engagement and lived experience evidence
6. Guidance on working across partners, places and service boundaries
7. Support managing risk, assurance and political sensitivities
8. Hands on support running lab activities and learning cycles
9. Facilitation of learning reviews and evidence based decisions
10. Knowledge transfer to enable councils to sustain test and learn practices



# 3

## Benefits



# Benefits

1. Enables councils to test approaches safely within statutory responsibilities
2. Reduces risk by learning before wider rollout
3. Builds confidence testing ideas in politically sensitive environments
4. Supports better outcomes for residents through evidence and learning
5. Improves collaboration across services, partners and places
6. Strengthens governance and credibility of test and learn activity
7. Helps councils address complex challenges more effectively
8. Aligns learning activity with local priorities and constraints
9. Accelerates learning compared to traditional project approaches
10. Leaves sustainable test and learn capability councils can continue using



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

