

# **Coaching for local government teams**

**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



# Coaching for local government teams

Coaching and mentoring for local government teams provides ongoing, practical support to help councils and combined authorities apply design, innovation and policy skills in day to day work.

The service supports individuals and teams as they navigate real delivery, governance and political contexts, embedding learning, building confidence and improving outcomes for communities.



# 2

## Features



# Features

1. One to one and team based coaching tailored to local government roles
2. Support applying design and innovation methods to real work
3. Coaching focused on real services, policies and delivery challenges
4. Support working across partners, places and service boundaries
5. Coaching for senior and future leaders
6. Flexible engagement aligned to client capacity and priorities
7. Integration with existing local processes and ways of working
8. Knowledge transfer to build sustainable internal capability



# 3

## Benefits



# Benefits

1. Helps councils embed learning beyond formal training
2. Builds confidence applying design and innovation in practice
3. Improves decision making within real local constraints
4. Strengthens collaboration across services and partners
5. Reduces reliance on external support over time
6. Supports cultural change towards new ways of working
7. Helps leaders navigate complex political environments
8. Leaves teams better equipped to sustain innovation 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 and text 'Lighthouse' are overlaid in the center of the image.

# Lighthouse

