

Systems Thinking

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



Systems Thinking

Systems Thinking helps organisations understand complexity before acting.

This service uses systems mapping and contextual analysis, including PESTLE, to explore interdependencies, constraints and influences shaping policy or services.

It supports clearer problem framing, more realistic options and better decisions in complex environments.



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Features



Features

1. Systems mapping to understand actors, relationships and dependencies
2. Contextual analysis including political, economic and social factors
3. Use of PESTLE to explore external influences and constraints
4. Identification of leverage points and areas of risk
5. Exploration of unintended consequences and system behaviours
6. Integration of policy, delivery and user perspectives
7. Visualisation of complex systems to support understanding
8. Analysis tailored to organisational and sector context
9. Clear synthesis linking system insights to decisions



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Benefits



Benefits

1. Improves understanding of complex policy and service environments
2. Supports clearer problem framing before solution design
3. Reduces risk of unintended consequences
4. Helps teams navigate political and organisational constraints
5. Identifies leverage points for effective intervention
6. Improves quality of strategic and operational decisions
7. Aligns policy, service and delivery perspectives
8. Builds shared understanding across stakeholders
9. Prevents oversimplified responses to complex problems
10. Supports more realistic and sustainable interventions



A photograph of a lecture hall with a speaker at a podium and an audience. The room is dimly lit with warm, orange-toned light strips 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, facing the audience. The podium has a logo and text on it. The background is a dark wall with the 'Lighthouse' logo and name prominently displayed in the center.

Lighthouse

