

Pilot design and delivery for local government services

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



Pilot design and delivery for local government services

This service supports councils and combined authorities to test approaches in real communities and service environments. The service is tailored to local governance, statutory duties and partnerships, generating evidence on impact, feasibility and risk to inform confident decisions about scaling, adapting or stopping services.



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Features



Features

1. Design of pilots aligned to local priorities and service objectives
2. Definition of success measures relevant to local outcomes
3. Support selecting appropriate communities, places and service areas
4. Integration of resident engagement and lived experience feedback
5. Guidance on governance, assurance and democratic accountability
6. Hands on support delivering pilots within local service contexts
7. Data collection across services, partners and delivery teams
8. Evaluation of outcomes, impact and implementation challenges
9. Clear documentation of learning and recommendations
10. Support decision making on scaling within local systems



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Benefits



Benefits

1. Enables councils to test services safely before wider rollout
2. Reduces risk by piloting within real local constraints
3. Improves understanding of what works for communities
4. Identifies delivery challenges across local services early
5. Supports better use of limited local resources
6. Builds confidence among elected members and senior leaders
7. Generates credible evidence to support future decisions
8. Improves service outcomes through learning and adaptation
9. Strengthens collaboration across local teams and partners
10. Supports more successful scaling of local services



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, facing the audience. The podium has a logo that reads "New College of Art".

Lighthouse

