

Policy and service ideation workshops for local government

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



Policy and service ideation workshops for local government

This service supports councils and combined/local authorities to generate, shape and prioritise ideas collaboratively.

The service uses structured co-design and innovation techniques to help teams explore options, build shared understanding and identify effective approaches to policy and service challenges.



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Features



Features

1. Workshop design tailored to local priorities and challenges
2. Facilitation of co design with officers, partners and stakeholders
3. Structured ideation techniques to explore policy and service options
4. Integration of resident perspectives and lived experience
5. Tools to prioritise ideas based on impact, feasibility and risk
6. Support navigating local governance and decision making contexts
7. Documentation of ideas, assumptions and next steps
8. Alignment of outputs to local strategies and objectives
9. Options for single workshops or multi session programmes
10. Detailed roadmaps to progress selected ideas



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Benefits



Benefits

1. Generates practical ideas grounded in local realities
2. Builds shared understanding across services and partners
3. Improves quality of early stage thinking and options
4. Encourages collaboration across organisational boundaries
5. Reduces risk by exploring ideas before commitment
6. Supports inclusive engagement with local stakeholders
7. Helps teams focus on most viable opportunities
8. Strengthens confidence in decisions about next steps
9. Aligns innovation with local priorities and constraints
10. Accelerates progress from ideas to action



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

