

The Team:

Multidisciplinary Innovation (MDI) is a one-year Masters programme open to all academic disciplines. The programme creates multidisciplinary student and academic teams to engage in design-led innovation practice tackling challenges, problems or emerging opportunities of external, regional, national and global organisations.

The Challenge:

Considering the range of external factors impacting UK YOTs and the internal pressures at Newcastle YOT how can the organization adapt, change, and alter to ensure the highest level of service with less financial resource?

The Process:

Newcastle YOT had set-up a working group representing a cross-section of its service structure. The MDI team conducted a series of workshops designed to facilitate a better understanding of NCL YOT's organisational structure and relationship with external parties. The MDI team made use of different design inquiry techniques to create an interactive and creative ambition fostering exchange of ideas between the MDI team and the NCL YOT group. The MDI team also made an audit of relevant documents that circulated through the organisation pertaining to service performance and formed sets of discussion points.

The Result:

The students identified four themes, which they populated with ideas and suggestions, to increase operational efficiency: change in environment, clearer accountability among members, closer relationship with volunteers and better collaboration with various partners. This was further developed and refined by the NCL YOT working group, forming a set of recommendations that have been presented to the organization for consideration and action – watch this space!