



# Durham University

## The goal

Durham University wished to review and update their Access and Participation Plan (APP) in light of new guidance from the Office for Students. They engaged The Brilliant Club's evaluation consultancy team to support them through this process by generating stakeholder insights into their current university access and success provision and producing a series of recommendations.



## What we did

We supported Durham University in two stages:

### 1 - Gathering insights

We conducted interviews with the Vice-Chancellor, Pro Vice-Chancellors, as well as members of the Durham University Access Team, academics and current students about the University's existing university access and success provision and their ambitions for this work moving forward. We also conducted a desk-based review to understand the University's current portfolio of activities and how well it aligns with the Office for Students' guidance. This involved reviewing internal documents as well as researching examples of good practice in the sector.

### 2 - Generating recommendations

Drawing together the insights gained from stage 1, we produced a recommendations report for the University's APP Steering Group and met with the group to discuss the key findings and recommendations. We then worked closely with the University Access Team to explore how these recommendations could be practically embedded as part of their APP.

## The outcome

Durham University were provided with a set of actionable recommendations and are now implementing them in their updated APP.

## Testimonial

It was refreshing to work with The Brilliant Club and their team of staff. Positive relationships were developed rapidly and clarity around the purpose and outcomes of the review piece were quickly established. It was immediately clear that the approach, processes and timelines reflected their knowledge of higher education and its many demands.

The result is a clear implementation guide – which we are actively working through. We have also contracted with the team to provide some specific support on evaluation and monitoring as a direct result of the positive experiences of working with them on this review piece.

Claire Smiles-Harrison, Head of Student Recruitment