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Work based project
Heritage and Design Ltd

HND Building Surveying

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Table of Contents

Learning contract	2
PROJECT DETAIL:	2
Objectives:.....	3
Resource strategies:.....	3
Proposed target dates:	3
Evidence/Proof:	4
Evaluation:.....	4
Background – Heritage and Design Ltd.....	5
Reflective account: 1	8
Reflective account: 2	9
Reflective account: 3	11
Conclusion.....	13
Reflective account: 4	13
Equipment Training:.....	14
Final Reflective Account.....	15
Summary	15
The Learning contract.....	15
Continuous Professional Development (CPD).....	16
Benefits of CPD for Individuals	17
Benefits of CPD for colleges and universities	17
Benefits of CPD for employers	17
Conclusion	17
References.....	19

Learning contract

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PROJECT DETAIL:

Family home of Ms Grey: 9 Hafnant, Winchwen, Swansea SA1 7LG

The property is a 1960's brick cavity semi-detached bungalow, within a generous corner plot in a quiet residential cul-de-sac. It has been tenanted for approximately 4 years, but maintenance has become an issue in recent months. The client would like advice and assistance with respect to the following:

- A full building survey outlining all defects & maintenance required and prioritised accordingly.
- Determine the suitability of the garden to obtain outline planning permission for backland development prior to marketing.

The project detail would require the following to be achieved:

1. Carry out a building survey of the property.
2. Compile a building survey report.
3. Carry out a measured survey of the property.
4. Complete AutoCAD drawings.
5. Obtain location plan and block plan of site.
6. Complete relevant planning application forms etc.
7. Bound proposals for client's consideration.
8. Prepare cover letter to client.

Objectives:

1. Improve knowledge of this construction type and familiarise myself with materials and defects.
Improve my ability to communicate any defects to a lay-person using the correct terminology.
2. Improve my ability to set out a professional report clearly.
3. Learn how to hand-sketch layouts and elevations of a building, obtain and apply accurate measured dimensions on the sketches using a Leica disto and tape measure, including check measurements.
4. Learn to identify sources of information.
5. Improve my AutoCAD skills.
6. Better understand the planning process, level of information required and appreciate planning policy guidelines.
7. Appreciate the importance of a comprehensive level of information to be able to achieve a successful project.
8. Understand the relationship between client and surveyor/designer, improve communication skills and develop a better understanding of clients wishes.

Resource strategies:

The whole process will be a huge learning curve. I will be working with another student, and my work over seen by Building Surveyor/Director of Heritage and Design Ltd. I will also be able to meet with my University assigned mentor Gavin Traylor for additional discussion and advice.

Proposed target dates:

- **Stage 1:** Work will entail producing a building survey and measured survey of the property and the plot size and producing any additional information that might influence the decision-making process, i.e.: cost for maintenance or unforeseen work. It is expected this will be complete by **30 December 2019**.
- **Stage 2:** AutoCAD drawings of existing house and plot – confirmation of garden being big enough to consider selling with outline planning permission for an additional dwelling. **28 February 2020**.

- **Stage 3:** Complete planning permission paperwork and draft letter for client.
30 March 2020.

Evidence/Proof:

The production of the report, drawings, planning application forms and client letter will be overseen by the company director along with regular meetings either on site or office where a professional discussion will take place about the project to date. The final pieces of work will be available for the University either as a hard copy or published on Heritage and Design Ltd website as further verification of works undertaken. Throughout the work-based project small pieces of reflective work will be submitted at regular intervals outlining the learning in terms of positive and negative. Entries into my Continuous Professional Diary (CPD) will be updated regularly to further reflect on this learning curve.

Evaluation:

Evaluation can be done as a continuous learning method after each section is complete, feedback from mentor at the work-based project and the University mentor will discuss progress at regular intervals and once the work has been marked as a final submission it can be evaluated and reflected on again.

Background – Heritage and Design Ltd

Heritage and Design Ltd is a building surveying company set up by Mr John Durie and Mrs Alison Durie. John was the sole director until 29 October 2019, when Alison, the company secretary until then, was also made a director. The company was incorporated in 2005 and registered in Scotland initially under the name of Strathaven Design Limited, where the company was originally based. Work undertaken in the early stages was mainly building design for clients wishing to obtain planning and building warrant permissions for alterations to mostly domestic properties. John was also working in the wider industry, with national building consultancies then focusing on conservation, while working for the National Trust for Scotland. During this time while developing his own knowledge in conservation the newer company emerged currently known as Heritage & Design Ltd. As a wider knowledge developed in terms of all things conservation which allowed a shift of focus for the company and of the work undertaken, moving away from design, planning and building warrants to more specialist services in building pathology and the use of traditional materials. The company currently offers a range of services including consultancy work, dampness and timber surveys to full building/structural surveys, boundary and party wall disputes and expert witness work. The work-based project to be undertaken will involve several elements the company regularly undertakes and will be overseen by John Durie.

As the company only employs two staff there is no legal requirement to have a formal Health and Safety policy, however health and safety procedures are followed where possible. There is an agreement by the directors that working at height and in confined spaces will be necessary in some cases, and when these activities are carried out work is always done in pairs, with a verbal risk assessment discussed prior to activity. Equipment is provided by the company to ensure all work carried out can be done in line with Health and Safety procedures as far as reasonably practicable (*HSAWA, 1974*). A range of personal protective equipment is provided for additional protection when working, for example dust masks, latex gloves, safety glasses and shoe covers.

Time management is key within the company currently as the Director, John Durie, is studying an MSc in the Conservation of Historic Buildings at the University of Bath.

This means John is away from home Wednesday to Friday and therefore access to him is limited. On-site work for the work-based project needs to be carried out early in the week, with any professional conversations either at the survey or in the evenings. Paid work for the company is currently carried out during the weekends, with reports written generally Sunday and Monday, this does impact on all other study time, so organisational skills is key. Students will have a degree of autonomy and responsibility to ensure they complete their work within the timescales agreed and outlined within the learning contract.

The work-based project will be reviewed by the director and the client on occasional site visits and discussions thereafter. The university mentor assigned, Gavin Traylor, will also be involved on a regular basis with the student and the workplace mentor providing guidance throughout the project. The company is linked to various professional social media sites, in particular LinkedIn, where posts are made on a regular basis provoking professional discussion and comment. There is also a professionally built website that has regular updates and case studies and current/up to date work undertaken by the company. It is a possibility that the work-based project completed by the student(s), will be included in the wider marketing material as a published piece of work on this website, as will some detail about the company's involvement with UWTSD in shaping the workforce of the future.

The company is home based, software used is Microsoft office suite, including word, excel and PowerPoint and AutoCAD when required. AutoCAD and Revit are available via the University as a student membership. Printers, laminators and binders will all be at student disposal as will the equipment used on site. Students will be issued with the following equipment to help them complete the work-based project:

- Cameras – pocket and super-zoom
- Torches
- Surveying ladders
- Manhole keys
- Spirit levels
- Head torch

- Paper (including waterproof) for when recording outside in the rain, pens, pencils
- PPE

A range of electronic equipment will be available to use under supervision:

- Moisture meters that read relative humidity levels, flat plane surfaces to a depth of 19mm, spot temperature, condensation risk and moisture levels within timber
- Thermal imaging camera
- Borescope
- Binoculars
- Oscillating multi tool (to form floor access if allowed)
- Calcium carbide (Speedy) meter
- Digital laser measure

These are only tools to help determine issues that are present. It is important that the information gathered during the use of the equipment is interpreted correctly, so discussion will take place on site about the equipment and its limitations when determined defects and possible solutions, to ensure students understanding.

Reflective account: 1

Having studied various theories relating to learning styles I am finding now as a mature student that my learning styles are changing, this might also be due to experience within the workplace and management roles I have undertaken. However, as a learning type, I best respond to one that involves most of my senses as in kinaesthetic. As I look deeper into my own style of learning if using Gardner (**Howard Gardner frames of mind, 1983**) as an example, I fall heavily into both Intra and Interpersonal styles, this again may be due to experience and maturity. I am self-aware, confident, self-motivated, while at the same time can motivate others and offer advice after actively listening to others needs.

Building Surveying is my second career after a full career of 35yrs in public service working with all social strata in many different and demanding environments. My passion for learning added to an existing passion for buildings and historic architecture made my choice to study building surveying an easy one. Having the ability to join my husband's business and work in this environment is both exciting and rewarding in equal measure. I have a strong personality and need to communicate with others but recognise that in my newly chosen career I need the technical knowledge to make this communication effective and to ensure information I am giving is correct. This has been a little frustrating as it takes time and experience to gather the information. I have a great deal of knowledge that has been gathered during my previous career but still feel a vulnerability in terms of building surveying and technical expertise. I feel this is a good thing as my personality will not allow me to 'wing it' as I have a strong sense of ensuring the information I give is correct, as my professional integrity and that of my husbands business is at stake. Professional reputation is paramount when working as a small business and one that sits very neatly into Malsow's *Hierarchy of Needs* (1943). In order to achieve the basic necessities of life (physiological), water, food and shelter, work needs to be sourced in for payment in order to purchase for these basic requirements. When work security is a constant threat, is it possible to progress to the next level, Maslow would argue not.

In terms of my own knowledge I have found whilst engaging in my building surveying work-based project, I am at the bottom of Maslow's hierarchy of needs, working on the

very basics that allow me to survive. Although I am not certain I cannot move up to the next level within the hierarchy of needs as my relationships are already well developed. Working at this level has come as a steep learning curve, having been at the top of triangle in my previous career, moving back down can create some inner turmoil and uncertainty. Returning to student status as a mature adult is a very humbling experience. The need to take time and build solid foundations of technical knowledge and experience to support the areas already developed, make me wonder sometimes if it is something I really want, as the older I get the need to succeed is not so great. I need to keep reminding myself, it is important to learn to walk before running, which I find can be frustrating at times.

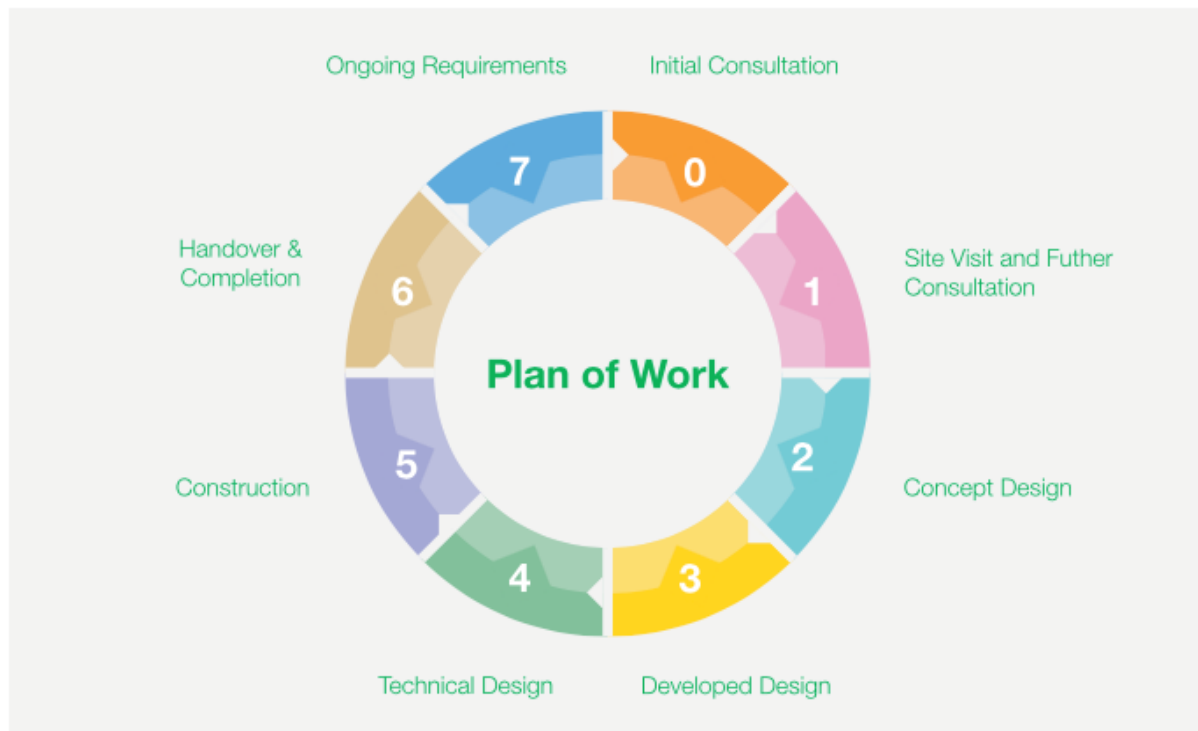
Reflective account: 2

As part of my reflective practice some discussion took place about how the work carried out for my specific project aligned itself to the Royal Institute of British Architects (RIBA) plan of work stages. As the project is very small scale it would only align in terms of the core objectives and timescales. I have outlined below my understanding of my project and how it links to the RIBA.

- 0- Strategic definition – Work undertaken at the beginning of the brief included a full discussion with the client to understand the scope of work required. What options might be considered and which options in terms of financial viability would be most beneficial.
- 1- Preparation and Brief – Took the form of discussion with the client on feasibility of each option in the short and long term. Financial constraints or barriers to each of the options short term and how that might impact on the long-term benefits.
- 2- Concept design – work on this part of the project requires the first part of the building survey to be undertaken, recording all information on site including measurements. The report produced at this stage would mainly cover all the defects and failures with an indication of work required and a very rough estimate on cost attached to different routes available.

- 3- Development design – This phase of the work is still to be undertaken and will take the form of the site being drawn on Autocad or Revit. Design work for extension to existing building as a base line for application to planning permission, or alternatively scope for selling part of the garden for an additional dwelling. Once the plans have been created further discussion with the client will be required.
- 4- Technical design – For this project would be in the application of planning permission for an extension or additional dwelling. It is likely the client will sell the property along with planning permission to secure the best price.
- 5- Construction – It is not planned that this work-based project would follow through to the construction phase as the building will be sold. However, other projects I am involved with while working with Heritage and Design Ltd will involve an element of construction.
- 6- Hand over and close out - Is very unlikely a stage I would come into contact with while working in my current environment, however, I have been involved in previous careers with this stage of works, without knowing, at the time it was part of the RIBA plan of work stages.
- 7- In Use – Another stage I would not be involved with in my current employment but have been in previous roles.

I have been able to reflect on several projects previously involved in, where this would have been used without my knowledge of which professional body it belonged to. Interestingly it can be applied to a number of environments and easily adapted to fit many generic projects.



Reflective account: 3

As the weeks appear to gather momentum towards the end of the final semester it has become more and more difficult to prioritise work, especially around the work-based project. Normally a very organised and methodical individual I have struggled in recent weeks to remain focused, instead I have found myself flitting from one topic to another in a bid to cover as much work as possible but becoming less productive as a result.

As I reflect on my learning contract I am required to complete a simple plan layout of the site and property that was surveyed, however, as I struggle with my use of Revit, this has often been side-lined in favour of other subjects that are not as daunting. This might be further hampered by my need to read lecture notes to remind me how to use the software before I can start the drawing as I have not used the programme since finishing first year. The amount of reading material can be overwhelming at times even with a healthy amount of study time scheduled weekly.

The project I am working on at the moment would require a planning application under the Town and Country planning Act 1990 (as amended), if a new dwelling was to be considered within the garden area of the property. However, any new dwellings also

need to comply with stringent building standard regulations. As the proposed new property would be within the garden of the existing, further reading and interrogation of the policies surrounding this topic have been undertaken.

“All new dwellings to meet Code for Sustainable Homes Level 3 and obtain 1 credit under issue Ene1” - Dwelling Emission Rate (Code for sustainable homes, 2010)

Infill and Backland Design Guide (adopted January 2014) by Swansea City Council. Development of backland is not readily encouraged in the Swansea area mainly due to backland properties being in ‘tandem’, creating access difficulty to the rear property, and disturbance along with lack of privacy to the front property. Shared access is often the source of neighbour disputes. Although this particular project would have the proposed new dwelling to the side rather than the rear, it would be sharing access so the potential for disharmony is high.

In accordance with the guidelines, the new dwelling must be in keeping with surrounding properties and ensure it meets with the current guidelines. In this case single storey bungalow. (Infill and backland Design Guide). The points outlined below are basic requirements.

7.9 Space for 1 family car at the proposed new dwelling to enter the property and turn on site

7.12 Backland development must not result in *unacceptably small* rear gardens for the existing or proposed properties. (Swansea.gov.uk, 2014)

8.4 Should not overlook neighbouring houses or their private gardens to an *unacceptable degree*.

As the existing and proposed photographs show, to replicate a similar footprint to existing building without rear extension (2-bedroom, lounge, kitchen and bathroom) would not be possible in order to comply with above backland development.

Existing

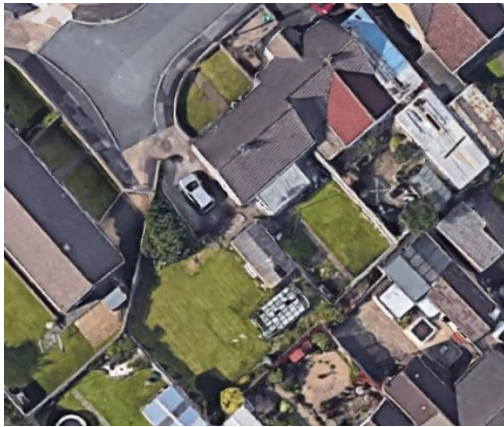


Figure 1 9 Hafnant as existing

Proposed

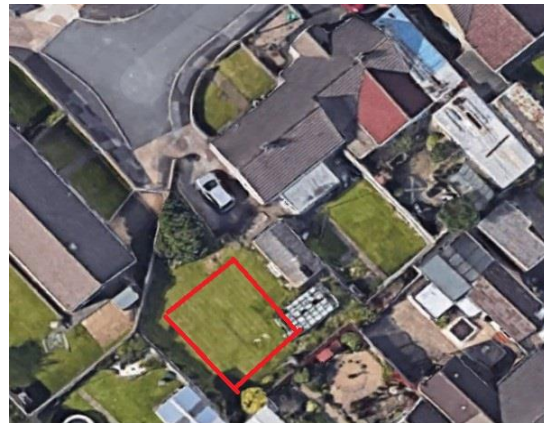


Figure 2 9 Hafnant as proposed

Conclusion

The document lists a number of points and diagrams that should be observed prior to making an application. However, of the points outlined above, they do appear subjective as no specific dimensions are noted for any of these points, which appear open to interpretation. Looking around the Swansea area it is clear to see that these guidelines, although only recognised since 2014, have not been enforced during the last six years, even for new buildings currently being granted planning permission there appears to be ambiguity about what is and what is not accepted.

Reflective account: 4

Having looked through previous reflective accounts and the feedback received from my mentor, questions were raised that I would not have considered working in a small family business. Working in a larger company with a greater commercial presence, there would be a different focus. I have reflected on some of these questions to provide clarity.

Heritage and Design Limited is a Limited Company, registered at Companies house in 2005 then known as Strathaven Design Services Ltd. The name was changed when the focus of the business moved towards specialist advice on traditional construction.

Professional Indemnity Insurance is obtained annually and is dependent on the scope and type of work and value of the contracts that we are expected to become involved

in. As John is the only person currently qualified to undertake the work, the number of surveys undertaken each week is limited to ensure the quality of reports which is also reflected in the PII cover. The currently PII has a limit of £250,000 per claim.

Whilst enquiring about PII I came across the need for *Employer's Liability*, (Compulsory Insurance) Act 1969. As the company effectively employs both John and myself, I need to confirm if this is also a necessary requirement for a small business with the only employees being directors. John confirmed during a discussion that he has never been offered Employer Liability Insurance when renewing his PII. Further investigation has confirmed there is a requirement to obtain this additional insurance, irrespective of company size. Although further reading clarified the company is exempt due to employing family members.

"This Act shall not require an employer to insure—

(a)in respect of an employee of whom the employer is the husband, wife, civil partner, father, mother, grandfather, grandmother, step-father, step-mother, son, daughter, grandson, granddaughter, stepson, stepdaughter, brother, sister, half-brother or half-sister; or" (Gov UK, 2020)

Equipment Training:

I have received training in some of various pieces of equipment but do not consider myself to be proficient which will develop through time and multiple uses. When a specialist piece of equipment is to be used on site, I either use it supervised or watch closely when it is being used such as a borescope or calcium carbide meter. Training in the use of equipment is provided by John, prior to site visits, with supervision provided during the survey to ensure it is used correctly and the quality of the measurements/findings are appropriate. My preferred learning style is kinaesthetically so I understand better by being shown how to work something and using it, instead of reading an instruction manual that often requires more technical knowledge than I have.

Due to the size of the business, the preference is to carry out individual surveys and provide detailed reports. If requested, there is the ability to provide specialist advice for larger projects, such as a recent Passivhaus project in an 1890's sandstone tenement, where collaboration was undertaken to establish the condition of the

building as the project was being developed. Project work is generally avoided due to the time constraints and to allow flexibility for domestic clients who generally have pressing timescales.

As a student I am not expected to work alone but expect, once my training is complete, although I will also be obtaining CPD to broaden and reinforce my knowledge, I will be able to undertake some surveys autonomously.

Final Reflective Account

Summary

As I reflect on the whole process of my work-based project, and my time at university in general, I have to be honest with myself and answer the most awkward questions about why I am studying fulltime in my 50's. I found, while doing some deep soul searching and reflection, various things about me have changed. My attitudes towards what I want from life in terms of career, what is important, and what my priorities are, all appear to have changed. Some of these changes could be as a result of the current pandemic Covid -19 virus that is dominating the globe which, as we know, when life is threatened a whole new set of rules apply. It might be a combination of the two factors that are currently shaping my thought process and helping me as an individual get some deeper clarity on the here and now.

The Learning contract

Within the context of the initial learning contract nine pieces of work were identified which would help meet my nine objectives. Of the nine pieces of work all were completed with the exception of two which, it could be argued, make up a sizable amount of the work. The production of the AutoCAD scaled drawing of the site has not been done. As this piece of work is not something I am interested in doing or have the application in my current role to do, I have found it easy to put to one side and prioritise other pieces of work I am more comfortable with.

Whilst thinking about this piece of work in more depth, I found I had endorsed it internally as not something I needed or wanted to do in my current work environment, however, if I had been in any other working environment It would have been expected of me to be proficient in AutoCAD. I am at an age now where I feel I can pick and

choose what I do in terms of work, whom I work for and what type of work I am happy undertake. Reading an article on Continuous Professional Development (CPD), extraordinarily realistic self-image (Inglis 1994). Inglis suggests that saying 'no', is an important tool for success. Saying 'no' helps us prioritise our life and helps with efficiency and effectiveness in the workplace. (Meggison and Whitaker, 2003)

"What you don't do determines what you can do" (Ferris T, LEAP)

All other pieces of work within the learning contract have been completed. As I look at the objectives set, I have achieved most of them although I need to admit not all hold any real interest for me. It has been during my reflection of these objectives that I have gained further clarity on what I am interested in within the parameters of my studies as a building surveyor. I find that currently I am more content to skim over things with what I perceive as having little importance, whereas my younger self would have forced a greater understanding and knowledge. Throughout my changing career I have undertaken to study alongside my work and this has, at times, been exhausting but a necessary factor in my self-development. So now I find I am asking myself "is it necessary"? Am I just getting lazy (a concept I am not familiar or comfortable with) or is it just a complete turnaround of what I feel is important or a subconscious slowing down?

Continuous Professional Development (CPD)

During my reflective practice I have delved much deeper into the issues of CPD. As a former senior manager, I have held professional CPD and know its importance, however, reflecting on the importance of CPD before the start of a career I now feel is crucial. By introducing CPD at college and university it helps pave the professional path prior to embarking on that chosen career. If CPD was introduced earlier in high school many more young adults might get the benefit of identifying a specific career at an earlier age.

The importance of CPD and how it works is something that appears to miss the younger generation just setting out on a career however, for someone who has had a full and varied career I see its full potential and impact if fully understood and administered correctly.

Benefits of CPD for Individuals

Getting the right career advice at a young age could have saved me, and many others I am sure, years of wasted time in and out of different jobs or in our haste to be employed jumping at the first job without due diligence being applied.

Benefits of CPD for colleges and universities

CPD is a vital way colleges and universities link the course content to the various professions. By completing a CPD whilst studying it allows the student to reflect on the relevance of material they are studying. At the same time students can link the course content to the wider industry and see the part their chosen profession can play in a wider context.

Benefits of CPD for employers

Employers benefit from employees keeping a CPD diary in many ways. CPD transfers the onus of studying and maintaining skills and experiences to the employee. By completing a CPD the employee is required to evidence they have maintained an industry standard and take responsibility for complying with the requirements of their profession. CPD is a great tool to further develop the workforce and employers who support this way of working do retain staff. Experience of committed employers to CPD does suggest they have a much lower turnover of staff. (Meggison D, Whitaker V, 2003)

Conclusion

The work-based project, although brief, does hold significant merit when studying. For those already working it allows an opportunity to focus on a specific piece of work undertaken outwith the university environment however, for those full-time students the placement is much more difficult to achieve but does allow a glimmer of what is required. In relation to my own work-based placement, I feel, I have not applied myself as well as I might have if I had been in another workplace environment though it has made me critically reflect on myself as an individual and how committed I am to what is effectively a second career. I have found I am not as focused or determined in all aspects of the profession and really only want to do the parts I like. In this respect I feel I am very fortunate as I am able to do just that working in a small family run business however. On reflection I don't think I would have been as ambitious at the start as the scope was varied and well out of my comfort zone. I also know without any

doubt I could confidently go back to my first career as a Local Authority housing officer and latterly manager with a far better understanding and technical knowledge, that would be much better utilised. Would I do things differently, oh yes!

“I like the dreams of the future better than the history of the past” (Thomas Jefferson,)

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