



Founded in 1958, Clancy is one of the largest privately-owned construction firms in the UK. With over sixty years of experience and a workforce of over 2500, they have worked hard to develop a reputation as a well-run business you can trust to deliver value for money and essential services that help keep the UK running.

Michael Ford is the Regional People Advisor for Clancy, covering the east of England.

We spoke to Michael about Clancy's working relationship with terptree:

How did you discover terptree?

The terptree team are already well established within the Clancy group, and as such, we see them as a trusted business we can go to for advice and support.

Primarily, I work with Victoria, and I find she gives me a real sense of being supported throughout each interaction. She is extremely diligent and a fantastic advocate to have in place.

What were your initial requirements from terptree?

On this occasion, I needed their assistance with a team member who has hearing difficulties. We needed to support him by purchasing specialised hearing aids, enabling him to carry out his role successfully.

What function has terptree performed for your organisation?

It was a long, drawn-out process to get it right, but Victoria and the team were really supportive throughout the case. They helped us talk everything through with our staff member throughout - I knew that if I needed anything, they were on the end of the line for me.





They also helped us set up a live typing service. This meant we could converse with the team member in 'real time' via subtitles. The result was that he could follow the conversation a lot better and said how much he appreciated that Clancy went the extra mile to help him.

A positive result was achieved through a collaborative effort between both companies - Clancy and terptree. Without terptree, it would have been much more difficult for our employee; he told me that because of terptree's assistance, he felt supported.

What benefits has this brought?

The benefit to us as a company is that we can continue to keep this valued member of our team in his role. He has been with us a long time, and as a family firm, we value long service. It's key to us that each individual team member understands how valued they are.

As a company, we want to retain all our staff; however, an ageing workforce can be prone to certain ailments. For example, they can have problems with their hearing, backs or a myriad of medical issues, making them vulnerable.

As one of Clancy's Regional People Advisors, I'm finding that I have to make referrals to our occupational health provider more and more as our workforce ages. But our

priority is to provide support to our valued team, and I've found terptree to be invaluable in helping me liaise and communicate with them.

What would your advice be to others considering engaging with terptree?

I'd say contact them! They talk through what they do and what they can offer, and you come away from that call being fully aware of how they can help. It's never a 'hard sell' – instead, they listen to you and suggest ways to help.

I've worked in HR for 25 years, and at the start of that journey, it would have been difficult to find a business like terptree. Now, organisations like this make you feel confident that the people policies and processes you have in place are the right ones, and it's great to have that level of professional support backing you up.

Would you recommend Terptree and why?

One of the key things terptree do is to champion legislation that helps and protects individuals through the Equality Act. People with disabilities and other health difficulties have more of a voice now, as legislation is in place to protect them. Because of this, the world of HR has improved, and it's great that such companies now exist.

After almost a year of support from terptree, I have nothing but glowing praise for them. It is not just the employees who have benefitted – I have too, and I feel Clancy is always treated like a valued customer.

Their response time to emails is nearly always the same day, and terptree clearly has a determination to respond to any customer service requests for information.

Their service is exemplary, and I am happy to recommend their services personally.



Hi, I'm Victoria, Founder of terptree. Call us today to find out how you can attract, serve and retain deaf customers and offer a world class deaf customer experience on [01635 886 264](tel:01635886264).



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