



DEBBIE BURGESS

*OPERATIONS MANAGER
READING COUNTY COURT*

terptree have been providing BSL/English Interpreting Services to Reading County Court since before we began as a business – back when Victoria, our founder, worked with them as a freelance Sign Language Interpreter.

Terptree was established in 2006 and we have worked with Reading County Court continuously until today.

I decided to catch up with **Debbie Burgess**, the Operation Manager at Reading County Court to discuss their experiences of our services over the past ten years.

“we were working with Victoria before she set up terptree. One of our staff member required ‘reasonable adjustments’ and so we were providing Sign Language Interpreters- one of whom was Victoria. At the time, she was a freelance Interpreter working through other agencies”.

“to start with, the support we were receiving was not regular support, it was just as and when we needed it. It’s now become two days a week, every week. The Interpreters provide support at team information board meetings. If our staff members have complex queries they wish they can discuss then they can do so here, and they can provide support in 1:1 meetings aswell.”





“having terptree’s support has enabled high quality communication between our deaf and hearing staff, meaning that our deaf staff members are able to meet their objectives and reach the highest performance level. When there is better communication, there is better staff performance.”

“Yes, I would definitely recommend terptree! The service provided by both the Interpreters and the staff at terptree is the best quality service. The interpreters are always to a high standard and the staff are the same.”

To find out how you can work with terptree contact them on 01635 886 264 or email interpreting@terptree.co.uk

“At terptree there is an ease of contact with the office. They are pro-active and reactive when necessary. When we get in contact with them they are quick to reply and do so to a high standard”



Hi, I'm Victoria, founder of terptree - Call us today to find out how you can attract and retain deaf customers and make your services deaf-friendly on 01635 886 264



terptree™
changing the world for deaf people

 01635 886 264

 hello@terptree.co.uk

 www.terptree.co.uk

