



LANGUAGE SERVICES GROUP

**FACE-TO-FACE INTERPRETING
DERBYSHIRE POLICE
MANAGEMENT INFORMATION DECEMBER 2017**

1. Requests by Language

Language	Total Volume	Language % overall
Slovakian	31	26.97%
Polish	13	11.31%
British Sign	11	9.51%
Romanian	10	8.70%
Latvian	10	8.70%
Kurdish - Sorani	6	5.23%
Urdu	6	5.22%
Punjabi - India	5	4.34%
Farsi - Iranian	4	3.48%
Czech	3	2.61%
Punjabi - (P Mirpuri)	3	2.61%
Farsi - Dari	2	1.74%
Arabic	2	1.74%
Russian	2	1.74%
Greek	1	0.87%
Lithuanian	1	0.87%
Tamil	1	0.87%
Bulgarian	1	0.87%
Pushtu	1	0.87%
Bengali	1	0.87%
Spanish	1	0.87%
Grand Total	115	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July	August	Sept	Oct	Nov	Dec
Polish	20	58	92	116	137	166	196	211	224
Slovakian	20	40	50	62	78	96	110	128	159
Latvian	2	6	13	23	40	67	80	88	98
Urdu	5	14	25	36	50	57	67	84	90
British Sign	14	31	33	44	54	58	63	69	80
Romanian	7	17	18	27	35	42	59	64	74
Russian	6	11	18	22	26	31	36	47	49
Punjabi - India	4	10	15	25	29	32	37	45	50
Czech	2	7	13	24	32	35	39	42	45
Arabic	4	5	10	17	21	23	26	29	31

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	71	92.21%
2 - 5 hours	6	7.79%
Total	77	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	36	100.00%
Second Choice Time	0	0.00%
Total	36	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	41	40.20%
Interpreters having DPSI but not on the National Register total	61	59.80%
Safe to practice	0	0.00%
Interpreters with a law component	102	100.00%

6. Call Handling

Requirement	Performance
95% Calls answered within 6 rings	97%
Average speed of answer	4 seconds