



LANGUAGE SERVICES GROUP

**FACE-TO-FACE INTERPRETING
DERBYSHIRE POLICE
MANAGEMENT INFORMATION JANUARY 2018**

1. Requests by Language

Language	Total Volume	Language % overall
Slovakian	21	15.91%
Polish	20	15.16%
Romanian	14	10.60%
Russian	10	7.58%
Urdu	8	6.05%
British Sign	8	6.06%
Latvian	6	4.55%
Arabic	6	4.54%
Punjabi - India	5	3.79%
Vietnamese	4	3.03%
Kurdish - Sorani	4	3.03%
Punjabi - (P Mirpuri)	4	3.03%
French	4	3.03%
Czech	3	2.27%
Lithuanian	3	2.27%
Farsi - Dari	2	1.51%
Portuguese	2	1.51%
Ukrainian	1	0.76%
Hungarian	1	0.76%
Chinese Mandarin	1	0.76%
Bengali	1	0.76%
Lipspeaking	1	0.76%
Spanish	1	0.76%
Italian	1	0.76%
Farsi - Iranian	1	0.76%
Grand Total	132	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan
Polish	20	58	92	116	137	166	196	211	224	244
Slovakian	20	40	50	62	78	96	110	128	159	180
Latvian	2	6	13	23	40	67	80	88	98	104
Urdu	5	14	25	36	50	57	67	84	90	98
British Sign	14	31	33	44	54	58	63	69	80	88
Romanian	7	17	18	27	35	42	59	64	74	88
Russian	6	11	18	22	26	31	36	47	49	59
Punjabi - India	4	10	15	25	29	32	37	45	50	55
Czech	2	7	13	24	32	35	39	42	45	48
Arabic	4	5	10	17	21	23	26	29	31	37

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	72	91.14%
2 - 5 hours	7	8.86%
Total	79	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	54	98.18%
Second Choice Time	1	1.82%
Total	55	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	36	30.00%
Interpreters having DPSI but not on the National Register total	82	68.33%
Safe to practice	2	1.67%
Interpreters with a law component	119	99.17%

6. Call Handling

Requirement	Performance
95% Calls answered within 6 rings	97%
Average speed of answer	5 seconds