



LANGUAGE SERVICES GROUP

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

1. Requests by Language

Language	Total Volume	Language % overall
Polish	21	14.78%
Latvian	17	11.97%
Slovakian	16	11.27%
Urdu	14	9.85%
British Sign	10	7.03%
Romanian	8	5.64%
Czech	8	5.63%
Kurdish - Sorani	6	4.23%
Hungarian	5	3.52%
Punjabi - India	4	2.82%
Arabic	4	2.82%
Russian	4	2.82%
Vietnamese	3	2.11%
Spanish	3	2.12%
Punjabi - (P Mirpuri)	3	2.12%
Albanian	2	1.41%
Cantonese	2	1.41%
Bengali	2	1.41%
Pushtu	2	1.41%
Lithuanian	2	1.41%
Farsi - Dari	1	0.71%
Yoruba	1	0.70%
Farsi - Iranian	1	0.71%
Chinese Mandarin	1	0.70%
Greek	1	0.70%
Bengali-Sylheti	1	0.70%
Grand Total	142	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July	August
Polish	20	58	92	116	137
Slovakian	20	40	50	62	78
British Sign	14	31	33	44	54
Urdu	5	14	25	36	50
Russian	6	11	18	22	26
Romanian	7	17	18	27	35
Punjabi - India	4	10	15	25	29
Latvian	2	6	13	23	40
Czech	2	7	13	24	32
Kurdish - Sorani	1	9	11	13	19

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	85	90.43%
2 - 5 hours	9	9.57%
Total	94	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	38	97.44%
Second Choice Time	1	2.56%
Total	39	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	44	35.77%
Interpreters having DPSI but not on the National Register total	79	64.23%
Safe to practice	0	0.00%
Interpreters with a law component	122	99.19%

6. Call Handling

Requirement	Performance
95% Calls answered within 6 rings	96%
Average speed of answer	5 seconds