



LANGUAGE SERVICES GROUP

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

**1. Requests by Language**

<b>Language</b>	<b>Total Volume</b>	<b>Language % overall</b>
Polish	27	19.28%
Slovakian	23	16.43%
Romanian	19	13.57%
Czech	11	7.86%
Russian	11	7.86%
Urdu	8	5.71%
Arabic	7	4.99%
Latvian	6	4.29%
Lithuanian	4	2.86%
British Sign	4	2.85%
Italian	4	2.85%
Punjabi - (P Mirpuri)	3	2.14%
Punjabi - India	3	2.14%
Tigrinya	2	1.43%
Bulgarian	2	1.43%
Hungarian	1	0.71%
Vietnamese	1	0.71%
Kurdish - Sorani	1	0.71%
Bengali	1	0.71%
Chinese Mandarin	1	0.71%
Pushtu	1	0.71%
<b>Grand Total</b>	<b>140</b>	<b>100.00%</b>

## 2. Top Ten Interpreting Languages (cumulative)

Language	April	May
Slovakian	39	62
Romanian	24	43
Hungarian	14	15
Urdu	13	21
Latvian	13	19
Polish	8	35
British Sign	7	11
Arabic	6	13
Russian	5	16
Punjabi - India	5	8

## 3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	81	90.00%
2 - 5 hours	9	10.00%
<b>Total</b>	<b>90</b>	<b>100.00%</b>

## 4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	36	100.00%
Second Choice Time	0	0.00%
<b>Total</b>	<b>36</b>	<b>100.00%</b>

## 5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	40	<b>31.75%</b>
Interpreters having DPSI but not on the National Register total	86	<b>68.25%</b>
Safe to practice	0	<b>0.00%</b>
Interpreters with a law component	126	<b>100.00%</b>

**6. Call Handling**

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