



Widening access to public services

FACE-TO-FACE INTERPRETING DERBYSHIRE POLICE

MANAGEMENT INFORMATION JULY 2010

1. Requests by Language

Language	Total	%
Polish	25	21.55%
Russian	12	10.34%
Urdu	11	9.48%
kurdish - Sorani	10	8.62%
Punjabi - India	9	7.76%
Romanian	7	6.03%
Chinese Mandarin	7	6.03%
Slovakian	5	4.31%
Vietnamese	4	3.45%
Punjabi - (P Mirpuri)	4	3.45%
British Sign	3	2.59%
Lithuanian	3	2.59%
Latvian	3	2.59%
French	2	1.72%
Farsi - Dari	2	1.72%
Spanish	2	1.72%
Czech	2	1.72%
Korean	1	0.86%
Greek	1	0.86%
Cantonese	1	0.86%
Somali	1	0.86%
Hungarian	1	0.86%
Polish	25	21.55%
Russian	12	10.34%
Urdu	11	9.48%
Grand Total	116	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July
Polish	26	48	63	88
Slovakian	18	36	56	61
Urdu	5	25	42	53
Russian	8	16	24	36
Punjabi - India	5	15	25	34
kurdish - Sorani	8	18	30	30
Vietnamese	5	8	25	29
Romanian	4	7	12	19
Czech	3	8	15	17
Lithuanian	5	10	12	15

Immediate Appointments

Less than 2 hours	78	88.64%
2 - 5 hours	10	11.36%
Total	88	

Pre-Booked Appointments

First Choice Time	20	100%
Second Choice Time	0	0%
Total	20	

Interpreter Qualifications

National Register Interpreters total	38	35.2%
National Register Law Option	33	30.6%
Interpreters having DPSI but not on the National Register total	68	63.0%
DPSI law option	65	60.2%
Safe to practise	2	1.8%

6. Call Handling

Requirement	Performance
95% Calls answered within 6 rings	97%
Average speed of answer	8 seconds

7. Service Report

Cancelled by Police

Lithuanian – Client admitted offence so charged via telephone interpreting

Kurdish Sorani – No reason given for cancellation

Punjabi Indian – Client has withdrawn complaint

Polish – Not ready to interview

Polish – Immigration brought their own interpreter

CINTRA unable to provide

Chinese Mandarin - Unable to provide an interpreter for the time requested, rebooked for the following day

Romanian - Unable to provide an interpreter for the time requested, client bailed

Vietnamese - Unable to provide an interpreter for the time requested, dealt with over the phone