

**FACE-TO-FACE INTERPRETING DERBYSHIRE POLICE
MANAGEMENT INFORMATION JULY 2021**

1. Requests by Language

Language	Total Volume	Language % overall
Slovakian	20	15.62%
Polish	18	14.06%
Romanian	13	10.16%
Urdu	12	9.37%
Punjabi - India	8	6.25%
Russian	7	5.47%
Punjabi - (P Mirpuri)	7	5.47%
Czech	6	4.69%
Kurdish - Sorani	6	4.69%
Vietnamese	4	3.13%
Hindi	4	3.13%
British Sign	4	3.13%
Chinese Mandarin	3	2.34%
Bulgarian	2	1.56%
Farsi - Dari	2	1.57%
Albanian	2	1.56%
Latvian	2	1.57%
Nepalese	1	0.78%
French	1	0.78%
Farsi - Iranian	1	0.78%
Arabic	1	0.78%
Cantonese	1	0.78%
Lithuanian	1	0.78%
Italian	1	0.78%
Turkish	1	0.78%
Grand Total	128	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July
Romanian	18	37	53	66
Urdu	14	31	52	64
Slovakian	10	23	40	60
Polish	16	23	41	59
Punjabi - India	4	12	20	28
Russian	5	9	12	19
Kurdish - Sorani	4	7	13	19
British Sign	3	7	14	18
Arabic	1	6	14	15
Albanian	2	7	11	13

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	70	90.91%
2 - 5 hours	7	9.09%
Total	77	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	40	95.24%
Second Choice Time	2	4.76%
Total	42	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	24	21.05%
Interpreters having DPSI but not on the National Register total	89	78.07%
Safe to practice	1	0.88%
Interpreters with a law component	113	99.12%

6. Call Handling

Requirement	Performance
Calls answered within 6 rings	100%
Average speed of answer	5 seconds