

FACE-TO-FACE INTERPRETING DERBYSHIRE POLICE MANAGEMENT INFORMATION OCTOBER 2021

1. Requests by Language

Language	Total Volume	Language % overall
Romanian	18	12.86%
Punjabi - India	18	12.85%
Polish	16	11.43%
Albanian	13	9.29%
Kurdish - Sorani	11	7.86%
Urdu	11	7.85%
Slovakian	8	5.71%
British Sign	7	4.99%
Russian	5	3.57%
Latvian	4	2.86%
Bulgarian	4	2.86%
Czech	4	2.86%
Arabic	3	2.14%
Punjabi - (P Mirpuri)	3	2.14%
Lithuanian	2	1.43%
Farsi - Dari	2	1.43%
Vietnamese	2	1.43%
Turkish	1	0.72%
Tamil	1	0.71%
Chinese Mandarin	1	0.71%
Kurdish Kurmanji	1	0.71%
Farsi - Iranian	1	0.71%
Moldovan	1	0.71%
Somali	1	0.71%
Spanish	1	0.71%
Pushtu	1	0.71%
Grand Total	140	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July	August	September	October
Polish	16	23	41	59	76	99	115
Romanian	18	37	53	66	80	91	109
Urdu	14	31	52	64	76	86	97
Slovakian	10	23	40	60	66	79	87
Punjabi - India	4	12	20	28	36	43	61
Kurdish - Sorani	4	7	13	19	25	29	40
British Sign	3	7	14	18	23	31	38
Albanian	2	7	11	13	14	23	36
Russian	5	9	12	19	24	30	35
Czech	3	5	6	12	17	23	27

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	68	90.67%
2 - 5 hours	7	9.33%
Total	75	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	39	95.12%
Second Choice Time	2	4.88%
Total	41	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	36	28.13%
Interpreters having DPSI but not on the National Register total	91	71.09%
Safe to practice	1	0.78%
Interpreters with a law component	126	98.44%

6. Call Handling

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