

**FACE-TO-FACE INTERPRETING DERBYSHIRE POLICE  
MANAGEMENT INFORMATION SEPTEMBER 2020**

**1. Requests by Language**

Language	Total Volume	Language % overall
Slovakian	17	15.88%
Polish	17	15.89%
Urdu	14	13.09%
Czech	10	9.34%
Punjabi - India	9	8.41%
Romanian	7	6.55%
Lithuanian	7	6.54%
Albanian	6	5.61%
Latvian	3	2.80%
Arabic	3	2.80%
Pushtu	2	1.87%
Kurdish - Sorani	2	1.87%
Punjabi - (P Mirpuri)	2	1.87%
Russian	1	0.94%
Tamil	1	0.94%
Farsi - Dari	1	0.93%
Bengali	1	0.93%
Kurdish - Badini	1	0.93%
Chinese Mandarin	1	0.93%
Greek	1	0.93%
British Sign	1	0.93%
<b>Grand Total</b>	<b>107</b>	<b>100.00%</b>

## 2. Top Ten Interpreting Languages (cumulative)

Language	April	May	June	July	August	Sep
Polish	13	36	50	68	87	104
Slovakian	10	19	31	44	62	79
Romanian	5	22	39	56	69	76
Urdu	6	20	29	37	48	62
Punjabi - India	7	13	19	30	37	46
Czech	4	15	22	26	29	39
Albanian	4	6	12	22	29	35
Kurdish - Sorani	4	14	17	21	25	27
Russian	3	6	8	11	15	16
British Sign	2	5	5	9	12	13

## 3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	63	90.00%
2 - 5 hours	7	10.00%
<b>Total</b>	<b>70</b>	<b>100.00%</b>

## 4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	33	97.06%
Second Choice Time	1	2.94%
<b>Total</b>	<b>34</b>	<b>100.00%</b>

## 5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	20	<b>20.62%</b>
Interpreters having DPSI but not on the National Register total	77	<b>79.38%</b>
Safe to practice	0	<b>0.00%</b>
Interpreters with a law component	95	<b>97.94%</b>

## 6. Call Handling

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