



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

1. Requests by Language

Language	Total Volume	Language % overall
Romanian	18	19.15%
Polish	16	17.02%
Urdu	14	14.89%
Slovakian	10	10.64%
Russian	5	5.32%
Kurdish - Sorani	4	4.25%
Punjabi - India	4	4.26%
French	3	3.19%
Czech	3	3.19%
Chinese Mandarin	3	3.19%
British Sign	3	3.19%
Hindi	2	2.13%
Albanian	2	2.13%
Croatian	2	2.13%
Bosnian	1	1.06%
Tetun	1	1.06%
Lithuanian	1	1.06%
Arabic	1	1.06%
Turkish	1	1.06%
Grand Total	94	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April
Romanian	18
Polish	16
Urdu	14
Slovakian	10
Russian	5
Punjabi - India	4
Kurdish - Sorani	4
Chinese Mandarin	3
British Sign	3
Czech	3

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	56	94.92%
2 - 5 hours	3	5.08%
Total	59	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	36	100.00%
Second Choice Time	0	0.00%
Total	36	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	17	20.73%
Interpreters having DPSI but not on the National Register total	65	79.27%
Safe to practice	0	0.00%
Interpreters with a law component	81	98.78%

6. Call Handling

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