



FACE-TO-FACE INTERPRETING DERBYSHIRE POLICE MANAGEMENT INFORMATION AUGUST 2020

1. Requests by Language

Language	Total Volume	Language % overall
Polish	19	19.80%
Slovakian	18	18.75%
Romanian	13	13.55%
Urdu	11	11.45%
Punjabi - India	7	7.29%
Albanian	7	7.29%
Russian	4	4.16%
Kurdish - Sorani	4	4.17%
Czech	3	3.12%
British Sign	3	3.13%
Tamil	1	1.04%
Hungarian	1	1.04%
Turkish	1	1.04%
Latvian	1	1.04%
Arabic	1	1.04%
Portuguese	1	1.04%
Punjabi - (P Mirpuri)	1	1.04%
Grand Total	96	100.00%

2. Top Ten Interpreting Languages (cumulative)

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

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	63	92.65%
2 - 5 hours	5	7.35%
Total	68	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	20	100.00%
Second Choice Time	0	0.00%
Total	20	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	20	22.73%
Interpreters having DPSI but not on the National Register total	68	77.27%
Safe to practice	0	0.00%
Interpreters with a law component	87	98.86%

6. Call Handling

Requirement	Performance
Calls answered within 6 rings	96%
Average speed of answer	6 seconds