

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

1. Requests by Language

Language	Total Volume	Language % overall
Polish	17	16.35%
Slovakian	14	13.45%
Romanian	9	8.65%
Urdu	9	8.65%
Albanian	9	8.65%
Punjabi - India	8	7.69%
Russian	7	6.74%
British Sign	6	5.77%
Czech	5	4.81%
Kurdish - Sorani	5	4.81%
Italian	2	1.92%
Hindi	2	1.92%
Sinhalese	2	1.92%
Indonesian	1	0.96%
Bengali	1	0.96%
Turkish	1	0.96%
Bosnian	1	0.96%
Latvian	1	0.96%
Tamil	1	0.96%
Thai	1	0.96%
Greek	1	0.96%
Cantonese	1	0.96%
Grand Total	104	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Polish	13	36	50	68	87	104	119	138	155	176	199	216
Romanian	5	22	39	56	69	76	87	106	132	147	165	174
Slovakian	10	19	31	44	62	79	91	111	130	138	145	159
Urdu	6	20	29	37	48	62	73	80	92	99	102	111
Punjabi - India	7	13	19	30	37	46	51	52	59	66	79	87
Czech	4	15	22	26	29	39	47	51	59	62	70	75
Albanian	4	6	12	22	29	35	41	46	48	53	58	67
Kurdish - Sorani	4	14	17	21	25	27	34	39	43	46	48	53
Russian	3	6	8	11	15	16	18	24	28	31	33	40
British Sign	2	5	5	9	12	13	14	17	20	20	23	29

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	65	90.28%
2 - 5 hours	7	9.72%
Total	72	100.00%

4. Pre-Booked Appointments

Pre-Booked Appointments		
First Choice Time	26	96.30%
Second Choice Time	1	3.70%
Total	27	100.00%

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	22	22.92%
Interpreters having DPSI but not on the National Register total	73	76.04%
Safe to practice	1	1.04%
Interpreters with a law component	94	97.92%

6. Call Handling

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