

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

1. Requests by Language

Language	Total Volume	Language % overall
Romanian	19	19.39%
Urdu	17	17.34%
Slovakian	13	13.27%
Punjabi - India	8	8.17%
Polish	7	7.15%
Albanian	5	5.10%
Arabic	5	5.10%
British Sign	4	4.08%
Russian	4	4.08%
Kurdish - Sorani	3	3.06%
Sinhalese	2	2.03%
Czech	2	2.04%
Farsi - Dari	2	2.04%
Latvian	2	2.04%
Pushtu	1	1.02%
Algerian	1	1.02%
Vietnamese	1	1.02%
Lithuanian	1	1.02%
Punjabi - (P Mirpuri)	1	1.02%
Grand Total	98	100.00%

2. Top Ten Interpreting Languages (cumulative)

Language	April	May
Romanian	18	37
Urdu	14	31
Polish	16	23
Slovakian	10	23
Punjabi - India	4	12
Russian	5	9
Albanian	2	7
British Sign	3	7
Kurdish - Sorani	4	7
Arabic	1	6

3. Immediate Appointments

Immediate Appointments		
Less than 2 hours	55	90.16%
2 - 5 hours	6	9.84%
Total	61	100.00%

4. Pre-Booked Appointments

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

5. Interpreter Qualifications

Interpreter Qualifications		
National Register Interpreters total	19	21.84%
Interpreters having DPSI but not on the National Register total	66	75.86%
Safe to practice	2	2.30%
Interpreters with a law component	85	97.70%

6. Call Handling

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