Annual Report 2025–26

For the year 1 October 2025 to 30 September 2026.

Chair's foreword

This has been a year of growth. Membership passed 4,280, our largest ever, and more than 400 students joined us. We consulted members on artificial intelligence and updated our guidance as a result. Thank you to the 140 volunteers who run our networks, mark assessments and mentor new colleagues. Dr Imogen Barclay FSFTI, Chair of Council.

The year in numbers

Measure	2025–26	2024–25
Members	4,280	4,038
New members	612	559
Student members	418	352
Webinar attendances	6,450	5,120
Helpline queries	1,150	980
Complaints received	23	19
Complaints upheld	6	5

Professional Practice helpline

The most common topics were payment problems (31% of queries), contracts and terms (22%), AI and machine translation (18%), certification (12%) and other matters (17%).

Finances

	2025–26
Income	£1,180,000
Expenditure	£1,119,000
Surplus	£61,000
Reserves at year end	£742,000

82% of income came from membership fees, 11% from events and courses and 7% from partnerships. The Council's reserves policy is to hold between 6 and 9 months of expenditure.

Looking ahead

In 2026–27 we will launch a new members' app, open a Welsh-language version of Find a translator, and hold the annual conference in York on 14 and 15 May 2027.