

The Rt Hon Rachel Reeves MP
Chancellor of the Exchequer
His Majesty's Treasury
1 Horse Guards Road
London, SW1A 2HQ

12 November 2025

Dear Chancellor,

As members of the Carer Poverty Coalition, we are writing ahead of the upcoming Autumn Budget regarding the ongoing and deeply concerning issue of Carer's Allowance overpayments.

We welcomed the swift and timely action the Government took to implement the Independent Review of Carer's Allowance, led by Liz Sayce OBE. This demonstrated a clear recognition of the seriousness and urgency of the issue of overpayments linked to earnings, and a commitment to taking the necessary steps to address it.

Over the past nine months, Carers UK and the Carer Poverty Coalition have worked closely with the Independent Review, to highlight the severe and enduring financial and psychological impact that these overpayments have had on hundreds of thousands of unpaid carers.

We have welcomed and supported the Independent Review's thorough engagement with affected carers and are pleased that the Government has committed to publish both the final report from the Independent Review and the Government's response before the end of the year.

To ensure this situation is resolved quickly and effectively, the Independent Review must lead to the delivery of three essential outcomes:

- New policies and processes must be put in place to ensure that there is accurate, transparent, and clear information so that carers can make informed decisions about workings and earnings.
- Internal DWP processes need to be changed to ensure that carers do not incur overpayments as a result of poor practice.
- Carers' overpayment debts must be written off, where carers received overpayments through no fault of their own, or due to systematic failures by the DWP.

We ask that the Government use the Autumn Budget to provide the necessary investment to deliver all three of these outcomes without delay.

For too long, carers have borne the consequences of systemic failures. Many are still paying off debts that could have been avoided with more responsive systems, more

joined up working, better processes (such as a taper), better information, and significantly improved two-way communication with carers.

Addressing this long-standing issue, which first surfaced six years ago under the previous Government, presents an opportunity for the Government to show that it is on the side of unpaid carers, and recognise their enormous contribution to society and deliver justice for the wrongs of the past.

Thank you for your consideration. We look forward to your response in due course.

Yours sincerely,

1. Helen Walker, Chief Executive, Carers UK
2. Tim Bevans, CEO, Action for Carers Surrey
3. Caroline Abrahams, Charity Director, Age UK
4. Paula Bryan, CEO, Care for Carers
5. Jennifer Twist, Chief Executive, Care for the Carers
6. Dani Leslie, CEO, Carer Support Eden
7. Craig Backhouse, Chief Executive Officer, Carer Support Furness
8. Lorraine Brook, Executive Director, Carers Centre SA Ltd
9. Alison Taylor, Chief Executive, Carers First
10. Alice Dias, CEO, Carers Hub Lambeth
11. Michele Stokes, CEO, Carers in Hertfordshire
12. Claire Turner, Chief Executive, Carers Leeds
13. Joleen Cunningham, Public Affairs and Resources Manager, Carers Northern Ireland
14. Fiona Collie, Head of Public Affairs and Communications, Carers Scotland
15. Jill Attwell, CEO, Carers' Support East Kent
16. Caroline Pope, CEO, Carers Support West Sussex
17. Kirsty McHugh, CEO, Carers Trust
18. Alison Harries, CEO, Carers Trust Crossroads West Wales
19. Sharon Brooks, Chief Officer, Carers Voice Norfolk and Waveney
20. Rob Simkins, Head of Policy and Public Affairs, Carers Wales
21. Francesca Yates, Executive Director, CommuniCare
22. Anna Bird, CEO, Contact
23. Frances Lawrence, Chief Executive, Dementia Carers Count
24. Pamela Burke, Chief Executive, Enfield Carers Centre
25. Val McInroy, Head of Services, Falkirk and District Mental Health Association
26. Simon Fenton, CEO, Forward Carers CIC
27. Ben Whalley, Chief Executive, Gaddum
28. Stuart Tattersall, Chief Executive, Greenwich Carers Centre
29. Caroline Shaw, CEO, Imago Community
30. Sabine Goodwin, Director, Independent Food Aid Network

31. Rachael Stokes, CEO, Kingston Carers Network
32. Sarah Rawlings, Executive Director of Research and External Affairs, MS Society
33. Andy Barrick, CEO, Multiple System Atrophy Trust
34. Joanna Solanki, CEO, N-Compass
35. Luke Bramhall, CEO, Newcastle Carers
36. Claire Easton, Chief Executive, North Tyneside Carers' Centre
37. Juliet Tizzard, Director of External Relations, Parkinson's UK
38. Kerry Hearsey MBE, Chief Executive, Princess Royal Trust for Carers in Hampshire
39. Graham Whitham, Chief Executive Officer, Resolve Poverty
40. Julie Benson, Family Support Manager, Rett UK
41. Vicky Keeley, CEO, Sefton Carers Centre
42. Alan Ashton MBE DL, Chief Executive, St Helens Carers Centre
43. Taskin Saleem, Chief Executive, Subco Trust
44. Kirsten Alderson, CEO, Suffolk Family Carers
45. Jacqueline Cannon, CEO, The Lewy Body Society
46. Tamara Gilbert, CEO, The Positivitree
47. Anna Rees, Wales Fund Manager, The Waterloo Foundation
48. Mike O'Brien, Co-Founder, VOICES ADFOCAD
49. Katy Styles, Founder, We Care Campaign
50. Ayla Ozmen, Director of Policy and Engagement, Z2K