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A Roadmap for the Department of Work and Pensions

Rebuilding trust with carers and implementing a systemic approach to vulnerability in the welfare benefits system

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Purpose of this Roadmap

Context

In the wake of the Carer's Allowance overpayments scandal, there is widespread consensus that **rebuilding trust with unpaid carers** must be a key priority for the Department of Work and Pensions (DWP). Over the past decade, the scale of the harm caused by overpayments to carers has been well-documented by the Independent Review chaired by Liz Sayce OBE, investigative journalism by the Guardian, parliamentary scrutiny and National Audit Office (NAO) analysis. The Sayce Review concluded that overpayments were caused primarily by **systemic issues**, rather than individual errors or fraud by carers.

"Trust is earned, so it is incumbent upon DWP to demonstrate its trustworthiness. DWP needs to show a change from its previous lack of focus and leadership, and the resultant lack of progress on implementing the improvements already identified."¹

These systemic issues highlight the importance of systems, processes and institutional culture in protecting carers and the people they support from harm. The Timms Review of PIP (Personal Independence Payment – one of the qualifying benefits for Carer's Allowance) has also acknowledged the erosion of trust between DWP and disabled people.² This sits within a wider context in which successive governments have extended conditionality and framed welfare spending as problematic rather than as an investment in its citizens. This contributes to a relationship between DWP and claimants which is characterised by suspicion and mistrust.

While DWP recognises that caring responsibilities, health issues and disability can affect people's ability to navigate the benefits system, this should be developed into **a systems-based approach** that aims to reduce vulnerabilities at source – and acknowledges that this is everybody's business. There is much to learn from other sectors that provide essential services (see page 3) and have had more robust strategies in place for some time that reflect a systemic approach to vulnerability.³

A new way of conceptualising 'vulnerability'

This Roadmap sets out how DWP could develop **a public strategy for tackling vulnerability based on a 'social model', encompassing not only individual risk factors and life circumstances that influence vulnerability, but also the role that its own systems, processes and culture play**. Developed by the [Centre for Care](#), this Roadmap draws on research evidence,⁴ stakeholder engagement and the lived experiences of carers. Its aim is to support a step change in DWP's relationship with carers by embedding fairness, dignity, respect and transparency in the design and administration of benefits. While focused on carers, this approach has the potential to improve the experiences of other claimants across the system.

“Trust is based on feeling listened to and respected.”⁵

Evidence shows that carers often feel that their contribution to society is not properly recognised or valued by the state. Rebuilding trust therefore requires much more than simply fixing specific policies or processes. It requires **a fundamental shift in organisational culture**, which changes how DWP exercises power, listens to claimants and makes decisions which affect their lives. DWP should first articulate the values that will underpin a shift in its relationship with claimants and then embed them consistently in policy, practice and decision-making. Culture change is the foundation needed for reform, ensuring that these values are consistently reflected in how DWP operates and measures success.

There is potential to draw on and learn from Social Security Scotland. [Its Charter](#) sets out what people can expect from the system and adopts an **explicitly trust- and human rights-based approach**. The Charter explains how it will demonstrate dignity, respect and fairness in all of its actions. A similarly principled approach has the power to change the language, culture and decision-making that shape the administration of welfare benefits.

Centre for Care engagement with stakeholders and people with lived experience identified three overarching values that could underpin DWP policy, practice and decision making, as well as how these values might be operationalised. This list is a starting point, and **we recommend that DWP co-produces its values with carers and disabled people**, in order to drive a lasting change in culture and practice and improve trust.

Values	What this would look like
Dignity and respect	• All communications, processes and administrative interactions are respectful and designed around carers' circumstances and needs. • Carers are involved in the development and scrutiny of policies and services that affect them. • Benefits entitlements are communicated and administered as rights not privileges, with efforts made to reduce stigma and barriers to uptake. • To reflect the value that care has to society, carers who are not seeking work are no longer characterised as 'economically inactive'.
Clear, consistent and fair decision-making	• Eligibility criteria and decisions are communicated clearly, with reasons for rejection that claimants can understand. There are clear routes to correct errors and seek redress when needed. • DWP staff demonstrate a consistent understanding and application of legislation and guidance; similar cases produce similar decisions. Discretion is applied based on the underlying values which guide organisational culture. • Fewer incorrect or inconsistent decisions, leading to a lower rate of appeals and improved capacity in DWP and the advice sector. • Carers experience reduced stress and uncertainty when claiming their benefits entitlements.
Transparency and mutual accountability	• Clear, published expectations for both DWP and claimants. DWP is open about errors, risks and shortcomings, as well as successes. • Clear routes for complaints, redress and escalation, with learning from cases shared across the organisation. • Culture of data sharing, including and timely publication of data on performance, errors, overpayments, waivers, complaints and redress. • Senior leaders are explicitly accountable for claimant outcomes, as well as operational performance. • Recommendations from reviews and scrutiny are tracked through to implementation - e.g. transparent, regular reporting of progress against the recommendations of the Sayce Review, with evidence of action and improvement. • Effective mechanisms for carers and stakeholders to scrutinise performance and influence service improvement.

A new model of 'vulnerability'

i) Why focus on 'vulnerability'?

The term 'vulnerability' is contested. Used uncritically, it can stigmatise people, portray them as inherently passive or helpless, and obscure the structural factors that create disadvantage. Sometimes, the label of 'vulnerable person' is seen as a permanent identity by institutions, rather than something that can be triggered by particular circumstances or crises.

Nevertheless, 'vulnerability' remains widely used in policy and regulation to identify and address the risk of preventable harm. Instead of abandoning the term altogether, we propose drawing on the work of those who re-define it in situational or structural terms. This shifts the focus to how people are **made** vulnerable through their circumstances and interactions with services. This should change how institutions respond to them as a result. This is consistent with the House of Commons Work and Pensions Committee's finding that "some DWP policies can unintentionally create and exacerbate existing vulnerabilities".⁶

ii) How does DWP approach 'vulnerability' currently?

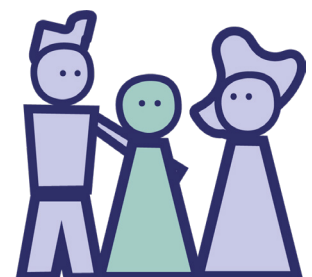
In 2025, the Work and Pensions Committee inquiry found that DWP lacked a clear, consistent and public-facing definition of vulnerability. It recommended that DWP formalise a definition, and provide guidance on how this should be understood and applied. DWP's current approach focuses largely on individual circumstances and providing 'additional support'.⁷ It describes vulnerability as "[a]n individual who is identified as having complex needs and/or requires additional support to enable them to access DWP benefits and use our services." Its 'Vulnerability Instructions' (which can be accessed via [Rightsnet](#)) recognise caring responsibilities and disability among a list of 'difficult personal circumstances' or 'life events' that may contribute to 'complex needs'. However, **there is no comprehensive, publicly available strategy setting out how vulnerability is being addressed across the system.**

This individualistic approach overlooks the extent to which DWP's own policies, processes and practices can create or exacerbate vulnerability. Given that caring and disability affect large numbers of claimants, **the question should not be simply how to provide 'additional support', but how to design and administer benefits so that people need less support in the first place.**

The current approach also sits uneasily with DWP's stated commitment to social justice principles. Established practices such as sanctions and punitive recovery of overpayments debt can intensify financial hardship and severe mental distress, and are fundamentally incompatible with these principles. There is limited evidence that the current approach is used internally in terms of frontline practice or to drive organisational change. For example, how has recognition of caring responsibilities as a potential source of vulnerability changed the way the Carer's Allowance Unit operates? Without a statutory duty of care or independent oversight, DWP remains largely self-policing, even when claimants experience serious harm.

iii) What is a 'social model of vulnerability'?

A social model understands vulnerability as a systemic issue, rather than simply as a characteristic of particular individuals. **The key question is not, 'who is vulnerable?' but 'why are they in a vulnerable position?'** Vulnerability can be created or intensified by the interaction between a person's circumstances and the systems they are required to navigate.⁸ A social model places responsibility on DWP to consider how its own actions and systems affect people's abilities to access their entitlements. For DWP, this means examining how its own systems and processes – such as information and digital services, administrative processes, use of reasonable adjustments, conditionality, and decision-making – may create or compound vulnerability for carers. The aim should be to prevent harm, rather than simply identifying 'vulnerable people' and applying additional processes to them. **Just as these vulnerabilities can be made through interactions with DWP, they can be unmade through better administration.**



What can DWP learn from other sectors?

Financial services: The Financial Conduct Authority (FCA) defines a vulnerable customer as ‘someone who, due to personal circumstances, is especially susceptible to harm, particularly when a firm does not act with the appropriate level of care.’⁹ [The Consumer Duty](#) focuses on fairness, transparency and the needs of the customer. Firms must act to avoid causing preventable harm. Its recent work on [basic bank accounts](#) also demonstrates the importance of removing barriers to accessing essential services for everyone, rather than expecting people to navigate those barriers themselves.

Legal services: The Legal Services Board (LSB) finds that vulnerability arises from the interplay between life events, market-specific factors (e.g. complex legal jargon, the power dynamic between lawyers and clients) and individual risk factors. Vulnerabilities are shaped by the interaction between the individual and the service.¹⁰ The LSB therefore advocates an inclusive design approach: designing services around the needs of people who face the greatest barriers, rather than for a notional ‘standard’ customer and making adjustments afterwards.

Developing and implementing a new approach to vulnerability

Overarching actions that DWP should take:

- Develop and publish a **new definition** of vulnerability based on a systemic rather than an individual approach in consultation with carers and disabled people, and taking into account good practice from across all sectors.
- Co-produce and publish a **vulnerability strategy**, setting out how it will implement a systemic model and safeguard the wellbeing of vulnerable claimants. This should include embedding their wellbeing in the design, implementation and review of policy.
- **Involve carers and disabled people** in shaping policy and service design, improvement and review, and demonstrate how their perspectives have shaped decisions.
- Make use of the **available evidence** by drawing on research into the experiences of carers and welfare rights advisers, as well as operational data, complaints, and learning from appeals.
- **Recognise the interdependence of disability and caring;** DWP design and administration of policy should recognise that disabled people may also have caring responsibilities and vice versa. The Timms Review team and steering group should ensure that any proposals to reform PIP fully assess the impact on carers, household income and linked benefits.
- Undertake **fundamental reform** of the purpose, adequacy and design of carers’ benefits, so that it properly values and reflects the costs of caring and tackling perverse incentives around paid employment and study ([see our Case for Change](#)).

Actions for other parts of Government:

- Introduce a **statutory duty to provide social welfare advice** (as recommended by NAWRA), available equally to all who need it and free at the point of delivery.¹¹ This should be accompanied by long-term funding for this provision.
- Introduce a **statutory duty to safeguard claimant wellbeing**, providing stronger independent oversight and accountability when the benefits system causes serious harm.

Vulnerability in the benefits system and how to tackle it

This taxonomy of vulnerability was originally developed by Prof. Peter Cartwright in the context of financial services.¹² We apply and extend this framework to carers claiming welfare benefits; the examples given are taken from our research into the administration of Carer’s Allowance and related benefits. These are not intended to be exhaustive, but to give a sense of the need for a systems-based approach to tackling vulnerability. The recommended actions are drawn from this work; insights from other countries and sectors; and build on those of the Sayce Review (SR in the table below), the House of Commons Work and Pensions Committee 2019 inquiry into Carer’s Allowance overpayments (WPC CA 2019) and 2025 inquiry into ‘Safeguarding Vulnerable Claimants’ (WPC SVC 2025), and NAO investigations (NAO).

Information vulnerability

There is an information asymmetry; people lack the information needed to understand their rights, obligations or options and therefore are unable to make well-informed decisions about the best course of action to take.

Examples of how this occurs	Actions for DWP to address this
• Many carers simply don't know where to start; it often takes time for them to self-identify as a carer, and it may be their first encounter with the benefits system during a time of great stress in their lives. • The complexity of the system as a whole means there is a risk of 'information overload'. Many carers find it challenging to identify which benefits they may be eligible for and to understand what the claims form is asking for. It can be complicated to understand how different benefits interact with each other, as well as the rules, expectations and responsibilities of claimants. • Bureaucratic jargon used in claims forms and official communications (e.g. decision letters) often needs 'translation' - it can be hard to understand what is happening and how to respond. • The 'digital-by-default' approach assumes that people can obtain the information they need online. • Understanding how legislation, statutory regulations, case law and administrative guidelines apply to a person's circumstances in more complex cases requires the intermediary expertise of a highly skilled welfare rights adviser. Advisers report that keeping up to date with policy changes and case law is a continual task.	• Promote earlier uptake of CA and related benefits to ensure that carers do not miss out on their entitlements: » Work with health, housing, and social care to develop a strategy for signposting and promoting uptake at key intervention points. » Run a long-term public awareness campaign - similar to Scotland's 'Tackling stigma' campaign. • Improve the accessibility of DWP communications by: » Co-producing new information and guidance tools with carers and the people they support. » Simplify claims forms, clarifying language and reducing repetition (c.f. SR recommendation 6). » Identify areas of the highest importance to claimants (i.e. where there are particular risks if it is not well understood), especially focusing on the clarity and quality of information. We suggest this includes: eligibility criteria; requesting reasonable adjustments for assessments; challenging benefits decisions; and how to adhere to complex rules (e.g. the earnings threshold) (c.f. SR rec. 1, 2 and 6). » Offer a meaningful choice to claimants about how they engage with DWP, without compromising the quality of service. For example, significantly reduce the length of time that callers wait to speak to someone at DWP on the phone who can address their query effectively, so that they do not have an inferior experience compared to online queries (c.f. SR rec. 6, WPC SVC 2025, WPC CA 2019). • Expand the existing DWP Customer Charter from a high-level 1-page summary into a comprehensive, publicly available and legally binding standards document (c.f. SR rec. 6). • Improve DWP staff training on the complex rules and restrictive eligibility criteria for Carer's Allowance and related benefits. • Work in partnership with the welfare rights sector to: » Utilise sector intelligence about areas which are proving especially complex for claimants to understand and navigate. » Continue and expand provision of regular, free training to advice professionals on changes to the system.

Pressure vulnerability

There is a power asymmetry; people are under stress which affects their ability to make decisions or navigate systems. This could be either pressure applied by others (e.g. recovery of overpayments debt) or contextual pressure (e.g. difficulties paying the bills).

Examples of how this occurs

- **The combined stress of time-poverty, money worries, and the power imbalance** between the claimant and the state can affect carers' abilities to navigate the system. This is compounded by internalised stigma and shame about claiming benefits.
- The demographic profile of Carer's Allowance claimants means that **they are more likely to have characteristics that intensify this pressure** - e.g. living in poverty, being disabled or in ill health, or anticipating or grieving a bereavement.
- Claims forms and the assessment process, especially for PIP and child Disability Living Allowance (DLA), can require carers and the person they support to confront diagnoses, situations, discrimination, or a lack of appropriate support which can be **emotionally triggering and upsetting**.
- Many carers are closely involved in the process of supporting the person they care for to apply for and manage their disability benefit. **Prolonged uncertainty, a high administrative burden and processes which feel adversarial** contribute to stress and anxiety, and make claimants feel that they are not respected or believed.
- **Decision-making which is inconsistent and opaque** leads carers and disabled people to feel that 'it's like playing a game where only one side knows the rules'.
- Pressure is especially profound when carers are confronted with **recovery of Carer's Allowance overpayments debt and the threat of legal action by DWP**, including civil penalties and prosecution.
- **Greater flexibility and empathy is needed to support carers who have recently been bereaved** and may be overwhelmed by administrative responsibilities while grieving.

Actions for DWP to address this

- Ensure that tackling stigma and upholding respect and dignity is integral to communications about claiming benefits. This is especially important where decisions are not made in the claimants' favour or where money is owed (c.f. SR rec. 6).
- Adopt an **explicitly trust-based approach**, learning from the experiences of claimants under [Social Security Scotland](#). This begins from the assumption that information provided by claimants is an 'accurate reflection of their circumstances'.
- **Co-design the system in partnership with disabled people, people with long-term conditions and carers so that take-up of entitlements is easier and less burdensome for claimants**, for example by:
 - » Minimising unnecessary repetition, burden and intrusion.
 - » Reducing unnecessary reassessments and reviews where conditions are lifelong, progressive or unlikely to improve.
 - » Introducing a consistent, pro-active and rights-based approach to reasonable adjustments, in particular ensuring that alternative assessment arrangements (e.g. home visits) are readily available where there is clear evidence of need (c.f. SR rec. 5; and WPC SVC 2025).
 - » Redesigning assessments to avoid causing distress or harm, with the aim of moving away from a snapshot assessment to one that captures fluctuating conditions, the impact of 'masking' and the cumulative nature of many conditions.
 - » Establishing reciprocal parity of expectations between claimants and DWP, in terms of the timeframes for responses, information sharing and decisions (c.f. SR, rec. 6).
- **Improve training and guidance for DWP staff and benefits assessors**, including:
 - » Understanding the social model of disability as well as mental health, neurodivergence, and fluctuating conditions.
 - » Understanding of legislation, regulations and case law so that the rules are applied consistently and fairly (c.f. WPC SVC 2025).
- Ensure that **consistent safeguarding procedures and aftercare** are in place where telephone conversations or benefits assessments involve discussion of self-harm, suicide or traumatic experiences (c.f. WPC SVC 2025.).
- **Remove the earnings 'cliff edge'** (c.f. SR rec. 3) and **either significantly increase or abolish the earnings threshold in Carer's Allowance** (c.f. WPC CA 2019)
- **Automate sharing of real-time data between DWP and HMRC** to prevent earnings overpayments and reduce the administrative burden for carers (c.f. SR rec. 5 and WPC CA 2019; and NAO).
 - » Any new systems for automation must learn from the Robodebt scandal in Australia; automated systems must prioritise claimant wellbeing, use real-time communication and employ human safeguards in order to maintain public trust.¹³
- **Pause recovery of Carer's Allowance overpayments debt** while the recommendations of the Sayce Review are implemented.
- Train and require DWP staff to **pro-actively signpost carers onto specialist support** for their circumstances, e.g. introducing bereaved carers to organisations which offer bereavement support.
- **Improve support for carers of people with terminal illness**:
 - » Introduce fast-tracking of Carer's Allowance under the Special Rules for End of Life (currently only applied to disability benefits).
 - » Extend benefits and practical support available to carers following a bereavement, including extending the Carer's Allowance run-on period to 12 weeks, in line with the Carer Support Payment in Scotland. Offer compassionate and tailored support to re-enter the labour market to those who have been caring for an extended period of time.

Redress vulnerability

People find it difficult or impossible to complain, challenge, or rectify a problem or decision when something goes wrong. They are unable to hold organisations to account for breaches of law in practice.

Examples of how this occurs	Actions for DWP to address this
• Carers can struggle to challenge mistakes or incorrect decisions - either for themselves, or for the person they support. • The expertise and support of the welfare rights sector is essential to navigate the appeals process - but its capacity is under strain and access varies across the country. • Appeals can be lengthy, complex and stressful. • Correcting relatively simple errors can be challenging. • The distinction between error, non-compliance and deliberate fraud is not sufficiently clear, undermining trust and potentially exposing claimants to disproportionate consequences. • Waivers for overpayments debt are very seldom requested and granted infrequently. • DWP's response to the recommendations of previous parliamentary inquiries as well as the Sayce Review does not indicate a consistent acceptance of the importance or urgency of rebuilding trust with carers who have experienced harm as a result of its internal processes, systems and practices. For example, the current pace of the reassessment exercise means that a very small fraction of the caseload has been processed.	• Improve the quality and consistency of initial decision-making (in line with legislation and case law) to reduce unnecessary appeals (c.f. WPC SVC 2025). • Improve accountability for administrative errors made by DWP, including lost documents, incorrect payments and delays in correcting mistakes. Provide effective remedy, including refunds, debt cancellation and correction of linked awards where DWP error has caused financial loss to a claimant. • Provide accessible information about waivers for overpayments debts to claimants, including how to apply and when they are likely to be granted. • Improve claimants' experiences of the appeals process, including: » Provide timely decisions, explanations and opportunities to challenge or correct errors (c.f. SR rec. 6 and WPC CA 2019). » Simplify the appeals process to be a more accessible, resolution mechanism, drawing on learning from France (the Pre-Litigation Conciliation Model) and the 'Expedited Path' in planning and housing appeals in the UK. » Reduce tribunal waiting times and delays in resolving disputes. » Expand access to independent welfare rights advice and advocacy during appeals (c.f. SR rec. 8). • Prevent and investigate issues with PIP decision-making, including: » Inappropriate reductions or removals of PIP awards where conditions have remained the same or deteriorated. » Ensuring that caring responsibilities are not used to inappropriately question the legitimacy of a PIP claim. • Amend DWP's definition of 'fraud' to exclude error and align with the 2006 Fraud Act which only includes the intentional use of deception or dishonesty (c.f. SR rec. 5). • Use redress mechanisms to foster a culture of learning and improvement across the system: » Publish data on complaints, appeals, overpayments, waivers, debt adjustments and outcomes, enabling effective scrutiny of whether redress is working. » Monitor recurring problems - these should trigger investigation, corrective action and, if needed, policy change. • Demonstrate greater transparency in reporting on progress in response to the Sayce Review and publish data on number and outcomes of overpayments reassessed, waivers and debt adjustments (c.f. SR rec. 9).

Supply vulnerability

People have limited or no choice over how an essential service is provided and cannot switch provider when they are treated poorly or systems fail. This heightens the power imbalance between claimant and the state.

Examples of how this occurs

- Unlike consumers in other sectors, **claimants cannot exercise choice or switch provider** when they are treated poorly or when systems fail.
- Carers in financial hardship have no alternative but to endure the conditions under which welfare benefits are administered by the state - even when they feel that this is **unfair, burdensome or stigmatising**.
- These poor experiences **deter some carers from claiming** their legal entitlements.
- **This lack of choice means that the state has a greater responsibility to protect their rights.** None of the existing bodies (i.e. House of Commons Work and Pensions Committee, Public Accounts Committee, NAO, Parliamentary and Health Service Ombudsman, Social Security Advisory Committee) which scrutinise DWP's performance has a general statutory responsibility to monitor whether DWP is protecting vulnerable claimants or providing good outcomes for them.

Actions for DWP to address this

- Adopt an explicitly human-rights based approach, learning from Social Security Scotland which treats **social security as a right in itself** as well as being essential to the fulfilment of other human rights.
- Establish **an Independent Commissioner to provide claimant-focused advocacy and oversight** of DWP's treatment of disabled people and carers, with a statutory remit to identify systemic problems, monitor outcomes and hold government to account (e.g. similar to the Ministry of Defence's [Independent Armed Forces Commissioner](#)) (c.f. WPC SVC 2025).
- **Strengthen the collective voice of claimants** by embedding co-production with carers and disabled people, including as part of a lived experience oversight group of DWP.



Impact vulnerability

Some groups of people experience greater harm or loss as a consequence of a decision or outcome because of their circumstances. The consequences are not evenly distributed: for people already living with poverty, ill health, disability or caring responsibilities, harm can be more significant and have longer lasting effects.

Examples of how this occurs	Actions for DWP to address this
• Some carers and their households wait too long or miss out entirely on the financial support that they are entitled to - this is preventable harm and exacerbates the cumulative financial disadvantage they face as a result of their caring role. • Overpayments debt can deepen poverty and financial insecurity. • The experiences of claimants described above place further strain on carers' time and mental health, as well as contributing to their sense of being devalued by society. • Policy changes can disproportionately affect carers and disabled people where equality impacts are not adequately assessed. For example, the 2025 Green Paper on PIP reforms lacked a substantial assessment of the impact of these proposals on carers.	• Provide information about linked entitlements when a benefits award is made (including disability premiums, carers' benefits, council tax reductions, social tariffs and other forms of financial support), reducing the risk that people miss out on financial support for which they are eligible. • Adopt an outcomes-based approach by: » Identifying and addressing systemic risks before they result in avoidable financial, emotional or administrative harm (c.f. WPC SVC 2025). » Introducing an outcomes-based duty to hold senior leadership accountable for claimant outcomes - not simply whether processes have been followed - akin to the FCA's Consumer Duty (c.f. WPC SVC 2025). » Assessing the likely impact of policies and operational changes on people at greatest risk of harm (c.f. WPC SVC 2025). • Commit to co-production with carers and disabled people in policy-making and review, learning from the new approach taken by the Timms Review and from organisations which are experienced in this regard.



Endnotes

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Development of this Roadmap

This roadmap builds on research evidence, engagement with stakeholders and the lived experiences of carers. Centre for Care research included in-depth qualitative research with:¹³

A diverse sample of 45 unpaid carers from England and Wales who provide regular support to a family member or friend who is disabled, living with a long-term health condition, or age-related care needs, exploring the risks to their financial wellbeing as a result of their caring role.

A sample of 20 welfare rights advisers from organisations providing benefits advice and support to unpaid carers across England and Wales.

This research was shared and discussed with a group of stakeholders at a policy breakfast event held in June 2026. This Roadmap incorporates their ideas and expertise. This included carers' organisations, disability rights organisations, Parliamentarians, civil servants and others committed to a better social security system for carers and the people they support.

Express your support for this roadmap and add your name to the list of those calling for change on our website

A full list of individuals and organisations who support this Roadmap is available on our website.

If you or your organisation would like to join them in endorsing this Roadmap and our call for DWP to adopt a social model of vulnerability, please email centreforcure@sheffield.ac.uk or complete the sign-up form on our webpage.

Click here or scan the QR code to add your endorsement



CONTACT

Please get in touch if you would like to know more, or to work with us on related issues, by contacting our support team:
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