

Carer wellbeing break payments evaluation

July 2025 – June 2026



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Contents

About Luminus.....	3
Introduction	3
Methodology	3
Demographics.....	4
Summary of findings.....	8
Recommendations.....	9
Findings in detail	10
About the participating carers.....	10
Accessing and using the carer wellbeing break	11
How did you find out about the carer wellbeing break?.....	11
How did you find applying for the carer wellbeing break?	11
How the carer wellbeing break has been used	12
The difference it has made.....	15
Practical issues	16
Concluding remarks.....	18
SCC response to the Luminus recommendations	19
Contact us.....	22



About Luminus

Luminus is a Surrey based independent community interest company which exists to empower people to have their voices heard. We are an enterprise driven by social value, that invests in the local community. We help organisations provide equity of access, and the best services possible, through the inclusive involvement of local people. We achieve this through bespoke projects, co-design, contracts, mentoring, research, and training. Our vision is to create a society where everyone's voice is heard so we all receive the support we need for our wellbeing.

Please note that the terminology used in this report reflects the language of the participants and may not align with the terminology typically used by Luminus.

Introduction

The new portal for unpaid carers in Surrey to claim a £300 carer wellbeing break was launched by Surrey County Council (SCC) on 1st June 2025. Luminus was asked by SCC to evaluate the experience of people using the portal, the impact the offer has on their wellbeing and how the new offer meets their needs. This is a new offer launched by Surrey County Council in response to the 'Luminus – Carer replacement breaks report – Dec 2023' which found that the former breaks model did not reflect how some carers wanted or were able to take a break.

This report covers 3 phases of collecting insight for the evaluation spanning a year from July 2025 to June 2026 inclusive. Insight was gathered in October/December 2025, February/March 2026 and May/June 2026.

Since the launch of the carer wellbeing break scheme, **772** people have applied for the carer wellbeing break payment, **568** people have been eligible (e.g. not received a break from Adult Social Care previously) and received a payment. Of these, 216 gave permission for Luminus to contact them (via a question on the application portal) and 91 people took part in an in-depth conversation or our survey. The experiences are collated together in this report, but a six monthly split, July to December 2025 and January to June 2026 can be found in the 'Summary of findings' section.

Methodology

It was agreed that the following areas were to be explored:

1. How have people found the experience of applying for a carer wellbeing break?
2. What impact has the wellbeing break had on the carer and the person they care for, considering if how the money has been spent has any relation to the impact?
3. How could people's experiences of the carer wellbeing breaks be improved?

Most of the insight has been gathered through an online anonymous survey, however, in phase 1 and phase 2 we also selected a sample of people for more in-depth conversations, which were held on the telephone or online. The selection in phase 1 and phase 2 for these more in-depth conversations was based on different ways the carers had said they would like to use the payment e.g. for a carer break, wellbeing activity, leisure services or essentials. Two in-depth interviews were conducted in phase 1, three in phase 2.

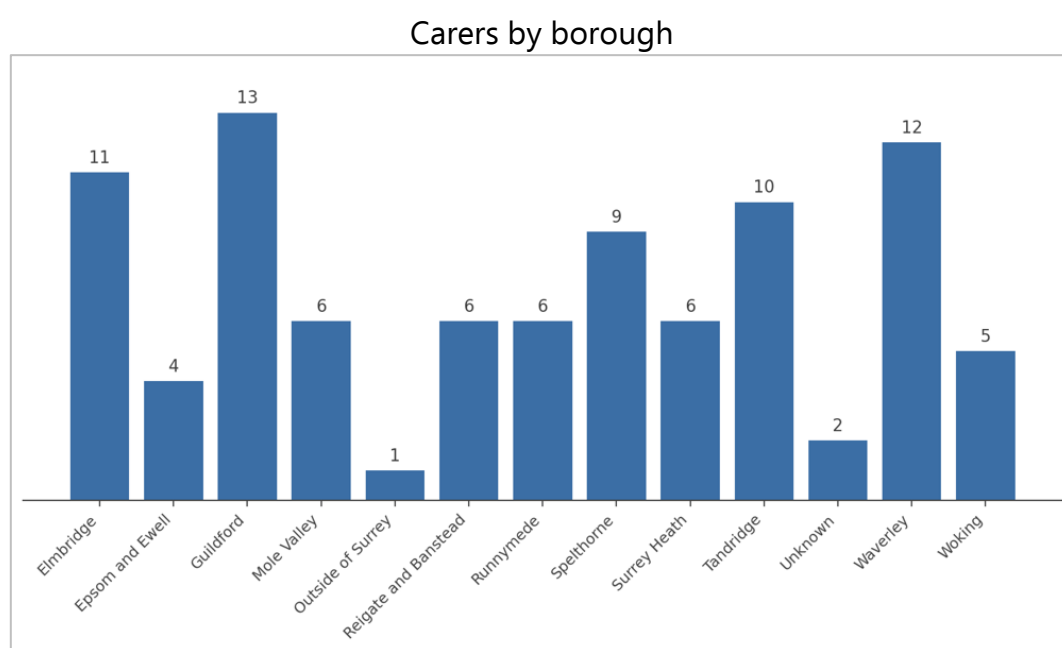
All communications asking people to complete a survey offered 3 options: to do it online, on a posted paper copy or by completing it over the telephone. Participation was incentivised with a random draw offering 16 Love2shop £25 vouchers over the 3 phases of activity.

Three people we contacted said they had not been able to complete the carer wellbeing break application process, and we referred these people to the Adult Social Care support team at SCC. For those that stipulated in their response that they had used their break for essentials, we have contacted those carers with details of how to access financial advice and support.

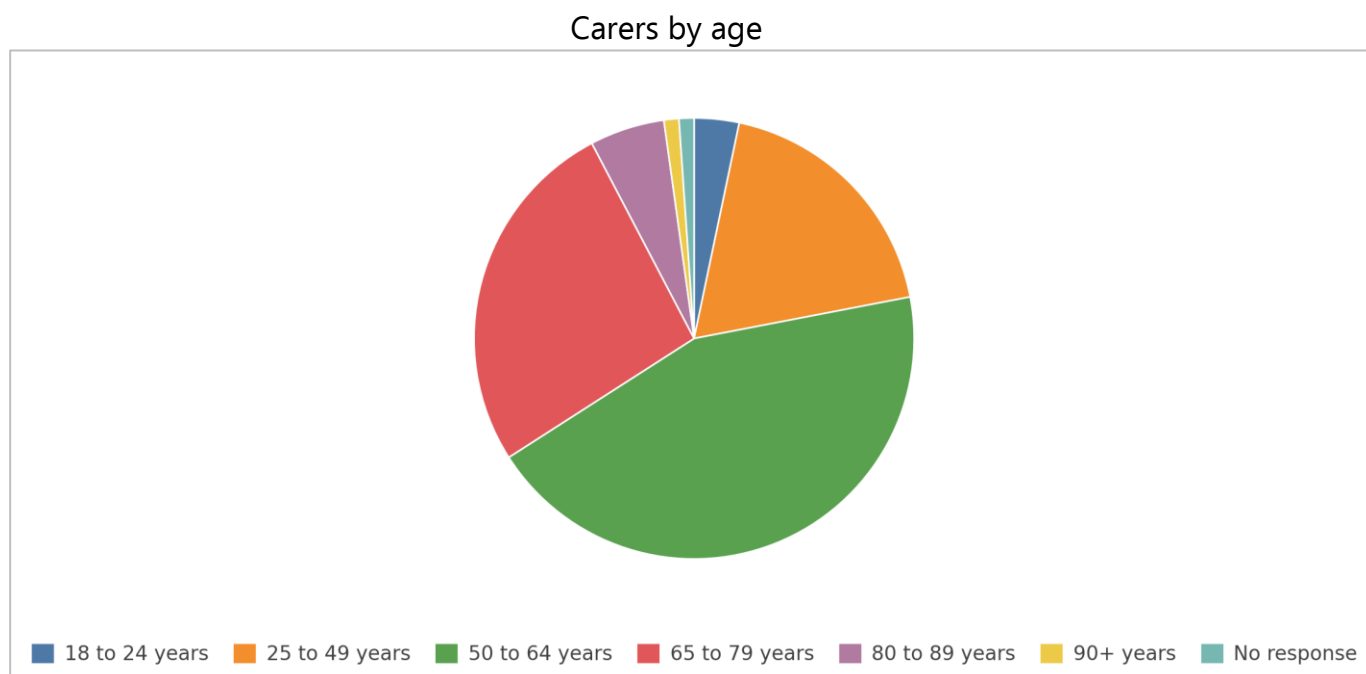
This evaluation is based on a sample of people who have successfully applied for and received a carer wellbeing break through the portal (with the possible exception of 3 carers detailed above). This means the data is not inclusive of people who were unable to apply through the portal because they are not digitally literate or do not have access to the technology to do this. It also does not include people who were unsuccessful in the application. Therefore, the sample is not fully representative.

Demographics

The 91 participants mainly came from across Surrey with applicants from all boroughs. 2 participants came from outside Surrey, 2 were from unknown locations.



The majority of people are aged 50 to 64 years, there are 3 people aged 18 to 24 years and 1 person 90+ years. Participants came from all ages between 18 and 90+ years.



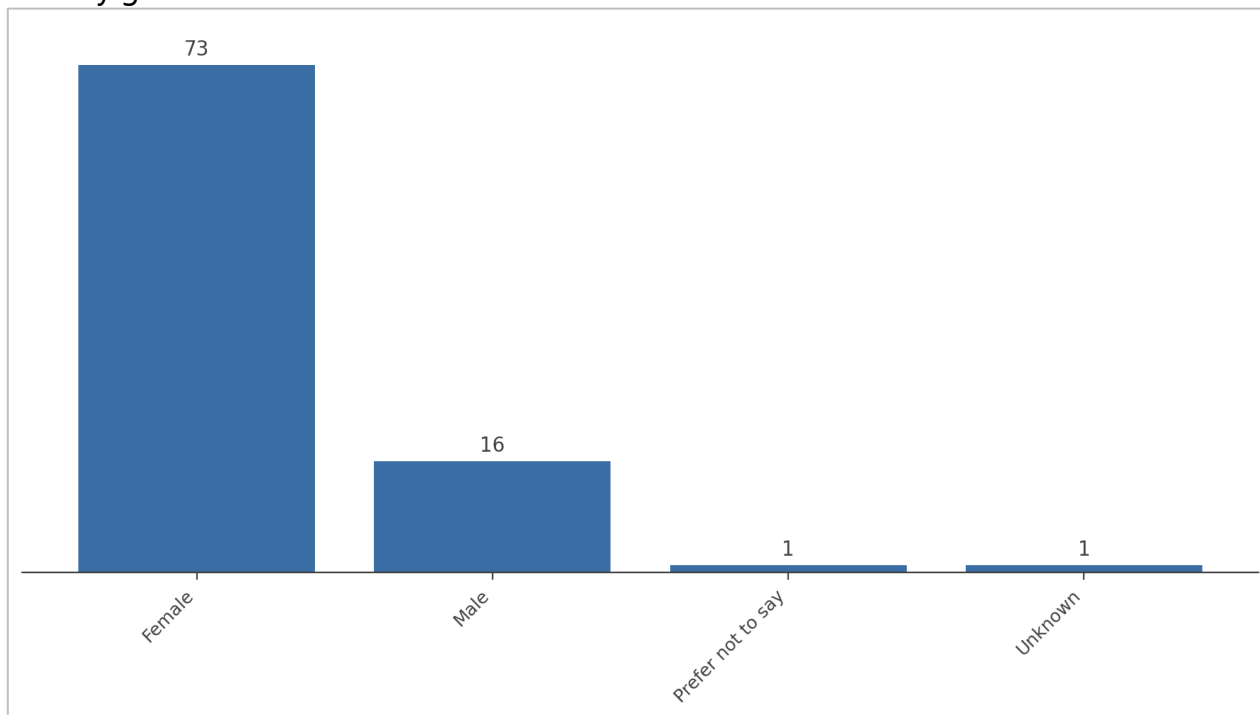
Of those who provided ethnicity, the large majority (75) are White British (all 4 British nations), and a further 4 are White British any other background. A breakdown is shown in this table:

Ethnicity of respondents	Number
Asian/Asian British: Chinese	1
Asian/Asian British: Pakistani	2
Asian – Philippines	1
Black/Black British: African	1
Black/Black British Caribbean	1
Gypsy, Traveller or Irish Traveller	2
White British (all 4 nations)	75
White British any other background	4
Unknown	2
Prefer not to say	2

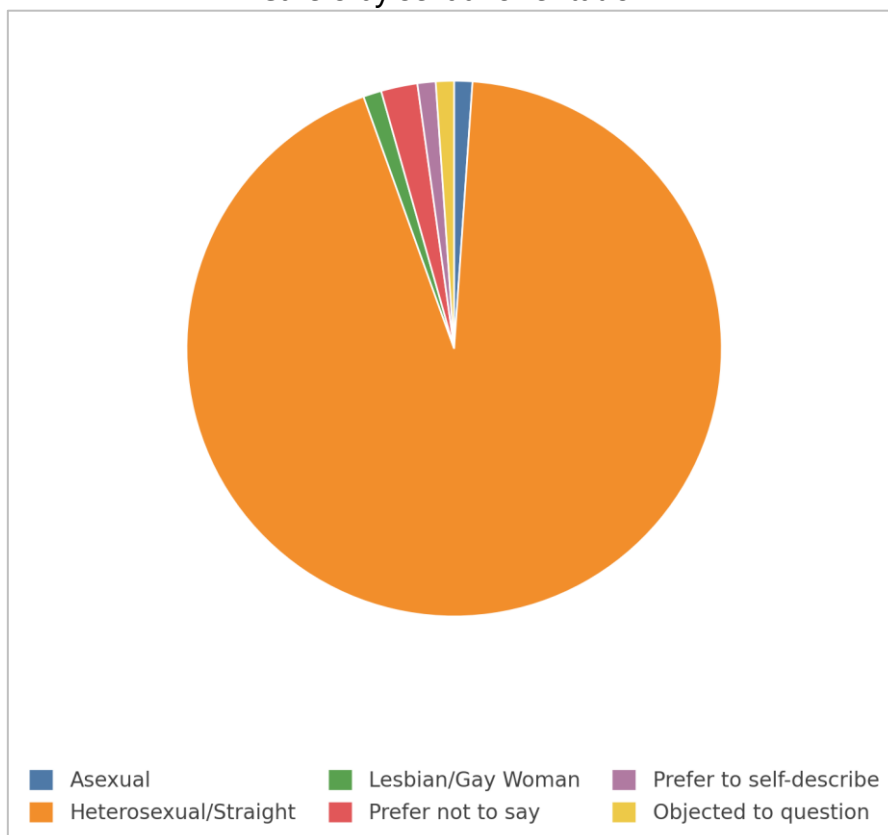
The majority of participants (73) are female, 16 are male. One person said they preferred not to share their gender, and one is unknown.

Most participants (85) are heterosexual/straight. The remaining responses were: 2 preferred not to say, and 1 each for asexual, lesbian or gay woman, prefer to self-describe. 1 person objected to the question.

Carers by gender

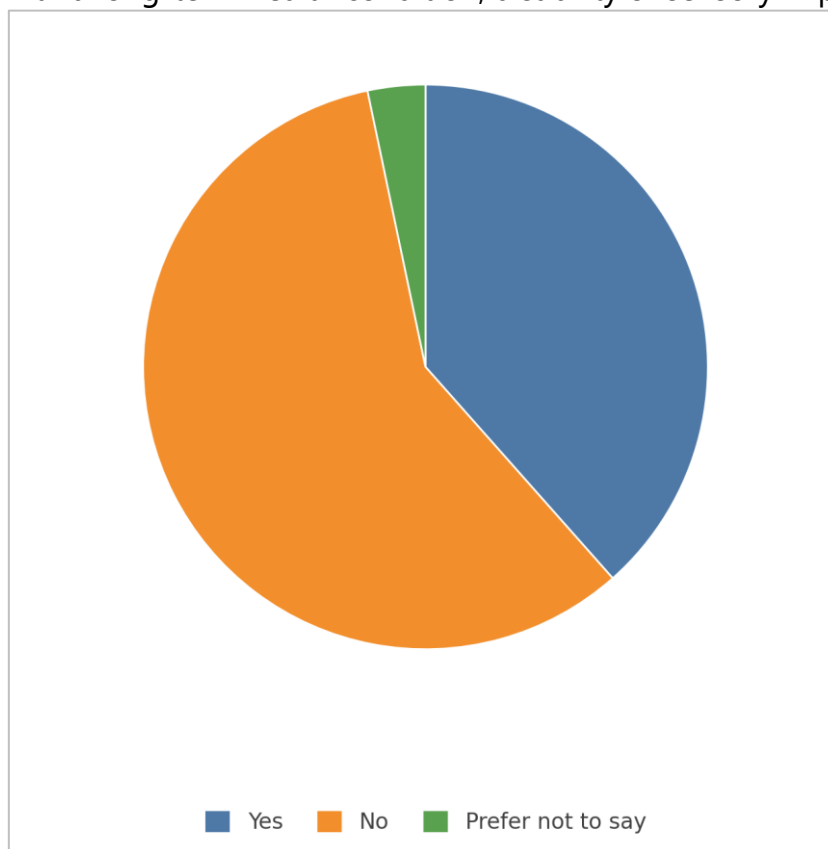


Carers by sexual orientation



There were 35 people who describe themselves as having a long-term health condition, disability or sensory impairment with 3 preferring not to say.

Carers with a long-term health condition, disability or sensory impairment



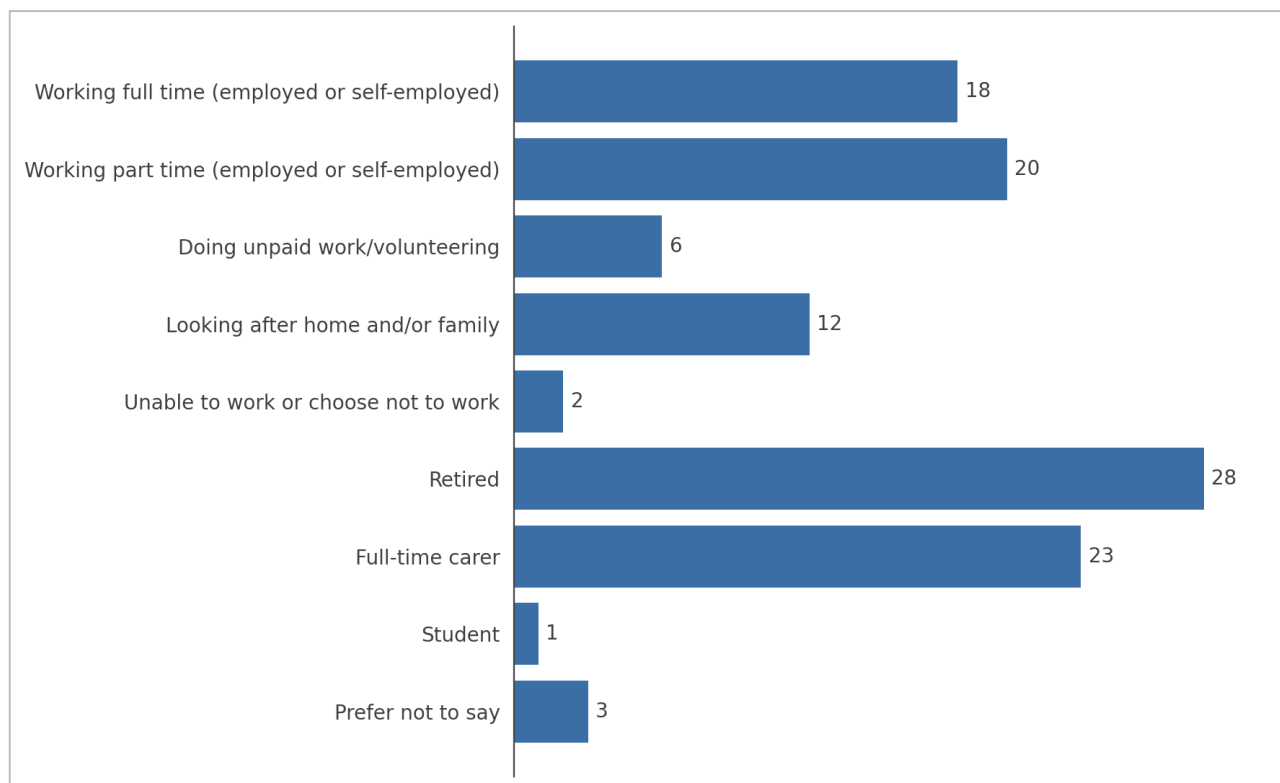
Of those 35 people the majority (28) have a long-term health condition. The next highest category is a physical/mobility impairment (10). The full breakdown is in this table:

Type of condition	Number
Long-term health condition	28
Physical or mobility impairment	10
Mental health condition	8
Other condition	7
Sensory impairment	2
Neurodivergent	1
Prefer not to say	1

In terms of employment respondents could answer more than one option. The most common responses were working full or part time (totalling 28 together), retired at 28 and full-time carer at 23. Looking after home or family was chosen by 12 and unpaid work or volunteering by 6.



Carers by employment status



Summary of findings

This evaluation is based on results from 91 carers who have been successful in applying and in receiving a carer wellbeing break payment. The results are generally favourable and consistent in the 3 cohorts, but it needs to be kept in mind that we have not spoken to people who were not eligible or successful, or people prevented from applying by barriers.

The largest number of carers (35 of 91 people) saw the carer wellbeing break on the Surrey County Council Adult Social Care (ASC) webpage. This was followed by finding out about it through a carer's charity, voluntary or community organisation (25 people), a family member or friend (16 people), and just 8 people from their GP.

Where seen	2025 (24 carers)	2026 (66 carers)	Total
Surrey County Council Adult ASC webpage	8	27	35
Carer's charity, voluntary or community organisation	7	18	25
Family member or friend	5	11	16
GP	2	6	8



People have been grateful for the payment, and it has had a positive impact on the carer and the people they care for. Most people said they would not have had the wellbeing break or other activity if they had not received the payment.

"I appreciate the help you have offered to myself and other people who care for their loved ones, thank you so much for this initiative, it helped."

Male aged 50-64

There was some discrepancy between what people said they planned to spend the payment on when they applied and what they actually spent it on when they received it. In total 27 people of the 91 respondents have used all or some of it for everyday essentials, compared to about 10 people who stated everyday essentials when they applied.

How spent	2025 (17 out of 25 carers)	2026 (52 out of 66 carers)	Total
Wellbeing activity or break	16	44	60
Essentials	1	8	9

So far:

Wellbeing activity or break 87%

Essentials only 13%

Note: Not all payments had been spent at time of writing.

Overall, 6 people found the portal difficult to use and 6 people chose the neutral option (neither easy nor difficult to use). The majority of people were able to use their payment (of those who have spent it to date) for their desired wellbeing activity, break away or for a relaxing hobby or leisure pursuit. There are just 4 people who had difficulty using the card for their desired choice and consequently switched expenditure around to use some of the payment for essentials. Please see the findings in detail for further explanation of these cases. One person had hoped to use the payment for a break from caring, but because of life pressures had resorted to using it for essentials.

Recommendations

The following full list of recommendations is proposed having analysed the findings in detail. Each recommendation is also stated in the relevant section of the findings:

- Promote the availability of the scheme more widely, particularly through GPs.
- Check that the card should/can be accepted at all retailers and leisure providers; and provide clear guidance on any exclusions for using the card.
- Ensure that communications about the carer wellbeing break explain that it is a short term once only offer and that further payments may be accessed through a carer's

assessment; communicating that a carer's assessment is an entitlement for all unpaid carers.

- Communicate widely how people can get support to complete the online form.
- Consider cash withdrawals or cash transfers for people who cannot use the card for the things they want to fund.

Findings in detail

The findings have been clustered under the following themes:

- About the participating carers
- Accessing and using the carer wellbeing break
- How the payment has been used
- What difference it has made
- Practical issues.

About the participating carers

We asked the participating carers to tell us a little about their caring responsibilities. The following words are verbatim from the experiences people shared with us and provide a useful context to why a carer wellbeing break is important to some of the carers involved in this evaluation.

"I call myself a sandwich carer. At the moment I'm caring for both my parents, my son and my brother."

Female aged 25-49

"I care for my autistic brother, it can be very hard at times. With everyday tasks for him as well as being a mum. We have no parents and he's only [young] so I try to give him the best life I can."

Female aged 25-49

"I care for my husband who has right side heart failure and some liver failure as a result. He has some confusion and his memory is poor. I see to his daily needs and make sure that he is safe."

Female aged 65-79

"My wife has CBS (corticobasal syndrome), an incurable neurological illness. She is bed bound and almost non-verbal. She has lost all mobility and is doubly incontinent."

Male aged 80-89

"My husband has Alzheimer's disease plus PPA (Primary Progressive Aphasia) which affects his language. I have to help him with organising every aspect of his



life from supervising and ordering medication, arranging any activities, doing all his admin and finances, reminding him constantly about what he should be doing and anticipating what he is likely to forget.”

Female aged 65-79

“I’ve been caring for my wife for the past 16 years since she was diagnosed with chronic illness (Lupus) and due to that she had 3 mini strokes and 1 major stroke in the past 8 years, life hasn’t been easy for me raising 5 children and watching their mother going through this terrible illness.”

Male aged 50-64

“I care for my adult daughter who has additional needs and needs constant care.”

Female aged 50-64

Accessing and using the carer wellbeing break

How did you find out about the carer wellbeing break?

The largest number of carers (35 of 91 people) saw the carer wellbeing break on the Surrey County Council Adult Social Care (ASC) webpage. This was followed by finding out about it through a carer’s charity, voluntary or community organisation (25 people), a family member or friend (16 people), and just 8 people from their GP.

Other ways carers found out about the carer wellbeing break include web searches, carer events, a local community centre, Surrey Matters magazine, Facebook and signposting by Citizens Advice.

One person commented:

“Wider communication would help. Works much better than dispensing by GPs.”

Male aged 50-64

Recommendation: Promote the availability of the carer wellbeing break more widely, particularly through GPs.

How did you find applying for the carer wellbeing break?

Most people applied themselves (83 of 91 carers). In phase 1 a carer stated their GP had applied on their behalf, and in the other phases 3 people were helped by a friend or family member and 3 people were helped by a charitable organisation.

Most people (78 of 91 people) said it was very or quite easy to apply. There were 6 people who found it quite or very difficult and 6 people chose a neutral answer, neither easy nor difficult. One person skipped the question. Although the number of people who found the application difficult is small, it does indicate that the application process is a barrier for some carers. We received some comments by email and also on the survey relating to why it was difficult as follows:



- One person found it to be a confusing nightmare.
- One person said they had difficulty finding the right person to speak to at Surrey County Council.
- One person was initially turned down but later offered the carer wellbeing break. (They do not know why they were turned down initially).
- A charity helped someone to apply and although it seemed to be approved, they never received the card.
- Someone said that although the process of applying was easy they had to chase several times before receiving the card.
- Someone received a card with no credit and although they have spoken to someone at ASC it has not been resolved.
- One carer emailed to say "The card never worked and I have been unable to use the service provided. I have tried reaching out but with no luck getting help I gave up."

How the carer wellbeing break has been used

We asked people how they had said they would use the payment when they applied. Wellbeing activities and a break were the most popular choice (80 people).

"Yoga and mindfulness break and respite weekend away."

Male aged 50-64

"Just to have a little 'me time'. I'm a mother to three young boys and care for my mum full time so 'me time' doesn't happen often."

Female aged 25-49

"A short break away, a meal or two out to relieve from cooking, maybe a couple of things like having oven cleaned."

Female aged 65-79

One person said to pay for a dog walking service.

"The dog walker comes 2 mornings a week and when I don't have to walk the dog myself, I have time to get on with other essential household tasks and feel less tired."

Female aged 65-79

Other uses for the carer wellbeing break included to pay for a hobby, to pay for exercise classes, for therapies, and to help with essential costs.

"Taking a break to go out and enjoy my hobbies."

Male aged 18-24

"For massages for my back and neck as I find that pushing him does affect my physical state."

Female aged 50-64

"I want to use the payment towards a gym membership. I would like to get back into running and generally improve my fitness."

Female aged 50-64

"Paying bills, I get no financial help at all. I gave up work due to stress."

Female aged 50-64

At the time of writing, we cannot be sure how many people have spent all or some of the carer wellbeing break as the data was collected over 12 months in 3 phases. However, of the responses during 2026 about two thirds of people have either already spent all or some of the payment. The remaining third have not but most know how they will spend it. When we then asked how they had actually used the payment, there were more people who said they had used all or some of it for everyday essentials compared to what they had stated on their application form. In total 27 people of the 91 respondents have used all or some of it for everyday essentials, compared to about 10 people who stated everyday essentials when they applied. We have subsequently contacted these people with information about financial advice and support available.

There is some evidence that people changed how to use the carer wellbeing break because they could not use it in the way they had planned.

"The card was rejected for travel, so I paid for it myself and used the card for other things later."

Female aged 65-79

One person wanted to use their payment to pay for some personal training sessions but needed to make a payment by bank transfer for this so could not use it in the way they hoped.

"Unfortunately I couldn't pay for the PT (personal trainer) sessions because you have to use the card in a store which accepts the card - for example you cannot use a bank transfer although I was informed that you can."

Female aged 50-64

Another person said they changed how they used the card as they could not use it at the local leisure centre as hoped.

"The card wouldn't work for some companies like the leisure centre, so I had to change things around and use for both essential and treats."

Female aged 25-49



(This person explained that they had tried to book something on a website and could not do bank verification, so they used it for something else and used that money for their break).

We had one report that the card was not accepted in a high street chain.

"I wanted to use some of my carers break payment to start a couple of new hobbies. Unfortunately, when I went to buy the items needed at The Range the card was declined."

Female aged 50-64 years

Some people intimated difficult times and needing to use it to buy food.

"I needed a little break but I've ended up spending it for all of us... I used it for everyday essentials, such as food."

Male aged 50-64

Recommendation: To check that the card should/can be accepted at all retailers and leisure providers; and provide clear guidance on any exclusions for using the card.

When asked if they would have gone without these essentials, wellbeing activities or breaks:

- 47 people said they would have gone without, just over half of the participants.
- 21 people said they would have partly gone without, just under a quarter of the participants.
- 7 people said they were not sure.
- 14 people said they would still have had the wellbeing activity or break.
- 2 people skipped this question.

"I wouldn't have been able to go swimming and to the gym and just have that little bit of time to myself to pamper myself."

Female aged 25-49

"A massage is expensive, I don't work and the Carer's Allowance does not cover 'treats' like this."

Female aged 50-64

"The money helped me get a break and also to treat my wife."

Male aged 50-64

"The classes are expensive and I wouldn't have justified spending that amount of money on myself."

Female aged 25-49



The difference it has made

The carer wellbeing break has clearly had a significant impact on the carers and their cared for. (29/91 specifically mentioned a positive impact on their mental and/or physical wellbeing). People mentioned a chance to relax and think of themselves, engage in a hobby or exercise, reduce their levels of stress, see friends and family they had not seen for a long time and to invest in themselves. Combatting stress, mental strain, physical stress from moving and lifting and exhaustion were common. Below are some of the comments gathered.

Difference for the carer	Difference for the cared for
I wouldn't have been able to go swimming and to the gym and just have that little bit of time to myself to pamper myself.	It meant by me being able to have that time I need to recharge myself I can be a better carer and less stressed.
It's allowed me to book a trip I've wanted to do for years and enjoy my hobbies at the same time.	She doesn't like seeing me stressed and wants me to go enjoy myself.
A big difference it was a break well needed.	It made them very happy.
It was lovely to just have that time for me and to have something just for me. Mentally it was good for me as I have a lot on my plate. It was nice to have the freedom to choose what I spent it on. It was a lovely distraction as I could relax and unwind.	It made me a better carer as I wasn't so tense. Sometimes I feel like I'm fighting a losing battle.
It made me feel valued and I know it's a one off... it was just a nice touch and that people were thinking of me as a carer and that I was valued as one.	I came back feeling refreshed. We can't go away together anymore so I can only get away on my own and that's rare.
It has been used for takeaways after a long day out. It has made going out for the day easier as we can get a takeaway when we are all tired after the day out.	Meant we can enjoy a day out as a family.
Having the carer wellbeing break has been a lifesaver. I have been able to get someone to sit with my partner while I had a day at the coast with a friend. I have also had a couple of lunches with other friends.	Getting some time apart is always helpful when you generally spend lots of time together. They have, I think, appreciated the fact I have been less stressed.
I wouldn't have been able to do these things without the payment. It has given me the quick	

respite I needed in order to come back to my caring responsibilities feeling refreshed and able to cope.	
What an absolute god send. Funds are very low since I became her carer, and having these funds help relinquish some of the financial hardship.	They are very appreciative.
It helped us to get essential stuff like groceries in difficult times.	It makes them feel grateful knowing that there are people out there thinking for those going through difficult times.
An enormous difference. Time spent on myself, for 45 minutes, is a luxury and I leave feeling refreshed and physically able to continue.	He is relieved, knowing that I can fund something for myself.

Practical issues

We asked if people are aware that the carer wellbeing break payment is a short-term offer and if they need ongoing breaks this will need to be accessed via a carer's assessment. About two thirds of the participants (28 of 90, 1 person skipped this answer) are aware of the short-term nature of the payment offer. The overall finding is higher than it was at 6 months, when the split was nearer half and half aware/not aware.

The majority of people found using the portal very or quite easy. Only 6 people found it quite or very difficult and a further 6 people chose a neutral answer of neither easy nor difficult.

Other practical issues raised were as follows:

- That the pre-paid card cannot be used for all online purchases.
- That people cannot access money on the card either to make bank transfers for services and/or get cash back on the card.
- It would be useful to have an app where you can check the balance of remaining funds.
- People felt it should be an annual or a more regular 'need' based payment.
- Some people would like help to complete the online form.
- Some people said they were not aware of the scheme, and it should be communicated more widely.

"There are positives to a pre-paid credit card as you are aware of each transaction you make and the boost you get versus a cash payment into your bank account when it could easily get swallowed up in daily living. However, the levels of security are high and it takes up quite a lot of time administratively. Not convinced I will be able to use the full amount so some form of minor cash back would be good."



Female aged 65-70

"I would have liked to be able to draw it out in cash, as it's on a card I am unsure if the card will work when I need to use it."

Male aged 50-64

"I think maybe once a year carers should receive this payment, we do a lot for very little."

Female aged 25-49

"The card was hard to use. The train website rejected it and I couldn't use it for the care agency as they only take payment by direct debit. I tried taking out cash for care but it wouldn't do that either. I ended up using it for lots of bits and pieces and still have a bit on there."

Female aged 65-79

There were some comments in the second phase about applications being turned down at the first try and the negative impacts of this, and also the security of the card.

"It worked eventually. I suppose being public money there has to be due diligence. But I did feel that I was begging as I was turned down the first time."

Female aged 65-79

"I noticed that others tried to use my pre-payment card (but were blocked) so I wonder how secure it is as a payment method."

Female aged 50-64

Recommendation: Ensure that communications about the carer wellbeing break explain that it is a short-term once only offer and that further payments may be accessed through a carer's assessment; communicating that a carer's assessment is an entitlement for all unpaid carers.

Recommendation: To communicate widely how people can get support to complete the online form.

Recommendation: To consider cash withdrawals or transfers for people who cannot use the card for the things they want to fund.



Concluding remarks

Although the evaluation spanned 12 months and we sought feedback from 3 cohorts of people, 1 cohort in the first 6 months and 2 cohorts in the second 6 months, the feedback was similar for each set of insights gathered. The only exception to this was of awareness of the one-off nature of this offer; where we found more people were aware of this in the latter 2 cohorts.

There was considerable gratitude shared for the carer wellbeing break and praise for providing much needed respite from caring duties and help with essential costs.

"Very helpful source of money, allowing for the many and numerous times that I have spent on the support of my daughter, creating a wellbeing balance, helping to fill a void re my own support, as no other assistance is available."

Female aged 65-79

"This money was a real treat, and it was put to good use. It's amazing what happiness a small gesture can bring when you are doing something daily and not realising the importance of your role. We were thankful to my mum and it made her feel proud being able to give back to her family. She is aware of the sacrifices we make, but we do so because we love her and never for financial gain."

Female aged 25-49

For some people, the carer wellbeing break payment was a financial lifeline.

"I think having the payment means a lot, especially to people like me who don't get an opportunity to buy themselves essential items."

Female aged 65-79

One person mentioned their disappointment that respite care is no longer available from Crossroads Care Surrey and another expressed disappointment that carers had not been consulted before ending this service.

"I am very disappointed that the Crossroads Care package has been withdrawn and don't think this is a reasonable alternative. I wasn't able to take a break from caring as I had to take my husband with me. I would have had no idea how to arrange for a carer to look after him while I did something else."

Female aged 50-64

There were a small number of people who found applying difficult (6 of 91 people), 3 people who at the time of writing had not received their card, and a small number who had difficulty using the card for the things they wanted to buy. Luminus have either passed on details or have provided other signposting support where these issues arose. Some people expressed



that being able to access the payment as cash would be helpful for a number of reasons such as using the money where the card is not accepted or when they want to use a small unspent balance.

"I think that someone should call and go through the online form with you, so you don't have to do it online yourself. They might pick up other things from what the carer says and be able to help. I can do online but I found it a bit tricky. Goodness knows how someone would cope if they had learning difficulties/anxiety/couldn't read etc. I am an intelligent man but of a generation that online is still quite new and I have learnt to do it. I have had to help my brother with his online application."

Male aged 50-64

A final comment:

"The amount wasn't life changing but it was lovely that this acknowledged that I was a carer and that I might need a break. It was easy to apply for. There weren't any probing questions, and the money came through quickly. It was a very nice one off and the fact it isn't means tested is nice too. Hopefully more people will access it."

Female aged 65-79

SCC response to the Luminus recommendations

Firstly, we want to thank all carers who took the time to share their experiences with us — your feedback is truly appreciated. Following a 6-month review from Luminus, we carried out full internal reviews (at 6 and 12 months) of the Carers Wellbeing Breaks offer, to make sure the process works well for carers. This review involved all key operational teams, who receive and process online referrals, verify application details, provide advice and signposting, facilitate referrals for carers' assessments where appropriate, and manage eligibility decisions and payments.

A Carers Wellbeing Breaks Audit Tool was developed to provide a structured quality assurance process for applications. The audit enabled us to assess the consistency and quality of decision-making, identify trends, and highlight opportunities for improvement across the customer journey. So far, 90 applications have been reviewed, and the average score has improved from 6.5 out of 10 to 8 out of 10 over the year. We are encouraged to see these changes already making a positive difference. Below is our response to each of the recommendations you raised:



1. Promote the availability of the scheme more widely, particularly through GPs.

We've strengthened our communications across Surrey County Council, including clearer information on both ours and our providers webpages. We also improved wording on the application form. The increase in applications from a monthly total of 53 to 123, shows that more carers are now aware of the offer and how to access it. We are also increasing staff capacity to deliver breaks, which will help us continue expanding promotion — including through GP practices — as part of wider work to identify and support carers earlier.

2. Check that the card should/can be accepted at all retailers and leisure providers; and provide clear guidance on any exclusions for using the card.

We've added clearer guidance to the application form and SCC webpages explaining how the funding can be used and what expenditure is not eligible. This helps carers understand where the card can be used and gives greater clarity at the point of purchase. We've also seen fewer queries about card use, suggesting the information is now easier to follow. Our audit process continues to monitor any issues with card acceptance so we can address them quickly.

3. Ensure that communications about the carer wellbeing break explain that it is a short term once only offer and that further payments may be accessed through a carer's assessment; communicating that a carer's assessment is an entitlement for all unpaid carers.

Our website and application form have been updated to make this clearer. Training for our teams now reiterates the importance of explaining that every unpaid carer is entitled to a carer's assessment, and ensuring carers receive accurate, consistent information about the carers wellbeing breaks offer. This includes advice on wider support services, longer-term needs, and opportunities for further assessment where appropriate. Awareness of the short-term nature of the payment has increased from around 50% to 62%, which shows the changes are making a difference. However, we know there is still more to do, and we will continue improving wording and prompts so carers consistently understand how the one-off payment works and when an assessment may be helpful for ongoing support.

4. Communicate widely how people can get support to complete the online form.

Our Information and Advice Team now provide clearer, more consistent guidance at first contact, including support with completing the online form. Updated webpages also make it easier for carers to find help, and we've revised the wider SCC content to make information more accessible and straightforward to understand. Professionals can apply on behalf of carers, but referrals through this route have been lower than expected. We will continue expanding promotion and work with professionals across the system to ensure they are aware of the referral pathway and feel confident using it.

5. Consider cash withdrawals or cash transfers for people who cannot use the card for the things they want to fund.

We've improved our guidance to help carers understand how the card can be used and what to do if they experience any difficulties. Through our audit process, we continue to monitor situations where carers are unable to use the card for what they need, and we will explore appropriate solutions within our financial rules to make sure carers can still benefit from their wellbeing break.

We are delighted with the outcomes of both our internal review and the Luminus evaluation. They show that the changes we've made are already improving the experience for carers. At the same time, we recognise that this is a new way of offering flexible breaks, and there is still more we can do to strengthen and refine the offer. We remain committed to continuing this improvement work, so carers receive clear information, a smooth process, and support that genuinely meets their needs.



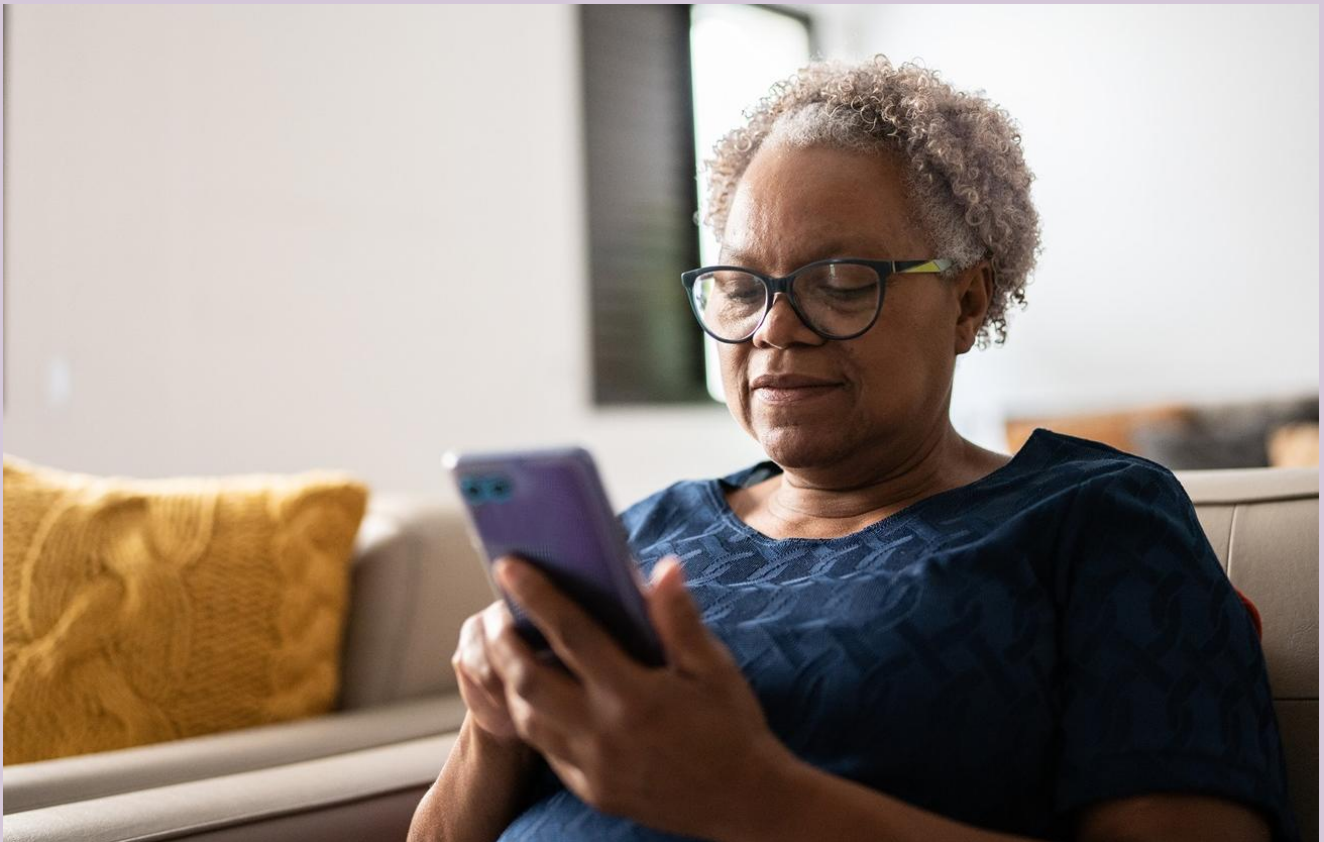
Contact us

Contact us through any of the channels below.

We'd love to hear from you:

-  Web: luminus-cic.uk
-  Telephone: 01483 301448
-  Text: 07592 787 533 (SMS only)
-  Email: info@luminus-cic.uk

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This [certification](#) independently validates our commitment to strong cyber security, data protection, and trusted IT services.



We are proud to have signed up to the [End Poverty Pledge](#).