



Carers'  
Information  
& Support  
Service

# CISS NEWSLETTER SPRING 2025

## Welcome to the Spring CISS Newsletter 2025

### Date for your Diary



During Carers Week CISS will be again hosting a large Market Place Event at the Guildhall, where professionals from many different services will be available to discuss the support available to carers.

These professionals will be available to offer information, advice and support on the services they provide at the event. This has always been a very successful event and well attended. Come along and meet the CISS team too.

Thursday 12th June, 11am - 2pm The Guildhall 77 Lowgate Hull

### Hull City Council would like to hear from Carers



**Hull**  
City Council

Carers are encouraged to share their thoughts about Adult Social Care Services.

To improve the quality of adult social care, we actively encourage carers to share their experiences with us, good or bad. This feedback is crucial for addressing issues and helps us to improve social care in Hull. We would love to hear from you, if you are happy or unhappy, with any of our services. Please follow this link to our website to tell us about your experiences

[Adult social care feedback | Hull](#)

### Carers – be part of the development of the Local Account in Hull



**Hull**  
City Council

Adult Social Care – Local Account April 2024- March 2025

The ASC Local Account document is a valuable opportunity to review our achievements over the past year, assess the positive impact we have made on the lives of people drawing on care and support and what our plans are for making improvements. To view previous [Local Account - NOVEMBER 2024 V5](#)

Our ambition is that our local account reaches people who are interested in Adult Social Care in Hull, and who are interested in sharing their experiences and helping us to improve what we offer and what we deliver.

We are keen to hear your views on developing our next Adult Social Care local account 2024-2025 so that we can make sure we're sharing information that truly matters to you

We are keen to hear your views on the following:

- What information or data would you like to see included in the Local Account?
- How can the Local Account be designed to be more accessible and engaging for people of Hull to read and understand?
- How would you like to be involved/engaged in the process and development of the Local Account as a partnership/individual?

Please send any feedback to [adultsdeliveringdifferently@hullcc.gov.uk](mailto:adultsdeliveringdifferently@hullcc.gov.uk) by 27th April and we will read, comment and respond to all.

## Carers UK - State of Caring Report 2025

To examine the policy landscape, consider new and emerging trends for unpaid carers and continue to look at promising practice, Julie Bahn (CISS Service Manager) and Claire Bougen (CHCP Head of Service - Psychological Wellbeing Services) attended the virtual Carers UK State of Caring Conference 2025 - Tackling carers' inequality: opportunity, outcomes and economic growth

The date of the conference coincided with the release of the Carers UK State of Caring Report 2025

Carers UK carried out an online survey with unpaid carers between June and August 2024

According to Census data, at least 5.8 million people across the UK are providing unpaid care for an ill, older or disabled family member or friend.

As life expectancy increases and people are living for longer, the number of hours of unpaid care being provided has increased over the past 10 years.

Caring can have a significant impact on carers' own health and wellbeing. With the increase in the cost of living in recent years, a significant proportion of carers are finding it difficult to pay for essentials like food and heating, and 61% feel stressed or anxious when they think about their financial situation.

Yet carers are often unable to increase their income: without sufficient support from employers and replacement care services, many carers reduce their working hours or give up work completely. 73% of carers in employment said they had found it stressful to juggle work and care, and 40% of all carers had given up work completely.

Carers often feel they are caring behind closed doors; that they are invisible, undervalued and forgotten about. This year's survey found that only 14% of carers feel valued by the general public, and just 5% feel valued by Governments. Many carers need more support from the NHS, both in terms of managing the care of their family member or friend, and in dealing with their own health issues.

### Here are some of the key findings from the report:

- Carers need more support with their health and wellbeing. 66% of carers told us they need more support with health and wellbeing. This was the top need cited by carers.
- The main reason carers feel overwhelmed is because they are not getting a break from caring. 65% of carers said that they felt overwhelmed because they haven't been able to take a break from caring. Half (49%) of carers said they needed more breaks or time off from caring, and 54% said being able to have regular breaks from caring would be a challenge over the coming year.
- More carers need to know where they can get support. 53% said they needed to know what support is available.

If you would like to read the full Carers UK State of Caring Report 2025, the link is below:

[State of caring mental health and social care February 2025](#)

Attendance at conferences and the State of Caring Report supplied by Carers UK are valuable to us as a service, and help the CISS service further understand the national impact of caring in the current climate.

CISS would like **Carers to register** with our service and have an appointment with a Carer Support Worker to complete a Carers Assessment to discuss information and tailored support available to each carer, and discuss practical, emotional and peer support and forms of respite which may be available to carers. CISS can discuss forms of respite available to carers, which may be provided by professionals, volunteers or also by our 2-hour free respite service for adults - which can be available for up to 6 weeks to allow a carer time away from caring.

## Carers Allowance increase in earnings limit

From **Monday 7 April**, the earnings limit for Carer's Allowance will increase from **£151 to £196** per week. This means that, if you claim Carer's Allowance, you'll be able to earn **£45** more each week without losing your Carer's Allowance. You may also be able to claim Carer's Allowance for the first time if your earnings are below the new limit.

Carers UK has lots of helpful resources and information on Carer's Allowance and how this change might affect you and your earnings. You may find it helpful to visit the following pages for information about the earnings limit, allowable expenses and Carer's Allowance overpayments:

- [Carer's Allowance and the earnings limit | Carers UK](#)
- [Carer's Allowance factsheet | Carers UK](#)
- [Carer's Allowance and overpayments | Carers UK](#)
- [Carer Support Payment factsheet \(Scotland\)](#)

If you need advice about Carer's Allowance or have questions about changes to the earnings limit, you can contact Carers UK by:

- **Helpline** – advice to carers is available on 0808 808 777 from Monday to Friday, 9am-6pm (including Bank Holidays).
- **Email** – for more complex queries or detailed guidance, contact [advice@carersuk.org](mailto:advice@carersuk.org)

**You can contact the Carers Allowance Unit for advice on 0800 731 0297**

## Carers UK Equality and work Conference May 2025

### Supporting Carers through the Employment journey

Lianne White (development Lead) and Rebecca Flanagan (Employment Support Worker) from CISS will be attending this conference hosted by Carers UK

Rebecca is CISS Employment Support Worker and works with employed carers who are juggling paid employment and caring for someone.

Rebecca will be attending this event and utilising the findings from this conference to support employed carers who are registered with CISS.

Rebecca works flexibly to fit around supporting working carers outside of their working hours and works with employers to support staff who also have a caring role. If you are juggling work and caring, please contact CISS on 01482 222220 and we will arrange an appointment with Rebecca to arrange a carers assessment.

Lianne



Rebecca





### CISS Book Group

The CISS Book Group meet on the **first Monday of each month** (unless it's a Bank Holiday!!!) at Hull Central Library. Jen hosts the group and is currently reading this month's chosen book along with the group members.

Come along and meet the group and have a cuppa together afterwards. If you would like to join the group or would like more information, please contact **Jen** on 01482 222220. CISS East Hull Group



### East Hull Carers Group

Our East Hull Carers Group is now on the **last Tuesday of every month** at Redwood Glades, 41 Leads Road, 1pm-3pm. Jamie is always looking for new people to attend the group. This is a group for chat and activities – please come along, meet Jamie and have a cuppa !!

If you would like to join the group or would like a more information, please contact **Jamie** on 01482 222220



### West Hull Carers Group

Our West Hull Group is on **every Tuesday** at Lindsey Place 10:00am – 12:30pm. The west hull group has been involved with Peter Snelling from My Pockets and enjoyed taking part in activities making their pocket books. They have also benefited from Digital advice accessing their NHS records. A supportive, friendly group – come along for a cuppa and a chat or join us for our Tuesday quiz which Kevin from the Volunteer Hub every week.

If you would like to join the group or would like more information, please contact **Michelle** on 01482 222220



### CISS Family Worker - Mica

Mica is an experienced Family Worker and supports parent carers to access practical and ongoing support for their families. Supporting parent carers with accessing services, support and respite, working closely with many different Children's Services to help support CISS parent carers and is also involved with many parent carer groups in the area.

If you are a parent carer of a child under 18 with additional needs, please contact CISS and we can arrange an appointment with Mica to complete a Carers assessment.



### Jean Bishop Integrated Care Centre

Danielle is the CISS team member based at the Jean Bishop Integrated Care Centre Monay **every Friday**. If you are attending at the Jean Bishop Integrated Care Centre Frailty pathway with the person you care for – or for yourself - please ask to speak to **Danielle** at the Jean Bishop ICC.

## CISS late night appointment location change

Our late-night appointments will be moving from Wilberforce Health Centre to a new location at Bransholme Health centre from 5th June 2025

## CISS Social Media

Regular updates on all CISS information and activities are available on our CISS social media pages or on our website. We regularly update on carer related information, advice and support. This is also an easy way to keep informed about developments in services and support in the Hull, and any help with issues carers face every day.

Follow CISS on



[www.instagram.com/cisshull](https://www.instagram.com/cisshull)



[www.facebook.com/cisshull](https://www.facebook.com/cisshull)

## For more information

**Email: [chcp.carersinfo@nhs.net](mailto:chcp.carersinfo@nhs.net)**

**Call: 01482 222 220**

**Text: CARERS to 61825\***