CARERS TRUST
Sefton Carers Centre

NEW WEBSITE
www.sefton-carers.org.uk
0151 288 6060

Dear Employers.

We are pleased to let you know that since we introduced our payroll survey in July 2025, we have received 64 responses.

These have been mainly positive and have been helpful in us identifying improvements in our service.

Our overall Star Rating is currently 4.44 (5 being the highest) which we are very proud of, and we wanted to thank you for this.

Some of the feedback received and improvements we have completed based on your feedback are:

- **Introduced a dedicated phone line, for queries, which is staffed during dedicated office hours.**
- **Positive feedback received about the implementation of online PA hours forms, including submit payroll hours form.**
- **Positive feedback received about the email prompts to remind you when to complete and submit hours before the cut off.**

A further improvement we have made is:

- **Introduced our AI digital assistant "Penny" for out of hours contacts. Link here to more information Payroll Contact The Team – Carers website Penny will be able to provide payroll support and general advice, take messages and requests for call backs, when our dedicated helpline is not open.**

The survey continues to be available on our website and via the email link in our replies and also here Payroll Services Survey – Fill in form if you wish to complete it and add any further comments/feedback etc

Many Thanks,

DPPayroll Team

🌐 **Payroll Information – Carers website**

📞 **07812088023**

📧 **dppayroll@sefton.gov.uk**