

Appendix (C): Footfall and cost analysis for Part Time Customer Service Centres

Location	April	May	June	July	Average Footfall p/month	Total Days p/month	Average cost p/contact
Attleborough	218	237	211	399	266.3	17.2	£5.37
Swaffham	155	204	194	186	184.8	10.8	£6.28
Watton	102	75	98	115	97.5	8.6	£12.08
Total	475	516	503	700			

Combined Costings

Total costs for 1 month (Attleborough, Watton and Swaffham)	Average footfall for 1 month	Average cost p/contact
£3,901.09	549	£7.11

Attleborough current cost p/contact based on:	£107	p/month rent for 4 days p/week. Equivalent to	£6.22 p/day
And wages based on £20k p/annum equivalent to			£76.92 p/day
Total costs p/day			£83.14 p/day

Swaffham current cost p/contact based on:	£467	p/month rent for 3.5 days p/week. Equivalent to	£31.00 p/day
And wages based on £20k p/annum equivalent to			£76.92 p/day
Total costs p/day			£107.92 p/day

Watton current cost p/contact based on:	£516	p/month rent for 2 days p/week. Equivalent to	£60.0 p/day
And wages based on £20k p/annum equivalent to			£76.92 p/day
Total costs p/day			£136.92 p/day