

## Appendix A

### Proposed changes to opening hours of Customer Service Centres

	Current Opening Times		Proposed Opening Times		Current Hours	New Hours	Reduction in hours	Footfall during the lost hours	% of the total footfall affected
<b>Caerphilly</b>					<b>43:45</b>	<b>33:00</b>	<b>10:45</b>	<b>225</b>	<b>4.7</b>
Mon	08:45	to 16:45	09:30	to 16:00	08:00	06:30			
Tues	08:45	to 16:45	09:30	to 16:00	08:00	06:30			
Wed	08:45	to 16:45	09:30	to 13:00	08:00	03:30			
Thu	08:45	to 16:45	09:30	to 16:00	08:00	06:30			
Fri	08:45	to 16:30	09:30	to 16:00	07:45	06:30			
Sat	09:00	to 13:00	09:30	to 13:00	04:00	03:30			
<b>Bargoed</b>					<b>37:00</b>	<b>30:00</b>	<b>7:00</b>	<b>68</b>	<b>1.1</b>
Mon	09:30	to 17:00	09:30	to 16:00	07:30	06:30			
Tues	09:30	to 17:00	09:30	to 16:00	07:30	06:30			
Wed	09:30	to 13:00	09:30	to 13:00	03:30	03:30			
Thu	09:30	to 17:00	09:30	to 13:00	07:30	03:30			
Fri	09:30	to 17:00	09:30	to 16:00	07:30	06:30			
Sat	09:30	to 13:00	09:30	to 13:00	03:30	03:30			
<b>Risca Palace</b>					<b>41:00</b>	<b>30:00</b>	<b>11:00</b>	<b>97</b>	<b>1.6</b>
Mon	09:30	to 17:00	09:30	to 16:00	07:30	06:30			
Tues	09:30	to 17:00	09:30	to 16:00	07:30	06:30			
Wed	09:30	to 17:00	09:30	to 13:00	07:30	03:30			
Thu	09:30	to 17:00	09:30	to 13:00	07:30	03:30			
Fri	09:30	to 17:00	09:30	to 16:00	07:30	06:30			
Sat	09:30	to 13:00	09:30	to 13:00	03:30	03:30			
<b>Blackwood</b>					<b>44:00</b>	<b>33:00</b>	<b>11:00</b>	<b>225</b>	<b>1.1</b>
Mon	09:00	to 17:00	09:30	to 16:00	08:00	06:30			
Tues	09:00	to 17:00	09:30	to 16:00	08:00	06:30			
Wed	09:00	to 17:00	09:30	to 13:00	08:00	03:30			
Thu	09:00	to 17:00	09:30	to 16:00	08:00	06:30			
Fri	09:00	to 17:00	09:30	to 16:00	08:00	06:30			
Sat	09:00	to 13:00	09:30	to 13:00	04:00	03:30			
<b>Ty Penallta</b>					<b>42:30</b>	<b>40:00</b>	<b>2:30</b>	<b>24</b>	<b>0.4</b>
Mon	08:30	to 17:00	09:00	to 17:00	08:30	08:00			
Tues	08:30	to 17:00	09:00	to 17:00	08:30	08:00			
Wed	08:30	to 17:00	09:00	to 17:00	08:30	08:00			
Thu	08:30	to 17:00	09:00	to 17:00	08:30	08:00			
Fri	08:30	to 17:00	09:00	to 17:00	08:30	08:00			
Sat	Closed		Closed						
<b>Pontlottyn</b>					<b>33:00</b>	<b>21:00</b>	<b>12:00</b>	<b>140</b>	<b>2.3</b>
Mon *	09:00	to 16:00	09:30	to 16:00	06:30	06:00			<i>*Lunchtime closures</i>
Tues *	09:00	to 16:00	09:30	to 13:00	06:30	03:00			<i>Closed 13:00 to 13:30</i>
Wed *	09:00	to 16:00	09:30	to 13:00	06:30	03:00			
Thu *	09:00	to 16:30	09:30	to 13:00	07:00	03:00			
Fri *	09:00	to 16:00	09:30	to 16:00	06:30	06:00			
Sat	Closed		Closed						
<b>Newbridge</b>					<b>20:00</b>	<b>0:00</b>	<b>20:00</b>	<b>239</b>	<b>4</b>
Mon #	09:30	to 16:30	Closed		07:00	00:00			<i>*#Lunchtime closures</i>
Tues	09:30	to 13:30	Closed		04:00	00:00			<i>Closed 13:30 to 14:30</i>
Wed	Closed		Closed						
Thu	09:30	to 13:30	Closed		04:00	00:00			
Fri #	09:30	to 16:30	Closed		07:00	00:00			
Sat	Closed		Closed						