



Dear Customer

**Addition to Kilgetty Outreach Services**  
**Restoring a service to Laugharne as an interim Mobile Service**

We are delighted to let you know that following the closure of Laugharne Post Office on Monday 22 September 2025, we are restoring services to the local community with the introduction of an interim Mobile service.

Since the closure of Laugharne Post Office we have worked hard to identify a solution to restore services to the local community. We are therefore pleased to inform you that the postmaster from Kilgetty Post Office has agreed to provide an interim Mobile service in Laugharne, which currently presents the best solution while we continue to work to find a permanent solution to restore Post Office services to the community.

A Mobile service is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises, and it has formed part of our operational network for some years now.

The new interim Mobile service will begin operating at Laugharne on Friday 21 November 2025 at 09.30. Additional details regarding this service can be found at the end of this letter.

We will display posters to tell customers about these changes. If you are a local representative it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We're carrying out this communication in line with our Principles of Community Engagement. An extract of this is available at the end of this letter.

Yours faithfully

*Fiona Shanahan*

**Fiona Shanahan**  
**Area Change Manager**

How to contact us:

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

FREEPOST Your Comments

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Details of the new Mobile Service:

Laugharne Mobile Service		Services
Laugharne Foreshore Car Park The Strand Laugharne SA33 4SY		A range of products and services will be available.
Opening times		Access
Mon	No Service	There is a step into the Mobile vehicle but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.
Tue	No Service	
Wed	No Service	
Thu	No Service	
Fri	09:30 – 10:30	
Sat	No Service	
Sun	No Service	
Getting there		
The car park is located approximately 450 metres from the previous branch. Parking is available onsite.		

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub -  
[postofficeviews.co.uk](http://postofficeviews.co.uk)

**We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.**

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Unplanned closure<sup>1</sup>/ planned service interruption
- Re-opening of a closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

**These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**[Postofficeviews.co.uk](http://Postofficeviews.co.uk)**

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**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup>Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.