



Dear customer

Changes to Pembroke Mobile Service SA71 4JT
Affecting Marloes, Angle, Lawrenny, St Ishmaels, and Carew Mobile Service

We are writing to let you know that we will be commencing a temporary Post Office Mobile service in Marloes from Thursday 6 October 2022. The current Marloes branch, providing Post Office services to the local community, will close on 30 September 2022 due to the resignation of the postmaster and the withdrawal of the premises for Post Office use. We are pleased to be able to reinstate the service as a Temporary Mobile service, whilst we continue to seek a permanent solution.

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. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities.

The new service will be operated from opposite the Lobster Pot Inn, Marloes, Haverfordwest, SA62 3AZ by the postmaster from Pembroke Post Office and will offer a wide range of Post Office products and services. Full details of the new temporary service are provided at the end of this letter.

To accommodate the new Mobile services there will be some changes to the current hours at Angle, Lawrenny, St Ishmaels and Carew also operated by the postmaster from Pembroke Post Office from Monday 3 October 2022. Further details of the changes to these services are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. If you are a local representative, please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support in maintaining a Post Office service.

Yours faithfully

Fiona Shanahan

Fiona Shanahan
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Details of the new Mobile services:

Marloes Mobile Service
Opposite the Lobster Pot Inn
Marloes
Haverfordwest
SA62 3AZ

Services

A range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Thursday	13:00 – 14:00
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Getting there

This Mobile Post Office service will be located approximately 0.2 miles away from the current branch location, along varied terrain. Parking is available near to where the mobile van will be parked.

Details of the change to existing Mobile services:

Angle Mobile Service, High Street, Angle, SA71 5AN

Current opening times

Monday	09:00 – 10:00
Wednesday	12:30 – 13:30

New opening times

Monday	09:00 – 10:00
Wednesday	14:15 – 15:15

Lawrenny Mobile Service, Car Park, Lawrenny Village Stores, Kilgetty, SA68 0PN

Current opening times

Monday	15:00 – 16:00
Thursday	09:00 – 10:00

New opening times

Monday	15:00 -16:00
Wednesday	12:00 – 13:00

Ishmaels Mobile Service, Layby Burgage Green Road, St Ishmaels, SA62 3ST

Current opening times

Tuesday	14:00 -15:00
Thursday	13:00 -14:00

New opening times

Tuesday	14:00 -15:00
Thursday	11:15 – 12:15

Carew Mobile Service, Layby Off Birds Lane, Carew, Tenby, SA70 8SL

Current opening times

Tuesday	09:00 – 10:30
Thursday	10:15 – 11:45

New opening times

Tuesday	09:00 – 10:30
Thursday	09:00 – 10:30

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

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

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact local elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

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 watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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

comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

² Locally elected representatives include 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.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ² and ³ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.