



Dear Customer,

Service Unplanned Closure

Pembroke Outreach Services

**Affecting Angle, Broadmoor, Lawrenny, St Florence, St Ishmaels, Milton, Dale, Carew and
Herbrandston Mobile Services**

As you may be aware, the Pembroke Mobile van, offering Post Office services at the above stops, ceased due to operational issues on Monday 03 November 2025. Please accept my apologies for the late notification on this occasion.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate the Mobile service to the local community. I hope to be in a better position to advise you once all the plans have been finalised in the near future.

If you are a local representative, please feel free to 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.

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. An extract relating to Notification is available at the end of this letter.

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

Yours faithfully,

Fiona Shanahan

**Fiona Shanahan
Area Change Manager**

How to contact us:

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

Details of Alternative branches for Angle Mobile Service

There are times our branches may need to make changes to their opening hours. The latest available branch information, including any additional possible alternative Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Monkton Post Office		Services available
Spar Long Mains Monkton Pembroke SA71 4NA		Offers similar services, with the addition of Euro Travel Money however excluding Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon – Sun	08:00 – 20:00	Access is level, with wide automatic doors, at the entrance to the premises.
Getting there		
Approximately 8.3 miles from Angle Mobile service, along varied terrain. Parking is available outside the branch. There is a regular bus service, between Angle Mobile service and this branch with a bus stop within 900 meters.		

Pembroke Post Office		Services available
49 Main Street Pembroke SA71 4JT		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
Getting there		
Approximately 10 miles from Angle Mobile service, along varied terrain. Time restricted parking is available opposite the branch. There is a regular bus service, between Angle Mobile service and this branch with a bus stop within 290 meters.		

Details of Alternative branches for Broadmoor Mobile Service

Kilgetty Post Office		Services available
Carmarthen Road Kilgetty SA68 0UF		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 2 miles from Broadmoor Mobile service, along varied terrain. Parking is available opposite the branch on Station Road. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Reynalton Mobile Service		Services available
Layby Near Bus Shelter Reynalton Kilgetty SA68 0PE		Offers similar services, however excluding a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Wed	11:30 – 12:30	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.
Getting there		
Approximately 1.9 miles from Broadmoor Mobile service, along varied terrain. Parking is available next to the Mobile van. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for Lawrenny Mobile Service

Kilgetty Post Office		Services available
Carmarthen Road Kilgetty SA68 0UF		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 8 miles from Lawrenny Mobile service, along varied terrain. Parking is available opposite the branch on Station Road. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Saundersfoot Post Office		Services available
Spar The Strand Saundersfoot SA69 9ES		Offers similar services, however excluding Passport Check & Send and On Demand Travel Insurance.
Opening times		Access
Mon – Sat	09:00 – 17:30	Access is level at the entrance to the premises.
Sun	09:00 – 15:00	
Getting there		
Approximately 9 miles from Lawrenny Mobile service, along varied terrain. Time restricted parking is available outside the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for the St Florence Mobile Service

Tenby Post Office		Services available
Premier South Parade Tenby SA70 7DL		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Sat	08:00 – 21:00	Access is level at the entrance to the premises.
Sun	08:00 – 20:00	
Getting there		
Approximately 4 miles from St Florence Mobile Service, along varied terrain. Parking, with disabled bays, is available opposite the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Kilgetty Post Office		Services available
Carmarthen Road Kilgetty SA68 0UF		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 13:00	
Sun	Closed	
Getting there		
Approximately 5.3 miles from St Florence Mobile service, along varied terrain. Parking is available opposite the branch on Station Road. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for St Ishmaels Mobile Service

Marloes Mobile Service		Services available
Opposite The Lobster Pot Inn Marloes Haverfordwest SA62 3AZ		Offers the same services.
Opening times		Access
Thu	13:00 – 14:00	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.
Getting there		
Approximately 3.4 miles from St Ishmaels Mobile service, along varied terrain. Parking is available next to the Mobile van with dedicated disabled parking. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		
Hakin Post Office		Services available
31 Gelliswick Road Hakin Milford Haven SA73 3RD		Offers Euro/Dollar Travel Money, however excluding Vehicle Tax, On Demand Travel Insurance and Passport Check & Send.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 5.7 miles from St Ishmaels Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		
Broad Haven Post Office		Services available
Enfield Road Broad Haven Haverfordwest SA62 3JW		Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Passport Check & Send.
Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 13:00 14:00 – 17:30	Access is level via a ramp, with a handrail, at the entrance to the premises.
Wed & Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 5.8 miles from St Ishmaels Mobile service, along varied terrain. Parking is available adjacent the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for Milton Mobile Service

Cosheston Mobile Service		Services available
Village Hall Car Park Coheston Pembroke Dock SA72 4UA		Offers the same services.
Opening times		Access
Fri	12:00 – 13:00	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.
Getting there		
Approximately 2.6 mile from Milton Mobile service, along varied terrain. Parking is available next to the Mobile van. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		
Pembroke Post Office		Services available
49 Main Street Pembroke SA71 4JT		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
Getting there		
Approximately 4.5 miles from Milton Mobile service, along varied terrain. Time restricted parking is available opposite the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for Dale Mobile Service

Marloes Mobile Service		Services available
Opposite The Lobster Pot Inn Marloes Haverfordwest SA62 3AZ		Offers the same services.
Opening times		Access
Thu	13:00 – 14:00	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.
Getting there		
Approximately 3.2 miles from Dale Mobile service, along varied terrain. Parking is available next to the Mobile van with dedicated disabled parking. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		
Hakin Post Office		Services available
31 Gelliswick Road Hakin Milford Haven SA73 3RD		Offers Euro/Dollar Travel Money, however excluding Vehicle Tax, On Demand Travel Insurance and Passport Check & Send.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 9.4 miles from Dale Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		
Broad Haven Post Office		Services available
Enfield Road Broad Haven Haverfordwest SA62 3JW		Offers similar services, however excluding Vehicle Tax, On Demand Travel Insurance and Passport Check & Send.
Opening times		Access
Mon, Tue, Thu & Fri	09:00 – 13:00 14:00 – 17:30	Access is level via a ramp, with a handrail, at the entrance to the premises.
Wed & Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 8.2 miles from Dale Mobile service, along varied terrain. Parking is available adjacent the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for Carew Mobile Service

Cosheston Mobile Service		Services available
Village Hall Car Park Coheston Pembroke Dock SA72 4UA		Offers the same services.
Opening times		Access
Fri	12:00 – 13:00	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.
Getting there		
Approximately 2.6 mile from Carew Mobile service, along varied terrain. Parking is available next to the Mobile van. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Pembroke Post Office		Services available
49 Main Street Pembroke SA71 4JT		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 16:00	
Sun	Closed	
Getting there		
Approximately 5 miles from Carew Mobile service, along varied terrain. Time restricted parking is available opposite the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Details of Alternative branches for Herbrandston Mobile Service

Hakin Post Office		Services available
31 Gelliswick Road Hakin Milford Haven SA73 3RD		Offers Euro/Dollar Travel Money, however excluding Vehicle Tax, On Demand Travel Insurance and Passport Check & Send.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is a step at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 2 miles from Herbrandston Mobile service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

Milford Haven Post Office		Services available
Nisa Local 55 Charles Street Milford Haven SA73 2AA		Offers the same services, with the addition of a comprehensive range of Travel Money.
Opening times		Access
Mon – Fri	09:00 – 17:30	Access is level at the entrance to the premises.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 3 miles from Herbrandston Mobile service, along varied terrain. Parking, with a disabled bay, is available nearby. There are no direct bus routes between these services however, there are local buses serving the surrounding area.		

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

- Opening hours
- Unplanned closure¹/ 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹Where 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.