



Dear Customer,

**Service Re-Opening**

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

Further to our previous communication, we are delighted to let you know that Post Office services were restored to the above Mobile stops from week commencing Monday 15 December 2025. Please accept my apologies for the late notification on this occasion.

The Mobile service operates at the same locations, offering the same range of Post Office services. Full details of the 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, 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.

We're carrying out this notification in line with our Principles of Community Engagement. A copy 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

## Mobile Service Details

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://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.

Angle Mobile Service		Services available
9 Angle Village Angle Pembroke SA71 5AT		Offers the same services.
Opening times		Access
Mon	09:00 – 10:00	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.
Wed	14:15 – 15:15	
Broadmoor Mobile Service		Services available
Cross Inn Car Park Broadmoor Kilgetty SA68 0RN		Offers the same services.
Opening times		Access
Mon	13:30 – 14:30	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.
Wed	10:45 – 11:45	
Lawrenny Mobile Service		Services available
Lawrenny Village Stores Car Park Home Farm Kilgetty SA68 0PN		Offers the same services.
Opening times		Access
Mon	15:00 – 16:00	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.
Wed	12:00 – 13:00	

St Florence Mobile Service		Services available
St Florence Village Hall St Florence Tenby SA70 8BA		Offers the same services.
Opening times		Access
Tue	10:45 – 12:45	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.
Fri	09:00 – 10:00	

St Ishmaels Mobile Service		Services available
Lay by, Burgage Green Road St Ishmaels Haverfordwest SA62 3ST		Offers the same services.
Opening times		Access
Tue	14:00 – 15:00	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.
Thu	11:15 – 12:15	

Milton Mobile Service		Services available
The Pull In, Paskeston Lane Milton Tenby SA70 8PN		Offers the same services.
Opening times		Access
Mon	10:45 – 12:45	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.
Wed	09:00 – 10:30	
Fri	10:15 – 11:45	

<b>Dale Mobile Service</b>	<b>Services available</b>				
Dale Shop Car Park South Street Dale Haverfordwest SA62 3RE	Offers the same services.				
<b>Opening times</b>	<b>Access</b>				
<table border="1"> <tr> <td>Tue</td> <td>15:15 – 16:15</td> </tr> <tr> <td>Thu</td> <td>14:15 – 15:15</td> </tr> </table>	Tue	15:15 – 16:15	Thu	14:15 – 15:15	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.
Tue	15:15 – 16:15				
Thu	14:15 – 15:15				

<b>Carew Mobile Service</b>	<b>Services available</b>				
Layby Off Bird's Lane Carew Tenby SA70 8SL	Offers the same services.				
<b>Opening times</b>	<b>Access</b>				
<table border="1"> <tr> <td>Tue</td> <td>09:00 – 10:30</td> </tr> <tr> <td>Thu</td> <td>09:00 – 10:30</td> </tr> </table>	Tue	09:00 – 10:30	Thu	09:00 – 10:30	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.
Tue	09:00 – 10:30				
Thu	09:00 – 10:30				

<b>Herbrandston Mobile Service</b>	<b>Services available</b>		
Car Park Of Taberna Inn Herbrandston Milford Haven SA73 3TD	Offers the same services.		
<b>Opening times</b>	<b>Access</b>		
<table border="1"> <tr> <td>Thu</td> <td>15:30 – 16:30</td> </tr> </table>	Thu	15:30 – 16:30	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.
Thu	15:30 – 16:30		

**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](https://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**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**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.