



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

2nd February 2026
Internal Ref: 260112
Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

FOI Request

You asked us:

I would like to submit a freedom of information request for your Ambulance Service Cat 1, Cat 2 mean response times for each month from January 2024 to December 2025 for a more local level.

Please can you share the averages for Postcodes:

1. Residents living in Fairlight, postcode area TN35.
1. Residents living in East Hastings area, postcode area TN34.
2. Residents living in Hastings, postcode area TN37.
3. Residents living in St Leonards, postcode area TN38.
4. Residents living in Winchelsea, postcode area TN36.
5. Residents living in the Rye, postcode area TN31.

Formal Response

The Trust confirms it holds part of the information you have requested.

I would like to submit a freedom of information request for your Ambulance Service Cat 1, Cat 2 mean response times for each month from January 2024 to December 2025 for a more local level.

Please can you share the averages for Postcodes:

- 1. Residents living in Fairlight, postcode area TN35.**
- 1. Residents living in East Hastings area, postcode area TN34.**



2. Residents living in Hastings, postcode area TN37.
3. Residents living in St Leonards, postcode area TN38.
4. Residents living in Winchelsea, postcode area TN36.
5. Residents living in the Rye, postcode area TN31.

Date Range: 01/01/2024 - 31/12/2025

N/A: There is no average time due to lack of calls of this category for the specific postcode and time period.

Times are given in the format: **HH:MM:SS**

YYYY-MM	Postcode	MEANRESPONSETIME_C1	MEANRESPONSETIME_C2
2024-01	TN31	0:15:53	0:45:32
2024-01	TN34	0:05:45	0:32:38
2024-01	TN35	0:07:26	0:34:43
2024-01	TN36	N/A	0:50:31
2024-01	TN37	0:05:19	0:33:25
2024-01	TN38	0:06:06	0:29:30
2024-02	TN31	0:13:29	0:40:27
2024-02	TN34	0:05:40	0:28:48
2024-02	TN35	0:07:37	0:31:45
2024-02	TN36	N/A	0:37:32
2024-02	TN37	0:07:10	0:26:33
2024-02	TN38	0:06:55	0:25:56
2024-03	TN31	0:12:42	0:45:33
2024-03	TN34	0:06:14	0:32:36
2024-03	TN35	0:09:01	0:34:13
2024-03	TN36	0:11:21	0:28:07
2024-03	TN37	0:05:26	0:27:43
2024-03	TN38	0:05:22	0:31:23
2024-04	TN31	0:08:32	0:37:11
2024-04	TN34	0:06:32	0:23:27
2024-04	TN35	0:08:13	0:27:30
2024-04	TN36	0:12:08	0:38:22
2024-04	TN37	0:05:49	0:24:48
2024-04	TN38	0:06:20	0:25:52
2024-05	TN31	0:11:42	0:40:49
2024-05	TN34	0:05:42	0:26:01
2024-05	TN35	0:09:35	0:27:16
2024-05	TN36	0:17:56	0:37:04



2024-05	TN37		0:07:42	0:27:18
2024-05	TN38		0:06:18	0:24:09
2024-06	TN31		0:15:06	0:43:47
2024-06	TN34		0:06:40	0:30:54
2024-06	TN35		0:08:09	0:29:08
2024-06	TN36		0:12:35	0:50:24
2024-06	TN37		0:06:01	0:30:06
2024-06	TN38		0:06:16	0:29:18
2024-07	TN31		0:10:02	0:51:12
2024-07	TN34		00:06:24	00:35:34
2024-07	TN35		00:08:15	00:43:24
2024-07	TN36		00:13:48	00:44:58
2024-07	TN37		00:07:33	00:38:42
2024-07	TN38		00:06:10	00:34:56
2024-08	TN31		00:15:46	00:39:27
2024-08	TN34		00:06:37	00:24:23
2024-08	TN35		00:07:27	00:30:45
2024-08	TN36	N/A		00:33:59
2024-08	TN37		00:06:15	00:26:01
2024-08	TN38		00:06:40	00:25:50
2024-09	TN31		00:15:03	00:47:05
2024-09	TN34		00:05:59	00:30:36
2024-09	TN35		00:08:46	00:38:03
2024-09	TN36		00:12:16	00:48:28
2024-09	TN37		00:05:30	00:32:02
2024-09	TN38		00:06:21	00:34:16
2024-10	TN31		00:15:30	00:40:59
2024-10	TN34		00:05:58	00:27:22
2024-10	TN35		00:09:59	00:32:22
2024-10	TN36		00:21:04	00:40:15
2024-10	TN37		00:07:05	00:29:33
2024-10	TN38		00:06:42	00:31:11
2024-11	TN31		00:15:01	00:42:54
2024-11	TN34		00:07:14	00:30:27
2024-11	TN35		00:11:56	00:36:13
2024-11	TN36		00:13:00	00:36:18
2024-11	TN37		00:05:23	00:30:18
2024-11	TN38		00:06:37	00:30:21
2024-12	TN31		00:15:18	00:47:01
2024-12	TN34		00:05:41	00:30:45
2024-12	TN35		00:09:30	00:36:10
2024-12	TN36		00:12:20	00:50:46



2024-12	TN37		00:06:04	00:34:18
2024-12	TN38		00:06:30	00:33:40
2025-01	TN31		00:16:47	00:37:18
2025-01	TN34		00:06:22	00:24:05
2025-01	TN35		00:09:45	00:26:58
2025-01	TN36		00:10:08	00:35:40
2025-01	TN37		00:05:43	00:24:41
2025-01	TN38		00:06:09	00:24:24
2025-02	TN31		00:16:07	00:39:33
2025-02	TN34		00:05:36	00:22:42
2025-02	TN35		00:10:38	00:27:51
2025-02	TN36		00:19:37	00:29:59
2025-02	TN37		00:05:54	00:25:07
2025-02	TN38		00:06:45	00:26:53
2025-03	TN31		00:14:01	00:40:35
2025-03	TN34		00:06:41	00:28:43
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2025-08	TN37		00:05:57	00:30:55
2025-08	TN38		00:07:20	00:32:30
2025-09	TN31		00:17:09	00:40:40
2025-09	TN34		00:06:17	00:26:44
2025-09	TN35		00:09:32	00:33:38
2025-09	TN36		00:18:13	00:36:56
2025-09	TN37		00:05:58	00:24:10
2025-09	TN38		00:06:38	00:29:15
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2025-12	TN37		00:05:34	00:24:41
2025-12	TN38		00:06:03	00:25:13



Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](http://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust



Saving Lives,
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