South Eastern Health and Social Care Trust

Paper No: SET/159/26	
Trust Board Meeting: 30 September 2026	
Public Agenda Item 4.7	

Title of Paper:	**Update on SAI and Complaints Backlog prior to MCHP**		
~~**For Decision**~~	**For Assurance**	~~**For Information**~~	~~**For Discussion**~~

1.0	**Background:**
	This paper provides a progress update following the escalation and summarises the current position, the improvement achieved and the residual risks requiring continued oversight.
2.0	**Key Issues:**
	SAIs As of 24 September 2026, there are **21** open SAIs, of which **12** are overdue. Since May, this represents a reduction of 25 open SAIs; and 17 overdue SAIs. **3** reviews are being considered by SPPG for deferral due to ongoing PSNI investigations. If approved, the position would reduce to **18** open SAIs, **9** of which will be overdue. **Revised SPPG/SIF Monitoring** From 01 September 2026, monitoring will be based on both the number and age of overdue reports. Any single trigger can determine the monitoring level: The current position of 12 overdue reviews meets the criteria for Level 1. If the 3 deferrals are approved: • the overdue position would reduce to nine, within the Watching Brief numerical range; and • the oldest remaining review would be within the three to six-month bracket, which also meets the Watching Brief timescale trigger. Approval of the deferrals will move the Trust from Level 1 to Watching Brief, subject to confirmation by SPPG. **Pre-MCHP Complaints** As of 24 September 2026, **6** pre-MCHP complaints remain open. One is awaiting an initial response following a service meeting, five are reopened cases (including two requiring meetings with complainants to support resolution).
3.0	**Link to Strategic Objectives:**
	Our People ☐ Population Health & Health Inequalities ☐ Delivering Care Closer to Home ☐ Hospital Care ☐ Safety, Quality and Experience of Care ☒

4.0	**Resource Implications (inc Organisational, Financial, Human Resources):**
	1. Organisational
	Not applicable
	2. Financial
	Not applicable
	3. Human Resources
	Not applicable
	4. Environmental Factors Yes ☐ No ☒
5.0	**Impact on Safety, Quality and Experience (SQE):**
	1. Safety
	Delays may affect timely learning and implementation of risk controls.
	2. Quality
	Continued oversight is required to complete reviews and evidence improvement.
	3. Experience
	Delays may affect communication and timely closure for patients and families.
6.0	**Key Risks and Proposals to Mitigate:**
	1. Key Risks
	• Delays in completing the remaining overdue SAI reviews. • The age of reviews may determine the SPPG monitoring level, regardless of the overall number overdue. • Delayed completion may affect timely learning, family communication and organisational assurance.
	2. Proposals to Mitigate
	• Prioritise the oldest overdue reviews and maintain dated completion plans. • Progress the three deferral requests with SPPG. • Escalate delays through Directorate and corporate governance arrangements. • Ensure immediate learning and risk controls are maintained for reviews involving PSNI investigations. • Continue monitoring implementation and impact of SAI recommendations.
7.0	**Risk Register:**
	It is listed on BAF? Yes ☐ No ☒ Is it listed on CRR? Yes ☐ No ☒

Lead Director:	**Professor Stephen Kirk, Medical Director**
Date:	**25 September 2026**

Reasons for Paper Presentation

Decision	*Used when an item requires a formal agreement or endorsement by the meeting / committee members. Examples are approving minutes, budgets, proposals or policies.*
Assurance	*Used when an item can be measured against a certain criteria / standard. Examples are a project is on course with delivery or financial targets are being met.*
Information	*Used when an item is presented for the purpose of updating or informing the attendees without requiring a decision or action, such as reports, updates, or announcements.*
Discussion	*Used when an item is listed primarily for open discussion, brainstorming or gathering input from the members without requiring an immediate decision.*