**Suggested 12 Month Review Agenda Items**

* Update any contact details for any changes in staff
* Clarify roles, responsibilities and lines of communication.
* Review of KPI data and general performance including customer satisfaction
* Review of projected spend against actual spend. Discuss projected budget allowances
* Review of payment process, invoicing etc
* Review of variations, amounts, percentage increases or decreases etc.
* Review performance against programme, projected programme for following year etc.
* Discuss areas for improvement, what worked well, what has not worked well so far
* Discuss supply chains, material changes, manufacturer updates etc
* Re-confirm escalation processes, communication lines etc
* Re-confirm information requirements, discuss any additional requirements
* Discuss health and safety issues, review documentation, any concerns. Check RAMS are up to date
* Discuss any changes in legislation and impacts on time, quality and cost.
* Check insurances are up to date and correct documentation is stored on file
* Discuss any S20 projects and timetabling for following process
* Discuss social value requirements
* Discuss improvement plans/incentives and performance associated with these
* Review data protection responsibilities and duties
* Update on any properties which have been sold, to be acquired, or update of residents which may require additional measures