

Gloucestershire County Council Integrated Transport Unit

Supplier Retainer Request Process

This document outlines the payment policy in regards the claiming of retainers by suppliers in situations whereby a contract transporting 6 passengers or less (regardless of capacity) does not operate because a student is ill or does not attend school, despite the school being open.

The policy for suppliers claiming a retainer is as follows:

- 1) If your service operates and arrives at the student's house GCC will pay 50% (to cover the costs for the morning journey you have operated, but not the afternoon journey where no operations have taken place).
- 2) If you do not operate we will not pay anything as no operations have taken place.

If you wish to claim 50% under criteria 1, then you must ensure you notify the County Council before 1600 on the day you are claiming 50% for. To notify the County Council you must email SENTransportPayments@gloucestershire.gov.uk. If we do not receive a retainer request before 1600 on the day being claimed for then payment will default to 0%.

The ITU payments team has access to school attendance information and shall be validating all invoice claims.

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August 2011