

## High quality marks gave Attendo renewed contracts in Skarpnäck

**Following a quality tender with 11 bidders, Attendo has been awarded renewed confidence to operate all group homes and daily activities centers for people with disabilities in Skarpnäck, Stockholm. The new contracts extend until November 2019 and include two new group homes scheduled for opening.**

- It is extremely gratifying that we have gotten renewed confidence, especially considering that the tender was based entirely on quality parameters. We see this as testimony to the way we work to be a quality leader in our industry. The best possible care with focus on the individual has been our driving force in Skarpnäck and will continue to be so going forward, says Cecilia Addamshill, Business Area Manager of Attendo Scandinavia Care.

Since 2009, Attendo has been operating all group homes and daily activities centers for people with disabilities in Skarpnäck. The current contracts expire on November 30<sup>th</sup> this year and last November the Skarpnäck District Board initiated a new procurement process.

Attendo got the highest quality marks in the new procurement in which a total of 11 bidders, including the District's own operations, took part. Attendo is now entrusted to continue operating all existing units as well as two new group homes that are scheduled to open at year-end 2016 and in 2018. A total of 16 group homes and six daily activities centers with an estimated yearly turnover of about 120 MSEK are covered by the contracts, which extend until November 30, 2019.

Several factors concerning Attendo's quality work were highlighted in the procurement. Most notably the cooperation model developed in Skarpnäck, where clients, relatives, politicians and officials regularly are invited to dialogue with the purpose of improving quality.

- We have made many improvements since we took over the daily operations in 2009. During the new contract period, we will continue our work to strengthen the individual. People with disabilities sometimes have trouble to raise their voice in society. That's why we focus on participation, influence and collaboration issues, says Cecilia Addamshill.

The winning bid includes investments in training for managers and employees, continued focus on hiring graduated supporting educators as well as new recruitments to the group homes that will be opened during the contract period.

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