

## **Dialogues with 65+ in Upplands-Bro municipality. A compiled report of the dialogues**



**Elderly-friendly municipality in Upplands-Bro**



## Table of Contents

<b>1. Summary</b> .....	<b>1</b>
<b>2. Community and health care services</b> .....	Fel! Bokmärket är inte definierat.
2.1.1 Upplands-Bro's strenghts .....	<b>4</b>
2.1.2 Areas for improvement in Upplands-Bro .....	<b>4</b>
2.2 Community and helth care services Chart .....	<b>5</b>
<b>3. Transportation</b> .....	Fel! Bokmärket är inte definierat.
3.1.1 Upplands-Bros strenghts .....	<b>6</b>
3.1.2 Areas for improvement in Upplands-Bro .....	<b>6</b>
3.2 Transportation Chart .....	<b>7</b>
<b>4. Housing</b> .....	Fel! Bokmärket är inte definierat.
4.1.1 Upplands-Bros strenghts .....	<b>8</b>
4.1.2 Areas for improvement in Upplands-Bro .....	<b>8</b>
4.2 Housing Chart.....	<b>9</b>
<b>5. Social Participation</b> .....	Fel! Bokmärket är inte definierat.
5.1.1 Upplands-Bros strenghts .....	<b>10</b>
5.1.2 Areas for improvment in Upplands-Bro .....	<b>10</b>
5.2 Social Participation Chart .....	<b>11</b>
<b>6. Outdoor Spaces and Buildings</b> .....	Fel! Bokmärket är inte definierat.
6.1.1 Upplands-Bros strenghts .....	<b>12</b>
6.1.2 Areas for improvement in Upplands-Bro .....	<b>12</b>
6.2 Outdoor Spaces and Buildings Chart .....	<b>13</b>
<b>7. Respect and Social Inclusion</b> .....	Fel! Bokmärket är inte definierat.
7.1.1 Upplands-Bro's strenghts .....	<b>14</b>
7.1.2 Areas for improvement in Upplands-Bro .....	<b>14</b>
7.2 Respect and Social Inclusion Chart.....	<b>15</b>
<b>8.Civic Participation and Employment</b> .....	Fel! Bokmärket är inte definierat.
8.1.1 Upplands-Bro's strenghts .....	<b>16</b>
8.1.2 Areas for improvment in Upplands-Bro.....	<b>16</b>
8.2 Civic Participation and Employment Chart .....	<b>17</b>
<b>9. Communication and Information</b> .....	Fel! Bokmärket är inte definierat.
9.1.1 Upplands-Bro's strenghts .....	<b>18</b>
9.1.2 Areas for improvement in Upplands-Bro .....	<b>18</b>
9.2 Communication and Information Chart .....	<b>18</b>



## 1. Summary

This report contains a compilation of dialogues with residents of Upplands-Bro municipality who are 65 years old and above. The conversations with the elderly residents helped to identify the deficiencies in the municipality in a productive way for future work. The conversations also led to identifying the strengths in Upplands-Bro municipality, which is natural for the municipality to maintain or further develop. The information provided in the dialogues primarily represents central Upplands-Bro municipality. Residents in rural areas have not been included to the same extent, which means that the municipality will need further dialogue meetings with the rural areas to get a complete picture of the municipality's deficiencies and strengths.

The report presents eight themes that were discussed in the dialogues. The dialogues were open to all residents over 65 years of age during an eight-week period. There were two opportunities to participate during the designated weeks, on Mondays in Kungsängen and Wednesdays in Bro. A total of 180 residents participated in the discussions about future community planning in the municipality. The reason for choosing Kungsängen and Bro for dialogue meetings is that Upplands-Bro municipality has two centers, making it easier for the elderly to participate.

It was also revealed during the dialogue meetings that there is interest, but the marketing has been inadequate. Therefore, there is room for developing similar dialogue meetings with the municipality's residents in the future. The figure below presents one theme per dialogue and per district.



Figure 1: The figure illustrates eight themes that were discussed in the dialogues.



## 2. Community and health care services

The conversations with the elderly residents led to identifying deficiencies and areas of development regarding the municipality's healthcare services in a productive way for future work towards an elderly-friendly municipality. The conversations also led to identifying the municipality's strengths, which is natural for the municipality to maintain and further develop. The deficiencies and areas of development around this theme mostly concern the region, which means that the municipality is not solely responsible for any potential changes. Upplands-Bro municipality will take responsibility by initiating proceedings to the region to highlight the opinions and thoughts of the municipality's residents.

### 2.1.1 Upplands-Bro's strengths

- According to the dialogues with the elderly residents, the community-based physiotherapy and occupational therapy services are considered good in the municipality as it is easy to get help with material things if needed.
- The "Trygg Hemgång" (Safe Return Home) service, which is offered by the municipality when a person has been hospitalized, is perceived as accessible and the help from it is appreciated and good.
- It is not perceived as a problem to get an alarm if one has applied for it in the municipality.
- The municipality is also working on palliative care in different accommodations and home care services.

### 2.1.2 Areas for improvement in Upplands-Bro

- The prices for dental visits are a common problem. Residents do not know why certain dental care is free and other dental care is not.
- It is difficult to reach the social welfare officer in the municipality.
- Home care staff should be more educated in the various services they provide and have professional language skills. Professional language skills mean that the person should be able to express themselves regarding what the profession requires. For example, if the profession requires cleaning, the staff should understand what cleaning means.
- Previously, there was a service where the nurse made a home visit to all 75-year-olds in the municipality. There is a desire to reintroduce this service.
- Health educators/preventive unit should book the municipality's premises before everyone else to avoid the risk of being without a venue for their planned activities.
- Elderly care reception is available in Bro, but no one answers the phone number they have provided (difficult to get to Bro if you live in Kungsängen).
- The demand for several doctors in the municipality is high among the residents.
- Residents wish for staff at the medical center to have a friendly attitude.
- Medical foot care involves a long waiting time and is only available for a certain group of diabetics. It is a service that is also desired for blind and other disabled residents.



## 2.2 Community and health care services

The tables below illustrate different statements that the elderly residents in the municipality have responded to during the first dialogue meeting held on October 3, 2022 in Kungsängen and October 5, 2022 in Bro. What stands out in the results shown in Figures 2 and 3 is the experience of a lack of respect from healthcare professionals towards the elderly residents, which creates uncertainty about their perceived safety and indirectly makes them feel less worthy and not taken seriously during their visits. The perceived sense of safety (uncertainty) is the same during digital and physical occasions with healthcare professionals.

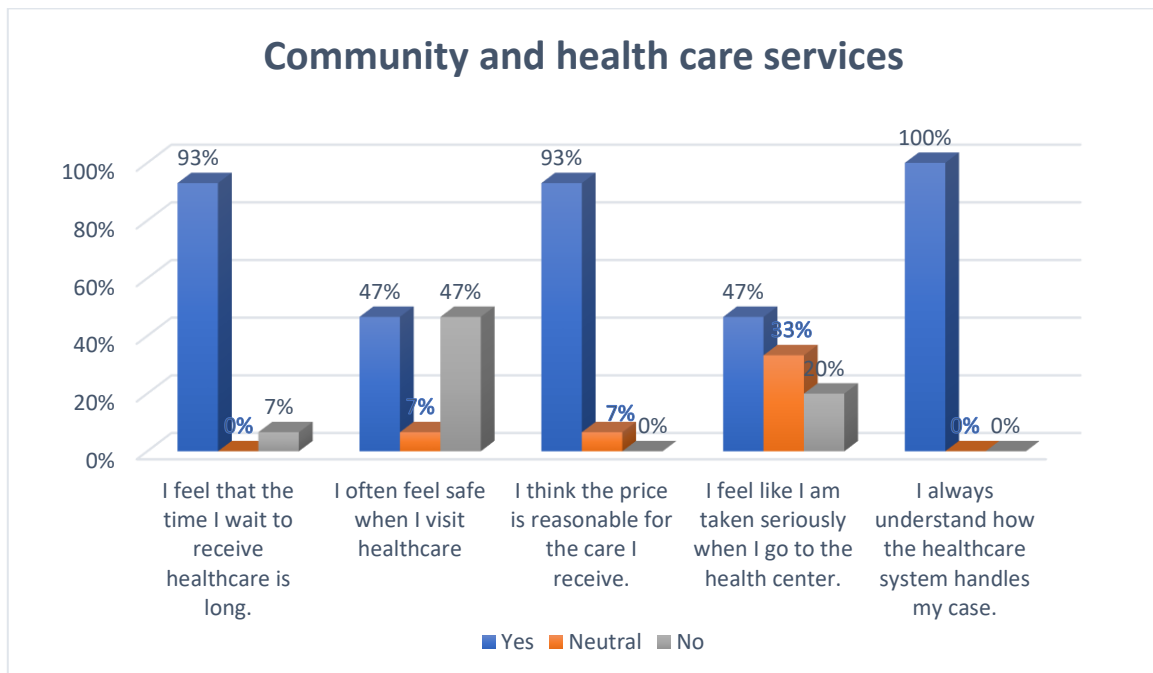


Figure 2: The table illustrates various statements with three different response options from older residents.

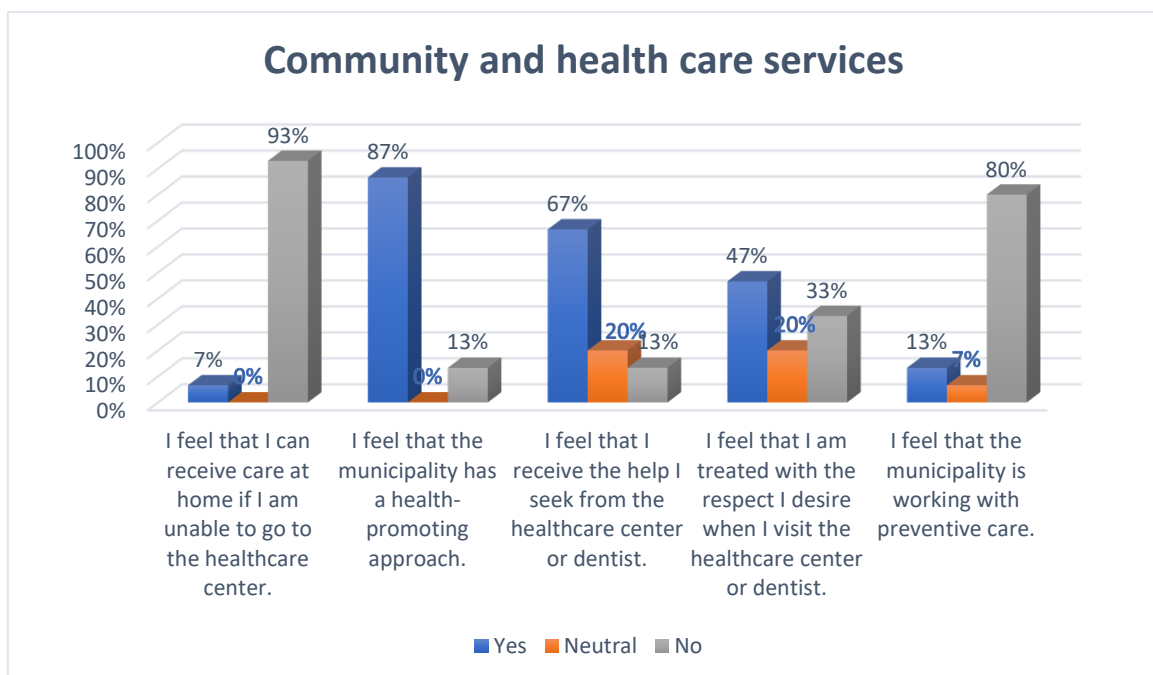


Figure 3: The table illustrates various statements with three different response options from elderly residents.



### 3. Transportation

The conversations with the elderly residents led to the identification of deficiencies in the municipality's public transport and transportation in a constructive manner for the ongoing work towards an elderly-friendly community. The conversations also led to the identification of Upplands-Bro's strengths, which the municipality will naturally maintain or further develop. The majority of the deficiencies and development areas in this theme concern the region as a whole, which means that the municipality is not solely responsible for any changes that may need to be made. Upplands-Bro as a municipality will take responsibility by initiating proceedings with the region to highlight the opinions and thoughts of the community's residents.

#### 3.1.1 Upplands-Bro's strengths

- **The municipality's residents find it easy to navigate the public transportation system in the municipality.**
- **The municipality has good drop-off and pick-up locations to allow for short stops near buildings.**
- **Elderly residents in the municipality who use walkers get to ride the bus for free.**
- **Disruptions in public transportation are presented digitally.**
- **It is easy to drive a car in the municipality as a senior if needed, and the roads are good.**

#### 3.1.2 Areas for improvement in Upplands-Bro

- **Easier accessibility would lead to increased use of public transportation by seniors.**
- **The lower part of the Kungsängen station needs an escalator or elevator to access the commuter train.**
- **More handicap accessibility is needed on commuter trains and subways.**
- **Buses should lower automatically to make it easier to board and exit.**
- **Commuter trains should have ramps to facilitate accessibility.**
- **Conductors should be more visible and helpful.**
- **Conductors and other staff should be friendlier, more helpful, and speak more clearly.**
- **There is a shortage of parking spaces for cars.**
- **There are no bus stops near the Coop in Brunna, Willys in Bro, and Lidl supermarkets.**
- **The demand-responsive transport service is lacking in terms of clarity regarding eligibility requirements, and seniors are forced to share rides with others and travel long distances, causing delays to medical appointments.**
- **Medical transportation service is insufficient, with difficulty getting a taxi and resulting delays.**
- **The municipality's residents want smaller buses that run on a loop to supermarkets if bus stops cannot be planned.**
- **A municipal wagon/train that travels around the municipality during the summer with 50 seats is desired.**



### 3.2 Transportation

The tables below illustrate different statements that the elderly residents in the municipality have responded to during the dialogue meetings held on October 10, 2022 in Kungsängen and October 12, 2022 in Bro. The summary of Figures 4 and 5 is primarily that the elderly residents in the municipality want bus stops near the grocery stores in the community. They also want accessible public transportation in the form of helpful bus drivers and lowered buses to facilitate boarding for people with walkers and strollers. Additionally, they wish for all the commuter trains to have ramps to facilitate access for the elderly.

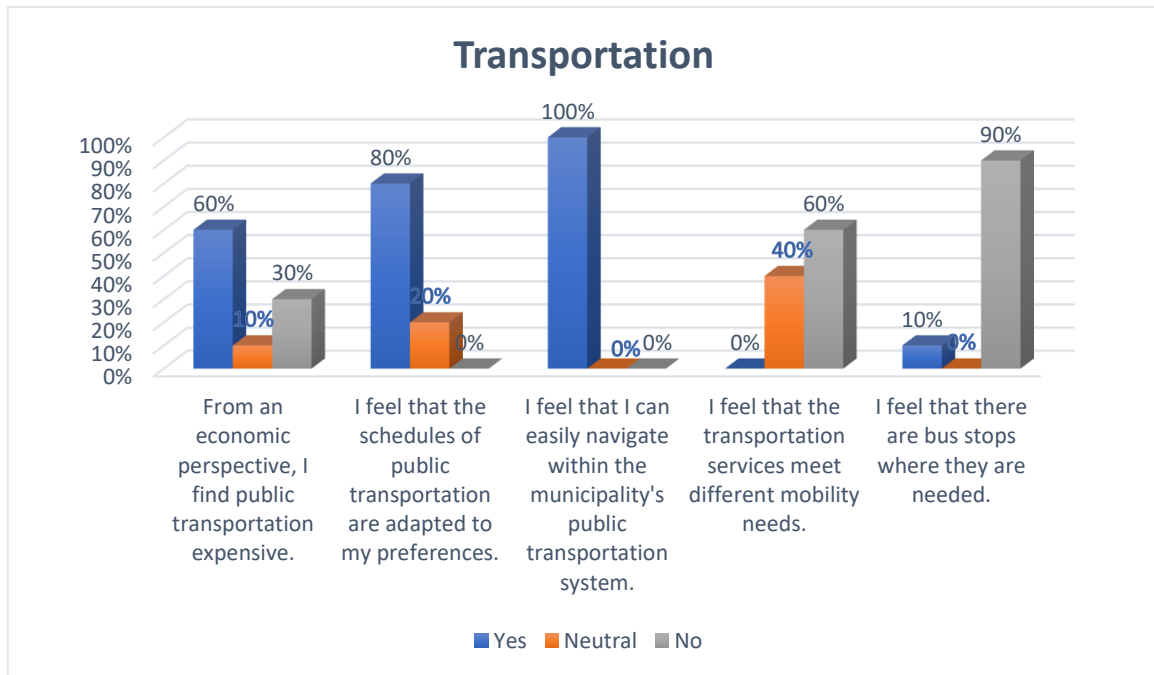


Figure 4: The table illustrates different statements with three different response options from the elderly residents.

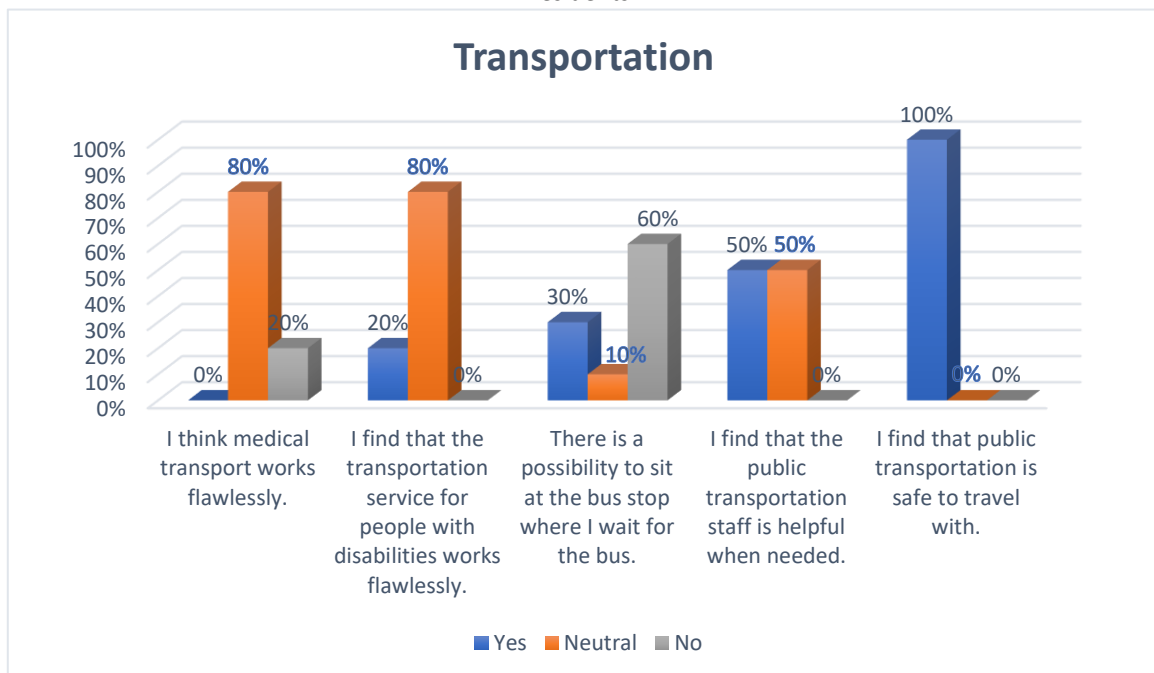


Figure 5: The table illustrates various statements with three different response options from the elderly residents.



## 4. Housing

The conversations with the elderly residents led to the shortcomings of the municipality's housing and housing being identified in a rewarding way for the continued work with an elderly-friendly municipality going forward. The talks also led to Upplands-Bros' strengths being identified, which will be natural for the municipality to maintain or develop further. With the help of the dialogue about housing and housing, the municipality can include older people's valuable thoughts in the future development in order to be able to build housing and housing from the elderly perspective.

### 4.1.1 Upplands-Bro's strengths

- The municipality's elderly residents feel safe in their homes and in the homes.
- It is possible to adapt their homes to accessibility if the need exists.
- For the elderly who have financial opportunities, there are alternatives to different types of housing.
- The sheltered housing is good for the elderly who want to live with other elderly people.

### 4.1.2 Areas for improvement in Upplands-Bro

- The future 3-storey buildings should have a lift for sustainability and for the elderly perspective.
- It is a difficulty without a ramp or elevator to get up from stairs into the homes.
- Nursing homes should have two lifts. When an elevator is out of order, it can lead to over 8 weeks of isolation at home.
- The pension is too low to be able to pay the rent and have money left for food.
- Elderly people need to have an edge in the shower in their homes to minimize the risk of slipping.
- Making their homes available afterwards will be a cost for the elderly that should be solved at the very beginning of construction.
- The residents of the municipality want housing advice in their housing and housing where the municipality can collaborate with the tenants' association. Housing advice means that the property owner sends a representative who listens to what the residents want about their housing. As a result, the elderly can express themselves about their homes and homes.
- The snow removal outside the homes is under all criticism and a risk factor for the elderly.
- Several elderly people want to move into housing, but there are long queues and small apartments.
- There are no storage rooms to store their belongings in the homes, which means that things need to be thrown away or stored at home.
- Older people want freedom of choice and alternative housing for 65+ with ground floor, grass plot for planting; It does not have to be in the center but around the municipality for the future is highly desirable.
- It is also important to have a mix of younger and older people in common farms to increase the quality of life.
- For the elderly who have financial opportunities, there are alternatives to different types of housing, there is a desire that the opportunity to choose should also be available for the elderly who do not have the same financial opportunities.





## 4.2 Housing

The tables below illustrate various claims that the elderly residents of the municipality have responded to during the dialogue meeting that was conducted on October 17, 2022 in Kungsängen; and October 19, 2022 in Bro. What mainly stands out during the result on figures 6 and 7 is that there are difficulties for the older municipal residents with the municipality not being adapted for the elderly. When there are stairs, an elevator or ramp should be introduced afterwards to make it easier for the elderly and people with strollers. It's a matter of redoing and doing the right thing. The municipality's elderly residents wish to discuss with the property owner / municipality twice a year about what is good and less good about their housing and farms.

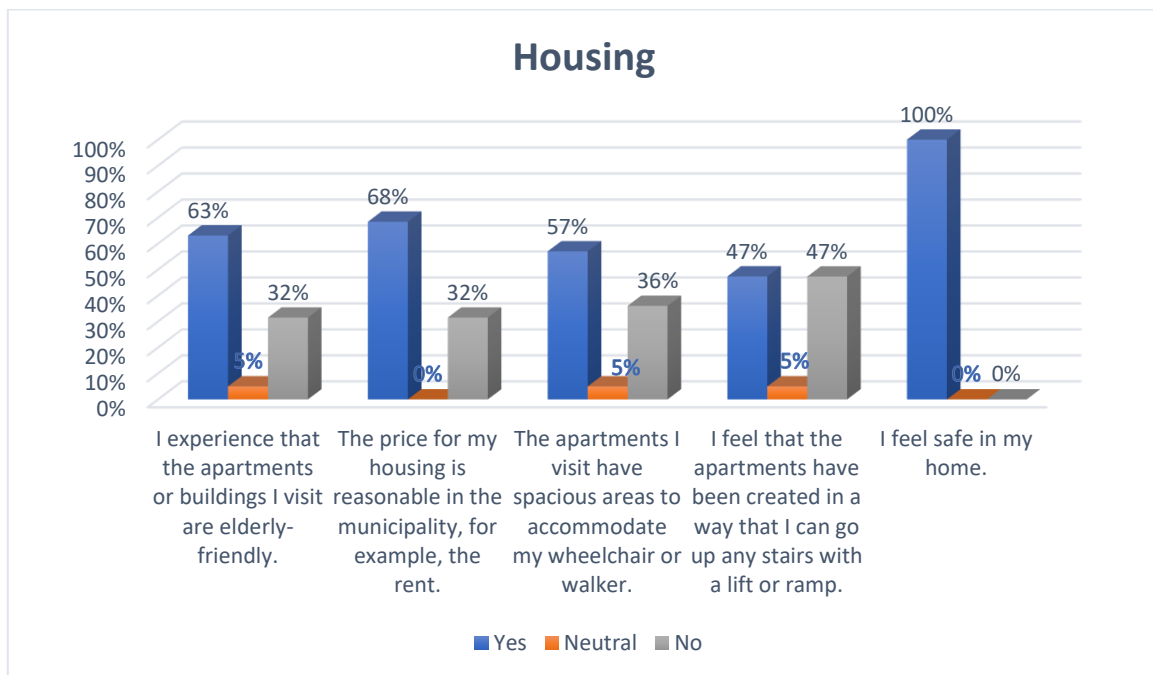


Figure 6: The table illustrates different statements with three response options from older residents.

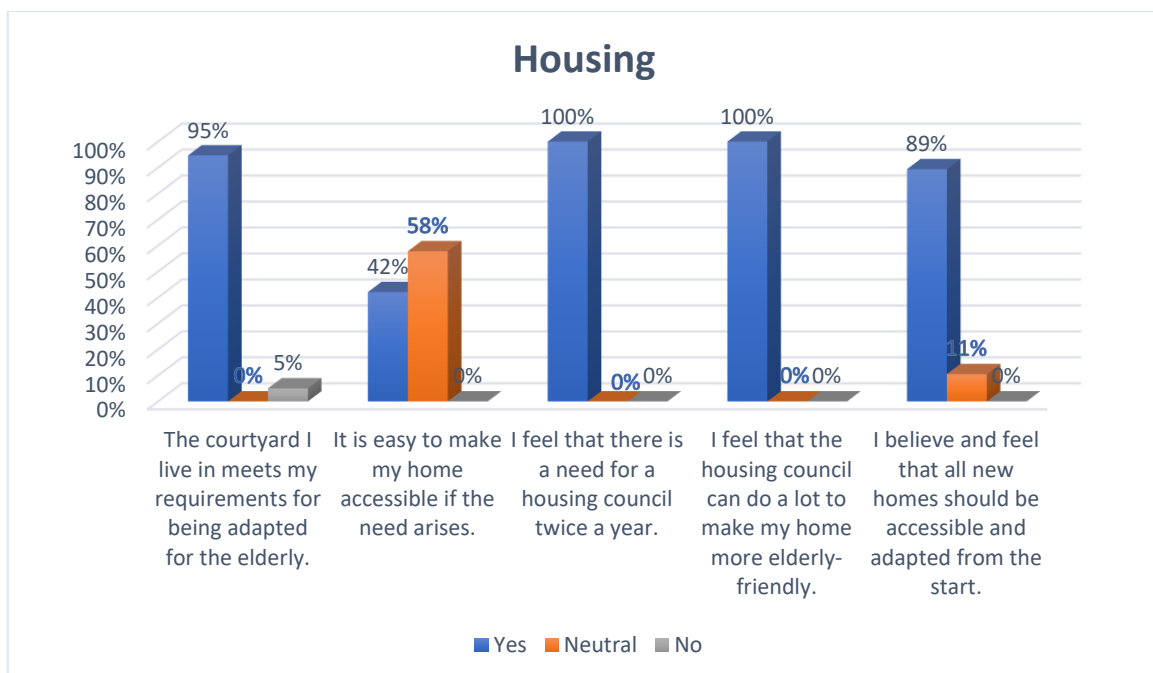


Figure 7: The table illustrates different statements with three response options from older residents.



## 5. Social Participation

The conversations with the older residents led to the shortcomings of the municipality's social inclusion being identified in a fruitful way for the continued work forward. The talks also led to Upplands-Bros' strengths being identified, which will be natural for the municipality to maintain or develop further. There is an opportunity for Upplands-Bro to influence the social inclusion in the municipality together with committed municipal residents and officials with the help of the dialogues with the residents of the municipality.

### 5.1.1 Upplands-Bro's strengths

- There is a range of activities all year round for the elderly residents both from the municipality and the pensioners' associations.
- As a whole, it is good with the activities in the municipality, but there are no premises to stay in.
- The square in Kungsängen is large and nice but empty.
- Christmas markets have previously been in Bro and it needs to be resumed.
- It has been a party day in Upplands-Bro (Party in the village in Bro) but it disappeared during the pandemic.

### 5.1.2 Areas for improvement in Upplands-Bro

- It is bad with shared entertainment and activities in the municipality as a whole.
- It is usually closed down with activities after a couple of years but it can still be nice during the time it works.
- It is important that the municipality as a whole meets during holidays, for example with Christmas market and similar activities.
- In order to increase social inclusion in general and if the municipality is to invest in something specific, the older residents want activity houses.
- There is a shortage of premises in the municipality for activities.
- Music entertainment in the city center and in the accommodations is desired, but the costs will be great for individuals to arrange themselves.
- There is a lack of communication about how the activities are marketed in the municipality.
- The municipality as a whole does not act on the wishes of the activities that the elderly have; The municipality is perceived as absent and no commitment is evident except for the dialogues around elderly-friendly municipality.
- It is very important that these wishes are taken seriously in order to minimize the isolation in the municipality for the elderly residents.
- Make the square a lively square with activities all year round. It would be good to hire a "square developer".



## 5.2 Social Participation

The tables below illustrate various claims that the elderly residents of the municipality have responded to during the dialogue meeting that was conducted on October 24, 2022 in Kungsängen; and October 26, 2022 in Bro. The tables on Figures 8 and 9 clearly explain what and how it is perceived to be lacking in the municipality. It is mainly a feeling of unstructured activities on the part of the municipality where the municipality's elderly do not think that the activities are marketed correctly. It is unclear what activities there are and the wishes of the residents are not fulfilled. There is dissatisfaction but also room for development, the elderly residents and relevant officials should meet and create a system together for the future in the year 2023.

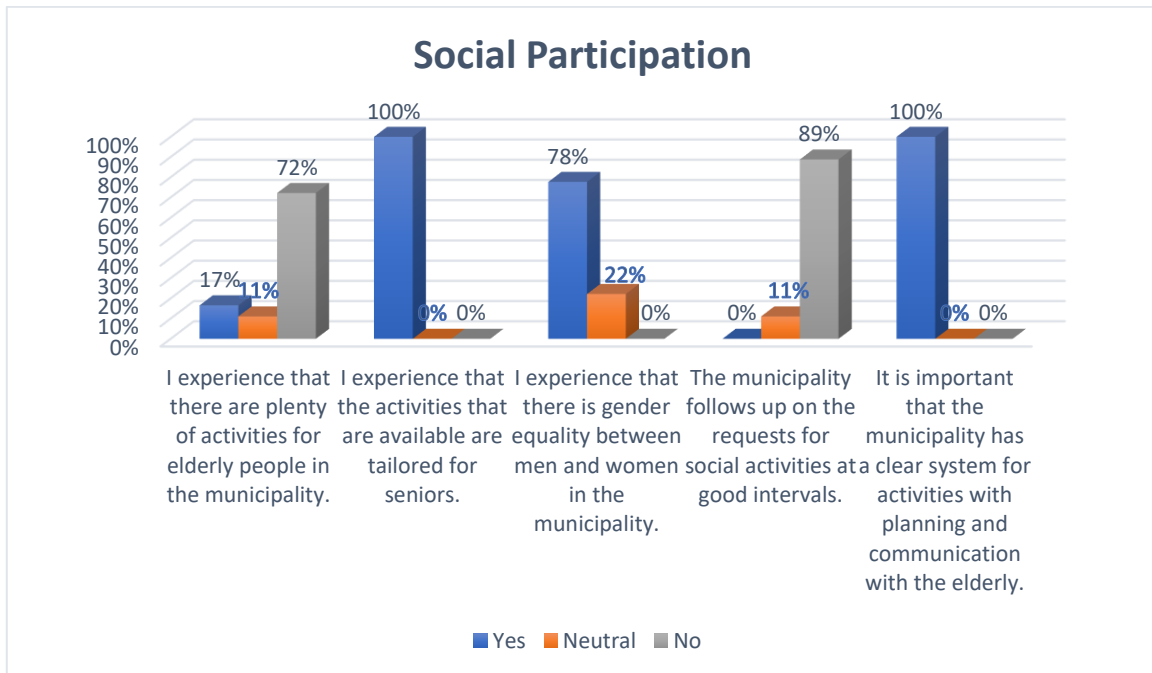


Figure 8: The table illustrates different statements with three response options from older residents.

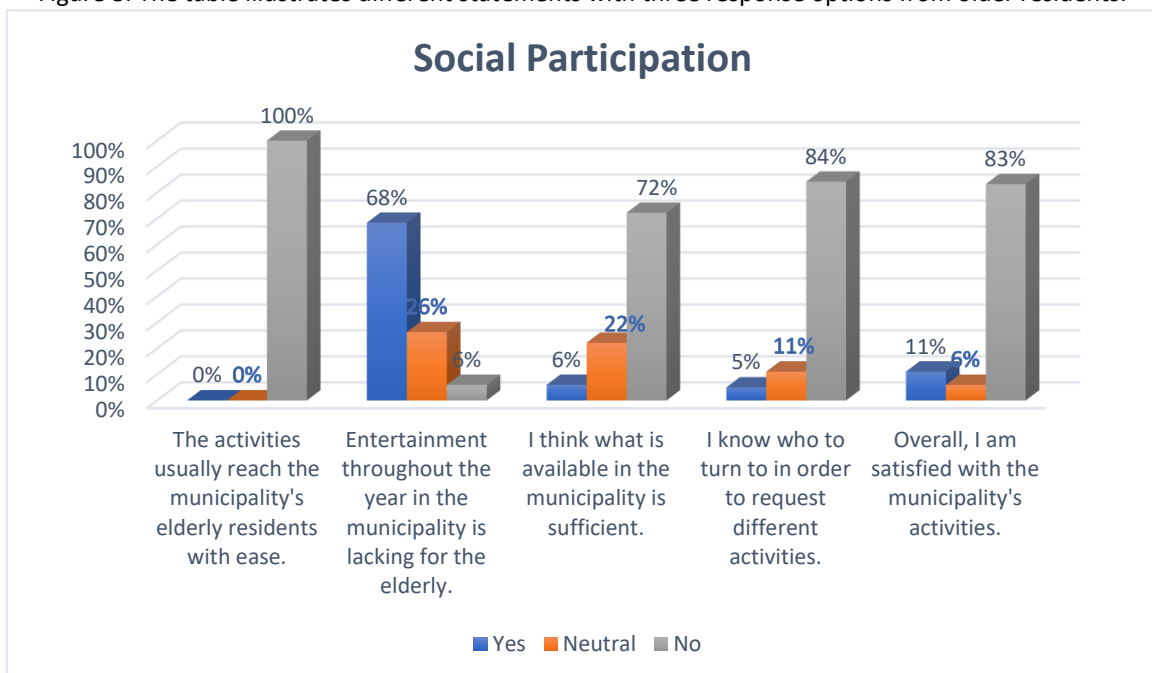


Figure 9: The table illustrates different statements with three response options from older residents.



## 6. Outdoor Spaces and Buildings

The conversations with the older residents led to the shortcomings with the environment outdoors and in buildings in the municipality being identified in a rewarding way for the continued work with an elderly-friendly municipality going forward. The talks also led to Upplands-Bros' strengths being identified, which will be natural for the municipality to maintain or develop further. The outdoor environment and the wishes that exist are directly under the responsibility of the municipality and its officials.

### 6.1.1 Upplands-Bro's strengths

- The noise level in the municipality is considered good where the level does not disturb the inhabitants of the municipality.
- It feels safe with the lights that are in the municipality, but a few lamps do not work and they are no longer maintained despite deviations from the municipal residents.
- The green cape has a beautiful environment and several benches should be there with a roof.

### 6.1.2 Areas for improvement in Upplands-Bro

- In order to make the municipality more elderly-friendly, several rest areas are needed in the form of benches, both around the municipality and on uphill slopes. A clear goal should be made with ex number of exposed benches each semester and followed up.
- The benches that already exist need to be maintained to increase the service life and to be used more efficiently. The benches also need to have backrests and be replaced where they have become unusable due to wear and tear.
- The municipality needs to be maintained with flowers and plantings during the summer on roundabouts, walkways and the center.
- The center must be sanded as well as the entire municipality during the winter. The leaves during the autumn also lead to a risk of slipping and it needs to act more efficiently.
- The existing agreement the municipality has is under all criticism. The curbs break during snow removal and then it is never repaired.
- The green areas are not easily accessible to get to and there are no parks with benches and flowers to go to in the municipality.
- As a whole, the municipality should be maintained more and more bins should be acquired.
- There are landowners who have hedges, trees and shrubs that go out onto public sidewalks and roads. The municipality needs to act on this when complaints are submitted to them.
- The speed signs are not adapted to reality sometimes there is high speed at schools where it should be 30km / h. Better cooperation with the municipal police should be done for speed control.
- There are flashing lights at the crosswalk at Lidl for motorists to see that someone is crossing and it should be at several crosswalks in the municipality for safety.
- Electric scooters and mopeds that drive on the city center and footpaths affect the safety of the elderly.
- The elderly want a city architect in the municipality.



## 6.2 Outdoor Spaces and Buildings

The tables below illustrate various claims that the elderly residents of the municipality have responded to during the dialogue meeting that was conducted on October 31, 2022 in Kungsängen; and November 2, 2022 in Bro. The summary of the tables on Figures 10 and 11 is that the older residents of the municipality experience the winter months with snow and ice difficult and risky. The feeling is the same even in the fall with leaves. The buildings of the municipality do not relate to each other, they are built differently. There is a shortage of parks with greenery and plants. It is also important to maintain existing benches and lamps that are outdoors.

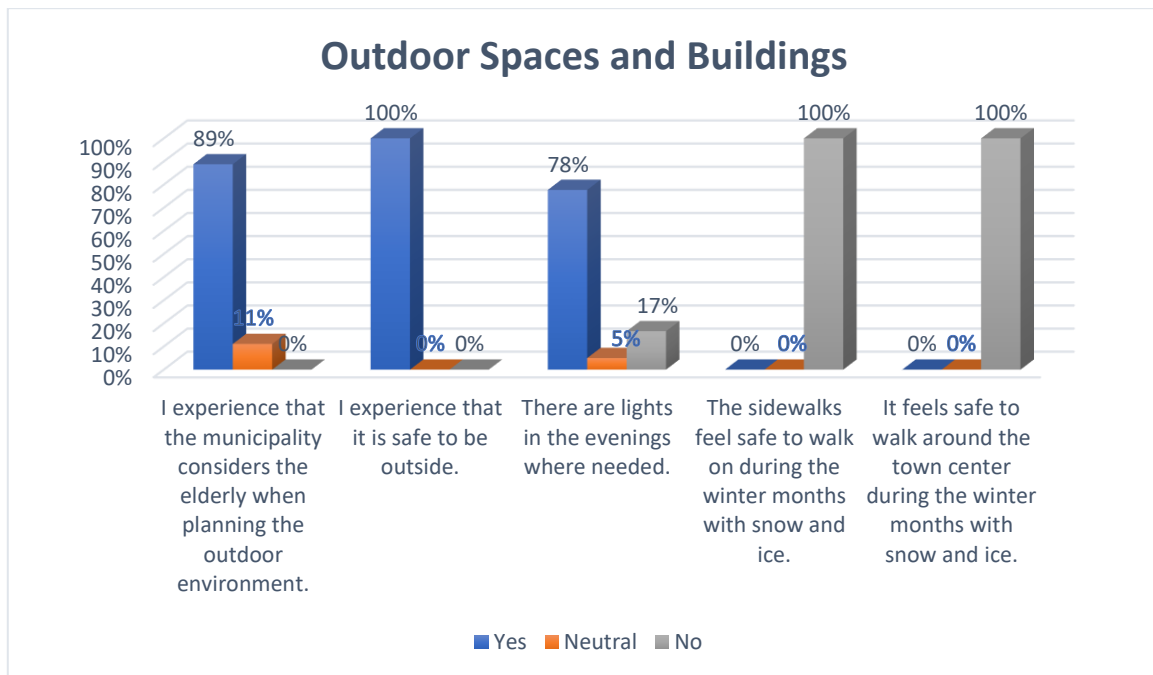


Figure 10: The table illustrates different statements with three response options from older residents.

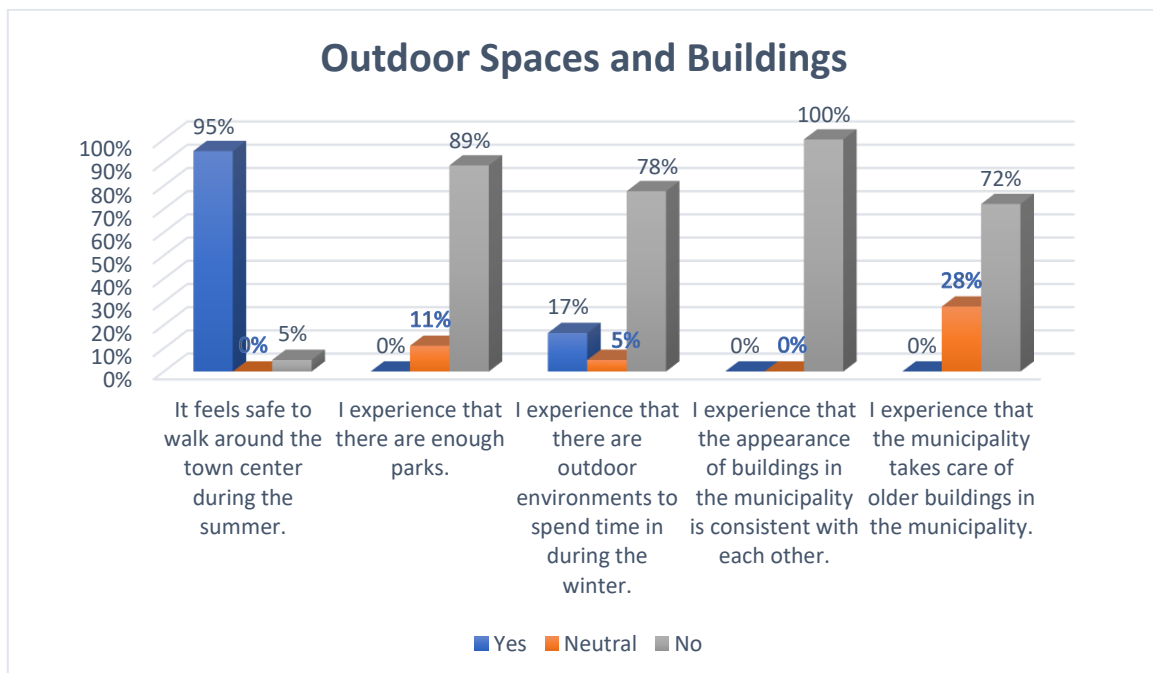


Figure 11: The table illustrates different statements with three response options from older residents.



## 7. Respect and Social Inclusion

The conversations with the older residents led to the shortcomings of the municipality's respect and social integration being identified in a fruitful way for the continued work with an elderly-friendly municipality going forward. The talks also led to Upplands-Bros' strengths being identified, which will be natural for the municipality to maintain or develop further. The respect and social integration that exists is directly under the responsibility of the municipality and its officials.

### 7.1.1 Upplands-Bro's strengths

- **Respect for the elderly is not a problem in the municipality, the younger generation is considered helpful.**
- **The municipality has food vouchers available for purchase to go to schools and meet the younger generation over lunch.**
- **It's good that the municipality has painting groups that the cultural center holds, as well as other activities, but it would be appreciated if they were open to all ages to integrate more extensively.**

### 7.1.2 Areas for improvement in Upplands-Bro

- **Schools in the municipality should introduce lessons on aging to have a greater understanding and awareness of aging and related issues from a young age.**
- **Schools should invite seniors to their lessons or other events a few times a year.**
- **Reach out to the relatives of the elderly through education to avoid forgetting about their parents when they have created their own family and career.**
- **There should be more dialogues with the elderly in the municipality.**
- **October 1st is the "International Day of Older Persons" and there is a desire to celebrate that day for the municipality's seniors, and it should be repeated every year.**
- **Everyone should be treated equally. For example, there is an age limit for assisted living facilities, but there may be younger seniors over 55 who need it, but they have to wait until 75 (need before age).**
- **Politicians and the council need to work preventively by meeting with the residents more often, it is not enough to refer to the protocols.**
- **Theme days should be opened up in the summer at the square, with dances and food from different cultures.**
- **Feedback is missing from the municipality when questions are raised, and there is no response to the citizens.**
- **It is important to increase the cultural integration between the residents in the municipality where everyone can meet.**
- **There are positive events and education taking place in the municipality, but the information doesn't reach the elderly, which creates frustration and exclusion.**



## 7.2 Respect and Social Inclusion

The tables below illustrate various claims that the elderly residents of the municipality have responded to during the dialogue meeting that was conducted on November 7, 2022 in Kungsängen; and November 9, 2022 in Bro. The statements on figures 12 and 14 clarify which parts of the municipality it is perceived to be lacking. It is hoped that the municipality will be more integrated between older, younger and other cultures during joint entertainments. For example, create a cultural week at the center with other cultures and dishes but also invite younger and older people. The younger generation also needs to be educated about aging. It is a must to include older people and consult them to create a system around integration and respect in the municipality. The officials should meet the elderly x number of times a year.

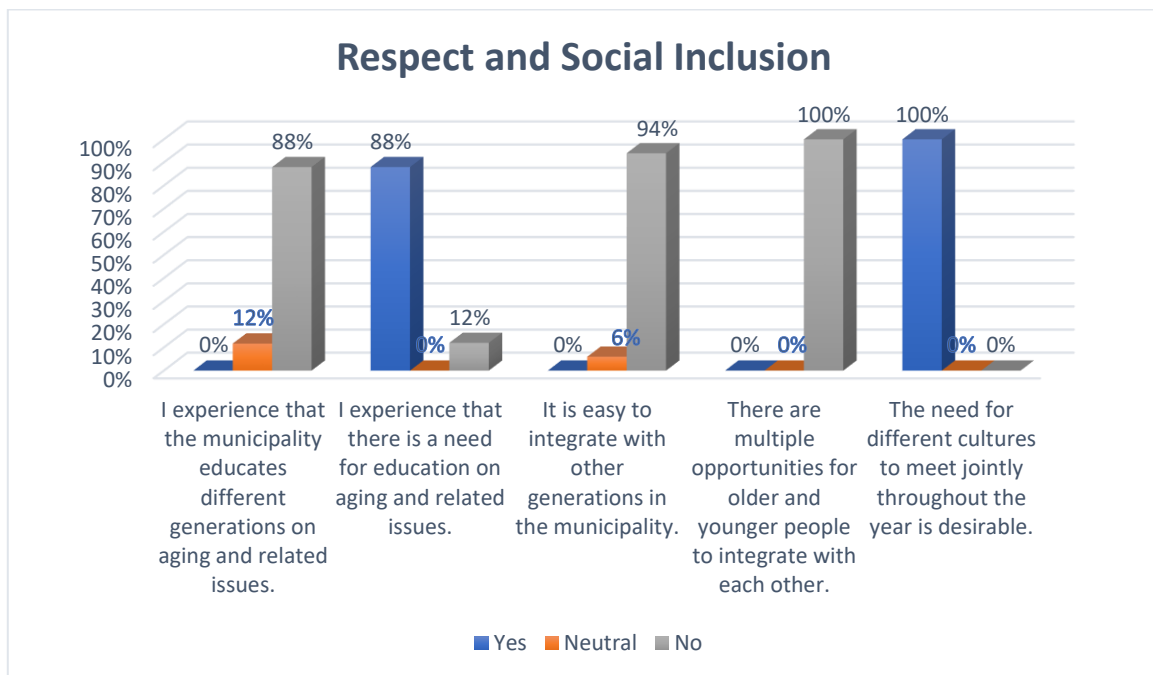


Figure 12: The table illustrates different statements with three response options from older residents.

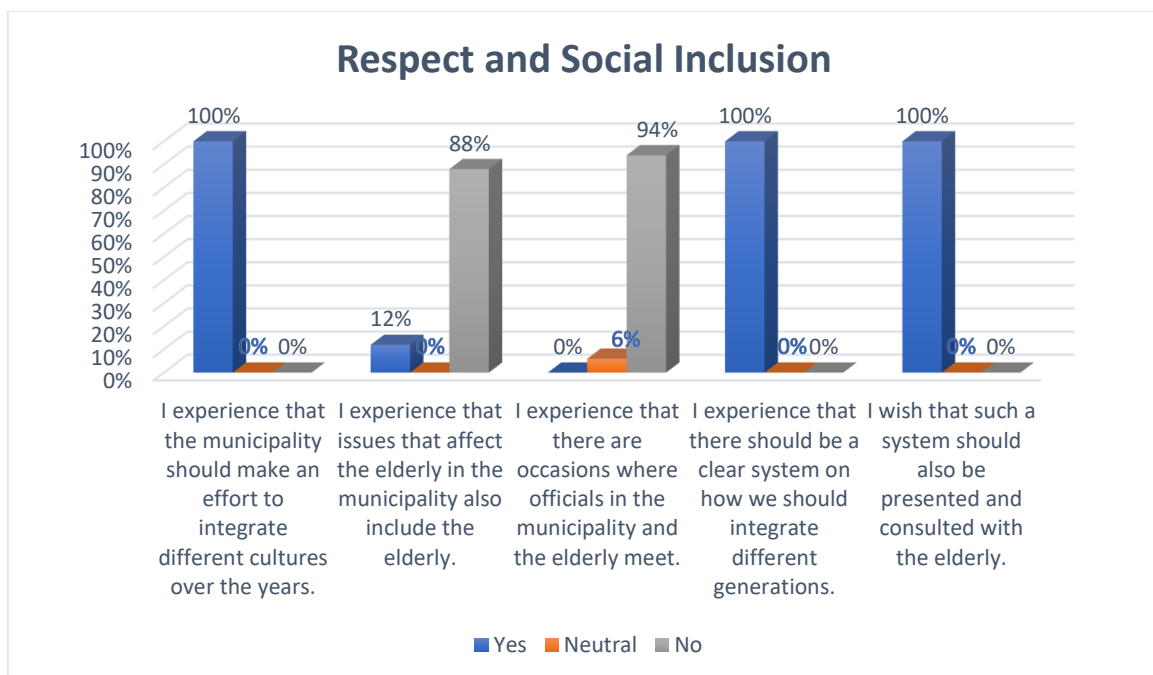


Figure 13: The table illustrates different statements with three response options from older residents.



## 8. Civic Participation and Employment

The conversations with the elderly residents led to the identification of shortcomings in the municipality's citizen participation and employment in a productive way for the continued work towards an elderly-friendly municipality. The conversations also led to the identification of Upplands-Bro's strengths, which will be natural for the municipality to maintain or further develop. Citizen participation and employment are directly under the responsibility of the municipality and its officials.

### 8.1.1 Upplands-Bro's strengths

- There is an opportunity for volunteer work in the municipality if the need arises.
- There are employment opportunities either from the municipality or from associations in the municipality.
- The regulations of the Municipal Pensioner Council (KPR) in the municipality are good for the elderly, but they are not followed literally.
- Kvistaberg's day activity center is a good and appreciated activity for relatives and people with dementia.

### 8.1.2 Areas for improvement in Upplands-Bro

- The elderly in the municipality are not invited to political meetings to discuss issues together. They are mainly referred to the minutes, which are difficult for the elderly to find.
- The Municipal Pensioners' Council is supposed to be a consultation between politicians and the elderly where elderly issues are discussed, but it is not considered that elderly issues are discussed, but rather an informative meeting.
- The elderly residents of the municipality feel that there is no genuine willingness from politicians, and that we need to collectively change that.
- Elderly residents have too little time to express themselves during the Municipal Pensioners' Council, which is supposed to be about pensioners together with politicians.
- Information that concerns the elderly during the Municipal Pensioners' Council does not include the elderly as a reference group.
- To be able to include the elderly, it is good to inform about what is coming up and what will happen in the municipality.
- Residents should not have to be members of associations to access important information.
- Prioritizing the use of the large stage in the Culture House for important meetings with the elderly would be good.
- It is "divided" between Bro and Kungsängen, which makes it difficult to feel like a single municipality.
- It would be good to know where to submit citizen proposals, as it is perceived as unclear.
- It is desired that citizen proposals are presented by showing which proposals have been submitted. There should also be a system for how citizen proposals are presented and how often.
- The elderly in the municipality wish that there should be a physical mailbox where tips to the municipality can be sent in.





## 8.2 Civic Participation and Employment

The tables below illustrate different statements that elderly residents of the municipality have responded to during the dialogue meetings held on November 14, 2022 in Kungsängen and November 16, 2022 in Bro. The summary of Figures 14 and 15 is that the elderly residents of the municipality want clarity on how they can participate and influence future community planning. The municipality should take its responsibility to invite the elderly to meetings, listen to them, and then take action to develop the municipality as far as possible. The elderly want to have alternatives to choose from in order to choose what is best for the municipality and its development. Overall, the elderly residents of the municipality do not feel that they are consulted or included in community development and in issues that affect them.

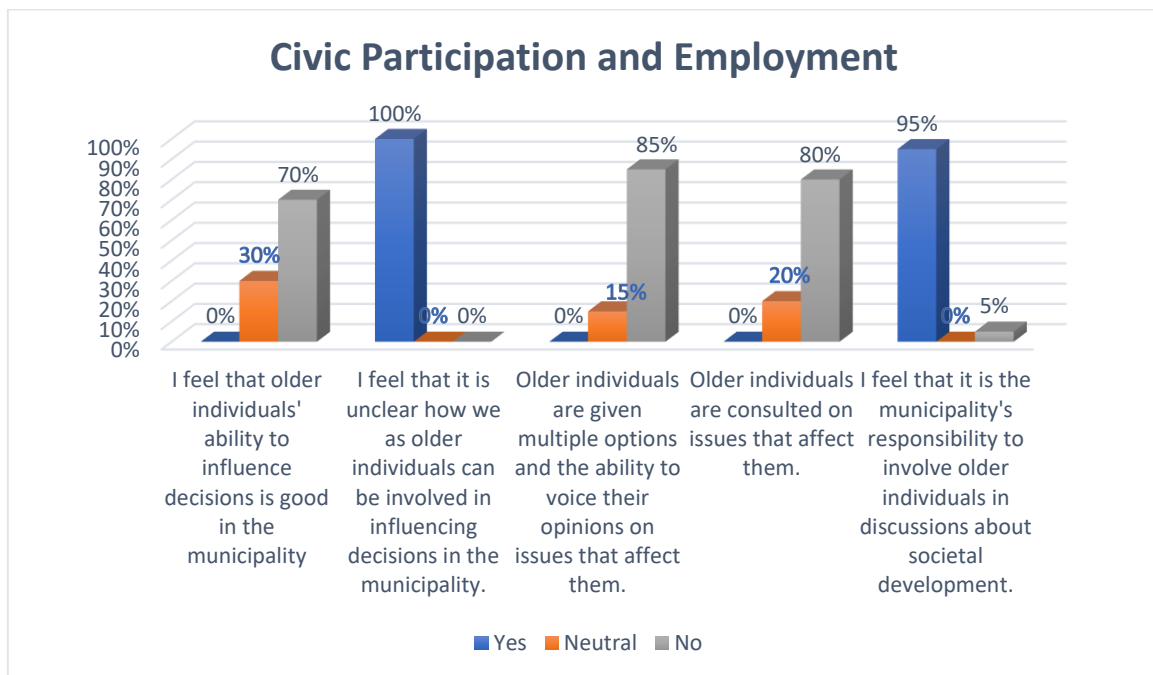


Figure 14: The table illustrates different statements with three response options from older residents.

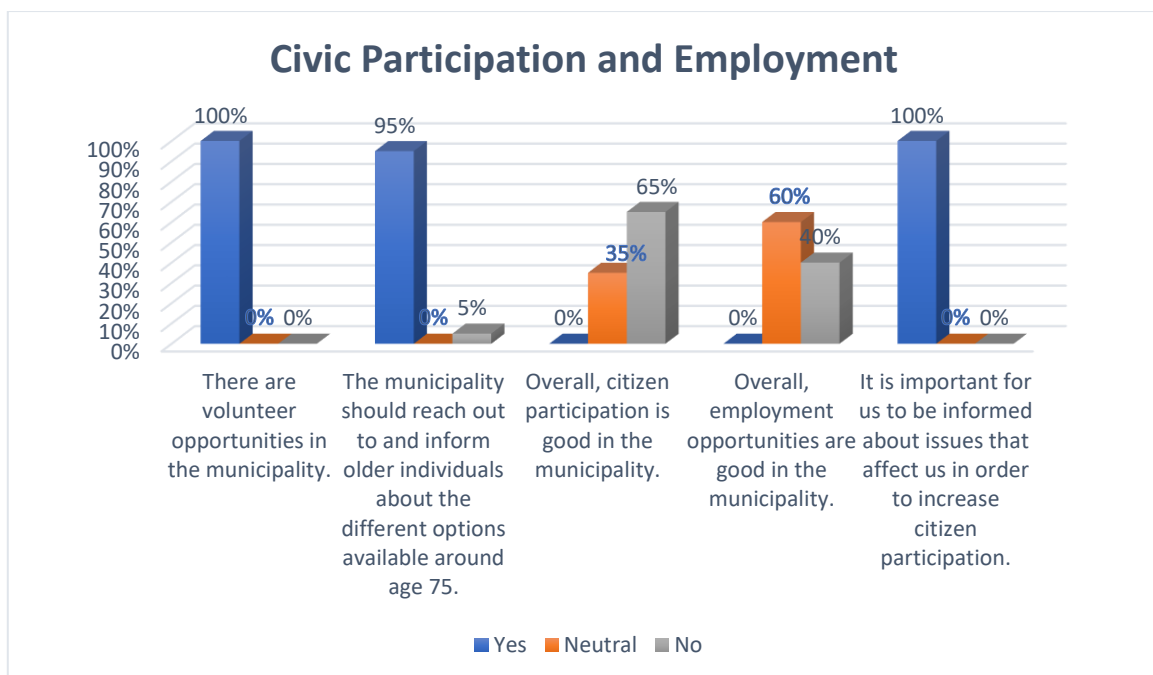


Figure 15: The table illustrates different statements with three response options from older residents.



## 9. Communication and Information

It is beneficial for the continued work towards creating an elderly-friendly community that the conversations with the elderly residents identified shortcomings in the municipality's communication and information. The discussions also helped identify Upplands-Bro's strengths, which the municipality can continue to maintain or further develop. Citizen participation and employment opportunities fall directly under the responsibility of the municipality and its officials.

### 9.1.1 Upplands-Bro's strengths

- In the municipality's elderly care homes, the information is good for those who live there.
- Dialogue meetings like those with the "elderly-friendly municipality" are appreciated and rewarding for the municipality's elderly. There is an interest in continuing the dialogues with the project leader in the future.
- There have been good technical training courses for the elderly in the municipality and it is appreciated and should be done on several occasions with various courses.

### 9.1.2 Areas for improvement in Upplands-Bro

- The website is below criticism, the municipality's elderly can no longer find anything there.
- There should be an easily accessible link for "seniors (65+)" on the municipality's website where information specifically tailored for the elderly should be available.
- There should be an elderly ombudsman who can help with various paperwork and applications that need to be done, both by phone and in person.
- The municipality should send out information leaflets/newspapers for the elderly, with information on activities for the elderly, useful information for the elderly on how to apply for transport services, parking permits, information on the prevention unit and what they can assist with. Information about the visual/hearing consultant should be made available.
- Information screens are desired around the municipality's buildings and libraries, with information about the municipality and the prevention unit.
- There should be more mobile hearing loops to borrow and existing hearing loops should be checked to ensure they are working properly.
- The municipality should provide information about the availability of mobile hearing loops to borrow.
- The municipality can invite people to information meetings, for example, by having a table at the square, offering refreshments and informing about important matters.
- The local newspaper should have several stations to pick up the newspaper from, and the newspaper should be delivered to everyone's mailbox in the municipality.
- There is a need for an informative and clear newspaper for the elderly.
- There needs to be training on how the elderly can navigate the website and use a computer.
- The information leaflet/newspaper for the elderly should automatically be sent to all new 65+ residents and those turning 65 years old.



## 9.2 Communication and Information

The tables below illustrate various statements that elderly residents of the municipality have responded to during the dialogue meeting held on November 29, 2022, in Kungsängen and on November 30, 2022, in Bro. The summary of figures 16 and 17 is that the communication and information in the municipality are severely lacking. This is also the foundation for the municipality to be able to develop, where greater clarity is needed between relevant officials and elderly residents. The residents do not find it easy to find information on the website. There should be physical meetings about changes made in the municipality at least twice a year. The municipality should, together with the elderly, find a system to reach out to the elderly residents effectively and economically. More education in computer skills is also needed.

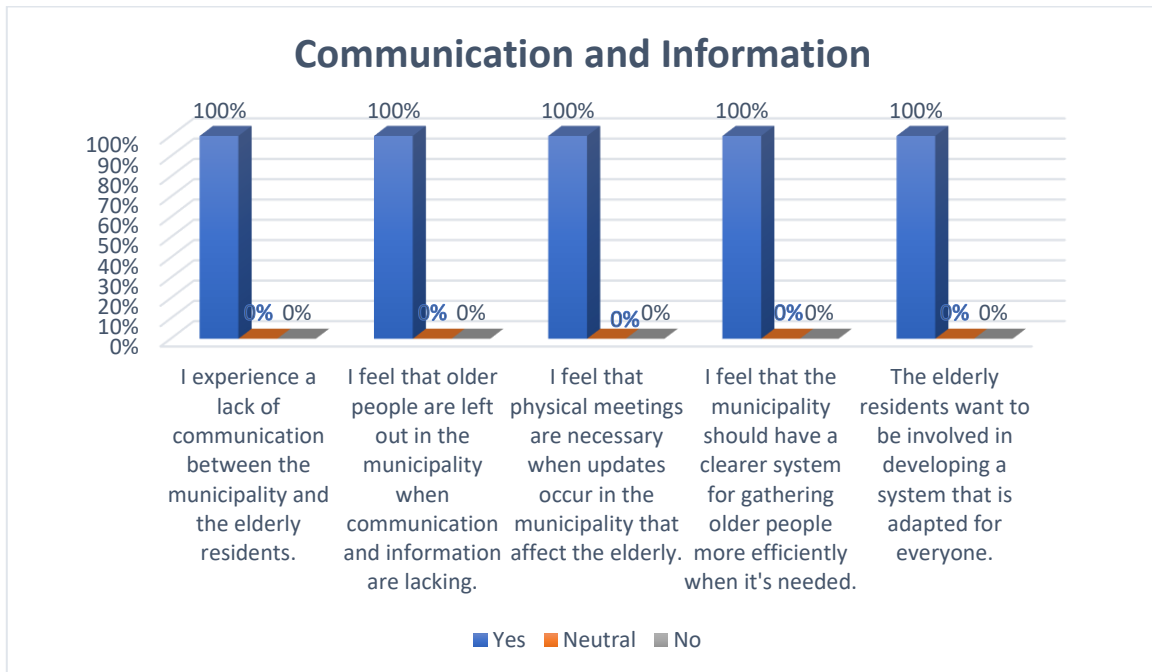


Figure 16: The table illustrates various statements with three different response options from older residents.

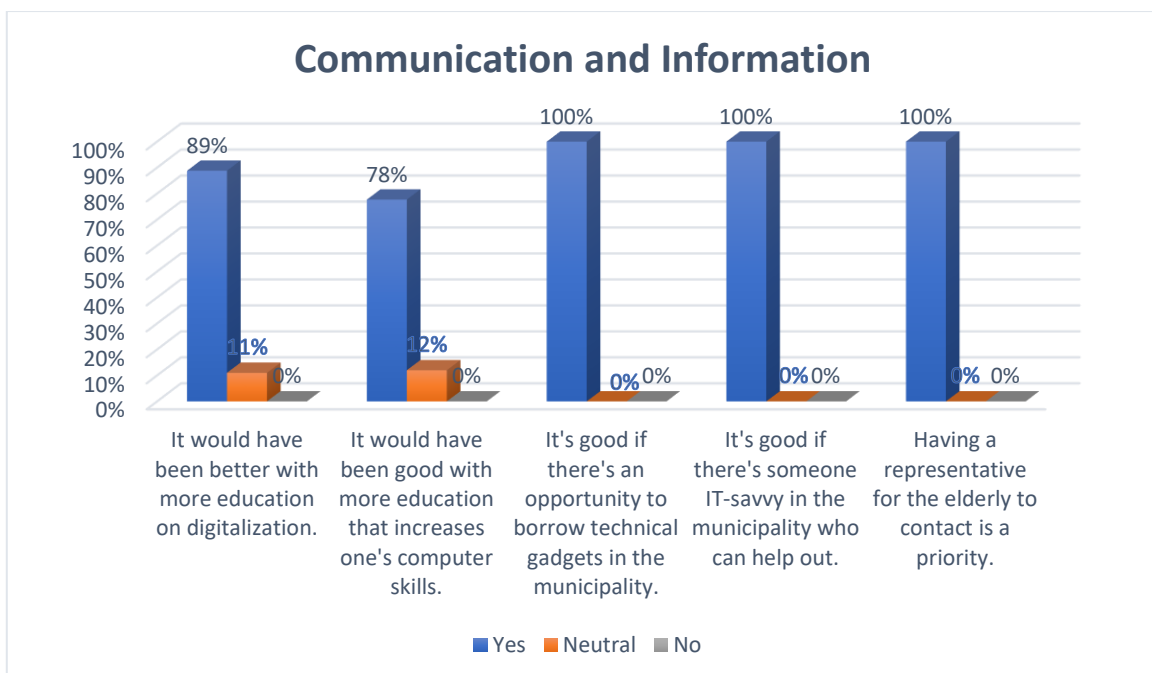


Figure 17: The table illustrates various statements with three different response options from elderly residents.



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