

NACKA – THE YEAR 2007



The climate exhibition in Sickla was held in November and December, 2007, and featured a new theme every week.

FOTO: HÅKAN LINDGREN

During the current term of office, besides a continuing commitment to our core operations of education, childcare, social services and elder care, priority is being given to four key areas: the environment and sustainable development; jobs, participation

and integration; safety and security; and traffic. This was reflected in several of the events that took place in Nacka in 2007 – a year also noted for sustained expansion, continued overall quality improvements and sound municipal finances.

The environment and sustainable development



FOTO: HÅKAN LINDGREN

• How is Nacka affected by climate change?

An attempt towards answering this question can be found in a newly published report commissioned by the local authorities on the basis of data supplied by such bodies, as the UN Intergovernmental Panel on Climate Change (IPCC), the Swedish Meteorological and Hydrological Institute (SMHI), various national authorities, the Municipality of Stockholm and the Municipality of Nacka. Although the report suggests that there are many negative aspects that should be taken into consideration, Nacka's geography and physical location tend to dampen the effects somewhat.

• Climate-friendly travel for municipal officials

The Executive Committee has made several decisions calculated to cut back on carbon dioxide emissions. One is to acquire a pool of environmentally sound, or green, vehicles for use by municipal politicians and staff travelling on official business. The vehicles already owned or leased by the municipality are to be gradually phased out and replaced by green vehicles. We have also adopted a new travel policy under which politicians and public officials are expected to adapt their travel choices to the needs of the climate while on official business.

Can a combined lamp and outdoor airer save energy?

• Climate talk at Kvarteret Framtiden

For six weeks last autumn, Kvarteret Framtiden – A Meeting Place for Climate Talk was open to the public at Sickla Köp kvarter. Many interested people came along to look, listen and learn about how we can all contribute towards a more sustainable future. On offer were tips on waste sorting and how to save energy, musings on the accommodation of the future, and recommendations on sensible diets and readable books. Citizens were also encouraged to engage in a dialogue on ways of improving the municipality's own operations.

• Focus on climate at birthday school

Nacka Nature School offers education and inspiration for sustainable development at schools. It arranges special theme days for school and pre-school groups and in-service training for teachers. Several events are also open to the public, such as harvest festivals and bird-watching walks. Nacka Nature School, which is situated out in Velamsund, was 20 last year and took the opportunity of staging special Linnaeus Days for students and teachers to celebrate the tercentenary of the great botanist. The interactive climate and energy exhibition *Grasping Climate* also attracted a large number of students during the course of the year.

FOTO: HÅKAN LINDGREN



Lecture on climate at Nacka school of Nature

Nacka is growing

• Nacka continues to grow

At the New Year, 84,303 people lived in Nacka, an increase of 1,882 over the previous year. The number of residents will continue to grow and by 2016 is expected to reach just over 101,700 people, or 23 percent more than today. The municipal districts where we can expect the greatest growth by 2016 are Boo and Sicklaön, where new residential areas are currently under development. The age group expected to grow most is the 65 to 74-year-olds, who will become about 60 percent more numerous than today as the post-war baby boomers reach the age of retirement. At the same time, Nacka has a greater percentage of children than just about any other municipality in Sweden – in Nacka, one resident in four is under the age of eighteen.

• Residential building in Nacka

More than 8,000 new homes are expected to be built by 2016. Last year, 870 new flats were built. Over the next few years, homes will be put up in Saltsjöqvarn, in the Daggkåpan block in western Sickla, at Forum, at Finnboda Varv, in the former municipal hall at Boo, at Lännbo School in Fisksätra, and at Saltsjöbaden station.

Other projects scheduled for the not too distant future are Central Fisksätra, Älta at Stensövågen and Southern Hedvigslund. However, the biggest residential areas envisaged in the forecast are Tollare and Kvarnholmen.

Quality improvements, increased diversity and focus on traffic

For the third year in a row, our finances were excellent. It gives us a comfortable fall-back, but we've still got to remain in control at all times. Our strong financial position helps us keep our quality standards high and ensures that we will be able to provide a high level of service in the future as well.

Erik Langby, what will be your lasting memory of 2007?

"I'd say it was a very good year without too much drama. Generally speaking, we've seen how our own methodological efforts have enabled us to provide even better services for our citizens – especially in schools, where the performance of individual students can be reliably tested and compared. Schoolchildren from Nacka, it appears, are among Sweden's best performers. Measuring how good we are at childcare and elder care is a little more tricky, although trends are positive in those departments as well.

"We've also taken several exciting initiatives in the cultural sphere. For example four new music schools have been able to open up in Nacka. This has brought about greater diversity, increased the number of places available for students, and, in the long term, will prove a terrific boost for our musical quality. We've gone from one to five music schools and are nibbling away at the queues by making several hundred new places available in the autumn term of 2007 alone.

"In addition, we've taken several important steps towards better traffic solutions. Now plans for a new Skuru Bridge are part of the regional agenda. We've moved a step or two closer to modernisation of the Saltsjöbanan rail link, with a connection to Tvärbanan and a double-track line between Salt-sjö-Järla and Slussen. We've also succeeded in persuading the authorities of the need for an underground railway link to Nacka – a huge undertaking for the Government and County Council requiring funding to the tune of 10 billion kronor or more. According to our timetable, it should be up and running by 2025."

How was 2007 from financial perspective?

"For the third year in a row, our finances were excellent. We were in the black by 124 million kronor, giving us a total surplus of 328 million over the last three years. This is extremely important for us, both now and in the future. It gives us a comfortable fall-back, but we've still got to remain in control at all times. Our strong financial position helps us keep our quality standards high and ensures that we will be able to provide a high level of service in the future as well."

What about the municipal organisation?

"We've radically scaled back and simplified our political organisation,

FOTO: JENNY FREIJNG



Erik Langby, Chairman of the Executive Committee, at the annual Företagarträffen Business Fair.

cutting the number of committees from 11 to just six – which also means that we've been able to do away with a whole lot of internal official paperwork. We've also reviewed our work methods with a view to speeding up the planning process and shortening the periods needed to acquire planning permission. In every department, the big challenge is to do a better job in a shorter time. We've also continued to work on developing more efficient ways of communicating information to the citizens, including the Contact Centre, which provides services to residents and helps them carry out their business.

"If we're to offer quality outwards, there must be quality within. We'll be seeking to stimulate and inspire our colleagues, to encourage them to go ahead and make changes and improve things where they see fit. On the whole, our municipal employees are proud of working for Nacka, and statistics show that our teachers enjoy the highest salaries in the country.

"One unusual issue that we dealt with during 2007 was the redemption programme for leasehold rights that gave 1,300 home owners the right to acquire the site under very reasonable terms."

So how's 2008 going to turn out?

"We'll be seeing more numerous healthy, enterprising residents! During 2007, we laid the groundwork for concerted efforts by the local authorities, the Public Employment Service, the Social Insurance Agency and the County Council to provide more rapid support if someone temporarily loses his or her ability to work.

"We've also paved the way for greater contributions by volunteers. A

systematic, more structured approach coupled with better support will enable more people to help raise the quality of our services in elder care and care of the disabled, at schools and in the cultural sphere.

"This year we're also launching a new website. Last year, the Agency for Public Management noted that Nacka's website shone like a beacon in the darkness of municipal websites, but we still want to improve and make it even easier for the people of Nacka to access public information and services."

What are the biggest challenges that lie ahead?

"One major challenge will be to handle the demographic changes we can see coming up. In the future, there'll be more pensioners and fewer people who are gainfully employed, yet we'll still be expected to provide good public services at a reasonable rate of taxation. The issue of climate and the environment is also extremely important. We must continue to adapt and adjust our operations to ensure that we are essentially climate neutral. One of our more recent initiatives has been the introduction of green travel for municipal officials; new rules in this respect have already been put in place.

"Traffic issues, boosting rail and road capacity, and constant efforts to improve safety are also an ongoing challenge, both in the short term and in the long term.

"In the short term, the big challenge is to keep our finances strong and remaining able to pay the salaries needed to recruit skilled staff."

Erik Langby
Chairman, Executive Committee

Income and expenditure 2007

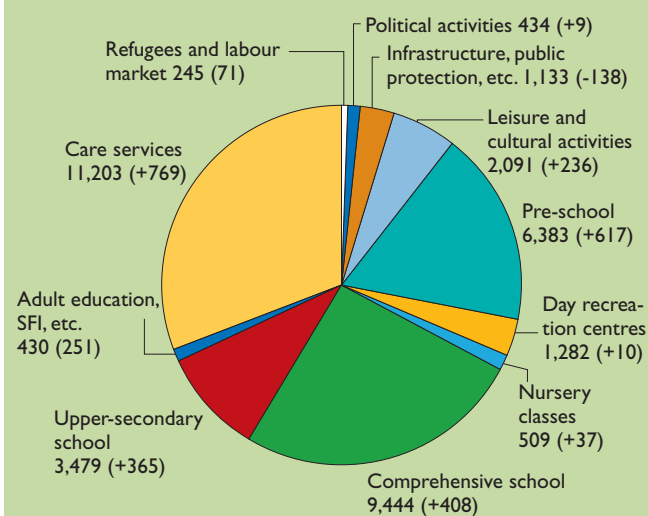
Municipality (SEK million)	Outcome 2006	Outcome 2007
Operating income	681	676
Net tax revenue	2,948	3,198
Total income	3,630	3,875
Staff costs, including pensions	-1,655	-1,656
Business acquisitions	-1,225	-1,334
Materials and goods	-191	-197
Premises hire, ground rent, property service	-108	-121
Other costs	-214	-323
Total costs	-3,393	-3,631.9
Result before depreciation and capital gains	237	243
Capital gains	42	23
Depreciation	-131	-136
Result before financial income and expenses	148	130
Net financial income/expenses	-2	-6
Result before extraordinary items	146	124
Extraordinary items	0	0
Result for the year	146	124

Key ratios	2006	2007
Equity/debt ratio, excl. pension liabilities, %	58,5	57,4
Long-term liabilities per capita (SEK)	4,746	5,816
Net operating costs as % of tax revenue	96,5	96,9

Nacka's surplus for 2007 was MSEK 123.6. Net tax revenue, general state subsidies and adjustment (+MSEK 250) increased somewhat more than the net operating costs (+MSEK 244). Capital gains on land and property added positively to our 2007 result, bringing in MSEK 23.2, or MSEK 18.9 less than in 2006. Financial costs and depreciation increased by MSEK 5.3 and MSEK 4.8 respectively by comparison with 2006.

The ratio of net operating costs to tax revenue for the year was 96.9 percent. This is comparable with 2006, when the net cost component amounted to 96.5 percent. This is a measure of how much tax revenue is spent on day-to-day operations. The ambition is to keep expenditure at a maximum level of 98 percent, among other things in order to enable interest expenses and investments to be paid for out of the net tax revenue and allow reserves to be accumulated for the future.

Net expenditure, 36,603 kronor per inhabitant (change by comparison with 2006)



Did you know that:

- 82 percent of the residents of Nacka think that the services supplied by the municipality are good. Municipal services are here taken as meaning both services provided by private companies or suppliers and those provided by the local authorities.
- 75 percent of residents feel they are well received and are properly looked after when they get in touch

with the local authorities.

- 92 percent of residents feel that there is excellent information available at the municipal website, while 89 percent feel that the on-line services available are very convenient.
- 63 percent of residents consider that there is plenty of choice.
- 72 percent of residents feel safe in public places and in public facilities.

- the number of students who took part in some form of creative activity was 4,174 and during the autumn almost doubled by comparison with 2006.
- an overwhelming majority of Nacka's inhabitants have faith in the emergency services and their ability to help in the event of fire or other accident.

• Volunteers, Pals and Spiders

In 2007, the way was cleared for increased support for voluntary activities designed to raise the standard of public welfare. Unpaid work is a valuable complement to publicly financed programmes. Volunteers are intended neither to replace employees in the public sector nor to compete with organisations offering some form of voluntary service. Instead, the municipal volunteers programme will commission assignments in areas in which there is no organisation that can function as a natural partner and offer them to volunteers who do not wish to get involved in an organisation or association. Early 2008 will also see the start of the "Nacka Pals" public support scheme, under which a group of 20 or so young people, organised by an adult municipal employee, will be working out in the field. Two coordinating "Spiders" will also be employed. These will visit schools and keep in touch with the local police, the crime prevention councils, night-time patrols and other players.

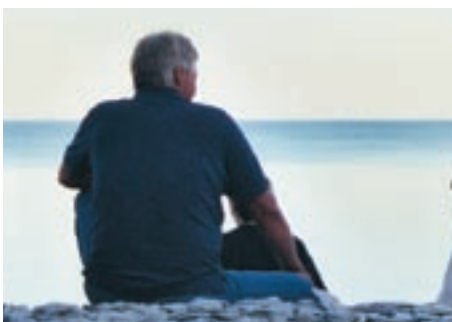


FOTO: ANNI THAFVELIN

• Men's clinic – for men in Nacka and Värmdö

The men's clinic that opened in 2007 is intended for men who have exercised violence or threatened to do so in their relationships with other people. The reasons may be difficulties in anger management, problems in the relationship or conflicts that have arisen in conjunction with a separation. Violent behaviour may be difficult to change, but talking about events and emotions may be one way of moving on in life and finding ways other than violence of solving conflict situations within a relationship. Men who live in the municipalities of Nacka or Värmdö may themselves contact the clinic. Women living with a man using or threatening violence can also get in touch with the clinic. All talks are free of charge.

• Safer with Tryggve

To cut down on the number of fires and reduce accidents caused by falls in the home, the Fire and Rescue Service has teamed up with the social welfare services in Project Tryggve. Tryggve will be going the rounds and paying regular safety visits to elderly people in their homes and helping them with simple tasks such as putting up fire-alarms, changing light bulbs and curtains, fixing loose cables, stopping carpets and rugs from slipping, etc. The target group is persons aged over 75 or who are suffering from some form of disability.

• Children's Representative

The Children's Representative is a recently introduced initiative for children and young people who have a parent with a mental illness. Support is voluntary and free of charge. The Children's Representative can be approached by any child who needs an adult to talk to, wants information about his or her rights and the help available, has questions or concerns about mental illnesses, needs support or assistance in getting in touch with



FOTO: BERIL NORDAHL

other authorities, or wants to start taking part in some sort of group activity. It is perfectly possible to remain anonymous, and nothing that is said is written down or saved. To find out more about the scheme, parents are also welcome to contact the Children's Representative, or they may visit the Representative in the company of their child or children.

• Municipal home-help services to be phased out

Although the municipal home-help services have been reorganised and made more effective over the last few years, it has not been possible to keep the cost of providing these services within the current financial framework. As a result, the majority of the municipal home-help services will be passed into private hands before 1st March, 2008. The only remaining municipally run home-help services will be those in Älta and at Biet in Finntorp. Most employees have already taken the step over to private companies, 15 have started their own business, and a few have decided to continue working for the Municipality. In all, there are about 40 home-help companies to choose between in Nacka. Discontinuation of the municipal home-help services has affected about 260 customers who, having received all the necessary information, have now chosen new providers.

• Myrsjö the Friends School of the Year

On Friends Day, held at Skansen on 8th May, 2007, and attended by over 5,000 peer-to-peer classmates, Myrsjö School received the big Friends award, worth 25,000 kronor, for successful efforts towards eradicating bullying. The money, says the school, will be used to improve things still further! The National Agency for Education has also noted Myrsjö's plan for equal treatment of pupils and staff. That, too, will contribute towards a safer school environment.



FOTO: HÅKAN LINDGREN

• Stamp out graffiti

Much of the criminality reported in Nacka involves graffiti. The Municipality's graffiti prevention campaign aims both at putting an end to the damage caused and at reducing the risk of young people going astray. By documenting and reporting all new graffiti to the police, by removing it as soon as possible and demanding damages from the perpetrators wherever feasible, we hope to cut back on the amount of graffiti. Successful cooperation between the social welfare services, parents and the police also serves to discourage others from taking up graffiti. Report graffiti at www.nacka.se/Trygg och säker.

18.26, the municipal tax rate is the eighth lowest in Sweden. A survey has shown that 71 percent of the residents are satisfied with this level of taxation. The average salary is 291,400 kr/year, which is the fourth highest in the country. Top of the salary chart are Danderyd, Lidingö and Täby.

• President of the Edge Cities Network

Since 1995, Nacka has been a member of the Edge Cities Network – a cooperative network of suburbs bordering European capital cities whose aim is to support the growth and development of the member communities. Cooperation is organised in the form of EU projects, study visits and the exchange of ideas, information and experience. The Municipality of Nacka is currently president of the Network, which in 2007 cooperated on the theme of innovation and education. Nacka, via Stensö School, is also the project manager of one of the Network's EU "Lifestyle" projects, which addresses such issues as diet, exercise and lifestyle among young people.

• Sports grounds – renovation and reconstruction

During 2007, Björknäs IP received a new stand, a new noise barrier and new areas for field events. Saltsjöbadens IP was given new parking facilities and a new entrance with an improved pedestrian crossing. There is also a new five-a-side artificial grass pitch at Jarlaberg and another new artificial turf pitch at Nacka IP. A new roof has been built over the artificial ice rink at Nacka IP. There are therefore now two indoor rinks and no outdoor rinks at Nacka IP.

To enable more children and young people to take exercise, during 2008 and 2009 several small new local sports grounds using artificial turf will be put in place for spontaneous

sporting activities. According to the plan, new facilities will open up in Fisksåtra, at Henriksdalsberget and in Orminge in 2008 and in Älta in 2009.



FOTO: HÅKAN LINDGREN

• Social significance of sport

In 2007, the National Board for Youth Affairs and the Municipality of Nacka, in collaboration with the Swedish Sports Confederation, planned a national conference on the social significance of sport. The conference, which was held in January, 2008, attracted over 200 delegates from all over Sweden. People from clubs and associations, municipal officials and politicians were all represented. Lena Adelsöhn Liljeroth, the minister for culture and sport, was among the participants and presented her view of social commitment to sports clubs and what it involves for the members, in particular for young people who are in danger of becoming marginalised.

Jobs, participation and integration

• Sweden's third best business climate

Last year, Nacka rose from seventh to third place in the Confederation of Swedish Enterprise's annual rating of municipal business climates. The Confederation gave as its grounds for upping our status that there are numerous companies in Nacka, that taxes are low and that a large percentage of municipal operations has been contracted out to private enterprise.



FOTO: HÅKAN LINDGREN

• Nacka's company of the year – Atlas Copco

At the Nacka Företagarträffen Business Fair held on 21st February at the Factory, Nacka Strand, the Company of the Year Award went to Atlas Copco. In the words of the jury: "Atlas Copco, Nacka's oldest company, was founded 135 years ago to the day. With its head office still in Nacka, the company leads the world in compressors, rock drills and tools for the motor industry. Every third car manufactured in the West and 90 percent of all the beer brewed relies on tools from Atlas Copco. Having returned healthy profits for 20 quarters in a row, Atlas Copco is the obvious candidate for the Nacka Company of the Year Award."

Traffic

• Commitment to public transport

Did you know that about 2,000 buses plying 35 bus routes and carrying some 40,000 passengers make the journey from Nacka/Värmdö to Slussen each day? Recent statistics show that of all the journeys that start in Nacka, SL accounts for 21 percent, private vehicles for 52 percent, and pedestrians and cyclists for 26 percent. Over the past few years, car traffic has increased by about five percent, and extensive planning is therefore under way to improve conditions for local public transport. Plans include the Danvikslösen project, modernisation of the Saltsjöbanan railway, a new bus terminal in Orminge, a new Skuru Bridge, approach roads for the existing Skuru Bridge, the eastern link, etc. Several of these initiatives were positively received during the recently concluded negotiations on the infrastructure of the Stockholm region as a whole. However, initiatives of this type take time, and we can expect neither a rise in the public transport

component nor a drop in private car usage during the coming 5–10 years.



FOTO: JAN JOHANSSON

• Sound economy – tax down by 15 öre

The centre-right majority has cut taxes by 15 öre as of 2008. This will be the second consecutive cut, since taxes were also cut by 25 öre in 2007 – making a total reduction of 40 öre in two years. At 18.26, the municipal tax rate is the eighth lowest in Sweden. A survey has shown that 71 percent of the residents are satisfied with this level of taxation. The average salary is 291,400 kr/year, which is the fourth highest in the country. Top of the salary chart are Danderyd, Lidingö and Täby.

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• Nicer Nacka
 “Nicer Nacka” is a parkland and countryside project involving improvement of local playgrounds and greater commitment to care of parks and woods. Restoration of the central park in Orminge and the renovation of Fisksåtra Allé to be undertaken in cooperation with Stena Fastigheter are areas that have been given priority in this respect.

• Stockholm Modecenter now at Järla Sjö
 In February, Stockholm Modecenter’s new glass-clad fashion centre threw open its doors to the public at Järla Sjö! Across approx. 24,000 sqm showrooms distributed over four storeys, almost 180 fashion agents representing around 500 brands now show the latest fashions in the one-time industrial premises.

• Saltsjö-Duvnäs celebrated its hundredth ...
 With the inauguration of the railway to Saltsjöbaden in 1893, small communities began to spring up along the track. The modern residential district of Saltsjö-Duvnäs was founded on 18th April, 1907, following the signing of a land purchase agreement between Dufnäs Gård and the newly established AB Saltsjö-Dufnäs Villatomter. The district celebrated its one hundredth birthday with a variety of different events. One of the highlights was the inauguration of Kajsa and Olle Nyman’s Artists’ Home, now a museum open to the public.

• ...while Orminge celebrated its fortieth birthday
 Much younger is Orminge, in Boo – the first residents came to Utövågen in 1967.

Among other things, Orminge, or “Snake City” as it is sometimes called, is renowned for its characteristic listed buildings and as having produced such artists as Ulf Lundell, Marko “Markoolio” Lehtosalo and Jonas Kullhammar. The celebrations, initiated by Boo Folkets Hus, saw a whole cavalcade of events and activities throughout 2007, starting with the Orminge Carnival in May.



• Said Ameri – Nacka 2007 Resident of the Year
 In the eight years during which the Resident of the Year competition has been organised, no-one has received as many votes as the shop assistant at checkout number two at Coop Konsum in Forum Nacka.

Learn for life

• Do you want to compare different schools in Nacka?
 Now you can easily select the schools you’re interested in and compare the responses of parents and children in the school’s customer satisfaction survey. **JämförareN** is a web-based tool intended primarily for parents facing a choice of school. JämförareN also simplifies the schools’ own analyses of evaluation results and serves as a valuable aid in our quality improvement programme. Soon, examination results and grades will also be posted here.

The Agency would also like to see greater municipal responsibility for the management and control of adult education programmes.

• Nacka top of the grades statistics
 According to the official statistics of the National Agency for Education for academic year 2006/2007, of all Sweden’s 290 municipalities, Nacka’s ninth-year students achieved the next-best grades in the country once their backgrounds and gender and their parents’ educational level had been taken into account. The Agency published statistics showing the grades of students who graduated from year nine of compulsory school in 2007.

• Educational Career development for all
 In the view of the Education Committee, everyone is entitled to a good educational career all the way from pre-school to adult education. The ambition is to encourage all children and pupils to accept personal responsibility for their own development and future and to enable them to make informed, independent choices when it comes to further education and professional careers. A project for the development and implementation of educational careers at schools in Nacka was initiated in December, 2007, and will continue throughout 2008.

• Knowledge Centre in Sickla
 In autumn, 2008, a Knowledge Centre will be opening, where three different upper-secondary schools will be getting together under one roof and sharing certain premises and certain services with the students. The Rytmus Musikergymnasium and its Arts programme, with its emphasis on music, will be moving here from Stockholm. Vittraskolan, which stresses the case method – using reality as a teaching material – offers both the Natural Science and Soci-

al Science Programmes. The third school, YBS – Young Business Creatives – is municipally run and focuses on enterprise, business skills and creativity. The Knowledge Centre will also be home to Kaospiloterna – the Chaos pilots, who offer three-year post-secondary education “for those who wish to change the world”. The upper-secondary DesignGymnasiet has also been established here for the past few years.

• More new schools in 2007
 In the autumn of 2007, two new independent schools opened their doors for students in Nacka. These were the Johannes Petri School in Tollare, Boo, and Kunskapsskolan, housed in newly renovated premises in the former Saltsjöbaden observatory.



FOTO: HÅKAN LINDGREN

• Admirable school management
 “Admirable school management and active teaching of core values contribute to very high levels of knowledge, making Nacka one of Sweden’s best educational municipalities.”
 The quotation is taken from the report issued by the National Agency for Education following its 2007 scrutiny of Nacka’s pre-school programme, schoolchildren’s care services, compulsory schools, upper-secondary schools and adult education programmes. Nacka’s school environment was deemed to be pleasant and safe and to have developed excellent routines for taking care of pupils with special needs. The report also shows that better results can be achieved by prioritising follow-up, evaluation and quality assurance. One area which the Agency did think should be improved, however, was opportunities for students to have their own say.



FOTO: HÅKAN LINDGREN

• Many new pre-school places
 As families with children find Nacka such an attractive place to live, the number of pre-school children is continuing to rise. During 2007, about 350 new pre-school places were created, meaning that there are now approx. 6,640 places available at pre-schools, home daycare nurseries and pre-school classes.

• The Kulturlyftet programme – more culture for everyone
 The Kulturlyftet cultural programme comprises a number of initiatives in the cultural sector:

- Profiled libraries, each library having its own distinct profile.
- Music school cheques enabling all pupils in Nacka to choose between Nacka Music School and four other music schools approved by the Municipality.
- Culture grant for all children at pre-school and comprehensive school. The schools are free to dispose of the grant as they see fit and can purchase culture from players of their own choosing. The aim is to provide all children and pupils with opportunities of enjoying professionally staged cultural events – Experience, Discover, Create and Show are the key concepts.
- The Kulturlyftet programme also envisages cultural agreements with major cultural players, grants for spare-time cultural activities, and cultural scholarships for young people – the latter are known as Peng Direkt and Ung Kultur.

For the municipally run Nacka Kulturcentrum, the Kulturlyftet scheme means that they will have to compete directly with other cultural practitioners and that a sum 1.7 million kronor has been diverted from Nacka Kulturcentrum directly to the schools.



FOTO: RIDDE JOHANSSON

• Dieselverkstaden’s fifth birthday
 Dieselverkstaden celebrated a fun-filled fifth birthday last September. The theme was “play”, as manifested by Swedish Travelling Exhibitions’ “PLAY! – a serious exhibition”. All the various departments of Dieselverkstaden were open to the public, and there was a rich variety of activities to choose from. A total of 409,200 people visited Dieselverkstaden in 2007.

• Libraries top the million mark
 In 2007, Nacka’s libraries received more than a million visitors. There are six libraries, five of them municipally run (in Älta, Orminge, Fisksåtra, Forum Nacka and Saltsjöbaden) and one in Dieselverkstaden in Sickla, which is run by an association. The number of visits rose by 7.9 percent, the number of loans by 12.2 percent and the opening hours by 17.6 percent.

www.nacka.se – worth a visit!

You can read more about everything briefly described here at our website at www.nacka.se. There, you can also download reports, access services and subscribe to digital newsletters. The Internet is a high-priority communication channel for the Municipality of Nacka and serves as a platform for municipal services. A new version has been designed to make it even easier for residents to find what they want – the new website, which will be released during the first half of 2008, will also be able to handle more e-services.

Nacka’s website tops the charts again
 Residents of Nacka and other visitors to www.nacka.se are satisfied with the information available and the services to which they have access. The Confederation of Swedish Enterprise named www.nacka.se Sweden’s best municipal website on two occasions last year. The Swedish Agency for Public Management, which carried out its own investigation during the autumn, came to the same conclusion. Their report notes in particular that it is easy to find different options and

make comparisons between different providers. After many years of development, our conscious commitment to web-based information is now producing results.

Apply for planning permission directly on the Net!
 Now you can apply for planning permission and submit notice of your building plans directly via the net. At www.mittbygge.se, people wanting to erect a building of any sort can obtain information on current rules and regulations, the idea being that by making the relevant information readily available we will be able to cut down on the time needed for processing and administration. This portal also offers a range of supplementary e-services: you can order information on your property, and there is support for calculating your housing costs and selecting materials and heating systems. This service assumes you have acquired an electronic ID. The mittbygge.se portal was developed through cooperation between the public and private sectors.

The Contact Centre – your way into the Municipality of Nacka
 Questions about planning permission? Want to report a fault? Ideas that could help us improve our services?
 At www.nacka.se you’ll find answers to frequently asked questions and forms you can use to report faults and submit any suggestions you may have. You can also call 718 80 00, e-mail info@nacka.se, write to Kontaktcenter, Nacka kommun 131 81 Nacka, or visit the Contact Centre in Nacka Town Hall or any one of our libraries. The Contact Centre will be continuing to develop an approach that will enable an increasingly large proportion of your more simple questions and concerns to be resolved directly through the Contact Centre. Don’t hesitate to get in touch!