doi:10.4017/gt.2010.09.02.137.00 **Purpose** The city of Västerås is a Swedish municipality with approximately 130,000 inhabitants. Since 2006 Västerås has used the ICT-based ACTION (Assisting Carers using Telematics Interventions to meet Older people's Needs) service[1] to support older family carers. ACTION service includes an easy to use computer with videophone and a customized multimedia knowledge base and an ACTION call center staffed by health and social professionals to which participants may call via videophone. Building social networks between people in similar situations is a crucial component. The results from using ACTION were positive[2,3] and hence Västerås in 2009 started an ICT project for the elderly with the aim to find other good ICT solutions, and identify new target groups. **Method** The project has engaged in systematic work in partnership[4,5] with the elderly, representatives of various staff groups and decision makers within elderly care to develop new knowledge concerning appropriate uses, potential user groups, ethical aspects as well as user and technical requirements. Various ICT solutions have been tried and it was concluded that many of them can be used to improve the quality of care for the elderly and increase the safety and participation among the elderly and to facilitate aging-in-place. Among the products tested are Giraff[6], a mobile remote videophone; ippi[7], a TV-based communication and information manager for the GSM network; and Joice[8], a TV-based videophone. All are designed especially for elderly and disabled. **Results & Discussion** Some doubts, especially regarding ethical issues, were originally identified among several of the staff who participated. However, the elderly who were involved in the project found that an increased use of ICT would provide more opportunities than problems regarding ethical as well as other issues. Jointly it was concluded that the use of ICT in elderly care will promote integrity, empowerment, security, freedom and equality, as long as the implementation is tailored to the elderly's needs and they participate in the planning. It was found that older people need and demand ICT support and that elderly care in Västerås will gain from a wider use of ICT support. Therefore, the city proceeded with a new project, *Needs-driven ICT support*. The aim of this project is to design, test and evaluate a method called 'needs-driven ICT support'. The method will be based on individual needs and conditions, and through individual assessment will make it possible to choose an ICT solution to meet these needs. The project will encourage the various activities within elderly care to use ICT as a natural means of contact. The goal is that the elderly will experience increased safety, participation, autonomy, accessibility and freedom of choice. In addition to facilitating contact between the elderly and staff, the use of ICT solutions should allow for better contact with relatives living elsewhere and promote building of informal social networks between people in similar situations.

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