



Summary of the second Delphi-round

The Delphi panel study is being held amongst 24 people from 11 European countries and various backgrounds. They receive three questionnaires concerning the position of older refugees. The three rounds of questionnaires have a different character:

- The first round concerns experiences, notions and personal opinions.
- The second round is meant to explore the given arguments and findings more deeply.
- In the third round the investigated problems and conclusions will be connected to organisations and institutions on a national and, if possible, European level.

The participants to the study will receive a summary of the answers given after each round. To guarantee freedom of answering the data are processed anonymously.

The countries involved in this study are:

Austria, Belgium, the Czech Republic, Germany, Spain, Finland, Greece, the Netherlands, Slovakia, Slovenia, The United Kingdom. In most countries one person is taking part in the study. In five countries, with relatively many older refugees, the number of participants is higher (Austria 4, Belgium 3, Germany 4, Spain 3, the United Kingdom 4).

The respondents can be divided in the following categories:

University	2	
Organisation for refugees	5	
Centre for torture victims	2	
Reception centre for Newcomers		1
Health Centre for migration		1
Ministry / state representative	2	
Social centre		1
Red Cross	2	
Organisation for elderly people	2	
Women's organisation	1	
Organisation for intercultural relations	2	
Centre for a specific group of refugees		3

In the second round not all participants were able to respond. We received 18 completed questionnaires. The respondents were asked to answer 13 questions. Part A of the second questionnaire covers questions about the summary of the answers given in the first round and questions to explore some of the answers more deeply. Part B contains questions about measures to be taken, policies to

be developed and programmes to be elaborated. In the blue fields you find a summary of the answers given to each specific question. The report concludes with a summary of the second round as a whole in this section some differences between the participating countries are mentioned

The answers

Remarks to the findings of the first round

Questions 1 a and 1b

The participants notice that the experiences and perceptions in the different countries often seem to be similar. Some find it remarkable that the situation of older refugees in general does not seem to depend on the regulations of the different host societies. One respondent, from the UK says that the picture that arises in the findings is a reflection of the real situations of the older clients he/she has been working with the last 7 years.

Several respondents notice that older refugees can not be considered as a homogeneous group. There are many differences between individuals as well as between the various communities with different cultural backgrounds.

One respondent notices that there is little recognition of the issues of older refugees at the level of government policies, research and planning, or at the level of service provision and delivery.

Several respondents state that there is not enough knowledge about older refugees. Some want to learn more about the differences between the various ethnic communities, for instance Latinos, Asians, East Europeans etc.

One respondent says that the issue of participation attracted his/her attention, because the word appeared so many times in all sections of the summary findings. "I strongly believe in including older refugees in the development of programmes in one way or another to ensure their needs are incorporated into programme planning and delivery, which is key to solving many of their needs."

Questions 2 and 3

Different groups of older refugees

In the answers to question 2, all responds except one, confirm the image from the first round that refugees who entered the country at an early stage in their lives and are now getting old, are well integrated, have good language skills, a better social status and more general perspectives, while refugees who arrived at a later age are seen as a vulnerable, isolated group with a fragile social and financial position.

When asked in question 3 to tell more about the situation of refugees who came when they were rather young and are now getting old, the answers show a more subtle picture.

Although they are mostly well integrated, refugees from this category face several problems:

- The status of refugees in the host society, and the chances for integration

depending on it;

- The ageing process itself, which is marked by psychosocial problems and particularities;
- The group itself seems to be well adapted, but the severe problems arise with the second and third generation;
- Discrimination and inequality, not working in public service;
- Besides the financial security and supply aspects there is the question how far people should be attached to tradition or not;
- Concerns about the life after retirement, they feel uncertainty again;
- Long term unemployment is no exception;
- Homesickness, depression, loss of their traditional family role;
- Now that they are old and have more time, they become more homesick, they long for their original culture and country. They consider on going back. But the political situation in the home countries and the fact that their children want to stay, makes it very difficult.
- Individual differences depending on integration in the family and integration through relations;
- Age discrimination;
- Difficult homologation of degrees and difficulties to acknowledge the professional capabilities of refugees trained in the country of origin;
- Lack of personal and familiar networks, hence a bigger risk to get into social exclusion;
- Difficulties with integration in society because the selected refugees are belonging to the most vulnerable groups (in need for protection, or medical treatment, victims of violence and torture and single women);
- Depending on the attitude of the refugees themselves. "We have seen examples of refugees with a passive attitude to end up socially excluded and not being able to cover basic needs. The delay of the examination of asylum application is a contributing factor.
- Depends on how successful they have been in their lives and whether they were part of a big community or not.
- Problems in interaction with the peer group of their community who came when they were rather old.
- Little or no link at all with their ethnic communities and have limited access to a range of services now available to older refugees.

Questions 4 and 5

Parent – child relation

The answers to question 4 show that eleven respondents agree with the picture that the relationship between older refugees and their children is rather difficult and full of conflict and problems, that younger refugees integrate more easily and adapt the values of the new society and that the relationship is often qualified as upside down.

Seven respondents did not agree with the image presented. One respondent said both yes and no to the question if the image is correct. He/she stated that it depends on the country of origin whether this picture is true.

The ones who said no give the following explanations:

- We do not see the relation between parents and their children as full of conflicts in general, but we observed many times that children have to take responsibility for family matters by being used as mediators and interpreters.
- In Germany many young refugees face severe integration problems. Hence, conflict within the family arises partly from a socially and legally deprived situation.
- Older refugees are still a reference to their children, especially if the older refugees are involved in the host society. However, older refugees that arrived at a younger age with their children, mention that those children blamed them and their political organizations for their situation.
- There is concern about the fact that there are not many programs that focus on the youth. Their children have difficulty for their degrees to be homologated and also for their integration in the labour market and sometimes even at school.
- Not entirely, because it presents a rather 'absolutist' position. Of course there are problems and tensions between older and middle generations, many of which may be related or specific to the earlier experiences and status of the older generation as refugees. So - while I accept and recognize the picture that's presented, I think that the key thing then, having recognized and identified these tensions, is to look at what the 'mitigating' factors are, which can help families to better manage and try to resolve tensions between the generations in the families of older refugees.
- All the answers in the first round made a projection of all bad things that affect the parent-child relationship and blamed it to the fact that the parents are refugees and some time older refugees. In my view, it is too much of a generalisation. Family conflicts especially intergenerational conflicts happen as well in non-refugee families, children taking over responsibilities happen all the time in other families regardless of their background (refugee or not). The likelihood of a bad relationship and its impact varies also from family to family and depends on different things including the social environment, family standing and practices, cultural background, and the outstanding relationship between parents as well as their own behaviour AND the parents' parenting skills and their adaptability to the new environment. Nevertheless, what is true is that young people adapt quickly and can integrate quickly. The rest varies from case to case.

Asked about positive examples of the parent-child relation, we got a whole list of positive aspects:

- Strong ties and commitments which are shared positively also by the children. In research we could also discover a specific interest for the history of the parents.
- The children of migrant families are ambitious and busy in school. Parents are coercing their children into reaching more to arrive at a high performance. The question is, if this behaviour does not damage the children's psyche.
- Possibly the children could start an integration process and they could strike a balance between old and new culture.
- Some older refugees have put all their hope on their children. In our

country we have a good education system for everyone. Refugee parents have been pushing up their children and expecting their children to educate themselves in order to get better life in the future. Parents have put all their hope on their children while they have noticed that they never ever can get the same social level in their new home country as they had before.

- I know that there are several examples in which the older refugee parents are very proud of what their children have achieved in the UK - in terms of education, employment, and having established and brought up their own children etc. I think that where adult children have been able to fulfil their own, and their parents' expectations for them of a 'better life' in the UK, particularly in relation to education, employment, economic security for themselves and their families, within a context of much greater political, economic and social stability, that this probably helps enormously in restoring a sense of equilibrium, and peace of mind for the older refugee, which can help them in the process of recovering from/coming to terms with their own earlier experiences. This may, in many cases, still be tinged with feelings of regret and loss - in relation to the country of origin, cultural, ethnic and linguistic origins and sense of identity/belonging and 'roots' - but I think the way in which the next generation, the children of older refugees, 'turn out' is probably a key contributory factor to a sense of a well-being and peace of mind for refugees in later life.
- What is very positive aspect of the parent-child relation are the cases when children are successful in education and careers which provides to parents the sense of "fulfilled purpose" and feeling of pride towards children who managed to seize the opportunity of new life.
- Another positive aspect in upside down relationship is parents accepting new cultural and social values, otherwise not known and close to them, and vice versa - children being able to preserve cultural values of their homeland and successfully integrate them in "new" identity.
- Most important for parents, is also if they manage to preserve feeling of security in relation to their children, i.e. that they will be taken care by their children when old.
- In the successful cases, the children benefit from the parental ambitions and motivations that arise from the refugee situation. The parents want the children to achieve in the host society, these expectations are sometimes taken as a motivation to work hard and achieve in society.
- There are of course family structures in which the single parts are able to overcome these problems by maintaining a continuously high level of mutual (emotional) support, care and communication.
- The internal relationships and social relationships of families can vary extremely from one culture to another and these need to be taken into consideration by each individual and family situation. The children are, in most cases, quicker and better integrated and help their parents cope with the everyday problems that arise, however they are often forced to play this helping role. Traditional families are trying a new way of education, training and traditions. They must strike a balance between their old traditions and new demands on children here in Germany.
- On the long run, when the children are getting older, starting with work, doing vocational trainings or studying at the university the situation is getting better. The children can support their families and escape a bit from the stressful family situation. But there is often a real "depending"

onto each other and from a psychological view the relation mostly stays really problematic.

- The situation is different depending if the family has arrived together or in different moments. In this last case, the essential problems are presented in the first steps of the family meeting due to their consequences of the family deconstruction. IN those cases the social intervention from a family intervention has been positive, as well as in the educational framework, with the social workers.
- A refugee family without an informal network is in a vulnerable situation. Older refugees can play a significant role in the informal social system by supporting, encouraging and offering relief to younger generations. Older family members can as an example look after their grandchildren.
- All parent-child relations are not bad per se. And positive example may vary from people's perceptions. For instance, a family where children look after their parents who are old is for me a good example not an upside down relationship as portrayed in round 1.
- Older refugees who live with their younger family member or children can benefit the refugee family members. I have come across many grandparents or any other older relatives in this situation invaluable carers for young children, providing cultural and traditional valuable advice, information and support, help with family decision making, and play a key role in family conflicts resolution.
- An Ethiopian refugees who came to the UK at the age of 52 with his 12 year old daughter. They did have a very close and loving relationship. She is now a first degree holder in social service and still resides with her parents because of her family intimacy.
- Children getting involved in social sports such as soccer, especially when they compete with children of the social environment of their parents. That creates family and social common dynamics.
- strategies for the future, working together as a family

Questions 6 and 7

In the first Delphi round, Many respondents emphasized that older refugees are in need of participation. The concept of participation is treated in different ways. For some it means having access to social services, for others it means developing relations with nationals and participating in social and cultural activities.

A third way to look at participation is to approach the issue as to give people the opportunity to express themselves. Asked for their definition of participation most respondents in the second round said participations includes various aspects.

The answers given can be listed as follows:

<p>Access to labour market, social services etc. (considered important and very important 15 x)</p>	<p>Developing relations with nationals and participating in mainstream social and cultural activities. (considered important and very important 13 x)</p>	<p>Find ways to express oneself, create social networks and feel useful. (considered Important and very important 14 x)</p>
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<p>Access and taking part at the different levels of societal life (labour market, education, cultural and political life)</p>	<p>We forgot that convention refugees were very active people in their country. He worked, he had some life standards and was very political active. In host country, they are at a loss. For some of them it will be very good to find some possibility to participate in some community centre and be active in municipality. In the Czech Republic is not usual.</p>	<p>"doing participation" (agency and empowerment)</p>
<p>Refugees should be treated equally as non-refugees in every societal level. The former refugees should/ could and must become the managers, journalists (like Paul Lendvai), ministers and presidents of today and the future, why not?</p>	<p>Especially older refugees find it difficult to manage in other cultures. They withdraw within a shell of selected and mostly small ethnic communities, and often they need intensive motivation to participate in daily life outside this small community. The term "participation" - is in this respect certainly meant to be understood as the participation in public life, such as learning the language and culture of the new land, etc.</p>	<p>Participation in the society is to be able to something that is considered as useful. That does not need to be work or civic activities in the mainstream society or culture but also in the community.</p>
<p>Participation is the possibility to take part in the labour market, in education and in social and cultural life and to have equal access to social and cultural services. It also entails the possibility for political participation on the communal or local level.</p>	<p>Participation in associations at the local level, even in the neighbourhood. Another way to participate is through volunteer work through the organization to which older refugees are part, volunteer work in official social programs, among others. Also a way of participation is through sports to construct a social context around them.</p>	<p>Participation includes various aspects: Based on experiences from the area of social care and counselling, it is crucial to give older refugees the feeling that they are really needed. Subsequently, it is senseful to do relevantly more than creating artificial leisure time oriented areas of activity whereas an adequate support in giving leisure time a structure can be helpful in the background.</p>
<p>Participation involves the whole field of getting</p>	<p>The promotion of the participation must be at</p>	<p>When I am talking about participation, I am talking</p>

<p>access to the labour market, taking part in the social and cultural life of the host society. From my point of view it all starts with learning the language and have the possibility to work. For this we need better regulations and better integrations measures.</p>	<p>two levels : Refugee community and autochthon community. The social cohesion requires the establishment of common agreements and rules of integration. Elements of reciprocity, cooperation and learning. The territory and the basic values and moral and legal rules.</p>	<p>about participating in social and cultural activities which are specially designed for elders with multicultural backgrounds. Housing- and social services are not the problem, but even if nobody is "starving" so the ethnic elders have limited economical resources and they are not able to participate on activities which demands money. As well the activities must be designed after the ethnic elders' needs.</p>
<p>I think that the concept of participation is very broad and covers all these areas. Participation should mean, I think, having the opportunity and means to participate in all areas of cultural, economic and social life of the country that you are in - both in terms of areas of 'civic' activity, such as voting in elections and political participation, or volunteering with a local organisation; economic activity - such as the right and opportunity to work, and to learn (i.e. participation in education, skills training etc.), social, cultural and religious/faith activity etc.</p>	<p>Participation should also be about having access to opportunities to participate in decision-making on issues that affect individuals whether at local or national levels – e.g. participation in local decision-making processes, such as planning processes in local areas; or in relation to local services - health, education, environmental, cultural and leisure services etc.</p>	<p>Participation is to be actively involved in the settlement process which requires a responsible and positive attitude and motivation to find durable solutions. Participation enables a person to build up new network, to express his needs and to face difficulties in the integration process.</p>
	<p>Being part of the policy making, implementation and evaluation process; involving oneself at different communal activities and socializing events.</p>	<p>For me participation is an active way of getting involved. Having the opportunity to make a contribution to the life of the society/community you are living in and to influence the decision making process that would take decisions that have direct or indirect</p>

		affects to your life.
	To me I can define the concept of participation as involvement of older refugees (service users) in decision making in issues that affects them including service development, management and delivery. I also strongly agree with many other respondent's various defining of the concept.	

Question 8 and 9

Asked for a definition of empowerment it strikes that many respondents have similar views.
The answers given can be divided in three categories: Those emphasising the individual capacities of older refugees, those that lay emphasis on programmes to support older refugees in their empowerment process and those seeing empowerment as part of a bigger integration process.

Individual capacities	Support programmes	Integration process
Enable individuals to express themselves and to gain control over the own life and life circumstances.	I underline the statement above and add the following: They should not only be supported to improve their own quality of life but they should be supported in everyone's interest and the interest of the general public, because they belong to our society!	The transfer of responsibility to a refugee in a foreign country is very important to and for all refugees and migrants, however they must possess, or be provided with, the necessary capability for this. A strong self-esteem increases and quickens the integration process.
Empowerment means to help refugees to live autonomous and to have opportunities to choose (what they want to work, whether they want to live in their community or assimilate to the new society ...)	Empowerment means to support people to lead an independent and autonomous live. It also means capacity building for refugee organisations via funding, training etc..	As described in point 6. empowerment should start at a very early stage, when a refugee is coming into the host society with the direct access to labour market and integration measures. People who experienced this during the '70 are now often really well integrated

		and are not so much in need of special empowerment-measures as they have empowered themselves.
Space for self realisation / self organisation, but also giving assistance to experience and to use resources and leeway's of organisation.	Empowerment should refer to all efforts to give older refugees their autonomy back in case of having lost it. A prerequisite is that the social environments' view on the concerned refugees has to change in direction of strengthening their 'free will' and in contrast to that to avoid regarding them exclusively as 'victims of their fate'.	Social acknowledgment of the capacities of older refugees and integration through participation.
Empowerment: needs to be seen through the prism of different programs focuses on the personal situation and capacities of the old refugees themselves.	Not sure I've got a very succinct definition! But I think empowerment is about individuals and communities being equipped with the information, awareness, knowledge and skills that they need in order to be able to voice their opinions/express their views (and to have their views LISTENED TO by others), and then to be able to make informed choices about the options open to them, to decide on a course of action, and to be able to engage with and influence any other bodies/organisations/stakeholders etc. that may be involved.	Having power/authority to be part of the stakeholders that make, implement and evaluate policies.
We understand empowerment as the capacity to obtain power and authority to take decisions, realise changes and resolve problems , ease the autonomy, the active role in host society, and facilitate that they can decide freely on their own life.	Empowerment is making participation possible. It consists of the provision of all necessary means that will enable old refugees to actively play a role in their day to day lives and in the decision making and policy design processes.	

<p>Every person must get a feeling that he or she has value as a human person. Even the older refugees. Many of them will never learn the Finnish language, but they must be respected, welcomed to the new country and to their local / near-society (neighbourhood). They must have a feeling that they are the masters of their own life and that they can make choices and that they can participate as equal members.</p>		
<p>Empowerment is a process, during which a person can evolve capacities, strength, self-esteem and knowledge. This enables him to evaluate options, to initiate changes, to endure and overcome difficulties, to set goals, to influence and to participate actively in decision making.</p>		

On the question how to promote the empowerment of older refugees some respondents emphasis the need to develop strategies of encouragement on a individual and communitarian level, while others state that the most important thing is that older refugees get the feeling they are a part of mainstream society.

- Strategies of encouragement and activation on individual and communitarian level, strengthening of self-confidence, and appreciation of experiences and life history.
- To organize forums where older refugees can exchange experiences and can get all information they need (in there mother-tongue). Very important is the existence and sufficient funding of RCOs because community organisations can offer support and infrastructure.
- Enabling refugees to organize themselves and their activities on an individual and 'peer group-based' level.
- Older migrants must especially be encouraged and empowered to take active responsibility for their own lives in a foreign country and to use their

life experiences and capabilities to their own (their families and the new lands) advantage. "Help people to help themselves" Society must provide the conditions and facilities for the refugees to be drawn into and actively participate in responsible action for their own betterment and integration. Each ethnic community has its part to play and should assume this responsibility and support - as group and for the individual. The creation of special arrangements enabling older migrants to participate in social life must be greatly expanded.

- In the projects and programs for the refugee community have to be led by themselves, and must have an active and participative role. Promotion of associations, and areas that ease the complete participation in the citizenship. That could facilitate their participation in the public policies and express their opinion.
- By raising the awareness of the issues that affect their lives and by enabling them to have an active role in the design of services dedicated to support them.
- Older refugees needs are usually met in the context of the family to which they belong. We believe that there is a need to develop assistance programmes in order to identify the specific needs of this group and to ensure that adequate attention/support/protection is given.
- By developing projects that facilitate the use of old refugees' full potential and encourage them to fully engage in its activities. By giving old refugees a voice so as to enable them to contribute their ideas to decisions made about their lives. By addressing their basic needs and their cultural, social and financial needs and where possible to enable them to address their needs themselves. By raising the awareness of local and national authorities and local community members of the issues they (old refugees) are facing. By raising the awareness of local communities about issues that old refugees are facing. Educating young people (refugees and non refugees) about to understand the cultural differences and intergenerational issues and impact of community life.
- I think that information and awareness-raising is a key 'building block' for older refugees' empowerment. Finding out about what options may be open to them - in terms of local services, activities, community and voluntary organisations who can help them claim their rights/entitlements etc. - are critically important stages in the process of empowerment of older refugees. Finding a sense of solidarity - through sharing with others who may share similar problems, challenges and concerns - can also be an important element in a collective approach to empowerment (i.e. rather than focussing on the empowerment of individuals only). Being able to work in partnership with other groups/community organisations etc. facing similar challenges is also a key tool/strategy in promoting the empowerment of older refugees.
- From the beginning on, the strengths and fields of interests of every person should be registered in a report. They should get the impression that they are a part of this society with responsibilities and obligations. They should learn this with different methods: Not only language, but culture, behaviour, communication and responsibility are important.
- Support for:
 - a) Acknowledgment of their own identity through the knowledge of the environment (laws, policies, information of the local labour market, training courses, etc.)

b) Go through the initial shock.

- On the local level - near the areas where refugee elders are living, activities for majority elders together with refugee elders must be arranged. The majority elders would act like "caretakers" for ethnic elders. Language courses and information about how the society is working is a must. Elder people - no matter whether they are refugees or belonging to the majority population have similar needs on the general level. These similar needs must be taken into account while planning activities.
- First, it is question if the host country has any kind of empowerment program for older people, and if so, then refugees can be included as well. If the host country (the Czech Republic) on the contrary is not able to provide such a framework, it becomes rather difficult to work with old refugees. Our organisation (OPU) provides empowerment for a group of old refugees from Bosnia. We apply, every year for grants for providing social and legal counselling for them.
- In Germany we have to start with awareness-raising in the different fields who are responsible for the situation of older refugees (like the administrations, politicians..), in order to get support for empowerment-measures for older refugees.
- By guaranteeing access to public services (health care, qualification, adult education etc), and supporting the articulation of collective interests, via refugee councils, or ethnic minority groups.
- By promoting their awareness about the existing legislations and regulations in relation to older refugees.
- Make powerful older refugees visible, so they can be a role model
- Bringing elderly with different backgrounds together, mixed with elderly from the host country. Their life stories make them visible and give the opportunity to connect with other people.
- Buddies: an older refugee and a young person with the same profession (recognition) or the same hobby.

Part B

The second part of the questionnaire focuses on the question what measures should be taken or what programmes should be developed to strengthen the position of older refugees in the various countries. Question 10 asks what kind of policy / measures should be taken in each country to improve the position of older refugees. The answers concentrate on the following subjects:

- Education
- Labour
- Care (medical and social)
- Housing
- Discrimination
- Financial position
- Legal status
- Social Service/ Welfare

Below you find a summary of the answers given to each heading.

Education

- **Language courses made for older refugees, with specific methodology and learning methods, and paid by the government (14 x).**
- Recognition of the qualifications of older refugees (4 x).
- To get to know the system and values of society (2 x).
- Possibilities for transfer of knowledge.
- Strategies for the inclusion of the refugee community in the teaching community.
- Scholarships for trainings and workshops.
- Academic training to adapt to the receiving local market taking into account previous experience.
- Older refugees should be given the opportunity to learn new skills or to adapt their transferable skills.

Labour

- **Access to the labour market in general (4 x).**
- **Education and training in general (4 x).**
- Creation of special ethnic employment facilities is mentioned 4 times, although one of the respondents doubts whether this is a good idea, because of the vulnerability of many older refugees.
- Flexible possibilities for part-time work (community-social-work) projects where older refugees teach mother tongue etc to younger members of the community (3 x).
- Better case management in job centres, diversity training for job managers (2 x).
- Promotion of voluntary activities (2 x).
- To develop methods of validation of work experience (2 x).
- Positive discrimination policies for older refugees
- Monitoring the employment records of employers in relation to employment of refugees (doubts if this is a good idea) but without monitoring data no benchmarks).
- Proper implementation and enforcement of the Age Equality Duty.

Care (medical / social)

- **Almost all respondents emphasis the necessity of creating better access to care systems for older refugees. By this they think of: bridging contact, multi lingual services, greater cultural awareness and sensitivity to the needs of older refugees etc. (12 x).**
- Establishing of specific units for traumatic disorder, and special psychological and psychotherapeutic care, paid for by health insurance companies or government (3 x)
- Socially embedded information activities (2 x)
- To improve knowledge / orientation about/ in care system (2 x)
- Homes for older people within the own community
- Promotion of community social work
- Enable asylum seekers to be entitled to free medical care
- Facilitate the access to social resources as those available to handicapped people, without any limitation related to their legal status.
- Preventive health and dental care for vulnerable groups

- Reducing the red tape (bureaucracy) in the provision of home care services. (UK)

Housing

- **Easier access to social housing, (without consideration of the legal status) (6 x)**
- **Offering older refugees various options they can accept of deny, living with the family or with the peer group, suitable houses in a medical or psychological way. (5 x)**
- Better advice in finding and renting houses (3 x)
- Cheap bigger flats (2 x).
- Facilities for older refugees not having a family network

Discrimination

- **Awareness campaigns (5 x)**
- Implementation of effective anti-discrimination regulations, also on the part of age discrimination (4 x)
- Special awareness within institutions that deal with anti-discrimination (3 x)
- Monitoring and evaluating the implementation of equal opportunities legislations & regulations (2 x)
- Facilitate the participation of this community in the framework of the public policies and administrations as a form of being visualised (2 x)
- Raising sensibility on the concerned social levels, training staff in public services
- Intercultural opening of the existing social services for older people
- Install centres against discrimination and promote them in cities.
- Offer services in district and local administrations for counselling, better training for staff in public services.
- Promotion of positive images of older refugees
- More understanding of the inter-relationship between different forms of discrimination.

Financial

- **Basic financial security needed (6 x)**
- Getting informed in different ways about the possibilities for financial support (2 x).
- Extra payments for the special needs of older refugees, no hunger.
- Introducing new windows of financial support as per the needs of older refugees.
- Avoid the dependence on others good will
- Subsidies for community organisations, community social work and to promote cultural diversity (2 x)
- Grass roots projects to develop methods, activities and services for older refugees.
- There is not discrimination to access credit in banking institutions. The line of credit will depend on the rent not on their status as refugees.

Legal status

- **Faster and fair decisions on asylum matters (2 x)**
- **Easier access to Austrian and /or double citizenship (2 x) Not taking labour income as a criteria)**

- Right of abode (Austria 2 x)
- Assistance in all legal matters and the stimulation for self-help and self-esteem/action in such matters (2 x)
- Provide secure residence title latest after five years stay in the country, give opportunity to work latest three months after arrival.
- Due to their age and their mental and physical condition elderly refugees generally should be given a legal status which ensures a level of life quality that can be accepted by older refugees as a real basis for their future life..
- Some people are not aware of the legal value of the refugee status in Spain. Need for programmes of public awareness of refugees rights and obligations.
- In my opinion, while the refugee has permission to stay in Finland so they have the same rights as ordinary Finns (with few expects).

Social service / social welfare

- **Open up to needs of elder refugees, better training for staff, translation services, information in different languages. Access to social services; adaptation of services for specific needs, bridging contacts, multilingual services. 7 x)**
- More/better information and support for older refugees, and community organisations working for/with them, in accessing 'mainstream' social services. Older refugees need a lot of support – e.g. Information & Advice and often Advocacy support as well - to be able to effectively access social care services that they may be entitled to. 'Navigating the system' of social care services is not easy or straightforward - much less so for older refugees - so providing the right kind of information and support is crucial.
- Employing staff members with solid background and experience about the needs and characters of old refugees.
- I think our social welfare system is quite developed in comparison to some European countries. Of course there is always need to create better services but I have a strong idea that in general the refugee elders are satisfied with the social- and health services in our country. (FI)
- The social service is alright. From time to time there should be evaluations to find out necessities to change (AT).
- Extra payments (social benefits) for the special needs of older refugees.
- Establish possibilities of participation and social attendance.

Other issues:

- Promotion of voluntary work.
- Special policy to be made for unaccompanied old refugees to reunite them with family members.
- Refugee agencies should increase level of lobbying government for policy changes on behalf of refugee to allow family reunification.
- Promote and increase or access to home tutoring for English lessons of more than two times a week depending on individual at least one hour per session and gender sensitive home tutors e.g. female tutors for female older refugee.

Question 11

The answers to the question What kind of programmes / activities can be developed to use the skills and capacities of older refugees in various fields are answered in several categories, concerning:

- The meaning of their life experience in the community and in society
- Their cultural role in the community and in society
- Their role as go between in the community and in society
- Their role within the family
- Other

Life experience

- **Including the target group in various measures of education and social training programmes corresponding to individual knowledge's and competences - specifically in connection with generation-overlapping initiatives. (4 x)**
- Organise events where older refugees can narrate their history. Via (cultural) events /empowerment programs older refugees have the opportunity to share their life experience. (3 x)
- The associations in the community should be supported, that they could integrate refugees with special skills and talents in an adequate working area.
- Programmes of inclusion of those persons in the educational system.
- Support for full participation of older refugees.

Cultural role within the community

- **Programmes that involve cultural heritage and enable diversity, tolerance, and community cohesion (6 x)**
- **Life story and empowerment projects (4 X)**
- "Cross-cultural intergenerational programmes - can provide opportunities for older refugees to communicate, and reflect on, their own culture, experiences, past life, current values/views etc. - as well as sharing in dialogue with other older and younger people, from different cultural backgrounds from their own.
- There may be a value and a place for cultural intergenerational programmes which are essentially 'within' a particular cultural group, (e.g. to pass on knowledge/experience and to share views - between the generations - about particular issues/challenges which may be affecting specific communities) and/or intergenerational programmes which explicitly aim to promote 'cross-cultural' dialogue and understanding. This kind of work can make an important contribution to building greater 'community cohesion'."
- Create and promote cultural activities related to music, dance and painting amongst others, from different countries.
- "Among refugees there is usually quite a number of artists which need support since they are not able to organize and produce different kind of art events. The wider project that would aim to support artist among refugees should aim to enable refugees not only to be active as artists (production of art works) but also to keep in touch with current developments of the specific art genre they are interested and active in."

Cultural role in society

- **Possibility to tell something about origin and experiences in schools (4 x).**
- **To give space and opportunities that people can meet and discuss (inter) cultural issues (2 x).**
- Honour life stories publicly and give forum telling life histories. Try to generate respect for refugee history (2 x).
- Promoting understanding between their community and the whole society by serving as an ambassador for the history and culture of their home country (2 x)
- Promoting implementation of cultures Events.
- Discussing the a.m. issues in the concerned bodies on local, regional and society-based level.
- As well the politicians should listen to refugee elders - I mean directly and not only through agents. When planning services for elders they should consult even refugee elders if possible.

Go between in community

- **Establish database of expertise and skills available in group of older refugees** and organize different kind of seminars, lectures, workshops with them in different kind of organizations and institutions in host county. Aim is to establish kind of know-how centre which would reflect knowledge on different cultures, countries and traditions, and to network that centre to different institutions such as libraries, universities, high schools, but as well old people's homes etc.
- Train elder well qualified refugees as cultural mediators and trainers for fellow country men. Teaching them the importance of education, learning to learn etc..
- The experienced people could be mediators in conflicts. They can intervene in the "scene".
- Can be a very important and useful role - for someone who knows their own culture very well, and is able to communicate and establish links with the 'host community' – e.g. with other mainstream voluntary and community organisations, and/or with statutory services etc. on behalf of a group of older refugees. Need to ensure that this role does not become the only conduit for this kind of 'bridging' between different cultural groups, as it can be important to establish a range and breadth of relationships, not just to rely on a few relationships with 'key individuals'.
- Some older refugees may have knowledge about different countries they went through before they reach final destination. They may be useful for comparative studies programme.
- Promotion of communitarian associations, media, cultural activities etc.

Go between in society

- Older refugees may have reference points when it comes to compare how society has evolved or how society interact. For instance in municipal boards. (3 x).
- Enhancing understanding between their community and the whole society (3 x)

Family role in community

- Support families by consultancy to balance the family situation so that the different generations can learn from each other and support the other.
- Caring for children, grandchildren, involvement in the schooling of children or grandchildren.
- Informal buddy system for transferring experiences and know how.
- Offering platforms of cultural-overlapping meetings (including German elderlies) which aim at giving each other an idea of how family problems are tackled in the various cultures.

Family role in society

- The system should consider working parents with children. The work could for example begin earlier, that they could finish at lunch time, where they could pick up their children from school and prepare lunch. No night shifts for parents, in jobs where those are normally necessary (for example: nurse in a hospital).
- Projects that help older refugees (who live with their families) to meet their role as head of the family also in the public sphere.
- Instruction services (projects like Mind Spring), to support refugee elders in the upbringing. Aim: better relations within the family and more space to participate in society.

Other:

- We believe that not all kind of life skills can be institutionalised. Older refugees should be encouraged to express the above mentioned life skills, and to be actively involved in programmes, sharing their knowledge.
- To support national associations which gives the opportunity for refugees from the same country to meet and organise activities in cooperation with the local community.
- Older refugees could also teach their mother tongue to younger generations and to share their knowledge about history, literature, music and tradition.
- Stimulation of communication among migrants.
- Older refugee may be used for peace building in the country of origin when they can help to reconstruct the course of events and at their age they may be more neutral than younger generation.
- Community initiatives to encourage participation in politics.
- Social and conversational English lesson in house or home tutoring.

Question 12

What can be done to stimulate undiscovered talents to rise to the surface?

- An active policy of recognition is the basis of stimulating individual potentials. (AT1)
- More regional and local projects according to the example of "Power of Older Refugees" (AT2)
- Psychological tests, personality tests etc. (AT3)
- Create awareness through the media and through people who are already active in public and well known (famous people), give impulses through the public. (AT4)

- Life-long learning programs might be good strategic solution for older refugees with specific talents and ambitions. (CZ)
- On the cultural level one could think of events of story telling, or asking elder refugees to tell their experiences in schools. Often migration histories are unlinear and off the mainstream and therefore interesting for young people. Qualified refugees can support educational work in refugee families, they can offer their knowledge about how to read a text or learn for school and university. One needs to create opportunities for encounters in the local community e.g. via collective lunches or fairs and markets. (DE1)
- There are only individual answers. If the social environment / society is not prepared / sensitised for older refugees' needs, efforts to motivate undiscovered talents to rise to the surface will hardly be successful. (DE2)
- The organisation of joint events with migrants from different countries and backgrounds.
- Active participation in public events
- Creating the conditions for the promoting and expression of personal talents and capabilities. (DE3)
- To give space and opportunities within groups, empowerment programs etc. to develop talents and interests. (DE4)
- Activities aimed at the refugees to get to know each other and create different programs to develop their talents. Activities such cultural contexts and promotion of access to official cultural, labour and social programs. (ES1)
- Promote programmes and projects that promote the empowerment and the frameworks where they can express their concerns, necessities, capacities and knowledge. (ES3)
- We - authorities, project workers or ordinary citizens - must be open minded and curious to our new comers no matter young or elder. We must already from the first contact actively try to treat them with respect and avoid to treat them as "problems". We must leave our problem-eye-glasses aside so we see a real person in front of us and not "a client". (FI)
- Access to creative and educational activities, programmes and workshops. (GR)
- Deepening investment in elderly. Take the time for conversations, maybe house calls. Involve the Refugee Council, they are familiar with refugees. (NL2)
- Scientists or researchers need to develop techniques that will be used to stimulate them. I suspect that techniques will differ according to what kind of talent needs to be stimulated. For instance singing talent may have its own way of noticing it in somebody which may be different from the way you discover that someone is talented to play football. (UK4)
- -Developing and implementing forums where the old refugees can use their undiscovered talents, knowledge and wisdom for the benefits of their community and the general public. (UK5)
- Encourage participation in community activities that affects them, Social interaction with friends, families and the wider society, ethnic community meeting to discuss current issues and solve problems, access to ranges of health and social care services including use of translators, involvement in the education of children and grandchildren, membership in sport clubs and recreational activities, provision of educational courses and vocational trainings, high skilled employment, interpreting services, English learning

(home tutoring at least 2 times a week, access to library and community information services and many others. (UK6)

Question 13

Do you have any additional remarks?

- Create more joint events for the better understanding between cultures More openness from both the German and the ethnic refugees. (DE3)
- There is a need to elevate the contributions from the European institutions and Member states. Important to be aware of the role that administrative workers at the technical level have in implementing public policies on attention to the extend that they decide priorities and implement the programs in practice. It is important to guarantee the access of older refugees to the social programs. Need to create training programs towards public workers to increase sensitivity towards refugee issues. (ES1)
- I hope you understand my English. I would like to say much more but I feel like a old refugee myself with my limited language capacity. (FI)
- As we have pointed out there is a lack of deeper knowledge about older refugees and we can only assume what needs to be done. The implementation of all measures proposed may not be realistic, considering the financial crises, as well as the fact that generally youth and productivity are valued more in western societies. Native elderly also face decrease in living standards and isolation but normally they have access to both formal and informal social support system. Also the accelerating development towards highly technological means of communication contributes to social exclusion of the elderly who cannot cope with this and are not able to have satisfactory access to resources and information. There is also a tendency that the "neighbourhood" is about to disappear due to the development of multinational companies. Traditionally in Greece the neighbourhood has had an important social function for both support and control, covering partly the gap of the formal social support system. (GR)
- Attention for gender. Maybe offer separate programmes for women.
- Pay attention to single older refugees, without family nearby. Maybe special programmes to couple them to a Dutch family, so they become a "adoption grandmother or grandfather" (NL2).
- Older refugees like many of their counterpart do not always have the information and opportunity to have control and be involved in making decision about the services they receive, this often resulting in them not getting the support they need to access services such as social care, housing, education, transport, employment and recreation. Until this is addressed many older people will continue to be excluded and isolated from their rightful place in community and mainstream society. (UK6)

Final summary

Analysing the answers given, the following picture arises:

The participants notice that the experiences and perceptions in the different countries often seems to be quite similar. Several respondents state there is not enough knowledge about older refugees. While the answers of the first round seem to be rather firm, the second round shows more nuances and differences and variations in perspectives concerning the position of older refugees who came to the host country at an early age and the presumed conflictuous relationship between older refugees and their children.

According to many respondents, older refugees who live for quite some time in the host country still face a lack of personal and familiar networks, and often feel uncertain about their life after retirement. Although there can be a lot of tension between older refugees and their children, there often is a strong bond between them in which the older ones stimulate their children to achieve the best careers, and the younger ones introduce their parents to activities and services of mainstream society.

All respondents are convinced participation in society is very important for the well being of older refugees. Participation is considered to contain three different tracks, which are equally important:

1. Access to the labour market, social services, social security and full rights;
2. Developing relations with nationals and participating in mainstream social and cultural activities, as well as co-designing services be provided.
3. Find ways to express themselves, develop personal network and contribute to the community.

Many respondents think learning the language of the host country is very important.

According to the respondents empowerment has to do with the following aspects:

1. Developing the individual capacities of older refugees to express themselves and gain control over their own life;
2. The necessity to develop programmes to support older refugees in their empowerment process.

To a lesser extent empowerment is seen as a way to make integration possible. Many respondents are convinced that the communities and community organisations of refugees can play an important role in the empowerment of older refugees. Others state that empowerment of older refugees is best served with programmes in which they can act in mixed groups and tell their life stories to each other and to the outside world. Awareness raising in mainstream society by showing positive images of older refugees and to gain support for programmes addressing older refugees is also mentioned.

Asked what measures should be taken or programmes should be developed to strengthen the position of older refugees many measures and programmes come forward as being important, examples are:

- Language courses made for older refugees, with specific methodology and learning methods, and paid by the government
- Access to the labour market in general.
- Education and training in general.
- Creating better access to care systems for older refugees (bridging contacts, multilingual services, greater cultural awareness and sensitivity to the needs of older refugees.
- Easier access to social housing

- Offering older refugees various options (living with the family, or with the peer group, suitable houses).
- Awareness campaigns.
- Implementation of effective anti discrimination regulations, including age discrimination.
- Basic financial security.
- Faster and fair decisions on asylum matters.
- Easier access to new nationality.
- Right of abode.
- Open services up to the needs of older refugees, better training for staff, translation services, information in different languages.

To use the skills and capacities of older refugees in various fields, several options are suggested such as:

- Including the target group in various measures of education and social training programmes, corresponding to individual knowledge's and competences – especially in connection with generation-overlapping initiatives.
- Programmes that involve cultural heritage and enable diversity
- Life story and empowerment projects
- Possibility to tell something about origin and experiences in schools
- To give space and opportunities that people can meet and discuss (inter) cultural issues.
- Act as a mirror for society as to how society has evolved and how people interact.
- Informal buddy systems for transferring experiences and know how.

The respondents advocate on the one hand an active policy of recognition of capacities and potentials of older refugees and programmes to discover and use this capacities and potentials, on the other hand they are well aware of the necessity to work on programmes to promote public awareness to their situation in different fields of society.