



Extract from the Annual Report:  **Online Help 2016**

Listening and helping

Anonymous. Competent. Confidential.

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1. Preface

Listening,

Very few people really know how to really listen, and the way Momo knew how to listen was really extremely unique!

Momo knew how to listen in a way that enabled dumb people to suddenly have very smart thoughts. It wasn't that she said or asked something that made the others have such thoughts, no, she just sat and simply listened very attentively, with great attention.....

Quoted from Momo by Michael Ende

I'm happy to present the yearly report of the KJT. I'm starting the report with a citation of the story "Momo" by Michael Ende. This story demonstrates Momo's special way of listening, in a world where time is stolen from us. This story, which has been accompanying the KJT since its foundation (1992) is, in the accelerated time that we live in, of a never before experienced actuality. That story might give you some sense of the quality of listening offered at the KJT to the callers over the past 25 years.

1377 people contacted the KJT in the year 2016. That is the most in any one year since our service's existence.

In this report you'll be able to find differentiated numbers and reasons for calling. The 116111 KJT is being especially contacted by children and youth. Here we are working intensively to make the 116111 number better known to children, so that this national need and help number will be readily and automatically available in their mind in case of a crisis or when they have problems or need answers to their many questions. We are very thankful that young people have the confidence that we can help them in sometimes very sensitive and difficult situations.

The number of interventions documents the need of counseling and the necessity of an anonymous and easily accessible offer. They also show the tremendous job that the volunteers do, in matters of prevention and in the area of youth protection as well as the immense challenges they sometimes have to face.

The volunteer workers are generalists, who engage themselves in lifelong learning and supervision. Any caller or any user of our service with all their different thoughts, worries, feelings or problems are welcome at the KJT. The individual stories that we heard in 2016 form a mosaic of how children, youth and parents experience and handle injustice and danger.

We can often build a bridge, by encouraging the caller to address himself to a certain psychosocial service, and so we can be a link in a psychosocial service chain, thus promoting a positive individual development for the caller.

The data that we collect is a useful instrument to show gaps in the youth protection, and to support the rights of children and youth especially where they're at risk of violence and sexual abuse.

Looking at our network "Child Helpline International" (CHI) where 183 helplines in 142 countries work together, we have a unique pool of information that help us to protect children.

With our campaign "Call, don't stay alone" we do encourage children and youth to call on us. No child should stay unheard!

Every citizen can contribute to make the phone number 116111 better known to children, youth as well as to their families.

A call or a request at one of our national Helpline's could save a life. Here I am particularly thinking of suicidal young people, who called on us more often last year, - but for that, it's not only necessary to know our number, but to be familiar with it as well.

Thanks to everyone that has been supporting our cause.

Barbara Gorges-Wagner

Chargée de Direction

2. The KJT and its services

In 2016, (KJT) Kanner-Jugendtelefon registered 1377 contacts.

| Kanner-Jugendtelefon 745 | Online Help 194 | Elterentelefon 151 | BEE SECURE Helpline 287 |
|-----------------------------|--------------------|-----------------------|----------------------------|
|-----------------------------|--------------------|-----------------------|----------------------------|

Kanner-Jugendtelefon

Anonymous counselling and information for children and youngsters under the toll free helpline number 1 16 1 1 1

Online Help

www.kjt.lu Anonymous online counselling for children and youngsters

Elterentelefon

26 64 05 55 Helpline for parents called "Elterentelefon": counselling and information for parents, grandparents and professionals

BEE SECURE Helpline

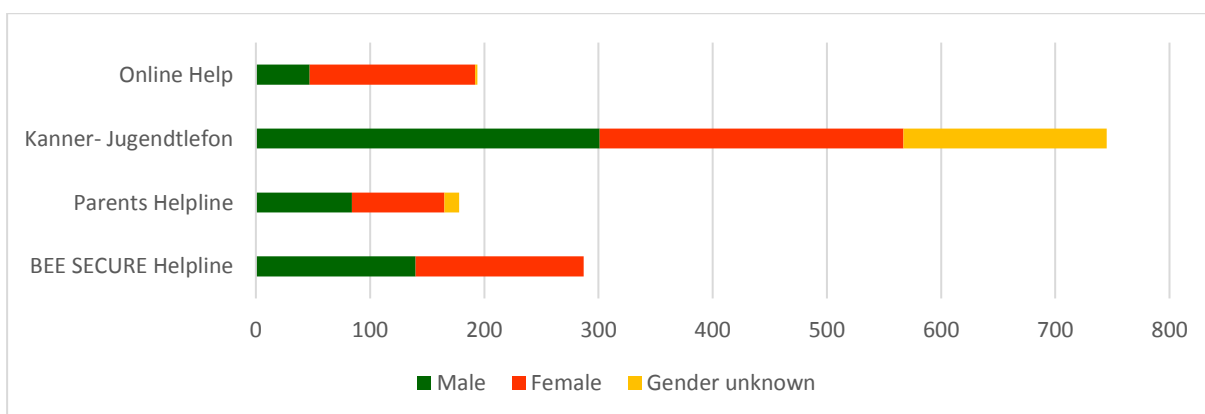
Advice and guidance on a safer use of new information and communication technologies under the toll free number 8002 1234

BEE SECURE Stopline

Anonymous reporting of illegal content encountered online at stopline.bee-secure.lu

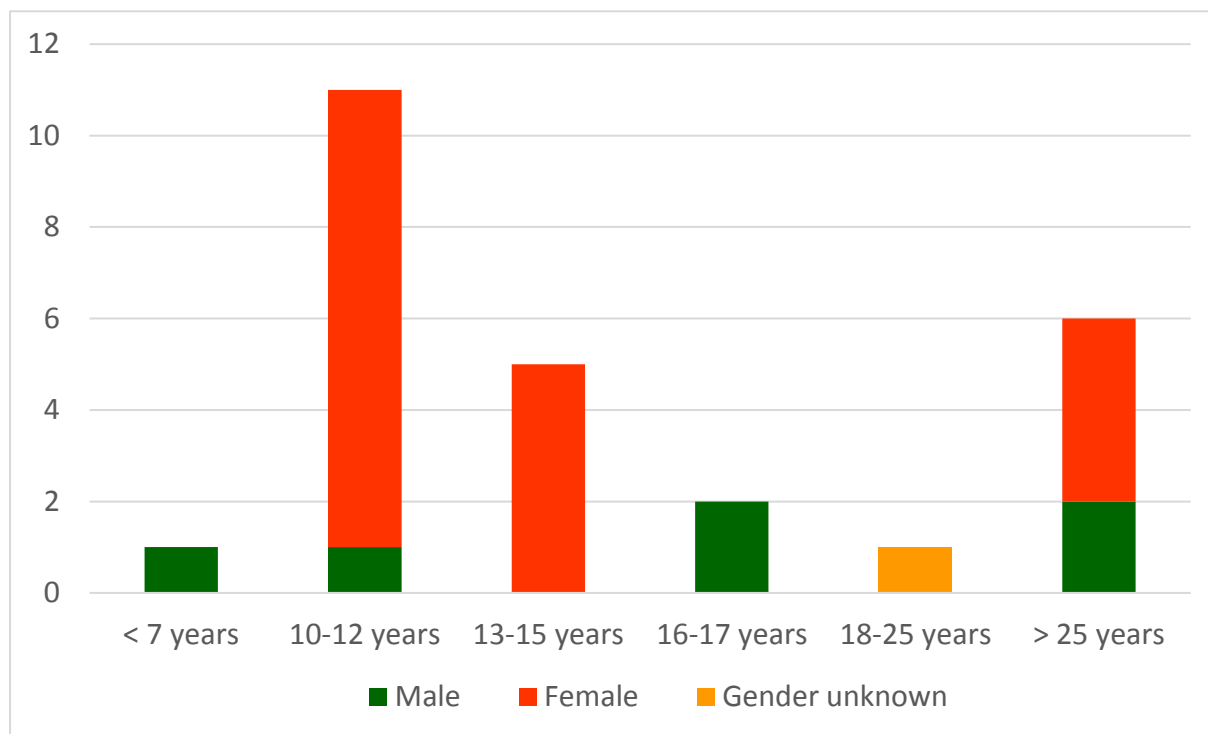
Reasons of contact: Psychosocial and mental health, Internet security, Peer and Family relationships, Abuse and Violence, School, Sexuality. Central concerns of the contacts related to sexuality were questions about sex education, sexual identity and contraception.

The age of the boys and girls contacting us by themselves and the age of those children for which the support has been requested, was from 10 to 25 years. The gender of the female (668) and male (529) callers was "balanced". The gender of 180 contacts has not been monitored.



3. Facts and current trends of the English Online Help service

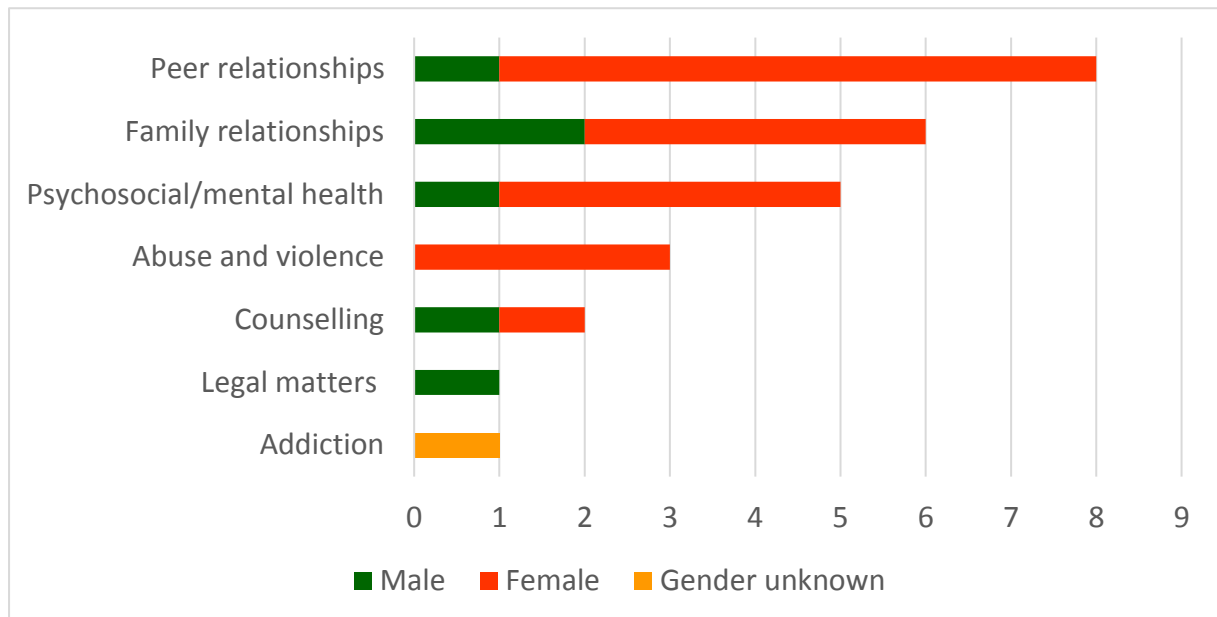
3.1 Contacts Age and gender (N = 26)



The English Online Help service is the most recent service we offer. Addressing an English speaking public, it was initially launched for parents in January 2015 but since June 2015 children have also benefited from the service. The team consists of English-speaking volunteers. The development of the online help service took approximately three years in order to fully establish the facility. In 2016, 26 enquiries were received and answered.

Despite the fact that the previous year saw a slight decline, the service enjoyed an increase of requests from children between the ages of 10 to 12, which can be attributed to multiple requests submitted by the same user. As far as the Online Help service for parents is concerned, there is still room for improvement. Their requests feature in the age category of over 25's. The English Online Help service is mostly used by female users.

3.2 Main issues (N=26)

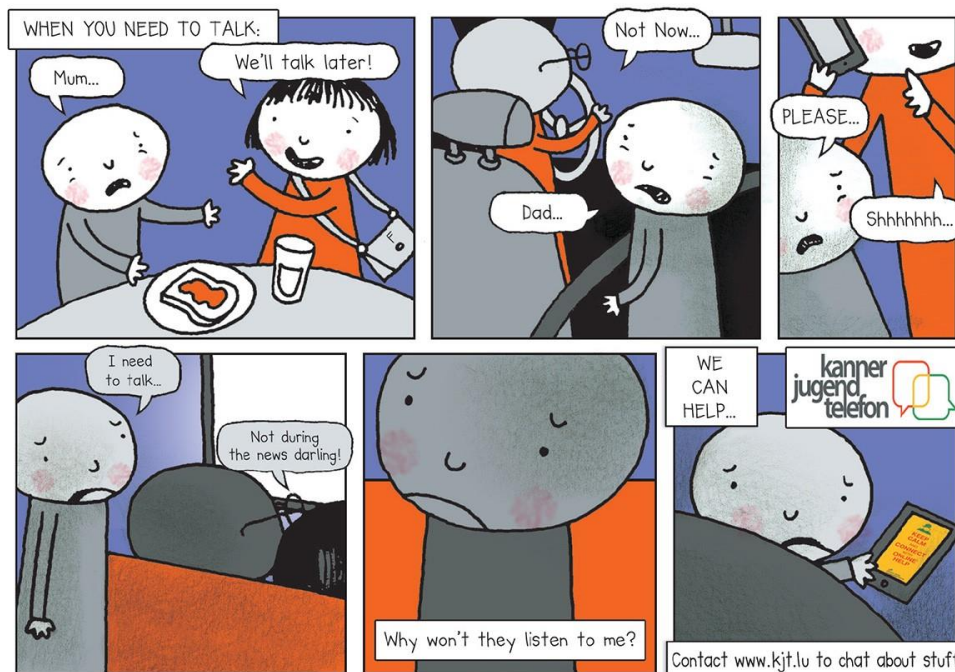


In 2016, the main themes were

1. Peer relationships
2. Family relationships
3. Psychosocial and mental health
4. Abuse and violence
5. Counselling
6. Legal matters

4. “Actively listening”

Why actively listening to children and young people is a skill



Most adults will agree that when you really need someone to listen to you it does not help if all you get are unsolicited advice, the other person's opinion or worst still constant interruptions from their handheld device. In fact, many adults are becoming quite vocal about how much they hate seeing a group of young people sitting together eyes down on their latest computer game, smartphone or absorbed in music through their headphones. How can they be in conversation let alone listening to each other? But how often do adults really listen to children and young people without telling them what to do, what they should have done or allowing themselves to be interrupted? It is not surprising then, that children and young people sometimes feel that the important adults in their life do not truly listen them to.

Actively listening, so that the other person feels heard, is actually a learnt skill that adults and young people can struggle with. The importance of feeling heard cannot be underestimated especially when we are having difficulties or challenges in our everyday life. Often just being able to talk freely with someone we trust can help us find our own solutions. To listen actively to another person you need to give your full attention to them which includes creating an environment where you should not be interrupted, facing them and giving eye contact where possible, and allowing them time to explore while not asking too many questions. In our everyday busy lives this may seem impossible but in fact creating the environment essentially means making the commitment to reserve a time in the near future when you can give this person your full attention. This can happen in any setting work, school or in the home.

By making this commitment you are showing that person that not only do you respect them enough to do this but you are also giving yourself time to prepare to listen. This can also be done over the telephone or by writing, if it is not possible to do it face to face, however this takes some practice.

Preparing to actively listen to your child, partner or colleague can include taking time to set an intention to just listen as you let them talk, only ask relevant questions to clarify, and if possible avoid asking questions that can be answered simply by a single word (closed questions). Whilst listening you could use single words or body language that encourages them to carry on. This process is often misunderstood and people feel that they need to offer solutions but an adult or child is much more likely to act upon a solution they have decided upon themselves. This does not mean that if asked directly you cannot offer possible choices. But by giving the other person time to express themselves fully you allow them to access their own inner wisdom. One of the greatest gifts we can give to young people is the role modelling of active listening, it shows them that we respect their own unique point of view, that we trust that they will find their own solutions, and it helps them to develop their own problem solving skills.

There are times when children and young people find it hard to talk to their parents or other adults who care for them. This maybe because they have had an argument or dispute with them, there are problems in the home or school setting, or they feel embarrassed or do not want to be seen to need support as can sometimes be the case in adolescence. This is when it is important that they know where they can go to get confidential and trusted information.

5. Outlook

Every child or youth can find himself/herself in a situation where he/she needs help. Maybe it is impossible to speak to the peers, parents and teachers, whatever the reason, and he/she needs to find an anonymous listener to help solve the problem. No child in Luxembourg has to be alone, but we can only help if the children are aware of and make use of our service. It's essential for them to have our details on hand if they need us or if a friend needs us.

Apart from several publicity projects, we will start in 2017 a publicity campaign with a new mascot of the KJT, and especially for the online help. BOD helps the children and youth to get to know our service. It will be an ongoing BOD campaign.



5. Thank you

We are very grateful for all the donations who have permitted us to launch new projects or who have contributed to create awareness about our work.

If you too would like to support the work of KJT:

BIC: BCEELULL

IBAN: LU16 0019 1300 0412 6000

Beneficiary: Caritas J+F asbl KAJUTEL

We would like to thank everyone who has supported the work of Kanner-Jugendtelefon this year for their strong commitment.

6. Team of Kanner-Jugendtelefon



The full annual report can be accessed at www.kjt.lu



Kanner-Jugendtelefon is carried by:



Caritas Jeunes et Familles

in collaboration with:



Fondation Kannerschlass



Ligue médico-sociale



Croix-Rouge

within a framework of a convention of the Ministry



Ministère de l'Éducation nationale,
de l'Enfance et de la Jeunesse

Ministerial agreement: CO-FC/014/2008 & EF/SFCA/007