

STRONGER TOGETHER

CALL | CHAT | TEXT | GET HELP



2021

RAPPORT ANNUEL
JAHRESBERICHT

ANNUAL REPORT

 **KJT** 30
JOER

FOREWORD

Dear Readers,

The current situation, dominated by the omnipresent Corona virus, which has lasted since the beginning of 2020, is exceptional and something that we have never experienced before. The pandemic has turned our lives upside down. It was and still is a huge challenge for children, young people and families. In this new reality, a large part of our social, educational and professional life has shifted to the digital space, which we, at KJT, also noticed with the increase in our numbers online.

In 2021, we had a total of 1747 contacts on our various helplines, which was an increase compared to the previous year (1598 contacts). We experienced increased numbers on all our different helplines, except for the Kanner-Jugendtelefon 1 1 6 1 1 1, where the intensity of conversations was much greater. There were far fewer prank calls (2020/651 and 2021/430) and sexual nuisance callers no longer bothered us. The BEE SECURE Helpline was in greater demand (2020/473 and 2021/651) and our new service, the 'Chatberodung' (Chat Advice), was well received from the start (63 contacts). This is remarkable because Chat is currently only open on Tuesday nights. Online Help has been at a high level since the pandemic and contacts again increased as compared to the previous year (2020/313 and 2021/384). The Parents' Help Line has also experienced an increase in contacts (2020/161 and 2021/175).

In these uncertain times, the free and confidential services of the KJT have made an important contribution to the stability of children, young people and their parents. The unusual situation has had an impact on the social and mental health of children and young people, as the figures demonstrate. Children, young people and their parents have often had to adapt to new developments without being able to influence the exceptional situation, which is a challenge for any human psyche. Feelings such as fear, sadness, depression, powerlessness, helplessness, overwork, etc. were encountered ever more frequently during counselling.

The KJT has worked with great commitment to ensure that all the different services operate well, especially in this exceptional situation. "Right now children and young people really need us" (quote from a KJT ambassador).

In 2021, we refreshed our image and seized the opportunity, on the occasion of Child Helpline Day on May 17, to present a new website aimed especially at young people, with topics that concern them: <https://www.kjt.lu>. The new website is easy to use. In a few clicks, each child and young person can be put in touch with the counselling service they wish to use. We attached particular importance to developing a mobile version, so that children and young people can get in touch with us easily via their smartphones. With the new website, we also launched a project that is particularly close to our hearts, the "peer-to-peer" Chatberodung (by young people for young people). This project was immediately well received by young people in need of advice and you will find more details in this Annual Report. Chatberodung involved the development of new software and we also had to adapt our data collection, so that the figures presented are only partially comparable to the figures in

previous Annual Reports. The changes are mainly based on the fact that our categories had to be regrouped and modified. We would like to take this opportunity to expressly thank our German colleagues at "Nummer Gegen Kummer" who gave us invaluable support in the development of the software.

In 2021, we also changed our logo and our name. Our organisation is now called KJT. All our counselling services are under this name, including the Kanner-Jugendtelefon 1 1 6 1 1 1. In 1992, Kanner-Jugendtelefon 1 1 6 1 1 1 was the only service offered.

A big thank you, as always, goes to our team of volunteers who maintained the service in these unusual times and stood firmly by the side of children, young people and their parents. This was a huge achievement, as many volunteers were themselves facing a challenge in their own families due to the pandemic.

A special thank you also goes to our dear donors, who have shown us such solidarity. They enabled us to create the website and set up the "Chatberodung" project. We take financial support as a sign of appreciation for our work and it touches us deeply.

Thank you to everyone who supported us in carrying out our tasks in any way.

In times of crisis, the KJT's motto "You are not alone" is vital. We comfort young people and encourage them to follow their own paths.



Barbara Gorges-Wagner
Managing Director



3.0 CHIFFRES ET TENDANCES ACTUELLES DES DIFFÉRENTES LIGNES D'ASSISTANCE ZAHLEN UND AKTUELLE TRENDS DER VERSCHIEDENEN HELPLINES

1992-2021

DEVELOPMENT OF CONTACTS ON THE VARIOUS HELPLINES

The overview shows the development of the individual counselling services from 1992 to 2021. KJT, then Kanner-Jugendtelefon, was founded in 1992 jointly by Croix-Rouge, Fondation Kannerschlass, Ligue Médico-Sociale and Caritas Jeunes et Familles. These services are still responsible for KJT under the auspices of Caritas Jeunes et Familles. KJT was founded in 1992 in the wake of the ratification of the UN Convention on the Rights of the Child.

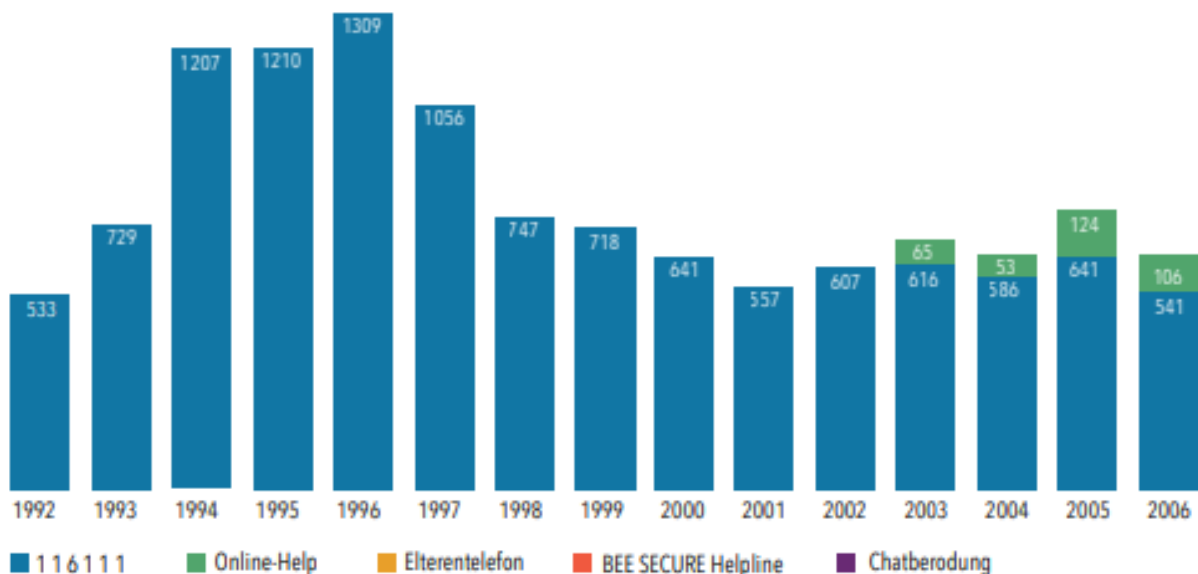
Since its inception, KJT has adapted to the needs and developments of society. The telephone counselling service 1 16 1 1 1 for children and young people was expanded in 2003 with web-based online counselling, and in 2007 the Parents' Helpline was added, as well as the BEE SECURE Helpline. Now, since 2021, Chatberodung complements the service.

Not shown on the graphic, as it is not a helpline but a stopline, the BEE SECURE Stopline was also added in 2007.

In 2013, KJT introduced the European standardised telephone number 1 16 1 1 1 for the Kanner-Jugendtelefon. This telephone number allows children and young people to contact the helpline from other European countries as well.

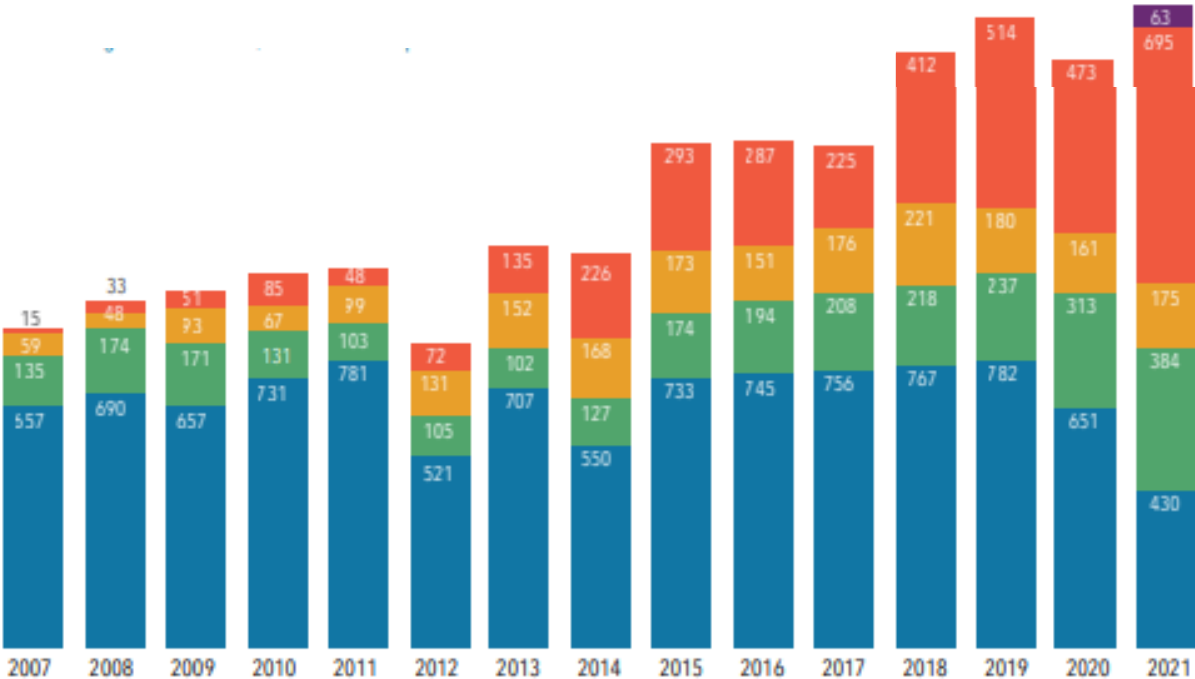
The most important goal of the KJT remains unchanged and applies to all services: all children and young people and their parents, should know about the services. No child or young person should be left alone with their worries, questions and problems - especially in a crisis situation. Children and young people should choose the counselling format that suits them.

All helplines are based on the basic principles of anonymity and confidentiality, so access is extremely low-threshold.



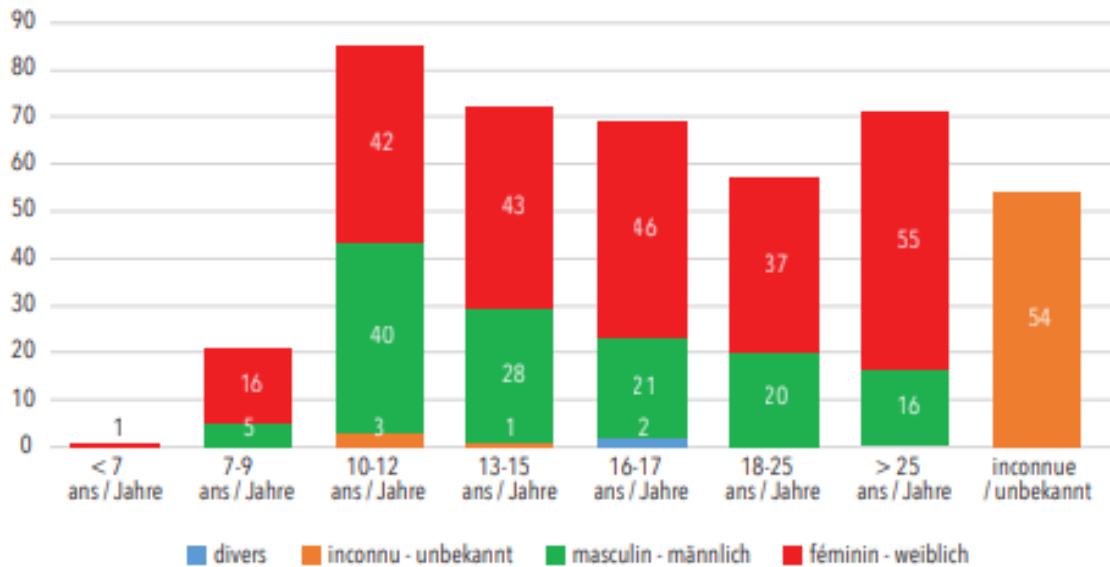
In total, 1747 children, young people, parents and also professionals contacted us. In the previous year, we had a total of 1598 contacts. For all our services, except for the 1 1 6 1 1 1 Kanner-Jugendtelefon (2020/651 and 2021/430), we recorded increases in contacts. This shows that the digitalisation of society has not failed to reach our service. It had already become apparent in 2020 that the online-based services would be increasingly used. Online counselling even increased from the high level of the previous year (2020/313 contacts and 2021/384 contacts). Our Chatberodung (Chat counselling) confirms this trend; although only open for three hours on Tuesday evenings, it grew to 63 chats from 17.5.2021 to 31.12.2021. The Parents' Helpline also saw increased contacts (2020/161 contacts and 2021/175 contacts). The BEE SECURE Helpline had the strongest increase in contacts (2020/473 contacts and 2021/695 contacts). Here 222 more people contacted us than the year before.

Against the background of the pandemic, our everyday life is still far from normal and stabilised. It will be exciting to see how social developments will continue to affect our services.



CALLERS' AGE AND SEX

N= 430



This year, once again, 10 to 12 year-olds contacted us most frequently on the 1 1 6 1 1 1 Kanner-Jugendtelefon, followed by 13 to 15 year-old callers.

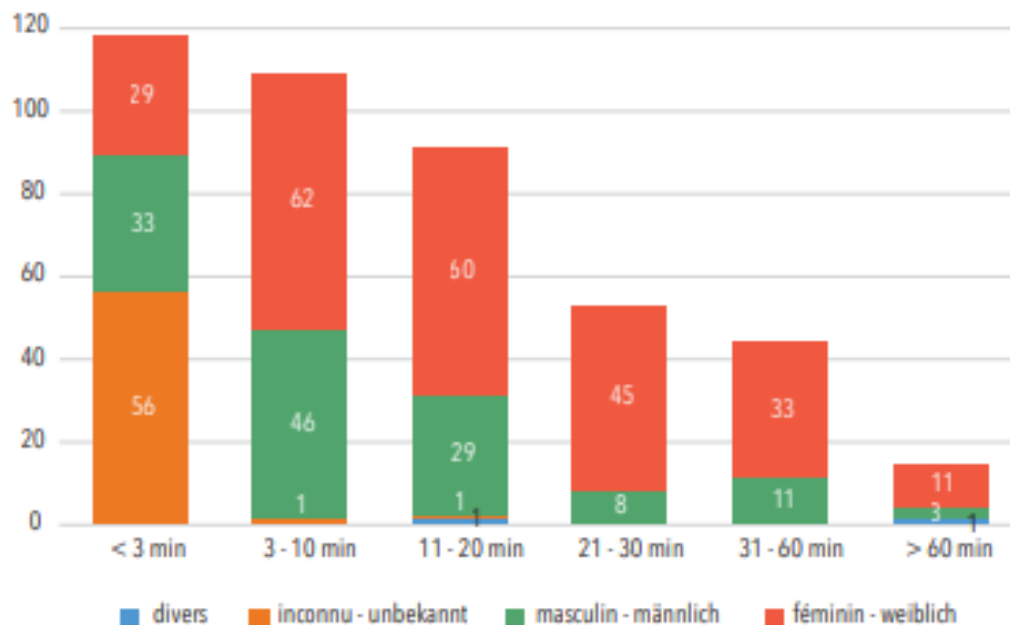
This trend continues to confirm that callers on the 116111 number are slightly younger than those contacting Online Help or the new Chatberodung.

Young people over 25 also contacted us this year: they were students or young people taking their first steps in the world of work or professional training. Regular callers who have been contacting us over several years remained loyal to us this year too. Parents also dialed 1 1 6 1 1 1; we usually direct them to the Parents' Help Line.

The gender ratio was balanced in the 10-12 age group. Otherwise, in contrast to last year, where the gender ratio was generally balanced, rather more female advice seekers contacted us this year.

DURATION AND CALLERS' SEX

N=430



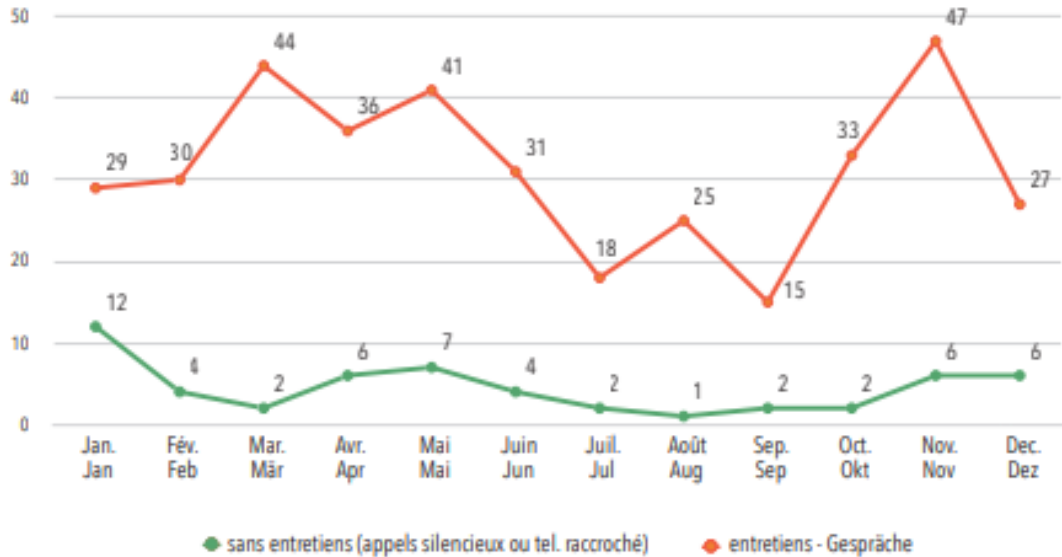
Whereas conversations were not generally very long in the previous year, this changed in 2021.

In the range of 21-30 minutes, for example, 21 more conversations took place than in the previous year. Talks of 30-60 minutes and over also increased significantly. The duration of the conversations indicates the deep seriousness of the concerns which caused young people to turn to us. The subject-matter of in-depth conversations led to increased intensity of counselling.

What is noticeable as regards the 1 1 6 1 1 1 number is the decrease in prank callers. Perhaps the attitude of children and young people has changed and they did not want to block the line for children who needed help; possibly children and young people did not gather in groups as much as before, when they might have initiated prank calls out of boredom. Calls of under 3 minutes no longer included sex nuisance calls, which had driven the figures up considerably in 2020. If we added in the numbers of prank callers and sex nuisance calls from the previous year, this service would also have increased its total contacts.

NUMBER OF CONTACTS THROUGHOUT THE YEAR

N=430

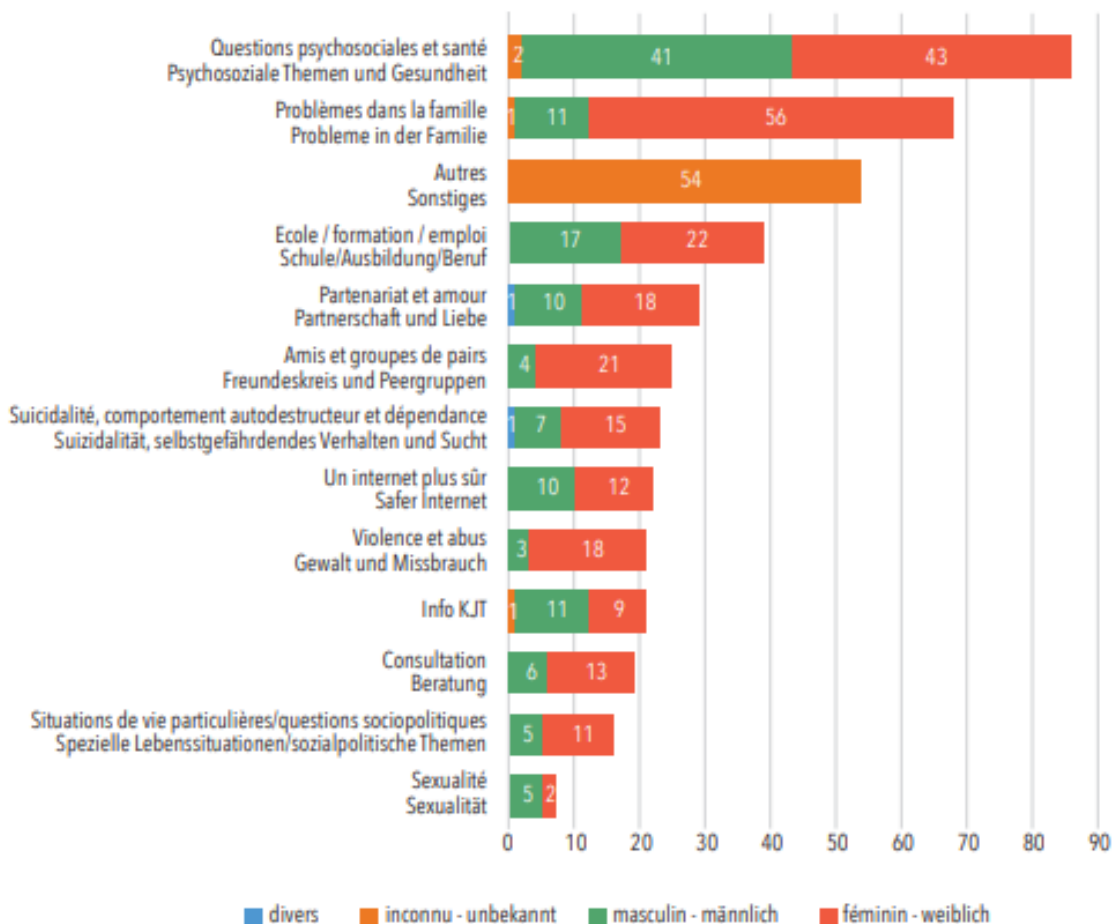


On average, we had 35.8 calls per month. The trend shows increases in the number of calls in March, May and November. There is no obvious explanation for this. A potential correlation with increased Corona cases (associated with increased numbers in school classes, change in daily activities, more tension in families), especially in March and November, could be a possible explanation, but we cannot directly confirm that. However, such stress could have put additional pressure on children and young people

As in previous years, our call numbers dropped in the summer (July, August and September).

MAIN SUBJECT AREAS

N= 430



First of all, we must point out that we have made changes to our categories this year, so they cannot be compared directly with last year's figures!

Mental health (86 calls) was again the principal concern of children and young people who approached us this year. The gender ratio is more or less balanced here. Anxiety, loneliness, worries, depressive moods, stress, pressure, or panic attacks were also topics this year. Those seeking advice reported feeling helpless, overburdened, alone or tired. Some young people did not receive the support they needed in their environment, did not feel listened to, or did not dare to tell anybody they trusted. Some hesitated to seek help a second time because they had had bad experiences in counselling centres (disregard of confidentiality, especially in the school context, lack of communication, abrupt ending of support without any handover, etc..).

It should be noted that, due to the introduction of **new categories**, this year the topics of both self-harming and suicidal thoughts are recorded separately, in the category Suicidal thoughts/self-harming/addiction. However, it can already be pointed out that suicidal thoughts, suicide attempts (16) and self-harming (2) were unfortunately important topics again this year.

Family related problems are in second place again this year (68 calls). Conflictual relationships were in the foreground. Those seeking advice spoke of parents who ranged from being demanding or strict to neglecting their children (parents who had no time; parents with an addiction problem; or parents with mental illnesses, such as depression).

In third place (54 calls) comes the category **Other**, which covers specific topics and particular situations within the different categories. To better capture these issues in the future, we have tried to minimize this category by creating new categories.

The category **School**, with 39 calls, is in fourth place. It looks as if this topic has grown compared to last year (13), but that is because we have now integrated the issue of bullying in this category.

Slightly less than half of these calls (17) revolved around the issue of bullying (cyberbullying - 6 calls - is listed under Safer Internet). Those seeking advice reported repeated and regular, mainly emotional bullying, from taunting and exclusion to psychological, sometimes even physical, violence. Issues such as concentration problems, pressure to perform, not being able to cope, school stress, test anxiety, poor grades and even panic attacks were also a burden on children and young people. Callers mentioned not only the pressure they felt from their parents, but also the pressure they put on themselves to achieve good grades. This pressure was exacerbated by fear of the future. Some students were simply afraid to go to school, even to the point of refusing to go. Some students were afraid of the regular Corona tests. Some reported stigmatization/exclusion or shaming of students who tested positive, resulting in the class being quarantined. Others were afraid of infecting their family members, of the disease itself or of a potentially positive Corona test, as this meant they would inevitably miss classes and exams.

In fifth and sixth place came calls on the topic of **Peer relationships**. From this year on we are recording **partnership and love** (29 calls) separately from **circle of friends and peer group** (25 calls). In the area of partnership and love, the main topics were the desire for contact (how do I talk to the other person, how do I tell someone that I love them, etc.) and wanting to break up. In addition unrequited affection, jealousy or lovesickness were topics of conversation.

Although, under the **Addiction** heading, drug and alcohol dependency (4 calls) or anorexia/bulimia (1) were also discussed, the main topics were suicidal thoughts (16) and self-harming (2). Complex situations, helplessness, loneliness, depression, feeling overburdened, fears, pressure and, not infrequently, panic attacks were underlying themes here.

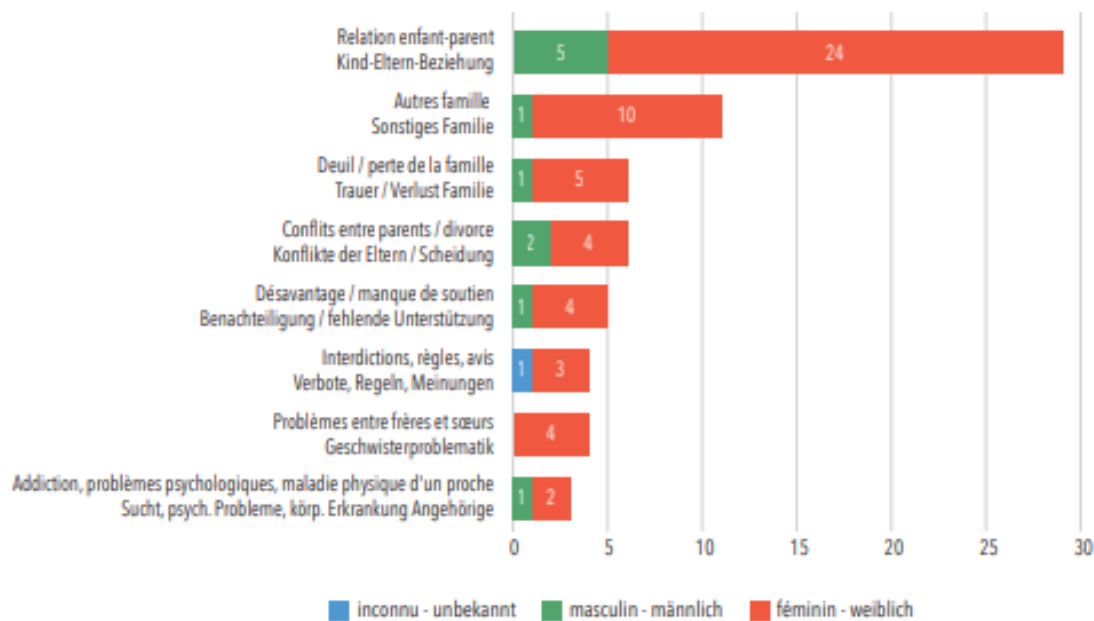
In the area of **Safer Internet** (22 calls), more children and young people contacted the 1 1 6 11 1 number with the problem of cyberbullying (6). Children and young people were helplessly at the mercy of such attacks here. Cyberbullying took place in combination with bullying, with the boundaries of school, family and free time removed. This is particularly stressful for children and young people because there is no safe place. Other topics were excessive media use, sexting, safety settings or data protection.

21 children and young people contacted us about **Abuse and violence**. This category cannot be compared with the previous year either, as calls on the topic of bullying and cyberbullying were included. 21 children reported experiences of violence in general (2), sexual abuse (4) and psychological/physical violence (15).

The new category **Specific life situations/socio-political topics** covers conversations about housing shortage/housing conditions (3), education and work opportunities (3), specific life situations (3), conflicts with the law (3), racism (2), runaways (1), religion (1).

FAMILY RELATED PROBLEMS

N=68



68 people contacted us for advice on problems in the family, mostly female callers. Conflictual relationships with parents constituted the most frequent topic of discussion. Differences of opinion, conflicts of interest, lack of understanding regarding decisions, prohibitions, rules or punishments, feelings of being discriminated against or lack of support were topics here. Children grieved over the loss of a trusted person.

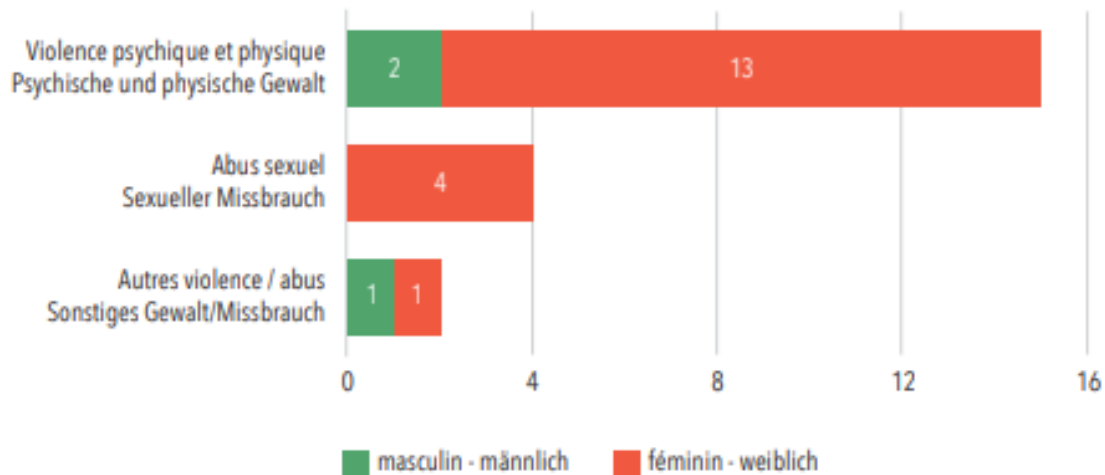
Other children reported their fears in the context of situations of separation and divorce. They felt overwhelmed, helpless, guilty, and alone. Sometimes they were confronted with highly disputatious parents and escalating family situations. Finding their way in a patchwork family unsettles children and young people.

Some children could not talk to their parents, either because the parents did not have time or the children felt they would be disturbing their parents or were afraid of causing them more worry.

Some of those seeking advice, however, were deeply worried about parents who were struggling with health or psychological problems, such as depression or addiction.

ABUSE AND VIOLENCE

N=21



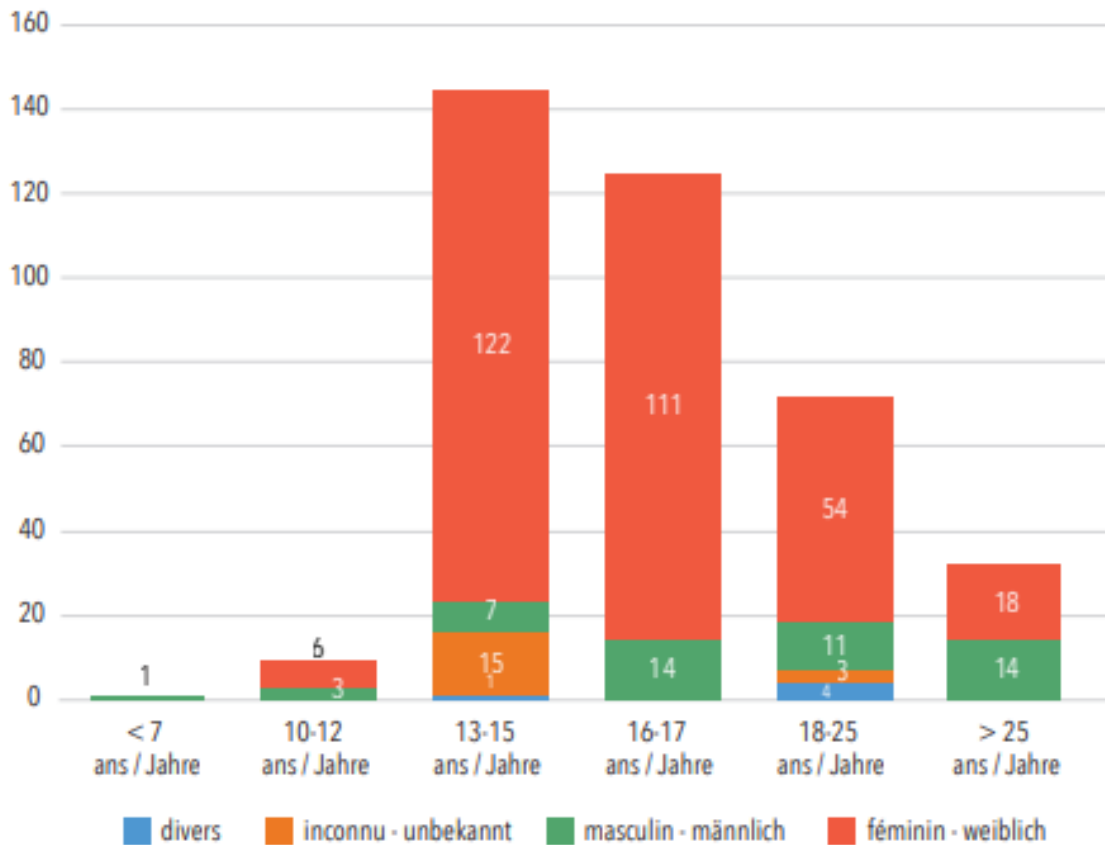
Note: As mentioned above, this category cannot be compared overall with last year's figures, as this year we have recorded Bullying (17 calls) and Cyberbullying (6 calls) under the heading of School .

Compared to the previous year, calls to the 1 1 6 1 1 1 number on the topic of "Psychological/physical violence" unfortunately increased (2 calls in 2020). 15 children and young people reported experiencing psychological/physical violence. Children and young people spoke of authoritarian parents who regularly humiliated them, criticized them, or ordered them around. Other children and young people were regularly exposed to physical violence.

Shame, fear and unjustified feelings of guilt make it difficult for those affected to seek help. The low-threshold of the KJT, with its principles of anonymity and confidentiality, facilitates contact. The 1 1 6 1 1 1 number becomes a safe place for those affected. Often it is the first time that they have dared to talk about their situation. Here they find a sympathetic ear, encouragement, clear words, advice, support, and orientation; the situation can begin to change.

REQUESTS ACCORDING TO AGE AND SEX

N=384



Online Help contacts had already increased significantly as a result of the pandemic in 2020 (33%) and that trend continued in 2021. Once again, we saw an increase in Online Help contacts (22.7%). In total, 384 people seeking advice turned to the service in 2021 (2020/313 contacts).

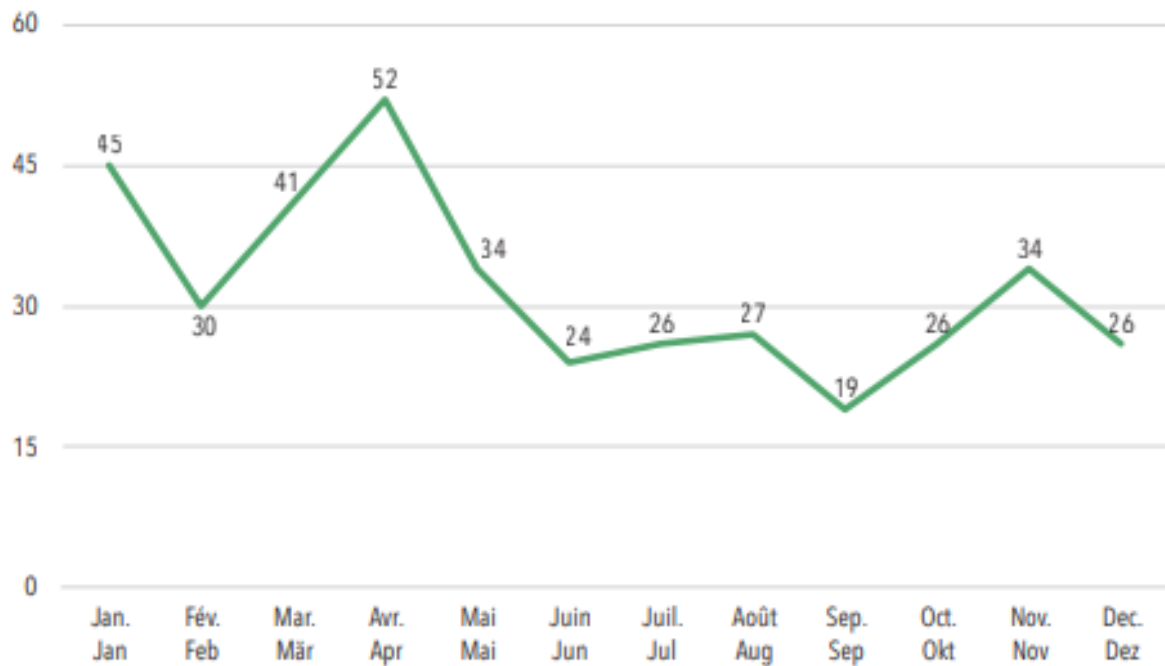
Again this year, the 13-15 year-old age group predominated on Online Help, followed by 16-17 year-olds and 18-25 year-olds.

Compared to last year, fewer 18 to 25 year-olds contacted us this year (2020/50 - 2021/32).

In general, more girls and young women turn to Online Help.

NUMBER OF CONTACTS DURING THE YEAR

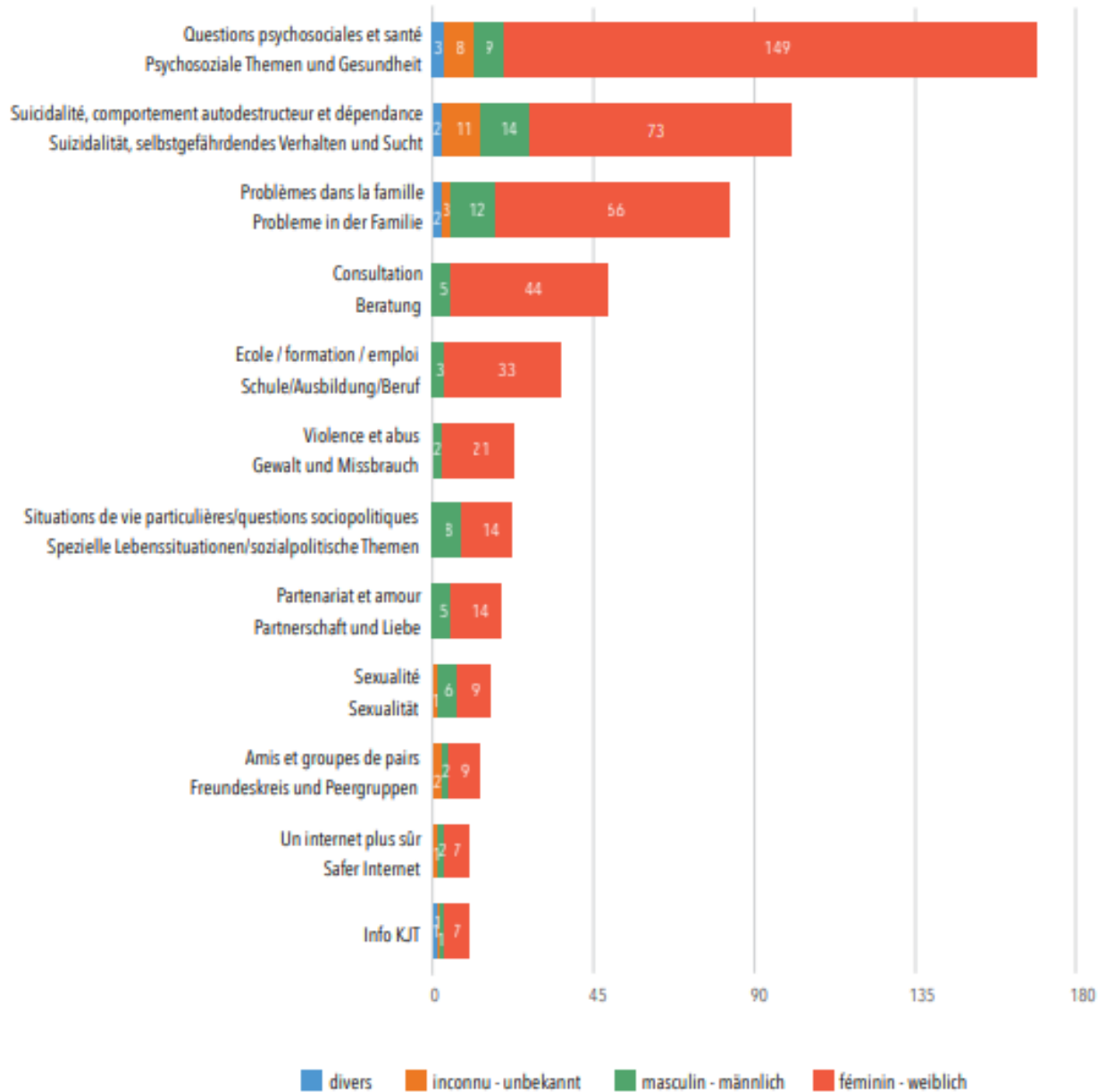
N=384



On average, there were 32 contacts per month (2021/26). Increases in contacts are evident in the months of January, March, April, May and November. Compared to 1 1 6 1 1 1, we also saw increased contact numbers here for March, May and November. A potential correlation with increased Corona numbers, combined with a more tense situation at school and at home, could also be a possible explanation.

MAIN SUBJECT AREAS

N=384



There were many possible ways to categorise problems.

Basically, it can be said that those seeking advice turned to Online Help with complex issues that weighed heavily on them. The Online Help format is used especially by children and young people in crisis.

Topics related to **Psychosocial health** (169 contacts) were the top subject of counselling, although for the first time contacts relating to latent or acute suicidal tendencies as well as self-harming were recorded separately in the category of **Self-harming /suicide/addiction**. Loneliness, fears, worries, ranging up to panic reactions, depression, psychological problems, lack of self-confidence, grief, identity and external appearance are issues that fall within the heading of Psychosocial health.

The category of **Self-harming/suicide/addiction** (100 contacts) includes contacts with children and young people who turned to us in crisis. They felt overwhelmed and helpless. Latent and acute suicidal tendencies as well as self-harming were subjects discussed.

This year again, **Family-related problems** (83 contacts) continued to lie in third place. Conflicts with parents predominated, but topics such as separation/divorce/patchwork families were also discussed. There was a significant number of contacts where children and young people suffered from the addiction problems or mental illness of a parent. Despite feelings of shame and guilt young people found the courage to talk to counsellors on Online Help about their worries.

In fourth place were contacts included in the category **Counselling** (49 contacts). This mainly covers conversations with "regular contacts". In contrast to callers to the 1 1 6 1 1 1 number, those seeking advice have remained in contact with the same counsellor. We have been supporting some young people over a long period of time.

In fifth place are contacts on the topic of **School/training/work** (36 contacts). Topics such as quarrels with and anger towards classmates, ridicule, exclusion and bullying are addressed here, as well as difficulties with learning, excessive demands, pressure to perform, fear of failure, bad grades, changing schools, refusal to go to school, problems with teachers.

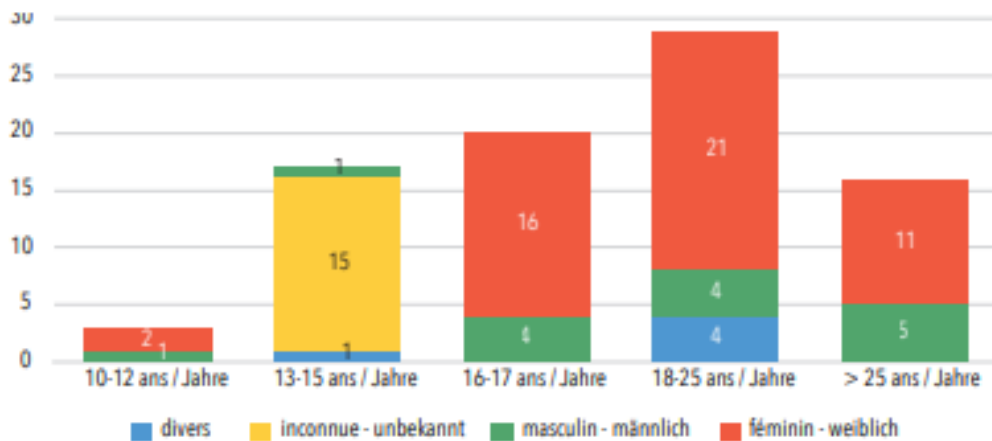
In sixth place come contacts on the topic of Abuse and violence (23 contacts). 23 children and young people reported experiences of abuse and violence. This is a high number, because bullying and cyberbullying are not included as they were last year, but are recorded separately. Children and young people reported neglect, psychological, physical and sexual violence within the family or on the part of a person in a position of trust.

ENGLISH ONLINE HELP

If we look at the English-language Online Help contacts separately, it is clear that here too there was a further increase in contacts. (2021/85 and 2020/61).

REQUESTS BY AGE AND SEX

N=85

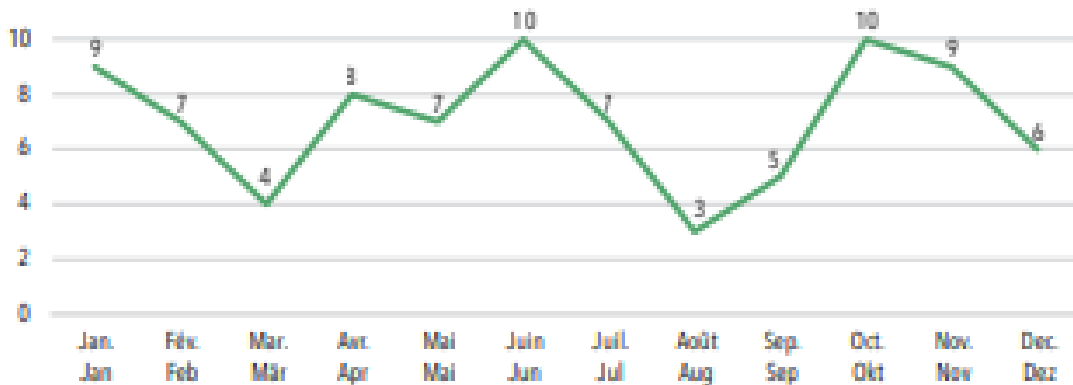


Here 18 to 25 year-olds were particularly active (29), followed by 16 to 17 year-olds (20), 13 to 15 year-olds (17) and 10 to 12 year-olds (3). Parents, who can also use the English-language Online Help, contacted us less often.

Female advice-seekers predominated.

NUMBER OF CONTACTS DURING THE YEAR

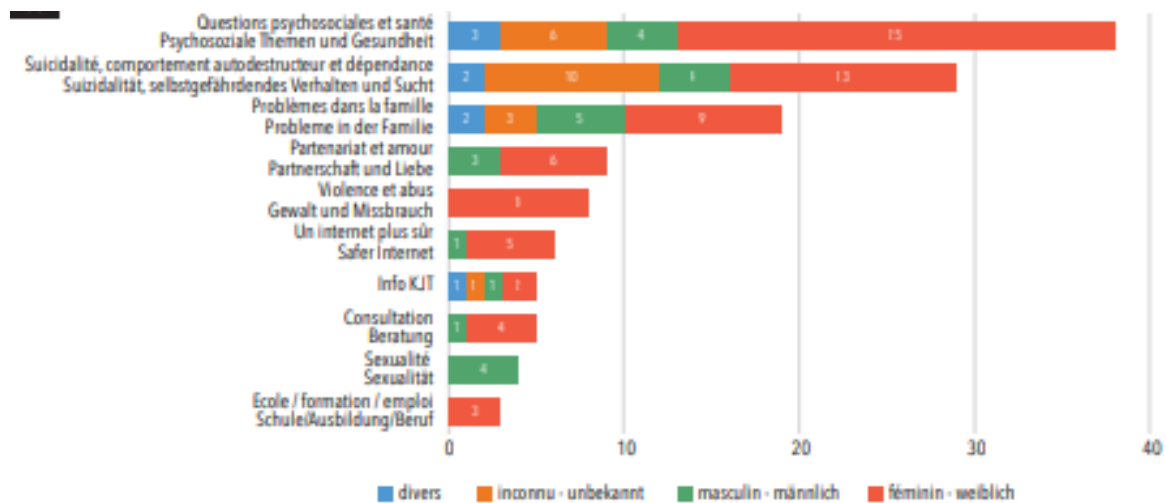
N=85



On average, we had 7 contacts per month. There was a clear decrease in contacts, especially during the summer months.

MAIN SUBJECT AREAS

N= 85



Here, too, various categories were possible options.

The main topics of the English-language Online Help were comparable to those of Online Help in Luxembourgish/German and French. The main focus was on **Psychosocial health** (38). Fears, worries, loneliness, depression and suicidal thoughts were central concerns. **Self-harming/suicide/addiction** ranked second (29).

The category of **Family-related problems** ranked third here as well (19).

Topics concerning **Partnership and love** (9 contacts) are in fourth place for English-language Online Help (in eighth place for LU/FR/DE Online Help). Relationship conflicts, jealousy, infidelity, long-distance relationships, functioning as a couple and lovesickness were the main problems and preoccupations. Among other things, those seeking advice found a place here to write about their feelings in the event of separation from their partner, whether willingly or not, as well as their desire for a relationship.

The number of contacts on the topic of **Abuse and violence** (8 contacts) is high in the context of total contacts.

It is interesting to compare Online Help LU/FR/DE and Online Help (English-language): In the English Online Help, the category **Safer Internet** already appears in 6th place; in the LU/FR/DE Online Help in 11th place. Here, contacts on the topic of cyberbullying are listed, as well as sexting, sextortion and e-crime.

Also in comparison: conversations on the topic of **School** (such as fear of failure, pressure to perform, bullying) rank 10th at LU/FR/DE Online Help and 5th at Online Help (English-language).

CHATBERODUNG (Chat Counselling) – Pilot Project

A project is underway

The evolution of society, especially in the field of media, shows that Chat is a format appreciated and used by young people.

KJT's goal is to enable young people to choose the most suitable channel for their questions and problems. Advice by phone (1 1 6 1 1 1) and online is already available. Chat Counselling complements KJT's existing services and provides an alternative for those who do not want to talk about their personal issues on the phone, but still want live contact with a counsellor. Studies in the Netherlands show that chat counselling can help improve the well-being of children/young people and reduce the perceived burden of their problems. Chat counselling helps reach a new generation of children and young people.

In neighbouring European countries, the possibility of counselling via Chat is already available to young people (Netherlands, Switzerland, Austria, Germany, Belgium (Flanders), etc.)

At a regional exchange meeting in 2019 of Child Helpline International (CHI), we learned about various forms of chat counselling. After research and reflection, we decided to move towards the Swiss Pro Juventute concept.

Once that decision was taken, we began to adapt or develop the concept of chat counselling for Luxembourg, both in terms of content and technique. All our professionals took part in a workshop with Thomas Brunner (Pro Juventute, Switzerland) during the summer of 2020 to prepare for their new Chat Counselling task.

The Swiss counselling concept works on the basis of young people advising other young people (peer to peer concept). It assumes that young people will show great empathy and understanding towards a person seeking advice, since they have had similar experiences as regards the themes addressed (loneliness, depression, suicidal tendencies, conflicts within the family, conflicts at school, friendship, sexting, unhappy love life, experiences of violence, cyberbullying, etc.). For our service, the decision to depart from our tried and tested counselling concept with Chatberodung and to engage in a "peer to peer" counselling format was quite exceptional.

At the same time, it was necessary to secure financing for the project through donations and to decide what the future new website would look like.

Unfortunately, we were not able to use the software of our Swiss colleagues as planned, because the company that had developed it was declared bankrupt just at that time.

The money needed to develop new software was not available and, at the same time, commercially available and affordable software did not meet our anonymity and privacy requirements.

At that point realization of the project was in serious jeopardy.

Our appeal to German colleagues (Nummer gegen Kummer) gave new impetus to the project. They allowed us to use their software "Onlineberatung" and adapt it to our concept, which entailed significantly more work than expected.

In the meantime, we had exceeded the time-frame we had set ourselves and, with the adaptation of the software to our needs, "Chatberodung and Online Help", we had a large package of additional tasks that, in addition, significantly changed the financial effort calculated beforehand.

In November 2019, we then searched, via social media, for volunteers for the Chatberodung, aged between 16 and 25, who already had had some experience with the above-mentioned issues (loneliness, depression etc.)

More than 30 motivated young people, who were committed and ready to help, volunteered. We had intensive individual interviews with each of them.

At first, there were 15 young people available for Chat Counselling. The new counsellors all participated in a Chatberodung introductory course and received a technical introduction to the system.

That introduction to Chat Counselling afforded practice in interview and communication techniques, with training in counselling skills using role-play, and set out the basic principles of KJT.

Live Chat has been open since May 17. Every Tuesday from 18:00 to 21:00, two young counsellors are available during consultation hours. If needed, another Live-Chat evening can be added.

During the Chat period, a professional is always available to support and coach the young Chat counsellors if necessary, thereby ensuring the quality of advice.

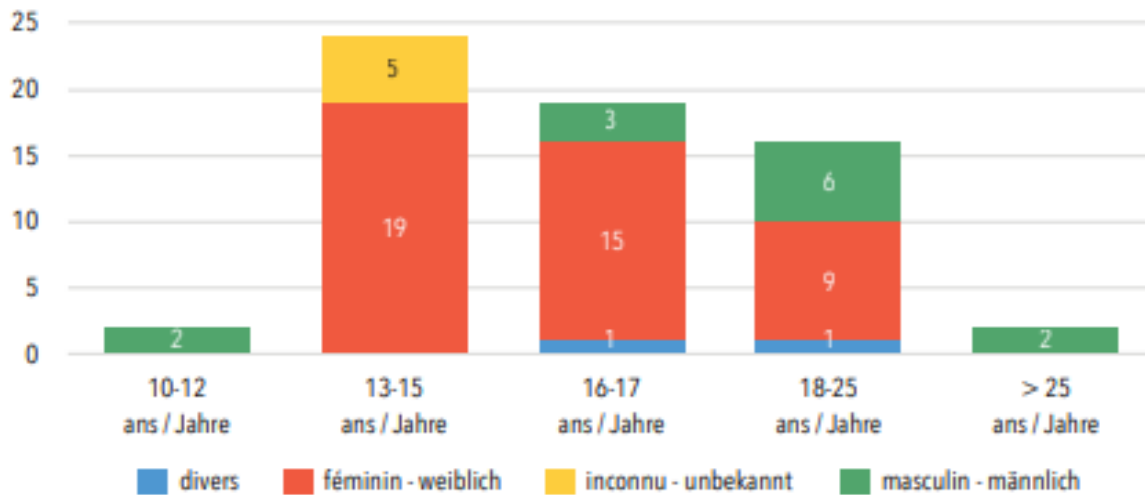
Any new service must be publicised to reach the target group, which is why a social media campaign began at the same time as the launch of Chat on Tuesday, May 17, 2020. To support the campaign, three very informative videos were developed.

We have been impressed by the commitment and seriousness shown by our Chat counsellors and we thank them for their support in this project.

Below, the evolution of Chatberodung is shown in figures.

REQUESTS BY AGE AND SEX

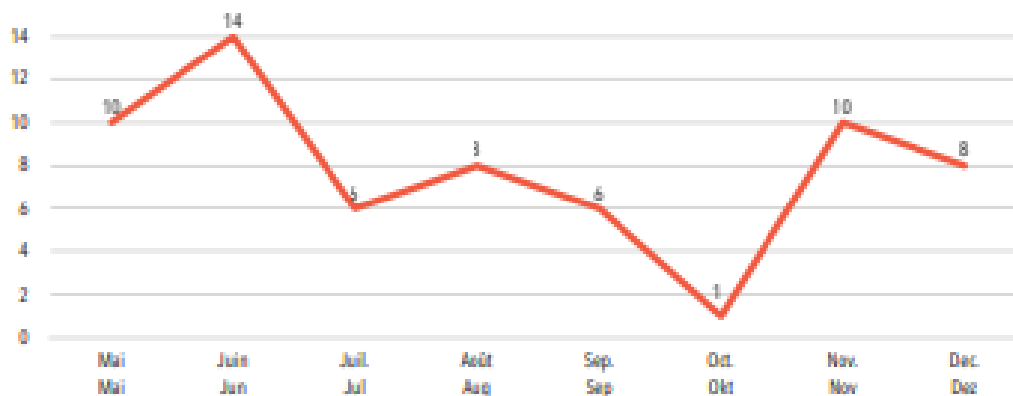
N=63



In total, 63 people have contacted our Chat service since May 2021. The age group most represented are 13-15 year-olds (24), followed by 16-17 year-olds (19). 18-25 year-olds come in third place (16). Two people were aged over 25 and two were in the 10-12 year-old age group.

The majority of those seeking advice were female (43); 13 were male; five did not indicate their gender and two were gender diverse.

NUMBER OF CONTACTS DURING THE YEAR

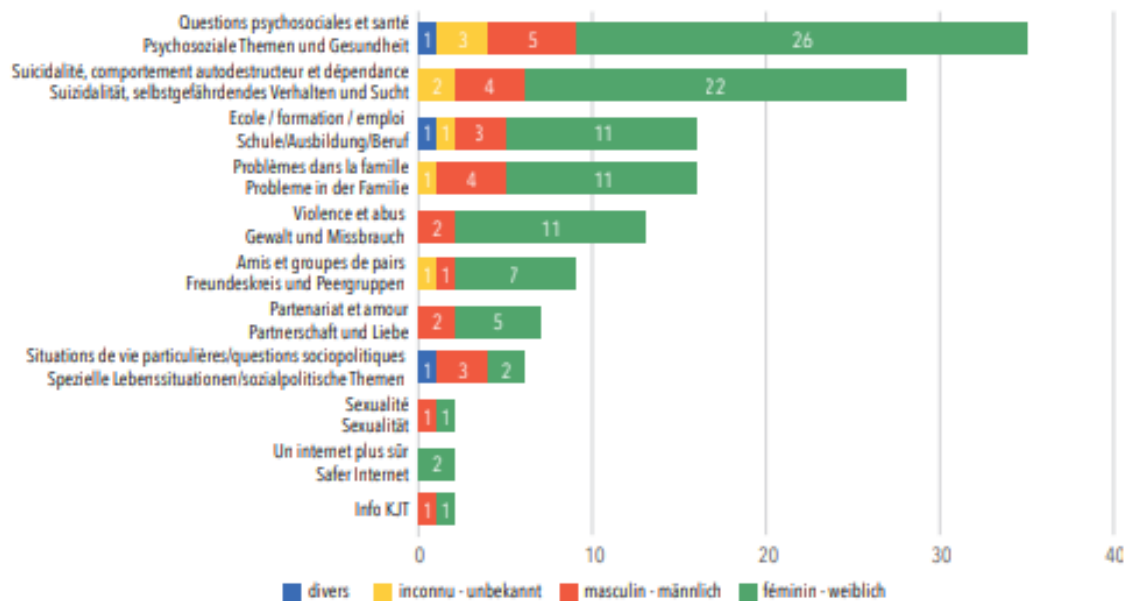


N=63

The graph shows the impact of our PR work on workflow. At the beginning of the project, we received a lot of media attention for Chat, and then had an average of eight contacts per month, i.e. usually two Chat consultations per evening. Only October was different (1).

MAIN SUBJECT AREAS

N=63 (Multiple subject designation possible)



Psychosocial and health problems predominated in this counselling format as well. Psychological problems were cited particularly often in this category, followed closely by fear and anxiety (13) and loneliness. Body image/appearance also played a role in Chatberodung (6), in addition to the theme of self-confidence (4).

The category **Suicide/self-harming/addiction** comes in second place (28). As we have already shown elsewhere, the first and second categories are closely related. Themes of the first category, such as loneliness, are often linked to the issue of suicidal tendencies. In this second category, it was the theme of suicidal tendencies that dominated (18), followed by specific life situations.

In our third category **School/training/work**, we find topics such as poor grades (5); ridicule, exclusion, bullying (5), conflicts with teachers (3) overwork; arguments with classmates (3), and fear of failure.

The category **Problems within the family** also falls within the first five listed. Relationship with parents (11) is the most important topic of conversation in this category, but prohibitions and rules, lack of support and topics concerning siblings also arise.

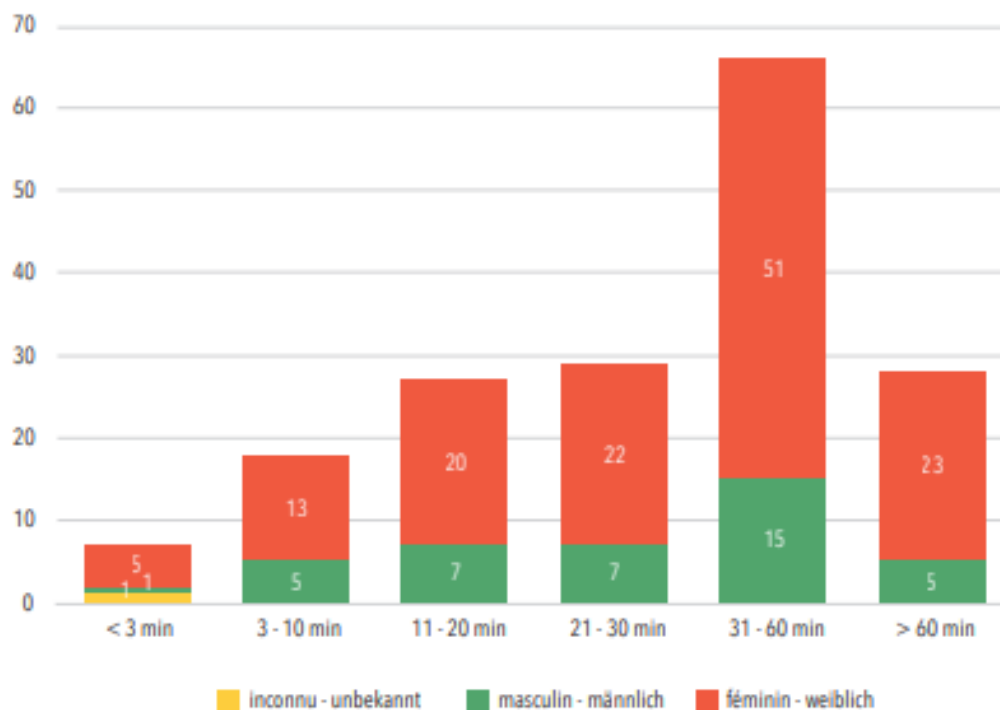
The category **Violence and abuse** is in fifth place. This includes emotional abuse (9) and physical violence (7) as well as breaches of sexual boundaries (5). Threats of violence (2) were also addressed.

Parents' Help Line

The Parents' Helpline works under our slogan: "Eltere sinn ass wonnerschéin, heiansdo net einfach" ("To be a parent is wonderful, but sometimes not easy"). Parents and grandparents, and also educators or teachers, turned to us when they reached their limits, when they were worried about a child or were looking for direct advice. Counselling is anonymous and confidential. This year again, as the pandemic continued to affect family life, families were particularly challenged.

CONVERSATIONS BY DURATION AND SEX

N=175



In 2021, 175 parents contacted us (2020/161, i.e. +8.7%).

Again, this year mothers and grandmothers in particular (134) made use of this counselling service (40 male callers, 1 unknown).

It is evident that most of the conversations lasted more than 20 minutes. This is an indication not only of the great need to talk on the part of those seeking advice, but also of the complexity of some of the problems and/or their chronic nature.

CHILDREN BY AGE AND SEX

N=175

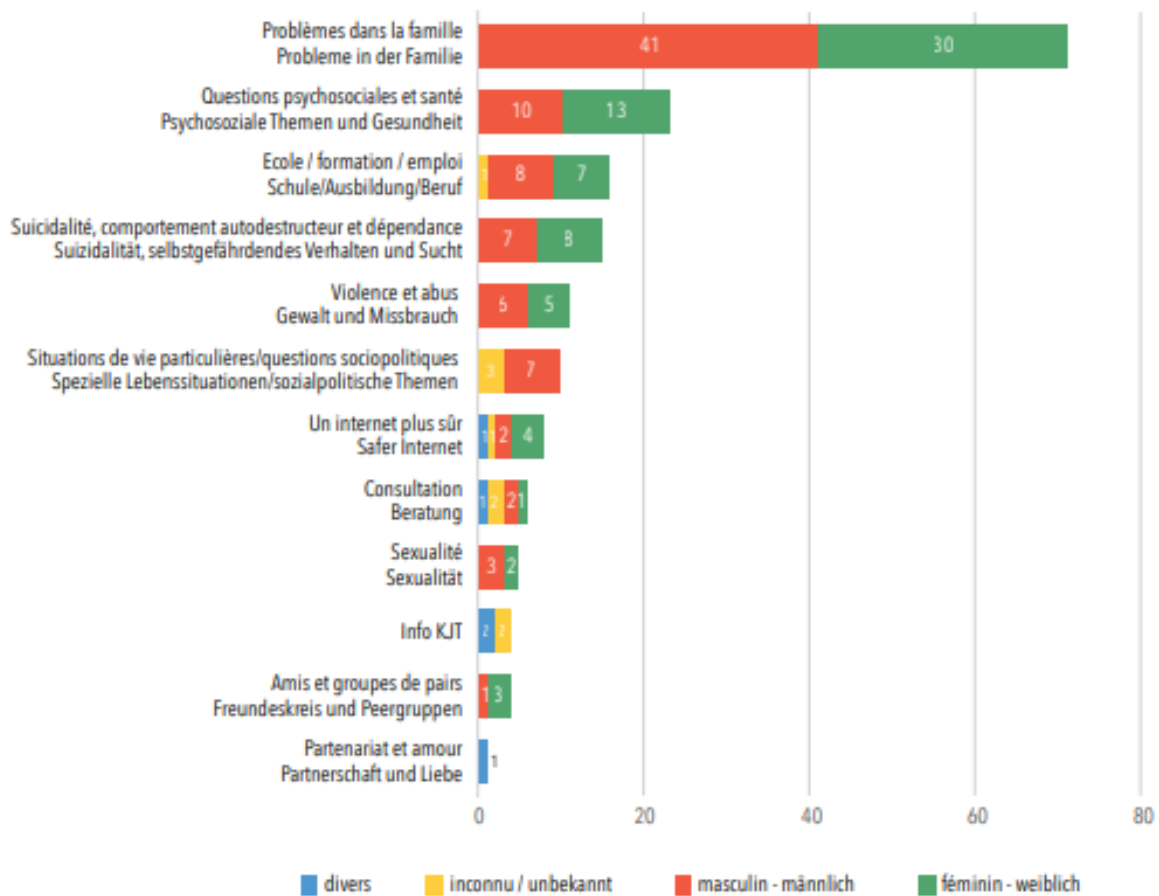


The issues parents contacted us about cut across all age categories and generally concerned both girls (73 out of 175) and boys (87 out of 175). As last year, the focus of most of the parents was on 13 to 15 year-olds (43 calls), <7 year-olds (36 calls) and 18 to 25 year-olds (26 calls).

Interestingly, female teenagers aged 13-15 were again slightly more of concern this year (25 calls out of 43 against 2020/15 out of 39) and fewer male teenagers. In contrast, the gender ratio of the <7 year-olds was balanced this year. Last year, girls were more focused upon (2020/18 out of 32). For 18–25 year-olds, however, we see that the parents’ questions continued to concern young men more often.

MAIN SUBJECT AREAS

N=175



The main talking points were:

1. Family-related problems
2. Psychosocial and health problems
3. School/training/work
4. Suicidal tendencies, self-harming, addiction
5. Violence and abuse

The organization of family relationships and psychosocial health continued to be in first and second place this year.

Family-related problems (71 contacts) were not only a concern for children and young people, but also for parents. 71 parents, grandparents or educators contacted us about this topic. In most cases, the focus was on the relationship between parents and children (34 out of 71), closely followed by conflicts between parents (15 out of 71) as a couple or in situations of separation/divorce. Prohibitions, rules, and opinions are third on the list (12 out of 71).

Parents, grandparents or professionals contacted the Parents' Helpline in 23 cases because they were concerned about their children's **psychosocial health (23 contacts)**. They were worried about their children's mental health, reported depressive moods and described their children as lonely, overburdened, irritable or deeply anxious. Some parents also contacted us because they were worried by the fact that their children had expressed suicidal thoughts. These are recorded separately in the category of **Self-harming/suicide/addiction** (15 contacts). In some cases, it was the fear of contracting Corona or the disease itself that was focused upon.

In third place come conversations on the topic of **School** (16 contacts). Parents contacted us on a wide variety of issues: problems with teachers (4) (including two cases of racism); ridicule/exclusion/bullying (3); overwork, truancy/suspension from school, problems in training/job.

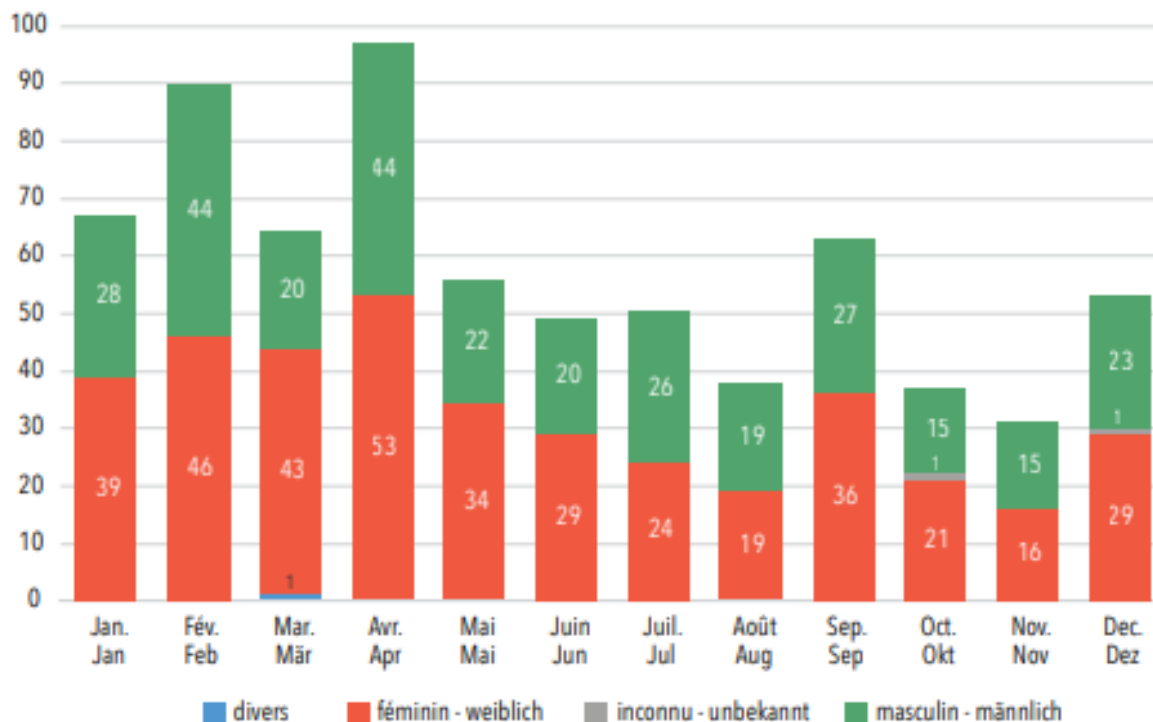
In fourth place is the category of **Self-harming/suicide/addiction** (15 contacts). Deeply-concerned parents reported acute and latent suicidal thoughts or suicide attempts (7) on the part of their children. They also reported self-harming (2). Parents in despair described feeling they could no longer reach their children and also spoke of their children's deep distress. Often the situations were complex, the children and young people had already had problems in the family or at school or had experiences of violence. In some cases, concerned parents also reported drug (4) and alcohol (1) abuse on the part of their children.

In fifth place come contacts on the topic of **Abuse and violence** (11 contacts). Parents were shocked and deeply worried about children and young people who had experienced physical, psychological, or sexual violence.

In sixth place are conversations with parents who reported **Specific life situations** (10). Parents told of exceptional situations here (e.g. young people who had come into conflict with the law or who had run away; racism and problems in their education). The parents felt helpless, overwhelmed, and disoriented.

CONTACTS ACCORDING TO SEX

N=695



The BEE SECURE Helpline is a phone advice service, which is anonymous and confidential, operated by KJT. Children, young people, parents, adults, seniors, teachers and educators can call 8002 1234 to get free information and support on questions relating to Internet security and the responsible use of information and communication technologies.

As an active member of the Insafe network, KJT is committed to the motto "Together for a better Internet" and contributes to the exchange of information at European level.

In 2021, the BEE SECURE Helpline received 695 calls. Compared to the previous year, there were 222 more calls, an increase of 46.9%. In terms of gender representation, calls were almost evenly balanced between women and men, at 56 to 44.

The main talking points were:

- 1. Cybercrime**
- 2. Privacy and data protection**
- 3. Media literacy/ media competence**
- 4. Technical settings**
- 5. Cyberbullying**

The main topic in recent years has been cybercrime or e-crime. Those seeking advice turned to the BEE SECURE Helpline for help and support with various scams, hacked accounts, phishing emails, prize draws and blackmail attempts. Many just wanted to report the latest scam and know what protective measures should be taken.

In this context, those seeking advice wanted to learn something about the topics of the protection of data and privacy (top 2), as well as how Internet protection works (e.g. hacking, passwords, antivirus and firewalls). Advice was also sought in relation to technical settings, e.g. on a specific social media network (top 3, 4).

Cyberbullying was a significant problem and caused students, parents, teachers and social workers to turn to the BEE SECURE Helpline. Sexting is also an issue that poses a challenge not only to those (e.g. parents, social workers, teachers) who work with young people, but also to young people themselves. This happens in particular when a situation gets out of control and blackmail attempts and threats (sextortion) occur. Callers were given advice and, if necessary, referred on to other organisations.

Parents and teachers also called to get information on specific topics or for advice and guidance on the meaning of certain terms. Others wanted to know how to help their children/students to become responsible and self-protecting Internet users. Finally, some parents wanted information on how and when to adjust parental control settings and tools.

Inquiries via the contact form

Those seeking advice also have the option of submitting their request in the form of a response ticket via the contact form on the **BEE SECURE website**. The BEE SECURE Helpline received 307 inquiries (97 women, 73 men, 137 unknown) via the contact form, which were answered by us.

The main topics of inquiries via the contact form were:

6. Cybercrime

7. Information about BEE SECURE

8. Media literacy / media competence

9. Privacy and data protection

10. Technical settings

The BEE SECURE Stopline enables people to report, anonymously and confidentially, illegal content that they encounter online. This includes the following:

- Child sexual abuse material
- Racist, extremist and discriminatory content
- Terrorist Content

The BEE SECURE Stopline is operated by KJT, which is a member of the international INHOPE network (International Association of Internet Hotlines). The reports are processed in cooperation with partners responsible at national and international level.

N=2562



The chart shows the monthly course of the URLs reported, which the BEE SECURE Stopline team classified and, in the case of illegality under Luxembourg legislation, forwarded to the bodies responsible, such as the police and/or partner hotlines of the INHOPE network (International Association of Internet Hotlines).

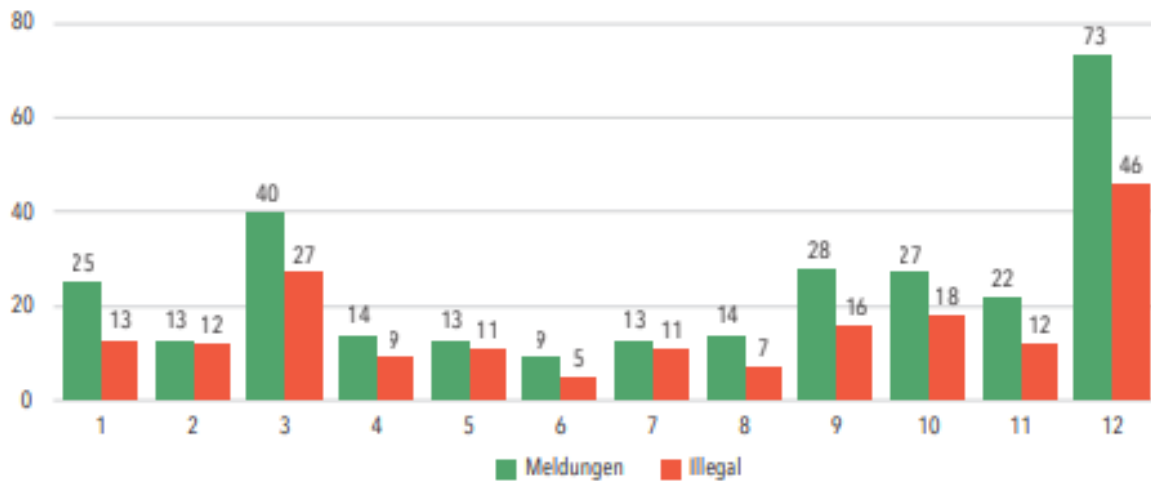
A total of 2562 URLs were reported in 2021, corresponding to a percentage decrease of about 36%. This can be explained by the fact that the numbers of the previous year were very high, with an increase of 33% between 2019 and 2021, so it may be regarded as a return to normal. Another reason were international CSAM reports: while national reports remained at a constant level, fewer CSAM URLs were reported by international partner hotlines.

Regarding reports of illegality: 1388 URLs out of 2562 were classified as illegal and forwarded to the authorities responsible, corresponding to about 54%; 1025 reports were already deleted by the file hosts due to illegality before the analysis of the BEE SECURE Stopline team, which corresponds to about 40% of the reports, indicating that the reactivity of Internet Service Providers can be rated as good. Only 34 reports were classified as legal : in percentage terms, only 1.3%.

We are working with our partners to ensure that illegal material is removed from the Internet as quickly as possible, which is the safest way to protect victims.

RACISM

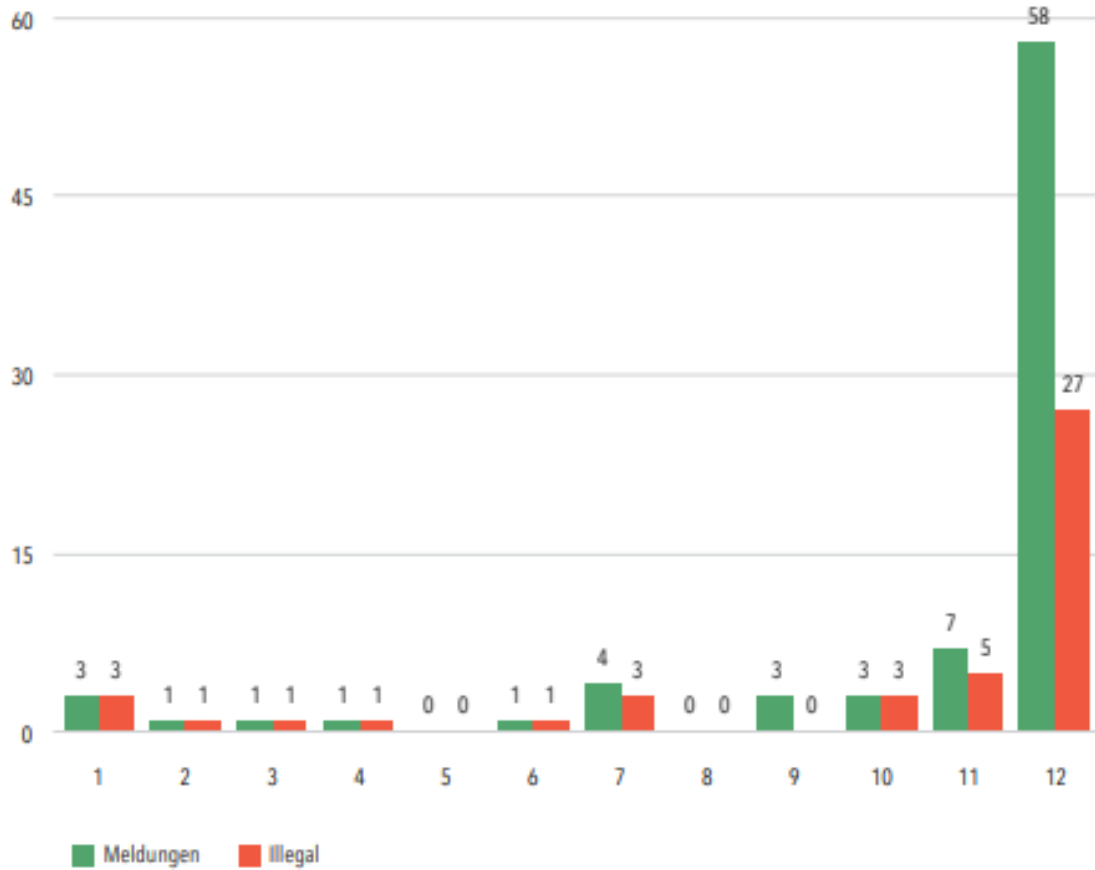
N= 291



In 2021, 291 reports on racism, extremism and discrimination were registered. This is just one less (2020: 292 reports) compared to the previous year. Of the 291, the BEE SECURE Stopline team classified 187 reports as illegal under Luxembourg law and forwarded them to the police. The illegalities reported were anti-Semitic statements, xenophobia, incitements to violence, discrimination, hate speech in relation to sexual orientation, gender, nation or ethnicity, etc. In addition there were frequent cases of extremism, conspiracy theories and mixed forms of the above. Reports concerning racism, extremism and discrimination shot up in particular towards the end of the year (see chart), which were related to politics, pandemic protection measures and vaccination. Mixed forms of hate speech, incitements to violence and conspiracy theories dominated.

TERRORISM

N=82



In 2021, 82 reports were registered with the BEE SECURE Stopline on the subject of terrorism. This corresponds to an almost fourfold increase compared to the previous year, 2020, with 22 reports. If we look at the monthly trend on the chart, we see that the rise was particularly strong in November and extreme in December. Contextually, the increase can be explained by political events in connection with the pandemic and protective measures: During this time, anti-government demonstrations were held and there were incitements to violence/murder and threats. Mixed forms of threats of violence, hate speech and racism also attracted attention. Of the 82 terrorism reports, 45 were classified as illegal by the BEE SECURE analysts, which corresponds to 54.9%. Only 8 reports were classified as legal (9.7%); the remaining 29 reports were duplicates (35.3%).



**EVERY CHILD
HAS A VOICE**

EVERY CHILD HAS A VOICE – NO CHILD SHOULD BE LEFT UNHEARD

In this chapter, we cover the following three topics across the services

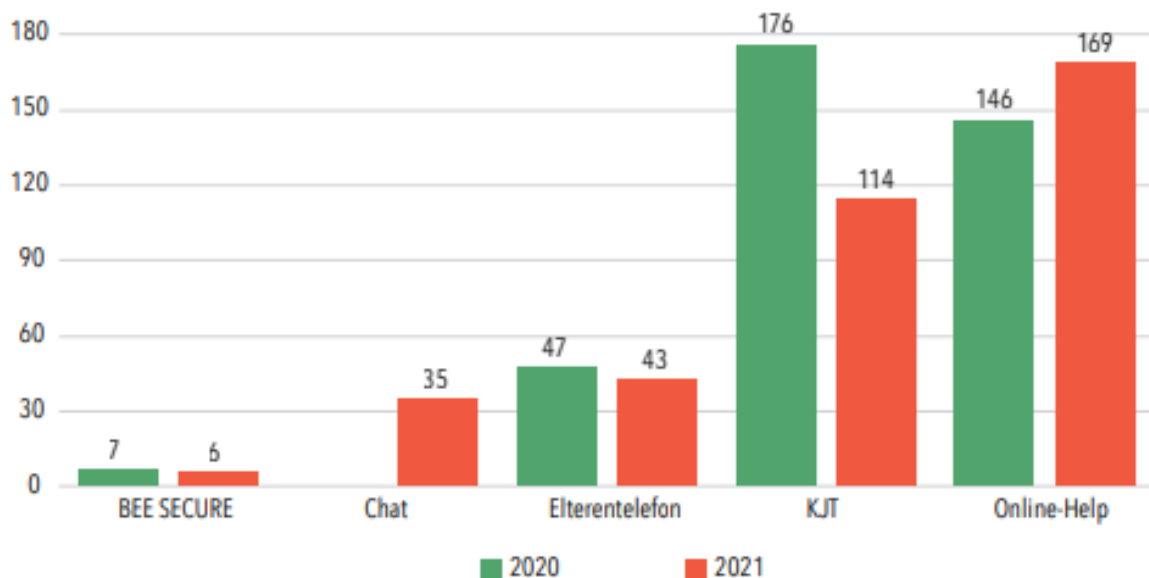
- Psychosocial and mental health
- Suicidal tendencies, self-harming and addiction
- Violence and abuse

These important categories are highlighted here because we see that the health and well-being of the young people involved are very seriously affected.

A. Psychosocial and mental health

N2021=367

N2020=376

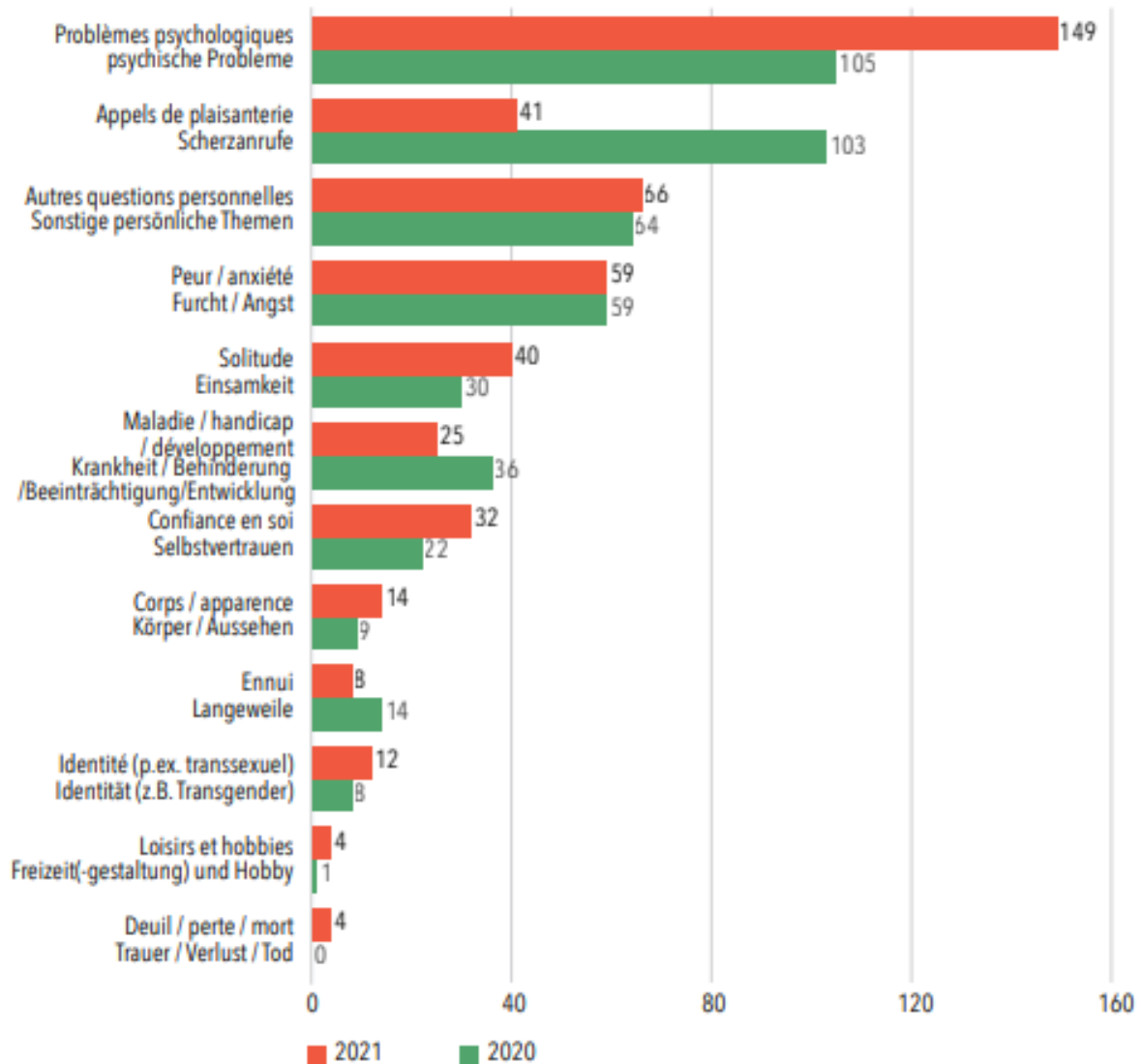


The topic of Mental health tops the list of problems mentioned, especially on Online Help, the 116111 Kanner-Jugendtelefon and our new Chatberatung (Chat Advice) service. In the previous year this category had already drawn particular attention. While the number of problems mentioned in this area decreased on the Kanner-Jugendtelefon (2020/176 and 2021/114), it increased on Online Help (2020/146 and 2021/169), and also ranks first on the Chat service (2021/35).

Main subject areas

N2021=367

N2020=376



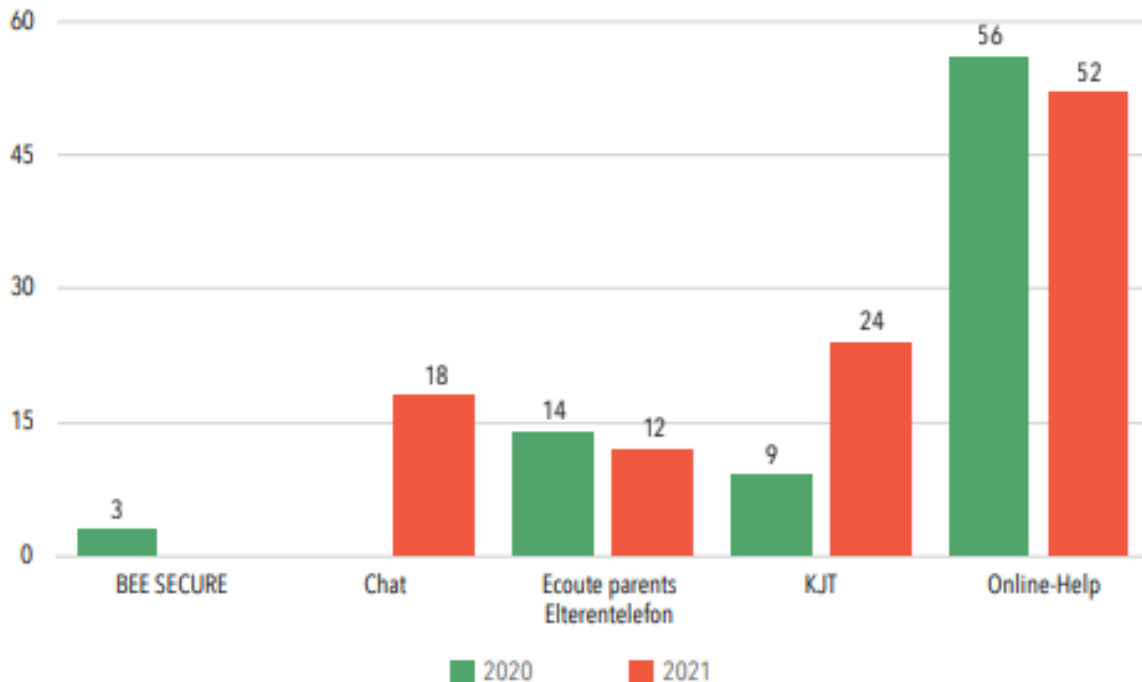
If we analyze the *Psychosocial and mental health* category closely, we find it mainly covers the following: **mental health problems** (149) were again the primary concern of those seeking counselling this year. Depressive moods/depression, despondency, apathy, pressure, overwork, feelings of helplessness and discouragement were dominant themes. Some children and young people contacted us in the midst of acute crises. These themes were often linked to complex individual situations, such as difficult or conflictual family relationships, conflicts within a group of friends, experience of abuse and violence, bullying/cyberbullying, etc.

But children and young people also discussed other issues: fear (59), loneliness (40), lack of self-confidence (32), illness/disability/impairment/development (25), physical appearance (14) and identity(12).

B. Suicidal thoughts/attempts

N2021=106

N2020=82



Suicidal thoughts and attempts are a common topic on all the helplines (106), but especially more so on Online Help. In 52 cases, suicidal tendencies were addressed directly. Anonymity and confidentiality, the low threshold for our services, encourage children and young people to seek and benefit from counselling. Suicidal thoughts/action were also mentioned in almost one in three Chat consultations (18).

It is also striking that the topic of suicidal thoughts comes up more and more frequently on the *Kanner-Jugendtelefon* services.

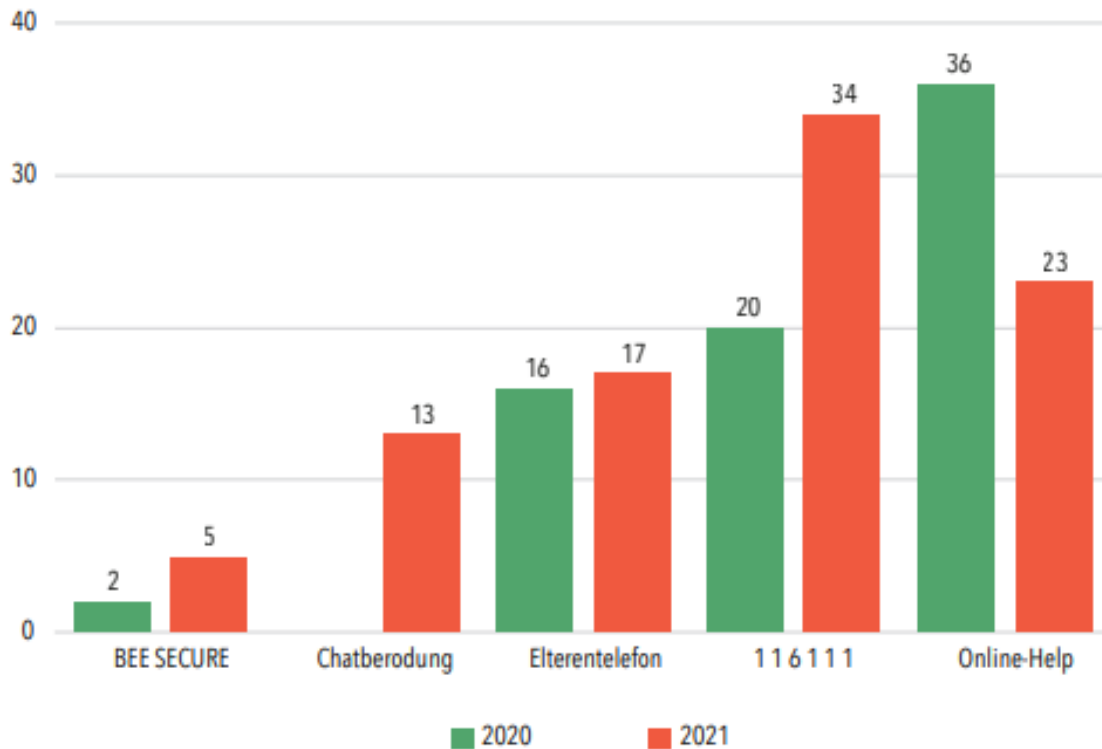
We expressly encourage every young person in crisis, in a situation of existential distress, or simply at a loss to know what to do, and who is experiencing suicidal thoughts, to contact us. Our counsellors are there for them. Of course we may not always have solutions for everything, but a conversation can open a new door in most cases.

Self-harming was discussed in 69 contacts. Mostly the underlying causes were overwork, helplessness, fatigue, lack of prospects, pressure, loneliness, fear, overwhelming emotions or inner emptiness.

C. Abuse and violence

N2021=92

N2020=74

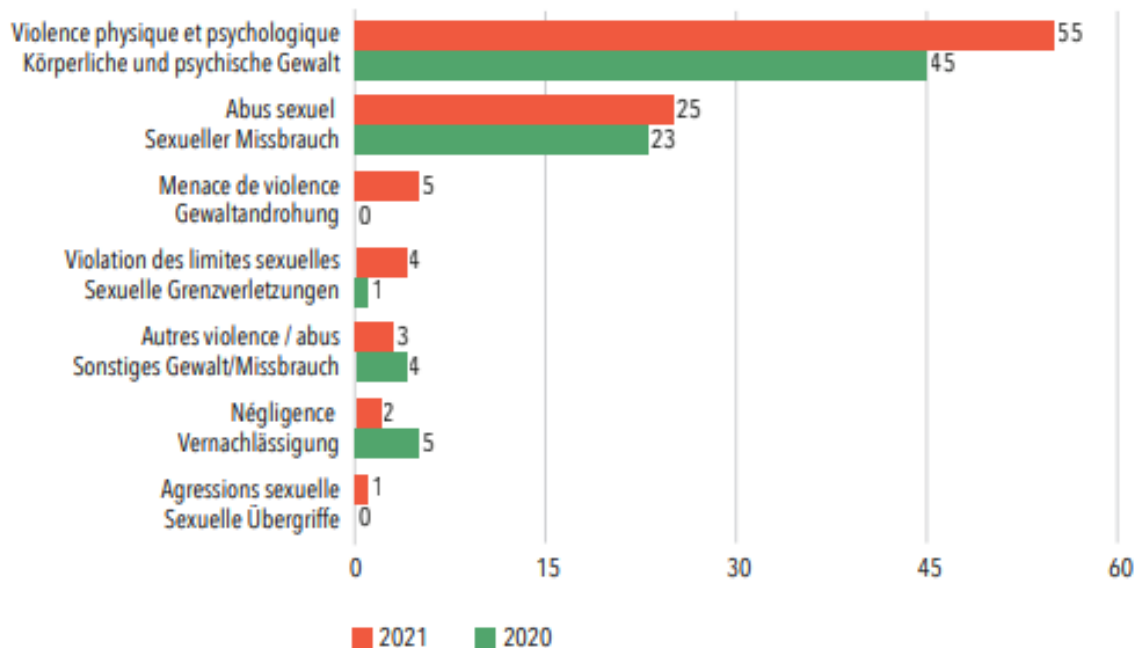


This year again, contacts regarding the subjects of abuse and violence continued to increase overall (2021/92, 2020/74). Those topics came up slightly less frequently on *Online Help* in 2021 (2020/36 and 2021/23). It is particularly interesting to note that those seeking advice have turned more towards the *1 1 6 1 1 1 Kanner-Jugendtelefon* this year to talk about **sexual abuse and violence**, so there has been a slight shift here.

In the *Chatberodung*, 13 contacts concerned the subject of abuse and violence, which is striking. Apparently, the peer-to-peer counselling format has encouraged children and young people to seek help in a crisis.

N2021=92

N2020=74



Psychological and physical violence were subjects raised by 49 contacts, which indicates that children's and young people's experiences of violence and abuse increased compared to the previous year. They were able to overcome the fear and shame which often accompany experiences of violence and found the courage to contact us, so they could benefit from our counselling services. Here, again the low threshold of anonymity and confidentiality is the entry point that enables them to seek help. Children were exposed not only to physical violence, but this was generally combined with psychological violence. In some cases, children and young people were (in addition) subject to threats of violence (5).

Sexual abuse/assault and breaches of sexual boundaries were the subject of 30 contacts. In the previous year, there were 24 such contacts. It is possible that the rise in numbers regarding the topic of sexual violence is linked to national cooperation in the context of sexual violence.



AMBASSADEURS DU KJT - BOTSCHAFTER VOM KJT

KANNER-JUGENDTELEFON AMBASSADORS

Our ambassadors have been the face of KJT since 2014. The team is made up of 7 volunteers, all of whom are former 1 1 6 1 1 1 Kanner-Jugendtelefon counsellors. When necessary, the ambassador team is supported by permanent KJT staff. With their help, KJT seeks to reach out to children and young people, ensuring that they know there is always a place to turn to with their worries. This takes the form, primarily, of an interactive workshop, the aim of which is to ensure that no young person should be alone if they are not in a good state for any reason. Exchanges explaining KJT's services and its basic principles build trust and make access easier for children and young people. In this way, children, young people and teaching staff not only get to know the 1 1 6 1 1 1 number, but also the circumstances in which they can get in touch.

Meeting the ambassadors can be a real door opener on the way to getting help for some children and young people. True to the slogan "physically, but not socially, distant", in 2021 they once again visited schools in all regions of the country. It was more important than ever to demonstrate our presence and to bring the phone number and KJT's services to the attention of children and young people, which is a goal close to our heart. Despite the Corona situation, together with children and committed pedagogical staff, KJT was introduced as a contact point to 23 school classes (in 2020 there were 33 class workshops). As a result, around 311 children were addressed directly and were made aware that KJT is there for them, even, or especially, in Corona times.

Of a total of 11 planned BOD training courses, 10 could be held. This format is supported by the ambassador team in order to reach those working in the Maisons Relais. Professional groups who come into contact with children and young people in everyday life are important multipliers for passing on the 1 1 6 1 1 1 number (2 continuing BOD training courses were able to take place in 2020). Even if things could not be quite the same as usual on the events side, there was still a lot going on in 2021. A total of 8 events of the 11 planned could take place (2 virtual events took place in 2020). A special event was the City Rally organized by the Youth Committee, which took place every Friday from June to July. Through this, the ambassadors were able to reach around 237 young people in a fun way, out of doors and in a summery, relaxed atmosphere. In addition new cooperative initiatives took the form of information stands at an ADHS conference, organized by SCAP and CDA, as well as in the cultural space of CAPE in Ettelbrück. In 2021 the team of ambassadors managed to achieve direct contact with a total of around 782 children and young people, not counting professionals and parents,

Without the team of ambassadors, our public presence in its current form and frequency would not be possible. We look forward to every invitation!



IN FOCUS

Closeness despite distance: How do we strike a balance?

What does a successful balance of closeness and distance look like? The following article deals with this question, which is more topical than ever in a time of pandemic.

Where do we feel our need for closeness the most? Where do we miss a feeling of security? Who sometimes suffocates us? Who is trying to determine our lives? Who is interfering in our lives? When would we prefer to be alone? Who radiates warmth for us, or coldness?

Balancing closeness and distance in our behaviour could, especially in these Corona crisis times, be a question of survival. How do we find a balance between opening up to other people and closing ourselves off?



Closing oneself off is an expression of a primal need, the desire for distance. Distance means withdrawal, having time for oneself, discovering oneself. Those who seek closeness are looking for something that is part of life:

they want warmth, contact, comfort, tenderness, understanding, security and trust, to come closer to the human heart, so to speak. The pair of opposites, closeness and distance, are part of life, they enable us to participate in life and protect it, they have to be balanced. Those who seek distance need space to breathe, to move freely and protection they need a defence and to be able to distance themselves from things.

But too much distance brings the danger of loneliness, of feeling abandoned, of coldness; too much closeness brings the danger of feeling shut in, of fire.

During the pandemic, the balance has often been lacking in every direction. Children and young people have been missing contact with their friends, and at the same time, under the quarantine regulations, they have not been able to find the necessary distance within the family. Adults are not very different. We are all out of balance.

The philosopher Arthur Schopenhauer once wrote a delightful little story about the problem of closeness and distance:

“One cold winter's day, a number of porcupines huddled together quite closely in order through their mutual warmth to prevent themselves from being frozen. But they soon felt the effect of their quills on one another, which made them again move apart. Now when the need for warmth once more brought them together, the drawback of the quills was repeated so that they were tossed between two evils, until they had discovered the proper distance from which they could best tolerate one another.”

The story symbolises people's need for community and solidarity, the need for closeness, but also shows how important a healthy distance is for everyone's development.



Thus, it is important for people to find the right balance again in order to avoid a lonely path in life.

It is precisely at a time when our entire public and private life is threatened by a pandemic, that a successful balance between "closeness and distance" will become a decisive criterion for successfully confronting this crisis. It is specifically in such circumstances that we need to maintain the necessary distance and, on

the other hand, keep the necessary human cohesion (closeness) through compassion, solidarity and warmth.

With its services, KJT is seeking to offer its support so that people can regain their balance.

OUTLOOK

“There is nothing like a dream to create the future “ Victor Hugo, Les Misérables (1862)

(“Rien n'est tel que le rêve pour engendrer l'avenir.”)

The KJT is always dreaming up ideas that would help us to be even more available for children and young people.

Since March 2020, following the outbreak of the pandemic, we have found ourselves in an exceptional situation that nobody could have imagined would last so long. This long period has changed many things which it is still not possible to assess precisely. We cannot ignore the staggering figures; the consequences for individuals are still not clear. Interactions have changed. Feelings of fear, sadness, loneliness etc. occupy an important place. We are very worried about many children and young people because they do not know where they fit into our society. All this has had, of course, repercussions for our counselling services. How to handle all this, internally as well as externally, seems to me to be the question for the future.

In May 2021 we launched our Chatberodung service. This is a project which required audacity and has paid dividends. After one year we can say that the project has been well received and was launched just at the right time. The service complements our other services and synergies have been created. It is rewarding to work with the young live-Chat counsellors, to see the knowledge they contribute and to take advantage of their experiences, which are very useful for counselling purposes. We too can learn and connect to young people's issues. With the arrival of the Chat counsellors, we see the participation of young people in a completely different way, which we could never have even hoped for. Our concept that peer-counselling would always be accompanied by a professional in the background has proved its value. This acts as a sort of safety net for the counsellors and at the same time ensures the quality of the advice.

It is wonderful when Chat counsellors receive replies to their messages such as “ It's great that you're there. I don't know whether I'd still be alive otherwise“. That is reason enough to continue on the path we have chosen.

The next step would ideally be to increase the opening hours, which would need to be backed up by staff. Planning, organisation, support and public relations require a certain amount of time.

In 2022, we will launch fresh basic training in order to recruit new staff for the 1 1 6 1 1 1 Kanner-Jugendtelefon, KJT's main service. We look forward to this exciting task, because it involves maintaining a balance between colleagues who are leaving and colleagues who are coming in, so as to ensure a continuous presence. Here, as well, the pandemic turned everything upside down..

In 2022, we will continue to be present with our training sessions: “Children too have their worries: BOD helps “ and “Child abuse material online“. We are working here in the field of prevention, but at the same time wearing our public relations' hat.

I hope the ambassadors, who provide such a precious service for the KJT, will find their activities can return to a more reliable and normal level. It is this service in particular that has suffered the most from the impact of the pandemic on daily school life and events being cancelled. It is the ambassadors' message “You do not need to be alone“ that has been missing for children and young people.

Our services are of value only if children and young people are aware of and trust them.



BOD
Mascot

STRONGER TOGETHER

CALL | CHAT | TEXT | GET HELP

www.kjt.lu



 **Men.lu** Ministère de l'Éducation nationale,
de l'Enfance et de la Jeunesse
Ministerielle Genehmigung: CO-FC/D14/2008 & EF/SFCA/007

