

#firstindefenseofchildren'srights

*highlights*  
ANNUAL  
REPORT  
**2018**



**Telefono  
Azzurro**

Dalla parte dei Bambini

# Telefono Azzurro in 2018



## HELPLINES AND HOTLINES

19696  
114 Childhood Emergency  
116000 Missing Children  
Three answers to three emergencies



## CHAT AND WHATSAPP

the chats of 19696 and 114 and the whatsapp instant messaging of the 114 Childhood Emergency are three immediate channels for asking for help



## APPS

the 19696, 114 and 116000 services are also accessible through geolocated apps, to always be close when a child needs help



## SOCIAL NETWORKS

Telefono Azzurro dialogues with kids through Facebook, Twitter, YouTube, Instagram



## VOLUNTEERS

there are 473, engaged in school and prison projects, and awareness campaigns



## TERRITORIAL CENTRES

operational offices with volunteers located throughout Italy



## RESEARCH AND DEVELOPMENT

the Study Centrei, the national and international multi-stakeholder projects



## IN THE WORLD

Telefono Azzurro is present in all the main international networks dealing with the protection of children and the promotion of the rights of children and adolescents



## IN ITALY

Telefono Azzurro has always been operating throughout the country



# The first in defending the rights of children and adolescents

**Helpline 19696:** since its inception in 1987, managed more than **74,800** cases.

**Hotline 114 Childhood Emergency:** since its inception in 2003, managed more than **20,000** cases.

LISTENING > INTERVENTION > STUDY > PREVENTION >



## TELEFONO AZZURRO IN 2018



### **19696 free helpline for children and adolescents: 2,794 cases managed**

19696 line: 1,559 cases managed

chat 19696: 5,668 contacts received, 1,095 cases managed

e-mail and web: 140 cases managed

*Average of 232.8 cases managed per month and 7.6 per day in 2018.*



### **114 Childhood Emergency: 1,416 cases handled - 2,277 reports**

line 114: 1,326 cases managed

chat 114: 400 contacts received, 90 cases managed

*Average of 118 cases managed per month and 3.8 per day in 2018.*

Hotline 114: 2,277 reports of child pornography

*Average of 189.7 reports per month and 6.2 reports per day in 2018.*



### **116000 Missing Children: 66 cases managed**

66 cases managed, 84 follow-up contacts

### **Legal guidance: 60 requests**

60 requests for legal advice services



### **Information via web and social media**

www.azzurro.it: 588,030 page views

114.it: 4,300 users

nonstiamozitti.azzurro.it: 3,142 users

116-000.it: 5,210 users

giovaniprotagonisti.azzurro.it: 13,029 users

Facebook: 88,341 fans - Twitter: 6,593 followers



### **Education School Project: 650 workshops for 13,000 students**

12,986 students reached

2,413 adults reached (1,345 teachers, 1,068 parents)

650 workshops in schools



### **Children and Prison: about 12,000 admissions**

22 penitentiaries in 19 cities

*Average of about 1,000 admissions of minors each month in 2018.*

22 play libraries, 2 ICAMs, 1 Nursery, 10 Green Areas



### **Volunteers and Territorial Centres: from 500 to 5,000 volunteers**

473 volunteers

32 local groups

About 5,600 volunteers for Fiori d'Azzurro

## Some activities and projects in 2018

### Awareness raising and Prevention at School

Telefono Azzurro, as a training body accredited by the Ministry of Education, University and Research, proposes, through the Education project, interactive laboratories for awareness-raising and primary prevention. The Protocol signed in 2017 with the MIUR renews the commitment of Telefono Azzurro to collaborate with the educational and training system for the study and implementation of methodologies and good practices aimed at preventing, reducing and combating early school leaving, all forms of discrimination, and juvenile distress in its various forms. Among the most relevant projects in 2018: Safer Internet Center - Connected Generations, European Project on the promotion of proper use of the network aimed at students, teachers and parents and "Do not be quiet: an integrated proposal of listening and action against bullying", a specific training and prevention initiative on the themes of bullying and cyberbullying.

### Listening and Emergency Lines

- **19696**

The helpline is active 24 hours a day, every day of the year through the 19696 telephone line. Through the one to one chat the helpline is operational from Monday to Friday from 8 to 22, Saturday and Sunday from 8 to 20. It is a free service for the caller and is dedicated to providing support and help, listening and psycho-pedagogical counselling to children, adolescents and adults in all those situations that may harm the psycho-physical development of children and young people. It is managed with the support of the Network of Services present at the local level.

- **114 Childhood Emergency**

The 114 Childhood Emergency has been managed by Telefono Azzurro since 2003. It is a multi-channel emergency service of public utility established by the Department of Equal Opportunities, whose competences have been subsequently transferred to the Department for Family Policies-Presidency of the Council of Ministers.

- **116000 Missing Minors**

116000, the European Single Number for Missing Minors, is an emergency number of the Ministry of the Interior that has been operating in Italy since 2009.



## Study Centre and Research

- Attention and constant alignment to new digital technologies and tools and channels used by children and adolescents
- Quantitative and qualitative reports on the activity of the listening and emergency lines
- Realization of monothematic dossiers on issues of pedophilia and missing children
- Technical documents for Ministries, other institutions and bodies like the Rome Charter, the White Paper, etc.
- Research and publications on the themes of adolescent behavior and bullying.

## Sharing and International Projects

An element of central importance for the activity of Telefono Azzurro is represented by the constant participation in projects of international relevance together with other associations, institutions and services for the prevention and intervention in situations of abuse of children and adolescents and the promotion of the rights of children and young people, aware of today's ever-evolving technologies. Phenomena such as the production and diffusion of the so-called Child Sexual Abuse Material online are, in fact, of global importance.

The dialogue on best practices in Europe allows promoting their implementation at the national level. At the same time, the creation of operational networks makes it possible to offer effective and high-quality help services, as well as the promotion of a culture of childhood that is more attentive to children's rights, aimed not only at preventing situations of difficulty but above all at promoting the well-being of children.

In addition to the activities carried out by Telefono Azzurro in the context of European projects, there is also the activity related to the participation of the Association in the most important international networks in the field of child protection such as:



## Collaborations with Companies and Organizations

In 2018 Telefono Azzurro strengthened its relations with:

- the Institutions in order to promote proposals for laws and plans of action and intervention on specific issues such as bullying and cyberbullying, and in a wider spectrum, on policies of intervention in the network in defense of the rights of the child,
- the business world, with particular attention to those who have made new technologies their core business, as a possible leverage tool and alternative support for the implementation of its projects.
- the associative world, with particular emphasis on AICS and CNESC for institutional activities in order, on the one hand, to address the burning issues of abuse and bullying (AICS) and, on the other hand, to strengthen the network of associative relations in order to improve and increase a better culture of Voluntary Civil Service.

## Children in Prison

Since 1993, Telefono Azzurro has been promoting and implementing - without any public funding - the project "Children and Prison", aimed at protecting those children whose one or both parents are detained, in accordance with Article. 9 of the Convention on the Rights of the Child and Adolescent (UN, 1989), which stipulates that the child whose parents, or one of the two, are in detention, must be able to maintain appropriate contact with them.

The project is in collaboration with the Ministry of Justice and the Department of Prison Administration, based on a protocol of understanding. Coordinated at the national level, it is managed at a local level by volunteers, aged between 18 and 75 years, suitably trained and periodically updated, who carry out their mission in close and constant collaboration with all prison operators.

The project is divided into two different actions that aim to achieve the same goal:

a) The "Nido/ICAM" project, aimed at children (0-6 years old) living in Penitentiary Institutes and Institutes with Attenuated Custody for Prisoned Mothers (ICAM);

b) The "Ludoteca" project, on the other hand, aims to create a serene and welcoming atmosphere for minors who enter the Penitentiary Institute to visit their parent or relative in detention.



Ernesto Caffo, founder and president of Telefono Azzurro, is in the Pontifical Commission for the Protection of Minors. The only Italian among 16 members, eight men and eight women, chosen directly by Pope Francis.

# Financial Statements 2018

(Reclassified according to type of cost)		
<b>INCOME</b>		
Private contributions and donations	510.043	515.336
Contributions and donations from companies	126.805	102.564
Contributions and donations from banks and associations	128.168	61.244
Contributions and Donations from entities	23.789	21.616
Inheritance and bequests	506.321	38.570
Project agreements and funding	389.544	513.359
Funds from National Initiatives	712.258	1.016.131
Five per thousand taxpayer contributions	439.851	474.824
Subscription fees	1.100	1.150
Insurance refunds and other income	233.508	21.312
Active rentals	4.460	7.814
Inventory variance	0	0
<b>SUBTOTAL INCOME INSTITUTIONAL ACTIVITY</b>	<b>3.075.847</b>	<b>2.773.919</b>
Income from 114 project	554.967	525.000
<b>TOTAL INCOME</b>	<b>3.630.814</b>	<b>3.298.919</b>
<b>EXPENDITURE</b>		
<b>A) EXPENDITURE FOR LISTENING AND INTERVENTION ACTIVITIES</b>		
1. Listening and emergency lines		
Free listening lines for minors and adults	-269.247	-269.852
Line 116000 missing children	-132.102	-135.061
Line 114	-457.372	-409.016
Structural and staff costs to support volunteering	-145.658	-207.878
Education Project	-106.753	-91.704
Children and Prison Project	-110.887	-56.839
Awareness and Training	-47.999	-22.270
Research & Development		
Studies, research and training	-84.764	-76.190
Safety in Internet	-119.504	-69.361
Bullying	-142.079	-54.479
<b>B) AWARENESS AND DEVELOPMENT ACTIVITIES</b>		
Communication and informative campaigns	-289.316	-237.444
Fund raising	-275.828	-186.498
National Initiatives	-535.607	-722.350
<b>C) SUPPLEMENTARY SUPPORT ACTIVITIES</b>		
Complementary and support activities	-258.942	-586.274
<b>TOTAL EXPENDITURE</b>	<b>-2.976.058</b>	<b>-3.125.216</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>654.755</b>	<b>173.703</b>
Risk provisions and other provisions	0	-21.000
Financial and extraordinary income (expenses)	-122.959	36.782
Financial taxes	-15.657	-23.200
<b>FINANCIAL YEAR SURPLUS</b>	<b>516.137</b>	<b>166.285</b>

## NOTES TO THE 2018 FINANCIAL STATEMENTS

The 2018 balance sheet closes **positively**.

In general, the budget shows a **substantial improvement** in the allocation of resources.

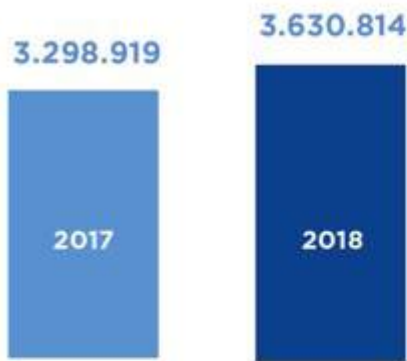
**Revenues are growing: +10%** compared to 2017.

**Expenses decreased -4.8%** compared to 2017.

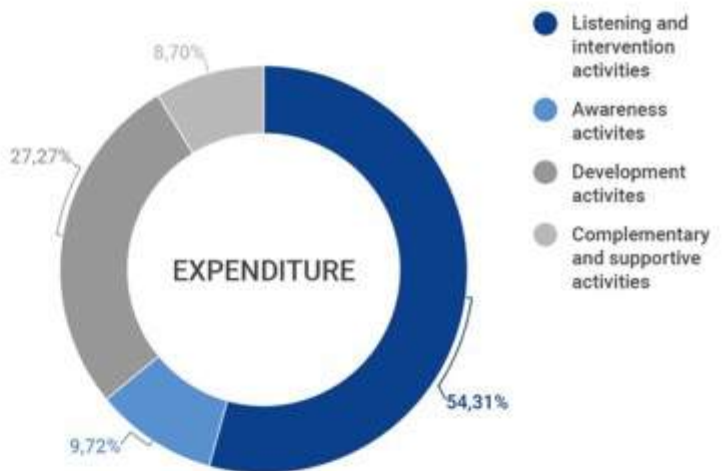
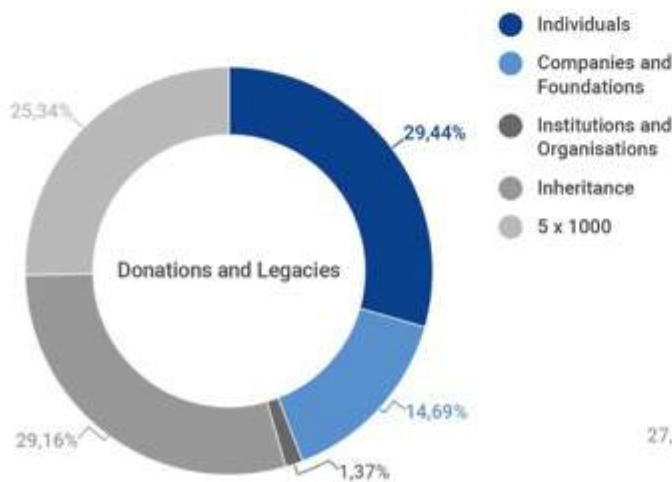
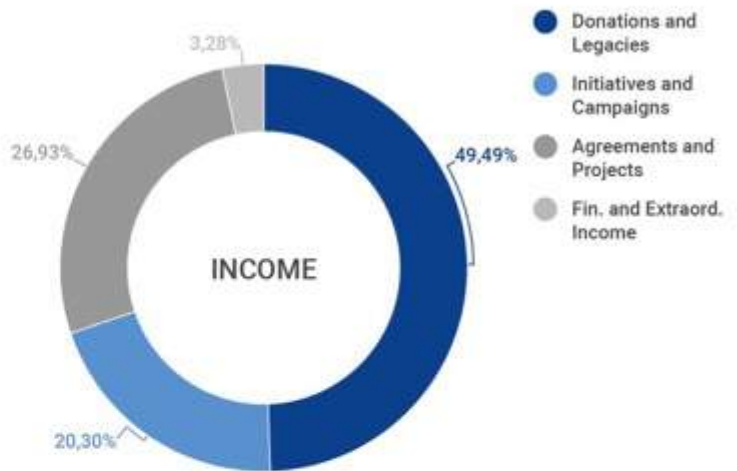
STATEMENT OF ASSETS	2018	2017
Subscribed capital	6.400	5.700
<b>ASSETS</b>		
Intangible assets	77.524	3.092
Tangible assets	17.547	13.655
Financial assets	7.690	9.974
<b>CURRENT ASSETS</b>		
Buildings for sale	208.494	208.494
Credits	752.646	539.676
Short-term financial assets	5.142.533	5.219.355
Cash equivalents	1.532.449	1.194.940
Accruals	36.450	21.974
<b>TOTAL</b>	<b>7.781.733</b>	<b>7.216.860</b>
<b>BALANCE SHEET LIABILITIES AND EQUITY</b>		
<b>EQUITY</b>		
Endowment fund	516.457	516.457
Allocated funds	667.709	667.709
Reserves	4.457.606	4.291.320
Management Surplus (Deficit)	516.137	166.286
<b>PROVISIONS FOR LIABILITIES AND CHARGES</b>	<b>292.219</b>	<b>350.777</b>
Severance Funds	200.630	186.265
<b>DEBTS</b>	<b>-</b>	<b>-</b>
Supplier debts	535.194	792.847
Tax debts	26.532	24.896
Welfare institutions debts	28.792	30.585
Personnel debts	97.445	56.462
Other debts	41.907	37.890
<b>ACCRUALS AND DEFERRALS</b>	<b>401.084</b>	<b>95.366</b>
<b>TOTAL</b>	<b>7.781.733</b>	<b>7.216.860</b>

(All figures in Euro)

Telefono Azzurro's financial statements as at 31 December 2018 are subject to voluntary accounting revision by PwC.



Income: +10%



## Telefono Azzurro according to the Un-Guru<sup>®</sup> SEECuRe methodology



Since the beginning, we know that the added value of Telefono's Azzurro work is its contribution to the creation of children rights and respect. The current annual report has been realized applying the SEECuRe approach (Social, Economic, Environmental, Cultural Responsibility) which is at the base of the methodology developed by Un-Guru and which foresees the evaluation and the integration of all the impacts created by an organization. This is a particularly suitable choice for Telefono Azzurro because the whole activity of the association has a pre-eminent cultural value, as it is aimed at creating a children's rights culture and their protection. The social dimension is also of particular importance. The activity carried out by the Association, in fact, intends to react promptly to social changes that impact on the lives of minors and favor, through all the places of social interaction and relations - school, family, gathering places, web and social channels - the wellbeing of children and adolescents.

## FROM OVER 30 YEARS THE FIRST IN DEFENSE OF CHILDREN AND ADOLESCENTS

### OUR VALUE

Since 1987 we have been listening to children and adolescents who live in situations of abuse and discomfort.

We were the first to give voice to children's requests for help, through the telephone.

Since then, we have been at the side of children and adolescents on the phone, on the web, in chat rooms, at school, in the territory. We do not limit ourselves to listening and intervention.

We work for the creation and dissemination of a real culture of children's rights. Through studies and research, we collaborate with institutions and organizations in Italy and worldwide, with companies, in an innovative way and in step with the changes that affect society and involve children and adolescents.

We are active promoters of the defense of children's rights, and we intervene where these rights are threatened. On-line and off-line. We feel the responsibility to be the first and most authoritative point of reference for children and adolescents in difficulty. This responsibility is our daily commitment and requires us to be open to confrontation and collaboration with all those who in various ways - families, school staff, services, law enforcement - help to create a culture of rights that protects children and adolescents.

### OUR VISION

Telefono Azzurro believes that children and adolescents have the full right to live and grow up in a community where their dignity and the right to self-realization are respected.

Telefono Azzurro aims to give full substance to the UN Convention, which enshrines the best interests of the child. In any decision, legislative action, legal measure, any public or private initiative of social assistance, the best interests of the child must be a primary consideration.

Telefono Azzurro intends to contribute to the development of a full culture of children's rights, starting with listening as a tool for the reception, reporting, management, and prevention of the needs of children and adolescents, as established by Article 12 of the Convention. According to the Convention, listening is, in fact, a right of children and, according to Telefono Azzurro, a duty of adults.

### OUR MISSION

Telefono Azzurro promotes total respect for the rights of children and adolescents.

Through its activities, every day it supports their potential for growth and protects them from abuse and violence that may affect their well-being and growth path.

Every day it listens to children and adolescents and offers concrete answers to their requests for help, also through collaboration with institutions, associations and other local realities.

It operates in an international context for the promotion of a culture of rights.

It pursues the well-being of every child and his or her right to grow up in a safe environment and within a network of relationships that can ensure its development and prevent abuse and distress.

### OUR HISTORY

Telefono Azzurro was founded in 1987 in Bologna: the promoter of the initiative was Ernesto Caffo, at the time associate professor of Child Neuropsychiatry at the University of Modena.

The association was created to listen to children's requests for help, a concrete response to the "right to listen" recognized to the child by the International Convention on the Rights of the Child signed by the United Nations. Today Telefono Azzurro is a line of listening and intervention (telephone, mobile, web, chat, apps, social network), and is prevention projects through education and awareness on the ground, in schools, towards adults and towards those who decide.



**SOS Il Telefono Azzurro Onlus** - An Italian Registered Charity Organisation  
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The photographs and names used do not necessarily represent the people described in the text in order to protect the identity of children and people mentioned in this document.

The financial report as of 31st December 2018 was subjected to the volunteer auditing by PwC

Idea, strategy, contents and design by  
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