#firstindefenseofchildren'srights

highlights
ANNUAL REPORT
2018

Teleforno Azzurro
Dalla parte dei Bambini
Teleforno Azzurro in 2018

**HELPLINES AND HOTLINES**
- 15696
- 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**
Teleforno 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 Centre, the national and international multi-stakeholder projects.

**IN THE WORLD**
Teleforno 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**
Teleforno 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

<table>
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<th>Service</th>
<th>Details</th>
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| **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
- nonstiamoozitti.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
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 psychopedagogical 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.

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**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.
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.

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 “Nico/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.

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.

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

INCOME
- Private contributions and donations: 510,043
- Contributions and donations from companies: 128,965
- Contributions and donations from banks and associations: 128,168
- Contributions and donations from entities: 23,781
- Inheritance and bequests: 506,321
- Project agreements and funding: 381,544
- Funds from National Initiatives: 712,218
- Fire per thousand taxpayer contributions: 435,811
- Subscription fees: 1,100
- Insurance refunds and other income: 233,208
- Active rentals: 4,460
- Inventory variance: 0

SUBTOTAL INCOME INSTITUTIONAL ACTIVITY: 3,075,847
Income from 114 Project: 554,067
TOTAL INCOME: 3,630,314

EXPENDITURE
A) EXPENDITURE FOR LISTENING AND INTERVENTION ACTIVITIES
1. Listening and emergency lines
   - Free listening lines for minors and adults: -269,247
   - Line 116000 missing children: -132,102
   - Line 114: -457,372
   Structural and staff costs to support volunteering: -145,658
   Education Project: -106,753
   Children and Prison Project: -110,087
   Awareness and Training: -57,900
   Research & Development: -84,764
   Studies, research and training: -112,504
   Safety is Internet: -142,079
   Bullying: -105,523
   Total: -2,576,568

B) AWARENESS AND DEVELOPMENT ACTIVITIES
- Communication and informative campaigns: -289,316
- Fundraising: -275,828
- National initiatives: -533,007
- Complementary support and activities: -258,942
- Total expenditure: -2,576,568

OPERATING SURPLUS/(DEFICIT): 654,765
Risk provisions and other provisions: 0
Financial and extraordinary income (expenses): -122,959
Financial taxes: -15,657
FINANCIAL YEAR SURPLUS: 516,117

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
- Subscribed capital: 6,460
- Intangible assets: 77,324
- Tangible assets: 17,547
- Financial assets: 7,990
- CURRENT ASSETS:
  - Buildings for sale: 208,494
  - Short-term financial assets: 5,142,533
  - Accruals: 36,450
  TOTAL: 7,781,733

BALANCE SHEET LIABILITIES AND EQUITY

EQUITY
- Endowment fund: 516,457
- Allocated funds: 667,709
- Reserves: 4,437,004
- Management Surplus (Deficit): 516,137
- PROVISIONS FOR LIABILITIES AND CHARGES: 292,219
- Seawave Funds: 200,630
- DEBTS:
  - Supplier debts: 535,104
  - Tax debts: 26,132
  - Welfare institutions debts: 28,792
  - Personnel debts: 57,445
  OTHER DEBTS:
  - Other debts: 41,907
  TOTAL: 7,781,733

(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® SEECuRe methodology

Since the beginning, we know that the added value of Telefono’s Azzurro work is its contribution to the creation of children’s 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 it is prevention projects through education and awareness on the ground, in schools, towards adults and towards those who decide.