

Helplines and Intervention

The Listening National Centre helpline operates through:

- **1.96.96 Pronto Telefono Azzurro** telephone line
- **Ch@tta con Telefono Azzurro** online chat at the website www.azzurro.it
- The **114 Emergenza Infanzia** service
- **116.000** telephone line, and online www.116-000.it, for Missing Children

1.96.96 FREE HELPLINE FOR CHILDREN AND TEENAGERS



1.96.96

Line 1.96.96 provides two channels of aid: listening reserved for children and adolescents up to 18 years and confidential advice to adults.

It is a toll free number, active nationwide 24 hours 24, 365 days a year.

In 2015:

- **more than 60.000 calls received**
- **1.993 new cases managed**
- **736 subsequent consulting**

Ch@tta con Telefono Azzurro

The helpline chat service is operational 7 days out of 7. In 2015:

- **3.421 recorded contacts**
- **687 new cases managed**
- **284 subsequent consulting**

Dedicated mainly to adolescents, digital natives, who feel themselves more confident when using this channel.

114 Emergenza Infanzia

The 114 is a service sponsored by the Department for Equal Opportunities and managed by Telefono Azzurro.

The 114 Emergenza Infanzia is a toll free emergency number to be contacted when a child or an adolescent is in danger. In 2015:

- **114.708 calls received**
- **2.067 new cases managed (145 via chat)**
- **553 subsequent consulting**

116.000 Bambini scomparsi

The 116,000 is the dedicated number in collaboration with the Police, also online at www.116-000.it, to report, even in anonymous form, the disappearance of minors or information on sightings. In 2015:

- **172 new reporting**
- **116 new missing cases**
- **56 findings**

In 71.6% of these males aged between 15 to 18 years.

**IN 2015 TELEFONO AZZURRO:
HAS RECEIVED MORE THAN 60,000 CALLS
AT 1.96.96 NUMBER
1 CALL EVERY 8 MINUTES
2,680 NEW CASES (LINE AND CHAT)
7 NEW CASES EVERY DAY**

Info and Contacts

What you can do

Donate your "5x1000" taxpayer contribution to Telefono Azzurro

Donating your five per thousand taxpayer contribution to Telefono Azzurro is easy. Just do the following:

- Sign the square meant for Non-profit organisations (Onlus)
- Write the Telefono Azzurro Tax Code: 920 126 903 73.

Bank Transfer

You may donate through bank transfer to SOS II Telefono Azzurro, at:

- Unicredit Banca
IBAN: IT28A0200802480000101257157
- UBI Banca
IBAN: IT37A0542801600000000098296.

At the Post Office

- You may use a Post Office payment slip to account number 550400 addressed to SOS II Telefono Azzurro Onlus;
- You may make a Bank Transfer payment to SOS II Telefono Azzurro Onlus
IBAN IT771076010240000000550400.

Cheques

Crossed cheques may be sent in a sealed envelope to: SOS II Telefono Azzurro Onlus
Via Emilia Est 421 - 41100 Modena, Italy

You may support Telefono Azzurro through a **bequest**.

You may opt to tag your **favours and gifts** with Telefono Azzurro label for donations.

Otherwise, you may choose to **volunteer** for Telefono Azzurro.

What you can do as a company

- You may join our **Salary Program** and offer your donations through your payslips
- You may opt for corporate **volunteering** with Telefono Azzurro
- You may become a Telefono Azzurro **partner**.
- You may purchase Telefono Azzurro **Christmas gifts**.

More info on how to support Telefono Azzurro are available at www.azzurro.it.

Our offices

Telefono Azzurro - Milan

Corso Lodi 47 - 20139 Milano
Telefono 02.550271 - Fax 0255027200

Telefono Azzurro - Turin

Corso Rosselli 128/A - 10141 Torino
Telefono 011.4831104 - Fax 011.4367980

Telefono Azzurro - Treviso

Via Isola di Mezzo 33 - 31100 Treviso
Telefono 0422.545404 - Fax 0422.545413

Telefono Azzurro - Modena

Via Emilia Est 421 - 41100 Modena
Telefono 059.9787.000 - Fax 059.9787.007

Telefono Azzurro - Florence

Borgo Tegolaio 7 - 50123 Firenze
Telefono 055.5387420 - Fax 055.5387421

Telefono Azzurro - Rome

Via Portuense 332 - 00149 Roma
Telefono - 06.95219201 - Fax 06.95219220

Telefono Azzurro - Naples

Via della Giudecca Vecchia 29 - 80139 Napoli
Telefono 081.0140648 - Fax 081.01536101

Telefono Azzurro - Palermo

Via Lussemburgo 68 - 90146 Palermo
Telefono 091.7659600 - Fax 091.7659601

SOS II Telefono Azzurro Onlus

An Italian Registered Charity Organisation
Corso Lodi 47
20139 Milan, Italy
www.azzurro.it

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 2015 was subjected to the volunteer auditing by Reconta Ernst & Young.

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www.un-guru.com

Telefono Azzurro

2015 ANNUAL REPORT

highlights



About us

TELEFONO AZZURRO

The association SOS Telefono Azzurro Onlus was born in Bologna in 1987 and is an Italian Registered Charity Organisation (DPR of 18/12/1990). It has as its main purpose the protection and care of children.

For about 30 years it is a reference point for children and teenagers in difficulty.

The helpline commitment is to defend children's rights and promote a culture that respects and values their potential and needs.

Every day Telefono Azzurro protect children and adolescents from abuse and violence which could negatively affect the well-being and the growth path.

Telefono Azzurro was the first association in Italy to deal with the issues of abuse and violence against children.

Via telephone, online, on the field, Telefono Azzurro is listening, intervention and prevention. It has always been a privileged and permanent observatory on childhood and adolescent conditions, a role that allows to responding to the many new and critical situations that may affect the rights of minors.

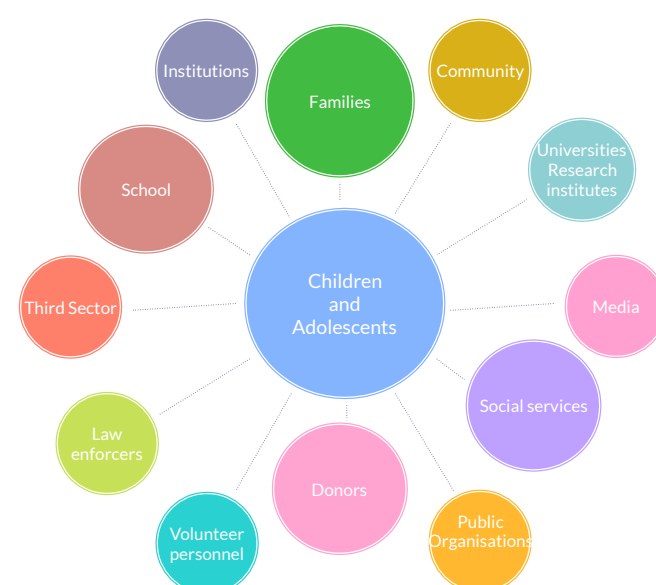
INTERNATIONAL ACTIVITIES

The participation in international projects and the international knowledge sharing with other associations, institutions and services for the prevention of situations of abuse and promotion of the children's rights is a fundamental element for the Telefono Azzurro activities.

ON THE SIDE OF CHILDREN

We are present via telephone lines, on the internet, in the institutions, but also in the world and more and more on filed in the territory: in schools, prisons, where there is need of listening, prevention, awareness and intervention. And this is also possible thanks to the precious help of many volunteers and donors who choose to stand by our side, the side of children.

STAKEHOLDER MAP



A SUMMARY OF 2015

2015 has been an important year for the goal of a cost containment policy that Telefono Azzurro has long pursued, with a decrease for all the items related to the charges, except those relating to voluntary activities.

During the year there was also a decrease in income from fundraising linked to two main factors: on one side the lower contribution from the national events - caused by the joint action of bad weather and a growing number of simultaneous similar events - and on the other side for the decreased income from bequests and legacies, that for their particular nature can not have regularity.

The employees of the Association on 31 December 2015 consists of 15 permanent employees, 6 temporary, 3 trainees and two project workers. The employees and consultants providing ongoing activities are 30. During 2015 Telefono Azzurro has sought the help of 409 volunteers active on the whole national territory.

No compensation is paid to the members of the institutional bodies.

A QUICK LOOK ON 2016

Below we have reported some areas of development that characterize the development and Telefono Azzurro activities during 2016.

- > Hiring and training volunteers for the Telephone Listening National Center
- > Renewal convection Bullying 2016 - 2017 with the Ministry of Education for an Anti-Bullying Line can offer to the school staff, students and families appropriate prevention tools, response, and intervention, especially in light of the ever-increasing use of the internet by children and adolescents.
- > Continuous improvement of infrastructure optimization for the management of emergencies through the 114 and listening and counseling through 1.96.96
- > Financing of 116,000 line in response to the Poste Foundation notice Together Onlus
- > Daphne project for the 116 000
- > Hereinafter project Safer Internet Centre Italy (SIC Italy III)
- > Improving the work of volunteers and strengthening of activities carried out by groups
- > Development of the School Sector: peer education extension to volunteering, increase volunteer participation, participation in national and local projects.

TELEFONO AZZURRO ACCORDING TO THE SEECURE METHODOLOGY BY UN-GURU®

The real added value of the work done by Telefono Azzurro is its contribution to the creation of a culture of the rights and respect of children. First and foremost, Telefono Azzurro has been at the forefront in the protection of the rights of the child over the last 28 years, thus becoming a point of reference when it comes to fighting problems regarding abuse of minors both at national and international level. The Telefono Azzurro 2015 Social Report has been developed according with the proprietary methodology of Un-Guru® SEECuRe that estimates and assesses 4 dimensions for the evaluation of the impacts of an organization: Social, Economic, Environmental, Cultural Responsibility.



COMMUNICATION

During 2015 the unification and coordination of all communication channels has been going on, reinforcing the presence of Telefono Azzurro on social media.

The instruments used:

- **Azzurro Child**, 6 numbers in the year
- **e-newsletter**, during communication campaigns and events
- **www.azzurro.it**, with a concise English version, constantly updating and with thematic analysis on relevant news
- daily management of social media accounts **Facebook**, **Twitter** and **Instagram**.

The communication campaigns:

- **Sicurezza in Rete**
- **Fiori d'Azzurro**
- **Non Stiamo Zitti**
- **5x1000**
- **Back to school**
- **Bullismo**
- **Accendi l'azzurro.**



What the volunteers do with 5x1000

The volunteers of Telefono Azzurro are engaged in their own towns and territories in activities such as:

- Telephone and Chat Lines
- School Project
- Children and Prison Project
- Information and Prevention Activities
- Missing Children Project
- Fundraising and Advocacy Activities

Telefono Azzurro constantly looks to developing and training their volunteers, people who are driven by different motivations, each one with different personalities, but all and overall united by sincere ideals.



Children and Prison

The Children and Prison project has two different actions:

- the "Project Game" achievable in all those facilities where inmates receive visits from children and parents
- "Project Nest / ICAM" for children 0-6 years whose mothers are in detention.

The project is active in 17 detention facilities and 2 more are awaiting activation. Currently, Telefono Azzurro follows a monthly average of 857 children and adolescents through the constant presence of 224 volunteers, specifically trained. In 2015, 10,200 children have benefited from the project.



Emergency Team

The project is a collaboration with the Child Study Center at Yale University (U.S.A.). The Emergency Team relies on the presence of trained professionals, involved 24 hours on 24, every day of the year, alongside local agencies, in situations where children are victims or witnesses of violence. Among the most significant activities of the last years, the activities on the occasion of the earthquake in Emilia of 2012, the earthquake in Abruzzo in 2009, the tsunamis of 2004 in Southeast Asia.



At School with Telefono Azzurro

The school plays a key role in the growth of children and young people both for its function of education / socialization and for the fundamental contribution to building self-esteem, the experimentation and the acquisition of social skills. In 2015: 12,500 Students involved in 485 laboratories + Peer Education + Plenary classroom, 43 Training meetings for Teachers and Parents with 1,780 adults involved 125 volunteers and 8 trainers and supervisors active in 26 Italian provinces.

THE 2015 FINANCIAL REPORT



STATEMENT OF ASSETS	2015	2014
Subscribed capital	5.700	4.500
ASSETS		
Intangible assets	8.884	14.435
Tangible assets	425.748	865.704
Financial assets	14.116	13.589
CURRENT ASSETS		
Stocks	0	0
Credits	747.530	1.006.034
Short-term financial assets	4.001.880	2.317.688
Cash equivalents	1.571.856	2.530.997
Accruals	37.704	38.657
TOTAL	6.813.418	6.791.604

BALANCE SHEET LIABILITIES AND EQUITY	2015	2014
EQUITY		
Endowment fund	516.457	516.457
Reserves	681.056	3.589.394
Allocated funds	3.845.700	681.055
Management Surplus (Deficit)	391.835	256.306
PROVISIONS FOR LIABILITIES AND CHARGES	518.492	382.976
SEVERANCE FUNDS	169.056	152.533
DEBTS		
Supplier debts	489.022	1.029.973
Tax debts	42.214	47.267
Welfare institutions debts	24.423	18.126
Personnel debts	35.447	39.908
Subsidiary company debts	6065	7.938
ACCRUALS AND DEFERRALS	93.651	69.671
TOTAL	6.813.418	6.791.604

MEMORANDUM ACCOUNTS	2015	2014
GUARANTEES	505.000	430.000

MANAGEMENT REPORT

Reclassified according to type of cost

INCOME	2015	2014
Contributions and Donations	1.492.305	1.797.128
Income from Organisation of Events	1.174.324	1.366.050
Project agreements and funding	826.066	936.984
Subscription fees	1.400	1.250
insurance compensation	525	2.700
Contribution by volunteers	6.135	4.620
TOTALE PROVENTI	3.500.755	4.108.732

MANAGEMENT COSTS	2015	2014
Personnel costs	-1.523.186	-1.592.045
Events Promotional Material	-702.155	-762.162
Material distribution and awareness costs	-45.224	-211.134
Third party service costs	-280.494	-545.283
Communication and advertisement	-206.486	-238.607
Telephone and communication	-91.866	-108.624
Rent and office management expenses	-197.568	-168.591
Delivery	-46.095	-52.194
Amortization and depreciation	-26.209	-83.619
Maintenance, Stationary and office costs	-97.902	-93.448
Insurance	-42.493	-40.533
Charges on donations	-39.866	-25.008
Free telephone line	-29.369	-17.907
Other costs related to volunteering	-4.543	-2.199
Other management costs	-43.952	-22.839
TOTAL OPERATIONAL COSTS	-3.377.408	-3.964.193

Risk provisions and other provisions	-151.238	-87.724
Use of allocated funds	0	1.432
Financial income (charges)	141.825	211.753
Extraordinary income (charges)	292.317	-1.008
Financial taxes	-14.416	-12.686
FINANCIAL YEAR SURPLUS/DEFICIT	391.835	256.306

The Telefono Azzurro financial report is subjected to the volunteer auditing by Reconta Ernst & Young.