

#BEYONDTHEEMERGENCY #MANAGINGCOMPLEXITY

highlights
ANNUAL REPORT 2021



A PIONEER IN DEFENDING THE RIGHTS OF CHILDREN AND ADOLESCENTS

LISTENING >> INTERVENTION >> STUDY >> PREVENTION



HELPLINES AND HOTLINES

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



CHAT AND WHATSAPP

19696 chats, 114 phone lines,
and 114 Whatsapp instant messaging are three
channels for seeking immediate assistance



APPS

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



SOCIAL MEDIA

Telefono Azzurro engages with kids through
Facebook, Twitter, YouTube, Instagram, and
TikTok



VOLUNTEERS

involved in listening services, schools
and prisons projects, and awareness and
fundraising campaigns



TERRITORIAL CENTRES

operational offices and bases for volunteers
located throughout Italy



RESEARCH AND DEVELOPMENT

The Study Centre and
multi-stakeholder projects
at national and international levels



in the world

Telefono Azzurro is a member of all
the leading international networks
dedicated to protecting children
and promoting children's and
adolescents' rights.



in Italy

Telefono Azzurro has always
operated throughout Italy

TELEFONO AZZURRO IN 2021

Helpline 19696: since its inception in 1987 until 2021, managed **84,550 cases**

Hotline 114 Childhood Emergency: since its inception in 2003 until 2021 managed **28,495 cases**

Hotline 116000 Missing Children: since its inception in 2009 until 2021 managed **1,599 cases**

Activities in 2021

In 2021 too, our Listening 19696, 114 Childhood Emergency, and 116000 Missing Children services have always remained active 24 hours a day, every day, ready to provide support to children, adolescents, families, and teachers.



19696 FREE HELPLINE FOR CHILDREN AND ADOLESCENTS 3,573 cases managed

(in line compared to 2020)

Average of 297 cases managed per month, about 10 per day, in 2021



114 Childhood Emergency 2,575 cases managed

(+40% compared to 2020)

Average of 214 cases managed per month, about 7 per day, in 2021



116000 Missing Children 222 cases managed

(+133 cases managed compared to 2020)

Average of 18 cases managed per month in 2021



School-Education project:

tens of thousands of students, teachers and parents reached



Children and Prison project

20 towns, 22 playrooms, 2 ICAMs, 1 Nursery, 13 Green Areas



Information via web and social media

hundreds of thousands of children, adolescents and adults reached via:

www.azzurro.it

Facebook

Twitter

Linkedin

Instagram

TikTok

Ads and social media campaigns, with influencers too



SOME ACTIVITIES AND PROJECTS IN 2021



SCHOOL EDUCATION

Education and Prevention in Schools

As an institution accredited by MIUR, Telefono Azzurro proposes, through periodic interventions in schools throughout Italy, training and prevention activities on various issues, such as bullying, abuse, safe use of the internet, multiculturalism, and children's rights. In this period of pandemic intense training and support activities for teachers and children have been focused a lot on digital issues. Telefono Azzurro as an accredited training institution is the MIUR referent, at schools, for training projects dedicated to teachers and students of all levels.



LISTENING AND EMERGENCY



19696

19696 aims at providing support and assistance, in a space of listening and psycho-pedagogical advice, for children, adolescents, and adults who may find themselves in situations that may harm the psycho-physical development of children and young people.



114 Childhood Emergency

The 114 Childhood Emergency, managed by Telefono Azzurro since 2003, is a multi-channel emergency service of public utility of the Department of Equal Opportunities, after which it was transferred to the Department for Family Policies, Presidency of the Council of Ministers.



116000 Missing Children

The hotline 116000 has been active in Italy since 2009. The Unique Number for Missing Children is an emergency number that belongs to the Ministry of the Interior, which with a Memorandum of Understanding has assigned exclusive rights to Telefono Azzurro.



19696 Listening and 114 Emergency. Certified quality.

The activities related to telephone answering services, Listening Line 19696, are certified according to **UNI EN ISO standards 9001:2015**, while the 114 Childhood Emergency service is **ISO 18195 certified**.



The E-learning platform of

Telefono Azzurro in the area of education and training:
<https://academy.azzurro.it/>

SOME ACTIVITIES AND PROJECTS IN 2021



CHILDREN IN PRISON

20 towns, 22 playrooms, 2 ICAMs, 1 Nursery, 13 Green Areas

Since 1993, Telefono Azzurro has promoted and implemented, without public funds, its “Children and Prison” project, designed to protect children with one or both parents incarcerated, as stated in article 9 of the Convention on the Rights of the Child (UN, 1989). This project is being conducted in collaboration with the Ministry of Justice and the Department of Penitentiary Administration. The project is coordinated at the national level, and it is operated by volunteers, appropriately trained and updated, in close and continuous collaboration with all prison authorities. There are two operational support functions: “**Nursery/ICAM**,” for children (0-6 years) living in Penitentiary Institutes and Attenuated Custody Institutions for Detained Mothers (ICAM); and “**Playroom**,” designed to create a serene and welcoming atmosphere for minors who visit their parents or detained relatives at the Penitentiary Institute.

STUDIES AND RESEARCH

The Research and Study Center of Telefono Azzurro is a privileged observatory. Data, evidence, and monitoring constitute the underpinning of prevention and intervention programs for all issues related to the rights and problems of childhood and adolescence, also on the basis of constant dialogue with networks and the realities of the sector, even internationally.

Among the activities, the Research and Study Center:

- analyzes and evaluates existing trends and design research actions, in order to identify new emerging areas and to develop consolidated methods for prevention and intervention actions, evaluating their effectiveness
- defines good practices approved by the scientific community and contributes to the creation of shared guidelines
- strengthens the role of Telefono Azzurro as an opinion leader on issues of childhood and adolescence
- contributes to the drafting of projects and participation in national and international calls for funding
- elaborates technical-specialist documents, contributing to the strengthening of the associative role in institutional contexts
- guarantees participation in international networks and encourages exchange with partner associations
- produces training content aimed at carrying out training actions (including remote) for childcare professionals, according to a multidisciplinary orientation
- contributes to the dissemination of scientific and specialist content through reports, publications, and insights
- encourages the dissemination of informative content and materials, in order to raise the awareness of children, adolescents, and those belonging to their circle of trust (parents, teachers, educators, and, in general, the whole of society) on the issues and problems of the world of childhood and adolescence.

WITH INSTITUTIONS, COMPANIES, AND ORGANIZATIONS

In 2021, Telefono Azzurro strengthened relations with:

- **institutions** to promote proposals for laws and action and intervention plans on issues of network security, bullying, etc., and in defense of children’s rights
- **businesses**, as a possible alternative support tool to public funding and private donations.
- **associations**, a network of relationships for a better integrated culture in defense of minors.



NETWORKS AND INTERNATIONAL PROJECTS

An element of key relevance for the activities of Telefono Azzurro is the constant participation in the most important international networks regarding concerning children and adolescent protection. Together with other associations, institutions, and services for the prevention and intervention in situations of abuse of children and adolescents, Telefono Azzurro is at the forefront of international initiatives, concerning also the newest challenges in child protection, such as new technologies.

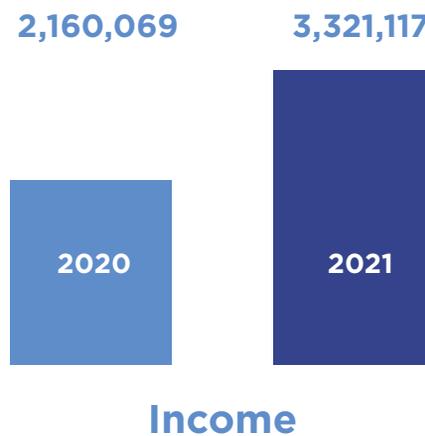
ECONOMIC AND FINANCIAL RESOURCES: 2021 FINANCIAL STATEMENTS

ASSETS	2021	2020
A) Membership fees or contributions still due	-	4450
B) Fixed assets		
I - Intangible fixed assets	-	-
3) industrial patent rights and intellectual property rights	3322	1064
4) concessions, licenses, trademarks and similar rights	6401	5683
7. Other	34431	48203
Total intangible fixed assets	44154	54950
II - Tangible fixed assets	-	-
1) land and buildings	208647	208647
4) other goods	43513	18942
Total tangible fixed assets	252160	227589
III - Financial fixed assets	-	-
1) shareholdings in	-	-
(b) affiliated companies	3306	3305
(c) other companies	2384	1956
Total shareholdings	5690	5261
3) other equities	5760697	5776145
Total financial fixed assets	5766387	5781406
Total fixed assets (B)	6062701	6063945
C) Circulating assets		
I - Inventories	-	-
4) finished products and goods	59822	56649
Total inventories	59822	56649
II - Credits	-	-
2) towards associates and founders	4188	4886
3) to public bodies	226821	292645
4) to private subjects for contributions	185	46673
9) tax credits	7474	6813
12) to others	12415	12289
Total credits	251083	363306
IV - Cash availability	-	-
1) bank and postal deposits	2636488	2470022
3) money and cash values	59262	48345
Total liquid availability	2695750	2518367
Total circulating assets (C)	3006655	2938322
D) Accruals and deferred income	48221	52802
Total assets	9117577	9059519
LIABILITIES AND EQUITY		
A) Equity	516457	516457
I - Endowment Fund of the institution	-	-
II - Tied assets	2871244	3087996
2) reserves tied up by decision of the institutional bodies	2871244	3087996
Total tied assets	-	-
III - Free assets	4457605	4457606
2) other reserves	4457605	4457606
Total free assets	-61686	226458
IV - Operating Surplus/Deficit	7783620	8288517
Total equity		
B) Provisions for risks and charges	74402	63738
3) Other	74402	63738
Total funds for risks and charges	161964	148108
C) Termination of employment		
D) Debts		
7) debts to suppliers	916543	404211
9) tax debts	6133	10428
10) debts to social security institutions	20729	18680
11) debts to employees and collaborators	46559	25233
12) other debts	14554	29422
Total debts	1004518	487974
E) Accruals and deferred income	93073	71182
Total liabilities and equity	9117577	9059519

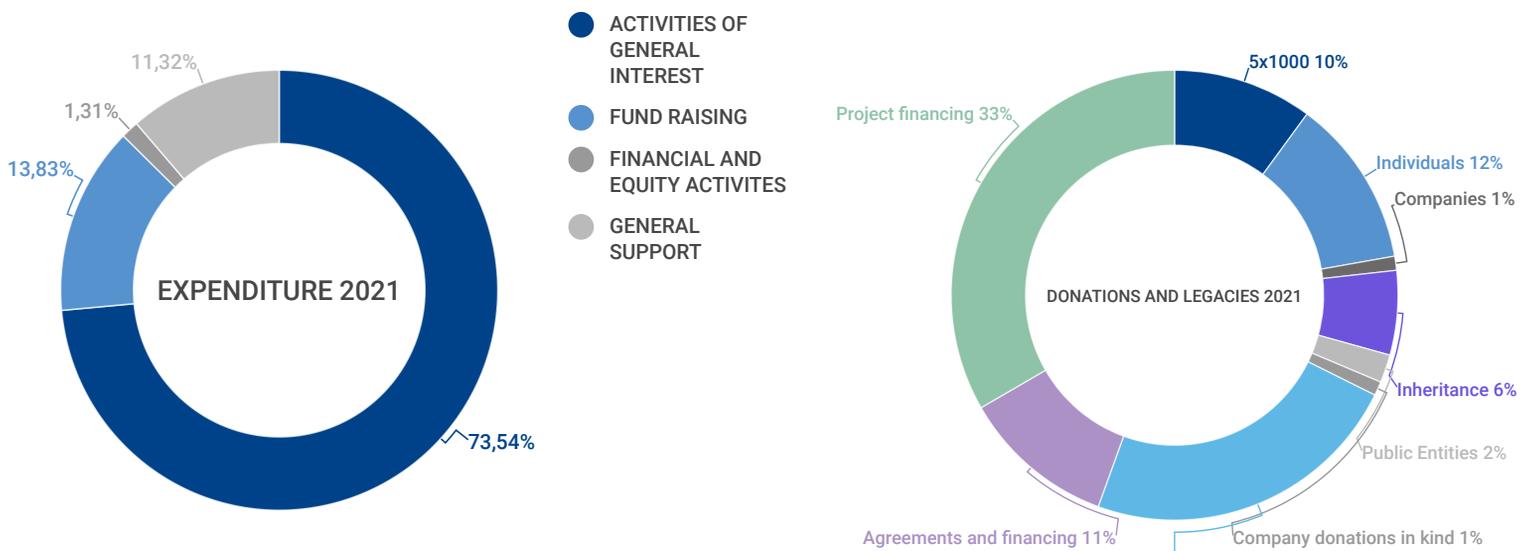
Charges and costs	2021	2020
A) COSTS AND CHARGES FROM ACTIVITIES OF GENERAL INTEREST	2481417	1403412
1) Costs for raw materials, subsidiary, consumption and goods from activities of general interest	4184	4972
2) Costs for services from activities of general interest	1933845	940828
3) Costs for the use of third-party goods from activities of general interest	56340	51386
4) Personnel costs from activities of general interest	437909	370274
5) Depreciation from activities of general interest	28442	18746
7) Miscellaneous operating costs from activities of general interest	20697	17206
Total costs and charges from activities of general interest	2481417	1403412
C) COSTS AND CHARGES FROM FUNDRAISING ACTIVITIES	466754	10570
2) Charges for occasional fundraisers	466754	10570
Total costs and charges from fundraising activities	466754	10570
D) COSTS AND CHARGES FROM FINANCIAL AND PATRIMONIAL ACTIVITIES	44194	131318
1) Bank charges	11669	12289
4) Charges from other assets	30275	114979
5) Provisions for risks and charges from financial and equity assets	2250	4050
Total costs and charges from financial and equity activities	44194	131318
(E) GENERAL SUPPORT COSTS AND CHARGES	382039	378333
2) Costs for general support services	263176	244626
3) Costs for the use of third party assets of general support	48680	84421
4) Costs for general support staff	44469	44244
6) Provisions for risks and general support charges	10663	-
7) Other general support charges	15051	5042
Total costs and charges of general support	382039	378333
TOTAL CHARGES AND COSTS	3374404	1923633
	-	-
Income and revenues	2021	2020
A) REVENUES, ANNUITIES AND INCOME FROM ACTIVITIES OF GENERAL INTEREST	2457807	1961914
1) Income from membership fees and contributions of the founders	-	1050
4) Liberal donations	391854	488043
5) 5 per thousand income	330001	665720
6) Contributions from private subjects from activities of general interest	984704	244049
8) Contributions from public bodies from activities of general interest	555408	552673
10) Other income, annuities and income from activities of general interest	195840	10379
Total revenues, annuities and income from activities of general interest	2457807	1961914
Surplus/deficit general interest assets (+/-)	-23610	558502
Miscellaneous assets surplus/deficit (+/-)	-	-
C) REVENUES, ANNUITIES AND INCOME FROM FUNDRAISING ACTIVITIES	735983	1064
2) Income from occasional fundraisers	735983	1064
Total revenues, annuities and income from fundraising activities	735983	1064
Surplus/deficit fundraising activities (+/-)	269229	-9506
D) REVENUES, ANNUITIES AND INCOME FROM FINANCIAL AND PATRIMONIAL ACTIVITIES	68380	104289
1) Income from banking relationships	276	305
2) Income from other financial investments	68104	103984
Total revenues, annuities and income from financial and patrimonial activities	68380	104289
Surplus/deficit financial and capital assets (+/-)	24186	-27029
(E) GENERAL SUPPORT INCOME	58947	92802
2) Other general support income	58947	92802
Total general support revenue	58947	92802
TOTAL INCOME AND REVENUES	3321117	2160069
Operating surplus/deficit before tax (+/-)	-53287	236436
Taxes	-8399	-9978
Operating surplus/deficit (+/-)	-61686	226458

NOTES TO 2021 FINANCIAL STATEMENTS

Telefono Azzurro closes 2021 with a slight deficit, linked to the significant increase in loans for mission activities. As clearly highlighted by the financial statements adopted, in compliance with the new Italian regulations on the reporting of Third Sector Entities, loans for general interest activities increased by over one million (+ 76% year on year), largely covered by "increase from donations from private individuals for activities of general interest (which went from 240 thousand euros to around 1 million euros). Overall, revenues grew by 54%, almost completely recovering from last year's decline mainly due to the consequences of the Covid-19 pandemic. The increase in donations from individuals leads to an increase in costs for occasional fundraising, while the costs for financial and equity activities decrease significantly. General support costs remained substantially stable.



Income



WHAT IS THE VALUE OF CHILDREN'S AND ADOLESCENTS' RIGHTS?



We have always known that the added value of the work carried out by Telefono Azzurro consists in the contribution given to the creation of the rights of minors and their respect. This social report was created by applying the **SEECuRe (Social, Economic, Environmental, Cultural Responsibility)** approach which is the basis of the methodology developed by the strategic management consulting firm **Un-Guru** and which provides for the evaluation and integration of all the impacts created by an organization. This is a particularly suitable choice for Telefono Azzurro since the entire activity of the association has a significant cultural value, as it is aimed at creating a culture of children's rights 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 the social changes that impact the lives of minors and promote, through all places of relationship and social interaction - school, family, meeting places, web and social channels - the well-being of children and adolescents.

TELEFONO AZZURRO 2021: WHO WE ARE, TODAY



Who we are

Telefono Azzurro exclusively pursues purposes of social solidarity in the field of assistance to minors, even in emergencies, with the aim of preventing, alleviating, and treating situations of hardship, trauma, mistreatment, and abuse in which they may find themselves. It also aims to promote, through information and dissemination activities of the acquired knowledge, total respect for the individual during his early training and throughout his developmental age, as well as to safeguard them, through assistance and support interventions both on the national territory, and at an international level, the potential for growth. In particular, Telefono Azzurro aims to protect children and adolescents who are victims of traumatic situations, through training, prevention, and intervention activities, also operating in the field of civil protection. At an international level, Telefono Azzurro aims to promote, disseminate and implement development cooperation programs aimed at recovering the psychosocial well-being of children, adolescents, and families who are victims of traumatic events and situations of serious distress.

Our story

Telefono Azzurro was founded in 1987 in Bologna to give a concrete answer to the "right to hear" recognized to children by the International Convention on the Rights of the Child signed by the United Nations. For over 30 years, Telefono Azzurro has been a point of reference for children and adolescents in difficulty, at the forefront in the defense and promotion of a culture that respects and values their potential. On the telephone, in chat, and on the territory, Telefono Azzurro is listening, intervention and prevention, and is constantly evolving to respond to the new needs of children and young people. Today, Telefono Azzurro is also a digital reference reality, which interacts with children and young people on social and faces with them the many new critical situations that come from the online world: online prevarication, cyberbullying, sexting and sextortion, online solicitation, privacy violations, online gaming and gambling, and identity theft. A real integrated platform - telephone, web, social media, apps, territorial centers, local groups of volunteers - to respond to the need of the new generations to be fully digital citizens. A multi-channel approach to addressing abuse and inconvenience, old and new.

From Association to Foundation

In 2021 the S.O.S. The Telefono Azzurro ONLUS becomes Foundation under the name "**S.O.S. the Telefono Azzurro ONLUS - National Line for the Prevention of Child Abuse**" (abbreviated form "S.O.S. IL TELEFONO AZZURRO E.T.S."), registered in the Register of Legal Entities of the Prefecture of Milan on 16 March 2021. The transformation into a Foundation was an opportunity to adapt the Articles of Association, based on the provisions for Third Sector Entities by Legislative Decree No. 117 of 3 July 2017. The Foundation was endowed with a bound fund equal to 500 thousand euros.

OUR STAKEHOLDERS



SOS Il Telefono Azzurro Onlus Foundation - An Italian Registered Charity Organisation
Via Copernico 1 - 20125 Milan, Italy - www.azzurro.it - C.F. 92012690373

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.

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