

Telefono Azzurro in 2019

Helpline 19696: since its inception in 1987 until 2019, managed more than **77.367** cases.

Hotline 114 Childhood Emergency: since its inception in 2003 until 2019, managed more than **24.091** cases.

Hotline 116000 missing children: since its inception in 2009 until 2019, managed more than **1.290** cases.

2019



19696 free helpline for children and adolescents: 2,567 cases managed

line 19696: 1,291 cases managed

chat 19696: 3,194 contacts received, 1,069 cases managed

e-mail and web: 171 cases managed

Average of 214 cases managed per month and 7 per day in 2019



114 Childhood Emergency: 1,718 cases managed + 2,852 reports

line 114: 1,494 cases managed

chat 114: 181 contacts received, 108 cases managed

Average of 143 cases managed per month and 5 per day in 2019

hotline 114: 2.852 reports of child pornography

Average of 238 scases managed per month and 8 per day in 2019



116000 missing children: 118 cases managed

+ 60 follow-up contacts

Legal guidance: 37 requests



Information via web and social media

www.azzurro.it: 258,000 users - 613,000 page views

Facebook: 88,262 followers - 6.7 millions of people reached

Twitter: 7,005 followers - over 445,000 tweet views

LinkedIn: 4,525 followers - about 37,000 post views

Instagram: 2,684 followers

Media e social media campaigns



School-Education project: 500 workshops for 10,000 students

10,442 students reached

576 adults reached (350 teachers, 226 parents)

over 500 workshops in schools



Children and Prison: admission of 4,992 children and 3,110 families

46 penitentiaries in 20 cities

Average of 416 minors admitted each month throughout 2019

22 Playrooms, 2 ICAM, 1 Nursery, 13 Green Areas



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

479 volunteers

32 local groups

about 5,000 volunteers for Fiori d'Azzurro



Voluntary Civil Service

55 volunteers of the Voluntary Civil Service

engaged in school and prison projects



Value. Vision. Mission. History.

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 minors' requests for help through the telephone. Since then we have been supporting children and adolescents on the phone, on the web, in chat, at school, on the territory. We are not just listening and responding. We work for the creation and dissemination of a real culture of children's rights. Through studies and research, collaboration with institutions and organizations in Italy and around the world, with companies, in an innovative way and in step with the changes that affect society and involve children and adolescents. We are active promoters and defenders of children's rights, and we intervene when these rights are threatened. On-line and off-line. We feel the responsibility of being the first and most authoritative point of reference for children and adolescents in difficulty. This responsibility is our daily commitment and requires us to open up to dialogue and collaboration with all those who in various capacities - families, school staff, services, law enforcement agencies, institutions, the world of associations - contribute to creating 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 in a community where their dignity and the right to self-fulfillment are respected. The objective of Telefono Azzurro is to give full substance to the UN Convention on the Rights of the Child which establishes the best interest of the child. In every decision, legislative action, legal measure, public or private initiative for social assistance, the best interest 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 welcoming, relating, managing and preventing the requests of children and adolescents, as established by Article 12 of the same Convention. According to the Convention, listening is in fact a right of children and, for Telefono Azzurro, a duty of adults.

Our Mission

Telefono Azzurro promotes total respect for the rights of children and adolescents. With its activities, every day it supports their growth potential and protects them from abuse and violence that can jeopardize their well-being and growth path. It listens to children and adolescents every day 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 their right to grow up in a safe environment and within a network of relationships that can ensure their development and prevent abuse and discomfort.

Our History

Telefono Azzurro was founded in 1987 in Bologna: the promoter of the initiative is 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 and provide a concrete response to the "right to listen" recognized to children by the UN Convention on the Rights of the Child. Today, Telefono Azzurro has listening and intervention lines, via telephone and online (mobile, web, chat, app, social network), emergency interventions in case of calamities and disasters, projects for children of prisoners, projects on the territory and prevention through education and awareness in schools, towards adults and towards policy makers and institutions.

SOS Il Telefono Azzurro Onlus - 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.
The financial report as of 31st December 2019 was subjected to the volunteer auditing by PwC

Idea, strategy, contents and design by

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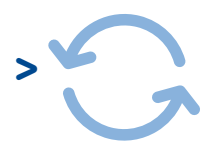


highlights
ANNUAL REPORT 2019



The first 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
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 479 + 55 of the National Civil Service, 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

Some activities and projects in 2019



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.

19696 Listening and 114 Emergency. Certified quality.

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

116000 Missing Children

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

Awareness raising and Prevention at School

As an institution accredited by MIUR (Ministry of Education, University and Research), Telefono Azzurro has proposed, 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 the rights of childhood**. Telefono Azzurro as an accredited training institution is the MIUR referent, at schools, of training projects dedicated to teachers and students of all levels. The memorandum of understanding signed with MIUR during SID 2019 renews the commitment

of Telefono Azzurro. Among the most relevant in 2019 is the project **"Vivi internet, al meglio"** (live the internet, at its best) in collaboration with Google.org, a program aimed at helping adolescents, teachers and parents to be safer online, educating them on the fundamental concepts of digital citizenship through online resources and presence on the territory.



Children in Prison

Since 1993, Telefono Azzurro has promoted and implemented - without any public funding - the "Children and Prison" project, to protect those children with one or both parents in prison, as per art. 9 of the Convention on the rights of children and adolescents (UN, 1989). The project is in collaboration with the Ministry of Justice and the Department of Penitentiary Administration. Coordinated at a national level, it is operated by volunteers, suitably trained and updated, in close and constant collaboration with all prison operators. There are two operational support activities: "Nursery/ICAM", for children (0-6 years) who live in the Penitentiary Institutes and Institutes with Attenuated Custody for Prisoned Mothers (ICAM) and "Playroom", to create a serene and welcoming atmosphere for the minor who enters the Penitentiary Institute to visit his parent or relative in prison.

Sharing and International Projects



An element of central importance for the activities of Telefono Azzurro is represented by the constant participation in projects of international importance together with other associations, institutions and services for the prevention and intervention in situations of abuse in children and adolescents and promotion of the rights of children and

Study Centre and Research

Telefono Azzurro Study Center is a privileged observatory for monitoring phenomena relating to the rights and problems of childhood and adolescence.

Data, evidence and monitoring constitute the basis from which to start building the prevention and intervention programs of Telefono Azzurro, also on the basis of the constant dialogue with the networks and the realities of the sector, also at an international level. Among the activities:

- constant alignment with new **digital technologies** and with the tools and channels used by children and adolescents
- **quantitative and qualitative reports** on the activity of the listening and emergency lines
- creation of **monothematic dossiers** on specific topics
- **technical documents for ministries, other institutions and bodies.**
- **research and publications** on issues involving minors
- organization of **conventions and conferences** on key issues for children and adolescents.

Collaborations with Companies and Organizations

In 2019, Telefono Azzurro strengthened its relations:

- **with the Institutions** in order to promote proposals for laws and action and intervention plans on issues of network security, bullying and cyberbullying, and in a wider spectrum, on online intervention policies in defense of the rights of the child,
- **with the Companies**, with particular attention to those that have made new technologies their core business', as a possible leveraging and alternative support tool to public funding and private donations for the realization of its projects.
- **with the Associations**, with particular emphasis on AICS and CNESC for institutional activities for the purpose on the one hand of addressing the burning issues of abuse and bullying (AICS), on the other to strengthen the network of associative relationships in order to strengthen and increase a better culture of Voluntary Civil Service.

protection are therefore added to the activities carried out by Telefono Azzurro in the context of European projects.



Ernesto Caffo, founder and president of Telefono Azzurro, is member of 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 2019

(All figures in Euro)

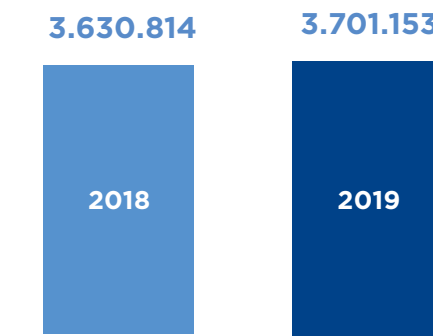
STATO PATRIMONIALE ATTIVO	2019	2018
Crediti vs Soci	4750	6400
Crediti vs Soci per versamento quote	4750	6400
Marchi e brevetti	4692	1775
Software	-	-
Oneri plur. da ammortizzare	61976	75749
Totale immobilizzazioni immateriali	66668	77524
Attrezzature e impianti	-	-
Macchine ufficio	22952	11797
Mobili e arredi	0	0
Automezzi	0	5750
Immobili	-	-
Totale immobilizzazioni materiali	22952	17547
Partecipazioni Telefono Azzurro srl	0	1
Partecipazioni in imprese diverse	9190	7689
Totale immobilizzazioni finanziarie	9190	7690
TOTALE IMMOBILIZZAZIONI	98810	102762
ATTIVO CIRCOLANTE		
Immobili destinati alla vendita	208647	208494
Rimanenze	-	-
Magazzino merci	46148	-
Totale rimanenze	46148	-
CREDITI		
Crediti tributari	468	7543
Depositi cauzionali	8185	10768
Crediti diversi	4886	13995
Crediti vs enti finanziatori	142916	554667
Contributi e donazioni da ricevere	46891	165773
Totale crediti	203346	752646
Immobilizzazioni finanziarie		
Bper arca mm	209997	0
Deposito titoli BPER	4736551	4496917
Deposito Titoli UBI	667682	645616
Attività finanziarie non immobilizzate	5614230	5142533
DISPONIBILITA' LIQUIDE		
Depositi bancari e postali	2727449	1512645
Denaro e valori in cassa	53900	19929
Totale disponibilità liquide	2781349	1532574
RATEI E RISCONTI		
Risconti attivi e Note credito da ricevere	38578	36219
Ratei attivi	366	231
Totale ratei e risconti attivi	38944	36550
TOTALE ATTIVO CIRCOLANTE	8892563	7672571
Totale Attività	8996123	7781733

The balance sheet data for 2019 do not record a significant difference compared to the previous year, except for the important surplus for the year of almost one million euros, which is a budget dedicated to projects that will see their development over the next two years. Income from contributions and donations decreased slightly compared to 2018 but fundraising from event organization is slightly increasing.

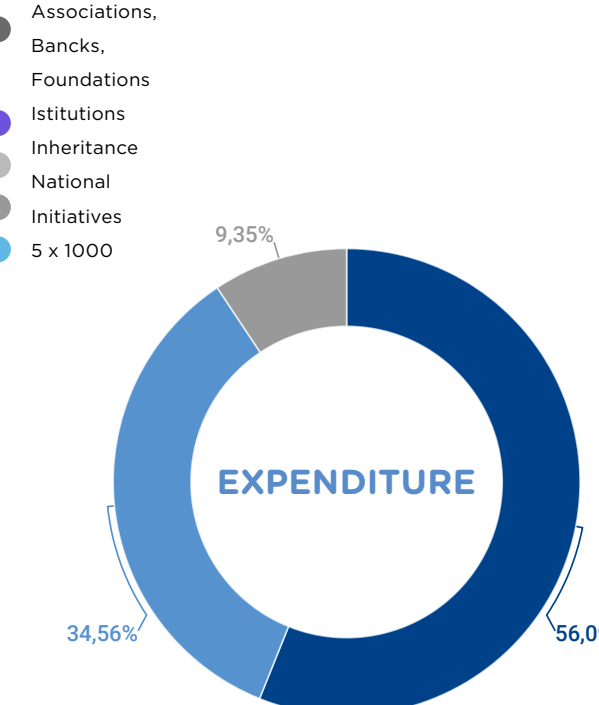
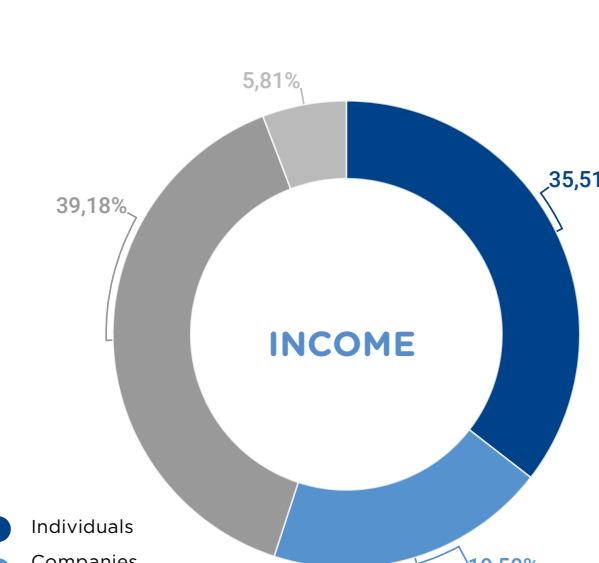
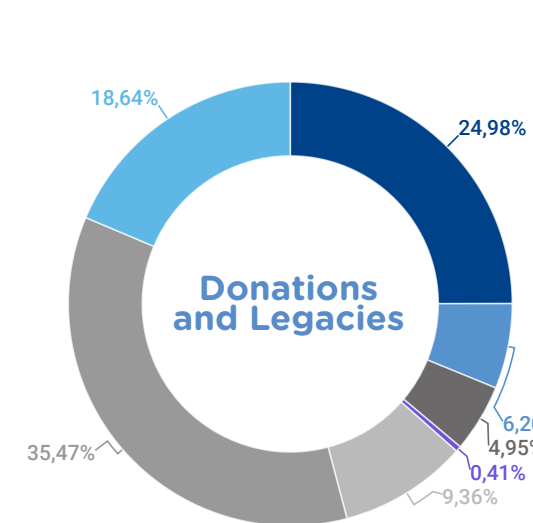
An important component of the proceeds is that of financing from agreements with public bodies for the implementation of mission projects and activities.

RENDICONTO GESTIONALE	2019	2018
RICLASSIFICATO PER PROGETTI/ATTIVITÀ		
PROVENTI		
Contributi e liberalità da privati	508231	510043
Contributi e liberalità da aziende	126147	126805
Contributi e liberalità da associazioni/banche/fondazioni	100689	128168
Contributi e liberalità da enti	8264	23789
Eredità	190403	506321
Contributi Convenzioni e liberalità per finanziamento progetti	649574	389544
Proventi da Iniziative Nazionali	721691	712258
Contributi 5 per mille	379307	439851
Quote associative	1150	1160
Risarcimenti assicurativi e altri proventi	210654	233508
Affitti attivi	4460	4460
Variazione rimanenze finali di magazzino	2900570	3075847
SUBTOTALE PROVENTI ATTIVITÀ ISTITUZIONALE	800583	554967
Proventi progetto 114 Emergenza Infanzia	3701153	3630814
TOTALE PROVENTI	4607736	4185781
ONERI DI GESTIONE		
A) ONERI PER ATTIVITÀ DI ASCOLTO ED INTERVENTO		
1. Linee di ascolto e di emergenza		
19696 Linea Ascolto	-205189	-269247
Linea 116.000 Bambini Scomparsi	-49036	-132102
Linea 114 Emergenza Infanzia	-524039	-457372
2. Volontariato e attività territoriali		
Costi di struttura e personale a sostegno del volontariato	-244235	-145658
Progetto Scuola Educazione	-95500	-106753
Progetto Bambini e Carcere	-98496	-110887
Sensibilizzazione e formazione	-37873	-47999
3. Ricerca & Sviluppo		
Studi ricerca e formazione	-27189	-84764
sicurezza in rete	-262696	-118504
Bullismo	24918	-142079
B) ATTIVITÀ DI SENSIBILIZZAZIONE E DI SVILUPPO		
Comunicazione e campagne informative	-229798	-289316
Raccolta fondi	-285720	-275828
Iniziative Nazionali	-509005	-535607
C) ATTIVITÀ COMPLEMENTARI DI SUPPORTO		
Attività complementari e di supporto	-269059	-258942
TOTALE ONERI	-2872413	-2976058
AVANZO (DISAVANZO) OPERATIVO	823740	654755
Accantonamenti a fondi rischi		
Proventi (oneri) finanziari e straordinari	151795	-122959
Imposte d'esercizio	-14596	-15667
Avanzo di esercizio	960939	516137

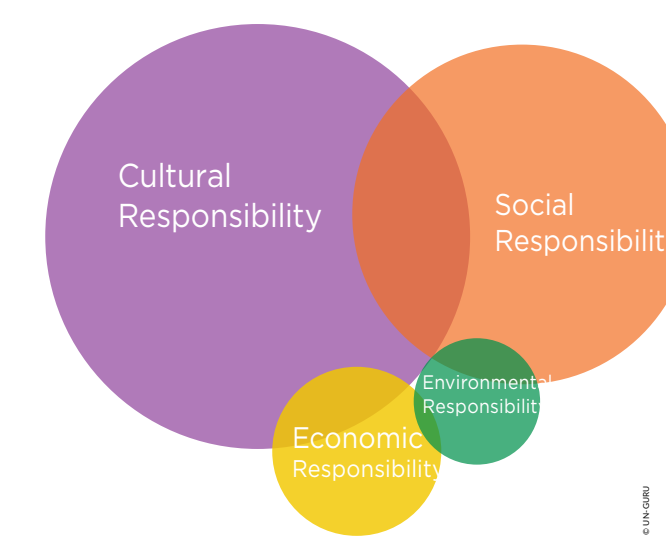
Telefono Azzurro's financial statements as at 31 December 2019 are subject to voluntary accounting revision by PwC.



Income: +2%



Telefono Azzurro according to the Un-Guru SEECuRe methodology



From 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.