



ANNUAL  
REPORT  
**2023**  
highlights

Real rights  
and virtual worlds.  
**Mental health**  
and **digital health**



**Telefono  
Azzurro**

Dalla parte dei Bambini

# Telefono Azzurro, 2023 in data

**Helpline 19696:** since its inception in 1987 until 2023, managed **89,624 cases**

**Hotline 114 Childhood Emergency:** since its inception in 2003 until 2023 managed **33,350 cases**

**Hotline 116000 Missing Children:** since its inception in 2009 until 2021 managed **1,819 cases**

*In 2023 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** **2,188 cases managed**

*Average of 182 cases managed per month, about 6 per day, in 2023*



## **114 CHILDHOOD EMERGENCY** **2,609 cases managed**

*Average of 217 cases managed per month, over 7 per day, in 2023*



## **116000 MISSING CHILDREN** **94 casi gestiti**

*Average of about 8 cases managed per month, in 2023*



## **Progetto Scuola Educazione**

**Tens of thousands of students, teachers and parents reached**



## **Progetto Bambini e Carcere**

**20 cities, 22 playgrounds, 2 ICAMs, 1 Nursery School, 13 Green Areas**



## **Informazione web e social**

**Hundreds of thousands of children, adolescents and adults reached**

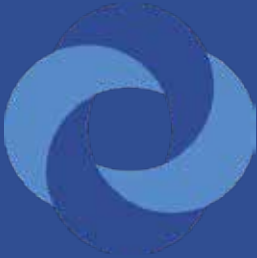
website: [www.azzurro.it](http://www.azzurro.it)

social media: Facebook, Twitter, LinkedIn, Instagram, TikTok, YouTube, Vimeo

Media and social campaigns including with influencers.



# 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 E 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

## 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 right to self-fulfillment is respected. Telefono Azzurro's goal is to give full substance to the 1989 UN Convention that enshrines the best interests of the child. In every decision, legislative action, legal measure, public or private social welfare initiative, the best interest of the child must be a pre-eminent 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, relationship, management and prevention of children's and adolescents' instances, as established by art.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.

## Fondazione S.O.S Il Telefono Azzurro ETS

promotes total respect for the rights of children and adolescents. Every day it supports their potential for growth and protects them from abuse and violence that can impair their well-being and growth path. Telefono Azzurro was founded in 1987 in order to be able to listen to requests for help from children and adolescents in danger or in difficulty. Today Telefono Azzurro works to protect children and adolescents through listening and intervention lines, by phone and online, on mobile devices through apps, on the web, in chat rooms and social networks. It also intervenes in emergency conditions in case of disasters and calamities, in prisons with projects for prisoners' children, on the territory and through prevention in schools with children, teachers, parents and adults. Since August 2023 Fondazione S.O.S Il Telefono Azzurro has obtained registration with RUNTS (Regional Office of Lombardy Region) acquiring the qualification of Third Sector Entity.

## 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. Listens to children and adolescents every day and offers concrete answers to their requests for help, also through collaboration with institutions, associations and other territorial realities. It works in an international context to promote 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 their development and prevent abuse and distress.

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

**The added value of the work done by Telefono Azzurro has always consisted in its contribution to the creation of the right of children and their respect.**

This social report was produced 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 involves the assessment and integration of all impacts created by an organization. This is a particularly suitable choice for Telefono Azzurro since all the association's activities have a relevant cultural value, as they are aimed at creating a culture of children's rights and their protection. The social dimension is also of particular importance. In fact, the activity carried out by the association aims to react promptly to social changes that impact the lives of minors and to foster, through all places of social relations and interaction - school, family, places of aggregation, web and social channels - the well-being of children and adolescents.



## FOCUS AREAS IN 2023

# DIGITAL HEALTH

The 2023 document “A Generation at Risk” by Telefono Azzurro highlights the dangers of digital to the mental health and well-being of children and adolescents.

### Challenges

- Internet addiction. Young people spend too much time online, risking harmful content, grooming, abuse and violence.
- Loss of values. The pursuit of easy earnings online and the influence of social media challenge teens’ values and aspirations.
- Increased fragility. Pandemic and crisis have exacerbated inequalities and family problems, fostering violence and marginalization.
- Exploitation of migrants. Migrant children and adolescents, often alone, are victims of trafficking, exploitation and abuse.

### The data

- The majority of adolescents use social for 2-3 hours a day, with 17% exceeding 4 hours and 5% always connected.
- 34% have seen violent content, 21% sexually explicit content, and 17% have been contacted by strangers.

### Need for collective action

- It is essential to accompany minors in the digital world with awareness and appropriate tools. A shared commitment is needed from institutions, professionals, companies, academia, civil society and families. Children must be actively involved as protagonists of change.

### Proposals

- Sharing of expertise, ideas and investments in child protection.
- Collaboration between agencies for child protection.
- Development of concrete education and protection tools for children and adolescents.



# MENTAL HEALTH

The Telefono Azzurro & Doxa-Kids 2023 Report reveals a worrying picture: increase in anxiety, depression, suicidal ideation and self-harm among young people.

### The causes

- Impact of digital. Uncontrolled exposure to social, gaming platforms and online content amplifies risks of cyberbullying, grooming, abuse and addiction.
- Loneliness and isolation. Pandemic, economic crisis and lack of social relationships create a generation of “invisible” young people who are alone with their suffering.
- Fragility of family networks. Lack of support and shortage of adequate psychological services leave young people alone to cope with difficulties.

### Data

- 21% teens feel anxious or worried, 6% sad.
- 52% teens suffer from internet and social addiction.
- Mental health problems among youth doubled between 2020 and 2021.
- Suicide second leading cause of death among young people in Europe.
- 1 in 7 adolescents worldwide diagnosed with mental distress.

### Demands and proposals

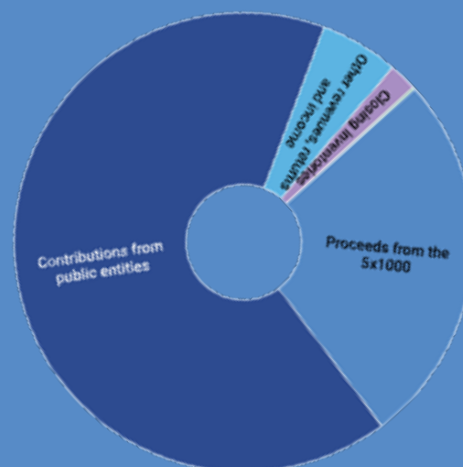
- Invest in prevention interventions and psychological support for children and adolescents, at school and in the territory.
- Promote digital education and responsible citizenship online.
- Strengthen family and social support networks. Raise social awareness on the issue of youth mental health.
- Create a network of easily accessible and free psychological services.

# ECONOMIC AND FINANCIAL RESOURCES

## 2023 FINANCIAL STATEMENTS

**+69.5% income and revenue (compared to 2022) 94.4% of costs are dedicated to general interest activities**

Activities of general interest are the institutional activities of the Foundation, activities referred to in Article 5 of Legislative Decree July 3, 2017 no. 117, in particular: (a) the activity of assistance to minors, including in emergency situations, with the aim of preventing, alleviating and treating situations of distress, trauma, mistreatment and abuse in which they may find themselves; (b) the promotion through activities of information and dissemination of acquired knowledge, of the total respect of the individual during his or her early formation and the entire developmental age, as well as to safeguard, through assistance and support interventions, both nationally and internationally, their natural potential for growth; (c) the protection of children and adolescents who are victims of traumatic situations, through training, prevention and intervention activities, also operating in the field of civil protection; (d) at the international level, the promotion, dissemination and implementation of development cooperation programs, aimed at the recovery of the psychosocial well-being of children, adolescents and families who are victims of traumatic events and situations of serious distress.



CHARGES AND COSTS	2023	2022	INCOME AND REVENUES	2023	2022
<b>A) Costs and charges from activities of general interest</b>			<b>A) Revenues, annuities and income from activities of general interest</b>		
1. Raw materials, ancillary materials, consumables and merch	54.986	27.190	1. Income from membership fees and founders' contributions	0	0
2. Services	1.137.539	887.494	2. Income from members for mutual activities	0	0
3. Use of third-party assets	132.816	108.193	3. Revenues from services and sales to associates and founders	0	0
4. Personnel	198.909	258.700	4. Donations	1.460.853	440.158
5. Depreciation and amortization	48.136	30.256	5. Proceeds of the 5 per mille	238.856	266.288
6. Provisions for risks and charges	0	0	6. Contributions from private individuals	0	0
7. Miscellaneous operating costs	62.254	96.398	7. Revenue from services and transfers to third parties	0	0
8. Initial inventories	17.012	59.822	8. Contributions from public bodies	596.794	677.933
9. Provision for restricted reserve for decision of ist.ii bodies	870.000	0	9. Income from contracts with public bodies	0	0
10. Use of the Restricted Reserve for Institutional Bodies to De	0	-45.930	10. Other Income, Annuities and Income	50.219	8.528
			11. Ending inventories	17.816	17.012
<b>Total</b>	<b>2.521.652</b>	<b>1.422.123</b>	<b>Total</b>	<b>2.364.538</b>	<b>1.409.919</b>
Surplus/deficit of general interest assets (+/-)	-157.114	-12.204			
<b>B) Costs and charges from miscellaneous activities</b>			<b>B) Revenues, annuities and income from miscellaneous activities</b>		
1. Raw materials, ancillary materials, consumables and merch	0	0	1. Revenues from services and sales to associates and founders	0	0
2. Services	0	0	2. Contributions from private individuals	0	0
3. Use of third-party assets	0	0	3. Revenue from services and transfers to third parties	0	0
4. Personnel	0	0	4. Contributions from public bodies	0	0
5. Depreciation and amortization	0	0	5. Income from contracts with public bodies	0	0
6. Provisions for risks and charges	0	0	6. Other income, annuities and income	0	0
7. Miscellaneous operating costs	0	0	7. Closing inventories	0	0
8. Initial inventories	0	0			
<b>Total</b>	<b>0</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>0</b>
Miscellaneous surplus/deficit (+/-)	0	0			
<b>C) Costs and charges from fundraising activities</b>			<b>C) Revenues, annuities and income from fundraising activities</b>		
1. Charges for regular fundraising	0	0	1. Proceeds from regular fundraisers	0	0
2. Occasional fundraising charges	0	0	2. Proceeds from occasional fundraisers	0	0
3. Other charges	0	0	3. Other income	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>0</b>
Fundraising surplus/deficit (+/-)	0	0			
<b>D) Costs and charges from financial and equity activities</b>			<b>D) Revenues, annuities and income from financial and asset activities</b>		
1. On banking relationships	12.506	14.341	1. From banking relationships	324	55
2. On loans	0	0	2. From other financial investments	267.885	150.873
3. From building heritage	0	0	3. From building heritage	15.300	1.115
4. From other assets	0	0	4. From other assets	0	0
5. Provisions for risks and charges	0	193.135	5. Other income	0	0
6. Other charges	0	0			
<b>Total</b>	<b>12.506</b>	<b>207.476</b>	<b>Total</b>	<b>283.509</b>	<b>152.043</b>
Surplus/deficit of financial assets (+/-)	271.003	-55.433			
<b>E) General support costs and charges</b>			<b>E) General support income</b>		
1. Raw materials, ancillary materials, consumables and merch	0	0	1. General Support Income	0	0
2. Services	67.954	55.269	2. Income from secondment of staff	0	0
3. Use of third-party assets	0	0	3. Other general support income	0	0
4. Personnel	0	0	Rounding	0	1
5. Depreciation and amortization	0	0			
6. Provisions for risks and charges	0	0			
7. Other charges	7.110	8.811			
8. Provision for restricted reserve for decision of ist.ii bodies	0	0			
9. Use of the Restricted Reserve for Institutional Bodies to De	0	0			
Rounding	0	0			
<b>Total</b>	<b>75.064</b>	<b>64.080</b>	<b>Total</b>	<b>0</b>	<b>1</b>
General Support Activity Surplus/Deficit (+/-)	-75.064	-64.079			
<b>TOTAL CHARGES AND COSTS</b>	<b>2.609.222</b>	<b>1.693.679</b>	<b>TOTAL INCOME AND REVENUES</b>	<b>2.648.047</b>	<b>1.561.963</b>
Operating surplus/deficit before taxes (+/-)	38.825	-131.716			
Taxes	9.863	9.003			
Surplus/deficit for the year (+/-)	28.962	-140.719			
<b>Total at even</b>	<b>2.648.047</b>	<b>1.561.963</b>	<b>Total at even</b>	<b>2.648.047</b>	<b>1.561.963</b>

# TOGETHER TO PROTECT THE RIGHTS OF CHILDREN AND ADOLESCENTS

## How to SUPPORT US

### WHAT YOU CAN DO

#### 5x1000

To donate 5 per thousand of your Irpef. to Telefono Azzurro is easy just sign the box dedicated to Entities of the Third Sector (ETS), and write the Tax Code of Telefono Azzurro: 920 126 903 73.

#### Donation

You can make a **bank transfer** to the account in the name of SOS Il Telefono Azzurro, at Unicredit Bank, IBAN: IT28A0200802480000101257157 and activate an RID

You can use a **postal bulletin** by specifying postal account no. 550400 in the name of SOS Il Telefono Azzurro ETS

You can use **Bancoposta** by specifying IBAN: IT77I076010240000000550400 made out to SOS The Blue Phone ETS

Donation by **credit card** or via **PayPal** from [www.azzurro.it](http://www.azzurro.it)

#### Bequests

You can support Telefono Azzurro with a bequest in your will. For information: [lasciti@azzurro.it](mailto:lasciti@azzurro.it)

#### Gifts

You can choose gifts from Telefono Blue Phone.

#### Volunteering

You can become a volunteer for Telefono Azzurro.

### WHAT YOUR COMPANY CAN DO

Join the **Salary Program** and make a donation to Blue Telephone through your paycheck.

**Volunteer** as a company with Telefono Azzurro.

**Become a partner** of Telefono Azzurro.

Specifically **support a project, activity or event** of Telefono Azzurro.

Join **Natale Azzurro** or choose Telefono Azzurro's **solidarity gifts**.

**Promote** Telefono Azzurro's campaigns and initiatives among its employees and stakeholders.



**Help us to listen to them!**

**Activate a regular donation to support the activities of Telefono Azzurro.**

# If one child asking for help upsets you, imagine ten.



Maria  
Tremo sempre.

Non mi sento al sicuro.

Andrea  
Vivo tutto come un peso.

Mi minacciano.

Mi ricatta e mi chiede i soldi.

Fede  
HO PAURA!

Non esco più di casa.



10 requests every day for over 35 years. Help us continue to respond, donate your 5x1000 to Telefono Azzurro.

CF: 92012690373

[azzurro.it](http://azzurro.it)



**Fondazione SOS Il Telefono Azzurro ETS**

Via Copernico 1 - 20125 Milan, Italy - [www.azzurro.it](http://www.azzurro.it) - C.F. 92012690373

In order to protect the identity of children and people mentioned in this document the photographs and names used do not necessarily represent the people described in the text

Idea, strategy, contents and design: UN-GURU | unique management advisory