

> DO WE TAKE CARE OF THEIR HEALTH?

S O C I A L R E P O R T 2 0 2 2

highlights

35
A N N I

 Telefono
Azzurro
Dalla parte dei Bambini

listening >> intervention >> study >> prevention



LISTENING AND EMERGENCY LINES

19696 Listening Line
114 Emergency Childhood
116000 Missing Minors
three responses to three needs



CHAT AND WHATSAPP

19696 and 114 chats and Whatsapp
instant messaging for 114 Childhood
Emergency are three immediate
channels for requesting help



THE APPS

The 19696, 114 and 116000 services are
also accessible through geolocated apps,
so they are always close by when a child
needs help



SOCIAL MEDIA

Telefono Azzurro dialogues with kids
through Facebook, Twitter, YouTube,
Instagram, TikTok



VOLUNTEERS

Committed to listening
projects, school, prison and awareness
and fundraising campaigns



TERRITORIAL CENTERS

Operational and volunteer offices
located throughout Italy



RESEARCH AND DEVELOPMENT

the Study Center, the projects
multistakeholder national
and international



worldwide

Telefono Azzurro is present in
all major international networks
dealing with of child protection
and promotion of the rights of
children and adolescents



in Italy

Telefono Azzurro has always
been operating throughout the
country

Line **19696**: from its inception in 1987 until 2022, have been managed **87.436 cases**

Line **114 Emergency Childhood**: from its inception in 2003 until 2022 managed **30.741 cases**

Line **116000 missing children**: from its inception in 2009 until 2022 managed **1.725 cases**

Even in 2022, our services of Listening 19696, Emergency 114 and 116000 Missing Children remained always active 24 hours a day, every day ready for any intervention to support children, adolescents, families and teachers.

Activities in 2022 in numbers



19696 free line for children and adolescents **2,886 cases managed**

average of more than 240 cases managed per month, about 8 per day, in 2022
+12% over the year 2019 (2,568 cases managed)
+3% compared to the year 2018 (2,797 cases managed)



114 Emergency Childhood **2,246 cases managed**

average of more than 187 cases managed per month, more than 6 per day, in 2022
+22% over the year 2020 (1,837 cases managed)
+27% compared with the year 2019 (1,760 cases managed)



116000 Missing Children **126 cases managed**

average of more than 10 cases managed per month in 2022
+39 compared to the year 2020 (87 cases managed)
+8 compared with the year 2019 (118 cases managed)



Hotline Click and Report **2.144 online flagging received**

average of more than 178 reports received per month
and about 6 reports received per day
+66% over the year 2021 (1,293 online alerts received)



Helpline Listening and Counseling Center **116 requests for help received**

related to issues pertaining to the Network
average of about 10 requests for help received per month



School Education Project **tens of thousands of students, teachers and parents reached**



Children and Prison Project **20 cities, 22 playgrounds, 2 ICAMs, 1 Nursery School, 13 Green Areas**

Web and social media **Hundreds of thousands of children, adolescents and adults reached**

website: www.azzurro.it
social media: Facebook, Twitter, LinkedIn, Instagram, TikTok, YouTube, Vimeo
Media and social campaigns including with influencers

We live increasingly fast-paced and immersed in immediate relationships, with our times punctuated by what is popular momentarily on social networks. We measure what is important by the number of likes and interactions, with no time to reflect on the meanings of what is happening and what needs deepening, knowledge.

A mechanism in which children and adolescents find themselves deprived of the tools to understand what is happening around them.

And, unlike offline, online increases the interactions of minors with adults, too often unknown.

For our teens, more and more, the time they spend online becomes the time of character creation; through the algorithm they spend their time with another self.

A character with an image seeking likes, consent, approval.

The issue of privacy and online protection of minors has become preponderant in our actions.

Our children and adolescents are, indeed, children and adolescents.

Not data amenable to economic evaluation.

We are the ones who have to deal with them, not the algorithm.

We have always been vigilant about what is happening online and, over the past few years, have paid increasing attention to gaming platforms, whose threats are not perceived by adults.

We study how platforms and algorithms change kids' lives and how they affect the increase in abuse and extreme acts, such as suicide.

Telefono Azzurro is today the algorithm in their defense.

We are at the service of the adult community to give an articulate and professional response to the demand for the protection of children's rights.

We are within a network that includes families, schools, services, and institutions and that only together can address the complexity of the times and challenges we live in.

Responsibility is common and community, or it is not.

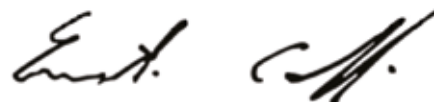
We claim the courage of complexity, we do not shy away from the challenge of continuing to give voice to what many do not even want to hear.

We listen and ask you to listen to us, to our 35 years of experience alongside children and adolescents, online and offline, on the ground, in classrooms, at home.

Prof Ernesto Caffo

President

Fondazione SOS Il Telefono Azzurro Onlus



FOCUS AREAS IN 2022

MENTAL HEALTH

Alarming indicators of increasingly widespread, often submerged suffering among the very young. They contact the services of Telefono Azzurro to receive help and support for issues involving: severe emotional and psychological distress, recurrent suicidal thoughts and ideations - sometimes resulting in structured plans -, self-injurious acts, eating disorders, identity and relationship dynamics that are a source of malaise.

During the year 2022, the 19696 Listening and Counseling Center handled 1,459 cases related to issues pertaining to the area of Mental Health, with an average of more than 121 cases handled per month and about 4 cases handled per day. During the year 2022, this case type appears to have increased compared to the pre-pandemic time period: +24% compared to 2019 and +30% compared to 2018. During the year 2022, the 114 Child Emergency Service handled 347 cases related to issues pertaining to the area of Mental Health, with an average of about 29 cases handled per month and about 1 case handled per day. During the year 2022, this type of cases appears to have increased compared to previous years (excluding the year 2021): +87% compared to 2020 and +99% compared to 2019.

Telefono Azzurro provides concrete answers h24 and 7/7 to an issue, that of child and adolescent mental health, which has been ignored for too long and which requires shared and evidence-based intake strategies.



DIGITAL

While the new generations in the always-connected and online world are undoubtedly "masters of the medium," they know and know how to use the different devices with absolute naturalness, they lack a fundamental tool: awareness with respect to the risks that this exploration, too often in solitude and lacking a confrontation with the adult world, reserves.

Online grooming, sexting and sextortion, cyberbullying, exposure to inappropriate content, and excessive use of the Internet are the main reasons why children and young people turn to Telefono Azzurro, seeking help and support. Specifically, during the year 2022, the 19696 Listening and Counseling Center handled 98 cases related to issues pertaining to the area of Online Safety, with an average of more than 8 cases handled per month. During the same period, the 114 Child Emergency Service handled 130 cases related to issues pertaining to the area of Web Safety, with an average of more than 10 cases handled per month.

Research carried out by Telefono Azzurro with Doxa Kids on the relationship between teenagers and the digital world showed that more than 7 out of 10 teens (ages 12 to 18) say the time they spend on social media has increased in the previous two years, and more than 5 out of 10 believe it is too much. Two data that well represent how the axis of growth and personality formation of children and adolescents lies in the onlife dimension.

Young people, the research shows, ask to be able to count on adults of reference, with whom they can deal: more than half of 12-18 year olds consider education on digital issues from parents to be fundamental, followed by education to teachers.

In this direction is the commitment of Telefono Azzurro, through the implementation of the Azzurro Academy training platform, with courses dedicated to reference adults on Web safety, with the aim of spreading a culture on these issues with the rights of children and adolescents at the center.



The E-learning platform of Telefono Azzurro in the field of education and training:
<https://academy.azzurro.it/>



**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 standards, while the 114 Childhood Emergency Service is ISO 18195 certified.

FOCUS AREAS IN 2022

ABUSE

The horrors of child abuse are cruel enough, but with the evolution of the Internet, the viral dissemination of child pornography has also grown: an increasingly complex and multifaceted phenomenon, therefore, that of abuse must be addressed and stopped. The drama of abuse does not end with the victimization suffered, but involves after-effects and consequences that, if not properly taken care of, persist throughout life: post-traumatic stress disorder, personality disorders, eating disorders, anxiety and depression, substance abuse, suicidal ideation and suicide-related behaviors.

During the year 2022, the 19696 Listening and Counseling Center handled 46 cases of offline sexual abuse, with an average of about 4 cases handled per month, and 27 cases of online sexual abuse, with an average of more than 2 cases handled per month. During the same period, 114 Child Emergency Service handled 138 cases of Offline Sexual Abuse, with an average of more than 11 cases handled per month, and 64 cases of Online Sexual Abuse, with an average of more than 5 cases handled per month. Telefono Azzurro strongly believes in the need to raise awareness among reference adults, including parents, educators and teachers, on the issue and consequences of abuse and violence, offline and online, against children and adolescents and all those who are in contact with the world of childhood, while

promoting empowerment actions towards victims and those minors in particularly vulnerable conditions. In this regard, the Foundation has continued to be a member of several international networks, organized conferences and symposia, and published several dossiers for experts in the field and documents for relevant adults, with the aim of networking and breaking the silence around the terrible phenomenon of abuse.



BULLYING

Hematomas or bruises of questionable origin, personal items inexplicably broken or missing, physiological signs such as lack of energy, sleep-related problems, change in eating habits, behavioral signs such as excessive control of one's electronic devices, tendency to be more introverted, increased aggression in and out of the home, relational signs such as refusal to go to school and decline in interactions and outings with peers may be some of the indicators that need to be investigated to understand whether related to bullying episodes.

Victims of bullying are more at risk of developing mental disorders such as anxiety or depression, presenting self-injurious acts, which can sometimes result in suicide, having more difficulties in the relational area. The repercussions may persist over the long term, into adulthood, and it is therefore important to spread a culture of prevention of the phenomenon.

In 2022 alone, from January 1 to December 31, Telefono Azzurro handled 275 cases of bullying: 192 cases were handled by the 19696 Listening and Counseling Center and 83 cases were handled by the 114 Childhood Emergency Service. These cases involved 328 minors in total.

Telefono Azzurro's commitment to countering bullying also finds application on the ground: as a Training Body accredited by the Ministry of Education, Telefono Azzurro has carried out awareness, training and prevention interventions on the issue in School Institutions throughout Italy. From the dissemination point of view, the training and information content has been transformed into material available for children, young people and relevant adults, such as parents, teachers, educators and operators on the Azzurro Academy platform.

HOW VALUABLE ARE THE RIGHTS OF CHILDREN AND ADOLESCENTS?

We have always known that the added value of the work done by Telefono Azzurro lies 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.



ECONOMIC AND FINANCIAL RESOURCES: BALANCE SHEET 2022

The year 2022 closes with a decline in operating revenues balanced, however, by careful cost control and a consequent necessary reduction in investments. Thus, economic management presents a substantial balance of current operations capable of ensuring normal conditions of continuity.

CHARGES AND COSTS.	2022	2021	INCOME AND REVENUE	2022	2021
A) Costs and charges from general interest activities			A) Revenues, rents and income from general interest activities		
1. Raw materials, auxiliaries, consumables and goods	969	4.184	1. Income from membership fees and founders' contributions	0	0
2. Services	726.704	1.933.845	2. Income from members for mutual activities	0	0
3. Use of third-party assets	110.533	56.340	3. Revenues from services and transfers to associates and founders	0	0
4. Staff	258.700	437.909	4. Liberal donations	440.158	391.854
5. Depreciation	30.256	28.442	5. Proceeds of the 5 per thousand	266.288	330.001
6. Provisions for risks and charges	0	0	6. Contributions from private entities	0	984.704
7. Miscellaneous operating expenses	13.342	30.997	7. Revenues from services and sales to third parties	0	0
8. Opening inventories	59.822	0	8. Grants from public agencies	677.933	555.408
9. Provision of restricted reserve for decision of ist.I organs	0	0	9. Income from contracts with public agencies	0	0
10. Use of Restricted Reserve for institutional body decision	-45.930	0	10. Other income, income and revenue	1.725	195.840
			11. Closing inventory	17.012	0
			Rounding off in units of euros	-4	
Total	1.154.416	2.481.417	Total	1.403.115	2.457.807
Surplus/deficit general interest activities (+/-)	248.699	-23.610			
B) Costs and charges from miscellaneous activities			B) Revenue, income and income from miscellaneous activities		
1. Raw materials, auxiliaries, consumables and goods	0	0	1. Revenues from services and transfers to associates and founders	0	0
2. Services	0	0	2. Contributions from private entities	0	0
3. Use of third-party assets	0	0	3. Revenues from services and sales to third parties	0	0
4. Staff	0	0	4. Grants from public agencies	0	0
5. Depreciation	0	0	5. Income from contracts with public agencies	0	0
6. Provisions for risks and charges	0	0	6. Other revenues, income and earnings	0	0
7. Miscellaneous operating expenses	0	0	7. Closing inventory	0	0
8. Opening inventories	0	0			
Total	0	0	Total	0	0
Surplus/deficit from miscellaneous activities (+/-)	0	0			
C) Costs and expenses from fundraising activities.			C) Revenues, returns and income from fundraising activities		
1. Charges for regular fundraisers	0	0	1. Proceeds from regular fundraisers	0	0
2. Charges for occasional fundraisers	0	466.754	2. Income from occasional fundraisers	0	735.983
3. Other charges	0	0	3. Other income	0	0
Total	0	466.754	Total	0	735.983
Surplus/deficit fundraising activities (+/-)	0	269.229			
D) Costs and expenses from financial and capital assets			D) Revenues, annuities and income from activities financial and capital assets		
1. On banking relationships	14.341	11.669	1. From banking relationships	55	276
2. On loans	0	0	2. From other financial investments	150.873	68.104
3. From building heritage	0	0	3. From building heritage	1113	0
4. From other capital assets	0	30.275	4. From other capital assets	0	0
5. Provisions for risks and charges	193.115	2.250	5. Other income	0	0
6. Other charges	0	0			
Total	207.476	44.194	Total	152.043	68.380
Surplus/deficit financial assets (+/-)	-55.433	24.186			
E) General support costs and charges			E) General support income		
1. Raw materials, auxiliaries, consumables and goods	22.104	0	1. General support income	0	0
2. Services	143.989	263.176	2. Income from staff secondment	0	0
3. Use of third-party assets	24.551	48.680	3. Other general support income	6.803	58.947
4. Staff	0	44.469	Rounding	2	0
5. Depreciation	0	0			
6. Provisions for risks and charges	0	10.663			
7. Other charges	141.143	15.051			
8. Provision of restricted reserve for decision ist.II organs	0	0			
9. Use of Restricted Reserve for institutional body decision	0	0			
Rounding	0	0			
Total	331.787	382.039	Total	6.805	58.947
Surplus/deficit general support activities (+/-)	-324.982	-323.092			
TOTAL CHARGES AND COSTS	1.691.679	3.374.404	TOTAL INCOME AND REVENUE	1.561.963	3.321.117
Operating surplus/deficit before taxes (+/-)	-131.716	-53.287			
Taxes	9.003	8.399			
Operating surplus/deficit (+/-)	-140.719	-61.686			
Break-even total	1.561.963	3.321.117	Break-even total	1.561.963	3.321.117

TELEFONO AZZURRO 1987-2022 WHO WE ARE TODAY



1987 - 2022 HAPPY BIRTHDAY TELEFONO AZZURRO

From the handset to the metaverse, for 35 years alongside children and adolescents

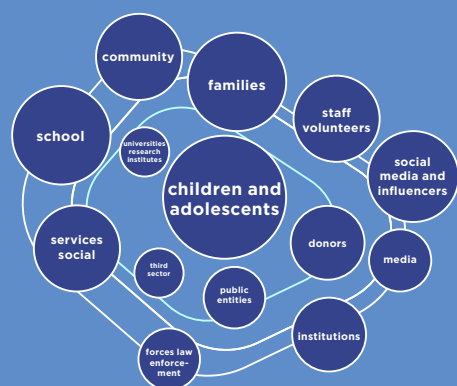
Since 1987, 35 years, Telefono Azzurro has been listening to children and adolescents, giving concrete and effective answers and spreading a culture of protection and respect.

A listening that over time has evolved to all the tools and channels that technology and the digital world have made available to speak the language of the youngest - telephone, web, social media, apps - but also offline with territorial centers and local groups of volunteers to be present where they are, dialogue, learn and grow. A multi-channel approach to address abuse and hardship, old and new.

In fact, in addition to the dramatic traditional issues there are many new critical situations being added from the online world: online prevarication, cyberbullying, sexting and sextortion, online grooming, privacy violations, online gaming and gambling, and identity theft.

35 years of listening, dialogue and continuous intervention in defense of children's rights, and which over the years has provided concrete, professional and sensitive help to children and adolescents who have been victims of abuse and violence, taking charge of more than 120,000 cases under the three lines that Telefono Azzurro to date manages.

Stakeholder Map



Telefono Azzurro:

- assists children, including in emergency situations, with the aim of alleviating and treating situations of distress, trauma, mistreatment and abuse in which they may find themselves.
- Protects children and adolescents through training and prevention activities.
- Intervenes in emergencies, also working in civil defense.

In 2021, the S.O.S. il Telefono Azzurro ONLUS Association, a recognized non-profit organization, became FOUNDATION "S.O.S. il Telefono Azzurro ONLUS - National Line for the Prevention of Child Abuse."

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To protect the identity of children and subjects mentioned, the photographs and names used do not necessarily represent the people described in the text.

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