



**Agency for Community & Therapeutic Services**

**Interim Half-Yearly Statistical Report**

January to June 2021

**August 2021**

**Christine Marchand-Agius**



**Foundation for Social Welfare Services, Malta**

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**Foundation for Social Welfare Services**

**212, Cannon Road, Santa Venera**

**SVR 9034, Malta**

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# Introduction

This report provides the statistical information regarding the services within the Agency for Community and Therapeutic Services (ACTS). The data includes, but is not limited to, the number of cases worked with, individuals worked with, number of referrals, new and re-contact cases, cases closed, and key demographic details. This information provides an indication of service performance and is used to determine the profile of service users attending the various services. For further information regarding the aims and activities of the services, please refer to the website: [fsws.gov.mt](http://fsws.gov.mt)

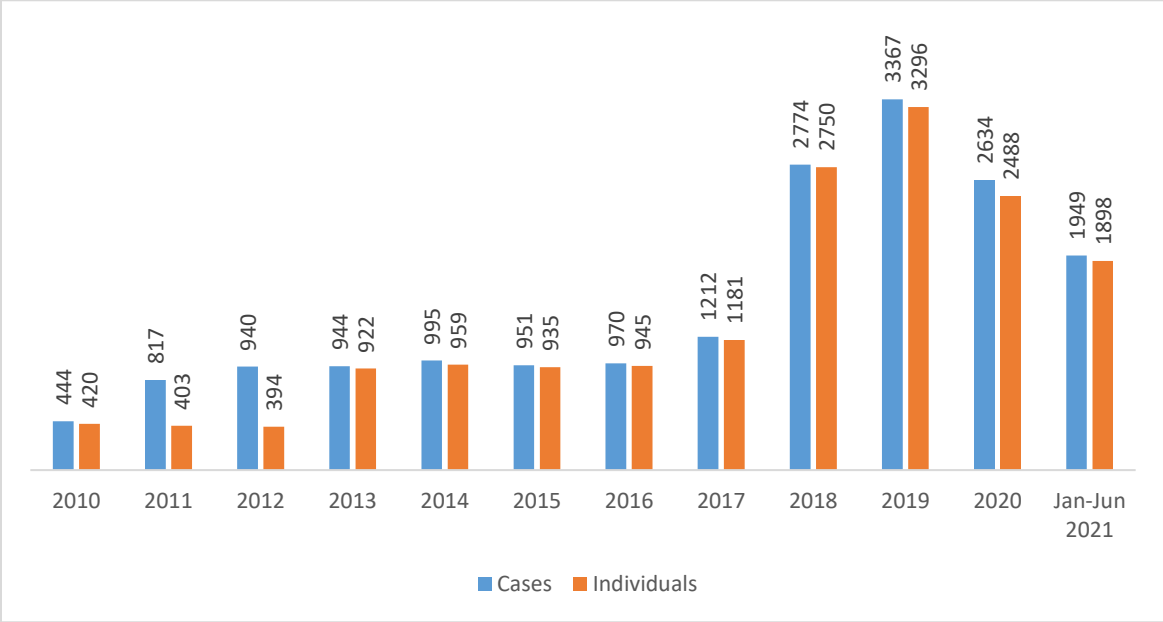
The data contained in this report is based on information submitted by the services to the Research Team of the Foundation for Social Welfare Services in July 2021. Where applicable, the report provides data on an individual level as well as on a family level. It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting year and/or may be attending one or more services concurrently within the reporting period. As a result, the summing of services may lead to an over-estimation of the number of individuals attending the agency.

This report would not have been possible without the kind assistance of each worker who diligently provided the data and of the people who keyed in all the data. This report was compiled with the assistance of Thomas Buttigieg.

*The data contained in this report is subject to revision and modification, as and when the relevant information becomes available.*

# Executive Summary

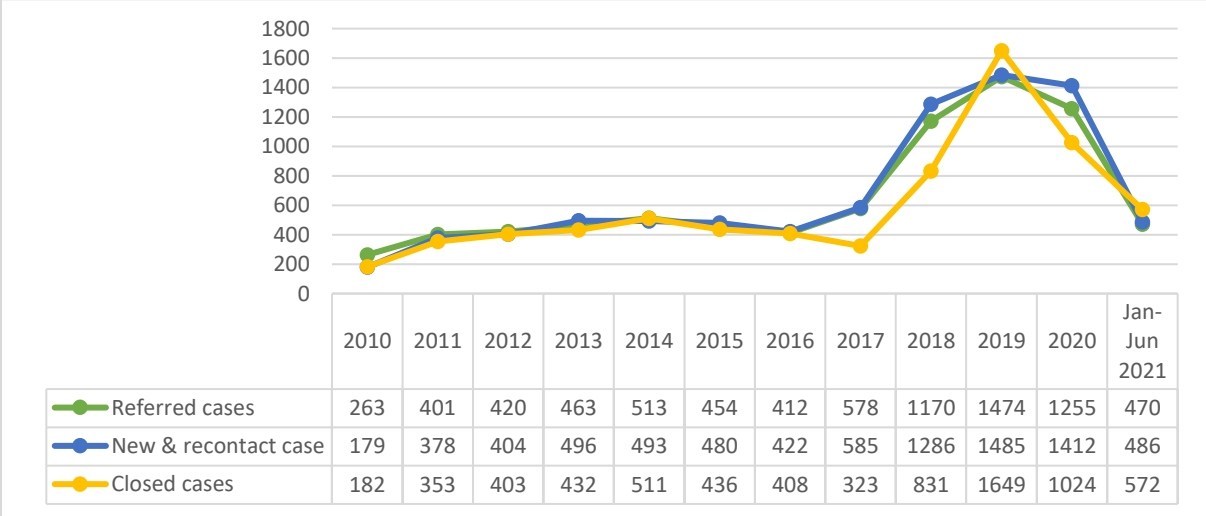
Approximate<sup>1</sup> total number of cases and individuals worked with at ACTS by year



## Case activity<sup>2</sup>: Jan-Jun 2021

	Total cases worked with	Individuals worked with
Home Based Therapeutic Service	531	516
Incredible Years Programme	233	232
Community Services	1185	1150

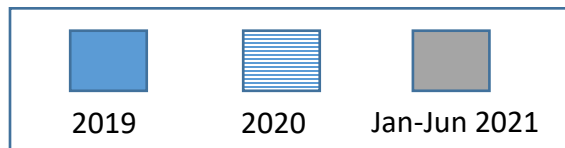
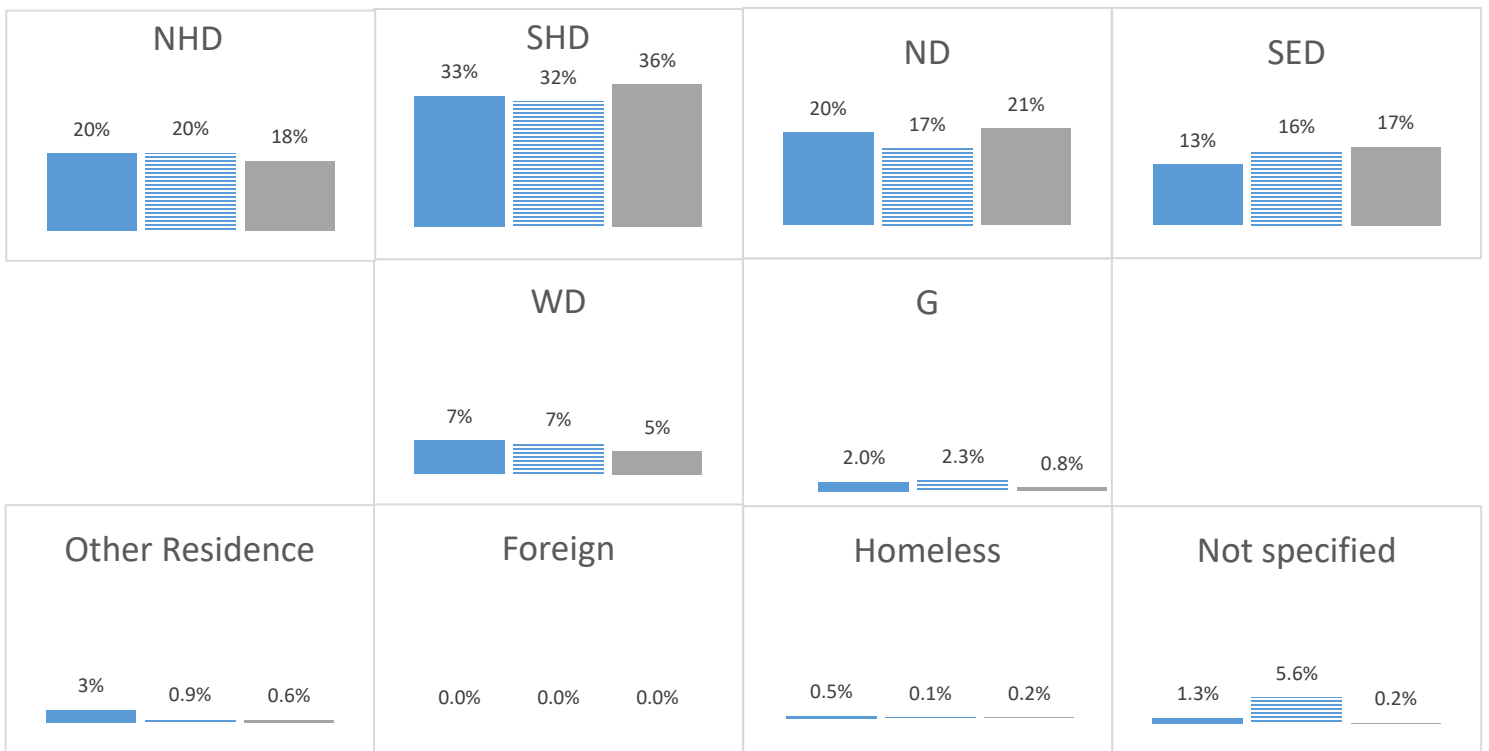
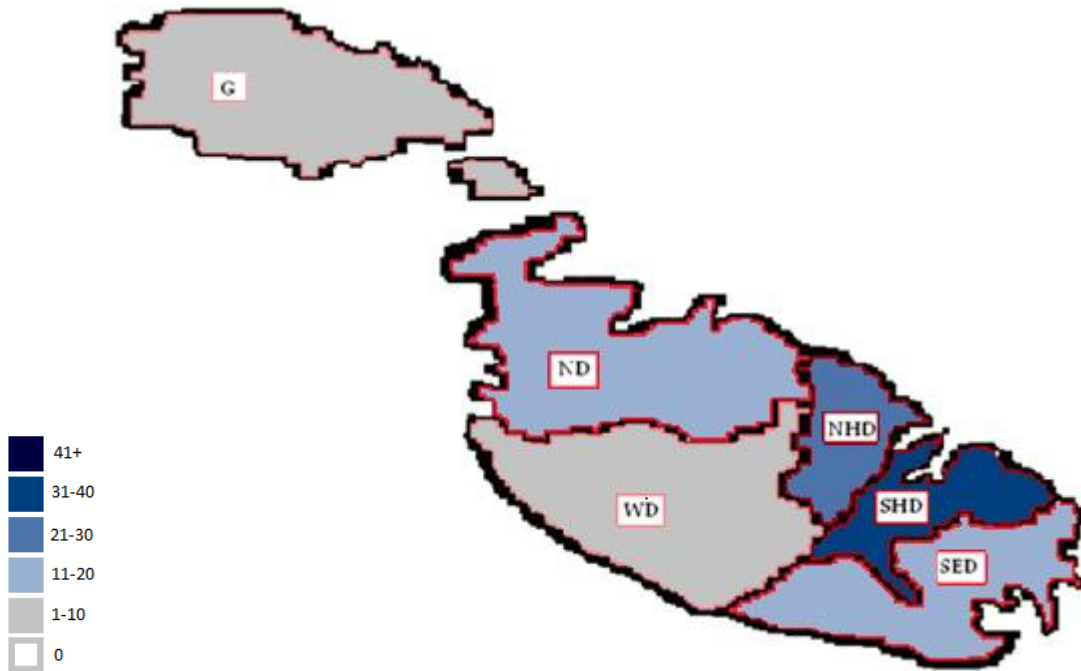
Approximate number of referrals, new and re-contact cases opened, cases closed by ACTS by year



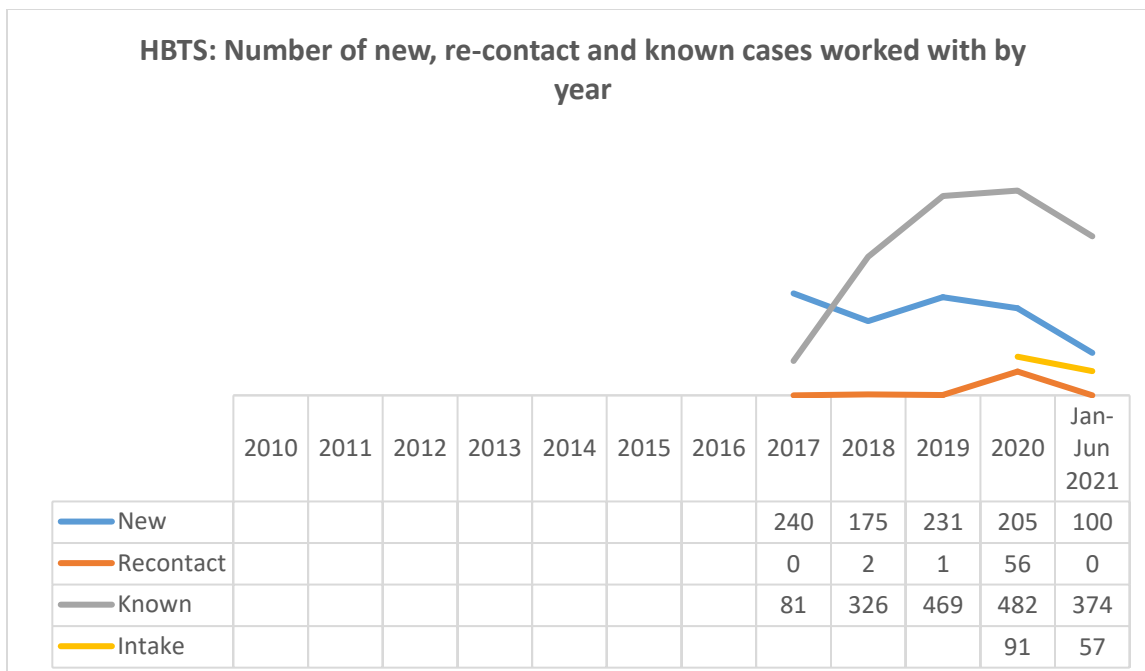
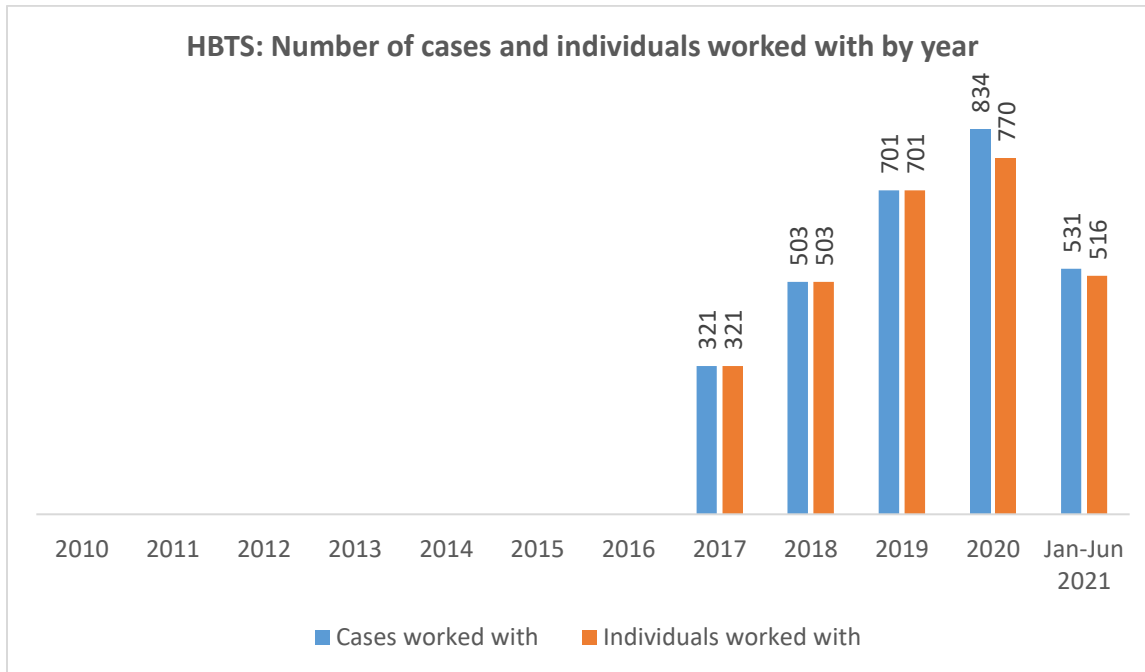
<sup>1</sup> Since individuals can attend more than one unit at the same time, summing the number of cases worked with will over-estimate the actual number of persons worked with. Therefore, the following data reported on multiple unit levels can only provide an approximation of the number of cases and the figures provided are higher than the actual numbers.

<sup>2</sup> A new data collection system and reporting format was introduced in 2021.

## Percentage of new & re-contact cases worked with at ACTS by district of residence and year

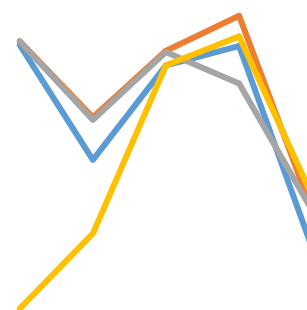


# Home Based Therapeutic Services (HBTS) Case Activity<sup>3</sup>



<sup>3</sup>Service started reporting in 2017. A new data collection system and reporting format was introduced in 2020.

### HBTS: Number of referred, new & re-contact, new and closed cases by year



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases								237	142	220	236	69
New & recontact cases								240	177	232	261	100
New cases								240	175	231	205	100
Closed cases								19	81	220	244	112

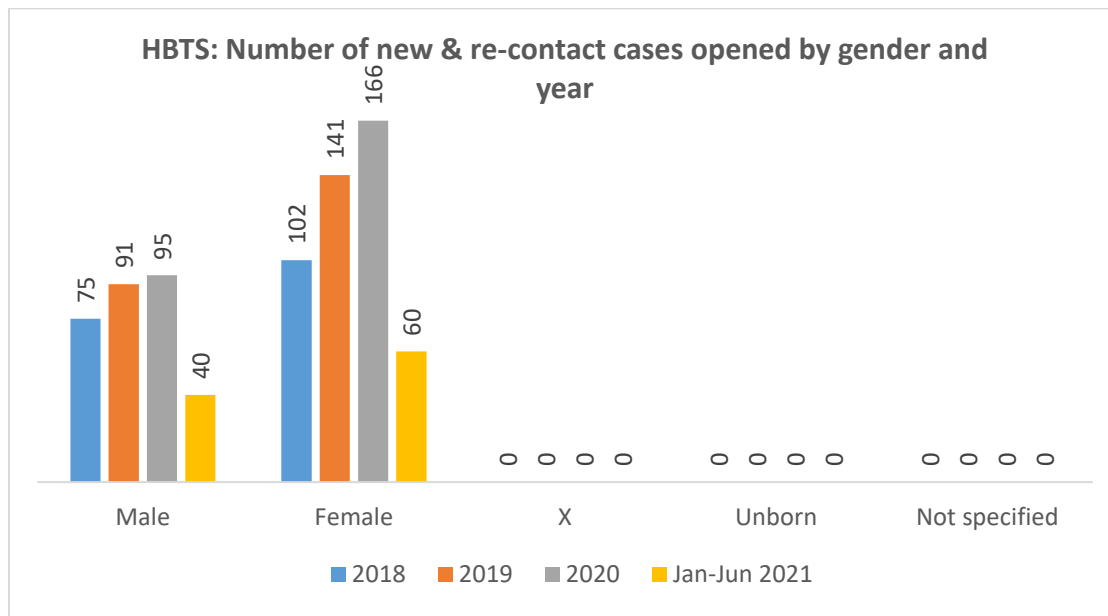
### HBTS: Year of referral by source of referral

	2019	2020	Jan-Jun 2021
Appogg service	141	96	10
Alternative Care	-	46	20
Other ACTS service	26	41	16
Child Protection	-	39	21
FSWS Gozo	11	8	1
Hospital, other medical service or GP	0	3	0
Family	0	1	0
School	33	1	1
Self-referred	0	1	0
Psychiatric services, MCH	5	0	0
Sedqa service	2	0	0
Courts, CCF, police or probation	1	0	0
Other FSWS service	0	0	0
Friend or acquaintance	0	0	0
Parish or other church organisation	0	0	0
Place of employment	0	0	0
Other NGO	0	0	0
Other	1	0	0
<b>Total</b>	<b>220</b>	<b>236</b>	<b>69</b>

HBTS: Number of family cases worked with in the year by attendee			
	2019	2020	Jan-Jun 2021
Individual case	99	105	90
Family case	178	206	161
<b>Total number of family cases</b>	<b>277</b>	<b>311</b>	<b>251</b>

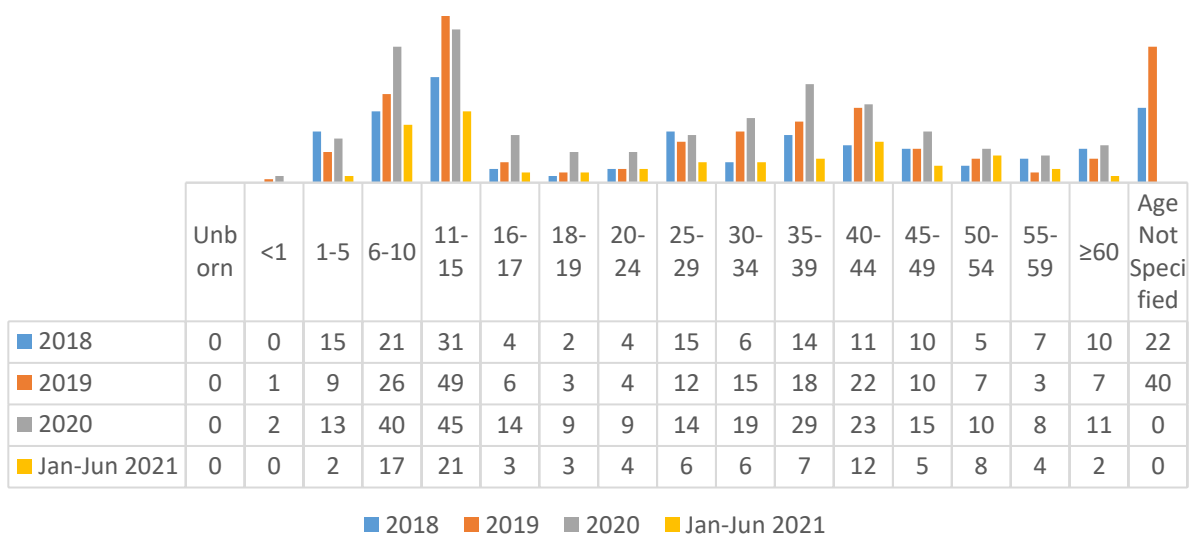
Note<sup>4</sup>

## Details Regarding New and Re-contact Cases Opened



<sup>4</sup> Individuals grouped under a common case number are recorded as a family case. An individual case only has one individual recorded under the case number whilst a family case may have multiple individuals in one case. The total family cases provides the total unique cases.

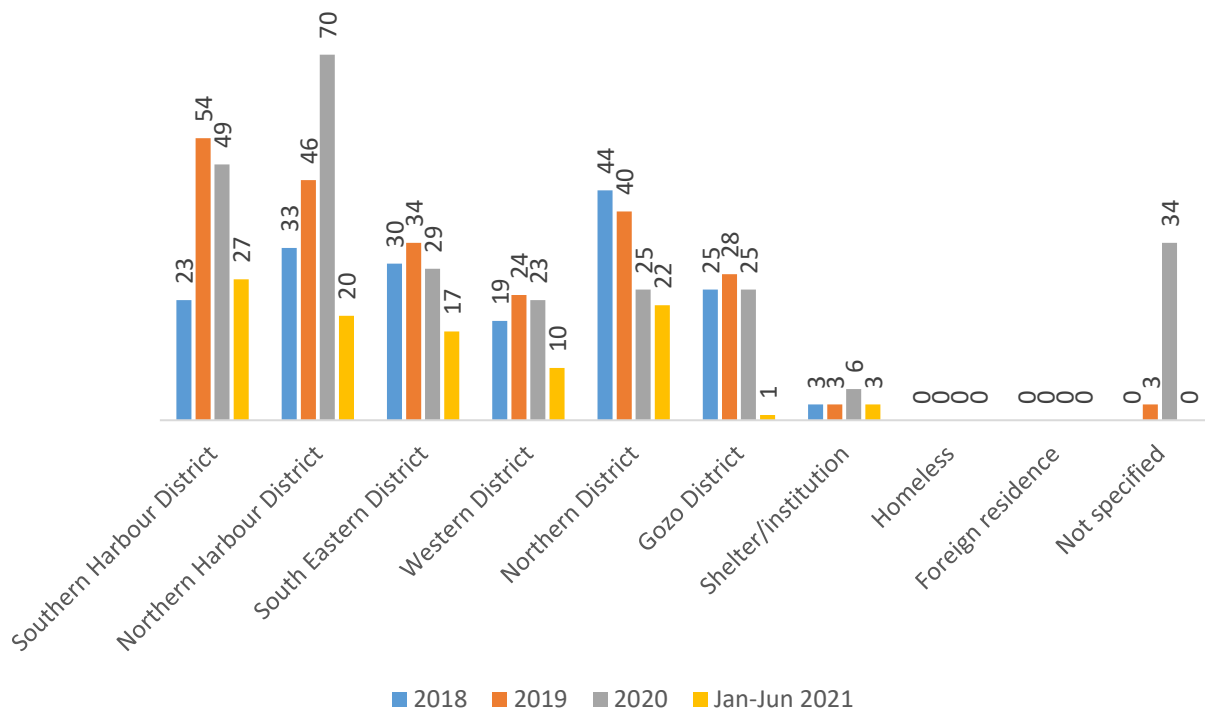
HBTS: Number of new & re-contact cases opened by age category and year



HBTS: New & re-contact cases opened by age and gender  
January – June 2021

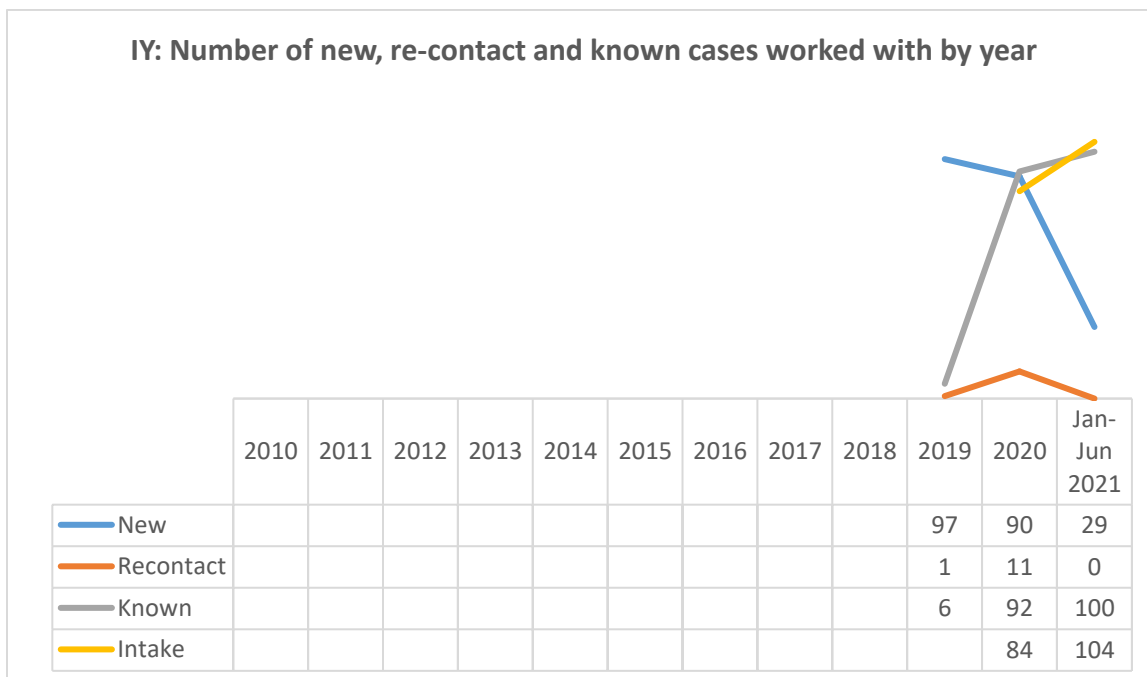
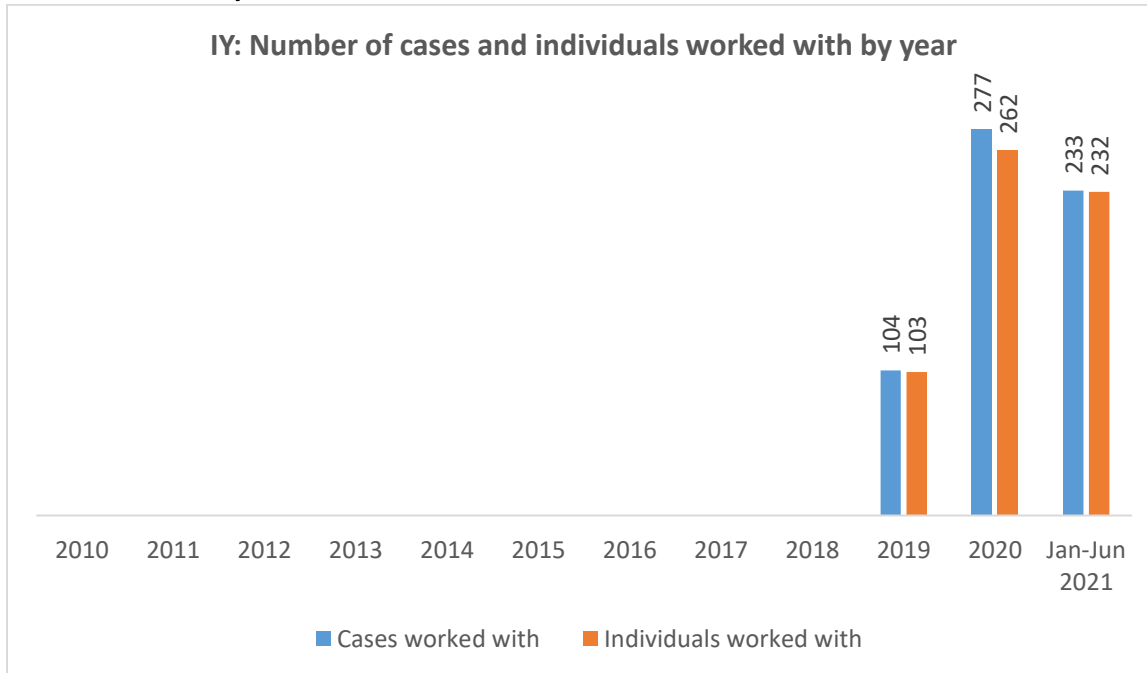
	Male	Female	Unborn	Not specified	Total
Unborn	0	0	0	0	0
<1	0	0	0	0	0
1-5	2	0	0	0	2
6-10	12	5	0	0	17
11-15	9	12	0	0	21
16-17	1	2	0	0	3
18-19	2	1	0	0	3
20-24	1	3	0	0	4
25-29	2	4	0	0	6
30-34	1	5	0	0	6
35-39	1	6	0	0	7
40-44	1	11	0	0	12
45-49	1	4	0	0	5
50-54	4	4	0	0	8
55-59	2	2	0	0	4
≥60	1	1	0	0	2
Not specified	0	0	0	0	0
<b>Total</b>	<b>40</b>	<b>60</b>	<b>0</b>	<b>0</b>	<b>100</b>

**HBTS: Number of new & re-contact cases opened by district and year**



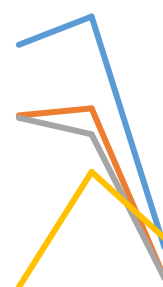
# Incredible Years Programme (IY)

## Case Activity<sup>5</sup>



<sup>5</sup> A new data collection system and reporting format was introduced in 2020.

### IY: Number of referred, new & re-contact, new and closed cases by year

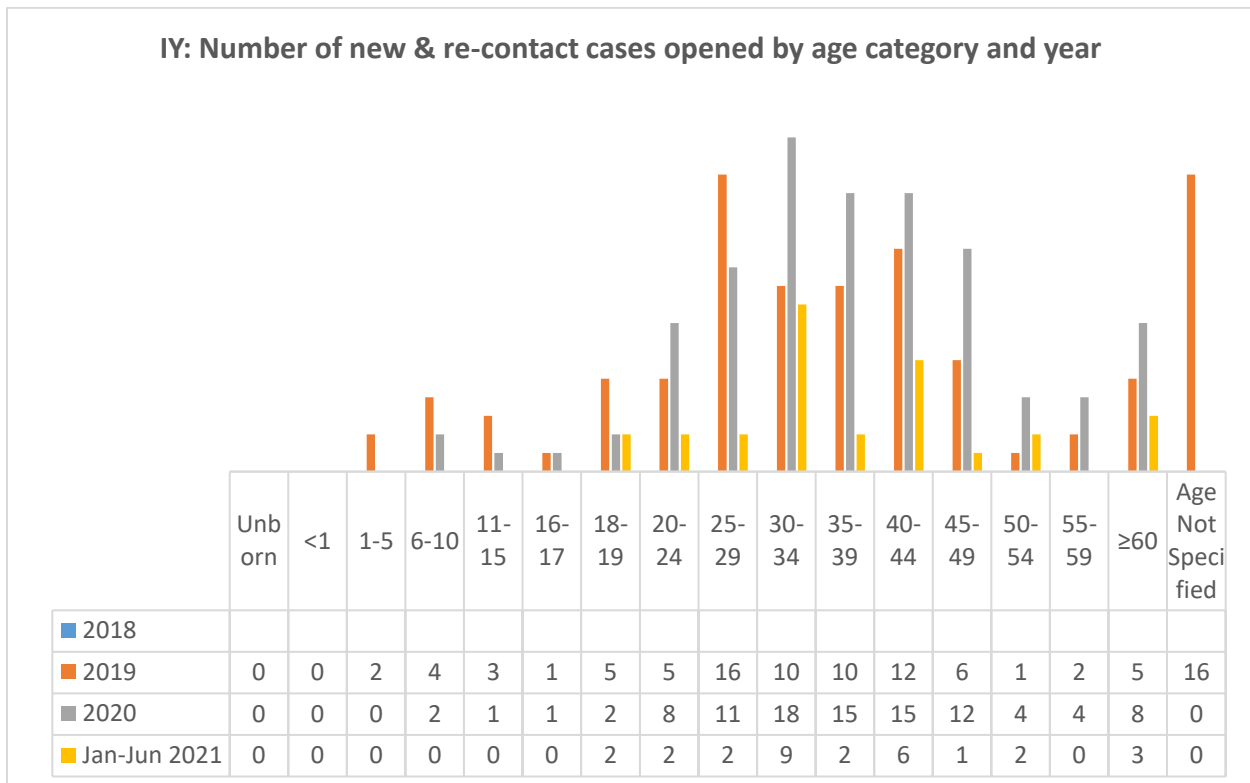
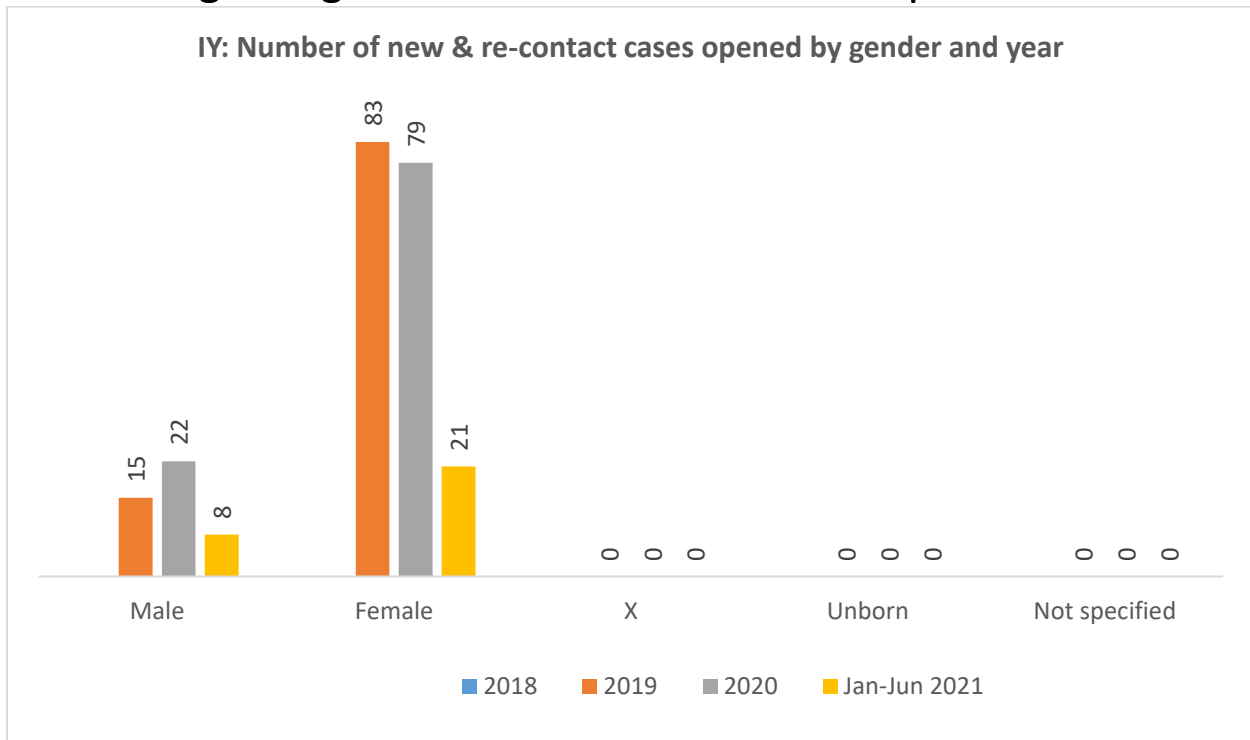


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases										128	140	42
New & recontact cases										98	101	29
New cases										97	90	29
Closed cases										25	74	46

### IY: Year of referral by source of referral

	2019	2020	Jan-Jun 2021
Other ACTS service	62	61	11
Child Protection	-	24	19
Alternative Care	-	25	7
Appogg service	50	23	5
School	1	2	0
Sedqa service	1	2	0
Courts, CCF, police or probation	13	0	0
FSWS Gozo	0	2	0
Other FSWS service	0	0	0
Self-referred	0	0	0
Family	0	0	0
Friend or acquaintance	0	0	0
Hospital, other medical service or GP	0	0	0
Parish or other church organisation	0	0	0
Place of employment	0	0	0
Psychiatric services, MCH	0	0	0
Other NGO	0	0	0
Other	1	1	0
<b>Total</b>	<b>128</b>	<b>140</b>	<b>42</b>

# Details Regarding New and Re-contact Cases Opened

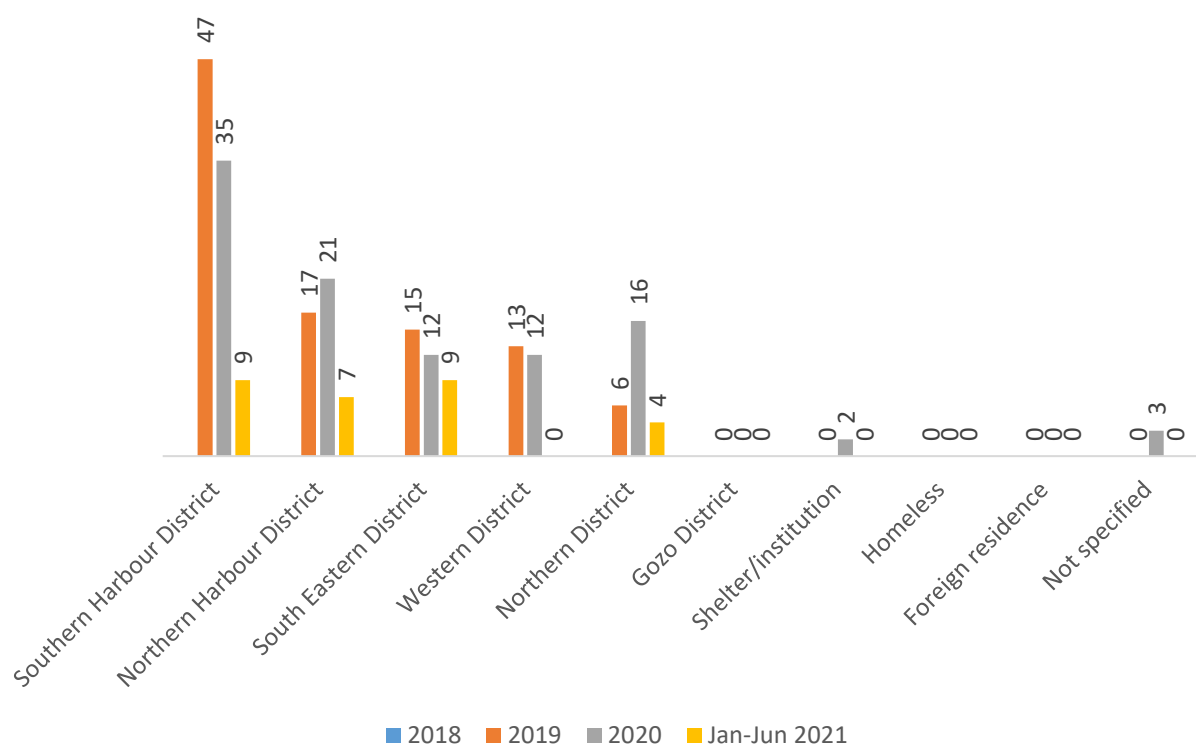


IY: New & re-contact cases opened by age and gender

January – June 2021

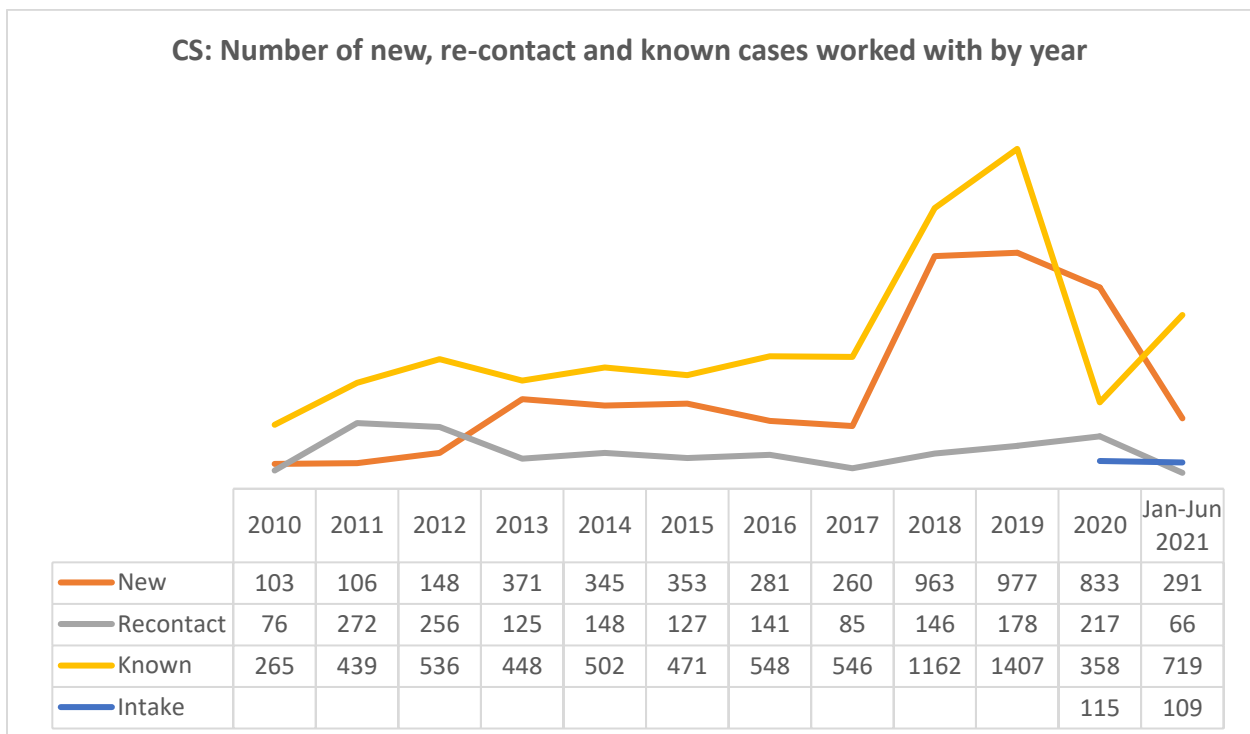
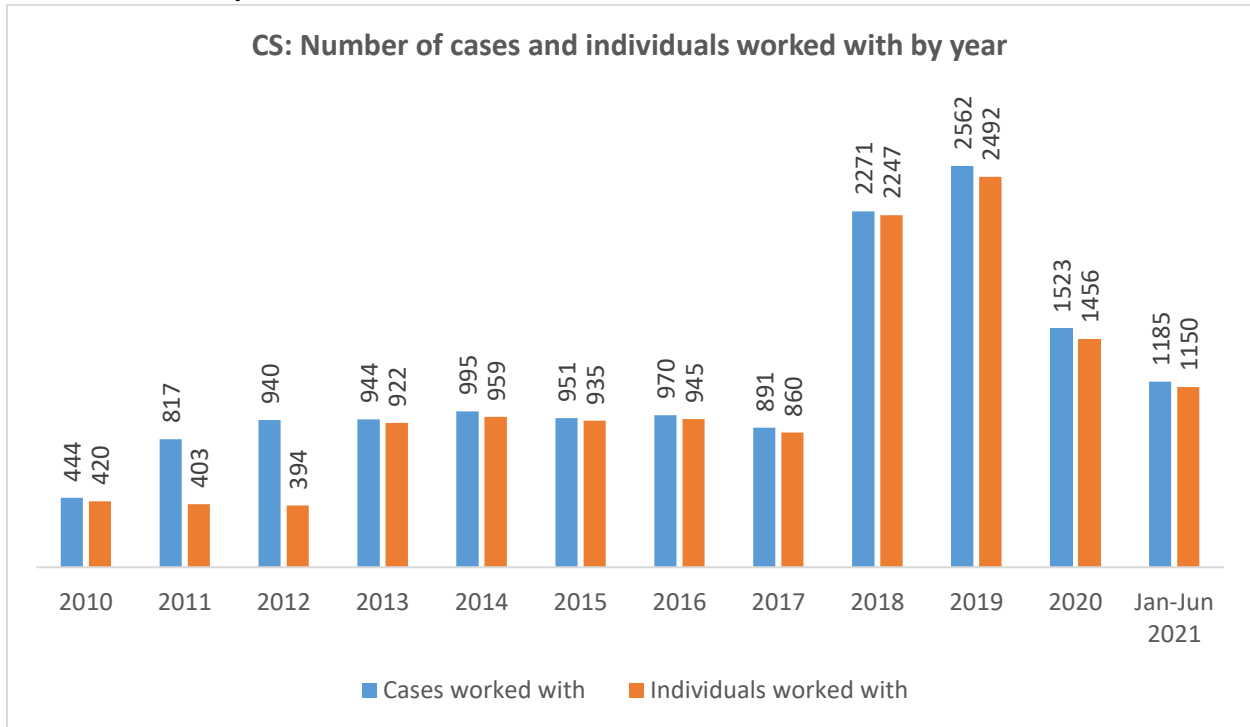
	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	0	0	0
6-10	0	0	0
11-15	0	0	0
16-17	0	0	0
18-19	0	2	2
20-24	1	1	2
25-29	0	2	2
30-34	0	9	9
35-39	1	1	2
40-44	4	2	6
45-49	0	1	1
50-54	1	1	2
55-59	0	0	0
≥60	1	2	3
Not specified	0	0	0
<b>Total</b>	<b>8</b>	<b>21</b>	<b>29</b>

IY: Number of new & re-contact cases opened by district and year



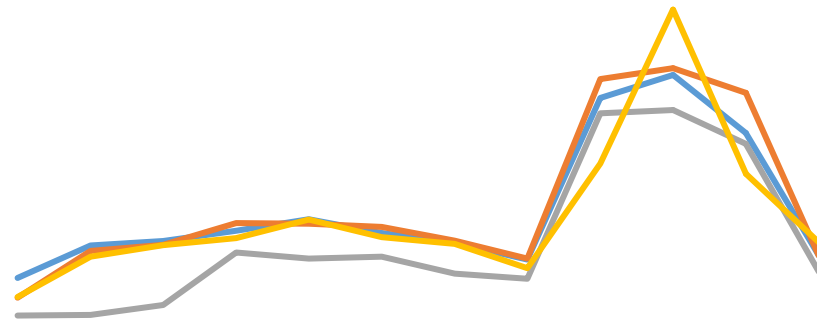
# Community Services (CS)

## Case Activity<sup>6</sup>



<sup>6</sup> Further services began reporting through the Community Service system and as a result data will differ from previous years.

CS: Number of referred, new & re-contact, new and closed cases by year



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	263	401	420	463	513	454	412	341	1028	1126	879	359
New & recontact cases	179	378	404	496	493	480	422	345	1109	1155	1050	357
New cases	103	106	148	371	345	353	281	260	963	977	833	290
Closed cases	182	353	403	432	511	436	408	304	750	1404	706	414

CS: Number of cases worked with by Community Service

January – June 2021

	New	Re-contact	Known	Intake	Total cases worked with
Birkirkara	19	8	45	0	72
Cottonera	52	29	113	3	197
Mosta	12	1	63	28	104
Msida	20	1	39	5	65
Northern Harbour	4	0	21	0	25
Paolo Friere	23	1	60	1	85
Qawra	56	14	128	26	224
Southern	30	2	81	9	122
Valetta	25	7	78	7	117
Western	20	2	31	6	59
Zabbar	30	1	60	24	115
<b>Total</b>	<b>291</b>	<b>66</b>	<b>719</b>	<b>109</b>	<b>1185</b>

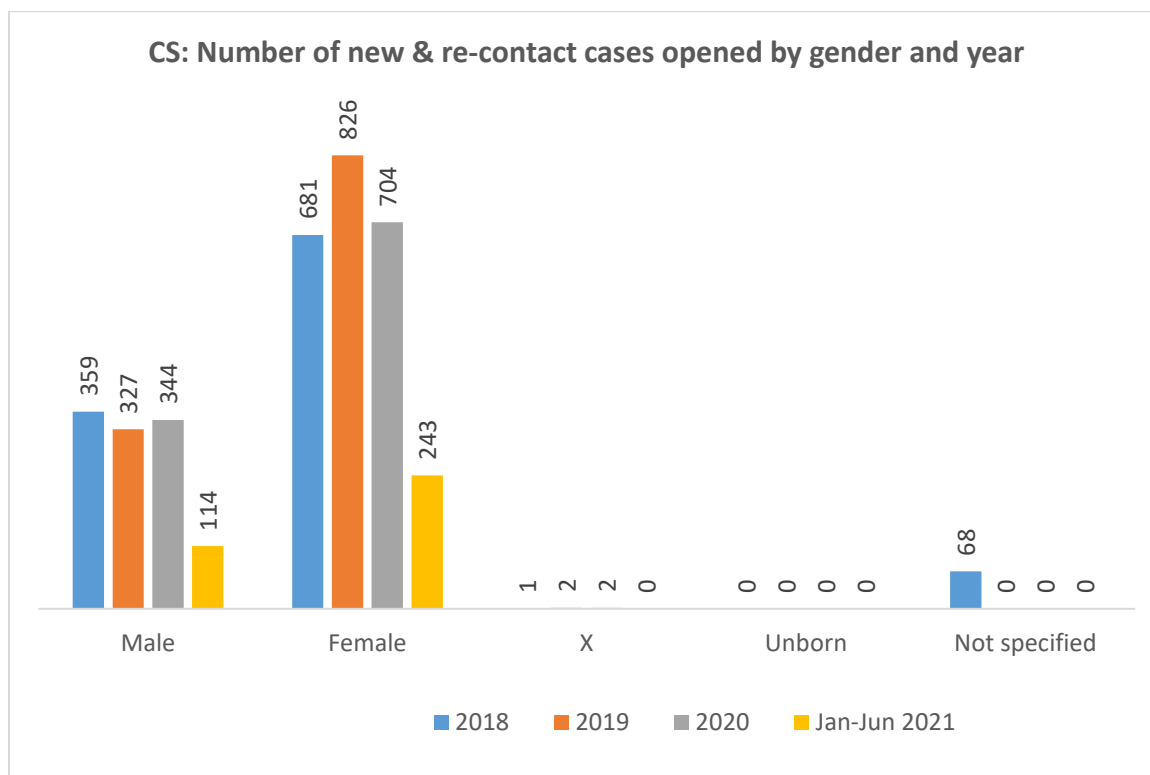
CS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	19	7	4
Assault/harassment	1	4	1
Behaviour problems	16	19	6
Bereavement	7	0	0
Child abuse	8	8	5
Child care or access	29	9	4
Delinquency	11	0	0
Disability related issues	25	9	3
Domestic violence	16	12	8
Eating disorder	0	0	0
Elderly needs	27	11	1
Employment issues	101	76	32
Family relations	63	64	27
Financial difficulties	262	276	109
Fostering or adoption	0	1	1
Gender related issues	2	1	1
Health related issues	21	19	10
Homeless	59	56	25
Housing problems	113	75	18
Human trafficking	0	0	0
Lack of support or guidance	67	81	35
Legal issues	14	12	2
Loneliness	-	7	11
Marital problems	12	12	2
Mental health issues	76	64	24
Migrant related issues	9	0	0
Personality related issues	-	1	0
Pregnancy related issues	7	1	2
Relationship problems	27	9	4
School related problems	5	3	5
Self-harm or suicide	2	2	2
Separation related issues	19	9	3
Sexual harassment or abuse	0	0	0
Other	21	30	10
Not specified	87	1	4
<b>Total</b>	<b>1126</b>	<b>879</b>	<b>359</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

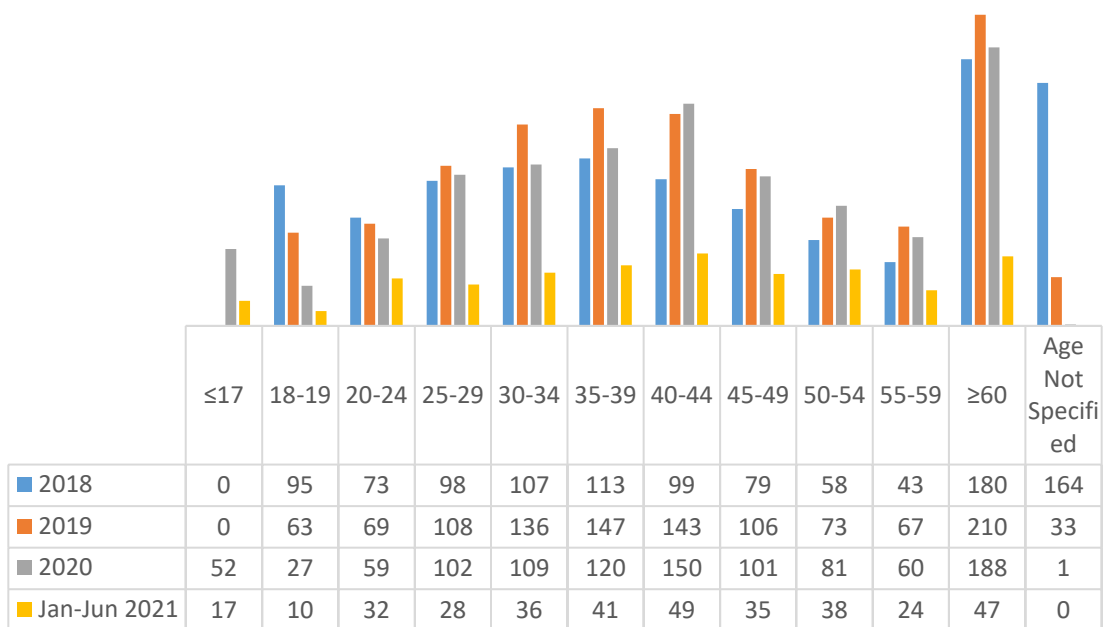
CS: Number of referrals, new cases, new & re-contacts cases, and closed cases by  
Community Service  
January – June 2021

	Referred	New	New & re-contact	Closed
Birkirkara	27	19	27	30
Cottonera	79	52	81	80
Mosta	16	12	13	15
Msida	26	20	21	22
Northern Harbour	2	4	4	19
Paolo Friere	24	23	24	25
Qawra	54	56	70	87
Southern	35	30	32	39
Valletta	25	25	32	36
Western	27	20	22	18
Zabbar	44	30	31	43
<b>Total</b>	<b>359</b>	<b>291</b>	<b>357</b>	<b>414</b>

## Details Regarding New and Re-contact Cases Opened

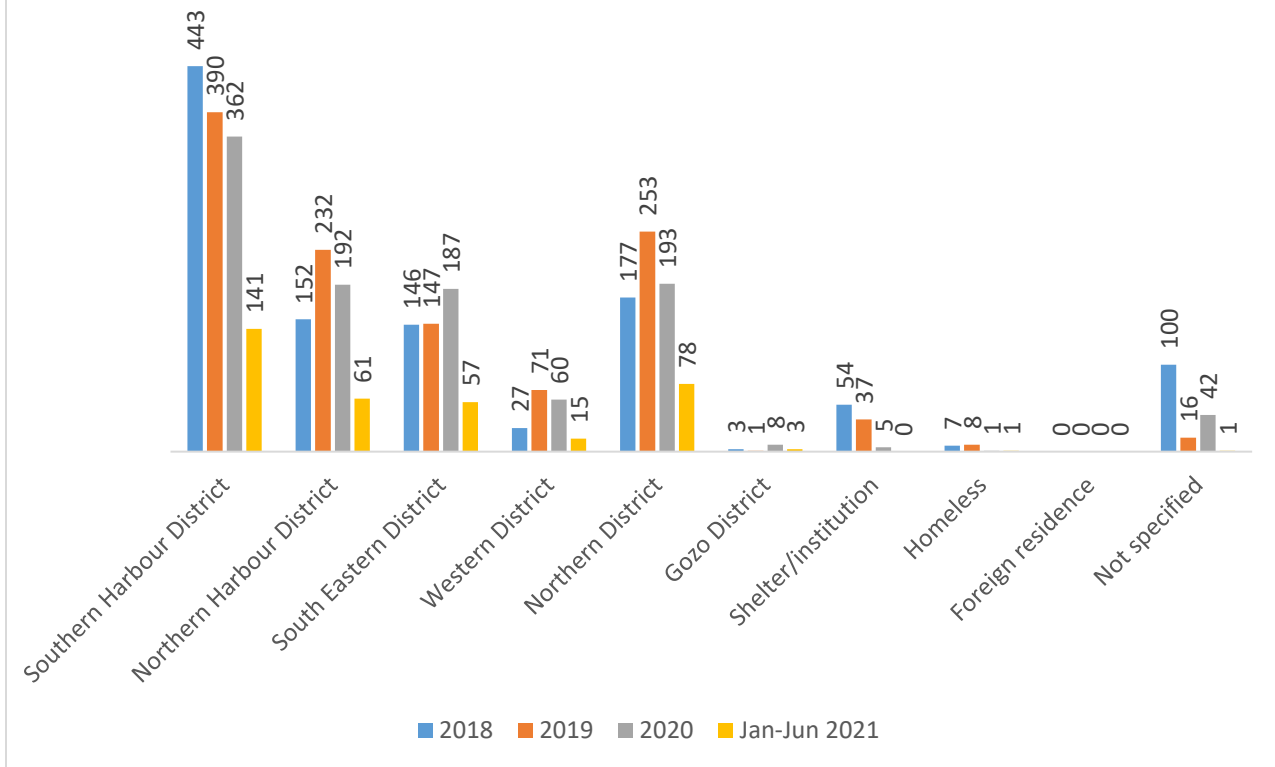


CS: Number of new & re-contact cases opened by age category and year



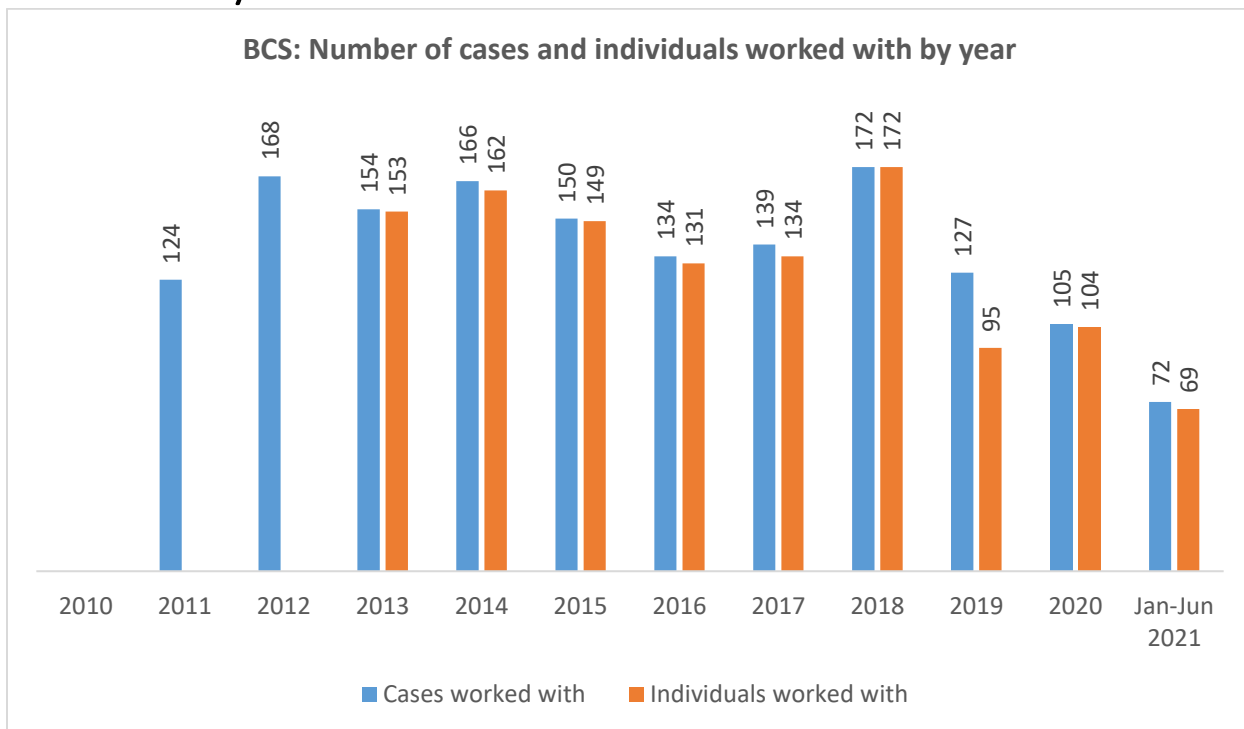
CS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
≤17	8	9	0	17
18-19	2	8	0	10
20-24	12	20	0	32
25-29	7	21	0	28
30-34	8	28	0	36
35-39	9	32	0	41
40-44	17	32	0	49
45-49	8	27	0	35
50-54	14	24	0	38
55-59	8	16	0	24
≥60	21	26	0	47
Not specified	0	0	0	0
<b>Total</b>	<b>114</b>	<b>243</b>	<b>0</b>	<b>357</b>

CS: Number of new & re-contact cases opened by district and year

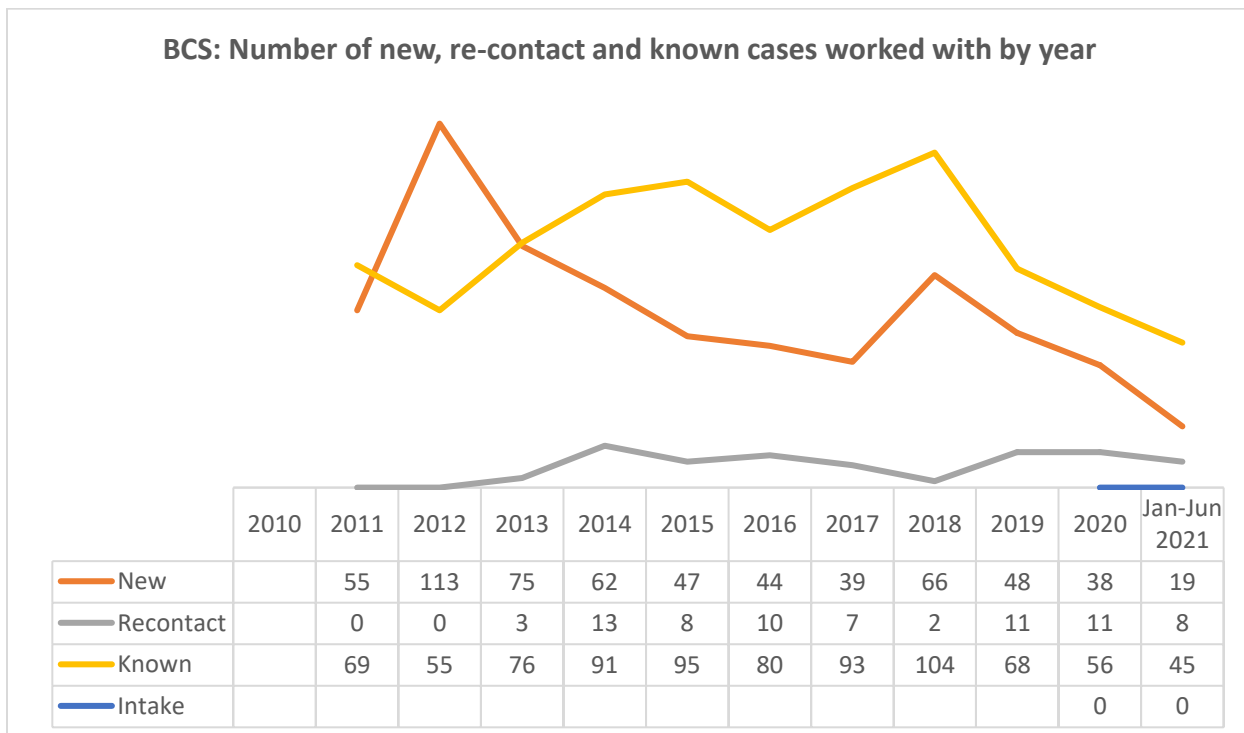


# Community Services: Birkirkara (BCS)

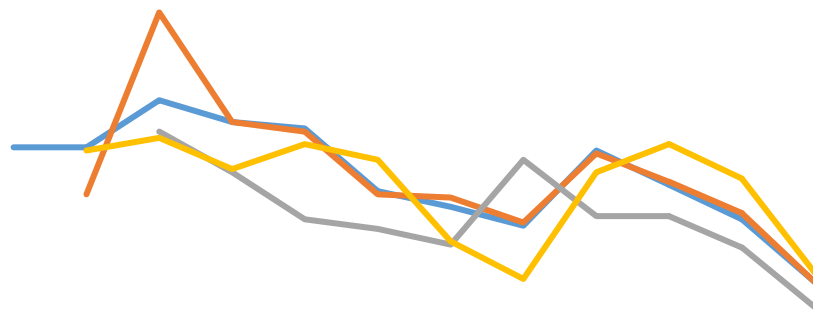
## Case Activity



Note: Individuals were not reported prior to 2013



BCS: Number of referred, new & re-contact, new and closed cases by year

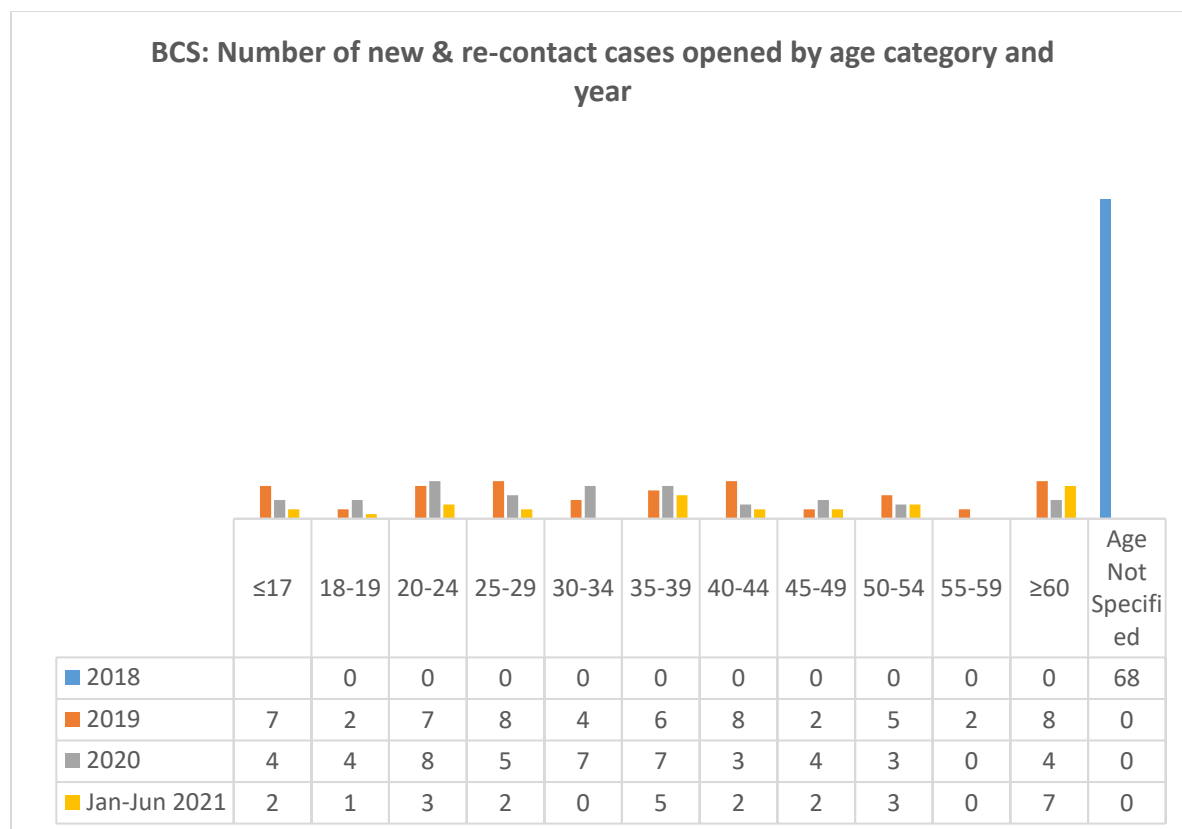
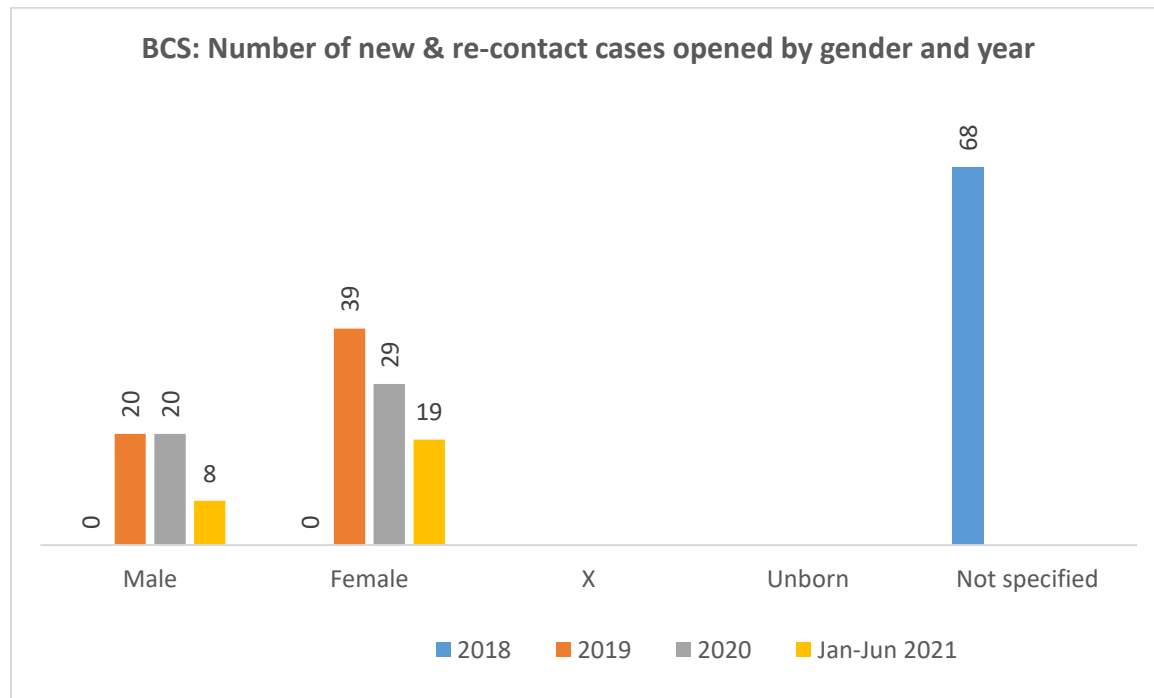


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	70	70	85	78	76	56	51	45	69	58	47	27
New & recontact cases		55	113	78	75	55	54	46	68	59	49	27
New cases			75	62	47	44	39	66	48	48	38	19
Closed cases		69	73	63	71	66	40	28	62	71	60	30

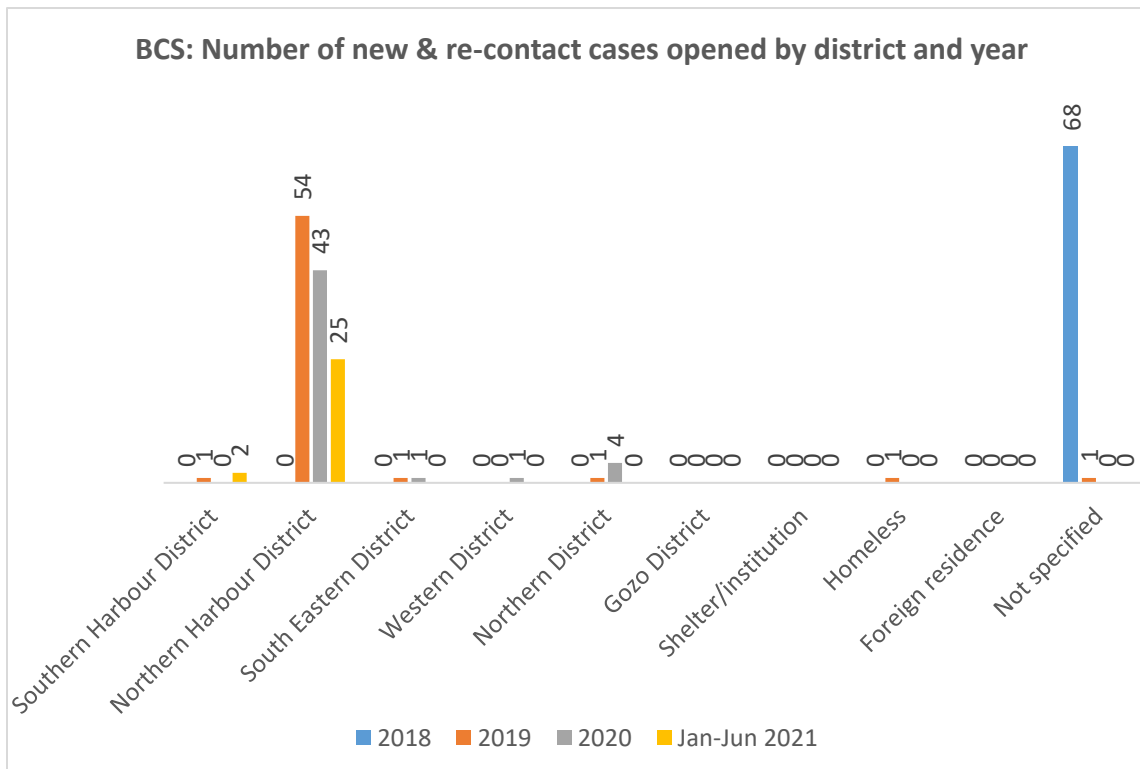
BCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	0	1	0
Assault/harassment	1	0	0
Behaviour problems	1	2	1
Bereavement	0	0	0
Child abuse	0	0	0
Child care or access	0	0	0
Delinquency	0	0	0
Disability related issues	0	0	0
Domestic violence	2	0	1
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	0	2	4
Family relations	8	5	2
Financial difficulties	11	11	5
Fostering or adoption	0	0	0
Gender related issues	0	0	1
Health related issues	1	0	0
Homeless	7	7	3
Housing problems	4	4	3
Human trafficking	0	0	0
Lack of support or guidance	8	8	4
Legal issues	3	2	0
Loneliness	0	0	0
Marital problems	2	1	0
Mental health issues	8	4	3
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	1	0	0
School related problems	1	0	0
Self-harm or suicide	0	0	0
Separation related issues	0	0	0
Sexual harassment or abuse	0	0	0
Other	0	0	0
Not specified	0	0	0
<b>Total</b>	<b>58</b>	<b>47</b>	<b>27</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

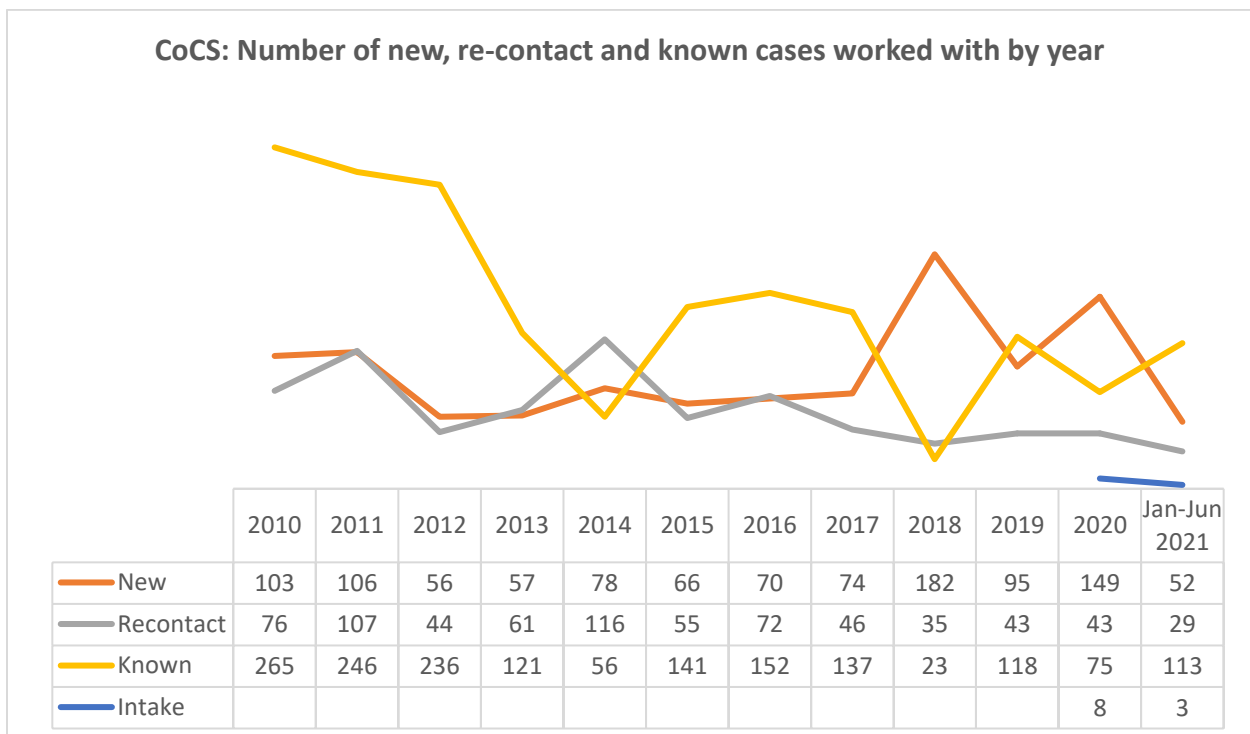
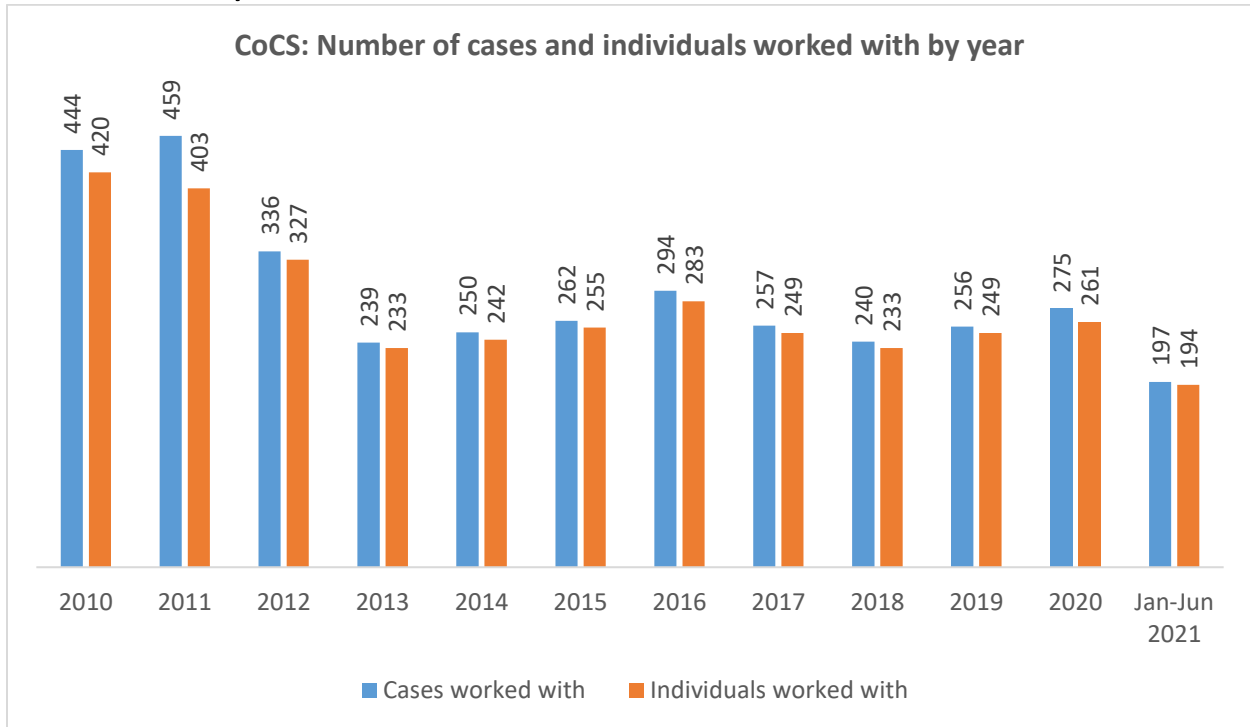


BCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
≤17	1	1	0	2
18-19	0	1	0	1
20-24	1	2	0	3
25-29	0	2	0	2
30-34	0	0	0	0
35-39	1	4	0	5
40-44	1	1	0	2
45-49	0	2	0	2
50-54	1	2	0	3
55-59	0	0	0	0
≥60	3	4	0	7
Not specified	0	0	0	0
<b>Total</b>	<b>8</b>	<b>19</b>	<b>0</b>	<b>27</b>

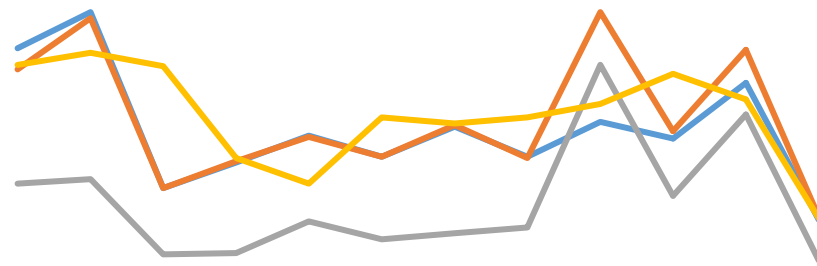


# Community Services: Cottonera (CoCS)

## Case Activity



CoCS: Number of referred, new & re-contact, new and closed cases by year

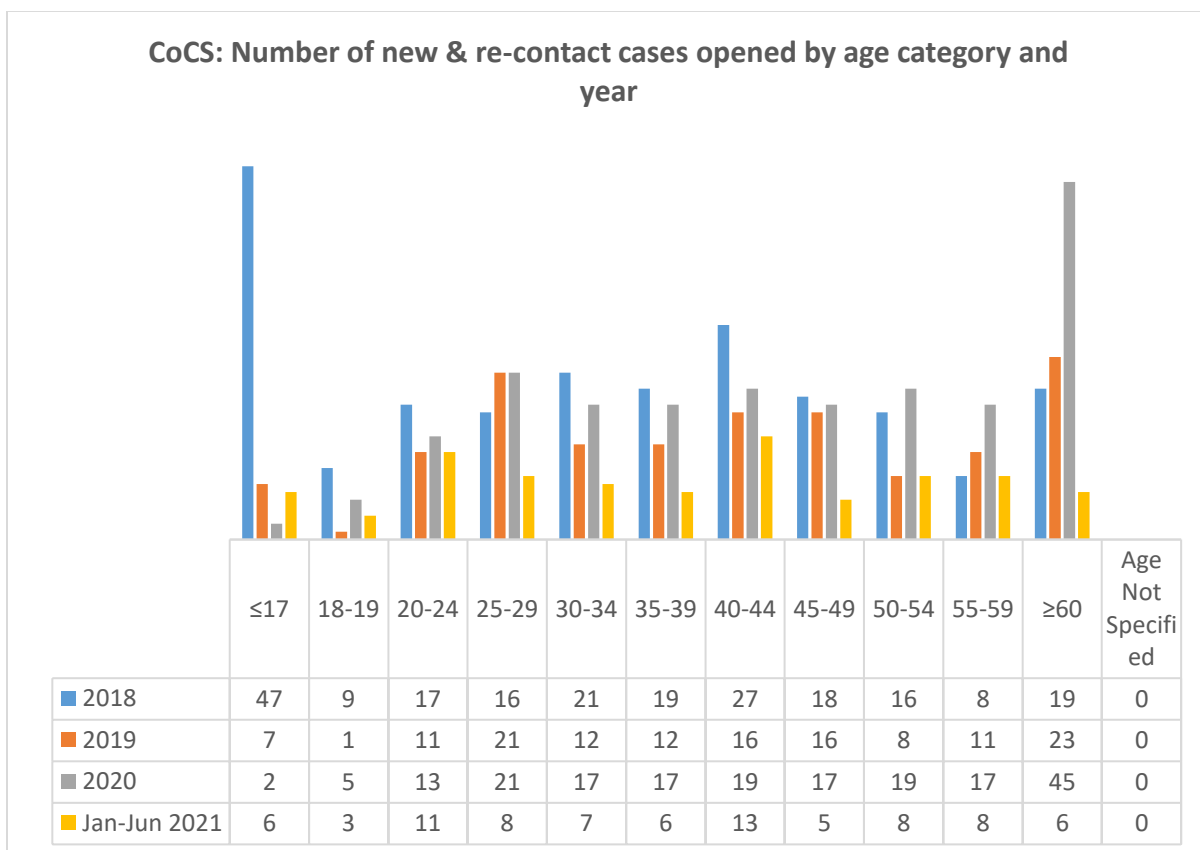
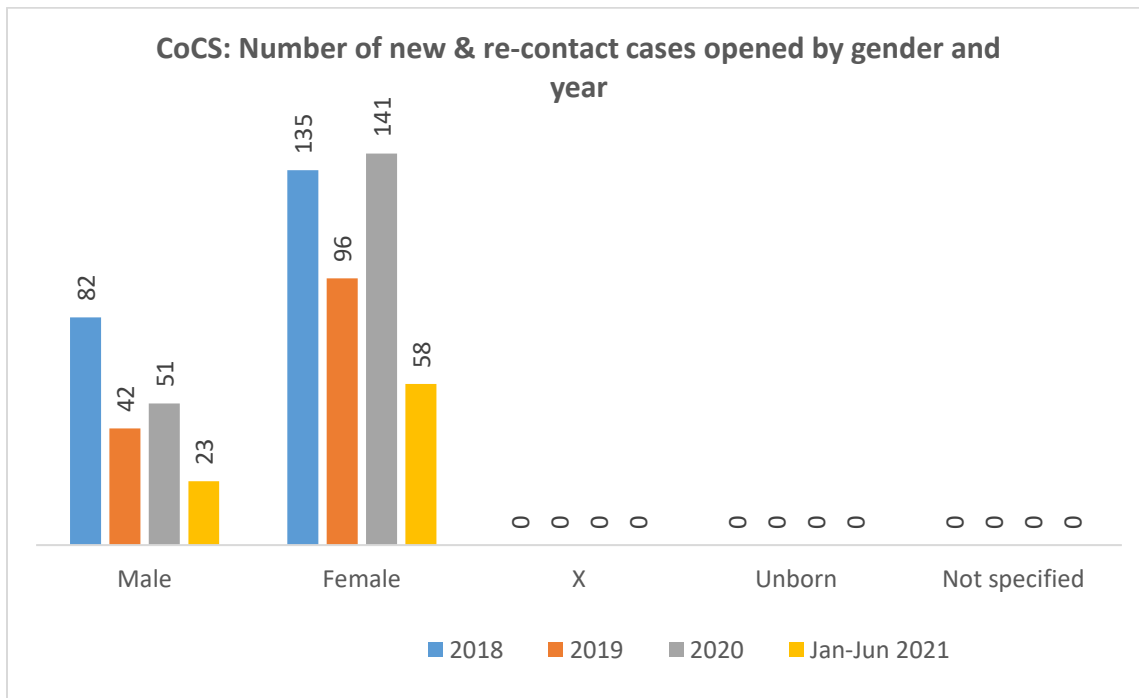


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
— Referred cases	193	217	100	117	135	121	141	121	144	133	170	79
— New & recontact cases	179	213	100	118	134	121	142	120	217	138	192	81
— New cases	103	106	56	57	78	66	70	74	182	95	149	52
— Closed cases	182	190	181	120	103	147	143	147	156	176	159	80

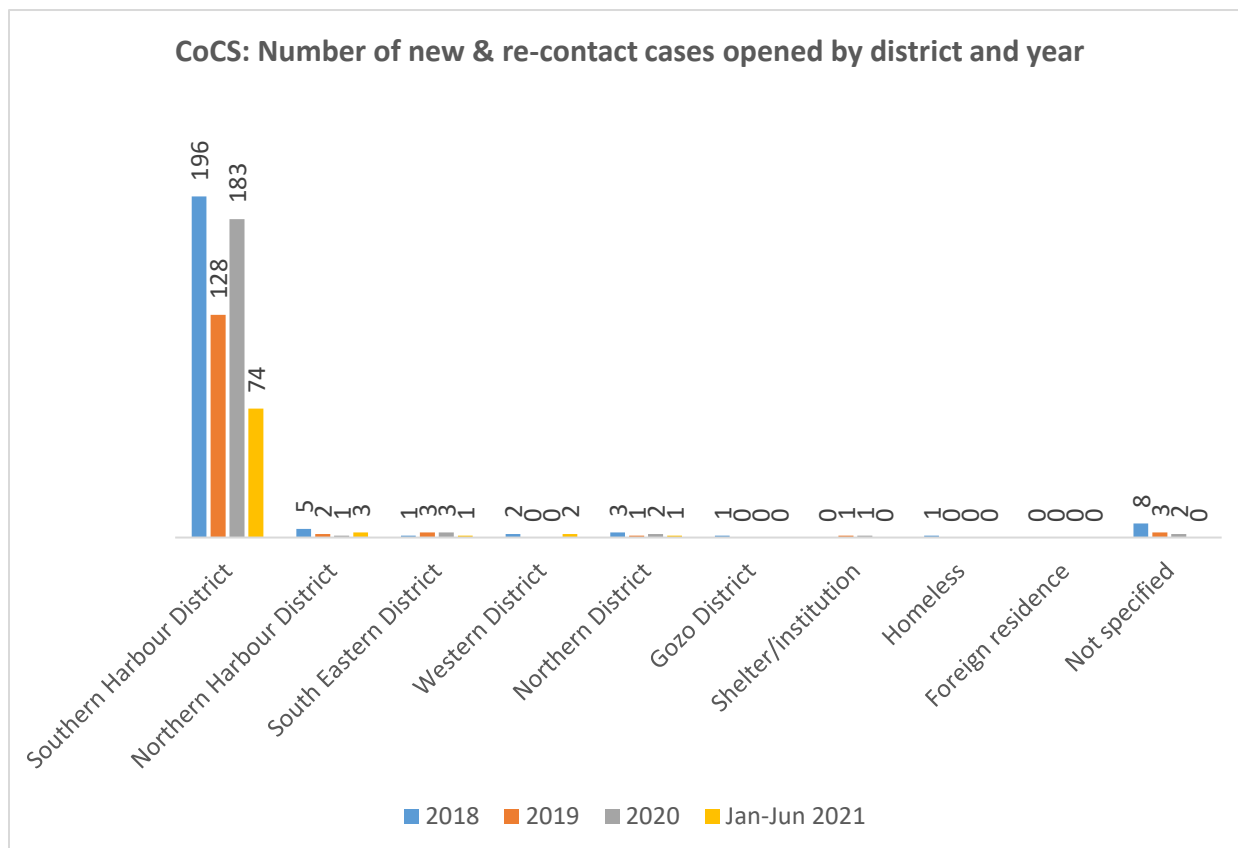
CoCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	2	1	0
Assault/harassment	0	1	1
Behaviour problems	4	3	1
Bereavement	0	0	0
Child abuse	1	2	2
Child care or access	4	3	3
Delinquency	0	0	0
Disability related issues	1	1	0
Domestic violence	3	1	1
Eating disorder	0	0	0
Elderly needs	2	3	0
Employment issues	2	16	9
Family relations	8	11	5
Financial difficulties	19	57	23
Fostering or adoption	0	0	0
Gender related issues	0	1	0
Health related issues	4	3	2
Homeless	9	3	0
Housing problems	21	18	3
Human trafficking	0	0	0
Lack of support or guidance	9	12	15
Legal issues	3	3	1
Loneliness	0	0	3
Marital problems	5	2	0
Mental health issues	20	13	3
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	2	0	0
Relationship problems	11	4	2
School related problems	0	1	0
Self-harm or suicide	1	0	0
Separation related issues	1	1	1
Sexual harassment or abuse	0	0	0
Other	1	10	3
Not specified	0	0	1
<b>Total</b>	<b>133</b>	<b>170</b>	<b>79</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

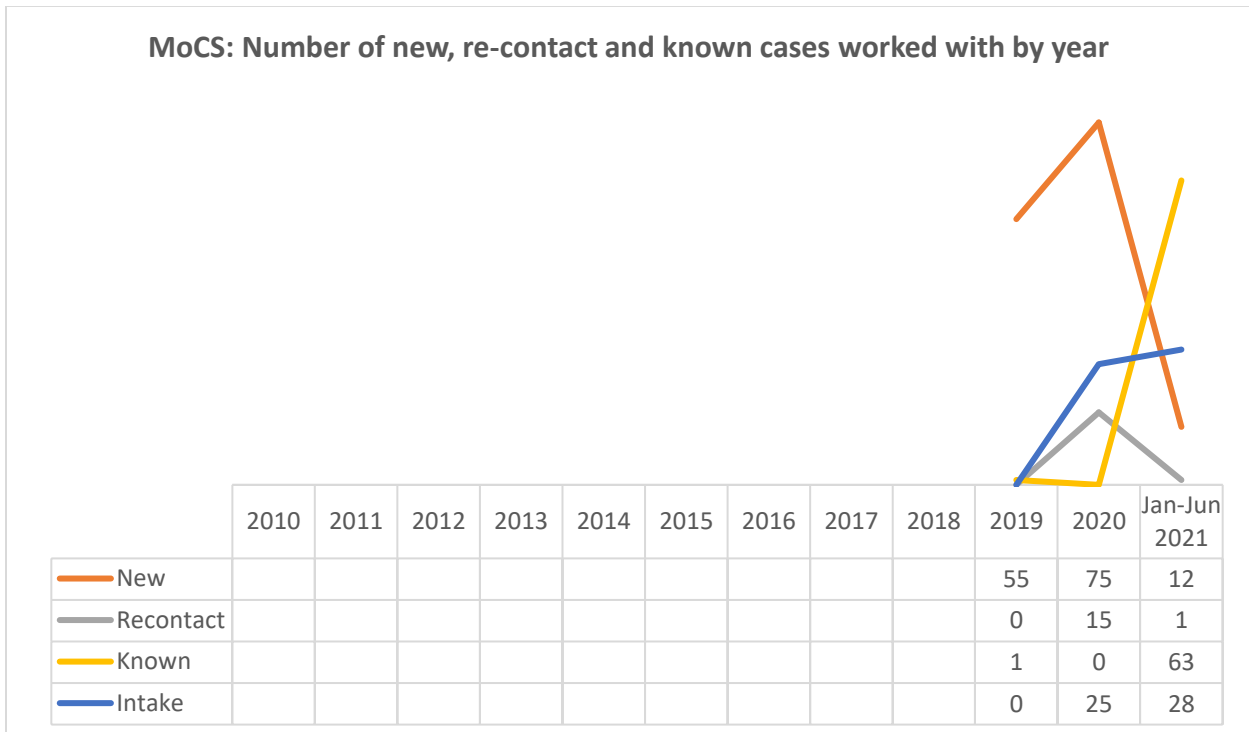
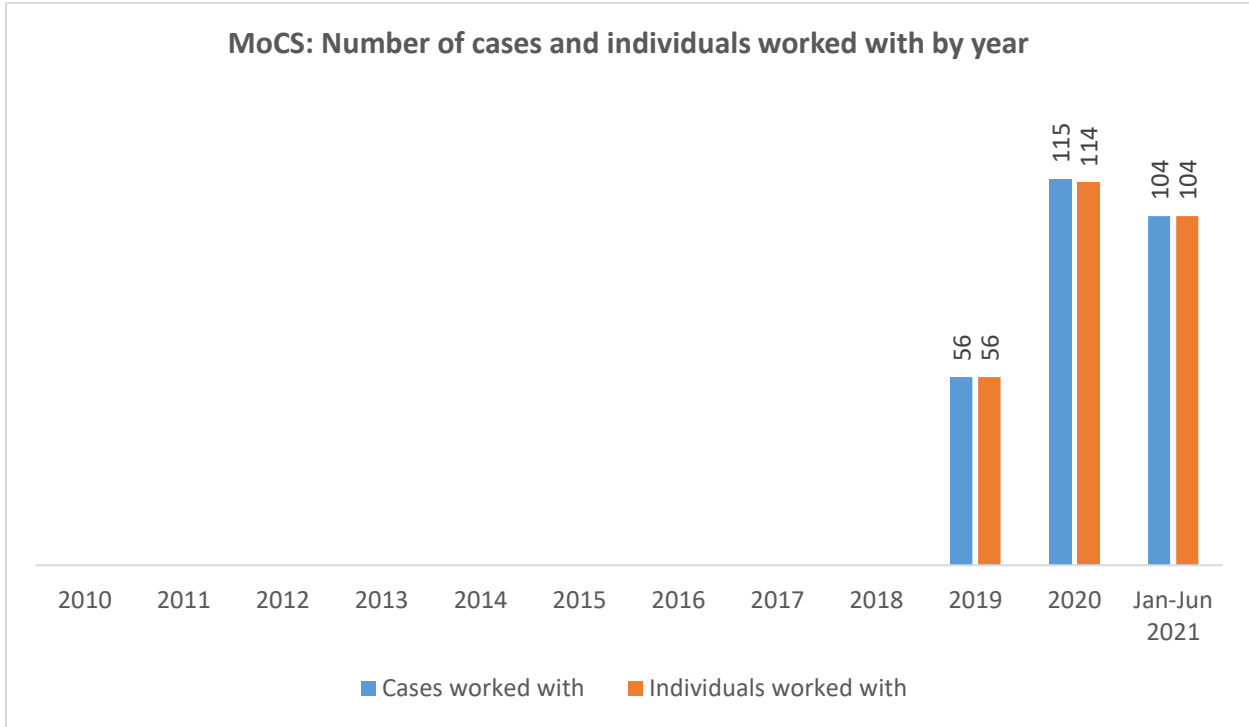


CoCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
<17	3	3	0	6
18-19	0	3	0	3
20-24	5	6	0	11
25-29	1	7	0	8
30-34	1	6	0	7
35-39	1	5	0	6
40-44	4	9	0	13
45-49	1	4	0	5
50-54	3	5	0	8
55-59	1	7	0	8
≥60	3	3	0	6
Not specified	0	0	0	0
<b>Total</b>	<b>23</b>	<b>58</b>	<b>0</b>	<b>81</b>



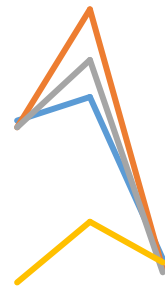
# Community Services: Mosta (MoCS)

## Case Activity<sup>7</sup>



<sup>7</sup> Service started reporting data in 2019.

MoCS: Number of referred, new & re-contact, new and closed cases by year

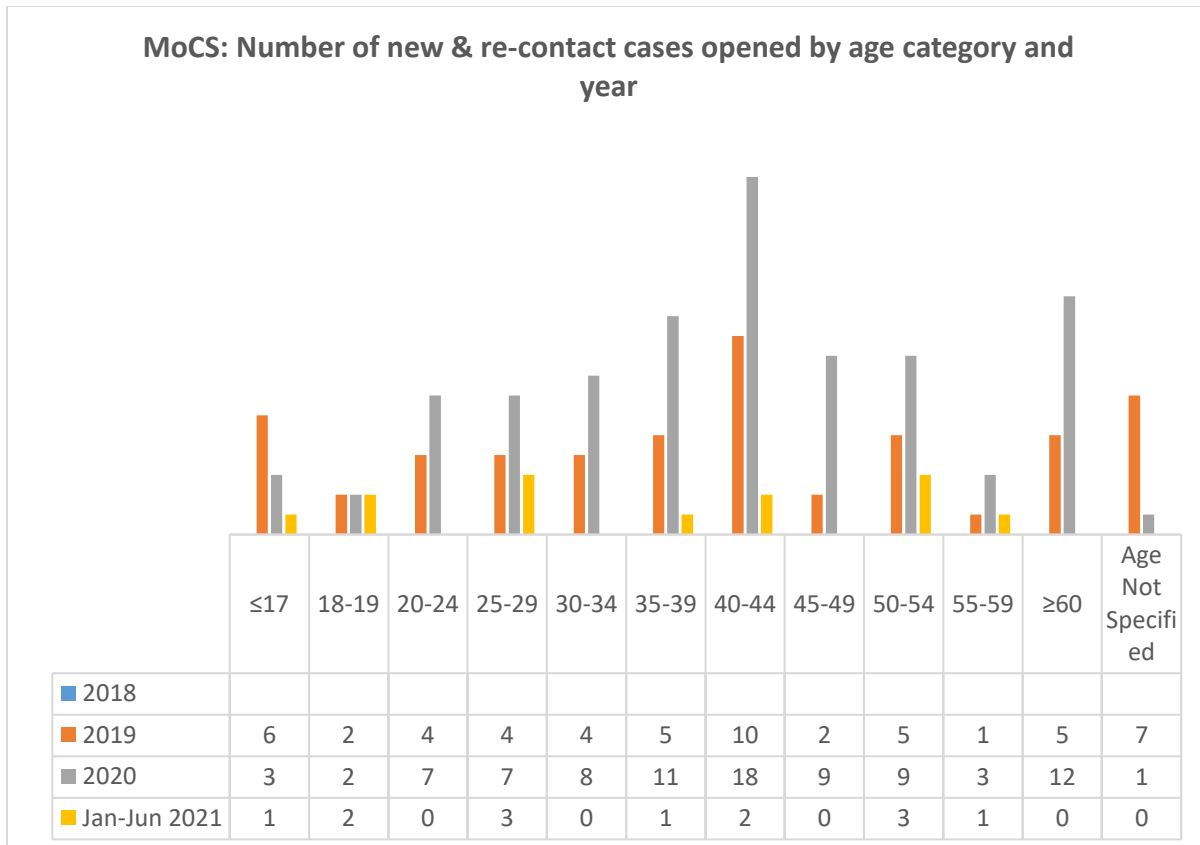
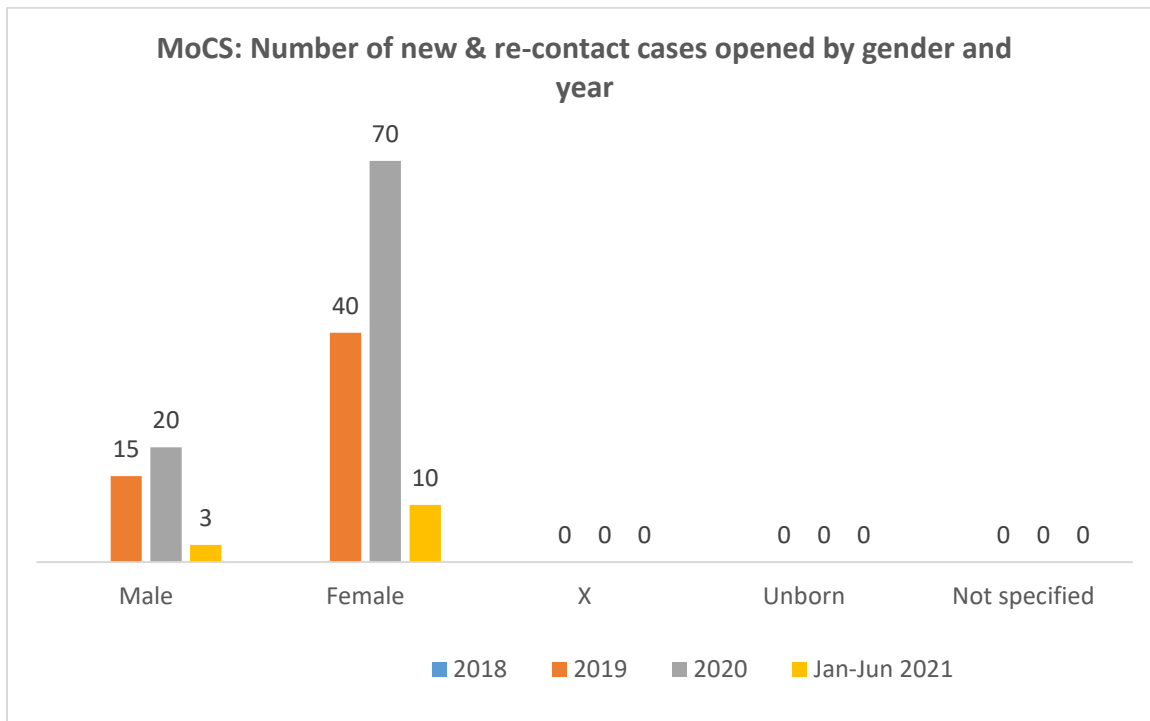


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases										57	64	16
New & recontact cases										55	90	13
New cases										55	75	12
Closed cases										9	27	15

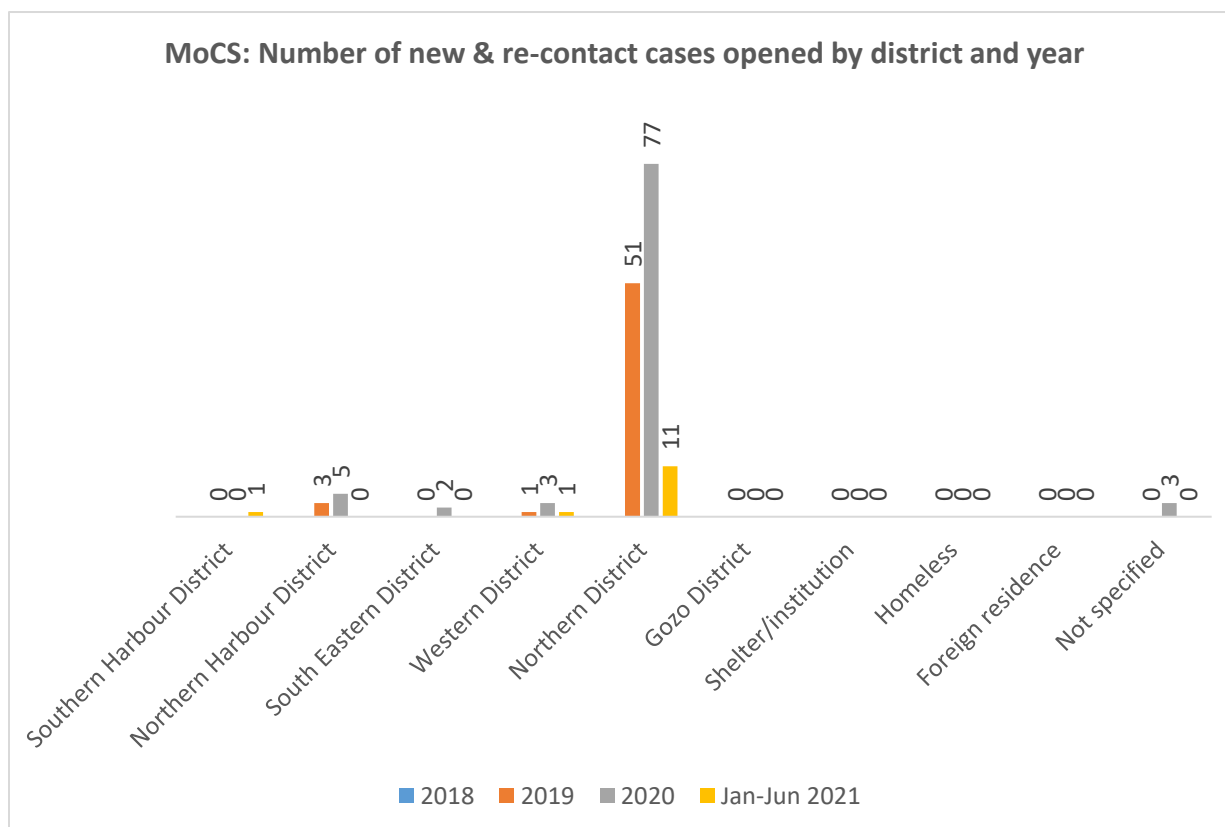
MoCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	0	1	0
Assault/harassment	0	1	0
Behaviour problems	5	2	0
Bereavement	0	0	0
Child abuse	0	1	0
Child care or access	8	1	0
Delinquency	0	0	0
Disability related issues	0	0	0
Domestic violence	0	2	0
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	2	2	2
Family relations	5	14	1
Financial difficulties	2	5	3
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	2	1
Homeless	0	2	2
Housing problems	8	3	0
Human trafficking	0	0	0
Lack of support or guidance	22	12	1
Legal issues	1	0	0
Loneliness	0	1	0
Marital problems	0	2	0
Mental health issues	1	9	3
Migrant related issues	0	0	0
Personality related issues	0	1	0
Pregnancy related issues	0	0	0
Relationship problems	0	2	0
School related problems	0	0	2
Self-harm or suicide	0	0	0
Separation related issues	0	1	1
Sexual harassment or abuse	0	0	0
Other	3	0	0
Not specified	0	0	0
<b>Total</b>	<b>57</b>	<b>64</b>	<b>16</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

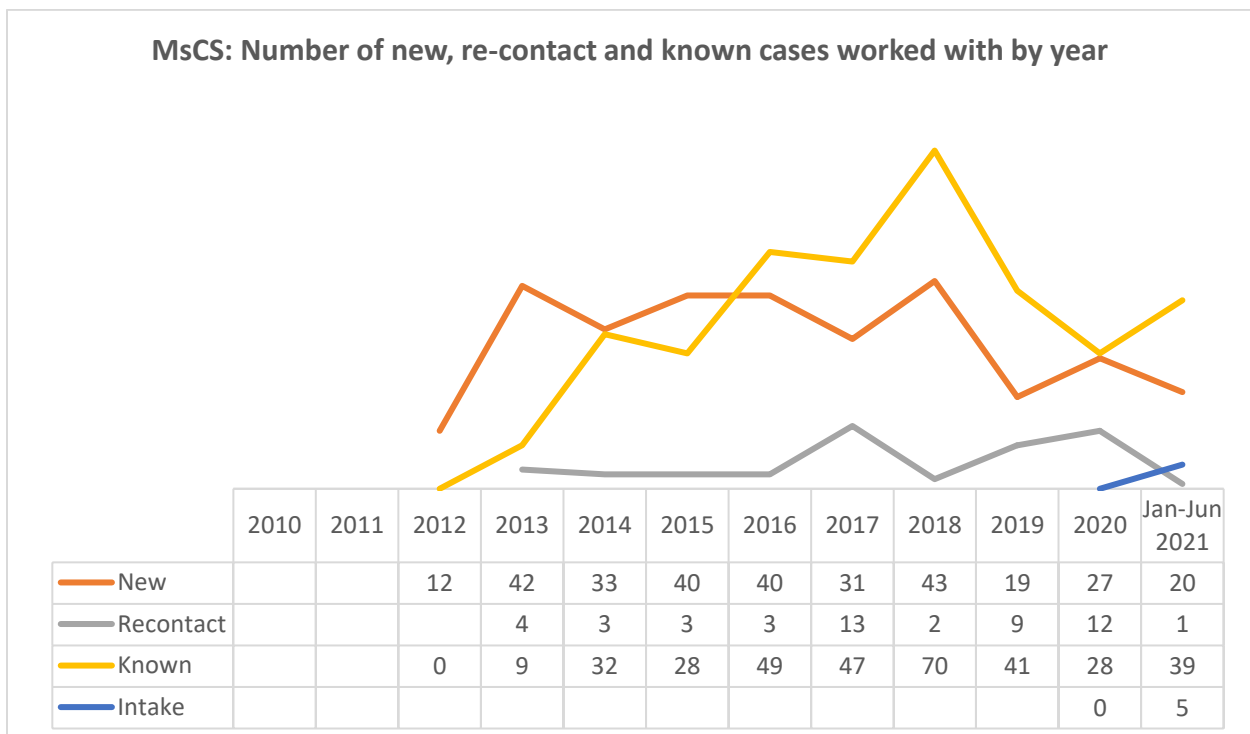
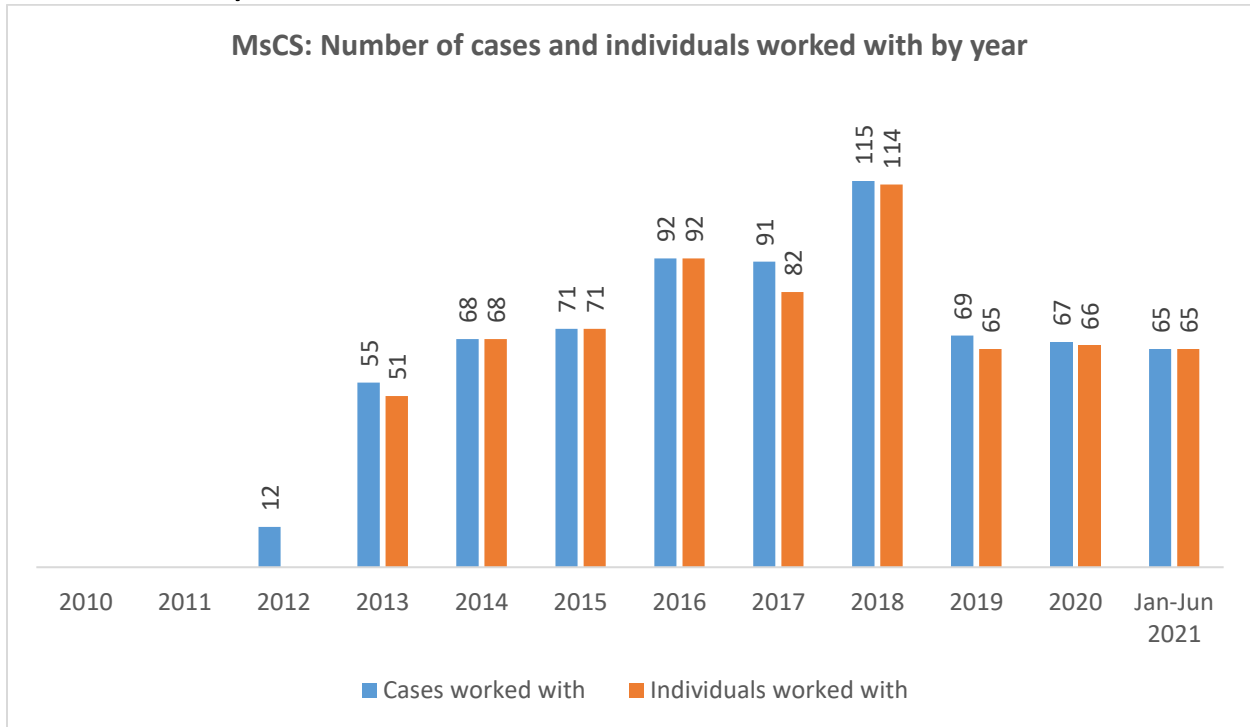


MoCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
<17	0	1	0	1
18-19	0	2	0	2
20-24	0	0	0	0
25-29	0	3	0	3
30-34	0	0	0	0
35-39	1	0	0	1
40-44	0	2	0	2
45-49	0	0	0	0
50-54	1	2	0	3
55-59	1	0	0	1
>60	0	0	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>13</b>

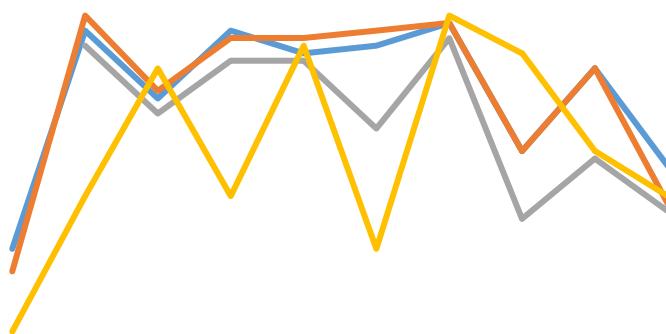


# Community Services: Msida (MsCS)

## Case Activity



**MsCS: Number of referred, new & re-contact, new and closed cases by year**

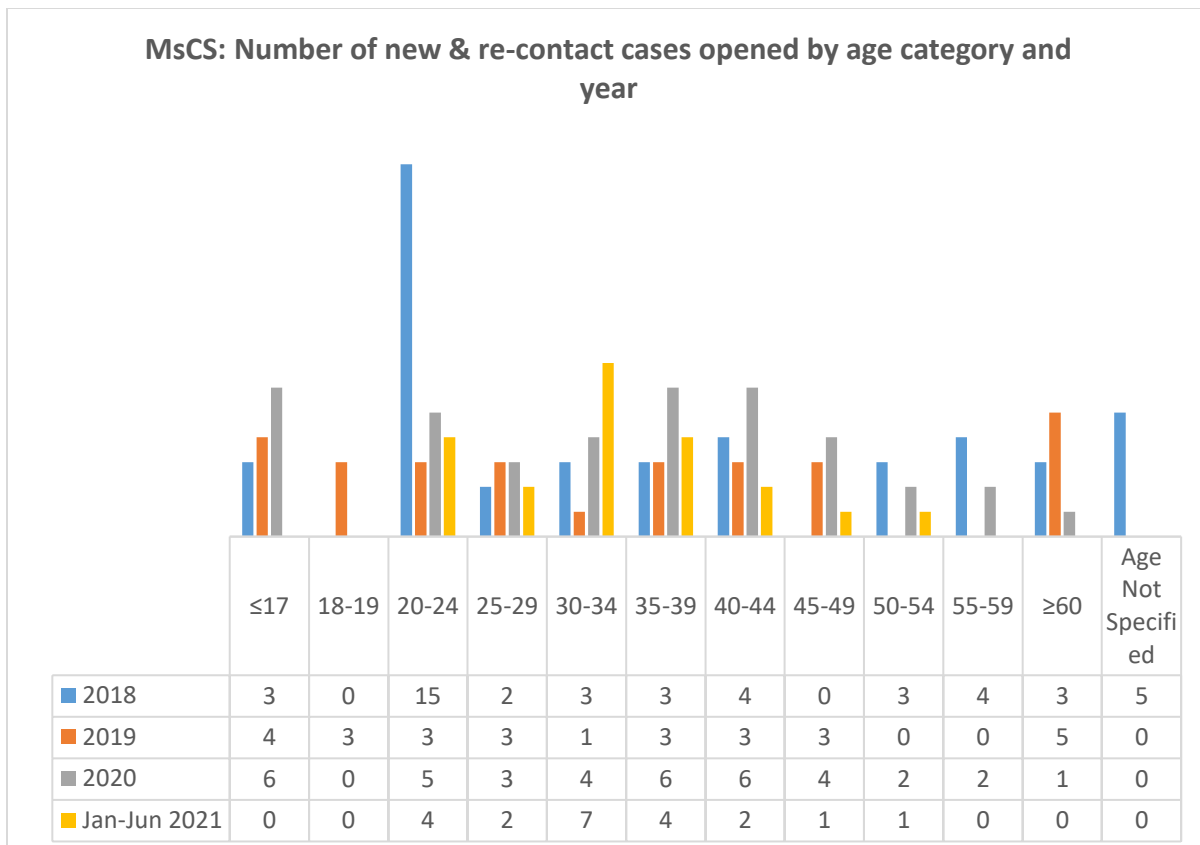
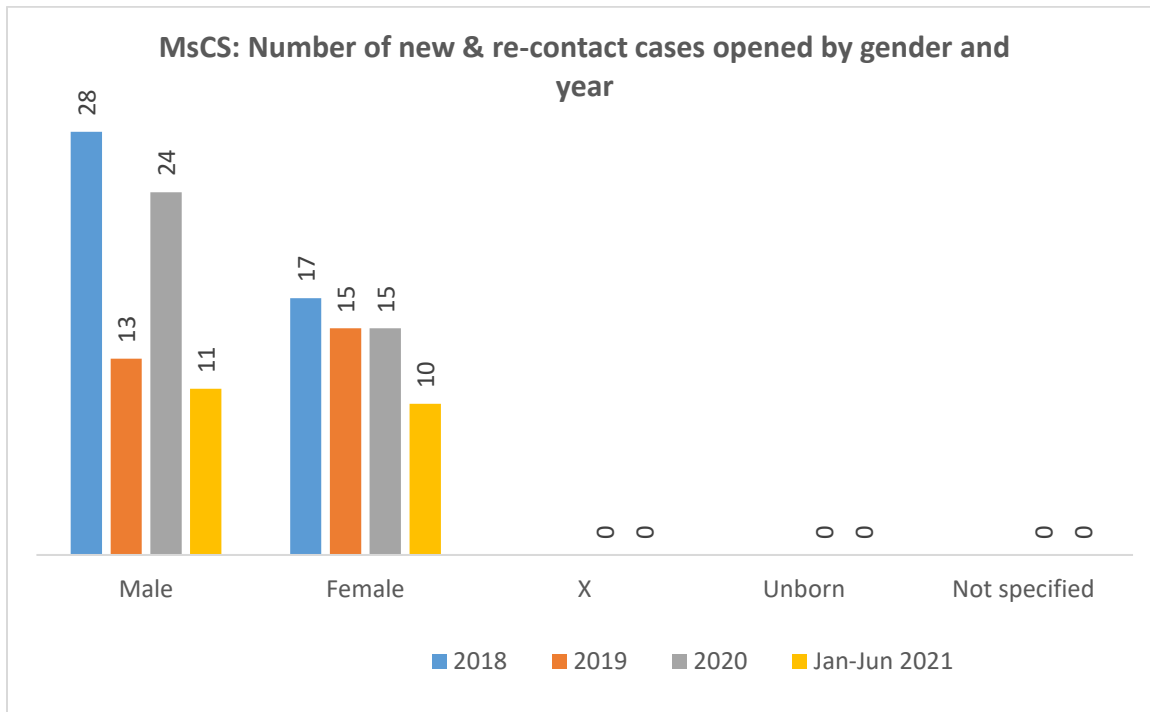


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases			15	44	35	44	41	42	45	28	39	26
New & recontact cases			12	46	36	43	43	44	45	28	39	21
New cases				42	33	40	40	31	43	19	27	20
Closed cases			4	22	39	22	42	15	46	41	28	22

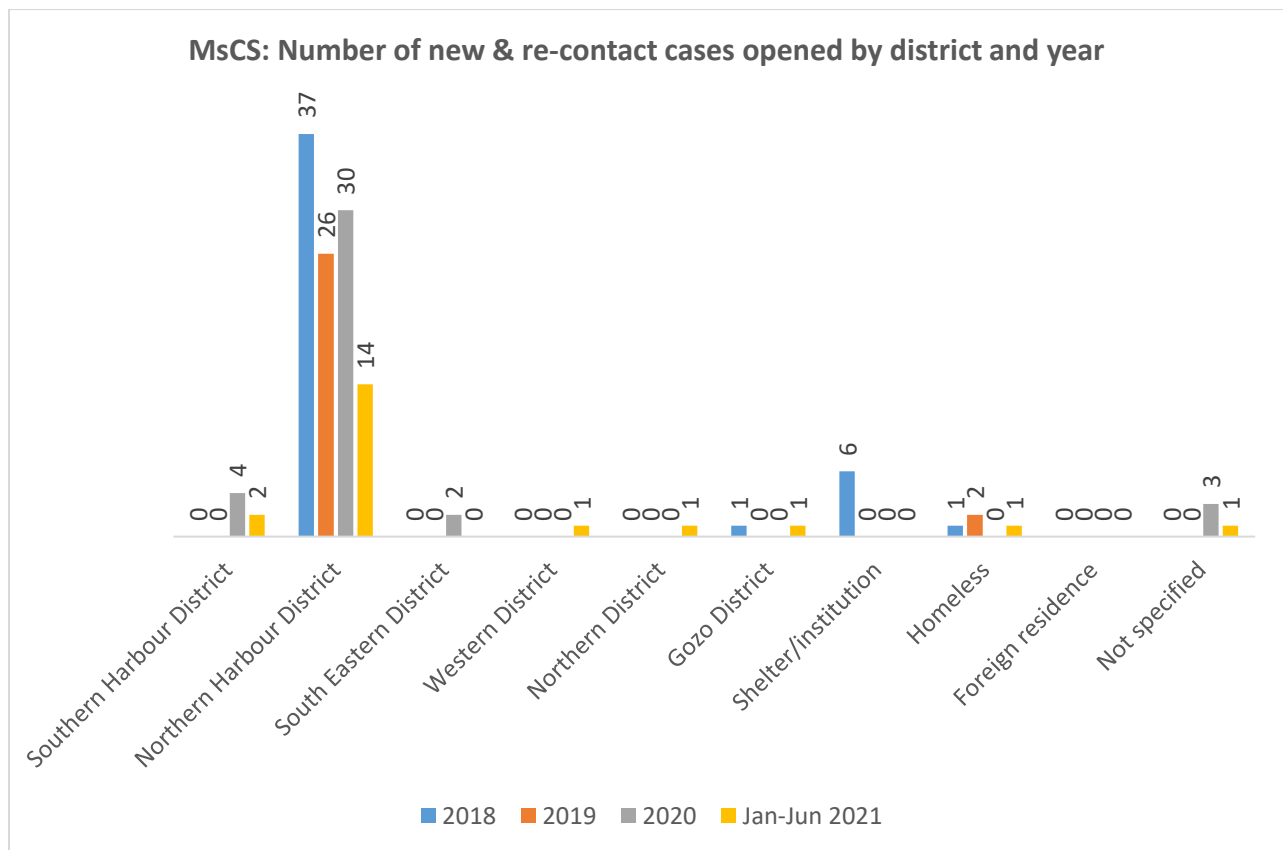
MsCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	1	1	0
Assault/harassment	0	0	0
Behaviour problems	1	1	0
Bereavement	0	0	0
Child abuse	2	1	0
Child care or access	2	0	0
Delinquency	0	0	0
Disability related issues	1	0	0
Domestic violence	1	0	0
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	0	6	2
Family relations	5	5	5
Financial difficulties	3	7	4
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	0	1
Homeless	3	8	11
Housing problems	3	1	0
Human trafficking	0	0	0
Lack of support or guidance	1	4	1
Legal issues	0	0	0
Loneliness	0	0	0
Marital problems	0	1	0
Mental health issues	2	3	0
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	2	0	1
School related problems	1	0	0
Self-harm or suicide	0	0	0
Separation related issues	0	0	1
Sexual harassment or abuse	0	0	0
Other	0	1	0
Not specified	0	0	0
<b>Total</b>	<b>28</b>	<b>39</b>	<b>26</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

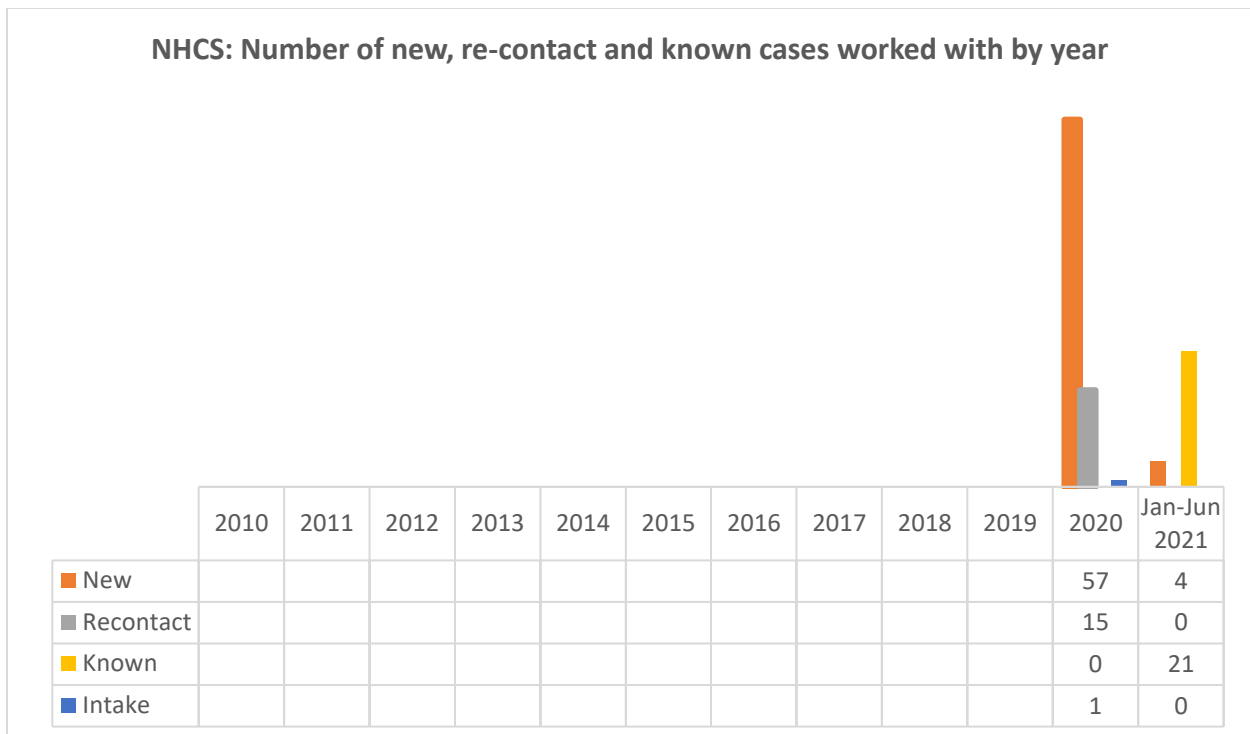
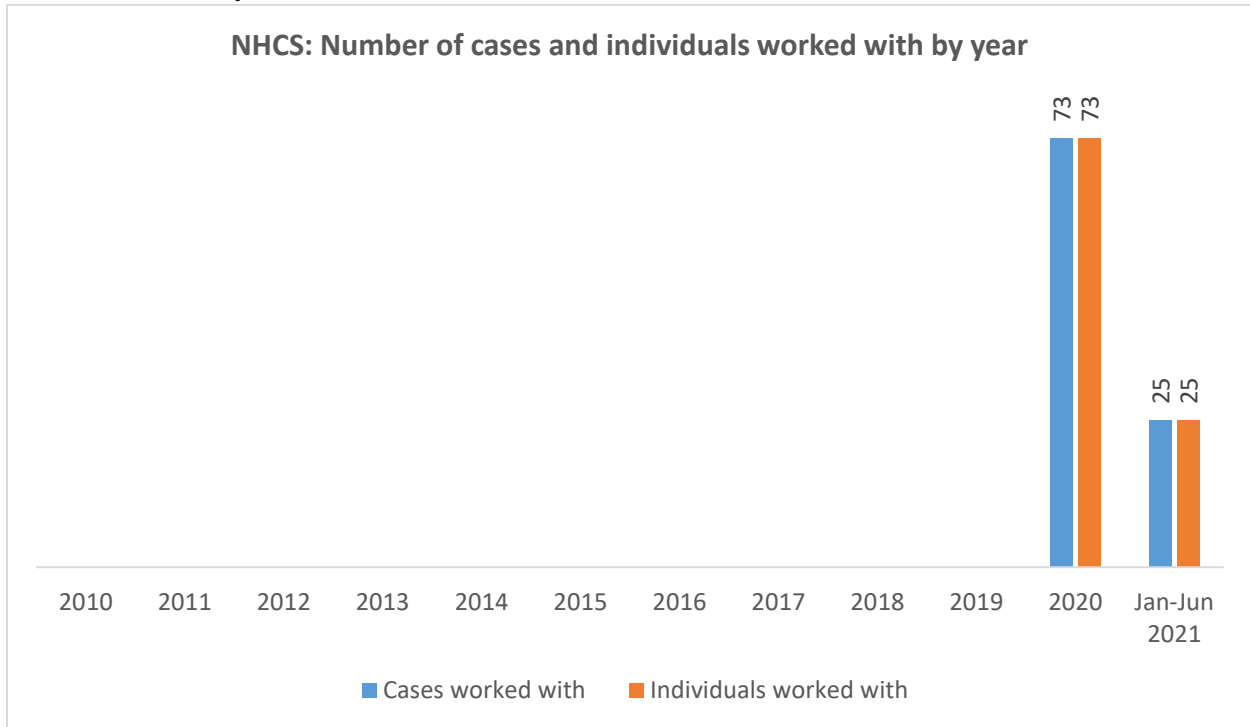
## Details Regarding New and Re-contact Cases Opened



MsCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
≤17	0	0	0	0
18-19	0	0	0	0
20-24	3	1	0	4
25-29	2	0	0	2
30-34	2	5	0	7
35-39	1	3	0	4
40-44	2	0	0	2
45-49	0	1	0	1
50-54	1	0	0	1
55-59	0	0	0	0
≥60	0	0	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>21</b>

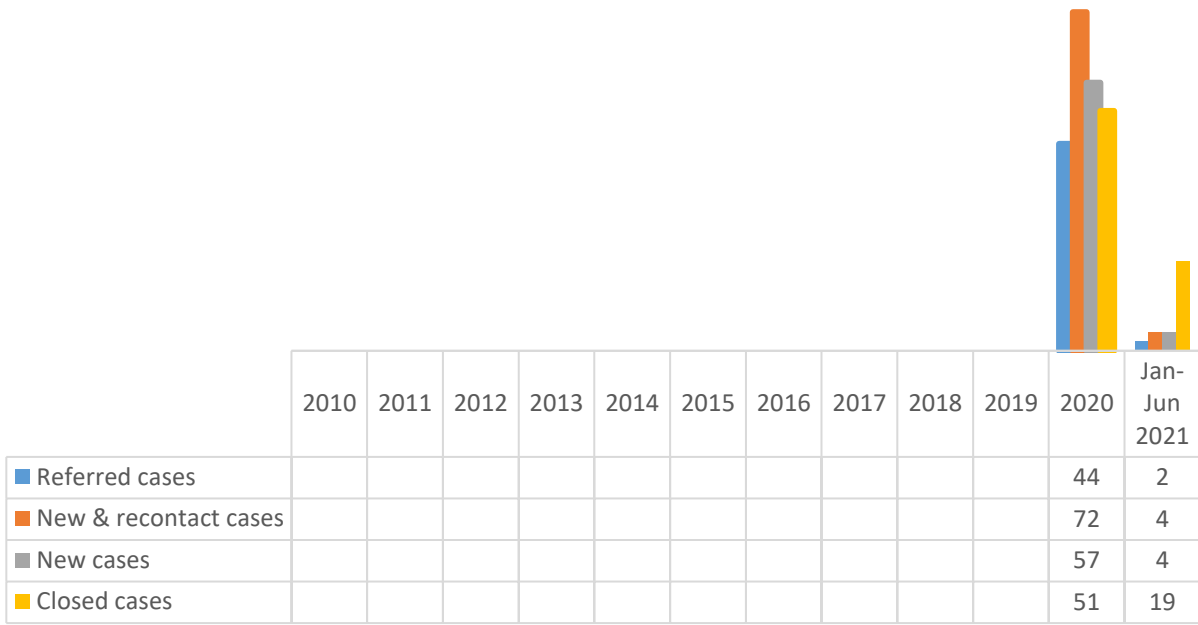


# Community Services: Northern Harbour (NHCS) Case Activity<sup>8</sup>



<sup>8</sup> Service started reporting in 2020

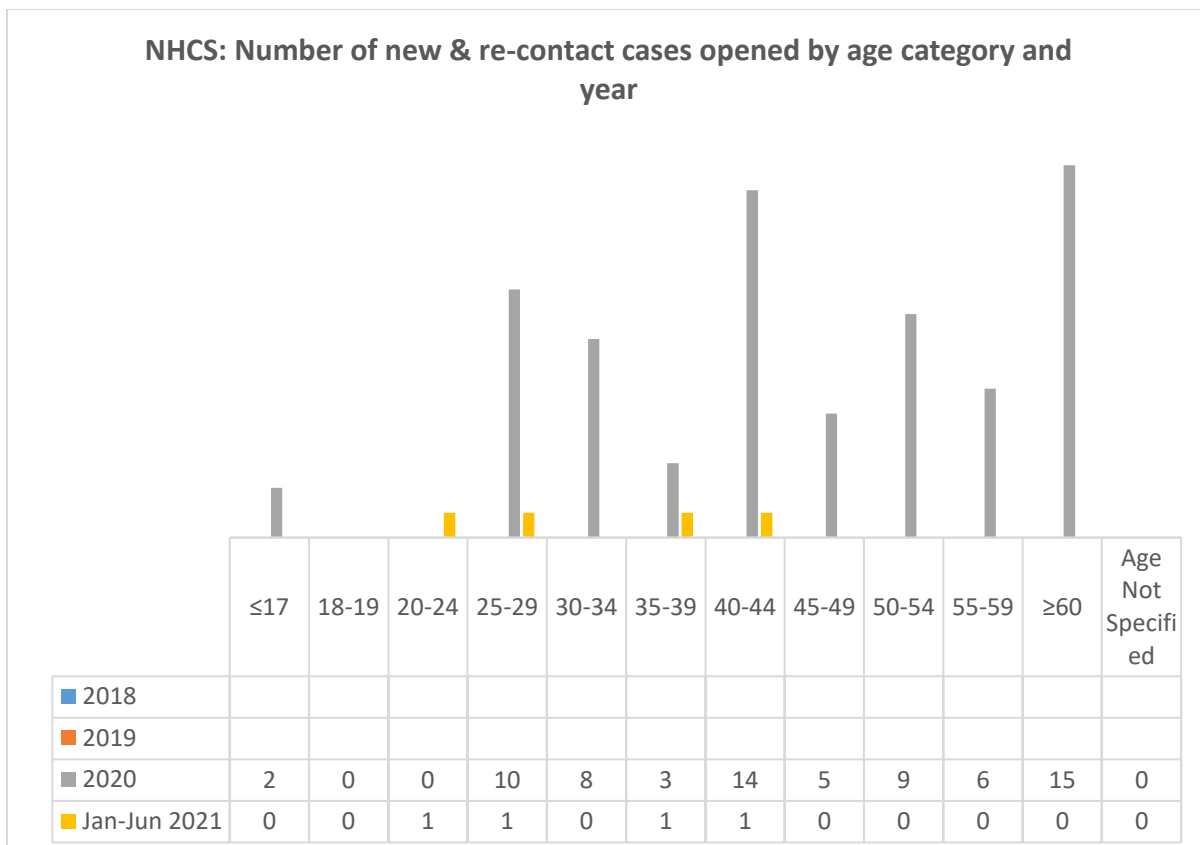
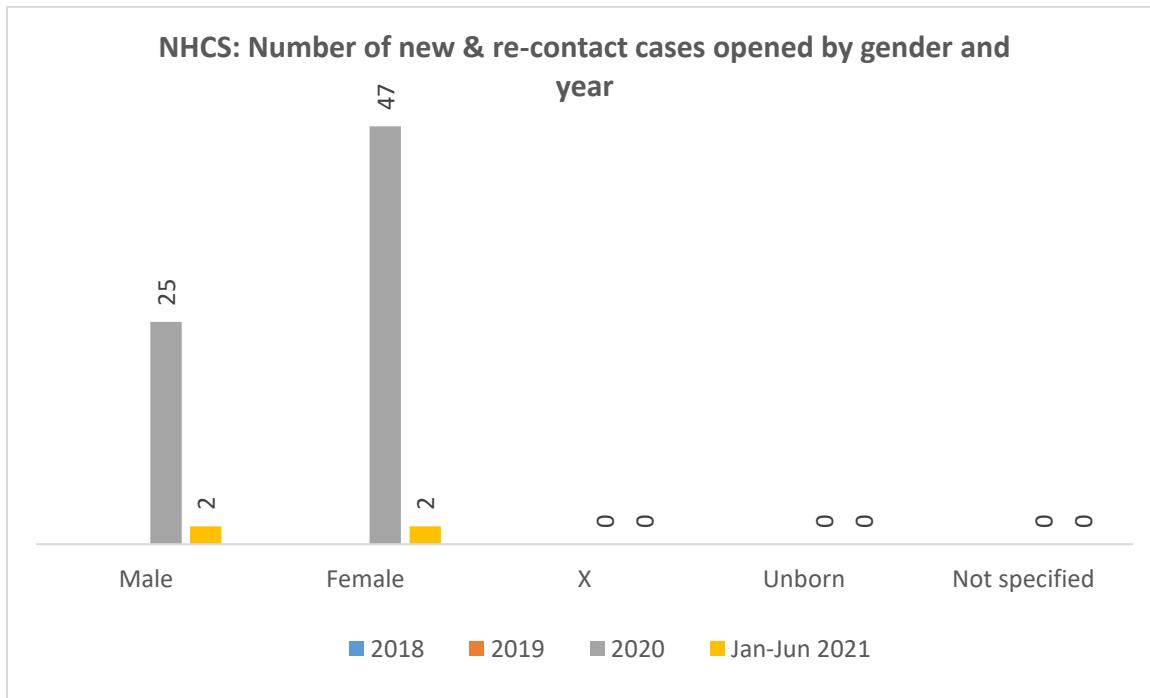
NHCS: Number of referred, new & re-contact, new and closed cases by year



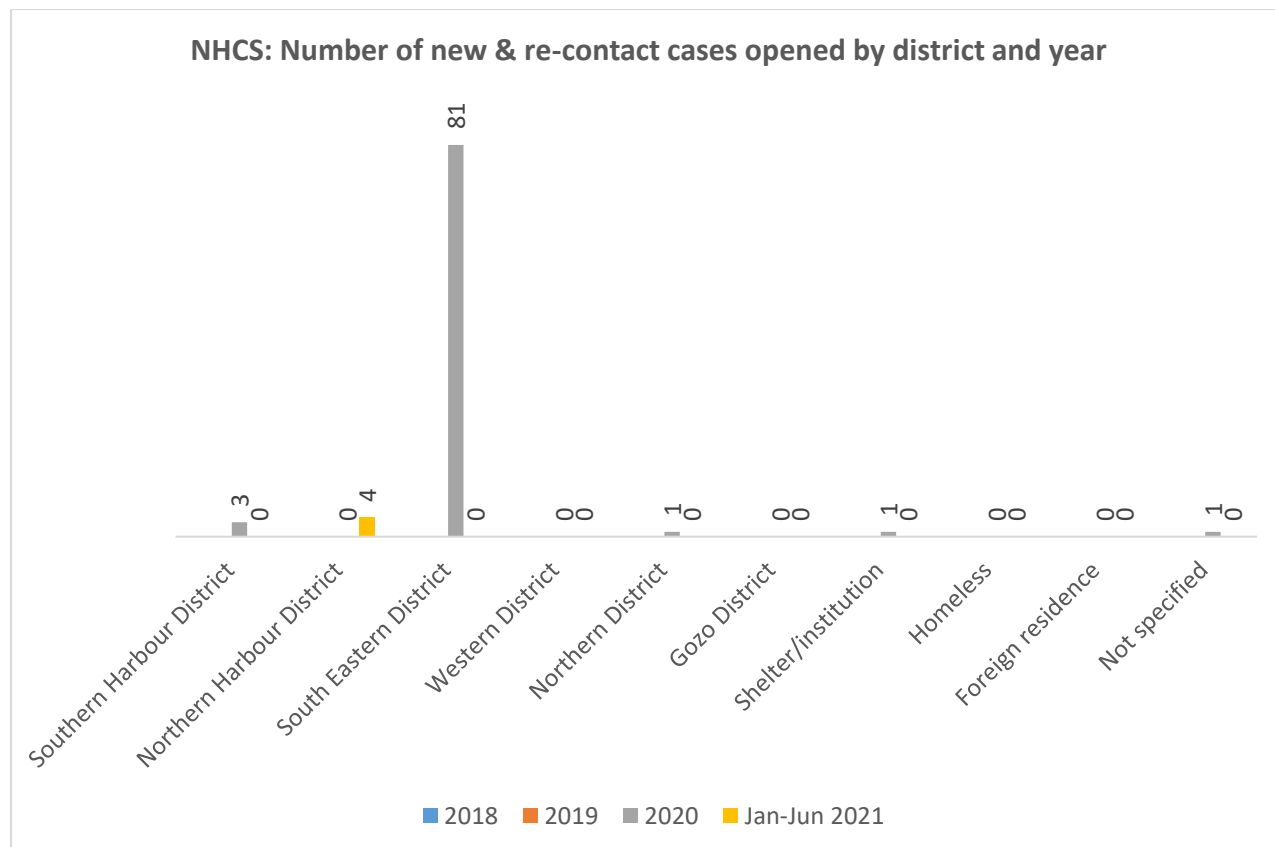
NHCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	-	0	0
Assault/harassment	-	0	0
Behaviour problems	-	0	0
Bereavement	-	0	0
Child abuse	-	0	0
Child care or access	-	1	0
Delinquency	-	0	0
Disability related issues	-	0	0
Domestic violence	-	0	0
Eating disorder	-	0	0
Elderly needs	-	0	0
Employment issues	-	7	1
Family relations	-	0	1
Financial difficulties	-	29	0
Fostering or adoption	-	0	0
Gender related issues	-	0	0
Health related issues	-	0	0
Homeless	-	1	0
Housing problems	-	3	0
Human trafficking	-	0	0
Lack of support or guidance	-	0	0
Legal issues	-	0	0
Loneliness	-	0	0
Marital problems	-	0	0
Mental health issues	-	0	0
Migrant related issues	-	0	0
Personality related issues	-	0	0
Pregnancy related issues	-	0	0
Relationship problems	-	1	0
School related problems	-	0	0
Self-harm or suicide	-	0	0
Separation related issues	-	0	0
Sexual harassment or abuse	-	0	0
Other	-	2	0
Not specified	-	0	0
<b>Total</b>	-	<b>44</b>	<b>2</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

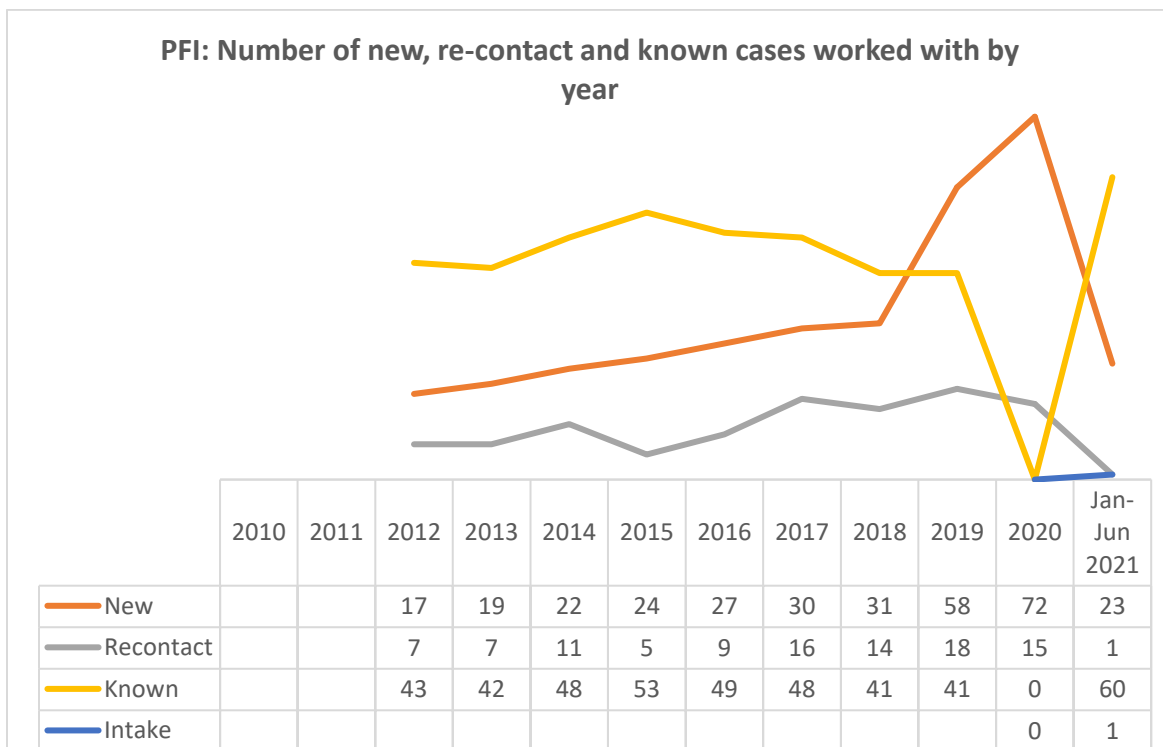
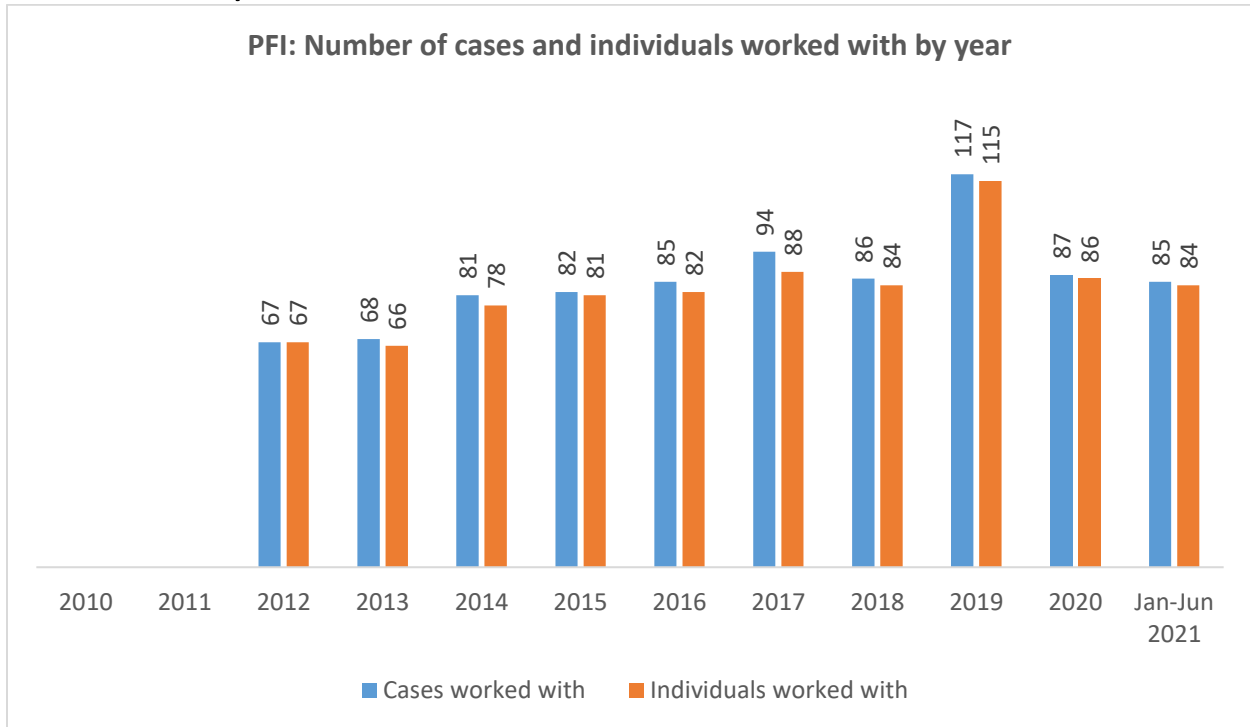
## Details Regarding New and Re-contact Cases Opened



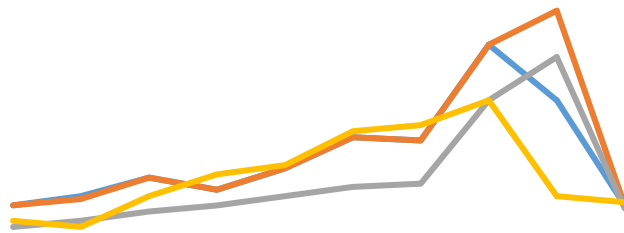
NHCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
<17	0	0	0	0
18-19	0	0	0	0
20-24	0	1	0	1
25-29	1	0	0	1
30-34	0	0	0	0
35-39	0	1	0	1
40-44	1	0	0	1
45-49	0	0	0	0
50-54	0	0	0	0
55-59	0	0	0	0
≥60	0	0	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>



# Community Services: Paulo Friere Institute (PFI) Case Activity



**PFI: Number of referred, new & re-contact, new and closed cases by year**

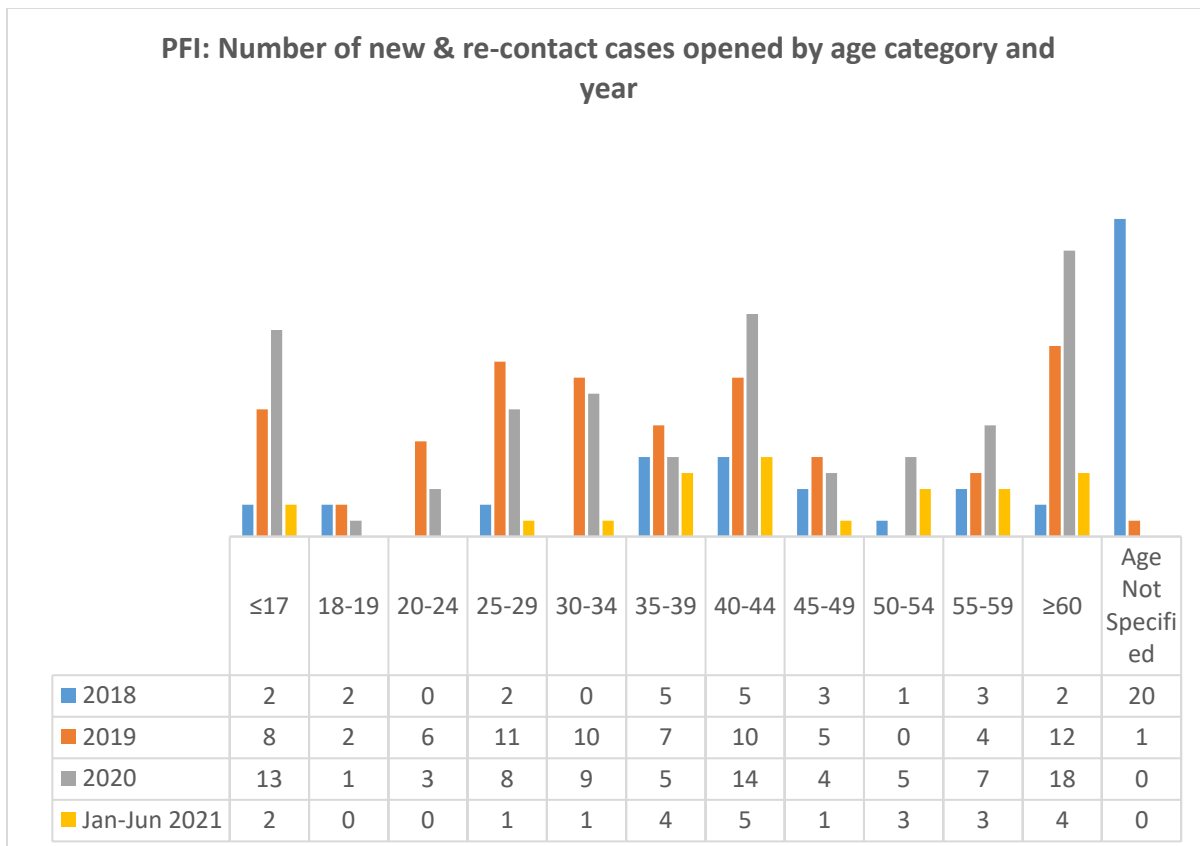
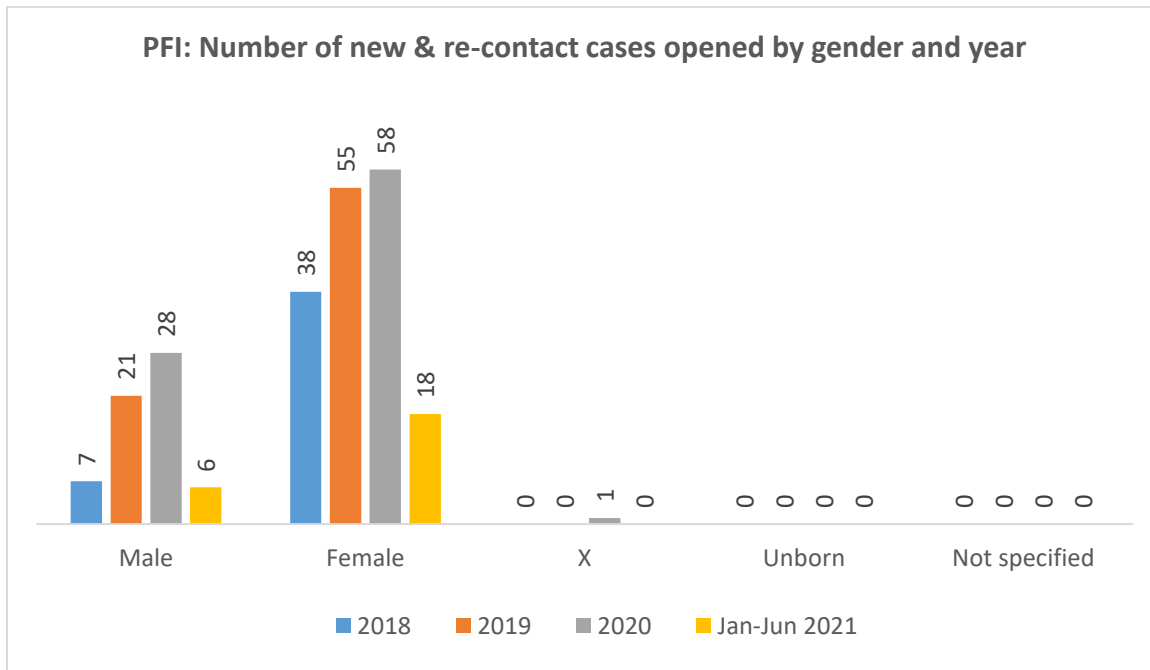


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases			24	27	33	29	36	46	45	76	58	24
New & recontact cases			24	26	33	29	36	46	45	76	87	24
New cases			17	19	22	24	27	30	31	58	72	23
Closed cases			19	17	27	34	37	48	50	58	27	25

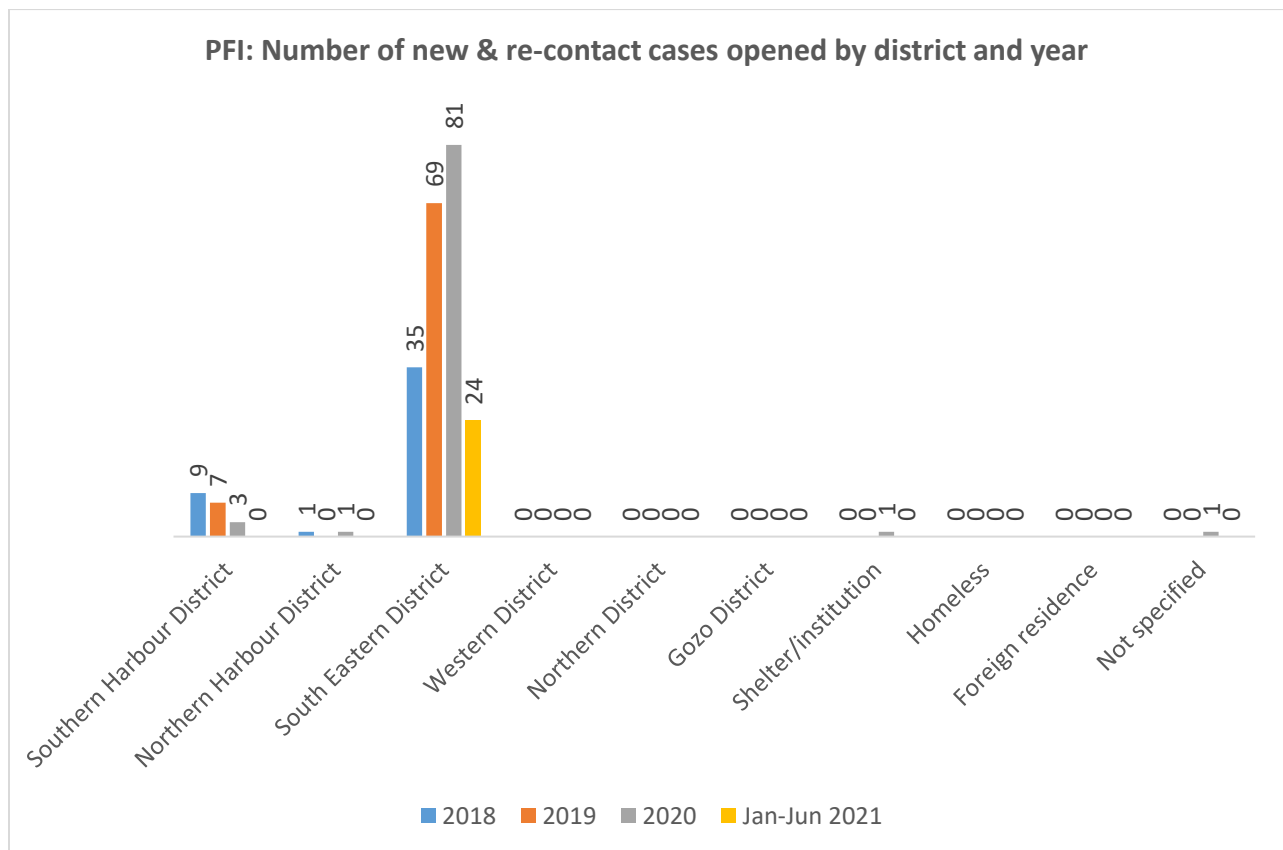
PFI: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	-	0	0
Assault/harassment	-	1	0
Behaviour problems	-	0	3
Bereavement	-	0	0
Child abuse	-	0	2
Child care or access	-	0	0
Delinquency	-	0	0
Disability related issues	-	0	2
Domestic violence	-	2	0
Eating disorder	-	0	0
Elderly needs	-	0	0
Employment issues	-	4	1
Family relations	-	11	4
Financial difficulties	-	11	7
Fostering or adoption	-	0	0
Gender related issues	-	0	0
Health related issues	-	0	0
Homeless	-	2	0
Housing problems	-	6	0
Human trafficking	-	0	0
Lack of support or guidance	-	7	2
Legal issues	-	2	0
Loneliness	-	0	0
Marital problems	-	2	2
Mental health issues	-	8	0
Migrant related issues	-	0	0
Personality related issues	-	0	0
Pregnancy related issues	-	0	1
Relationship problems	-	0	0
School related problems	-	0	0
Self-harm or suicide	-	0	0
Separation related issues	-	2	0
Sexual harassment or abuse	-	0	0
Other	-	0	0
Not specified	-	0	0
<b>Total</b>	-	<b>58</b>	<b>24</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

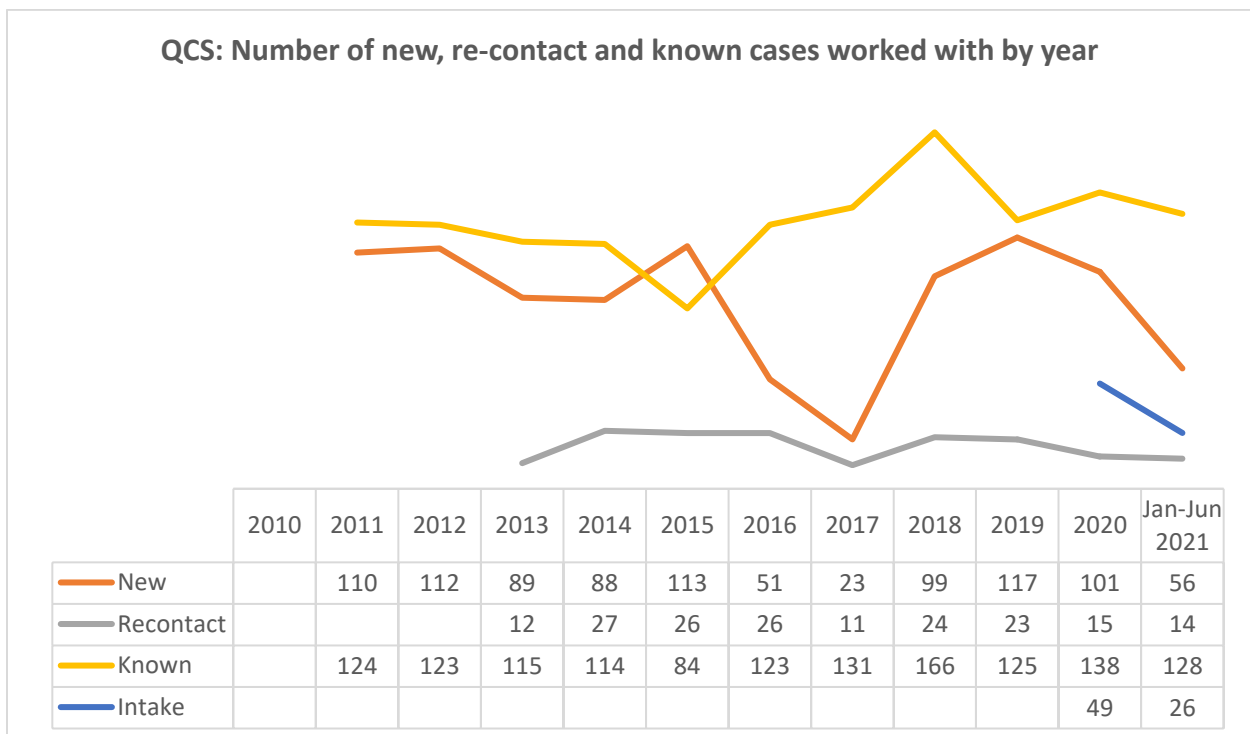
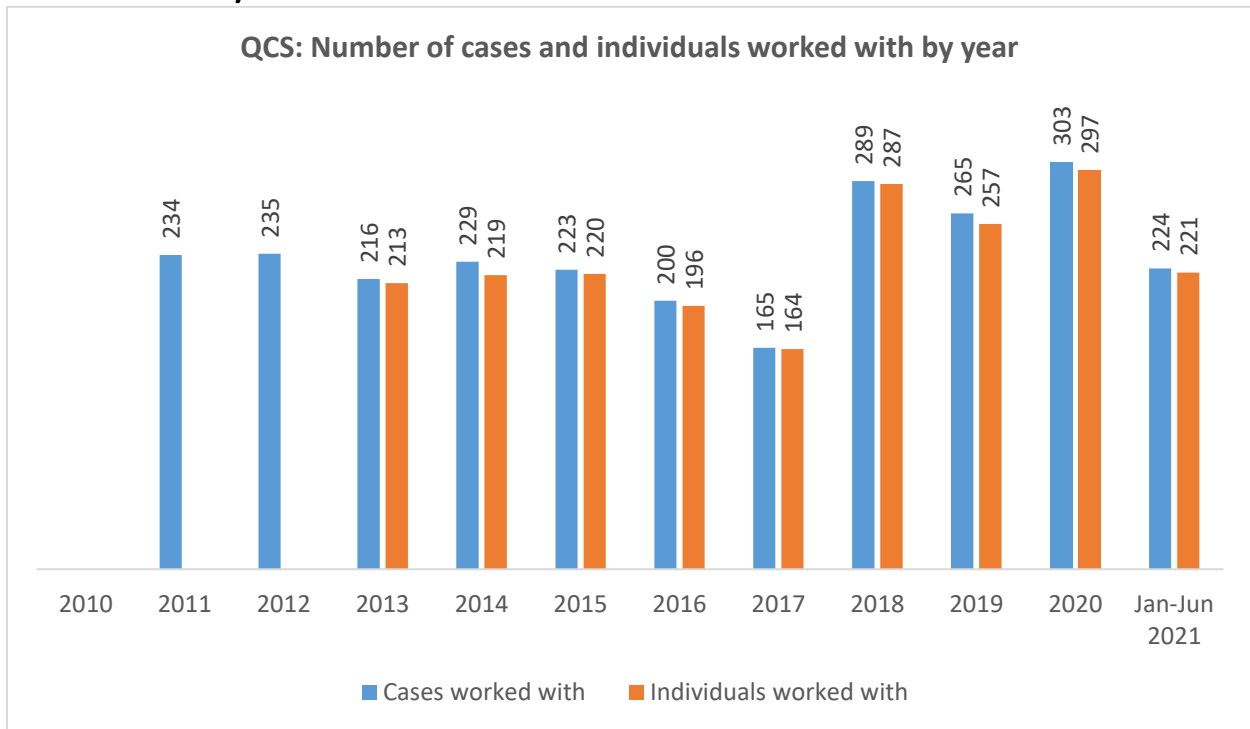


PFI: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
≤17	0	2	0	2
18-19	0	0	0	0
20-24	0	0	0	0
25-29	0	1	0	1
30-34	0	1	0	1
35-39	1	3	0	4
40-44	1	4	0	5
45-49	0	1	0	1
50-54	0	3	0	3
55-59	2	1	0	3
≥60	2	2	0	4
Not specified	0	0	0	0
<b>Total</b>	<b>6</b>	<b>18</b>	<b>0</b>	<b>24</b>

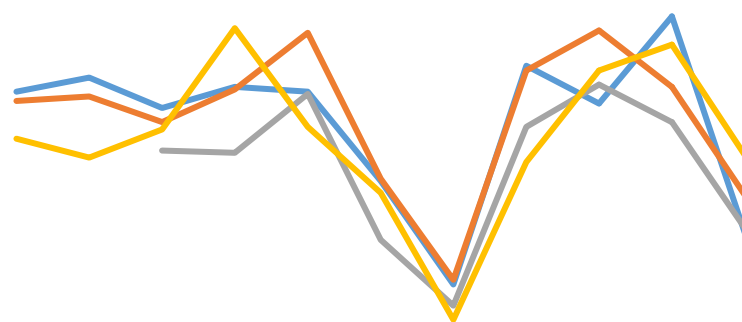


# Community Services: Qawra (QCS)

## Case Activity



**QCS: Number of referred, new & re-contact, new and closed cases by year**

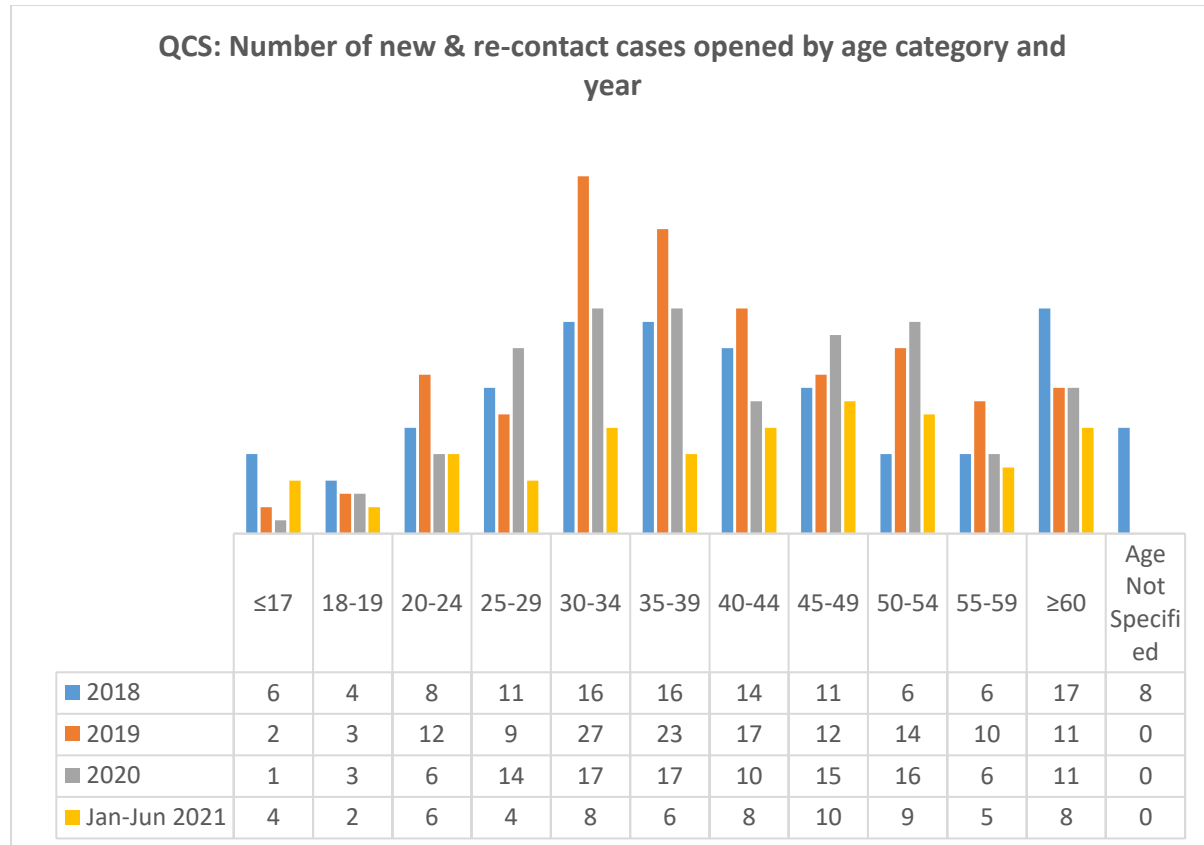
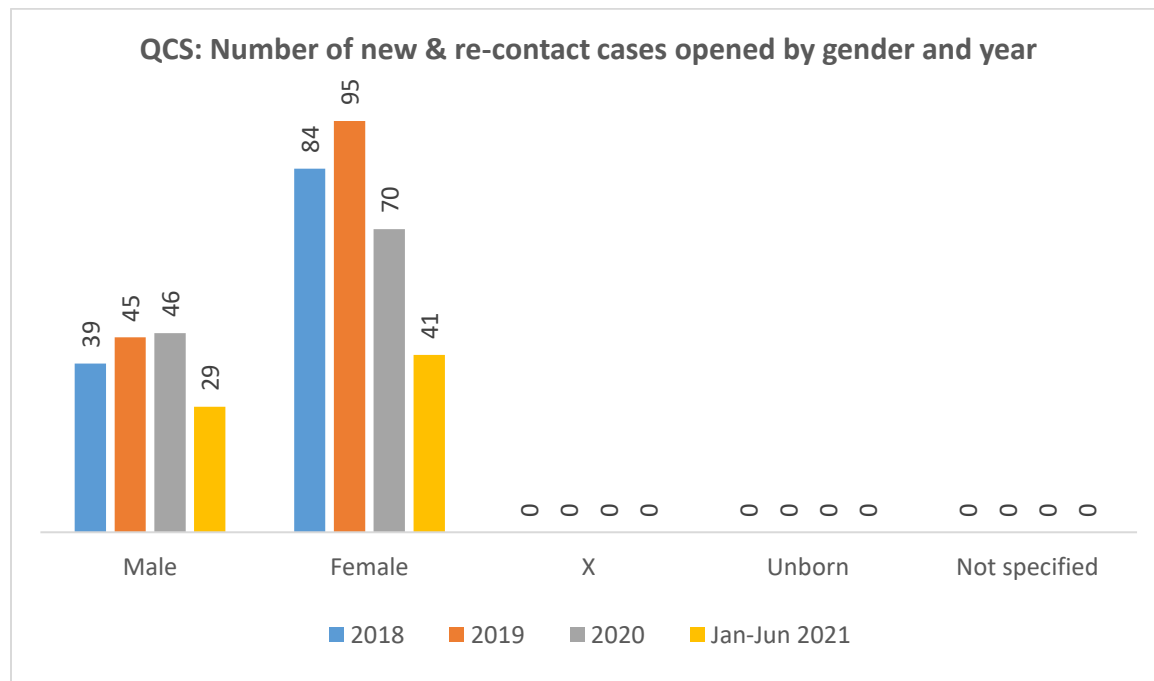


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases		114	120	107	116	114	76	32	125	109	146	54
New & recontact cases		110	112	101	115	139	77	34	123	140	116	70
New cases				89	88	113	51	23	99	117	101	56
Closed cases		94	86	98	141	99	71	17	84	123	134	87

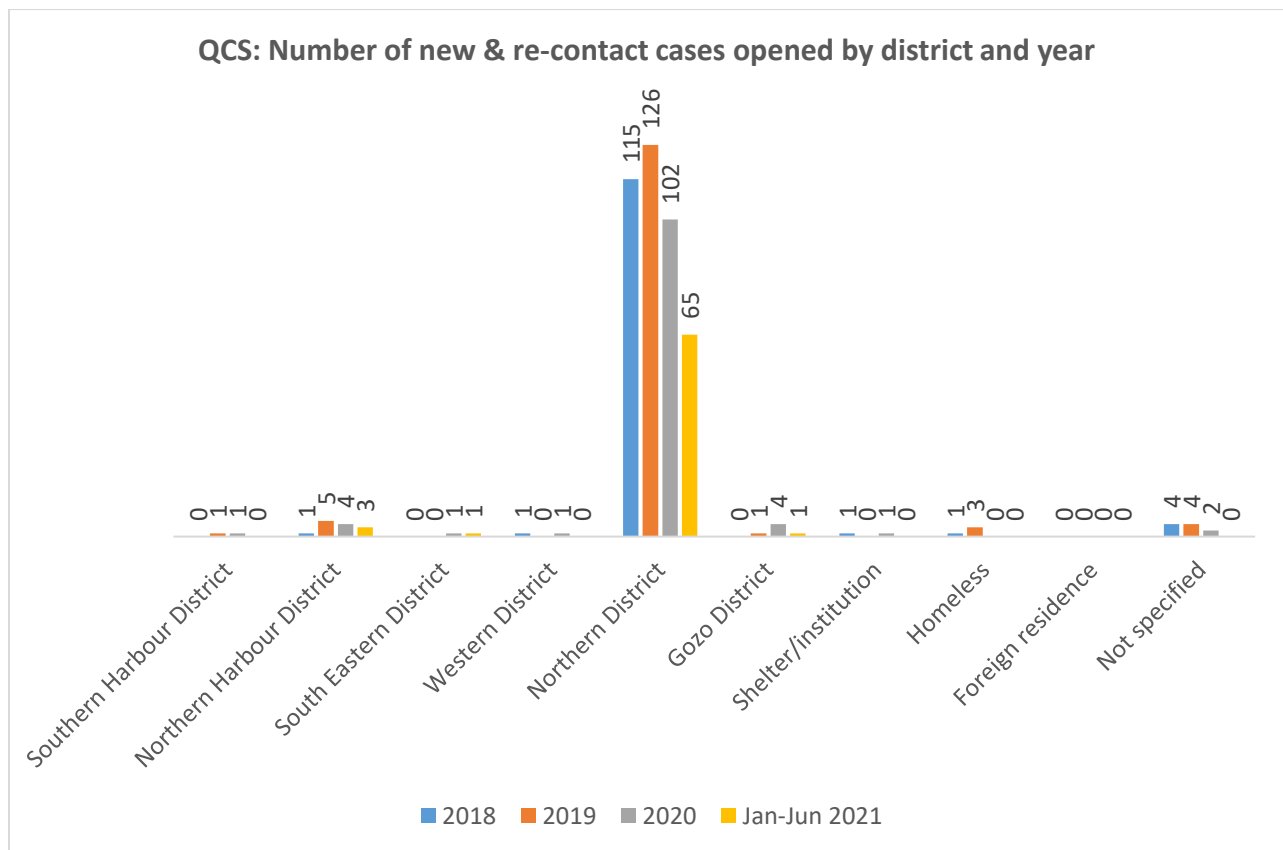
QCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	3	0	1
Assault/harassment	0	0	0
Behaviour problems	3	1	0
Bereavement	0	0	0
Child abuse	4	1	0
Child care or access	1	0	1
Delinquency	0	0	0
Disability related issues	0	1	0
Domestic violence	4	4	2
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	3	15	5
Family relations	5	5	2
Financial difficulties	35	56	28
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	2	1
Homeless	14	15	4
Housing problems	4	7	2
Human trafficking	0	0	0
Lack of support or guidance	9	16	2
Legal issues	3	1	0
Loneliness	0	0	0
Marital problems	0	3	0
Mental health issues	6	8	3
Migrant related issues	4	0	0
Personality related issues	0	0	0
Pregnancy related issues	3	1	0
Relationship problems	6	1	0
School related problems	0	0	1
Self-harm or suicide	0	0	0
Separation related issues	0	2	0
Sexual harassment or abuse	0	0	0
Other	2	7	2
Not specified	0	0	0
<b>Total</b>	<b>109</b>	<b>146</b>	<b>54</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

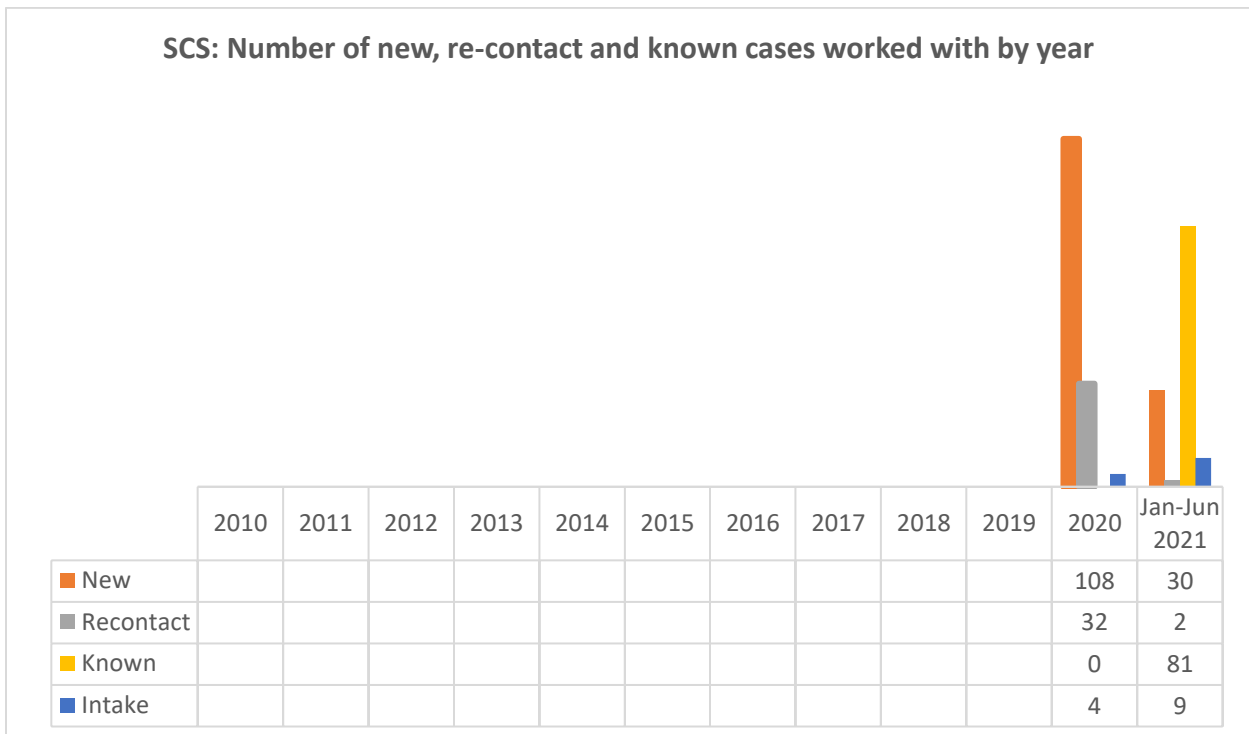
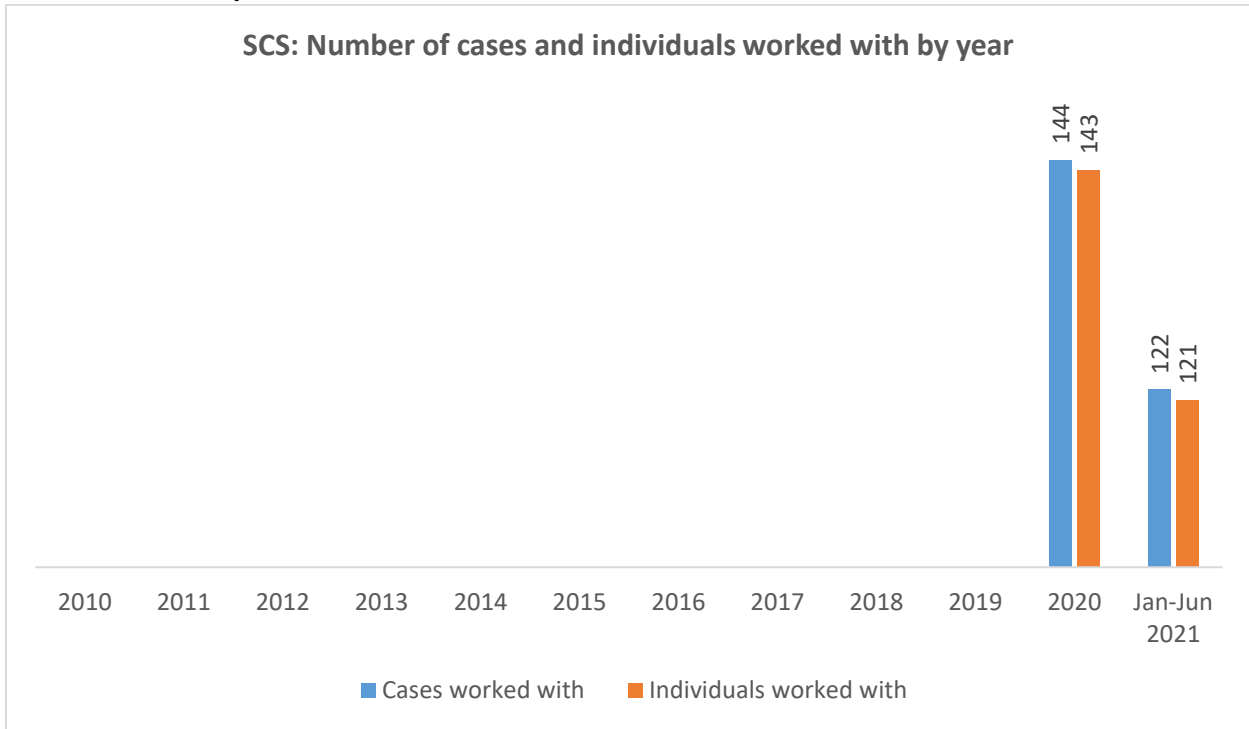
## Details Regarding New and Re-contact Cases Opened



QCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
≤17	3	1	0	4
18-19	1	1	0	2
20-24	1	5	0	6
25-29	2	2	0	4
30-34	3	5	0	8
35-39	1	5	0	6
40-44	2	6	0	8
45-49	4	6	0	10
50-54	5	4	0	9
55-59	3	2	0	5
≥60	4	4	0	8
Not specified	0	0	0	0
<b>Total</b>	<b>29</b>	<b>41</b>	<b>0</b>	<b>70</b>

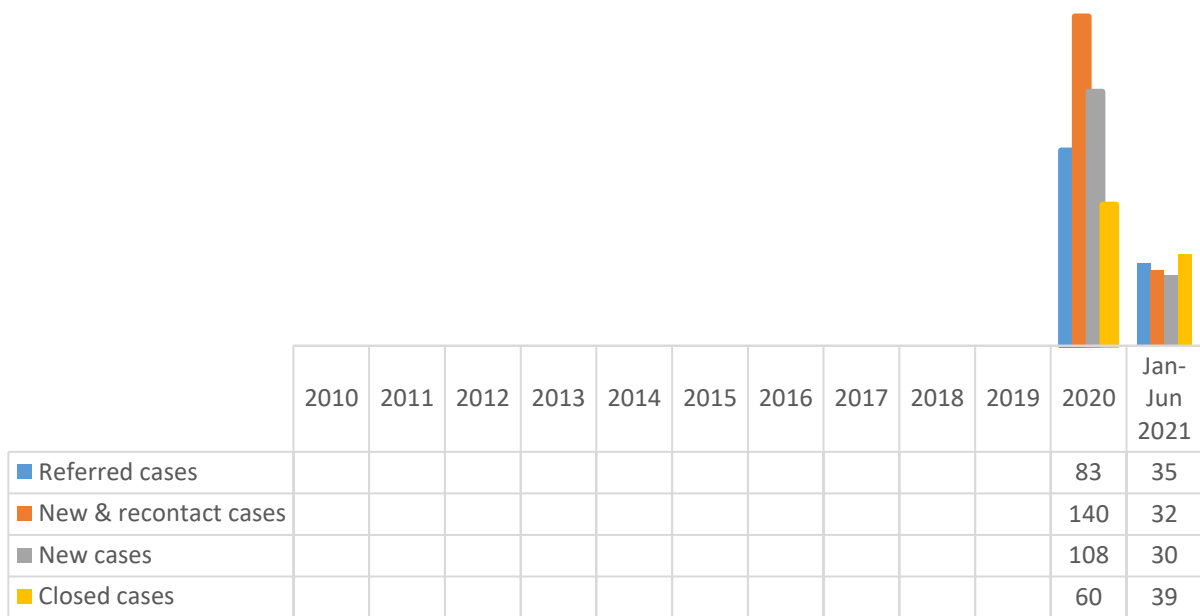


# Community Services: Southern (SCS) Case Activity<sup>9</sup>



<sup>9</sup> Service started reporting in 2020.

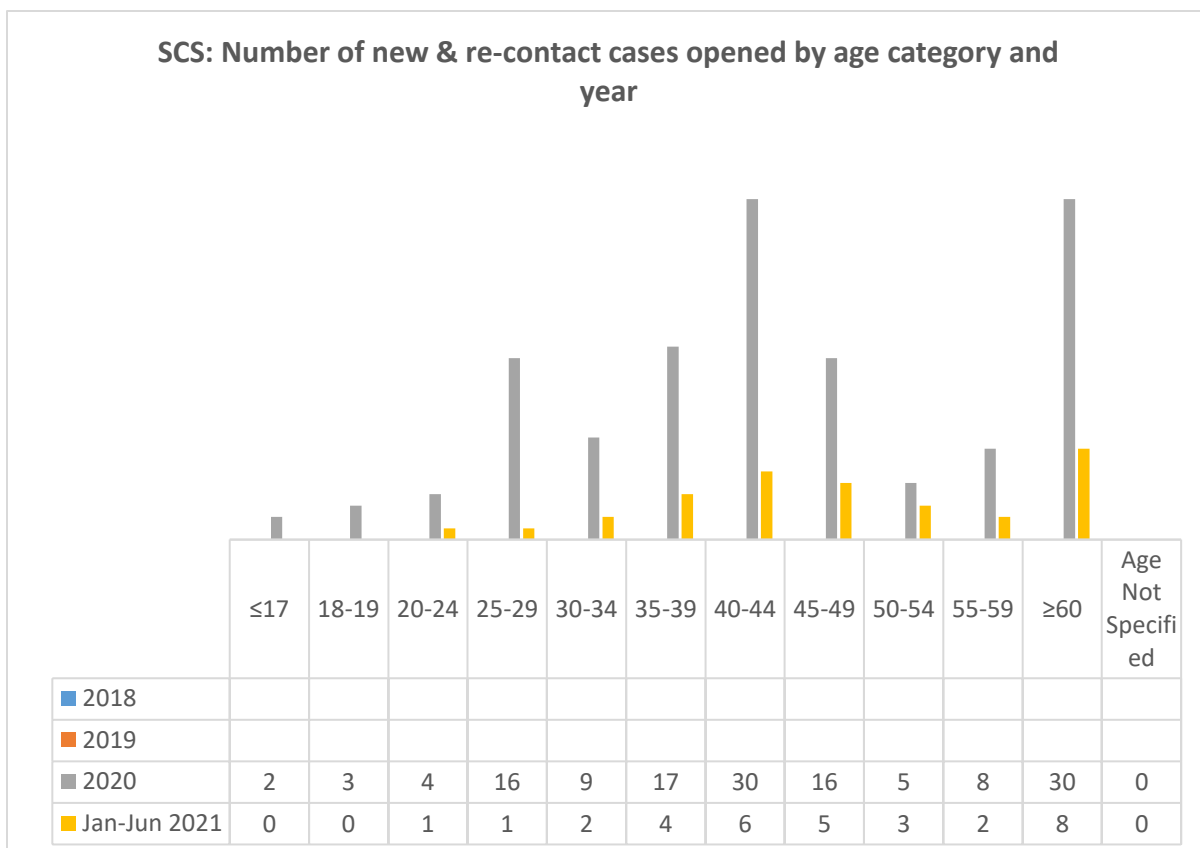
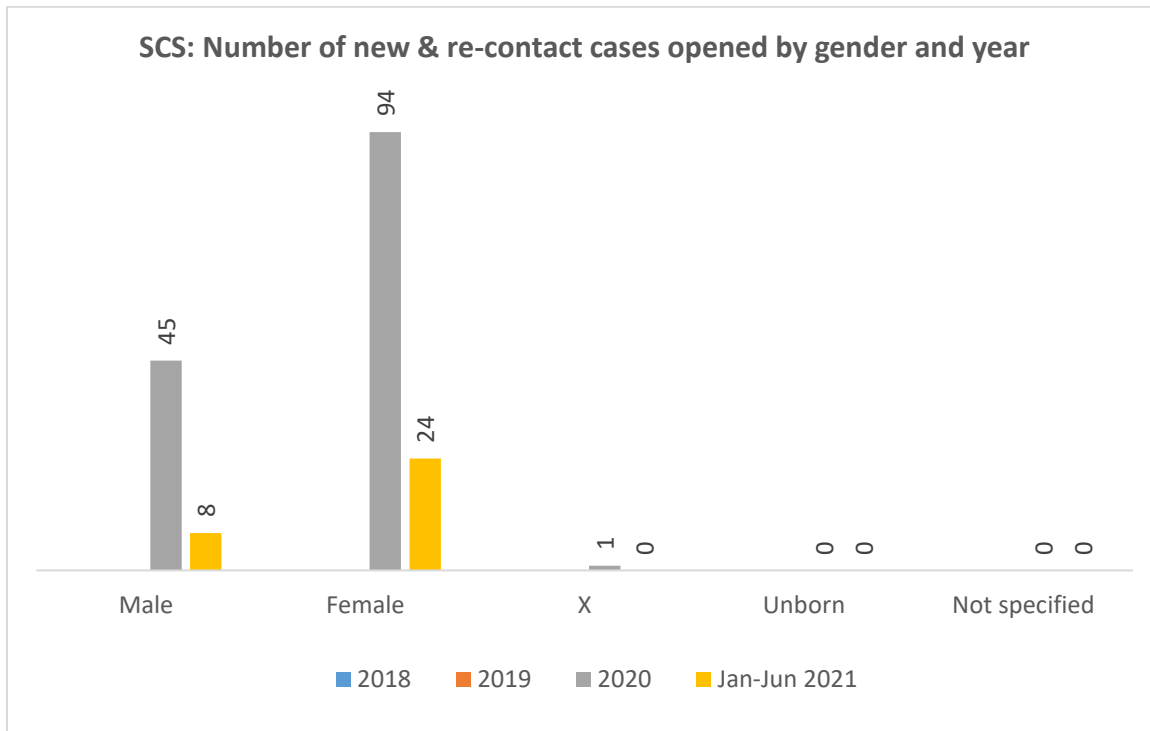
SCS: Number of referred, new & re-contact, new and closed cases by year



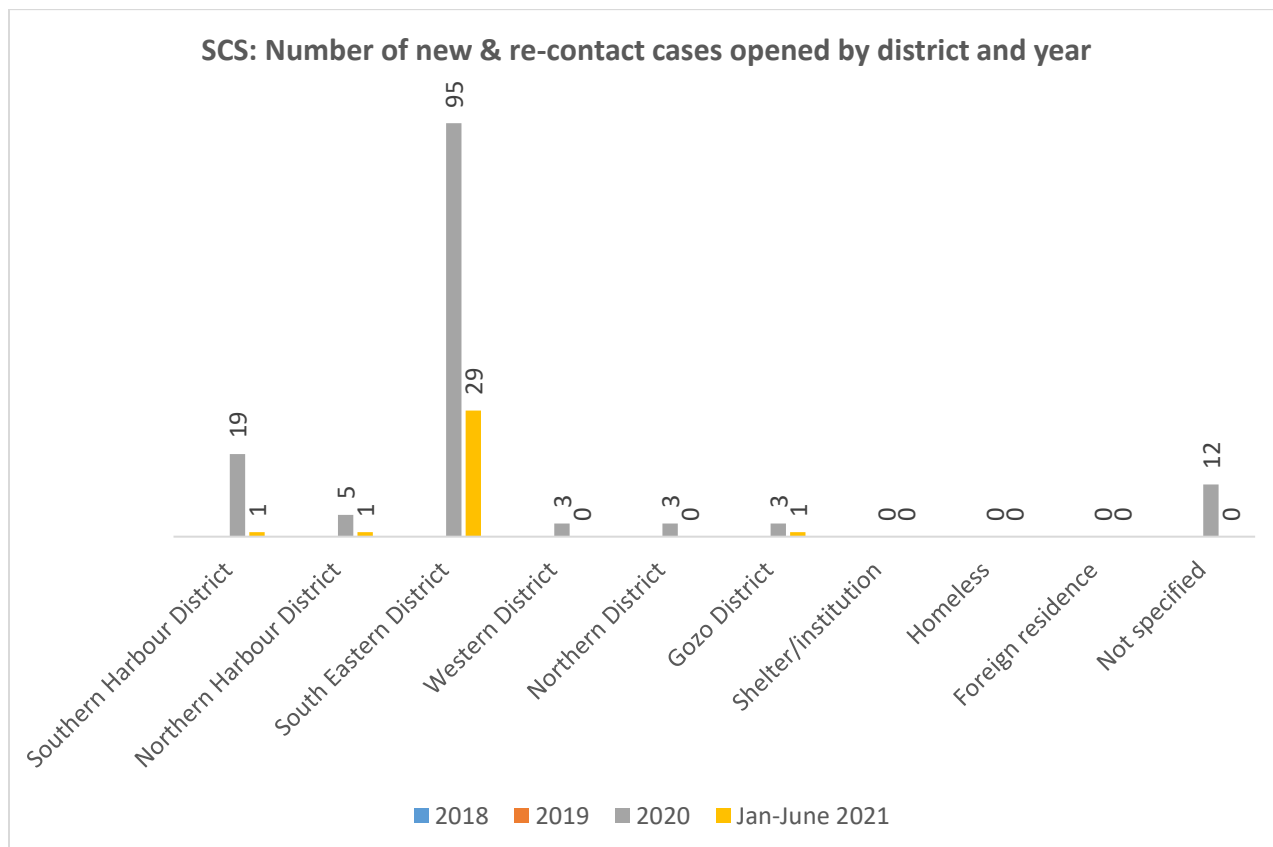
SCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	-	3	1
Assault/harassment	-	0	0
Behaviour problems	-	0	0
Bereavement	-	0	0
Child abuse	-	1	0
Child care or access	-	1	0
Delinquency	-	0	0
Disability related issues	-	3	0
Domestic violence	-	0	1
Eating disorder	-	0	0
Elderly needs	-	2	0
Employment issues	-	8	1
Family relations	-	0	0
Financial difficulties	-	34	11
Fostering or adoption	-	1	0
Gender related issues	-	0	0
Health related issues	-	5	2
Homeless	-	0	0
Housing problems	-	6	1
Human trafficking	-	0	0
Lack of support or guidance	-	5	4
Legal issues	-	2	0
Loneliness	-	5	6
Marital problems	-	0	0
Mental health issues	-	4	4
Migrant related issues	-	0	0
Personality related issues	-	0	0
Pregnancy related issues	-	0	0
Relationship problems	-	0	0
School related problems	-	0	0
Self-harm or suicide	-	0	0
Separation related issues	-	0	0
Sexual harassment or abuse	-	0	0
Other	-	3	1
Not specified	-	0	3
<b>Total</b>	-	<b>83</b>	<b>35</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

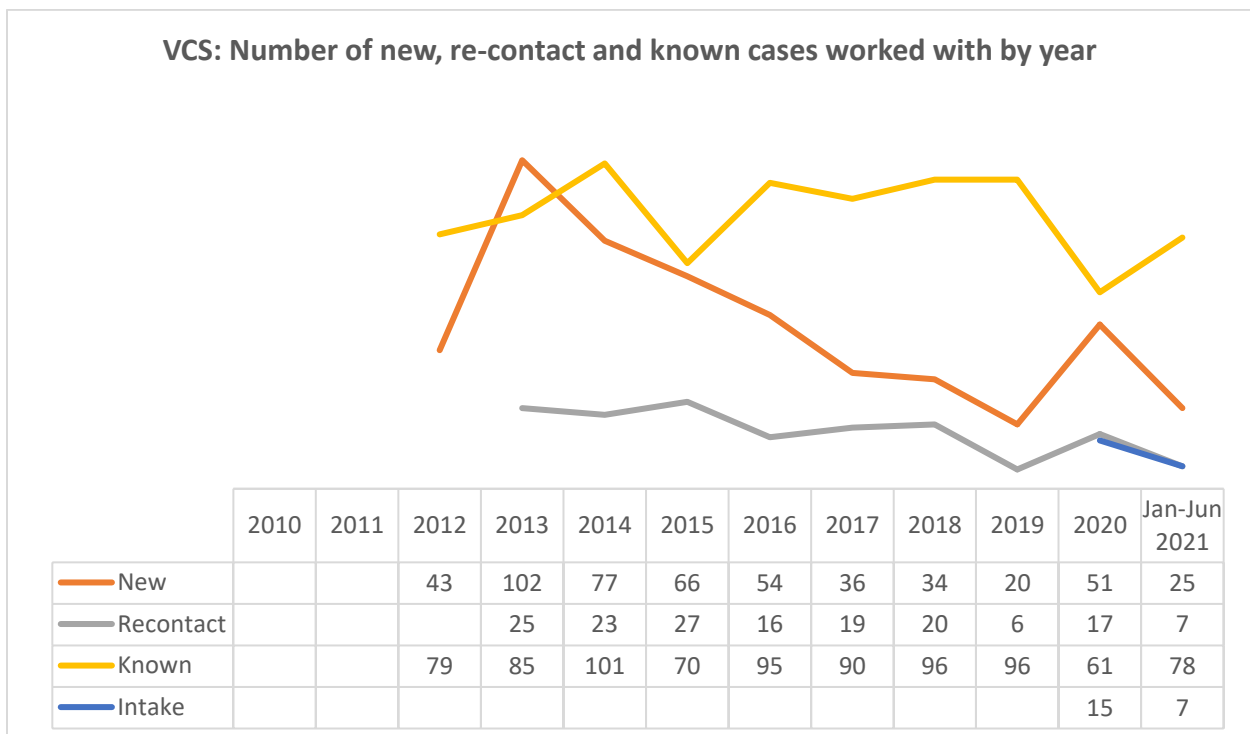
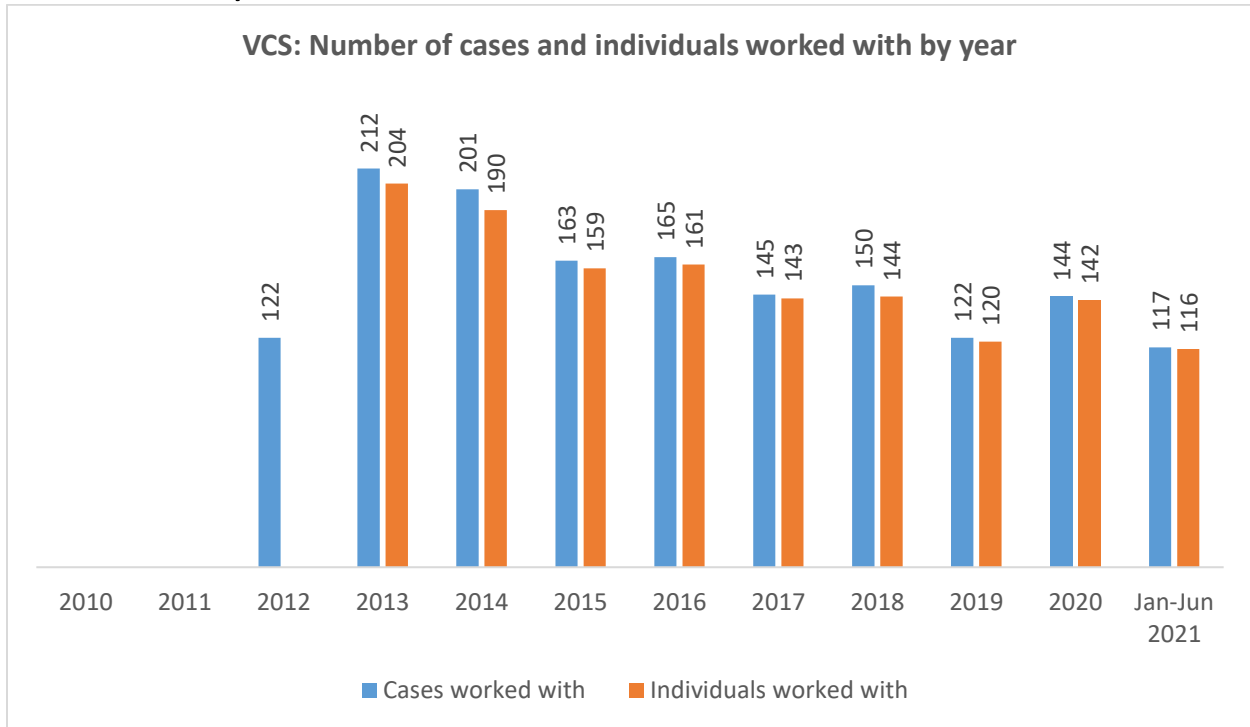


SCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
<17	0	0	0	0
18-19	0	0	0	0
20-24	0	1	0	1
25-29	0	1	0	1
30-34	0	2	0	2
35-39	1	3	0	4
40-44	3	3	0	6
45-49	1	4	0	5
50-54	0	3	0	3
55-59	0	2	0	2
≥60	3	5	0	8
Not specified	0	0	0	0
<b>Total</b>	<b>8</b>	<b>24</b>	<b>0</b>	<b>32</b>

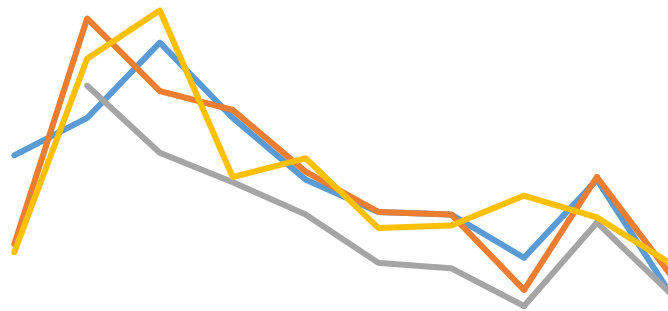


# Community Services: Valletta (VCS)

## Case Activity



VCS: Number of referred, new & re-contact, new and closed cases by year

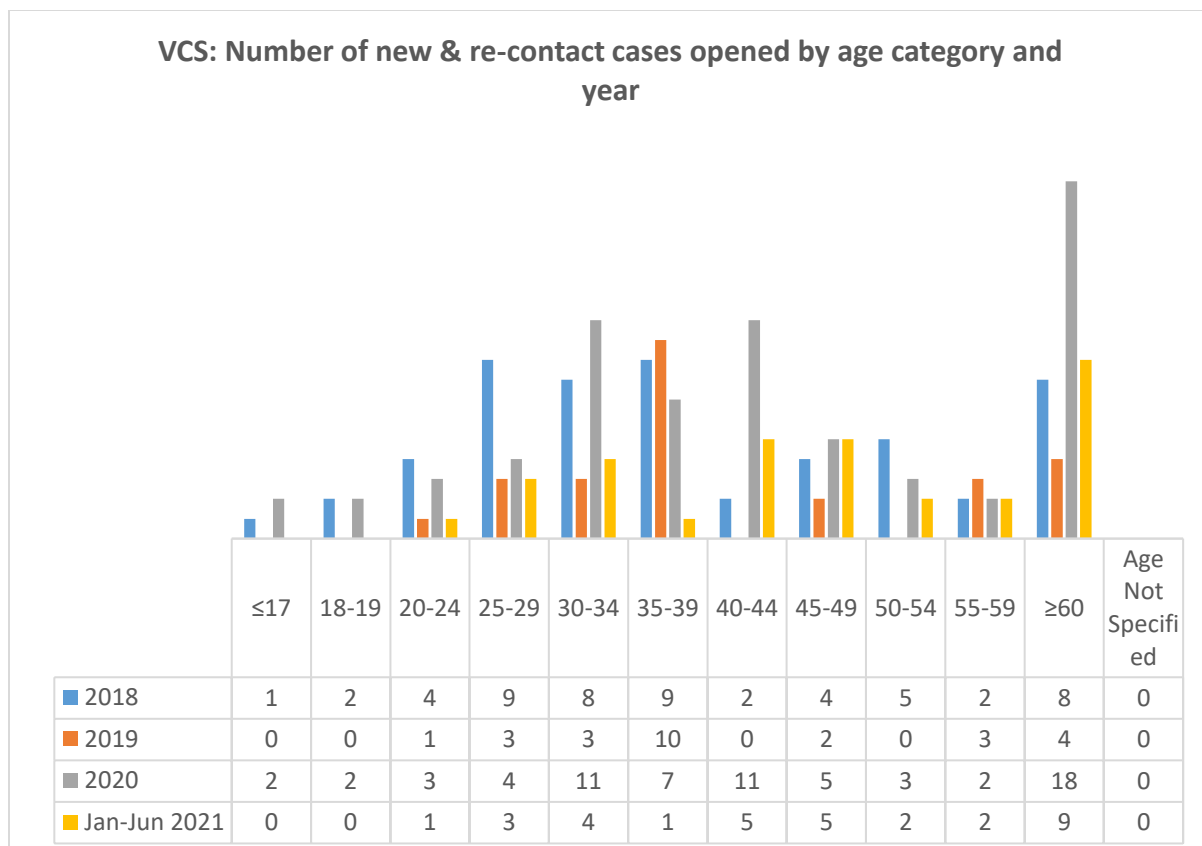
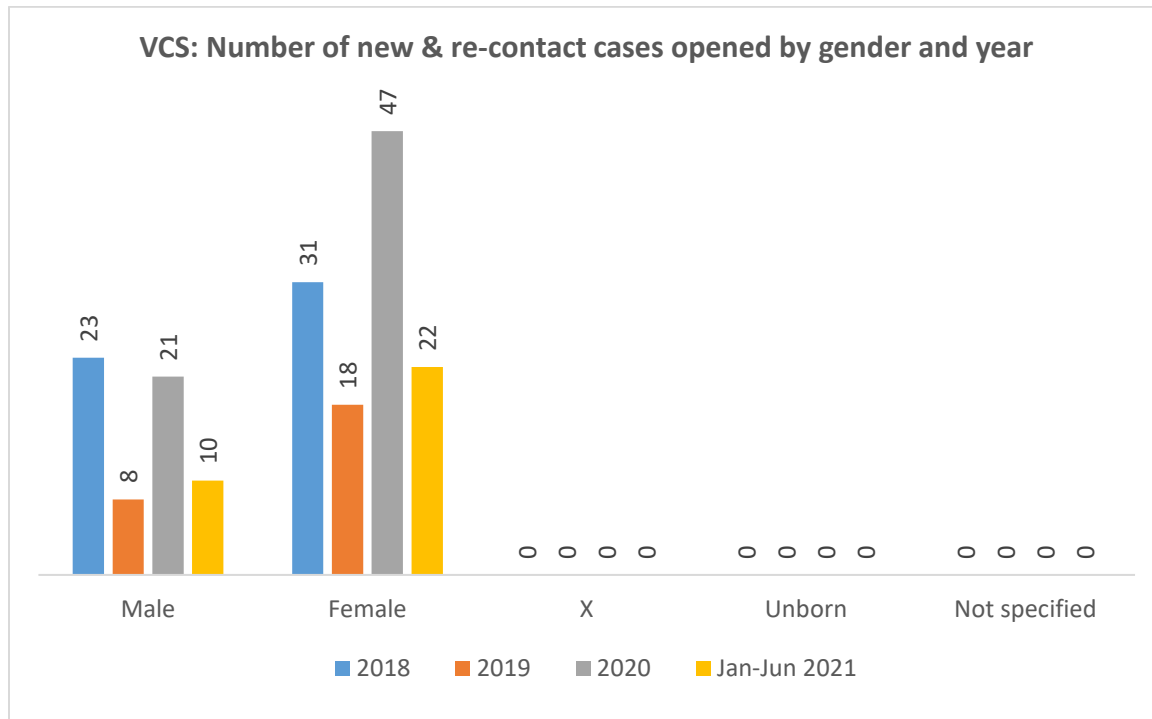


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases			76	90	118	90	67	55	54	38	67	25
New & recontact cases			43	127	100	93	70	55	54	26	68	32
New cases				102	77	66	54	36	34	20	51	25
Closed cases			40	112	130	68	75	49	50	61	53	36

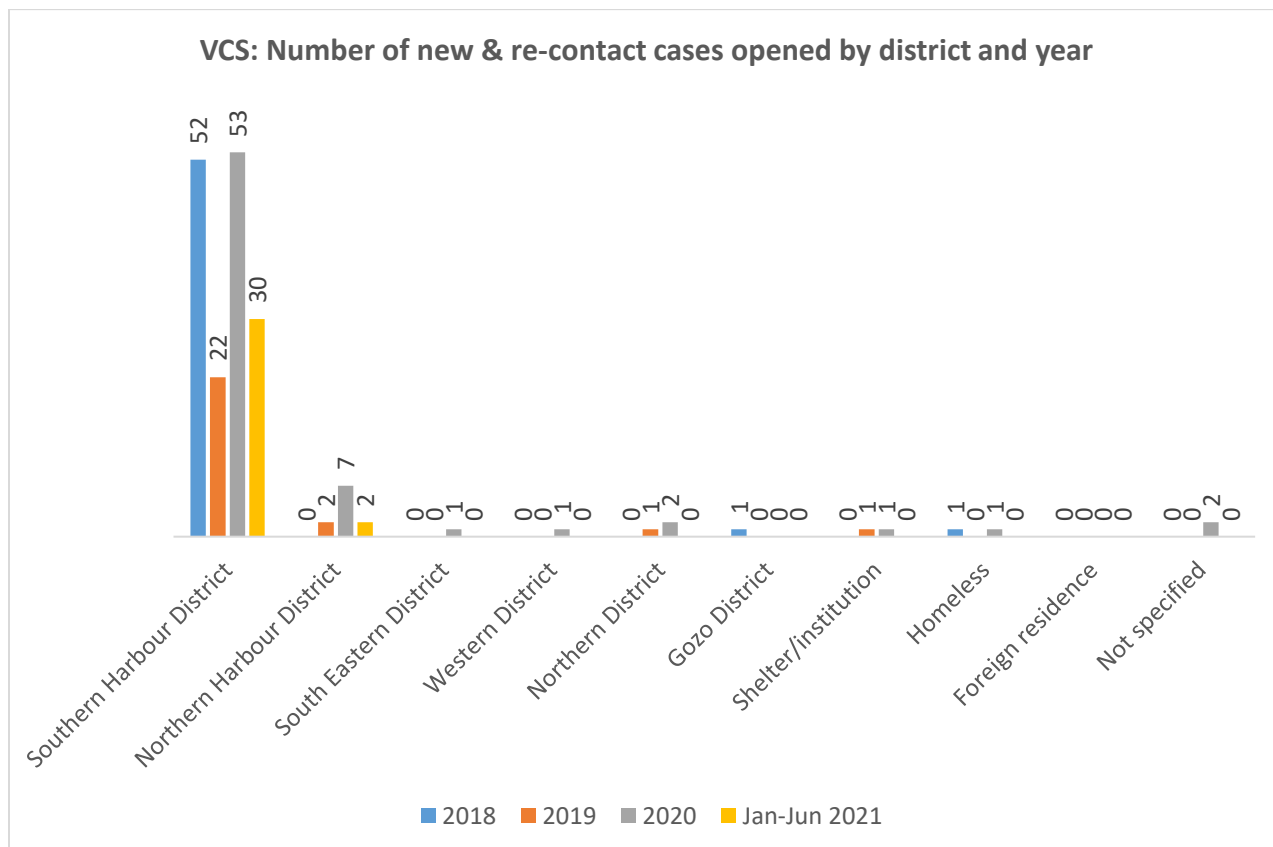
VCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	1	0	0
Assault/harassment	0	1	0
Behaviour problems	0	2	0
Bereavement	0	0	0
Child abuse	0	0	0
Child care or access	1	2	0
Delinquency	0	0	0
Disability related issues	1	0	0
Domestic violence	0	0	1
Eating disorder	0	0	0
Elderly needs	1	0	0
Employment issues	2	5	1
Family relations	5	1	0
Financial difficulties	8	12	10
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	2	1
Homeless	5	12	4
Housing problems	3	14	5
Human trafficking	0	0	0
Lack of support or guidance	4	5	0
Legal issues	0	2	0
Loneliness	0	0	0
Marital problems	0	0	0
Mental health issues	3	3	2
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	2	1	0
School related problems	0	0	0
Self-harm or suicide	1	2	0
Separation related issues	1	1	0
Sexual harassment or abuse	0	0	0
Other	0	2	1
Not specified	0	0	0
<b>Total</b>	<b>38</b>	<b>67</b>	<b>25</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

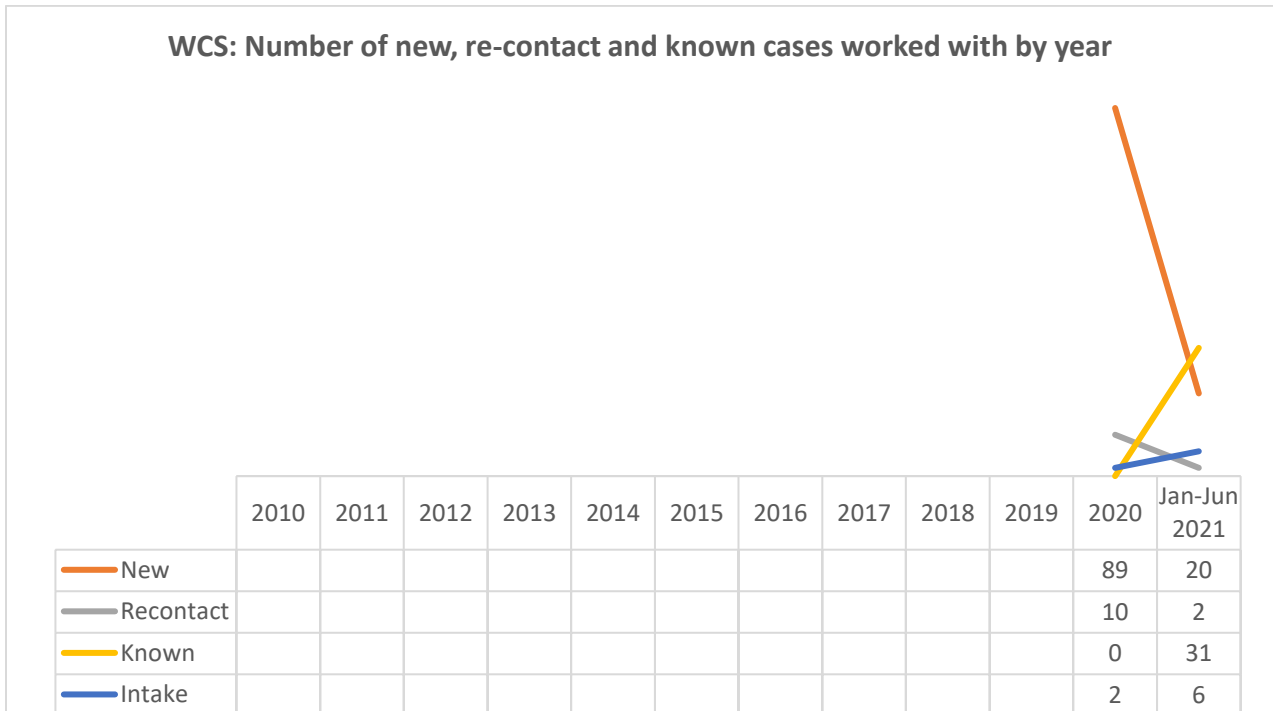
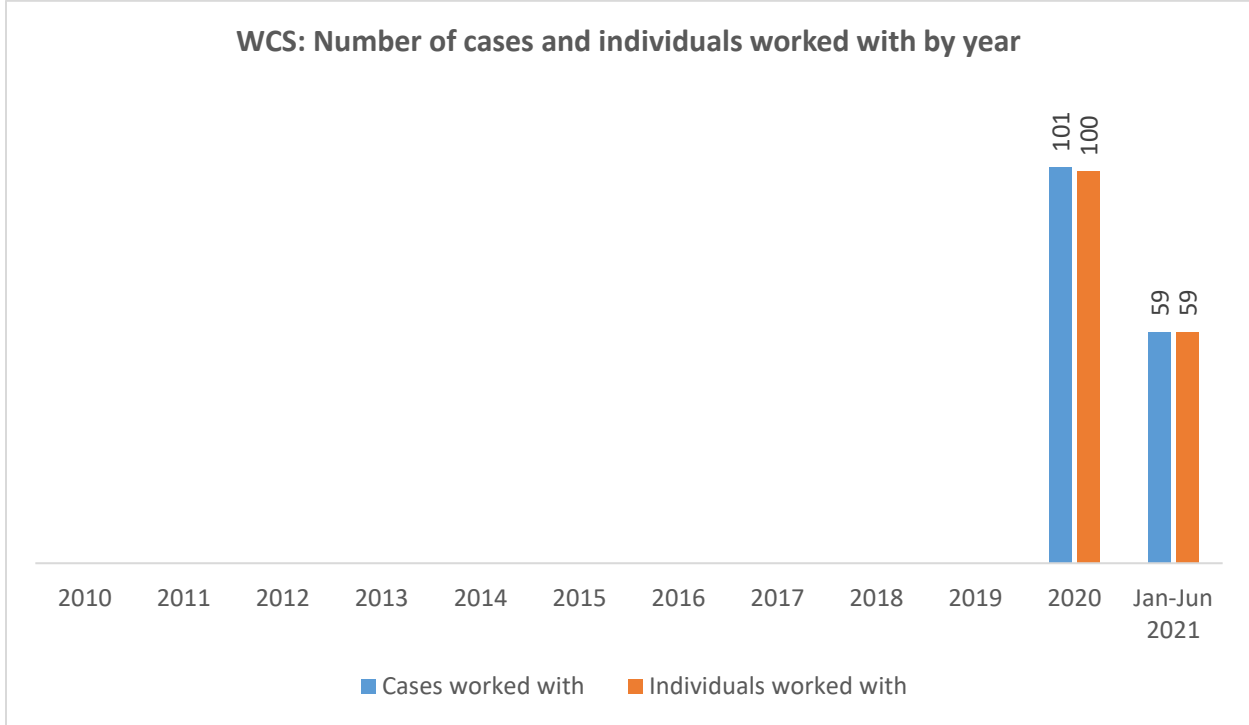


VCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
<17	0	0	0	0
18-19	0	0	0	0
20-24	0	1	0	1
25-29	0	3	0	3
30-34	0	4	0	4
35-39	0	1	0	1
40-44	2	3	0	5
45-49	1	4	0	5
50-54	1	1	0	2
55-59	1	1	0	2
≥60	5	4	0	9
Not specified	0	0	0	0
<b>Total</b>	<b>10</b>	<b>22</b>	<b>0</b>	<b>32</b>



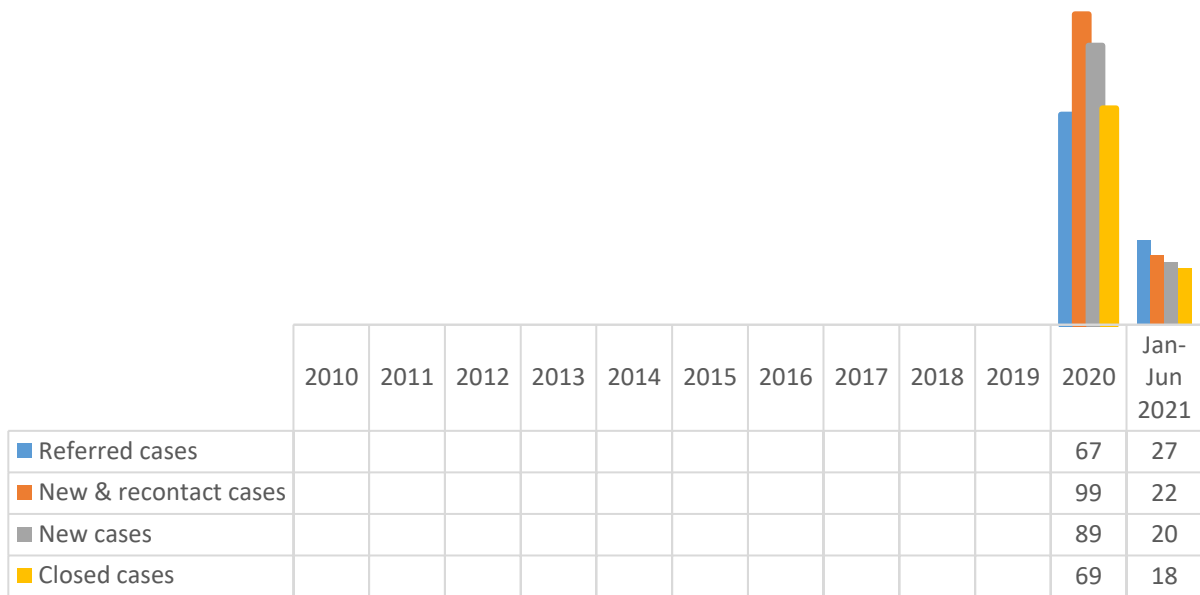
# Community Services: Western (WCS)

## Case Activity<sup>10</sup>



<sup>10</sup> Service started reporting in 2020.

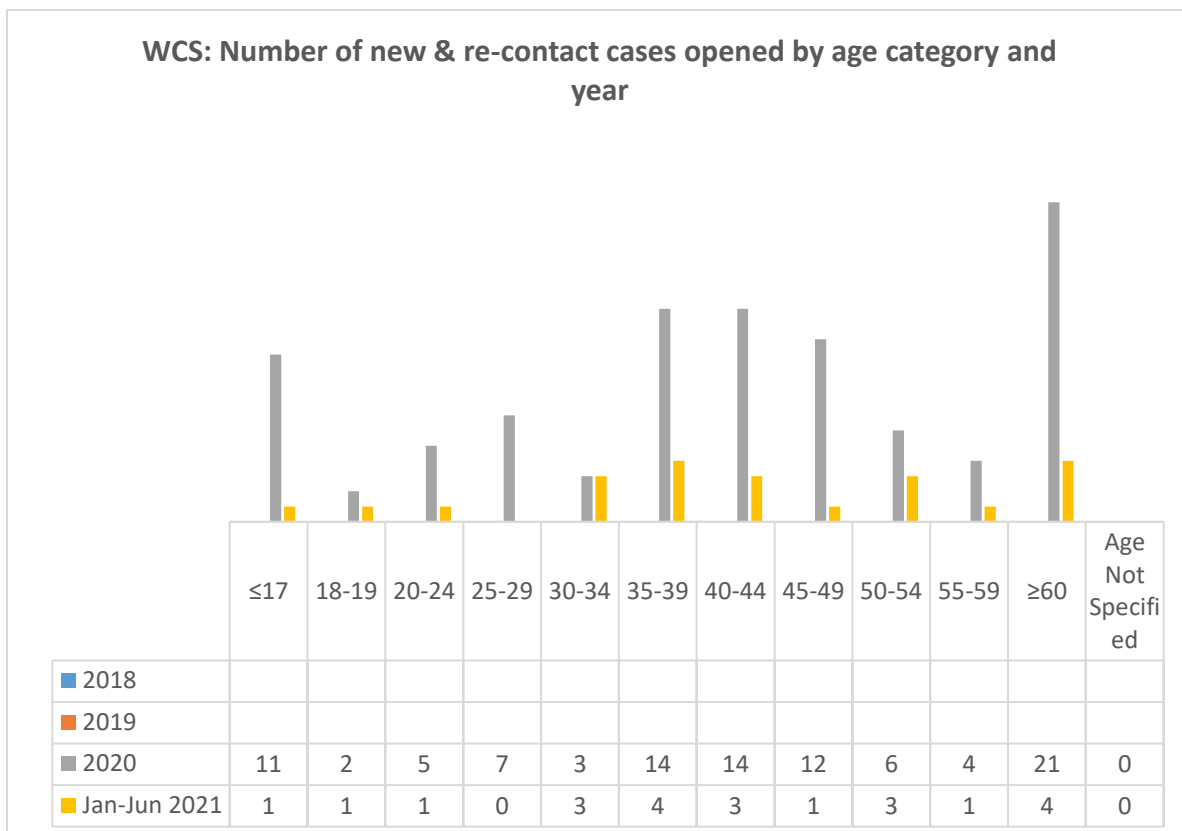
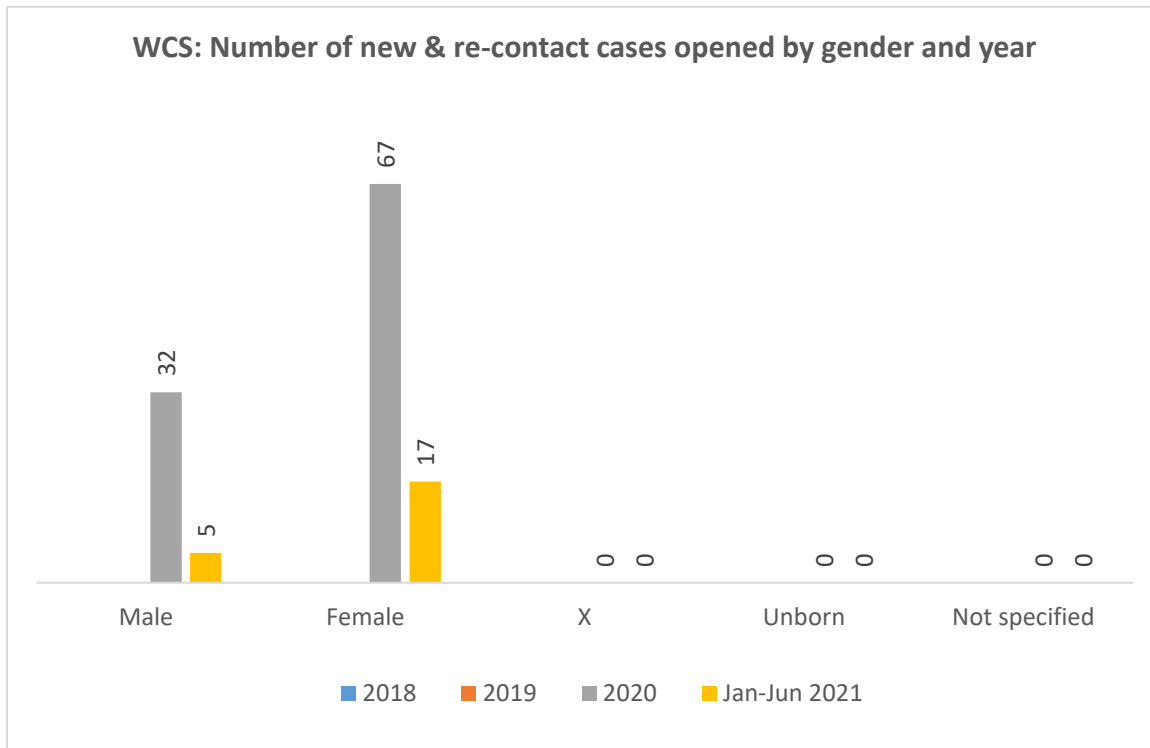
**WCS: Number of referred, new & re-contact, new and closed cases by year**



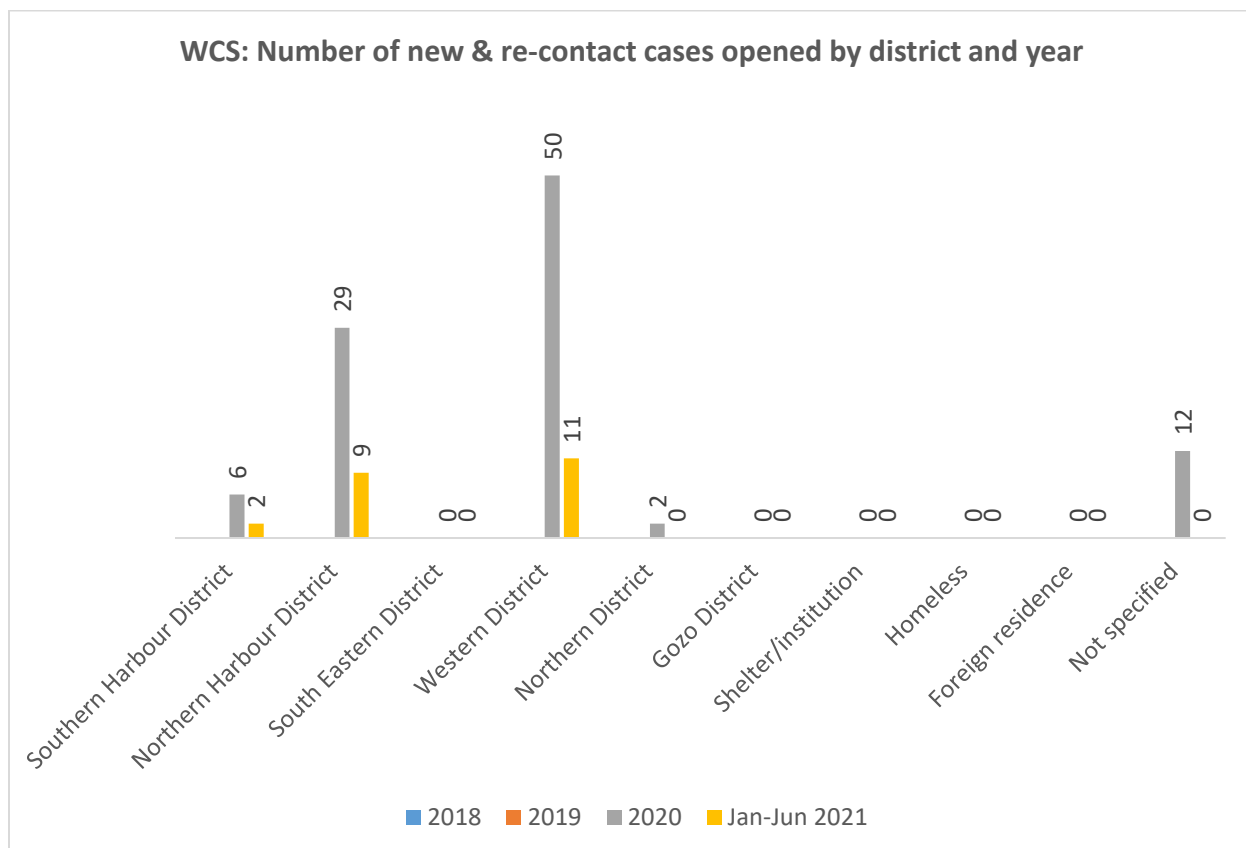
WCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	-	0	2
Assault/harassment	-	0	0
Behaviour problems	-	0	0
Bereavement	-	0	0
Child abuse	-	0	0
Child care or access	-	1	0
Delinquency	-	0	0
Disability related issues	-	4	0
Domestic violence	-	0	2
Eating disorder	-	0	0
Elderly needs	-	5	0
Employment issues	-	10	2
Family relations	-	1	2
Financial difficulties	-	33	8
Fostering or adoption	-	0	0
Gender related issues	-	0	0
Health related issues	-	2	0
Homeless	-	2	0
Housing problems	-	3	2
Human trafficking	-	0	0
Lack of support or guidance	-	1	2
Legal issues	-	0	0
Loneliness	-	0	0
Marital problems	-	0	0
Mental health issues	-	3	3
Migrant related issues	-	0	0
Personality related issues	-	0	0
Pregnancy related issues	-	0	0
Relationship problems	-	0	0
School related problems	-	0	2
Self-harm or suicide	-	0	0
Separation related issues	-	0	0
Sexual harassment or abuse	-	0	0
Other	-	2	2
Not specified	-	0	0
<b>Total</b>	-	<b>67</b>	<b>27</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened

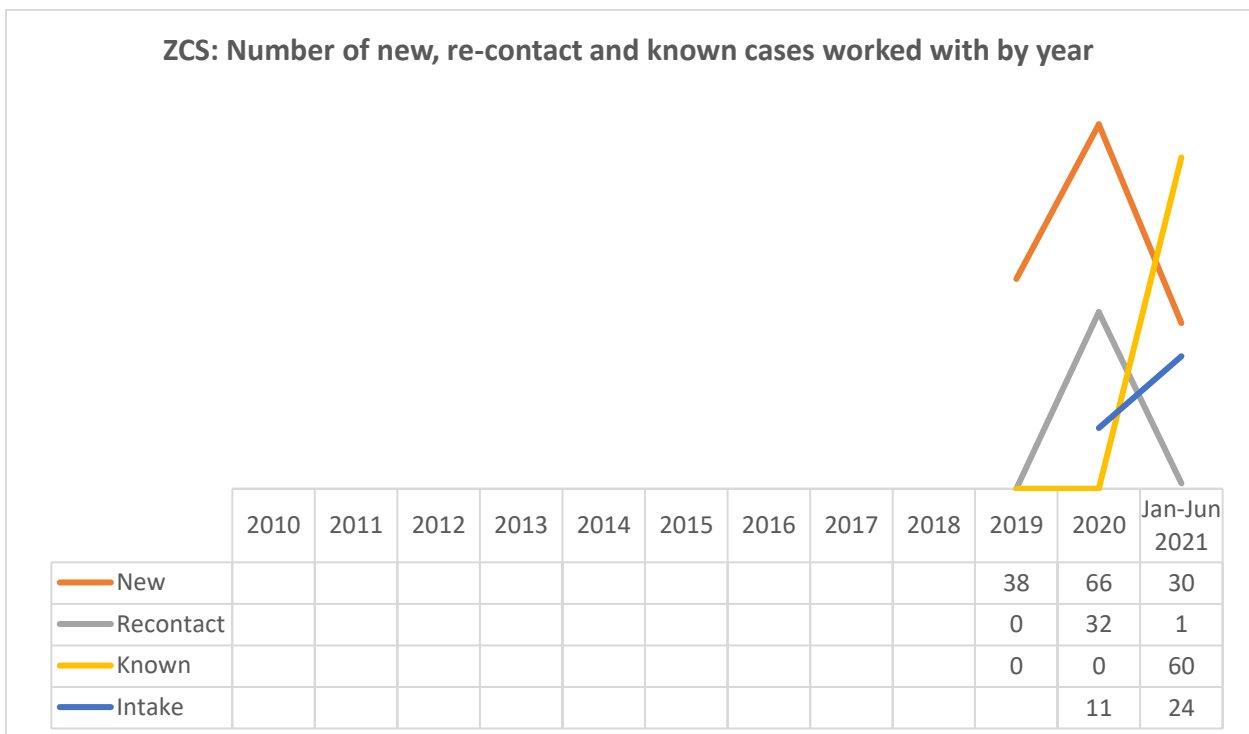
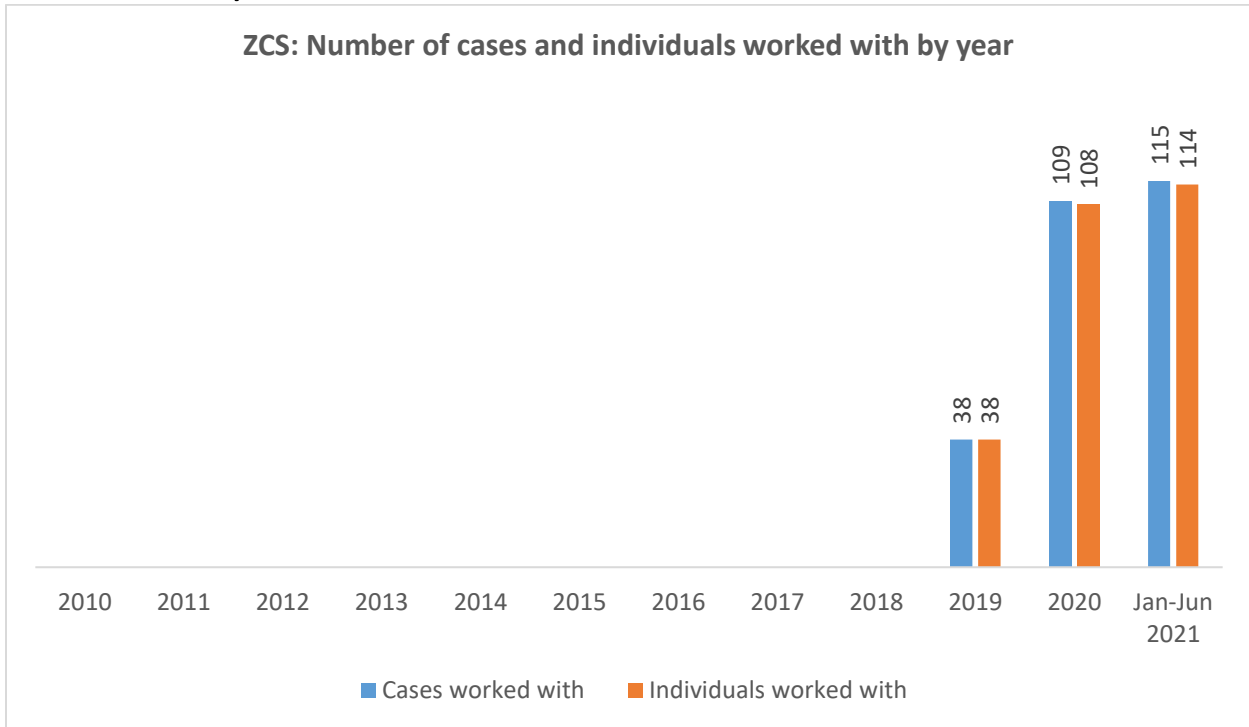


WCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
≤17	0	1	0	1
18-19	1	0	0	1
20-24	1	0	0	1
25-29	0	0	0	0
30-34	0	3	0	3
35-39	1	3	0	4
40-44	1	2	0	3
45-49	0	1	0	1
50-54	0	3	0	3
55-59	0	1	0	1
≥60	1	3	0	4
Not specified	0	0	0	0
<b>Total</b>	<b>5</b>	<b>17</b>	<b>0</b>	<b>22</b>



# Community Services: Zabbar (ZCS)

## Case Activity<sup>11</sup>



<sup>11</sup> Service started reporting in 2019.

ZCS: Number of referred, new & re-contact, new and closed cases by year

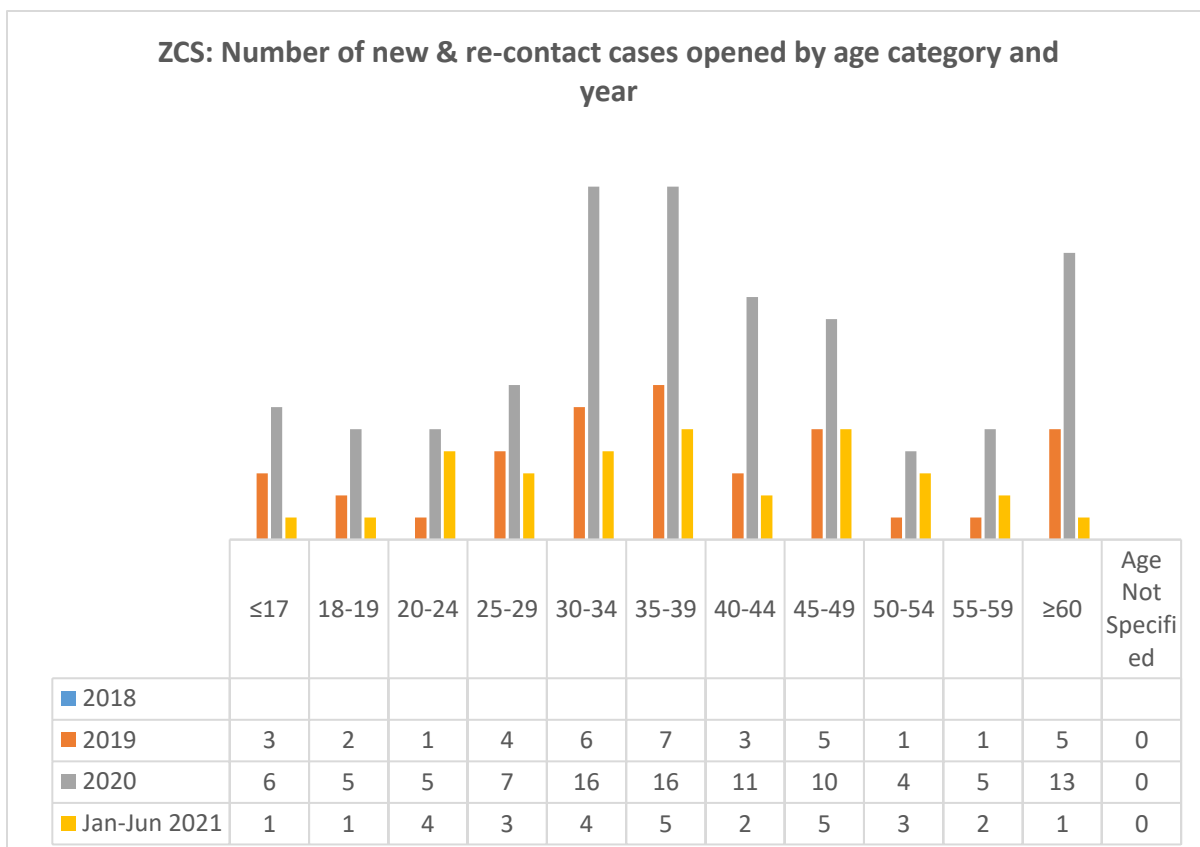
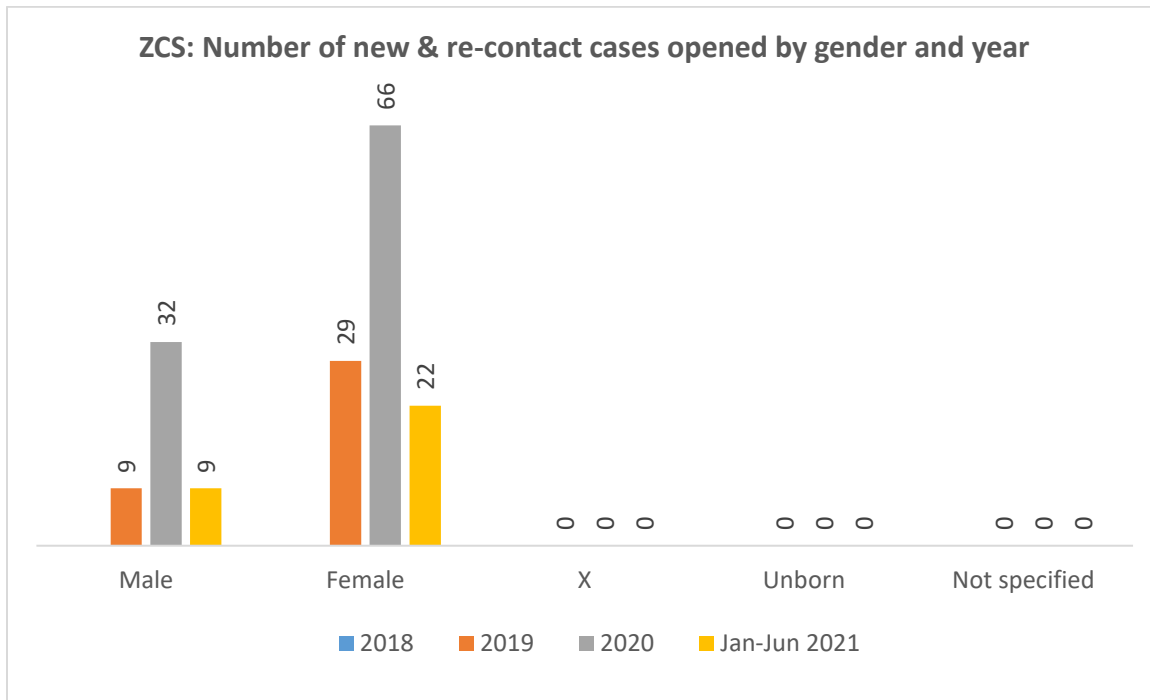


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases										38	94	44
New & recontact cases										38	98	31
New cases										38	66	30
Closed cases										10	38	43

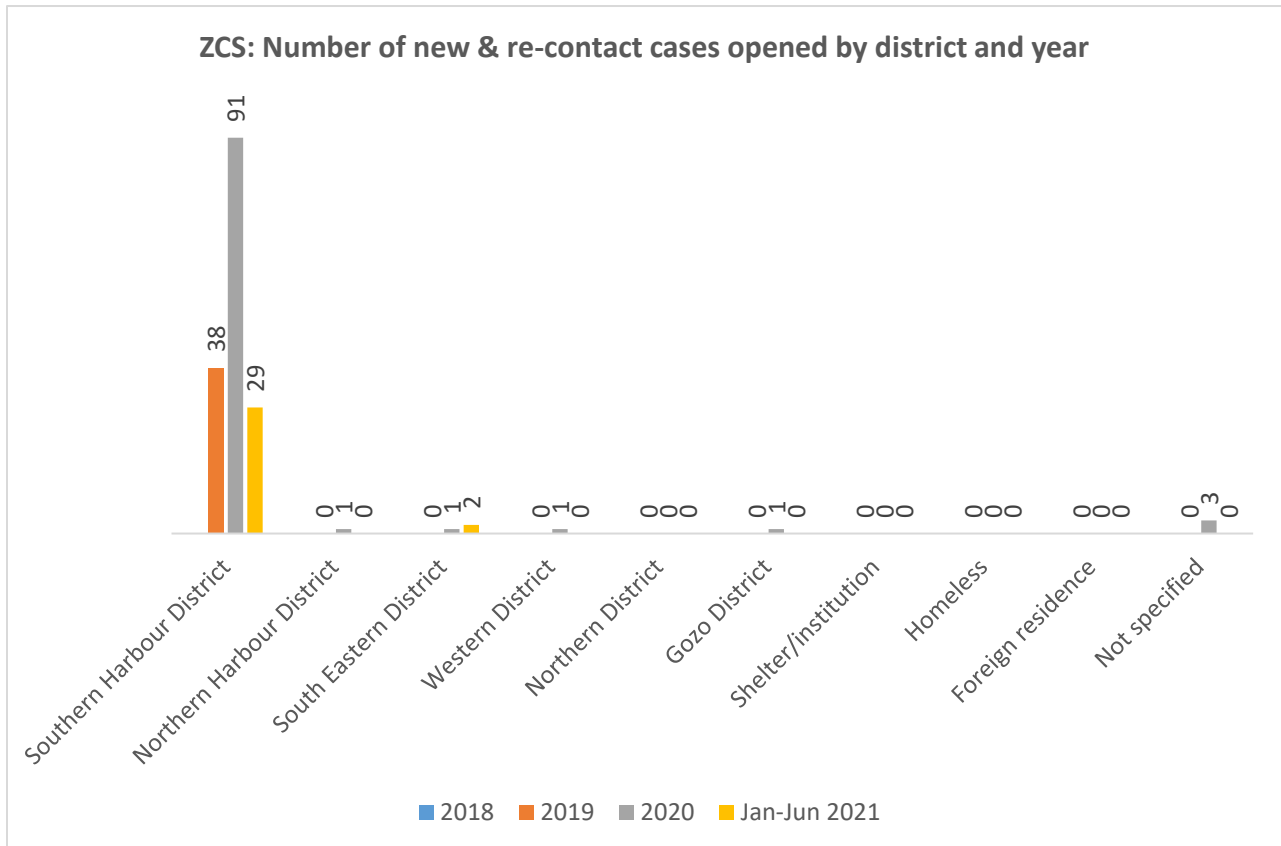
ZCS: Referrals by primary problem*			
	2019	2020	Jan-Jun 2021
Addiction	0	0	0
Assault/harassment	0	0	0
Behaviour problems	0	8	1
Bereavement	2	0	0
Child abuse	0	2	1
Child care or access	7	0	0
Delinquency	0	0	0
Disability related issues	0	0	1
Domestic violence	0	3	0
Eating disorder	0	0	0
Elderly needs	0	1	1
Employment issues	1	1	4
Family relations	3	11	5
Financial difficulties	4	21	10
Fostering or adoption	0	0	1
Gender related issues	0	0	0
Health related issues	1	3	2
Homeless	3	4	1
Housing problems	6	10	2
Human trafficking	0	0	0
Lack of support or guidance	2	11	4
Legal issues	0	0	1
Loneliness	0	1	2
Marital problems	2	1	0
Mental health issues	5	9	3
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	1	0	1
Relationship problems	1	0	1
School related problems	0	2	0
Self-harm or suicide	0	0	2
Separation related issues	0	2	0
Sexual harassment or abuse	0	0	0
Other	0	3	1
Not specified	0	1	0
<b>Total</b>	<b>38</b>	<b>94</b>	<b>44</b>

\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

# Details Regarding New and Re-contact Cases Opened



ZCS: New & re-contact cases opened by age and gender				
January – June 2021				
	Male	Female	X	Total
<17	1	0	0	1
18-19	0	1	0	1
20-24	1	3	0	4
25-29	1	2	0	3
30-34	2	2	0	4
35-39	1	4	0	5
40-44	0	2	0	2
45-49	1	4	0	5
50-54	2	1	0	3
55-59	0	2	0	2
≥60	0	1	0	1
Not specified	0	0	0	0
<b>Total</b>	<b>9</b>	<b>22</b>	<b>0</b>	<b>31</b>



# Appendix

## Glossary of Terms

Variable	Definition
Cases worked with	The total number of cases that were new, re-contact or known in the reporting year. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year. This excludes persons who were referred but their case was never opened.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
New case	A new case that was opened or activated for the first time ever within the reporting year and that was never previously worked with.
Re-contact case	A case that was worked with and closed in the past and has been re-activated or re-opened within the current reporting year.
Known case	Cases that were activated or opened in the previous reporting years and they are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Intake	When a case is referred to the service it is placed on intake (intake is the initial status for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a case is not a known case or opened case within the reporting period it remains an intake case.
Waiting list	Intake cases are placed on the waiting list when it is determined that the person would benefit from accessing the service but service cannot be provided immediately. This can be due to various factors such as, but not limited to, space limitations, further assessments required or further feedback from the service user is required.
Referred cases	The period when a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
New & re-contact case	The period when a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
Closed case	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
Gender	Gender is reported as male, female, X, unborn or not specified. "X" means a gender that is not exclusively male nor female. Unborn refers to service users still existing in the mother's womb.
Family cases	The service works with families. A family case may consist of: <ul style="list-style-type: none"> <li>- Individuals: One individual who attends in the year on their own without any other family member, or</li> <li>- Family: A number of individuals identified as part of the same family attending in the year.</li> </ul>
Primary problem	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified since the information is not available or the service user was unwilling to provide the information.
Other	Treatment, issue or location not elsewhere specified.

## Maltese Districts

<b>Northern Harbour District</b>	Birkirkara, Gzira, Hamrun, Msida, Pembroke, Pieta, Qormi, San Giljan, San Gwann, Santa Venera, Sliema, Swieqi, Ta Xbiex.
<b>Southern Harbour District</b>	Birgu, Bormla, Fgura, Floriana, Isla, Kalkara, Luqa, Marsa, Paola, Santa Lucija, Tarxien, Valletta, Xghajra, Zabbar.
<b>South Eastern District</b>	Birzebugia, Ghaxaq, Gudja, Kirkop, Marsaskala, Marsaxlokk, Mqabba, Qrendi, Safi, Zejtun, Zurrieq.
<b>Western District</b>	Attard, Balzan, Dingli, Iklin, Lija, Mdina, Mtarfa, Rabat, Siggiewi, Zebbug.
<b>Northern District</b>	Gharghur, Mellieha, Mgarr, Mosta, Naxxar, San Pawl il Bahar.
<b>Gozo and Comino</b>	Rabat, Fontana, Ghajnsielem, Gharb, Ghasri, Kerzem, Munxar, Nadur, Qala, San Lawrenz, Sannat, Xaghra, Xewkija, Zebbug, Comino.
<b>Homeless</b>	Not residing within any residence.
<b>Shelter/institution</b>	Resides in a residential home (e.g. elderly home), shelter (e.g. Ghabex or YMCA), correctional facility or medical facility (e.g. Mount Carmel Hospital).
<b>Foreign residence</b>	Resides in a foreign country and is in Malta for a short stay.

## Service Descriptions

<b>Home Based Therapeutic Services (HBTS)</b>	This service is an outreach service offering therapeutic support and parenting to multi-stressed families within their communities.
<b>Incredible Years Programme (IY)</b>	The programme places an emphasis on helping parents' interactions with their children become more positive and on preventing and treating child problem behaviours. The program is only offered in Malta and is not offered in Gozo.
<b>Community Services (CS)</b>	The aim of the services is to provide generic and community social work interventions to the specific communities it serves, whilst also providing community mentoring services on a regional basis to all communities in Malta. The services adopt a community development approach to support the service users they work with.



# FSWS Research Team



Foundation for Social Welfare Services  
Here for you

FSWS  
212, Cannon Road, Santa Venera, SVR 9034  
Tel: 356 2258 8900  
[www.fsws.gov.mt](http://www.fsws.gov.mt)  
E-mail: [research.fsws-headoffice@gov.mt](mailto:research.fsws-headoffice@gov.mt)

*Report designed by Christine Marchand-Agius*