



Agency for Community & Therapeutic Services

Yearly Statistical Report

January to December 2022

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Introduction

This report provides statistical information regarding the services within the Agency for Community and Therapeutic Services (ACTS), which falls under the Foundation for Social Welfare Services (FSWS). The data includes, but is not limited to, the number of: cases worked with, individuals worked with, referrals, new and re-contact cases, and cases closed. Data regarding new and re-contact cases is also stratified by key socio-demographic variables in order to look at trends. All the information provided in this report gives an indication of service users attending the various services and some information about service performance. For this report, the term 'service users' refers to persons using the service from referral until case closure. For further information regarding the aims and activities of the services, please refer to the website: fsws.gov.mt

The data contained in this report is based on information submitted by the services to the FSWS's Research Team in mid-January 2023. Where applicable, the report provides data on an individual service user level (i.e., number of individuals) as well as on multiple service users attending multiple times level (i.e., number of cases). It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting period and/or may be attending one or more services concurrently within the reporting period (i.e., have multiple cases recorded). As a result, the summing of data from services provides the number of cases worked with but the summing of the number of individuals may over-state the number of individuals attending the agency or directorate. With the Case Management System, we are now able to report the true number of individual service users across the entire Agency.

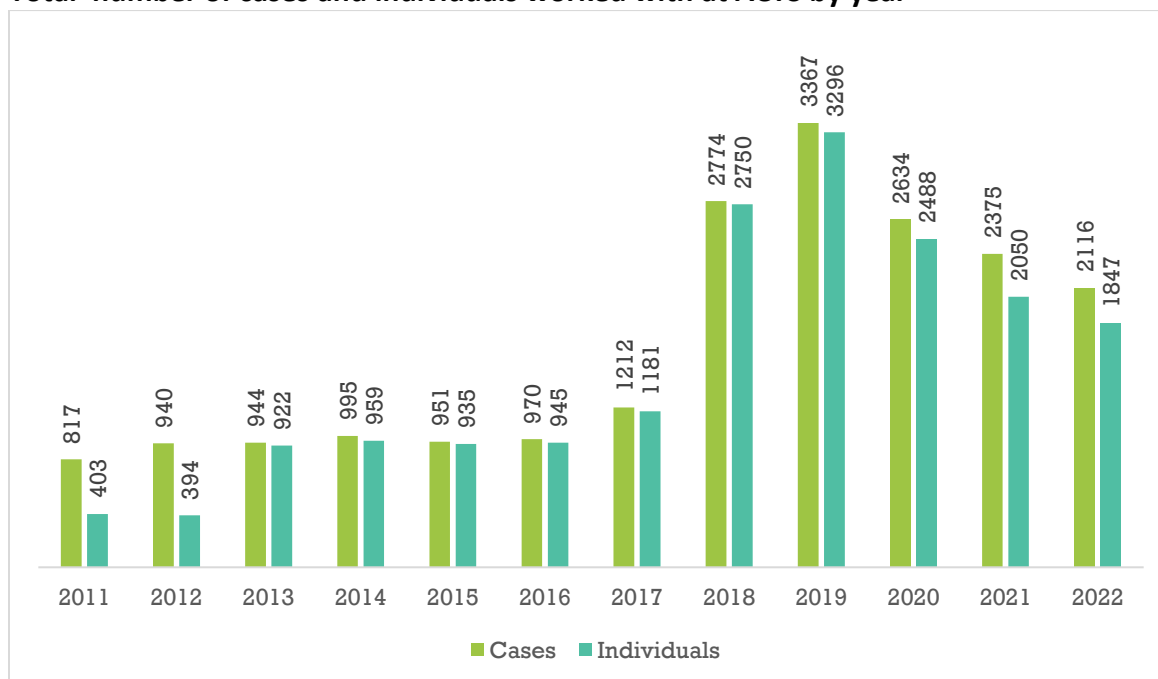
When new data collection systems are introduced, it can change how the data is collected, introduce new variables and thus impact observed trends. Relevant information about aspects which may have impacted the data and influence trends can be found as footnotes throughout the report.

This report would not have been possible without the kind assistance of each worker who provided and keyed in the data.

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

Executive Summary

Total¹ number of cases and individuals worked with at ACTS by year

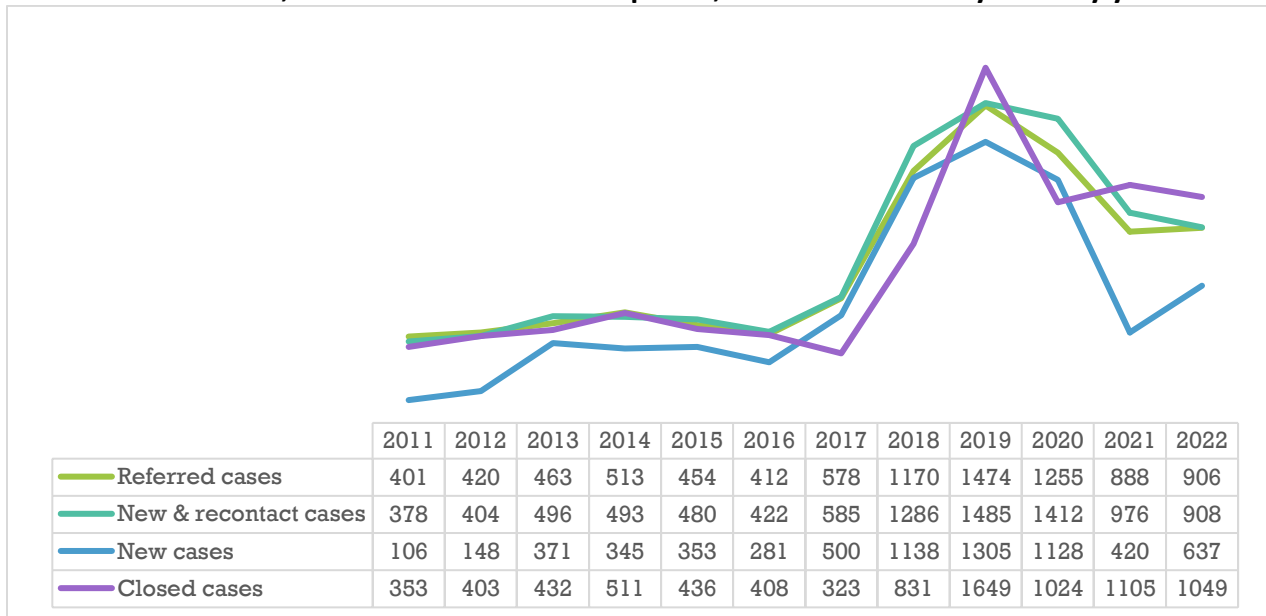


Case activity: Jan-Dec 2022

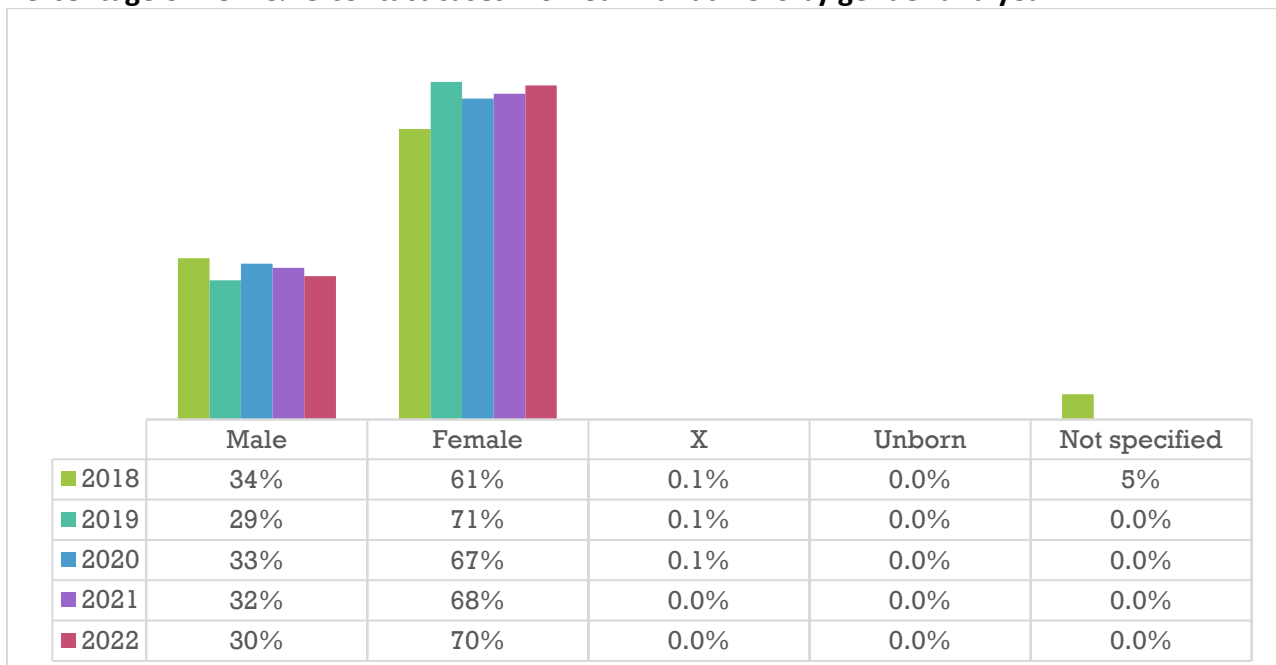
	Total cases worked with	Individuals worked with
Home Based Therapeutic Service	540	533
Incredible Years Programme	236	235
Community Services	1340	1307

¹ As of 2022, the number of individuals is the number of individuals across the entire Agency/Directorate. Prior to 2022 the number of individuals on an Agency/Directorate level was a sum of the individuals reported by each service and was thus only an approximation.

Number² of referrals, new & re-contact cases opened, and cases closed by ACTS by year

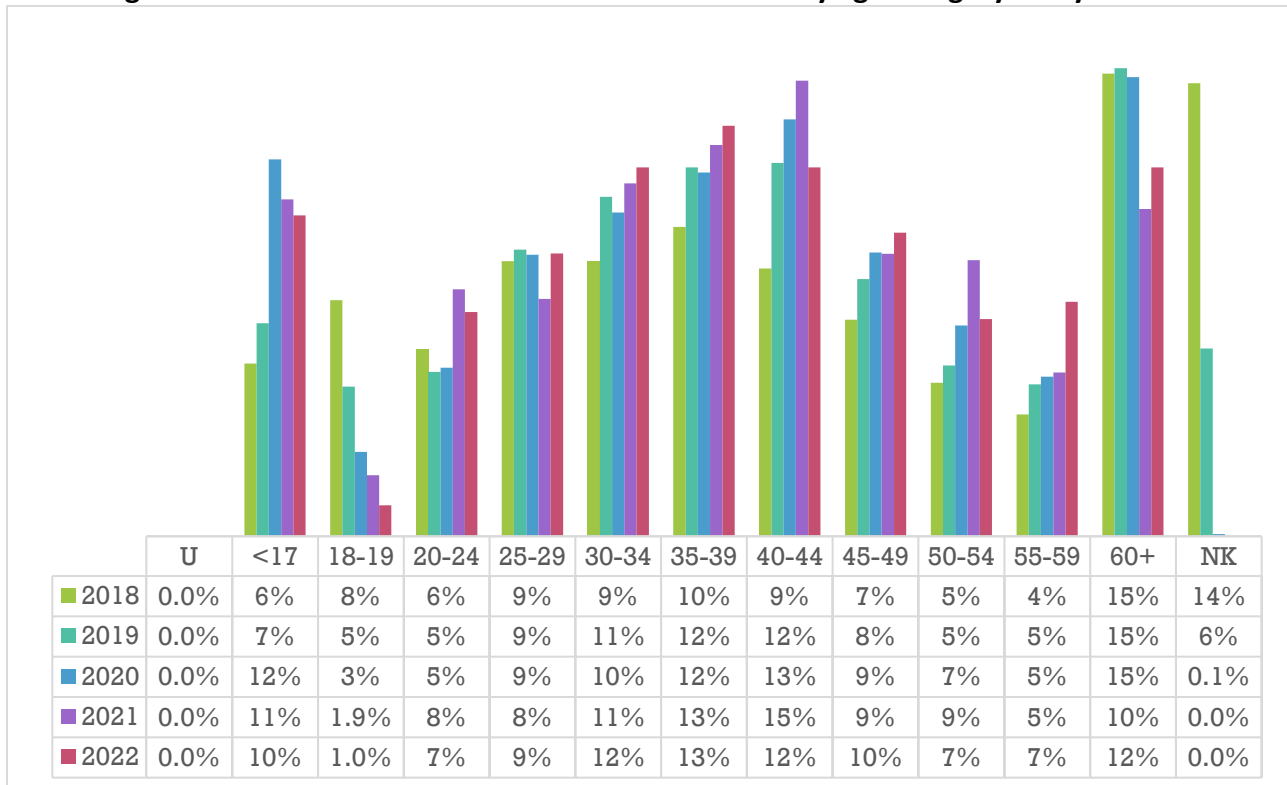


Percentage of new & re-contact cases worked with at ACTS by gender and year



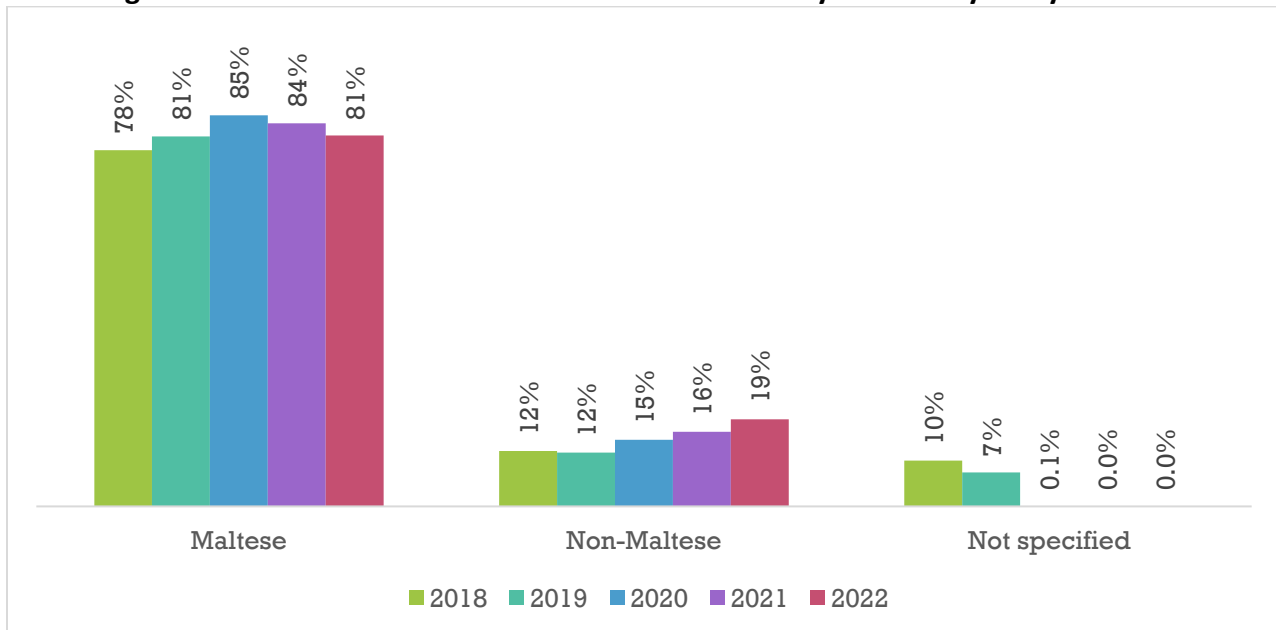
² As of 2022, the number of new cases is the number of new cases across the entire Agency/Directorate. Prior to 2022 the number of new cases on an Agency/Directorate level was a sum of the new cases reported by each service.

Percentage of new & re-contact cases worked with at ACTS by age category and year



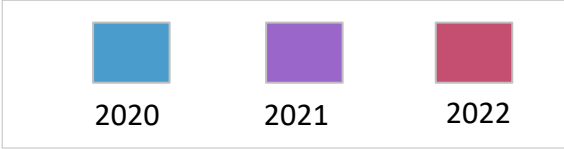
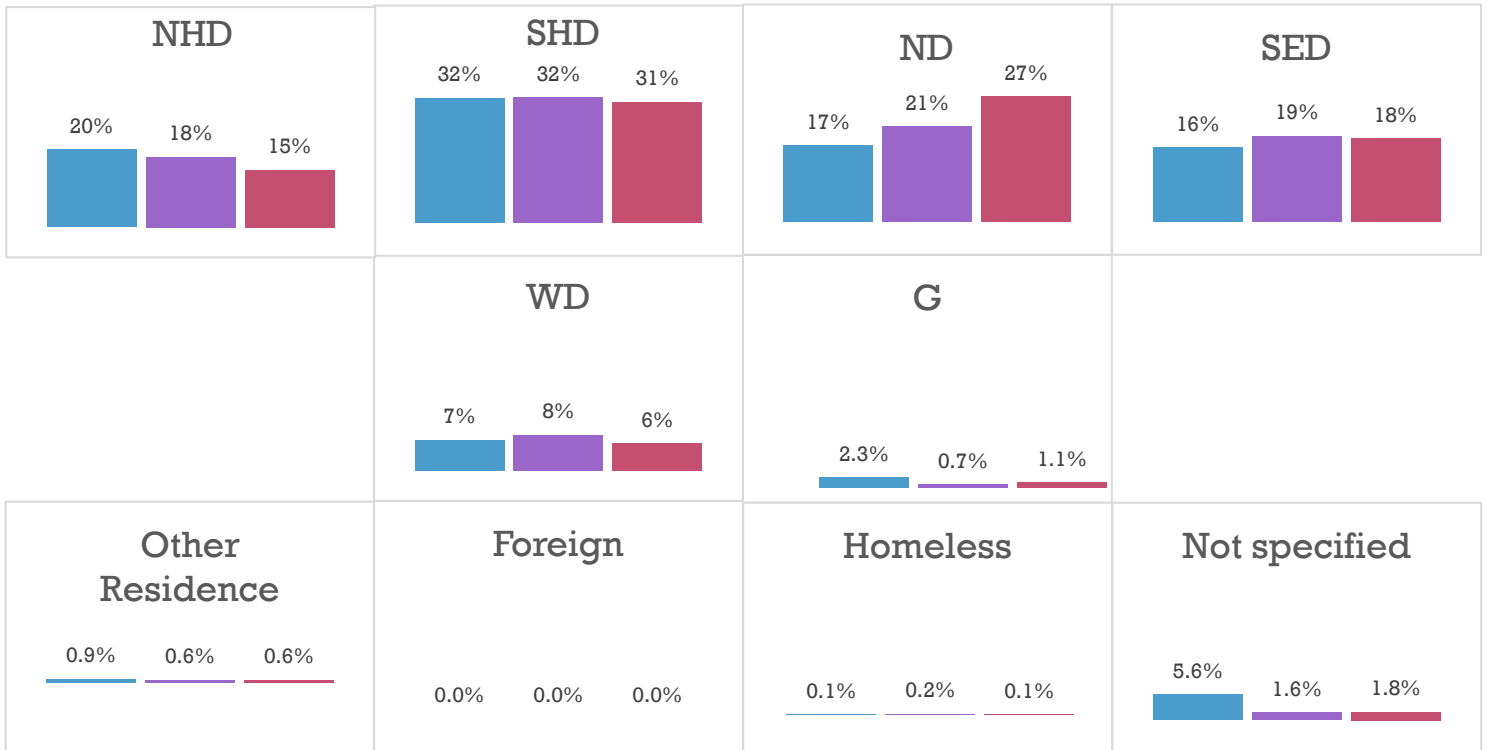
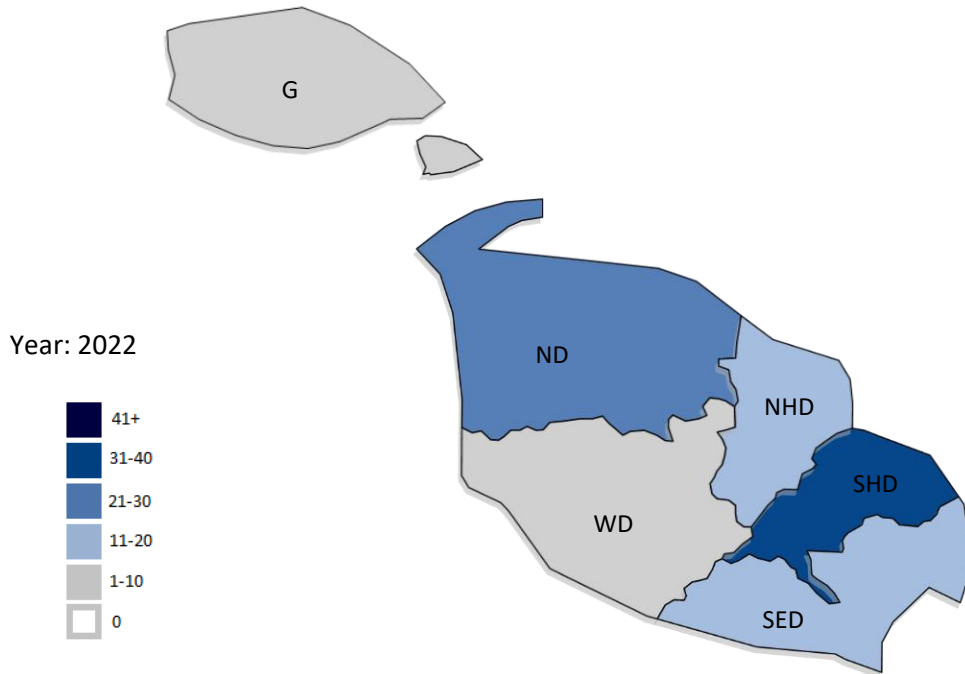
Graph Key³

Percentage of new & re-contact cases worked with at ACTS by nationality and year

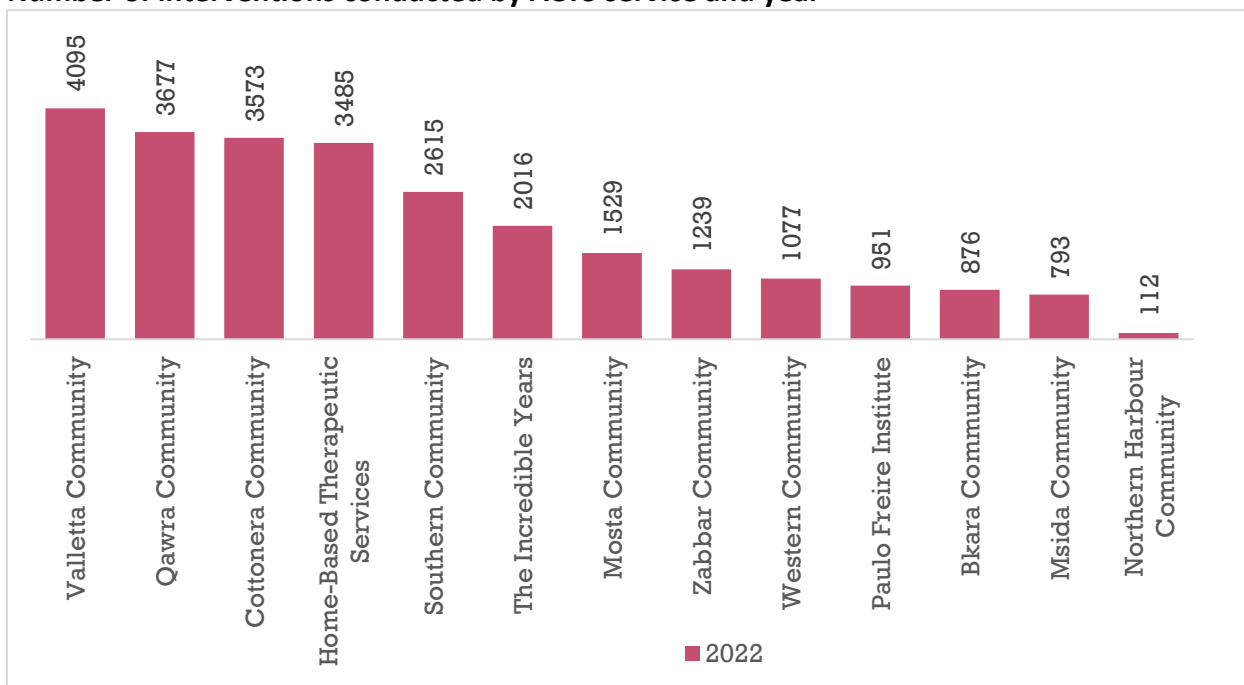


³ U: Unborn; NK: Not Specified.

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



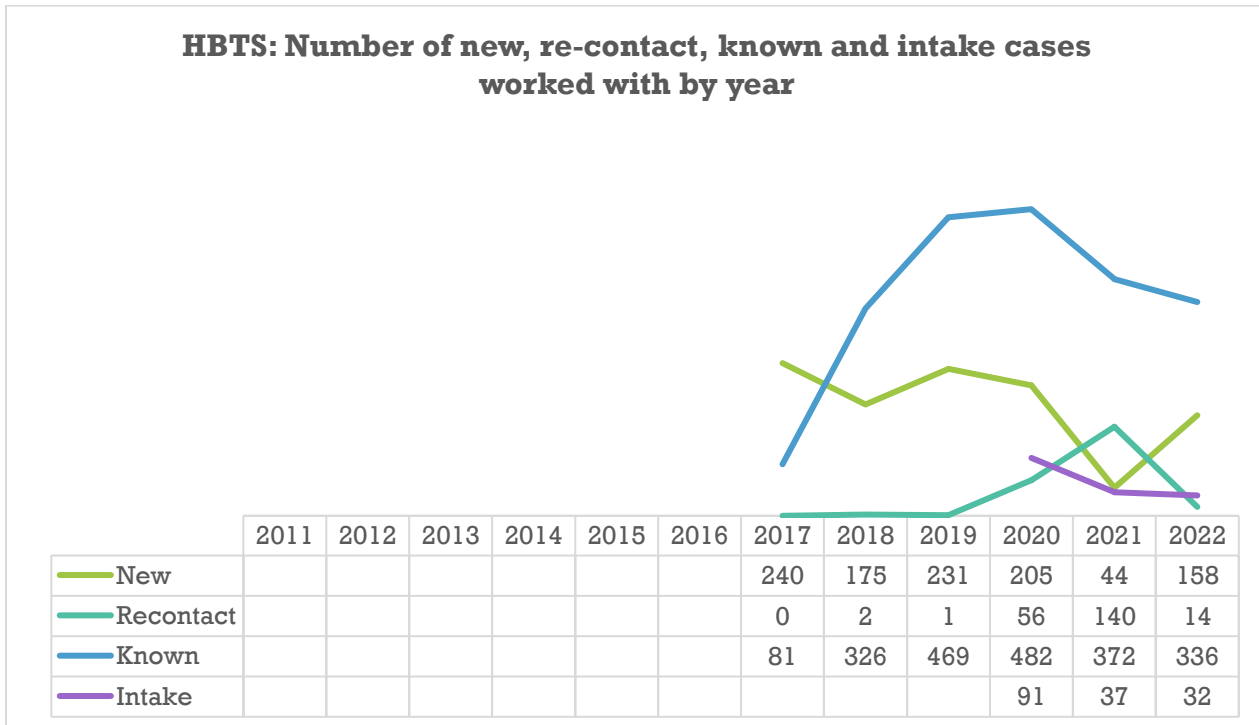
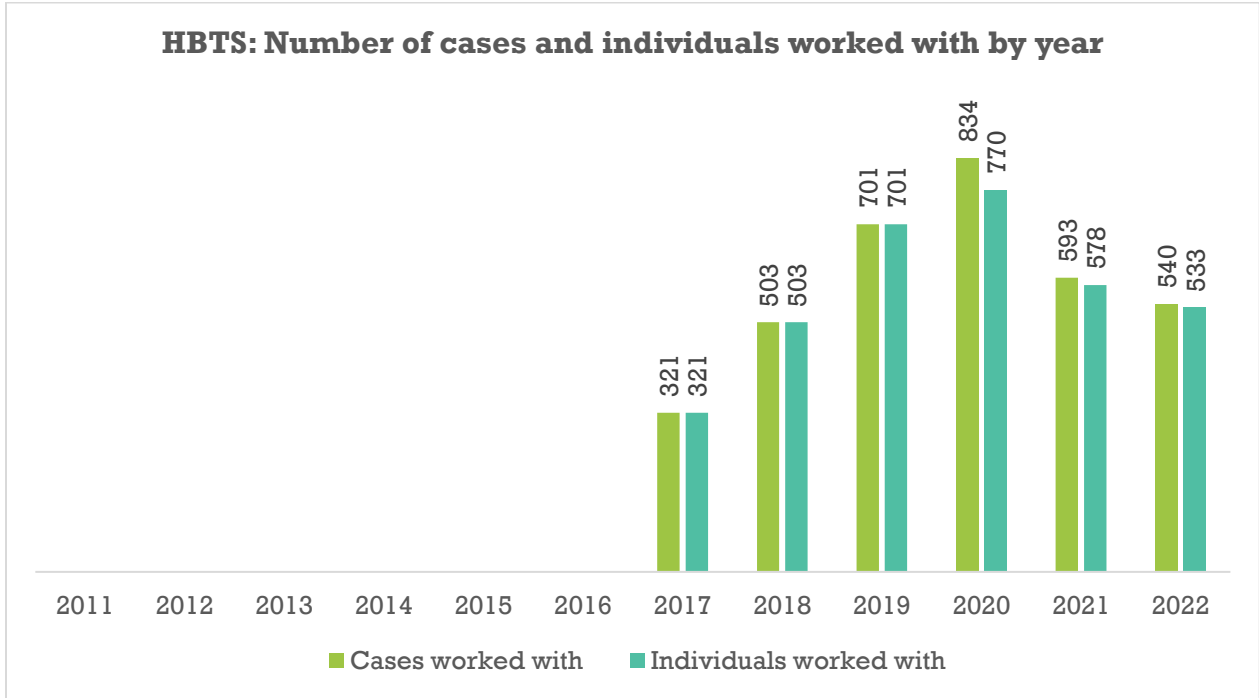
Number of interventions conducted by ACTS service and year



Note⁴

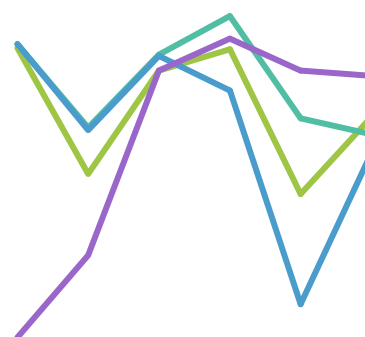
⁴ Only provides the number of interventions that have been recorded within the Case Management System as completed or conducted.

Home Based Therapeutic Services (HBTS) Case Activity⁵



⁵ Service started reporting in 2017. The service started using the online system in 2020.

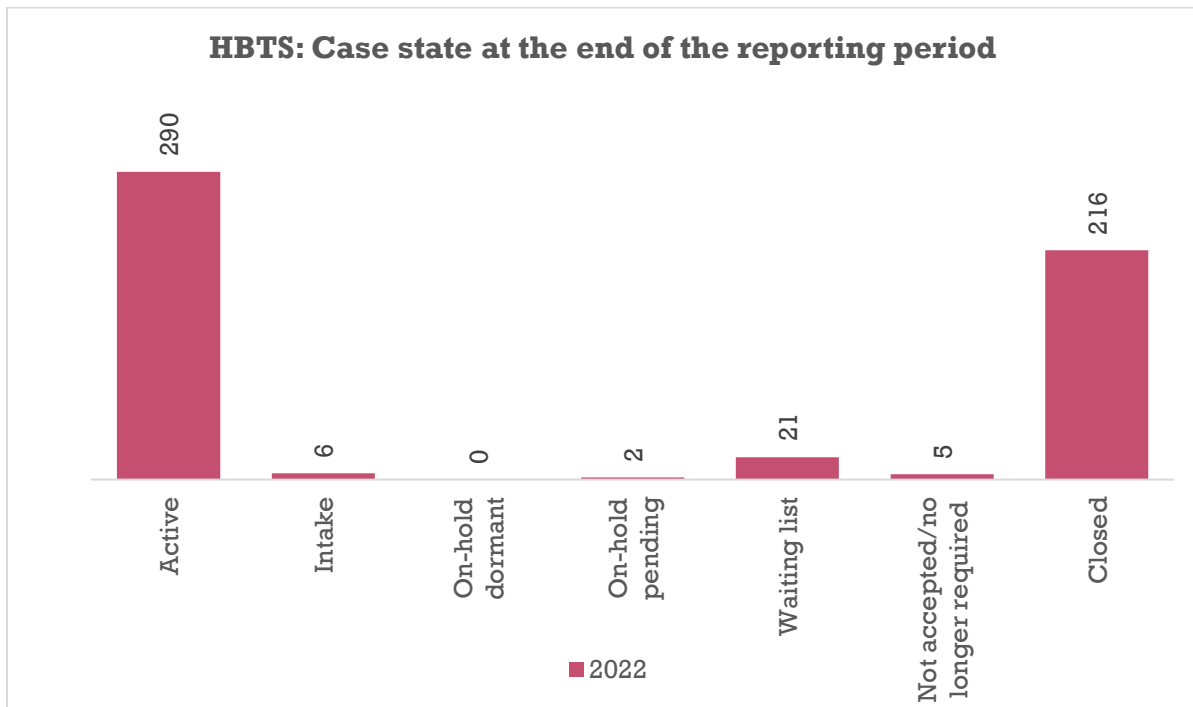
HBTS: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases							237	142	220	236	127	185
New & recontact cases							240	177	232	261	184	172
New cases							240	175	231	205	44	158
Closed cases							19	81	220	244	220	216

HBTS: Year of referral by source of referral				
	2019	2020	2021	2022
Child Protection service	-	39	49	78
Other ACTS service	26	41	31	48
Alternative Care service	-	46	32	20
School or education department	33	1	2	12
Agenzija Sapport	-	-	-	6
Appogg service	141	96	12	18
FSWS Gozo branch service	11	8	0	1
Sedqa service	2	0	0	1
Hospital, other medical service or GP	0	3	0	0
Family	0	1	0	1
Self-referred	0	1	0	0
Psychiatric services, MCH	5	0	0	0
Courts, CCF, police or probation	1	0	0	0
Other FSWS service	0	0	1	0
Friend or acquaintance	0	0	0	0
Parish or other church organisation	0	0	0	0
Place of employment	0	0	0	0
Other NGO	0	0	0	0
Other	1	0	0	0
Total	220	236	127	185

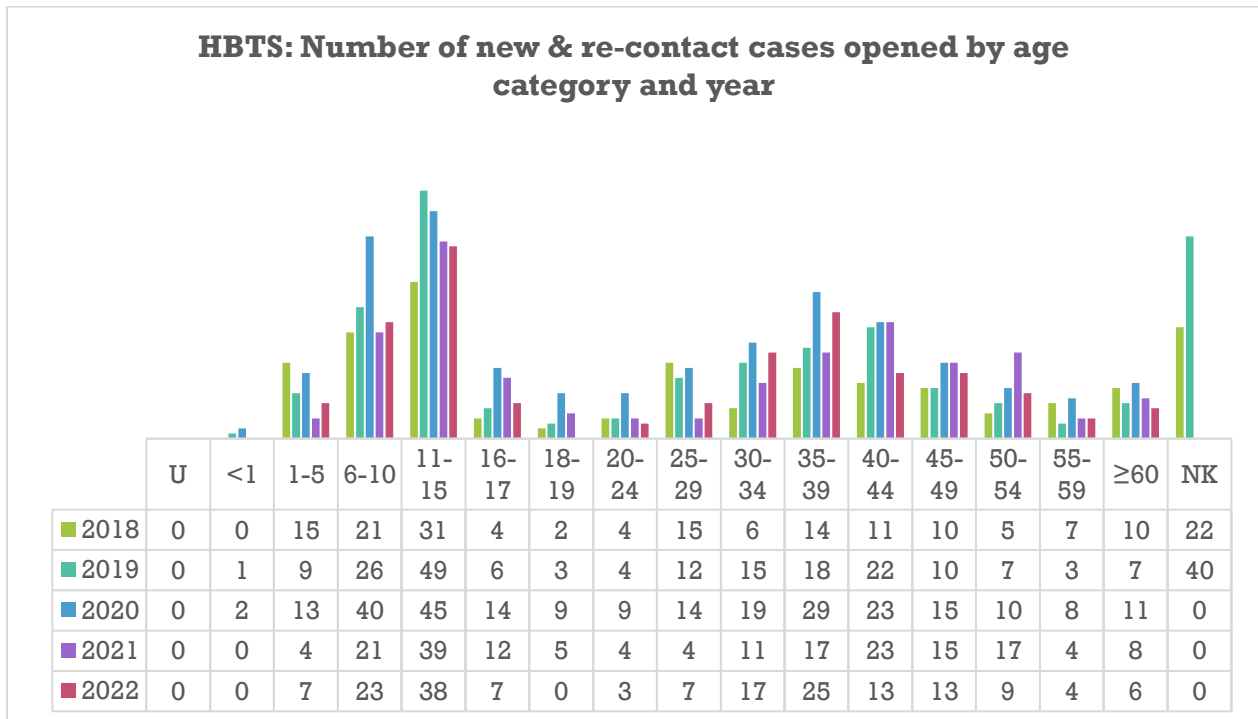
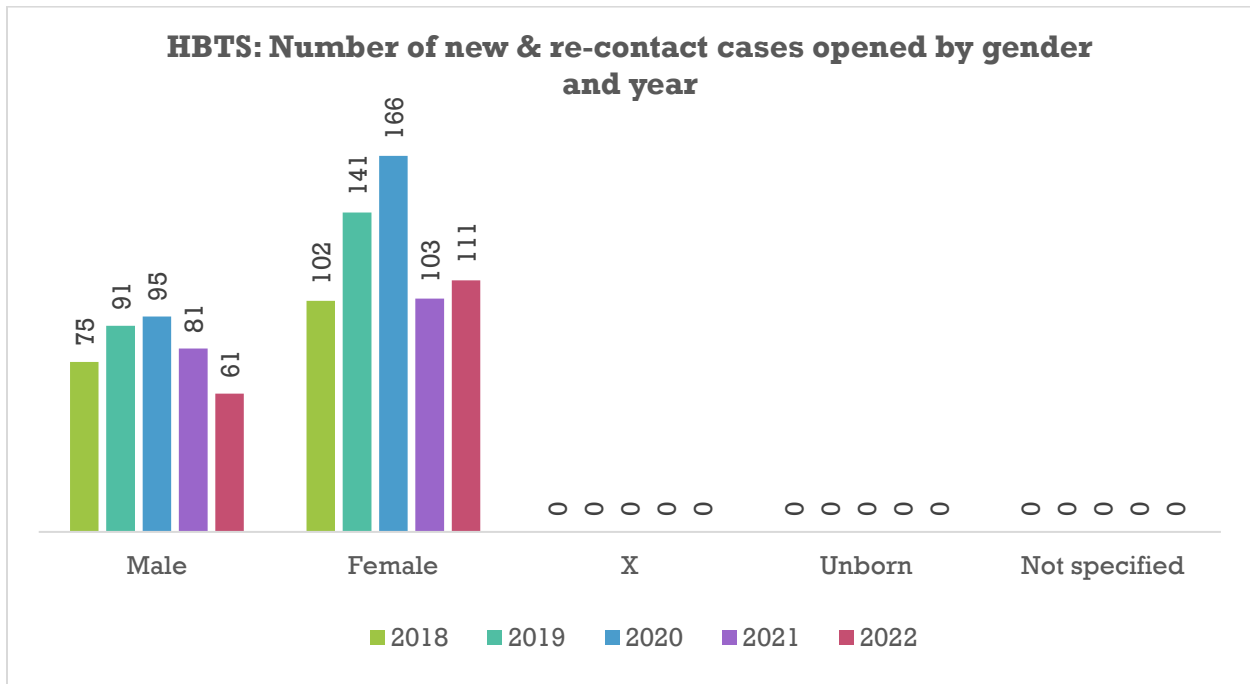
HBTS: Number of global/family cases worked with in the year by number of service users attached to the global/family case				
	2019	2020	2021	2022
1 service user	99	105	88	68
2 or more service users	178	206	182	472
Total number of global/family cases	277	311	270	540



Note⁶

⁶ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

Details Regarding New and Re-contact Cases Opened

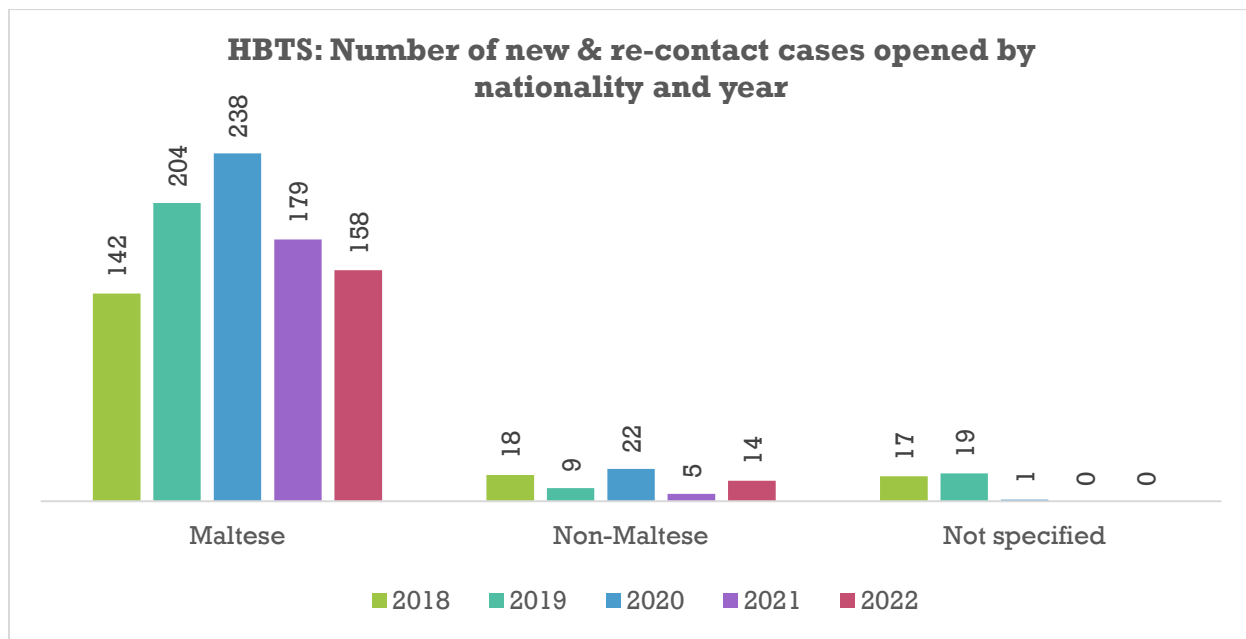


Graph Key⁷

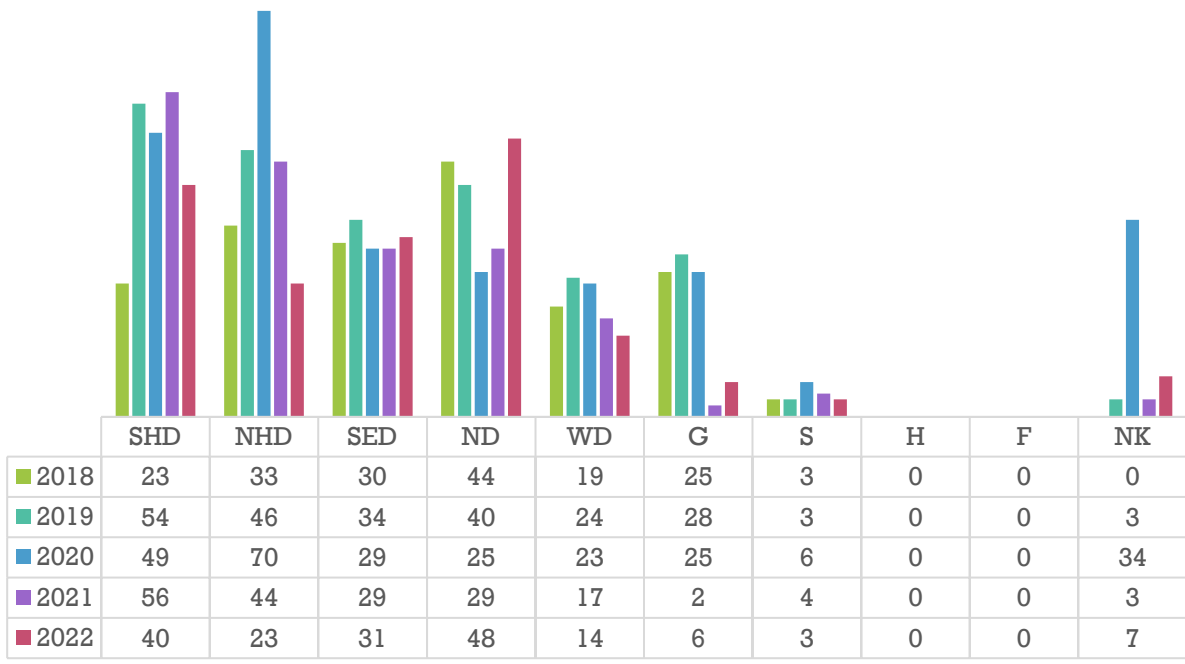
HBTS: New & re-contact cases opened by age category and gender

⁷ U: Unborn; NK: Not Specified.

January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
Unborn	-	-	-	-	-	-
<1	0	0	0	-	0	0
1-5	5	2	0	-	0	7
6-10	12	11	0	-	0	23
11-15	12	26	0	-	0	38
16-17	4	3	0	-	0	7
18-19	0	0	0	-	0	0
20-24	1	2	0	-	0	3
25-29	1	6	0	-	0	7
30-34	5	12	0	-	0	17
35-39	5	20	0	-	0	25
40-44	5	8	0	-	0	13
45-49	2	11	0	-	0	13
50-54	5	4	0	-	0	9
55-59	2	2	0	-	0	4
≥60	2	4	0	-	0	6
Not specified	0	0	0	-	0	0
Total	61	111	0	-	0	172



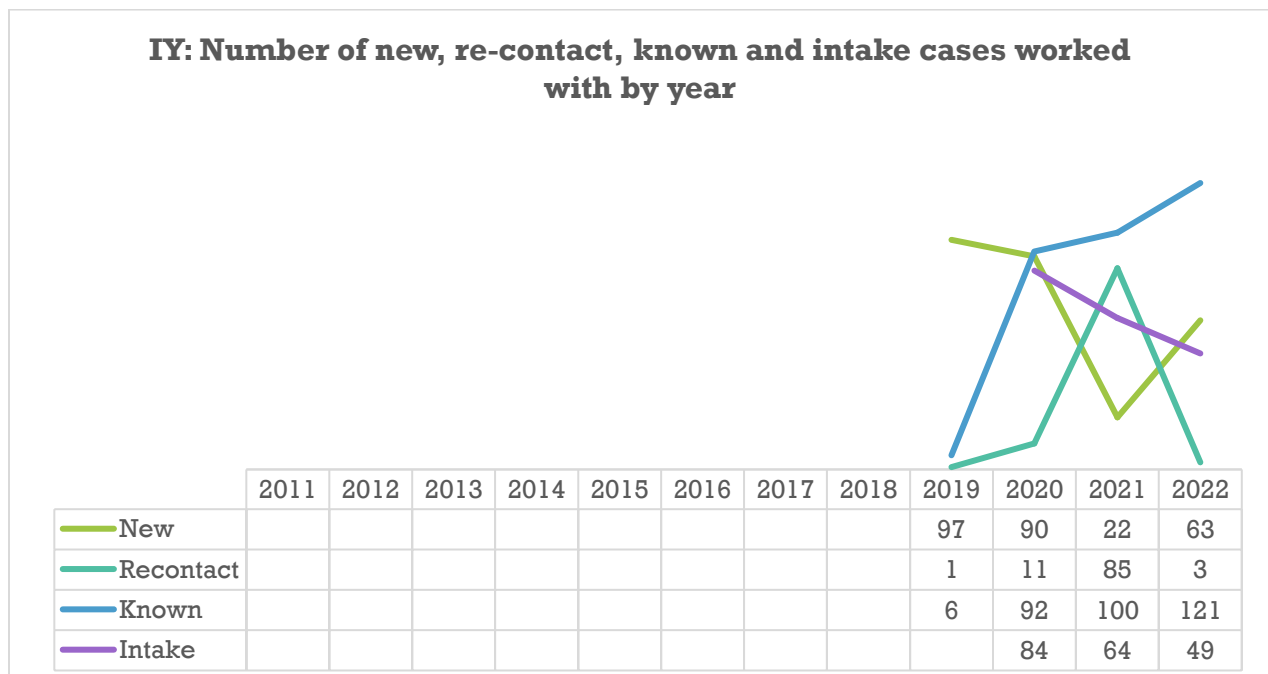
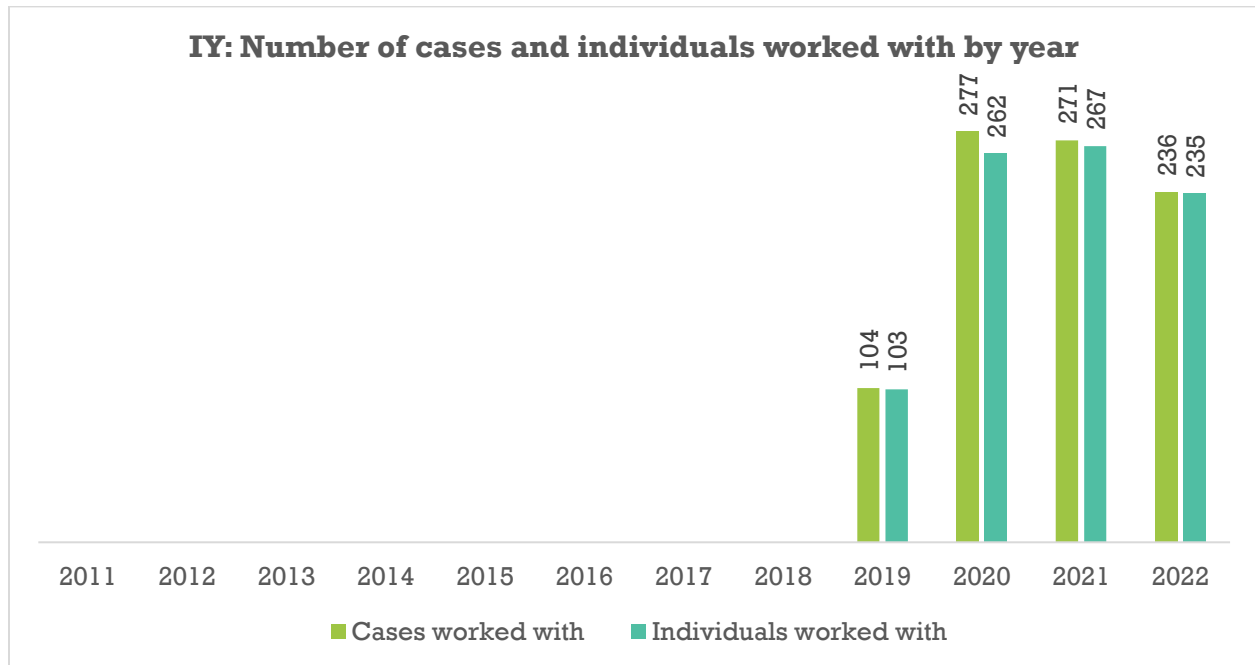
HBTS: Number of new & re-contact cases opened by district and year



Graph Key⁸

⁸ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Incredible Years Programme (IY) Case Activity⁹



⁹ A new data collection system and reporting format were introduced in 2020.

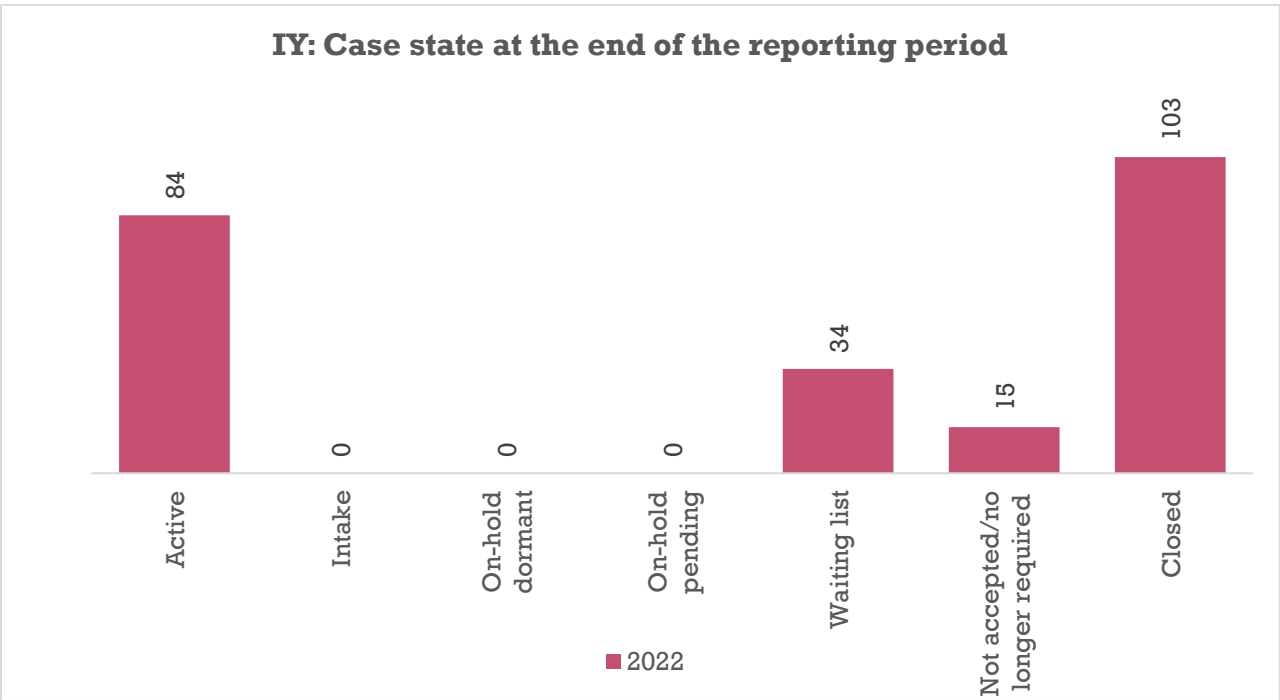
IY: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases									128	140	79	80
New & recontact cases									98	101	107	66
New cases									97	90	22	63
Closed cases									25	74	85	103

IY: Year of referral by source of referral

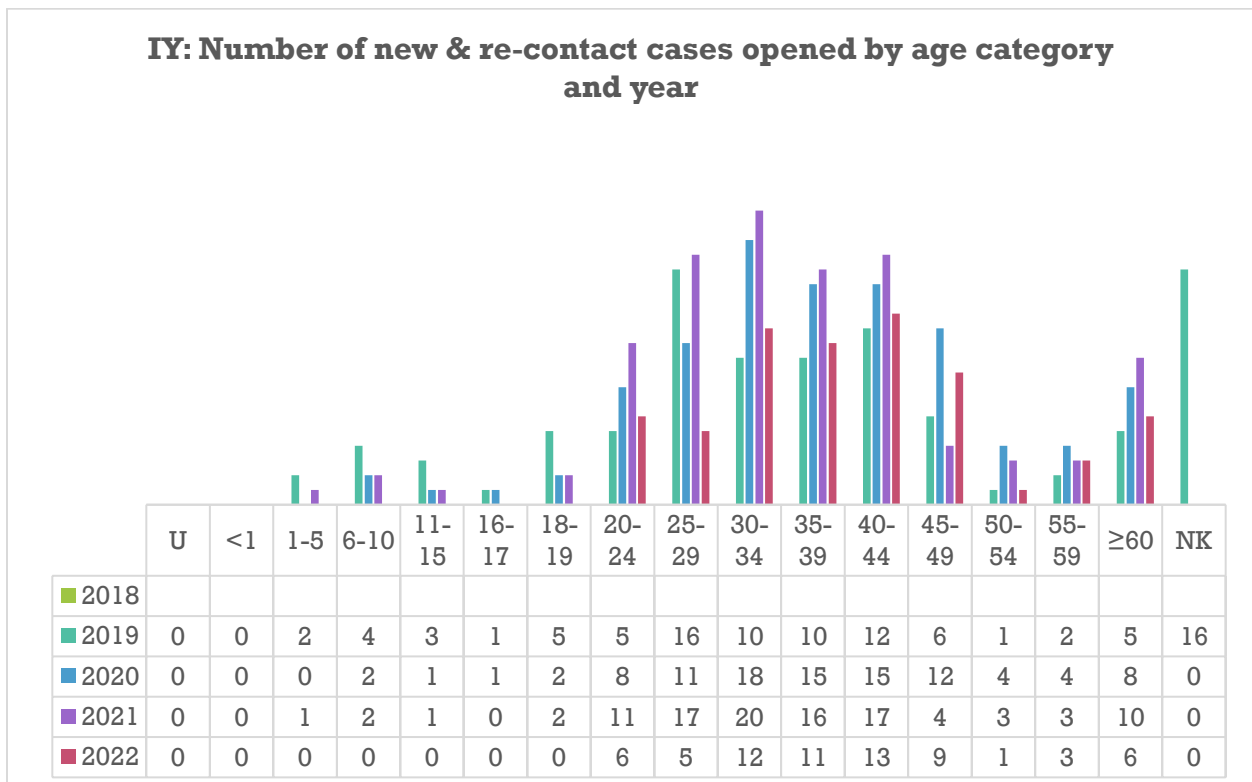
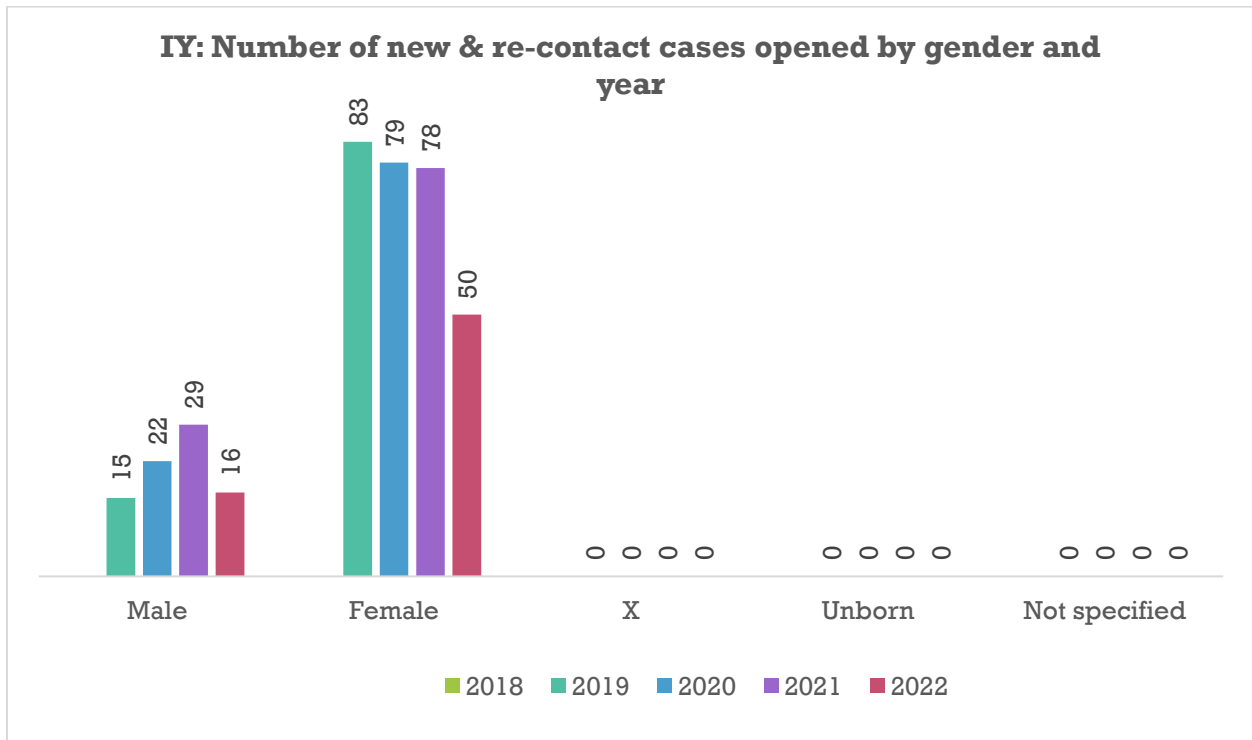
	2019	2020	2021	2022
Child Protection	-	24	33	26
Other ACTS service	62	61	23	19
Appogg service	50	23	7	11
Alternative Care	-	25	15	8
Courts, CCF, police or probation	13	0	0	7
School or education department	1	2	0	7
Self-referred	0	0	1	1
Hospital, other medical service or GP	0	0	0	1
Family	0	0	0	0
Friend or acquaintance	0	0	0	0
FSWS Gozo	0	2	0	0
Other FSWS service	0	0	0	0
Parish or other church organisation	0	0	0	0
Place of employment	0	0	0	0
Psychiatric services, MCH	0	0	0	0
Sedqa service	1	2	0	0
Other NGO	0	0	0	0
Other	1	1	0	0
Total	128	140	79	80



Note¹⁰

¹⁰ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

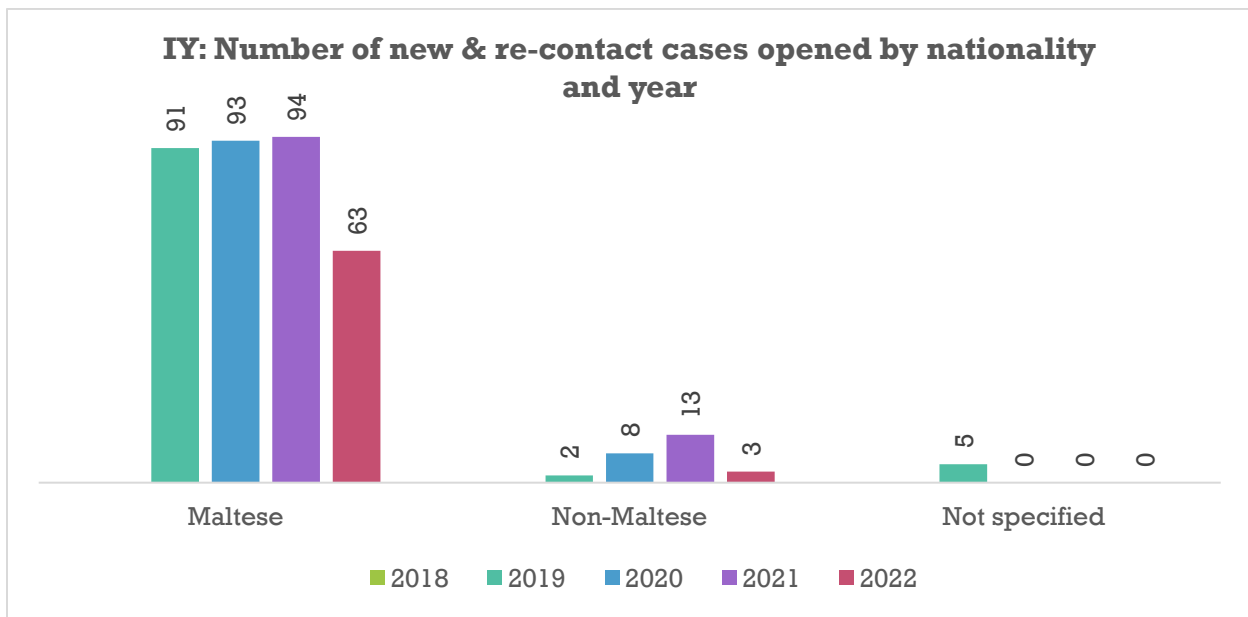
Details Regarding New and Re-contact Cases Opened

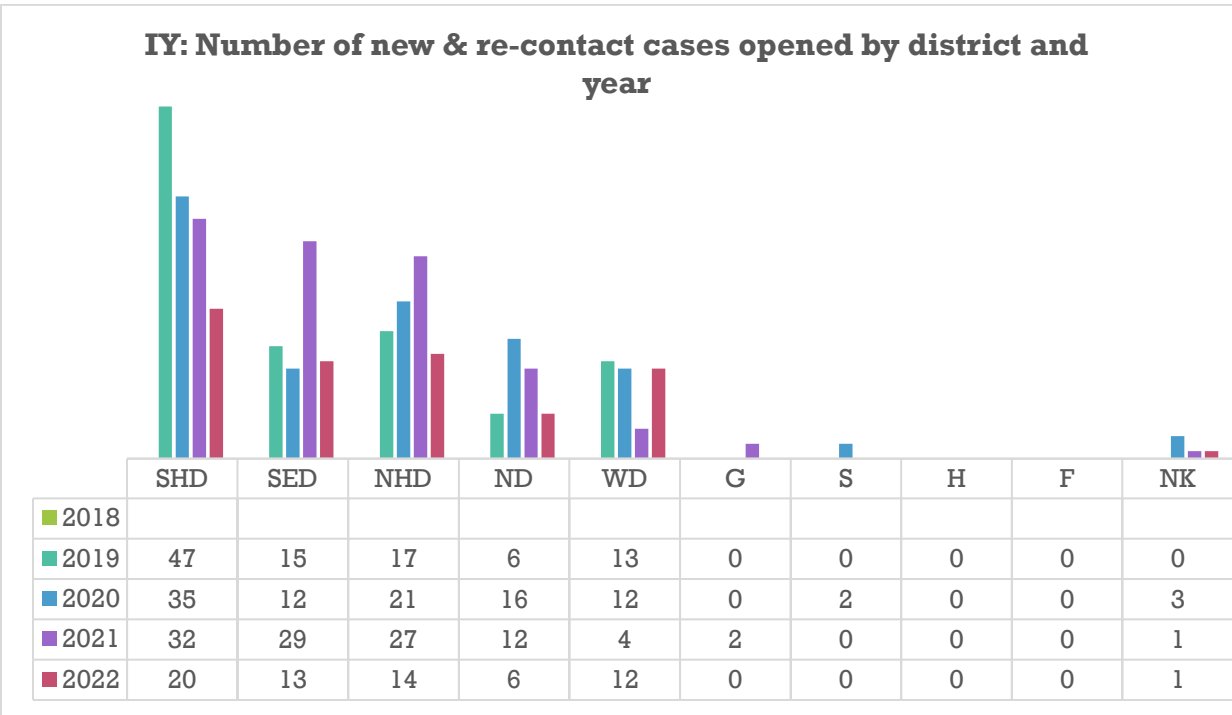


Graph Key¹¹

¹¹ U: Unborn; NK: Not Specified.

IY: New & re-contact cases opened by age category and gender January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
Unborn	-	-	-	-	-	-
<1	0	0	0	-	0	0
1-5	0	0	0	-	0	0
6-10	0	0	0	-	0	0
11-15	0	0	0	-	0	0
16-17	0	0	0	-	0	0
18-19	0	0	0	-	0	0
20-24	1	5	0	-	0	6
25-29	1	4	0	-	0	5
30-34	1	11	0	-	0	12
35-39	1	10	0	-	0	11
40-44	3	10	0	-	0	13
45-49	4	5	0	-	0	9
50-54	0	1	0	-	0	1
55-59	2	1	0	-	0	3
>60	3	3	0	-	0	6
Not specified	0	0	0	-	0	0
Total	16	50	0	-	0	66



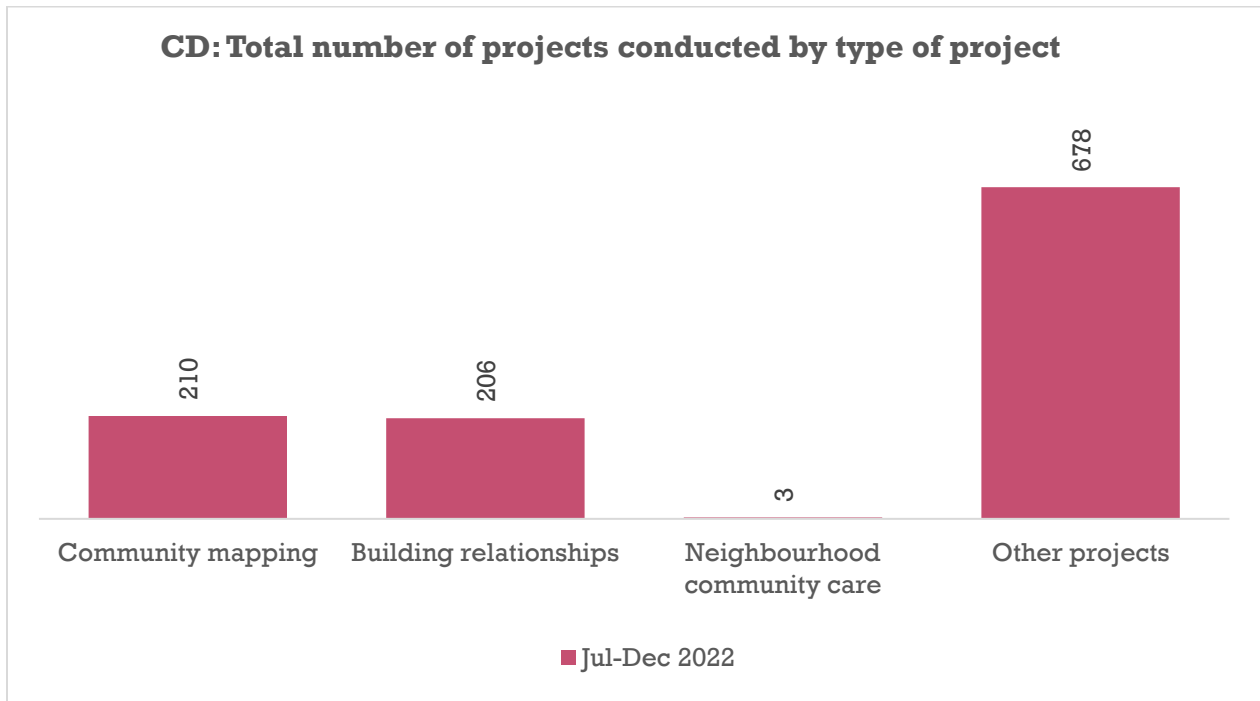
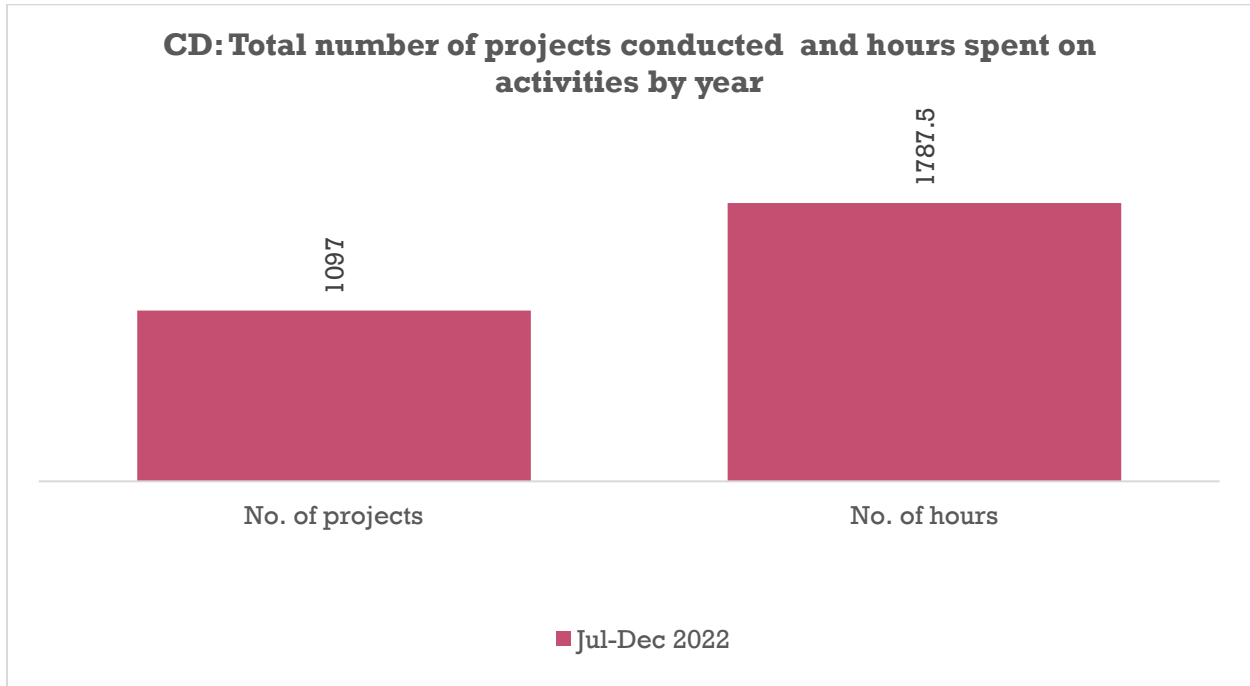


Graph Key¹²

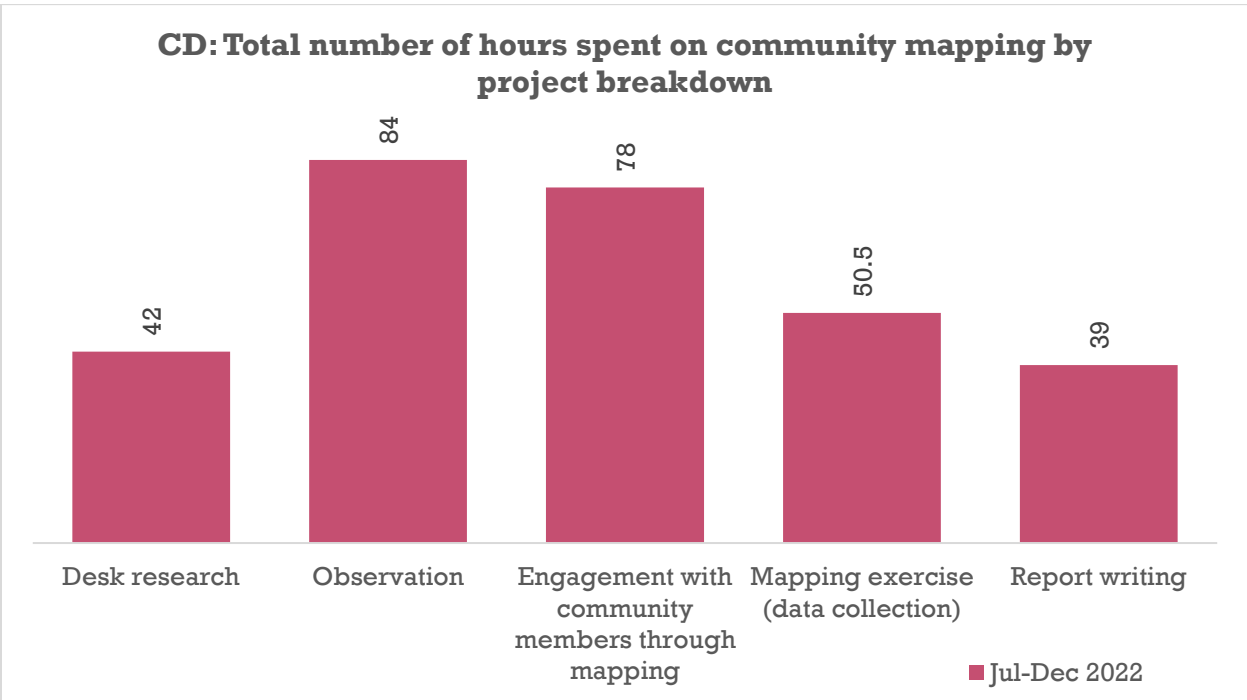
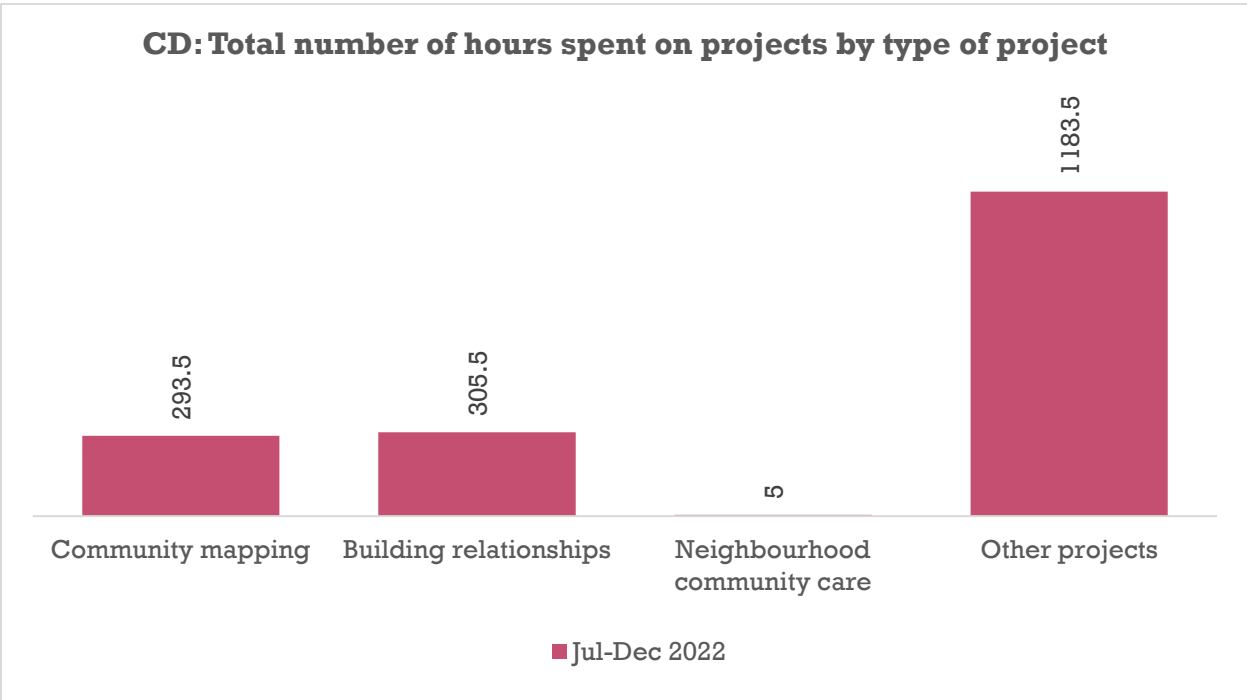
¹² SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.



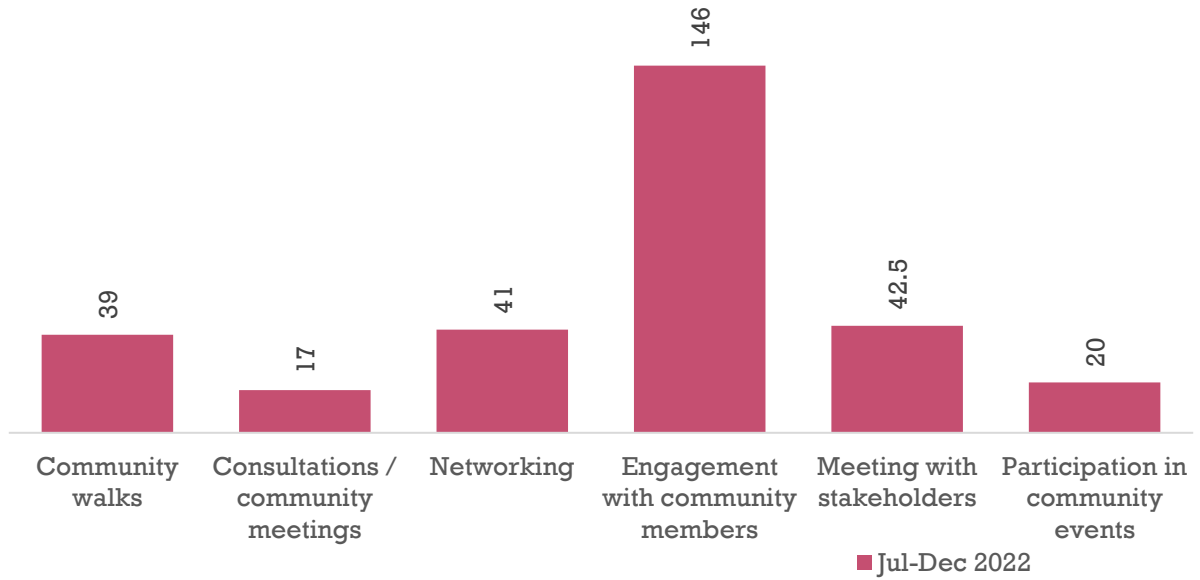
Community Development (CD) Case Activity¹³



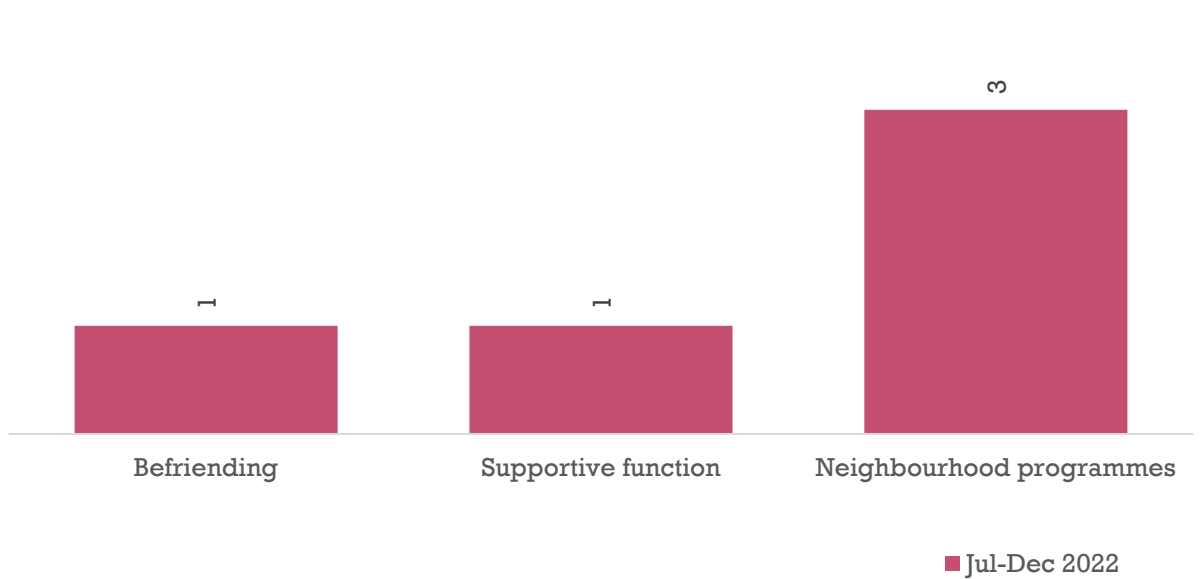
¹³ Data first reported in 2022



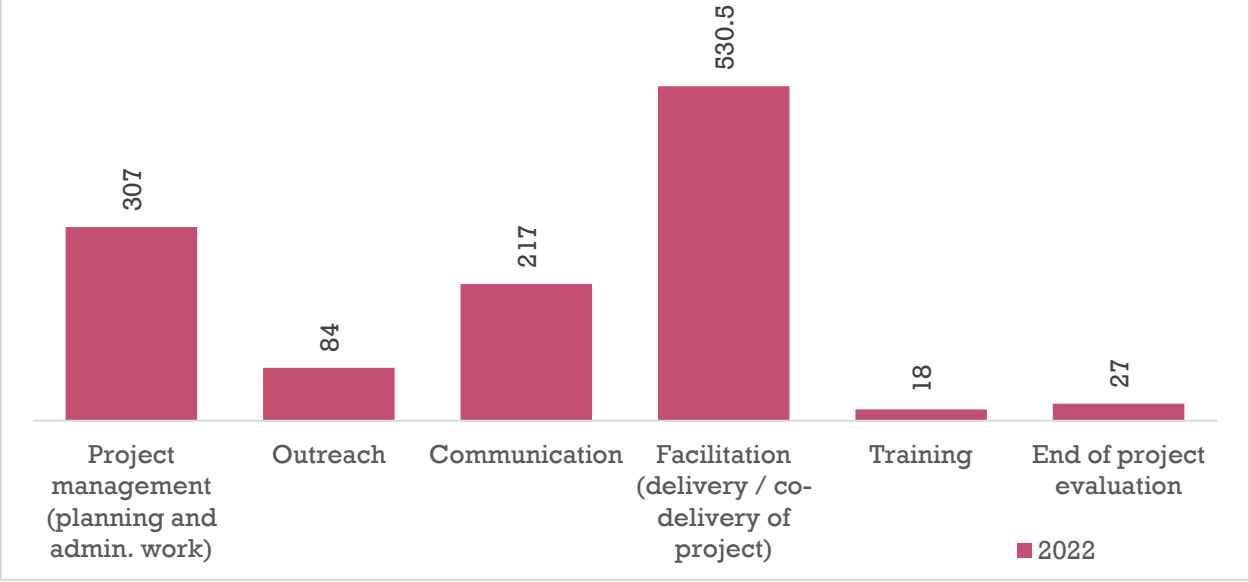
CD: Total number of hours spent on building relationships by project breakdown



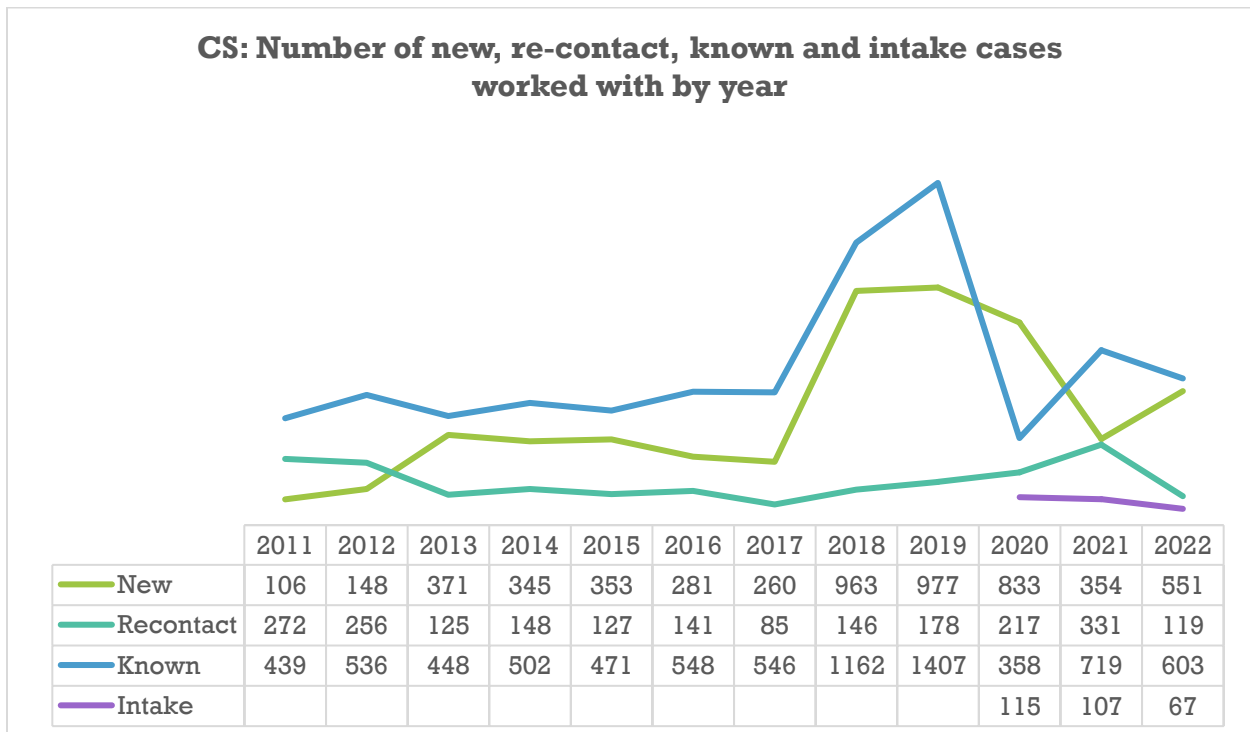
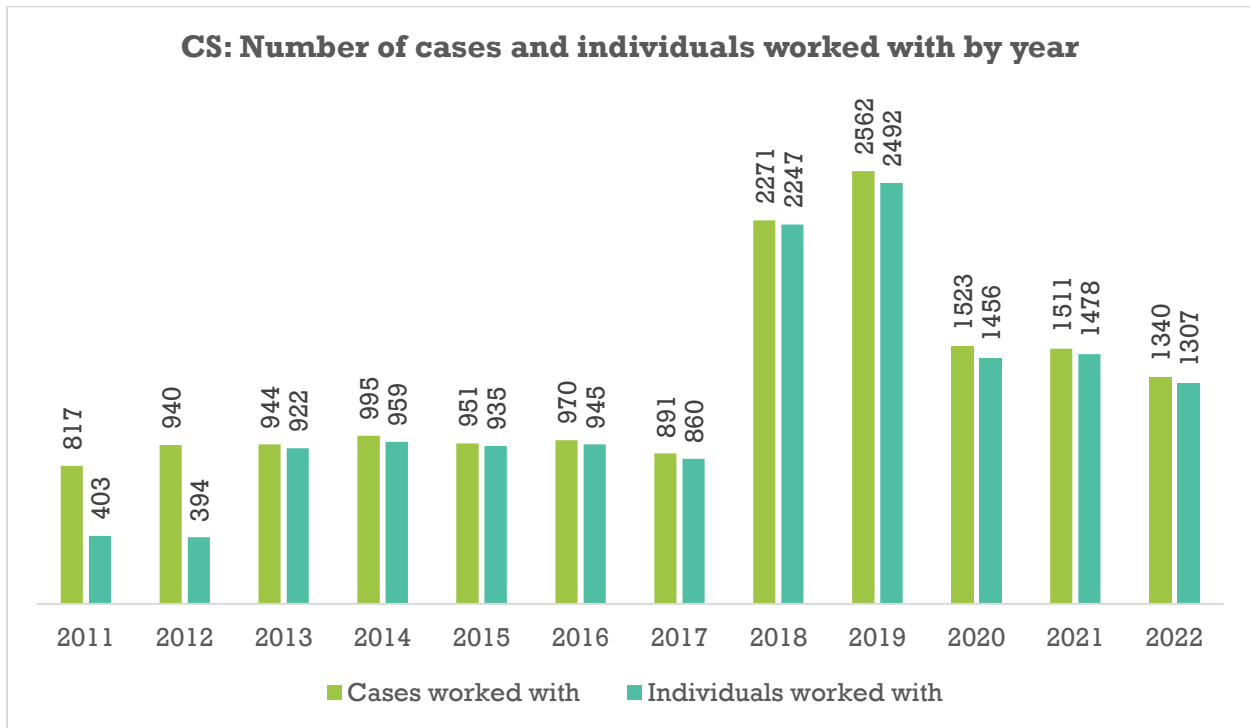
CD: Total number of hours spent on neighbourhood community care by project breakdown



CD: Total number of hours spent on other project by activity breakdown

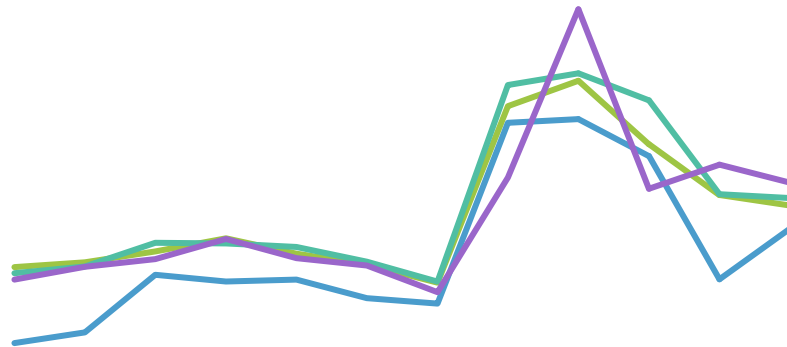


Community Services (CS) Case Activity¹⁴



¹⁴ Further services were added to the Community Service portfolio along the years and any changes in trends are likely to be a result of these additional services. See individual services for timeframes when they were added to the portfolio.

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



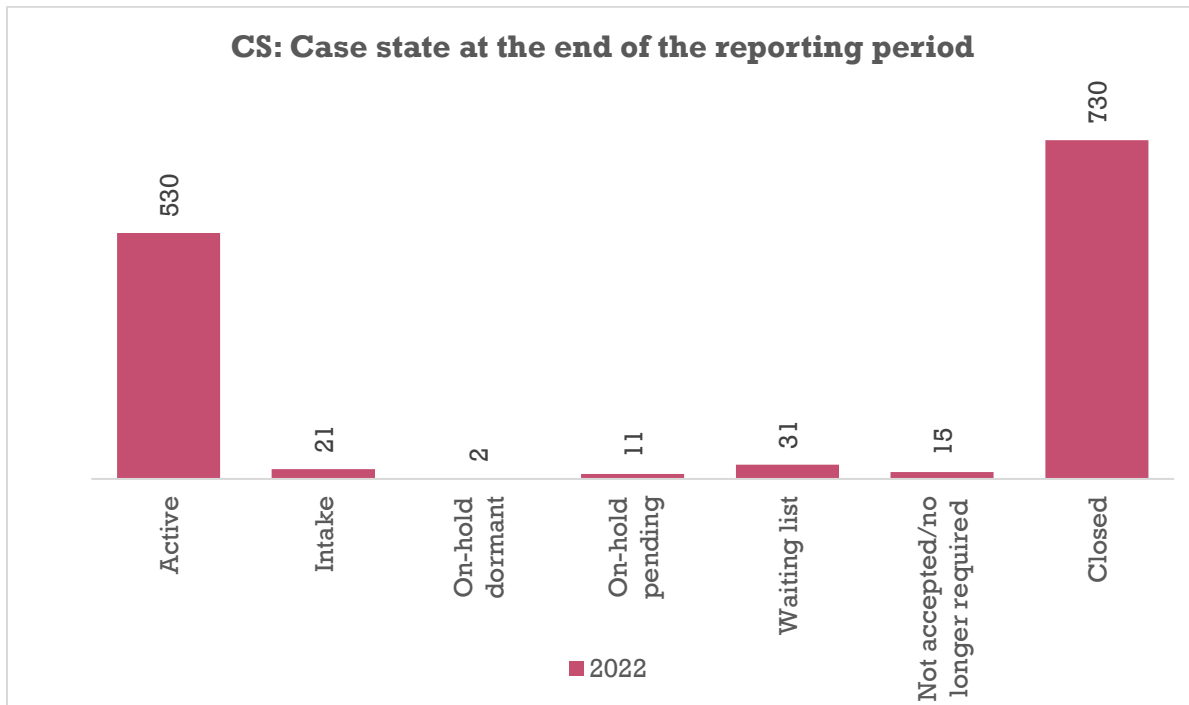
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	401	420	463	513	454	412	341	1028	1126	879	682	641
New & recontact cases	378	404	496	493	480	422	345	1109	1155	1050	685	670
New cases	106	148	371	345	353	281	260	963	977	833	354	551
Closed cases	353	403	432	511	436	408	304	750	1404	706	800	730

CS: Referrals by primary problem¹⁵				
	2019	2020	2021	2022
Addictive behaviour problems	19	7	7	2
Assault/rape/harassment/sexual abuse	1	4	1	1
Behaviour problems	16	19	7	-
Bereavement	7	0	0	1
Child abuse	8	8	17	11
Child care or access	29	9	8	9
Delinquency	11	0	0	0
Disability related issues	25	9	6	7
Domestic violence	16	12	13	7
Eating disorder	0	0	0	0
Elderly needs	27	11	6	9
Employment issues	101	76	52	37
Family relations/relationships	63	64	56	22
Financial difficulties	262	276	188	166
Fostering or adoption	0	1	1	0
Gender related issues	2	1	1	0
Health related issues	21	19	14	15
Homeless	59	56	43	50
Housing problems	113	75	53	74
Human trafficking	0	0	0	0
Lack of support or guidance	67	81	69	91
Legal issues	14	12	9	8
Loneliness	-	7	19	11
Marital problems	12	12	5	9
Mental health issues	76	64	52	34
Migrant related issues	9	0	2	10
Oppositional defiant behaviours	-	-	-	7
Parenting skills/child-parent relationship	-	-	-	24
Personality related issues	-	1	0	-
Pregnancy related issues	7	1	2	0
Relationship problems	27	9	9	10
School related problems	5	3	9	9
Self-harm or suicide	2	2	4	1
Separation related issues	19	9	7	8
Sex work related issues	0	0	0	0
Other	21	30	17	7
Not specified	87	1	5	1
Total	1126	879	682	641

¹⁵ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.

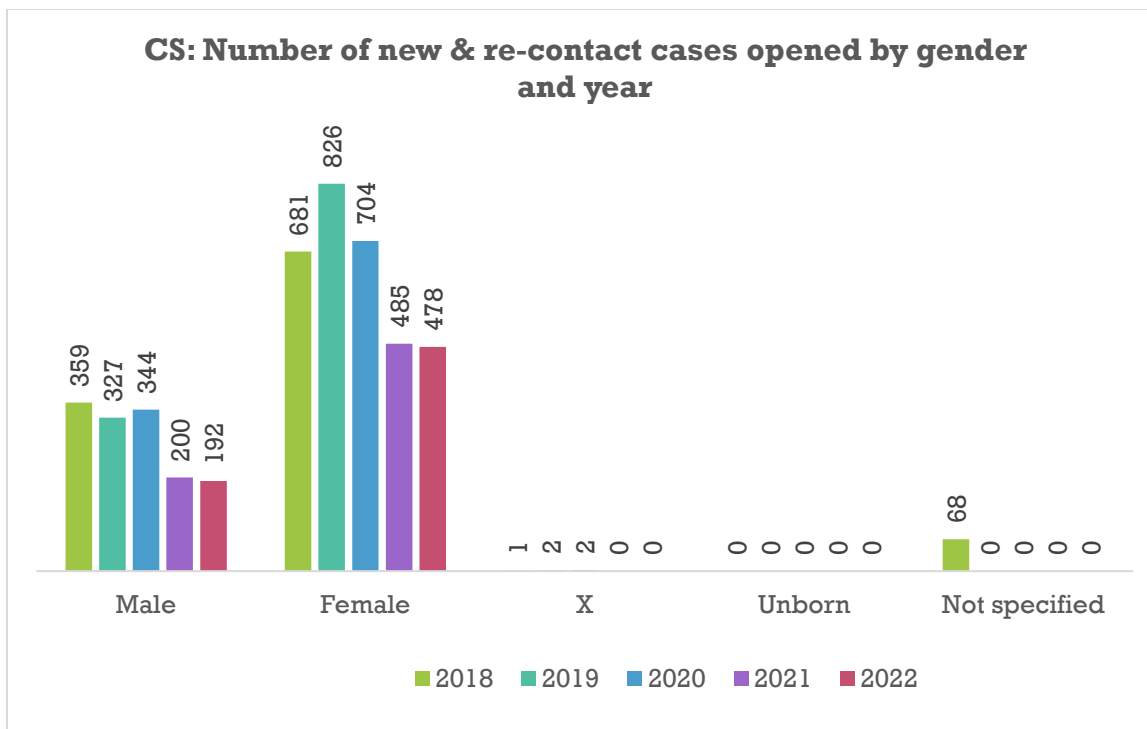
CS: Number of cases worked with by Community Service January – December 2022					
	New	Re-contact	Known	Intake	Total cases worked with
Birkirkara	30	8	42	4	84
Cottonera	81	38	90	1	210
Mosta	50	8	50	6	114
Msida	20	4	22	7	53
Northern Harbour	11	0	1	1	13
Paolo Friere	32	10	52	1	95
Qawra	128	21	98	19	266
Southern	76	1	89	4	170
Valletta	30	23	69	1	123
Western	39	2	58	2	101
Zabbar	54	4	32	21	111
Total	551	119	603	67	1340

CS: Number of referrals, new cases, new & re-contacts cases, and closed cases by Community Service January – December 2022				
	Referred	New & re-contact	New	Closed
Birkirkara	40	38	30	64
Cottonera	119	119	81	110
Mosta	41	58	50	78
Msida	31	24	20	35
Northern Harbour	12	11	11	7
Paolo Friere	43	42	32	55
Qawra	149	149	128	123
Southern	77	77	76	90
Valletta	44	53	30	61
Western	35	41	39	64
Zabbar	50	58	54	43
Total	641	670	551	730



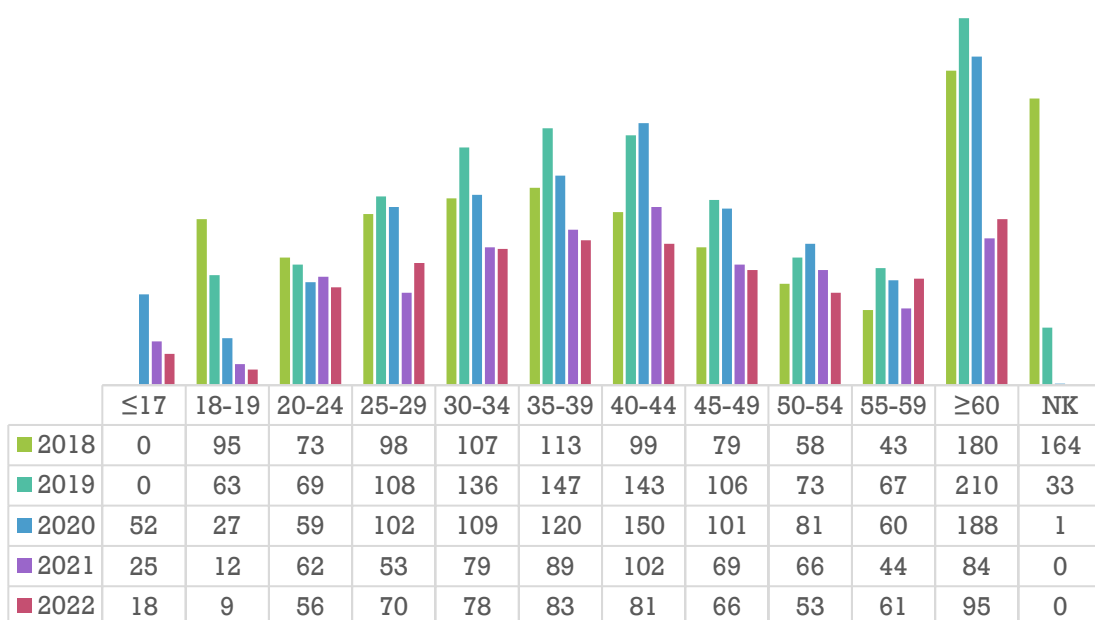
Note¹⁶

Details Regarding New and Re-contact Cases Opened



¹⁶ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

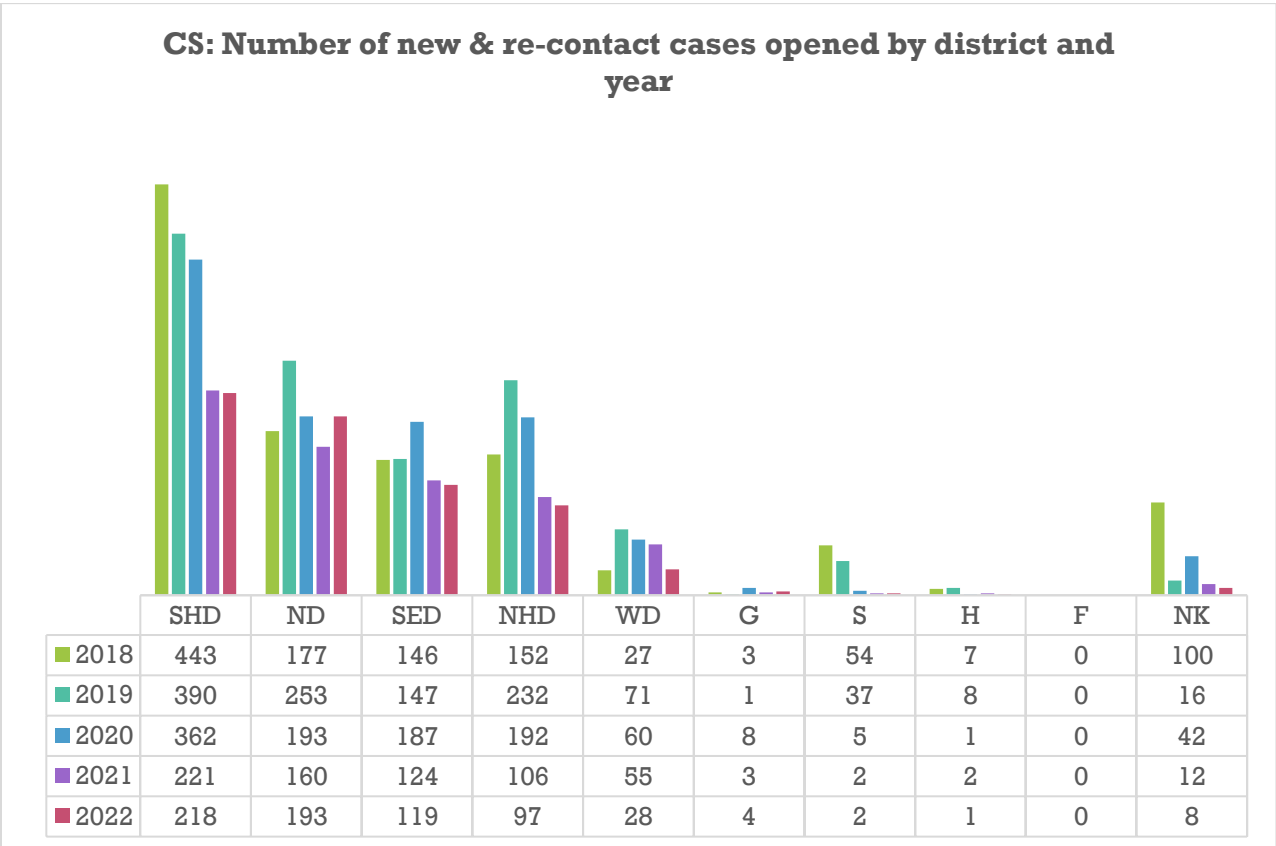
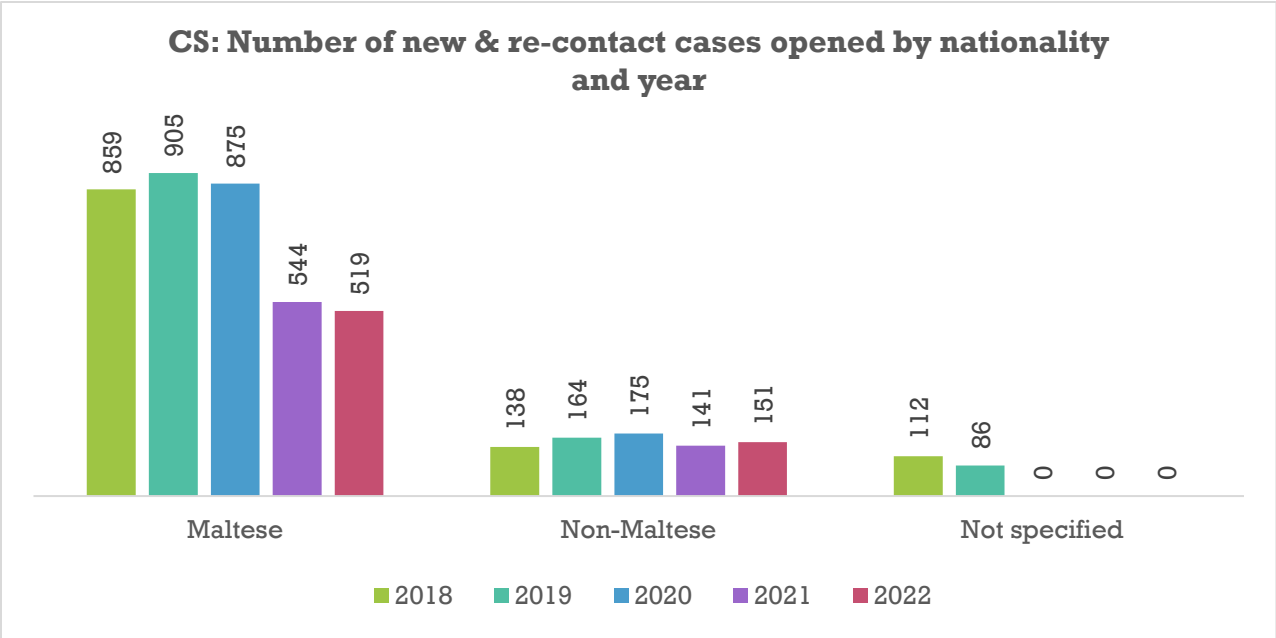
CS: Number of new & re-contact cases opened by age category and year



Graph Key¹⁷

CS: New & re-contact cases opened by age category and gender January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
≤17	8	10	0	-	0	18
18-19	2	7	0	-	0	9
20-24	16	40	0	-	0	56
25-29	20	50	0	-	0	70
30-34	15	63	0	-	0	78
35-39	14	69	0	-	0	83
40-44	24	57	0	-	0	81
45-49	25	41	0	-	0	66
50-54	13	40	0	-	0	53
55-59	22	39	0	-	0	61
>60	33	62	0	-	0	95
Not specified	0	0	0	-	0	0
Total	192	478	0	-	0	670

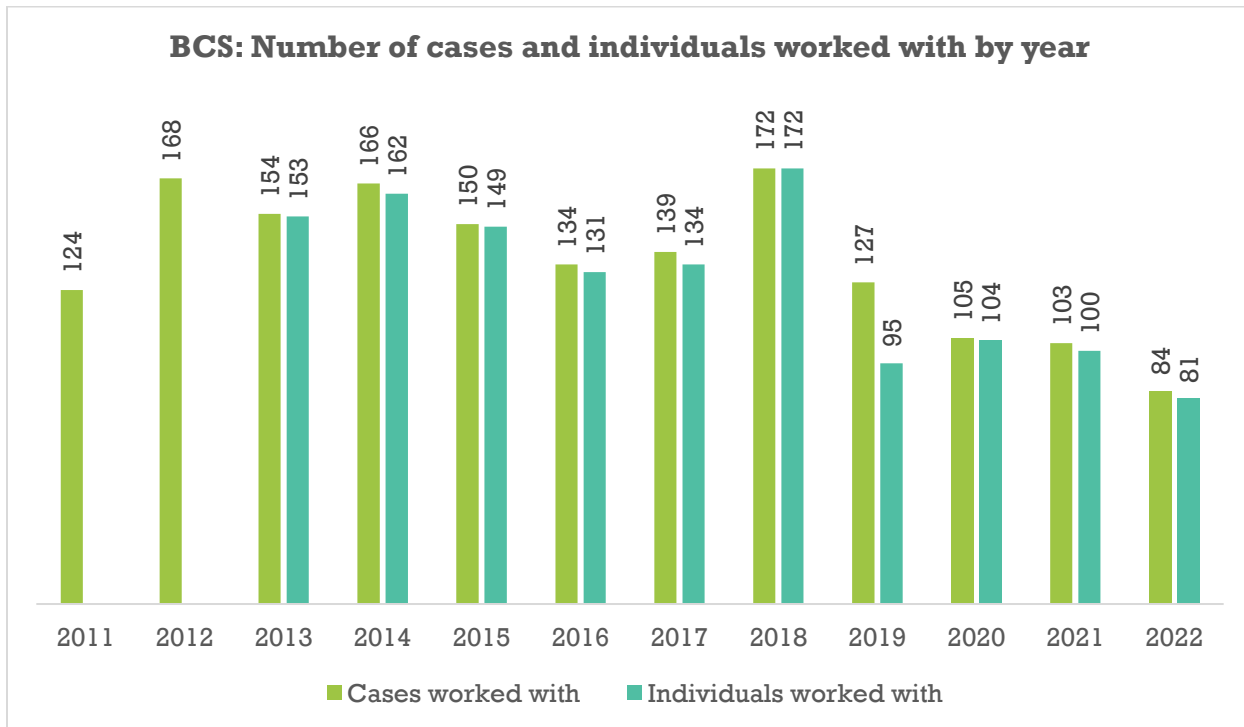
¹⁷ NK: Not Specified.



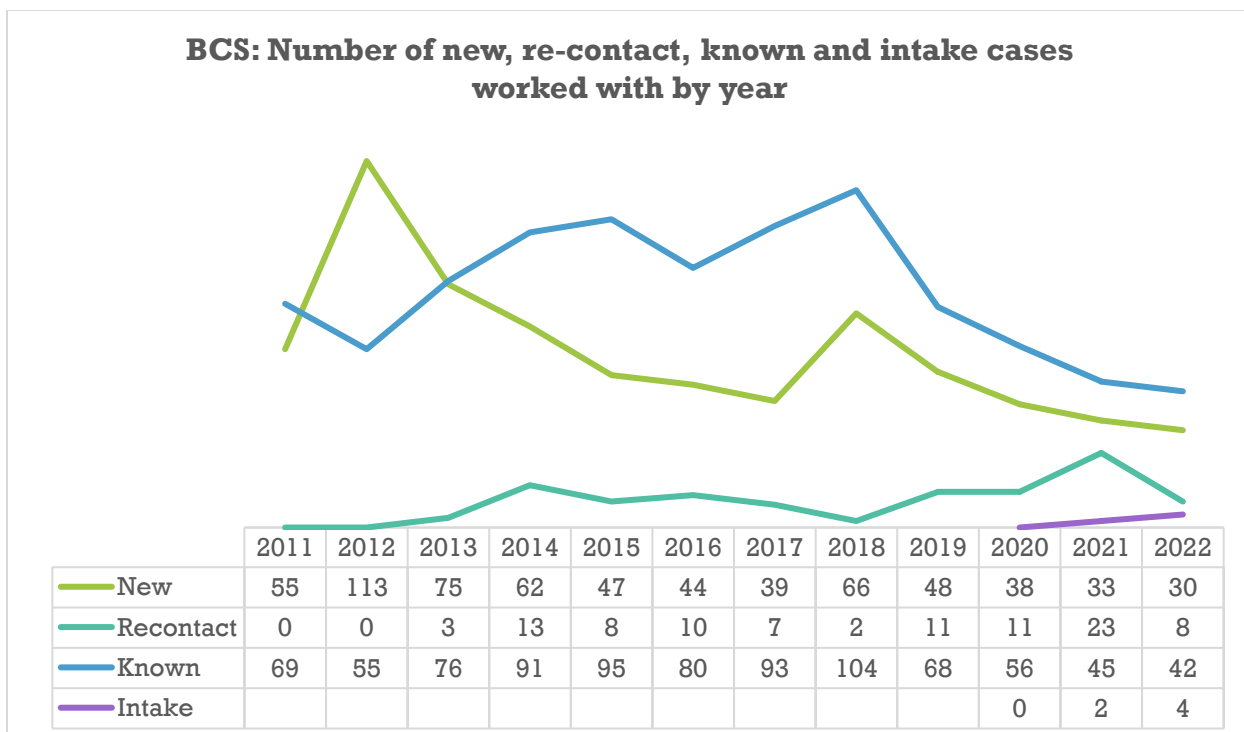
Graph Key¹⁸

¹⁸ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Birkirkara (BCS) Case Activity¹⁹



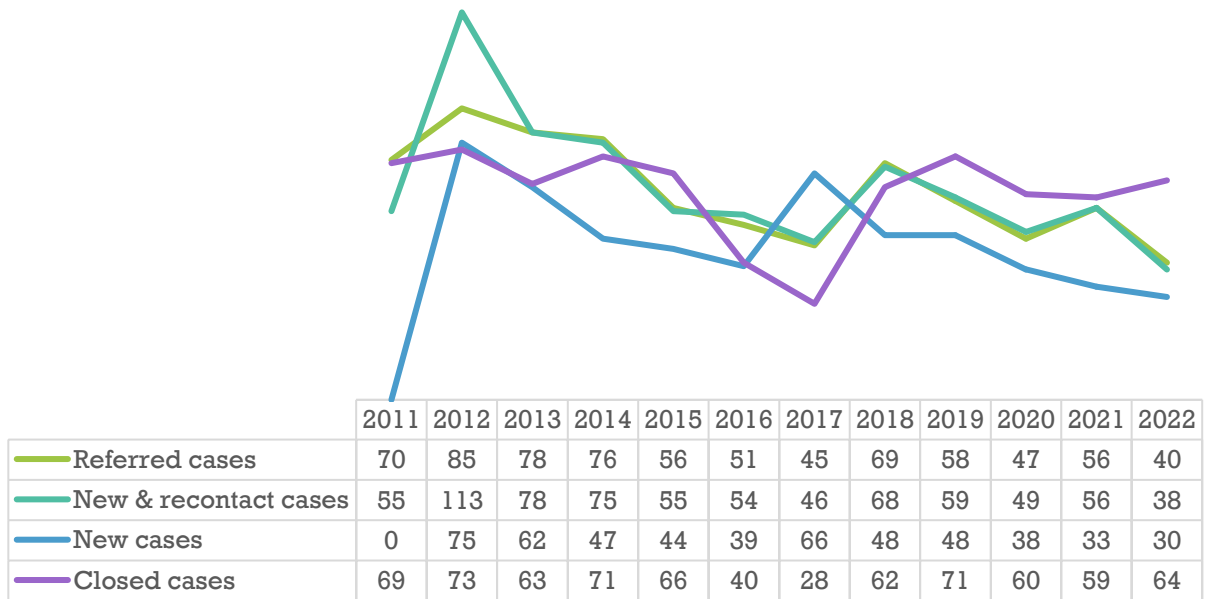
Note²⁰



¹⁹ A new data collection system and reporting format were introduced in 2019.

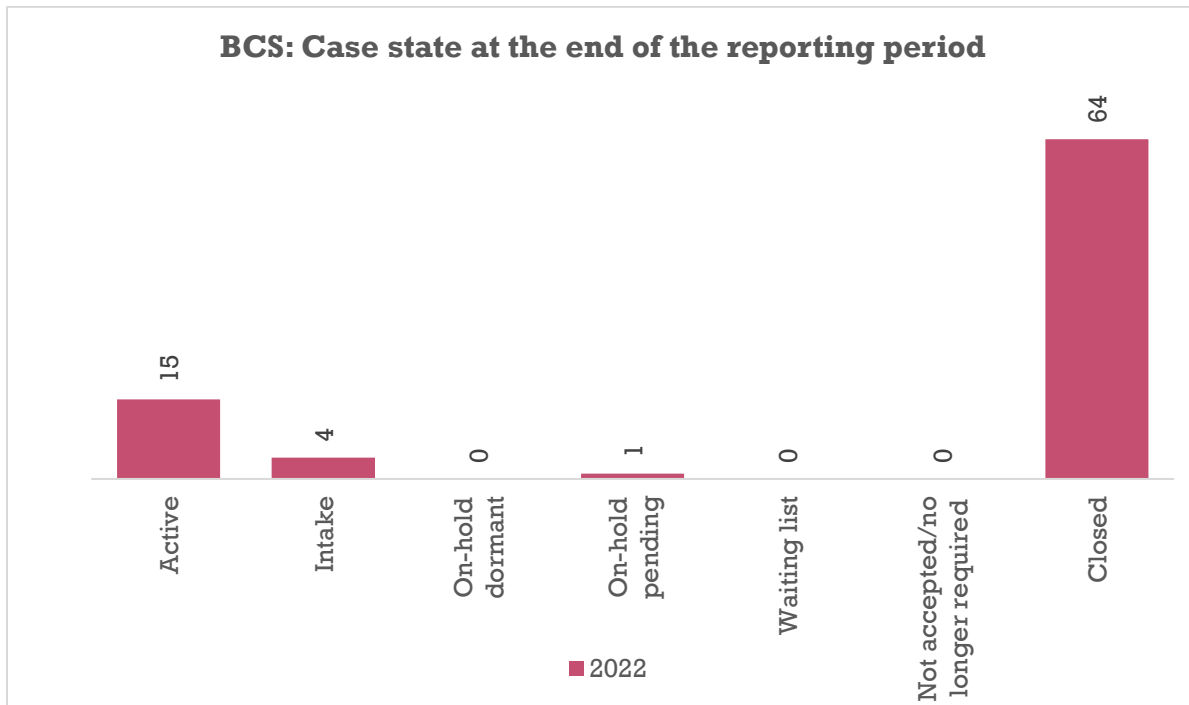
²⁰ Individual level data was not available prior to 2013.

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



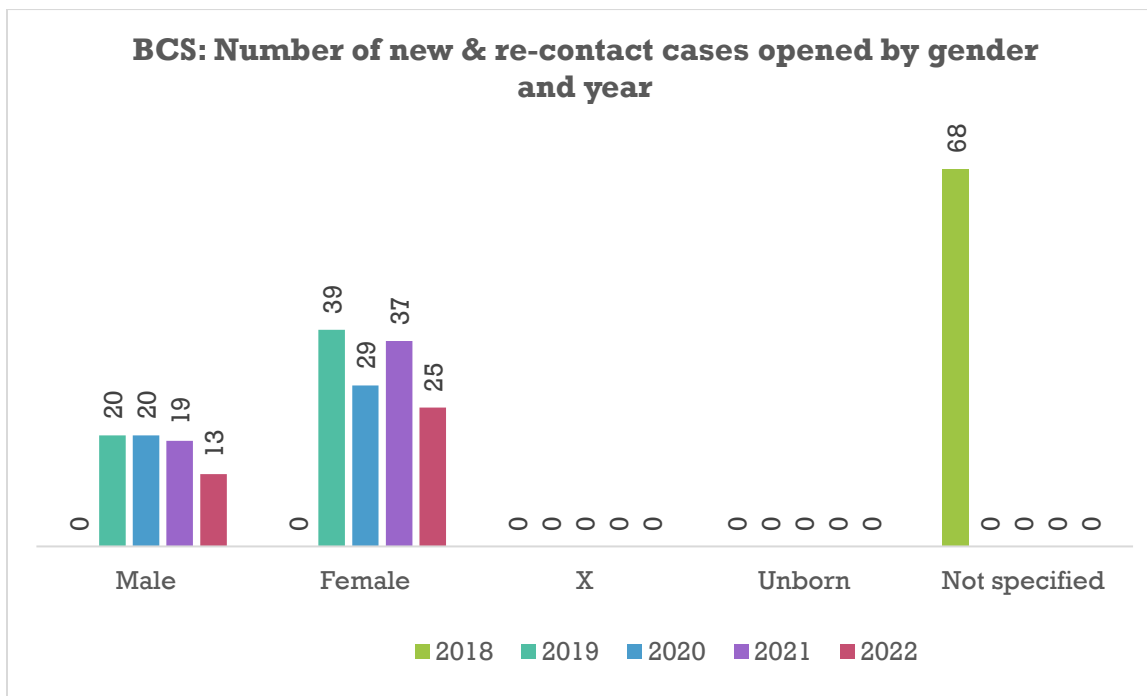
BCS: Referrals by primary problem²¹				
	2019	2020	2021	2022
Addictive behaviour problems	0	1	0	0
Assault/rape/harassment/sexual abuse	1	0	0	1
Behaviour problems	1	2	1	-
Bereavement	0	0	0	0
Child abuse	0	0	0	0
Child care or access	0	0	1	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	2	0	1	0
Eating disorder	0	0	0	0
Elderly needs	0	0	1	0
Employment issues	0	2	4	4
Family relations/relationships	8	5	3	3
Financial difficulties	11	11	12	10
Fostering or adoption	0	0	0	0
Gender related issues	0	0	1	0
Health related issues	1	0	0	0
Homeless	7	7	7	8
Housing problems	4	4	6	2
Human trafficking	0	0	0	0
Lack of support or guidance	8	8	6	2
Legal issues	3	2	0	0
Loneliness	0	0	0	0
Marital problems	2	1	0	1
Mental health issues	8	4	9	4
Migrant related issues	0	0	2	0
Oppositional defiant behaviours	-	-	-	0
Parenting skills/child-parent relationship	-	-	-	4
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	1	0	0	1
School related problems	1	0	0	0
Self-harm or suicide	0	0	0	0
Separation related issues	0	0	1	0
Sex work related issues	0	0	0	0
Other	0	0	1	0
Not specified	0	0	0	0
Total	58	47	56	40

²¹ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



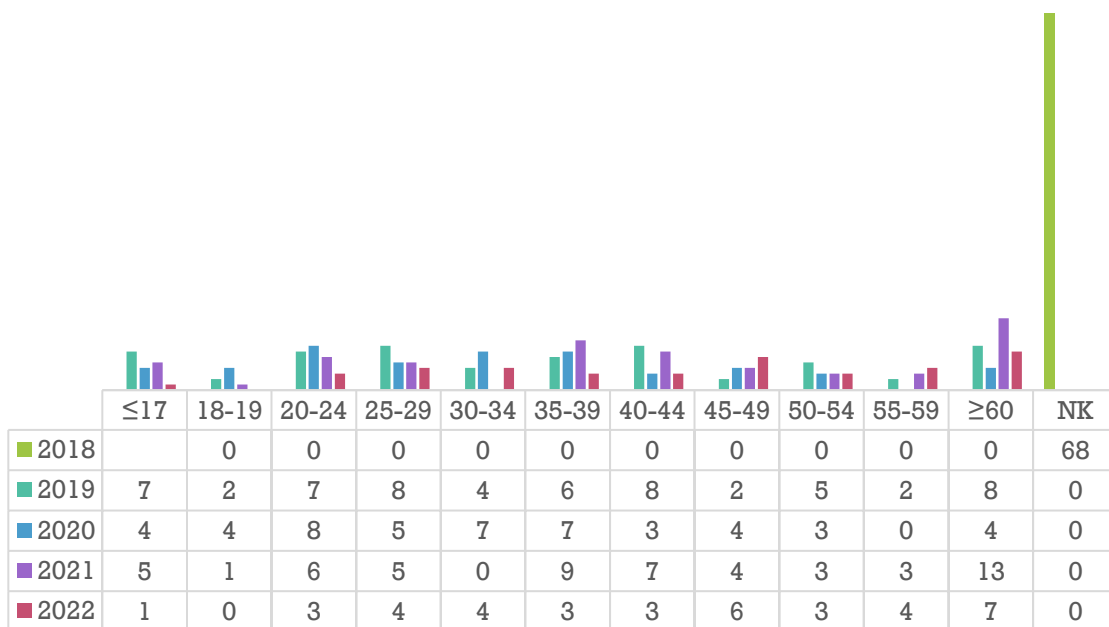
Note²²

Details Regarding New and Re-contact Cases Opened



²² The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

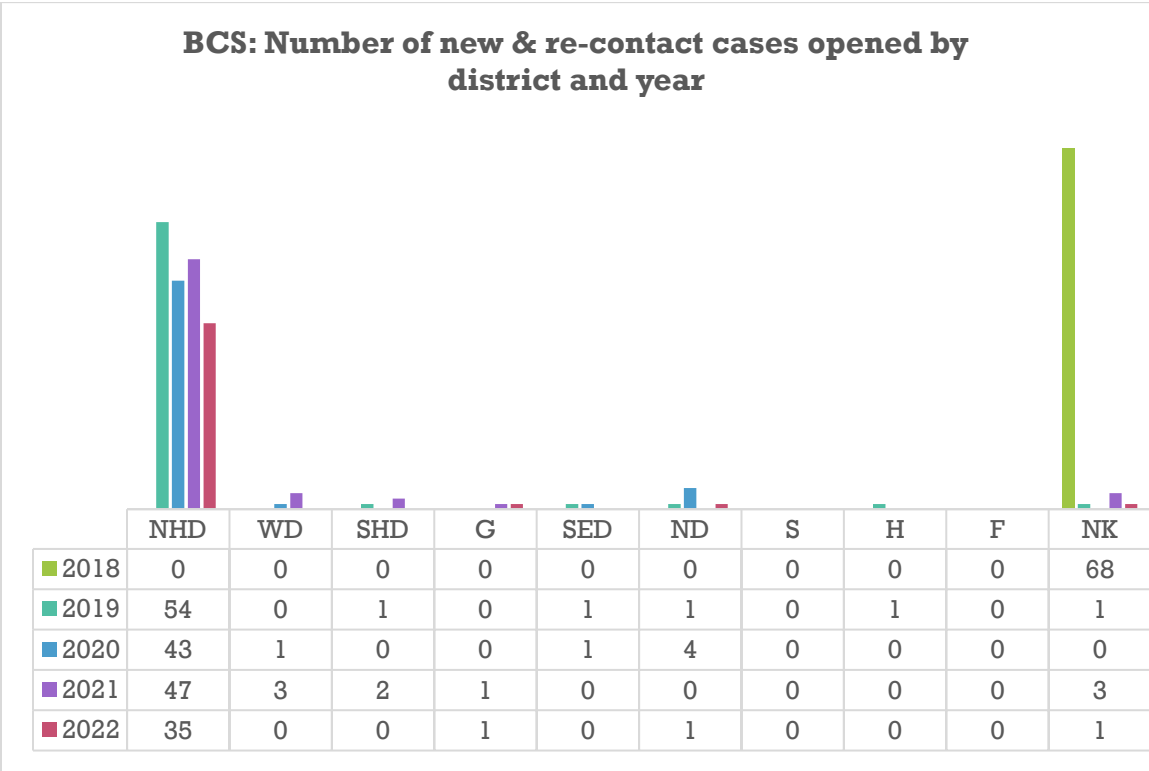
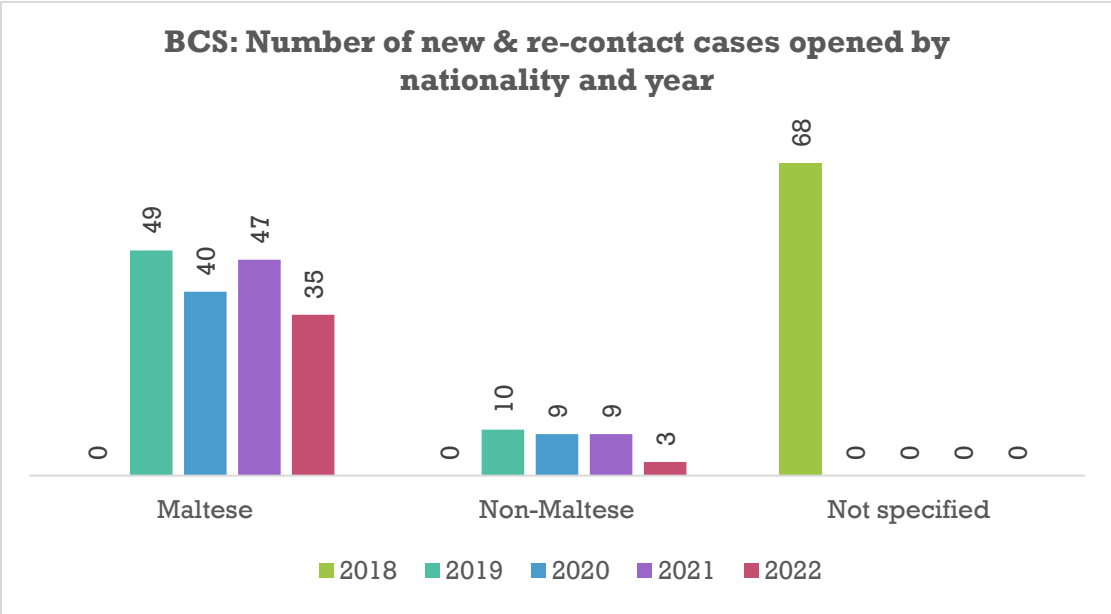
BCS: Number of new & re-contact cases opened by age category and year



Graph Key²³

BCS: New & re-contact cases opened by age category and gender January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	-	0	1
18-19	0	0	0	-	0	0
20-24	0	3	0	-	0	3
25-29	1	3	0	-	0	4
30-34	1	3	0	-	0	4
35-39	2	1	0	-	0	3
40-44	0	3	0	-	0	3
45-49	2	4	0	-	0	6
50-54	1	2	0	-	0	3
55-59	2	2	0	-	0	4
>60	4	3	0	-	0	7
Not specified	0	0	0	-	0	0
Total	13	25	0	-	0	38

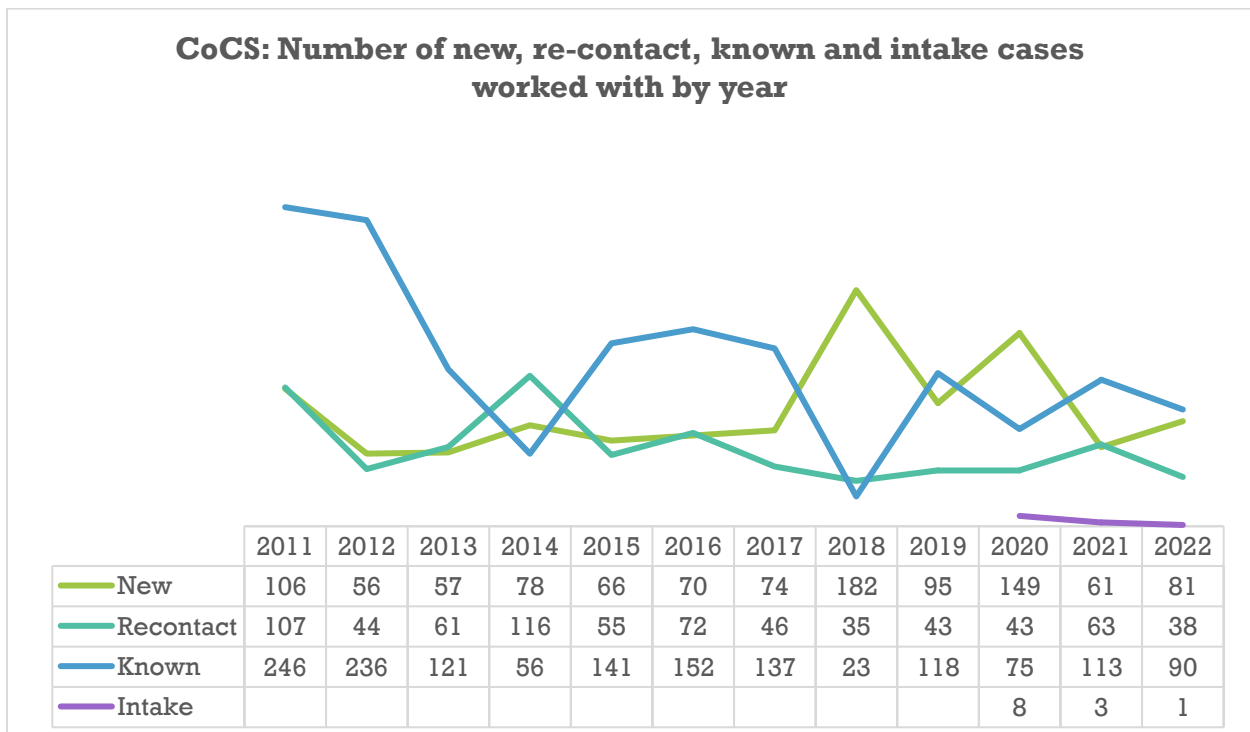
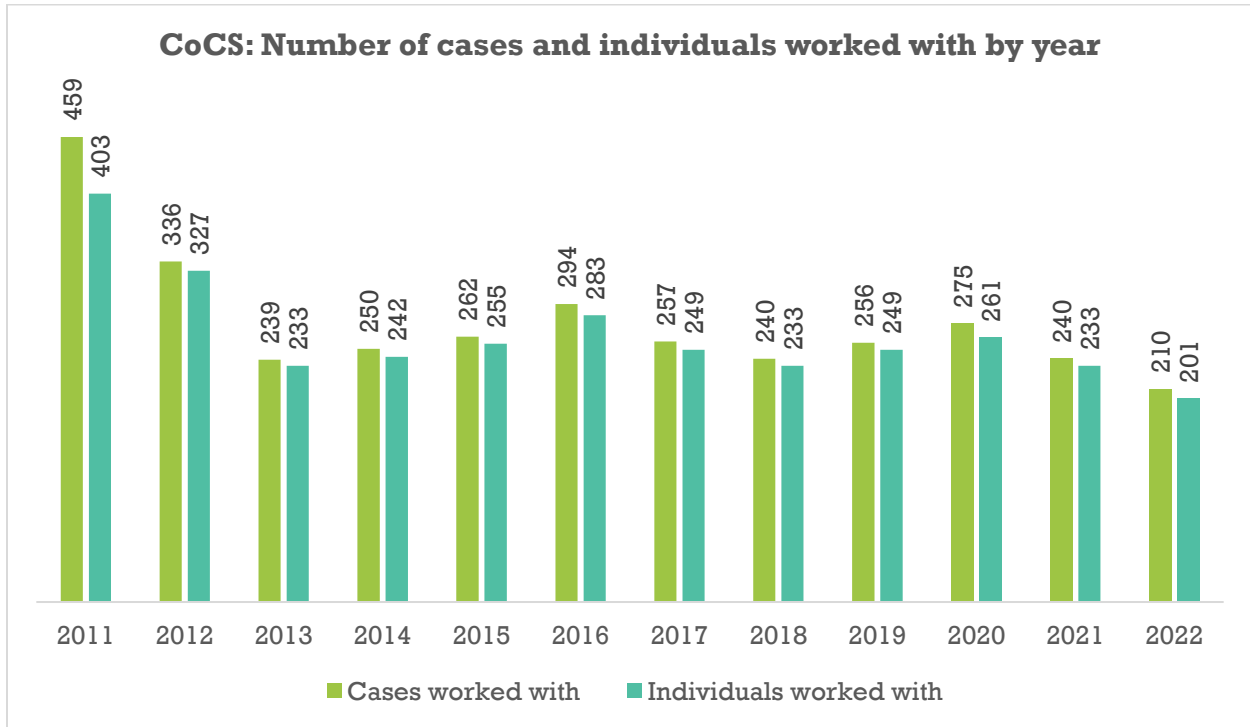
²³ NK: Not Specified.



Graph Key²⁴

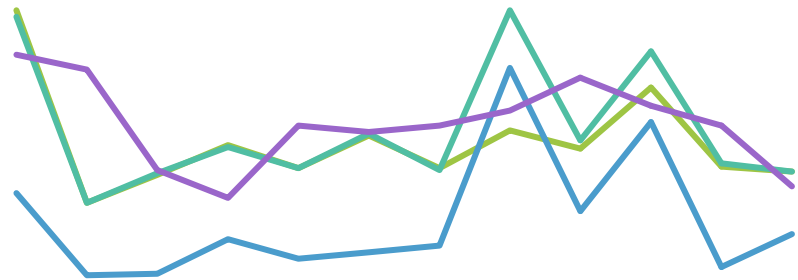
²⁴ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Cottonera (CoCS) Case Activity²⁵



²⁵ A new data collection system and reporting format were introduced in 2019.

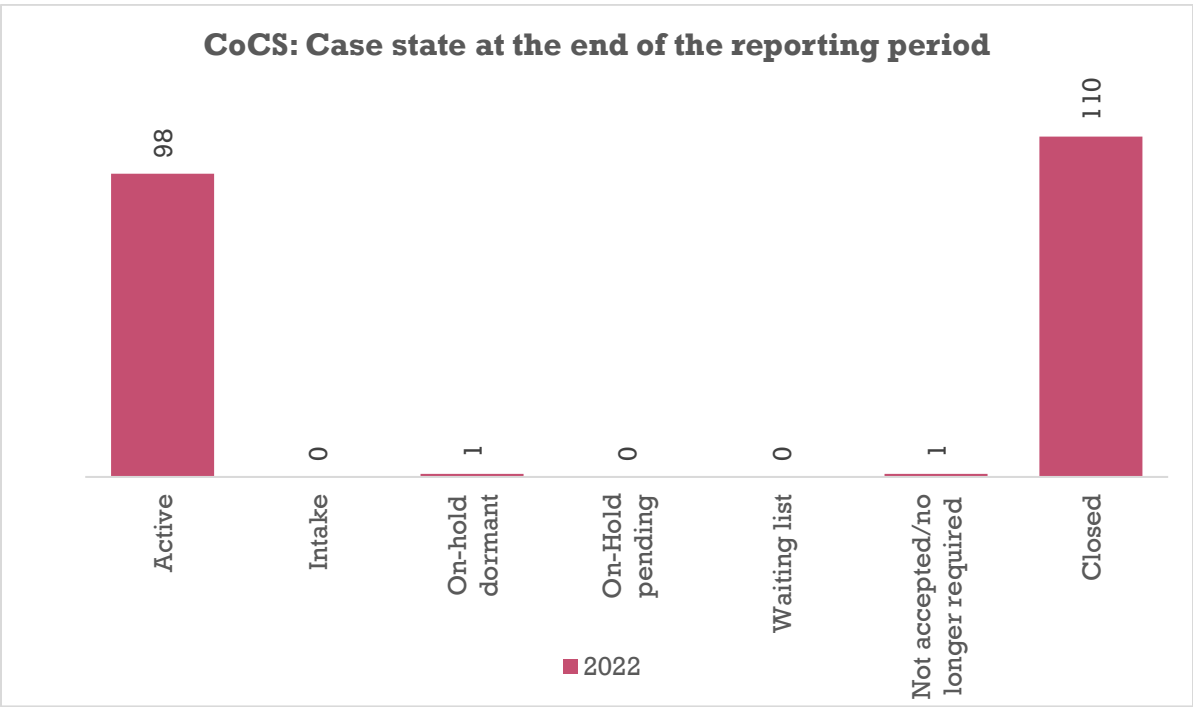
CoCS: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	217	100	117	135	121	141	121	144	133	170	122	119
New & recontact cases	213	100	118	134	121	142	120	217	138	192	124	119
New cases	106	56	57	78	66	70	74	182	95	149	61	81
Closed cases	190	181	120	103	147	143	147	156	176	159	147	110

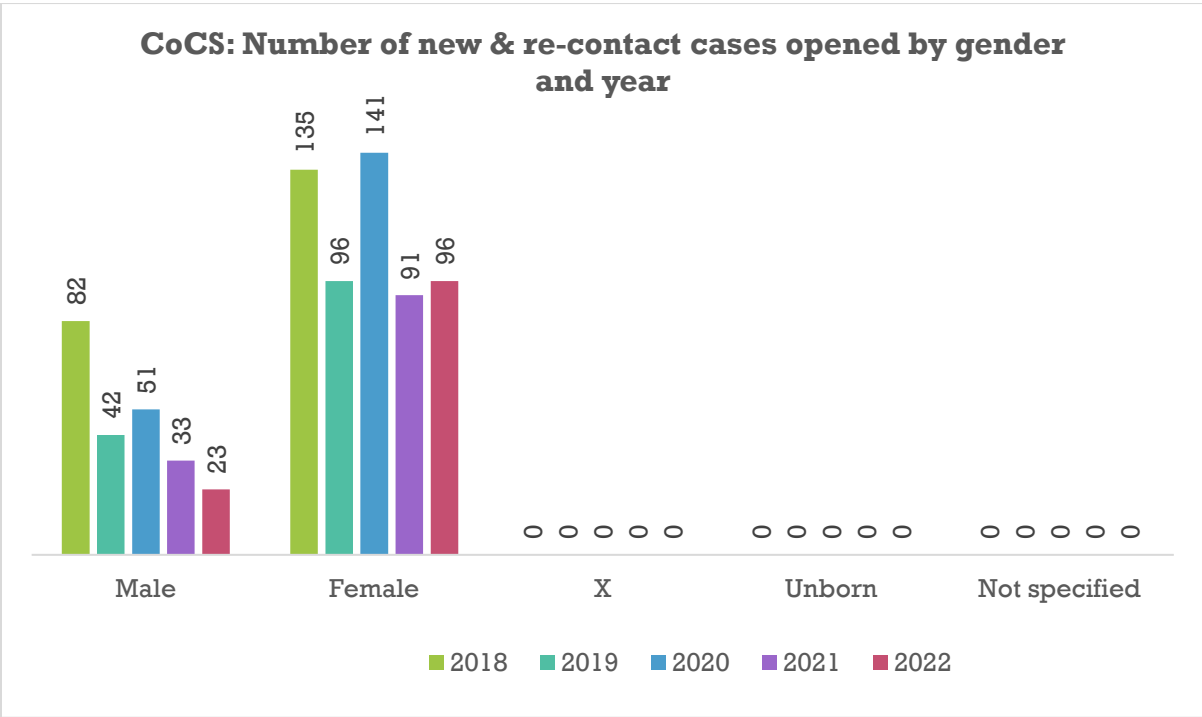
CoCS: Referrals by primary problem²⁶				
	2019	2020	2021	2022
Addictive behaviour problems	2	1	0	0
Assault/rape/harassment/sexual abuse	0	1	1	0
Behaviour problems	4	3	1	-
Bereavement	0	0	0	0
Child abuse	1	2	3	3
Child care or access	4	3	9	2
Delinquency	0	0	0	0
Disability related issues	1	1	0	0
Domestic violence	3	1	2	1
Eating disorder	0	0	0	0
Elderly needs	2	3	0	0
Employment issues	2	16	14	8
Family relations/relationships	8	11	3	3
Financial difficulties	19	57	38	28
Fostering or adoption	0	0	0	0
Gender related issues	0	1	0	0
Health related issues	4	3	3	3
Homeless	9	3	1	5
Housing problems	21	18	12	27
Human trafficking	0	0	0	0
Lack of support or guidance	9	12	16	22
Legal issues	3	3	1	2
Loneliness	0	0	3	0
Marital problems	5	2	1	0
Mental health issues	20	13	7	5
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	-	1
Parenting skills/child-parent relationship	-	-	-	1
Personality related issues	0	0	0	0
Pregnancy related issues	2	0	0	0
Relationship problems	11	4	2	3
School related problems	0	1	0	1
Self-harm or suicide	1	0	0	0
Separation related issues	1	1	1	2
Sex work related issues	0	0	0	0
Other	1	10	3	1
Not specified	0	0	1	1
Total	133	170	122	119

²⁶ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



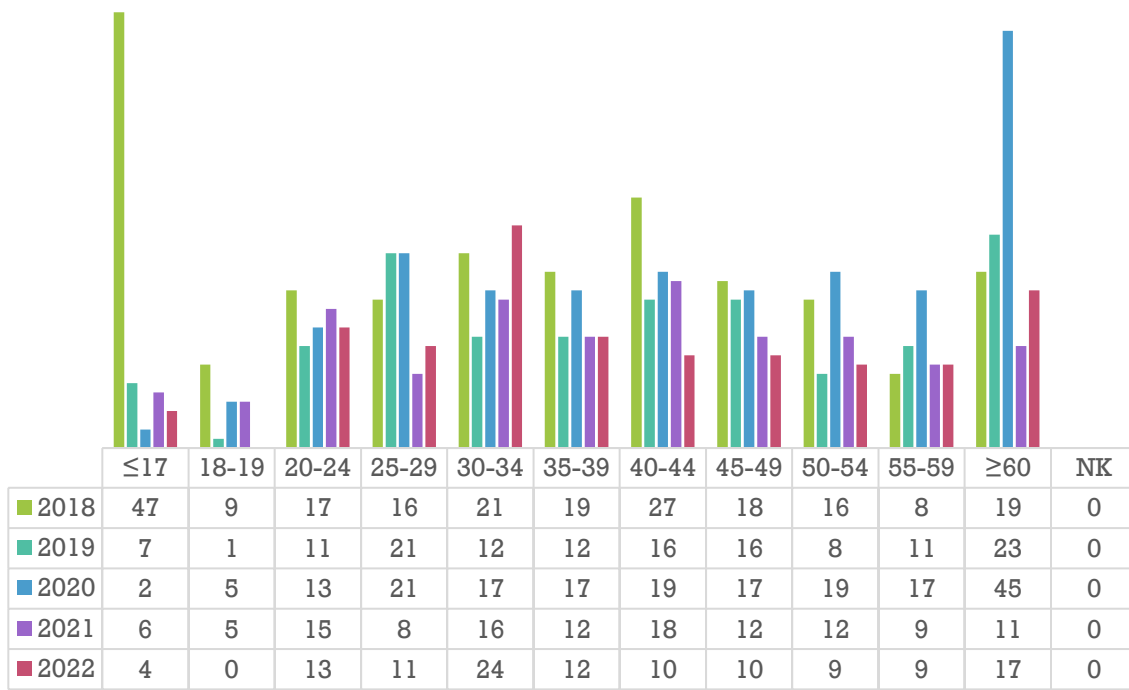
Note²⁷

Details Regarding New and Re-contact Cases Opened



²⁷ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

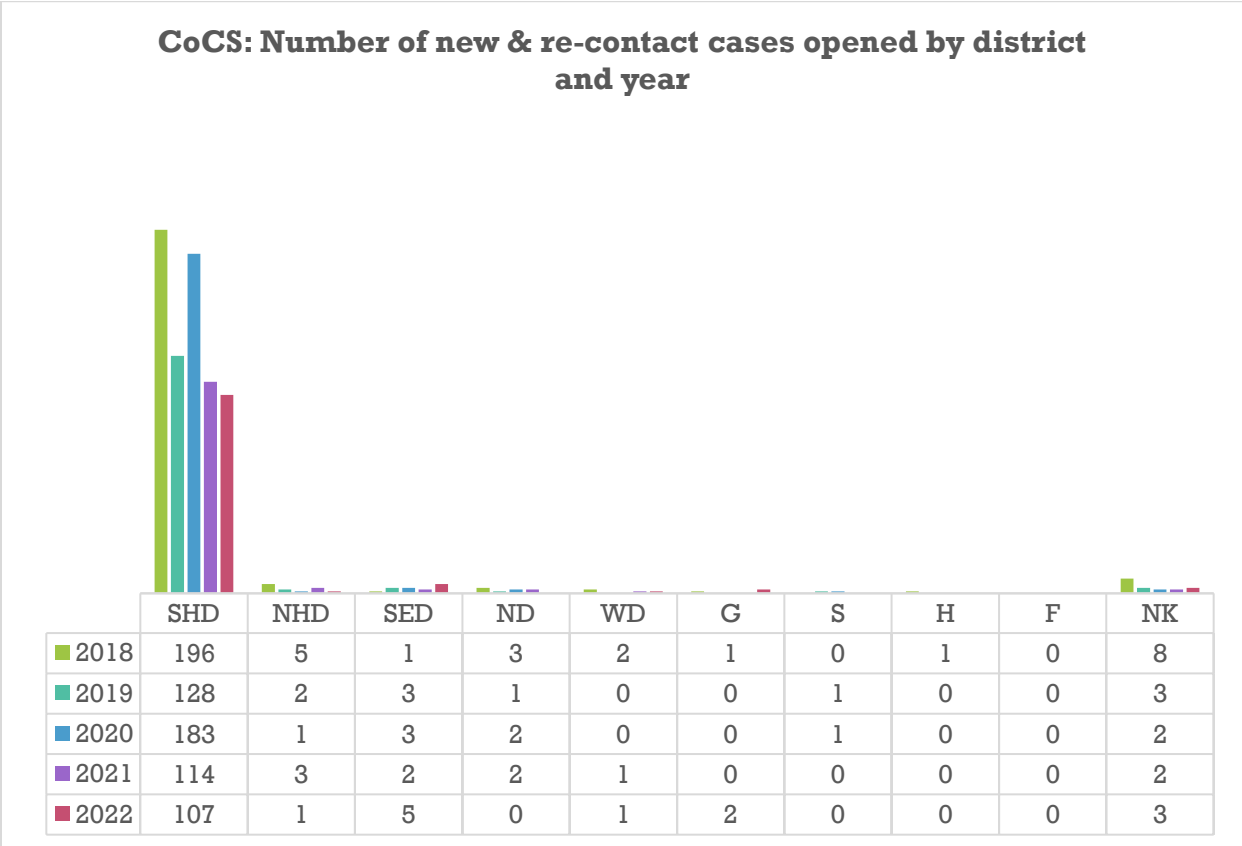
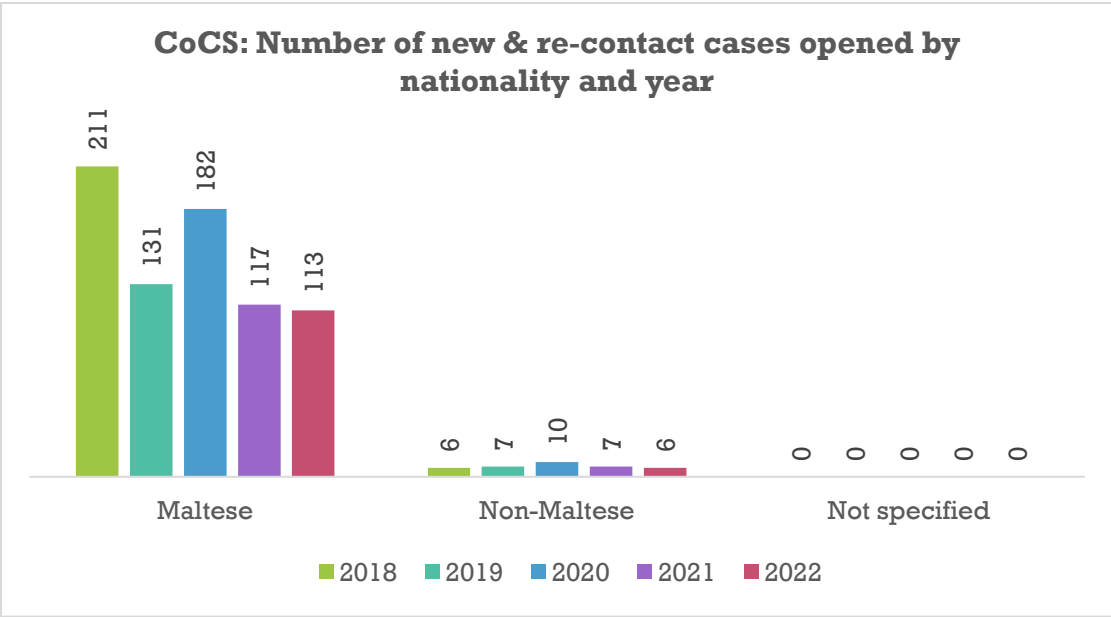


Graph Key²⁸

**CoCS: New & re-contact cases opened by age category and gender
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	0	4	0	-	0	4
18-19	0	0	0	-	0	0
20-24	2	11	0	-	0	13
25-29	2	9	0	-	0	11
30-34	2	22	0	-	0	24
35-39	2	10	0	-	0	12
40-44	2	8	0	-	0	10
45-49	3	7	0	-	0	10
50-54	3	6	0	-	0	9
55-59	2	7	0	-	0	9
≥60	5	12	0	-	0	17
Not specified	0	0	0	-	0	0
Total	23	96	0	-	0	119

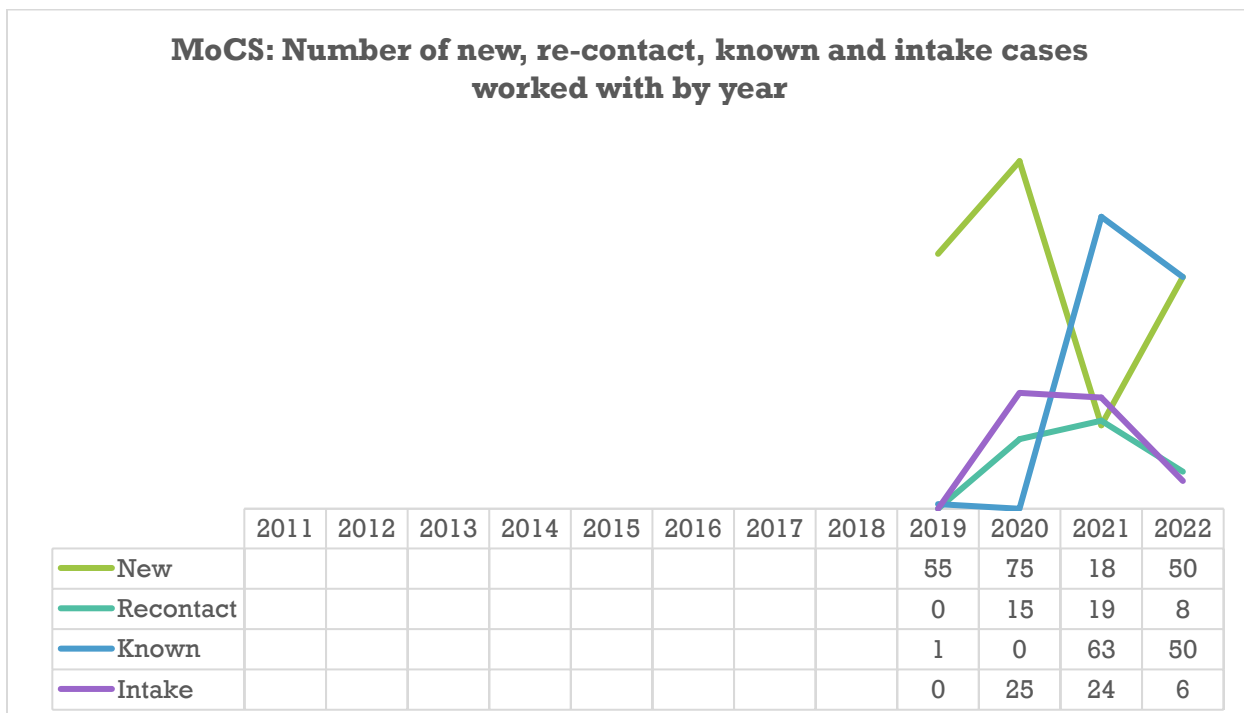
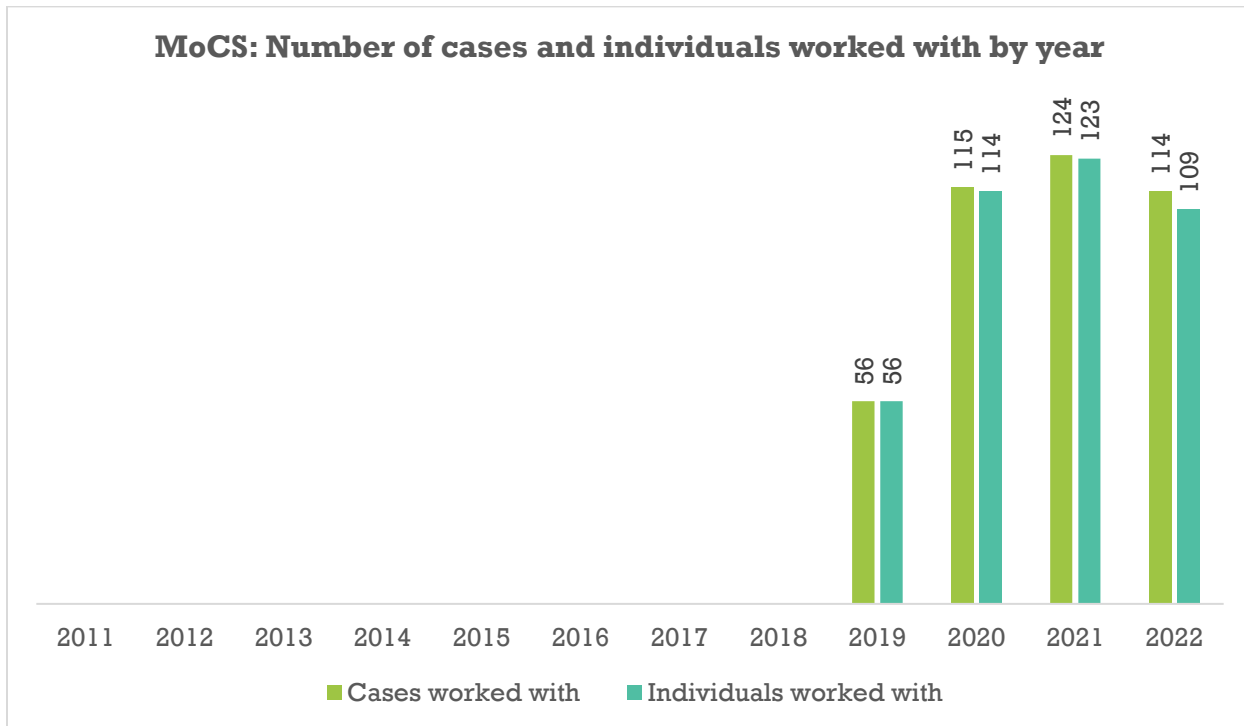
²⁸ NK: Not Specified.



Graph Key²⁹

²⁹ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Mosta (MoCS) Case Activity³⁰



Note³¹

³⁰ Service started reporting data in 2019. The service started using the online system in 2020.

³¹ With the introduction of a new online system, all known cases had to be re-inputted in 2020 and these were automatically registered as new.

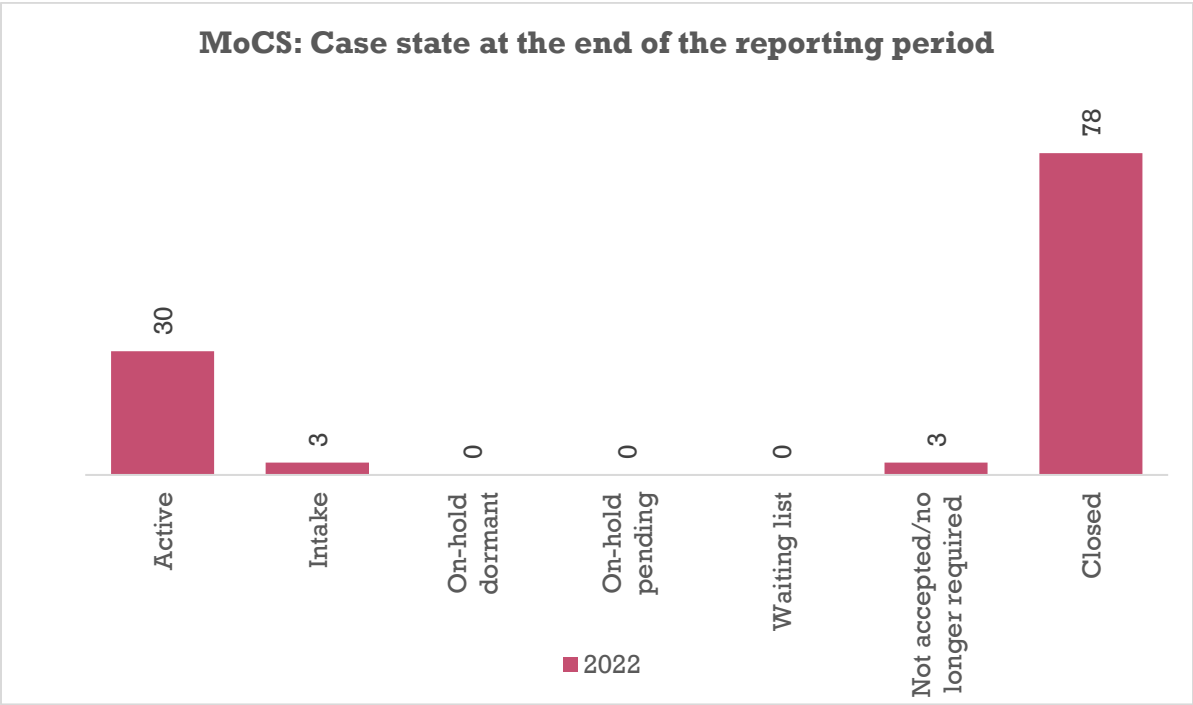
MoCS: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases									57	64	36	41
New & recontact cases									55	90	37	58
New cases									55	75	18	50
Closed cases									9	27	50	78

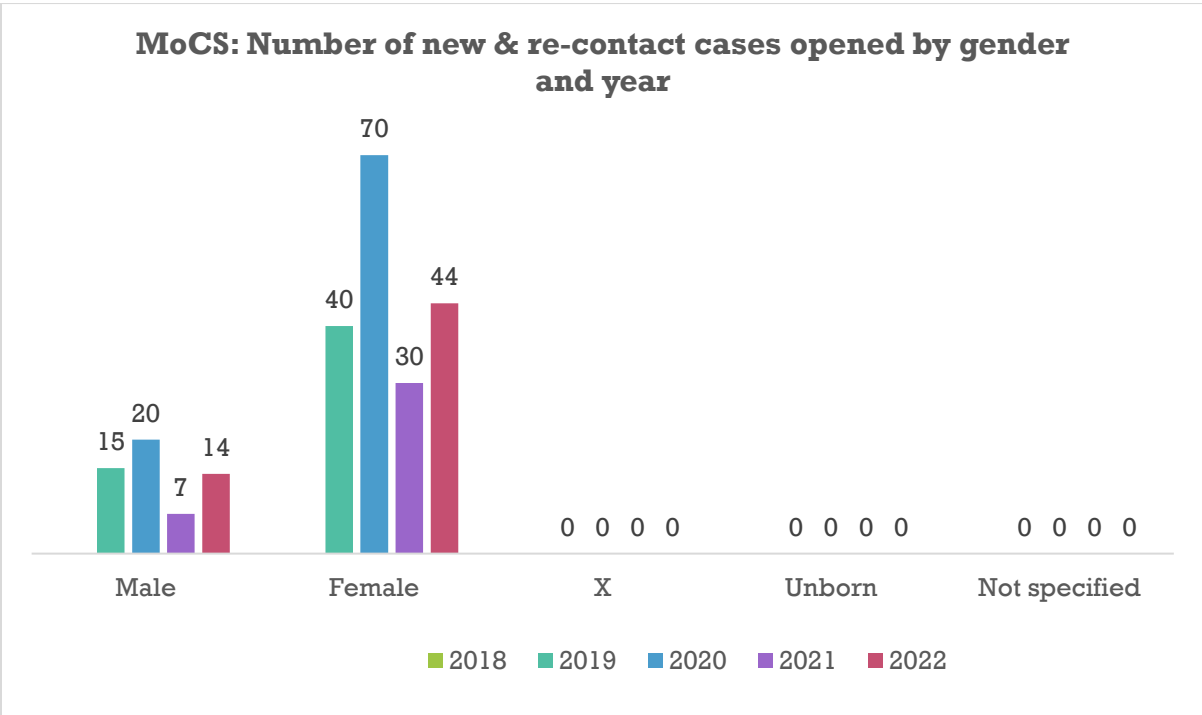
MoCS: Referrals by primary problem³²				
	2019	2020	2021	2022
Addictive behaviour problems	0	1	0	0
Assault/rape/harassment/sexual abuse	0	1	0	0
Behaviour problems	5	2	0	-
Bereavement	0	0	0	0
Child abuse	0	1	0	1
Child care or access	8	1	5	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	0	2	1	1
Eating disorder	0	0	0	0
Elderly needs	0	0	0	0
Employment issues	2	2	3	1
Family relations/relationships	5	14	1	1
Financial difficulties	2	5	6	10
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	2	1	2
Homeless	0	2	3	2
Housing problems	8	3	1	2
Human trafficking	0	0	0	0
Lack of support or guidance	22	12	4	4
Legal issues	1	0	0	1
Loneliness	0	1	0	1
Marital problems	0	2	1	2
Mental health issues	1	9	5	4
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	-	2
Parenting skills/child-parent relationship	-	-	-	4
Personality related issues	0	1	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	2	1	1
School related problems	0	0	3	1
Self-harm or suicide	0	0	0	0
Separation related issues	0	1	1	1
Sex work related issues	0	0	0	0
Other	3	0	0	0
Not specified	0	0	0	0
Total	57	64	36	41

³² Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



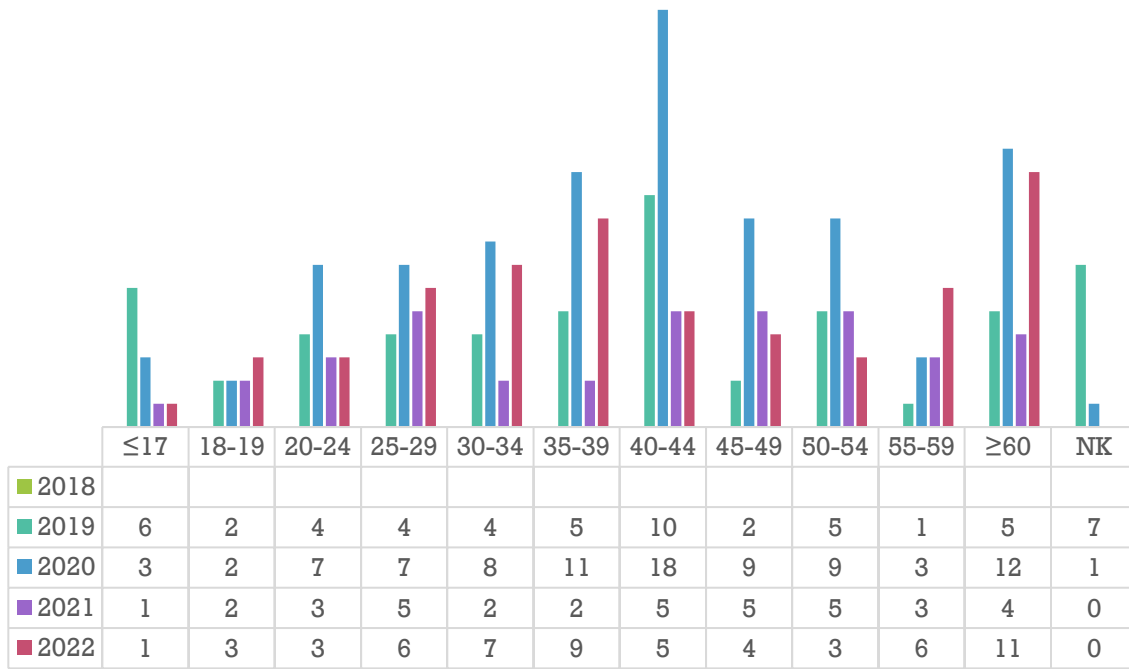
Note³³

Details Regarding New and Re-contact Cases Opened



³³ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

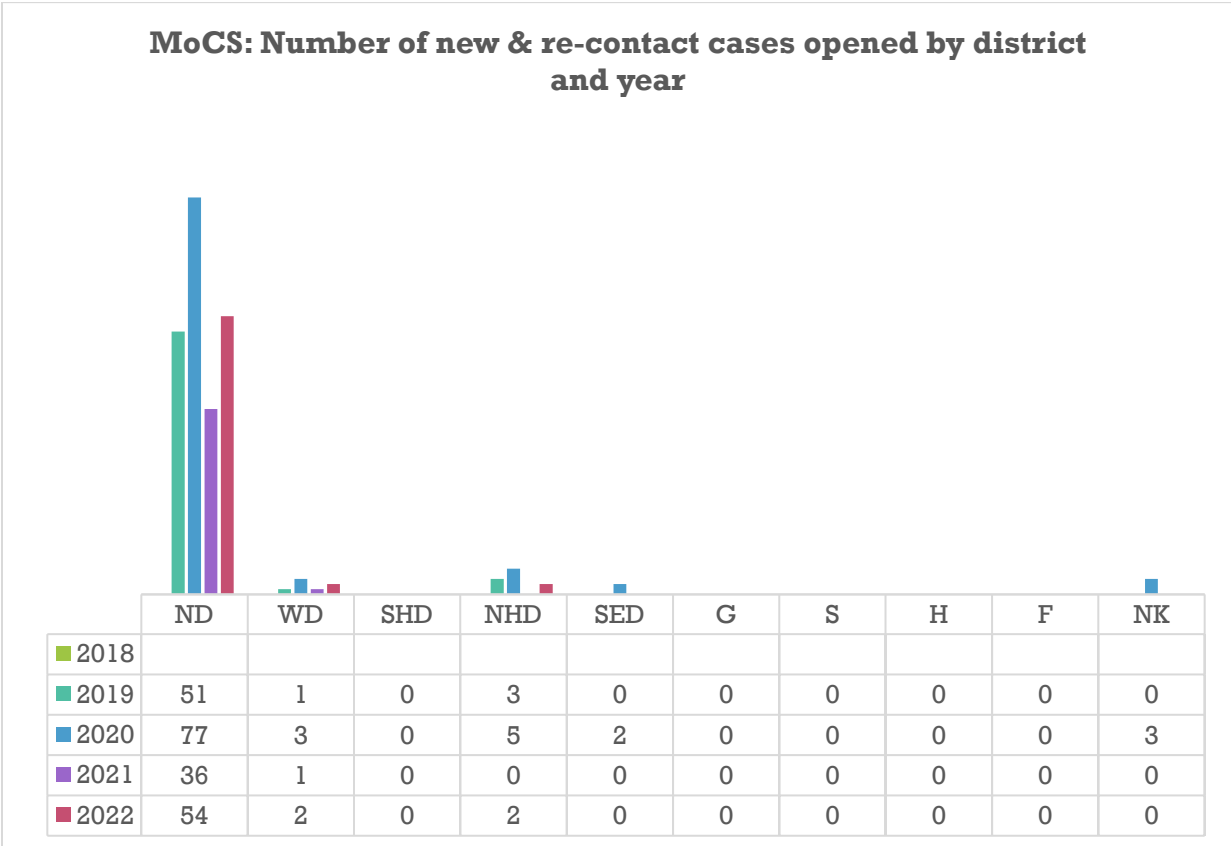
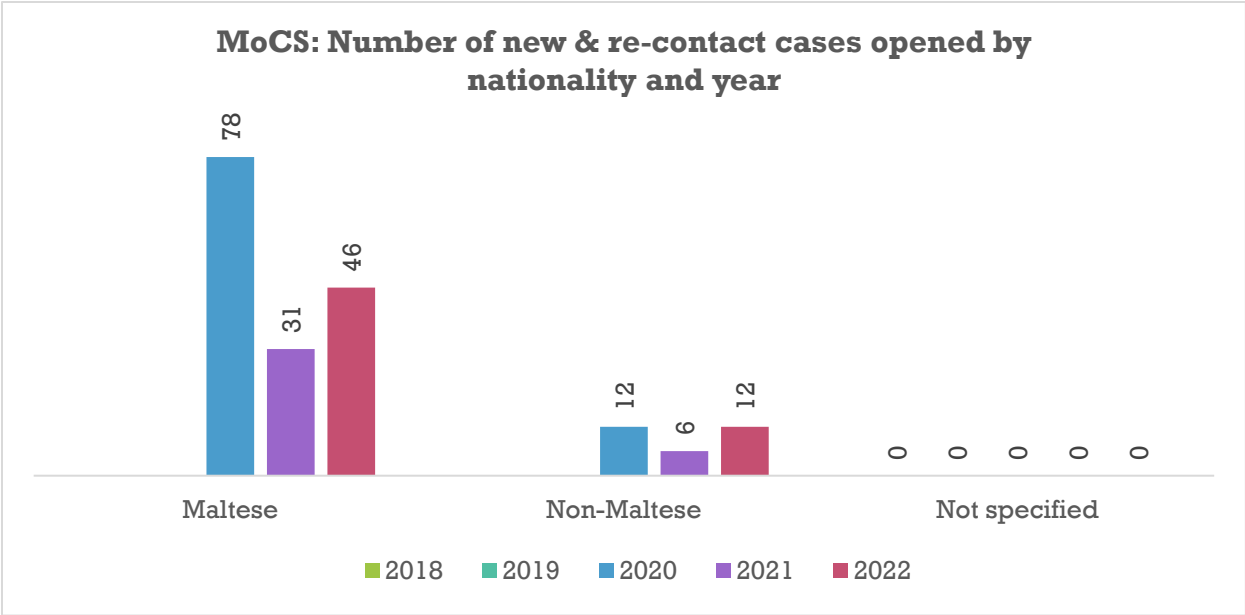
MoCS: Number of new & re-contact cases opened by age category and year



Graph Key³⁴

MoCS: New & re-contact cases opened by age category and gender						
January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	-	0	1
18-19	0	3	0	-	0	3
20-24	3	0	0	-	0	3
25-29	3	3	0	-	0	6
30-34	1	6	0	-	0	7
35-39	1	8	0	-	0	9
40-44	1	4	0	-	0	5
45-49	1	3	0	-	0	4
50-54	0	3	0	-	0	3
55-59	1	5	0	-	0	6
>60	3	8	0	-	0	11
Not specified	0	0	0	-	0	0
Total	14	44	0	-	0	58

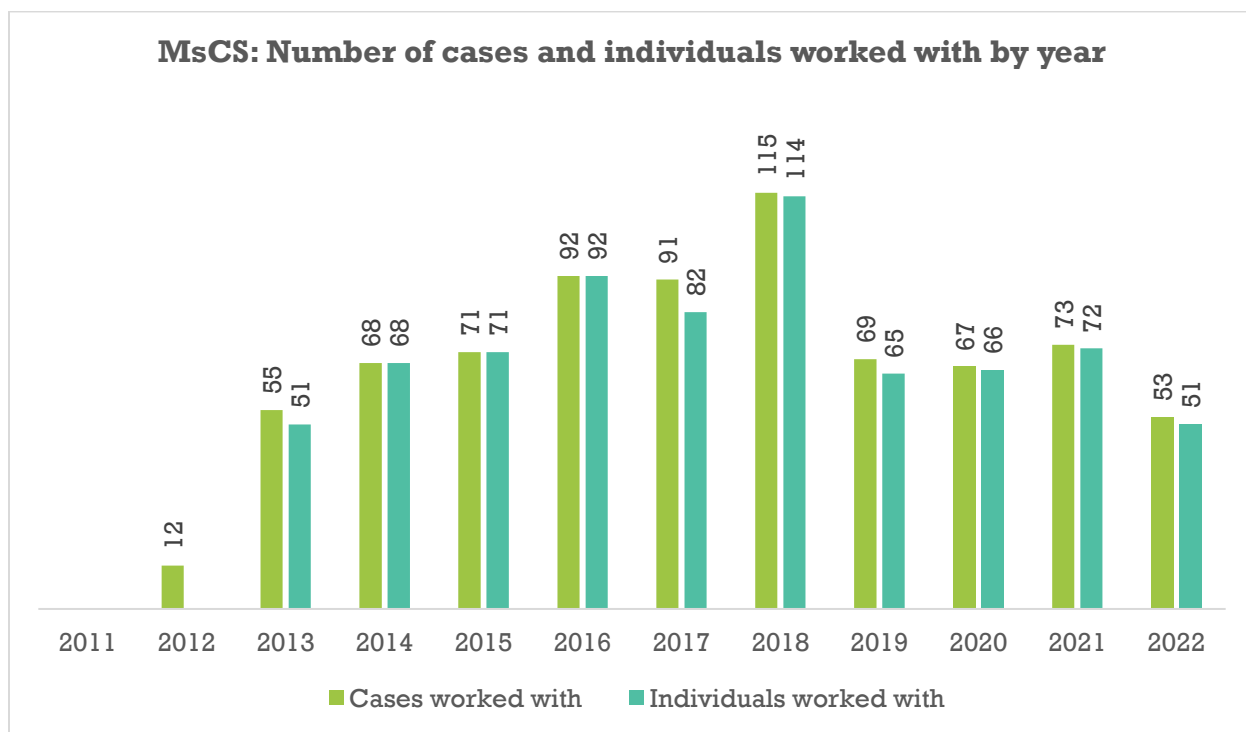
³⁴ NK: Not Specified.



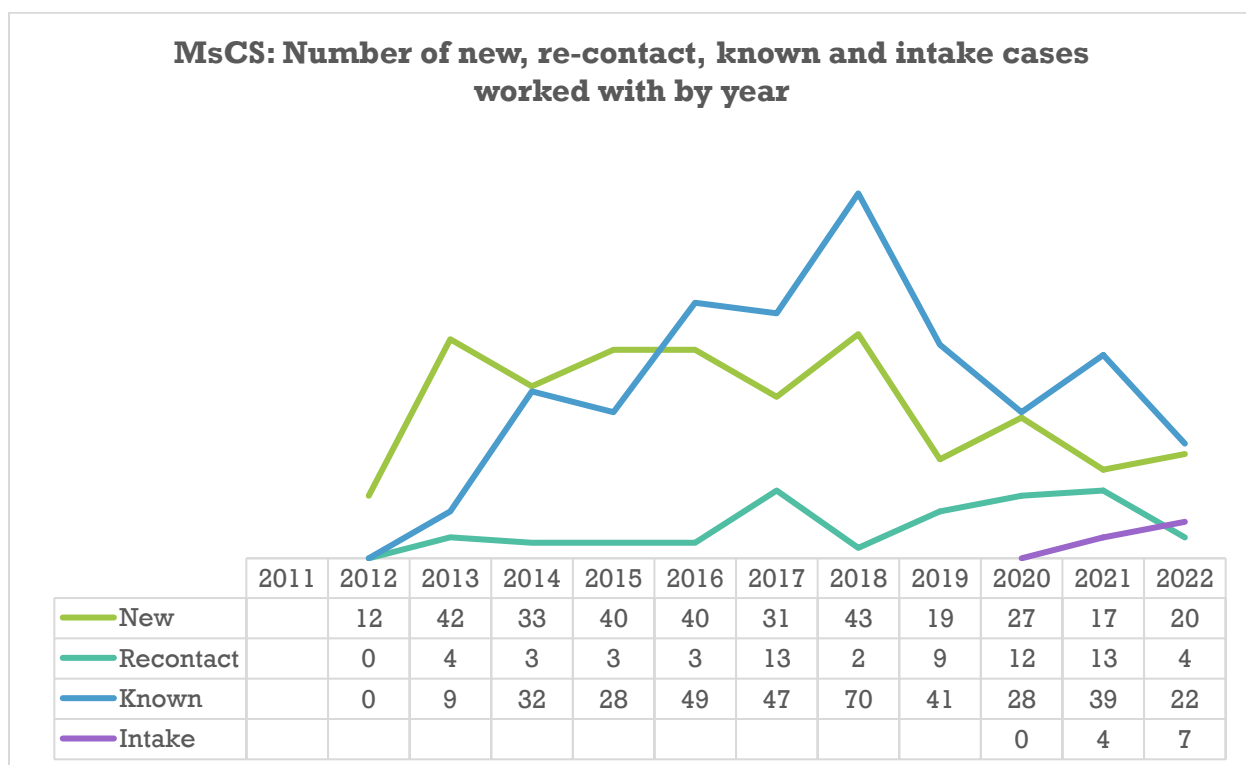
Graph Key³⁵

³⁵ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Msida (MsCS) Case Activity³⁶



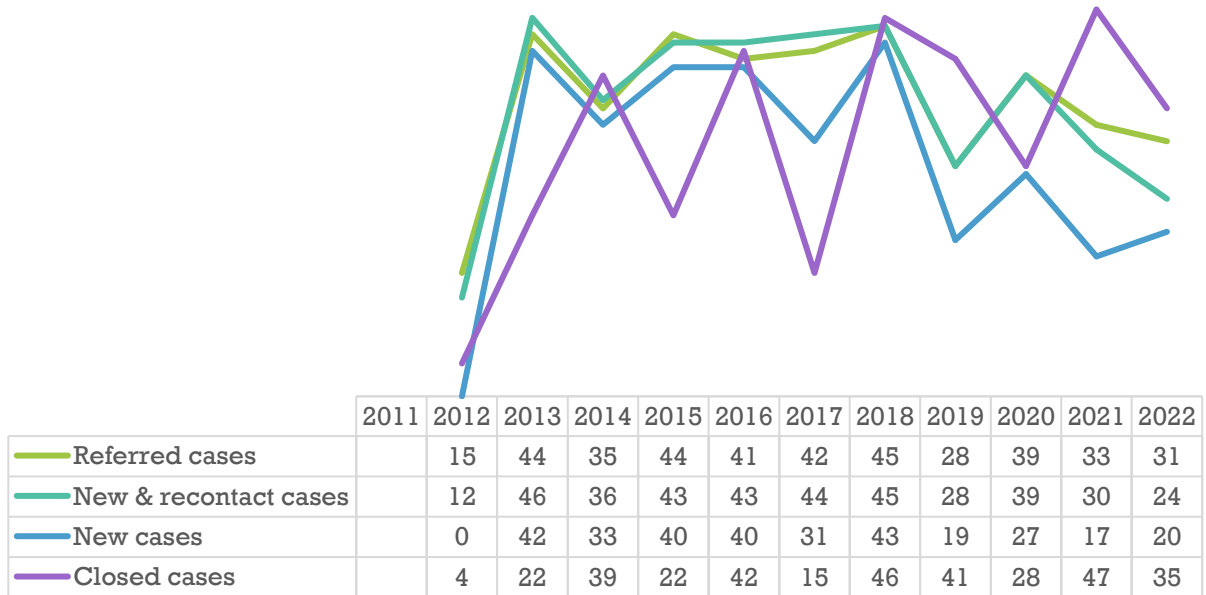
Note³⁷



³⁶ A new data collection system and reporting format were introduced in 2019.

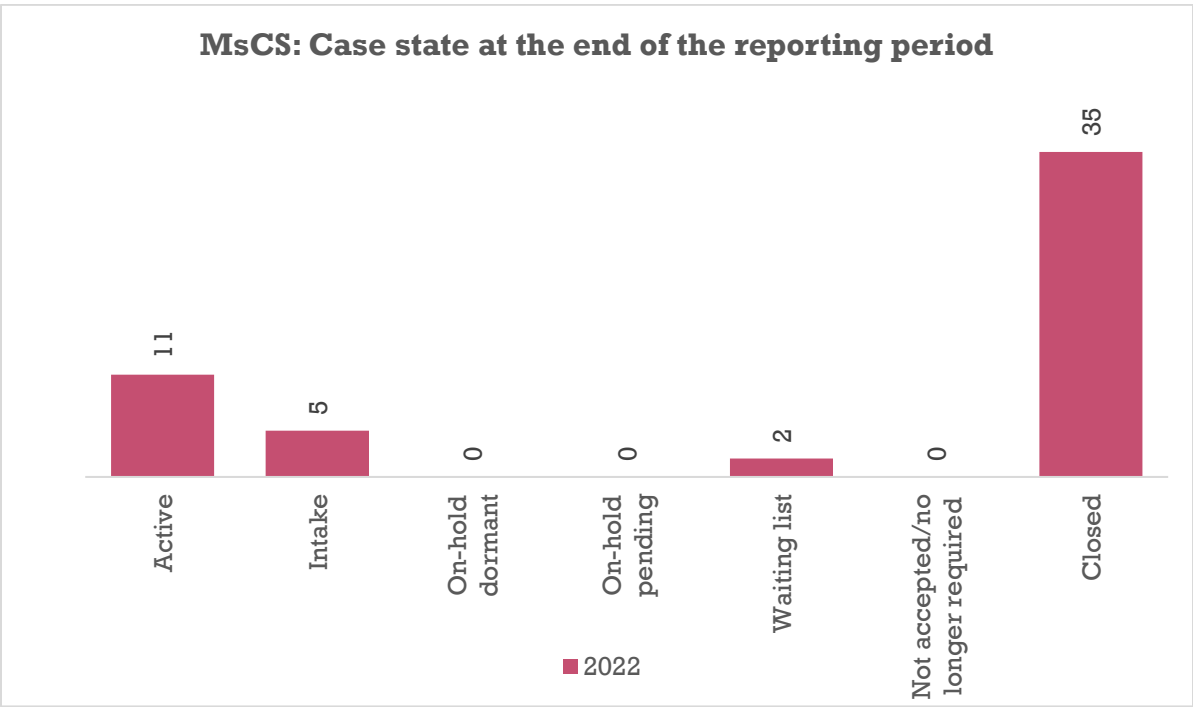
³⁷ Individual level data was not available prior to 2013.

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



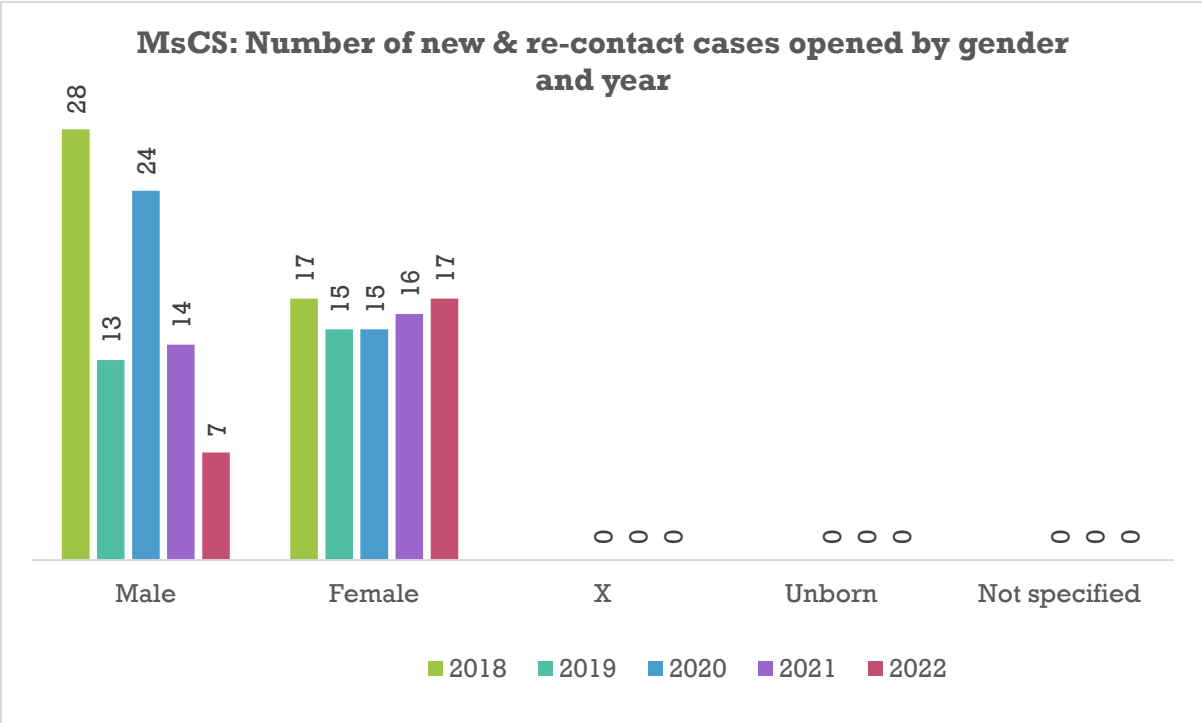
MsCS: Referrals by primary problem³⁸				
	2019	2020	2021	2022
Addictive behaviour problems	1	1	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	1	1	0	-
Bereavement	0	0	0	0
Child abuse	2	1	1	0
Child care or access	2	0	5	1
Delinquency	0	0	0	0
Disability related issues	1	0	0	0
Domestic violence	1	0	0	0
Eating disorder	0	0	0	0
Elderly needs	0	0	0	0
Employment issues	0	6	3	2
Family relations/relationships	5	5	0	2
Financial difficulties	3	7	5	8
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	0	1	0
Homeless	3	8	12	8
Housing problems	3	1	1	3
Human trafficking	0	0	0	0
Lack of support or guidance	1	4	2	2
Legal issues	0	0	0	0
Loneliness	0	0	0	0
Marital problems	0	1	0	1
Mental health issues	2	3	1	0
Migrant related issues	0	0	0	1
Oppositional defiant behaviours	-	-	-	0
Parenting skills/child-parent relationship	-	-	-	0
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	2	0	1	1
School related problems	1	0	0	2
Self-harm or suicide	0	0	0	0
Separation related issues	0	0	1	0
Sex work related issues	0	0	0	0
Other	0	1	0	0
Not specified	0	0	0	0
Total	28	39	33	31

³⁸ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



Note³⁹

Details Regarding New and Re-contact Cases Opened



³⁹ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

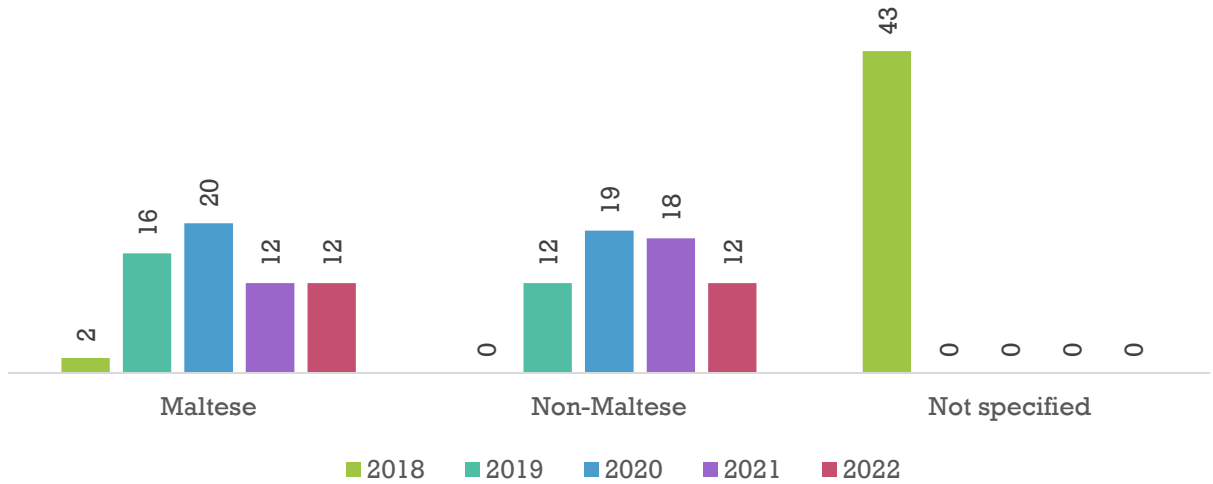


Graph Key⁴⁰

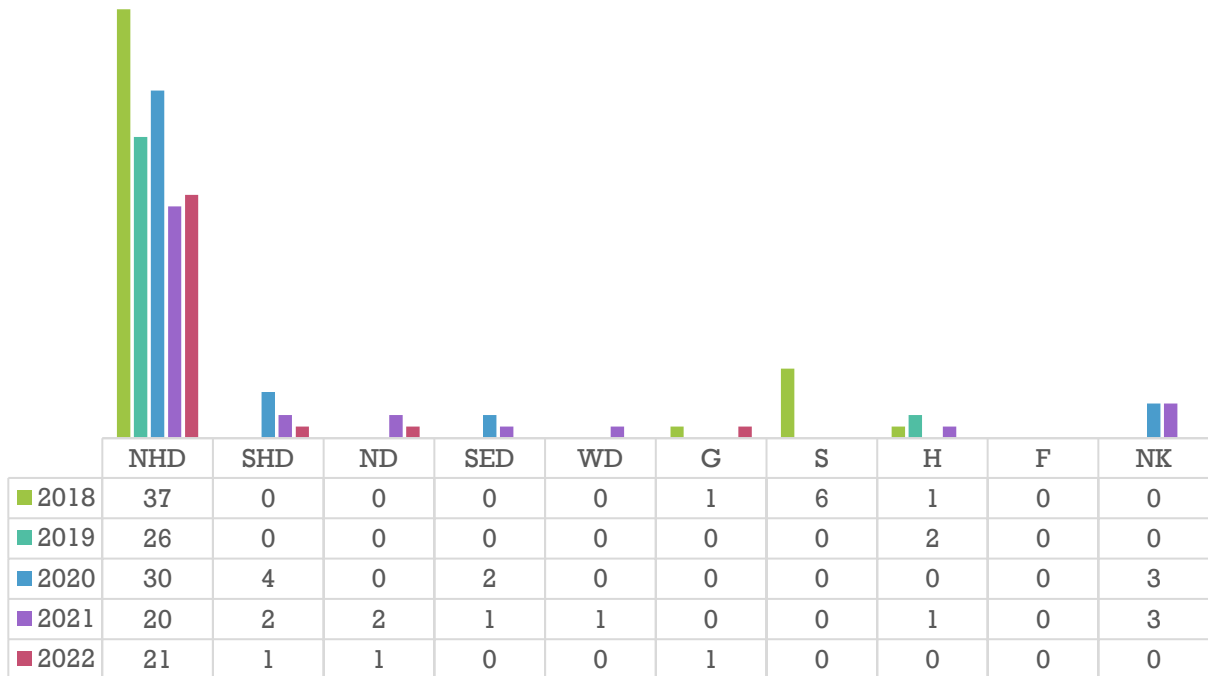
MsCS: New & re-contact cases opened by age category and gender						
January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	1	0	0	-	0	1
20-24	0	2	0	-	0	2
25-29	1	4	0	-	0	5
30-34	0	3	0	-	0	3
35-39	1	3	0	-	0	4
40-44	1	2	0	-	0	3
45-49	1	1	0	-	0	2
50-54	0	2	0	-	0	2
55-59	1	0	0	-	0	1
>60	1	0	0	-	0	1
Not specified	0	0	0	-	0	0
Total	7	17	0	-	0	24

⁴⁰ NK: Not Specified.

MsCS: Number of new & re-contact cases opened by nationality and year



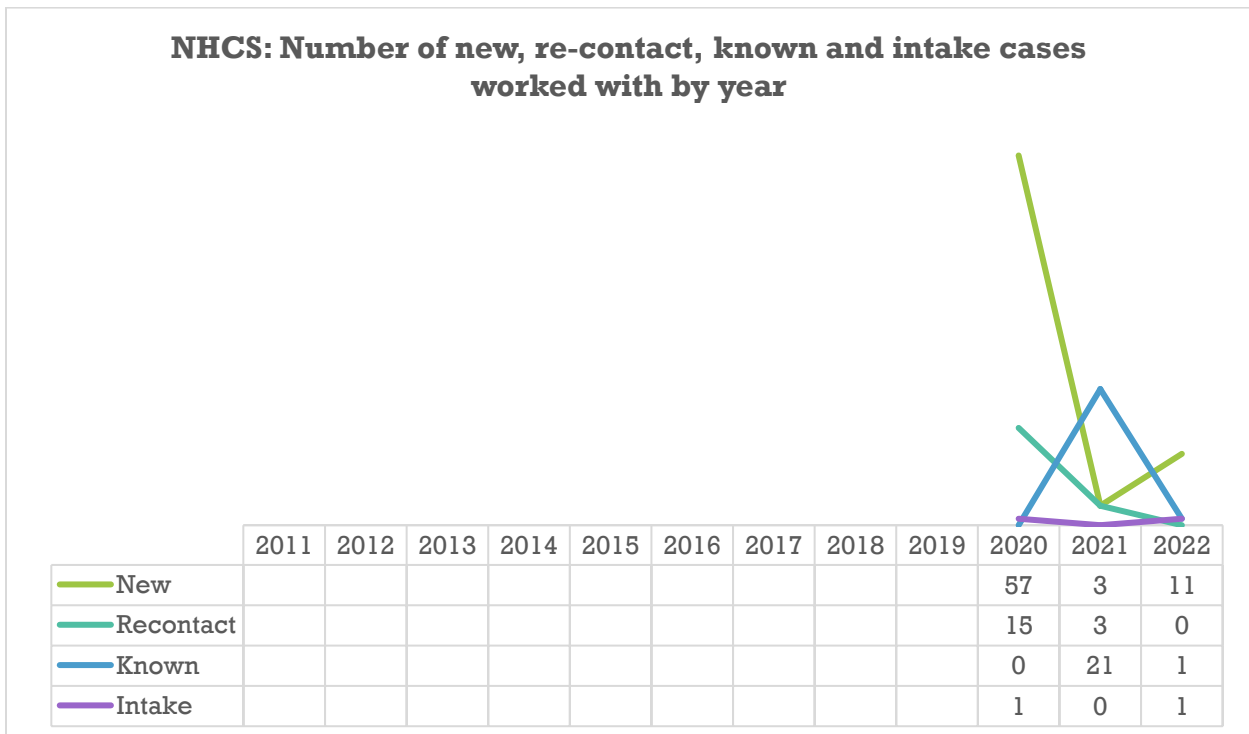
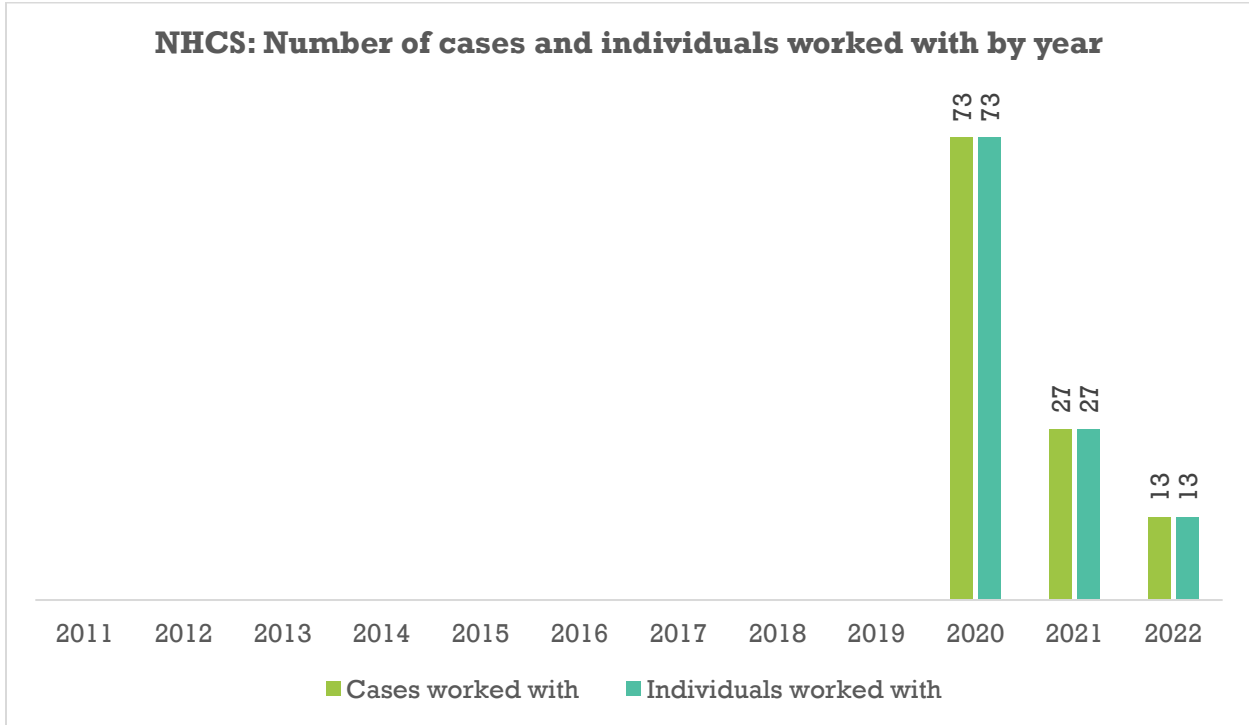
MsCS: Number of new & re-contact cases opened by district and year



Graph Key⁴¹

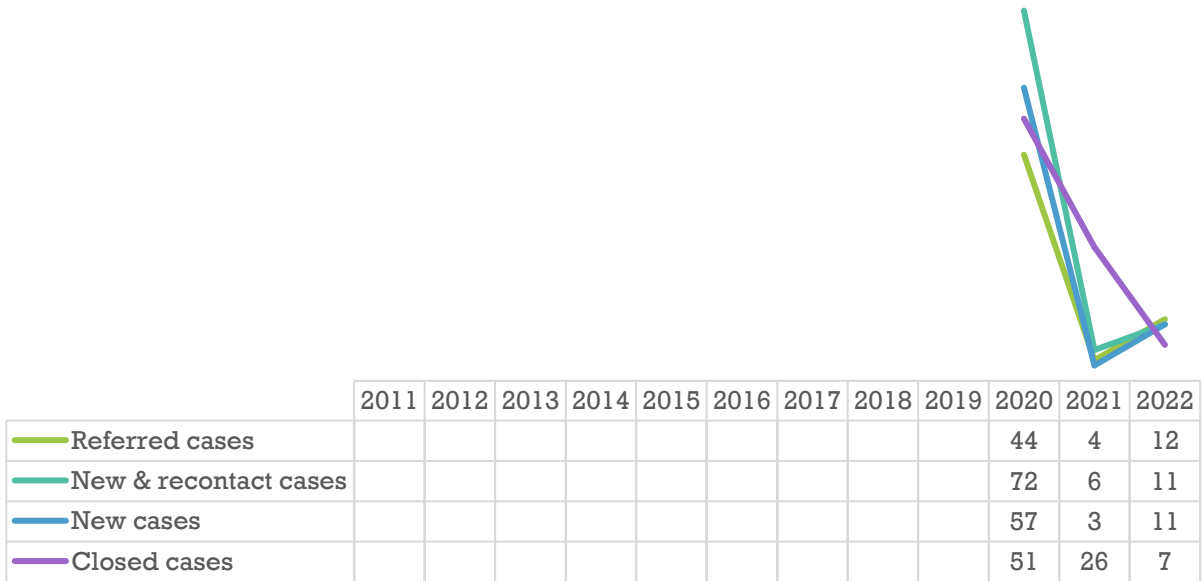
⁴¹ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Northern Harbour (NHCS) Case Activity⁴²



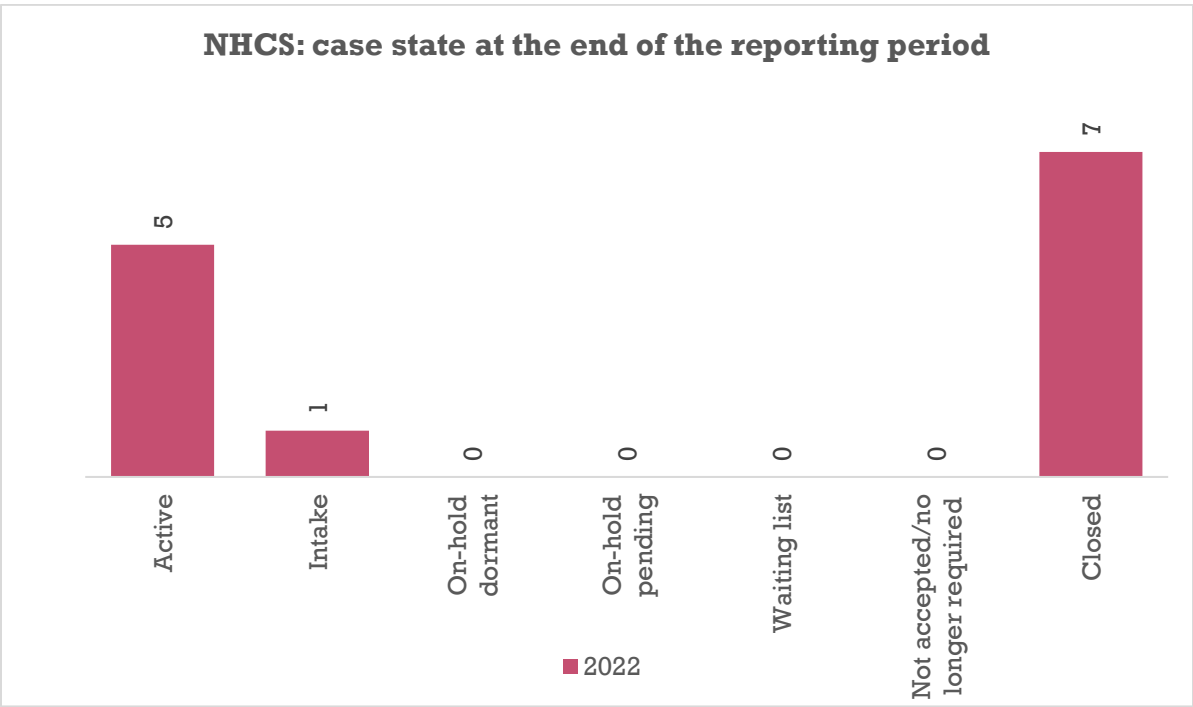
⁴² Service started reporting in 2020.

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



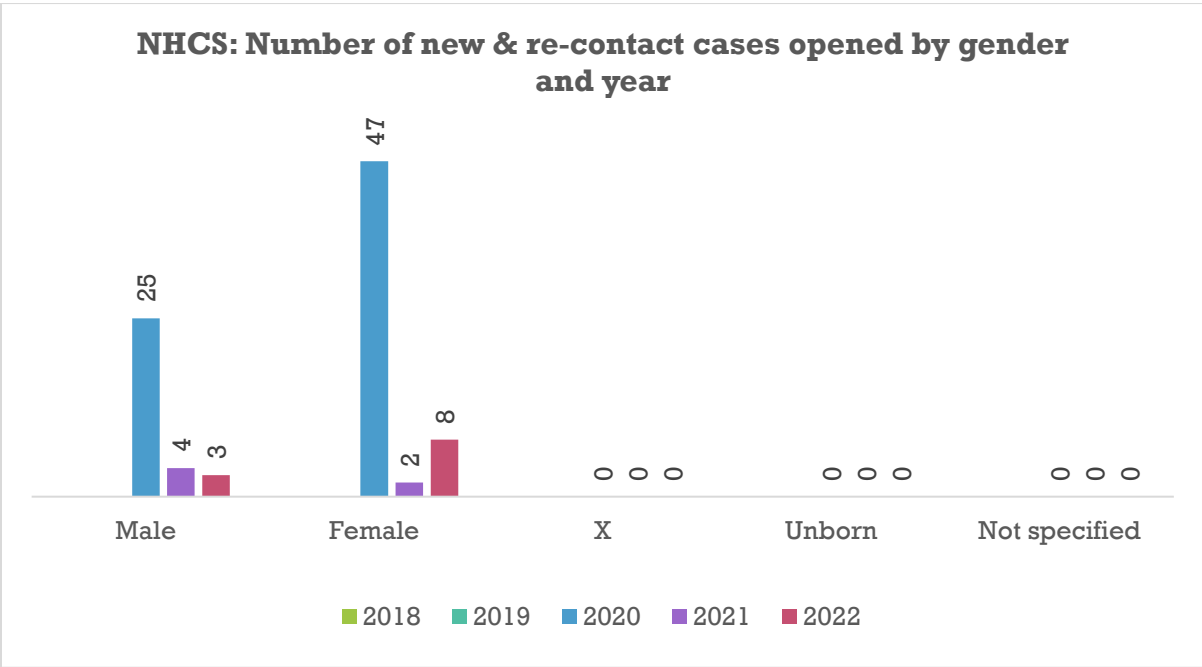
NHCS: Referrals by primary problem⁴³				
	2019	2020	2021	2022
Addictive behaviour problems	-	0	0	0
Assault/rape/harassment/sexual abuse	-	0	0	0
Behaviour problems	-	0	0	-
Bereavement	-	0	0	0
Child abuse	-	0	0	0
Child care or access	-	1	0	0
Delinquency	-	0	0	0
Disability related issues	-	0	0	0
Domestic violence	-	0	0	0
Eating disorder	-	0	0	0
Elderly needs	-	0	0	0
Employment issues	-	7	1	2
Family relations/relationships	-	0	1	0
Financial difficulties	-	29	2	6
Fostering or adoption	-	0	0	0
Gender related issues	-	0	0	0
Health related issues	-	0	0	0
Homeless	-	1	0	0
Housing problems	-	3	0	3
Human trafficking	-	0	0	0
Lack of support or guidance	-	0	0	0
Legal issues	-	0	0	0
Loneliness	-	0	0	0
Marital problems	-	0	0	0
Mental health issues	-	0	0	1
Migrant related issues	-	0	0	0
Oppositional defiant behaviours	-	-	-	0
Parenting skills/child-parent relationship	-	-	-	0
Personality related issues	-	0	0	0
Pregnancy related issues	-	0	0	0
Relationship problems	-	1	0	0
School related problems	-	0	0	0
Self-harm or suicide	-	0	0	0
Separation related issues	-	0	0	0
Sex work related issues	-	0	0	0
Other	-	2	0	0
Not specified	-	0	0	0
Total	-	44	4	12

⁴³ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



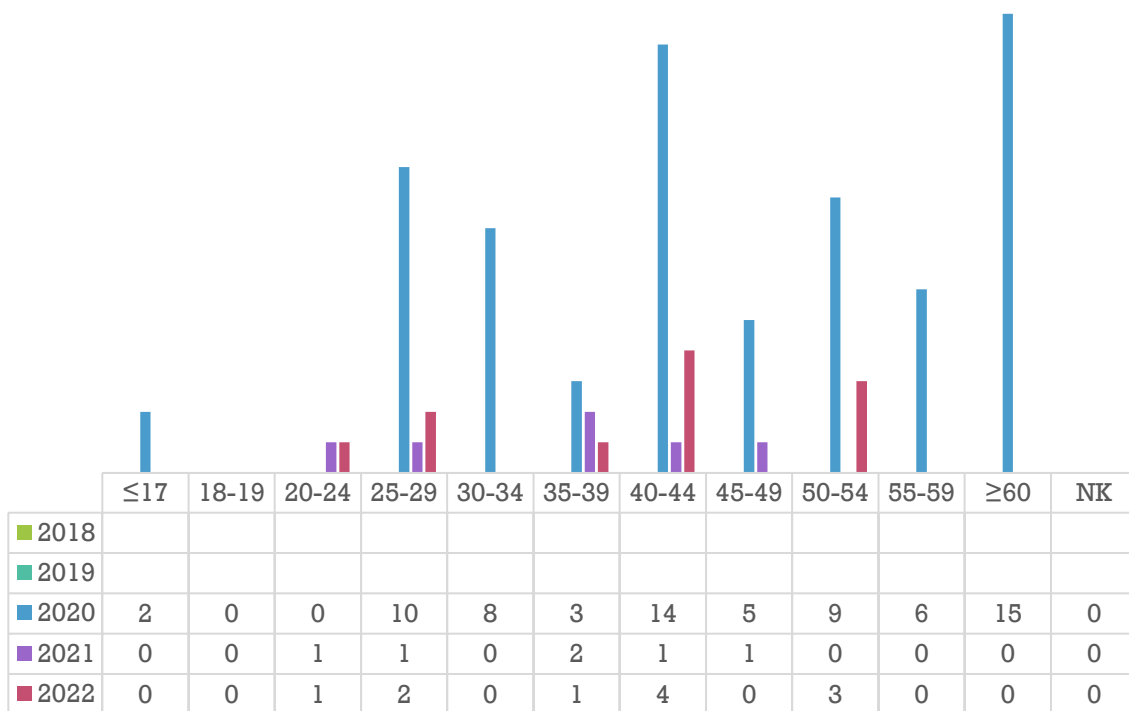
Note⁴⁴

Details Regarding New and Re-contact Cases Opened



⁴⁴ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

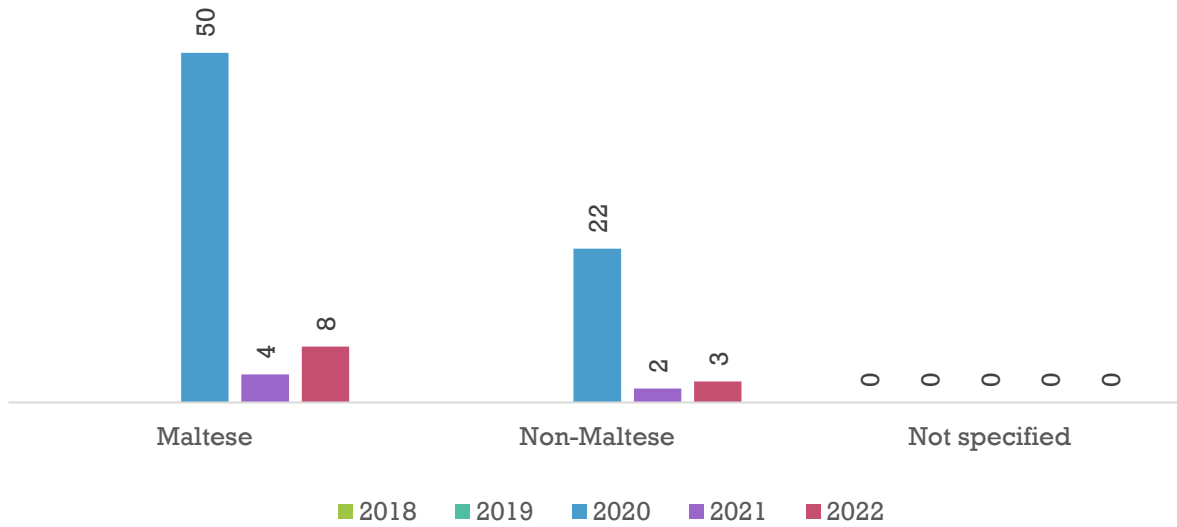


Graph Key⁴⁵

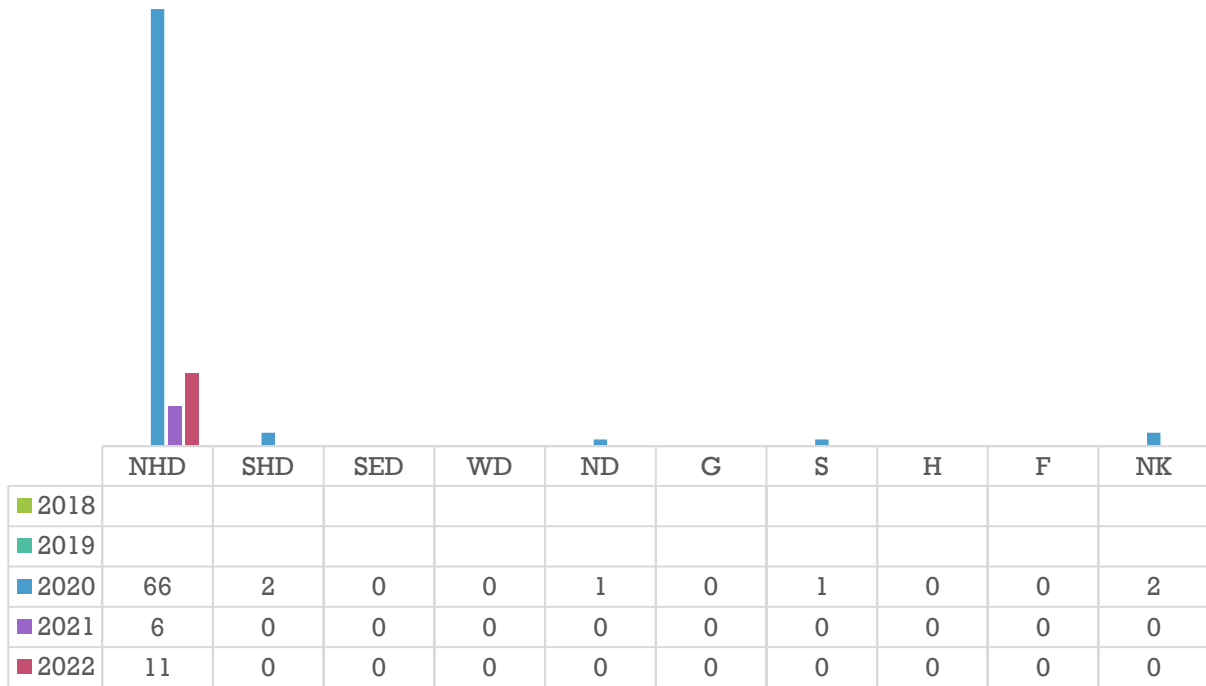
NHCS: New & re-contact cases opened by age category and gender						
January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	0	0	0	-	0	0
20-24	0	1	0	-	0	1
25-29	1	1	0	-	0	2
30-34	0	0	0	-	0	0
35-39	0	1	0	-	0	1
40-44	2	2	0	-	0	4
45-49	0	0	0	-	0	0
50-54	0	3	0	-	0	3
55-59	0	0	0	-	0	0
>60	0	0	0	-	0	0
Not specified	0	0	0	-	0	0
Total	3	8	0	-	0	11

⁴⁵ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

NHCS: Number of new & re-contact cases opened by nationality and year



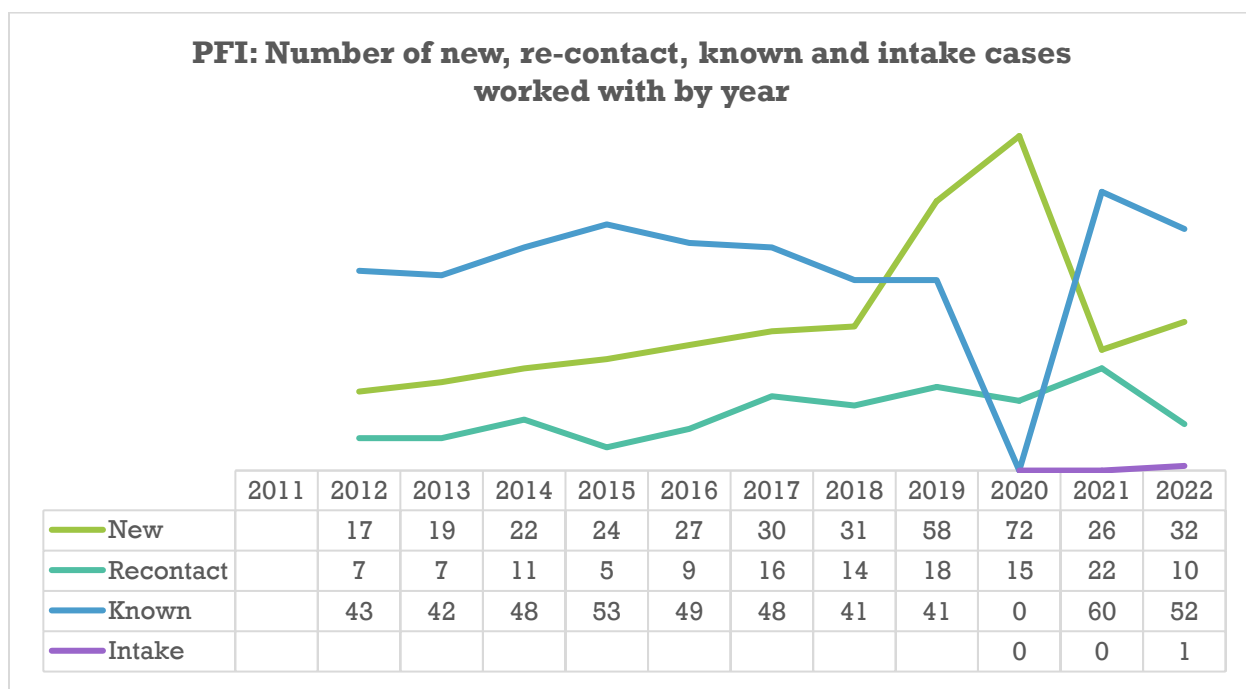
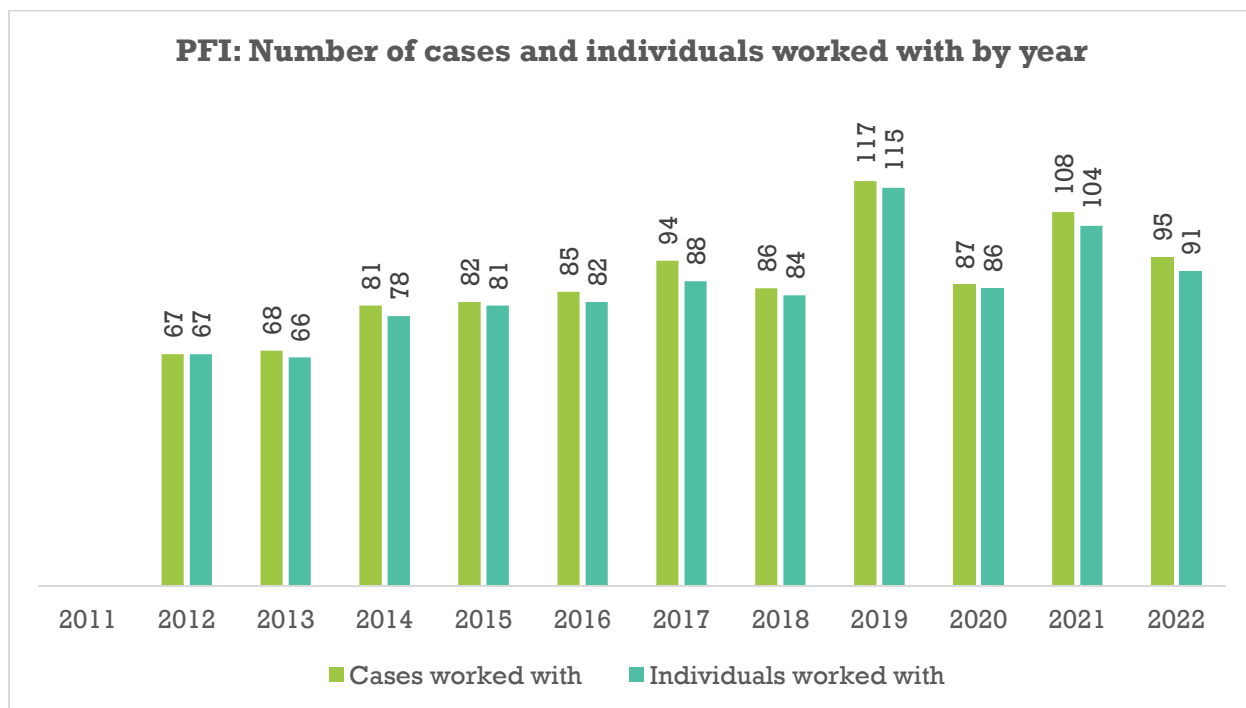
NHCS: Number of new & re-contact cases opened by district and year



Graph Key⁴⁶

⁴⁶ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Paulo Friere Institute (PFI) Case Activity⁴⁷

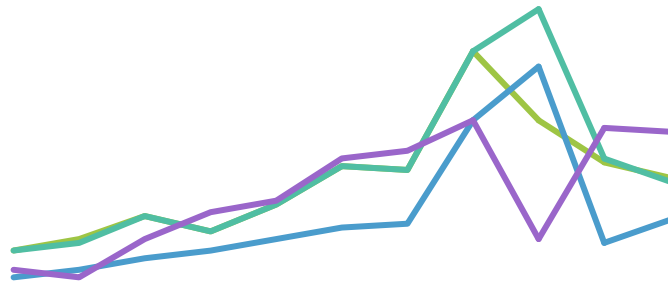


Note⁴⁸

⁴⁷ A new data collection system and reporting format were introduced in 2019.

⁴⁸ With the introduction of a new online system, all known cases had to be re-inputted in 2020 and these were automatically registered as new.

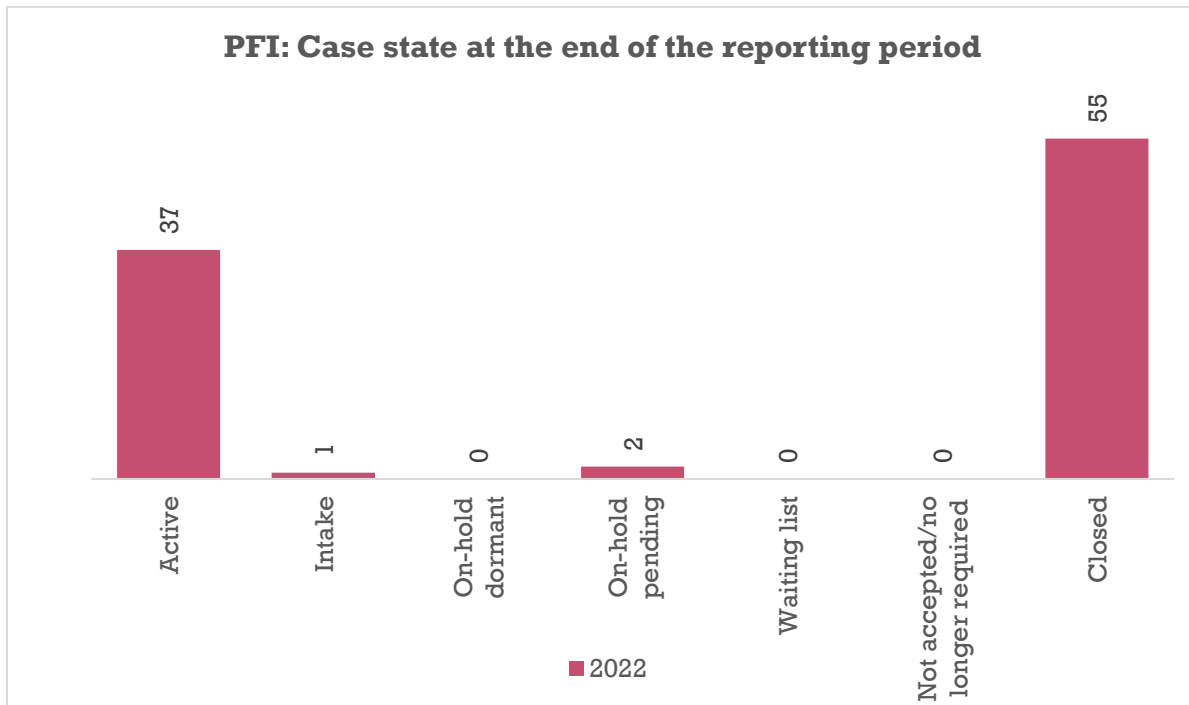
PFI: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases		24	27	33	29	36	46	45	76	58	47	43
New & recontact cases		24	26	33	29	36	46	45	76	87	48	42
New cases		17	19	22	24	27	30	31	58	72	26	32
Closed cases		19	17	27	34	37	48	50	58	27	56	55

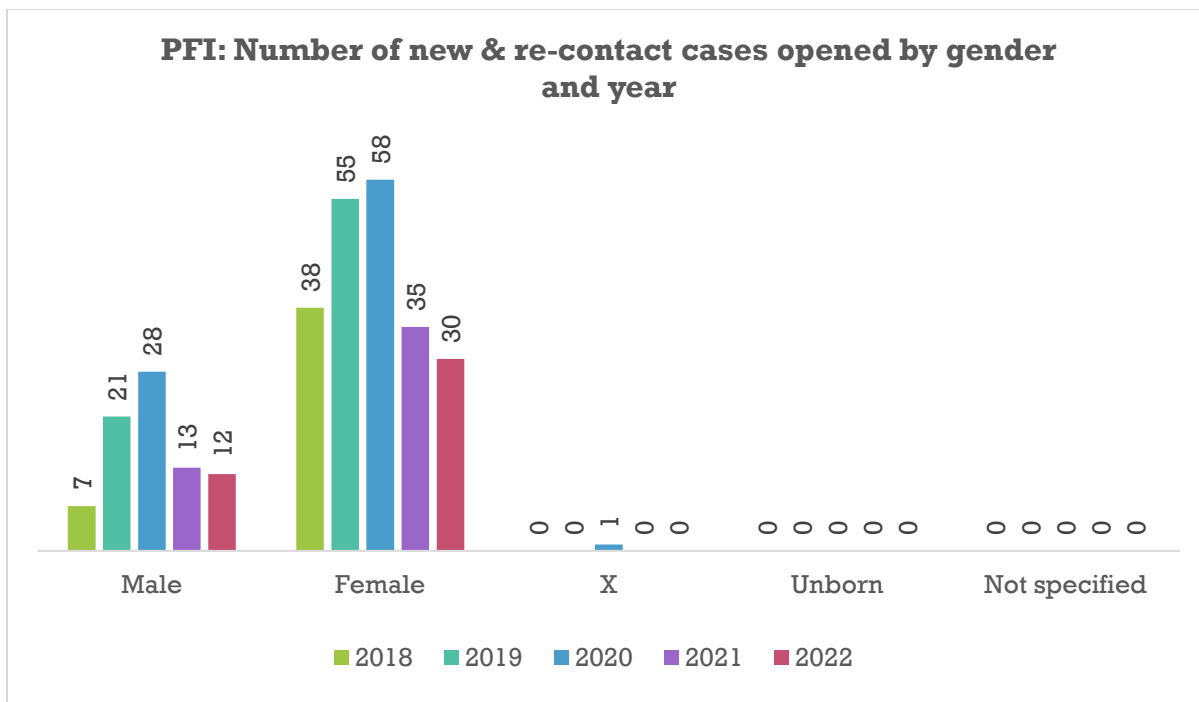
PFI: Referrals by primary problem⁴⁹				
	2019	2020	2021	2022
Addictive behaviour problems	-	0	0	0
Assault/rape/harassment/sexual abuse	-	1	0	0
Behaviour problems	-	0	3	-
Bereavement	-	0	6	0
Child abuse	-	0	5	2
Child care or access	-	0	0	0
Delinquency	-	0	0	0
Disability related issues	-	0	2	0
Domestic violence	-	2	2	2
Eating disorder	-	0	0	0
Elderly needs	-	0	0	1
Employment issues	-	4	1	1
Family relations/relationships	-	11	3	4
Financial difficulties	-	11	11	5
Fostering or adoption	-	0	0	0
Gender related issues	-	0	0	0
Health related issues	-	0	0	1
Homeless	-	2	1	1
Housing problems	-	6	1	7
Human trafficking	-	0	0	0
Lack of support or guidance	-	7	4	7
Legal issues	-	2	0	1
Loneliness	-	0	0	4
Marital problems	-	2	2	2
Mental health issues	-	8	1	1
Migrant related issues	-	0	0	0
Oppositional defiant behaviours	-	-	-	1
Parenting skills/child-parent relationship	-	-	-	0
Personality related issues	-	0	0	0
Pregnancy related issues	-	0	1	0
Relationship problems	-	0	2	2
School related problems	-	0	1	1
Self-harm or suicide	-	0	1	0
Separation related issues	-	2	0	0
Sex work related issues	-	0	0	0
Other	-	0	0	0
Not specified	-	0	0	0
Total	-	58	47	43

⁴⁹ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



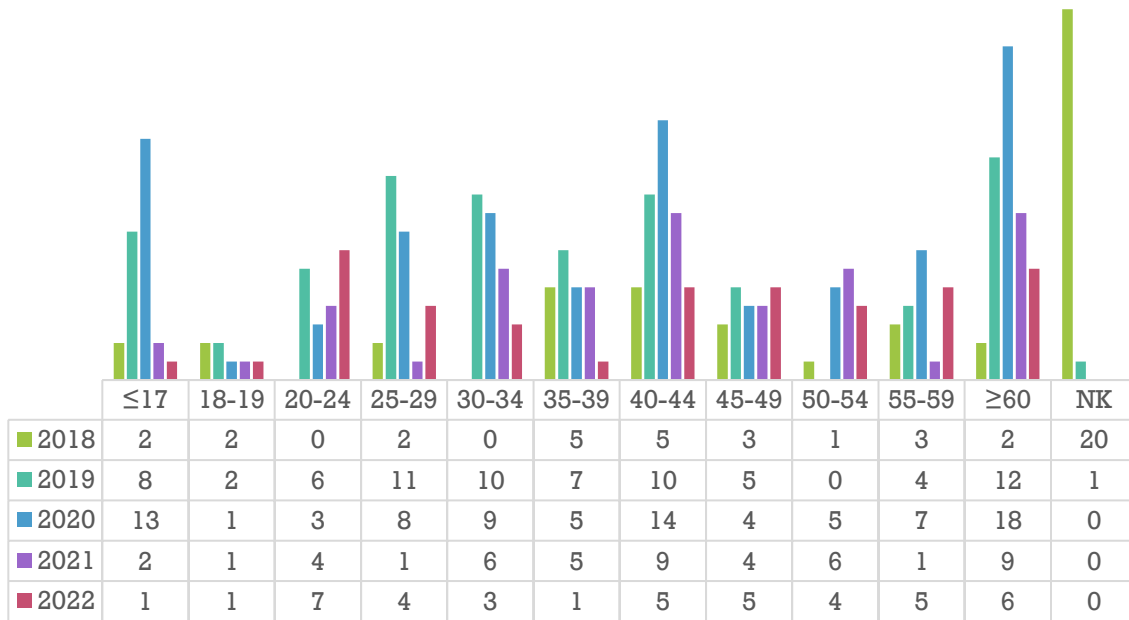
Note⁵⁰

Details Regarding New and Re-contact Cases Opened



⁵⁰ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

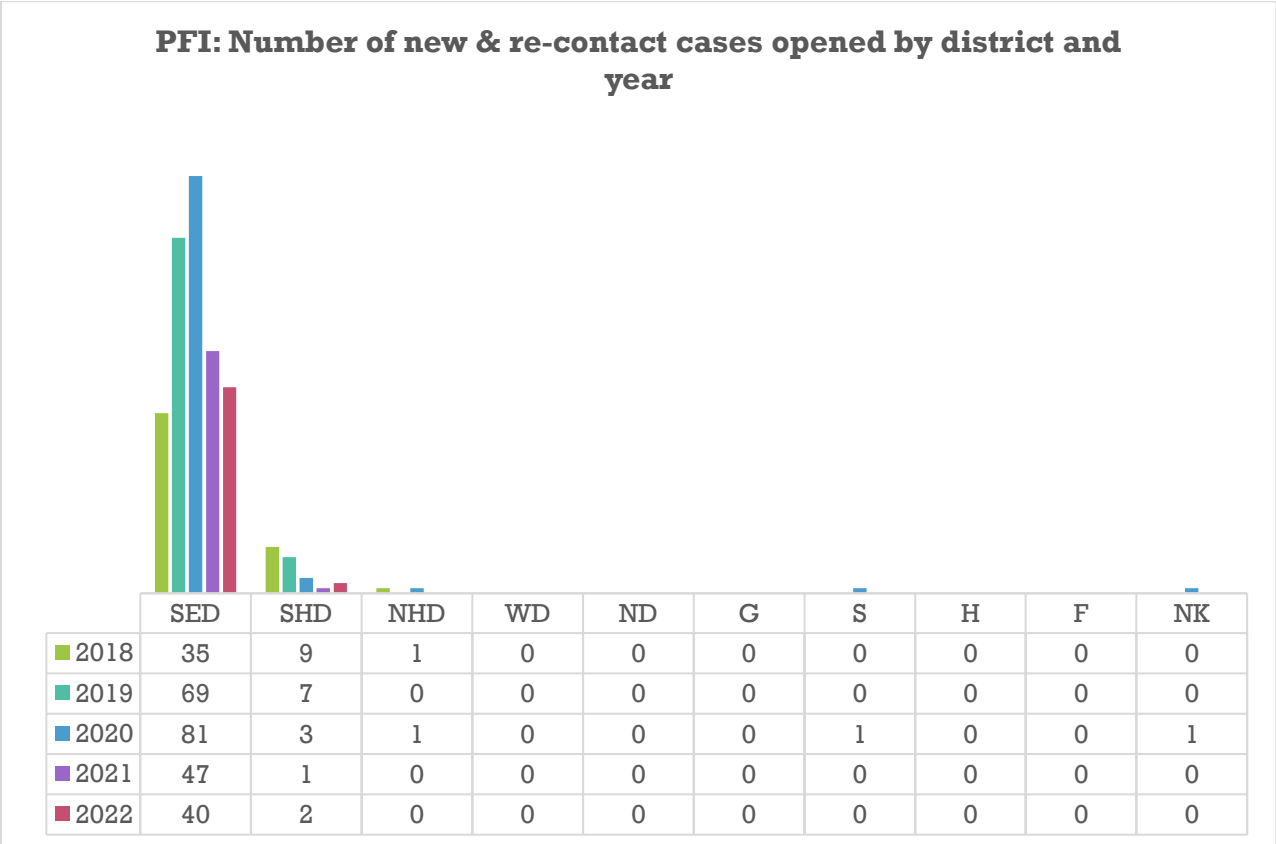
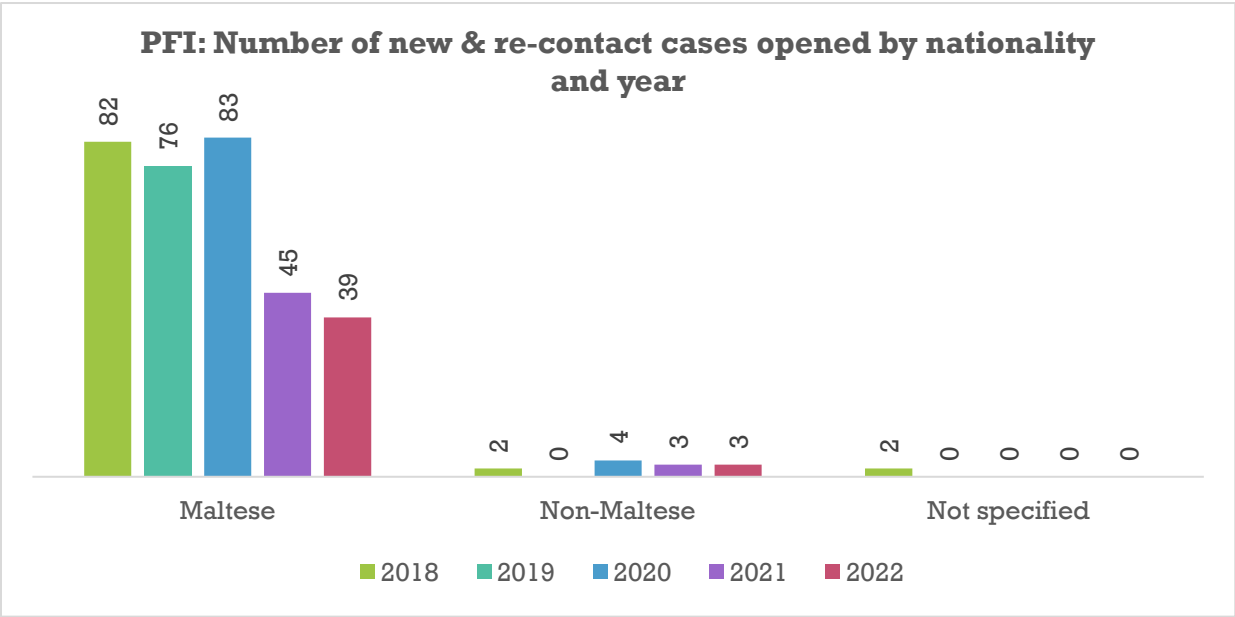


Graph Key⁵¹

**PFI: New & re-contact cases opened by age category and gender
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	1	0	0	-	0	1
18-19	0	1	0	-	0	1
20-24	2	5	0	-	0	7
25-29	1	3	0	-	0	4
30-34	0	3	0	-	0	3
35-39	0	1	0	-	0	1
40-44	0	5	0	-	0	5
45-49	1	4	0	-	0	5
50-54	1	3	0	-	0	4
55-59	3	2	0	-	0	5
>60	3	3	0	-	0	6
Not specified	0	0	0	-	0	0
Total	12	30	0	-	0	42

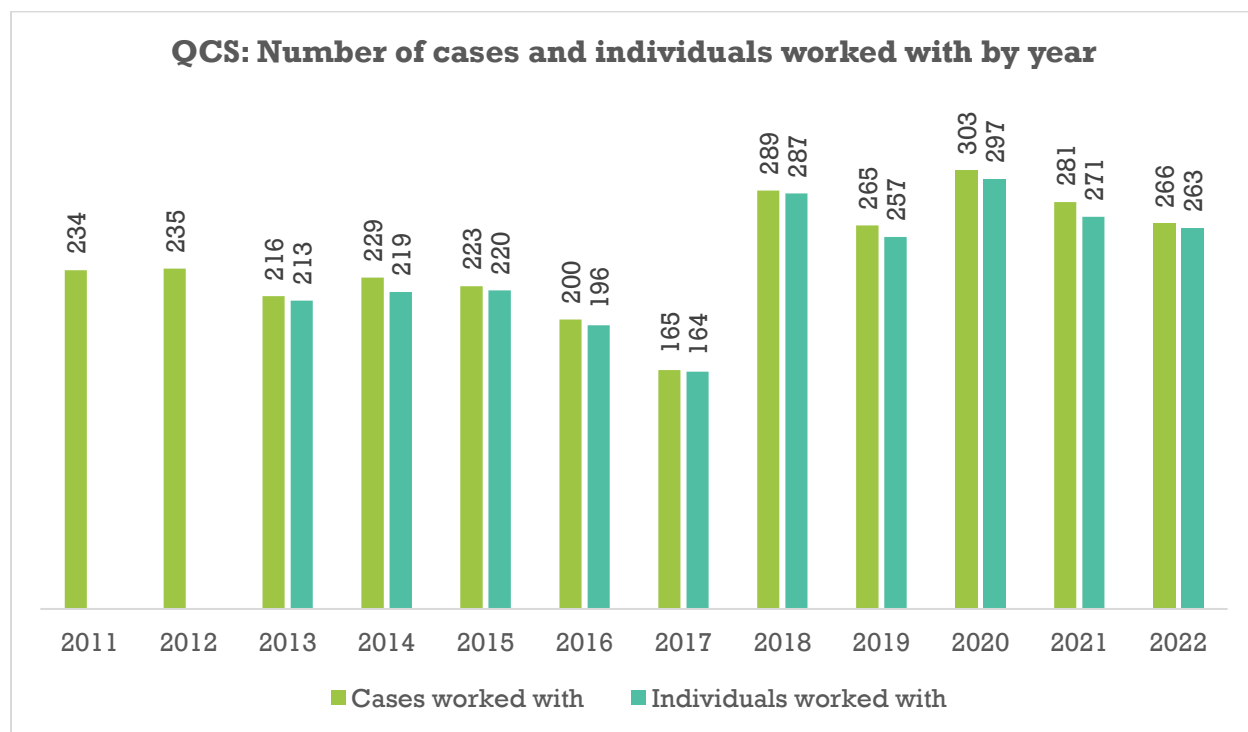
⁵¹ NK: Not Specified.



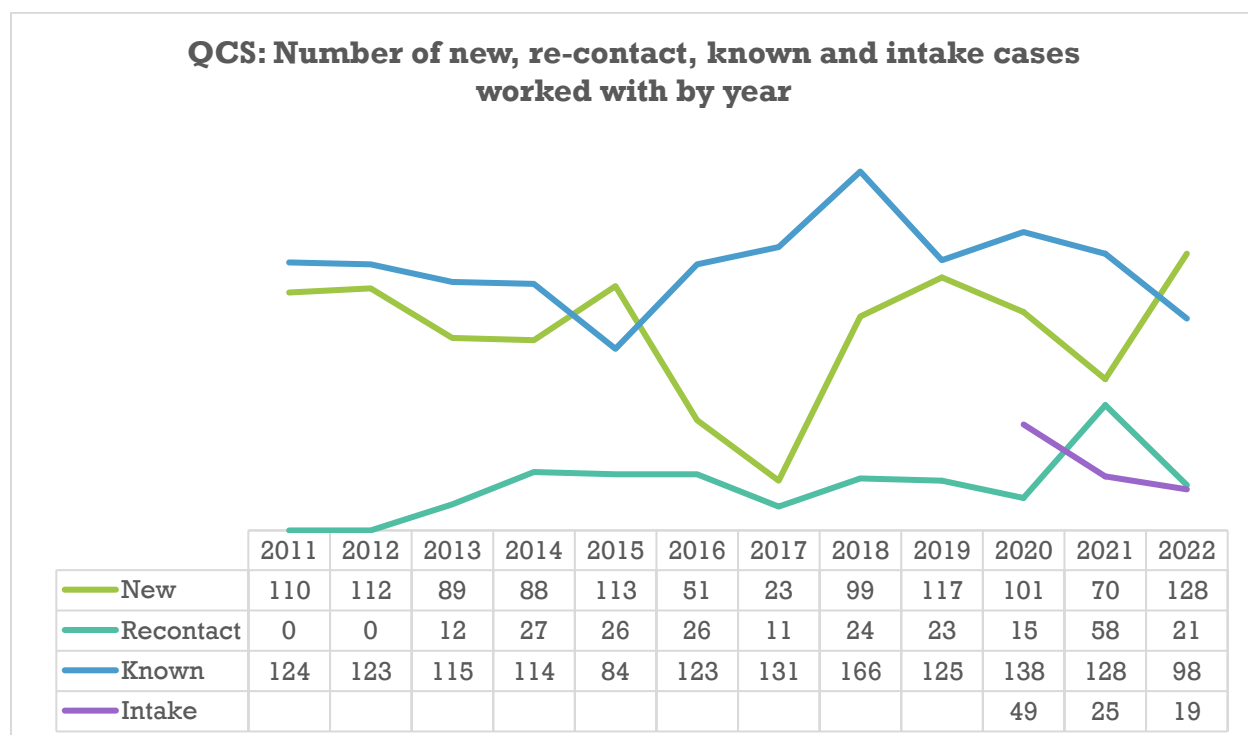
Graph Key⁵²

⁵² SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Qawra (QCS) Case Activity⁵³



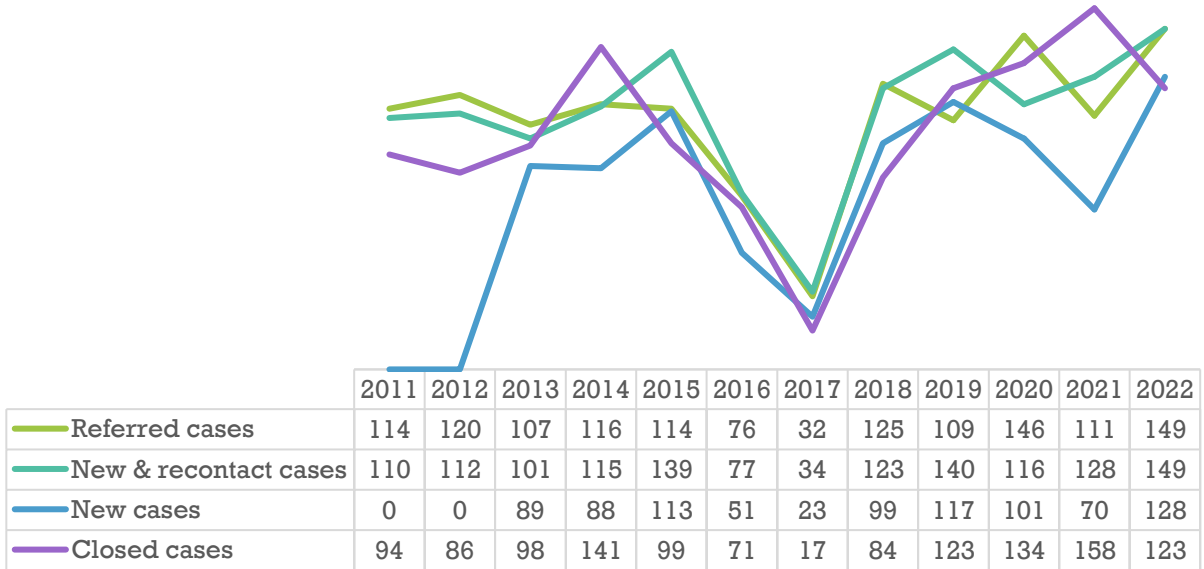
Note⁵⁴



⁵³ A new data collection system and reporting format were introduced in 2019.

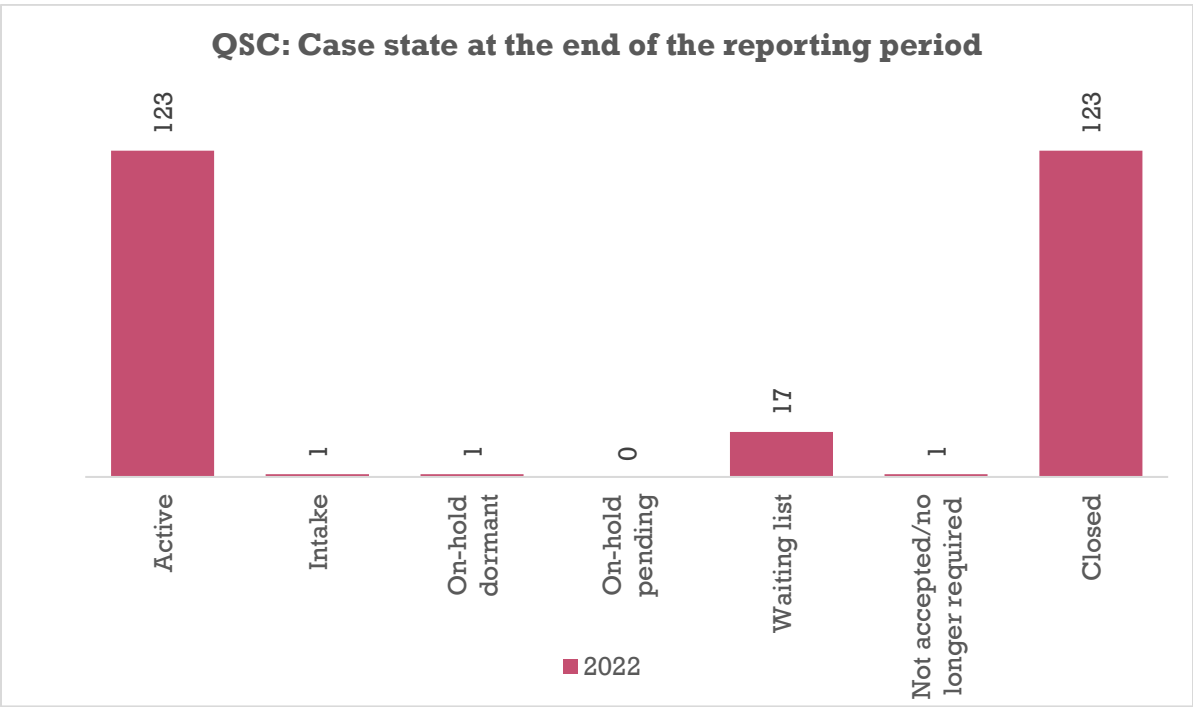
⁵⁴ Individual level data was not available prior to 2013.

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



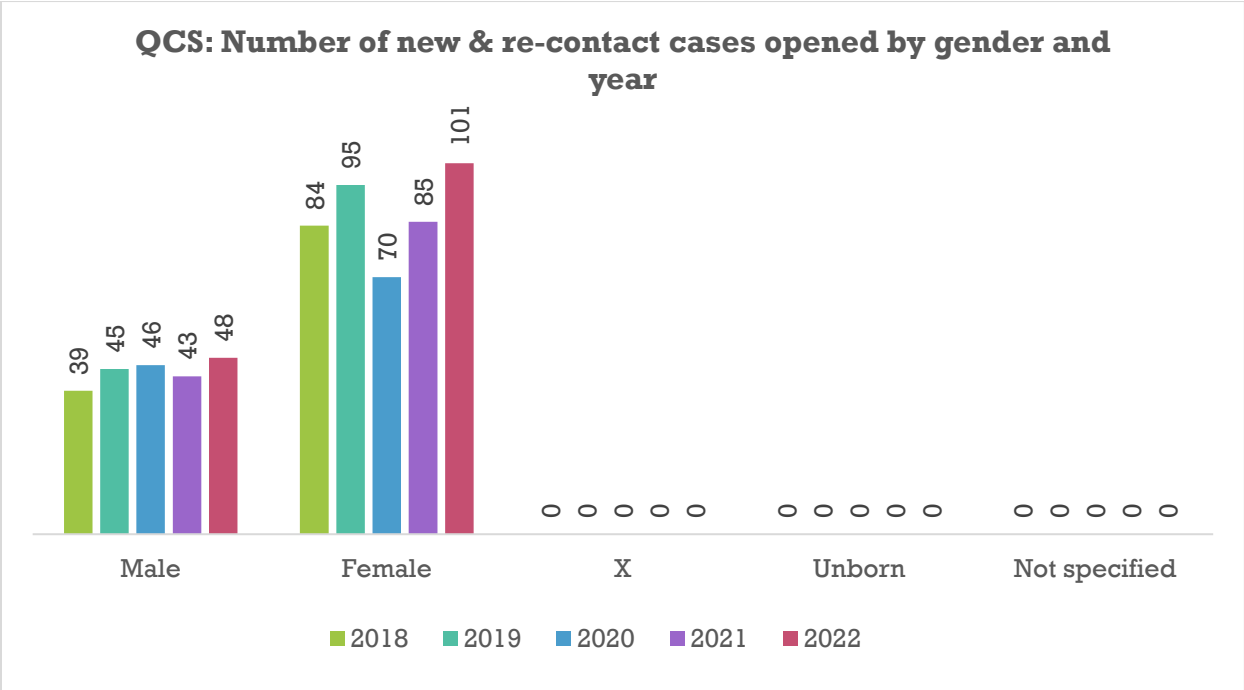
QCS: Referrals by primary problem⁵⁵				
	2019	2020	2021	2022
Addictive behaviour problems	3	0	2	1
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	3	1	0	-
Bereavement	0	0	0	0
Child abuse	4	1	3	4
Child care or access	1	0	6	1
Delinquency	0	0	0	0
Disability related issues	0	1	0	4
Domestic violence	4	4	2	2
Eating disorder	0	0	0	0
Elderly needs	0	0	3	2
Employment issues	3	15	10	7
Family relations/relationships	5	5	1	3
Financial difficulties	35	56	42	35
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	2	1	3
Homeless	14	15	12	17
Housing problems	4	7	5	5
Human trafficking	0	0	0	0
Lack of support or guidance	9	16	7	24
Legal issues	3	1	1	3
Loneliness	0	0	0	1
Marital problems	0	3	0	2
Mental health issues	6	8	7	10
Migrant related issues	4	0	0	8
Oppositional defiant behaviours	-	-	-	1
Parenting skills/child-parent relationship	-	-	-	8
Personality related issues	0	0	0	0
Pregnancy related issues	3	1	0	0
Relationship problems	6	1	1	1
School related problems	0	0	2	3
Self-harm or suicide	0	0	1	1
Separation related issues	0	2	0	1
Sex work related issues	0	0	0	0
Other	2	7	4	2
Not specified	0	0	1	0
Total	109	146	111	149

⁵⁵ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



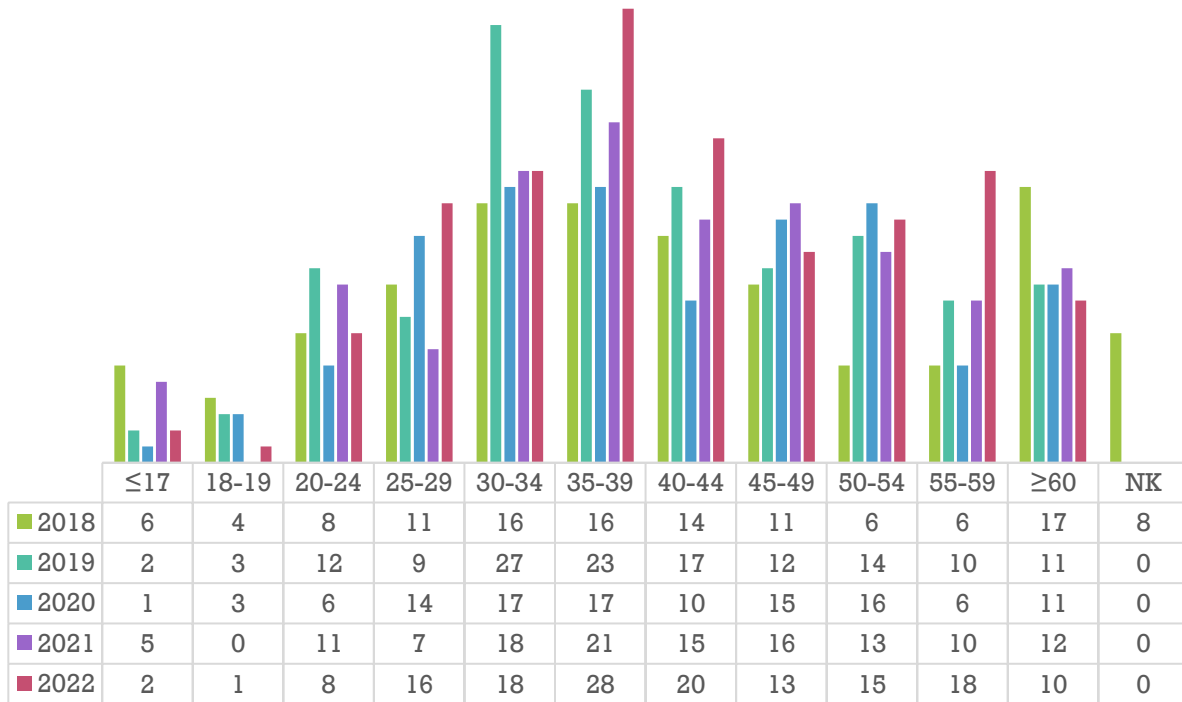
Note⁵⁶

Details Regarding New and Re-contact Cases Opened



⁵⁶ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

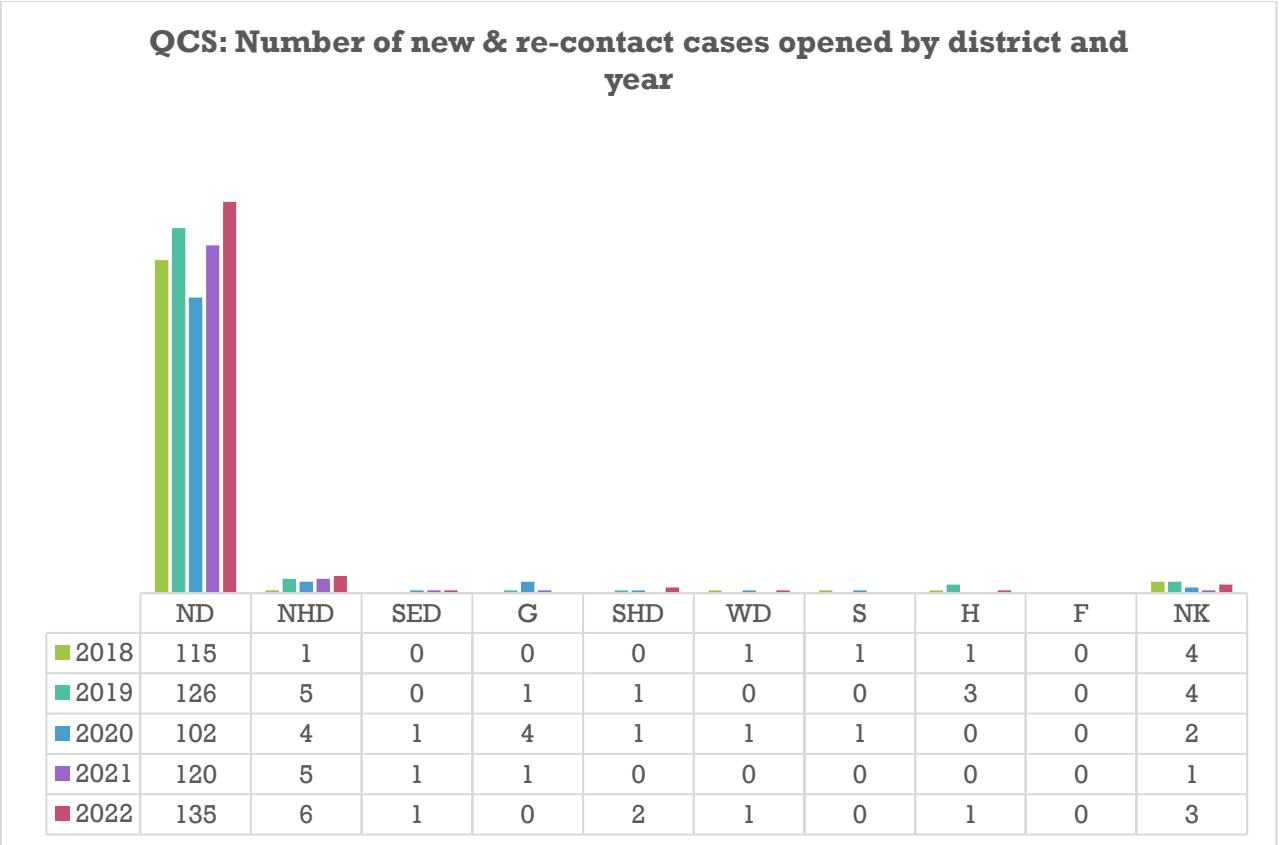
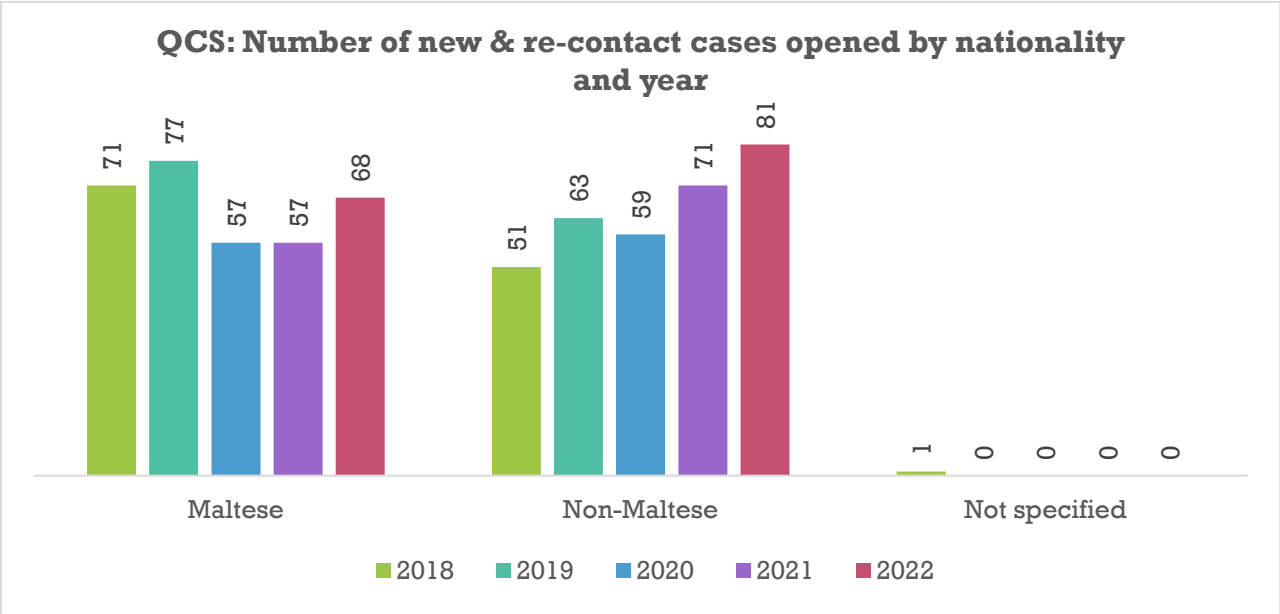
QCS: Number of new & re-contact cases opened by age category and year



Graph Key⁵⁷

QCS: New & re-contact cases opened by age category and gender						
January – December 2022						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	1	0	-	0	2
18-19	0	1	0	-	0	1
20-24	2	6	0	-	0	8
25-29	5	11	0	-	0	16
30-34	7	11	0	-	0	18
35-39	5	23	0	-	0	28
40-44	6	14	0	-	0	20
45-49	4	9	0	-	0	13
50-54	5	10	0	-	0	15
55-59	8	10	0	-	0	18
>60	5	5	0	-	0	10
Not specified	0	0	0	-	0	0
Total	48	101	0	-	0	149

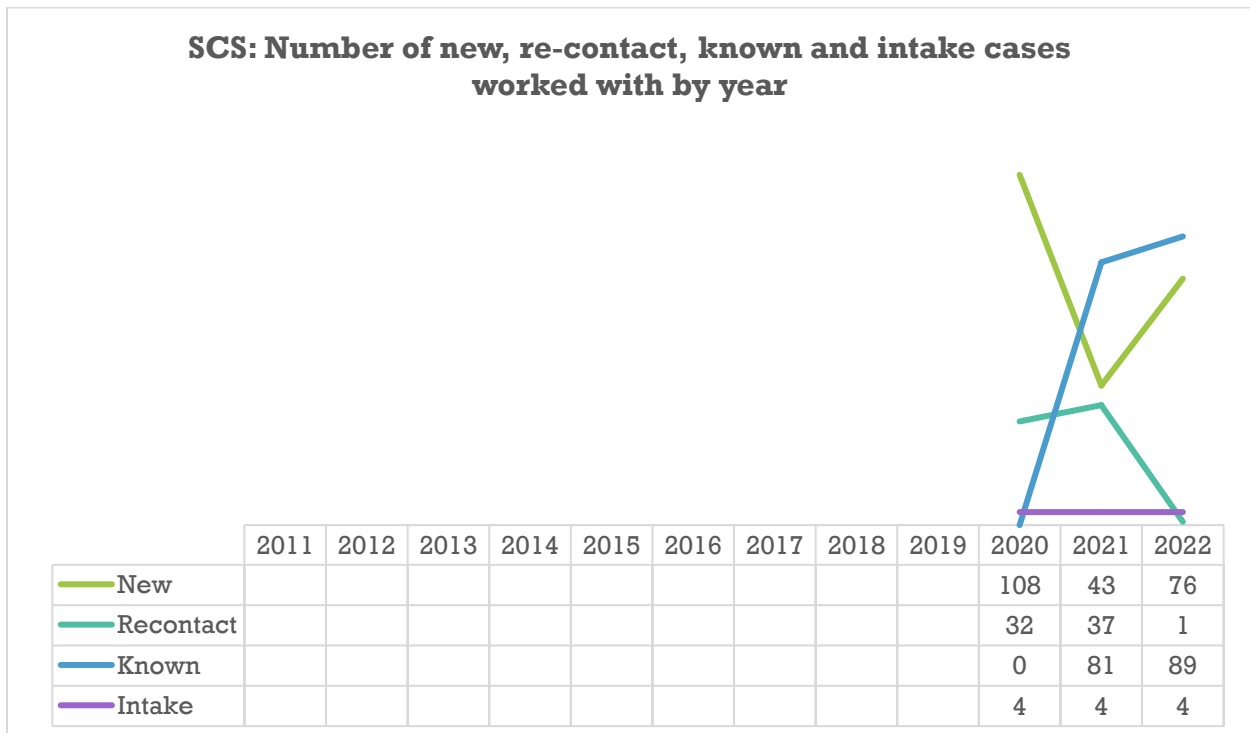
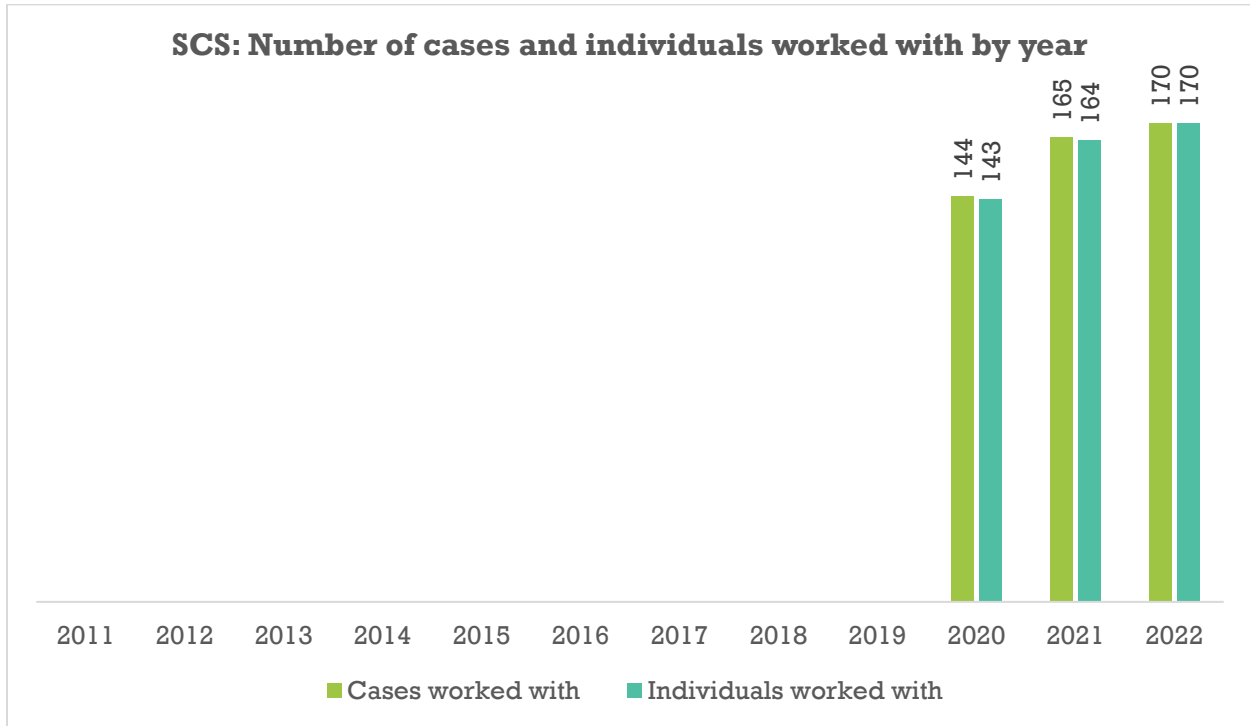
⁵⁷ NK: Not Specified.



Graph Key⁵⁸

⁵⁸ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Southern (SCS) Case Activity⁵⁹



⁵⁹ Service started reporting in 2020.

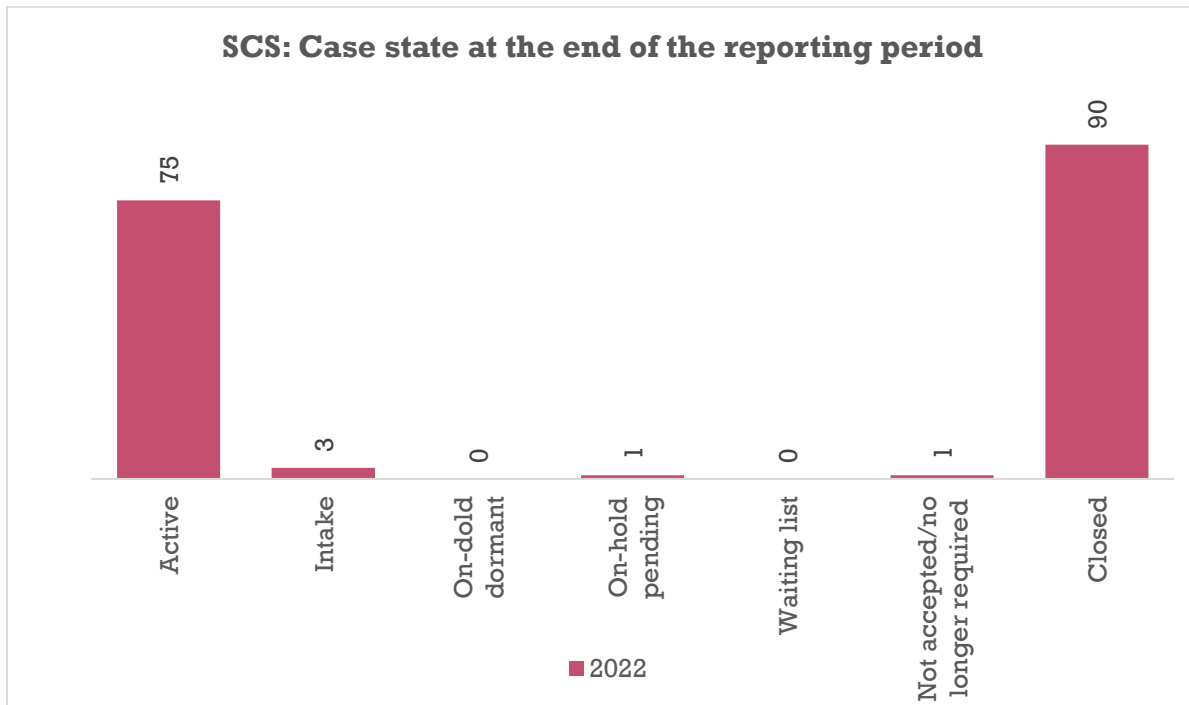
SCS: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases										83	78	77
New & recontact cases										140	80	77
New cases										108	43	76
Closed cases										60	71	90

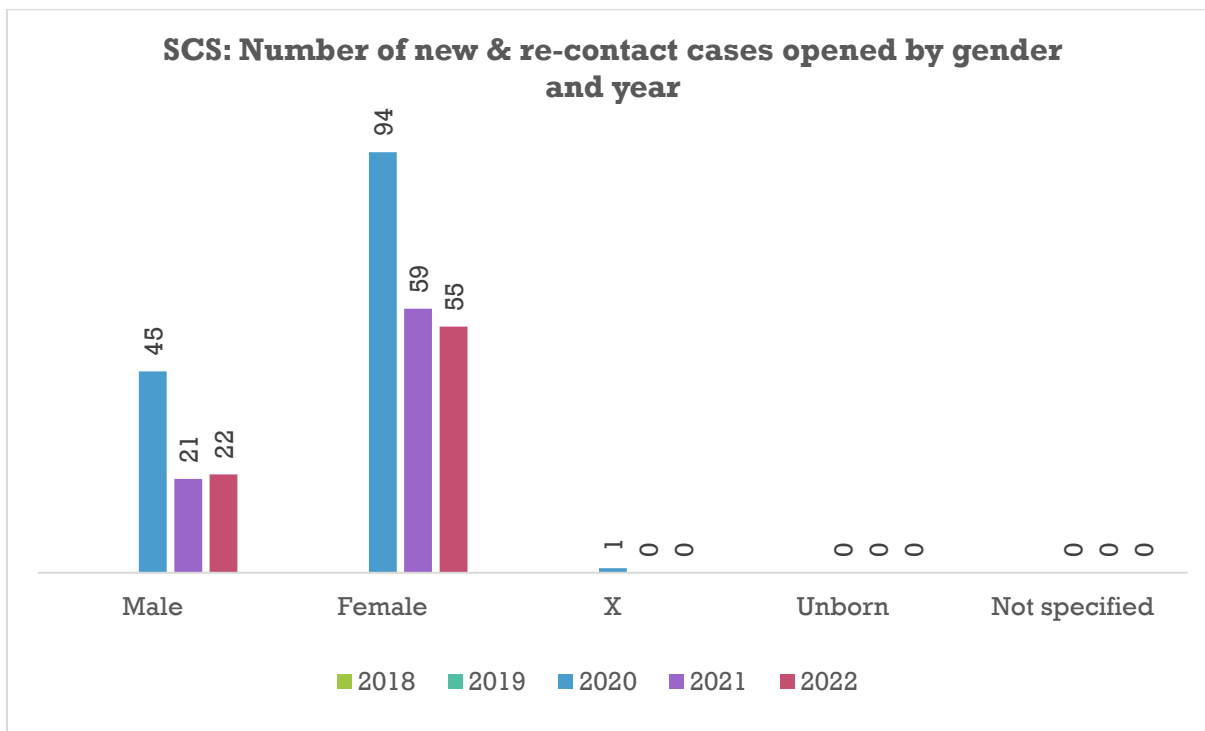
SCS: Referrals by primary problem⁶⁰				
	2019	2020	2021	2022
Addictive behaviour problems	-	3	1	0
Assault/rape/harassment/sexual abuse	-	0	0	0
Behaviour problems	-	0	0	-
Bereavement	-	0	0	0
Child abuse	-	1	2	0
Child care or access	-	1	0	1
Delinquency	-	0	0	0
Disability related issues	-	3	1	1
Domestic violence	-	0	1	0
Eating disorder	-	0	0	0
Elderly needs	-	2	0	1
Employment issues	-	8	1	2
Family relations/relationships	-	0	1	2
Financial difficulties	-	34	26	34
Fostering or adoption	-	1	0	0
Gender related issues	-	0	0	0
Health related issues	-	5	3	3
Homeless	-	0	0	0
Housing problems	-	6	8	11
Human trafficking	-	0	0	0
Lack of support or guidance	-	5	8	14
Legal issues	-	2	4	0
Loneliness	-	5	11	4
Marital problems	-	0	0	0
Mental health issues	-	4	6	0
Migrant related issues	-	0	0	0
Oppositional defiant behaviours	-	-	-	1
Parenting skills/child-parent relationship	-	-	-	0
Personality related issues	-	0	0	0
Pregnancy related issues	-	0	0	0
Relationship problems	-	0	0	0
School related problems	-	0	0	0
Self-harm or suicide	-	0	0	0
Separation related issues	-	0	0	3
Sex work related issues	-	0	0	0
Other	-	3	2	0
Not specified	-	0	3	0
Total	-	83	78	77

⁶⁰ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



Note⁶¹

Details Regarding New and Re-contact Cases Opened



⁶¹ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

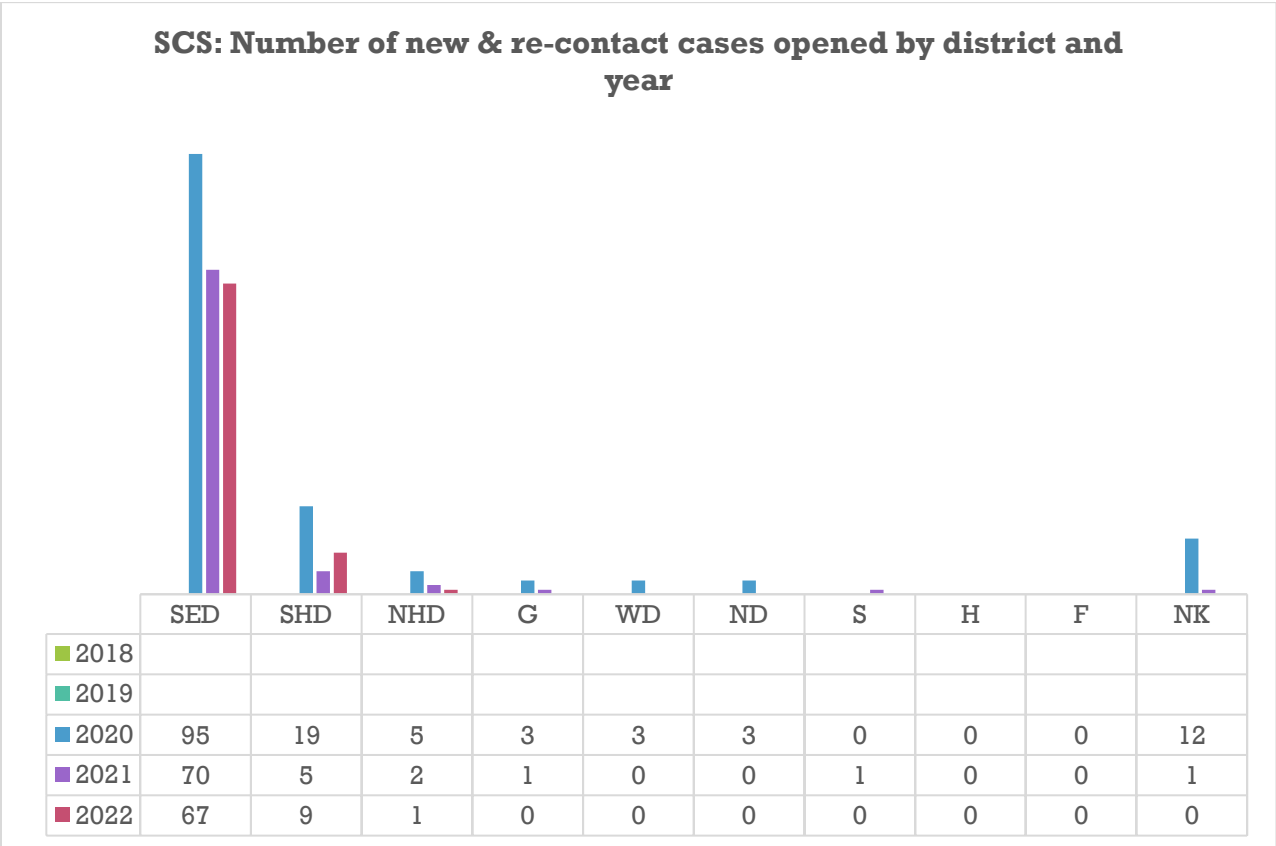
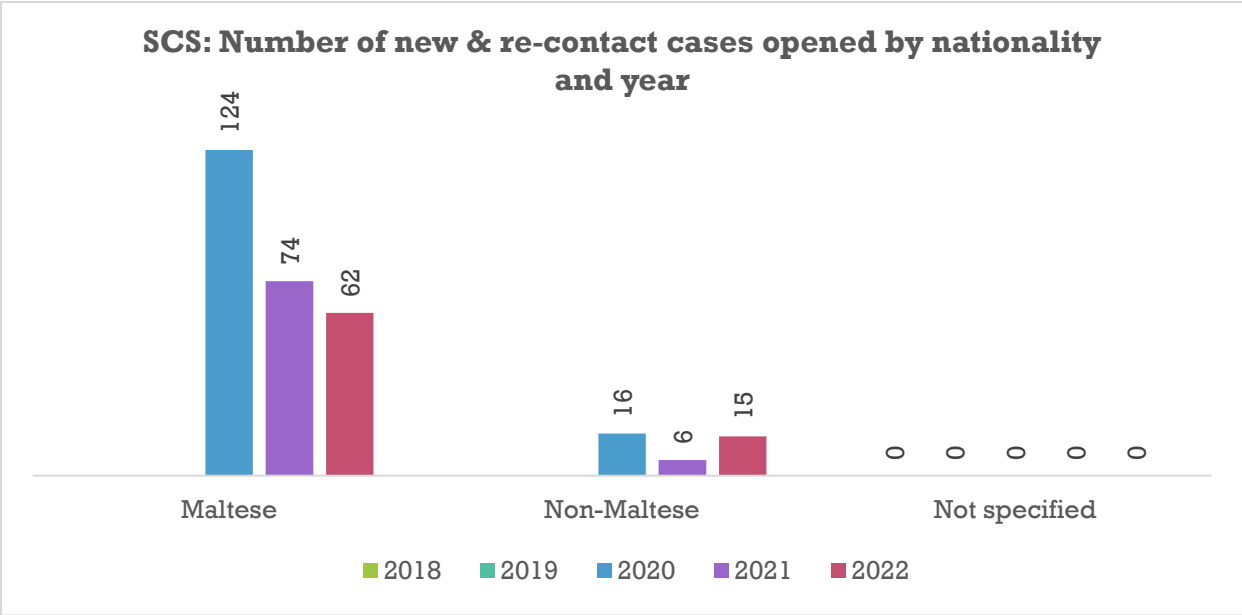


Graph Key⁶²

SCS: New & re-contact cases opened by age category and gender January – December 2022

	Male	Female	X	Unborn	Not specified	Total
≤17	2	1	0	-	0	3
18-19	0	0	0	-	0	0
20-24	1	4	0	-	0	5
25-29	2	4	0	-	0	6
30-34	2	5	0	-	0	7
35-39	0	6	0	-	0	6
40-44	5	9	0	-	0	14
45-49	5	3	0	-	0	8
50-54	0	5	0	-	0	5
55-59	3	5	0	-	0	8
>60	2	13	0	-	0	15
Not specified	0	0	0	-	0	0
Total	22	55	0	-	0	77

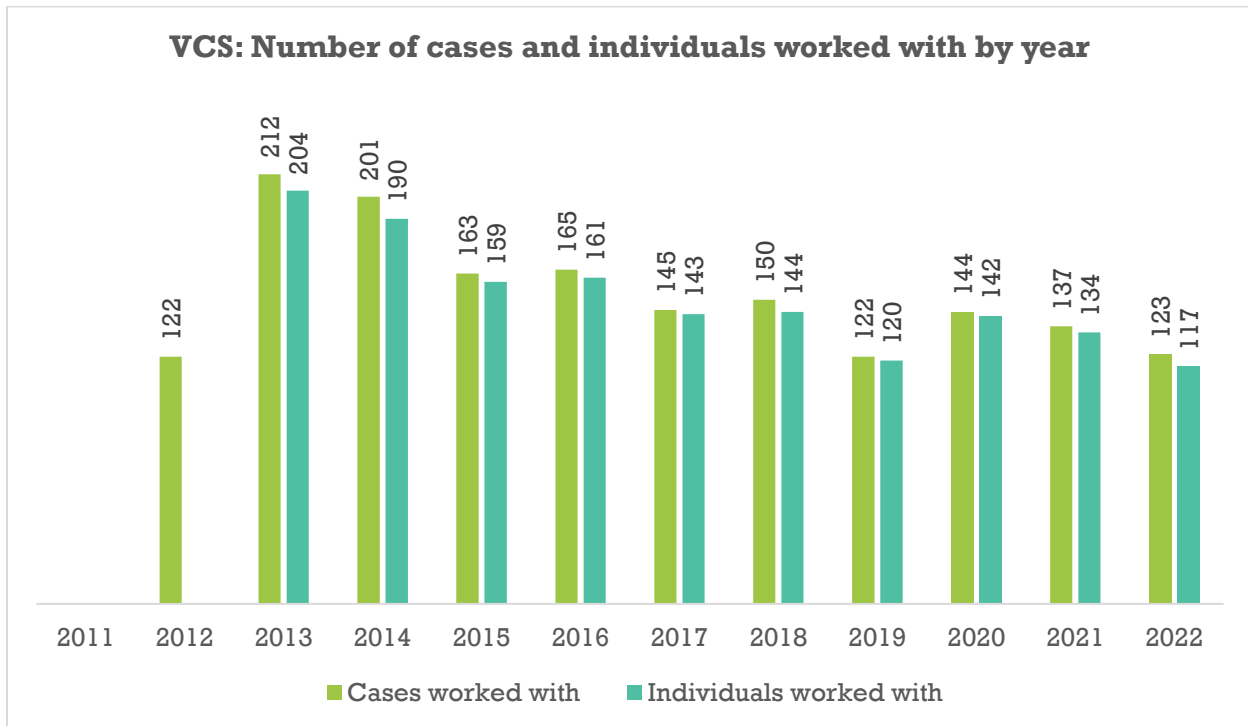
⁶² SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.



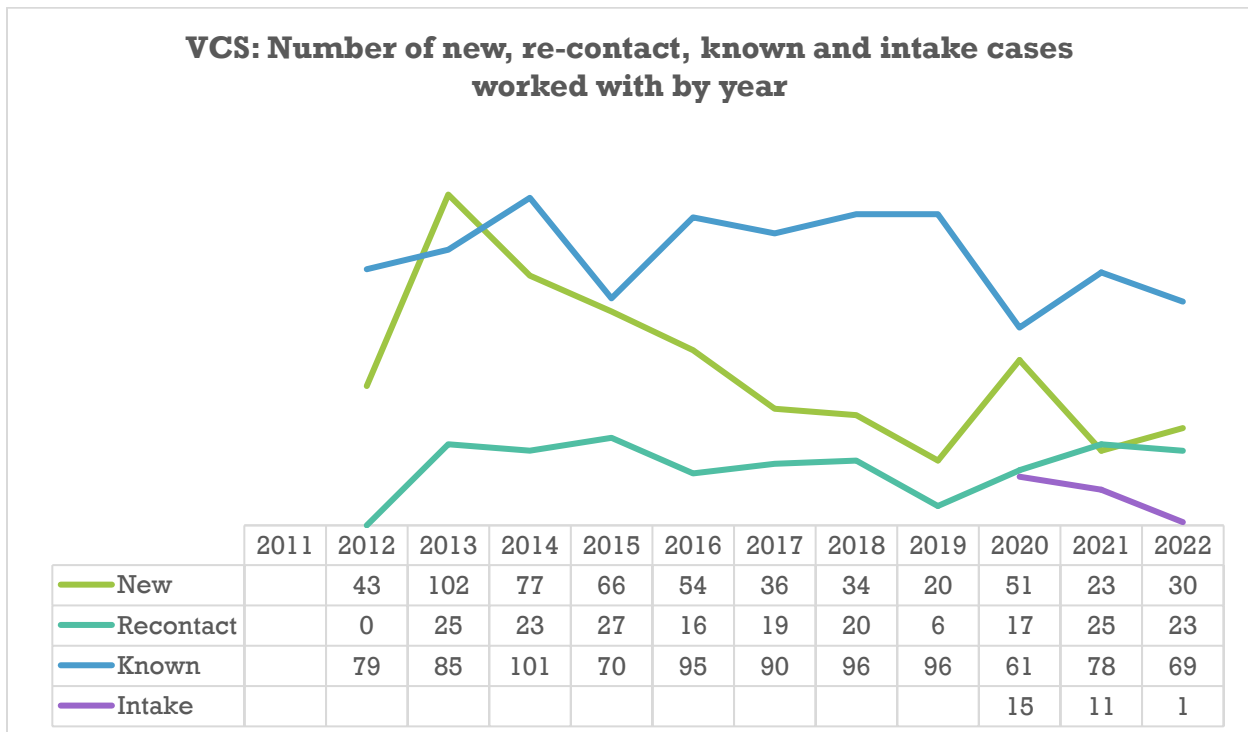
Graph Key⁶³

⁶³ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Valletta (VCS) Case Activity⁶⁴



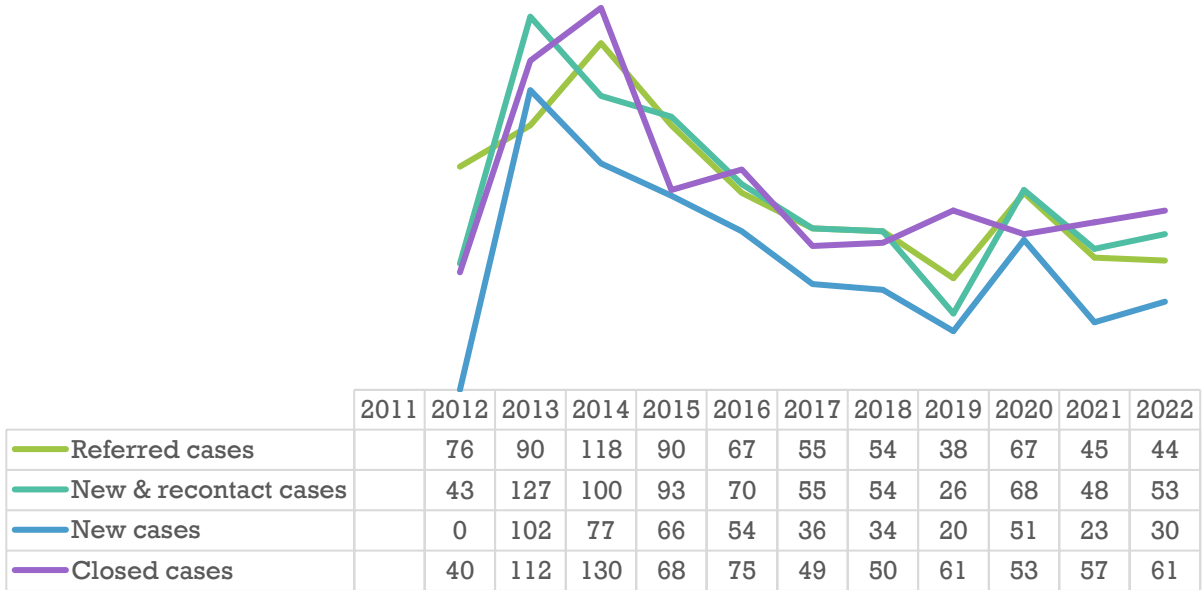
Note⁶⁵



⁶⁴ A new data collection system and reporting format were introduced in 2019.

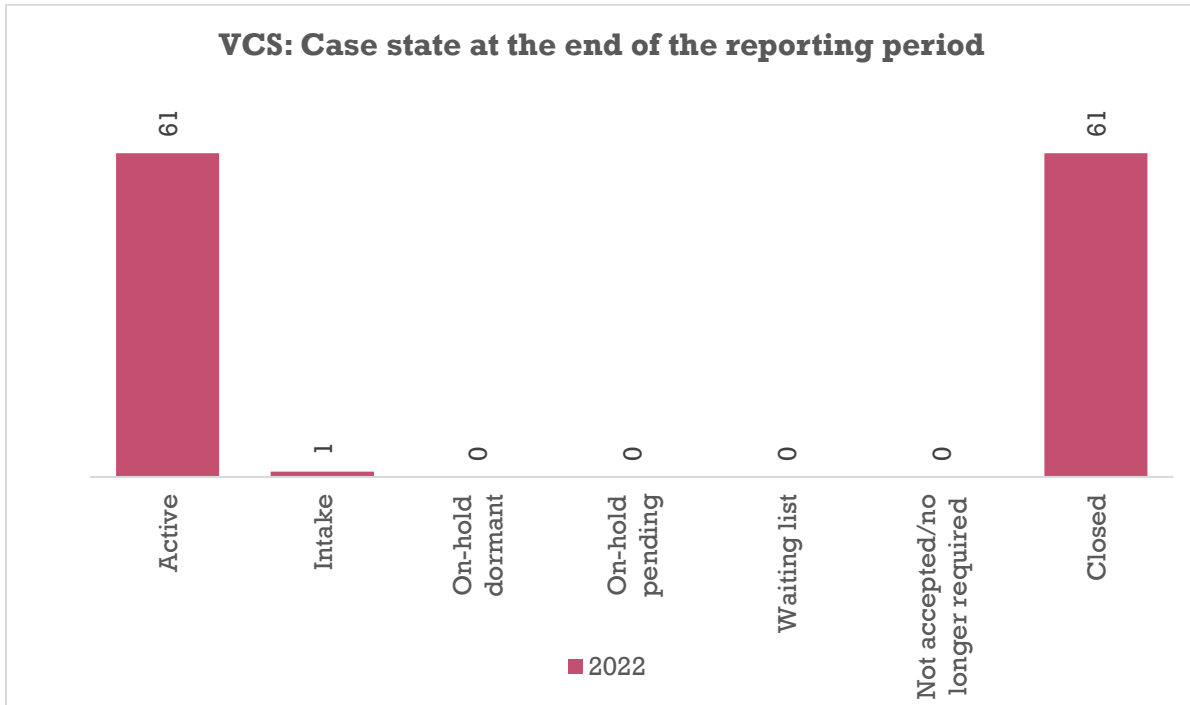
⁶⁵ Individual level data was not available prior to 2013.

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



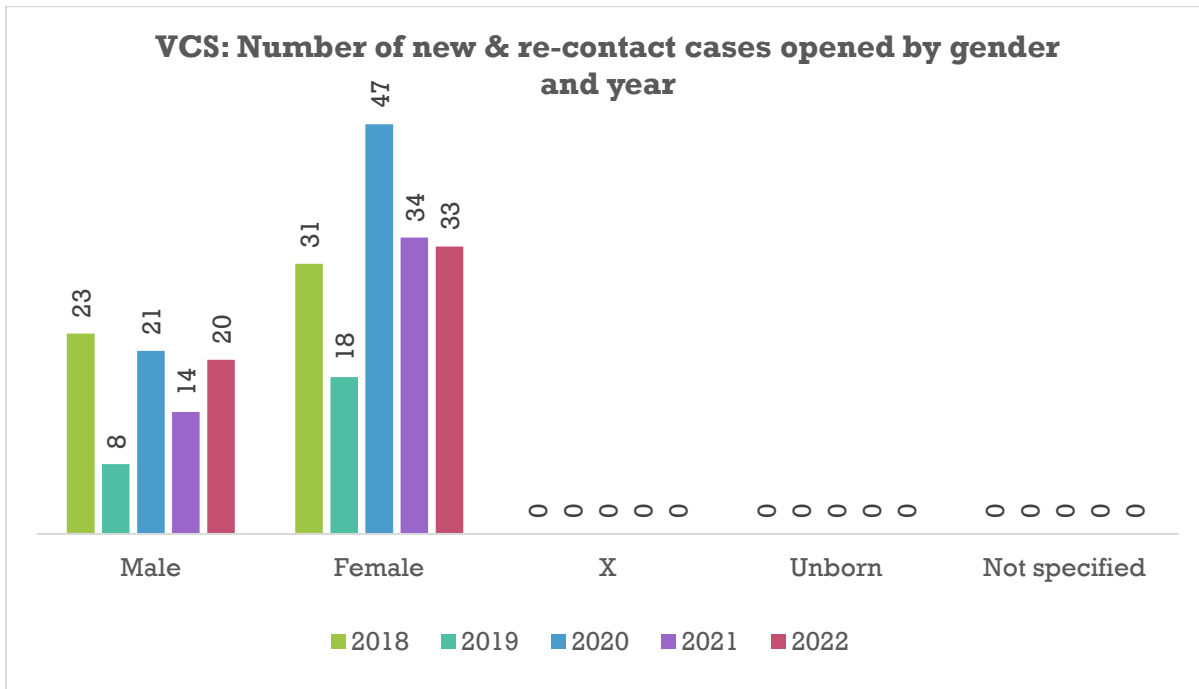
VCS: Referrals by primary problem ⁶⁶				
	2019	2020	2021	2022
Addictive behaviour problems	1	0	1	0
Assault/rape/harassment/sexual abuse	0	1	0	0
Behaviour problems	0	2	0	-
Bereavement	0	0	0	0
Child abuse	0	0	0	0
Child care or access	1	2	2	1
Delinquency	0	0	0	0
Disability related issues	1	0	0	2
Domestic violence	0	0	2	0
Eating disorder	0	0	0	0
Elderly needs	1	0	0	1
Employment issues	2	5	3	3
Family relations/relationships	5	1	0	1
Financial difficulties	8	12	14	10
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	2	1	1
Homeless	5	12	5	7
Housing problems	3	14	8	6
Human trafficking	0	0	0	0
Lack of support or guidance	4	5	3	5
Legal issues	0	2	0	1
Loneliness	0	0	0	1
Marital problems	0	0	0	0
Mental health issues	3	3	5	0
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	-	0
Parenting skills/child-parent relationship	-	-	-	2
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	2	1	0	0
School related problems	0	0	0	1
Self-harm or suicide	1	2	0	0
Separation related issues	1	1	0	0
Sex work related issues	0	0	0	0
Other	0	2	1	2
Not specified	0	0	0	0
Total	38	67	45	44

⁶⁶ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



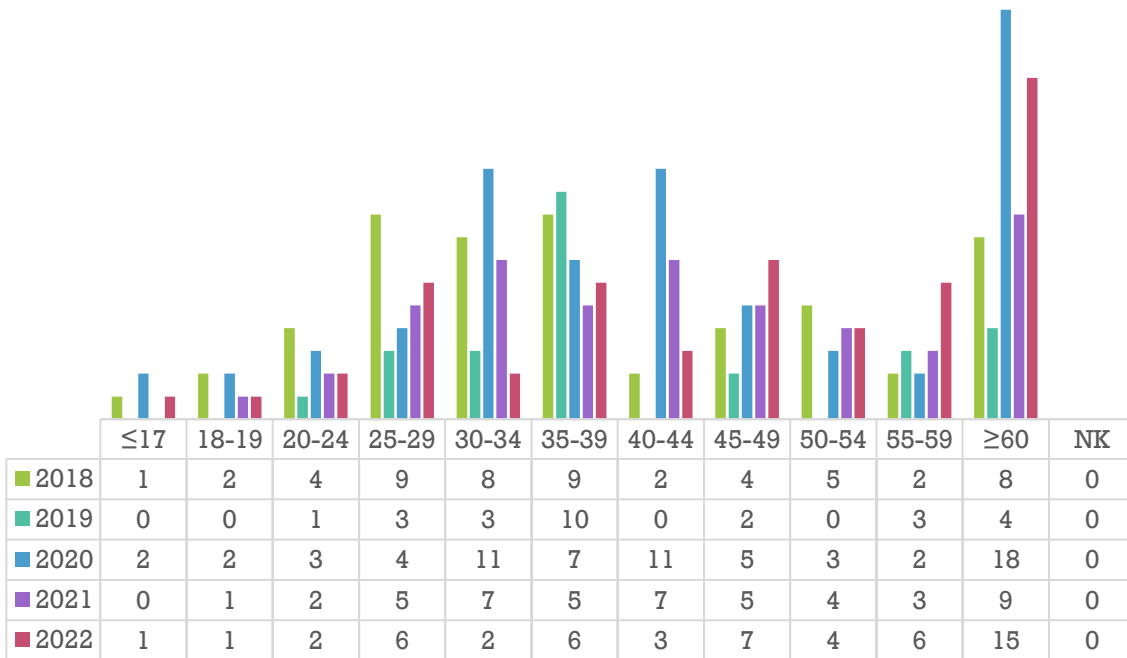
Note⁶⁷

Details Regarding New and Re-contact Cases Opened



⁶⁷ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

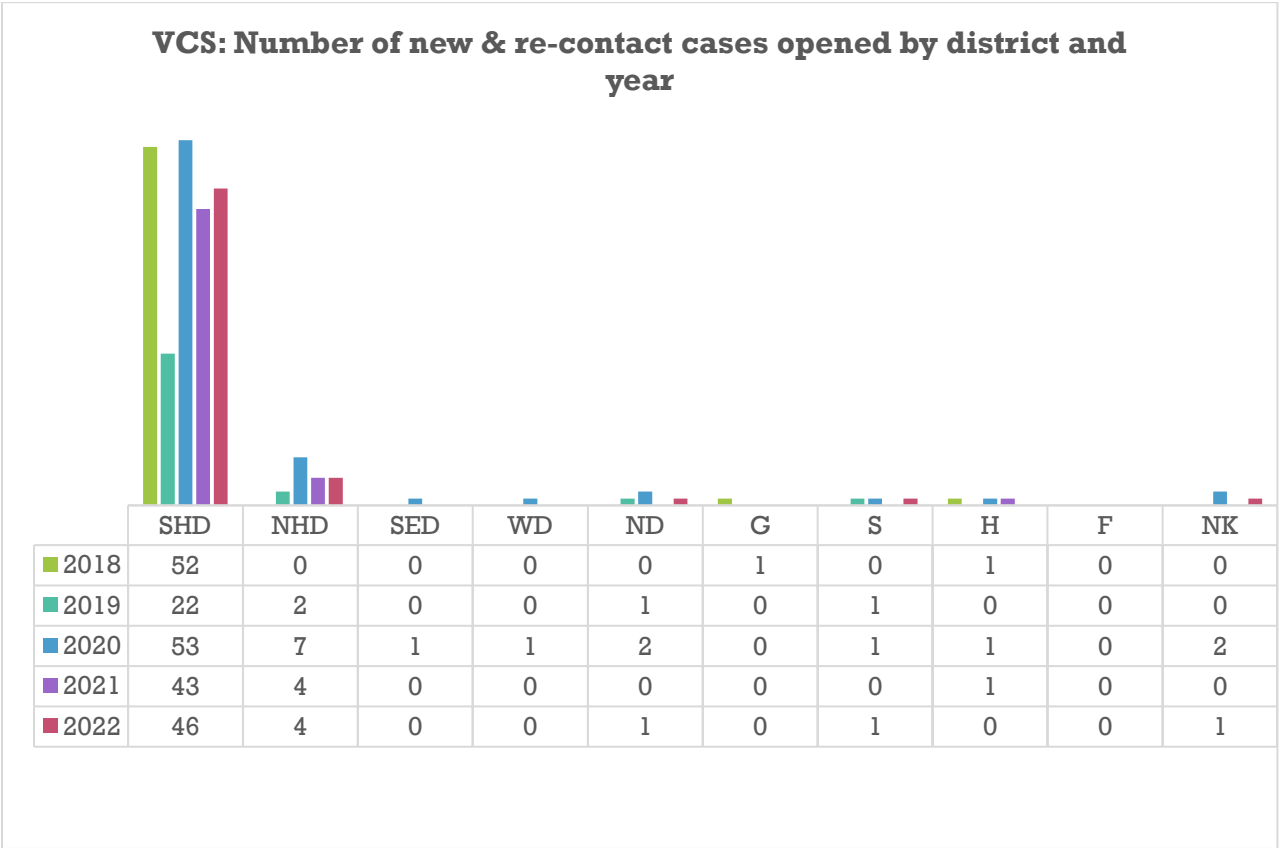
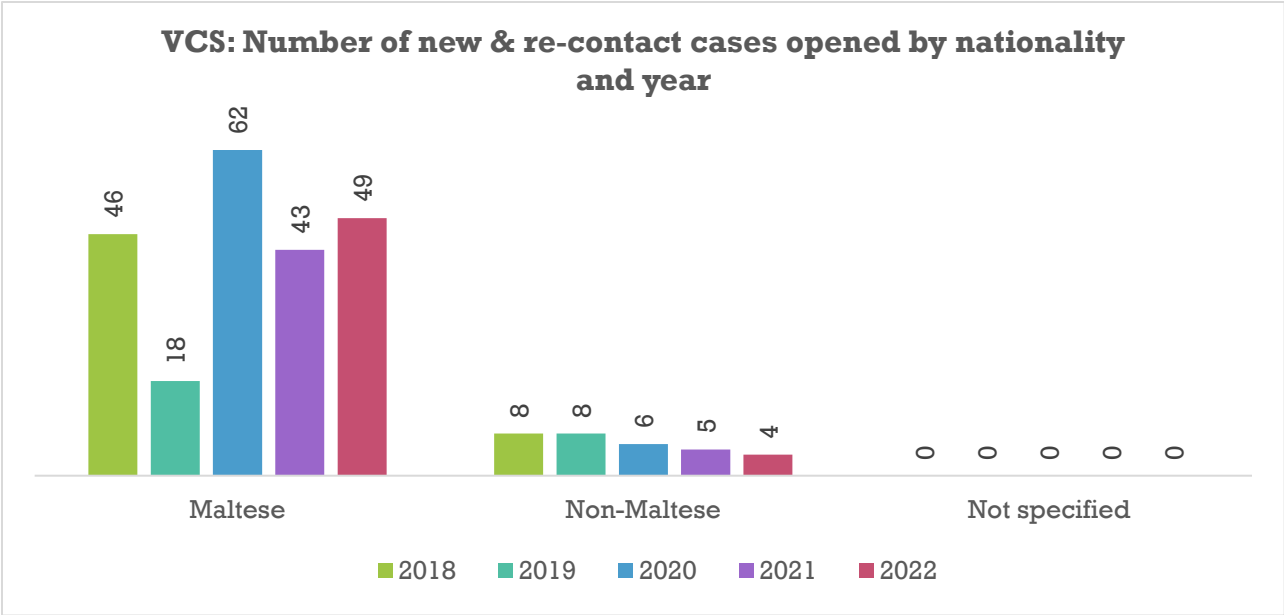


Graph Key⁶⁸

**VCS: New & re-contact cases opened by age category and gender
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	-	0	1
18-19	0	1	0	-	0	1
20-24	2	0	0	-	0	2
25-29	2	4	0	-	0	6
30-34	1	1	0	-	0	2
35-39	1	5	0	-	0	6
40-44	2	1	0	-	0	3
45-49	3	4	0	-	0	7
50-54	2	2	0	-	0	4
55-59	1	5	0	-	0	6
>60	6	9	0	-	0	15
Not specified	0	0	0	-	0	0
Total	20	33	0	-	0	53

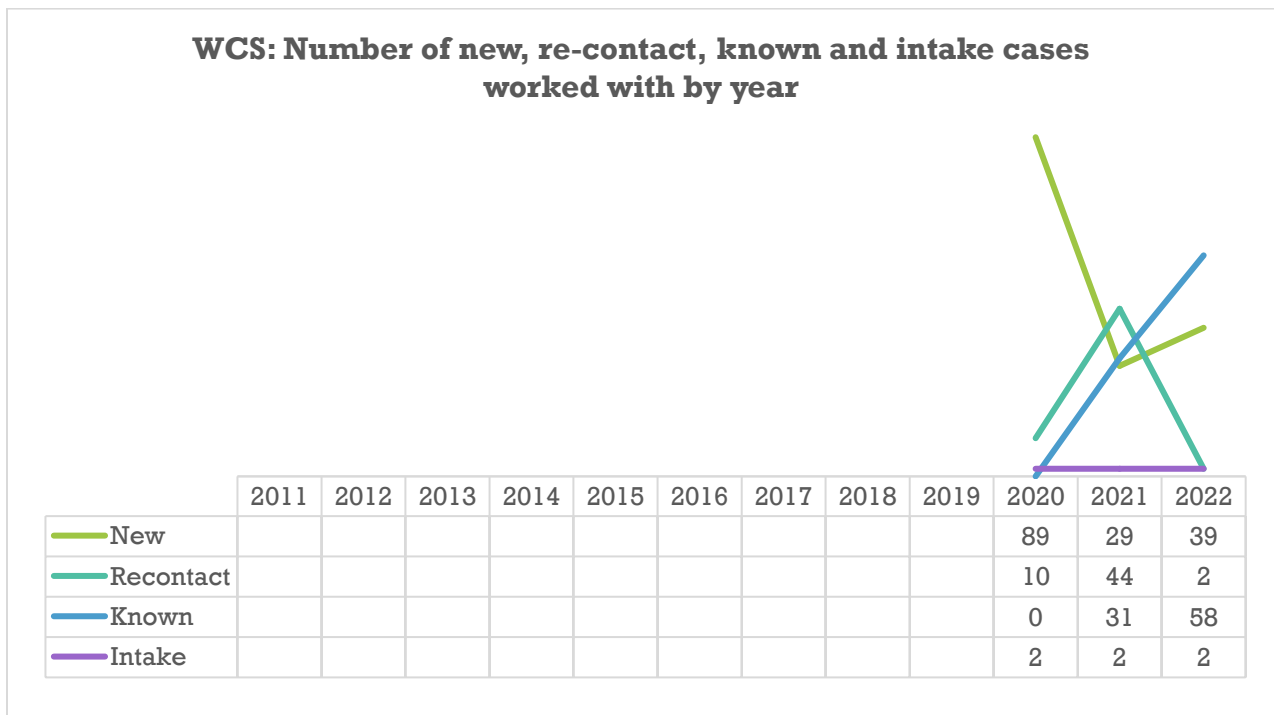
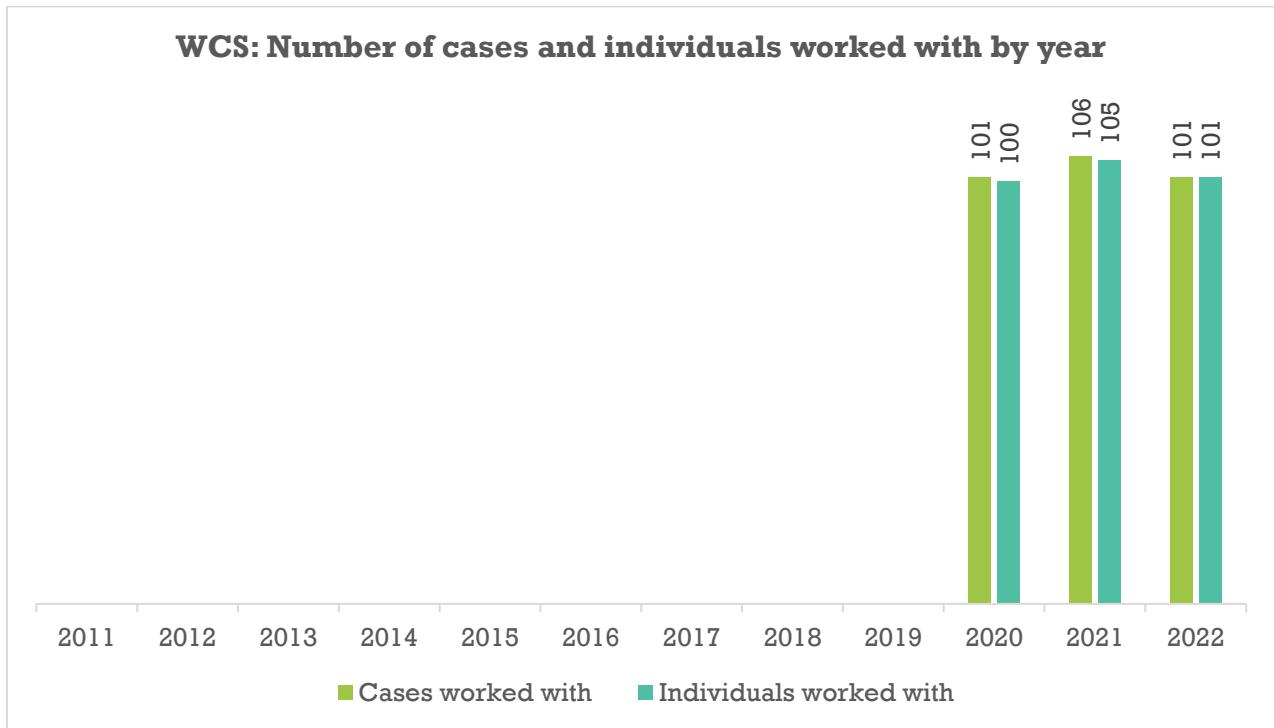
⁶⁸ NK: Not Specified.



Graph Key⁶⁹

⁶⁹ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Western (WCS) Case Activity⁷⁰



⁷⁰ Service started reporting in 2020.

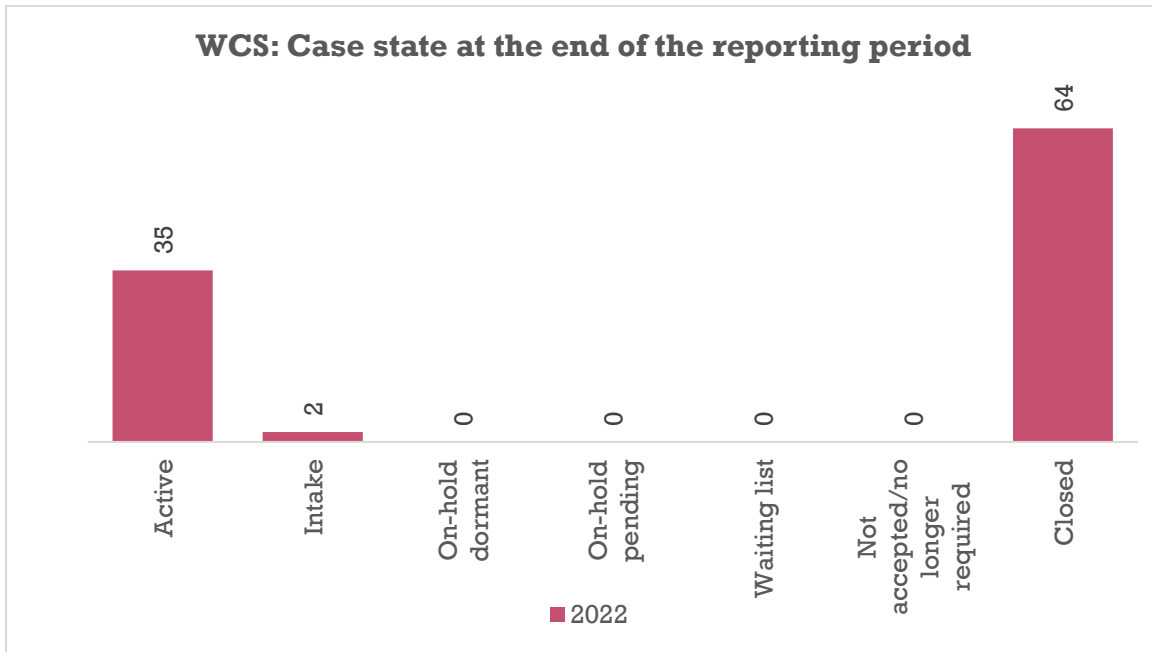
WCS: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases										67	74	35
New & recontact cases										99	73	41
New cases										89	29	39
Closed cases										69	46	64

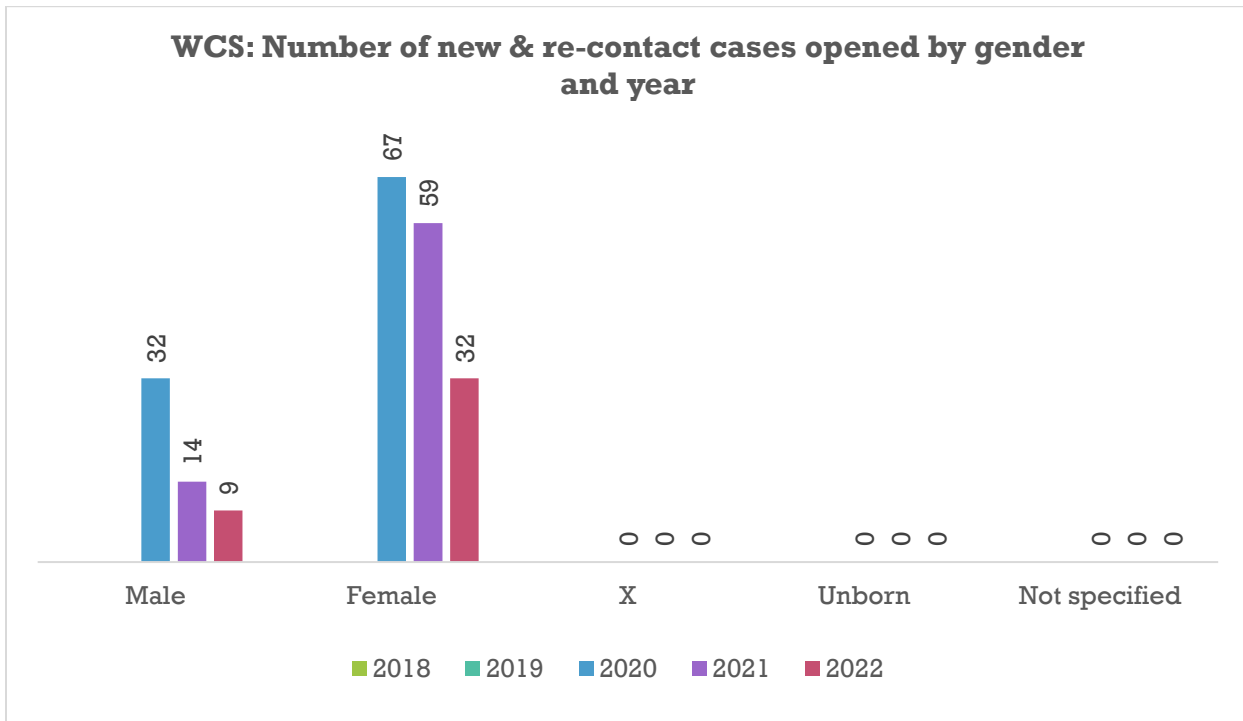
WCS: Referrals by primary problem⁷¹				
	2019	2020	2021	2022
Addictive behaviour problems	-	0	3	0
Assault/rape/harassment/sexual abuse	-	0	0	0
Behaviour problems	-	0	0	-
Bereavement	-	0	0	0
Child abuse	-	0	5	1
Child care or access	-	1	0	1
Delinquency	-	0	0	0
Disability related issues	-	4	2	0
Domestic violence	-	0	2	0
Eating disorder	-	0	0	0
Elderly needs	-	5	1	3
Employment issues	-	10	4	3
Family relations/relationships	-	1	2	0
Financial difficulties	-	33	19	11
Fostering or adoption	-	0	0	0
Gender related issues	-	0	0	0
Health related issues	-	2	2	1
Homeless	-	2	0	0
Housing problems	-	3	7	2
Human trafficking	-	0	0	0
Lack of support or guidance	-	1	11	6
Legal issues	-	0	0	0
Loneliness	-	0	2	0
Marital problems	-	0	1	0
Mental health issues	-	3	6	3
Migrant related issues	-	0	0	1
Oppositional defiant behaviours	-	-	-	1
Parenting skills/child-parent relationship	-	-	-	0
Personality related issues	-	0	0	0
Pregnancy related issues	-	0	0	0
Relationship problems	-	0	0	0
School related problems	-	0	3	0
Self-harm or suicide	-	0	0	0
Separation related issues	-	0	1	0
Sex work related issues	-	0	0	0
Other	-	2	3	2
Not specified	-	0	0	0
Total	-	67	74	35

⁷¹ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



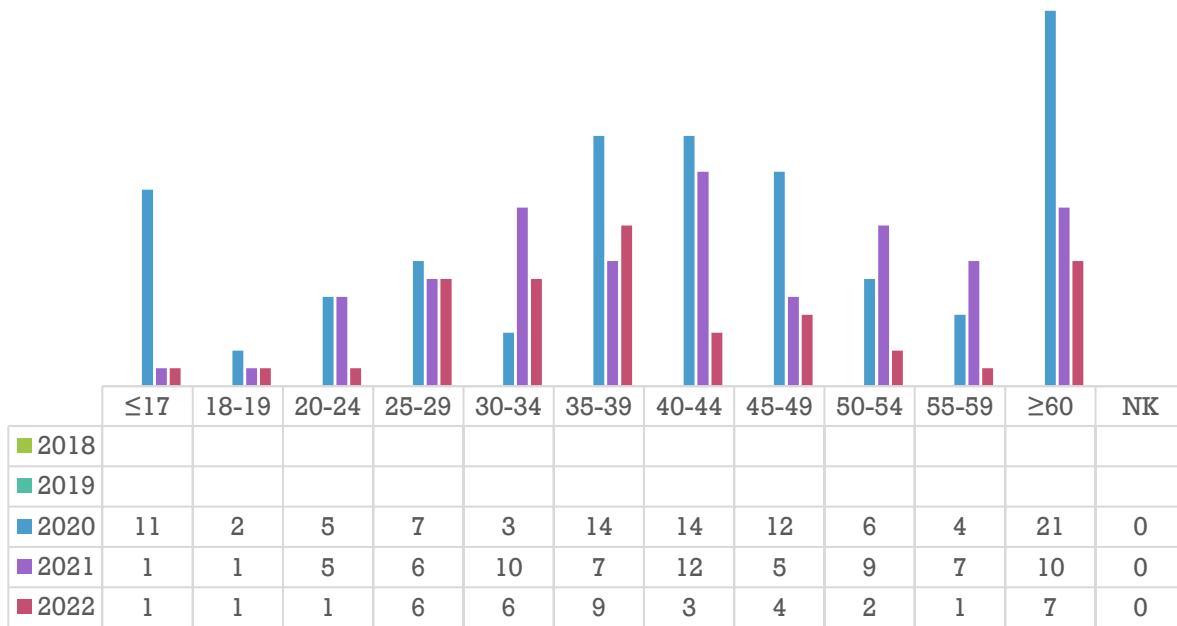
Note⁷²

Details Regarding New and Re-contact Cases Opened



⁷² The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

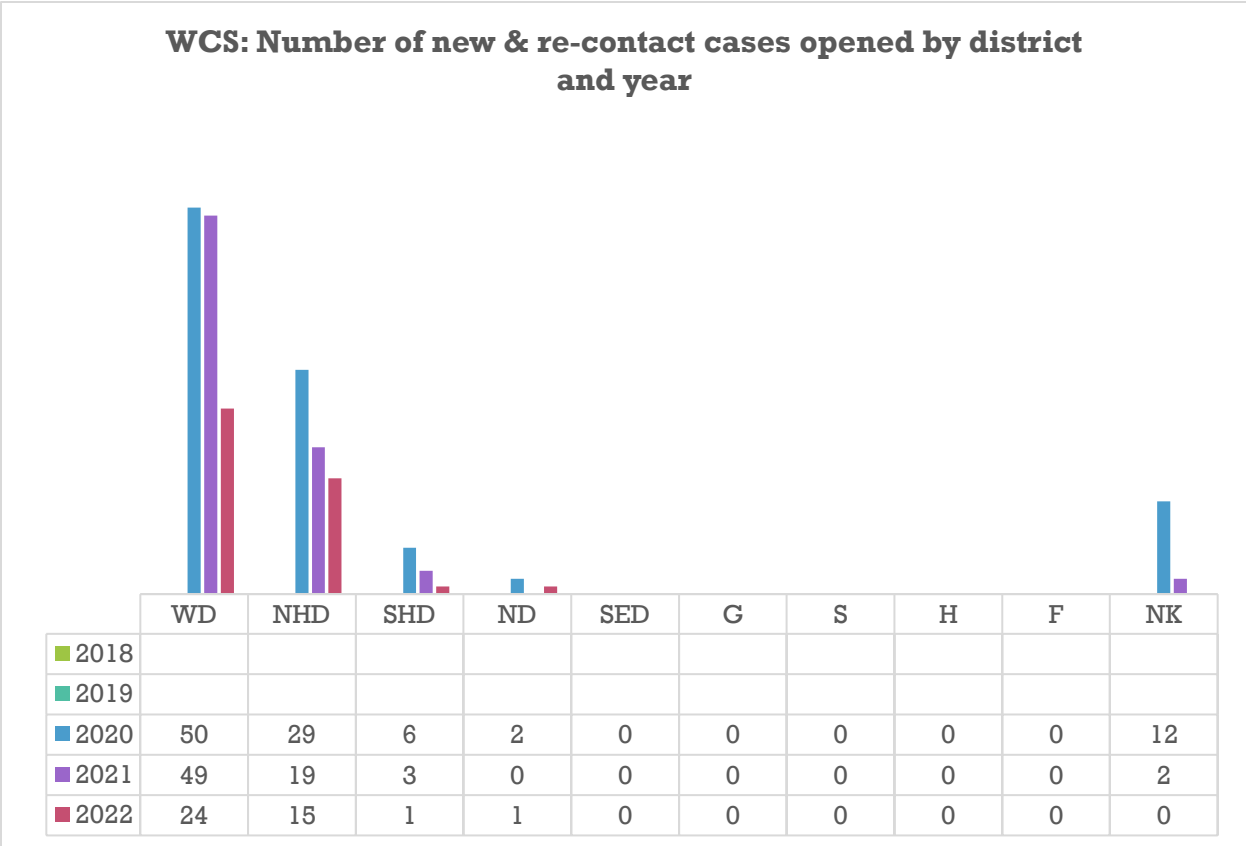
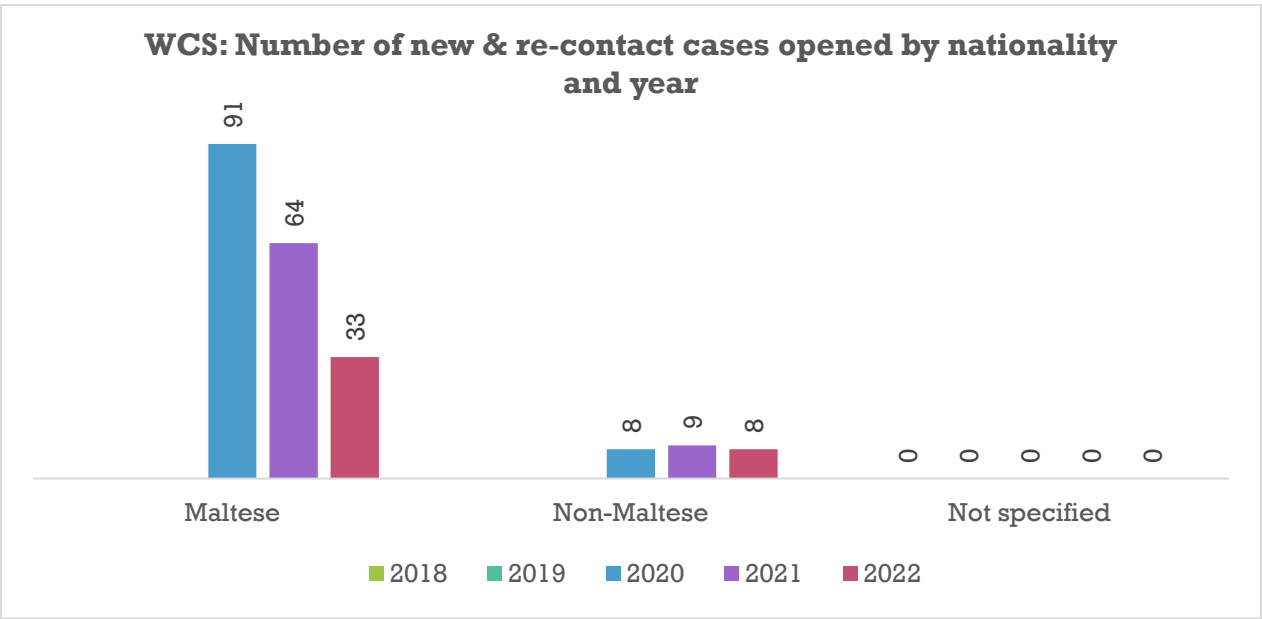


Graph Key⁷³

**WCS: New & re-contact cases opened by age category and gender
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	1	0	0	-	0	1
18-19	1	0	0	-	0	1
20-24	0	1	0	-	0	1
25-29	2	4	0	-	0	6
30-34	0	6	0	-	0	6
35-39	1	8	0	-	0	9
40-44	1	2	0	-	0	3
45-49	2	2	0	-	0	4
50-54	0	2	0	-	0	2
55-59	1	0	0	-	0	1
≥60	0	7	0	-	0	7
Not specified	0	0	0	-	0	0
Total	9	32	0	-	0	41

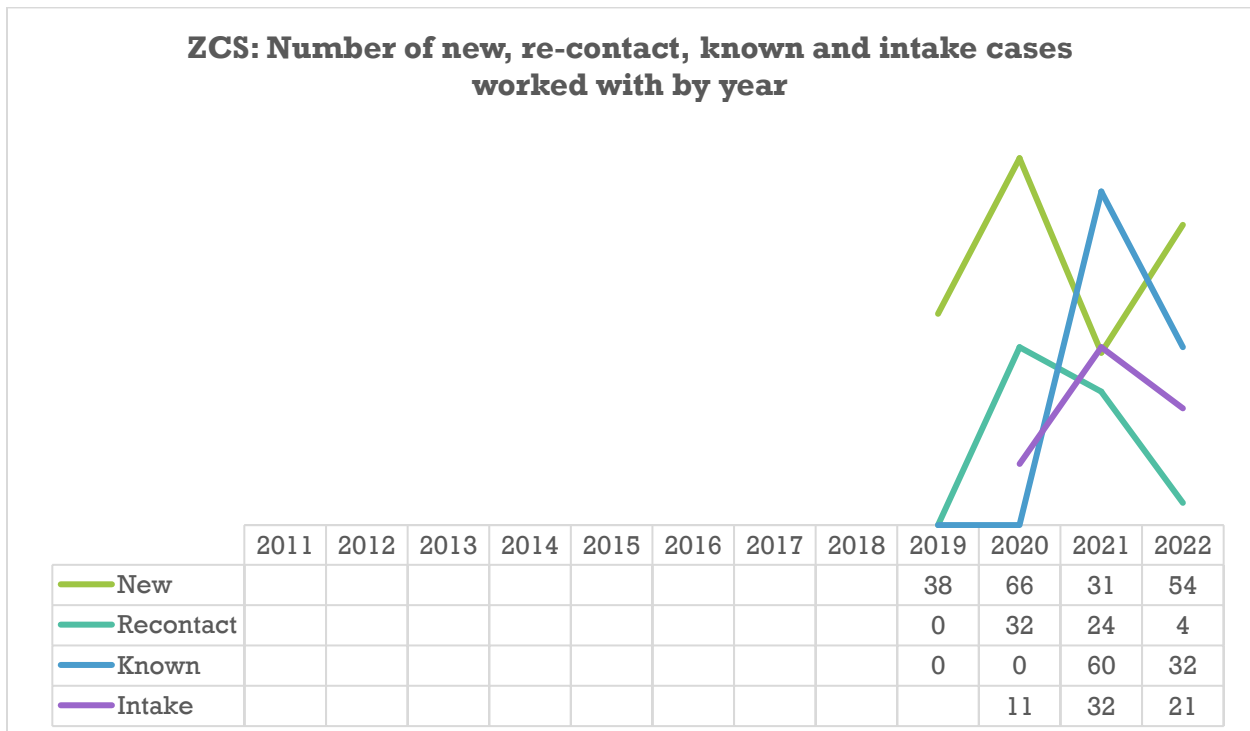
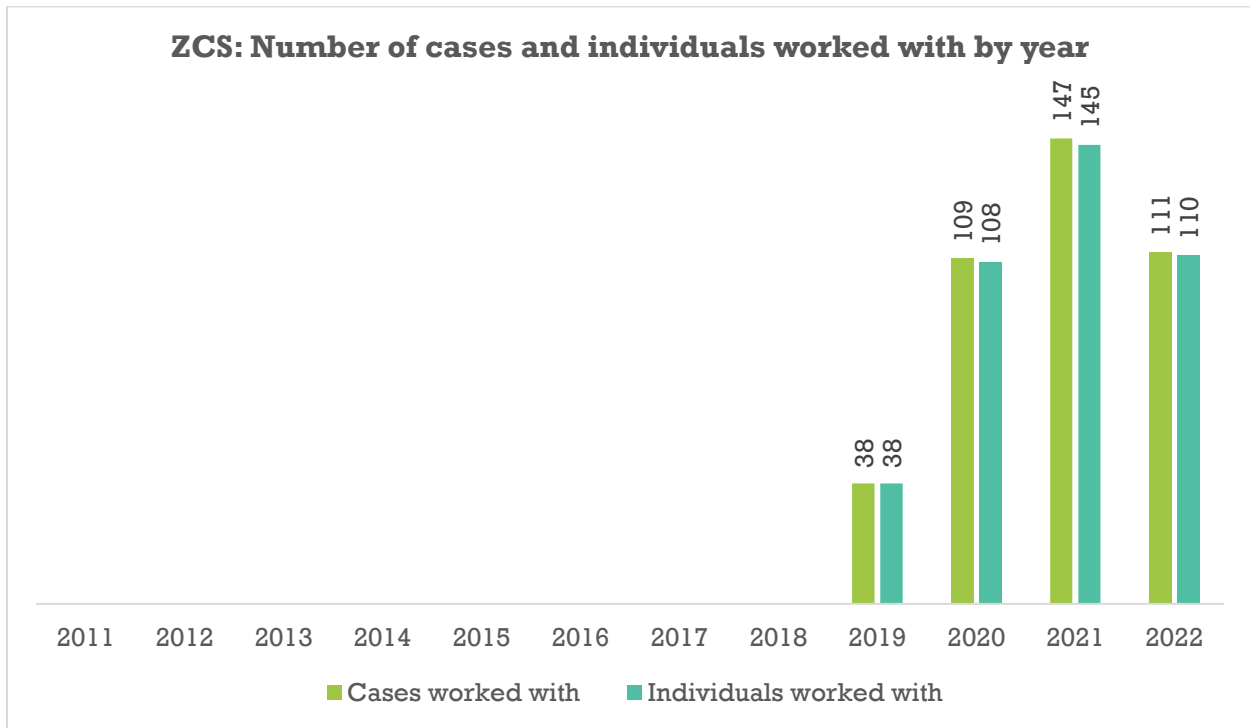
⁷³ NK: Not Specified.



Graph Key⁷⁴

⁷⁴ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Community Services: Zabbar (ZCS) Case Activity⁷⁵



Note⁷⁶

⁷⁵ Service started reporting in 2019. The service started using the online system in 2020.

⁷⁶ With the introduction of a new online system, all known cases had to be re-inputted in 2020 and these were automatically registered as new.

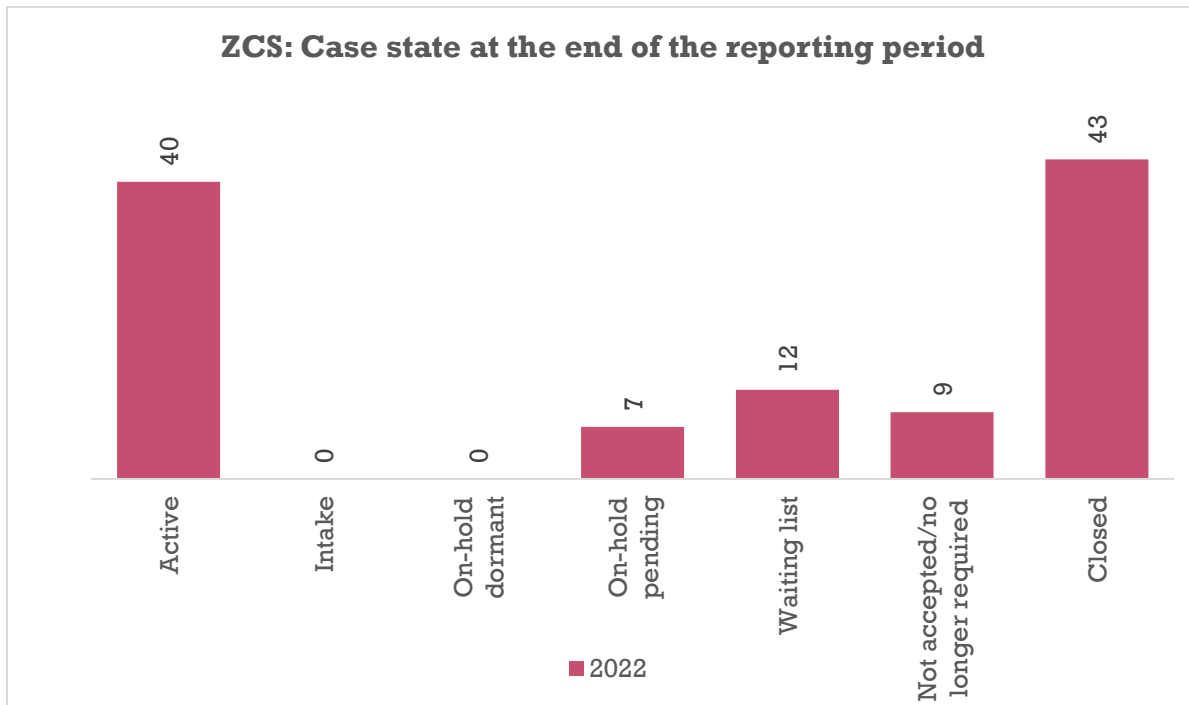
ZCS: Number of referred, new & re-contact, new and closed cases by year



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases									38	94	76	50
New & recontact cases									38	98	55	58
New cases									38	66	31	54
Closed cases									10	38	83	43

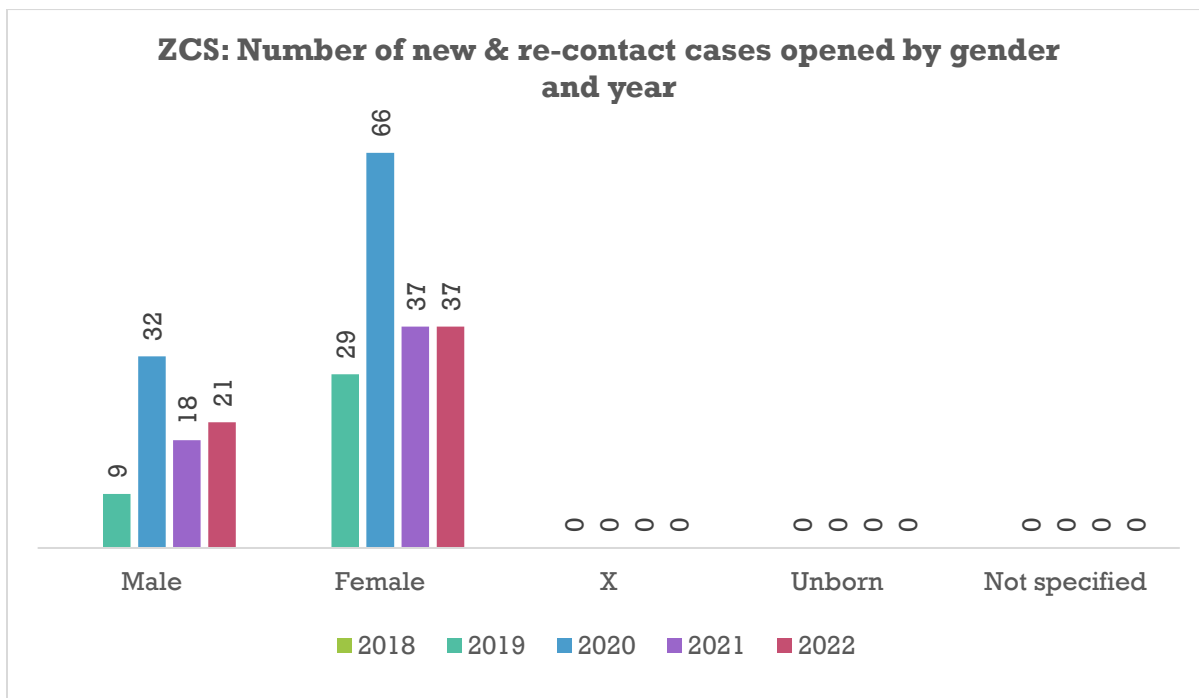
ZCS: Referrals by primary problem⁷⁷				
	2019	2020	2021	2022
Addictive behaviour problems	0	0	0	1
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	0	8	2	-
Bereavement	2	0	0	1
Child abuse	0	2	2	0
Child care or access	7	0	9	2
Delinquency	0	0	0	0
Disability related issues	0	0	1	0
Domestic violence	0	3	0	1
Eating disorder	0	0	0	0
Elderly needs	0	1	1	1
Employment issues	1	1	8	4
Family relations/relationships	3	11	2	3
Financial difficulties	4	21	13	9
Fostering or adoption	0	0	1	0
Gender related issues	0	0	0	0
Health related issues	1	3	2	1
Homeless	3	4	2	2
Housing problems	6	10	4	6
Human trafficking	0	0	0	0
Lack of support or guidance	2	11	8	5
Legal issues	0	0	3	0
Loneliness	0	1	3	0
Marital problems	2	1	0	1
Mental health issues	5	9	5	6
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	-	0
Parenting skills/child-parent relationship	-	-	-	5
Personality related issues	0	0	0	0
Pregnancy related issues	1	0	1	0
Relationship problems	1	0	2	1
School related problems	0	2	0	0
Self-harm or suicide	0	0	2	0
Separation related issues	0	2	2	1
Sex work related issues	0	0	0	0
Other	0	3	3	0
Not specified	0	1	0	0
Total	38	94	76	50

⁷⁷ Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



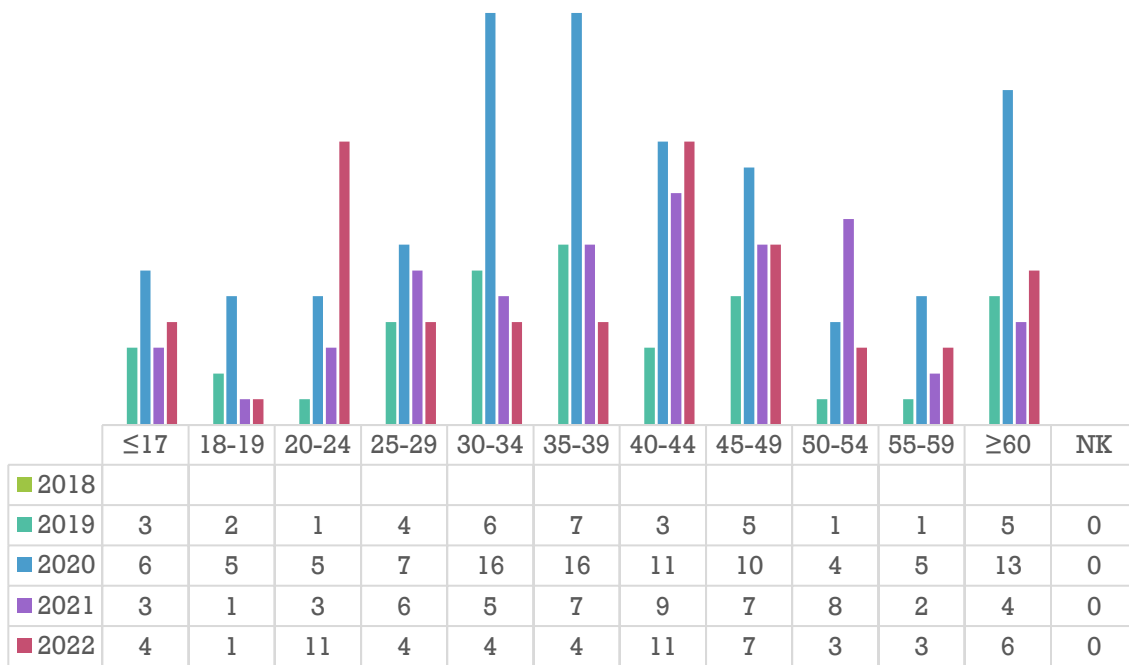
Note⁷⁸

Details Regarding New and Re-contact Cases Opened



⁷⁸ The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

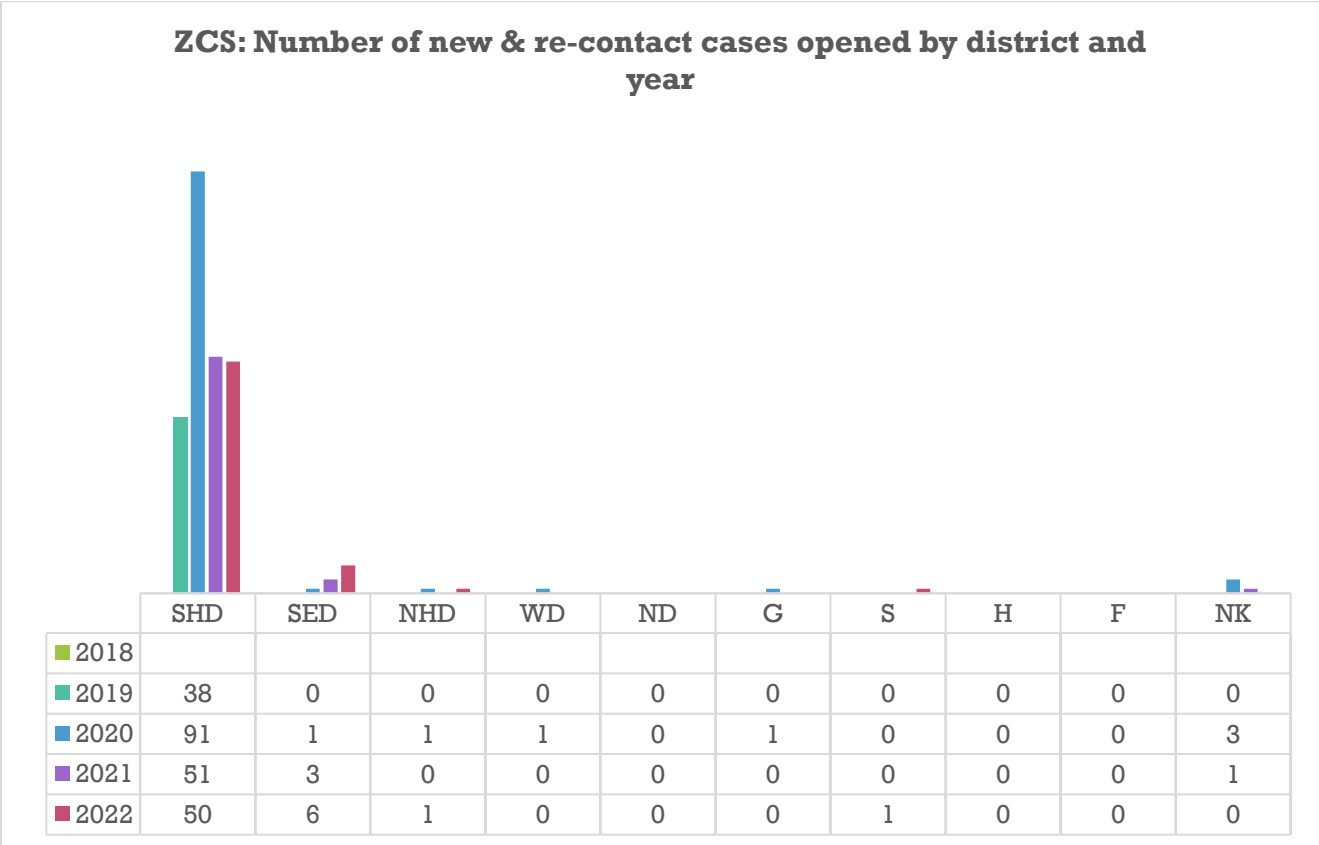
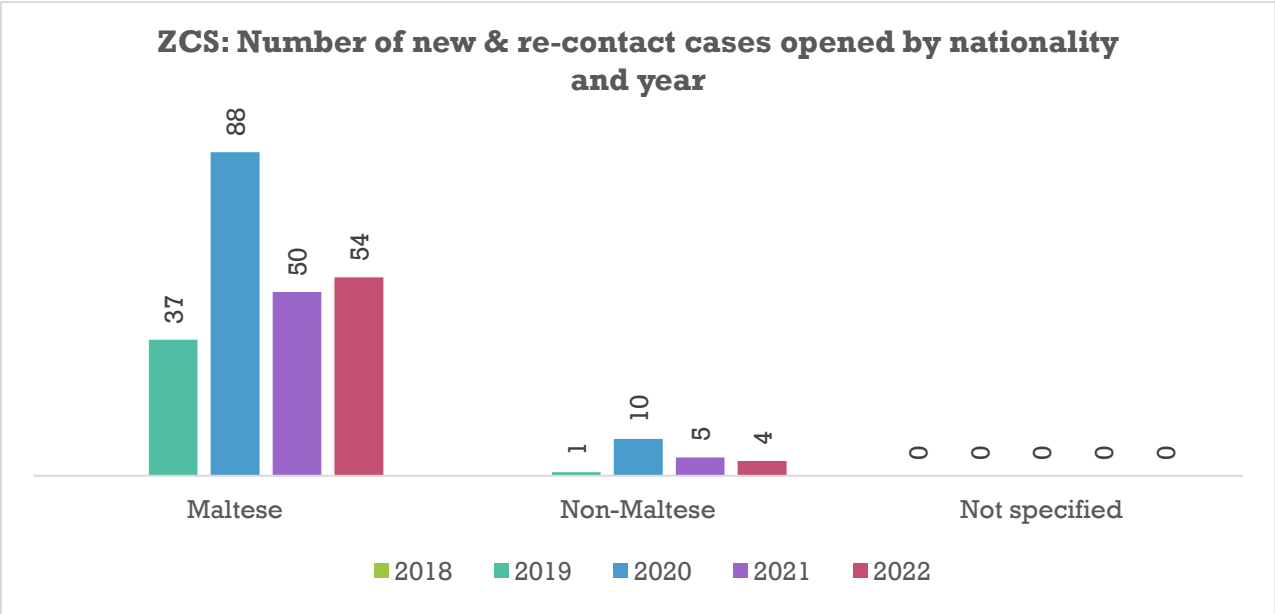


Graph Key⁷⁹

**ZCS: New & re-contact cases opened by age category and gender
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	3	1	0	-	0	4
18-19	0	1	0	-	0	1
20-24	4	7	0	-	0	11
25-29	0	4	0	-	0	4
30-34	1	3	0	-	0	4
35-39	1	3	0	-	0	4
40-44	4	7	0	-	0	11
45-49	3	4	0	-	0	7
50-54	1	2	0	-	0	3
55-59	0	3	0	-	0	3
≥60	4	2	0	-	0	6
Not specified	0	0	0	-	0	0
Total	21	37	0	-	0	58

⁷⁹ NK: Not Specified.



Graph Key⁸⁰

⁸⁰ SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

Appendix

Glossary of Terms

Variable	Definition
Cases worked with	The total number of service user cases that were new, re-contact or known in the reporting year and intake cases still on intake at the end of the reporting period. 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.
Individuals worked with	The total number of individual service users whose case was new, re-contact or known at least once in the year and intake cases still on intake at the end of the reporting period. This excludes cases re-opened in the same year for the same person.
New case	A 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 that are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Intake case	When a case is referred to the service it is placed on intake (intake is the initial state 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 the 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 case	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 and placed on a waiting list or not taken up because the service was not appropriate for the person's needs.
New & re-contact case	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	When a 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 same year.
Case state	The state of the case at the end of the reporting period. Cases can be active, closed, intake, on-hold, waiting list or not accepted/no longer required. For example, a case may start the reporting period as a known active case but by the end of the reporting period, the case was closed so the case state is now reported as closed.
Active state	A case state where the case was opened in the year and still open by the end of the reporting period.
Closed state	A case state where the case was opened in the year but closed by the end of the reporting period.
Intake state	A case state where the case was on intake in the year and still on intake by the end of the reporting period.

On-hold state	A case state where the case was opened in the year but put on hold by the end of the reporting period. The reason it is placed on hold can be: - Pending: cases where all activity stops pending the action of another service. E.g., the case is pending outcomes from the child protection investigations. - Dormant: cases which must remain active but very little to no work is required. This generally occurs when a case is awaiting uptake by another service.
Waiting list state	A case state where the case was on the waiting list in the year and still on the waiting list by the end of the reporting period.
Not accepted/no longer required state	A case state where the case was on intake or the waiting list in the year but closed by the end of the reporting period. Such cases are usually closed because an assessment during intake resulted in the service not being appropriate, the alleged issues were not confirmed, the service user no longer requests the service, or the service user refused to attend.
Global/family cases	Service users' cases may be grouped under a global/family case, particularly when the service works with families. A global/family case may consist of: - 1 service user case: One individual who attends in the year on their own without any other family member, or - 2 or more service users' cases: Several individuals identified as part of the same family attending 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.
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

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

Service Descriptions

Service	Description
Home Based Therapeutic Services (HBTS)	This service is an outreach service offering therapeutic support and parenting to multi-stressed families within their communities.
Incredible Years Programme (IY)	The programme places an emphasis on helping parents' interactions with their children become more positive and on preventing and treating child problem behaviours. The programme is only offered in Malta and is not offered in Gozo.
Community Services (CS)	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.
Community Development	This service aims to empower community members and create stronger and more connected communities.



FSWS Research Team

Vision Statement

Research that educates, inspires, and informs quality responses to improve the wellbeing of children, families, and communities.

Mission Statement

To contribute to a knowledge base that informs responses to social needs through high quality research.



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