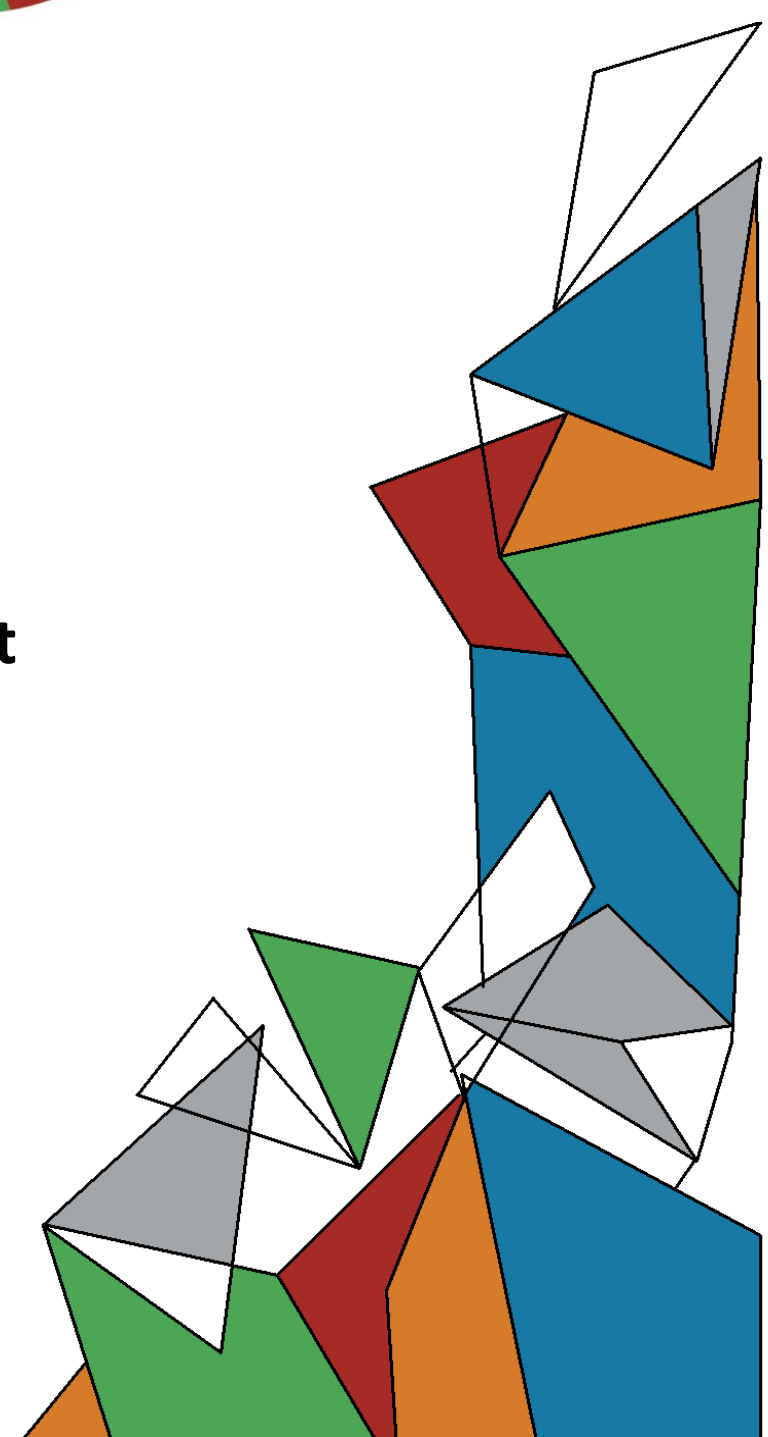
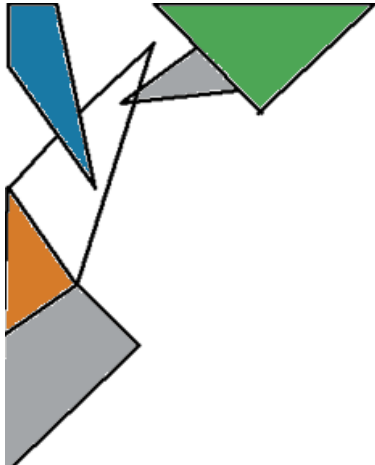




**Agency for Community &  
Therapeutic Services**  
**Yearly Statistical Report**  
January to December 2023

**March 2024**



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**Foundation for Social Welfare Services, Malta**  
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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). This report provides global data on an agency level followed by data for each service under the agency. 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 intake or referral until case closure. Service descriptions along with definitions regarding key terms used within this report (e.g., cases worked with) can be found in the appendix. 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 FSWS Research Team in mid-February 2024. 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). To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. With the online data collection system, we are now able to identify and report the true number of individual service users across the entire agency.

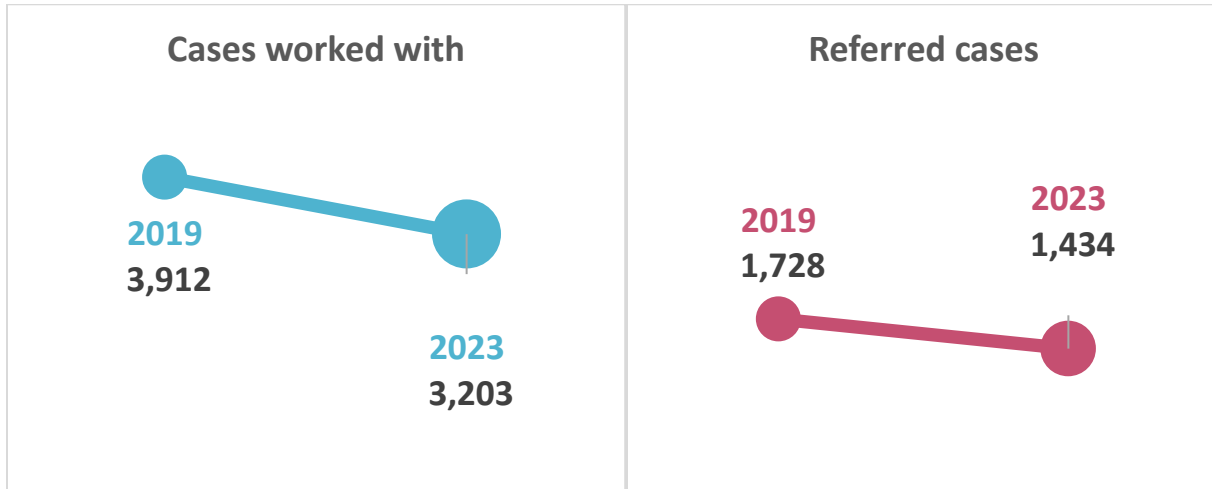
Over time, there can be changes in what, how and when data is collected (e.g., with the introduction of the new data collection system). Relevant information about aspects which may have impacted the data and influence trends can be found as footnotes throughout the report.

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

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

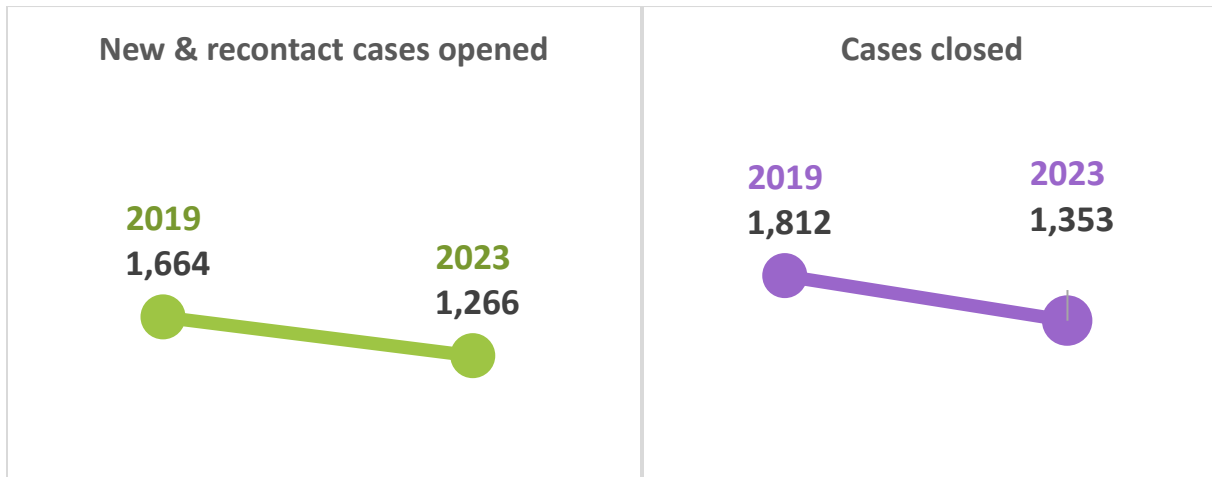
# Executive summary

## 5-year comparison of case activity between 2019 and 2023:



18% decrease

17% decrease



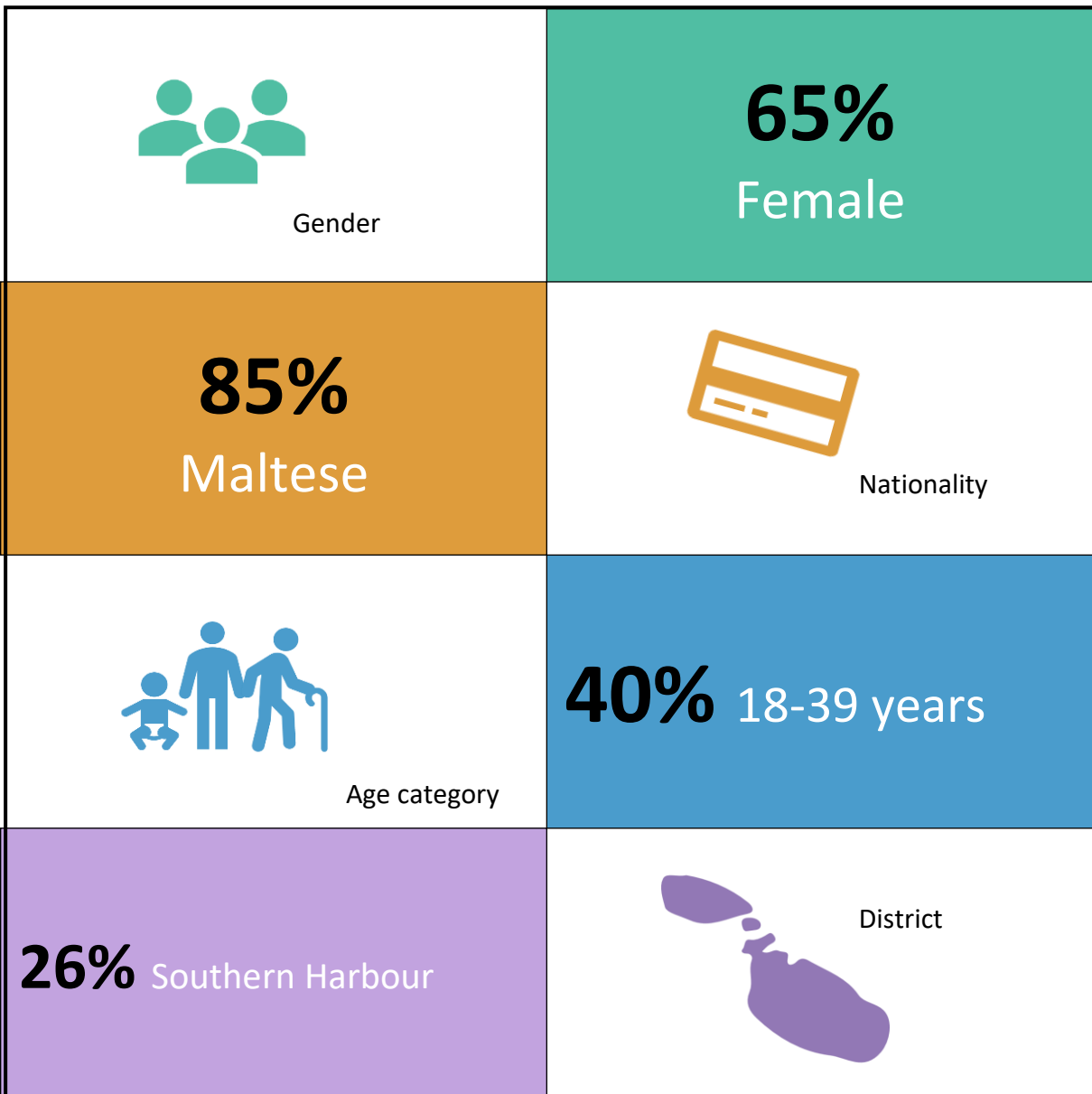
24% decrease

25% decrease

Cases worked with Jan-Dec 2023:

**3,203**

*Out of the 3,203 cases worked with between Jan-Dec 2023:*



# Agency level data

This section provides information on an Agency level.

## Case activity

A new online data collection system and reporting format began being introduced in 2019 with further services being added along the years. In 2023 the portfolio of the Agency changed to now include the Psychological Services (which previously formed part of Agenzija Sedqa). As a result of this move, all data prior to 2023 within ACTS was revised to now include the past data from Psychological Services as well. As a result, past data up to 2022 reported will not match the past data reported in past ACTS reports.

### Total number of cases and individuals worked with at ACTS by year

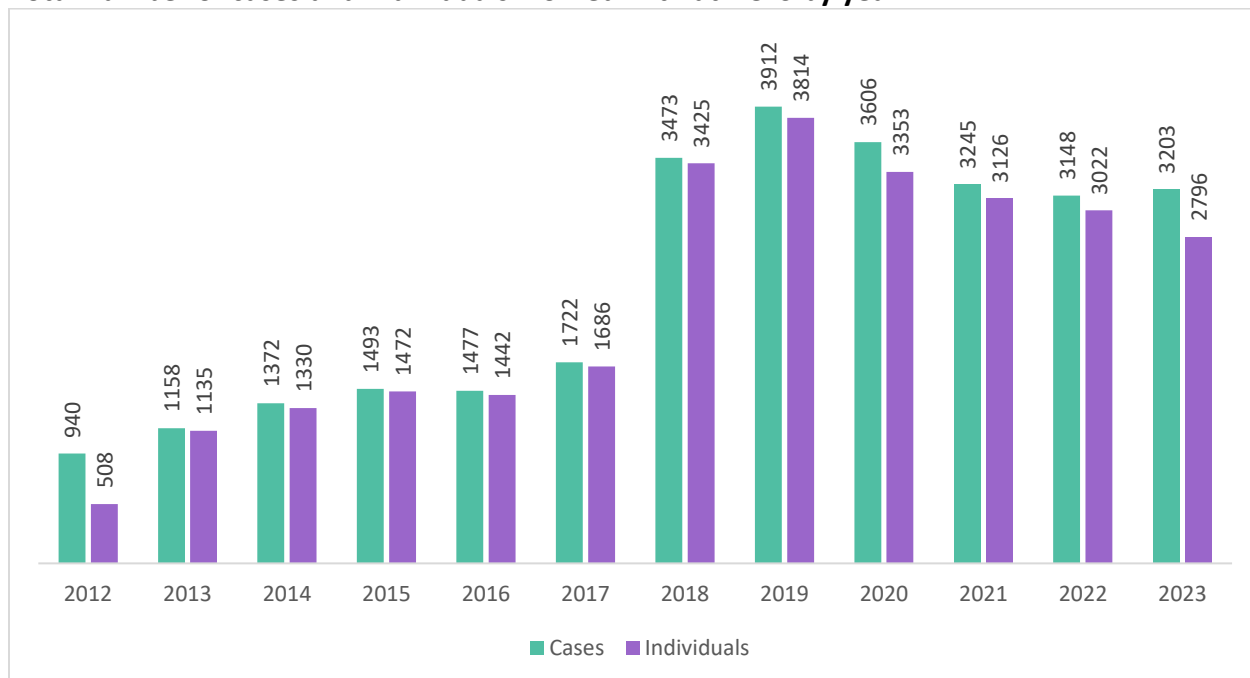


Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. As of 2023, the number of individuals is the true number of individuals across the entire Agency as duplicate cases are identified and excluded through their identifying number. Prior to 2023 the number of individuals on an Agency level was a sum of the individuals reported by each service and was thus only an approximation.

In 2023, 3203 cases and 2796 individuals were worked with compared to 3148 and 3022 respectively in 2022.

### Case activity: Jan-Dec 2023

	Total cases worked with	Individuals worked with	Waiting list end Dec 2023
Home Based Therapeutic Service	511	510	23
Psychological Services	1124	1046	32
Incredible Years Programme	228	226	12
Community Services	1340	1301	38
<b>Total</b>	<b>3203</b>	<b>-</b>	<b>105</b>

Figure 2: The figures above summarise the number of cases and individuals worked with reported on a service level. The total number of individuals is only provided if the true number of cases of individuals across services cannot be extracted.

### Percentage difference in the number of cases worked with at ACTS in the current year compared to the previous year.

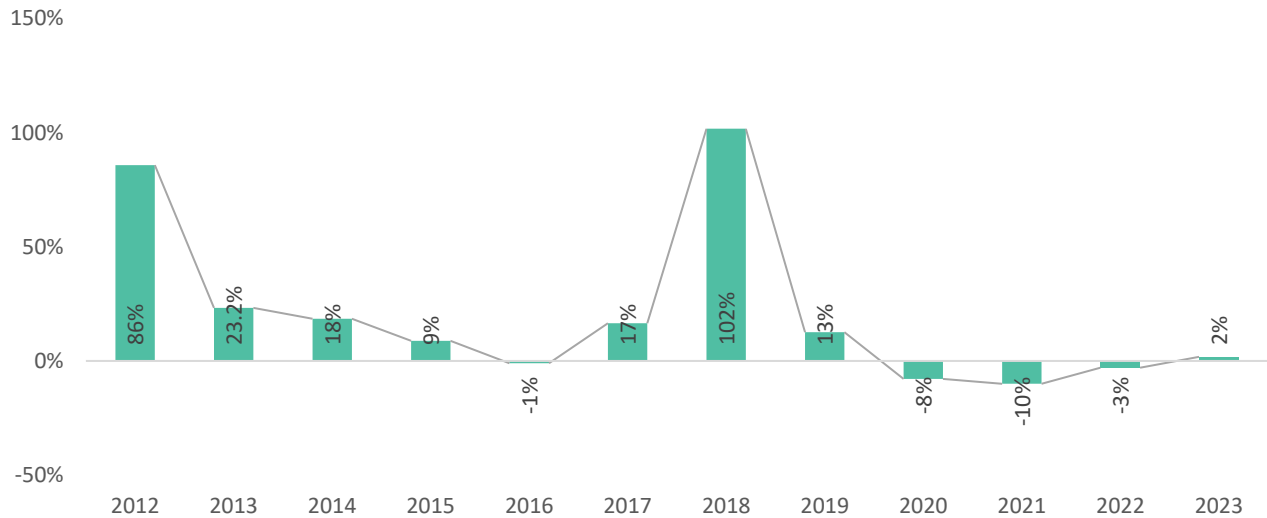


Figure 3: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 3% in 2022 over 2021. The introduction of new services, the discontinuation of existing services, the expansion or contraction of the personnel base, increased public awareness of services, changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

### Number of new, re-contact, known and intake cases worked with by year

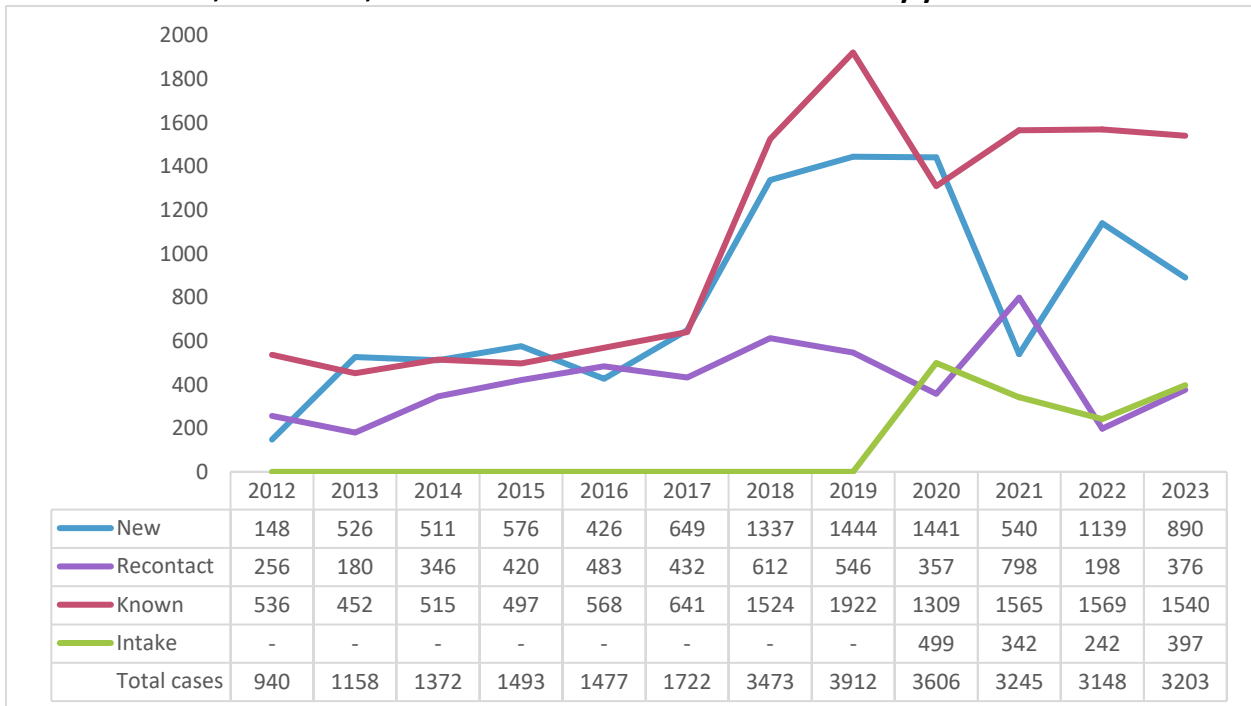


Figure 4: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, as of 2023, the number of new cases is the number of new cases across the entire Agency/Directorate. Prior to 2023 the number of new cases on an Agency/Directorate level was a sum of the new cases reported by each service.

## Number of referred cases, new & re-contact cases opened, and cases closed by ACTS by year

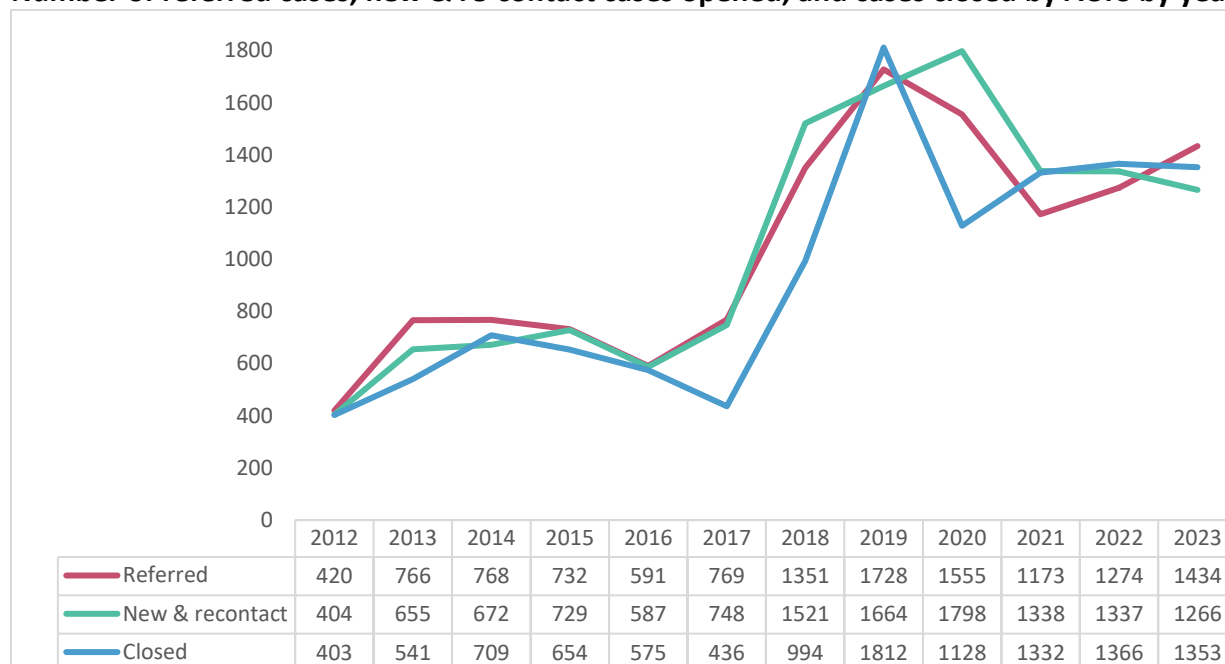


Figure 5: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 4 for breakdown of new & recontact cases). In 2023, 1434 cases were referred, 1266 new & recontact cases opened, and 1353 cases closed.

## Details regarding cases worked with at ACTS January - December 2023

A total of **3,203** cases were worked with between January and December 2023.

### ACTS: Cases worked with Jan-Dec 2023 by gender (no. & %)

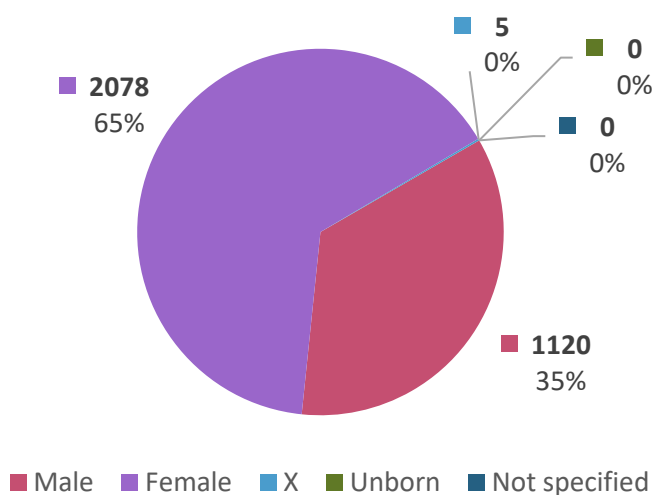


Figure 6: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (65%).

**ACTS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

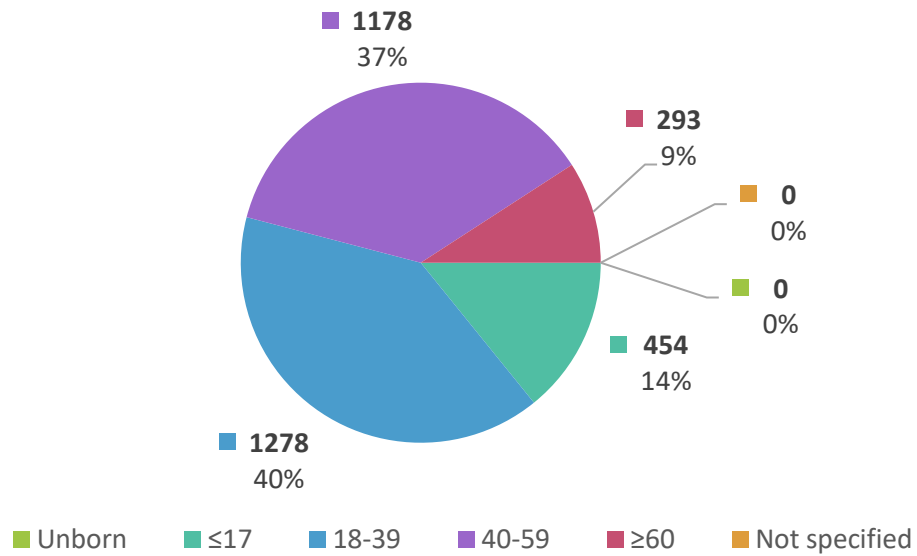


Figure 7: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (40%).

**ACTS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

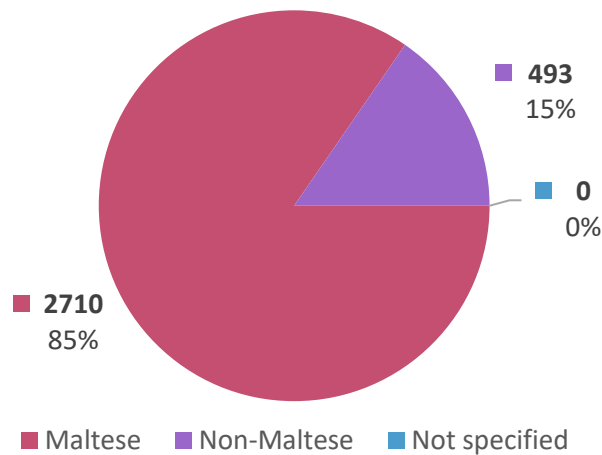


Figure 8: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 85% of the cases worked with were Maltese while non-Maltese made up 15% of cases.

**ACTS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

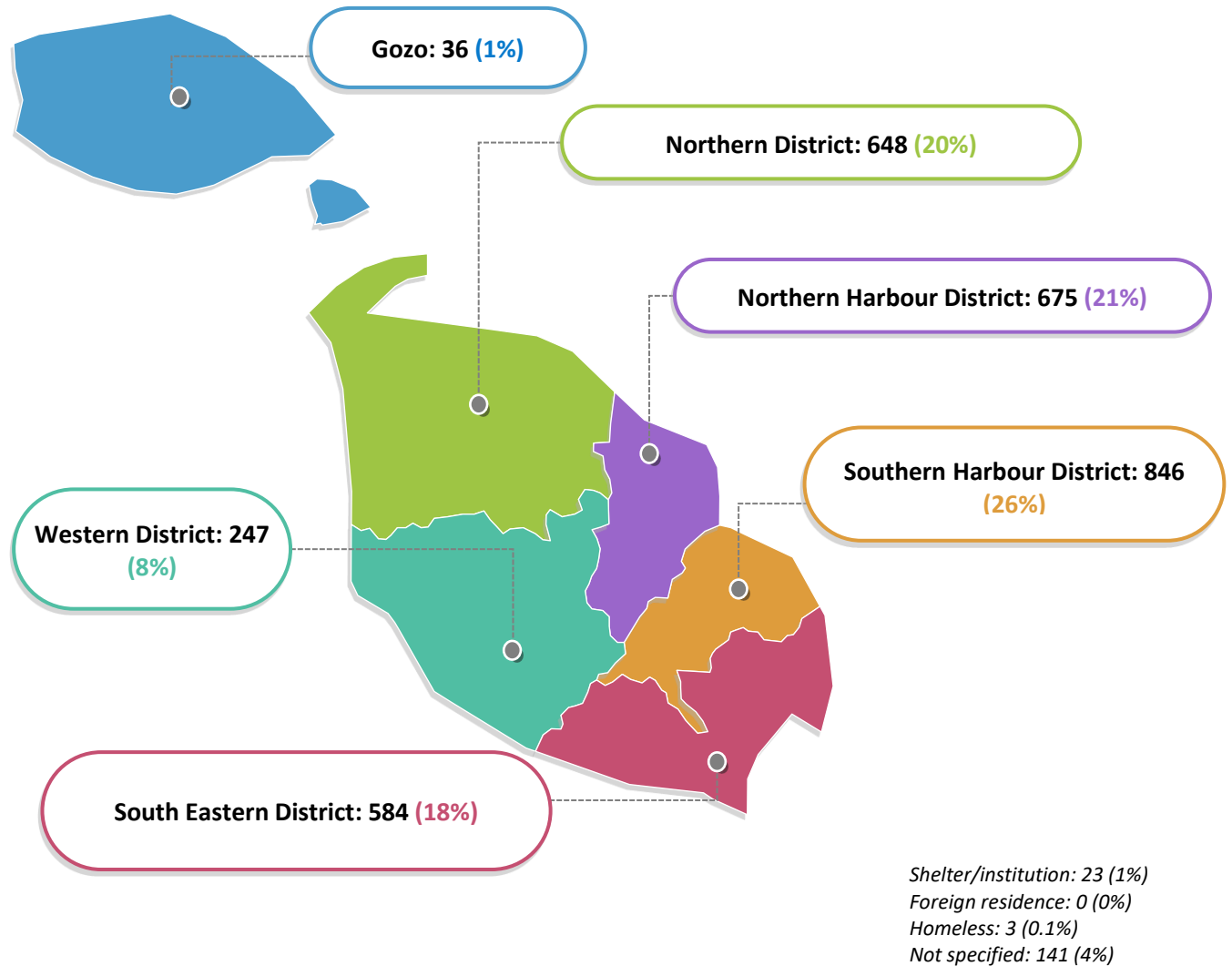


Figure 9: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (26%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **1,266** cases were opened between January and December 2023.

### Percentage of new & re-contact cases opened at ACTS by gender and year

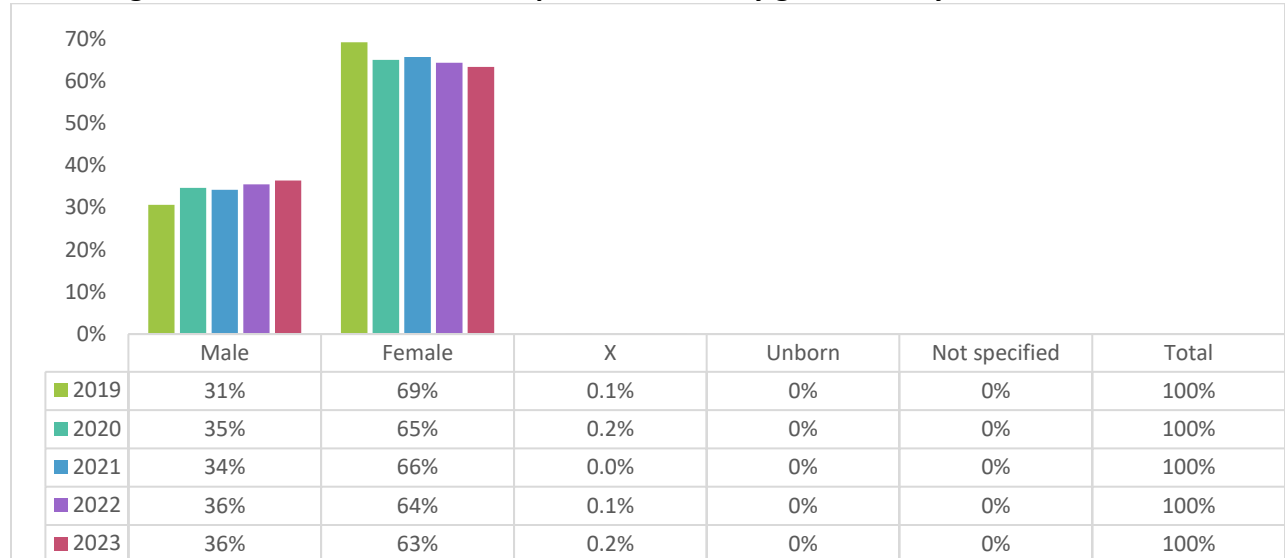


Figure 10: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases opened were female (63%).

### Percentage of new & re-contact cases opened at ACTS by age category and year

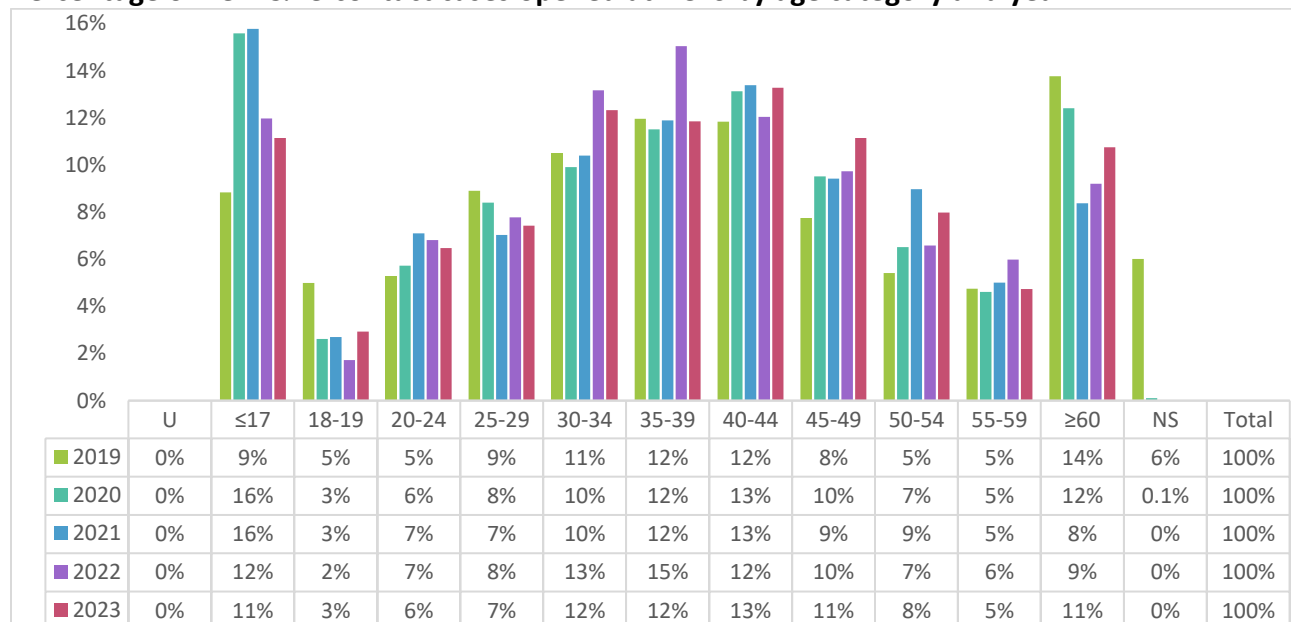


Figure 11: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest percentage of cases opened were ages 40 to 44 (13%).

Graph Key: U = Unborn; NS = Not Specified.

### Percentage of new & re-contact cases opened at ACTS by nationality and year

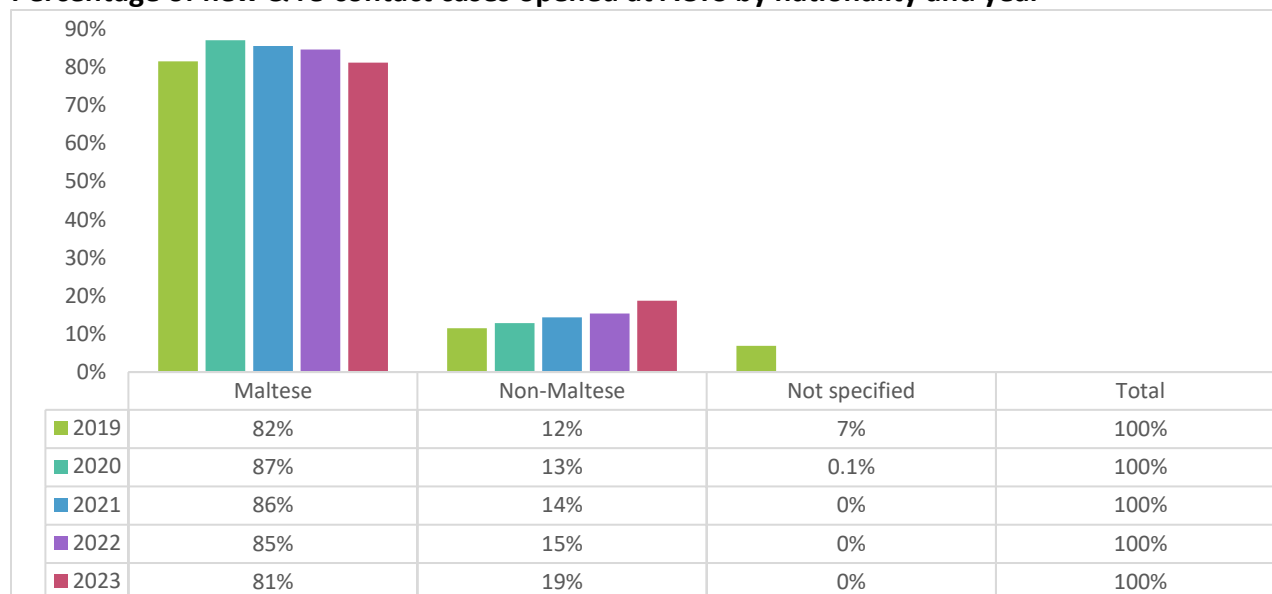


Figure 12: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

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

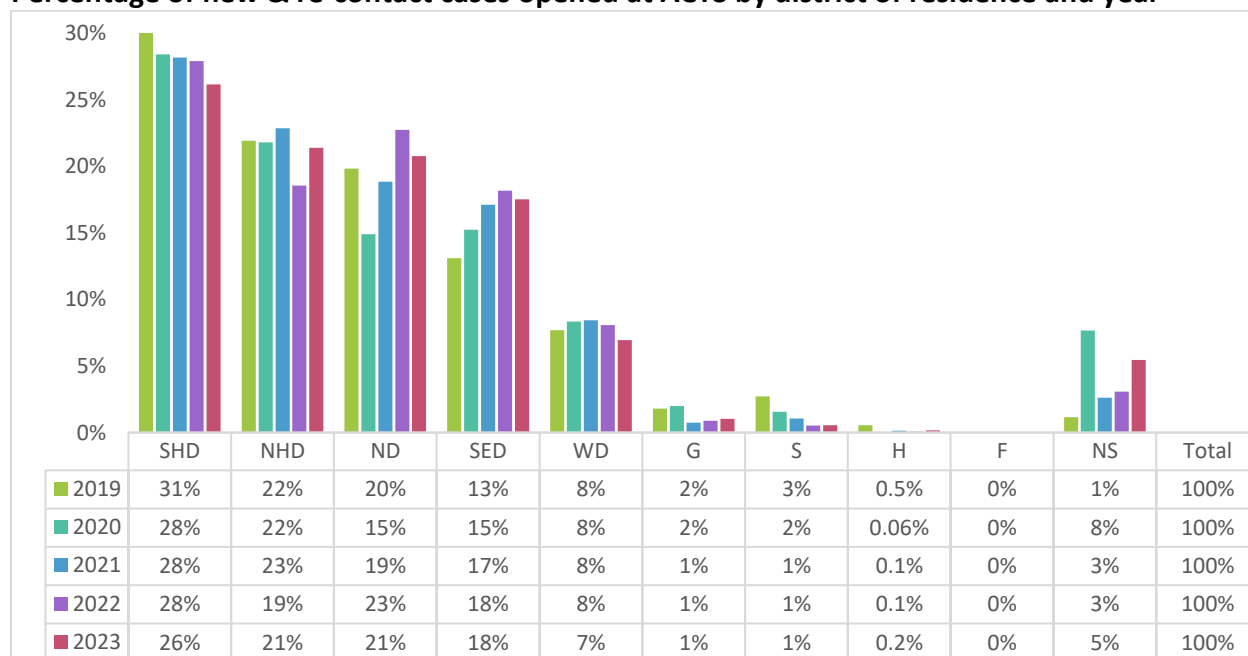


Figure 13: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (26%) had the highest percentage of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

## Number of interventions conducted by ACTS service and year

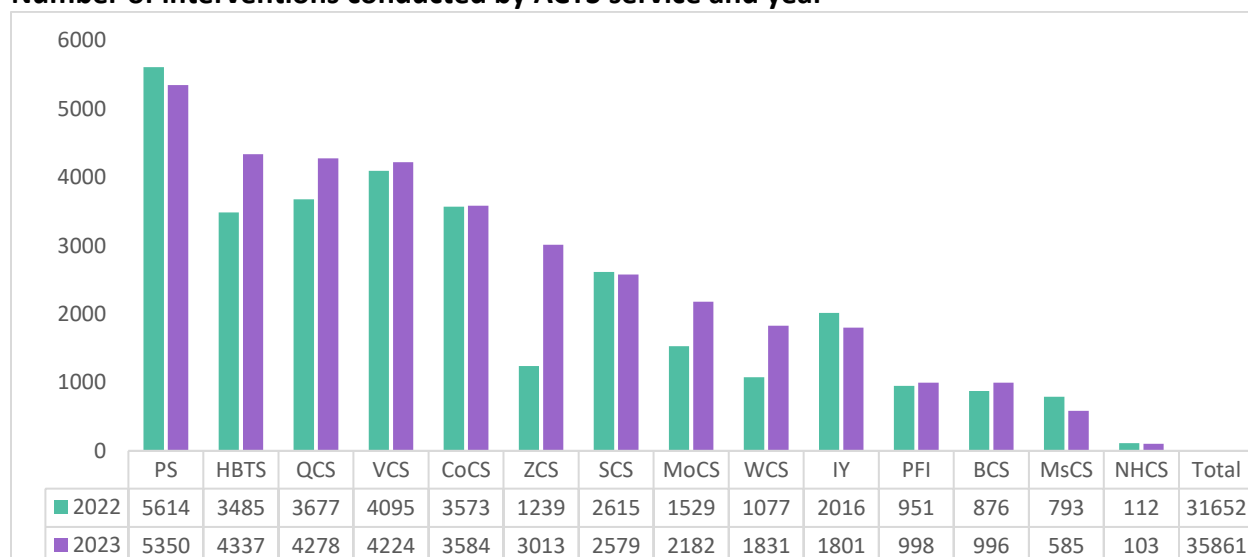


Figure 14: The figure above only provides the number of interventions that have been recorded within the online data collection system as completed or conducted. Interventions are actions taken with, or on behalf of, the service user with the goal to empower and help the person e.g., psychotherapy, assessments, or case conferences.

Graph Key: BCS = Bkara Community Service; CoCS = Cottonera Community Service; HBTS = Home-Based Therapeutic Services; IY = The Incredible Years; MoCS = Mosta Community Service; MsCS = Msida Community Service; NHCS = Northern Harbour Community Service; PFI = Paulo Freire Institute; PS = Psychological Services; QCS = Qawra Community Service; SCS = Southern Community Service; VCS = Valletta Community Service; WCS = Western Community Service; ZCS = Zabbar Community Service.

## Service level data

Each service under the Agency is discussed in the section that follows. Information is provided regarding case activity followed by demographic information for cases worked with and for new & recontact cases opened.

# Home Based Therapeutic Services (HBTS)

## Case activity

Service started reporting data in 2017 and the service started using the online data collection system in 2020.

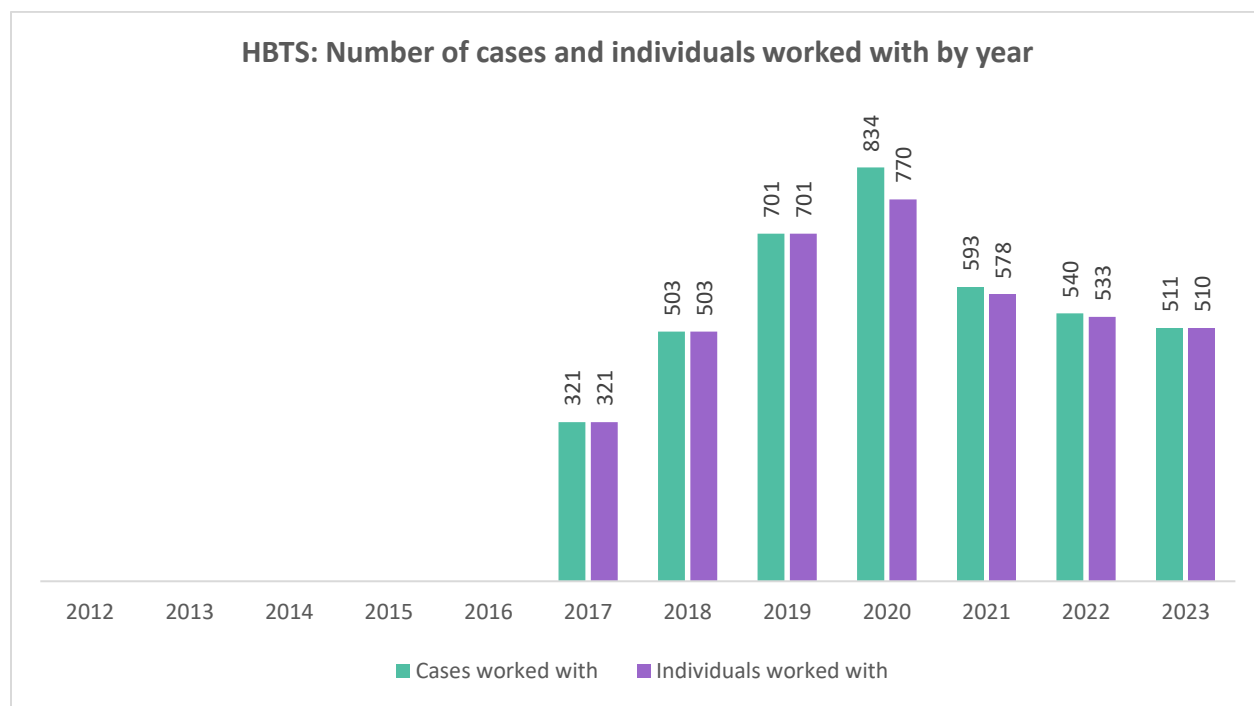


Figure 15: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 511 cases and 510 individuals were worked with compared to 540 and 533 respectively in 2022.

### HBTS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

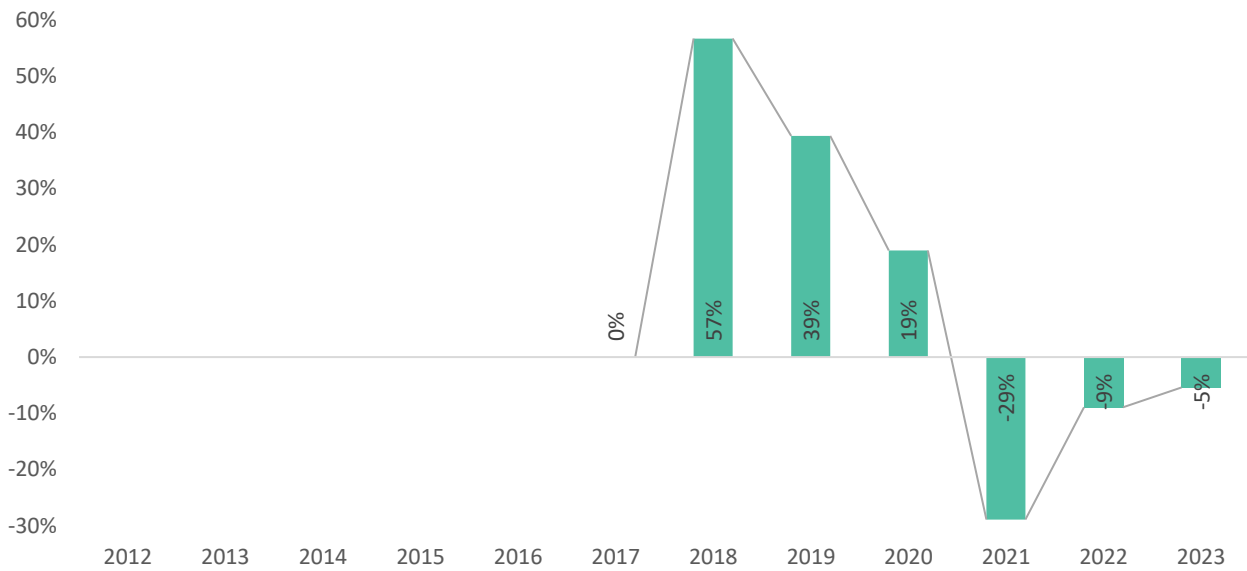


Figure 16: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 9% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

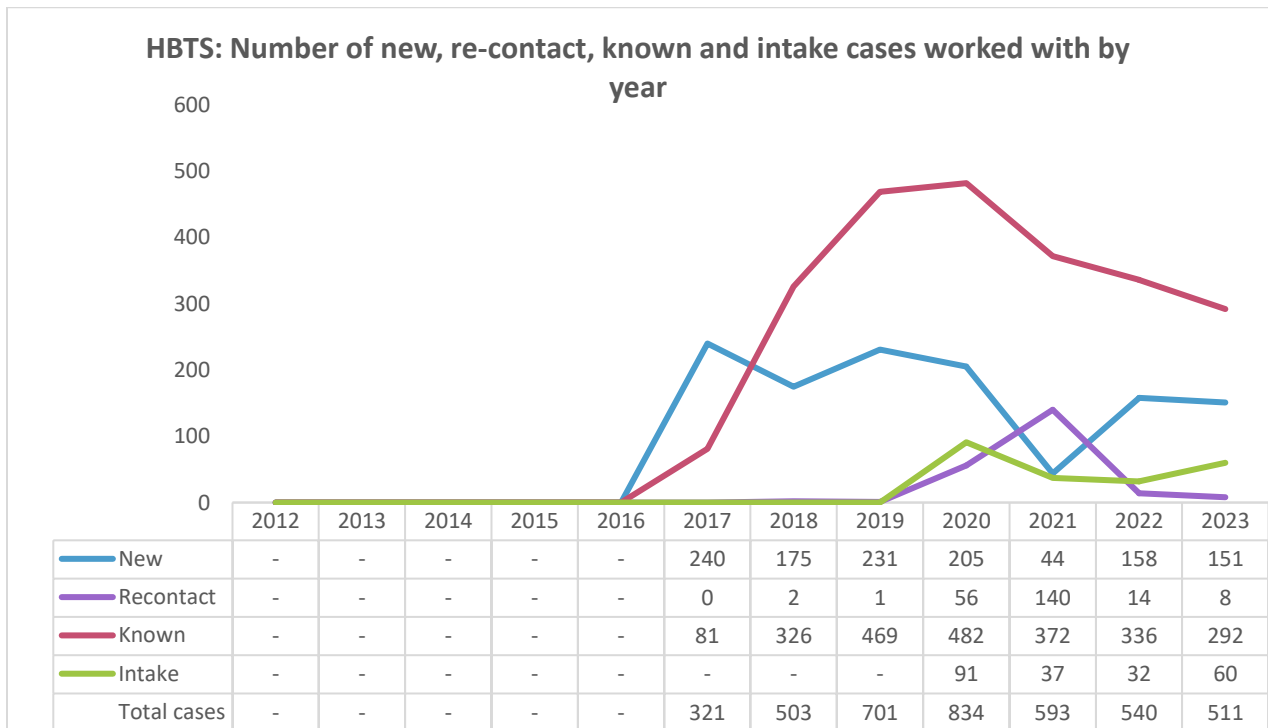


Figure 17: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

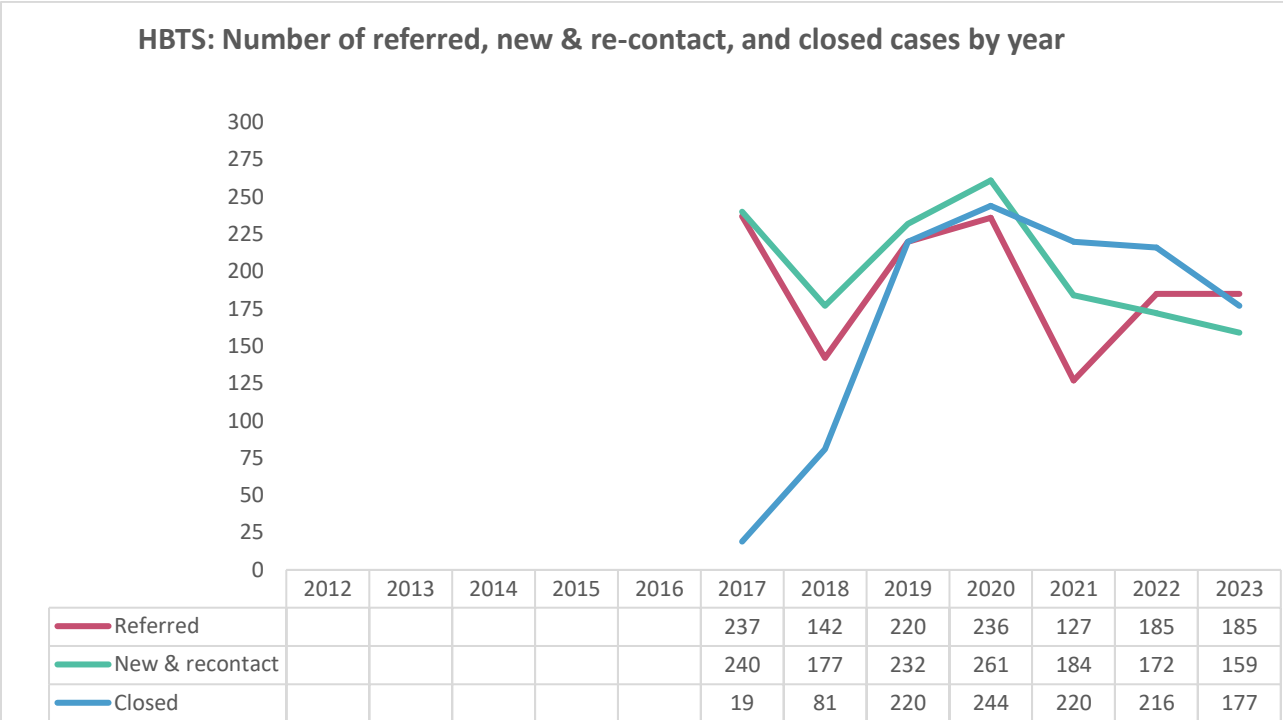


Figure 18: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 17 for breakdown of new & recontact cases). In 2023, 185 cases were referred, 159 new & recontact cases opened, and 177 cases closed.

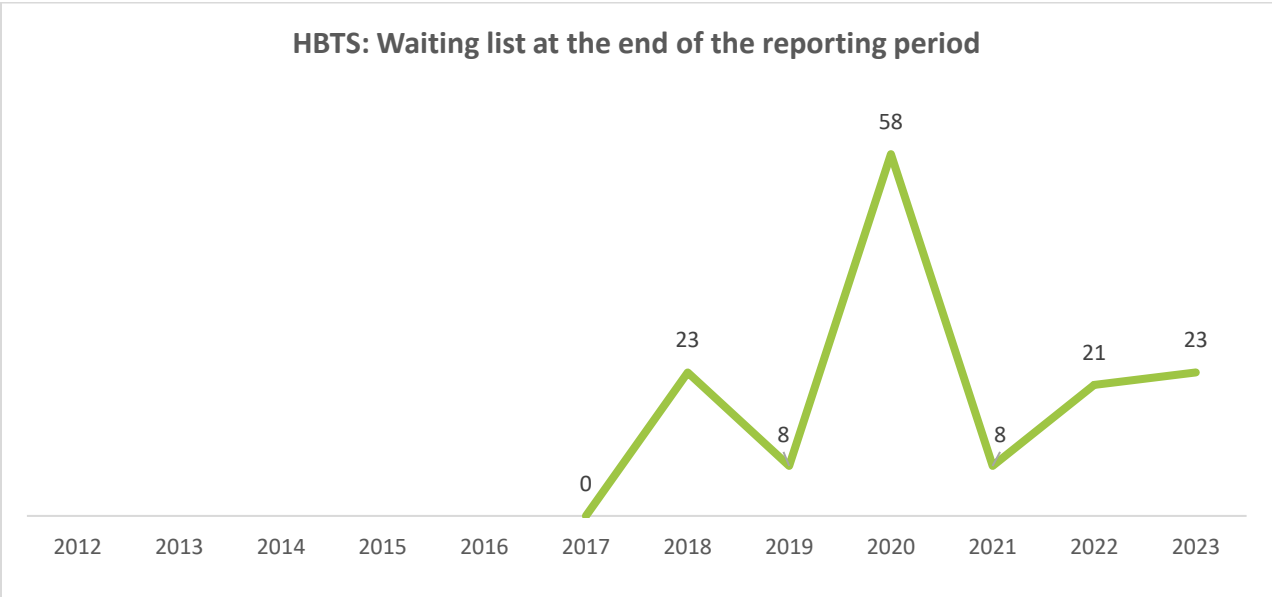


Figure 19: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

HBTS: Year of referral by source of referral					
	2019	2020	2021	2022	2023
Child Protection service	-	39	49	78	91
Other ACTS service	26	41	31	48	42
Alternative Care service	-	46	32	20	28
School or education department	33	1	2	12	11
Appogg service	141	96	12	18	11
Agenzija Sapport	-	-	-	6	0
FSWS Gozo branch service	11	8	0	1	0
Sedqa service	2	0	0	1	0
Hospital, other medical service or GP	0	3	0	0	0
Family	0	1	0	1	0
Self-referred	0	1	0	0	2
Psychiatric services, MCH	5	0	0	0	0
Courts, CoRRS, police or probation	1	0	0	0	0
Other FSWS service	0	0	1	0	0
Friend or acquaintance	0	0	0	0	0
Parish or other church organisation	0	0	0	0	0
Place of employment	0	0	0	0	0
Other NGO	0	0	0	0	0
Other	1	0	0	0	0
<b>Total</b>	<b>220</b>	<b>236</b>	<b>127</b>	<b>185</b>	<b>185</b>

Figure 20: Service users will be referred to HBTS through other services or entity working with the service users. The figure above provides the number of referrals HBTS received from the various services or entities e.g., in 2022 HBTS received 78 referrals through Child Protection Service.

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	2023
1 service user	99	105	88	68	67
2 or more service users	178	206	182	472	444
<b>Total number of global/family cases</b>	<b>277</b>	<b>311</b>	<b>270</b>	<b>540</b>	<b>511</b>

Figure 21: 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: (a) One service user case: One individual who attends in the year on their own without any other family member, or (b) two or more service users' cases: Several individuals identified as part of the same family attending in the year. For example, in 2022, 68 cases consisted of one service user only whilst 472 family cases consisted of two or more service users.

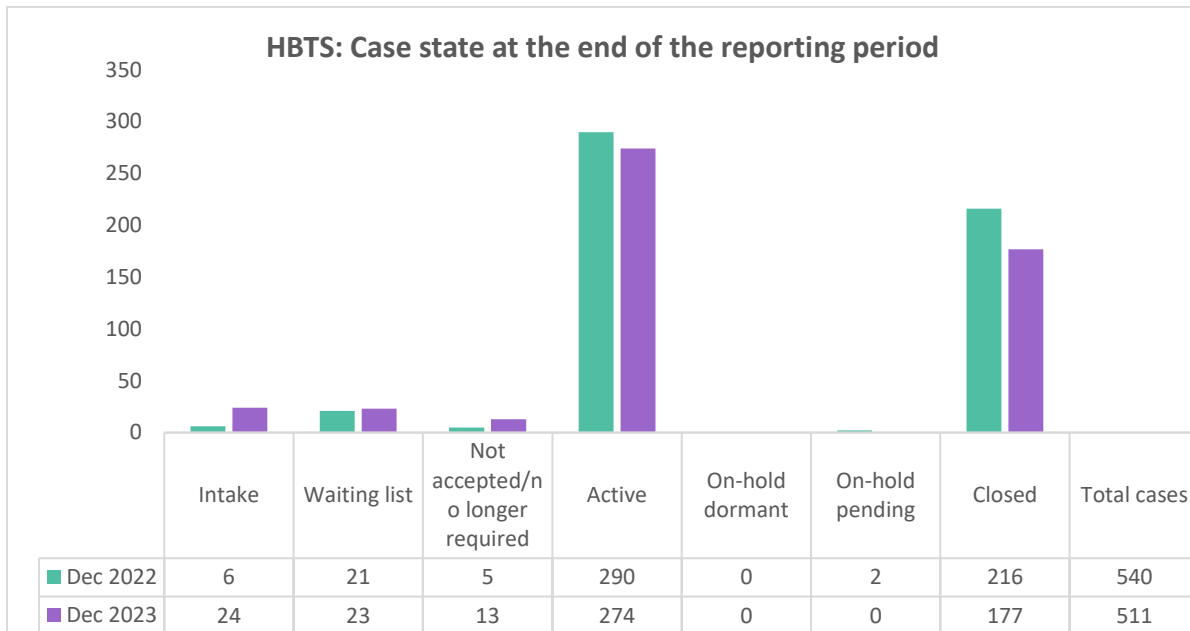


Figure 22: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 54% (274) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of 511 cases were worked with between January and December 2023.

### HBTS: Cases worked with Jan-Dec 2023 by gender (no. & %)

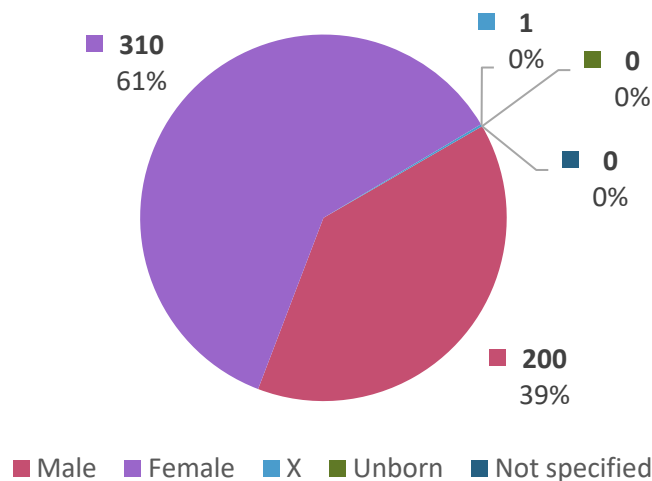


Figure 23: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (61%).

### HBTS: Cases worked with Jan-Dec 2023 by age category (no. & %)

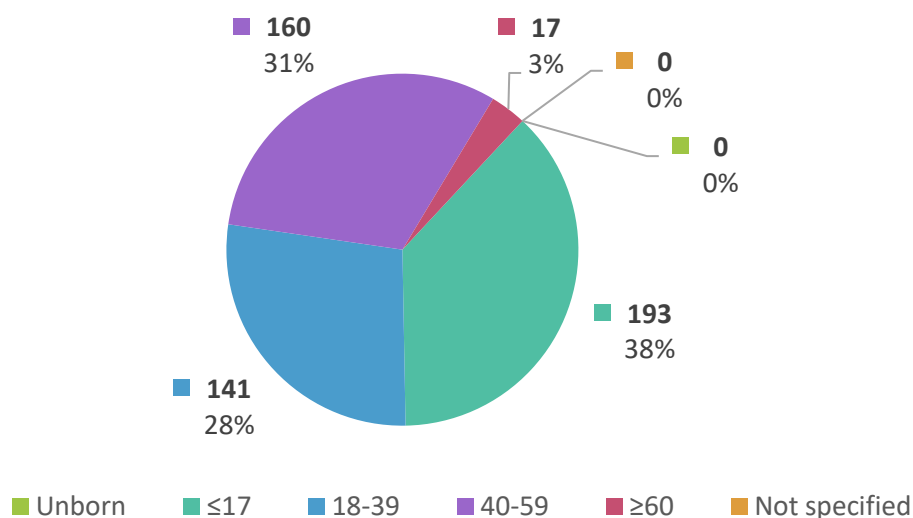


Figure 24: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 17 or younger (38%).

### HBTS: Cases worked with Jan-Dec 2023 by nationality (no. & %)

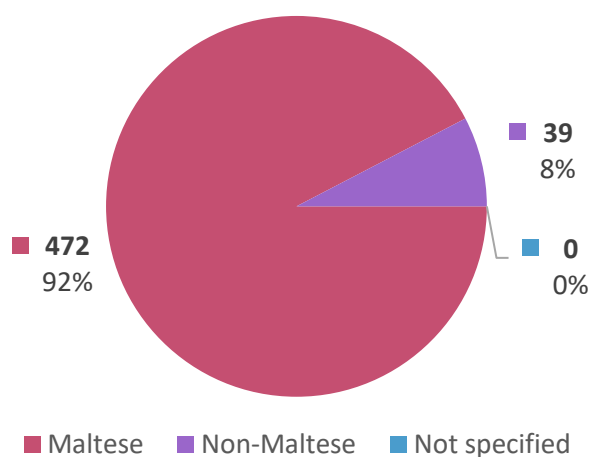


Figure 25: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

**HBTS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

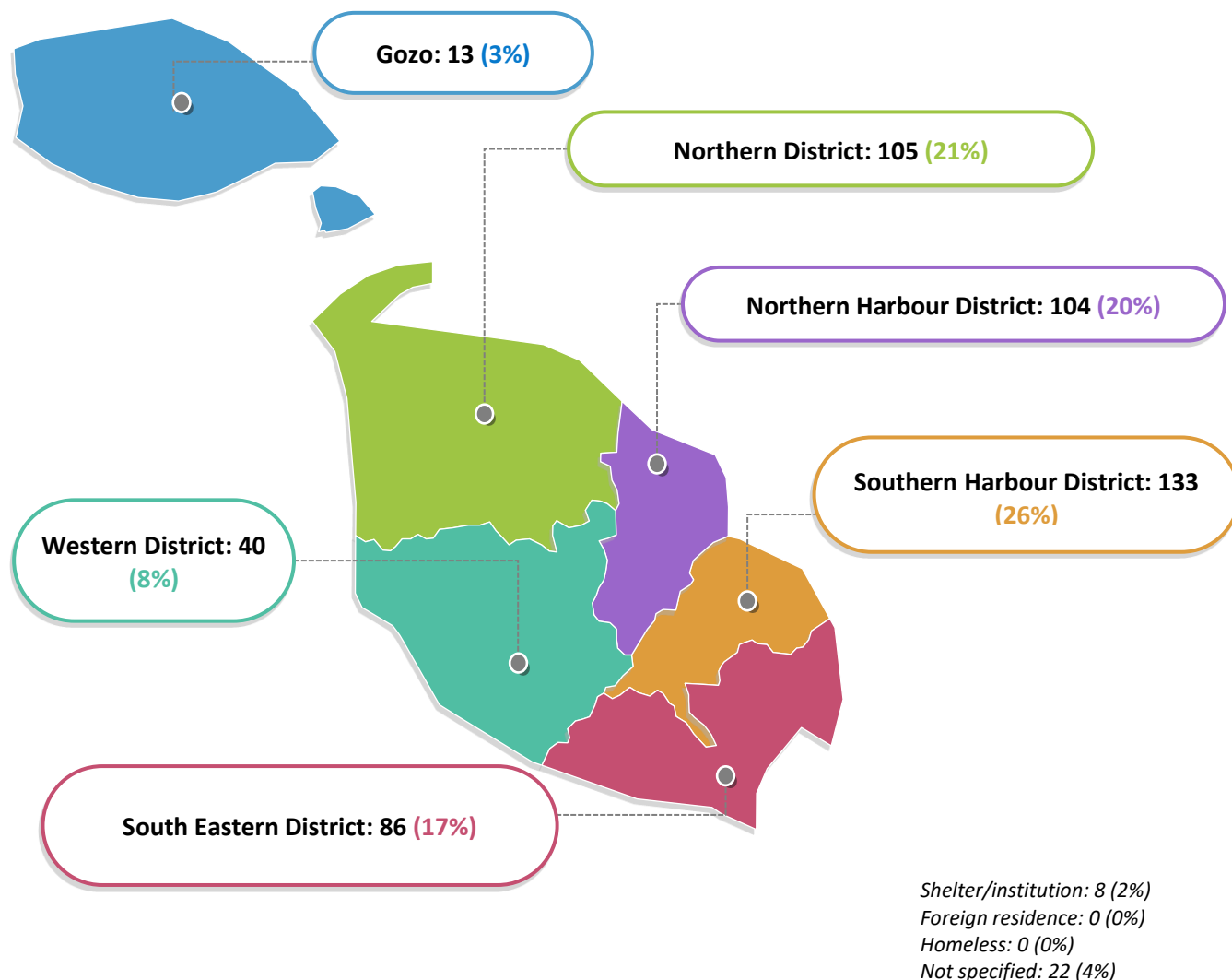


Figure 26: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (26%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **159** cases were opened between January and December 2023.

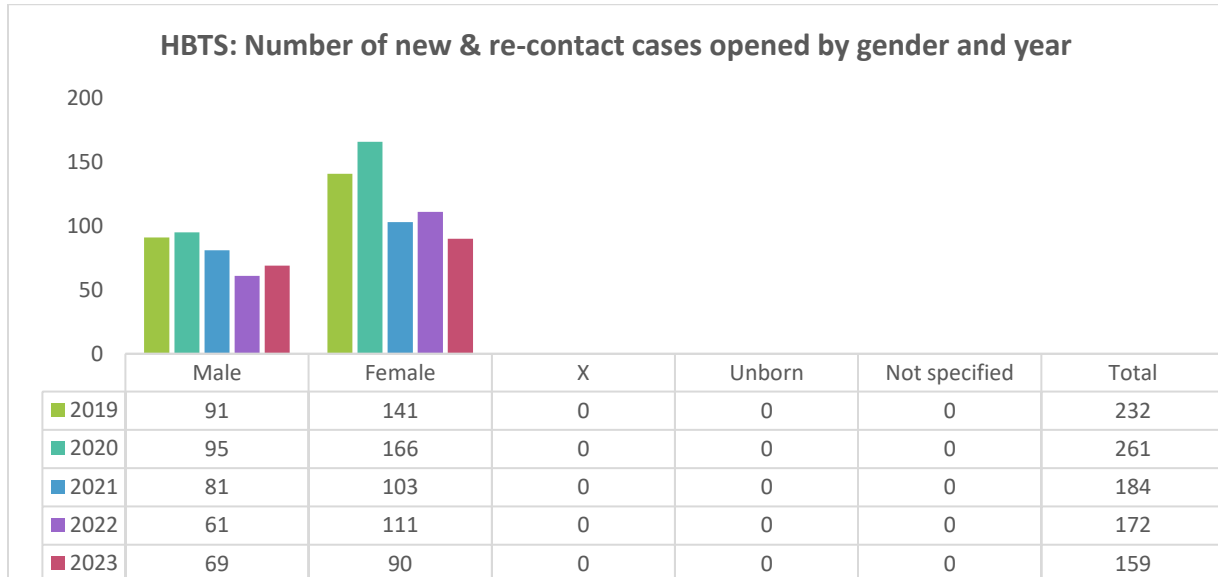


Figure 27: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (90).

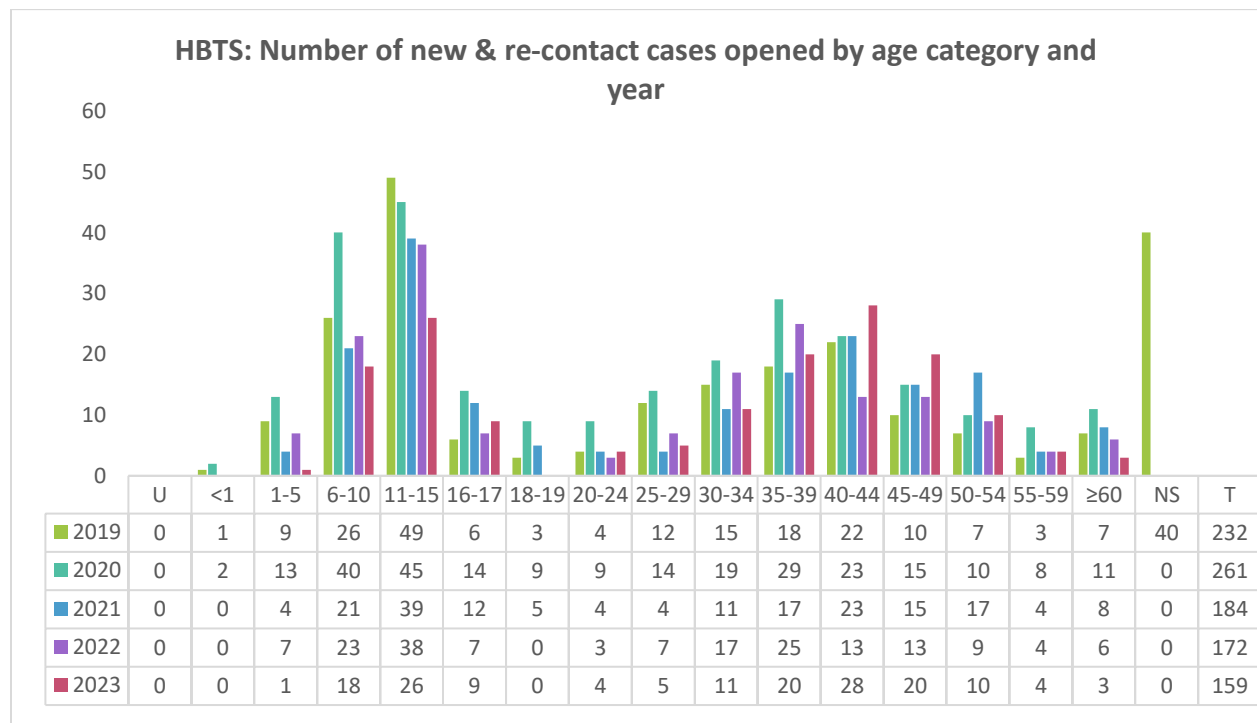


Figure 28: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 40 to 44 (28).

Graph Key: U = Unborn; NS = Not Specified; T = Total.

HBTS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	0	1	0	0	0	1
6-10	13	5	0	0	0	18
11-15	8	18	0	0	0	26
16-17	6	3	0	0	0	9
18-19	0	0	0	0	0	0
20-24	2	2	0	0	0	4
25-29	1	4	0	0	0	5
30-34	3	8	0	0	0	11
35-39	7	13	0	0	0	20
40-44	10	18	0	0	0	28
45-49	7	13	0	0	0	20
50-54	8	2	0	0	0	10
55-59	2	2	0	0	0	4
≥60	2	1	0	0	0	3
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>69</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>159</b>

Figure 29: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

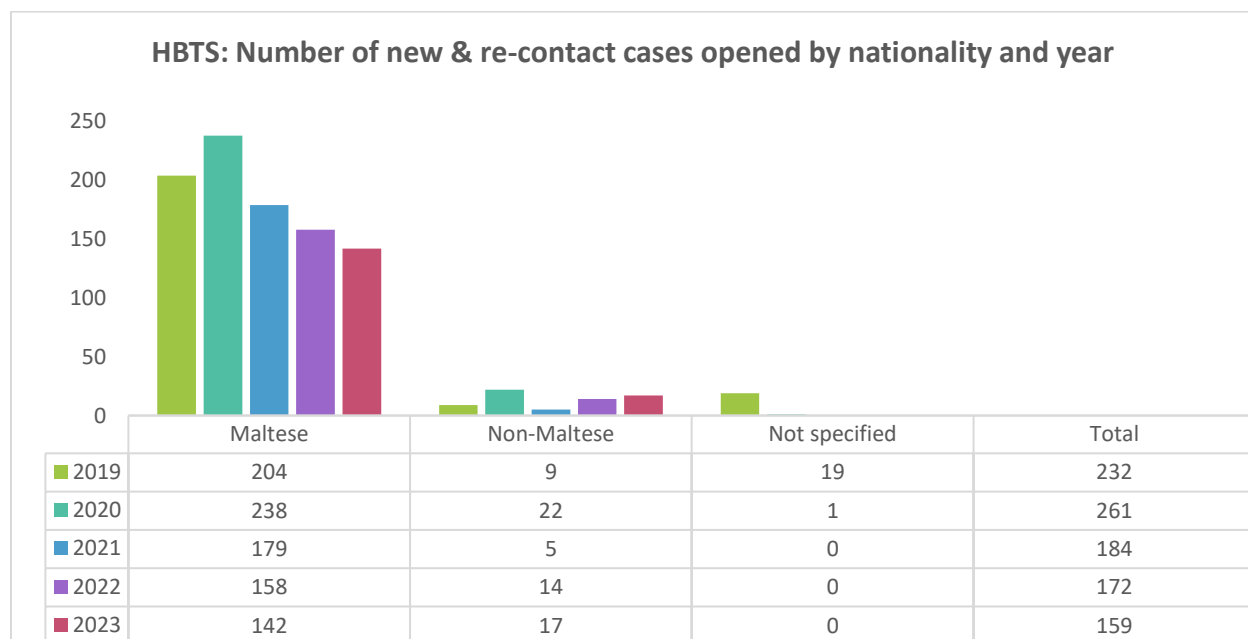


Figure 30: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 142 cases opened in 2023 were Maltese while 17 cases were non-Maltese.

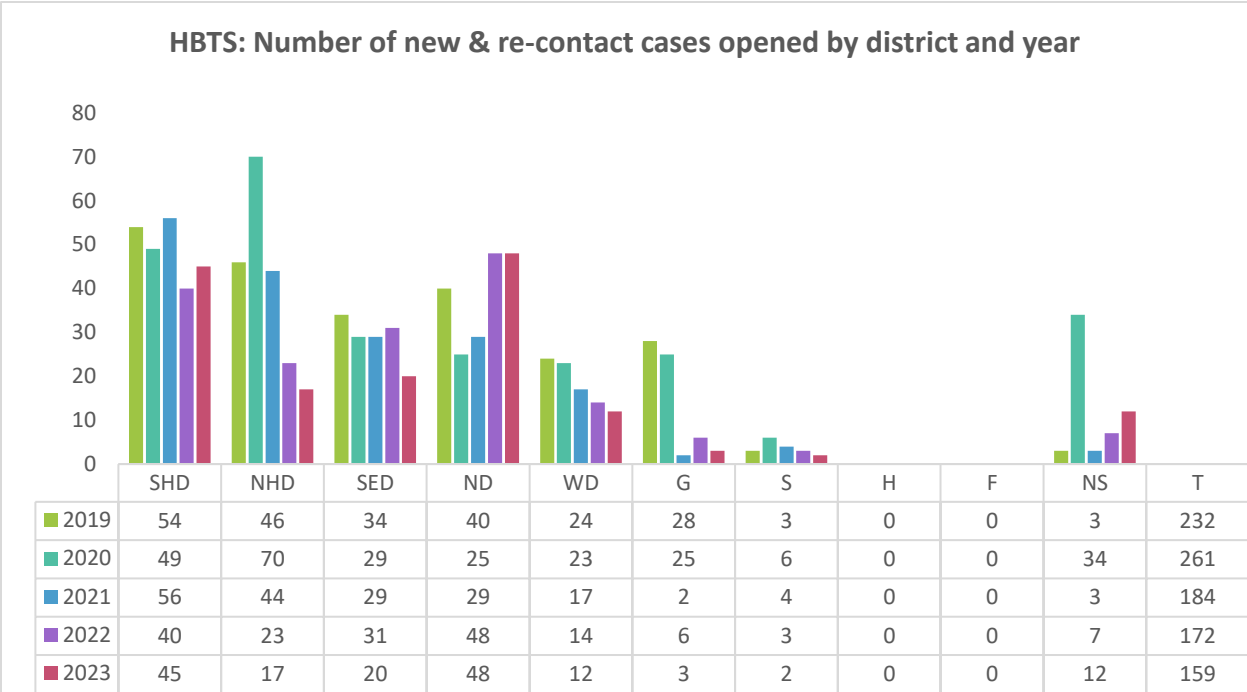


Figure 31: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern District (48) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.



# Psychological Services (PS)

## Case activity

Note: In 2020, The Psychological Service (PS) amalgamated the Psychological Service (PSS) with the Family Therapy Service (FTS) in 2020 and in 2023 the Psychological Services (which previously formed part of Agenzija Sedqa) migrated to the ACTS portfolio.

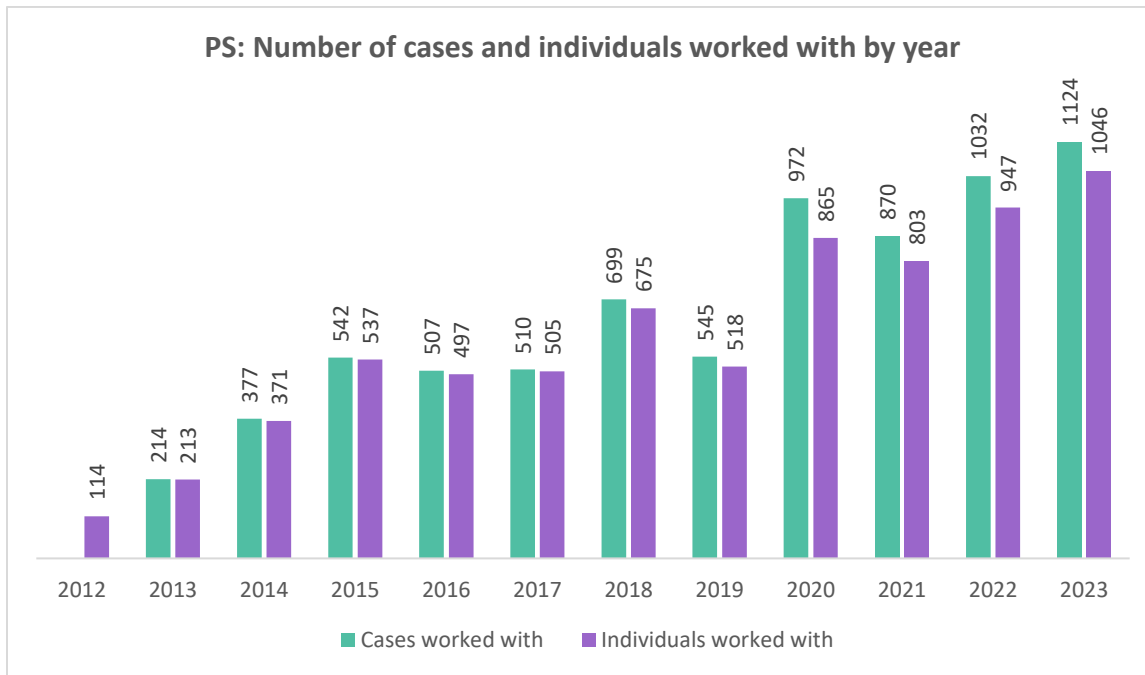


Figure 32: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 1124 cases and 1046 individuals were worked with compared to 1032 and 947 respectively in 2022.

### PS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

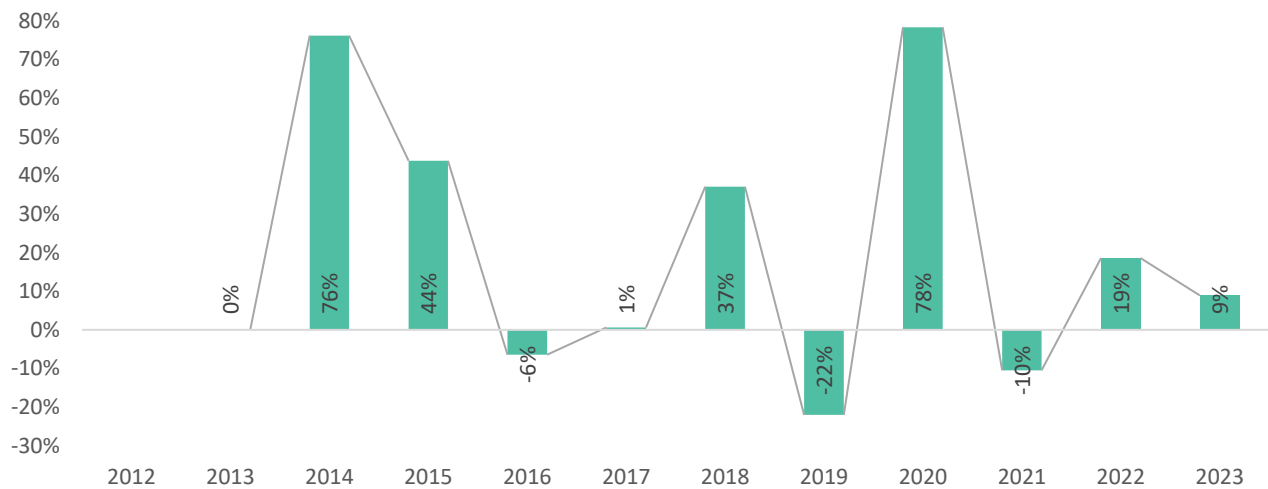


Figure 33: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 19% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

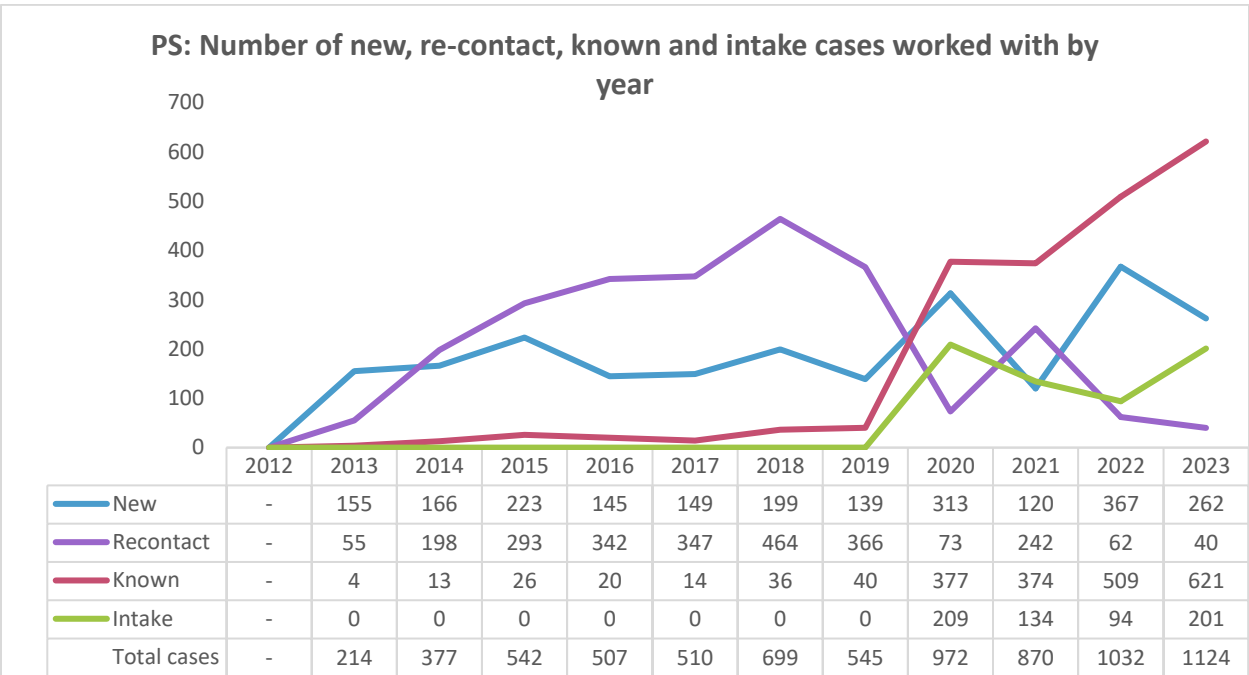


Figure 34: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

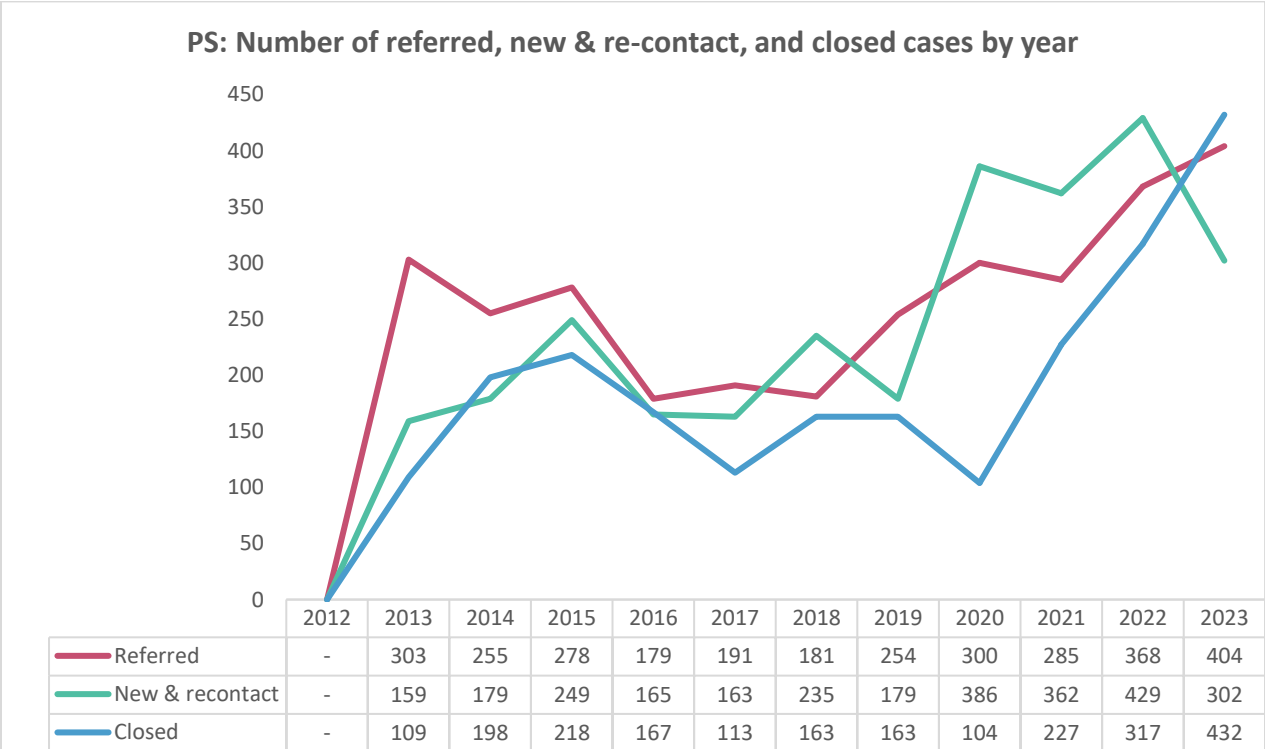


Figure 35: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 34 for breakdown of new & recontact cases). In 2023, 404 cases were referred, 302 new & recontact cases opened, and 432 cases closed.

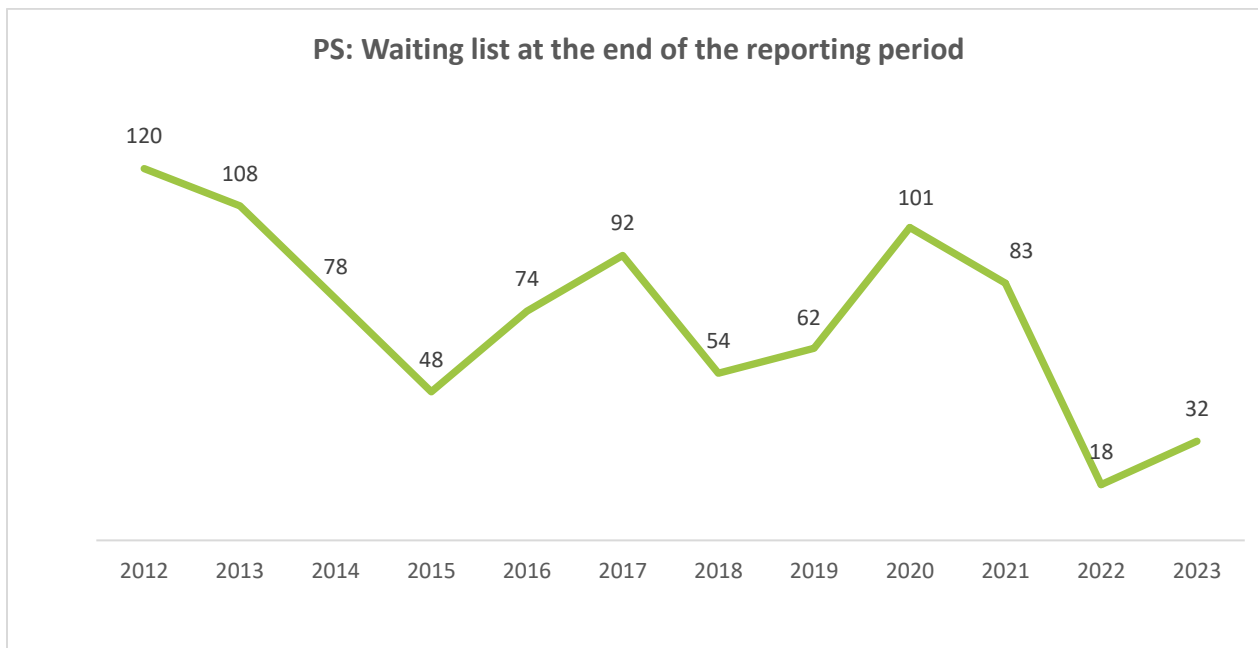


Figure 36: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case. Prior to 2020, the waiting list was calculated as the sum of the Psychological Service and the Family Therapy Service list. In 2021 one waiting list for the Psychological Services was introduced and the data was extracted from the new online data collection system which reports on a service user level.

<b>PS: Year of referral by source of referral</b>	
	<b>2023</b>
Self-referred	87
Sedqa service	86
Other ACTS service	82
Appogg service	56
Child Protection service	48
Alternative Care service	24
School or education department	8
Courts, CoRRS, police or probation	2
Hospital, other medical service or GP	1
Agenzija Sapport	0
FSWS Gozo branch service	0
Family	0
Psychiatric services, MCH	0
Other FSWS service	0
Friend or acquaintance	0
Parish or other church organisation	0
Place of employment	0
Other NGO	0
Other	6
Not specified	4
<b>Total</b>	<b>404</b>

Figure 37: Service users will be referred to PS through other services or entity working with the service users. The figure above provides the number of referrals PS received from the various services or entities e.g., in 2023 PS received 86 referrals through Sedqa.

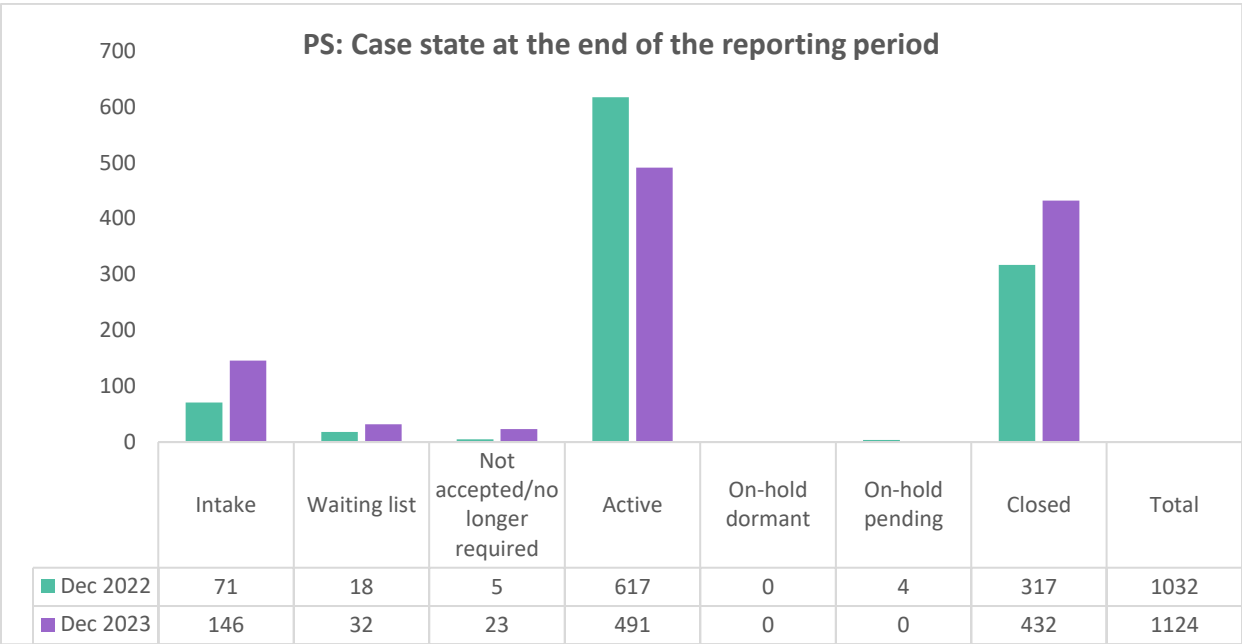


Figure 38: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 44% (491) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **1,124** cases were worked with between January and December 2023.

### PS: Cases worked with Jan-Dec 2023 by gender (no. & %)

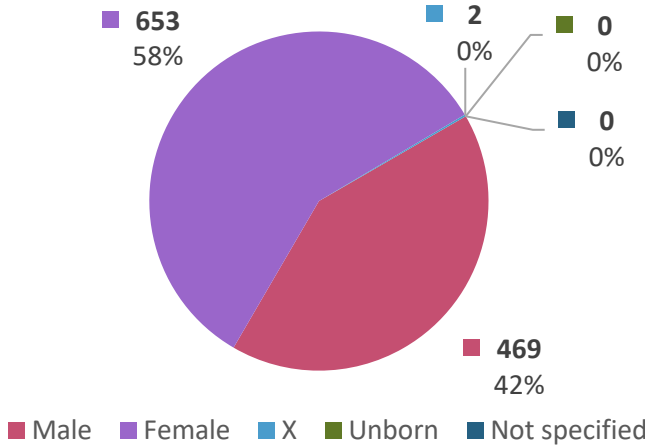


Figure 39: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (58%).

**PS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

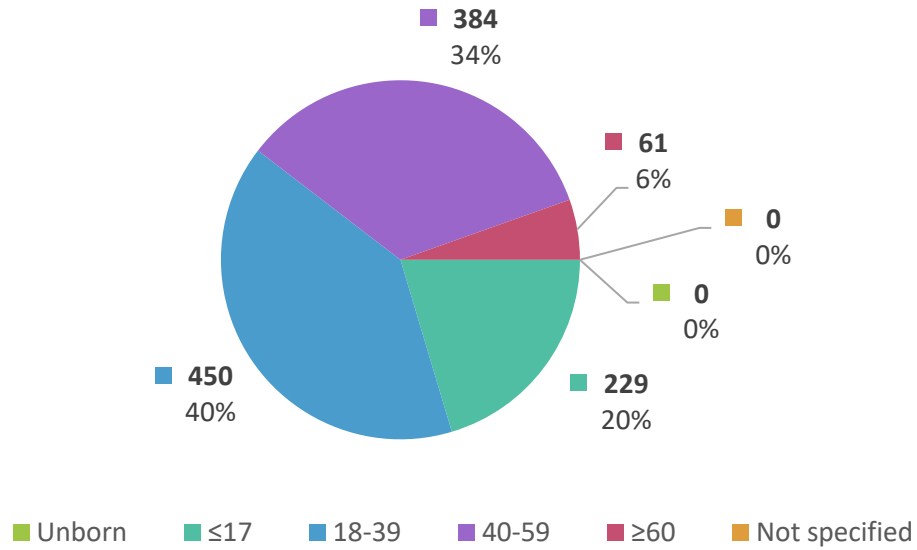


Figure 40: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (40%).

**PS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

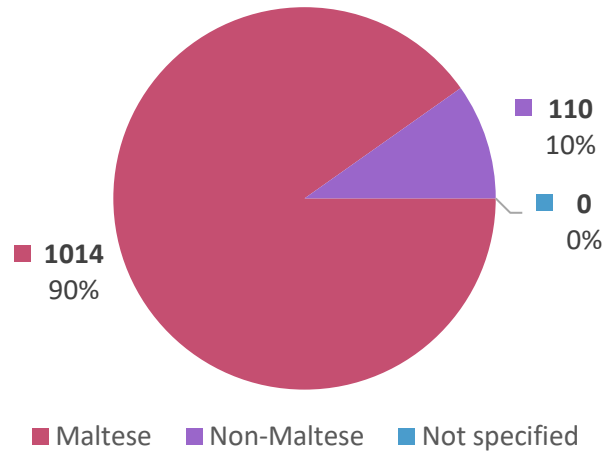


Figure 41: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 90% of the cases worked with were Maltese while non-Maltese made up 10% of cases.

**PS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

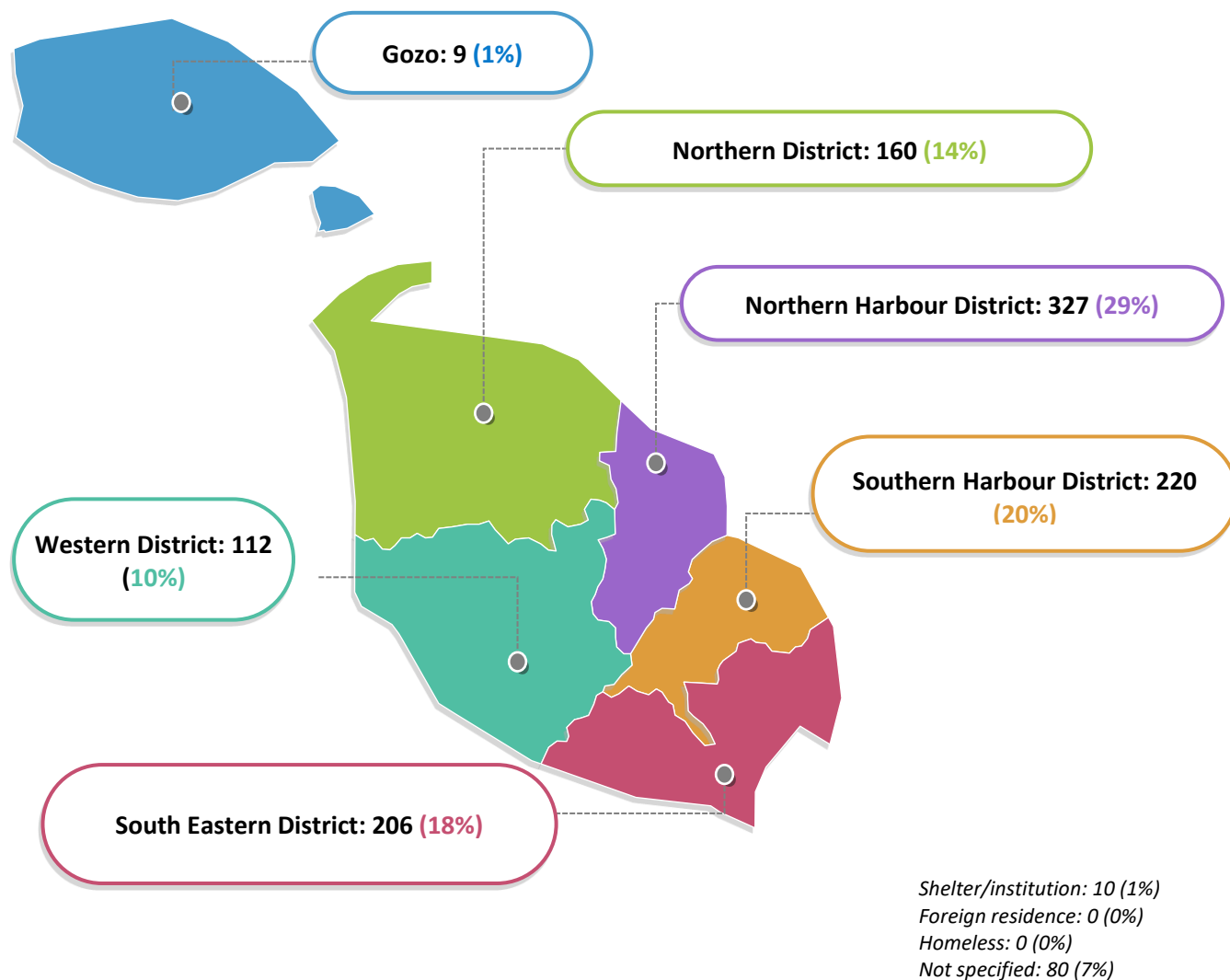


Figure 42: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (29%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **302** cases were opened between January and December 2023.

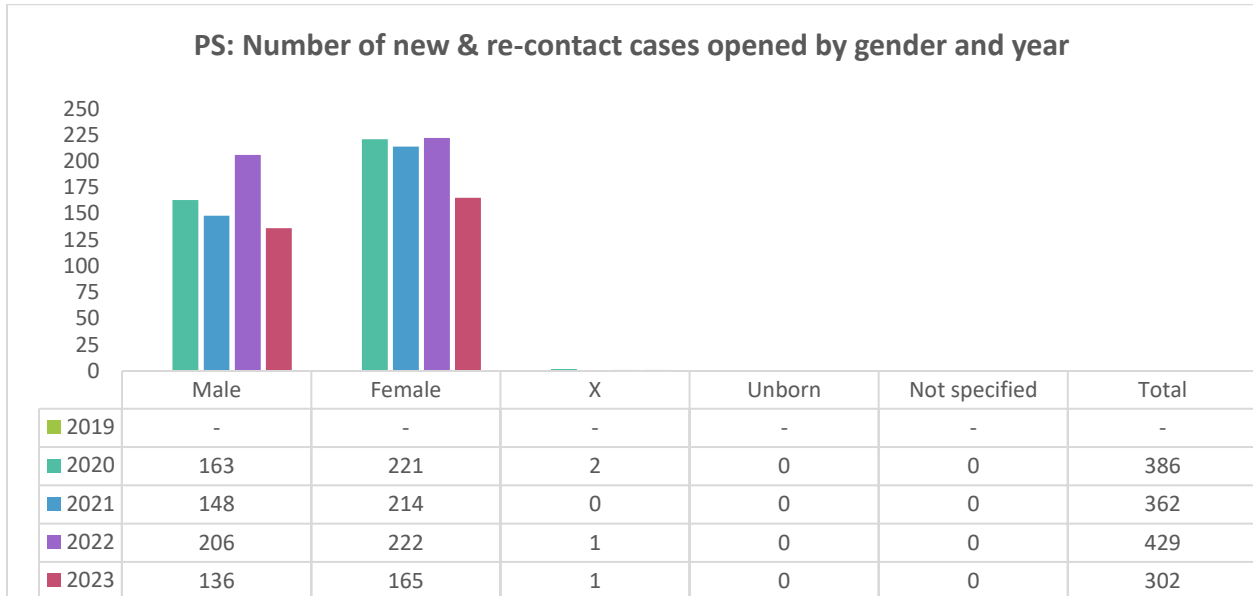


Figure 43: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (165).

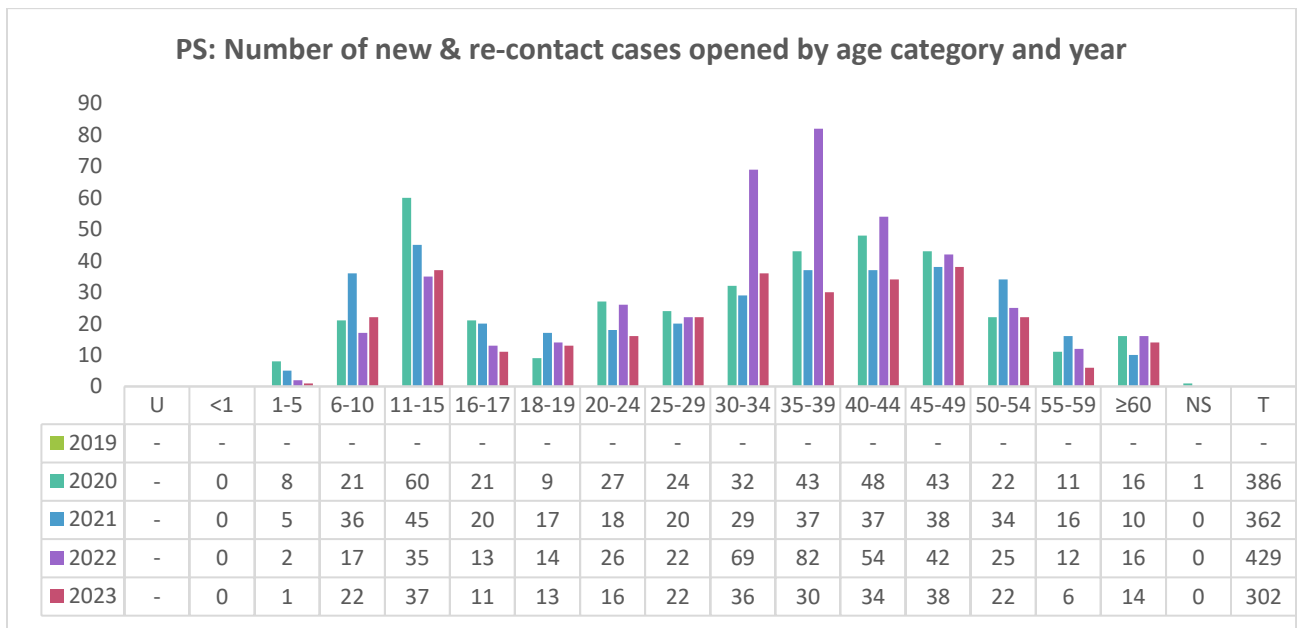


Figure 44: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 45 to 49 (38).

Graph Key: U = Unborn; NS = Not Specified; T = Total.

PS: Number of new and re-contact cases opened by gender and age January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
Unborn	-	-	-	-	-	-
<1	0	0	0	-	0	0
1-5	0	1	0	-	0	1
6-10	9	13	0	-	0	22
11-15	17	19	1	-	0	37
16-17	3	8	0	-	0	11
18-19	5	8	0	-	0	13
20-24	7	9	0	-	0	16
25-29	11	11	0	-	0	22
30-34	18	18	0	-	0	36
35-39	15	15	0	-	0	30
40-44	12	22	0	-	0	34
45-49	19	19	0	-	0	38
50-54	14	8	0	-	0	22
55-59	2	4	0	-	0	6
≥60	4	10	0	-	0	14
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>136</b>	<b>165</b>	<b>1</b>	<b>-</b>	<b>0</b>	<b>302</b>

Figure 45: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

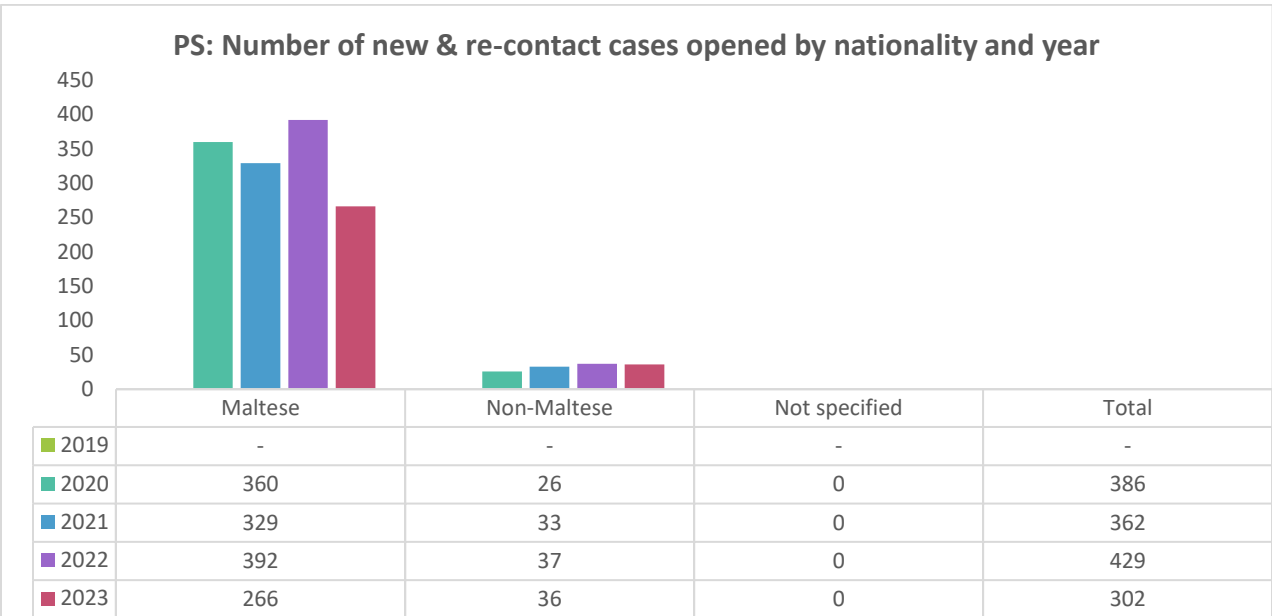


Figure 46: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 266 cases opened in 2023 were Maltese while 36 cases were non-Maltese.

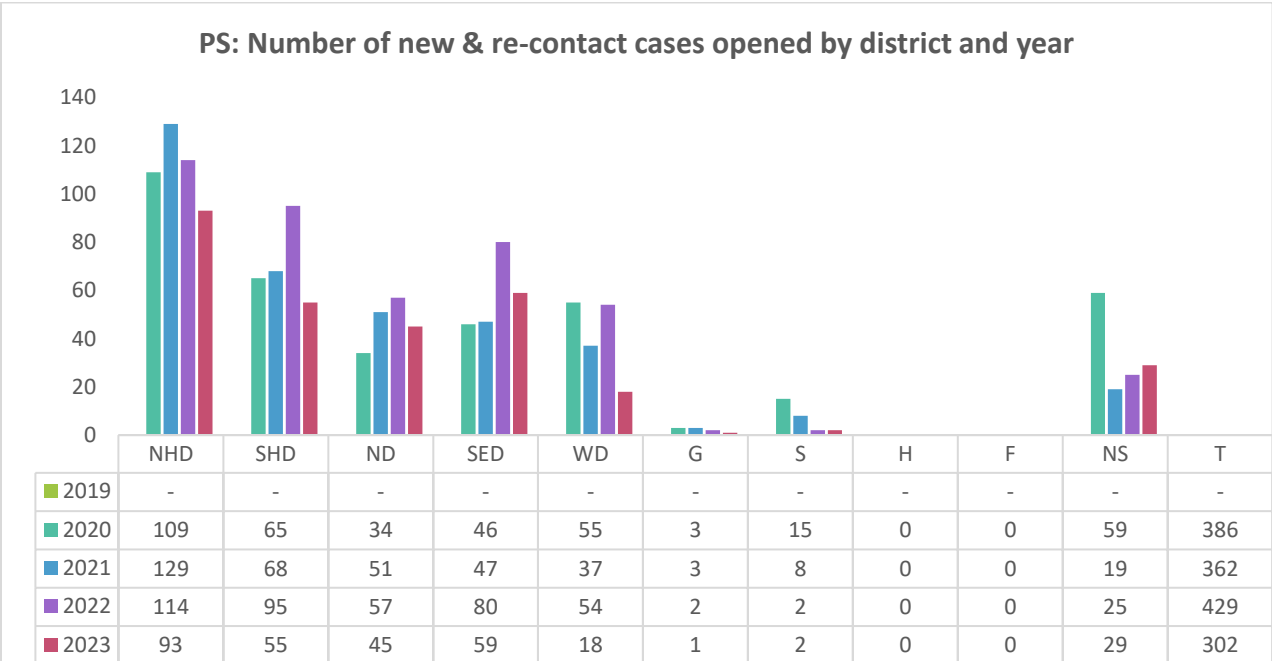


Figure 47: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (93) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Incredible Years Programme (IY)

## Case activity

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

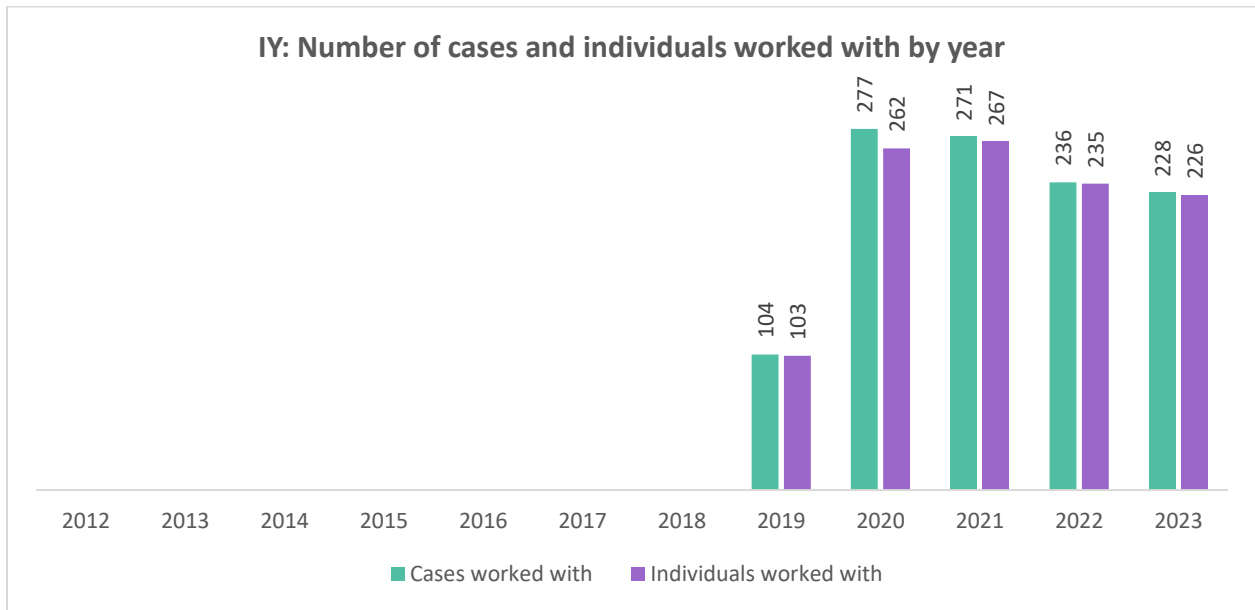


Figure 48: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 228 cases and 226 individuals were worked with compared to 236 and 235 respectively in 2022.

### IY: Percentage difference in the number of cases worked with in the current year compared to the previous year.

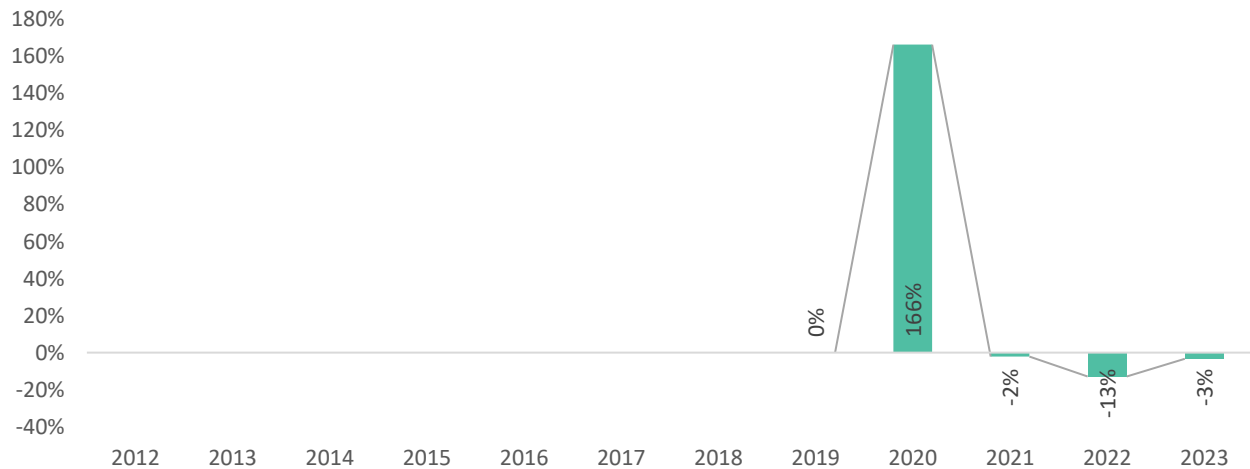


Figure 49: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 13% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

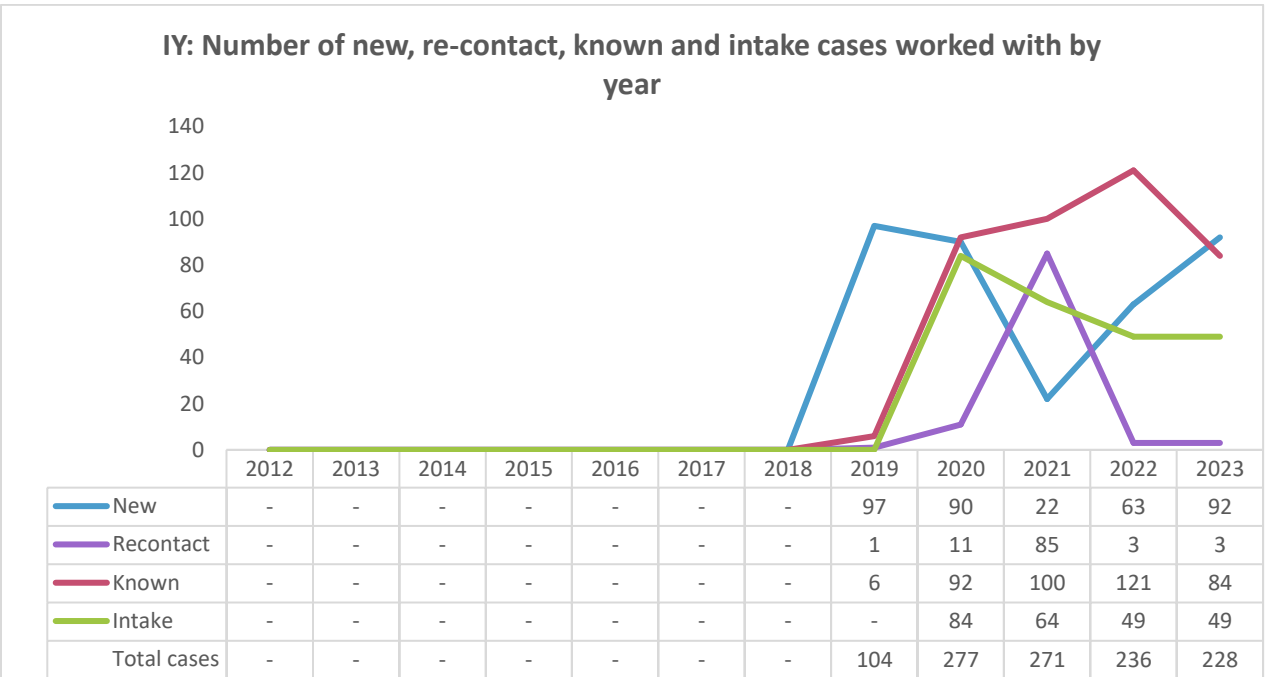


Figure 50: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

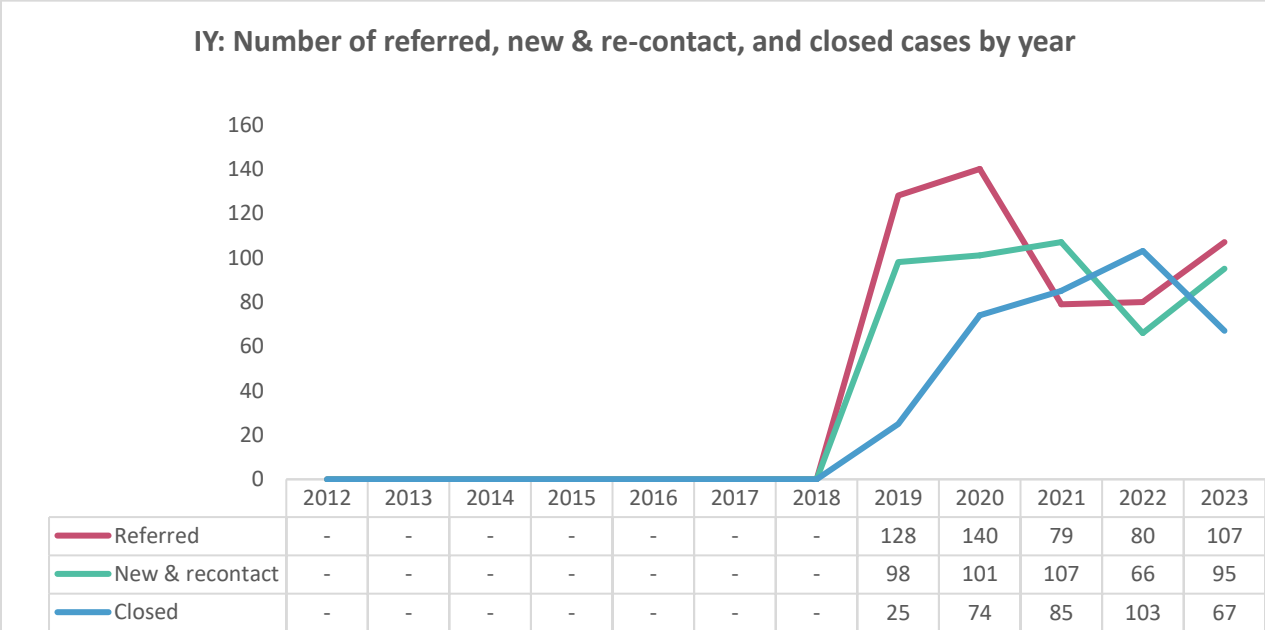


Figure 51: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 50 for breakdown of new & recontact cases). In 2023, 107 cases were referred, 95 new & recontact cases opened, and 67 cases closed.

### IY: Waiting list at the end of the reporting period

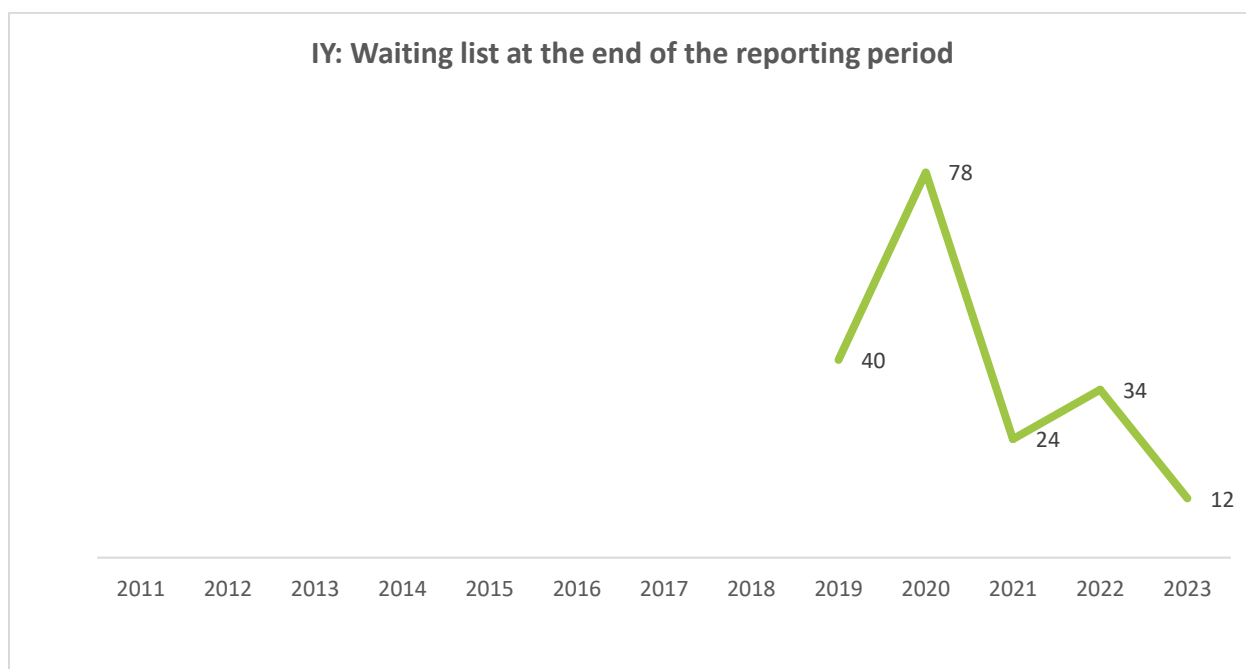


Figure 52: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

IY: Year of referral by source of referral					
	2019	2020	2021	2022	2023
Child Protection	-	24	33	26	53
Alternative Care	-	25	15	8	18
Other ACTS service	62	61	23	19	18
Appogg service	50	23	7	11	11
School or education department	1	2	0	7	6
Hospital, other medical service or GP	0	0	0	1	1
Courts, CoRRS, police or probation	13	0	0	7	0
Self-referred	0	0	1	1	0
Family	0	0	0	0	0
Friend or acquaintance	0	0	0	0	0
FSWS Gozo	0	2	0	0	0
Other FSWS service	0	0	0	0	0
Parish or other church organisation	0	0	0	0	0
Place of employment	0	0	0	0	0
Psychiatric services, MCH	0	0	0	0	0
Sedqa service	1	2	0	0	0
Other NGO	0	0	0	0	0
Other	1	1	0	0	0
<b>Total</b>	<b>128</b>	<b>140</b>	<b>79</b>	<b>80</b>	<b>107</b>

Figure 53: Service users will be referred to IY through other services or entity working with the service users. The figure above provides the number of referrals IY received from the various services or entities e.g., in 2022 IY received 26 referrals through Child Protection Service.

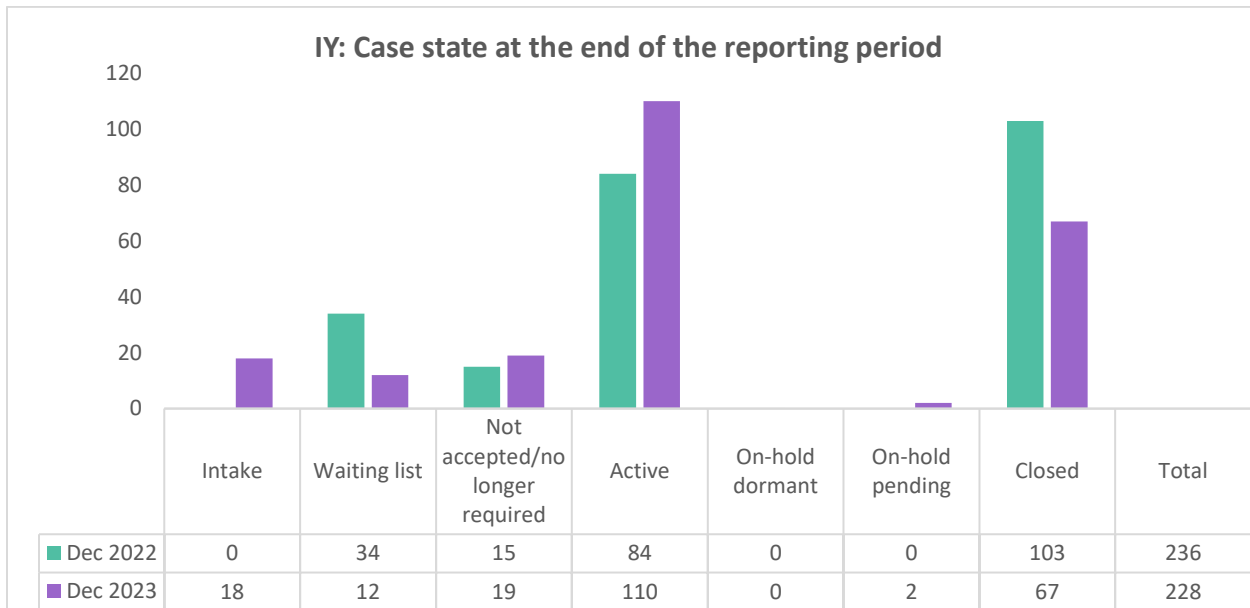


Figure 54: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 48% (110) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **228** cases were worked with between January and December 2023.

### IV: Cases worked with Jan-Dec 2023 by gender (no. & %)

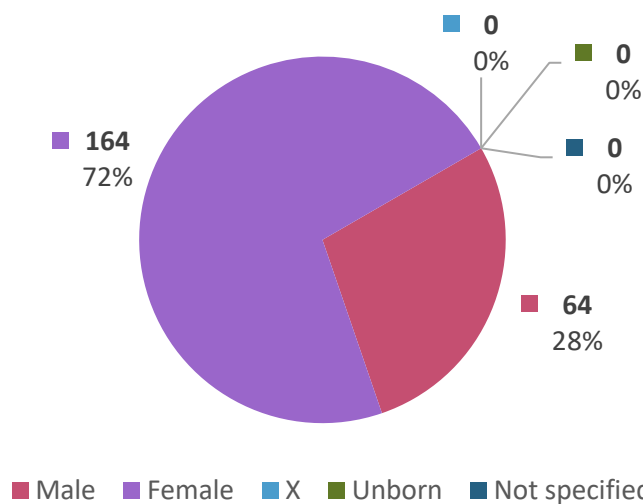


Figure 55: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (72%).

**IY: Cases worked with Jan-Dec 2023 by age category (no. & %)**

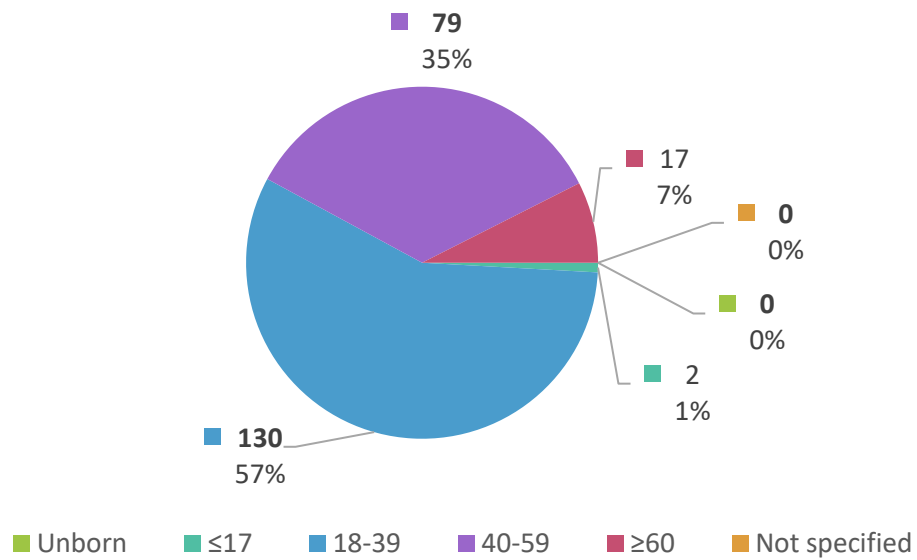


Figure 56: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (57%).

**IY: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

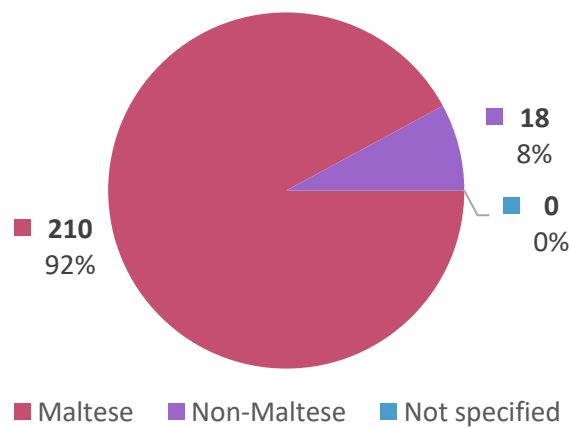


Figure 57: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

**IY: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

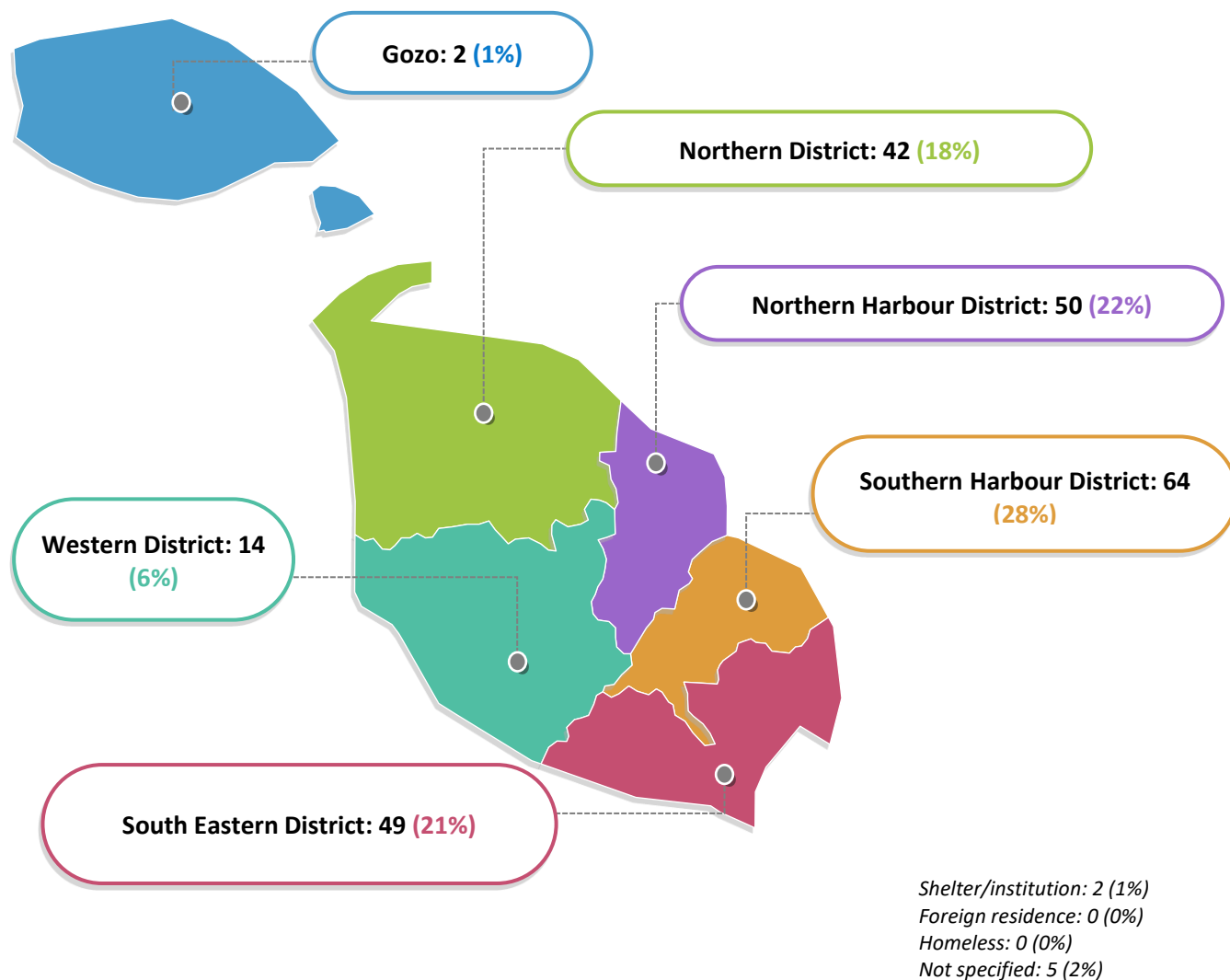


Figure 58: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (28%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **95** cases were opened between January and December 2023.

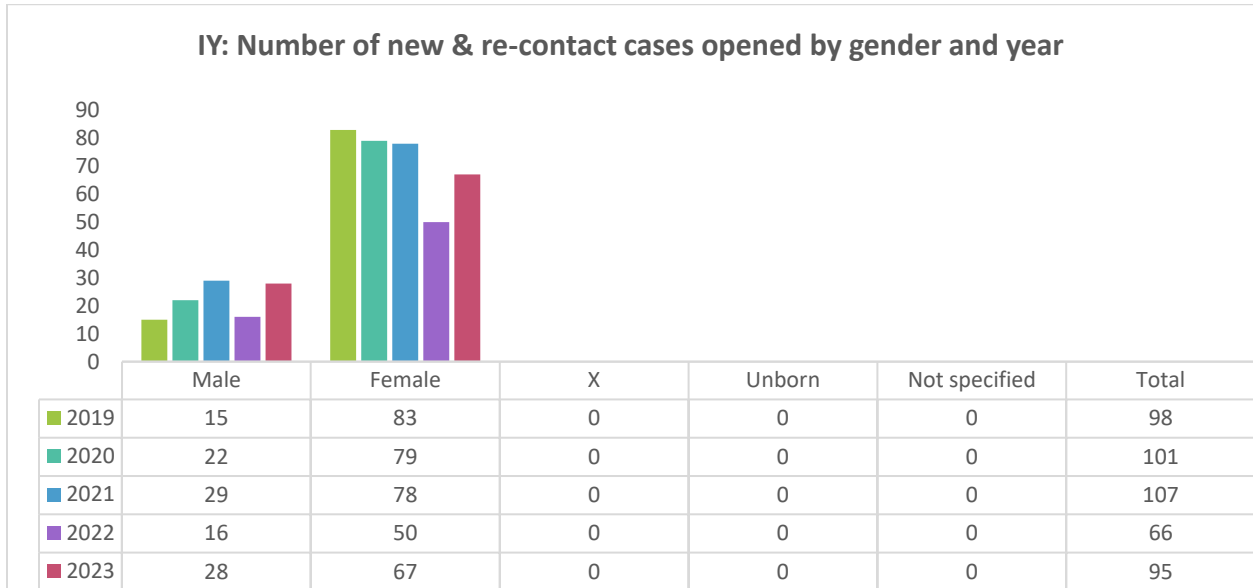


Figure 59: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (67).

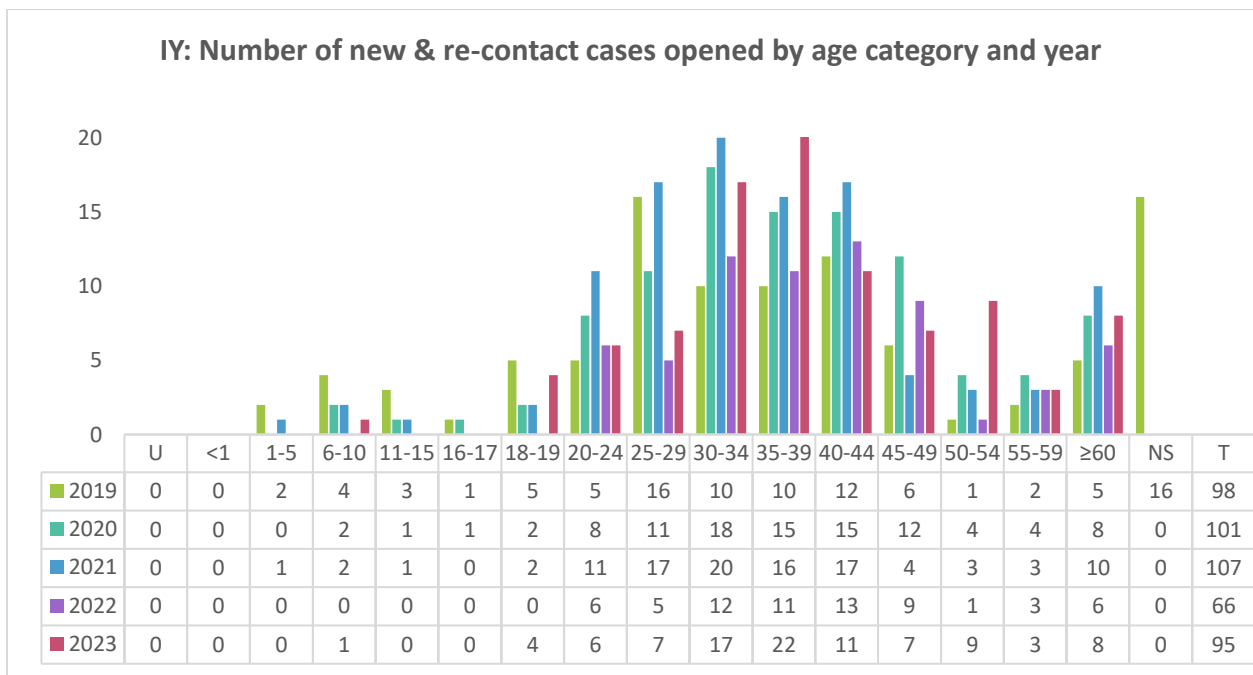


Figure 60: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (22).

Graph Key: U = Unborn; NS = Not Specified; T = Total.

IY: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	0	0	0	0	0	0
6-10	1	0	0	0	0	1
11-15	0	0	0	0	0	0
16-17	0	0	0	0	0	0
18-19	0	4	0	0	0	4
20-24	0	6	0	0	0	6
25-29	1	6	0	0	0	7
30-34	2	15	0	0	0	17
35-39	7	15	0	0	0	22
40-44	6	5	0	0	0	11
45-49	2	5	0	0	0	7
50-54	3	6	0	0	0	9
55-59	2	1	0	0	0	3
≥60	4	4	0	0	0	8
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>28</b>	<b>67</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>95</b>

Figure 61: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

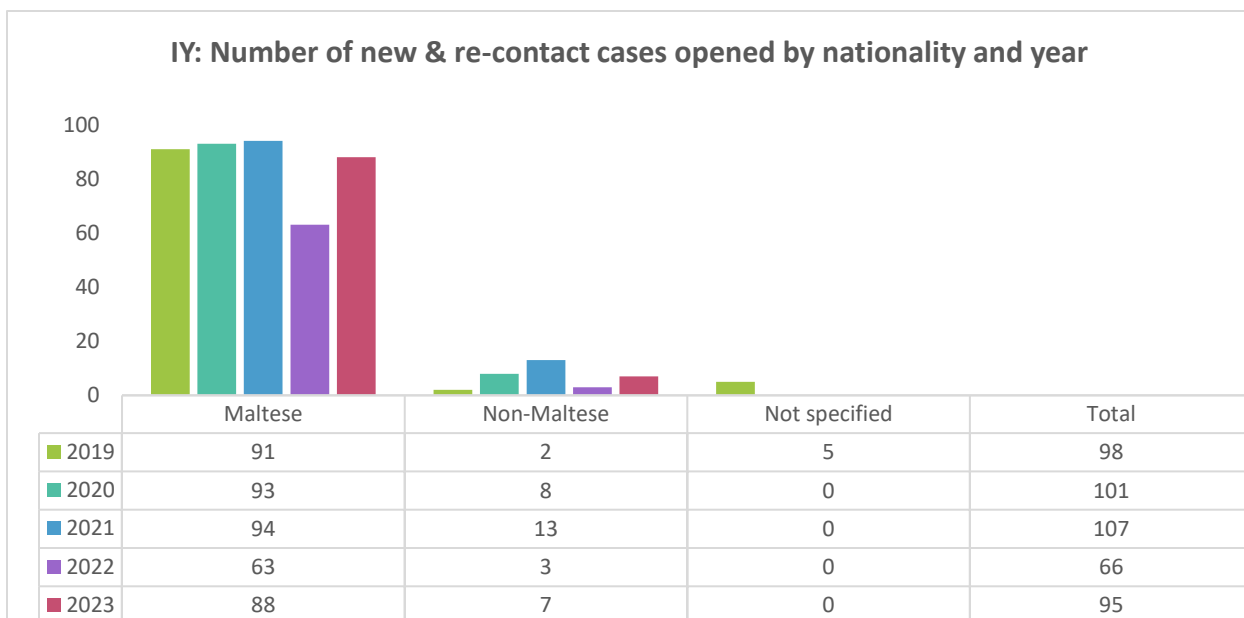


Figure 62: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 88 cases opened in 2023 were Maltese while 7 cases were non-Maltese.

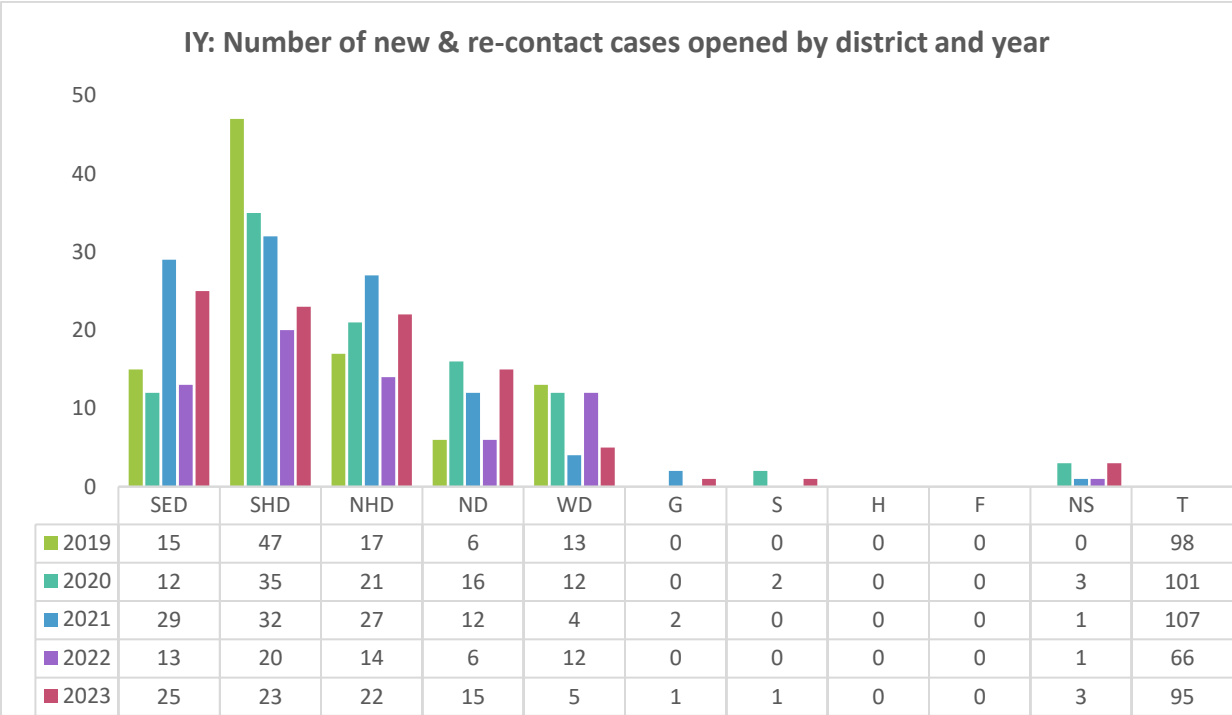


Figure 63: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The South Eastern District (25) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Development (CD)

## Case activity

Data first reported in 2022.

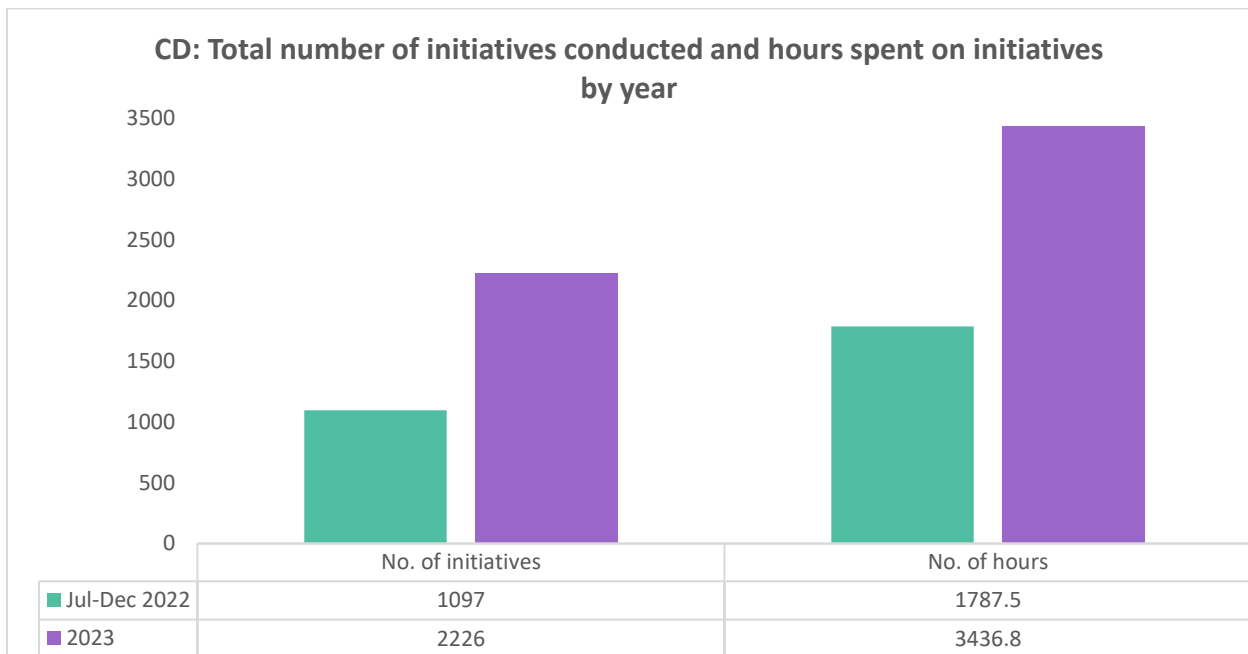


Figure 64: In 2023 the service conducted 2,226 initiatives with a total of 3,437 hours.

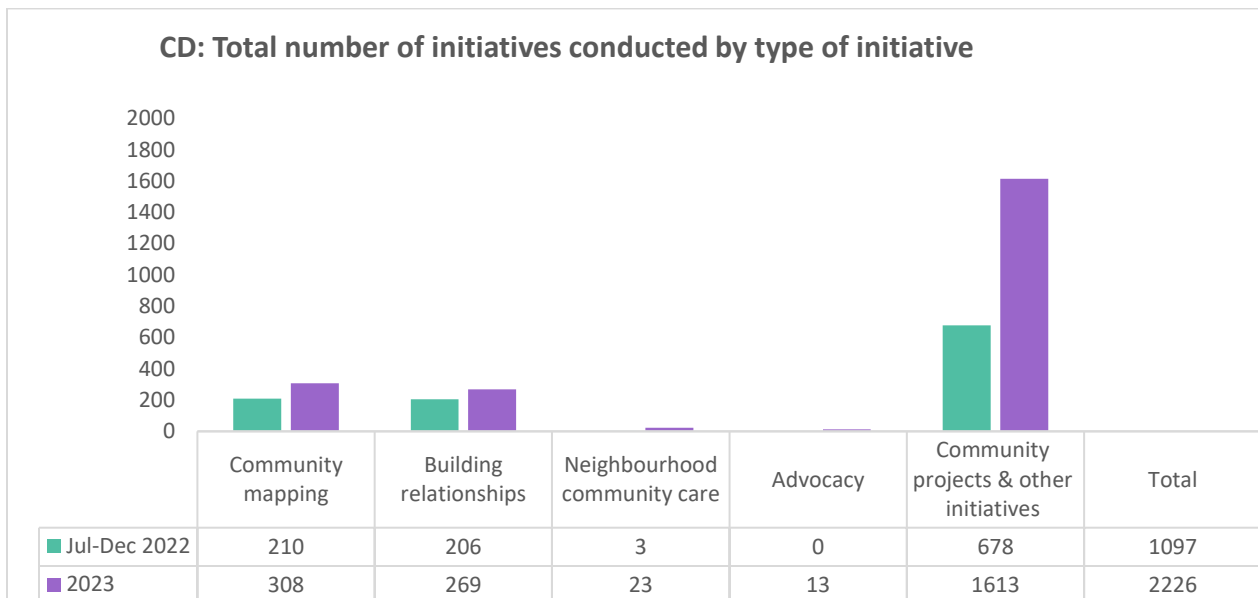


Figure 65: The initiatives conducted are split into different targeted initiatives e.g., community mapping is a process of empowering locals in identifying various assets, barriers, and intangible resources. Building relationships involves community engagement, leadership, and collaboration. Neighbourhood community care (which includes support to the community) connects persons to the assets that are available within their own communities and neighbourhoods. The initiatives also require advocacy and other projects or initiative (reported as community projects and other initiatives) including project planning, outreach, training and evaluations.

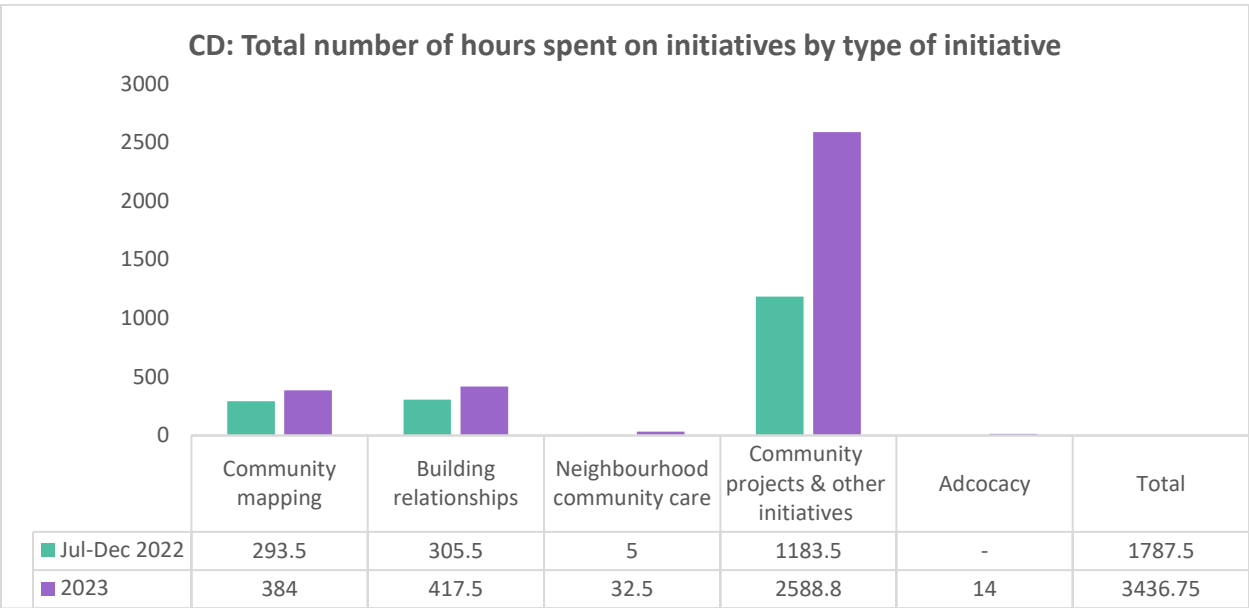


Figure 66: The figure above provides the total number of hours spent on the initiatives broken down by type of initiative. The descriptions regarding the initiative types can be found in figure 64.

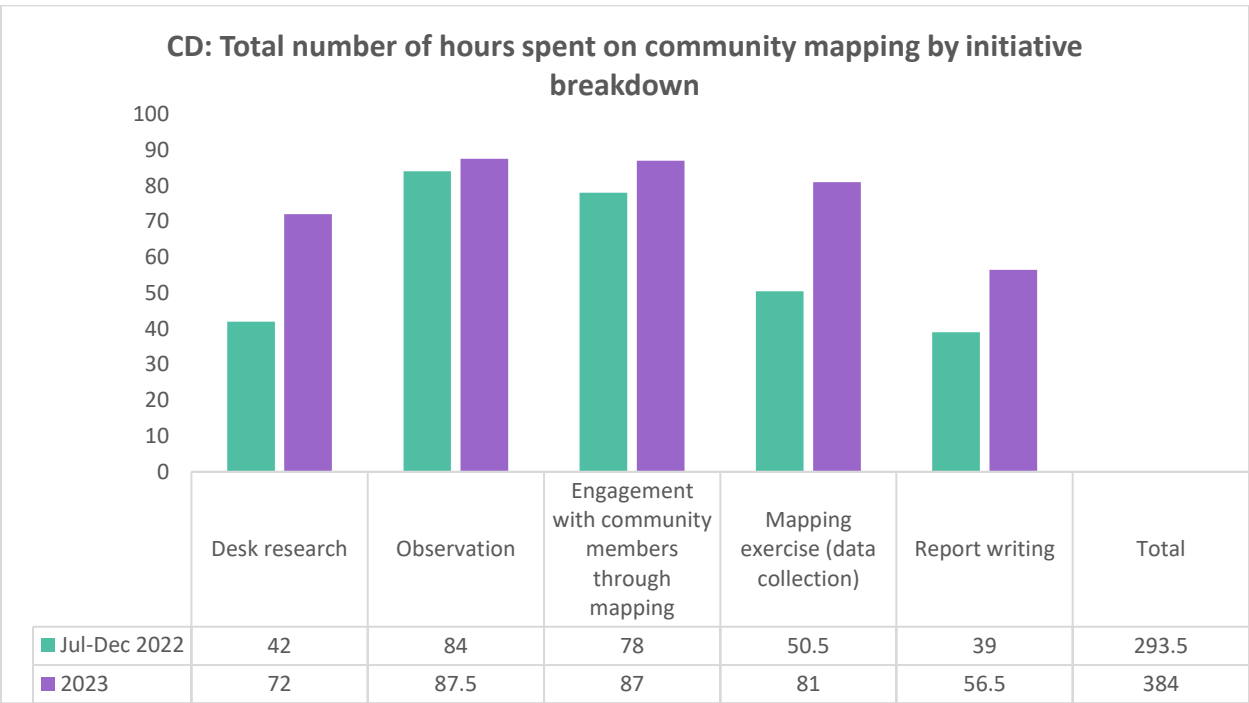


Figure 67: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within the community mapping initiative conducted in 2022, 78 hours were spent on engagement with community members through mapping.

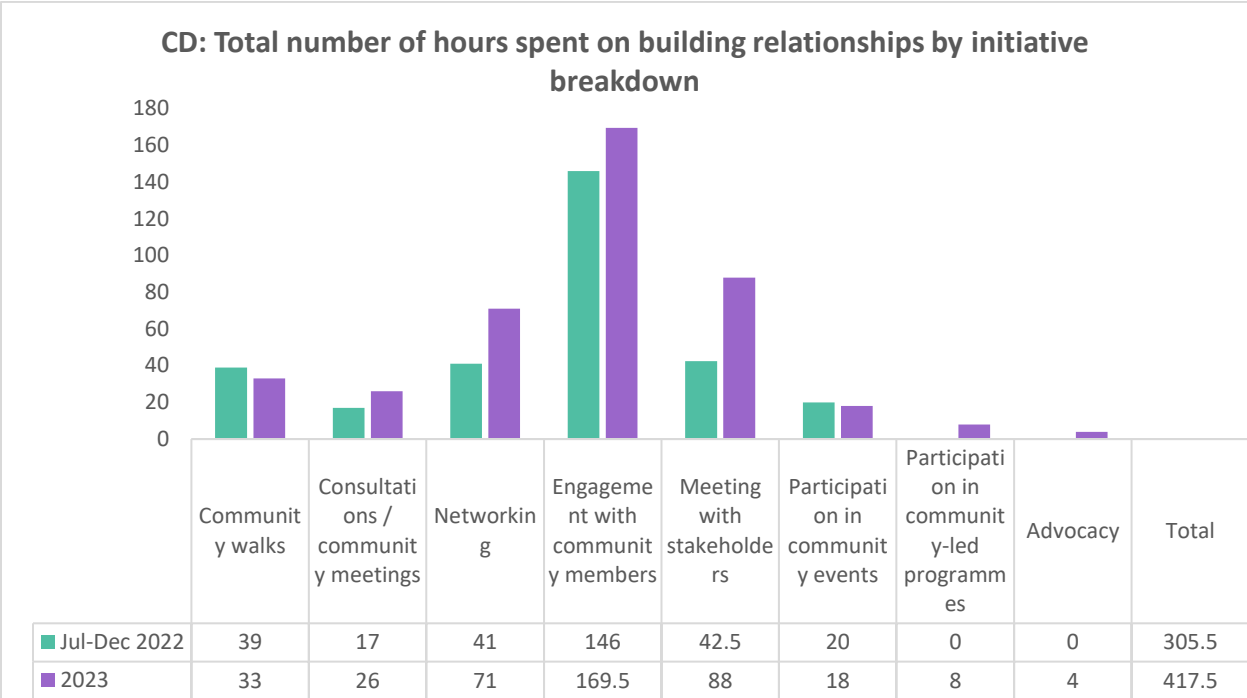


Figure 68: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within the building relationships activity conducted in 2022, 146 hours were spent on engagement with community members.

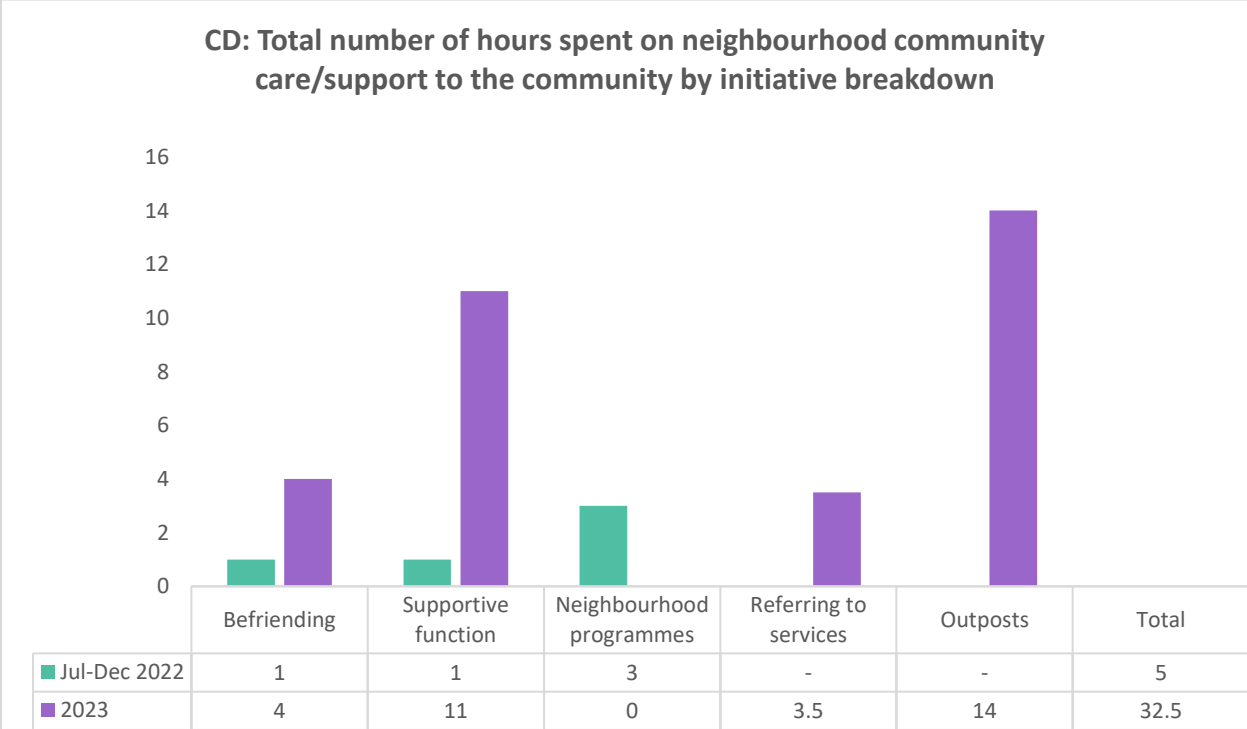


Figure 69: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. The neighbourhood community care activity was initiated in 2022 and 3 hours were spent on neighbourhood programmes.

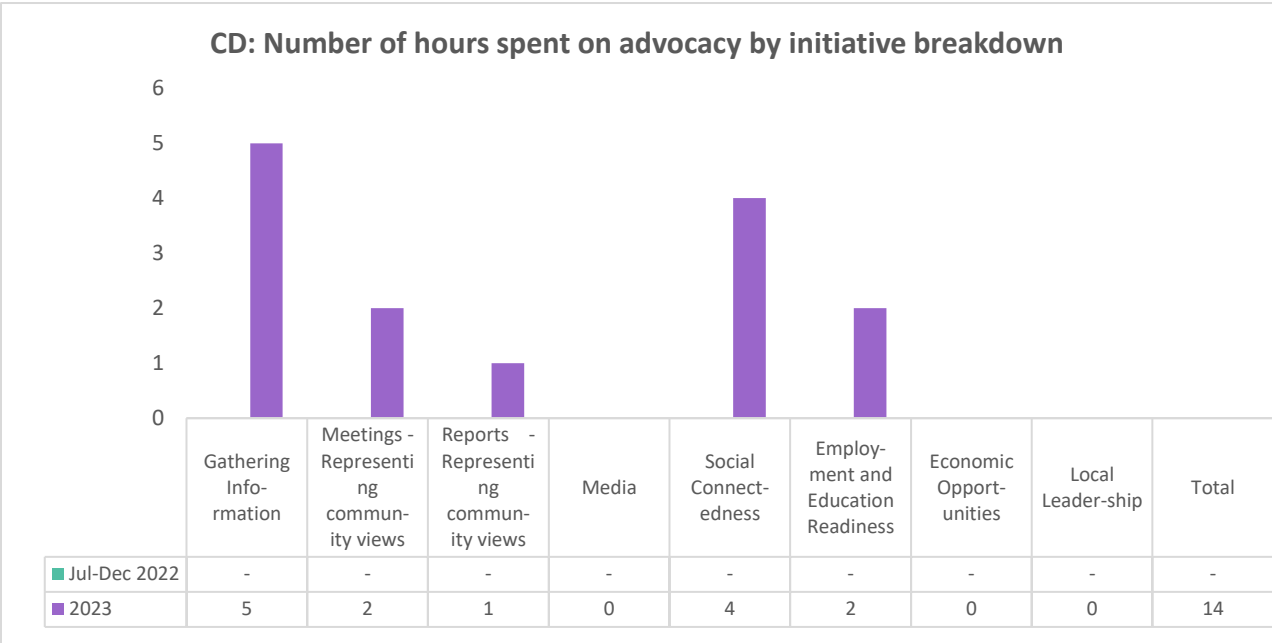


Figure 70: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within advocacy activities conducted in 2023, 5 hours were spent on gathering information.

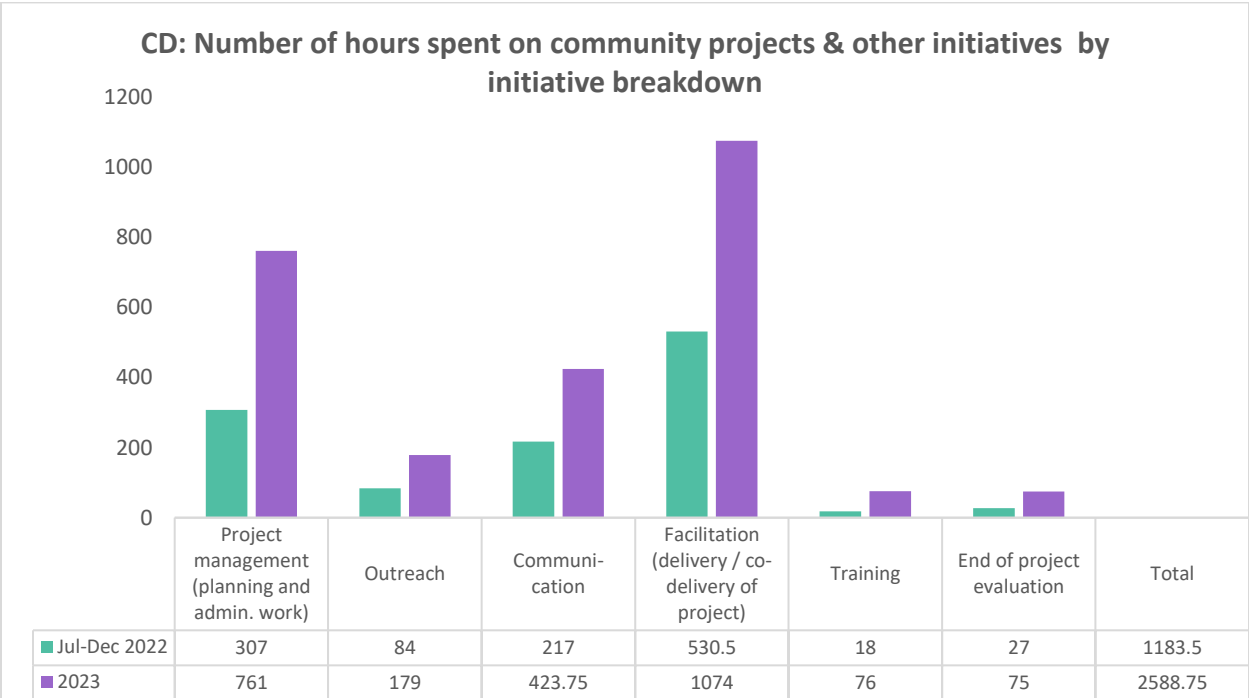


Figure 71: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within community projects & other initiatives tasks conducted in 2022, 530.5 hours were spent on facilitation.

# Community Services (CS)

## Case activity

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

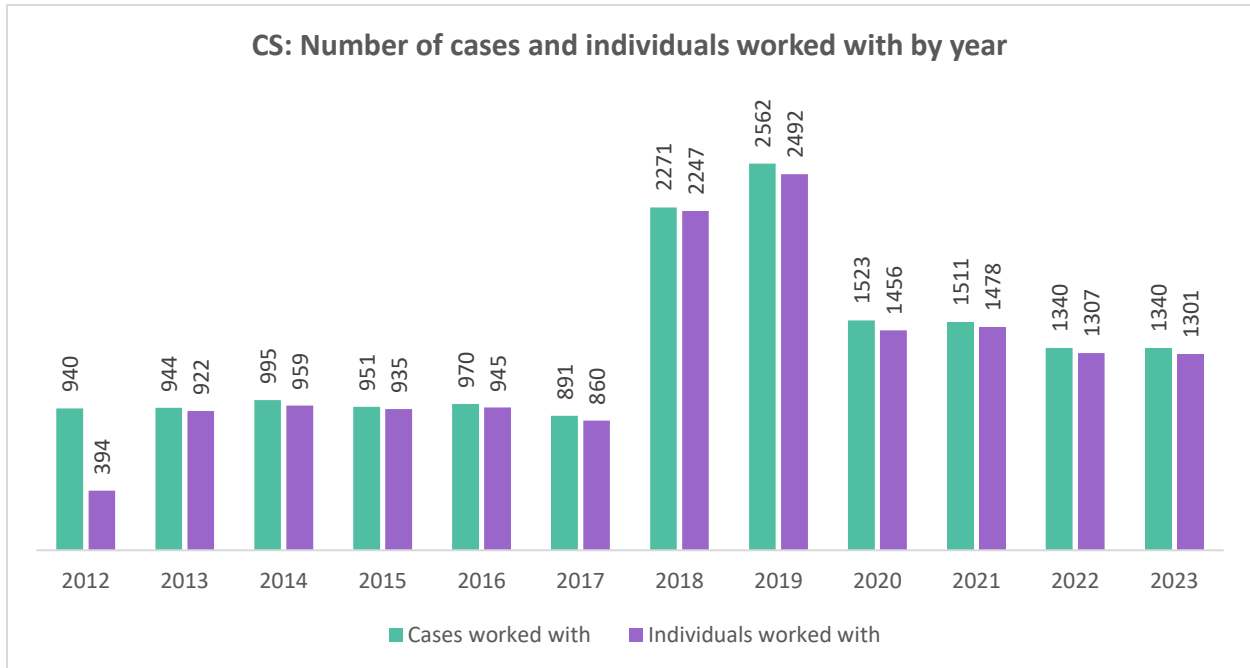


Figure 72: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. As of 2023, the number of individuals reported is the true number of individuals across all Community Services since duplicate cases are identified and excluded through their identifying number. Prior to 2023 the number of individuals on a Community Services level was a sum of the individuals reported by each service and was thus only an approximation. In 2023, 1340 cases and 1301 individuals were worked with compared to 1340 and 1307 respectively in 2022.

**CS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

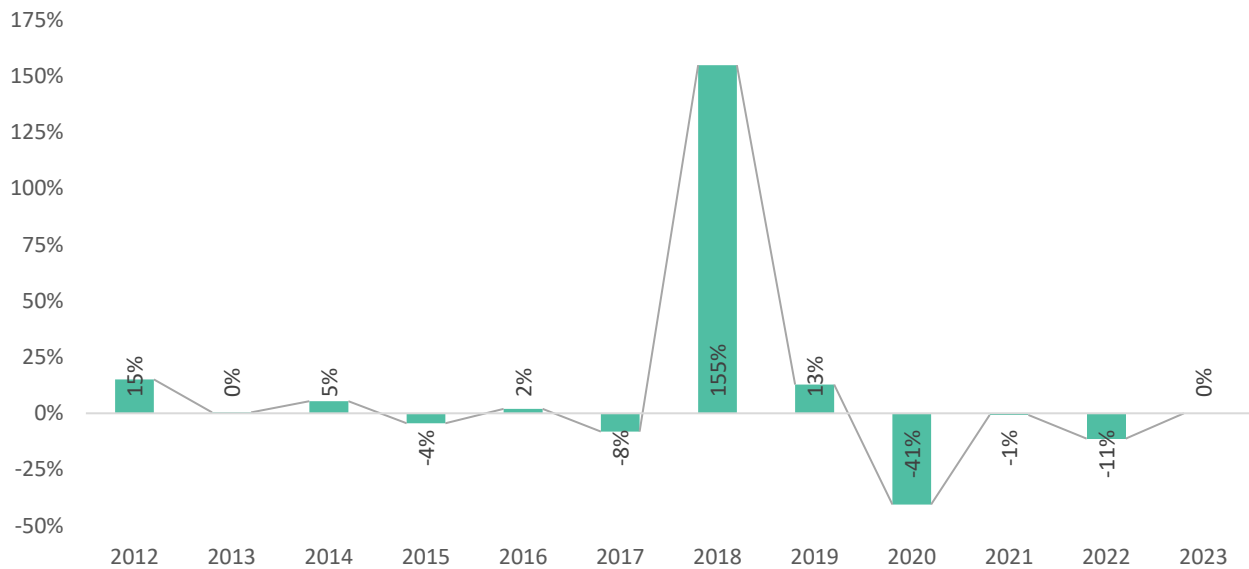


Figure 73: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 11% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

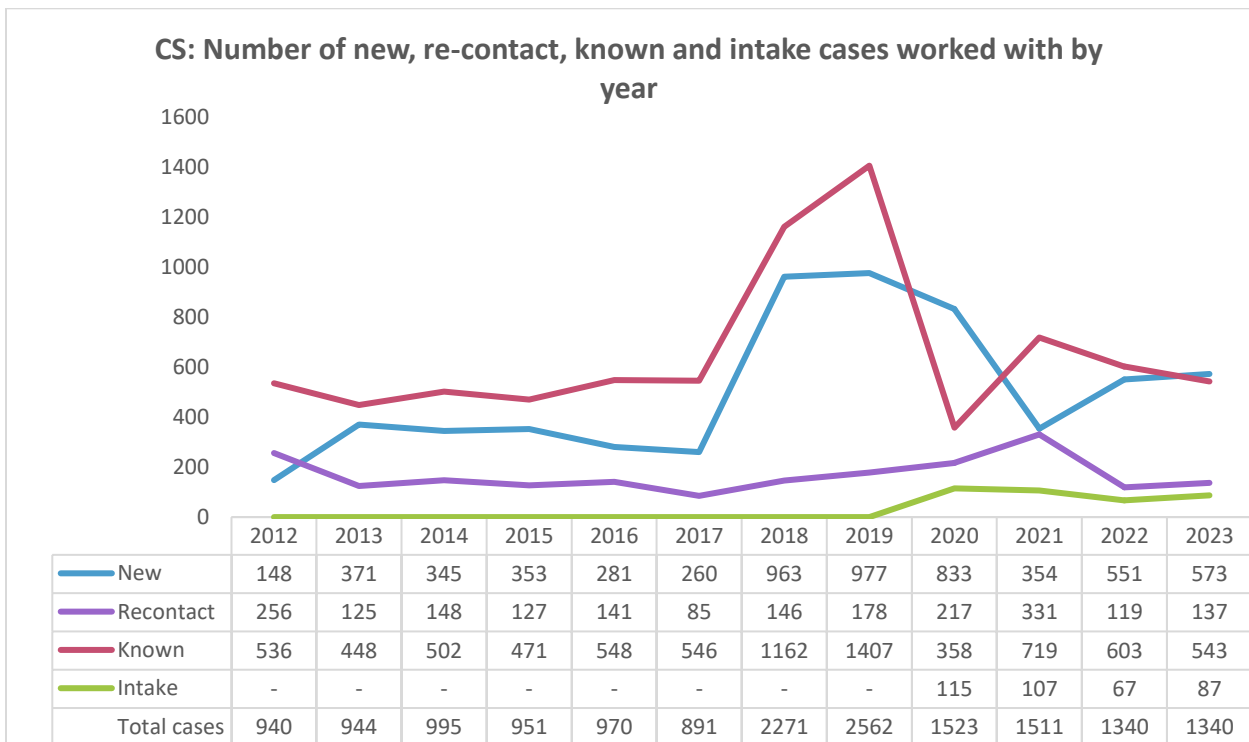


Figure 74: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

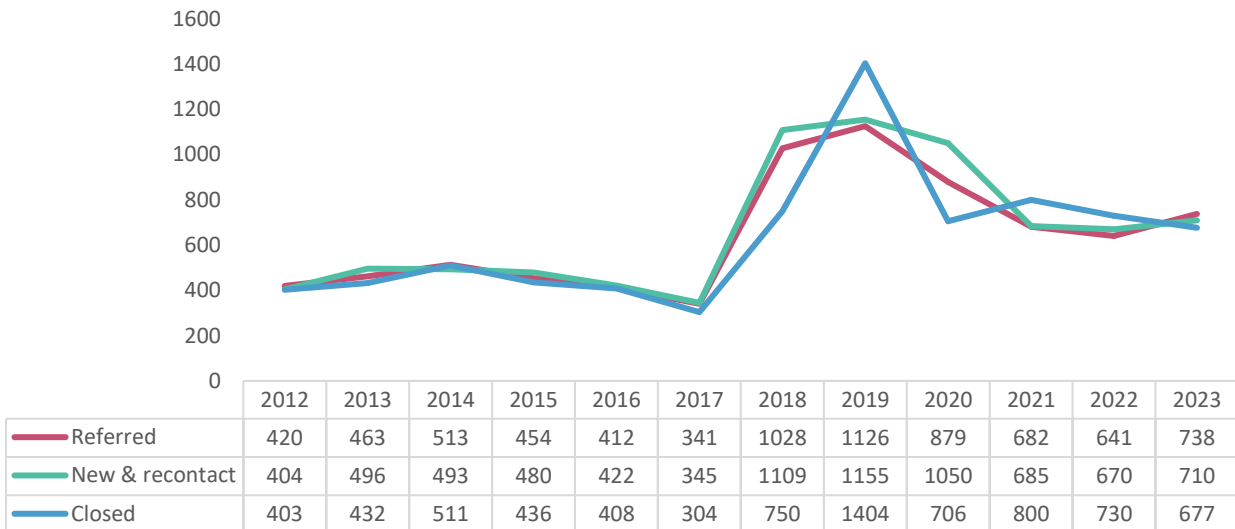


Figure 75: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 74 for breakdown of new & recontact cases). In 2023, 738 cases were referred, 710 new & recontact cases opened, and 677 cases closed.

**CS: Waiting list at the end of the reporting period**

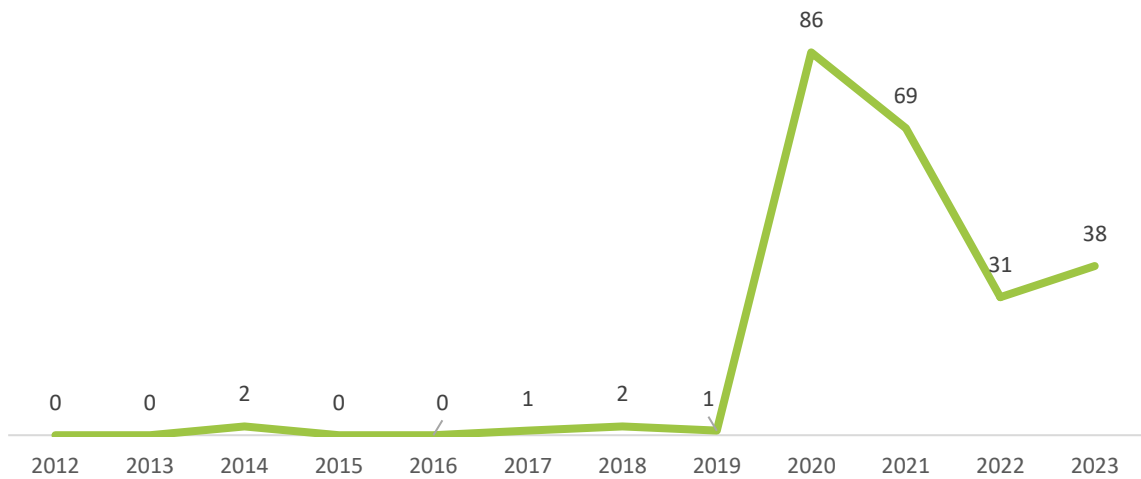


Figure 76: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

CS: Number of referred cases by primary problem and year					
	2019	2020	2021	2022	2023
Addictive behaviour problems	19	7	7	2	3
Assault/rape/harassment/sexual abuse	1	4	1	1	4
Behaviour problems	16	19	7	-	-
Bereavement	7	0	0	1	0
Child abuse	8	8	17	11	9
Child care or access	29	9	8	9	1
Delinquency	11	0	0	0	0
Disability related issues	25	9	6	7	4
Domestic violence	16	12	13	7	4
Eating disorder	0	0	0	0	0
Elderly needs	27	11	6	9	20
Employment issues	101	76	52	37	56
Family relations/relationships	63	64	56	22	24
Financial difficulties	262	276	188	166	165
Fostering or adoption	0	1	1	0	2
Gender related issues	2	1	1	0	3
Health related issues	21	19	14	15	16
Homeless	59	56	43	50	85
Housing problems	113	75	53	74	75
Human trafficking	0	0	0	0	0
Lack of support or guidance	67	81	69	91	83
Legal issues	14	12	9	8	11
Loneliness	-	7	19	11	15
Marital problems	12	12	5	9	13
Mental health issues	76	64	52	34	57
Migrant related issues	9	0	2	10	6
Oppositional defiant behaviours	-	-	-	7	13
Parenting skills/child-parent relationship	-	-	-	24	25
Personality related issues	-	1	0	0	0
Pregnancy related issues	7	1	2	0	0
Relationship problems	27	9	9	10	13
School related problems	5	3	9	9	12
Self-harm or suicide	2	2	4	1	6
Separation related issues	19	9	7	8	8
Sex work related issues	0	0	0	0	0
Other	21	30	17	7	5
None specified	87	1	5	1	0
<b>Total</b>	<b>1126</b>	<b>879</b>	<b>682</b>	<b>641</b>	<b>738</b>

Figure 77: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

CS: Year of referral by source of referral												
January – December 2023												
	BCS	CCS	MoCS	MsCS	NHCS	PFI	QCS	SCS	VCS	WCS	ZCS	T
Self-referred	30	63	27	14	6	32	85	35	33	51	57	433
Other ACTS service	2	10	2	4	1	1	14	5	4	17	5	65
Appogg service	4	3	3	4	2	0	7	4	1	3	15	46
Child Protection service	0	10	4	2	0	2	7	4	1	6	4	40
Other Government entity	0	9	0	0	0	0	1	7	1	4	2	24
School or education department	0	0	6	0	0	0	4	0	0	11	2	23
Parish or other church organisation	13	5	0	0	0	0	0	1	1	1	1	22
Courts, CoRRS, police or probation	1	5	1	0	0	0	3	3	2	3	1	19
Hospital, other medical service or GP	2	1	2	0	1	2	4	1	0	1	3	17
Psychiatric services, MCH	0	0	2	0	0	0	4	3	1	0	2	12
Other NGO	2	2	0	1	1	1	1	0	1	0	0	9
Family	0	0	0	0	0	6	0	1	0	0	1	8
Other FSWS service	0	1	1	0	0	0	0	3	0	0	0	5
Alternative Care service	0	0	0	0	0	0	1	1	1	2	1	6
Agenzija Sapport	0	0	2	0	0	0	0	1	0	0	0	3
FSWS Gozo branch service	1	0	0	0	0	0	1	0	1	0	0	3
Sedqa service	0	0	0	0	0	0	0	0	1	0	0	1
Friend or acquaintance	0	0	0	0	0	0	0	0	0	0	0	0
Place of employment	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Not specified	0	0	0	0	0	1	0	1	0	0	0	2
<b>Total</b>	<b>55</b>	<b>109</b>	<b>50</b>	<b>25</b>	<b>11</b>	<b>45</b>	<b>132</b>	<b>70</b>	<b>48</b>	<b>99</b>	<b>94</b>	<b>738</b>

Figure 78: Service users will be referred to CS through other services or entity working with the service users. The figure above provides the number of referrals CS received from the various services or entities e.g., in 2023, the CS received a total of 40 referrals through Child Protection Service.

Graph Key: BCS = Birkirkara; CCS = Cottonera; MoCS = Mosta; MsCS = Msida; NHCS = Northern Harbour; PFI = Paolo Friere; QCS = Qawra; SCS = Southern; VCS = Valletta; WCS = Western; ZCS = Zabbar; T = Total.

**CS: Number of cases worked with and the waiting list at the end of the reporting period by Community Service  
January – December 2023**

	New	Re-contact	Known	Intake	Total cases worked with	Waiting list end Dec 2023
Birkirkara	47	9	16	3	75	0
Cottonera	65	40	99	4	208	2
Mosta	44	9	30	0	83	0
Msida	26	4	11	2	43	0
Northern Harbour	14	0	5	0	19	0
Paolo Friere	34	8	39	4	85	0
Qawra	88	23	124	40	275	23
Southern	61	7	76	8	152	0
Valletta	35	12	61	2	110	0
Western	84	17	35	1	137	0
Zabbar	75	8	47	23	153	13
<b>Total</b>	<b>573</b>	<b>137</b>	<b>543</b>	<b>87</b>	<b>1340</b>	<b>38</b>

Figure 79: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. The figure also reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

**CS: Number of referred cases, new & re-contacts cases, and closed cases by Community Service  
January – December 2023**

	Referred	New & re-contact	Closed
Birkirkara Community Service	55	56	42
Cottonera Community Service	109	105	104
Mosta Community Service	50	53	47
Msida Community Service	25	30	27
Northern Harbour Community Service	11	14	10
Paolo Friere Institute	45	42	36
Qawra Community Service	132	111	157
Southern Community Service	70	68	74
Valletta Community Service	48	47	39
Western Community Service	99	101	86
Zabbar Community Service	94	83	55
<b>Total</b>	<b>738</b>	<b>710</b>	<b>677</b>

Figure 80: The figure above stratifies the cases referred, new & re-contact cases opened and the cases closed in the reporting period by Community Service.

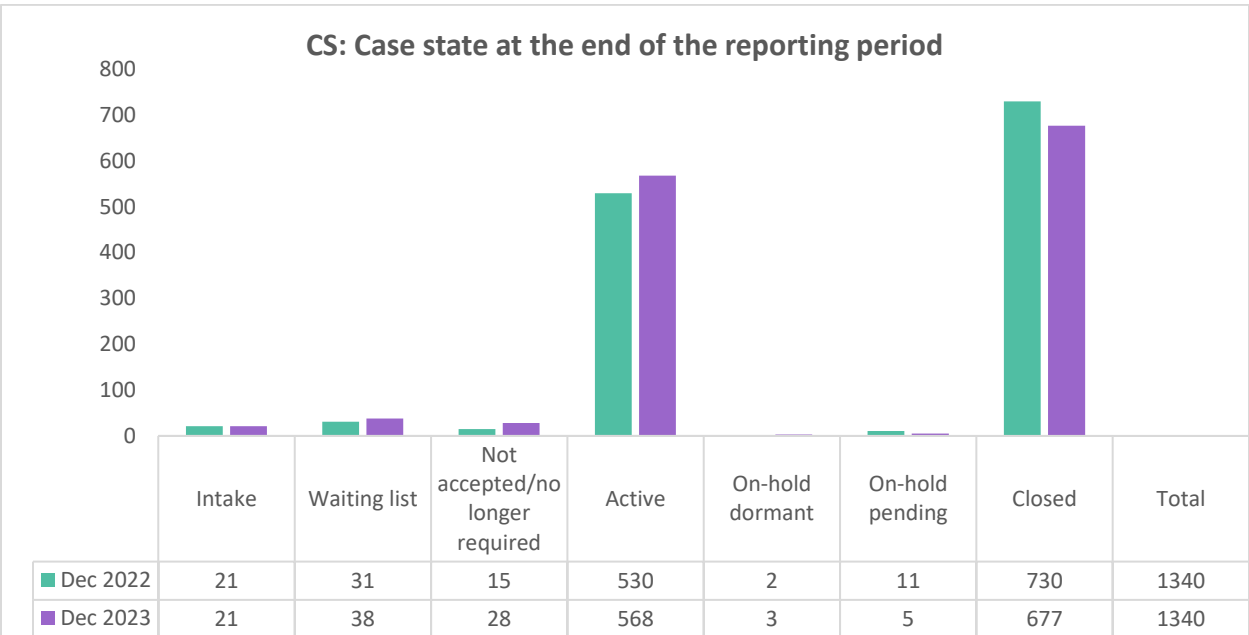


Figure 81: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 42% (568) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **1,340** cases were worked with between January and December 2023.

### CS: Cases worked with Jan-Dec 2023 by gender (no. & %)

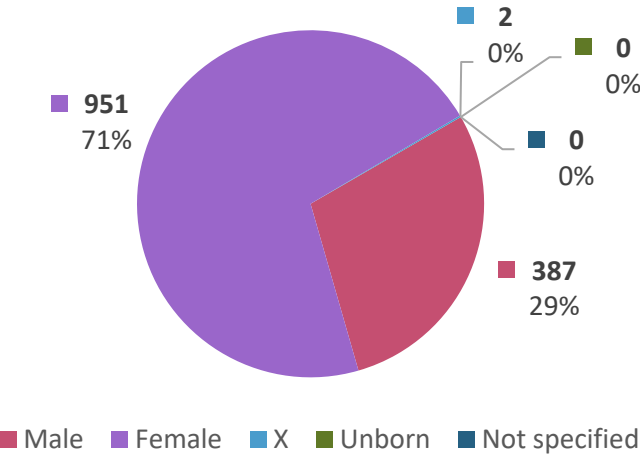


Figure 82: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (71%).

**CS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

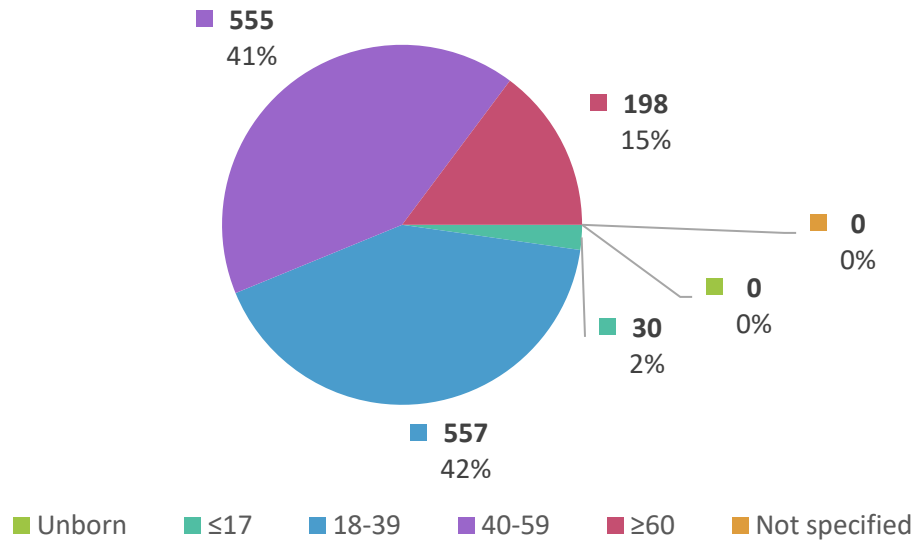


Figure 83: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (42%).

**CS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

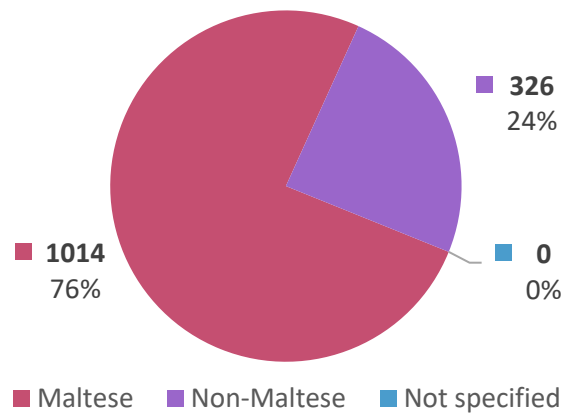


Figure 84: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 76% of the cases worked with were Maltese while non-Maltese made up 24% of cases.

**CS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

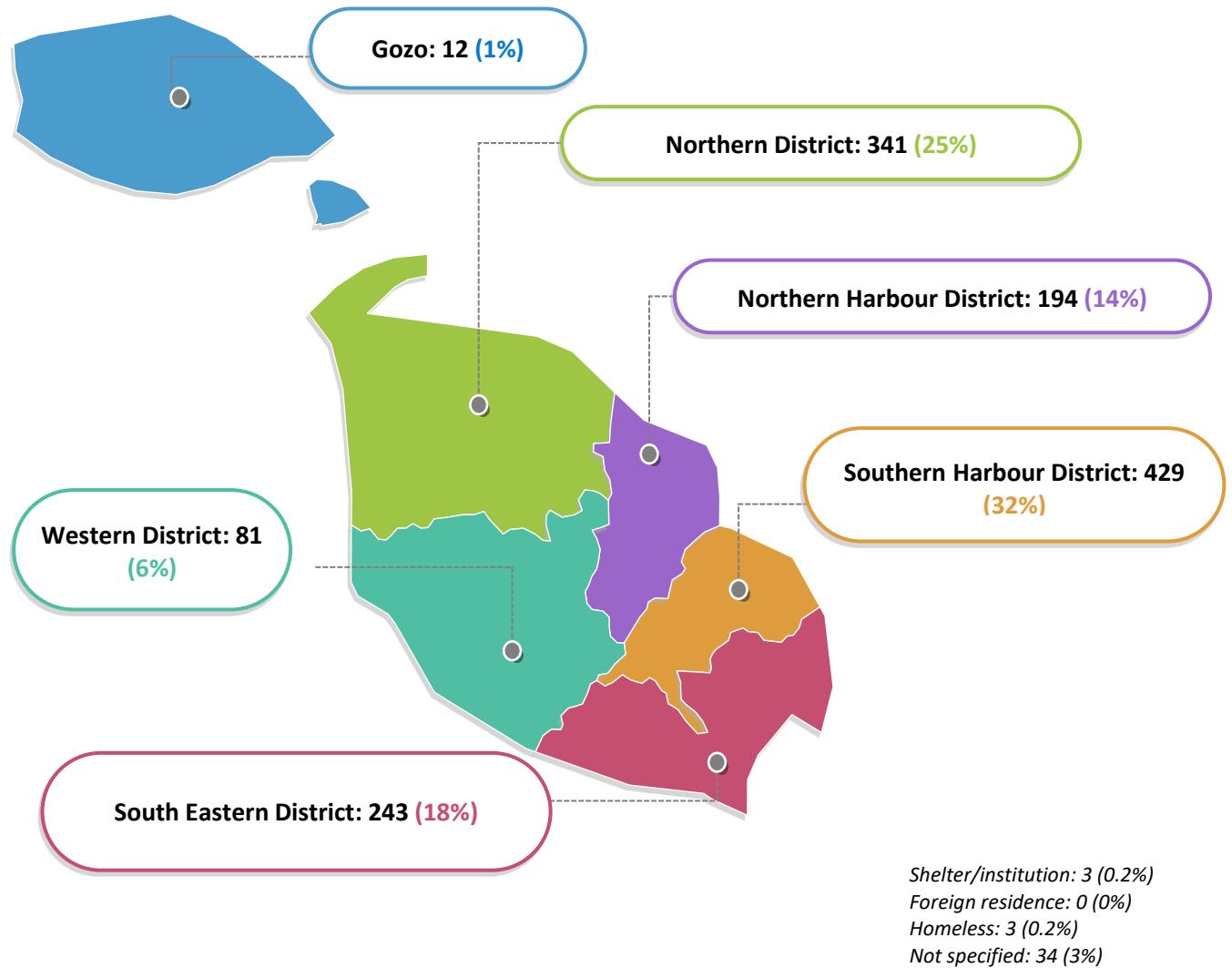


Figure 85: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (32%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **710** cases were opened between January and December 2023.

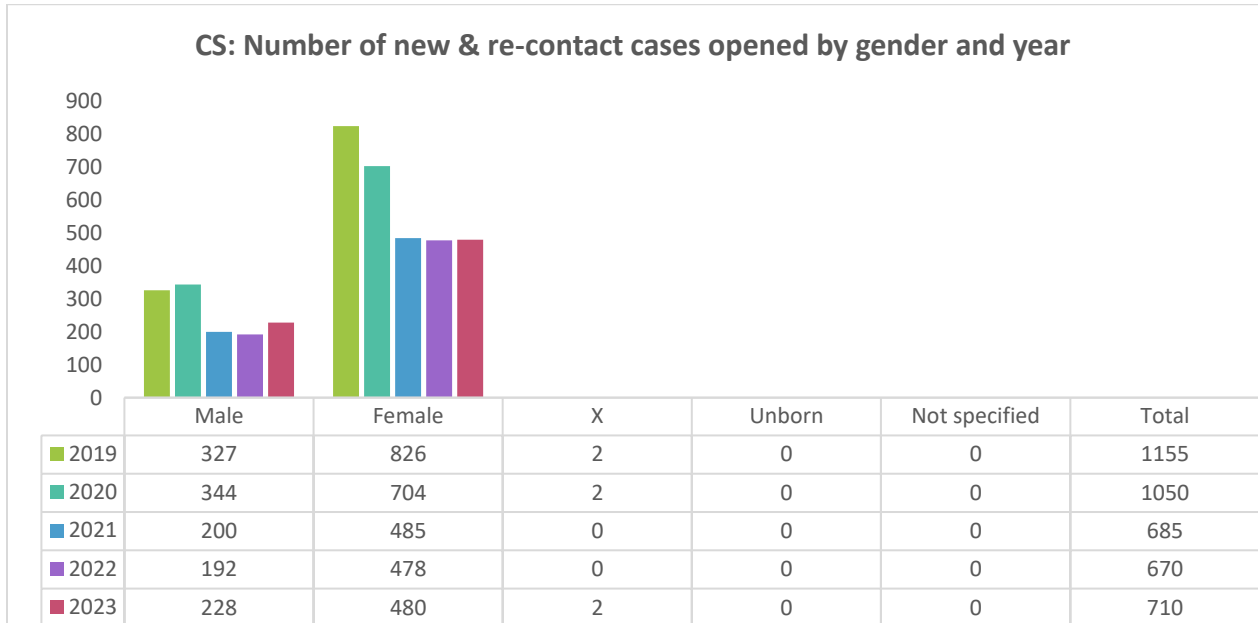


Figure 86: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (480).

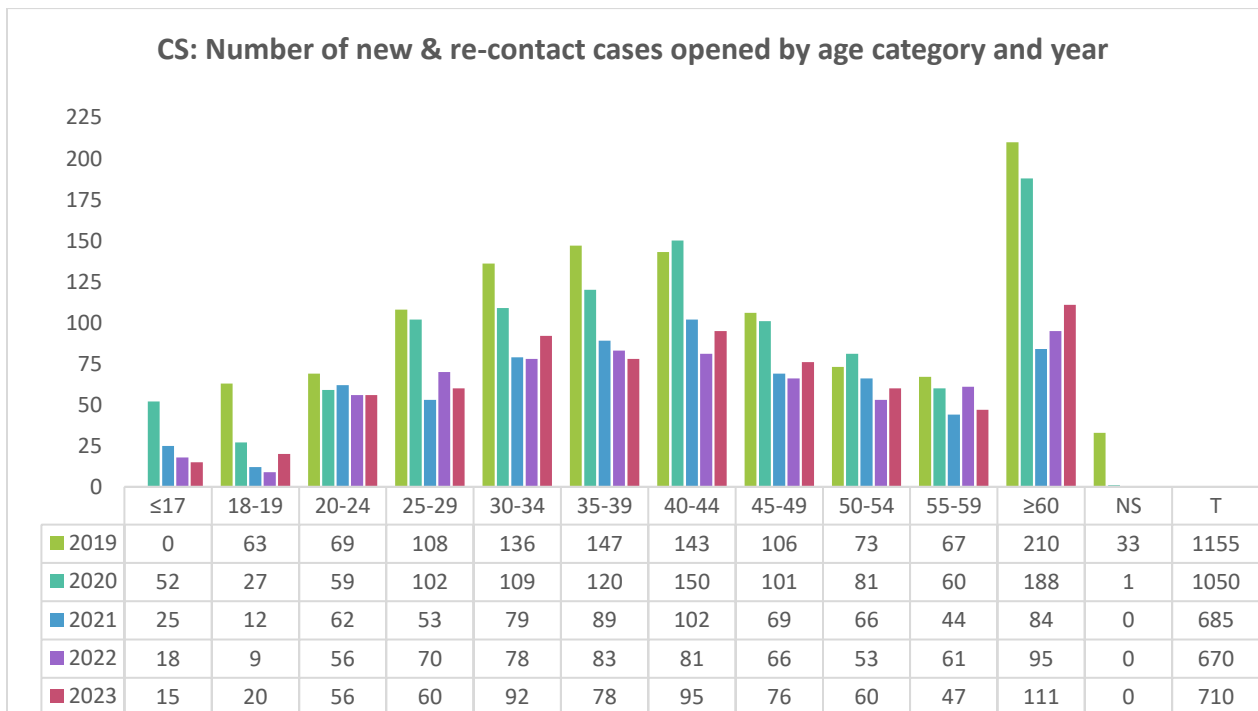


Figure 87: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (111).

Graph Key: NS = Not Specified; T = Total.

CS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	11	4	0	0	0	15
18-19	7	13	0	0	0	20
20-24	18	36	2	0	0	56
25-29	18	42	0	0	0	60
30-34	20	72	0	0	0	92
35-39	23	55	0	0	0	78
40-44	35	60	0	0	0	95
45-49	33	43	0	0	0	76
50-54	15	45	0	0	0	60
55-59	20	27	0	0	0	47
≥60	28	83	0	0	0	111
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>228</b>	<b>480</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>710</b>

Figure 88: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

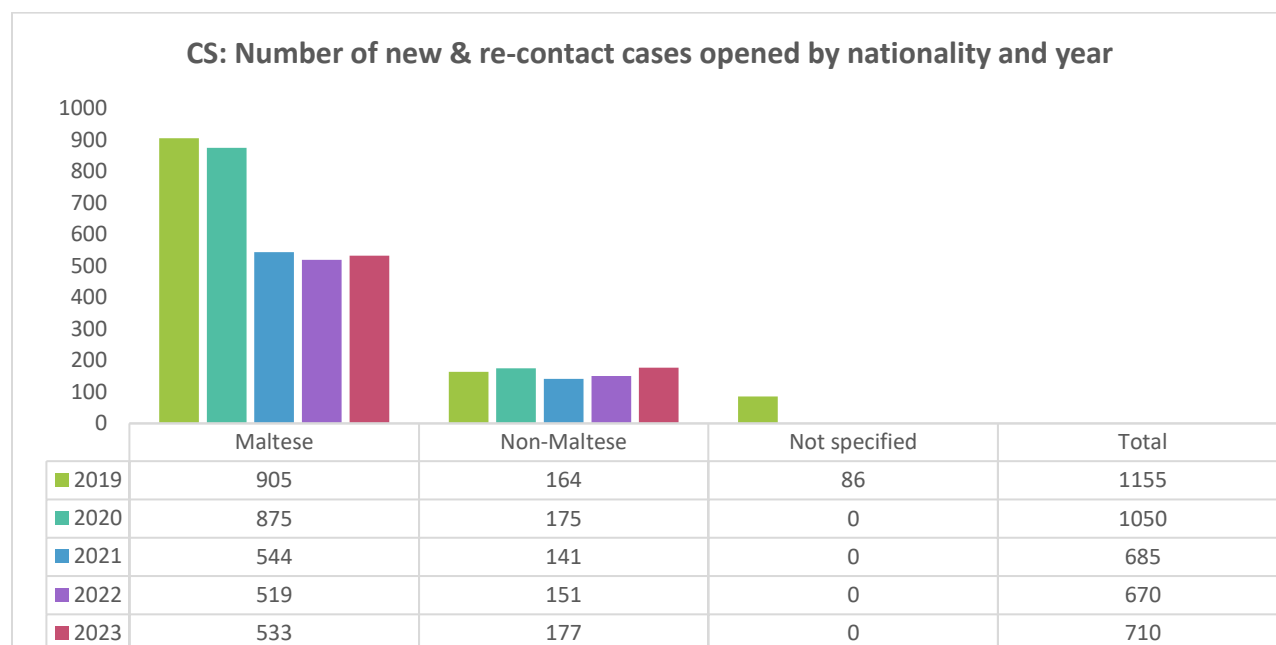


Figure 89: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 533 cases opened in 2023 were Maltese while 177 cases were non-Maltese.

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

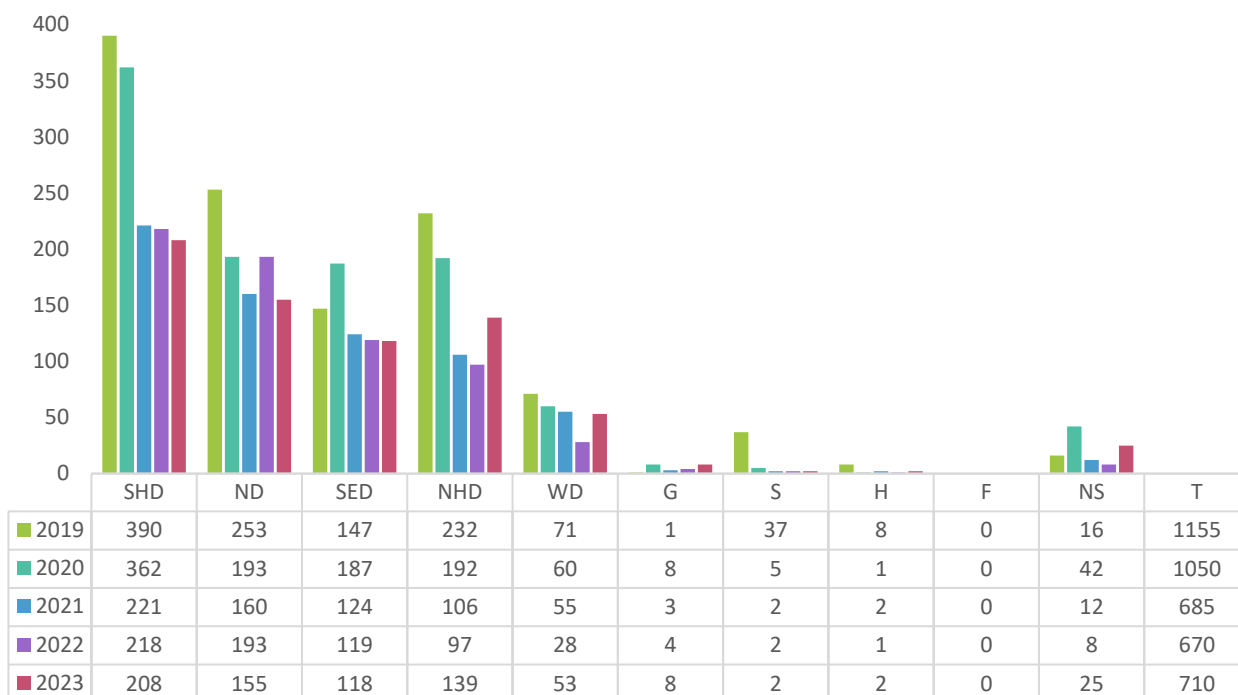


Figure 90: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (208) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Birkirkara (BCS)

## Case activity

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

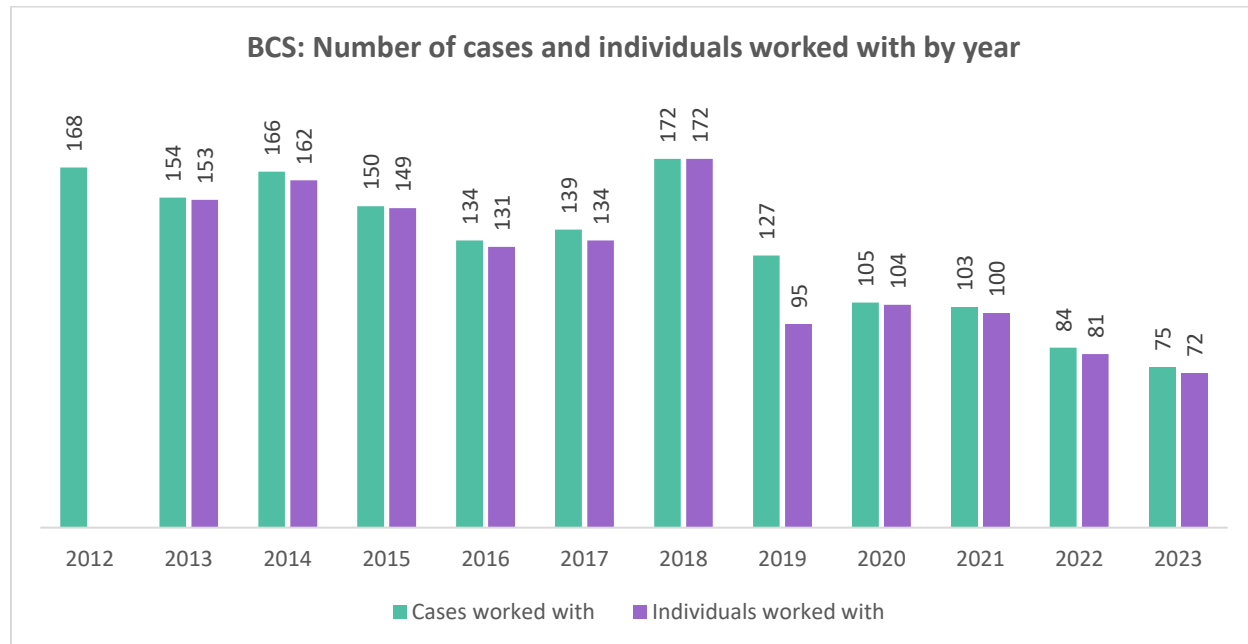


Figure 91: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 75 cases and 72 individuals were worked with compared to 84 and 81 respectively in 2022.

### BCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

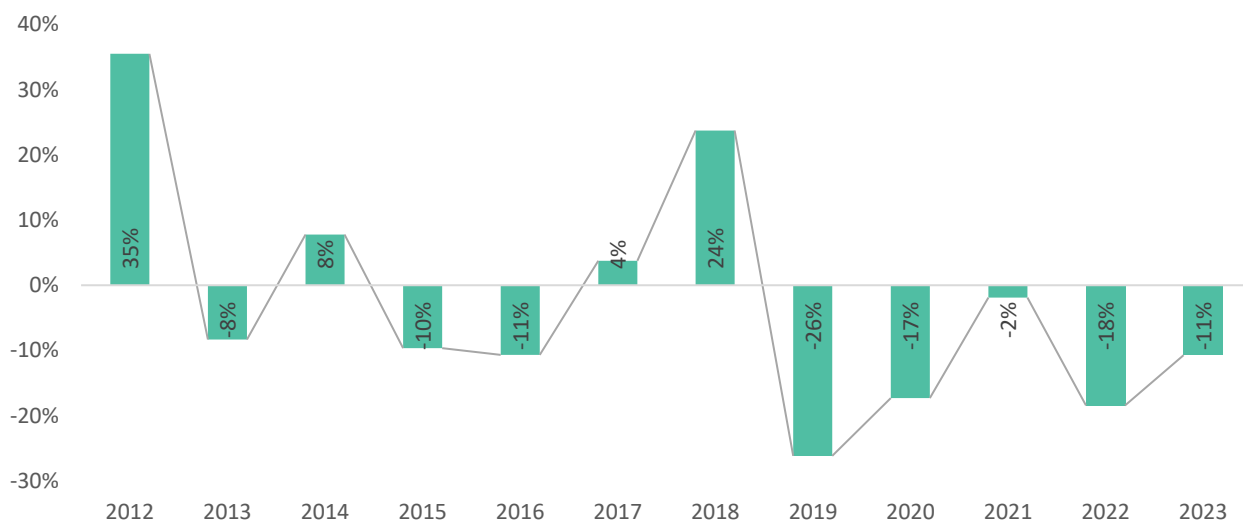


Figure 92: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 18% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

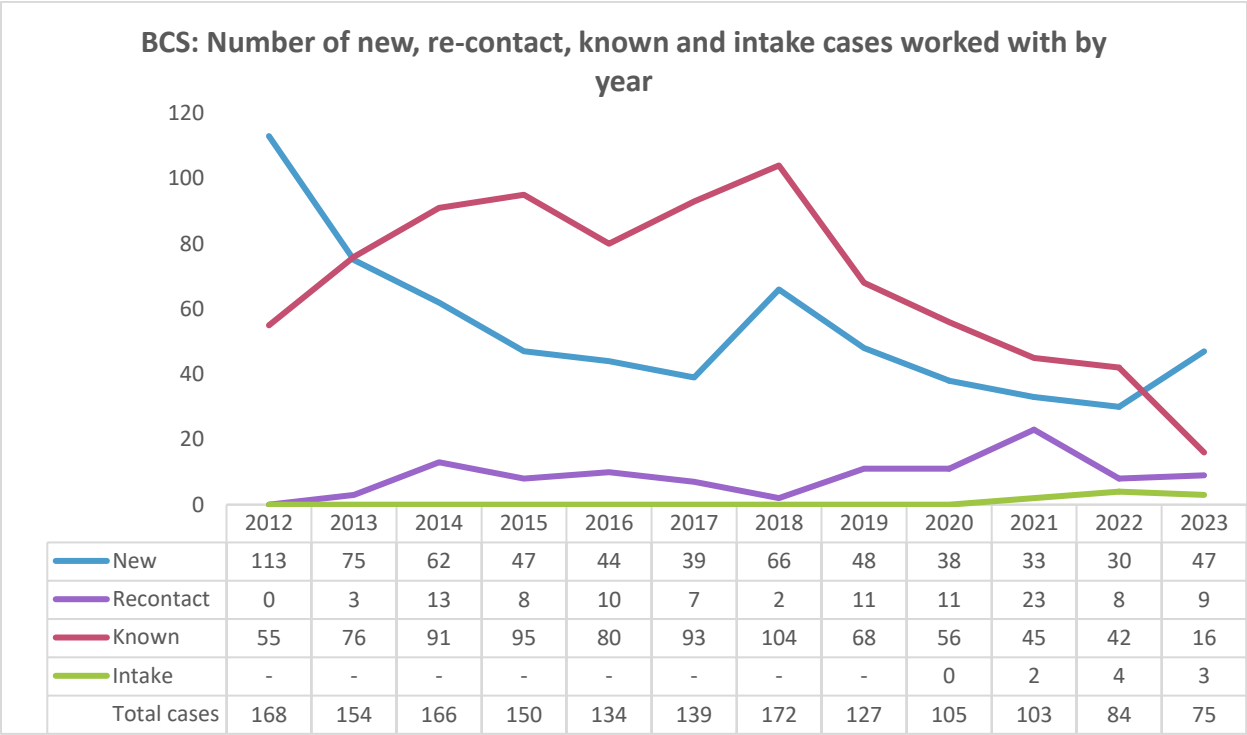


Figure 93: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

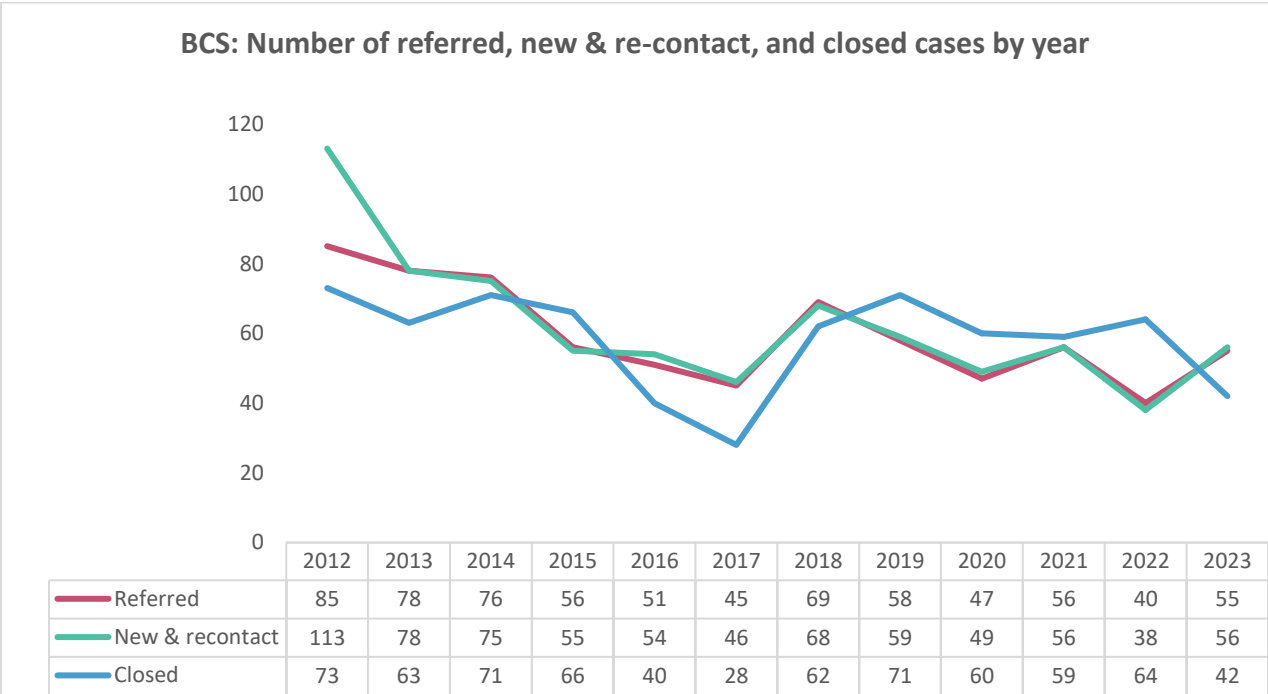


Figure 94: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 93 for breakdown of new & recontact cases). In 2023, 55 cases were referred, 56 new & recontact cases opened, and 42 cases closed.

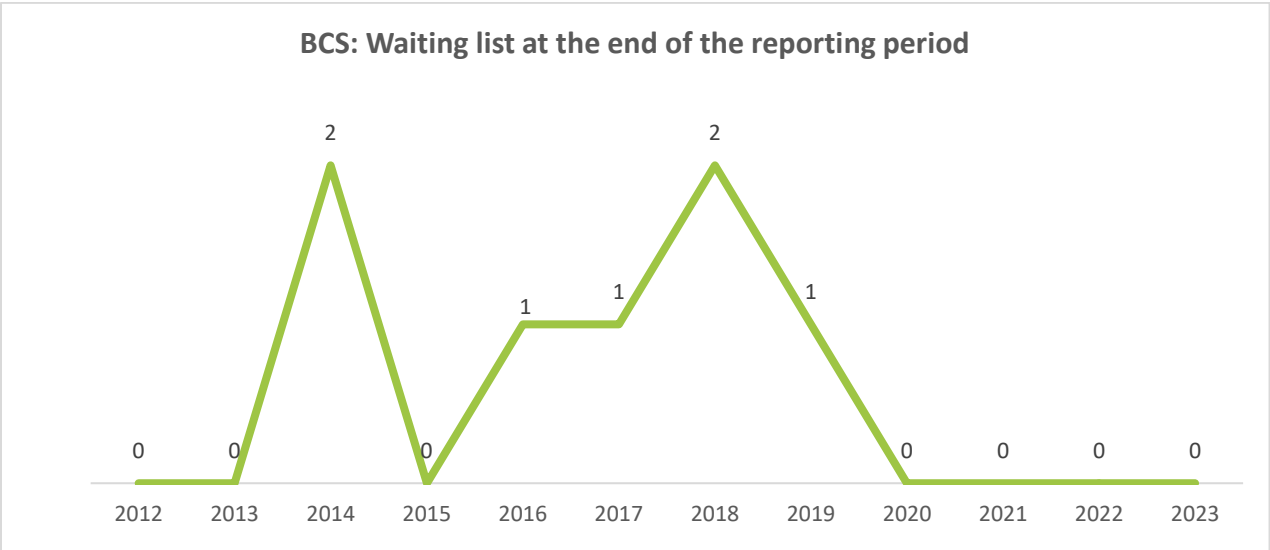


Figure 95: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>BCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	1	0	0	2
Assault/rape/harassment/sexual abuse	0	0	1	0
Behaviour problems	2	1	-	-
Bereavement	0	0	0	0
Child abuse	0	0	0	0
Child care or access	0	1	0	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	0	1	0	0
Eating disorder	0	0	0	0
Elderly needs	0	1	0	2
Employment issues	2	4	4	1
Family relations/relationships	5	3	3	3
Financial difficulties	11	12	10	8
Fostering or adoption	0	0	0	2
Gender related issues	0	1	0	0
Health related issues	0	0	0	1
Homeless	7	7	8	15
Housing problems	4	6	2	5
Human trafficking	0	0	0	0
Lack of support or guidance	8	6	2	1
Legal issues	2	0	0	3
Loneliness	0	0	0	2
Marital problems	1	0	1	1
Mental health issues	4	9	4	2
Migrant related issues	0	2	0	0
Oppositional defiant behaviours	-	-	0	0
Parenting skills/child-parent relationship	-	-	4	3
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	0	1	2
School related problems	0	0	0	0
Self-harm or suicide	0	0	0	1
Separation related issues	0	1	0	1
Sex work related issues	0	0	0	0
Other	0	1	0	0
None specified	0	0	0	0
<b>Total</b>	<b>47</b>	<b>56</b>	<b>40</b>	<b>55</b>

Figure 96: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

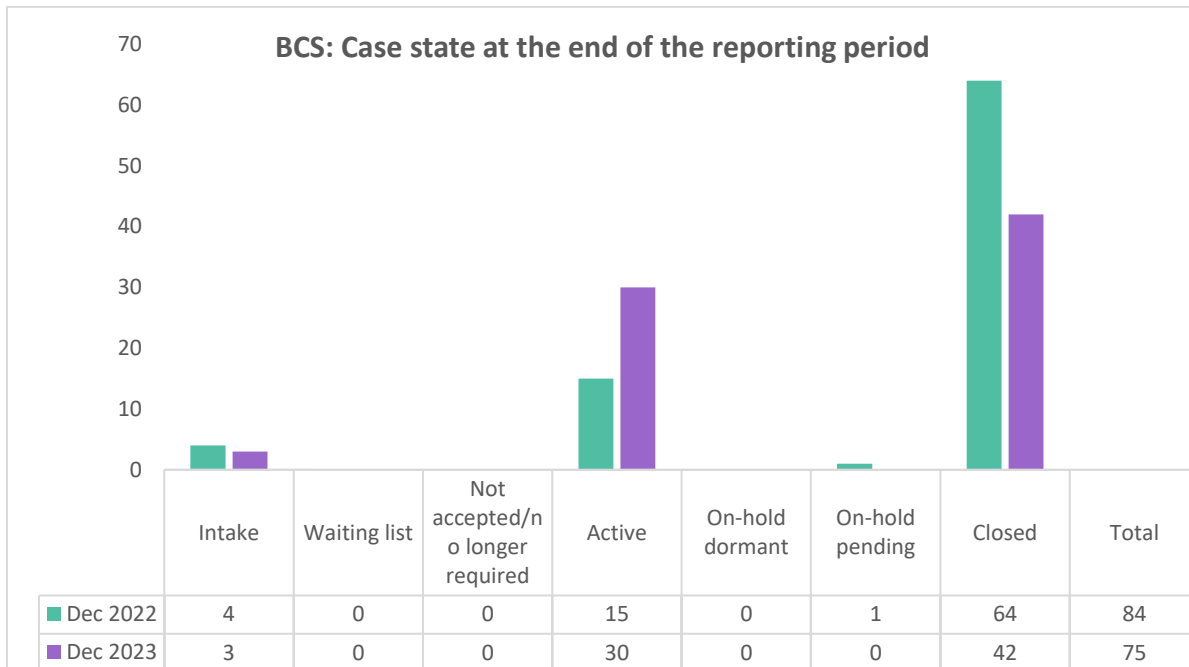


Figure 97: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 40% (30) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of 75 cases were worked with between January and December 2023.

### BCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

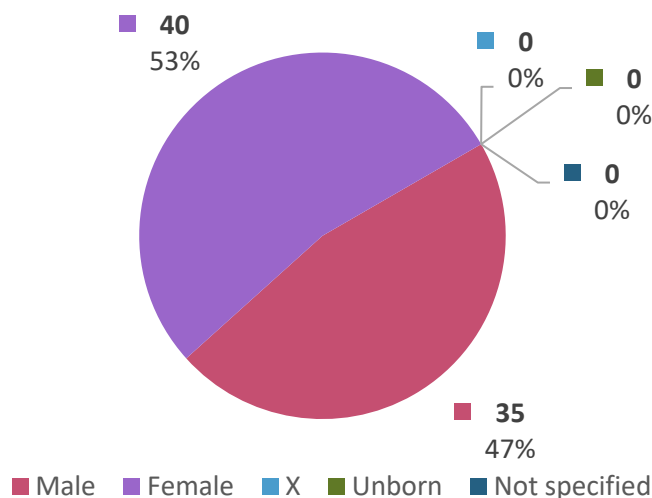


Figure 98: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (53%).

**BCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

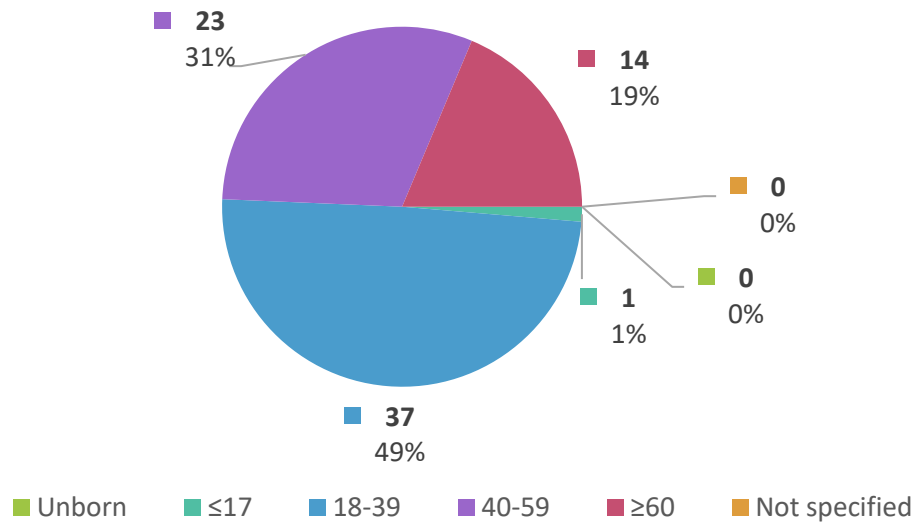


Figure 99: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (49%).

**BCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

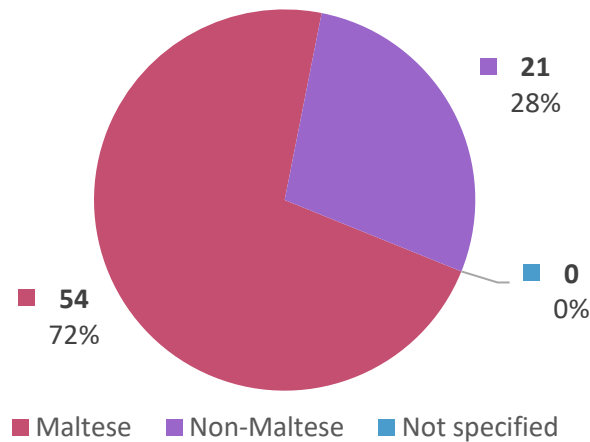


Figure 100: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 72% of the cases worked with were Maltese while non-Maltese made up 28% of cases.

**BCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

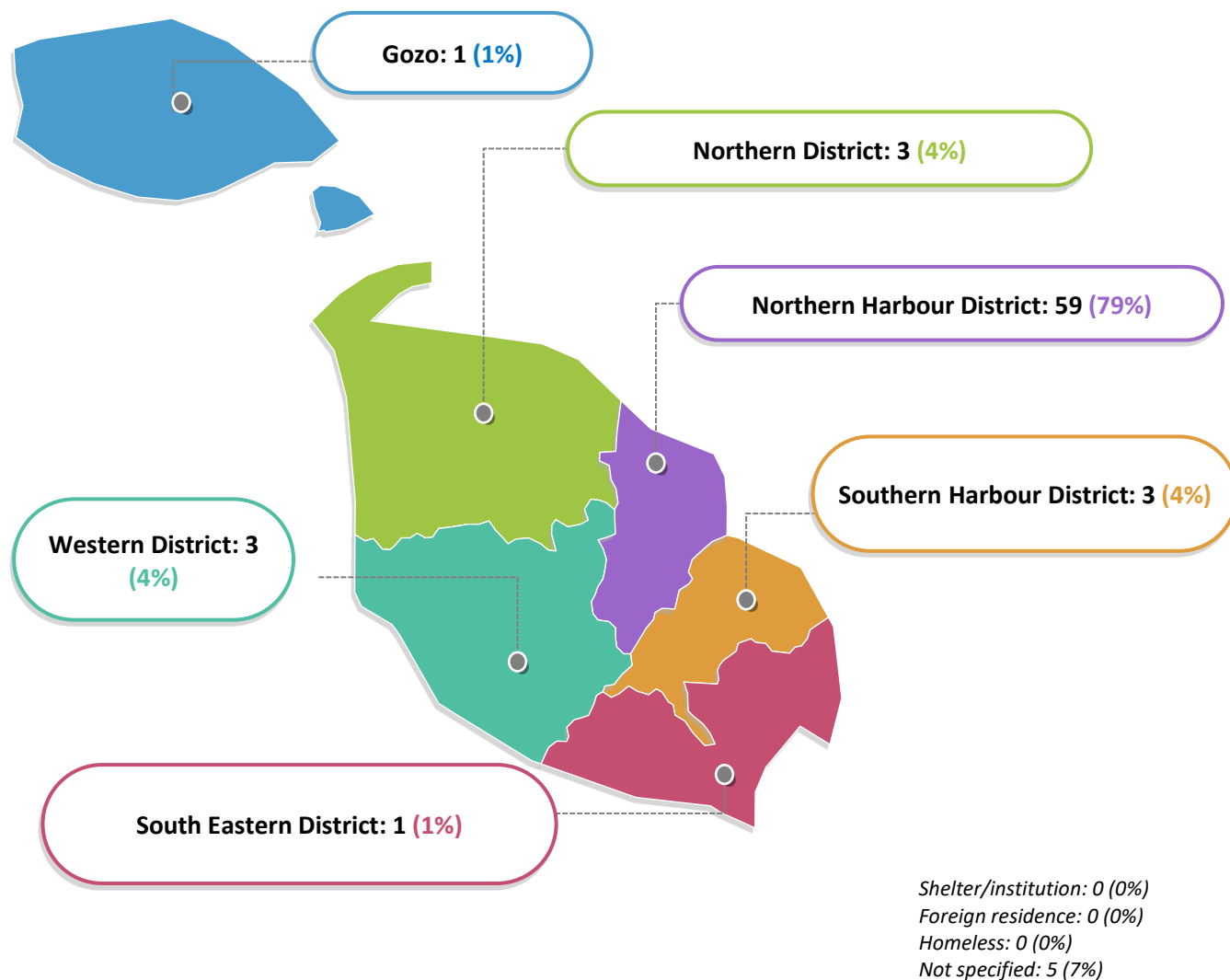


Figure 101: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (79%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of 56 cases were opened between January and December 2023.

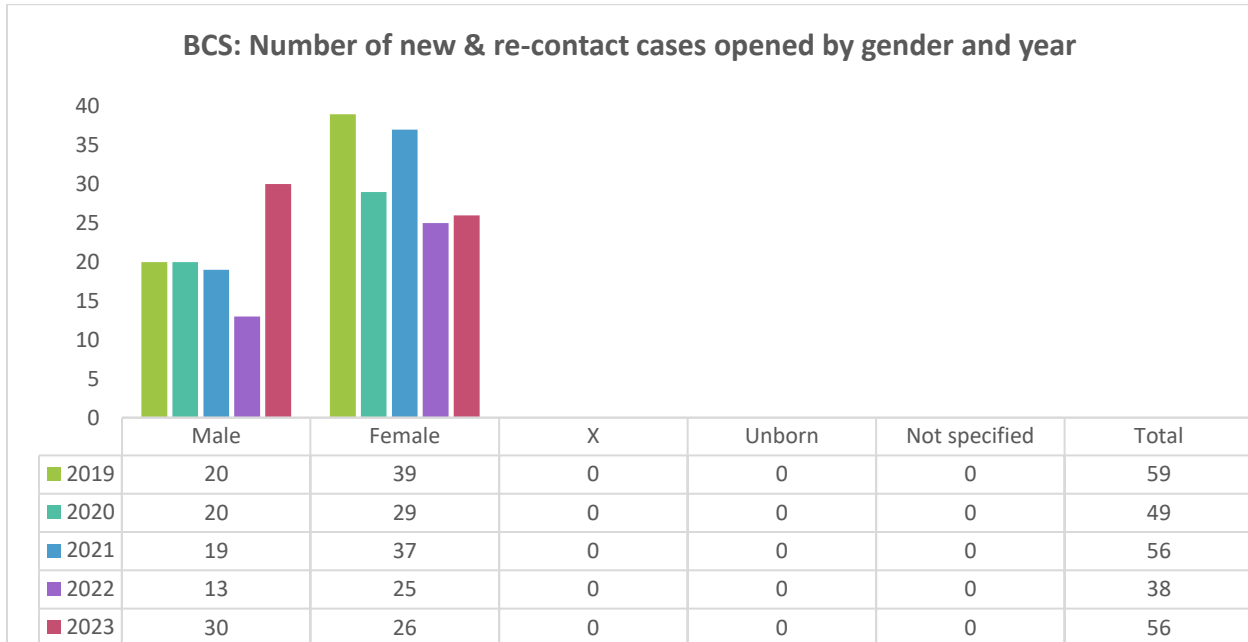


Figure 102: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (30).

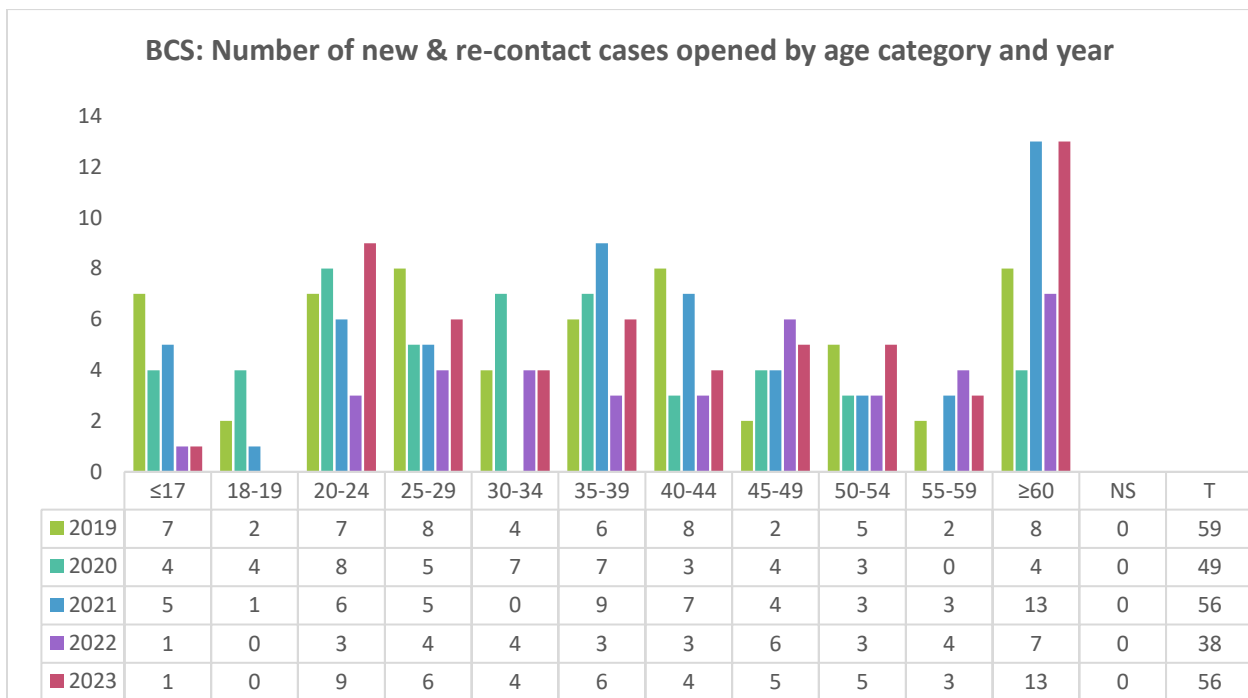


Figure 103: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (13).

Graph Key: NS = Not Specified; T = Total.

<b>BCS: Number of new &amp; re-contact cases opened by age category and gender</b>						
<b>January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	0	0	0	0	1
18-19	0	0	0	0	0	0
20-24	7	2	0	0	0	9
25-29	4	2	0	0	0	6
30-34	3	1	0	0	0	4
35-39	3	3	0	0	0	6
40-44	3	1	0	0	0	4
45-49	1	4	0	0	0	5
50-54	2	3	0	0	0	5
55-59	1	2	0	0	0	3
≥60	5	8	0	0	0	13
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>30</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>56</b>

Figure 104: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

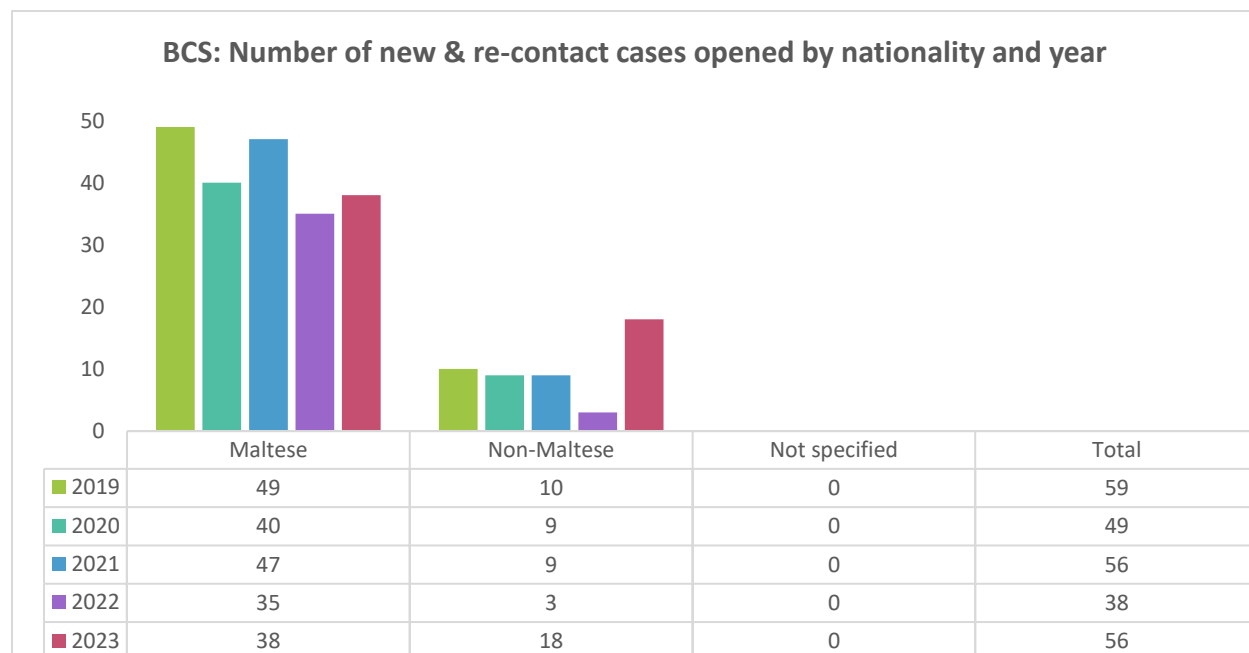


Figure 105: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 38 cases opened in 2023 were Maltese while 18 cases were non-Maltese.

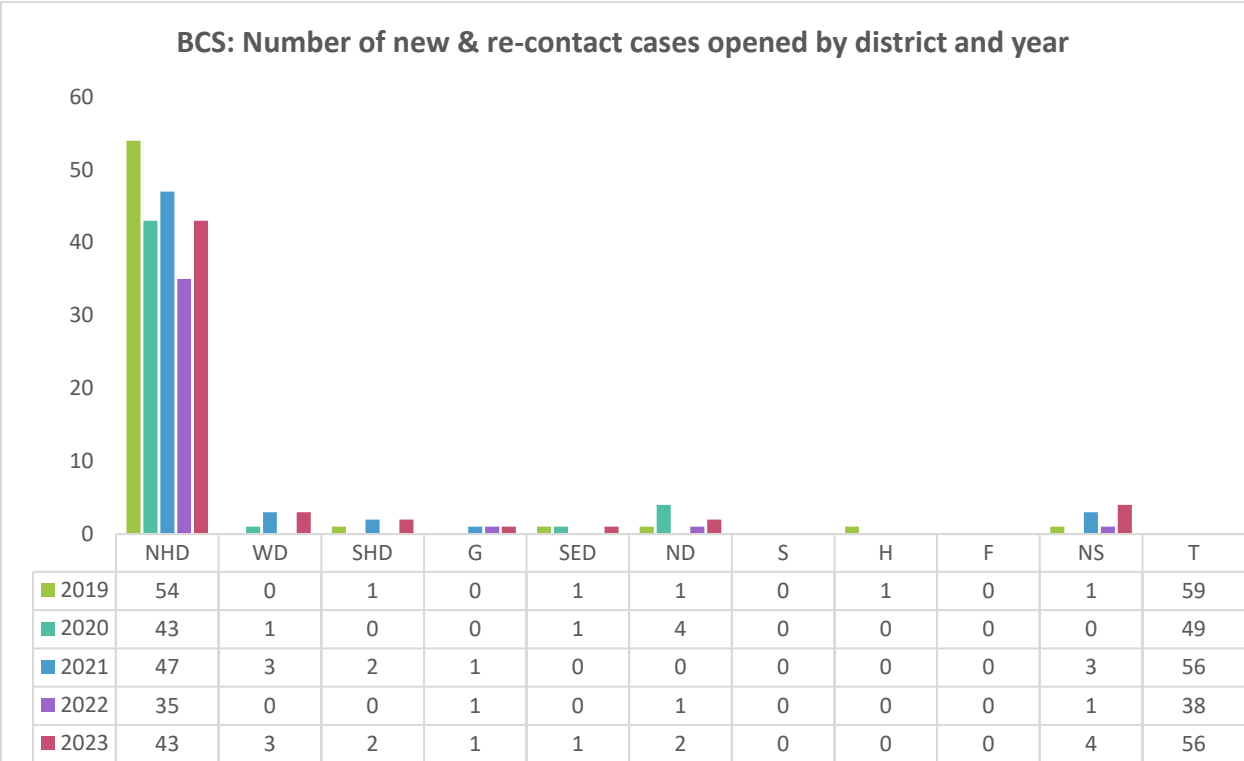


Figure 106: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (43) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Cottonera (CoCS)

## Case activity

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

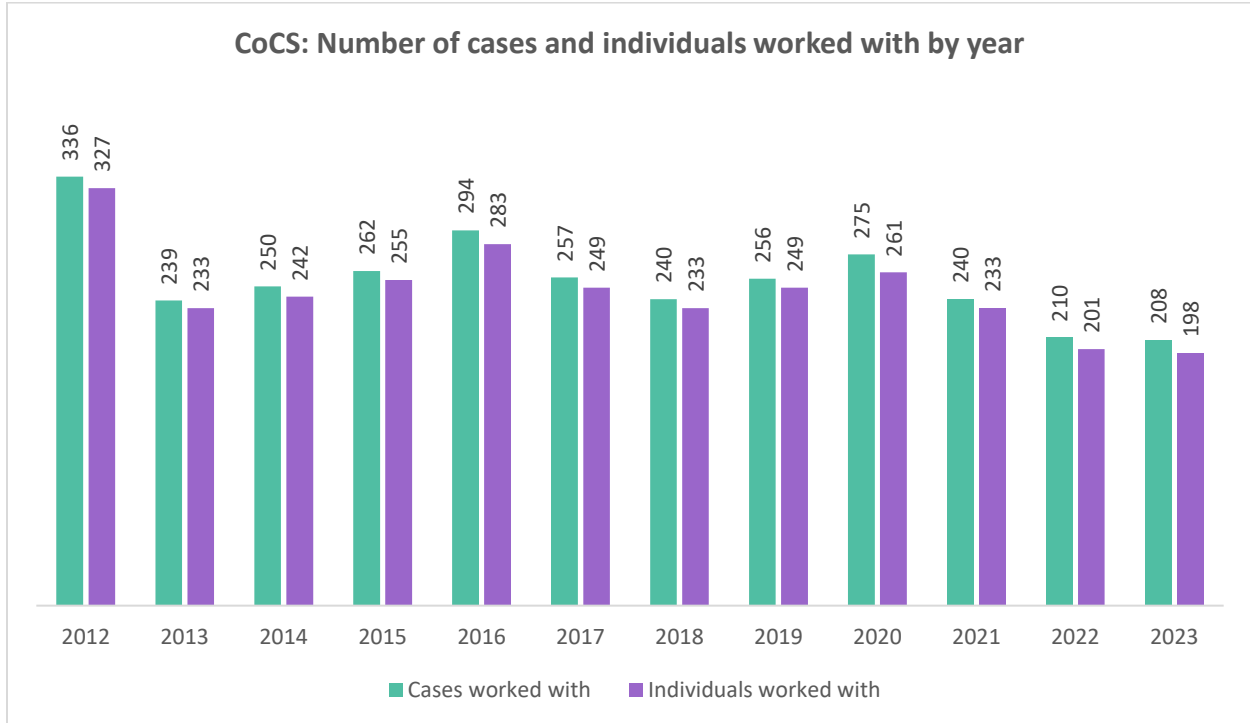


Figure 107: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 208 cases and 198 individuals were worked with compared to 210 and 201 respectively in 2022.

**CoCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

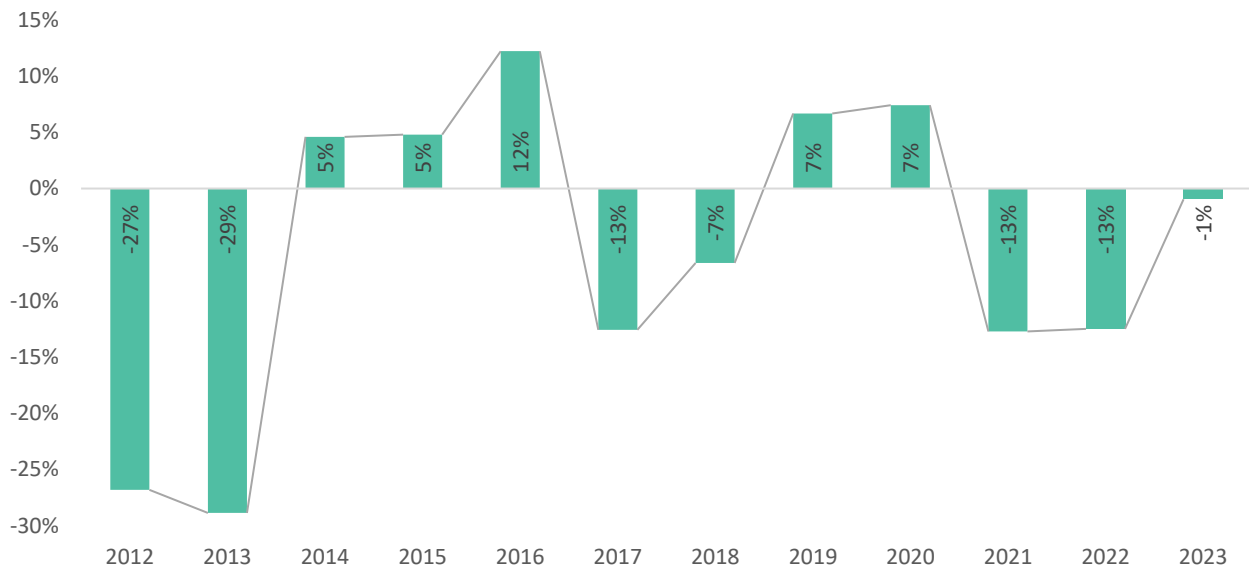


Figure 108: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 13% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

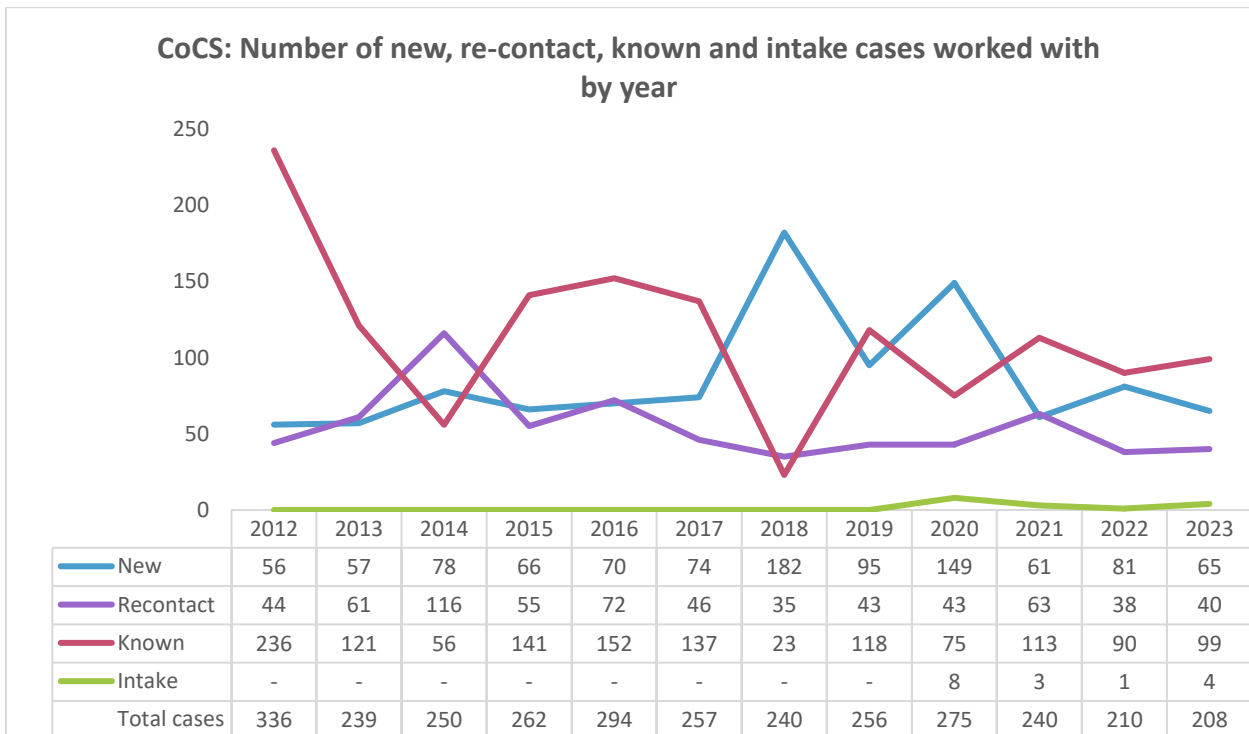


Figure 109: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

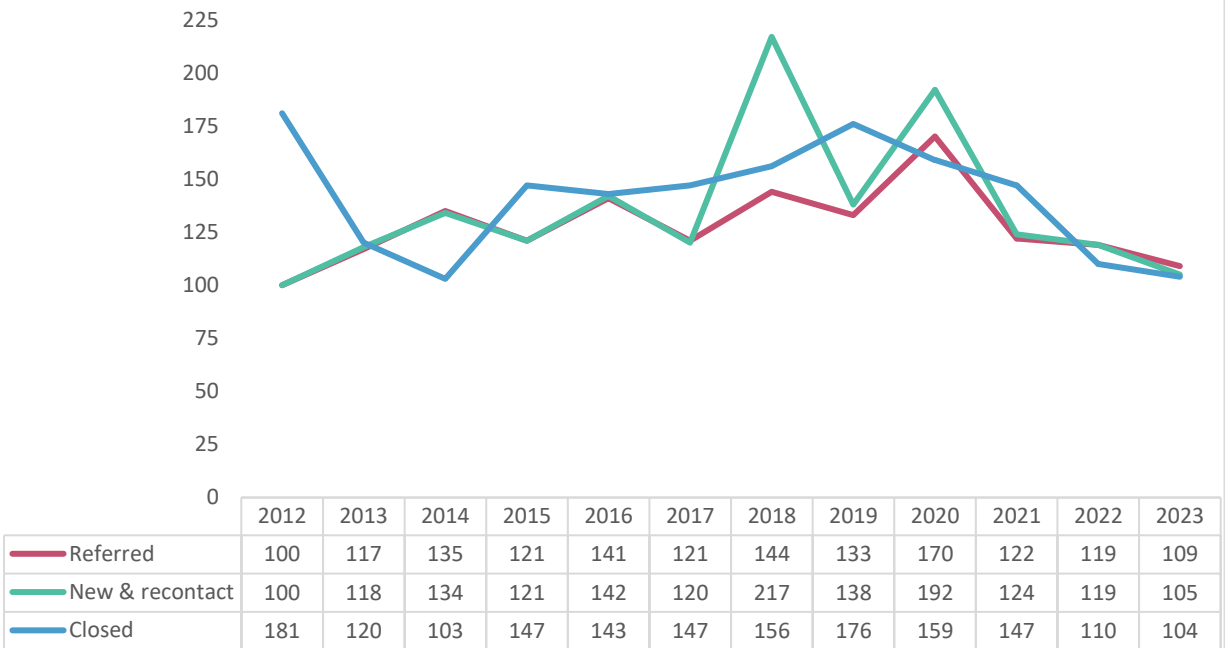


Figure 110: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 109 for breakdown of new & recontact cases). In 2023, 109 cases were referred, 105 new & recontact cases opened, and 104 cases closed.

### CoCS: Waiting list at the end of the reporting period

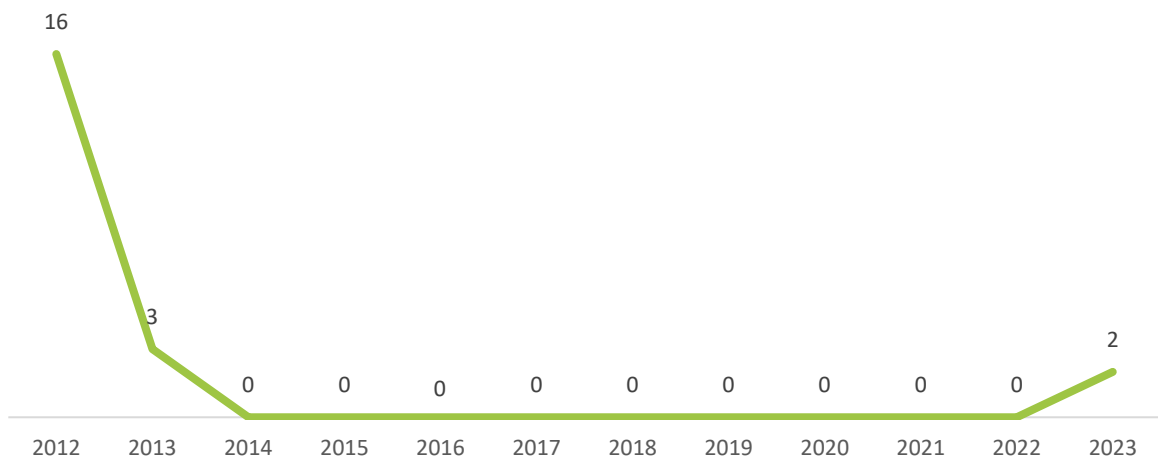


Figure 111: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>CoCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	1	0	0	0
Assault/rape/harassment/sexual abuse	1	1	0	2
Behaviour problems	3	1	-	-
Bereavement	0	0	0	0
Child abuse	2	3	3	4
Child care or access	3	9	2	0
Delinquency	0	0	0	0
Disability related issues	1	0	0	1
Domestic violence	1	2	1	2
Eating disorder	0	0	0	0
Elderly needs	3	0	0	0
Employment issues	16	14	8	8
Family relations/relationships	11	3	3	4
Financial difficulties	57	38	28	17
Fostering or adoption	0	0	0	0
Gender related issues	1	0	0	0
Health related issues	3	3	3	4
Homeless	3	1	5	5
Housing problems	18	12	27	22
Human trafficking	0	0	0	0
Lack of support or guidance	12	16	22	21
Legal issues	3	1	2	0
Loneliness	0	3	0	2
Marital problems	2	1	0	3
Mental health issues	13	7	5	6
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	1	4
Parenting skills/child-parent relationship	-	-	1	1
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	4	2	3	2
School related problems	1	0	1	0
Self-harm or suicide	0	0	0	0
Separation related issues	1	1	2	1
Sex work related issues	0	0	0	0
Other	10	3	1	0
None specified	0	1	1	0
<b>Total</b>	<b>170</b>	<b>122</b>	<b>119</b>	<b>109</b>

Figure 112: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

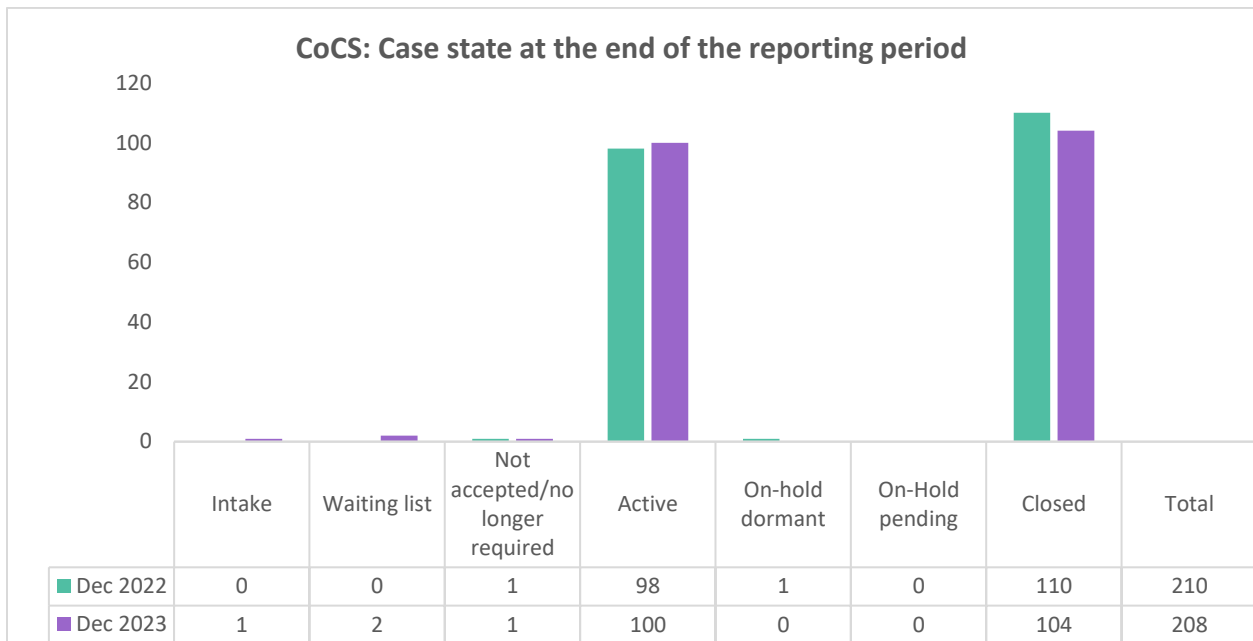


Figure 113: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 48% (100) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **208** cases were worked with between January and December 2023.

### CoCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

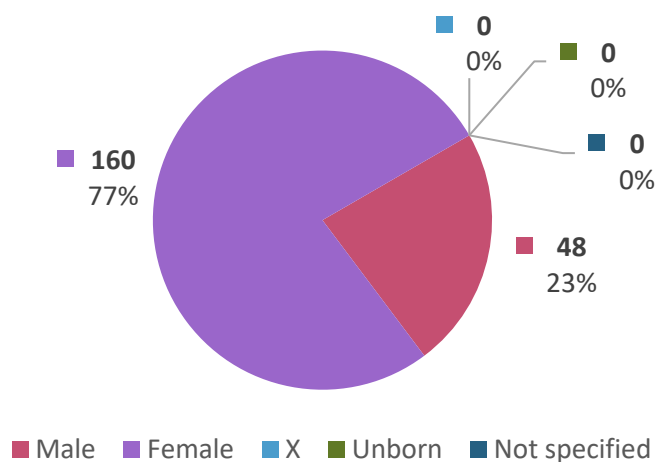


Figure 114: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (77%).

**CoCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

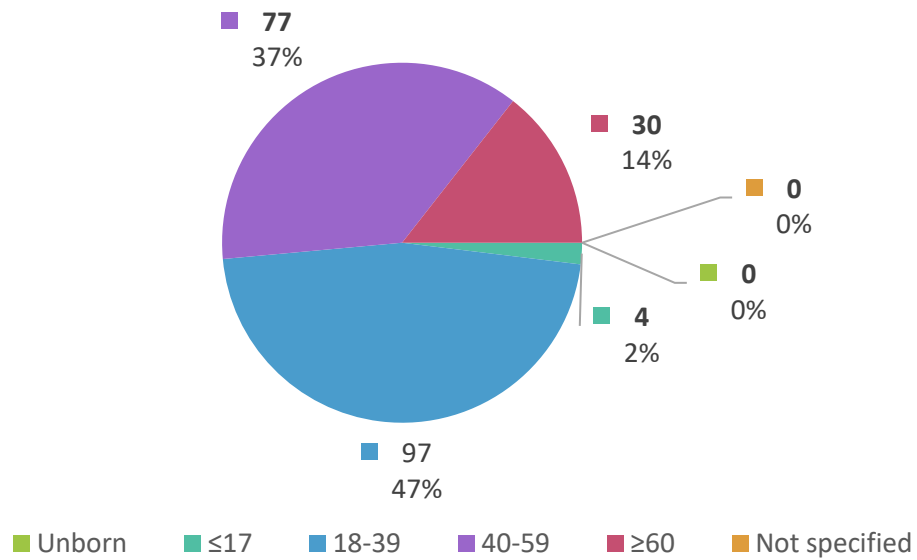


Figure 115: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (47%).

**CoCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

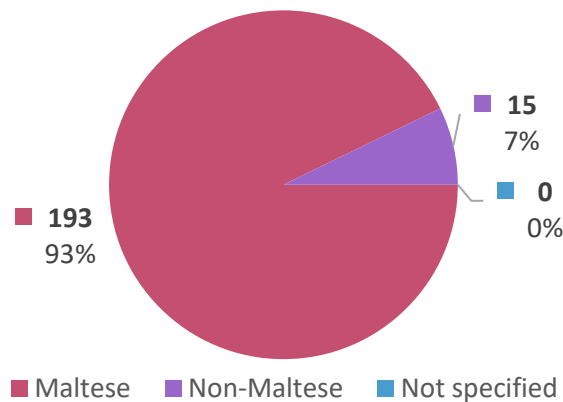


Figure 116: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

**CoCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

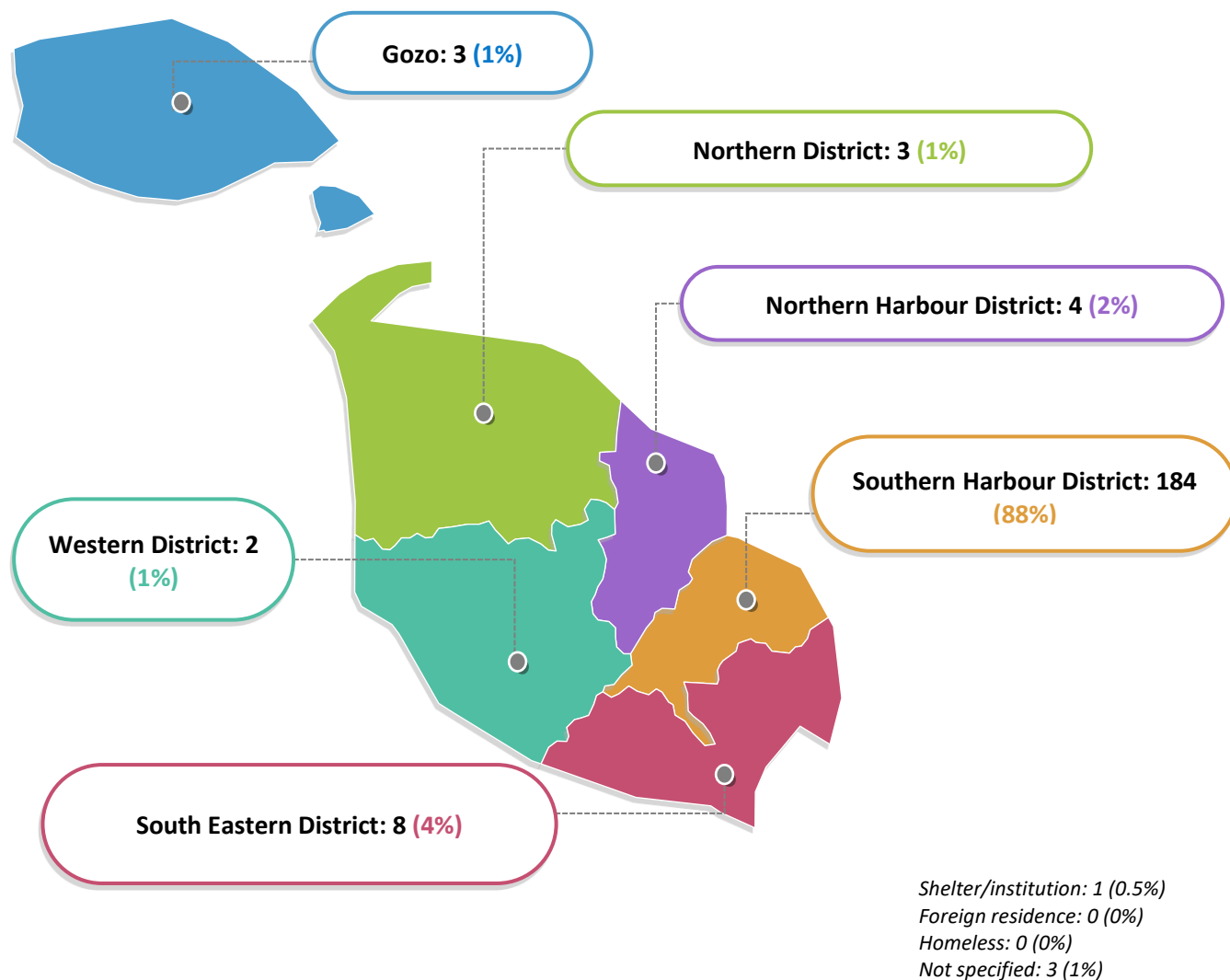


Figure 117: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (88%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **105** cases were opened between January and December 2023.

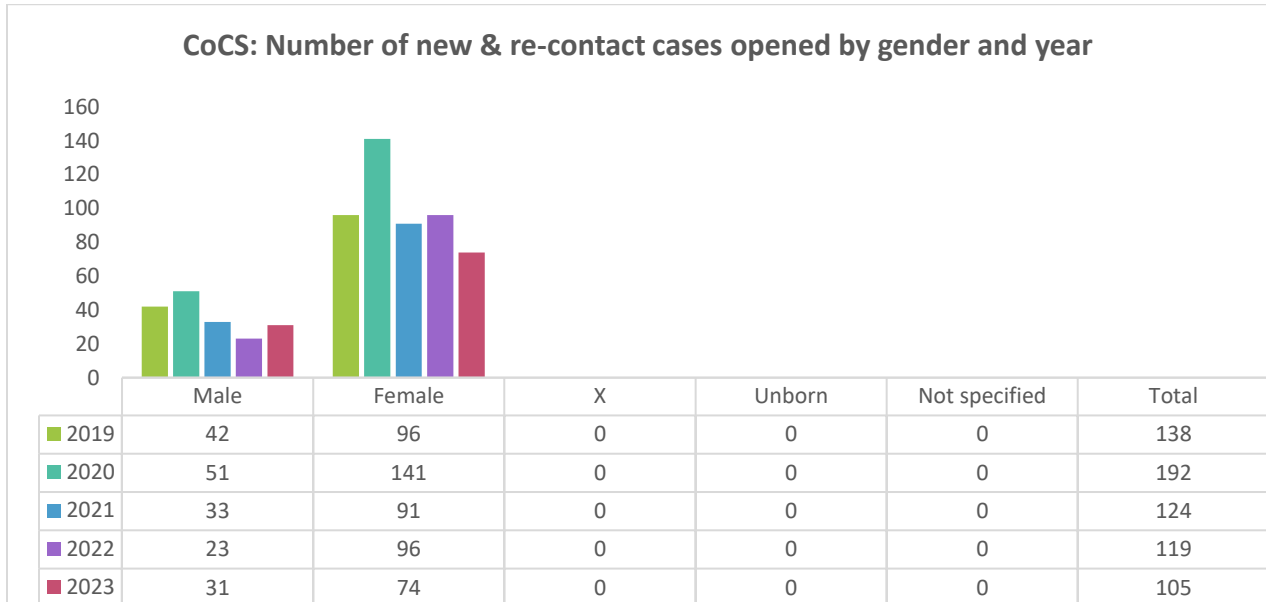


Figure 118: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (74).

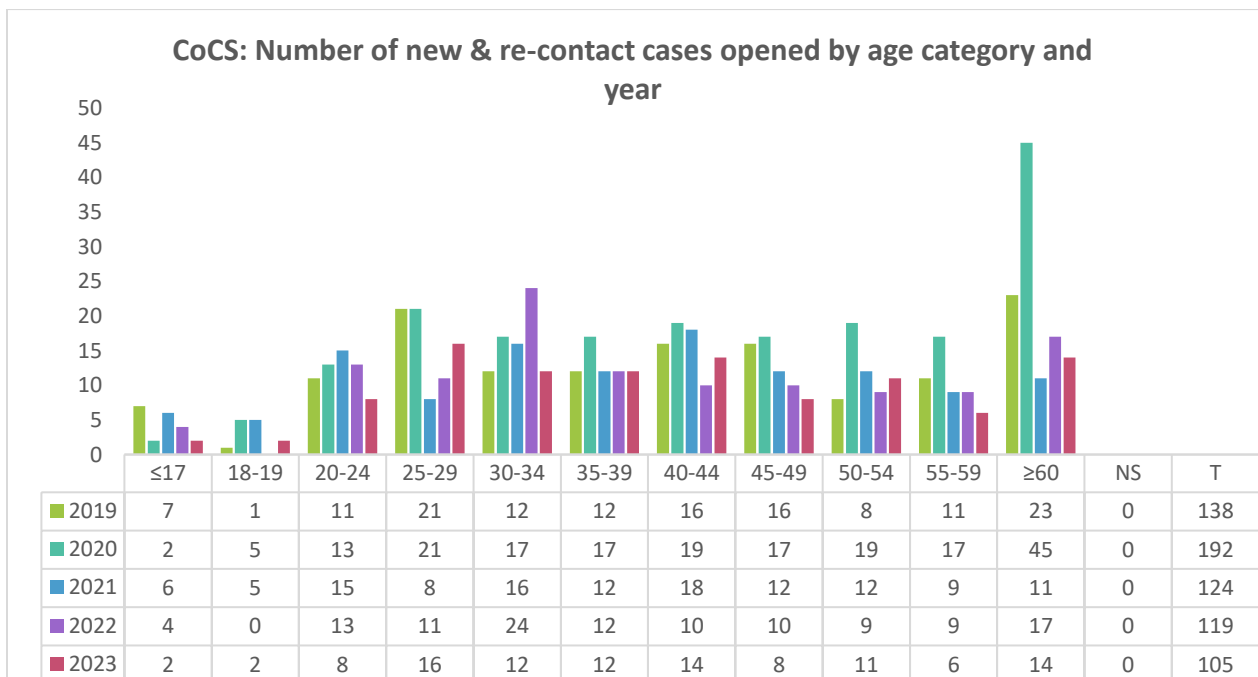


Figure 119: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 25 to 29 (16).

Graph Key: NS = Not Specified; T = Total.

CoCS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	2	0	0	0	0	2
18-19	0	2	0	0	0	2
20-24	1	7	0	0	0	8
25-29	7	9	0	0	0	16
30-34	2	10	0	0	0	12
35-39	4	8	0	0	0	12
40-44	5	9	0	0	0	14
45-49	3	5	0	0	0	8
50-54	1	10	0	0	0	11
55-59	3	3	0	0	0	6
≥60	3	11	0	0	0	14
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>31</b>	<b>74</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>105</b>

Figure 120: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

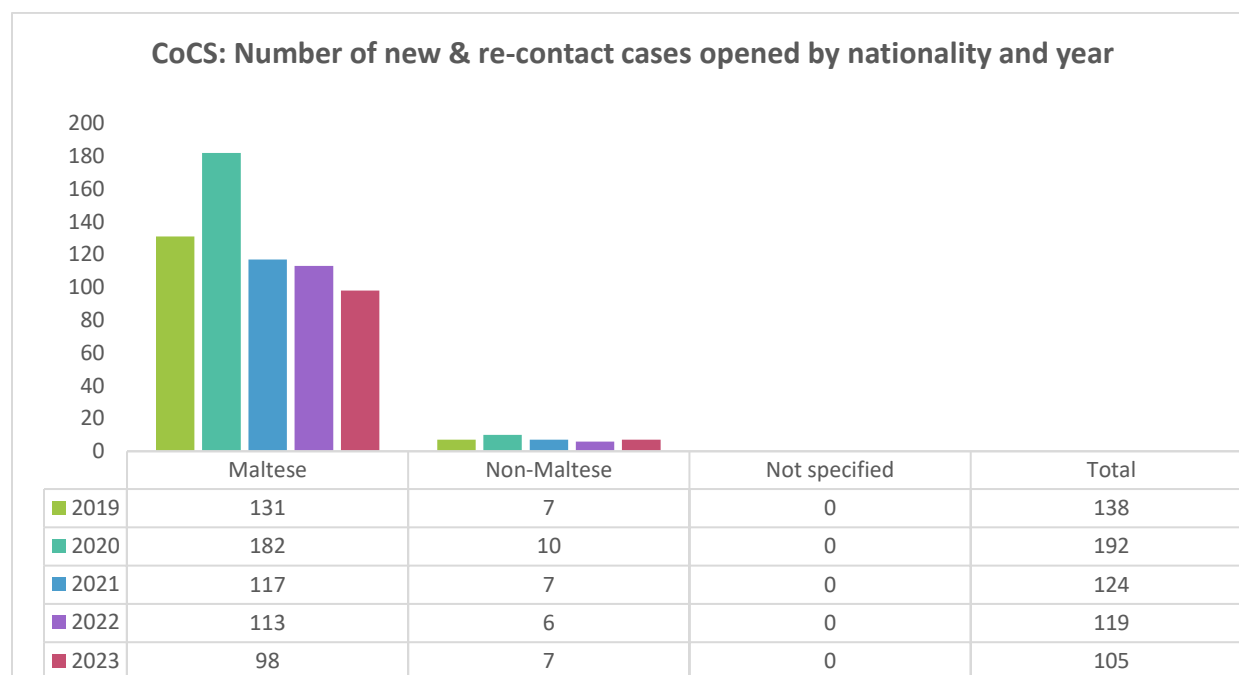


Figure 121: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 98 cases opened in 2023 were Maltese while 7 cases were non-Maltese.

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

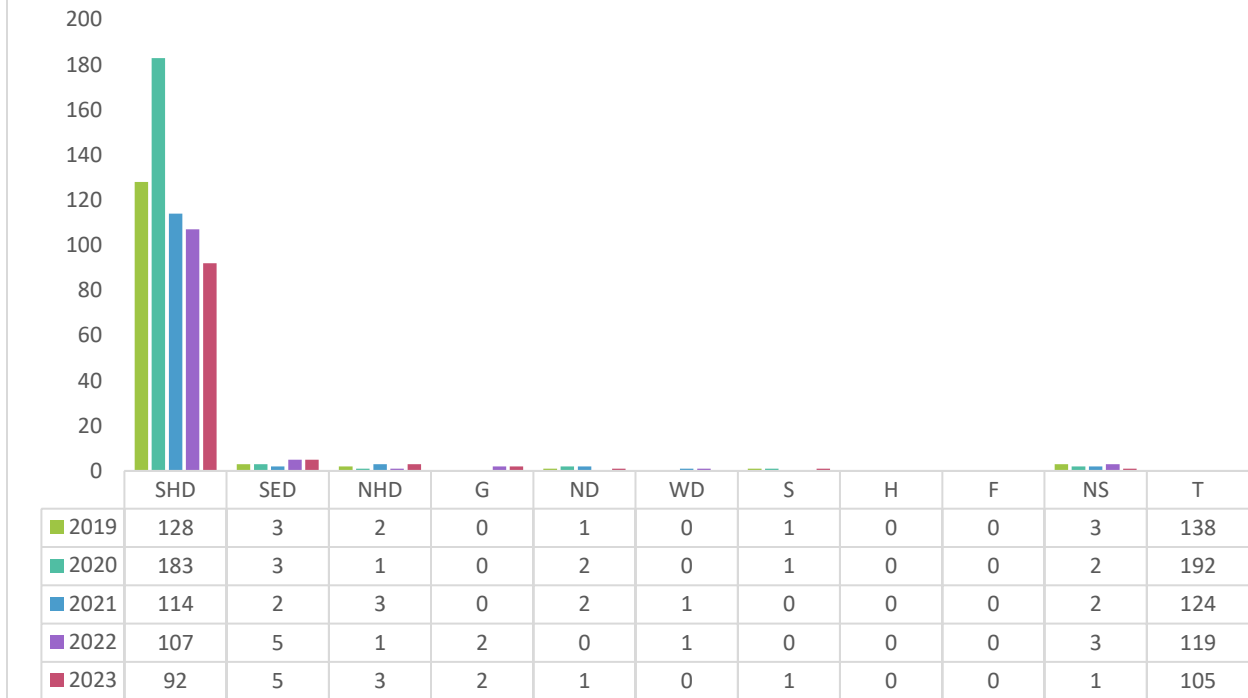


Figure 122: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (92) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Mosta (MoCS)

## Case activity

Service started reporting data in 2019 and started using the online data collection system in 2020.

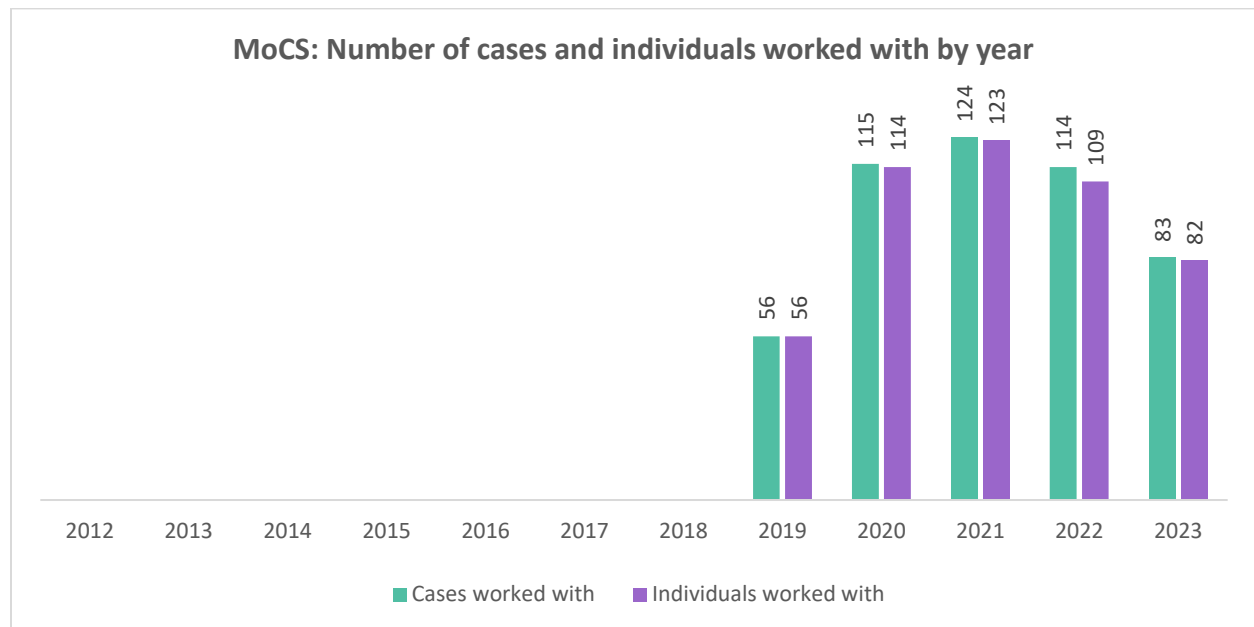


Figure 123: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 83 cases and 82 individuals were worked with compared to 114 and 109 respectively in 2022.

### MoCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

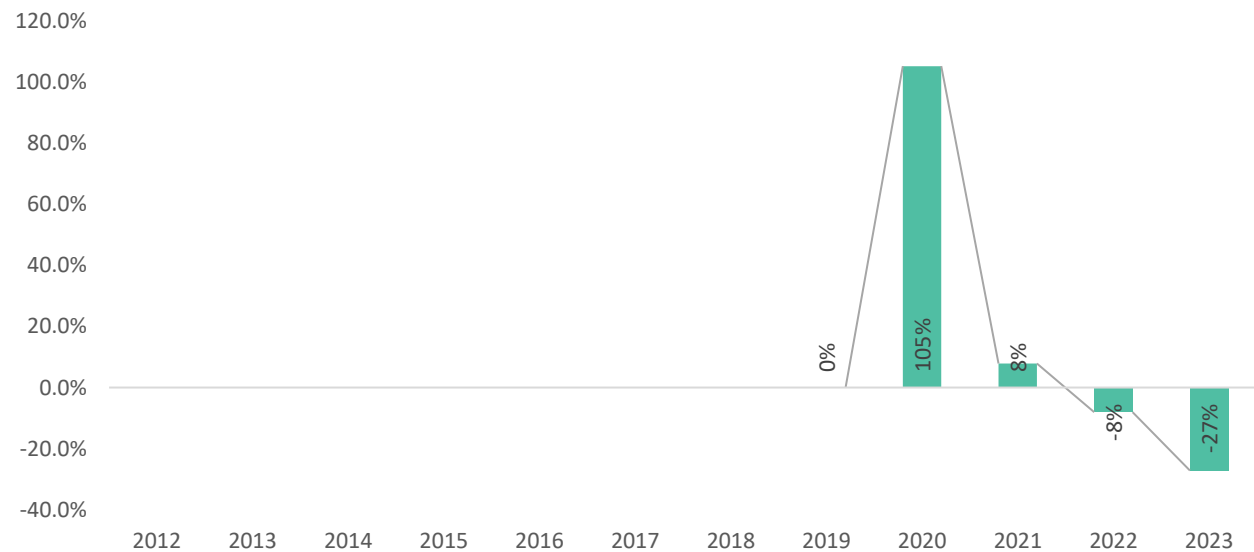


Figure 124: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 8% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

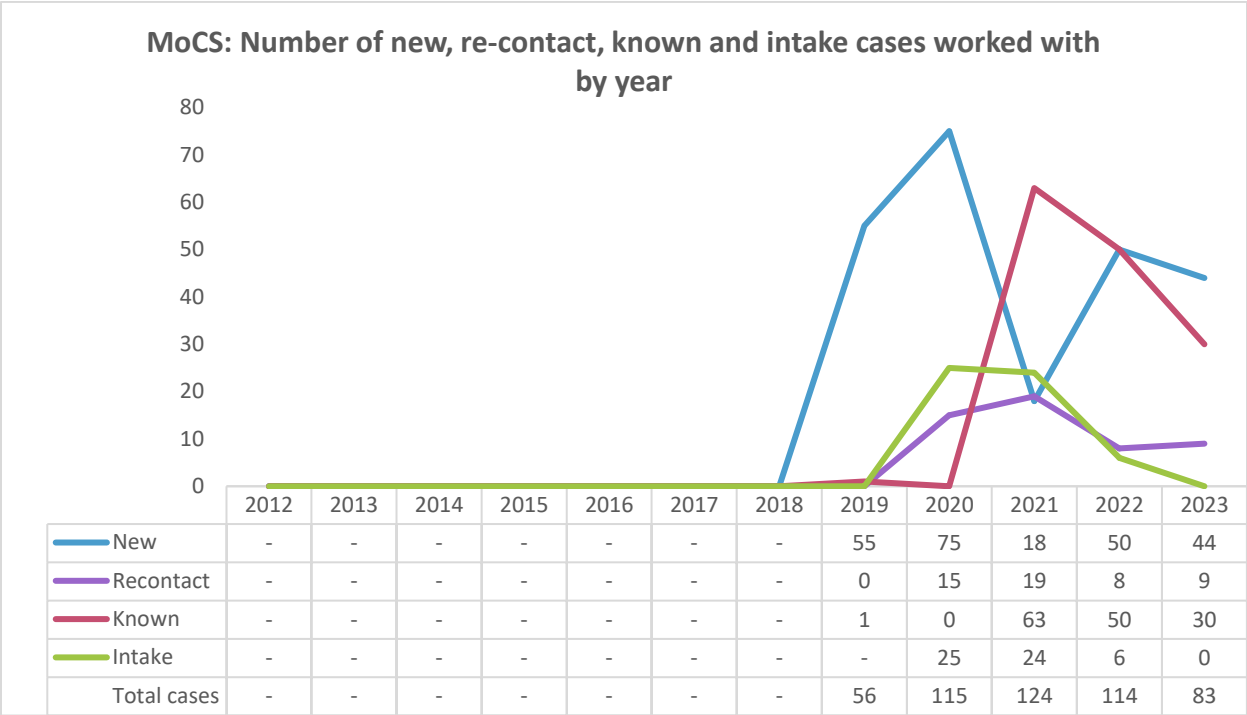


Figure 125: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, 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.

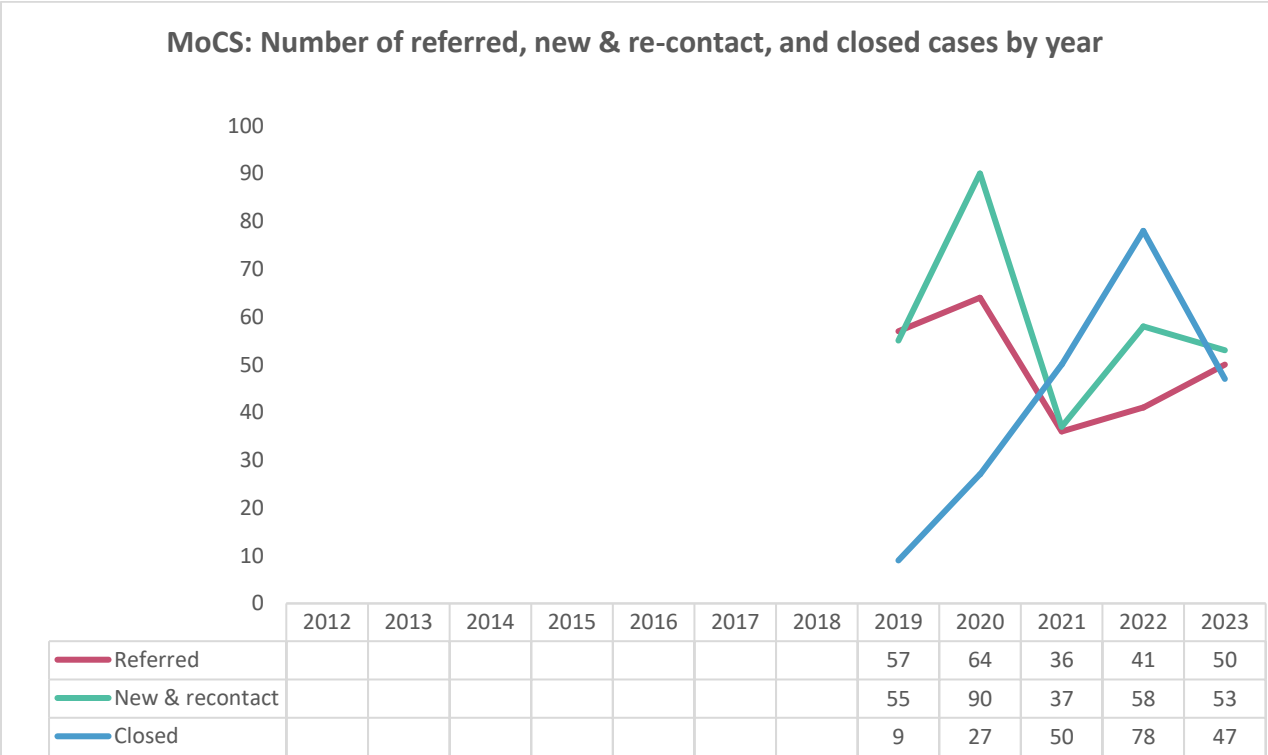


Figure 126: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 125 for breakdown of new & recontact cases). In 2023, 50 cases were referred, 53 new & recontact cases opened, and 47 cases closed.

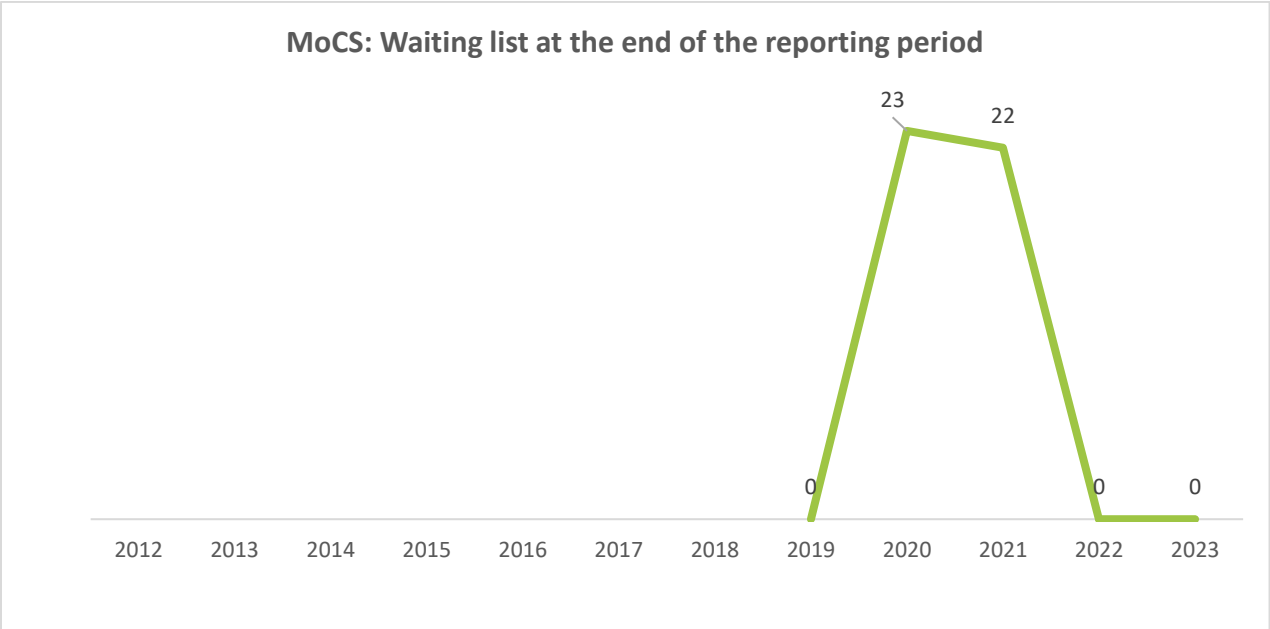


Figure 127: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

MoCS: Number of referred cases by primary problem and year				
	2020	2021	2022	2023
Addictive behaviour problems	1	0	0	1
Assault/rape/harassment/sexual abuse	1	0	0	1
Behaviour problems	2	0	-	-
Bereavement	0	0	0	0
Child abuse	1	0	1	1
Child care or access	1	5	0	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	2	1	1	0
Eating disorder	0	0	0	0
Elderly needs	0	0	0	0
Employment issues	2	3	1	0
Family relations/relationships	14	1	1	1
Financial difficulties	5	6	10	12
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	2	1	2	1
Homeless	2	3	2	7
Housing problems	3	1	2	2
Human trafficking	0	0	0	0
Lack of support or guidance	12	4	4	11
Legal issues	0	0	1	0
Loneliness	1	0	1	1
Marital problems	2	1	2	0
Mental health issues	9	5	4	6
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	2	1
Parenting skills/child-parent relationship	-	-	4	1
Personality related issues	1	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	2	1	1	1
School related problems	0	3	1	1
Self-harm or suicide	0	0	0	1
Separation related issues	1	1	1	1
Sex work related issues	0	0	0	0
Other	0	0	0	0
None specified	0	0	0	0
<b>Total</b>	<b>64</b>	<b>36</b>	<b>41</b>	<b>50</b>

Figure 128: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

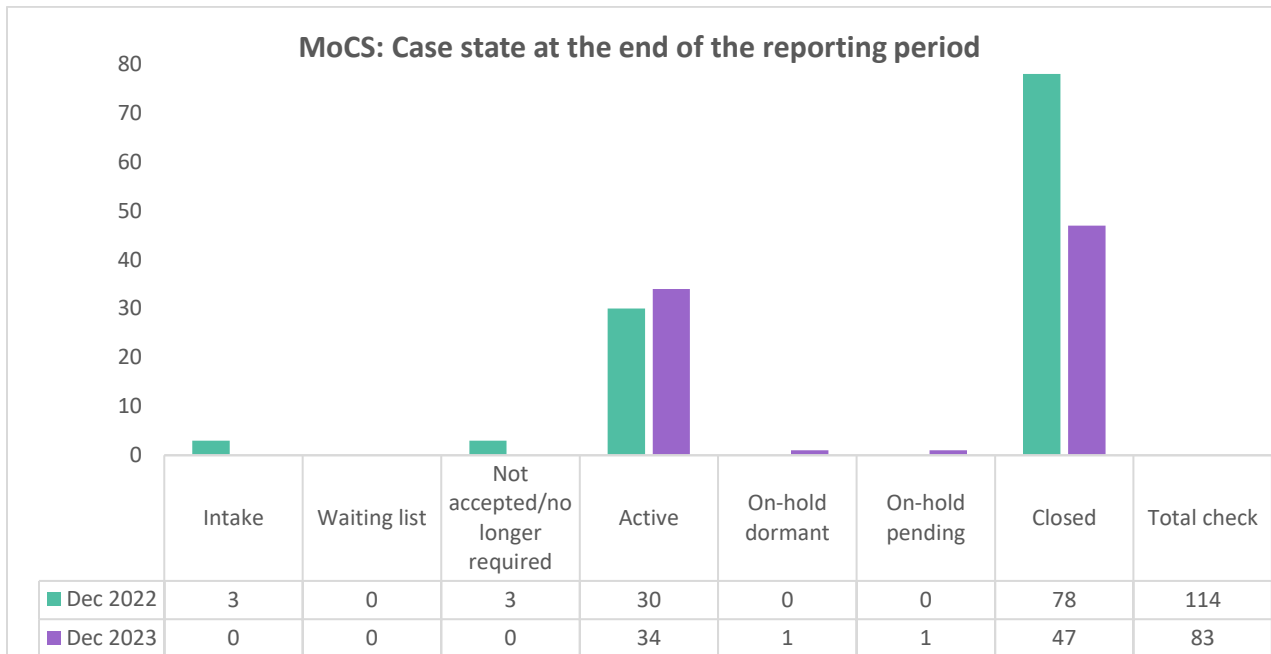


Figure 129: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 41% (34) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **83** cases were worked with between January and December 2023.

### MoCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

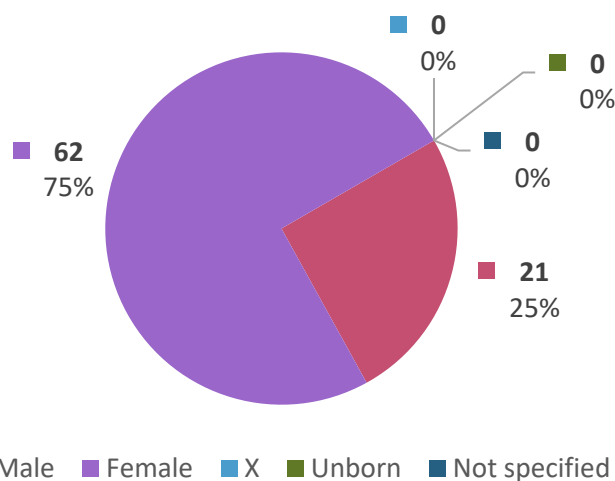


Figure 130: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (75%).

**MoCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

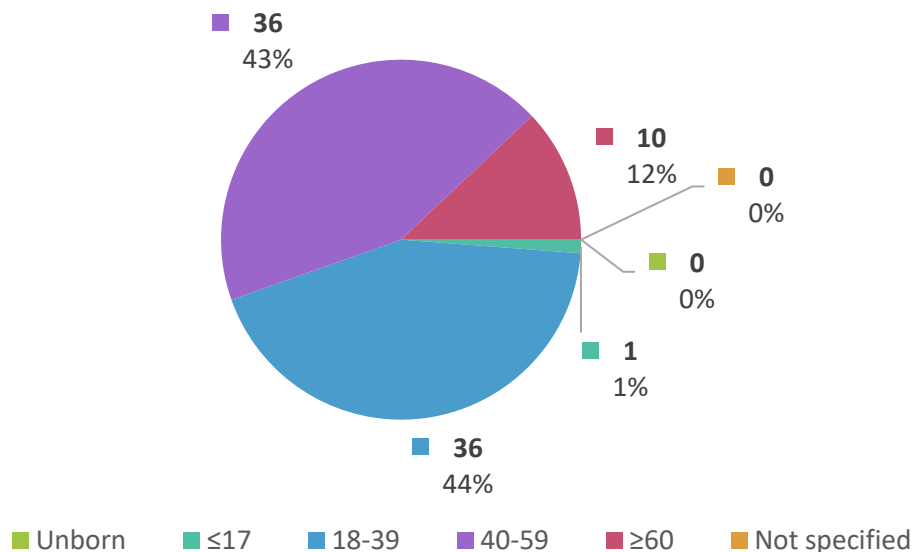


Figure 131: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (44%).

**MoCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

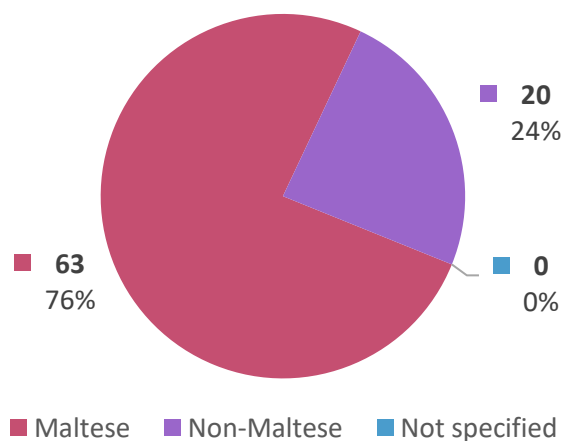


Figure 132: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 76% of the cases worked with were Maltese while non-Maltese made up 24% of cases.

**MoCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

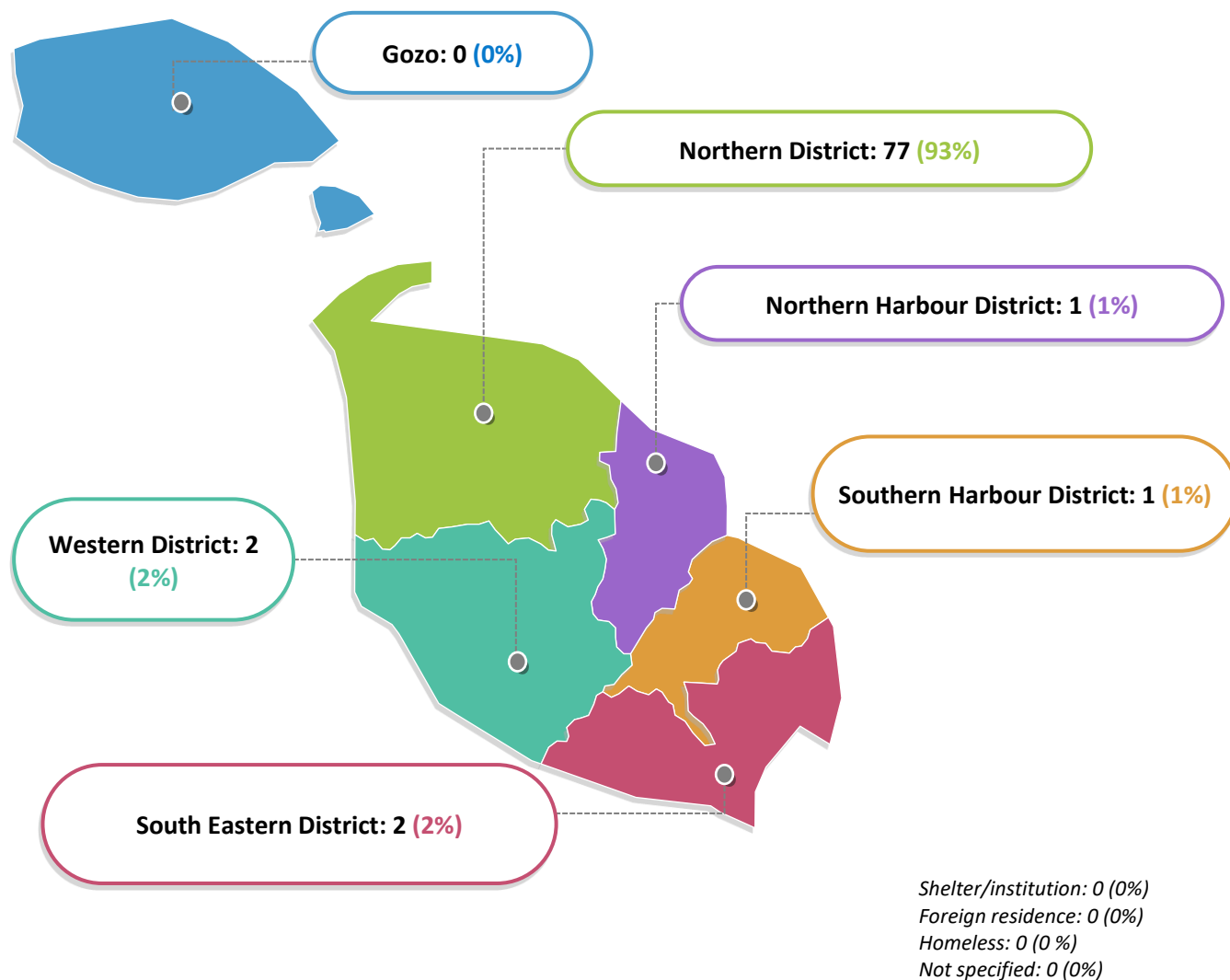


Figure 133: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern District (93%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **53** cases were opened between January and December 2023.

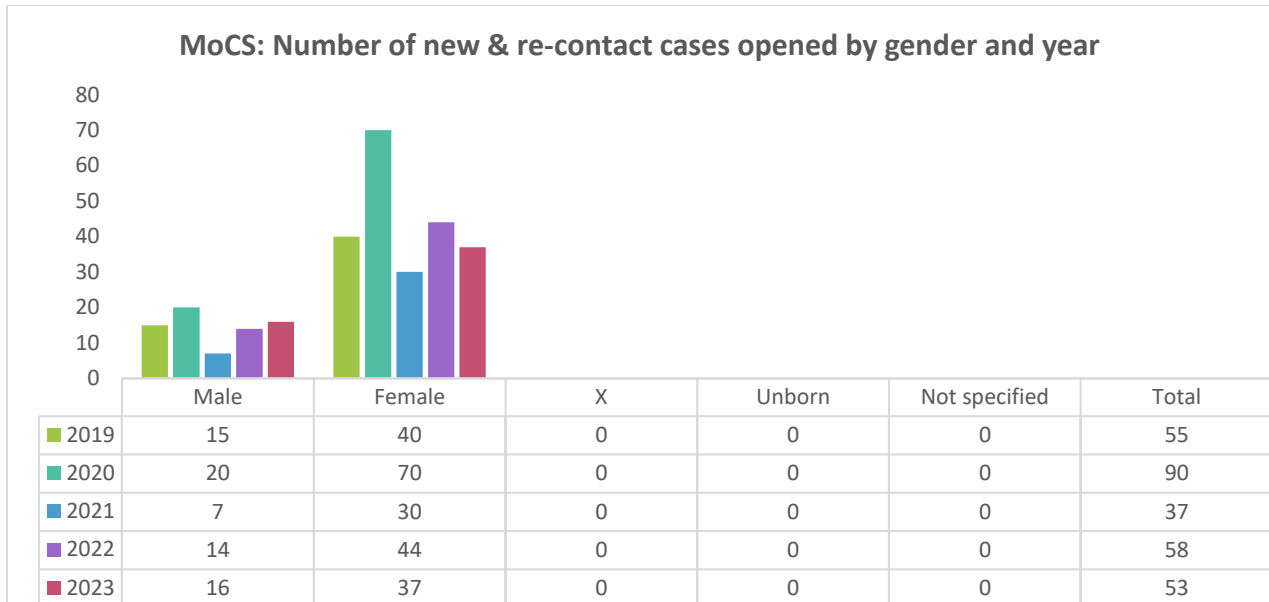


Figure 134: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (37).

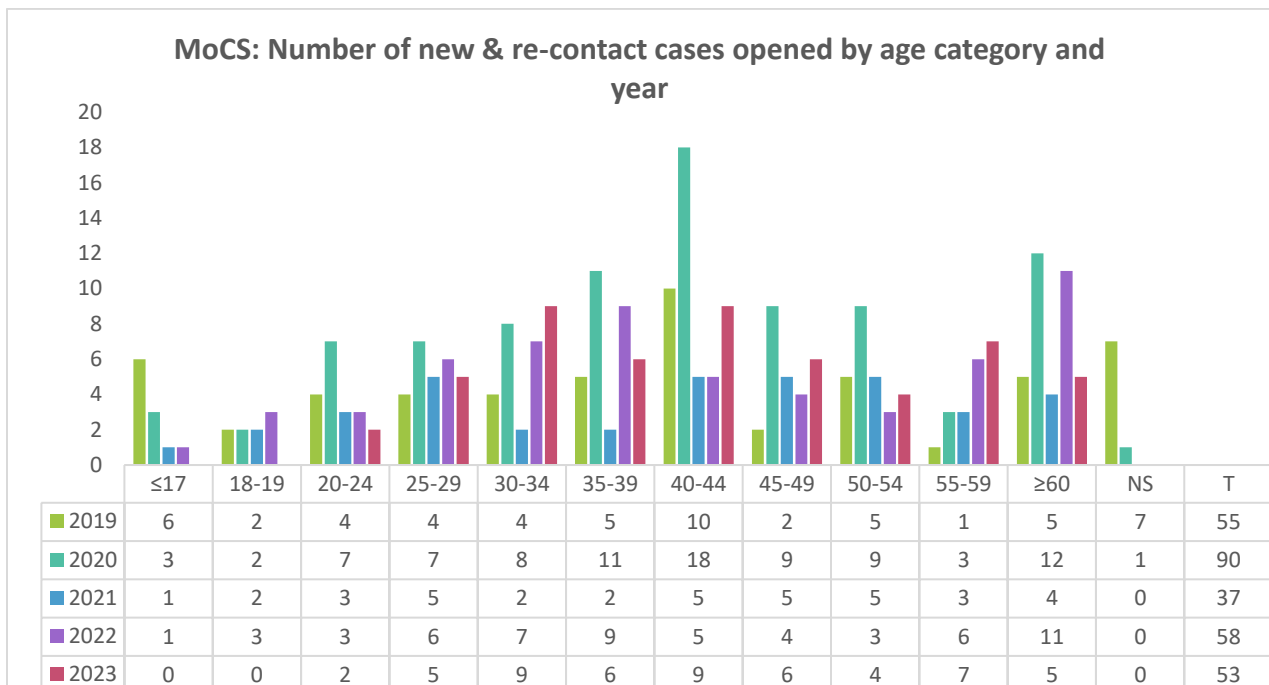


Figure 135: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 30 to 34 (9) and ages 40 to 44 (9).

Graph Key: NS = Not Specified; T = Total.

<b>MoCS: Number of new &amp; re-contact cases opened by age category and gender</b>						
<b>January – December 2023</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	2	0	0	0	2
25-29	2	3	0	0	0	5
30-34	1	8	0	0	0	9
35-39	1	5	0	0	0	6
40-44	4	5	0	0	0	9
45-49	3	3	0	0	0	6
50-54	0	4	0	0	0	4
55-59	3	4	0	0	0	7
≥60	2	3	0	0	0	5
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>16</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>53</b>

Figure 136: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

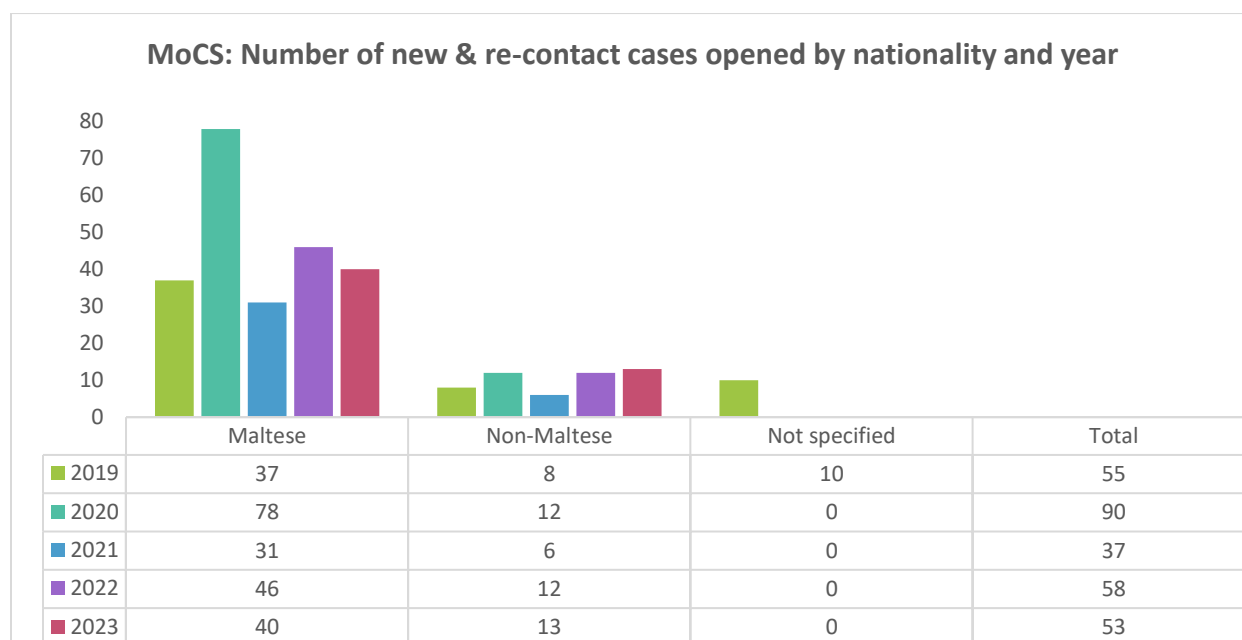


Figure 137: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 40 cases opened in 2023 were Maltese while 13 cases were non-Maltese.

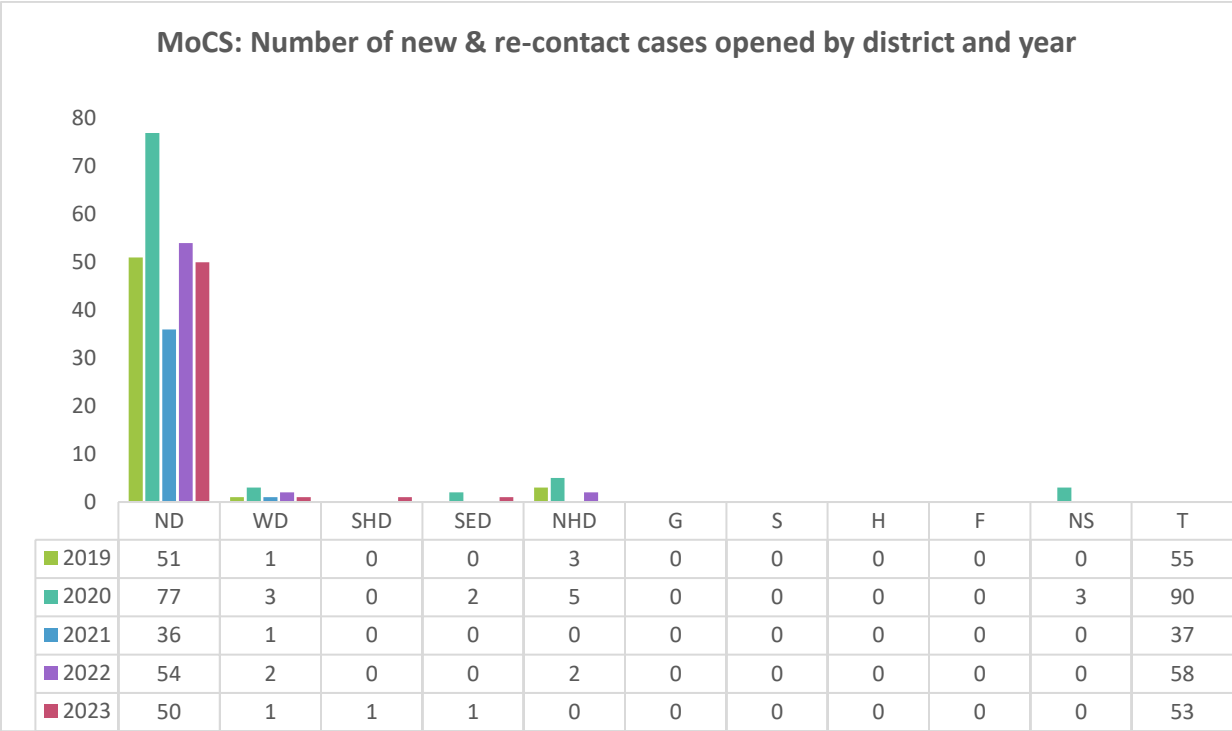


Figure 138: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern District (50) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Msida (MsCS)

## Case activity

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

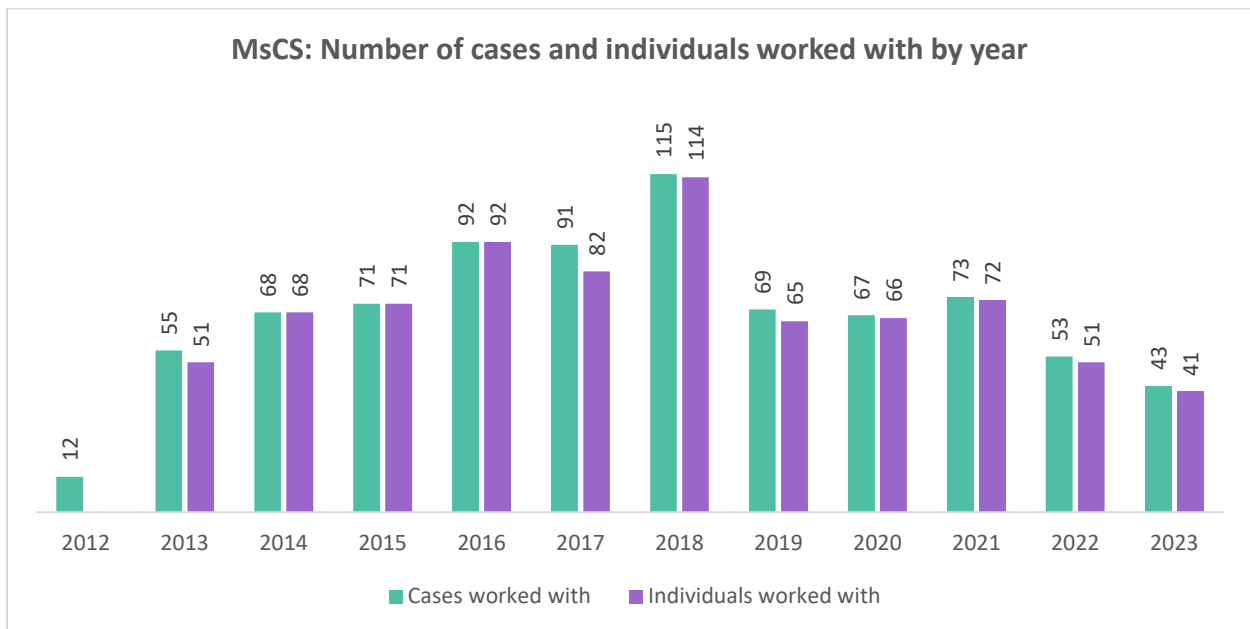


Figure 139: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 43 cases and 41 individuals were worked with compared to 53 and 51 respectively in 2022.

**MsCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

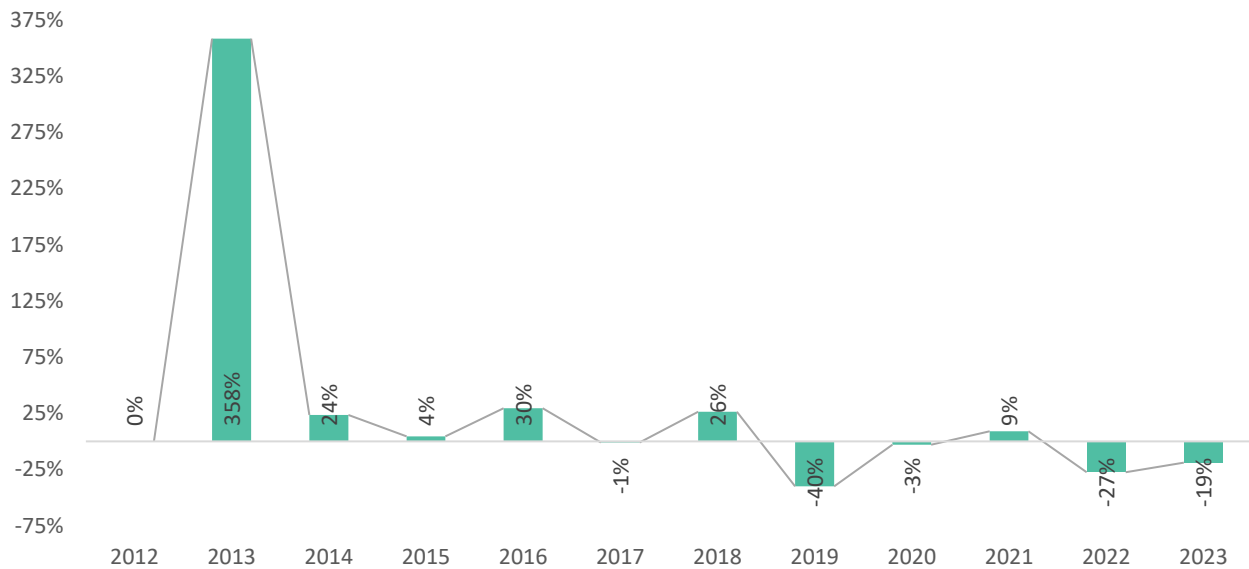


Figure 140: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 27% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

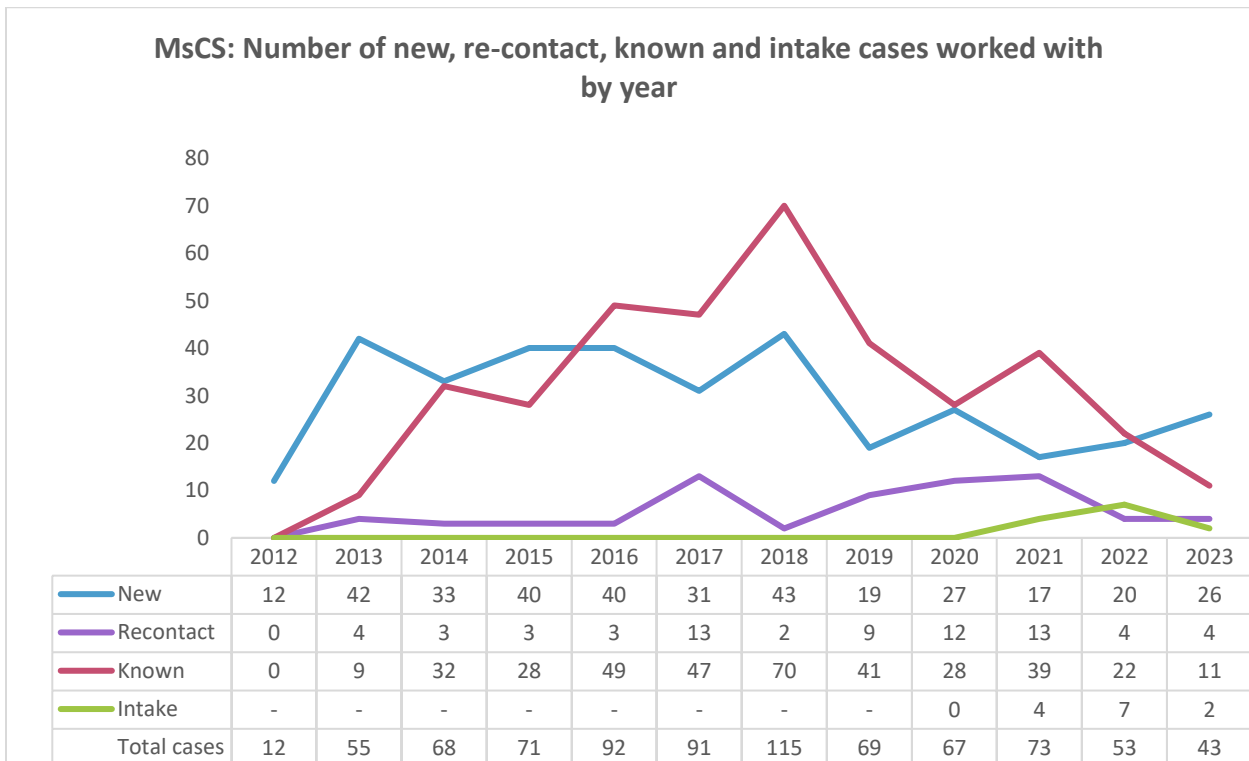


Figure 141: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

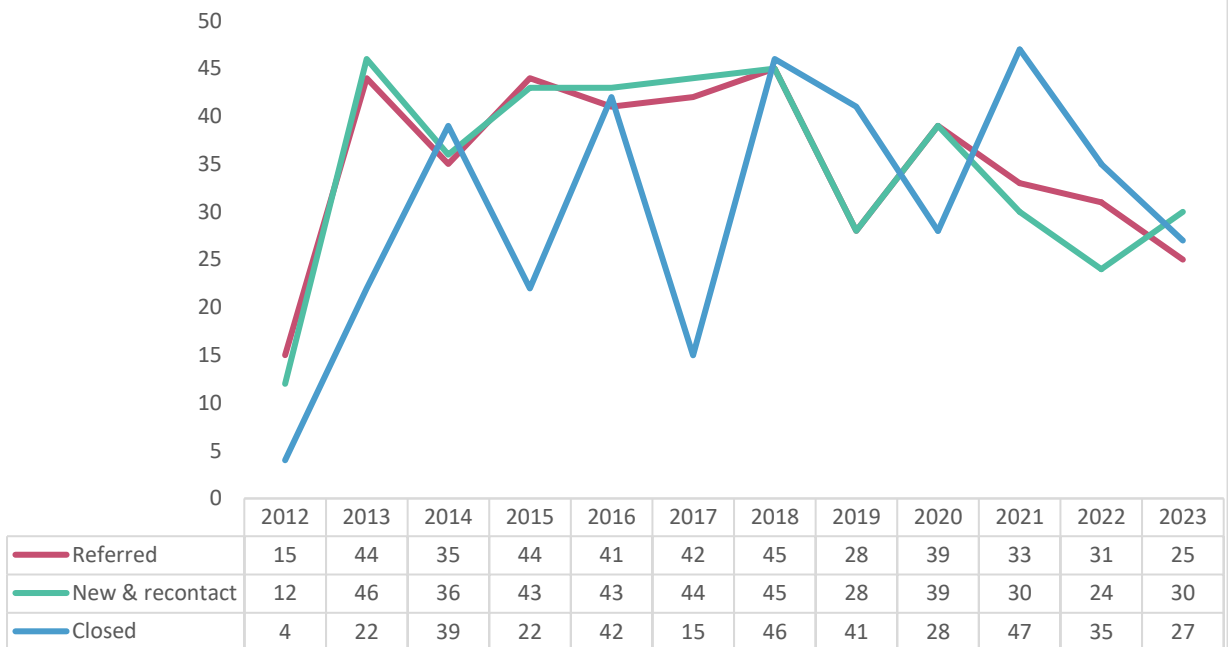


Figure 142: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 141 for breakdown of new & recontact cases). In 2023, 25 cases were referred, 30 new & recontact cases opened, and 27 cases closed.

**MsCS: Waiting list at the end of the reporting period**

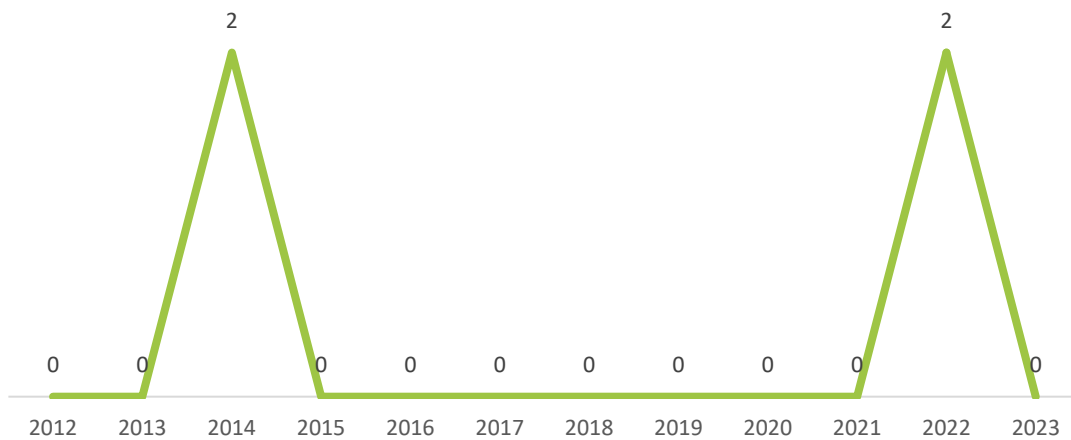


Figure 143: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>MsCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	1	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	1	0	-	-
Bereavement	0	0	0	0
Child abuse	1	1	0	0
Child care or access	0	5	1	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	0	0	0	0
Eating disorder	0	0	0	0
Elderly needs	0	0	0	1
Employment issues	6	3	2	5
Family relations/relationships	5	0	2	1
Financial difficulties	7	5	8	6
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	1	0	0
Homeless	8	12	8	2
Housing problems	1	1	3	3
Human trafficking	0	0	0	0
Lack of support or guidance	4	2	2	1
Legal issues	0	0	0	2
Loneliness	0	0	0	0
Marital problems	1	0	1	0
Mental health issues	3	1	0	2
Migrant related issues	0	0	1	0
Oppositional defiant behaviours	-	-	0	0
Parenting skills/child-parent relationship	-	-	0	0
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	1	1	1
School related problems	0	0	2	0
Self-harm or suicide	0	0	0	0
Separation related issues	0	1	0	1
Sex work related issues	0	0	0	0
Other	1	0	0	0
None specified	0	0	0	0
<b>Total</b>	<b>39</b>	<b>33</b>	<b>31</b>	<b>25</b>

Figure 144: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

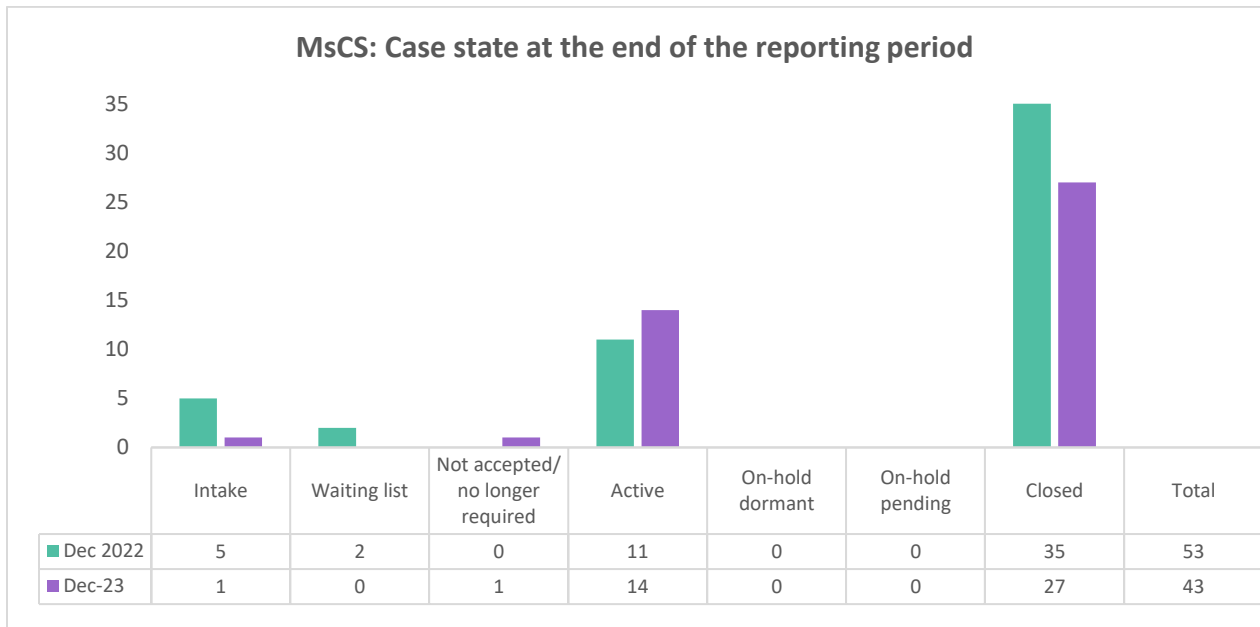


Figure 145: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 33% (14) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of 43 cases were worked with between January and December 2023.

### MsCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

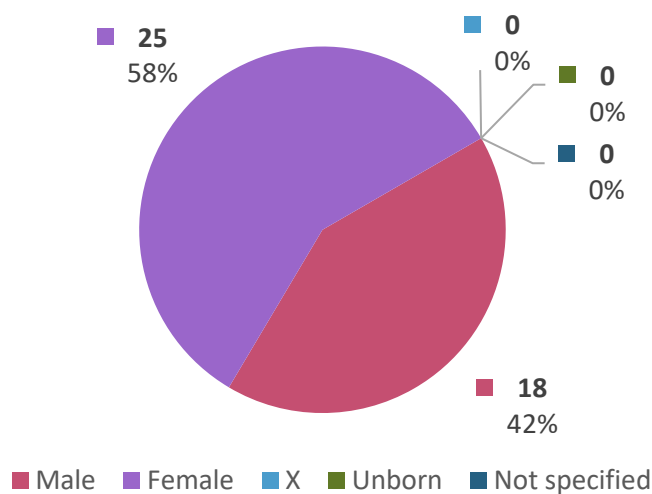


Figure 146: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (58%).

**MsCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

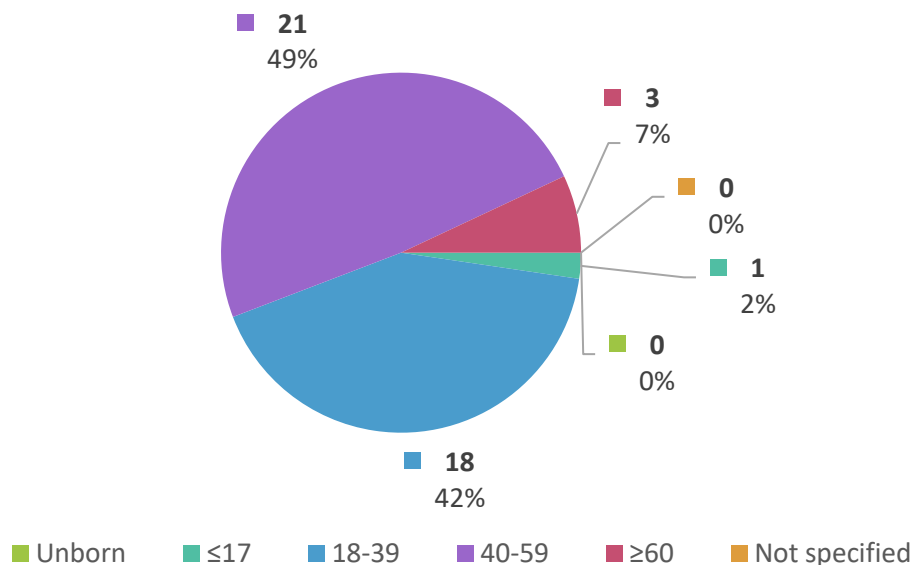


Figure 147: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (49%).

**MsCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

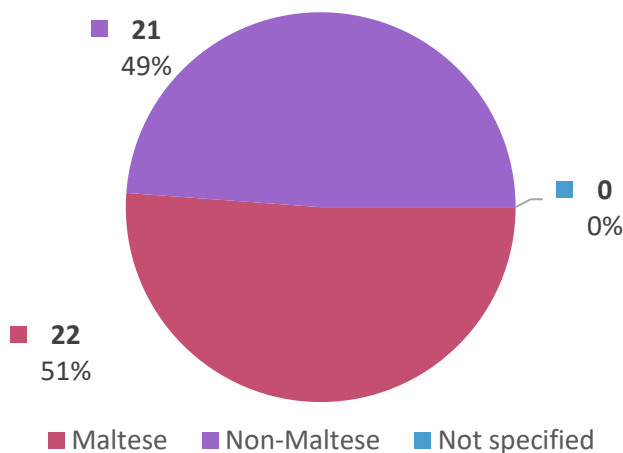


Figure 148: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 51% of the cases worked with were Maltese while non-Maltese made up 49% of cases.

### MsCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

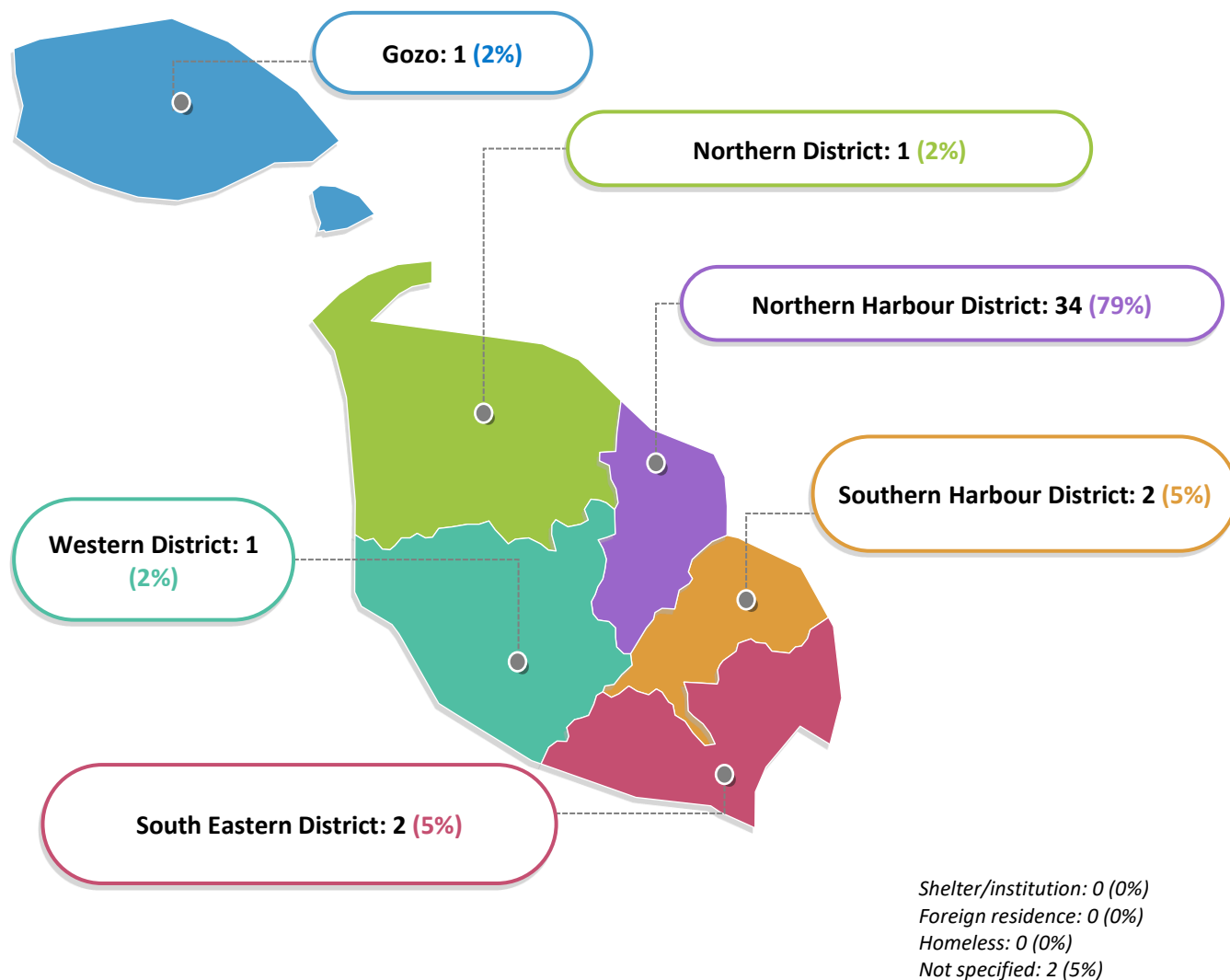


Figure 149: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (79%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **30** cases were opened between January and December 2023.

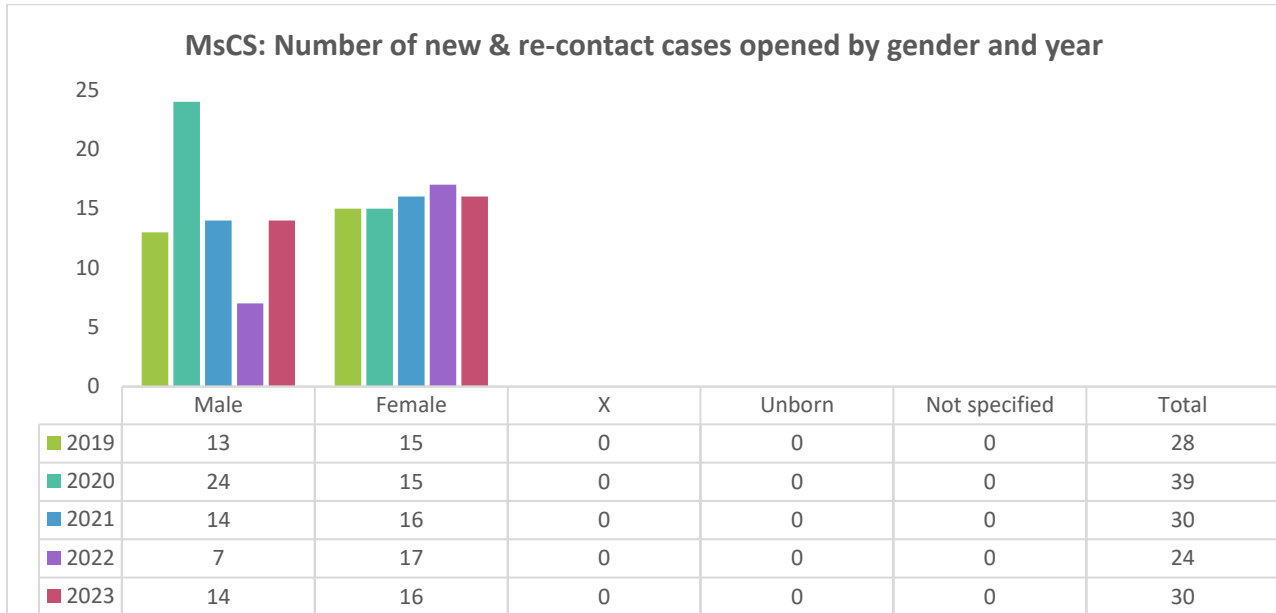


Figure 150: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (16).

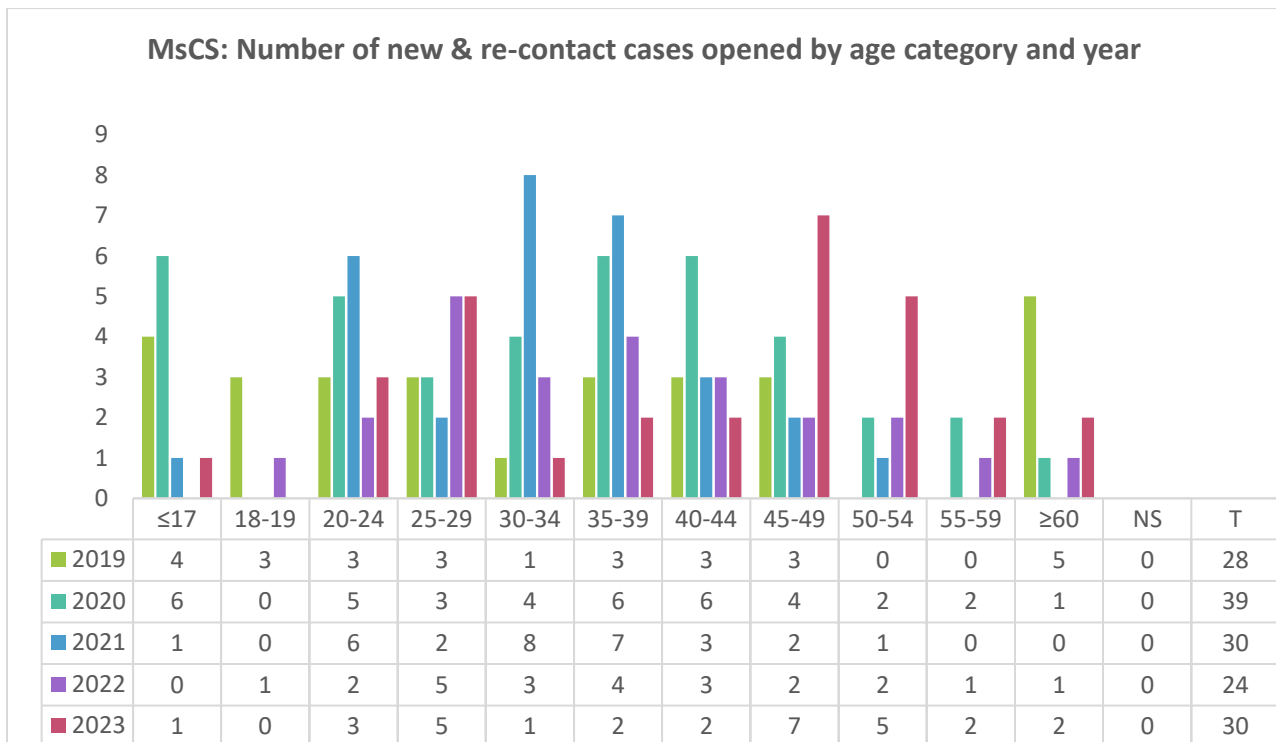


Figure 151: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 45 to 49 (7).

Graph Key: NS = Not Specified; T = Total.

<b>MsCS: Number of new &amp; re-contact cases opened by age category and gender</b>						
<b>January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	0	0	0	0	1
18-19	0	0	0	0	0	0
20-24	1	2	0	0	0	3
25-29	1	4	0	0	0	5
30-34	0	1	0	0	0	1
35-39	1	1	0	0	0	2
40-44	0	2	0	0	0	2
45-49	5	2	0	0	0	7
50-54	3	2	0	0	0	5
55-59	1	1	0	0	0	2
≥60	1	1	0	0	0	2
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>14</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>

Figure 152: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

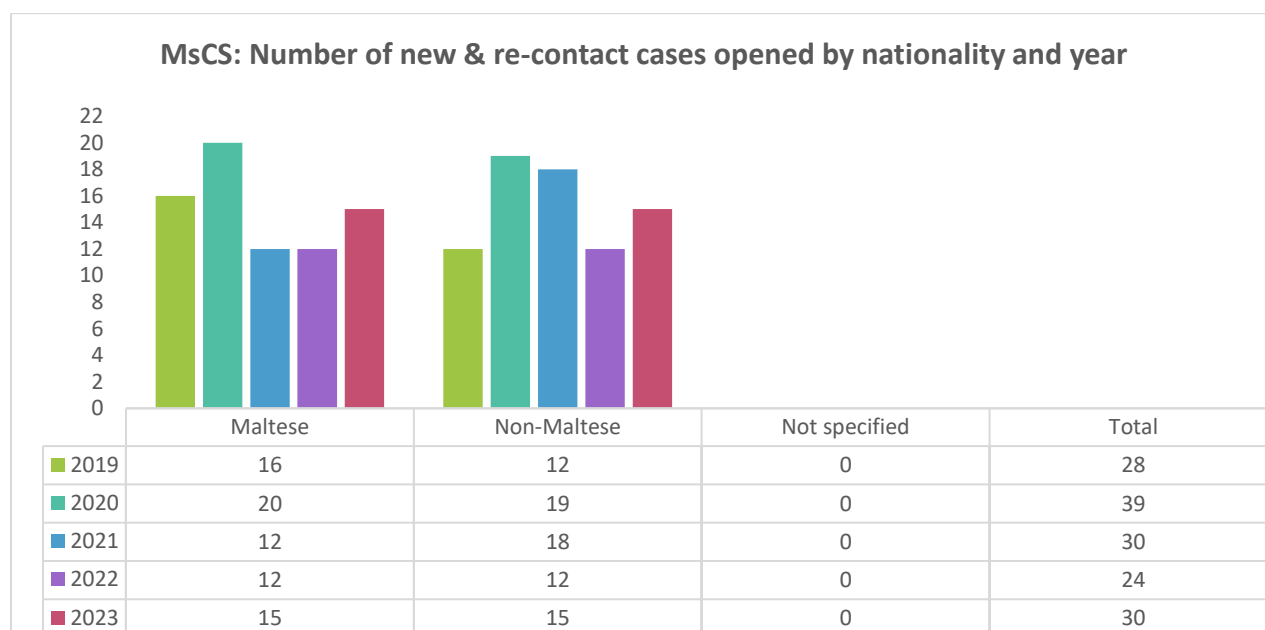


Figure 153: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 15 cases opened in 2023 were Maltese while 15 cases were non-Maltese.

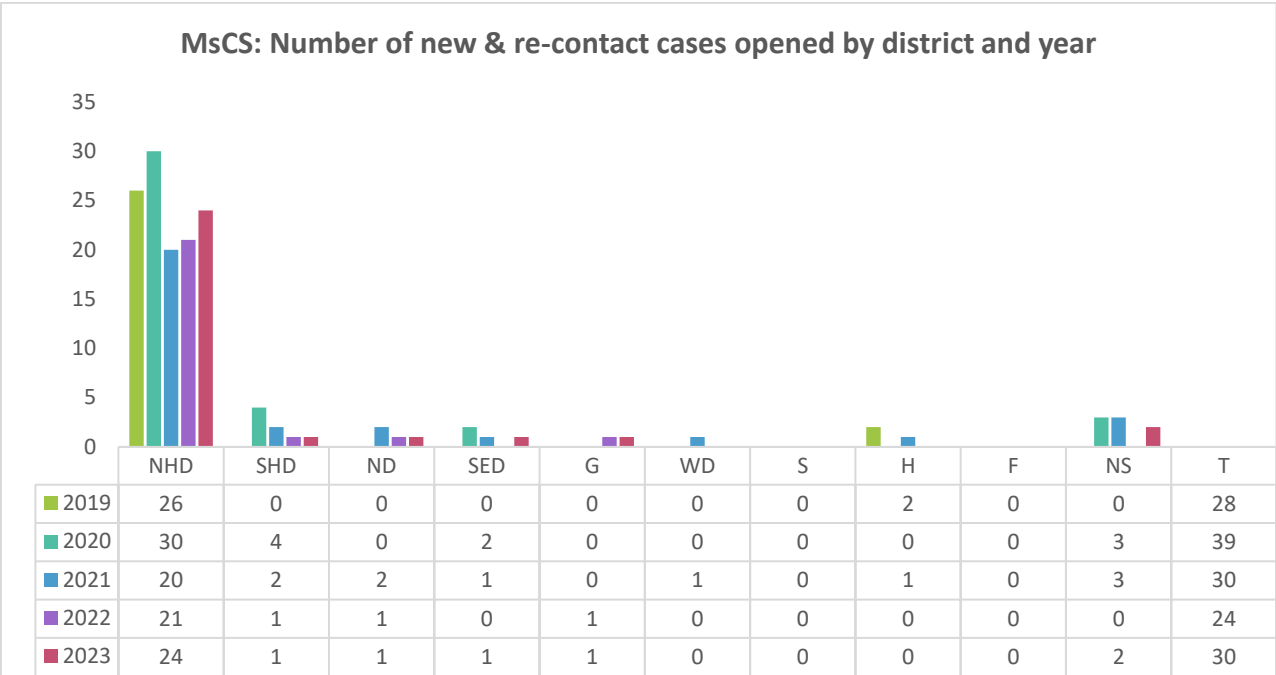


Figure 154: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (24) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Northern Harbour (NHCS)

## Case activity

Service started reporting data in 2020.

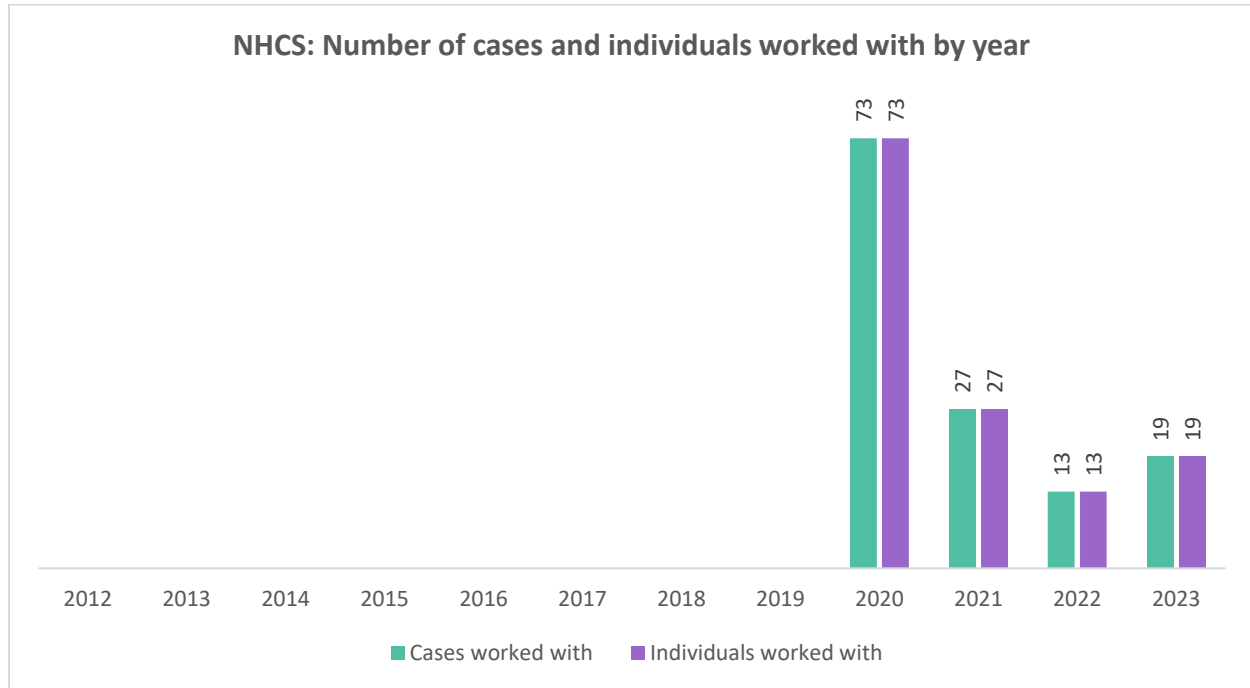


Figure 155: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 19 cases and 19 individuals were worked with compared to 13 and 13 respectively in 2022.

### NHCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

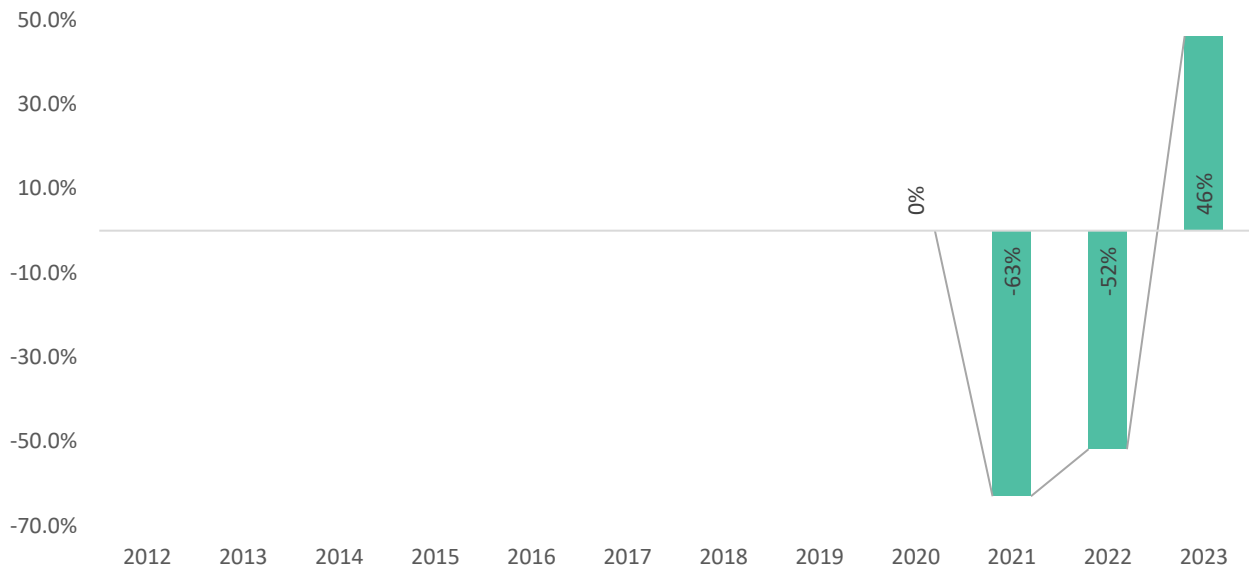


Figure 156: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 52% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

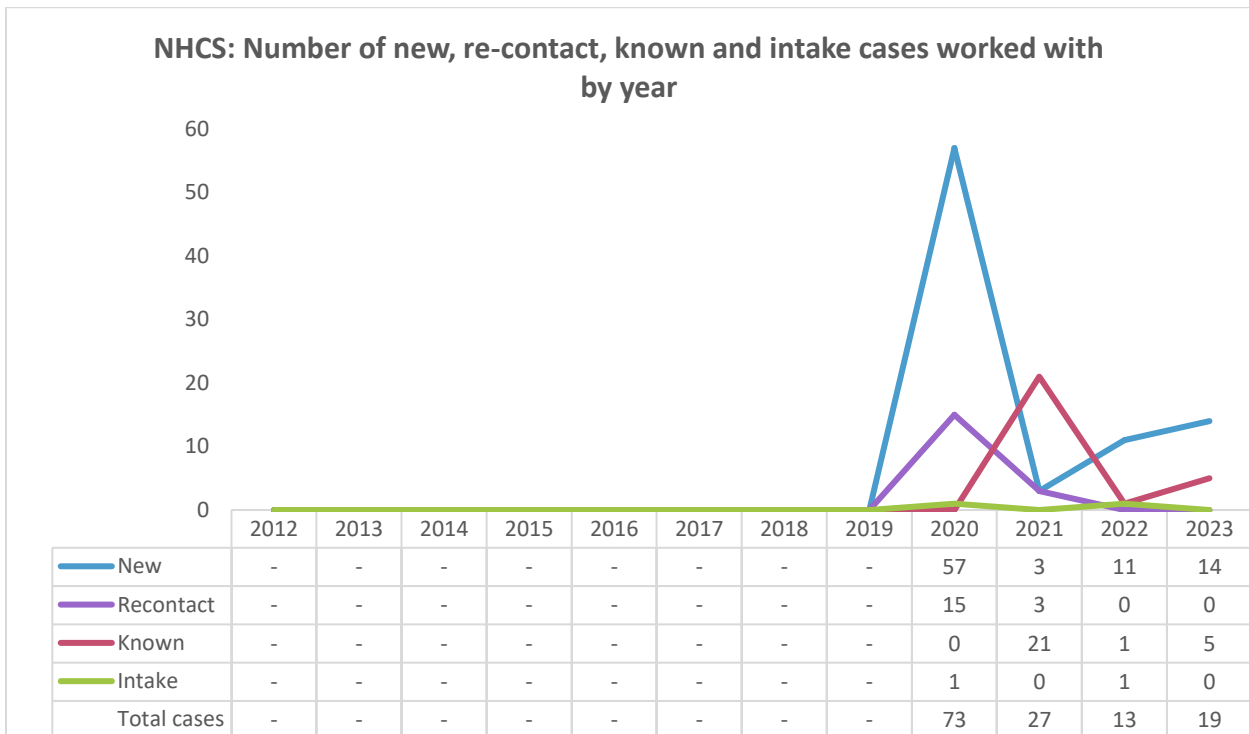


Figure 157: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

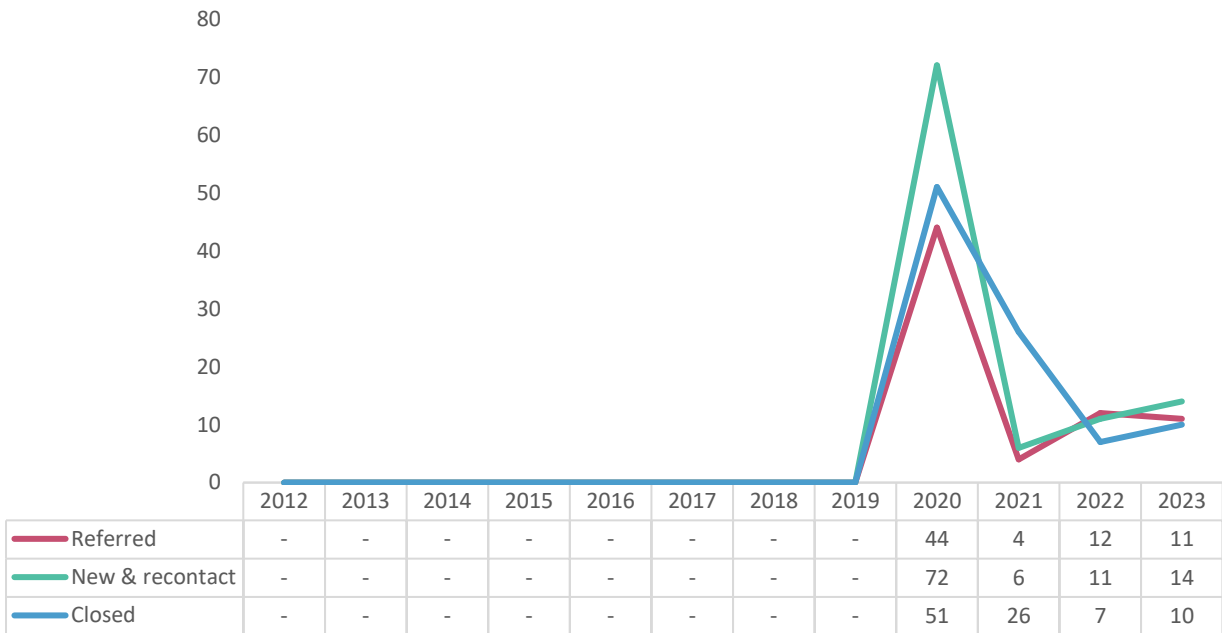


Figure 158: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 157 for breakdown of new & recontact cases). In 2023, 11 cases were referred, 14 new & recontact cases opened, and 10 cases closed.

### NHCS: Waiting list at the end of the reporting period



Figure 159: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>NHCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	0	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	0	0	-	-
Bereavement	0	0	0	0
Child abuse	0	0	0	0
Child care or access	1	0	0	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	0	0	0	0
Eating disorder	0	0	0	0
Elderly needs	0	0	0	0
Employment issues	7	1	2	0
Family relations/relationships	0	1	0	0
Financial difficulties	29	2	6	4
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	0	0	0
Homeless	1	0	0	3
Housing problems	3	0	3	3
Human trafficking	0	0	0	0
Lack of support or guidance	0	0	0	0
Legal issues	0	0	0	0
Loneliness	0	0	0	0
Marital problems	0	0	0	0
Mental health issues	0	0	1	0
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	0	0
Parenting skills/child-parent relationship	-	-	0	0
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	1	0	0	0
School related problems	0	0	0	1
Self-harm or suicide	0	0	0	0
Separation related issues	0	0	0	0
Sex work related issues	0	0	0	0
Other	2	0	0	0
None specified	0	0	0	0
<b>Total</b>	<b>44</b>	<b>4</b>	<b>12</b>	<b>11</b>

Figure 160: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

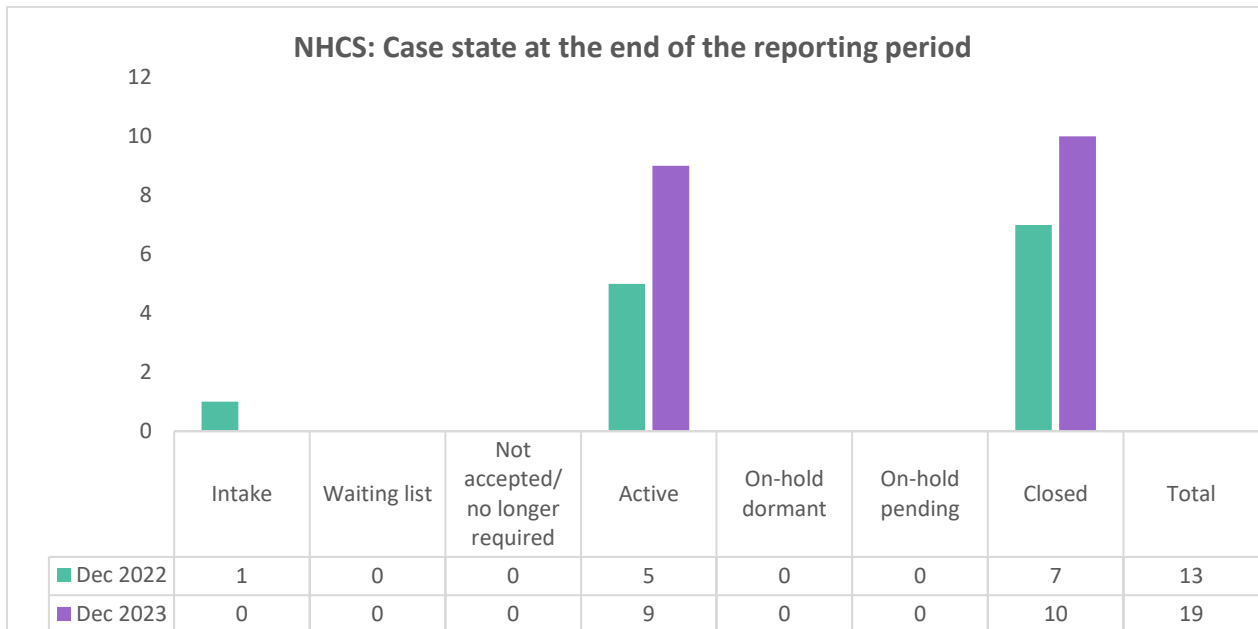


Figure 161: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 47% (9) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of 19 cases were worked with between January and December 2023.

### NHCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

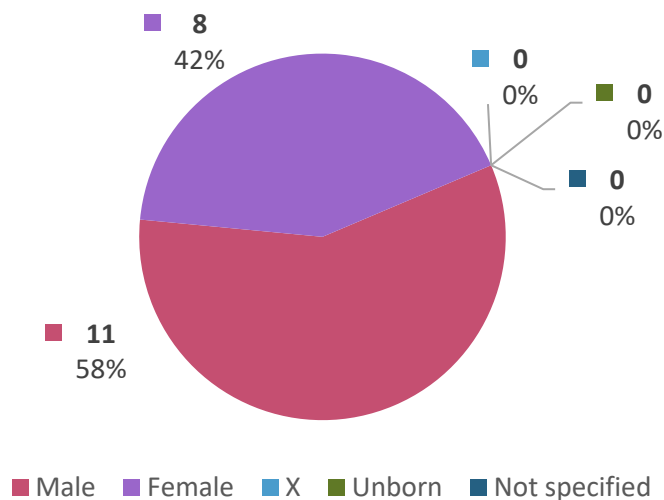


Figure 162: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (58%).

**NHCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

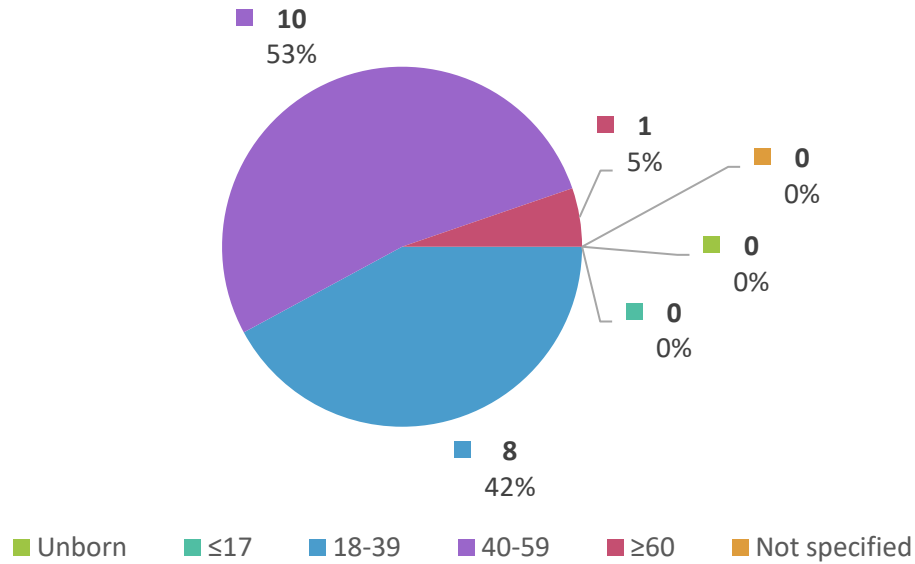


Figure 163: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (53%).

**NHCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

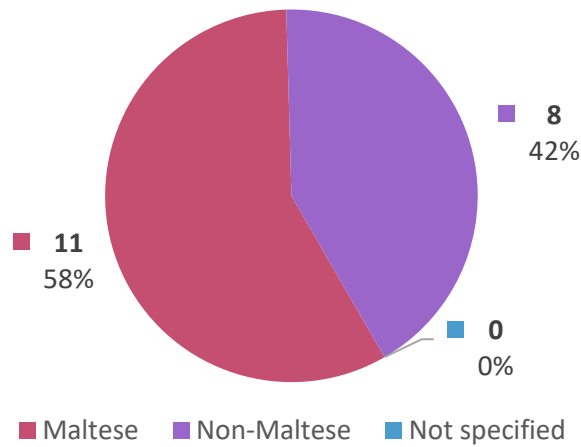


Figure 164: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 58% of the cases worked with were Maltese while non-Maltese made up 42% of cases.

**NHCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

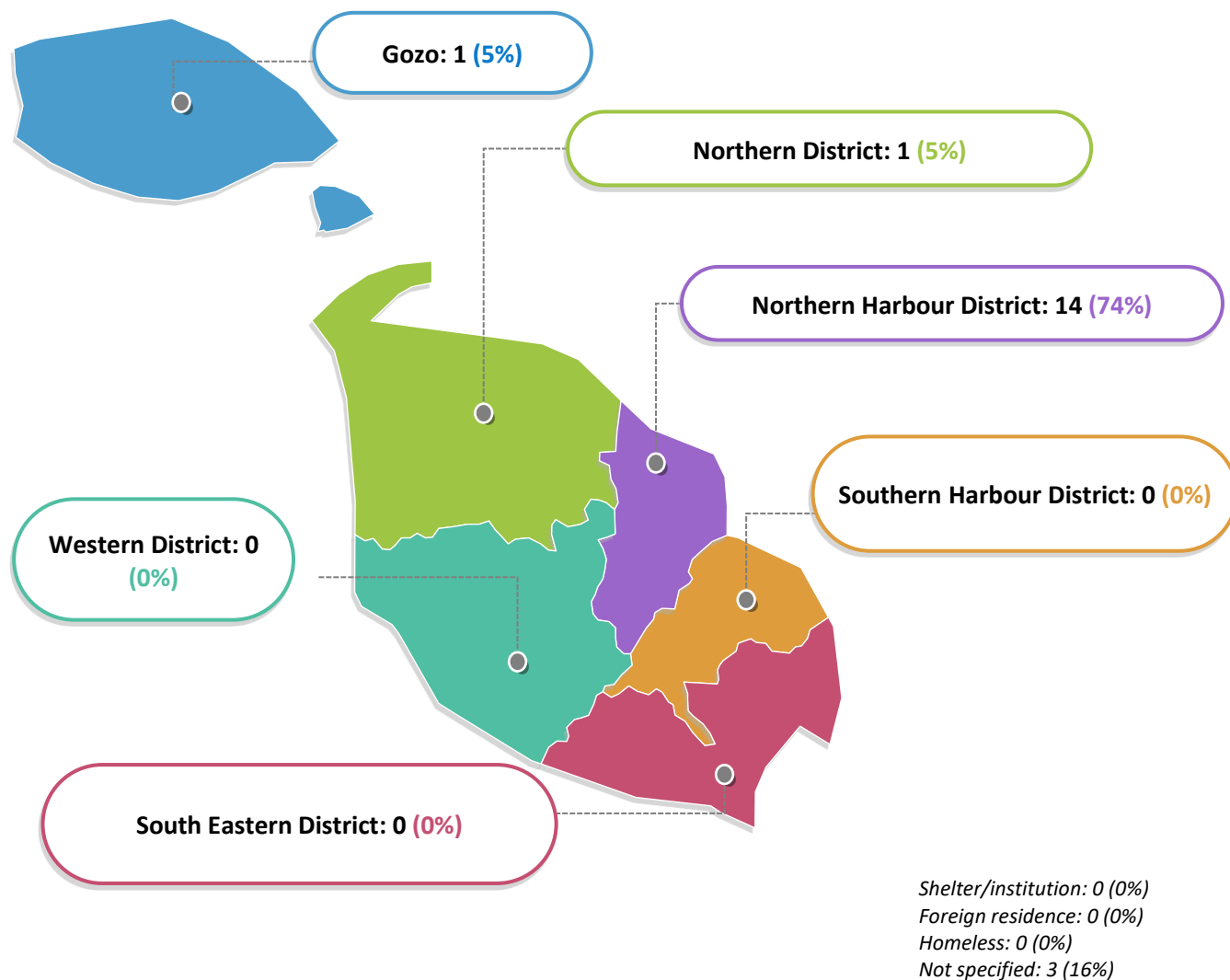


Figure 165: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (74%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **14** cases were opened between January and December 2023.

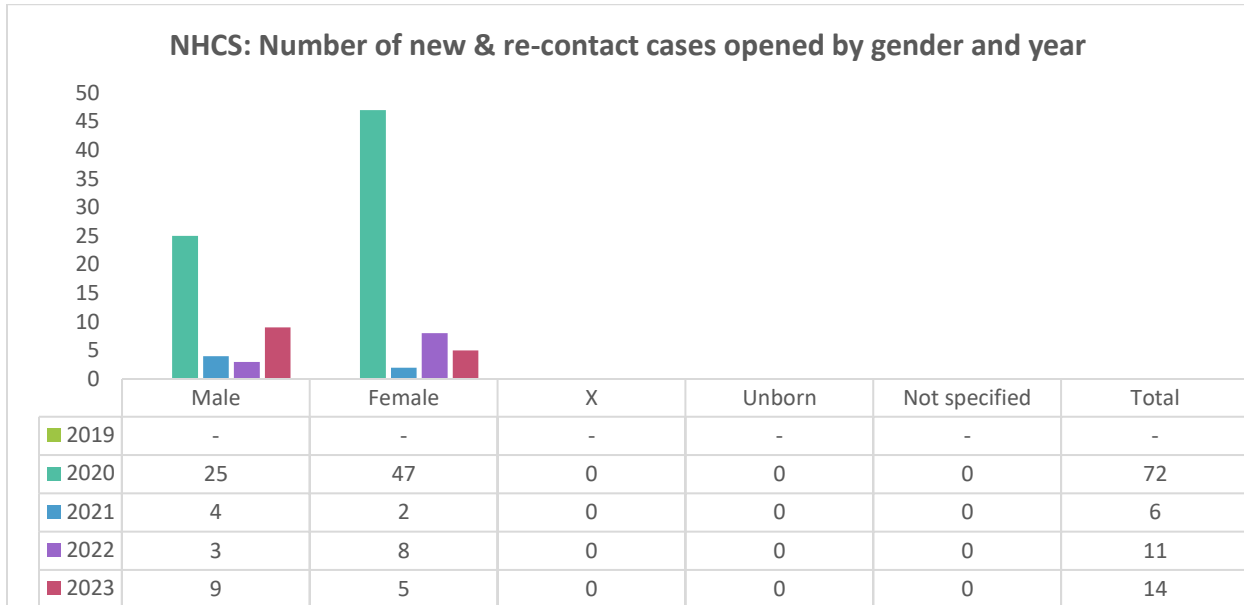


Figure 166: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (9).

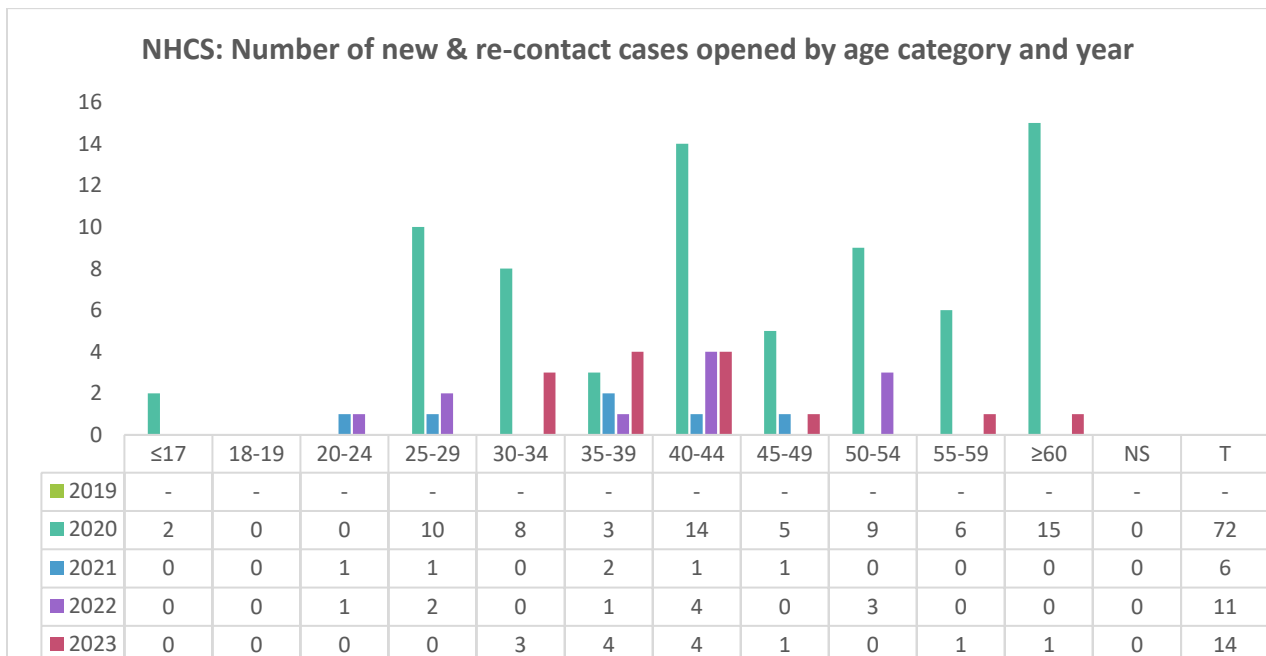


Figure 167: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (4), and 40 to 44 (4).

Graph Key: NS = Not Specified; T = Total.

<b>NHCS: Number of new &amp; re-contact cases opened by age category and gender</b>						
<b>January – December 2023</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	0	0	0	0	0	0
30-34	2	1	0	0	0	3
35-39	1	3	0	0	0	4
40-44	3	1	0	0	0	4
45-49	1	0	0	0	0	1
50-54	0	0	0	0	0	0
55-59	1	0	0	0	0	1
≥60	1	0	0	0	0	1
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>

Figure 168: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

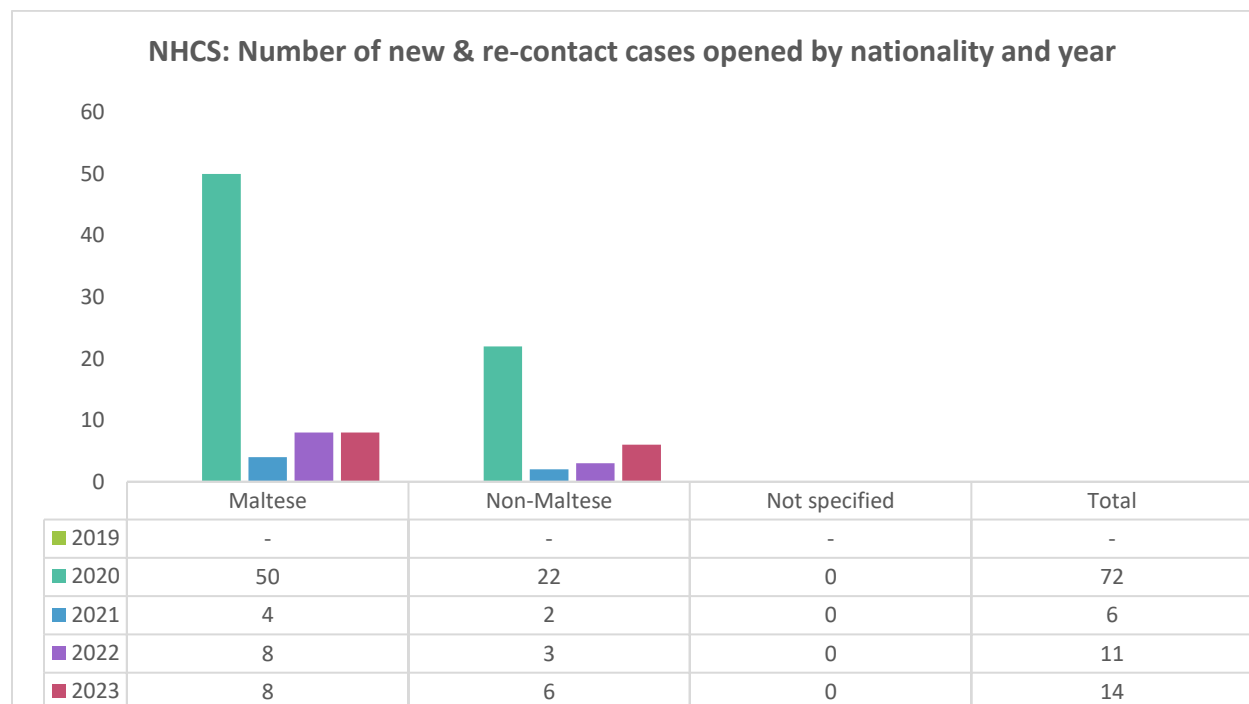


Figure 169: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 8 cases opened in 2023 were Maltese while 6 cases were non-Maltese.

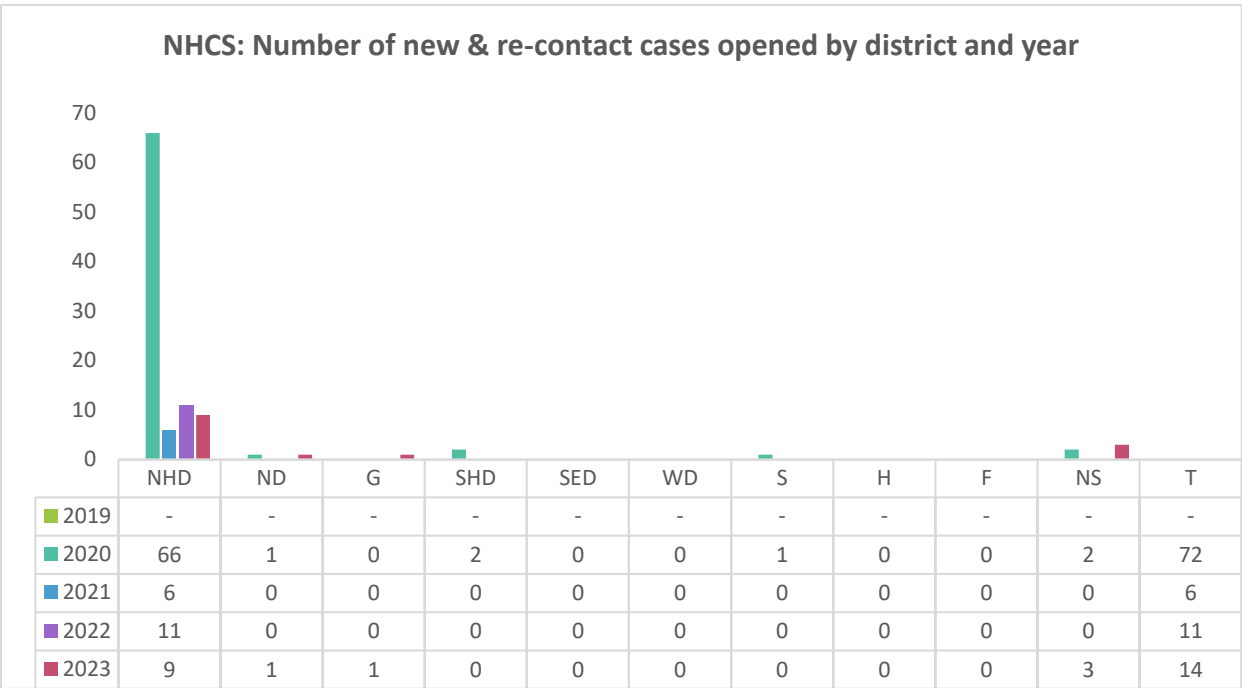


Figure 170: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (9) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Paulo Friere Institute (PFI)

## Case activity

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

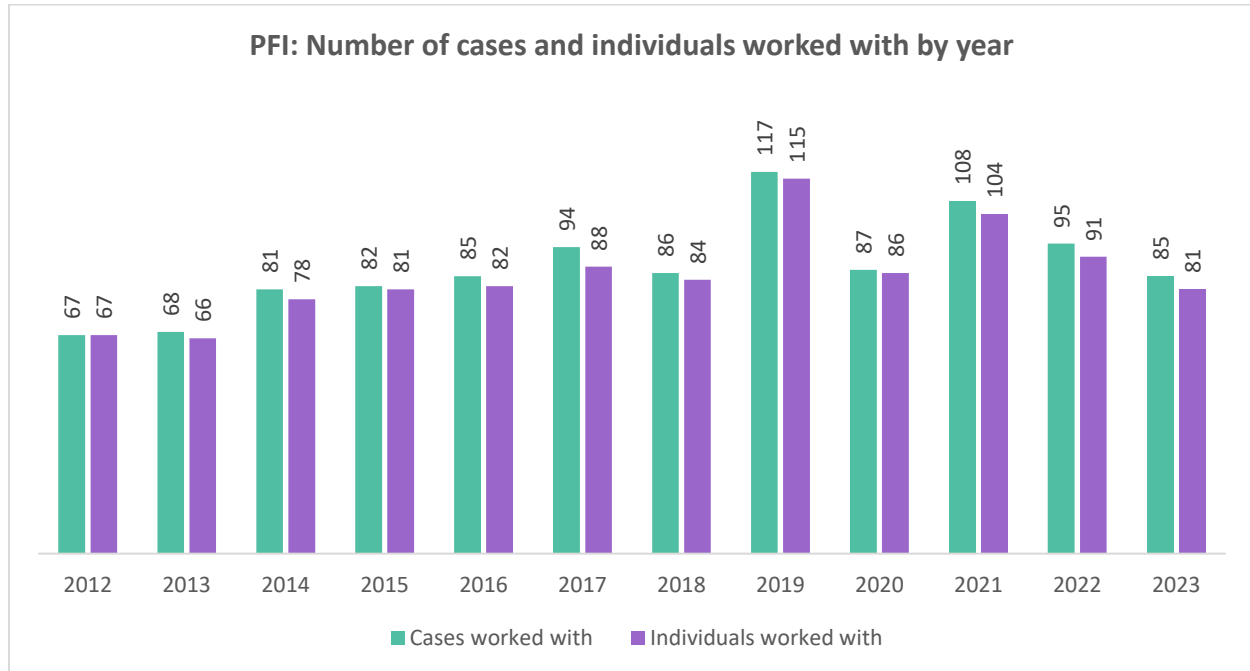


Figure 171: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 85 cases and 81 individuals were worked with compared to 95 and 91 respectively in 2022.

**PFI: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

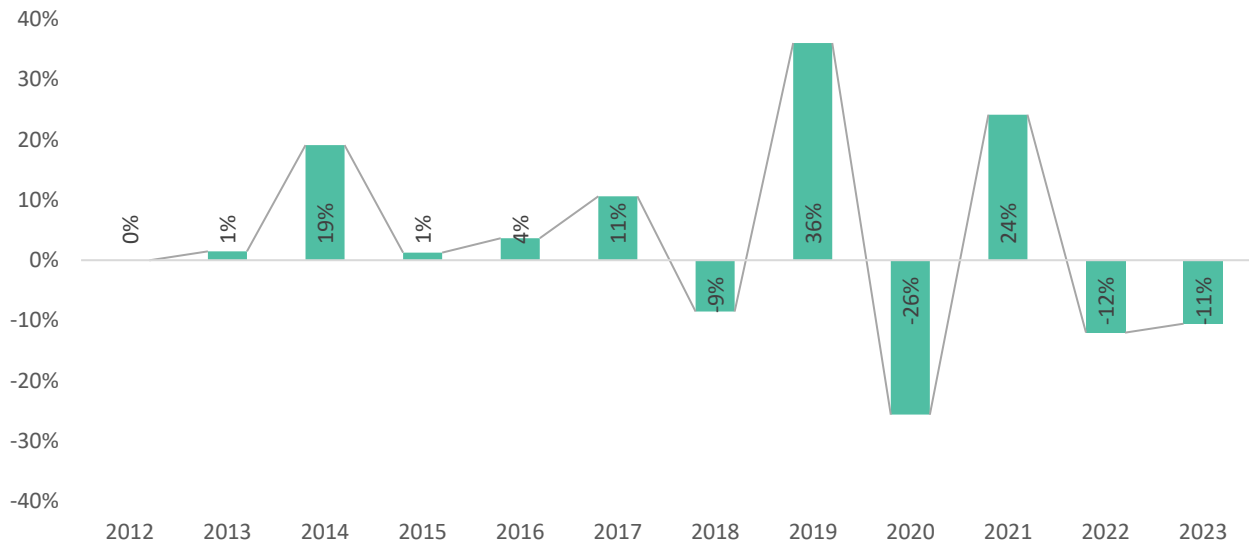


Figure 172: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 12% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

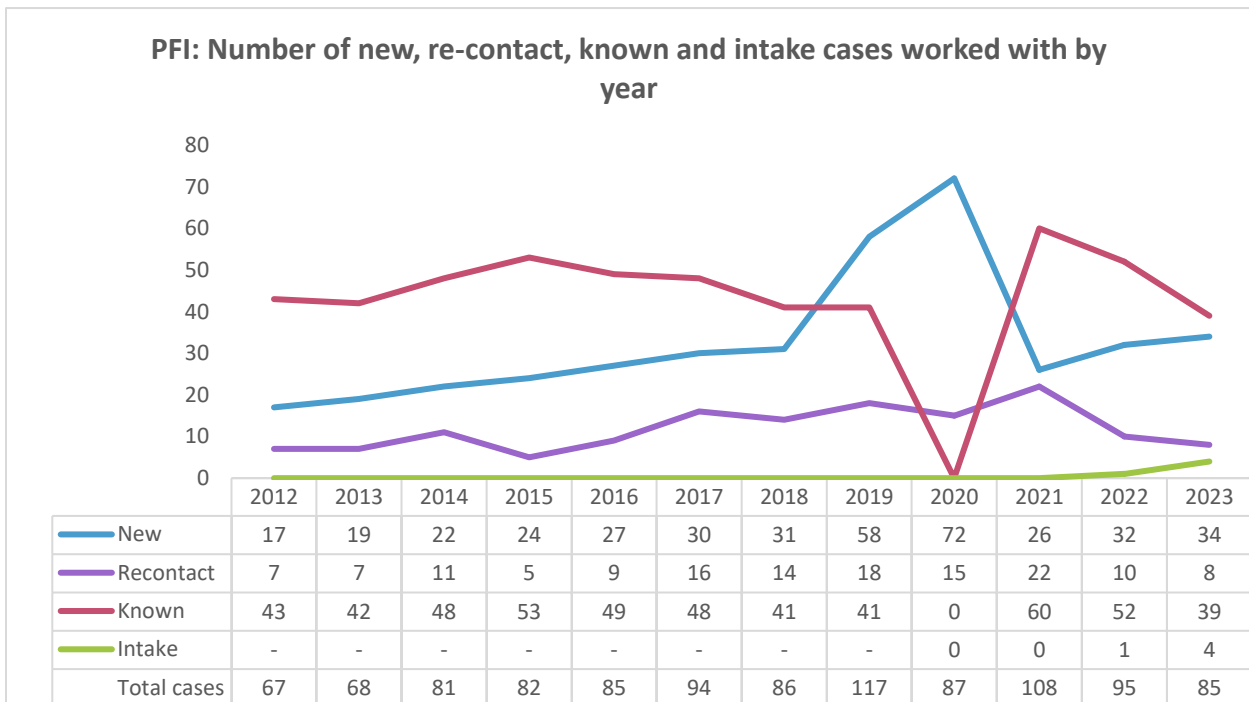


Figure 173: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, 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, and closed cases by year

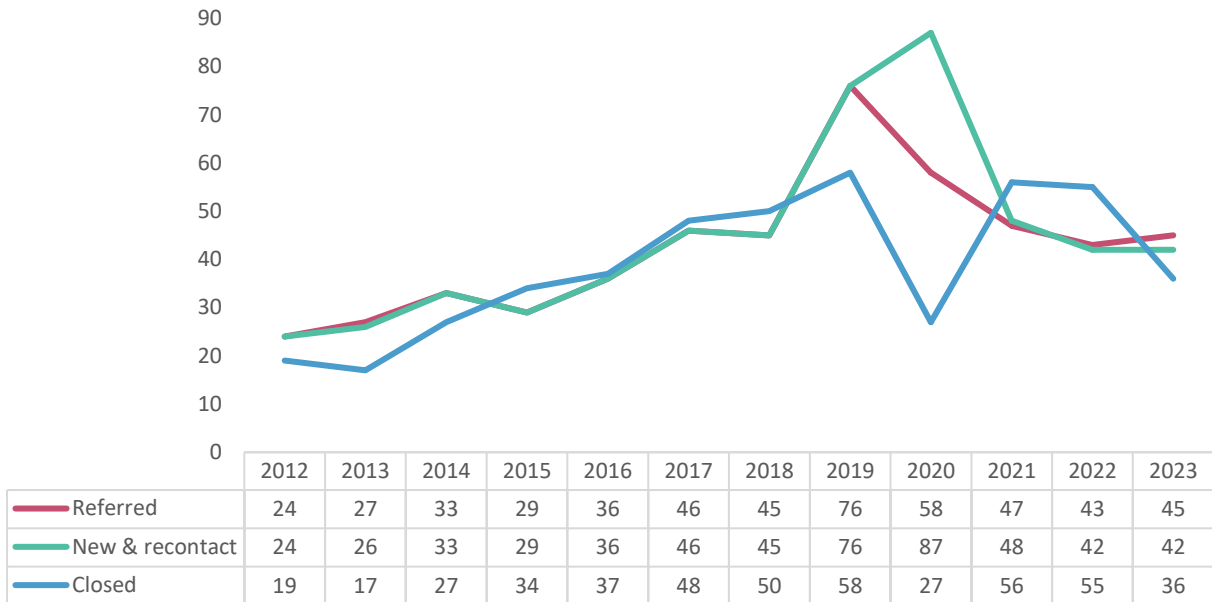


Figure 174: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 173 for breakdown of new & recontact cases). In 2023, 45 cases were referred, 42 new & recontact cases opened, and 36 cases closed.

### PFI: Waiting list at the end of the reporting period



Figure 175: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>PFI: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	0	0	0	0
Assault/rape/harassment/sexual abuse	1	0	0	1
Behaviour problems	0	3	-	-
Bereavement	0	6	0	0
Child abuse	0	5	2	2
Child care or access	0	0	0	0
Delinquency	0	0	0	0
Disability related issues	0	2	0	0
Domestic violence	2	2	2	0
Eating disorder	0	0	0	0
Elderly needs	0	0	1	1
Employment issues	4	1	1	1
Family relations/relationships	11	3	4	4
Financial difficulties	11	11	5	6
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	1
Health related issues	0	0	1	0
Homeless	2	1	1	3
Housing problems	6	1	7	6
Human trafficking	0	0	0	0
Lack of support or guidance	7	4	7	6
Legal issues	2	0	1	0
Loneliness	0	0	4	0
Marital problems	2	2	2	3
Mental health issues	8	1	1	2
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	1	0
Parenting skills/child-parent relationship	-	-	0	6
Personality related issues	0	0	0	0
Pregnancy related issues	0	1	0	0
Relationship problems	0	2	2	3
School related problems	0	1	1	0
Self-harm or suicide	0	1	0	0
Separation related issues	2	0	0	0
Sex work related issues	0	0	0	0
Other	0	0	0	0
None specified	0	0	0	0
<b>Total</b>	<b>58</b>	<b>47</b>	<b>43</b>	<b>45</b>

Figure 176: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

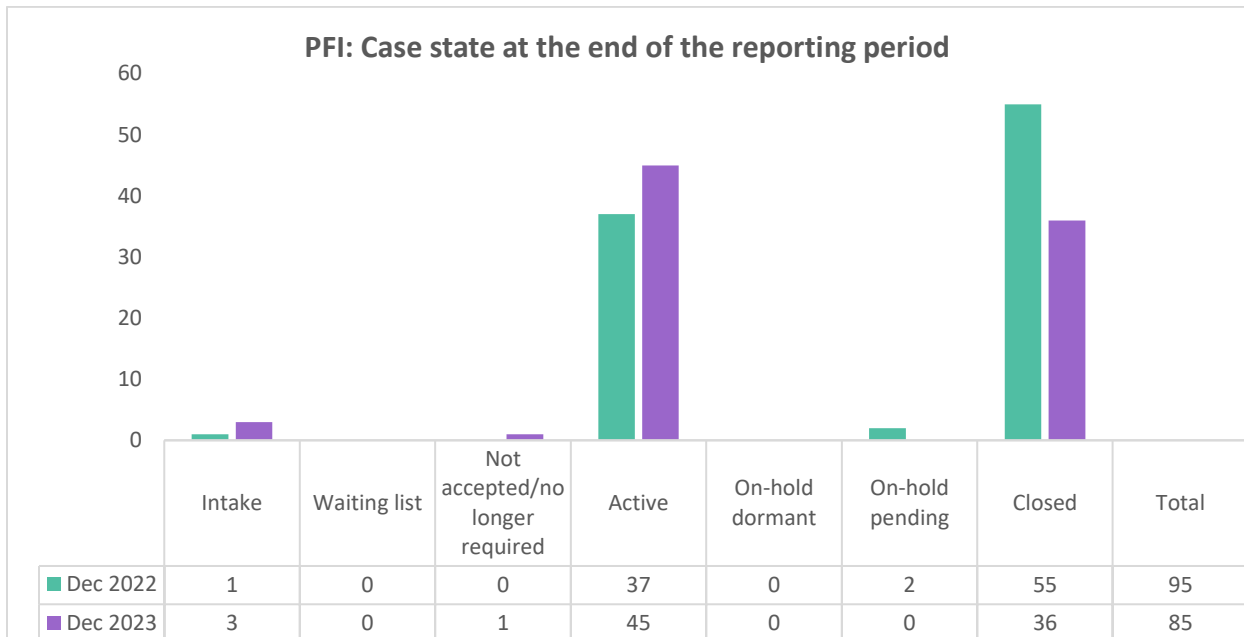


Figure 177: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 53% (45) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **85** cases were worked with between January and December 2023.

### PFI: Cases worked with Jan-Dec 2023 by gender (no. & %)

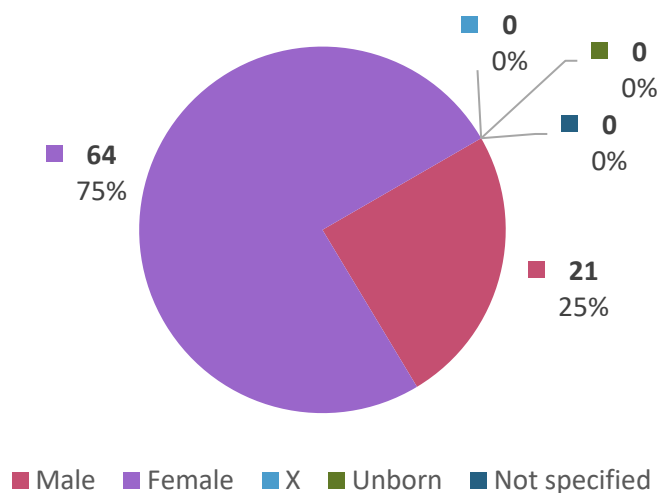


Figure 178: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (75%).

**PFI: Cases worked with Jan-Dec 2023 by age category (no. & %)**

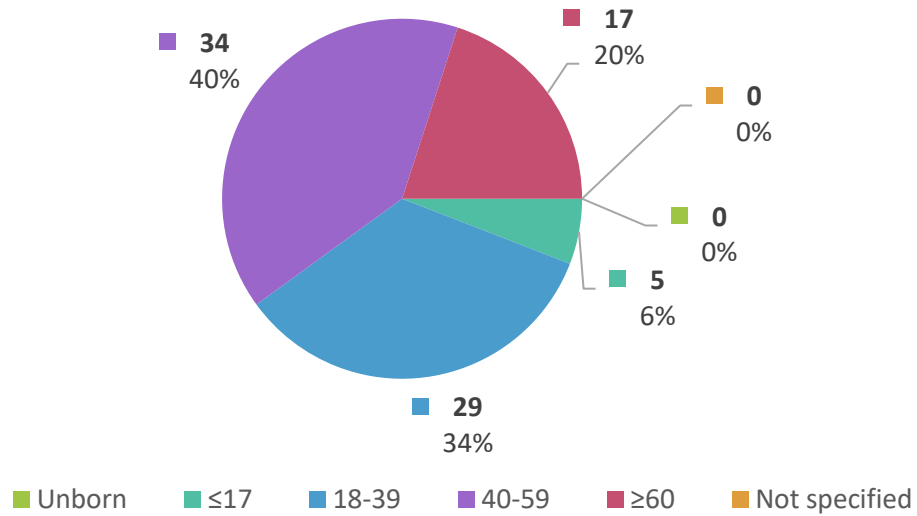


Figure 179: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (40%).

**PFI: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

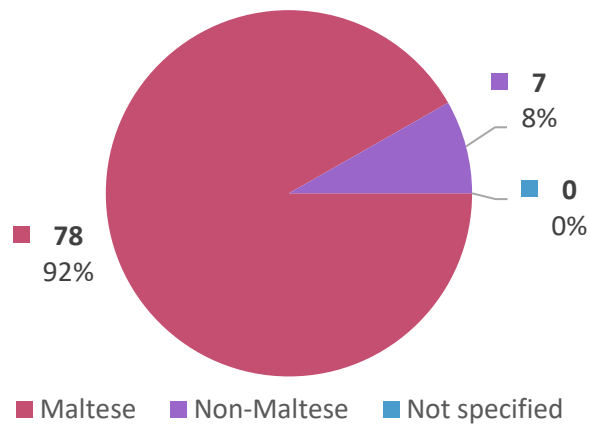


Figure 180: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

### PFI: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

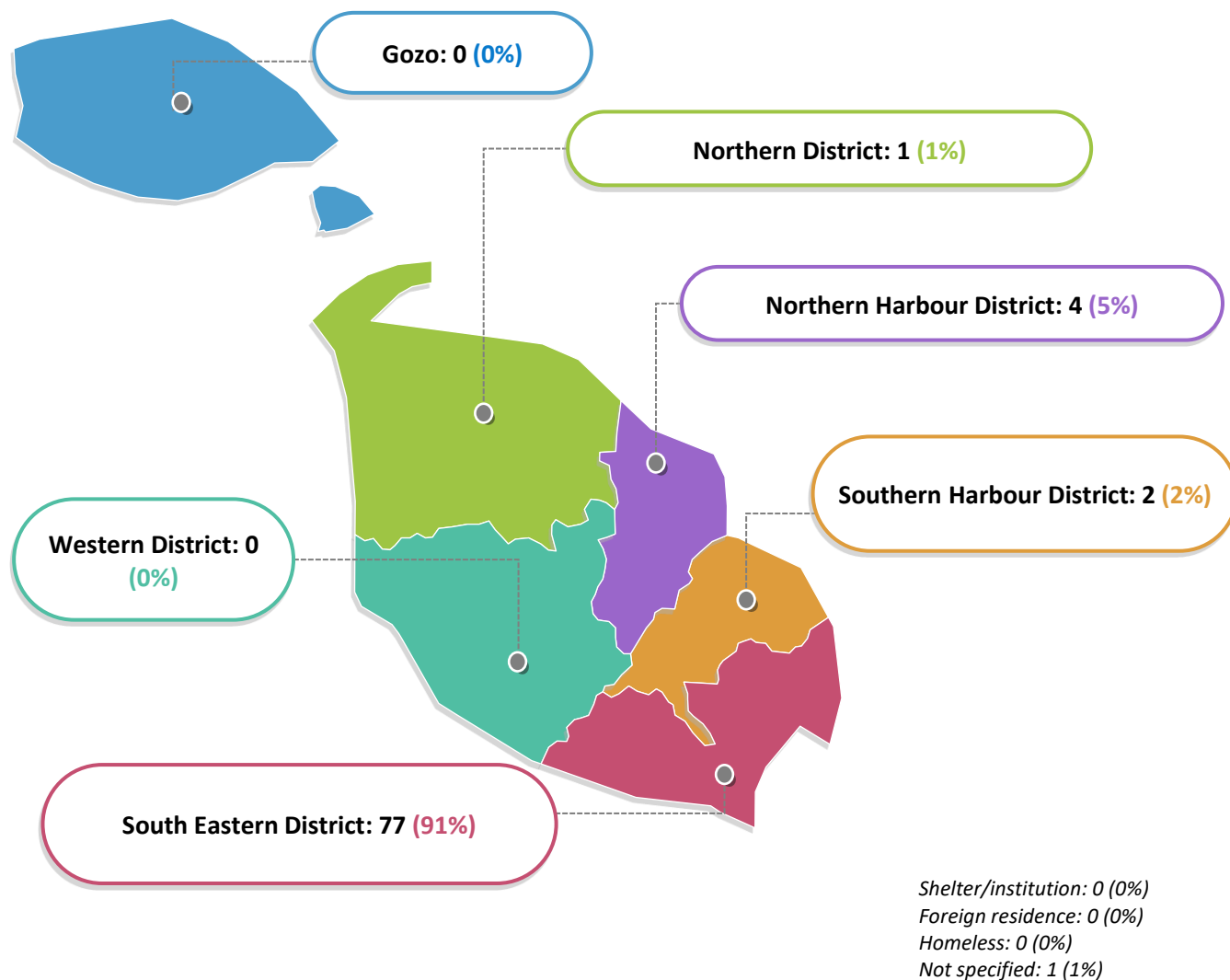


Figure 181: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The South Eastern Harbour District (91%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **42** cases were opened between January and December 2023.

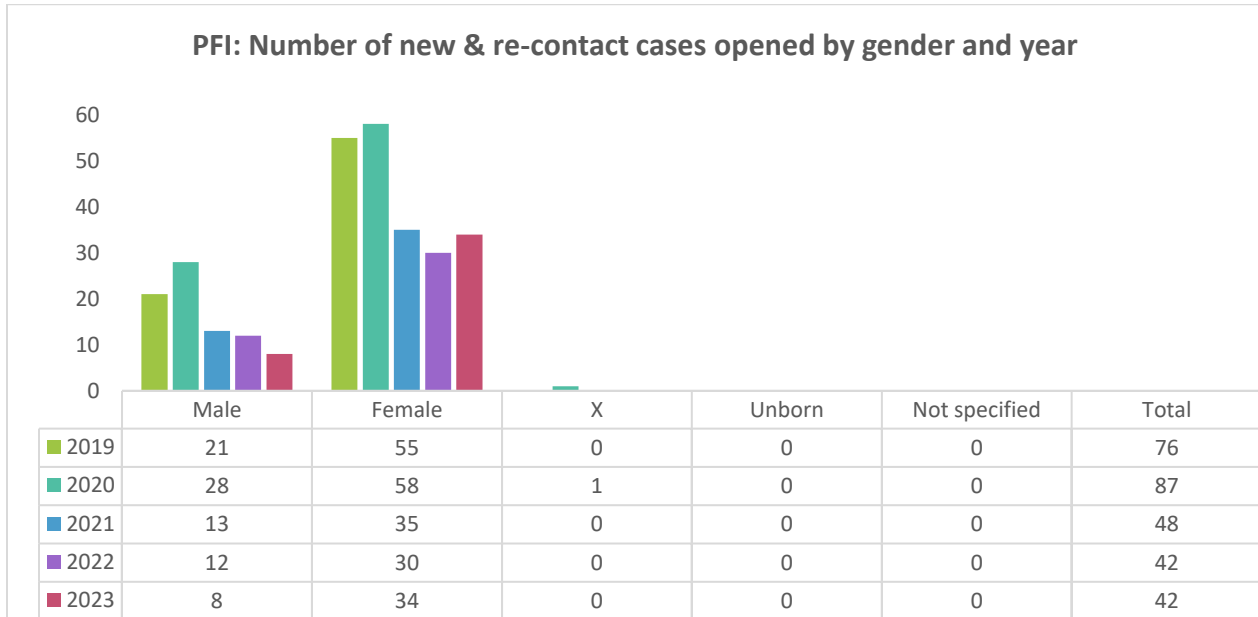


Figure 182: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (34).

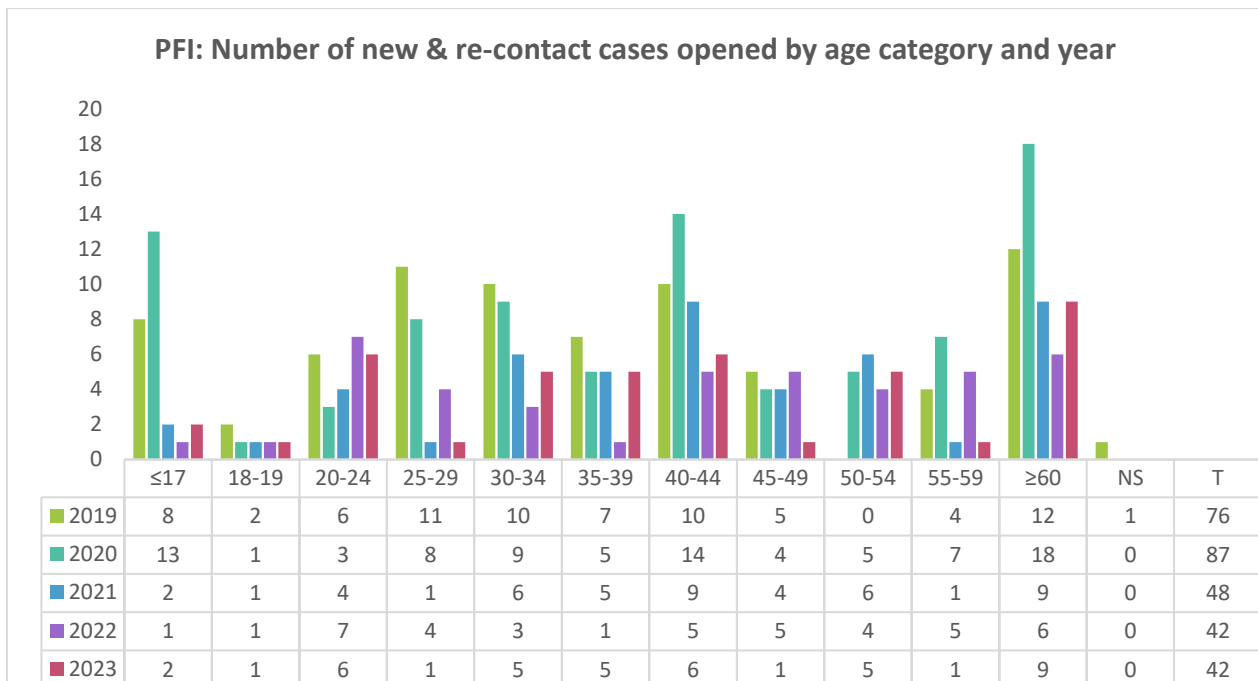


Figure 183: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (9).

Graph Key: NS = Not Specified; T = Total.

<b>PFI: Number of new &amp; re-contact cases opened by age category and gender January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	2	0	0	0	2
18-19	0	1	0	0	0	1
20-24	2	4	0	0	0	6
25-29	0	1	0	0	0	1
30-34	1	4	0	0	0	5
35-39	1	4	0	0	0	5
40-44	1	5	0	0	0	6
45-49	1	0	0	0	0	1
50-54	0	5	0	0	0	5
55-59	0	1	0	0	0	1
≥60	2	7	0	0	0	9
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>8</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>42</b>

Figure 184: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

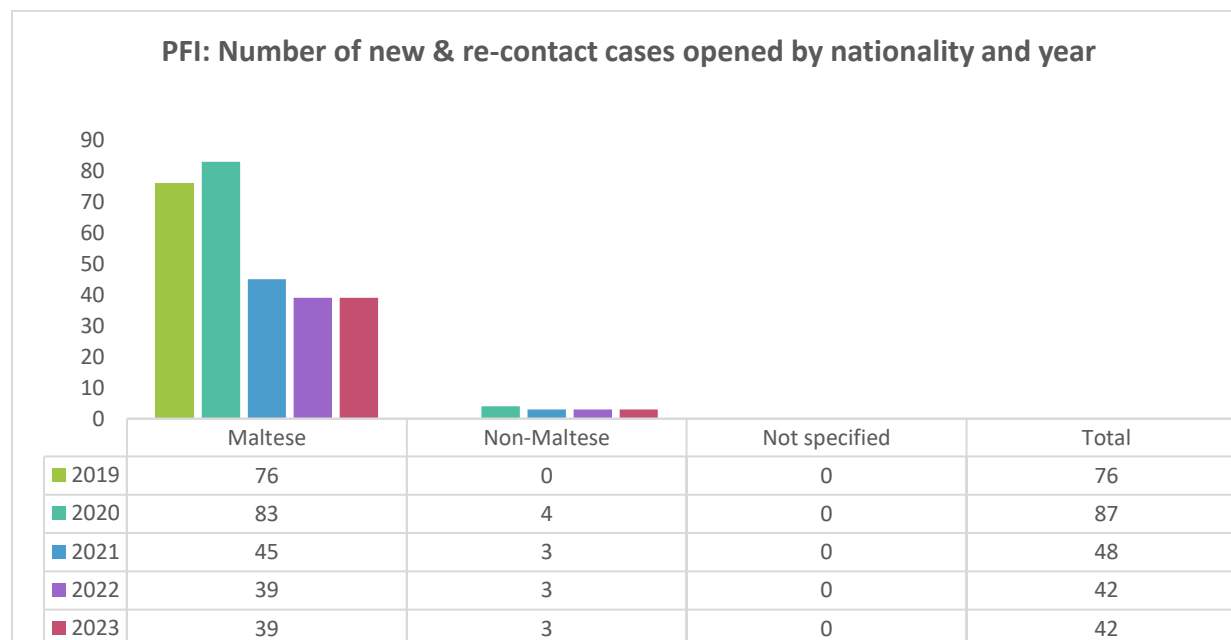


Figure 185: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 39 cases opened in 2023 were Maltese while 3 cases were non-Maltese.

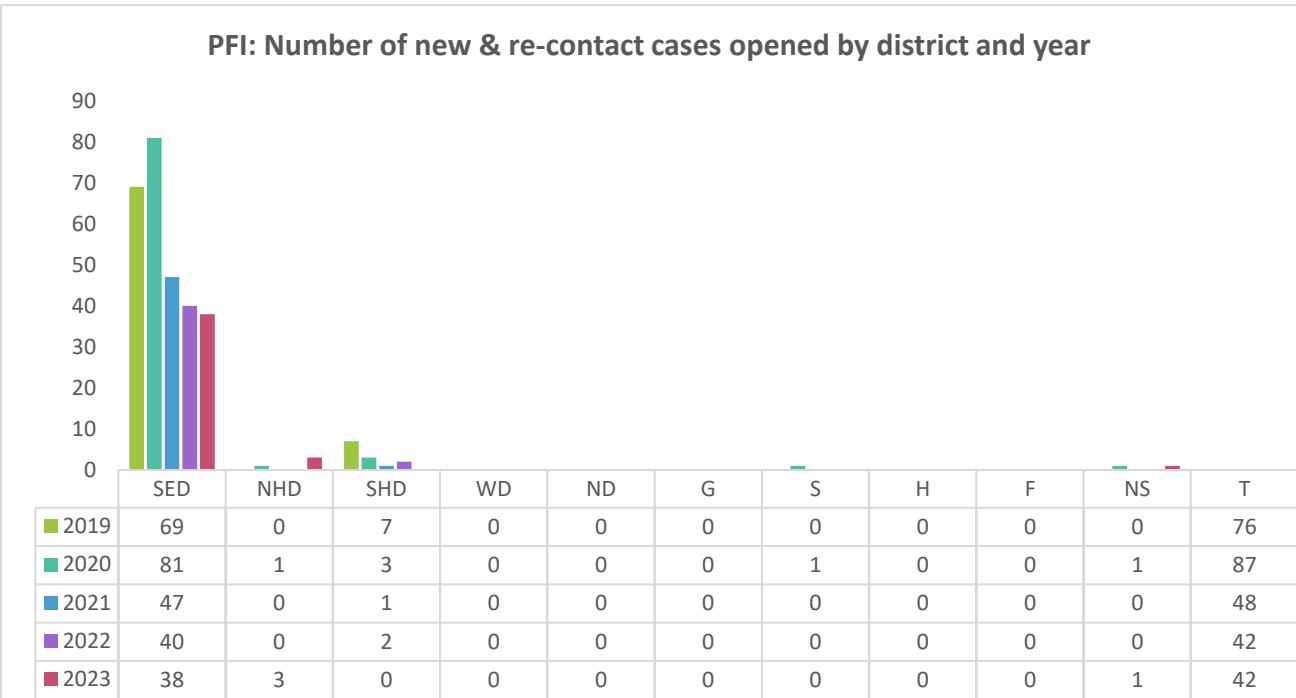


Figure 186: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The South Eastern District (38) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Qawra (QCS)

## Case activity

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

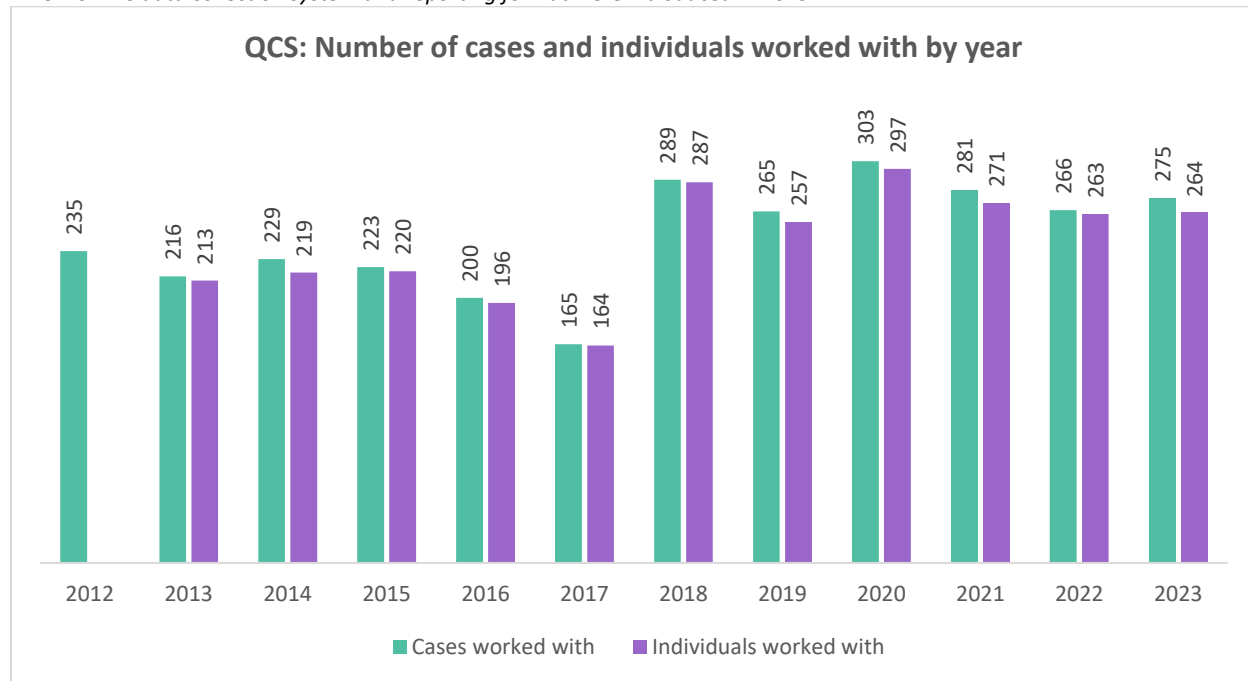


Figure 187: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 275 cases and 264 individuals were worked with compared to 266 and 263 respectively in 2022.

### QCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

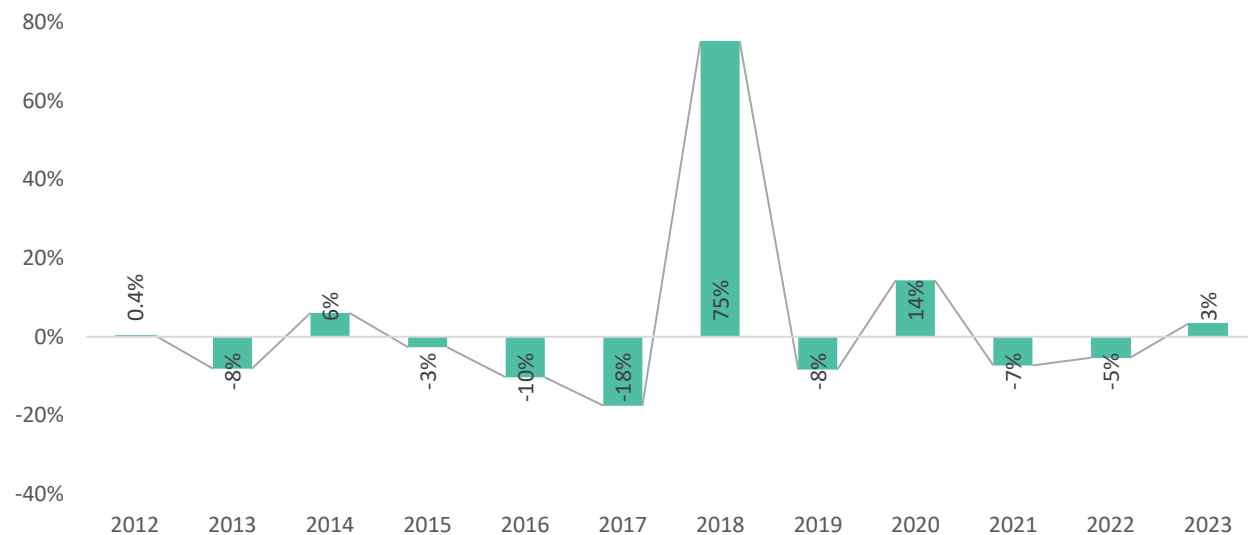


Figure 188: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 5% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

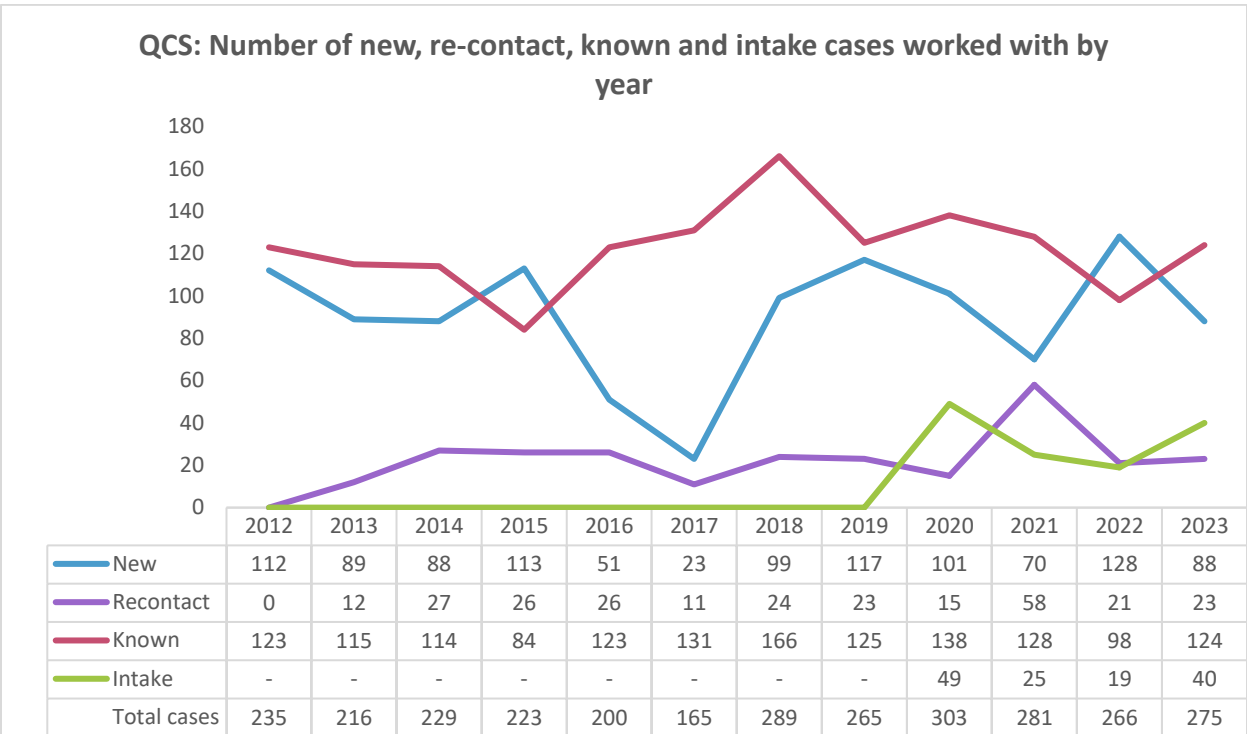


Figure 189: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

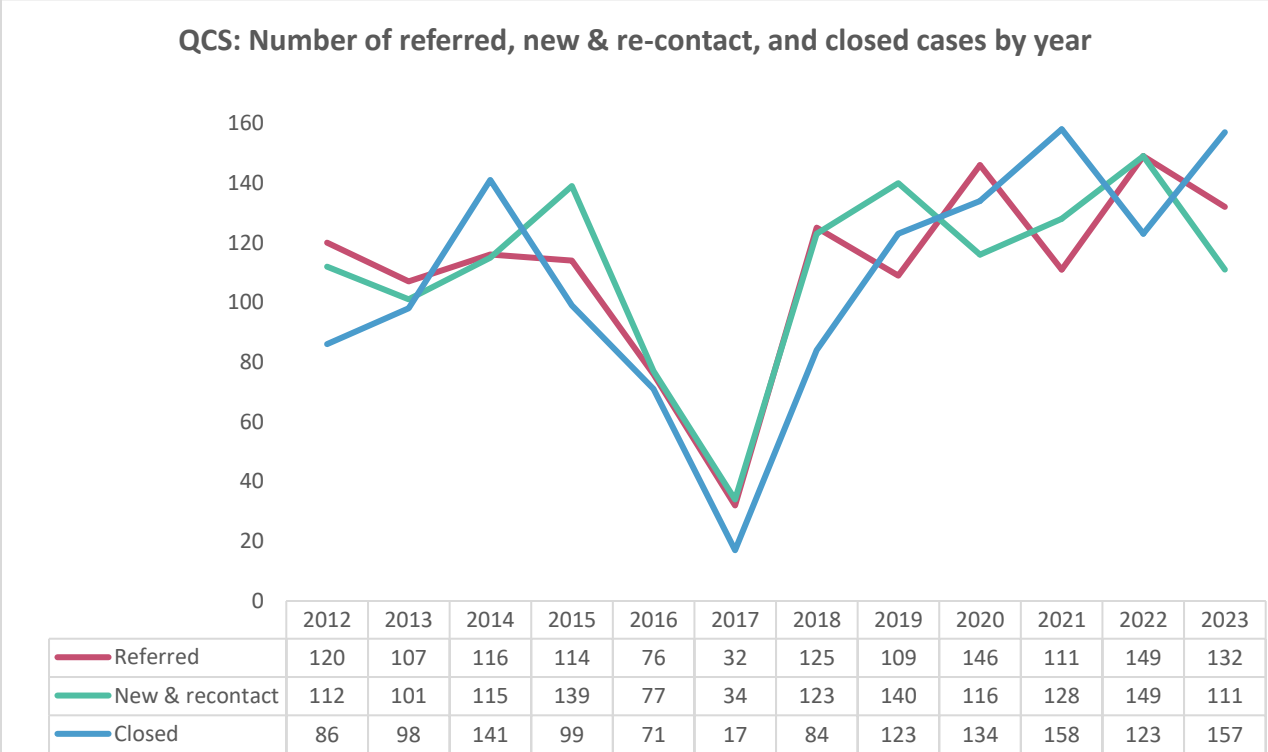


Figure 190: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 189 for breakdown of new & recontact cases). In 2023, 132 cases were referred, 111 new & recontact cases opened, and 157 cases closed.

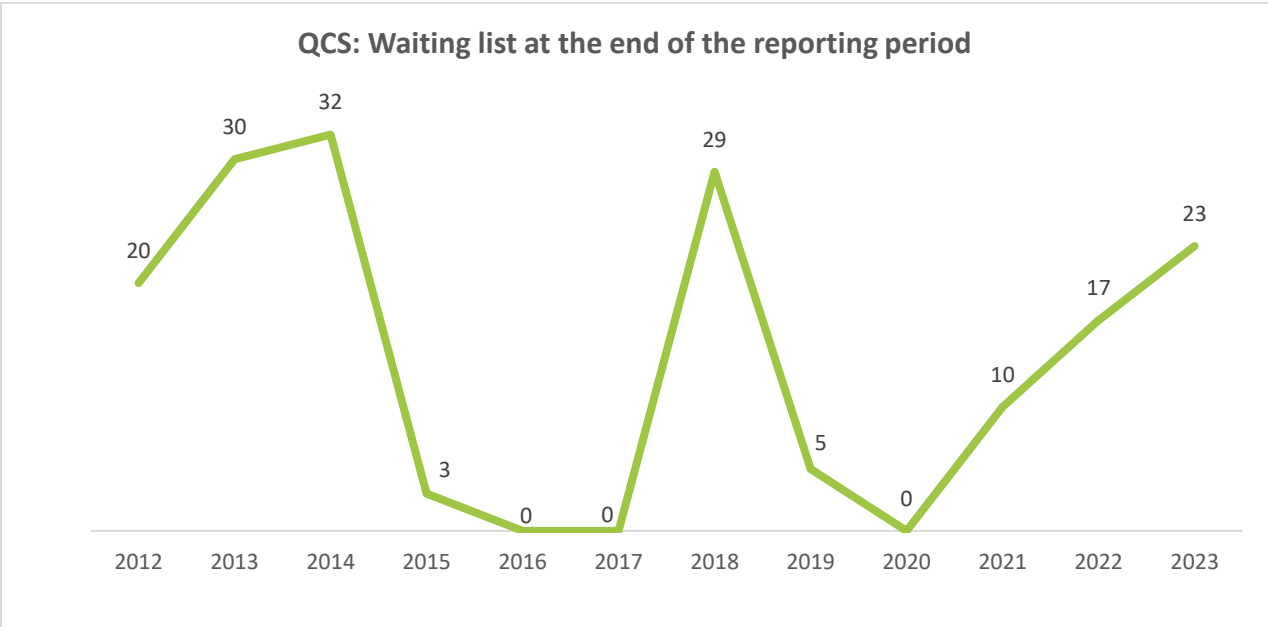


Figure 191: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>QCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	0	2	1	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	1	0	-	-
Bereavement	0	0	0	0
Child abuse	1	3	4	0
Child care or access	0	6	1	0
Delinquency	0	0	0	0
Disability related issues	1	0	4	0
Domestic violence	4	2	2	2
Eating disorder	0	0	0	0
Elderly needs	0	3	2	0
Employment issues	15	10	7	14
Family relations/relationships	5	1	3	0
Financial difficulties	56	42	35	41
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	1
Health related issues	2	1	3	3
Homeless	15	12	17	20
Housing problems	7	5	5	7
Human trafficking	0	0	0	0
Lack of support or guidance	16	7	24	9
Legal issues	1	1	3	3
Loneliness	0	0	1	1
Marital problems	3	0	2	0
Mental health issues	8	7	10	12
Migrant related issues	0	0	8	4
Oppositional defiant behaviours	-	-	1	6
Parenting skills/child-parent relationship	-	-	8	3
Personality related issues	0	0	0	0
Pregnancy related issues	1	0	0	0
Relationship problems	1	1	1	0
School related problems	0	2	3	3
Self-harm or suicide	0	1	1	0
Separation related issues	2	0	1	0
Sex work related issues	0	0	0	0
Other	7	4	2	3
None specified	0	1	0	0
<b>Total</b>	<b>146</b>	<b>111</b>	<b>149</b>	<b>132</b>

Figure 192: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

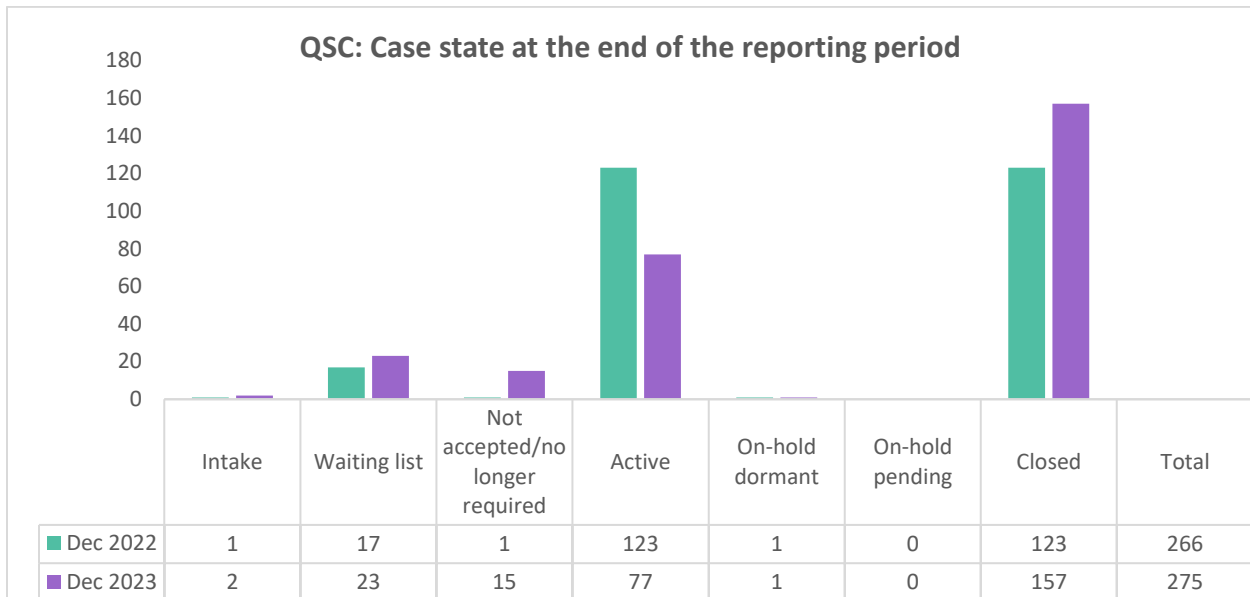


Figure 193: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 28% (77) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of 275 cases were worked with between January and December 2023.

### QCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

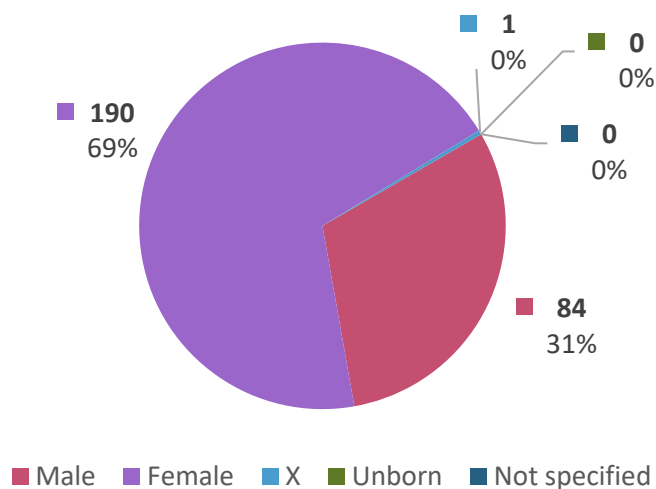


Figure 194: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (69%).

**QCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

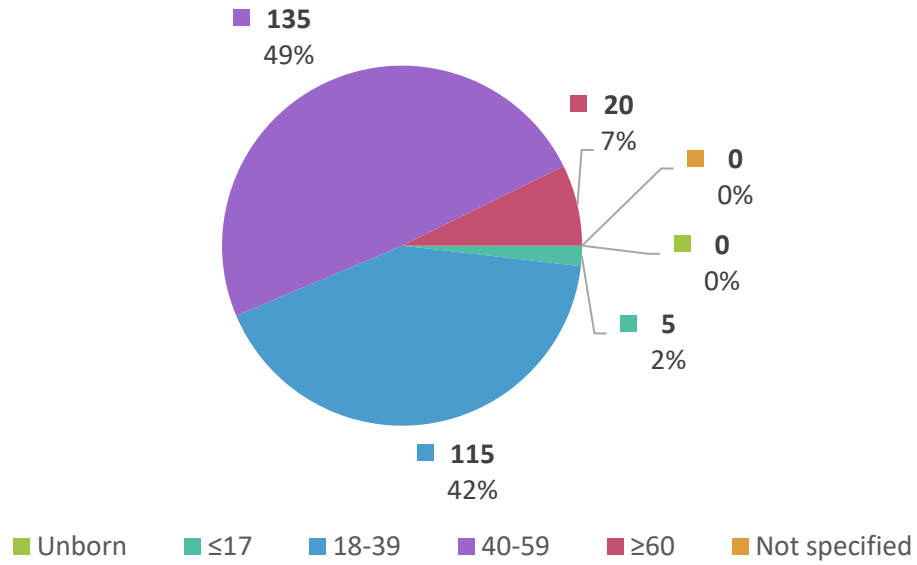


Figure 195: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (49%).

**QCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

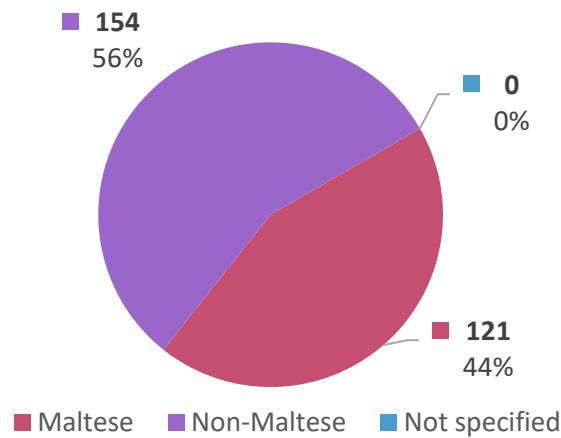


Figure 196: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 44% of the cases worked with were Maltese while non-Maltese made up 56% of cases.

**QCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

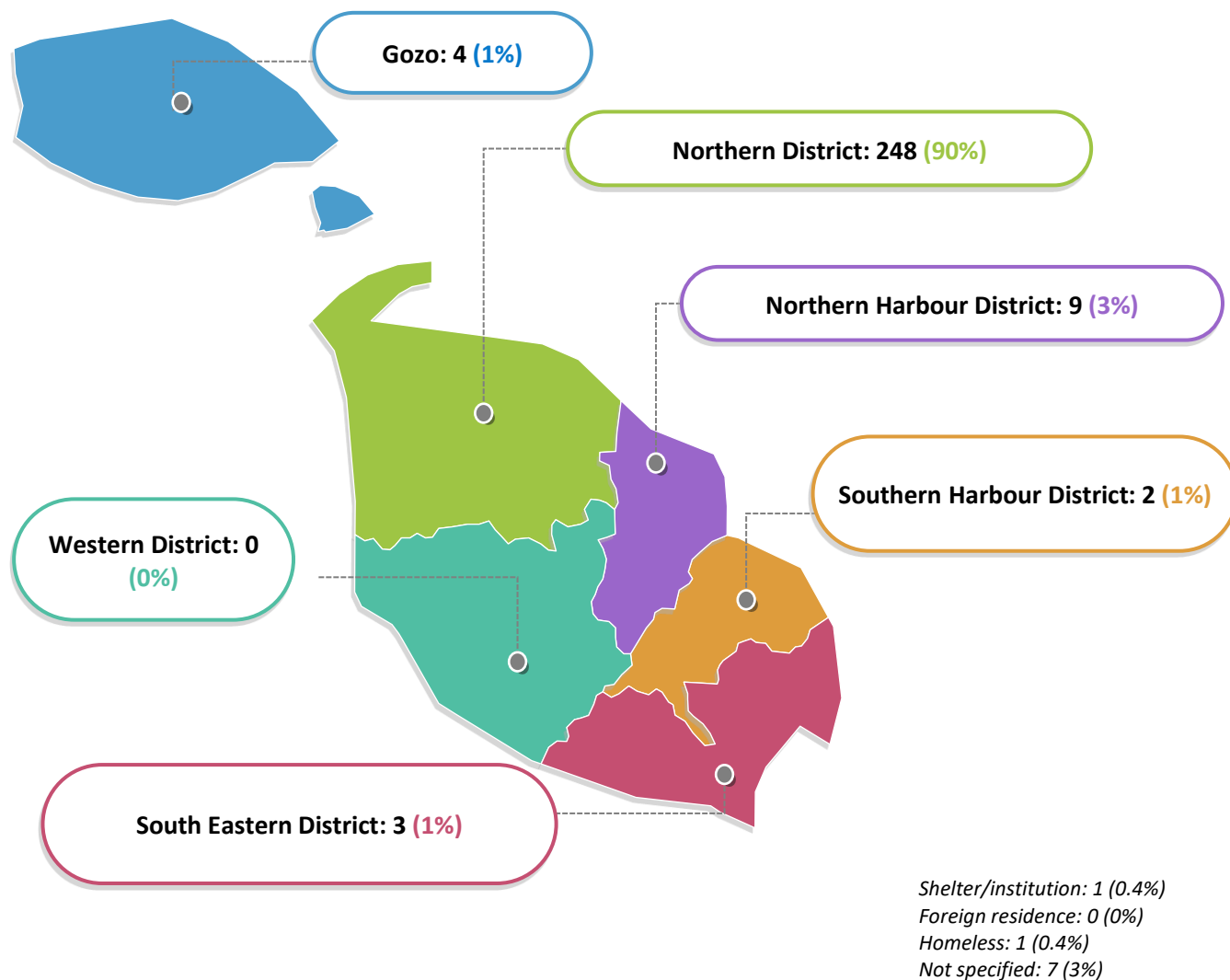


Figure 197: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern District (90%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **111** cases were opened between January and December 2023.

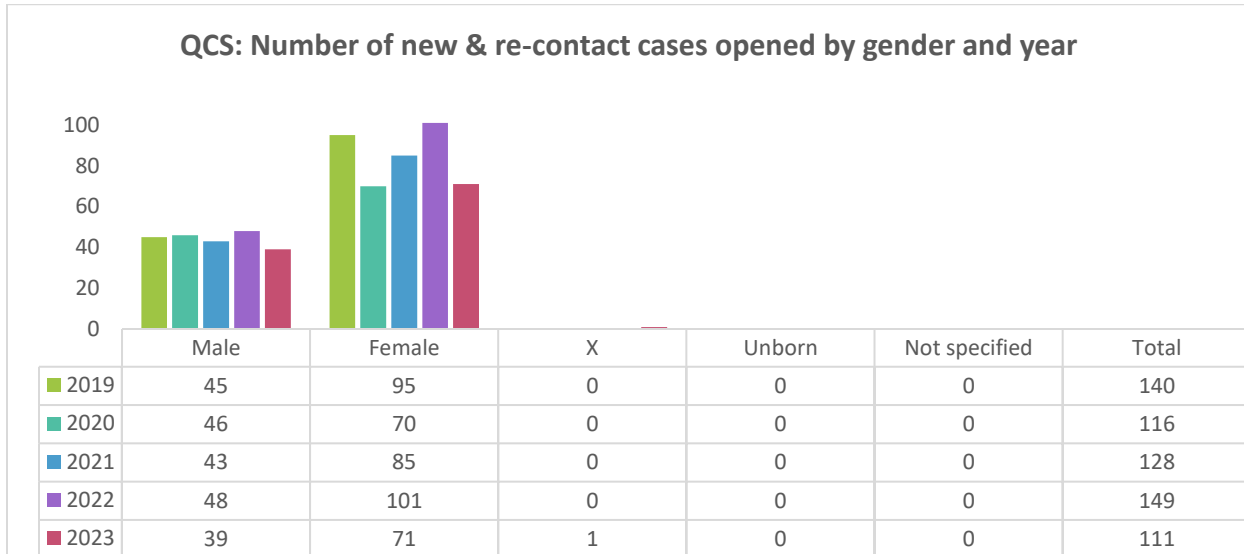


Figure 198: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (71).

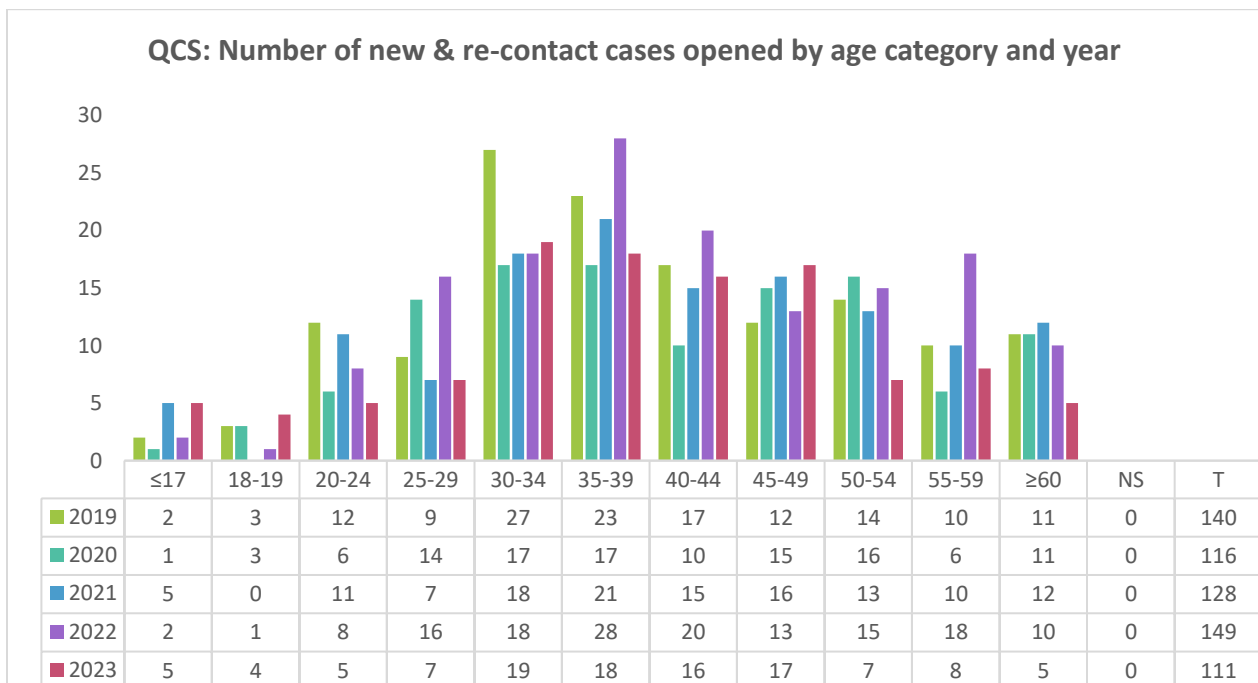


Figure 199: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 30 to 34 (19).

Graph Key: NS = Not Specified; T = Total.

<b>QCS: Number of new &amp; re-contact cases opened by age category and gender</b>						
<b>January – December 2023</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	4	1	0	0	0	5
18-19	1	3	0	0	0	4
20-24	2	2	1	0	0	5
25-29	3	4	0	0	0	7
30-34	2	17	0	0	0	19
35-39	5	13	0	0	0	18
40-44	4	12	0	0	0	16
45-49	8	9	0	0	0	17
50-54	3	4	0	0	0	7
55-59	3	5	0	0	0	8
≥60	4	1	0	0	0	5
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>39</b>	<b>71</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>111</b>

Figure 200: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

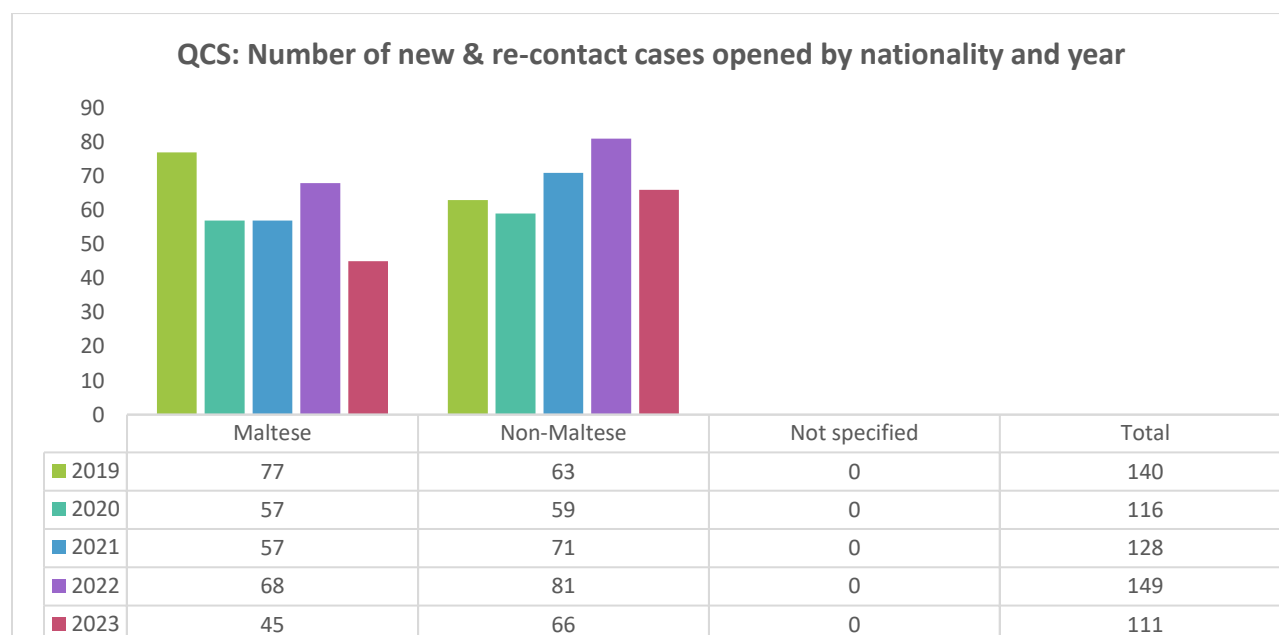


Figure 201: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 45 cases opened in 2023 were Maltese while 66 cases were non-Maltese.

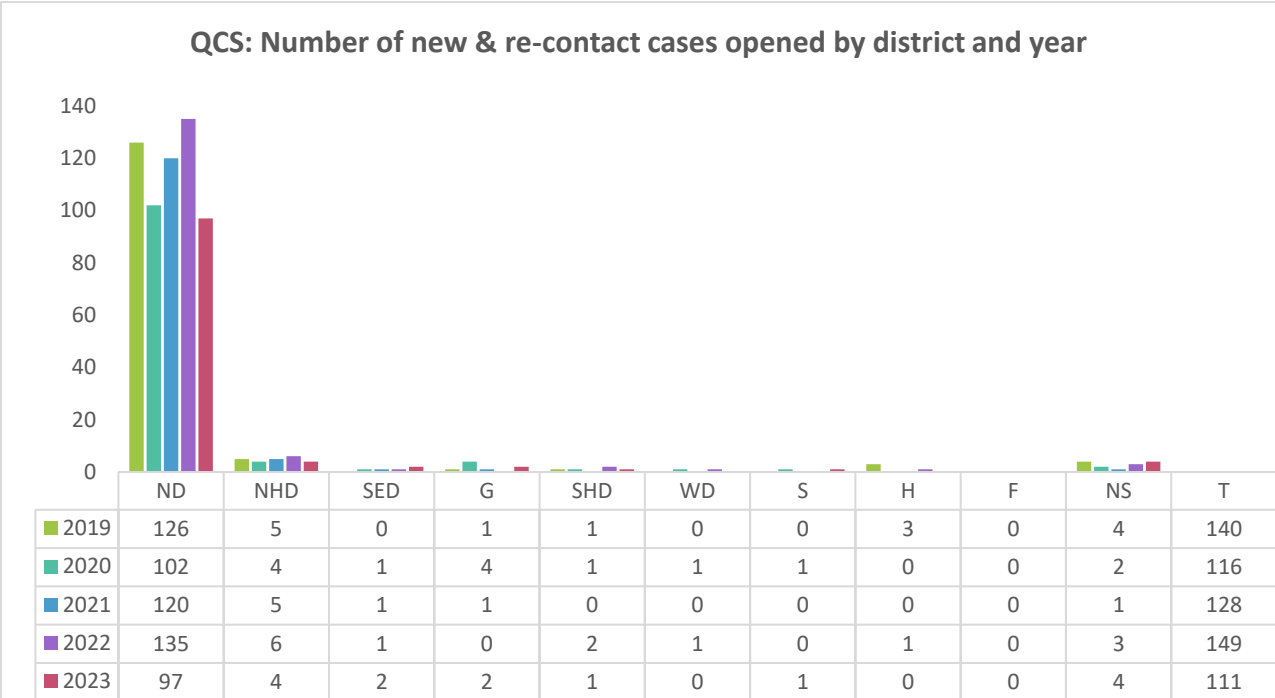


Figure 202: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern District (97) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Southern (SCS)

## Case activity

Service started reporting data in 2020.

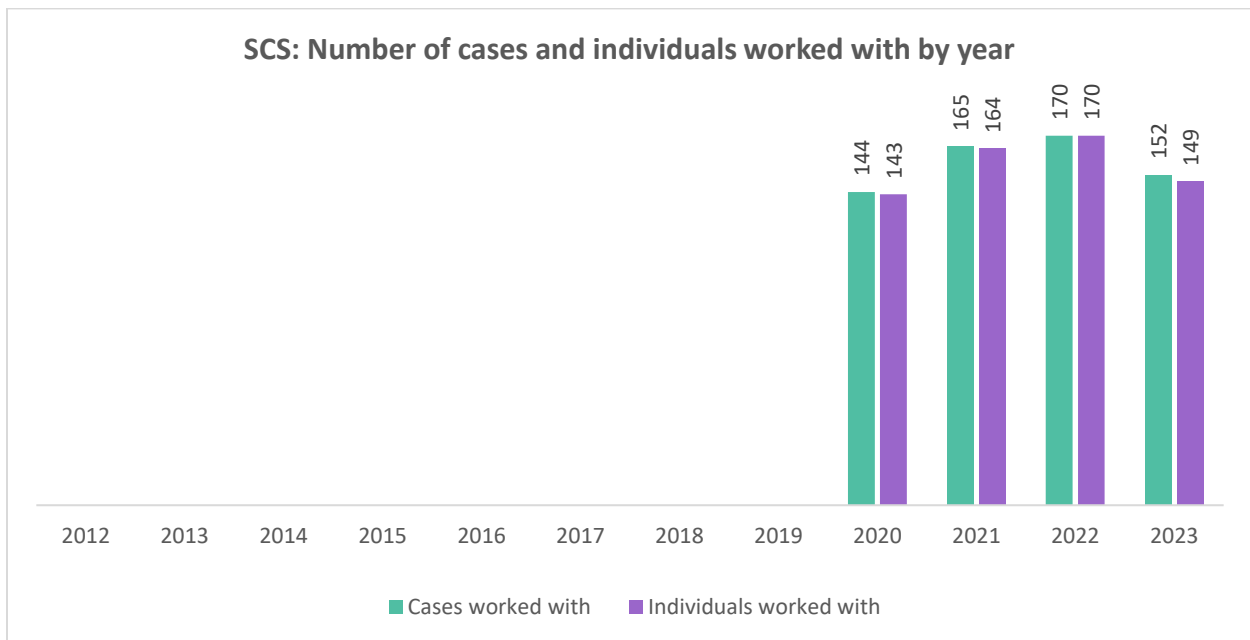


Figure 203: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 152 cases and 149 individuals were worked with compared to 170 and 170 respectively in 2022.

**SCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**



Figure 204: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 3% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

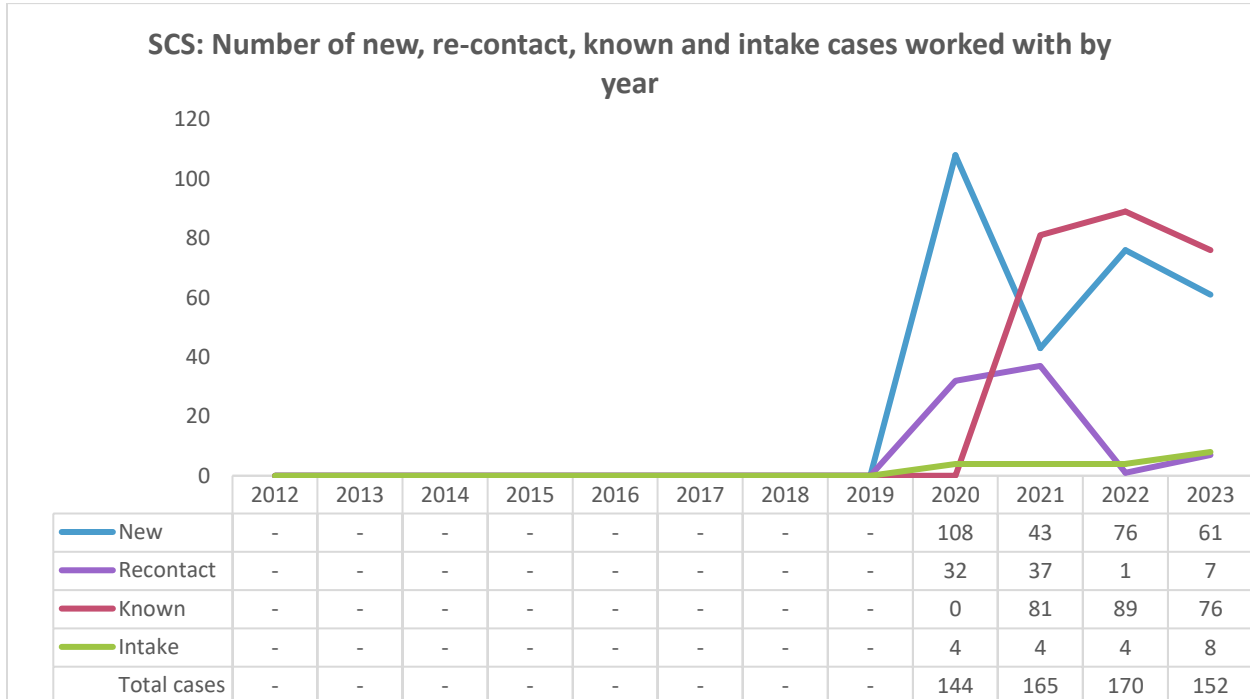


Figure 205: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

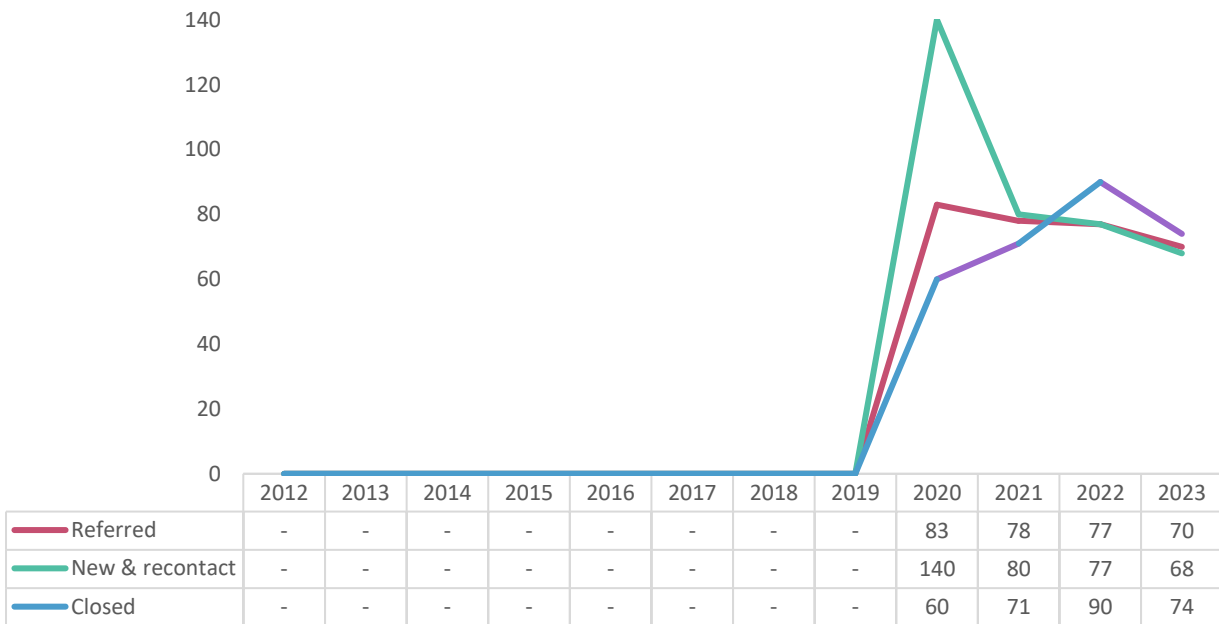


Figure 206: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 205 for breakdown of new & recontact cases). In 2023, 70 cases were referred, 68 new & recontact cases opened, and 74 cases closed.

### SCS: Waiting list at the end of the reporting period



Figure 207: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

SCS: Number of referred cases by primary problem and year				
	2020	2021	2022	2023
Addictive behaviour problems	3	1	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	0	0	-	-
Bereavement	0	0	0	0
Child abuse	1	2	0	0
Child care or access	1	0	1	0
Delinquency	0	0	0	0
Disability related issues	3	1	1	0
Domestic violence	0	1	0	0
Eating disorder	0	0	0	0
Elderly needs	2	0	1	0
Employment issues	8	1	2	11
Family relations/relationships	0	1	2	0
Financial difficulties	34	26	34	28
Fostering or adoption	1	0	0	0
Gender related issues	0	0	0	1
Health related issues	5	3	3	2
Homeless	0	0	0	0
Housing problems	6	8	11	7
Human trafficking	0	0	0	0
Lack of support or guidance	5	8	14	2
Legal issues	2	4	0	3
Loneliness	5	11	4	7
Marital problems	0	0	0	1
Mental health issues	4	6	0	2
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	1	0
Parenting skills/child-parent relationship	-	-	0	0
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	0	0	0
School related problems	0	0	0	0
Self-harm or suicide	0	0	0	3
Separation related issues	0	0	3	3
Sex work related issues	0	0	0	0
Other	3	2	0	0
None specified	0	3	0	0
<b>Total</b>	<b>83</b>	<b>78</b>	<b>77</b>	<b>70</b>

Figure 208: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

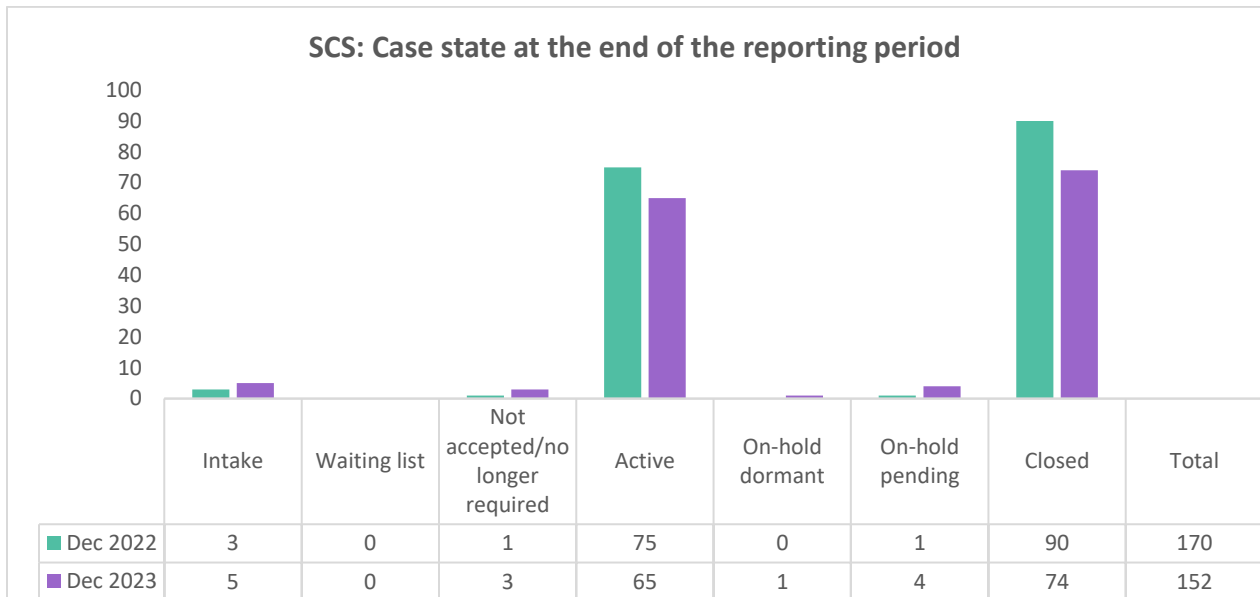


Figure 209: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 43% (65) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **152** cases were worked with between January and December 2023.

### SCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

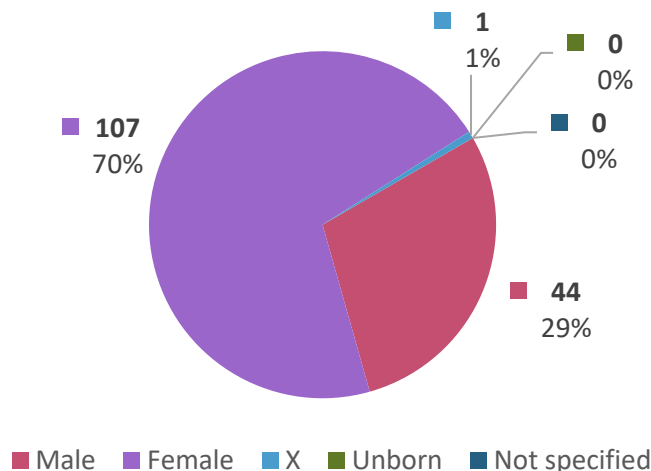


Figure 210: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (70%).

**SCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

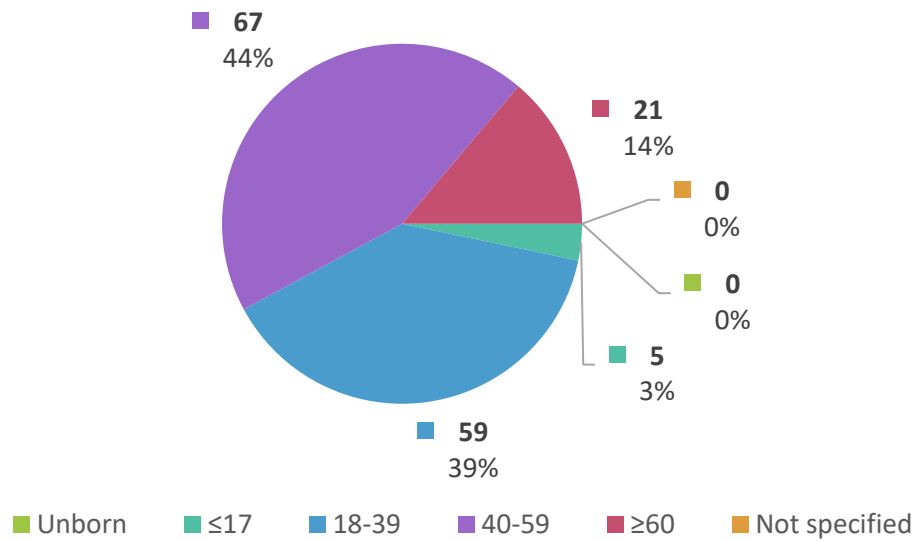


Figure 211: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (44%).

**SCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

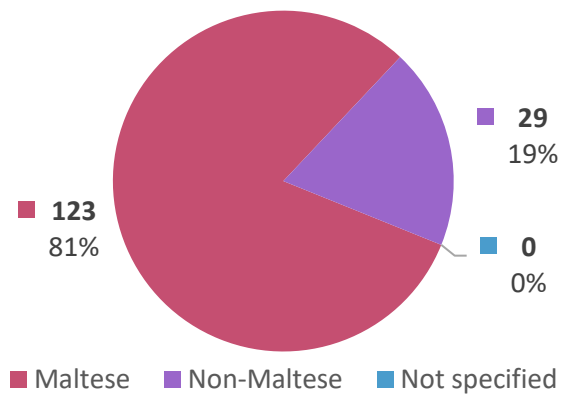


Figure 212: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

**SCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

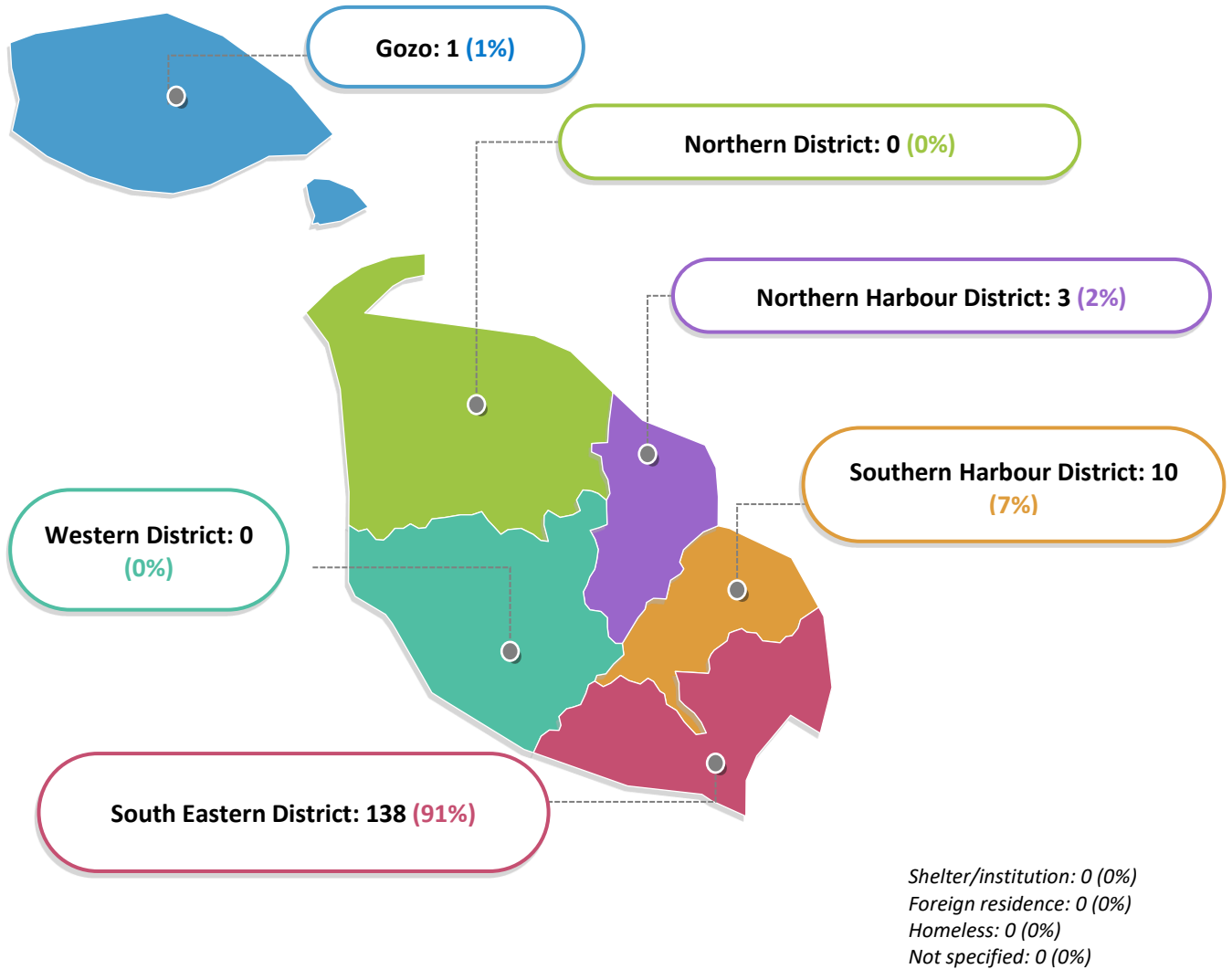


Figure 213: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories in order to not bias the district related data. The South Eastern District (91%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **68** cases were opened between January and December 2023.

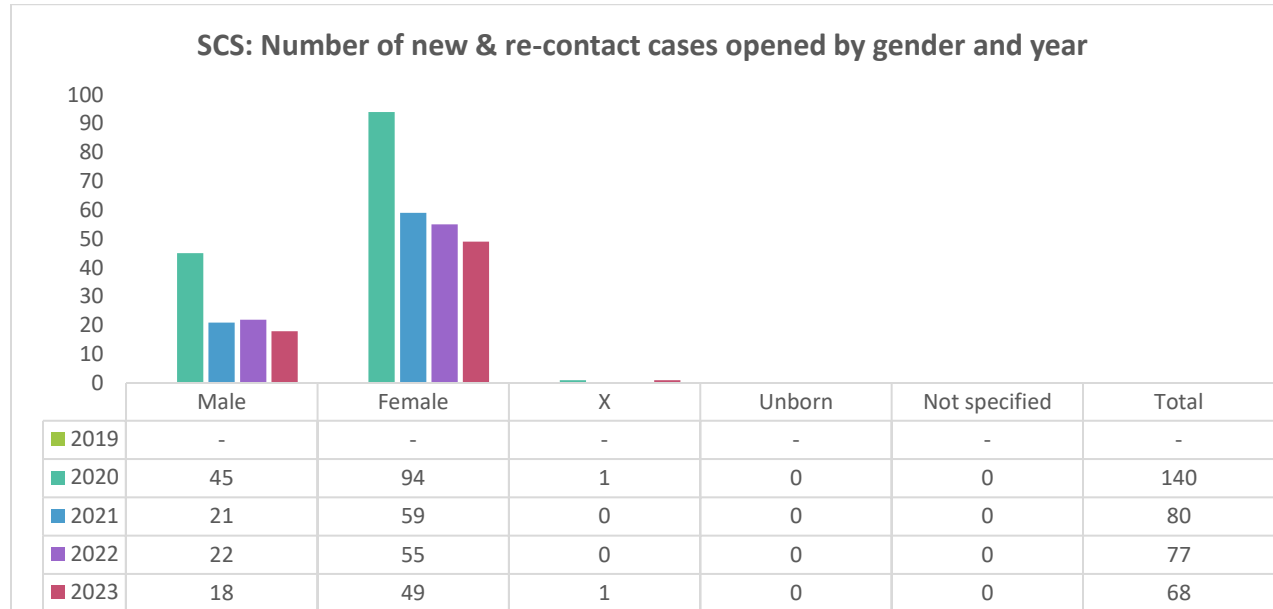


Figure 214: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (49).

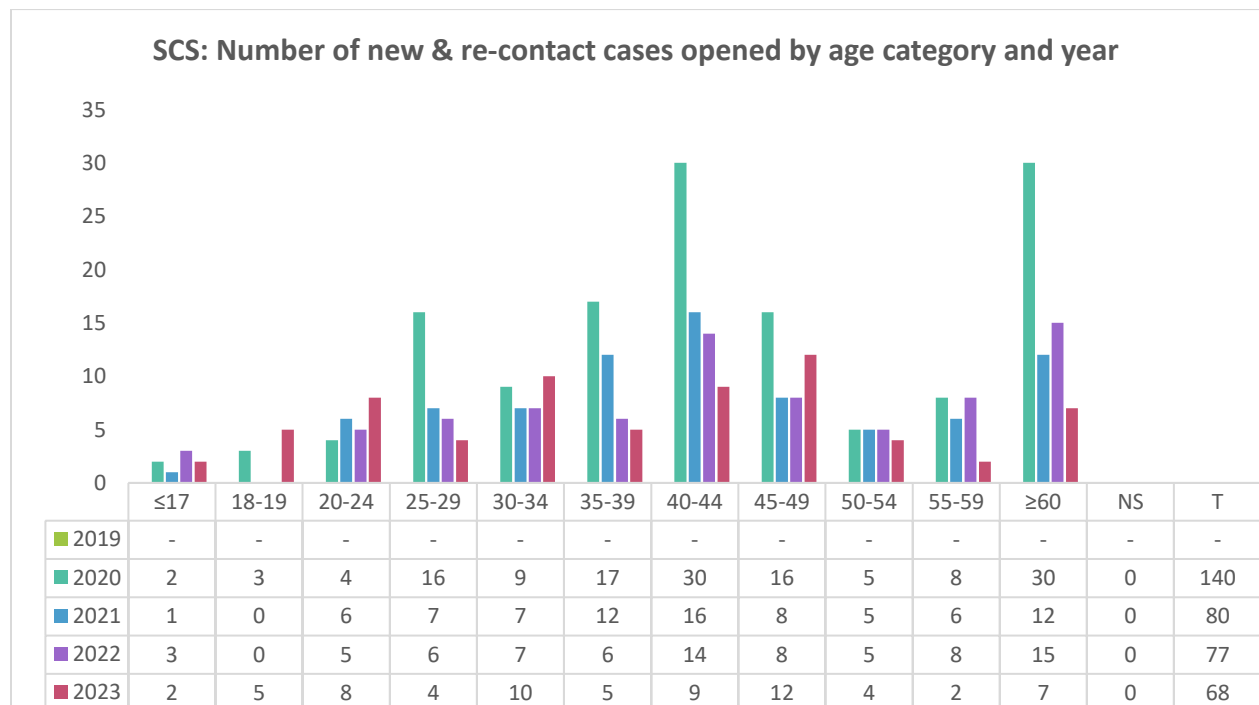


Figure 215: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 45 to 49 (12).

Graph Key: NS = Not Specified; T = Total.

SCS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	2	0	0	0	0	2
18-19	3	2	0	0	0	5
20-24	1	6	1	0	0	8
25-29	0	4	0	0	0	4
30-34	2	8	0	0	0	10
35-39	1	4	0	0	0	5
40-44	5	4	0	0	0	9
45-49	3	9	0	0	0	12
50-54	0	4	0	0	0	4
55-59	1	1	0	0	0	2
≥60	0	7	0	0	0	7
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>18</b>	<b>49</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>68</b>

Figure 216: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

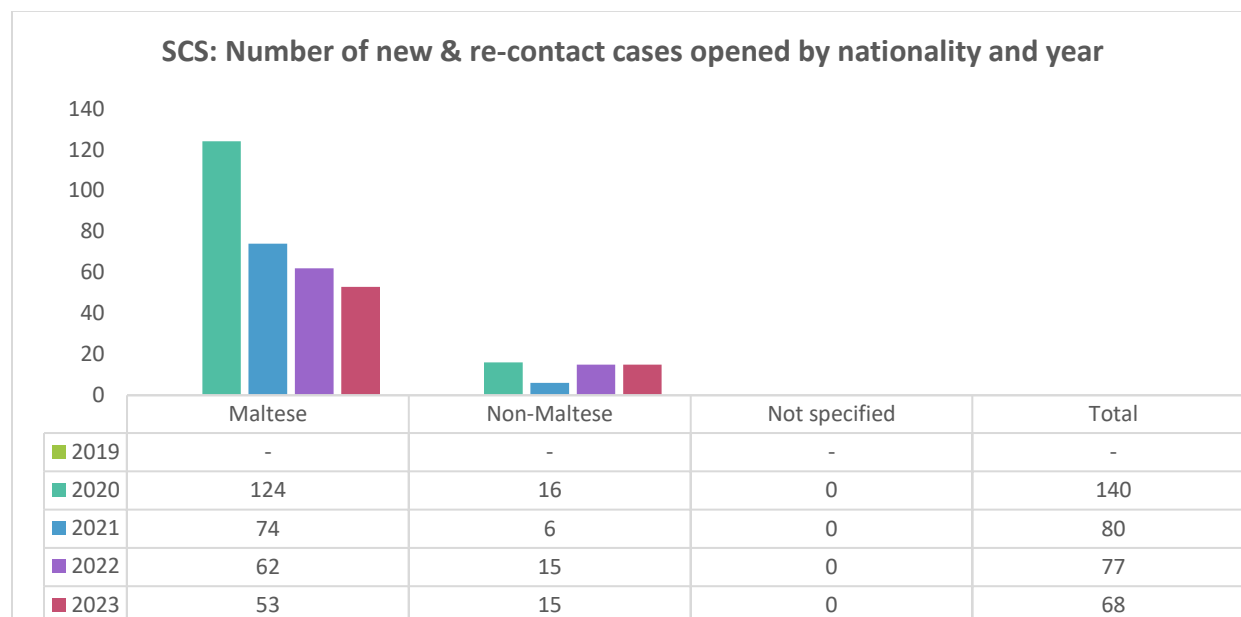


Figure 217: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 53 cases opened in 2023 were Maltese while 15 cases were non-Maltese.

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

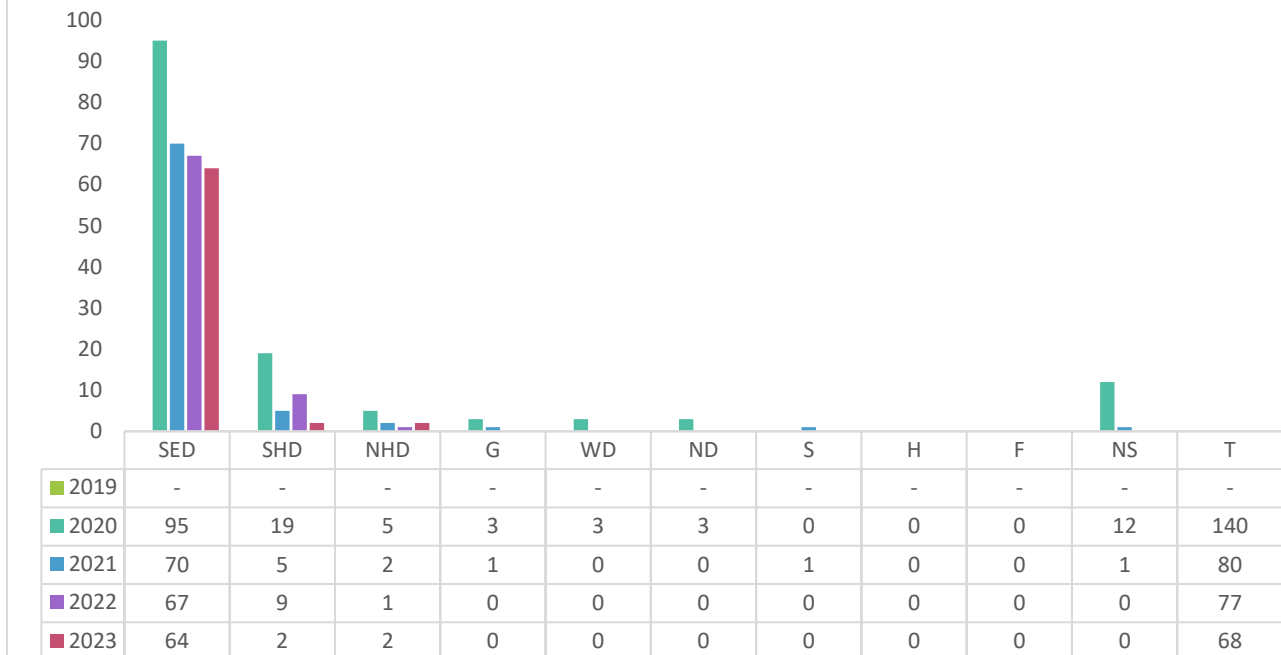


Figure 218: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Eastern District (64) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Valletta (VCS)

## Case activity

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

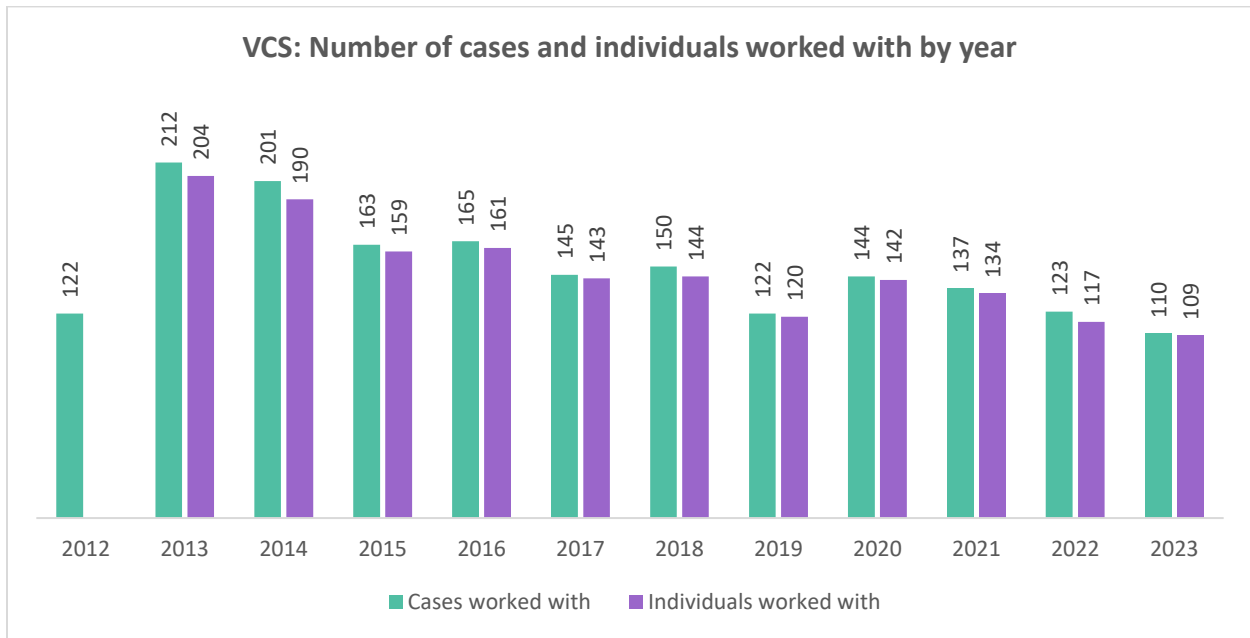


Figure 219: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 110 cases and 109 individuals were worked with compared to 123 and 117 respectively in 2022.

**VCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

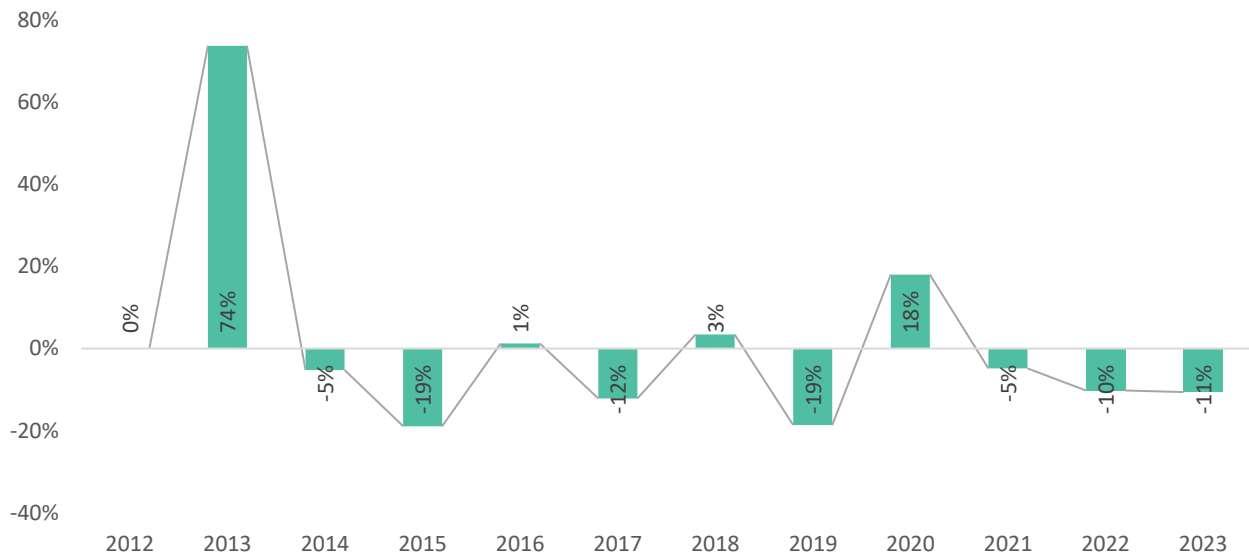


Figure 220: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 10% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

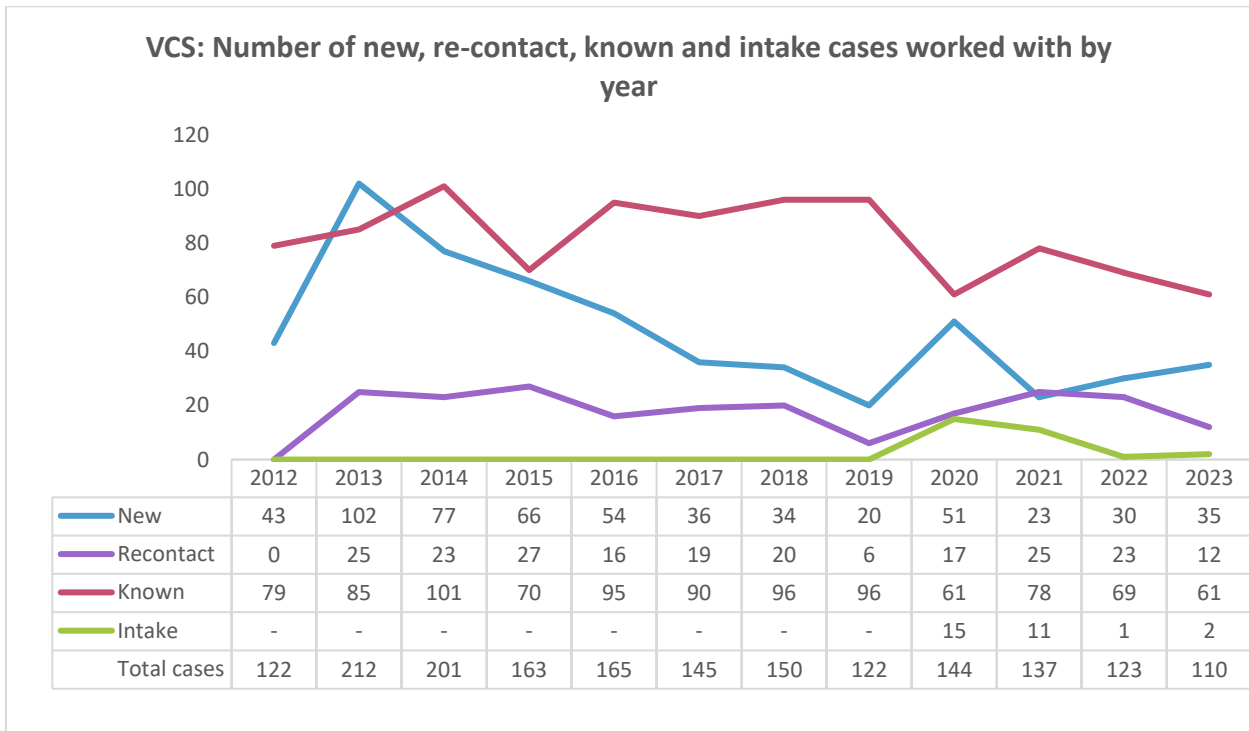


Figure 221: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

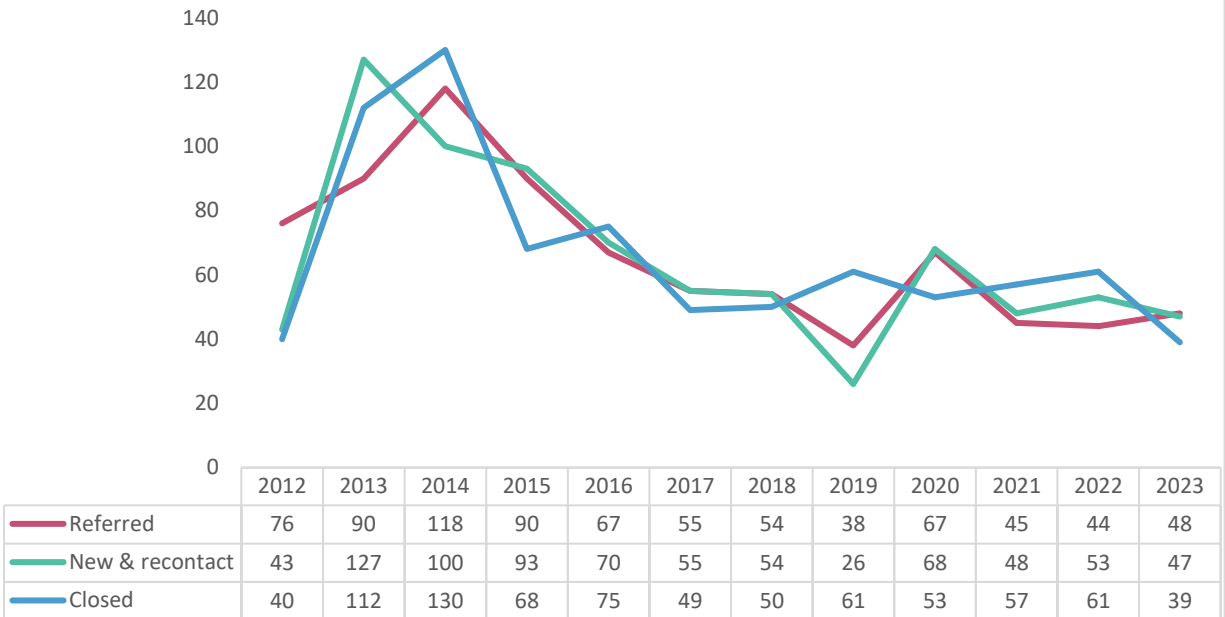


Figure 222: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 221 for breakdown of new & recontact cases). In 2023, 48 cases were referred, 47 new & recontact cases opened, and 39 cases closed.

### VCS: Waiting list at the end of the reporting period

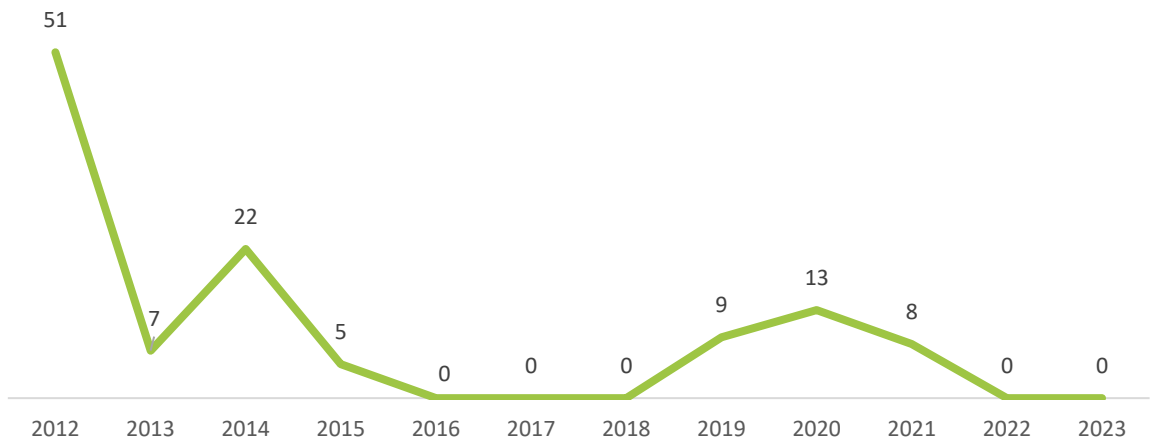


Figure 223: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

VCS: Number of referred cases by primary problem and year				
	2020	2021	2022	2023
Addictive behaviour problems	0	1	0	0
Assault/rape/harassment/sexual abuse	1	0	0	0
Behaviour problems	2	0	-	-
Bereavement	0	0	0	0
Child abuse	0	0	0	0
Child care or access	2	2	1	1
Delinquency	0	0	0	0
Disability related issues	0	0	2	1
Domestic violence	0	2	0	0
Eating disorder	0	0	0	0
Elderly needs	0	0	1	1
Employment issues	5	3	3	4
Family relations/relationships	1	0	1	0
Financial difficulties	12	14	10	9
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	2	1	1	2
Homeless	12	5	7	9
Housing problems	14	8	6	9
Human trafficking	0	0	0	0
Lack of support or guidance	5	3	5	5
Legal issues	2	0	1	0
Loneliness	0	0	1	0
Marital problems	0	0	0	1
Mental health issues	3	5	0	4
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	0	1
Parenting skills/child-parent relationship	-	-	2	1
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	1	0	0	0
School related problems	0	0	1	0
Self-harm or suicide	2	0	0	0
Separation related issues	1	0	0	0
Sex work related issues	0	0	0	0
Other	2	1	2	0
None specified	0	0	0	0
<b>Total</b>	<b>67</b>	<b>45</b>	<b>44</b>	<b>48</b>

Figure 224: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

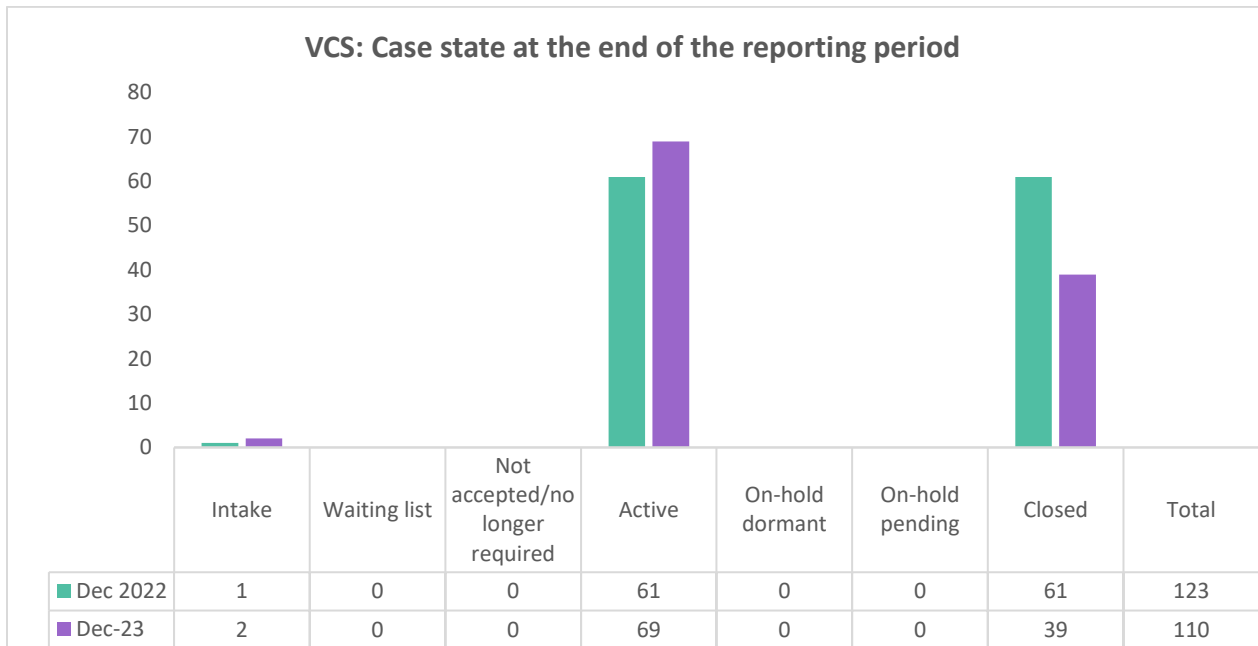


Figure 225: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 63% (69) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **110** cases were worked with between January and December 2023.

### VCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

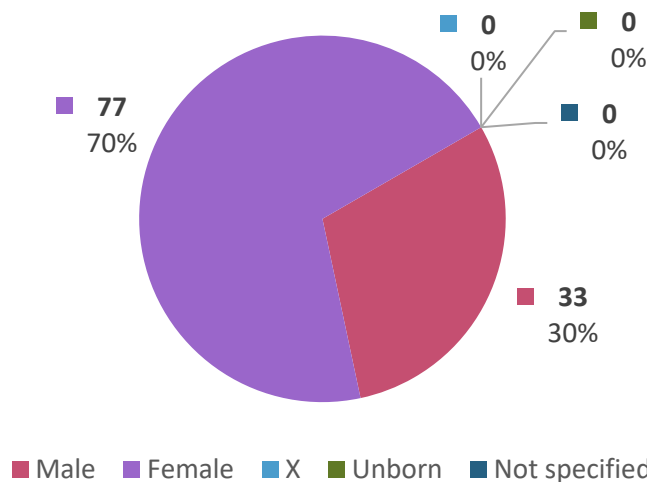


Figure 226: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (70%).

**VCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

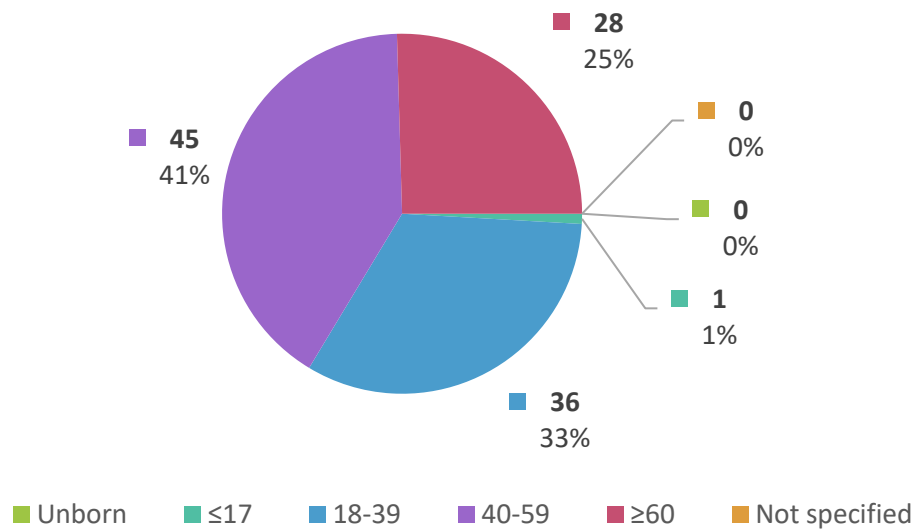


Figure 227: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (41%).

**VCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

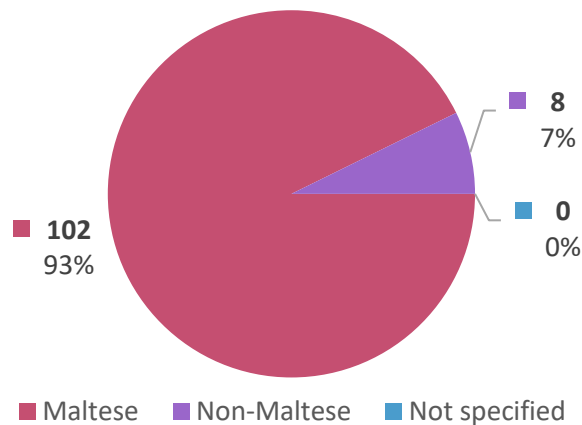


Figure 228: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

VCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

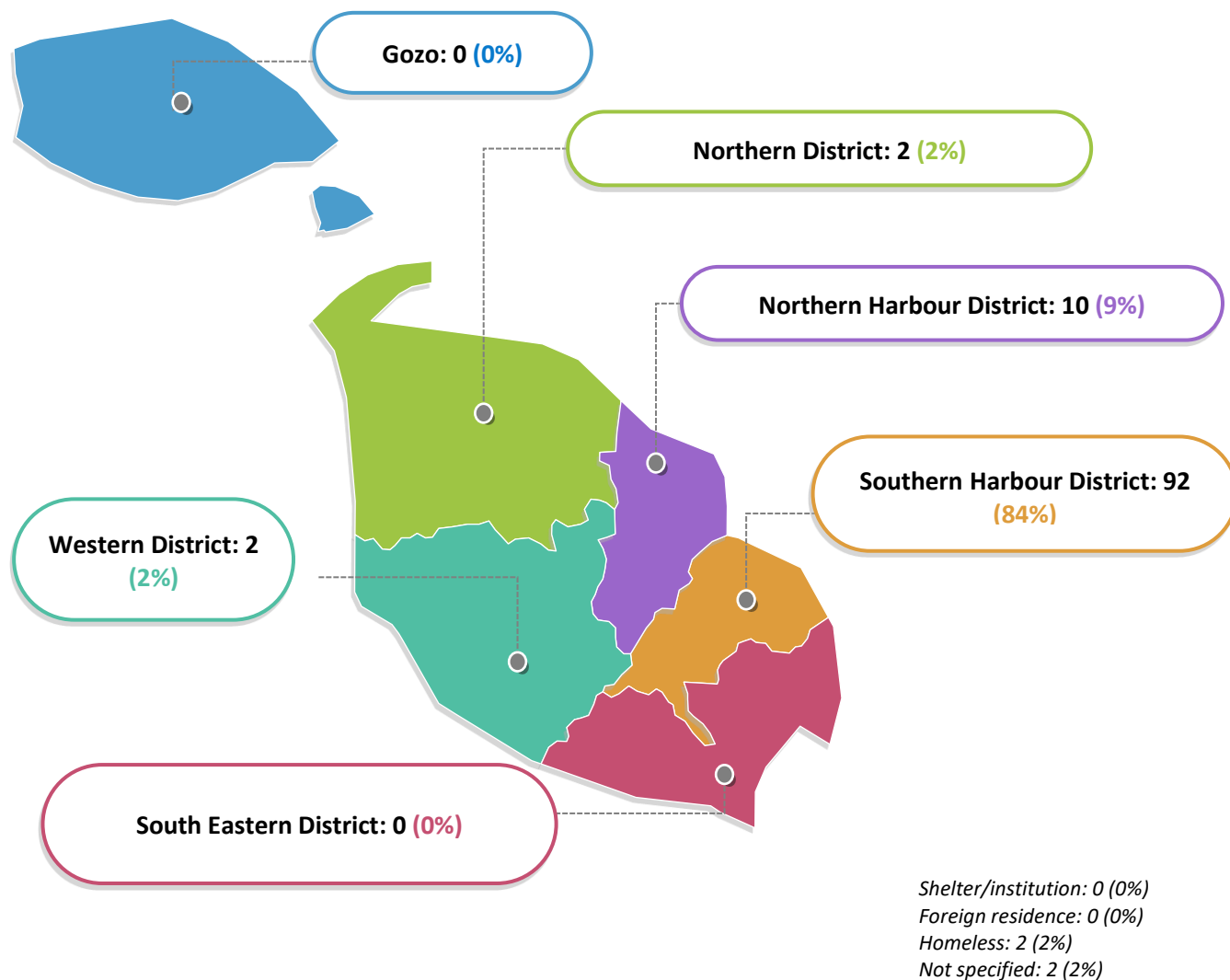


Figure 229: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (84%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of 47 cases were opened between January and December 2023.

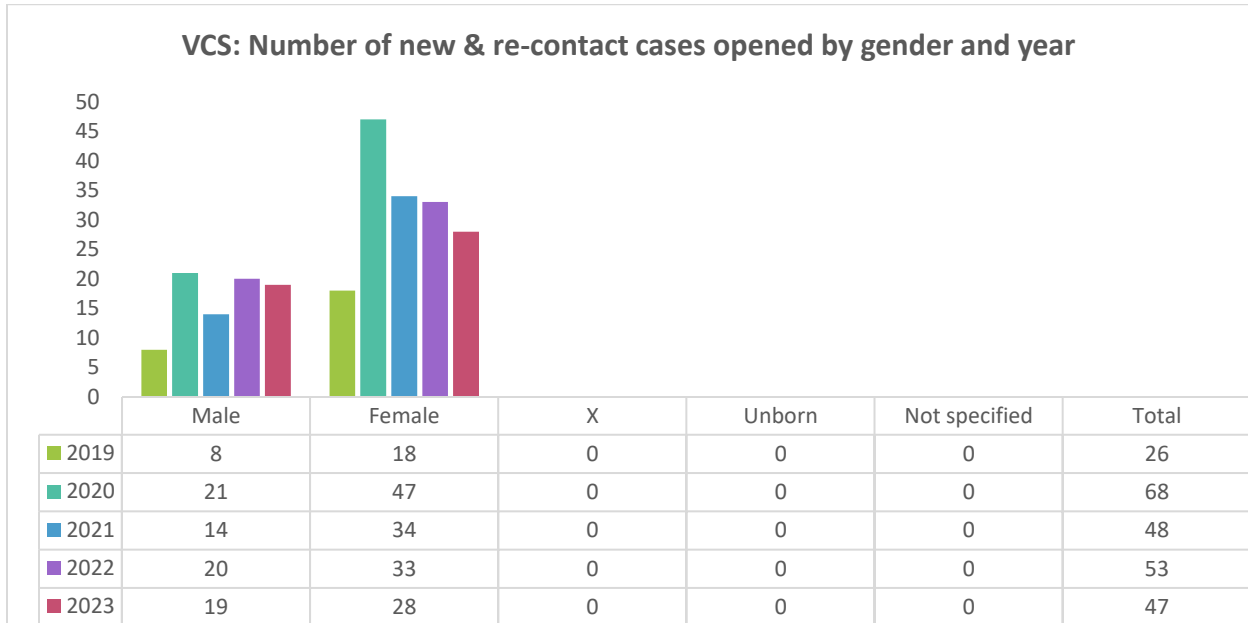


Figure 230: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (28).

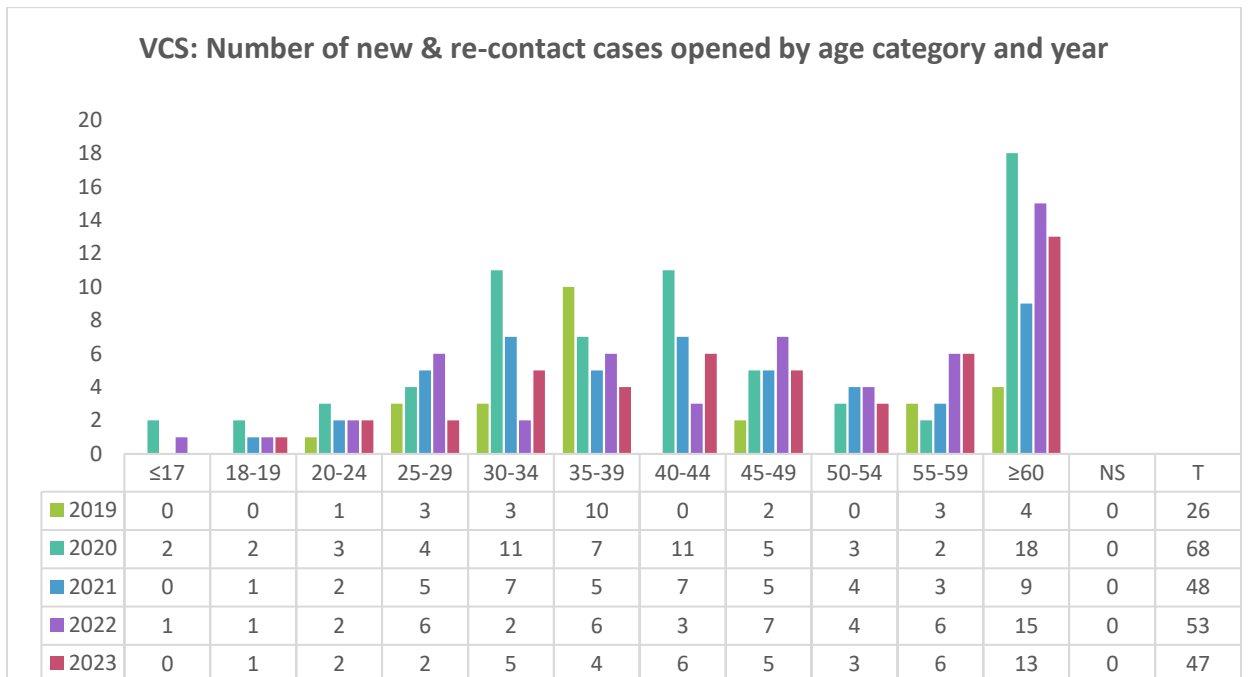


Figure 231: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (13).

Graph Key: NS = Not Specified; T = Total.

VCS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	1	0	0	0	1
20-24	1	1	0	0	0	2
25-29	1	1	0	0	0	2
30-34	1	4	0	0	0	5
35-39	2	2	0	0	0	4
40-44	2	4	0	0	0	6
45-49	4	1	0	0	0	5
50-54	0	3	0	0	0	3
55-59	4	2	0	0	0	6
≥60	4	9	0	0	0	13
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>19</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>47</b>

Figure 232: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

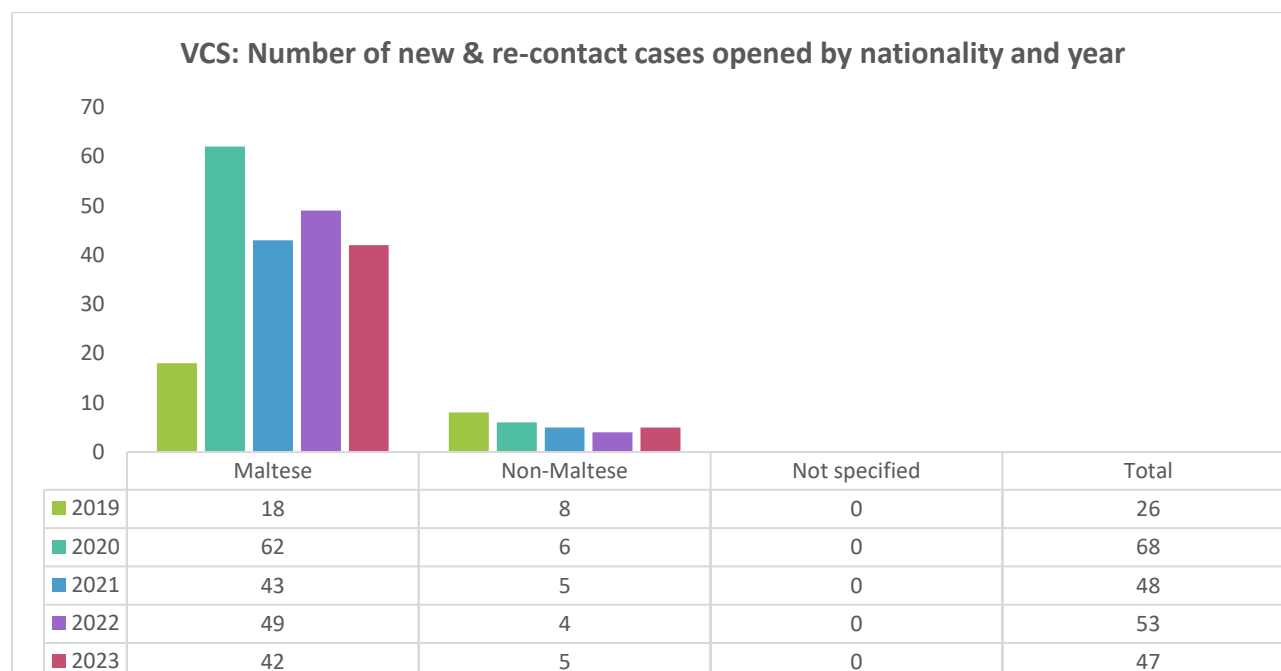


Figure 233: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 42 cases opened in 2023 were Maltese while 5 cases were non-Maltese.

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

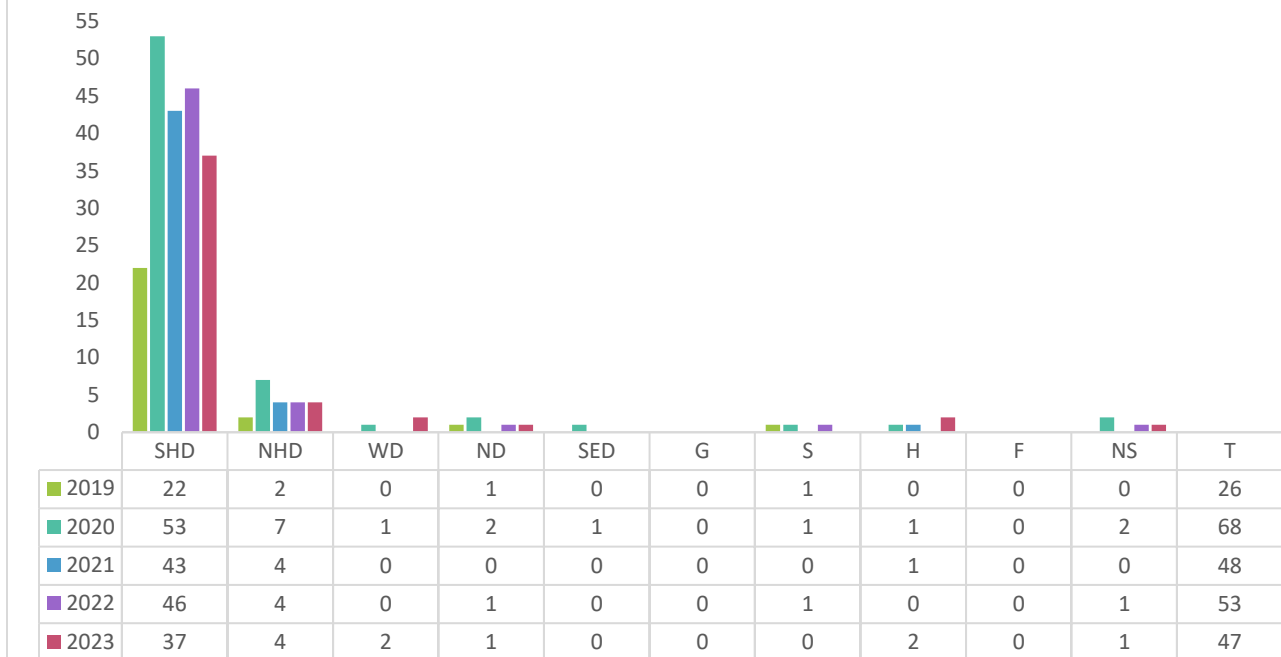


Figure 234: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (37) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Western (WCS)

## Case activity

Service started reporting data in 2020.

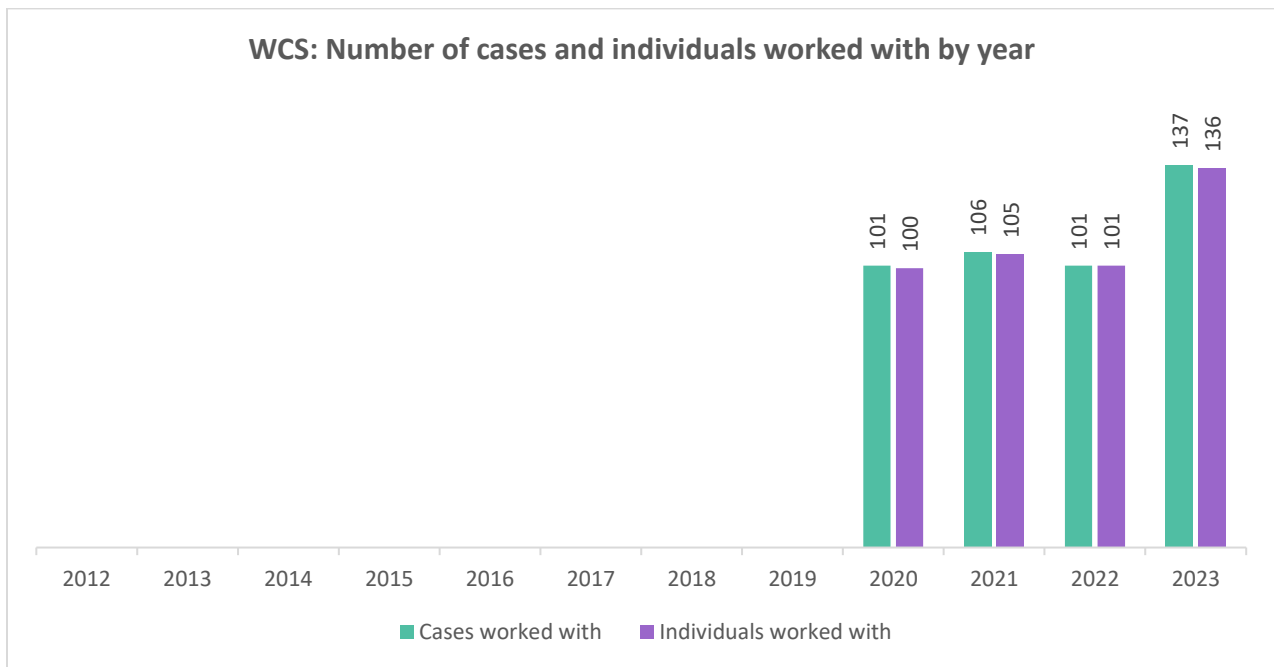


Figure 235: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 137 cases and 136 individuals were worked with compared to 101 and 101 respectively in 2022.

**WCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

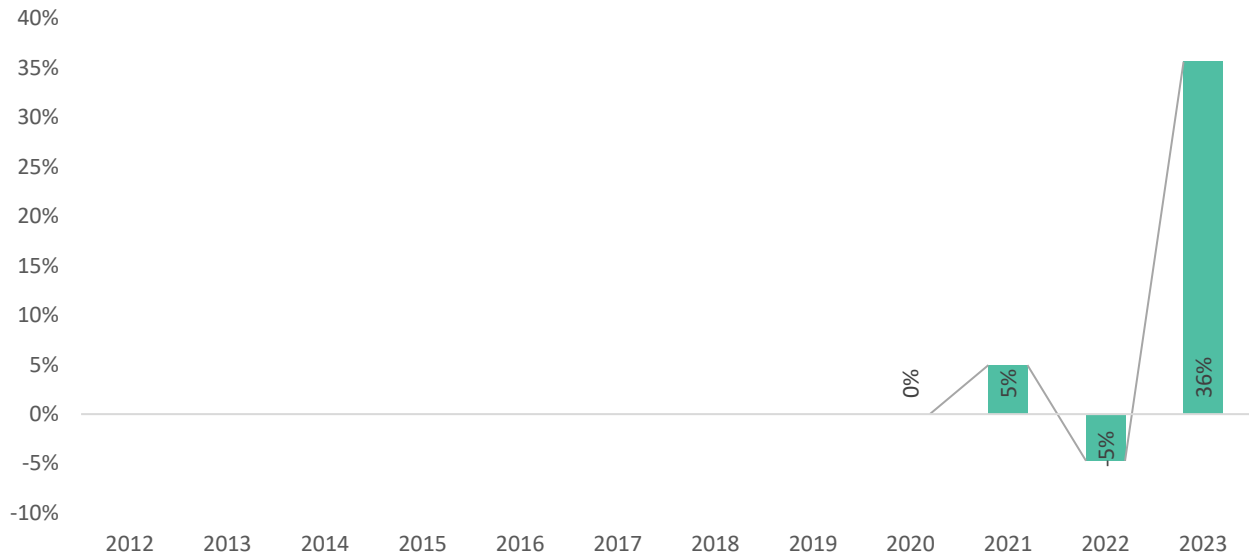


Figure 236: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 5% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

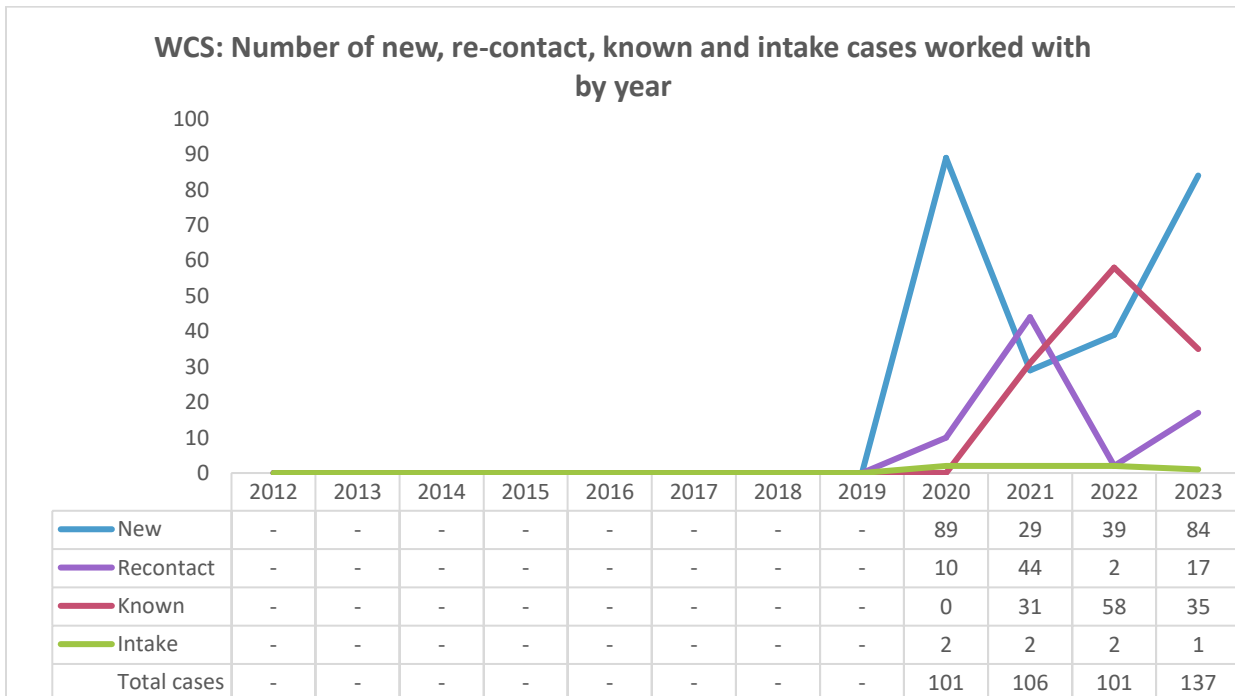


Figure 237: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

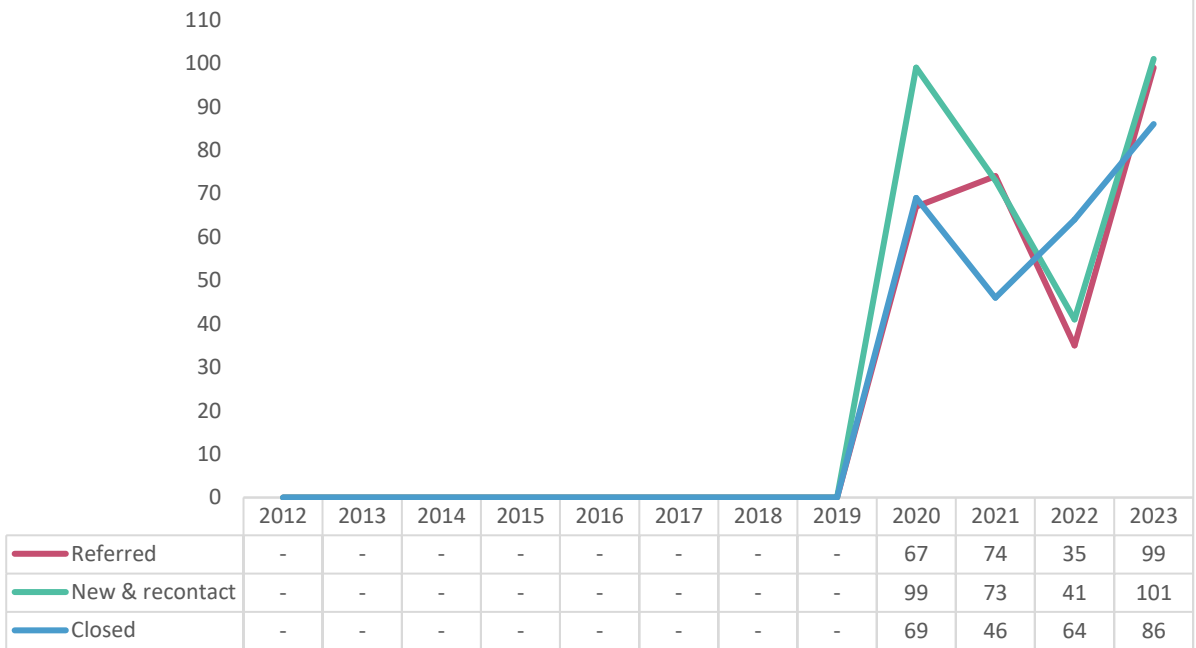


Figure 238: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 237 for breakdown of new & recontact cases). In 2023, 99 were cases referred, 101 new & recontact cases opened, and 86 cases closed.

### WCS: Waiting list at the end of the reporting period



Figure 239: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

WCS: Number of referred cases by primary problem and year				
	2020	2021	2022	2023
Addictive behaviour problems	0	3	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	0	0	-	-
Bereavement	0	0	0	0
Child abuse	0	5	1	1
Child care or access	1	0	1	0
Delinquency	0	0	0	0
Disability related issues	4	2	0	2
Domestic violence	0	2	0	0
Eating disorder	0	0	0	0
Elderly needs	5	1	3	15
Employment issues	10	4	3	7
Family relations/relationships	1	2	0	4
Financial difficulties	33	19	11	17
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	2	2	1	0
Homeless	2	0	0	0
Housing problems	3	7	2	8
Human trafficking	0	0	0	0
Lack of support or guidance	1	11	6	15
Legal issues	0	0	0	0
Loneliness	0	2	0	0
Marital problems	0	1	0	1
Mental health issues	3	6	3	14
Migrant related issues	0	0	1	1
Oppositional defiant behaviours	-	-	1	1
Parenting skills/child-parent relationship	-	-	0	3
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	0	0	1
School related problems	0	3	0	7
Self-harm or suicide	0	0	0	0
Separation related issues	0	1	0	0
Sex work related issues	0	0	0	0
Other	2	3	2	2
None specified	0	0	0	0
<b>Total</b>	<b>67</b>	<b>74</b>	<b>35</b>	<b>99</b>

Figure 240: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

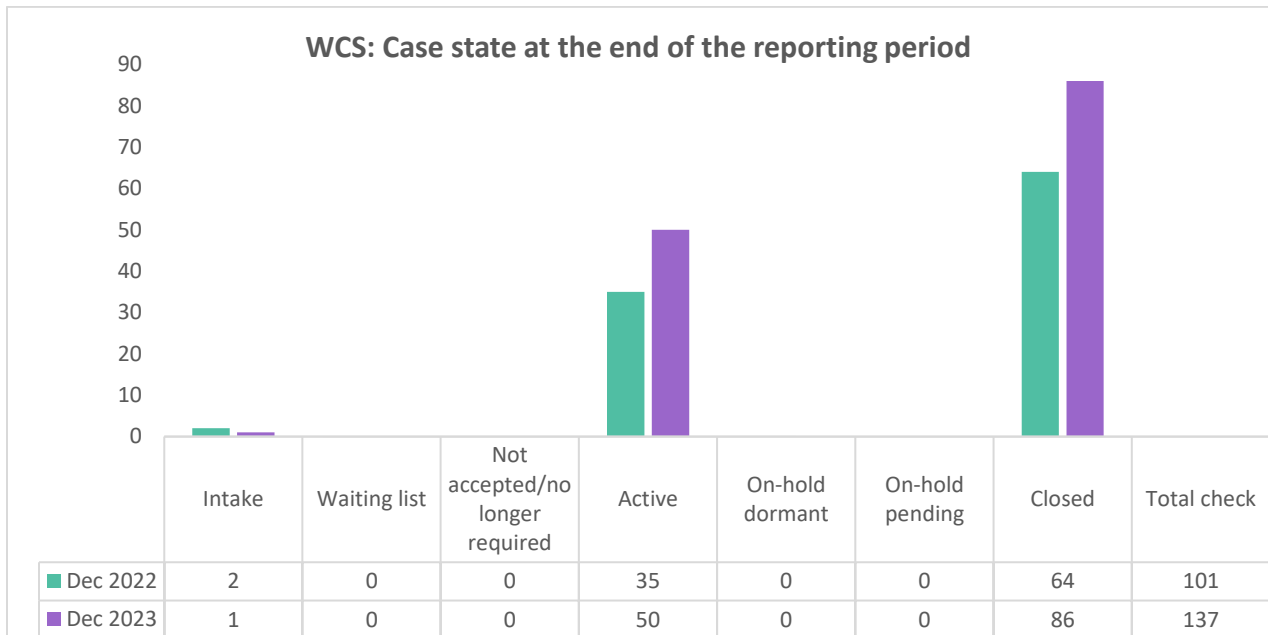


Figure 241: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 36% (50) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **137** cases were worked with between January and December 2023.

### WCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

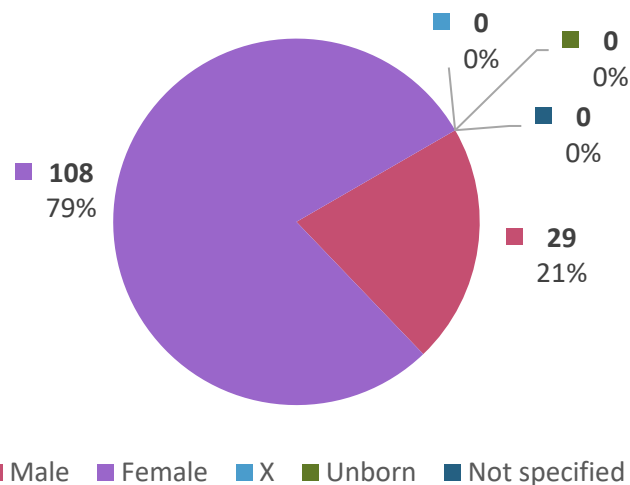


Figure 242: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (79%).

**WCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

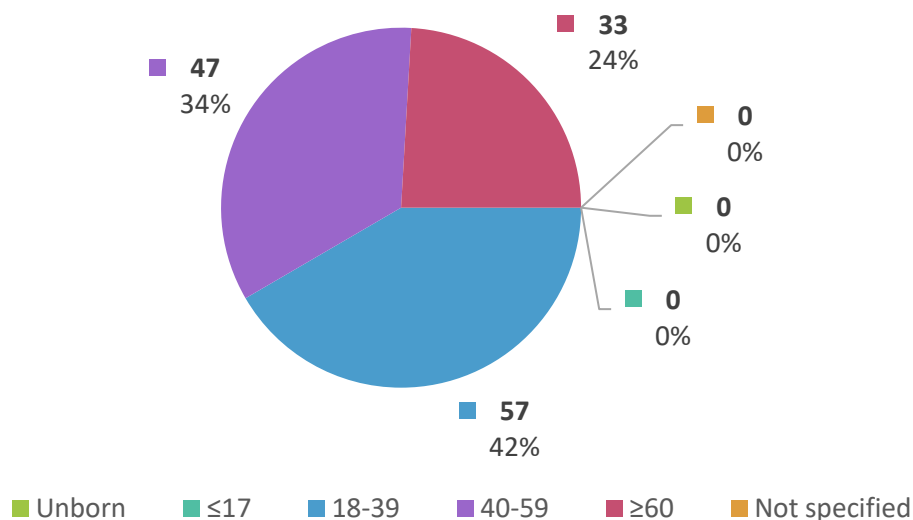


Figure 243: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (42%).

**WCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

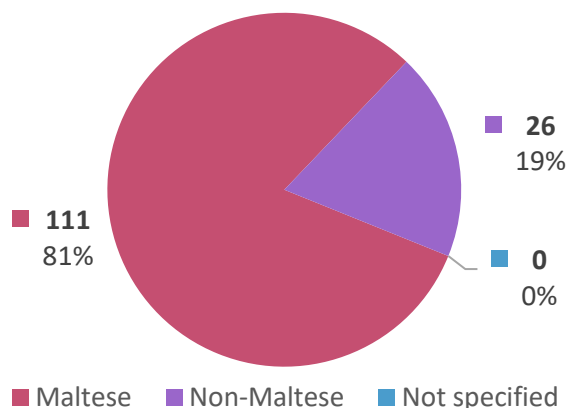


Figure 244: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

**WCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

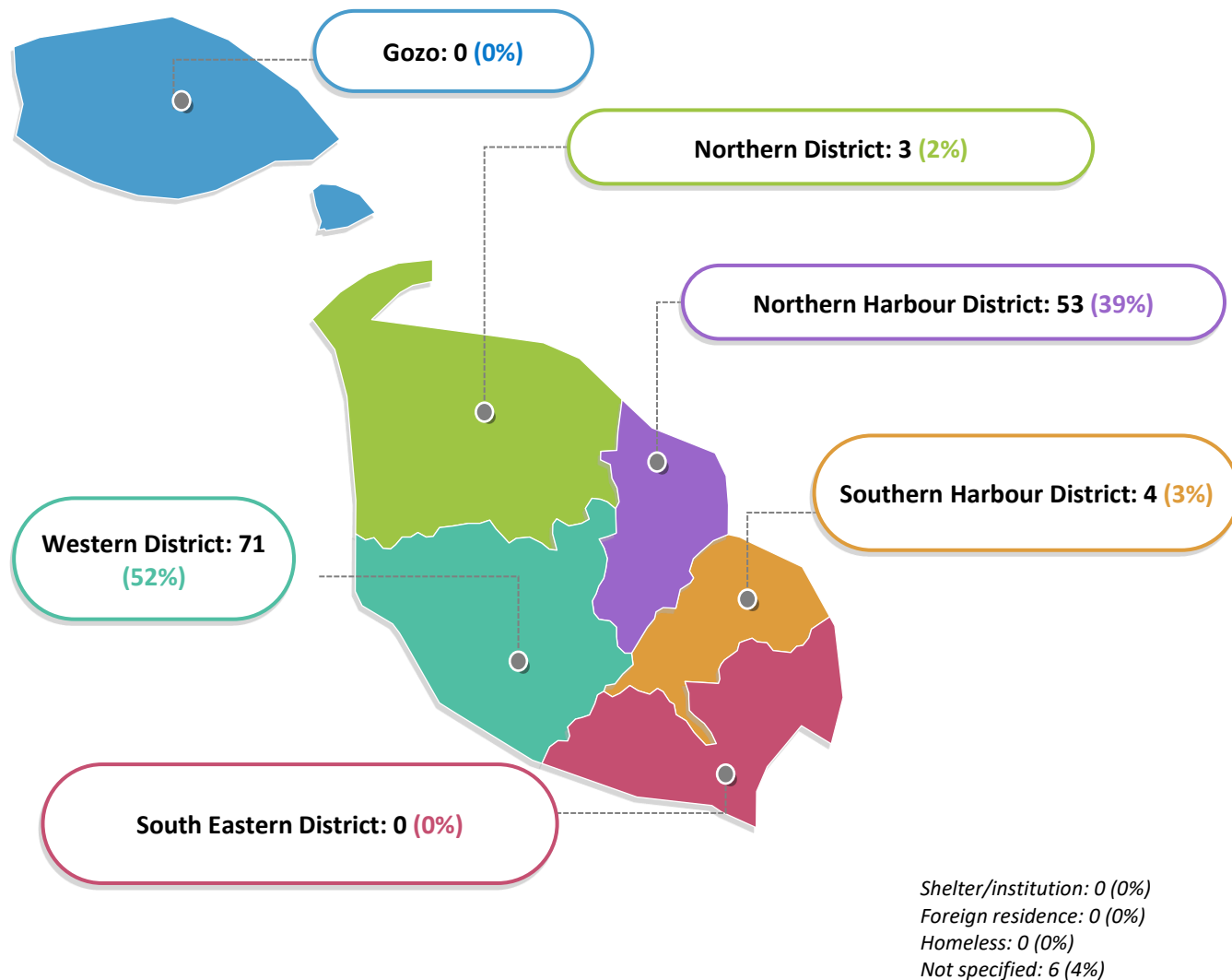


Figure 245: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Western District (52%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **101** cases were opened between January and December 2023.

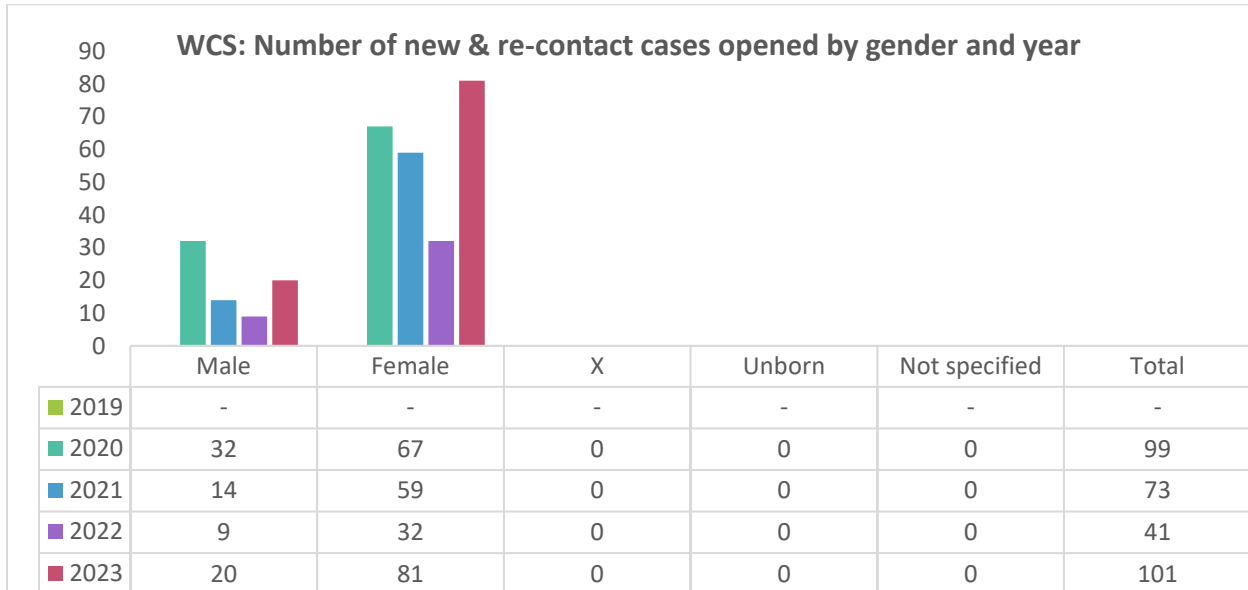


Figure 246: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (81).

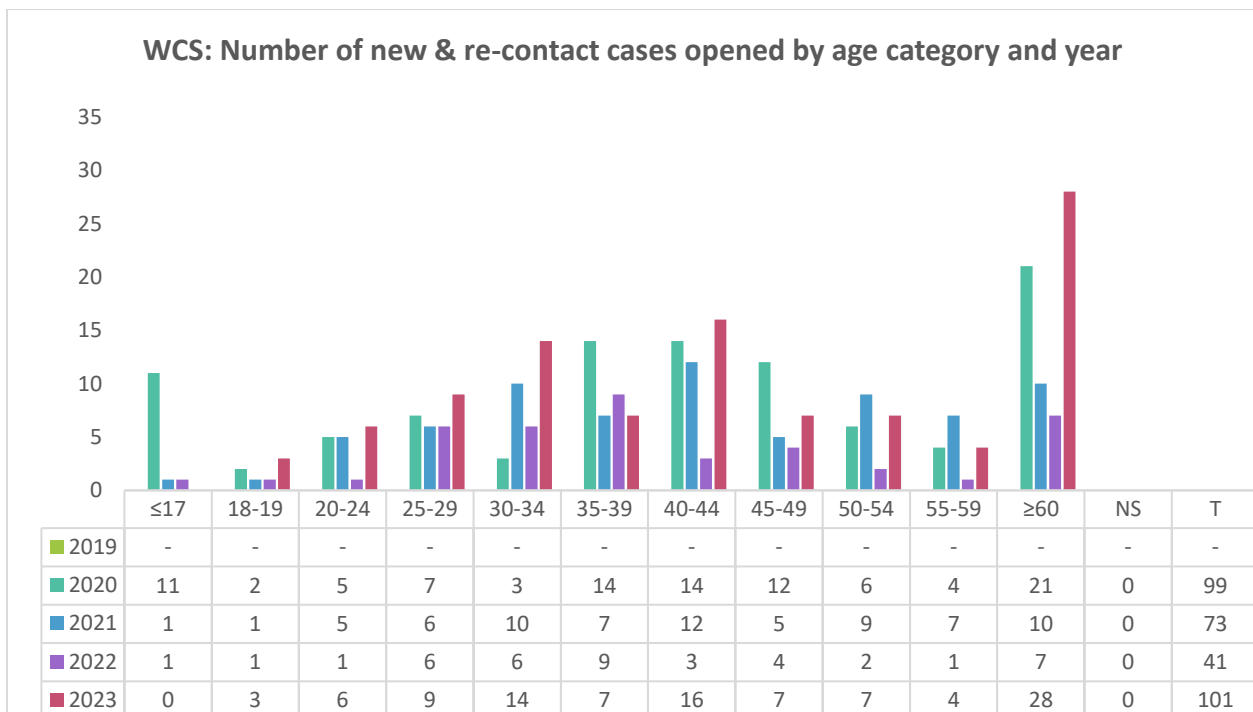


Figure 247: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (28).

Graph Key: NS = Not Specified; T = Total.

WCS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	1	2	0	0	0	3
20-24	0	6	0	0	0	6
25-29	0	9	0	0	0	9
30-34	4	10	0	0	0	14
35-39	2	5	0	0	0	7
40-44	5	11	0	0	0	16
45-49	2	5	0	0	0	7
50-54	1	6	0	0	0	7
55-59	2	2	0	0	0	4
≥60	3	25	0	0	0	28
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>101</b>

Figure 248: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

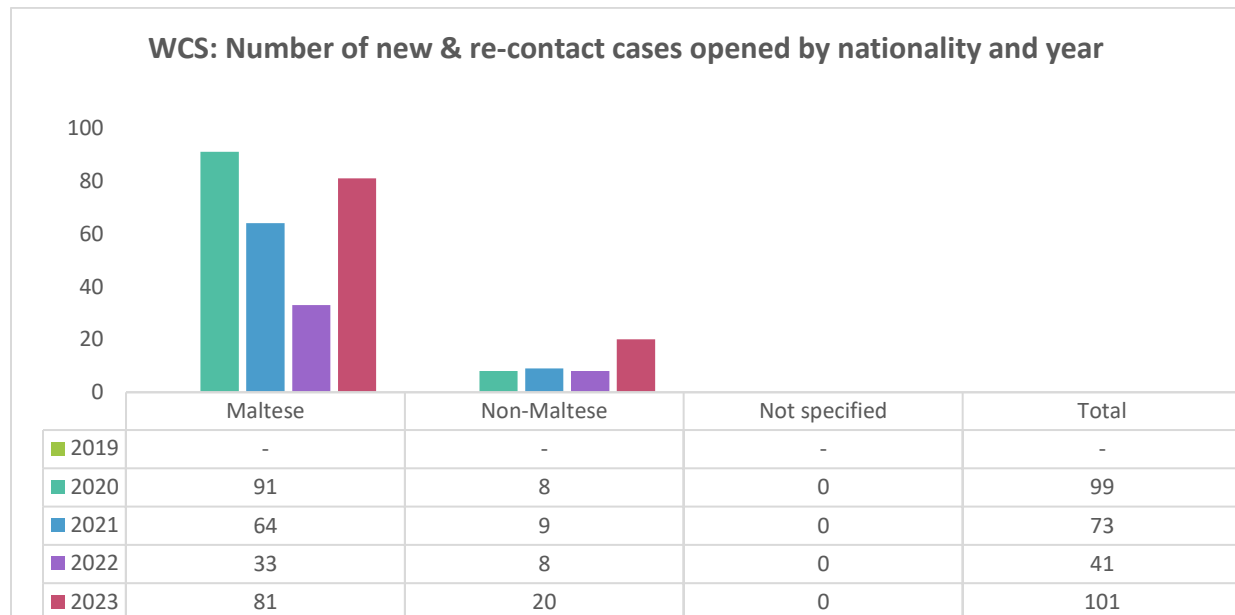


Figure 249: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 81 cases opened in 2023 were Maltese while 20 cases were non-Maltese.

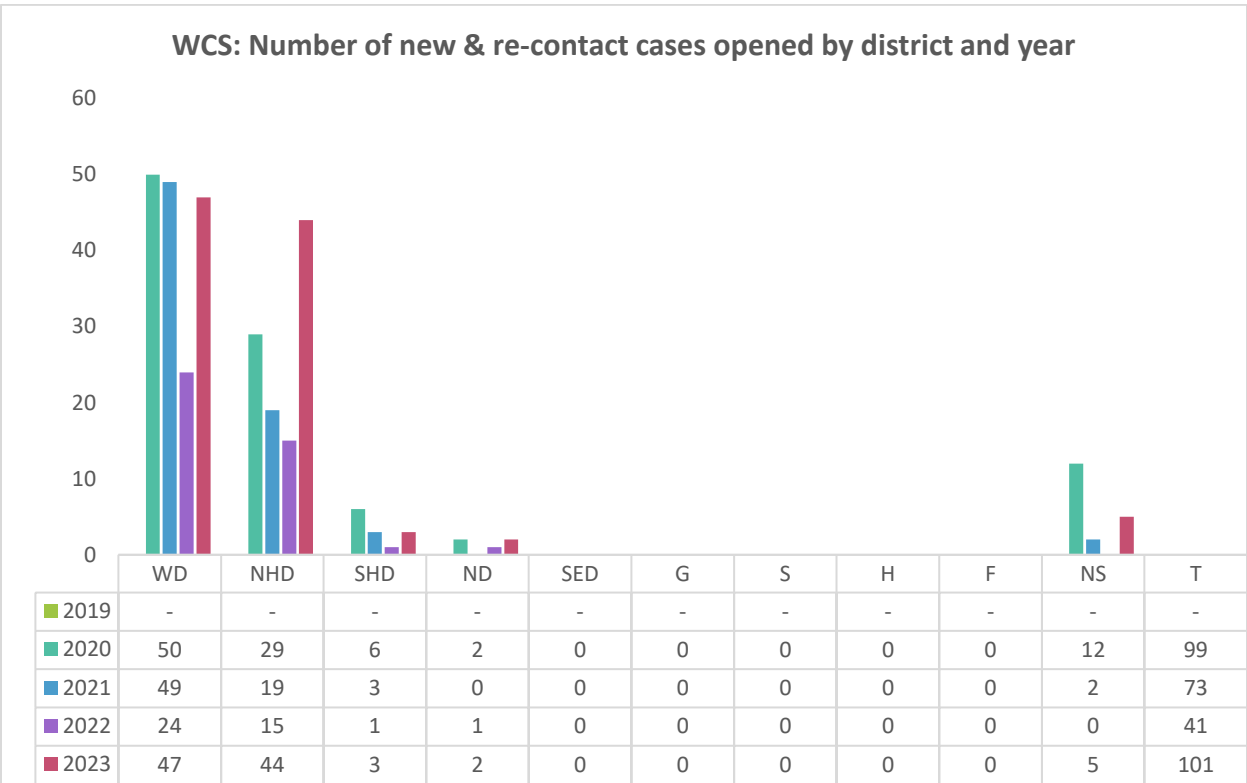


Figure 250: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Western District (47) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Community Services: Zabbar (ZCS)

## Case activity

Service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2020.

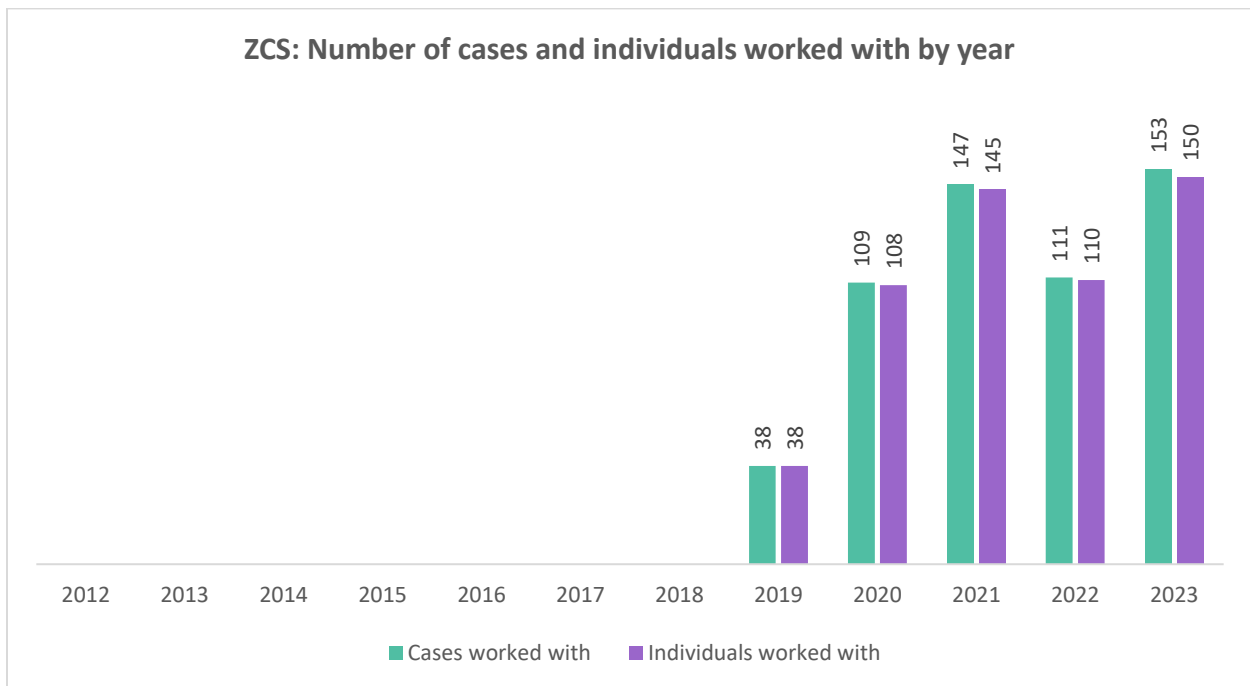


Figure 251: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 153 cases and 150 individuals were worked with compared to 111 and 110 respectively in 2022.

**ZCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.**

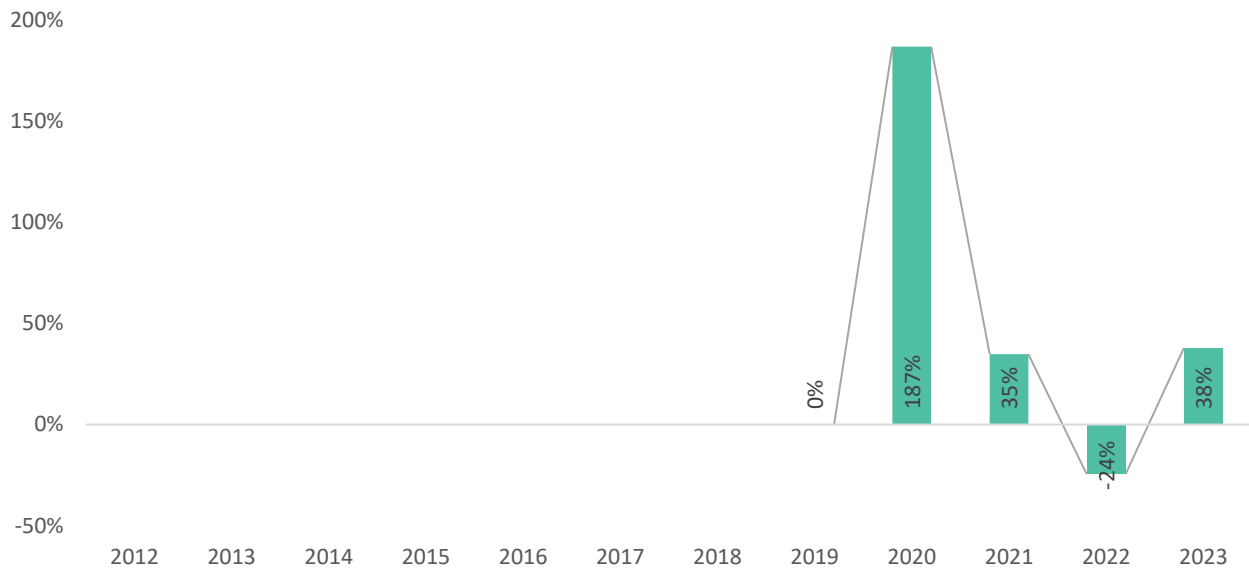


Figure 252: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 24% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

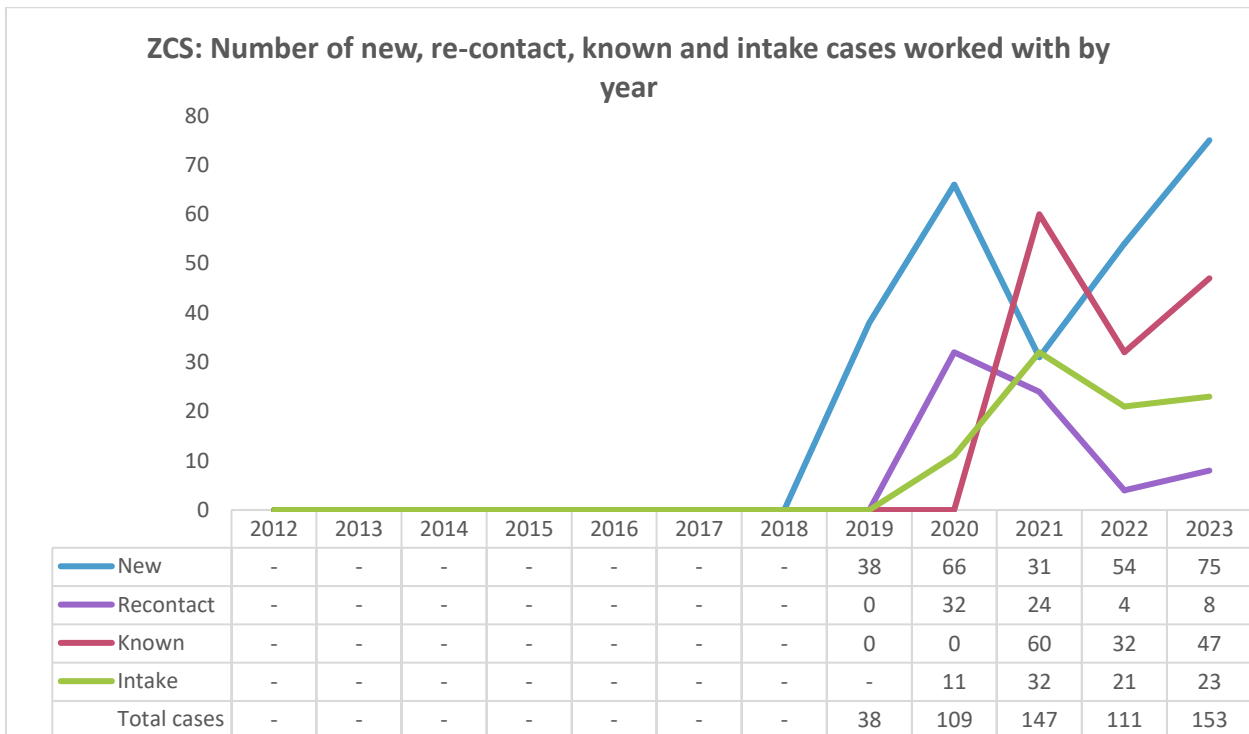


Figure 253: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, 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, and closed cases by year

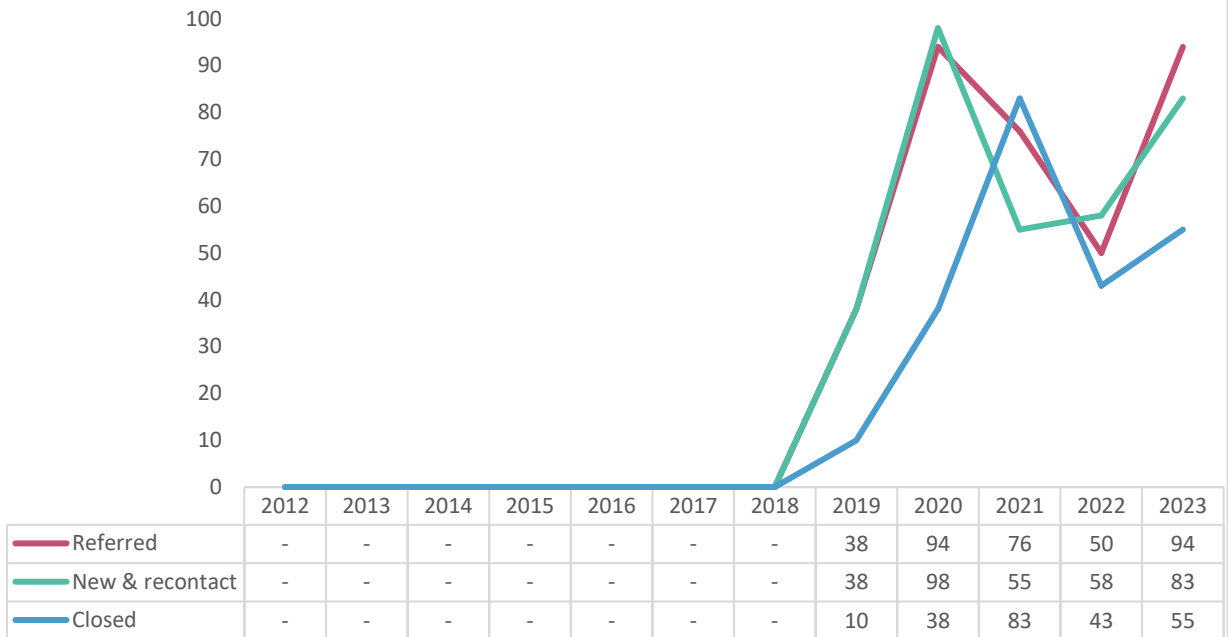


Figure 254: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 253 for breakdown of new & recontact cases). In 2023, 94 cases were referred, 83 new & recontact cases opened, and 55 cases closed.

### ZCS: Waiting list at the end of the reporting period

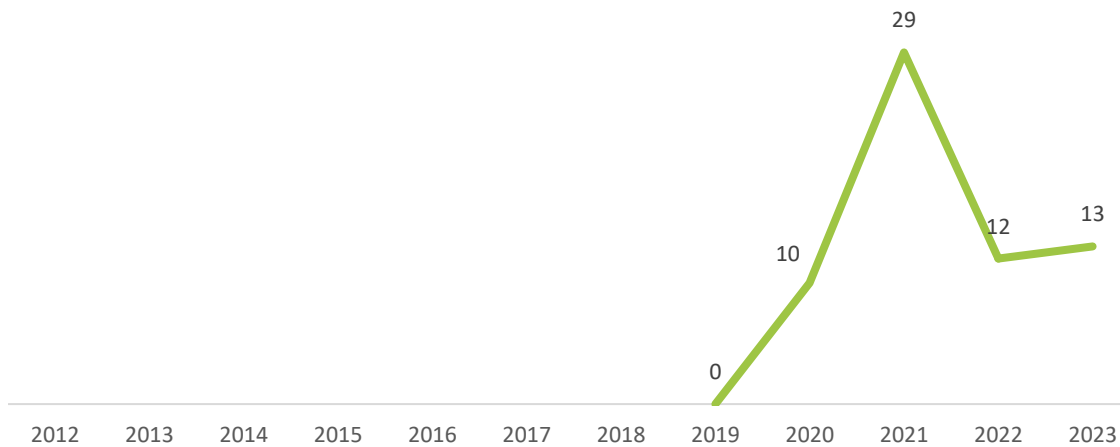


Figure 255: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>ZCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	0	0	1	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	8	2	-	-
Bereavement	0	0	1	0
Child abuse	2	2	0	1
Child care or access	0	9	2	0
Delinquency	0	0	0	0
Disability related issues	0	1	0	0
Domestic violence	3	0	1	0
Eating disorder	0	0	0	0
Elderly needs	1	1	1	0
Employment issues	1	8	4	5
Family relations/relationships	11	2	3	7
Financial difficulties	21	13	9	17
Fostering or adoption	0	1	0	0
Gender related issues	0	0	0	0
Health related issues	3	2	1	3
Homeless	4	2	2	21
Housing problems	10	4	6	3
Human trafficking	0	0	0	0
Lack of support or guidance	11	8	5	12
Legal issues	0	3	0	0
Loneliness	1	3	0	2
Marital problems	1	0	1	3
Mental health issues	9	5	6	7
Migrant related issues	0	0	0	1
Oppositional defiant behaviours	-	-	0	0
Parenting skills/child-parent relationship	-	-	5	7
Personality related issues	0	0	0	0
Pregnancy related issues	0	1	0	0
Relationship problems	0	2	1	3
School related problems	2	0	0	0
Self-harm or suicide	0	2	0	1
Separation related issues	2	2	1	1
Sex work related issues	0	0	0	0
Other	3	3	0	0
None specified	1	0	0	0
<b>Total</b>	<b>94</b>	<b>76</b>	<b>50</b>	<b>94</b>

Figure 256: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

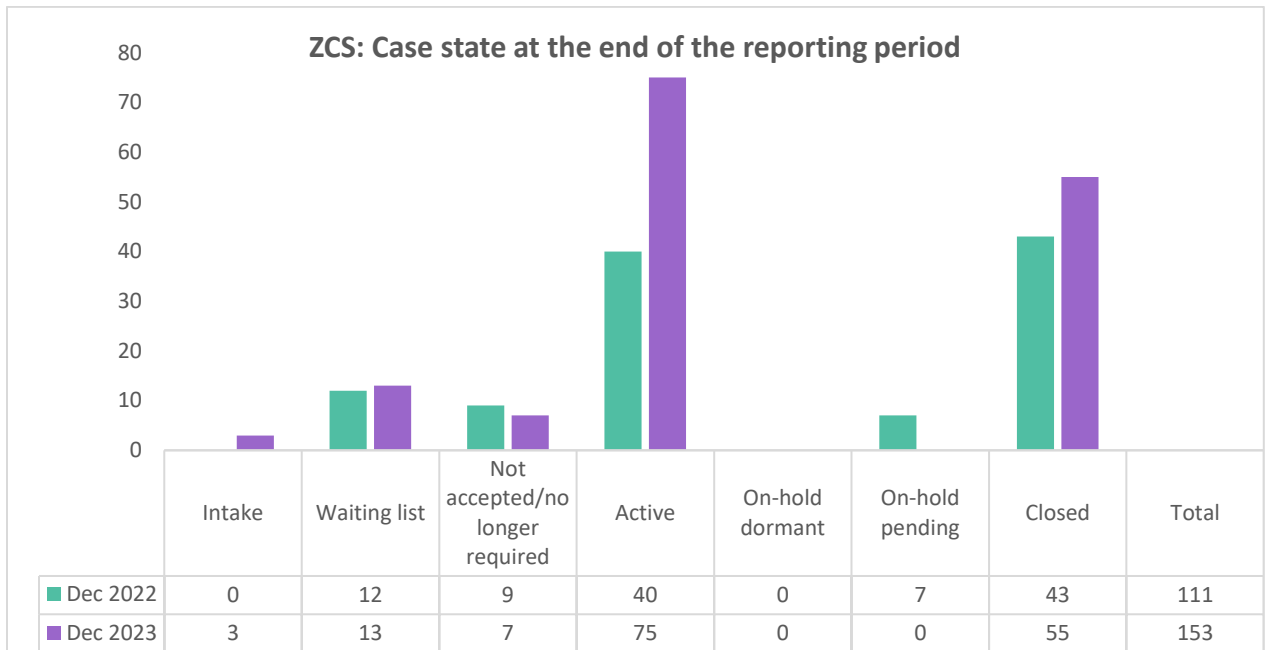


Figure 257: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 49% (75) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

## Details regarding cases worked with January - December 2023

A total of **153** cases were worked with between January and December 2023.

### ZCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

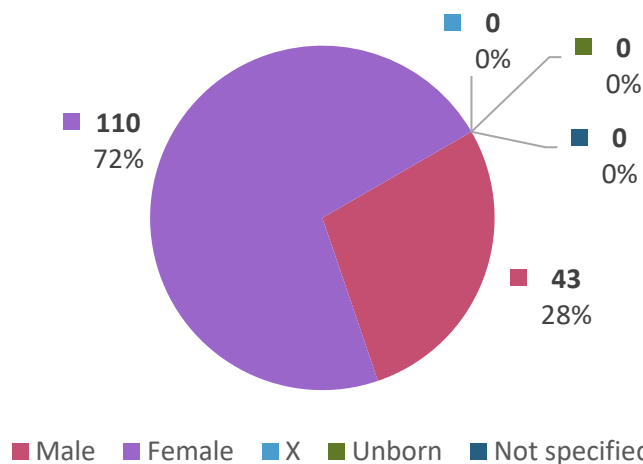


Figure 258: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (72%).

**ZCS: Cases worked with Jan-Dec 2023 by age category (no. & %)**

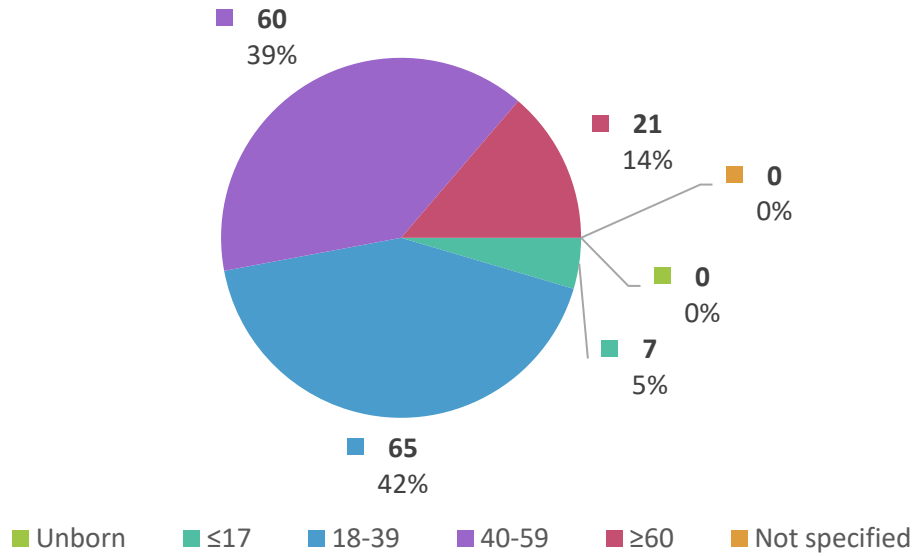


Figure 259: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (42%).

**ZCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)**

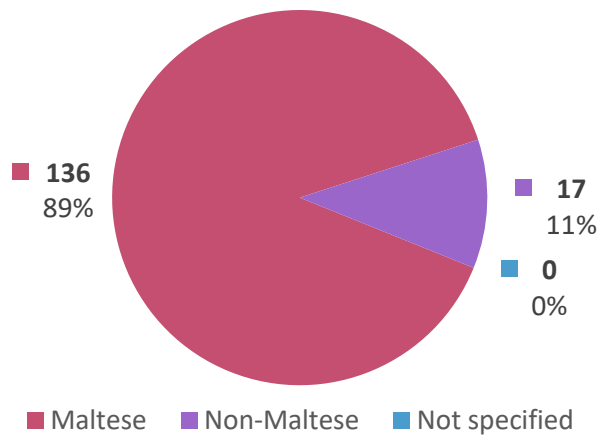


Figure 260: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 89% of the cases worked with were Maltese while non-Maltese made up 11% of cases.

**ZCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)**

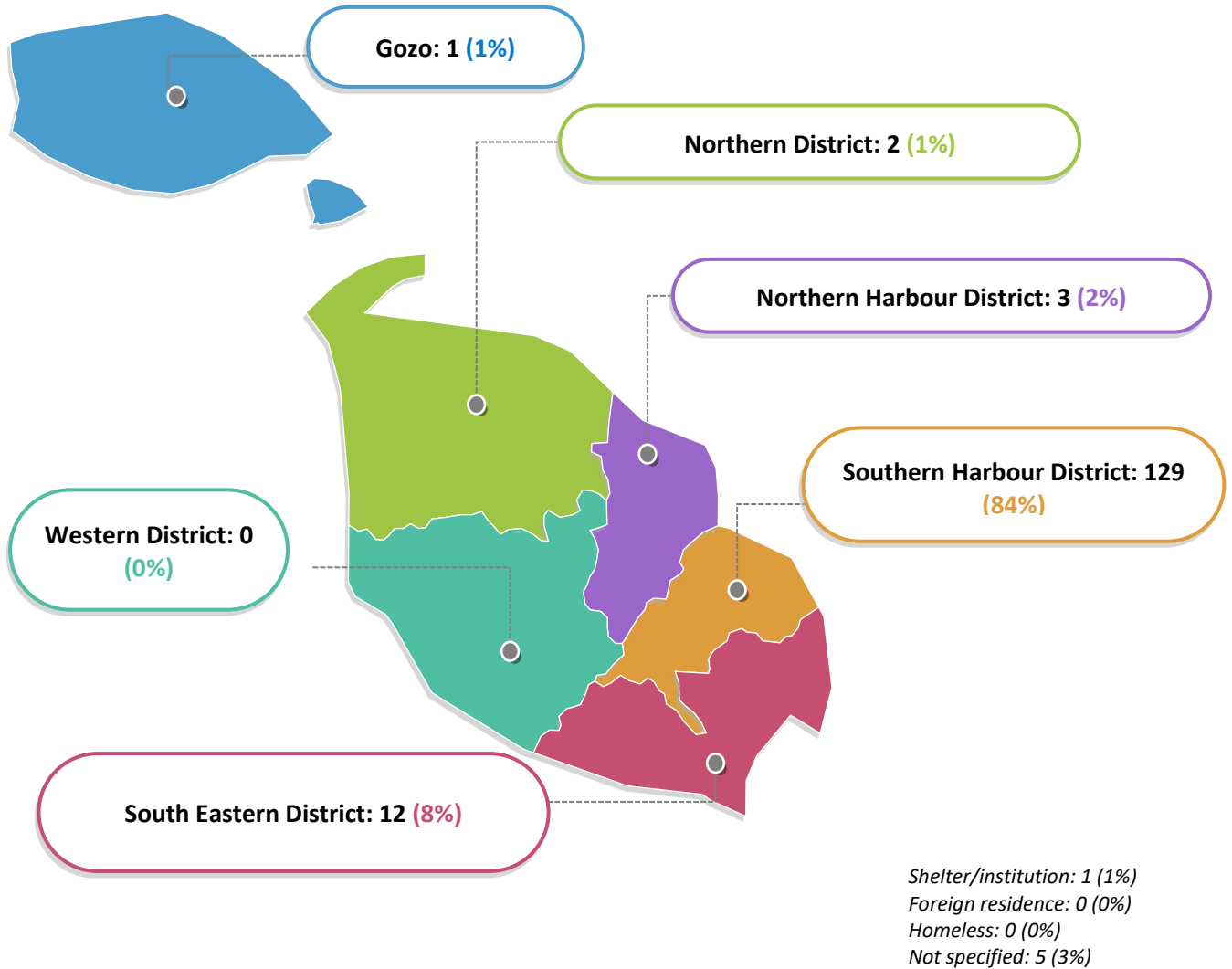


Figure 261: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (84%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **83** cases were opened between January and December 2023.

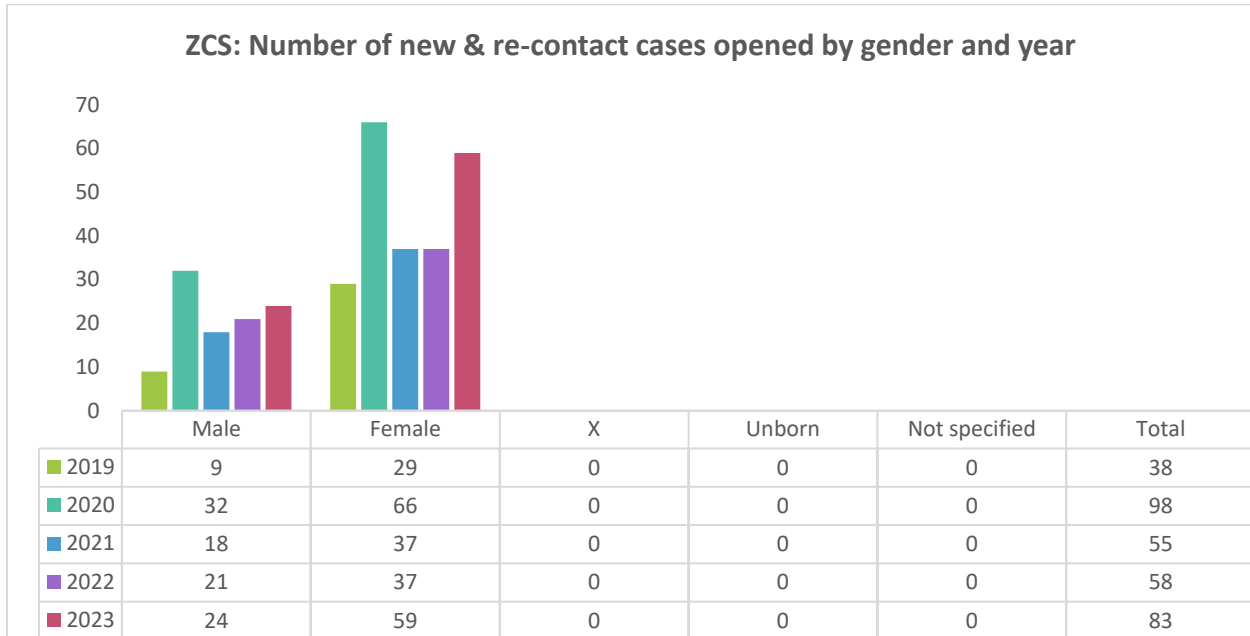


Figure 262: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (59).

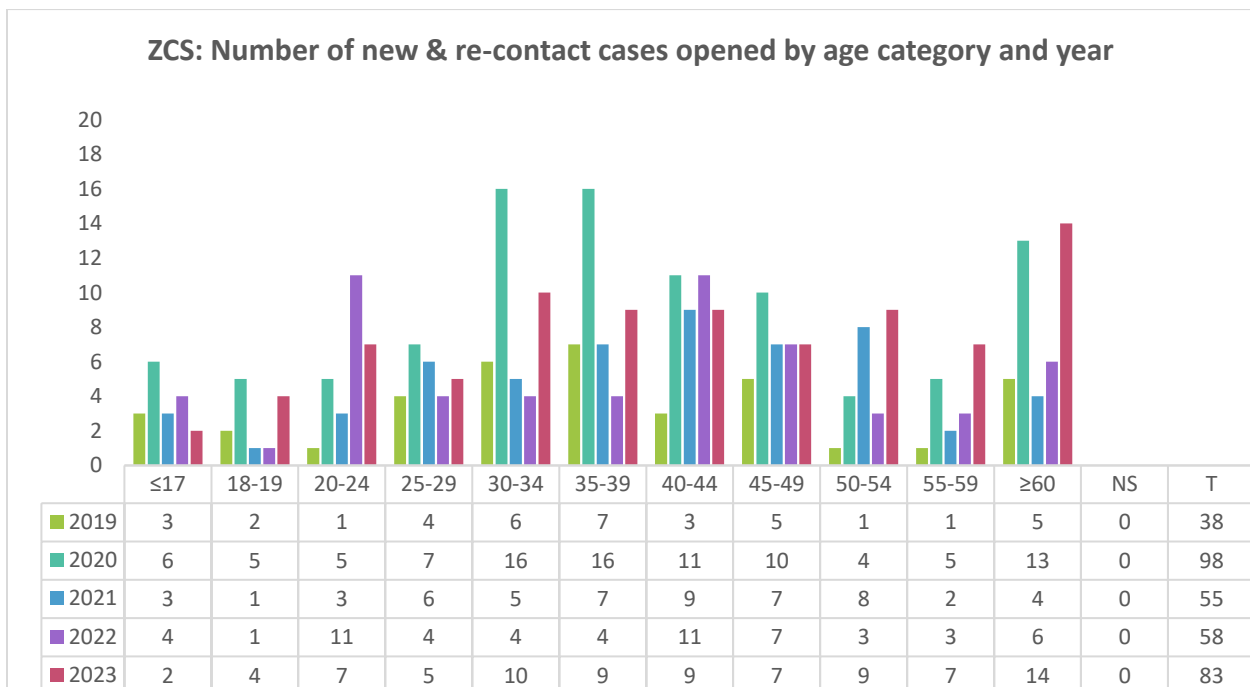


Figure 263: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (14).

Graph Key: NS = Not Specified; T = Total

ZCS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	1	0	0	0	2
18-19	2	2	0	0	0	4
20-24	3	4	0	0	0	7
25-29	0	5	0	0	0	5
30-34	2	8	0	0	0	10
35-39	2	7	0	0	0	9
40-44	3	6	0	0	0	9
45-49	2	5	0	0	0	7
50-54	5	4	0	0	0	9
55-59	1	6	0	0	0	7
≥60	3	11	0	0	0	14
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>24</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>83</b>

Figure 264: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

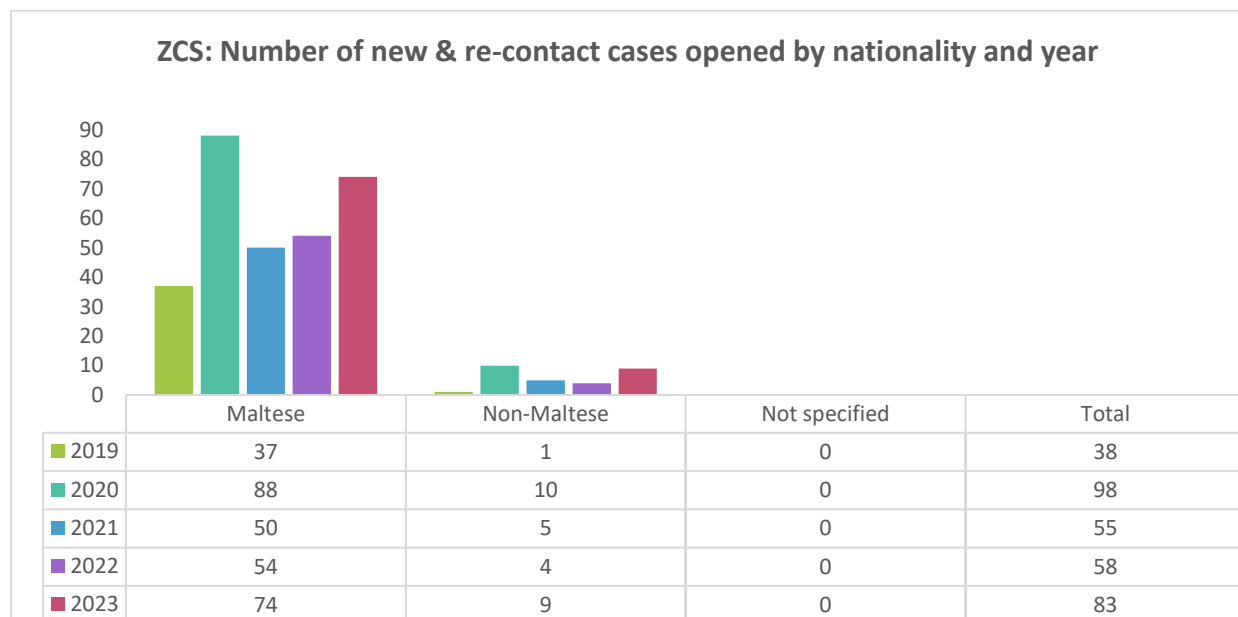


Figure 265: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 74 cases opened in 2023 were Maltese while 9 cases were non-Maltese.

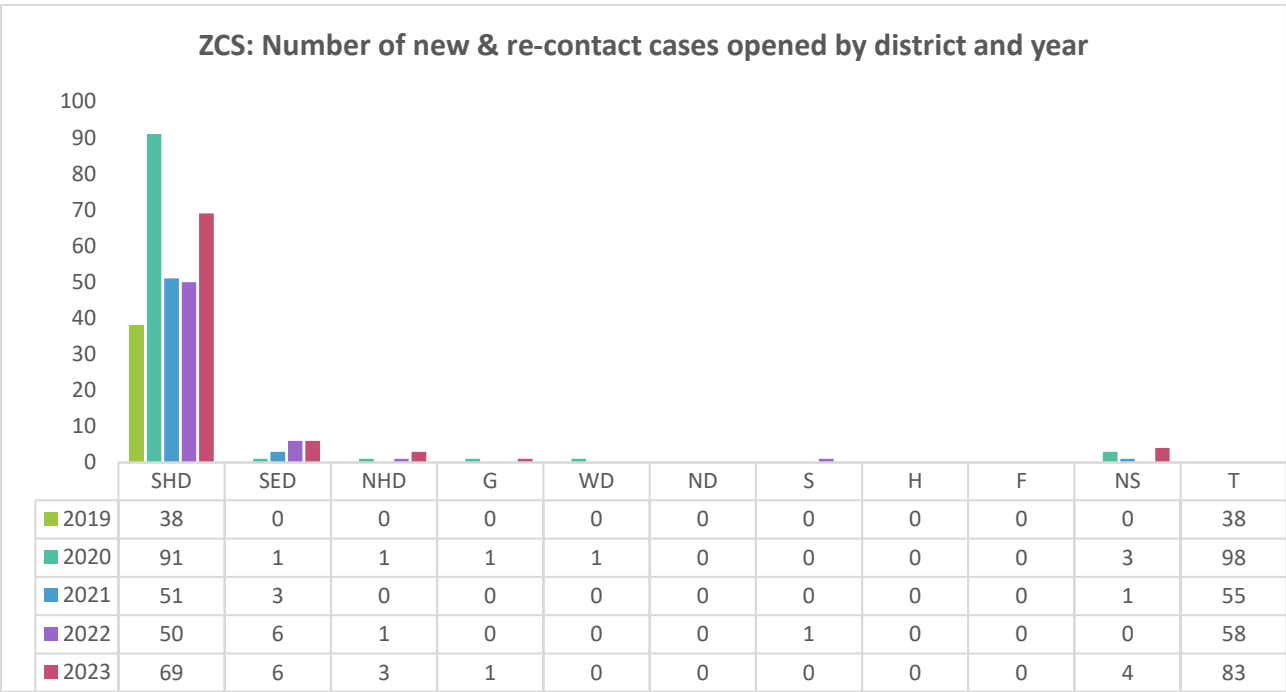


Figure 266: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (69) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

# Appendix

## 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.
Psychological Services	The aim of the service is to provide service users and their significant others with psychotherapeutic interventions, family therapy, to provide consultancy and to carry out staff supervision.
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 these 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.

## Glossary of terms

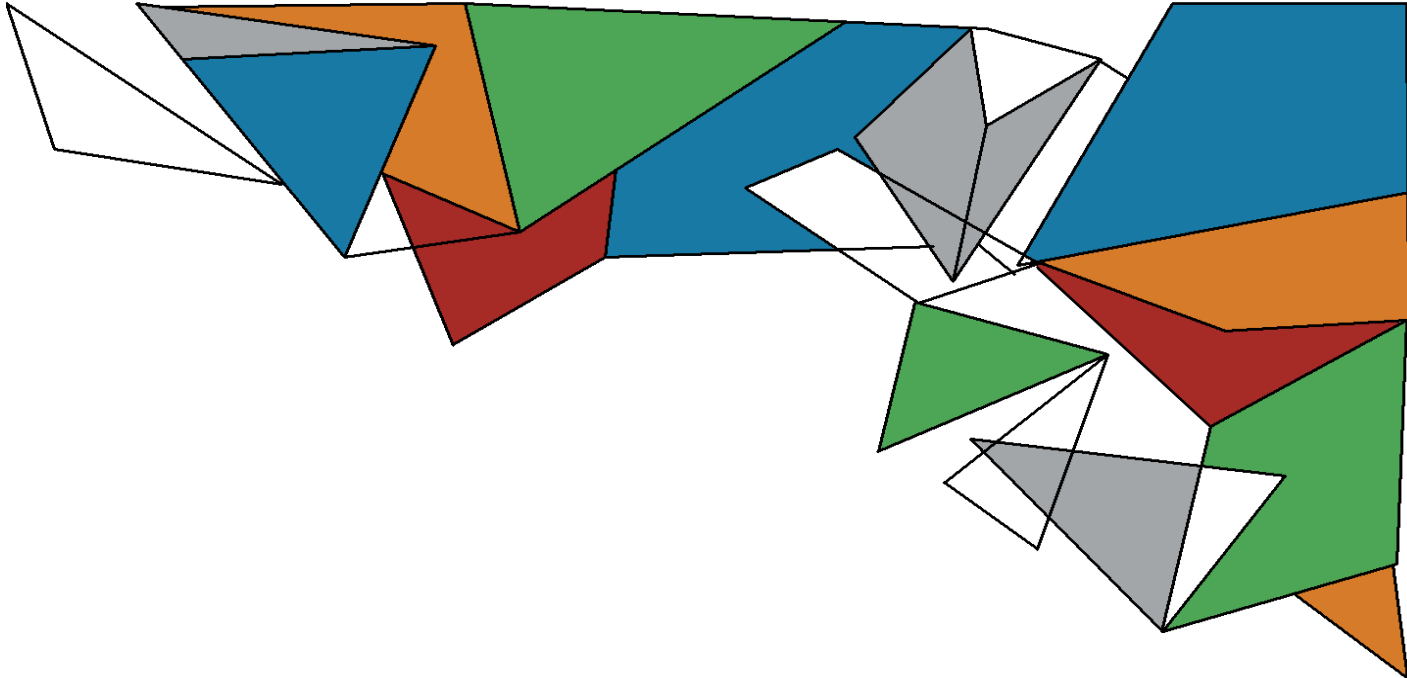
Variable	Definition
Cases worked with	The total number of service user cases that were new, re-contact or known in the reporting year and intake cases still on intake at the end of the reporting period. This does not indicate the number of individuals as some individuals could attend the service more 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.

<b>Waiting list</b>	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.
<b>Referred case</b>	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.
<b>New &amp; re-contact case</b>	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.
<b>Closed case</b>	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.
<b>Case state</b>	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.
<b>Active state</b>	A case state where the case was opened in the year and still open by the end of the reporting period.
<b>Closed state</b>	A case state where the case was opened in the year but closed by the end of the reporting period.
<b>Intake state</b>	A case state where the case was on intake in the year and still on intake by the end of the reporting period.
<b>On-hold state</b>	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: <ul style="list-style-type: none"> <li>- Pending: cases where all activity stops pending the action of another service. E.g., the case is pending outcomes from the child protection investigations.</li> <li>- 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.</li> </ul>
<b>Waiting list state</b>	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.
<b>Not accepted/no longer required state</b>	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.
<b>Global/family cases</b>	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: <ul style="list-style-type: none"> <li>- 1 service user case: One individual who attends in the year on their own without any other family member, or</li> <li>- 2 or more service users' cases: Several individuals identified as part of the same family attending in the year.</li> </ul>
<b>Ghost cases</b>	These are cases where although the case may be registered as active or on intake, the case is actually inactive since the person may not have had contact with the service for a set period of time (no longer actually being worked with). As a result, the case may remain open for some time without any intervention or activities and will skew the actual number of service users worked with. As a result, administrators of the data will conduct exercises to identify these cases and close them administratively as per individuals service policy.

<b>Gender</b>	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.
<b>Primary problem</b>	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.
<b>Not specified</b>	A variable that cannot be specified since the information is not available or the service user was unwilling to provide the information.
<b>Other</b>	Treatment, issue or location not elsewhere specified.

## Maltese districts

<b>District</b>	<b>Towns</b>
<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>	Birzebbugia, 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, Kercem, 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), centre for residential restorative services (CoRRS) 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.



# 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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*Report designed by Christine Marchand-Agius*