

Foundation for Social Welfare Services

Agency for Community & Therapeutic Services Yearly

Statistical Report 2019

February
2020

Reporting on:
January to December
2019

Online version



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**Report prepared by:
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Foundation for Social Welfare Services

Agency for Community & Therapeutic Services Yearly Statistical Report 2019

Foundation for Social Welfare Services, Malta
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Introduction

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

The data contained in this report is based on information submitted by the services to the Research Team in January 2020. Where applicable, the report provides data on an individual level as well as on a family level. It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting year and/or may be attending one or more services concurrently within the reporting period. As a result, the summing up of services may lead to an over-estimation of the number of individuals attending the agency.

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

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

List of Acronyms

Acronym	Description
ACTS	Agency for Community and Therapeutic Services
CCF	Corradino Correctional Facility
FSWS	Foundation for Social Welfare Services
GP	General Practitioner
HBTS	Home Based Therapeutic Services
MCH	Mount Carmel Hospital
NGO	Non-Governmental Organisation
PFI	Paolo Freire Institute
CS	Community Service
MoCS	Mosta Community Service
Cott LEAP	Cottonera LEAP Service
CCF LEAP	Corradino Correctional Facility LEAP Service
Kir LEAP	Kirkop LEAP Service
Qa LEAP	Qormi LEAP Service
Qo LEAP	Qawra LEAP Service
Val LEAP	Valletta LEAP Service

Executive Summary

The following tables summarise the main statistics reported by the Therapeutic and Community Services.

	Total cases worked with	Individuals worked with
Home Based Therapeutic Service	701	701
Incredible Years Service	104	103
Community Service	839	809
Mosta Community Service	56	56
Zabbar Community Service	38	38
Paolo Freire Institute	117	115
Cottonera LEAP Service	358	332
Corradino Correctional Facility LEAP Service	104	104
Kirkop LEAP Service	240	238
Qawra LEAP Service	137	135
Qormi LEAP Service	461	459
Valletta LEAP Service	212	206

Home Based Therapeutic Services

Home Based Therapeutic Services (HBTS) is an outreach service offering therapeutic support and parenting to multi-stressed families within their communities.

HBTS: Number of cases worked with in the year January – December 2019	
	2019
New	231
Re-contact	1
Known	469
Total cases worked with	701
Number of individuals worked with	701

HBTS: Number of family cases worked with in the year by type of attendee January – December 2019	
	2019
Individual	99
Family	178
Total number of family cases	277

A total of 277 family cases were worked with in 2019, which consisted of 701 individuals.

HBTS: Number of referrals			
Number of cases referred by month and year of referral			
	2017	2018	2019
Jan	24	6	32
Feb	53	27	20
Mar	23	15	18
Apr	8	13	28
May	37	30	39
Jun	15	9	21
Jul	28	12	13
Aug	17	17	28
Sep	16	8	5
Oct	12	1	13
Nov	4	0	1
Dec	0	4	2
Total	237	142	220

HBTS: Number of family cases referred in the year by type of attendee	
January – December 2019	
	2019
Individual	87
Family	40
Total number of family cases	127

A total of 127 family cases were referred in 2019 which consisted of 220 individuals.

HBTS: Number of new and re-contact cases			
Number of cases by month and year of service opened			
	2017	2018	2019
Jan	24	15	10
Feb	46	24	20
Mar	27	20	1
Apr	8	4	32
May	34	21	29
Jun	15	10	42
Jul	28	24	17
Aug	18	33	31
Sep	15	5	12
Oct	18	11	24
Nov	7	6	12
Dec	0	4	2
Total	240	177	232

HBTS: Year of referral by source of referral	
January – December 2019	
	2019
Appogg service	141
School	33
Other ACTS service	26
FSWS Gozo	11
Psychiatric services, MCH	5
Sedqa service	2
Courts, CCF, police or probation	1
Other FSWS service	0
Self-referred	0
Family	0
Friend or acquaintance	0
Hospital, other medical service or GP	0
Parish or other church organisation	0
Place of employment	0
Other NGO	0
Other	1
Total	220

HBTS: Case service opened by age and sex January – December 2019					
	Male	Female	Unborn	Not specified	Total
<1	0	1	0	0	1
1-5	4	5	0	0	9
6-10	12	14	0	0	26
11-15	23	26	0	0	49
16-17	4	2	0	0	6
18-19	2	1	0	0	3
20-24	3	1	0	0	4
25-29	3	9	0	0	12
30-34	1	14	0	0	15
35-39	4	14	0	0	18
40-44	9	13	0	0	22
45-49	3	7	0	0	10
50-54	3	4	0	0	7
55-59	1	2	0	0	3
60+	4	3	0	0	7
Not specified	15	25	0	0	40
Total	91	141	0	0	232

* Sex not specified is generally unborn children

HBTS: Case service opened by district January – December 2019	
	2019
Southern Harbour District	54
Northern Harbour District	46
Northern District	40
South Eastern District	34
Gozo and Comino	28
Western District	24
Shelter or institution	3
Foreign residence	0
Homeless	0
Not specified	3
Total	232

HBTS: Number of new cases			
Number of cases by month and year opened			
	2017	2018	2019
Jan	24	15	10
Feb	46	24	20
Mar	27	19	1
Apr	8	4	32
May	34	21	29
Jun	15	10	42
Jul	28	23	17
Aug	18	33	30
Sep	15	5	12
Oct	18	11	24
Nov	7	6	12
Dec	0	4	2
Total	240	175	231

HBTS: Number of cases closed			
Number of cases closed by month and year of closure			
	2017	2018	2019
Jan	0	8	9
Feb	0	2	39
Mar	1	2	21
Apr	0	11	23
May	0	0	10
Jun	3	2	29
Jul	2	23	23
Aug	0	11	16
Sep	7	11	16
Oct	2	3	26
Nov	2	7	5
Dec	2	1	3
Total	19	81	220



Incredible Years Service

Incredible Years Services (IY) provides programmes which places emphasis on helping parents' interactions with their children become more positive and on changing parents' responses to specific child behaviours.

This is the first time data from this service is being reported in the statistical reports

IY: Number of cases worked with in the year January – December 2019	
	2019
New	97
Re-contact	1
Known	6
Total cases worked with	104
Number of individuals worked with	103

IY: Number of referrals Number of cases referred by month and year of referral	
	2019
Jan	8
Feb	7
Mar	17
Apr	25
May	22
Jun	6
Jul	9
Aug	10
Sep	14
Oct	5
Nov	5
Dec	0
Total	128

FY: Number of new and re-contact cases Number of cases by month and year of service opened	
	2019
Jan	1
Feb	8
Mar	12
Apr	5
May	10
Jun	7
Jul	10
Aug	14
Sep	20
Oct	6
Nov	5
Dec	0
Total	98

FY: Year of referral by source of referral January – December 2019	
	2019
Other ACTS service	62
Appogg service	50
Courts, CCF, police or probation	13
School	1
Sedqa service	1
FSWS Gozo	0
Other FSWS service	0
Self-referred	0
Family	0
Friend or acquaintance	0
Hospital, other medical service or GP	0
Parish or other church organisation	0
Place of employment	0
Psychiatric services, MCH	0
Other NGO	0
Other	1
Total	128

IY: Case service opened by age and sex January – December 2019			
	Male	Female	Total
<1	0	0	0
1-5	1	1	2
6-10	2	2	4
11-15	2	1	3
16-17	0	1	1
18-19	0	5	5
20-24	0	5	5
25-29	1	15	16
30-34	0	10	10
35-39	1	9	10
40-44	1	11	12
45-49	1	5	6
50-54	0	1	1
55-59	0	2	2
60+	2	3	5
Not specified	4	12	16
Total	15	83	98

* Sex not specified is generally unborn children

IY: Case service opened by district January – December 2019	
	2019
Southern Harbour District	47
Northern Harbour District	17
South Eastern District	15
Western District	13
Northern District	6
Gozo and Comino	0
Shelter or institution	0
Foreign residence	0
Homeless	0
Not specified	0
Total	98

IY: Number of new cases	
Number of cases by month and year opened	
	2019
Jan	1
Feb	8
Mar	12
Apr	5
May	10
Jun	7
Jul	10
Aug	14
Sep	19
Oct	6
Nov	5
Dec	0
Total	97

HBTS: Number of cases closed	
Number of cases closed by month and year of closure	
	2019
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	6
Sep	0
Oct	1
Nov	1
Dec	17
Total	25

Community Services

The aim of the Community Services (CS) is to provide generic social work interventions to the specific communities.

Note: The Community services were previously reported under the remit of Appogg but they were moved to the Community and Therapeutic Services report in 2019. As a result the format of the report will differ from previous years.

CS: Number of cases worked with in the year January – December 2019	
	2019
New	299
Re-contact	92
Known	448
Total cases worked with	839
Number of individuals worked with	809

CS: Number of cases worked with by Community Service January – December 2019				
	New	Recontact	Known	Total cases worked with
Birkirkara	48	11	68	127
Cottonera	95	43	118	256
Msida	19	9	41	69
Qawra	117	23	125	265
Valletta	20	6	96	122
Total	299	92	448	839

CS: Number of family cases worked with in the year by type of attendee January – December 2019			
	Family	Individual	Total number of family cases
Birkirkara	10	95	105
Cottonera	41	139	180
Msida	1	63	64
Qawra	15	221	236
Valletta	5	110	115
Total	72	628	700

A total of **700** family cases were worked with in 2019 which consisted of **809** individuals.

CS: Number of referrals, new cases, new & re-contacts cases, and closed cases by Community Service January – December 2019				
	Referred	New	New & re-contact	Closed
Birkirkara	58	48	59	71
Cottonera	133	95	138	176
Msida	28	19	28	41
Qawra	109	117	140	123
Valletta	38	20	26	61
Total	366	299	391	472

CS: Number of referrals Number of cases referred by month and year of referral	
	2019
Jan	41
Feb	20
Mar	21
Apr	25
May	33
Jun	28
Jul	42
Aug	37
Sep	29
Oct	32
Nov	36
Dec	22
Total	366

CS: Referrals by primary problem* and Service January – December 2019						
	Birkirkara	Cottonera	Msida	Qawra	Valletta	Total
Addiction	0	2	1	3	1	7
Assault/Harassment	1	0	0	0	0	1
Behaviour problems	1	4	1	3	0	9
Bereavement	0	0	0	0	0	0
Child abuse	0	1	2	4	0	7
Child care or access	0	4	2	1	1	8
Disability related issues	0	1	1	0	1	3
Domestic violence	2	3	1	4	0	10
Eating disorder	0	0	0	0	0	0
Elderly needs	0	2	0	0	1	3
Employment issues	0	2	0	3	2	7
Family relations	8	8	5	5	5	31
Financial difficulties	11	19	3	35	8	76
Fostering or adoption	0	0	0	0	0	0
Gender related issues	0	0	0	0	0	0
Health related issues	1	4	0	0	0	5
Homeless	7	9	3	14	5	38
Housing problems	4	21	3	4	3	35
Human trafficking	0	0	0	0	0	0
Lack of support or guidance	8	9	1	9	4	31
Legal issues	3	3	0	3	0	9
Marital problems	2	5	0	0	0	7
Mental health issues	8	20	2	6	3	39
Migrant related issues	0	0	0	4	0	4
Pregnancy related issues	0	2	0	3	0	5
Relationship problems	1	11	2	6	2	22
School related problems	1	0	1	0	0	2
Self-harm or suicide	0	1	0	0	1	2
Separation related issues	0	1	0	0	1	2
Sexual harassment or abuse	0	0	0	0	0	0
Other	0	1	0	2	0	3
Not specified	0	0	0	0	0	0
Total	58	133	28	109	38	366

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

CS: Number of new and re-contact cases	
Number of cases by month and year of service opened	
	2019
Jan	42
Feb	29
Mar	35
Apr	25
May	27
Jun	25
Jul	40
Aug	44
Sep	26
Oct	31
Nov	30
Dec	37
Total	391

CS: Case service opened by age and sex			
January – December 2019			
	Male	Female	Total
<17	8	12	20
18-19	5	4	9
20-24	16	18	34
25-29	9	35	44
30-34	19	28	47
35-39	15	39	54
40-44	9	35	44
45-49	10	25	35
50-54	9	18	27
55-59	12	14	26
60+	16	35	51
Not specified	0	0	0
Total	128	263	391

CS: Case service opened by district January – December 2019	
	2019
Southern Harbour District	152
Northern District	129
Northern Harbour District	89
South Eastern District	4
Gozo and Comino	1
Western District	0
Shelter or institution	2
Foreign residence	0
Homeless	6
Not specified	8
Total	391

CS: Case service opened by Nationality and sex January – December 2019			
	Male	Female	Total
Maltese	83	208	291
Other	45	55	100
Total	128	263	391

CS: Number of new cases Number of cases by month and year opened	
	2019
Jan	33
Feb	29
Mar	30
Apr	14
May	19
Jun	18
Jul	26
Aug	29
Sep	21
Oct	24
Nov	26
Dec	30
Total	299

CS: Number of cases closed	
Number of cases closed by month and year of closure	
	2019
Jan	47
Feb	38
Mar	59
Apr	44
May	73
Jun	30
Jul	55
Aug	25
Sep	16
Oct	38
Nov	25
Dec	22
Total	472



Mosta Community Service

This is the first time data from this service is being reported in the statistical reports

MoCS: Number of cases worked with in the year January – December 2019	
	2019
New	55
Re-contact	0
Known	1
Total cases worked with	56
Number of individuals worked with	56

MoCS: Number of referrals
Number of cases referred by month and year of referral

	2019
Jan	0
Feb	1
Mar	6
Apr	4
May	11
Jun	4
Jul	7
Aug	6
Sep	7
Oct	3
Nov	0
Dec	8
Total	57

MoCS: Number of new and re-contact cases
Number of cases by month and year of service opened

	2019
Jan	0
Feb	1
Mar	6
Apr	4
May	10
Jun	4
Jul	7
Aug	4
Sep	9
Oct	1
Nov	1
Dec	8
Total	55

**MoCS: Referrals by primary problem* and Service
January – December 2019**

	Total
Addiction	0
Assault/Harassment	0
Behaviour problems	5
Bereavement	0
Child abuse	0
Child care or access	8
Disability related issues	0
Domestic violence	0
Eating disorder	0
Elderly needs	0
Employment issues	2
Family relations	5
Financial difficulties	2
Fostering or adoption	0
Gender related issues	0
Health related issues	0
Homeless	0
Housing problems	8
Human trafficking	0
Lack of support or guidance	22
Legal issues	1
Marital problems	0
Mental health issues	1
Migrant related issues	0
Pregnancy related issues	0
Relationship problems	0
School related problems	0
Self-harm or suicide	0
Separation related issues	0
Sexual harassment or abuse	0
Other	3
Not specified	0
Total	57

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

MoCS: Number of new cases	
Number of cases by month and year opened	
	2019
Jan	0
Feb	1
Mar	6
Apr	4
May	10
Jun	4
Jul	7
Aug	4
Sep	9
Oct	1
Nov	1
Dec	8
Total	55

MoCS: Case opened by age and sex			
January – December 2019			
	Male	Female	Total
≤17	3	3	6
18-19	1	1	2
20-24	1	3	4
25-29	1	3	4
30-34	1	3	4
35-39	0	5	5
40-44	2	8	10
45-49	0	2	2
50-54	3	2	5
55-59	0	1	1
≥60	1	4	5
Not specified	2	5	7
Total	15	40	55

MoCS: Case service opened by town of residence and sex January – December 2019			
	Male	Female	Total
Mosta	11	33	44
Naxxar	2	4	6
Gharghur	1	0	1
Other	1	3	4
Not specified	0	0	0
Total	15	40	55

MoCS: Case service opened by nationality and sex January – December 2019			
	Male	Female	Total
Maltese	10	27	37
Other	2	6	8
Not specified	3	7	10
Total	15	40	55

MoCS: Number of cases closed Number of cases closed by month and year of closure	
	2019
Jan	0
Feb	0
Mar	0
Apr	1
May	0
Jun	1
Jul	0
Aug	0
Sep	1
Oct	5
Nov	0
Dec	1
Total	9

NEW Zabbar Community Service

This is the first time data from this service is being reported in the statistical reports

ZCS: Number of cases worked with in the year January – December 2019	
	2019
New	38
Re-contact	0
Known	0
Total cases worked with	38
Number of individuals worked with	38

ZCS: Number of referrals Number of cases referred by month and year of referral	
	2019
Jan	1
Feb	0
Mar	4
Apr	5
May	2
Jun	3
Jul	2
Aug	2
Sep	1
Oct	14
Nov	2
Dec	2
Total	38

ZCS: Referrals by primary problem* and Service January – December 2019

	Total
Addiction	0
Assault/Harassment	0
Behaviour problems	0
Bereavement	2
Child abuse	0
Child care or access	7
Disability related issues	0
Domestic violence	0
Eating disorder	0
Elderly needs	0
Employment issues	1
Family relations	3
Financial difficulties	4
Fostering or adoption	0
Gender related issues	0
Health related issues	1
Homeless	3
Housing problems	6
Human trafficking	0
Lack of support or guidance	2
Legal issues	0
Marital problems	0
Mental health issues	5
Migrant related issues	0
Pregnancy related issues	1
Relationship problems	1
School related problems	0
Self-harm or suicide	0
Separation related issues	2
Sexual harassment or abuse	0
Other	0
Not specified	0
Total	38

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

ZCS: Number of new and re-contact cases	
Number of cases by month and year of service opened	
	2019
Jan	0
Feb	1
Mar	4
Apr	5
May	2
Jun	3
Jul	2
Aug	2
Sep	0
Oct	15
Nov	2
Dec	2
Total	38

ZCS: Number of new cases	
Number of cases by month and year opened	
	2019
Jan	0
Feb	1
Mar	4
Apr	5
May	2
Jun	3
Jul	2
Aug	2
Sep	0
Oct	15
Nov	2
Dec	2
Total	38

ZCS: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	3	0	3
18-19	0	2	2
20-24	0	1	1
25-29	1	3	4
30-34	1	5	6
35-39	1	6	7
40-44	1	2	3
45-49	0	5	5
50-54	0	1	1
55-59	0	1	1
≥60	2	3	5
Not specified	0	0	0
Total	9	29	38

ZCS: Case service opened by town of residence and sex January – December 2019			
	Male	Female	Total
Zabbar	8	21	29
Xghajra	1	8	9
Other	0	0	0
Not specified	0	0	0
Total	9	29	38

ZCS: Case service opened by nationality and sex January – December 2019			
	Male	Female	Total
Maltese	8	29	37
Other	1	0	1
Not specified	0	0	0
Total	9	29	38

ZCS: Number of cases closed	
Number of cases closed by month and year of closure	
	2019
Jan	0
Feb	0
Mar	1
Apr	0
May	0
Jun	0
Jul	4
Aug	1
Sep	0
Oct	1
Nov	0
Dec	3
Total	10

Paulo Freire Institute

The Paulo Freire Institute (PFI) which is based in Zejtun, was set up by the Maltese Jesuits. As part of its work within the community, the Foundation for Social Welfare Services offers supervision and support to the social workers providing a service within the PFI. PFI developed into a holistic service for members of the community of Zejtun and the neighbouring communities, providing literacy classes for adults and children, educational and recreational activities for children as well as a social work service in the community.

PFI: Number of cases worked with in the year	
January – December 2019	
	2019
New	58
Re-contact	18
Known	41
Total cases worked with	117
Number of individuals worked with	115

PFI: Number of referrals								
Number of cases referred by month and year of referral								
	2012	2013	2014	2015	2016	2017	2018	2019
Jan	1	0	1	1	11	4	8	10
Feb	5	2	6	2	1	2	4	8
Mar	0	2	5	4	3	1	1	6
Apr	0	4	1	3	5	5	0	11
May	2	1	0	4	6	0	1	3
Jun	5	6	10	5	2	3	5	8
Jul	2	1	0	4	4	6	6	4
Aug	1	0	2	2	2	2	4	3
Sep	3	0	3	3	1	2	3	9
Oct	4	3	3	0	1	5	4	6
Nov	0	6	1	1	0	11	7	0
Dec	1	2	1	0	0	5	2	8
Total	24	27	33	29	36	46	45	76

PFI: Number of new and re-contact cases								
Number of cases by month and year of service opened								
	2012	2013	2014	2015	2016	2017	2018	2019
Jan	1	0	1	1	11	4	8	10
Feb	5	2	6	2	1	2	4	8
Mar	0	2	5	4	3	1	1	6
Apr	0	4	1	3	5	5	0	11
May	2	0	0	4	6	0	1	3
Jun	5	6	10	5	2	3	5	8
Jul	2	1	0	4	4	6	6	4
Aug	1	0	2	2	2	2	4	3
Sep	3	0	3	3	1	2	3	9
Oct	4	3	3	0	1	5	4	6
Nov	0	6	1	1	0	11	7	0
Dec	1	2	1	0	0	5	2	8
Total	24	26	33	29	36	46	45	76

**PFI: Referrals by primary problem* and Service
January – December 2019**

	Total
Addiction	0
Assault/Harassment	0
Behaviour problems	0
Bereavement	1
Child abuse	0
Child care or access	0
Disability related issues	5
Domestic violence	3
Eating disorder	0
Elderly needs	0
Employment issues	2
Family relations	12
Financial difficulties	7
Fostering or adoption	0
Gender related issues	0
Health related issues	0
Homeless	0
Housing problems	5
Human trafficking	0
Lack of support or guidance	10
Legal issues	0
Marital problems	3
Mental health issues	3
Migrant related issues	0
Pregnancy related issues	0
Relationship problems	4
School related problems	1
Self-harm or suicide	0
Separation related issues	1
Sexual harassment or abuse	0
Other	0
Not specified	19
Total	76

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

PFI: Number of new cases Number of cases by month and year opened								
	2012	2013	2014	2015	2016	2017	2018	2019
Jan	1	0	1	1	8	1	3	9
Feb	2	2	4	2	1	2	3	4
Mar	0	1	3	4	2	1	1	3
Apr	0	3	1	3	4	3	0	8
May	2	0	0	2	3	0	1	2
Jun	4	6	5	4	2	3	3	7
Jul	2	1	0	4	4	4	4	2
Aug	1	0	2	2	1	2	2	2
Sep	2	0	2	1	1	2	2	8
Oct	2	1	2	0	1	4	3	5
Nov	0	3	1	1	0	3	7	0
Dec	1	2	1	0	0	5	2	8
Total	17	19	22	24	27	30	31	58

PFI: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	3	5	8
18-19	0	1	1
20-24	1	3	4
25-29	4	6	10
30-34	3	3	6
35-39	1	3	4
40-44	0	8	8
45-49	2	2	4
50-54	0	0	0
55-59	0	3	3
≥60	2	7	9
Not specified	0	1	1
Total	16	42	58

PFI: Case service opened by town of residence and sex January – December 2019			
	Male	Female	Total
Zejtun	14	38	52
Fgura	1	0	1
Marsaskala	0	0	0
Birzebbugia	0	0	0
Other	1	4	5
Not specified	0	0	0
Total	16	42	58

PFI: Number of cases closed Number of cases closed by month and year of closure								
	2012	2013	2014	2015	2016	2017	2018	2019
Jan	0	0	1	3	1	2	4	9
Feb	0	0	0	0	0	3	1	4
Mar	0	2	4	0	5	2	6	3
Apr	0	0	13	4	10	0	15	8
May	1	1	2	0	0	0	0	2
Jun	0	1	0	9	6	4	2	7
Jul	12	5	0	0	2	4	8	2
Aug	0	2	1	0	0	4	3	2
Sep	3	2	4	13	4	0	3	8
Oct	2	1	1	0	9	19	5	5
Nov	0	3	1	4	0	1	3	0
Dec	1	0	0	1	0	9	0	8
Total	19	17	27	34	37	48	50	58



LEAP Project

The LEAP Project began as an EU project regarding ‘Building the future together, promoting social mobility’. The Project’s main aim was “Building Regional Networks to empower social cohesion and the setting up of Social Development Centres and Family Resource Centres” to establish local partnerships and create better policy implementation structures.

This is the first time data from this service is being reported in the statistical reports

LEAP: Number of cases worked with by Community Service January – December 2018

	New	Recontact	Known	Total cases worked with
Cottonera	164	16	153	333
Corradino Correaction Facility	55	0	30	85
Kirkop	107	6	106	219
Qawra	59	1	5	65
Qormi	47	0	326	373
Valletta	94	8	42	144

LEAP: Number of cases worked with by Community Service January – December 2019

	New	Recontact	Known	Total cases worked with
Cottonera	119	45	194	358
Corradino Correaction Facility	38	0	66	104
Kirkop	73	3	164	240
Qawra	75	3	59	137
Qormi	106	2	353	461
Valletta	116	15	81	212

Cottonera LEAP Service

Cott LEAP: Number of cases worked with in the year January – December		
	2018	2019
New	164	119
Re-contact	16	45
Known	153	194
Total cases worked with	333	358
Number of individuals worked with	341	332

Cott LEAP: Number of referrals Number of cases referred by month and year of referral		
	2018	2019
Jan	10	18
Feb	10	13
Mar	8	11
Apr	13	12
May	19	11
Jun	5	17
Jul	22	24
Aug	9	12
Sep	36	5
Oct	20	15
Nov	15	11
Dec	5	10
Total	172	159

Cott LEAP: Referrals by primary problem* and Service January – December		
	2018	2019
Addiction	0	0
Assault/Harassment	0	0
Behaviour problems	0	0
Bereavement	0	0
Child abuse	0	0
Child care or access	2	4
Delinquency	0	0
Disability related issues	3	4
Domestic violence	1	0
Eating disorder	0	0
Elderly needs	3	12
Employment issues	56	28
Family relations	0	0
Financial difficulties	62	60
Fostering or adoption	0	0
Gender related issues	0	0
Health related issues	3	5
Homeless	2	1
Housing problems	18	15
Human trafficking	0	0
Lack of support or guidance	0	1
Legal issues	1	0
Marital problems	0	0
Mental health issues	2	6
Migrant related issues	0	2
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	4	0
Self-harm or suicide	0	0
Separation related issues	0	1
Sexual harassment or abuse	0	0
Other	8	15
Not specified	7	5
Total	172	159

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

Cott LEAP: Number of new cases		
Number of cases by month and year opened		
	2018	2019
Jan	12	6
Feb	3	16
Mar	3	4
Apr	13	15
May	22	7
Jun	11	18
Jul	6	5
Aug	15	9
Sep	46	9
Oct	15	11
Nov	13	10
Dec	5	9
Total	164	119

Cott LEAP: Number of new and re-contact cases		
Number of cases by month and year of service opened		
	2018	2019
Jan	13	6
Feb	10	17
Mar	4	7
Apr	13	17
May	22	10
Jun	11	26
Jul	6	23
Aug	15	12
Sep	47	11
Oct	17	15
Nov	17	10
Dec	5	10
Total	180	164

Cott LEAP: Case service opened by age and sex January – December 2018			
	Male	Female	Total
≤17	2	0	2
18-19	4	2	6
20-24	1	7	8
25-29	2	18	20
30-34	5	12	17
35-39	2	15	17
40-44	4	12	16
45-49	4	7	11
50-54	2	7	9
55-59	0	7	7
≥60	14	23	37
Not specified	5	25	30
Total	45	135	180

Cott LEAP: Case service opened by age and sex January – December 2019			
	Male	Female	Total
≤17	1	1	2
18-19	1	0	1
20-24	1	5	6
25-29	2	9	11
30-34	3	12	15
35-39	1	11	12
40-44	6	16	22
45-49	4	13	17
50-54	0	7	7
55-59	1	10	11
≥60	16	36	52
Not specified	1	7	8
Total	37	127	164

Cott LEAP: Case service opened by district January – December 2019		
	2018	2019
Southern Harbour District	159	159
Northern Harbour District	1	0
South Eastern District	2	2
Western District	0	1
Northern District	0	0
Gozo and Comino	0	0
Shelter or institution	0	0
Foreign residence	0	0
Homeless	0	0
Not specified	18	2
Total	180	164

Cott LEAP: Number of cases closed Number of cases closed by month and year of closure		
	2018	2019
Jan	9	11
Feb	12	32
Mar	1	12
Apr	7	16
May	10	18
Jun	5	27
Jul	0	28
Aug	3	23
Sep	26	25
Oct	44	61
Nov	17	18
Dec	5	17
Total	139	288

Corradino Correctional Facility LEAP Service

CCF LEAP: Number of cases worked with in the year January – December		
	2018	2019
New	55	38
Re-contact	0	0
Known	30	66
Total cases worked with	85	104
Number of individuals worked with	85	104

CCF LEAP: Number of referrals Number of cases referred by month and year of referral		
	2018	2019
Jan	6	4
Feb	3	8
Mar	4	1
Apr	6	3
May	1	4
Jun	5	0
Jul	3	2
Aug	3	6
Sep	5	6
Oct	9	1
Nov	4	1
Dec	6	2
Total	55	38

CCF LEAP: Referrals by primary problem* and Service January – December		
	2018	2019
Addiction	29	10
Assault/Harassment	0	0
Behaviour problems	0	0
Bereavement	0	0
Child abuse	0	0
Child care or access	0	0
Delinquency	12	11
Disability related issues	0	0
Domestic violence	0	0
Eating disorder	0	0
Elderly needs	0	0
Employment issues	1	3
Family relations	0	1
Financial difficulties	3	2
Fostering or adoption	0	0
Gender related issues	0	1
Health related issues	0	0
Homeless	3	2
Housing problems	0	1
Human trafficking	0	0
Lack of support or guidance	0	0
Legal issues	4	1
Marital problems	0	1
Mental health issues	0	1
Migrant related issues	0	0
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	0	0
Self-harm or suicide	0	0
Separation related issues	0	0
Sexual harassment or abuse	0	0
Other	0	0
Not specified	3	4
Total	55	38

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

CCF LEAP: Number of new cases		
Number of cases by month and year opened		
	2018	2019
Jan	6	4
Feb	3	8
Mar	4	1
Apr	6	3
May	1	4
Jun	5	0
Jul	3	2
Aug	3	5
Sep	5	7
Oct	9	1
Nov	4	1
Dec	6	2
Total	55	38

CCF LEAP: Number of new and re-contact cases		
Number of cases by month and year of service opened		
	2018	2019
Jan	6	4
Feb	3	8
Mar	4	1
Apr	6	3
May	1	4
Jun	5	0
Jul	3	2
Aug	3	5
Sep	5	7
Oct	9	1
Nov	4	1
Dec	6	2
Total	55	38

CCF LEAP: Case service opened by age and sex January – December 2018				
	Male	Female	X	Total
≤17	0	0	0	0
18-19	0	0	0	0
20-24	2	0	0	2
25-29	8	3	1	12
30-34	8	4	0	12
35-39	8	5	0	13
40-44	2	2	0	4
45-49	4	1	0	5
50-54	1	0	0	1
55-59	1	1	0	2
≥60	1	2	0	3
Not specified	1	0	0	1
Total	36	18	1	55

CCF LEAP: Case service opened by age and sex January – December 2019				
	Male	Female	X	Total
≤17	0	0	0	0
18-19	0	0	0	0
20-24	1	0	0	1
25-29	1	1	0	2
30-34	1	5	0	6
35-39	5	2	0	7
40-44	3	5	0	8
45-49	4	5	1	10
50-54	2	0	0	2
55-59	1	0	0	1
≥60	0	1	0	1
Not specified	0	0	0	0
Total	18	19	1	38

CCF LEAP: Case service opened by district January – December 2019		
	2018	2019
Southern Harbour District	3	2
Northern Harbour District	3	3
South Eastern District	2	0
Western District	0	0
Northern District	1	0
Gozo and Comino	0	0
Shelter or institution	46	32
Foreign residence	0	0
Homeless	0	0
Not specified	0	1
Total	55	38

CCF LEAP: Number of cases closed Number of cases closed by month and year of closure		
	2018	2019
Jan	2	0
Feb	2	0
Mar	2	0
Apr	1	0
May	1	0
Jun	3	8
Jul	0	0
Aug	3	0
Sep	1	0
Oct	0	0
Nov	2	0
Dec	2	0
Total	19	8

Kirkop LEAP Service

Kir LEAP: Number of cases worked with in the year January – December		
	2018	2019
New	107	73
Re-contact	6	3
Known	106	164
Total cases worked with	219	240
Number of individuals worked with	217	238

Kir LEAP: Number of referrals Number of cases referred by month and year of referral		
	2018	2019
Jan	8	5
Feb	15	3
Mar	4	15
Apr	1	5
May	2	8
Jun	6	4
Jul	11	2
Aug	6	3
Sep	17	9
Oct	15	6
Nov	19	6
Dec	9	12
Total	113	78

Kir LEAP: Referrals by primary problem* and Service January – December		
	2018	2019
Addiction	0	0
Assault/Harassment	0	0
Behaviour problems	0	0
Bereavement	0	2
Child abuse	0	0
Child care or access	0	0
Delinquency	0	0
Disability related issues	5	0
Domestic violence	3	0
Eating disorder	0	0
Elderly needs	1	2
Employment issues	14	10
Family relations	2	2
Financial difficulties	55	30
Fostering or adoption	0	0
Gender related issues	0	0
Health related issues	7	2
Homeless	0	1
Housing problems	7	10
Human trafficking	0	0
Lack of support or guidance	0	1
Legal issues	1	0
Marital problems	0	0
Mental health issues	7	4
Migrant related issues	0	0
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	0	1
Self-harm or suicide	0	0
Separation related issues	5	0
Sexual harassment or abuse	0	0
Other	1	0
Not specified	5	13
Total	113	78

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

Kir LEAP: Number of new and re-contact cases		
Number of cases by month and year of service opened		
	2018	2019
Jan	6	4
Feb	17	3
Mar	4	14
Apr	1	5
May	2	7
Jun	6	5
Jul	8	3
Aug	7	2
Sep	15	7
Oct	11	8
Nov	25	3
Dec	11	15
Total	113	76

Kir LEAP: Number of new cases		
Number of cases by month and year opened		
	2018	2019
Jan	6	4
Feb	13	3
Mar	4	14
Apr	1	5
May	2	6
Jun	6	5
Jul	8	1
Aug	7	2
Sep	15	7
Oct	11	8
Nov	25	3
Dec	9	15
Total	107	73

Kir LEAP: Case service opened by age and sex January – December 2018			
	Male	Female	Total
≤17	0	1	1
18-19	2	3	5
20-24	2	3	5
25-29	2	3	5
30-34	4	8	12
35-39	5	7	12
40-44	3	6	9
45-49	1	7	8
50-54	2	3	5
55-59	1	2	3
≥60	12	30	42
Not specified	3	3	6
Total	37	76	113

Kir LEAP: Case service opened by age and sex January – December 2019			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	1	3	4
25-29	4	6	10
30-34	0	3	3
35-39	1	10	11
40-44	0	10	10
45-49	1	6	7
50-54	2	5	7
55-59	0	6	6
≥60	2	12	14
Not specified	1	3	4
Total	12	64	76

Kir LEAP: Case service opened by district January – December 2019		
	2018	2019
Southern Harbour District	5	2
Northern Harbour District	0	0
South Eastern District	106	72
Western District	1	0
Northern District	0	0
Gozo and Comino	0	0
Shelter or institution	0	0
Foreign residence	0	0
Homeless	0	0
Not specified	1	2
Total	113	76

Kir LEAP: Number of cases closed Number of cases closed by month and year of closure		
	2018	2019
Jan	1	21
Feb	0	13
Mar	0	0
Apr	3	0
May	3	10
Jun	0	5
Jul	1	4
Aug	0	8
Sep	4	3
Oct	0	7
Nov	2	12
Dec	41	10
Total	55	93

Qawra LEAP Service

Qa LEAP: Number of cases worked with in the year January – December		
	2018	2019
New	59	75
Re-contact	1	3
Known	5	59
Total cases worked with	65	137
Number of individuals worked with	64	135

Qa LEAP: Number of referrals Number of cases referred by month and year of referral		
	2018	2019
Jan	5	5
Feb	24	9
Mar	2	5
Apr	3	4
May	7	7
Jun	3	3
Jul	5	8
Aug	0	5
Sep	3	8
Oct	2	23
Nov	0	1
Dec	5	0
Total	59	78

Qa LEAP: Referrals by primary problem* and Service January – December		
	2018	2019
Addiction	0	1
Assault/Harassment	0	0
Behaviour problems	1	0
Bereavement	0	0
Child abuse	1	1
Child care or access	0	2
Delinquency	0	0
Disability related issues	2	3
Domestic violence	2	2
Eating disorder	0	0
Elderly needs	0	1
Employment issues	18	24
Family relations	0	5
Financial difficulties	11	9
Fostering or adoption	0	0
Gender related issues	0	1
Health related issues	3	2
Homeless	1	1
Housing problems	6	15
Human trafficking	0	0
Lack of support or guidance	0	0
Legal issues	1	3
Marital problems	0	1
Mental health issues	4	1
Migrant related issues	0	0
Pregnancy related issues	0	1
Relationship problems	0	0
School related problems	0	1
Self-harm or suicide	0	0
Separation related issues	2	0
Sexual harassment or abuse	0	0
Other	0	0
Not specified	7	4
Total	59	78

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

Qa LEAP: Number of new and re-contact cases		
Number of cases by month and year of service opened		
	2018	2019
Jan	4	4
Feb	26	9
Mar	2	5
Apr	3	4
May	7	7
Jun	3	4
Jul	5	8
Aug	0	5
Sep	3	2
Oct	2	29
Nov	0	1
Dec	5	0
Total	60	78

Qa LEAP: Number of new cases		
Number of cases by month and year opened		
	2018	2019
Jan	4	3
Feb	26	9
Mar	2	5
Apr	3	4
May	7	7
Jun	3	4
Jul	5	6
Aug	0	5
Sep	3	2
Oct	2	29
Nov	0	1
Dec	4	0
Total	59	75

Qa LEAP: Case service opened by age and sex January – December 2018				
	Male	Female	X	Total
≤17	0	4	0	4
18-19	0	0	0	0
20-24	3	1	0	4
25-29	2	10	0	12
30-34	0	7	0	7
35-39	1	6	0	7
40-44	3	6	0	9
45-49	3	5	0	8
50-54	1	2	0	3
55-59	1	1	0	2
≥60	1	3	0	4
Not specified	0	0	0	0
Total	15	45	0	60

Qa LEAP: Case service opened by age and sex January – December 2019				
	Male	Female	X	Total
≤17	0	0	1	1
18-19	1	2	0	3
20-24	2	3	0	5
25-29	1	5	0	6
30-34	2	7	0	9
35-39	3	4	0	7
40-44	2	7	0	9
45-49	1	8	0	9
50-54	1	8	0	9
55-59	2	4	0	6
≥60	2	8	0	10
Not specified	1	3	0	4
Total	18	59	1	78

Qa LEAP: Case service opened by district January – December 2019		
	2018	2019
Southern Harbour District	0	1
Northern Harbour District	1	0
South Eastern District	0	0
Western District	0	1
Northern District	57	73
Gozo and Comino	0	0
Shelter or institution	0	1
Foreign residence	0	0
Homeless	1	0
Not specified	1	2
Total	60	78

Qa LEAP: Number of cases closed Number of cases closed by month and year of closure		
	2018	2019
Jan	0	1
Feb	2	2
Mar	0	25
Apr	0	2
May	1	14
Jun	1	6
Jul	0	7
Aug	0	6
Sep	0	3
Oct	0	20
Nov	0	9
Dec	2	0
Total	6	95

Qormi LEAP Service

Qo LEAP: Number of cases worked with in the year January – December		
	2018	2019
New	47	106
Re-contact	0	2
Known	326	353
Total cases worked with	373	461
Number of individuals worked with	373	459

Qo LEAP: Number of referrals Number of cases referred by month and year of referral		
	2018	2019
Jan	2	2
Feb	2	18
Mar	4	38
Apr	6	8
May	3	3
Jun	3	4
Jul	2	14
Aug	1	7
Sep	6	5
Oct	5	4
Nov	8	3
Dec	3	0
Total	45	106

Qo LEAP: Referrals by primary problem* and Service January – December		
	2018	2019
Addiction	0	0
Assault/Harassment	0	0
Behaviour problems	0	0
Bereavement	0	2
Child abuse	0	0
Child care or access	0	0
Delinquency	0	0
Disability related issues	2	8
Domestic violence	0	0
Eating disorder	0	0
Elderly needs	2	5
Employment issues	2	9
Family relations	0	4
Financial difficulties	11	28
Fostering or adoption	0	0
Gender related issues	0	0
Health related issues	3	1
Homeless	2	2
Housing problems	8	8
Human trafficking	0	0
Lack of support or guidance	0	0
Legal issues	0	0
Marital problems	0	0
Mental health issues	4	9
Migrant related issues	0	0
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	1	0
Self-harm or suicide	0	0
Separation related issues	3	9
Sexual harassment or abuse	0	0
Other	0	0
Not specified	7	21
Total	45	106

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

Qo LEAP: Number of new cases		
Number of cases by month and year opened		
	2018	2019
Jan	2	2
Feb	4	18
Mar	4	38
Apr	5	8
May	3	3
Jun	3	4
Jul	3	14
Aug	1	7
Sep	6	6
Oct	5	3
Nov	8	3
Dec	3	0
Total	47	106

Qo LEAP: Number of new and re-contact cases		
Number of cases by month and year of service opened		
	2018	2019
Jan	2	2
Feb	4	18
Mar	4	38
Apr	5	8
May	3	3
Jun	3	4
Jul	3	14
Aug	1	7
Sep	6	6
Oct	5	3
Nov	8	5
Dec	3	0
Total	47	108

Qo LEAP: Case service opened by age and sex January – December 2018			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	2	3	5
25-29	0	4	4
30-34	0	2	2
35-39	2	4	6
40-44	0	4	4
45-49	0	4	4
50-54	1	2	3
55-59	0	1	1
≥60	9	8	17
Not specified	1	0	1
Total	15	32	47

Qo LEAP: Case service opened by age and sex January – December 2019			
	Male	Female	Total
≤17	1	2	3
18-19	0	1	1
20-24	2	2	4
25-29	2	5	7
30-34	1	15	16
35-39	2	14	16
40-44	4	9	13
45-49	2	3	5
50-54	2	3	5
55-59	4	0	4
≥60	10	21	31
Not specified	1	2	3
Total	31	77	108

Qo LEAP: Case service opened by district January – December 2019		
	2018	2019
Southern Harbour District	4	8
Northern Harbour District	19	31
South Eastern District	0	0
Western District	23	68
Northern District	0	0
Gozo and Comino	0	0
Shelter or institution	1	0
Foreign residence	0	0
Homeless	0	0
Not specified	0	1
Total	47	108

Qo LEAP: Number of cases closed Number of cases closed by month and year of closure		
	2018	2019
Jan	2	8
Feb	1	14
Mar	0	2
Apr	0	3
May	1	36
Jun	0	15
Jul	1	38
Aug	9	8
Sep	0	2
Oct	6	12
Nov	0	138
Dec	0	4
Total	20	280

Valletta LEAP Service

Val LEAP: Number of cases worked with in the year January – December		
	2018	2019
New	94	116
Re-contact	8	15
Known	42	81
Total cases worked with	144	212
Number of individuals worked with	143	206

Val LEAP: Number of referrals Number of cases referred by month and year of referral		
	2018	2019
Jan	9	20
Feb	6	15
Mar	2	9
Apr	7	10
May	21	11
Jun	9	5
Jul	3	12
Aug	8	13
Sep	8	14
Oct	10	10
Nov	12	10
Dec	7	1
Total	102	130

Val LEAP: Referrals by primary problem* and Service January – December		
	2018	2019
Addiction	1	1
Assault/Harassment	0	0
Behaviour problems	1	2
Bereavement	0	0
Child abuse	0	0
Child care or access	1	0
Delinquency	1	0
Disability related issues	3	2
Domestic violence	0	1
Eating disorder	0	0
Elderly needs	0	4
Employment issues	16	15
Family relations	5	0
Financial difficulties	23	44
Fostering or adoption	0	0
Gender related issues	0	0
Health related issues	4	5
Homeless	3	11
Housing problems	3	10
Human trafficking	0	0
Lack of support or guidance	0	0
Legal issues	1	0
Marital problems	0	0
Mental health issues	7	7
Migrant related issues	4	3
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	1	0
Self-harm or suicide	0	0
Separation related issues	1	4
Sexual harassment or abuse	0	0
Other	0	0
Not specified	27	21
Total	102	130

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

Val LEAP: Number of new and re-contact cases		
Number of cases by month and year of service opened		
	2018	2019
Jan	10	19
Feb	6	16
Mar	2	9
Apr	7	10
May	19	11
Jun	10	6
Jul	3	11
Aug	7	13
Sep	10	13
Oct	10	12
Nov	12	7
Dec	6	4
Total	102	131

Val LEAP: Number of new cases		
Number of cases by month and year opened		
	2018	2019
Jan	10	17
Feb	6	15
Mar	1	9
Apr	5	9
May	16	9
Jun	10	4
Jul	3	9
Aug	6	11
Sep	10	11
Oct	9	11
Nov	12	7
Dec	6	4
Total	94	116

Val LEAP: Case service opened by age and sex January – December 2018			
	Male	Female	Total
≤17	0	0	0
18-19	1	0	1
20-24	1	4	5
25-29	2	3	5
30-34	1	8	9
35-39	2	4	6
40-44	2	3	5
45-49	2	5	7
50-54	0	6	6
55-59	2	3	5
≥60	11	17	28
Not specified	8	17	25
Total	32	70	102

Val LEAP: Case service opened by age and sex January – December 2019			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	1	3	4
25-29	2	7	9
30-34	6	14	20
35-39	8	13	21
40-44	2	12	14
45-49	4	7	11
50-54	2	8	10
55-59	2	5	7
≥60	9	20	29
Not specified	2	4	6
Total	38	93	131

Val LEAP: Case service opened by district January – December 2019		
	2018	2019
Southern Harbour District	15	21
Northern Harbour District	84	106
South Eastern District	0	0
Western District	0	0
Northern District	1	0
Gozo and Comino	0	0
Shelter or institution	0	2
Foreign residence	0	0
Homeless	2	2
Not specified	0	0
Total	102	131

Val LEAP: Number of cases closed Number of cases closed by month and year of closure		
	2018	2019
Jan	5	10
Feb	5	5
Mar	1	5
Apr	1	5
May	4	10
Jun	6	14
Jul	5	5
Aug	5	8
Sep	8	2
Oct	8	15
Nov	9	10
Dec	6	2
Total	63	91

Glossary of Terms

Variable	Definition
Referral	The period when a case was referred to the unit. A referral is when an individual's details has been given to the services by another person or the person themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
Case Service Opened	The period when a case was opened or allocated. This includes new cases and re-opened cases and so the same individual may be seen more than once in a year.
Case opening	The period when a case was new to the unit. Cases can only be termed a new case once. If the case is re-opened then it will not be recorded here but it is recorded under Service Opening.
Case Closed	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
New	A new case which was opened or activated for the first time ever within the reporting year and which was never previously worked with
Re-contact	A case which was worked with and closed in the past and it has been re-activated or re-opened within the current reporting year
Known	Cases which were activated or opened in the previous reporting years and they are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
Cases worked with	The total number of cases which were new, re-contact or known in the reporting year. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year. This excludes persons who were referred but their case was never opened.
Family case	The service works with families. A family case may consist of: - Individuals: One individual who attends in the year on their own without any other family member, or

	- Family: A number of individuals identified as part of the same family attending in the year.
Primary Problem	Clients often present with a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the client or the professional.
Nationality:	An individual is classified as Maltese if they either: (1) were born in Malta; (2) possess a Maltese passport; or (3) have resided in Malta more than 6 months. An individual is classified as Non-Maltese if they do not fulfil any of the above criteria.
Not Specified (NS)	A variable that cannot be specified because of a lack of information.
Other	Treatment, issue or location not elsewhere specified.

Maltese Districts

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

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