



**Agency for Community & Therapeutic Services**

**Yearly Statistical Report**

January to December 2020

**March 2021**

**Christine Marchand-Agius**



**Foundation for Social Welfare Services, Malta**

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# Introduction

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

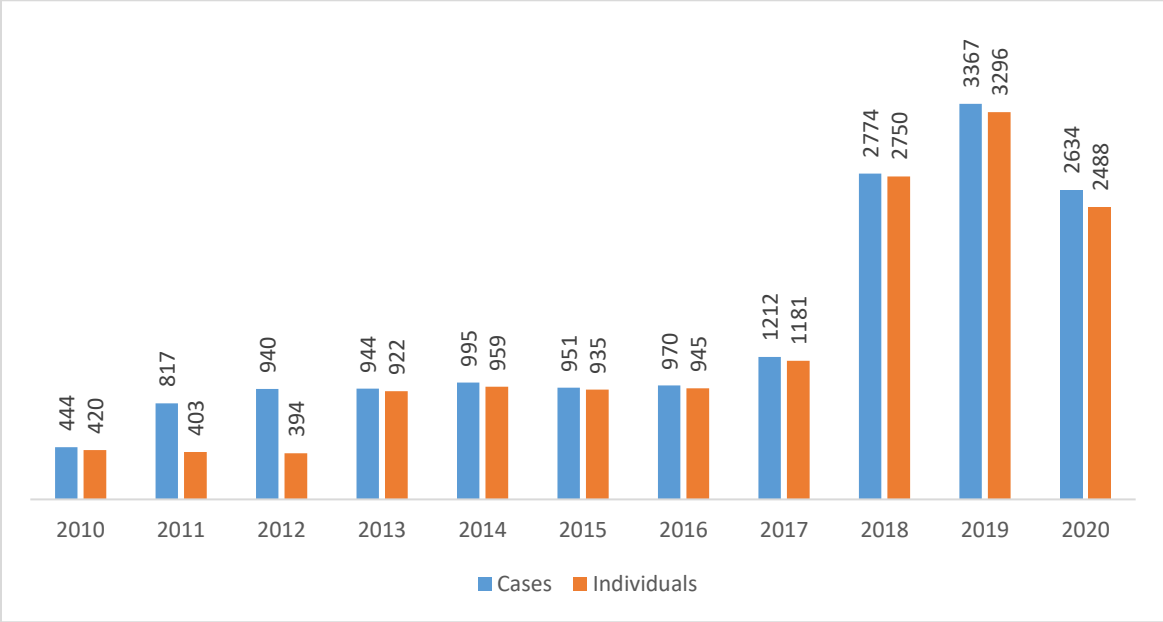
The data contained in this report is based on information submitted by the services to the Research Team of the Foundation for Social Welfare Services in January 2021. Where applicable, the report provides data on an individual level as well as on a family level. It is important to note that the same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

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

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

# Executive Summary

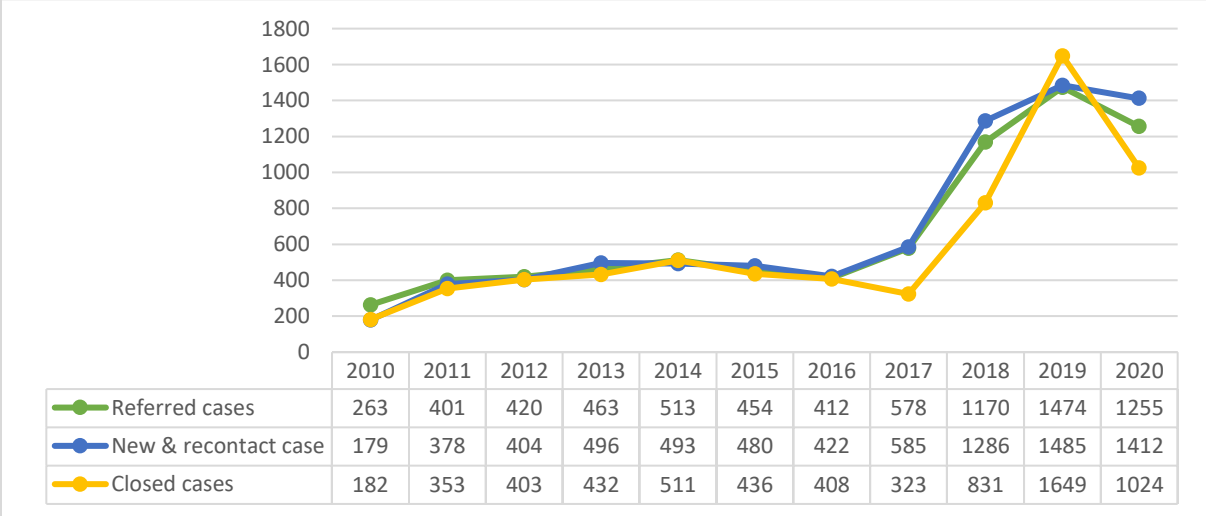
Approximate<sup>1</sup> total number of cases and individuals worked with at ACTS by year



## Case activity<sup>2</sup>: Jan-Dec 2020

	Total cases worked with	Individuals worked with
Home Based Therapeutic Service	834	770
Incredible Years Programme	277	262
Community Services	1523	1456

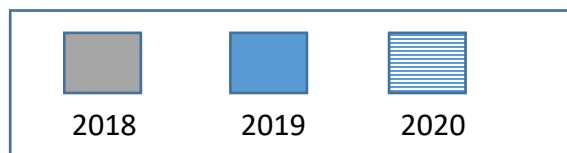
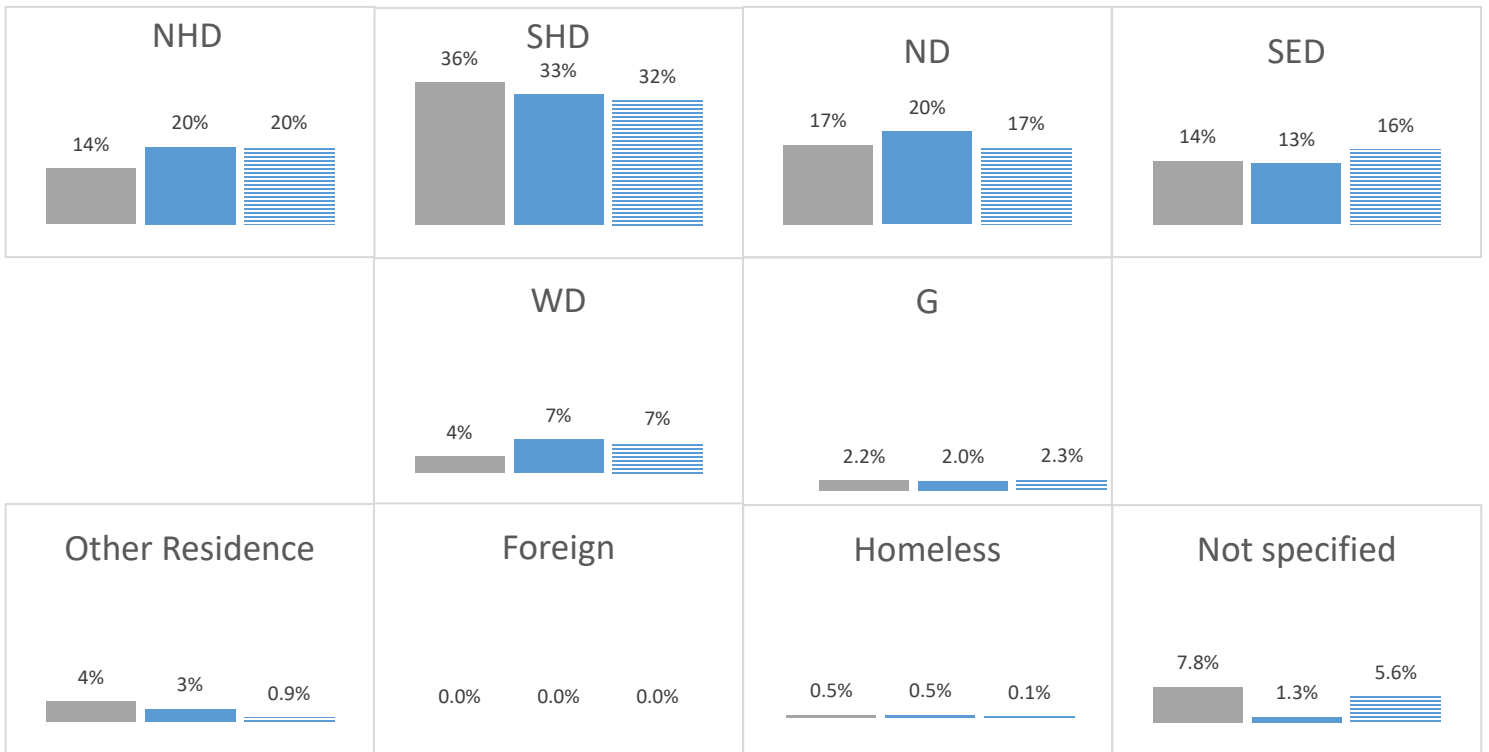
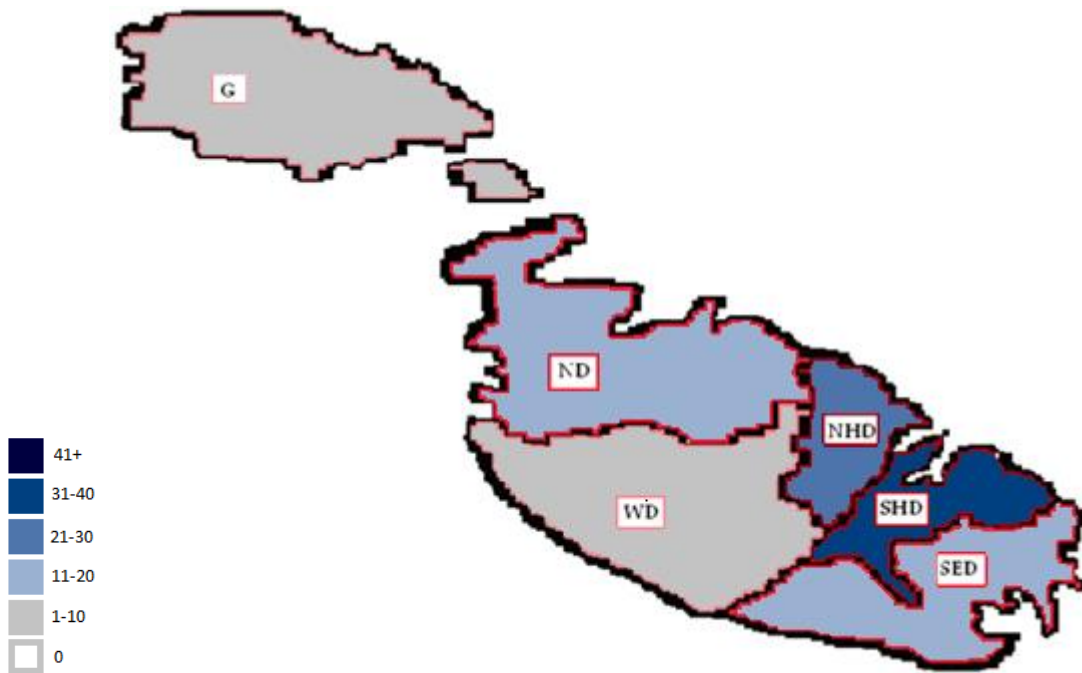
Approximate number of referrals, new and re-contact cases opened, cases closed by ACTS by year



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

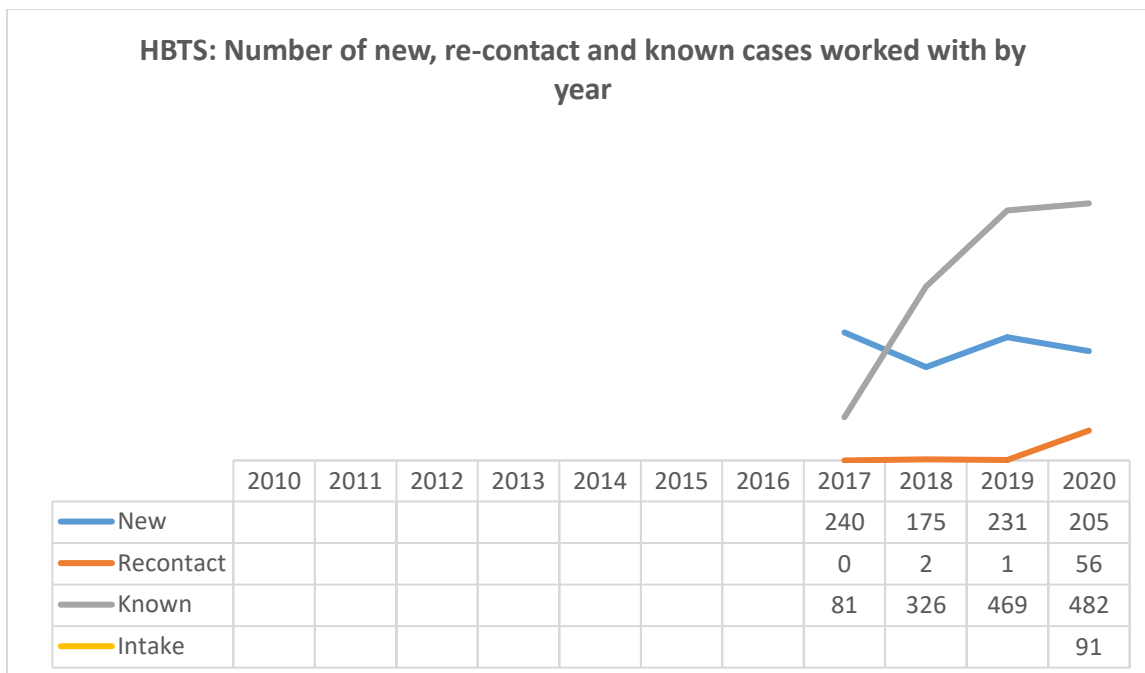
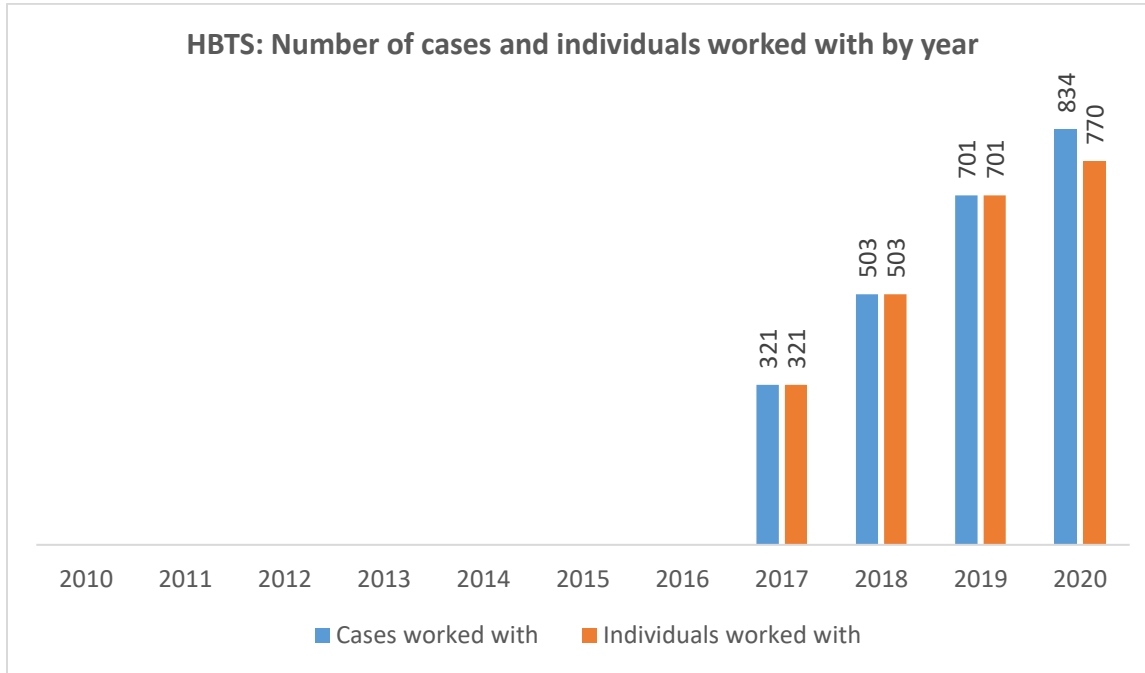
<sup>2</sup> A new data collection system and reporting format was introduced in 2020.

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



# Home Based Therapeutic Services (HBTS)

## Case Activity<sup>3</sup>



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

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



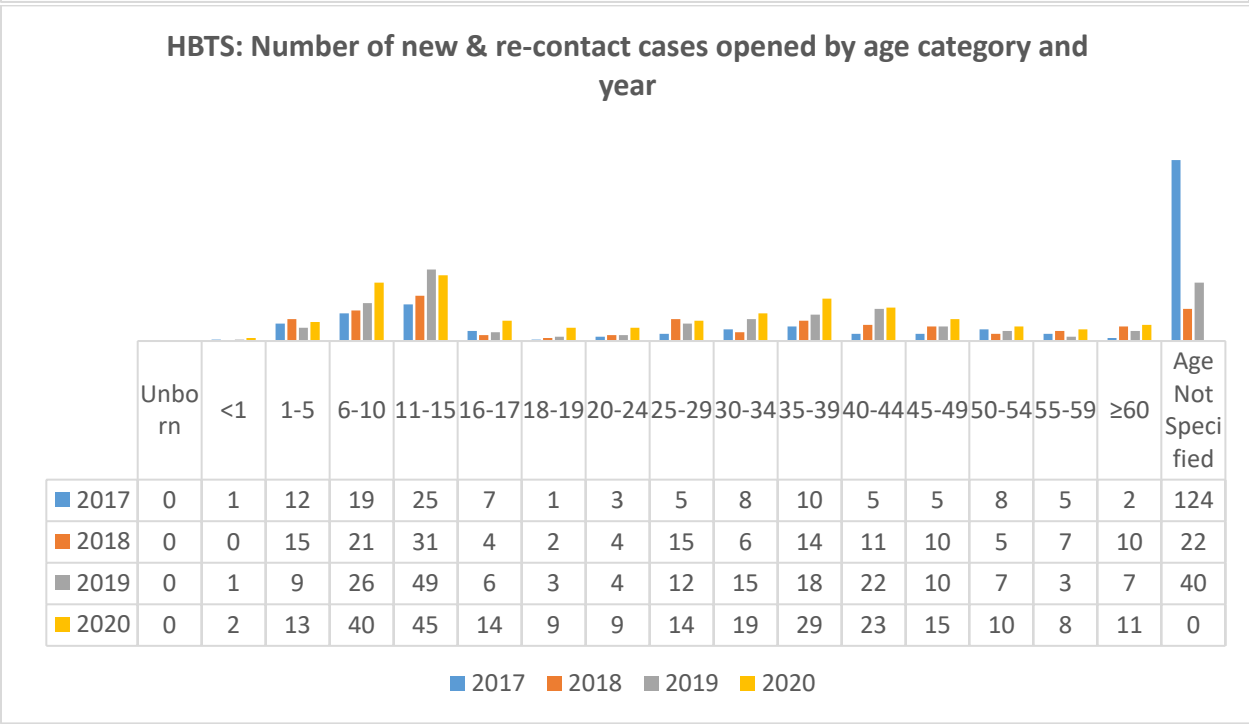
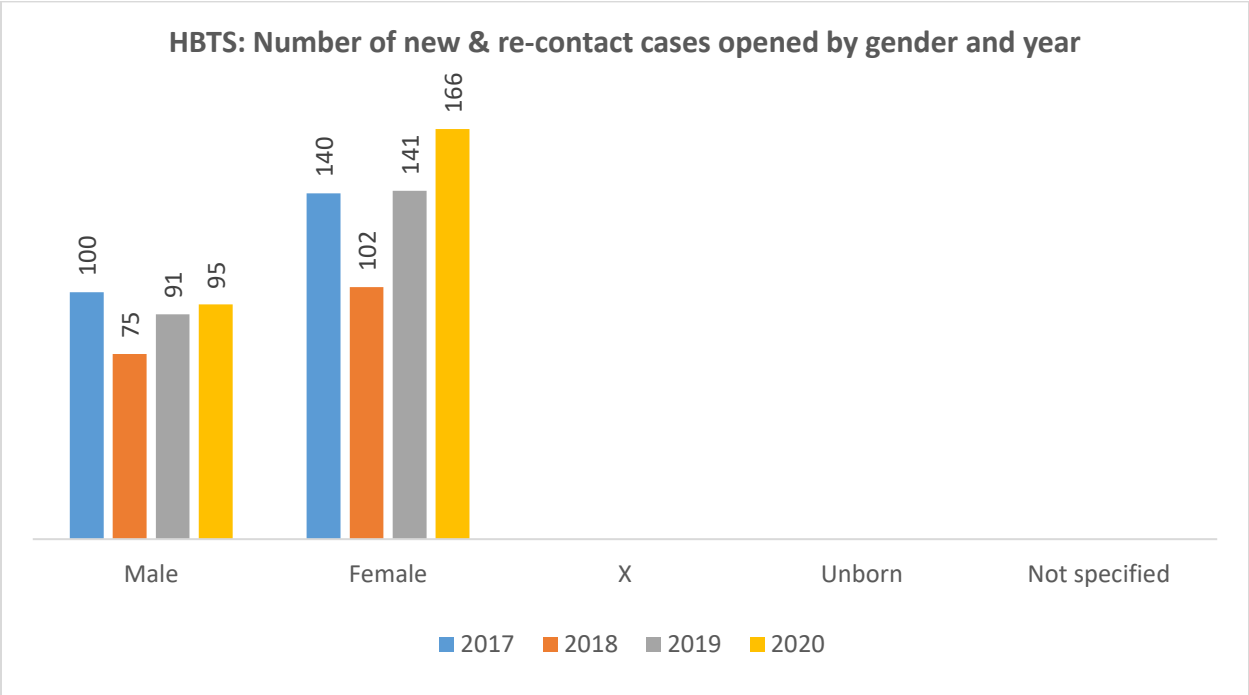
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases								237	142	220	236
New & recontact cases								240	177	232	261
New cases								240	175	231	205
Closed cases								19	81	220	244

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

	2018	2019	2020
Appogg service	123	141	96
Alternative Care	-	-	46
Other ACTS service	0	26	41
Child Protection	-	-	39
FSWS Gozo	0	11	8
Hospital, other medical service or GP	0	0	3
Family	0	0	1
School	17	33	1
Self-referred	0	0	1
Psychiatric services, MCH	0	5	0
Sedqa service	2	2	0
Courts, CCF, police or probation	0	1	0
Other FSWS service	0	0	0
Friend or acquaintance	0	0	0
Parish or other church organisation	0	0	0
Place of employment	0	0	0
Other NGO	0	0	0
Other	0	1	0
<b>Total</b>	<b>142</b>	<b>220</b>	<b>263</b>

HBTS: Number of family cases worked with in the year by attendee			
	2018	2019	2020
Individual case	29	99	105
Family case	140	178	206
<b>Total number of family cases</b>	<b>169</b>	<b>277</b>	<b>311</b>

### Details Regarding New and Re-contact Cases Opened

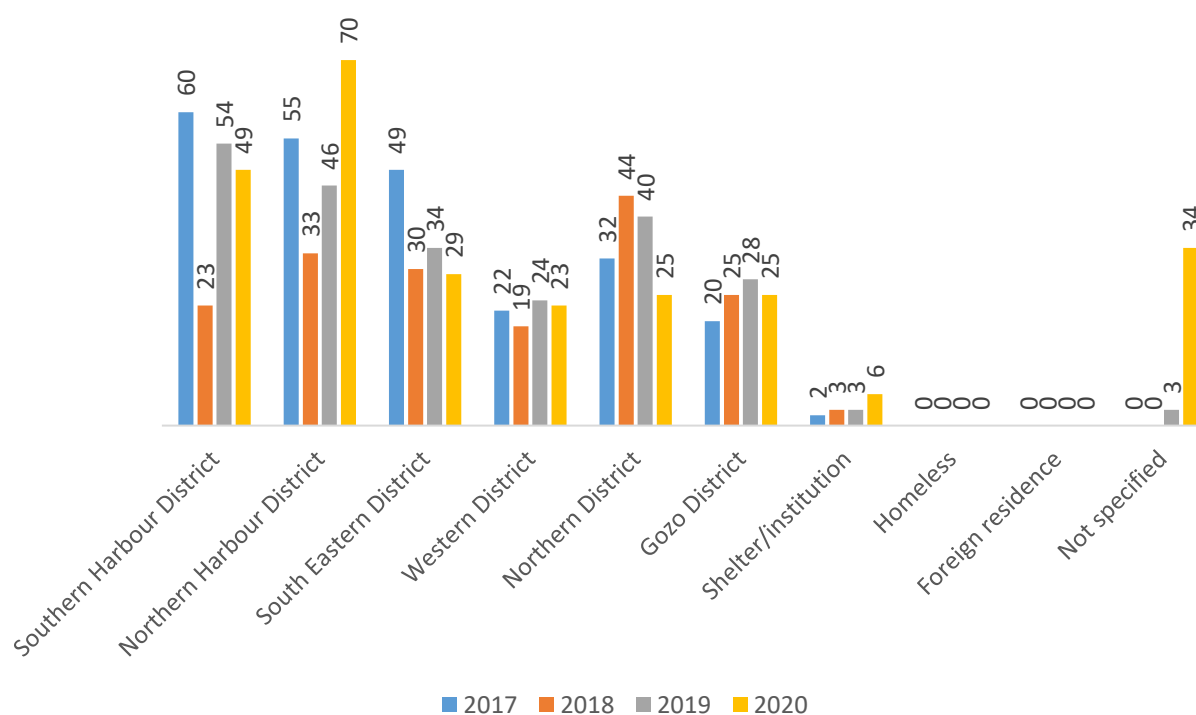


### HBTS: New & re-contact cases opened by age and gender

January – December 2020

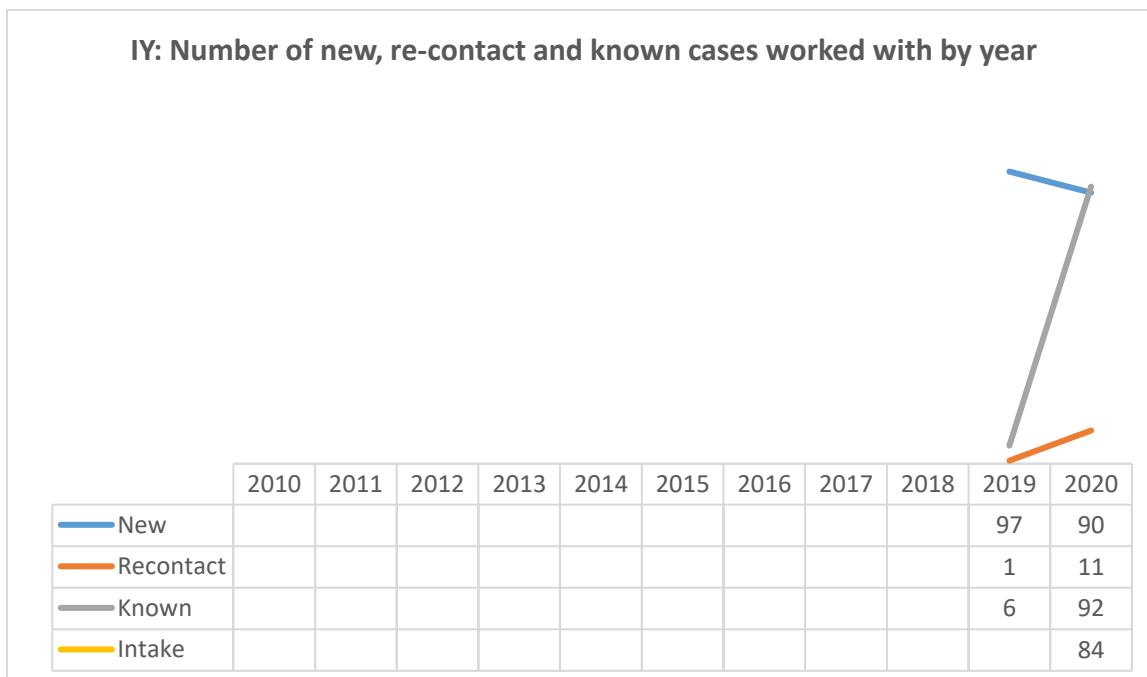
	Male	Female	Unborn	Not specified	Total
Unborn	0	0	0	0	0
<1	1	1	0	0	2
1-5	10	3	0	0	13
6-10	16	24	0	0	40
11-15	19	26	0	0	45
16-17	7	7	0	0	14
18-19	2	7	0	0	9
20-24	2	7	0	0	9
25-29	1	13	0	0	14
30-34	5	14	0	0	19
35-39	5	24	0	0	29
40-44	10	13	0	0	23
45-49	3	12	0	0	15
50-54	4	6	0	0	10
55-59	2	6	0	0	8
≥60	8	3	0	0	11
Not specified	0	0	0	0	0
<b>Total</b>	<b>95</b>	<b>166</b>	<b>0</b>	<b>0</b>	<b>261</b>

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



# Incredible Years Programme (IY)

## Case Activity<sup>4</sup>



<sup>4</sup> A new data collection system and reporting format was introduced in 2020.

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

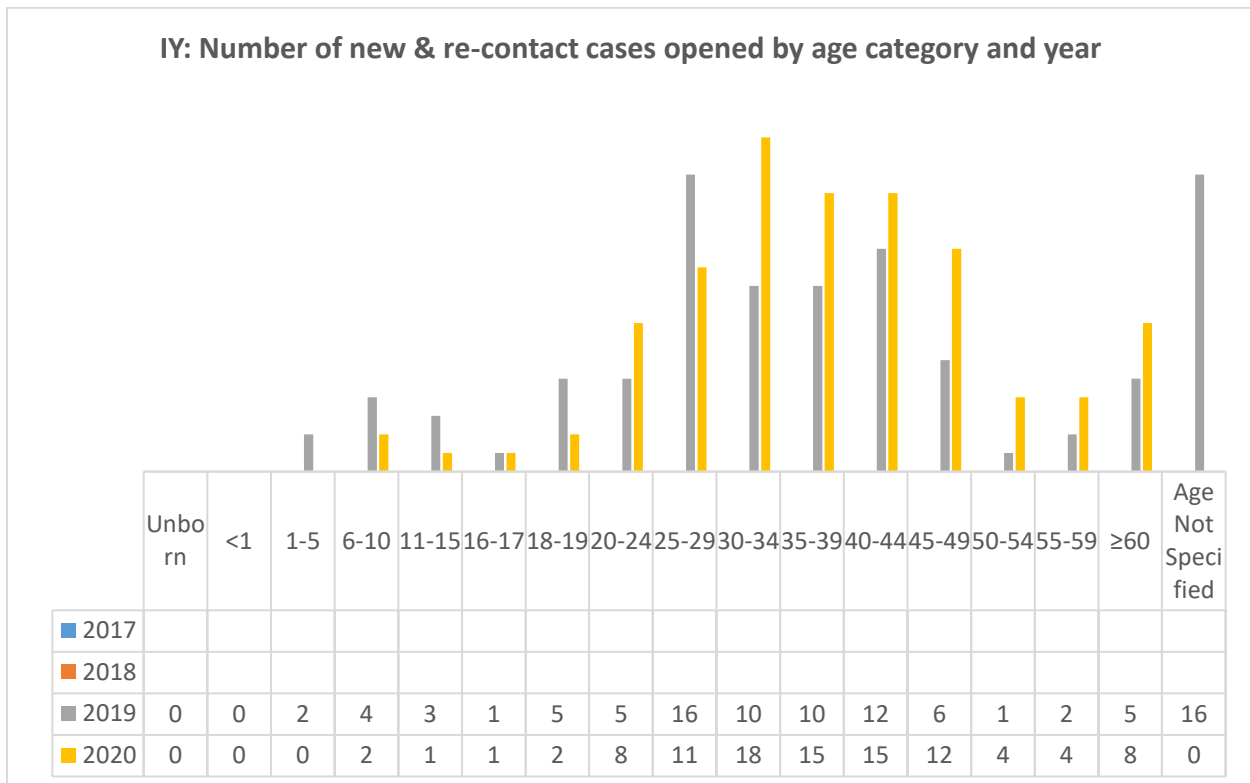
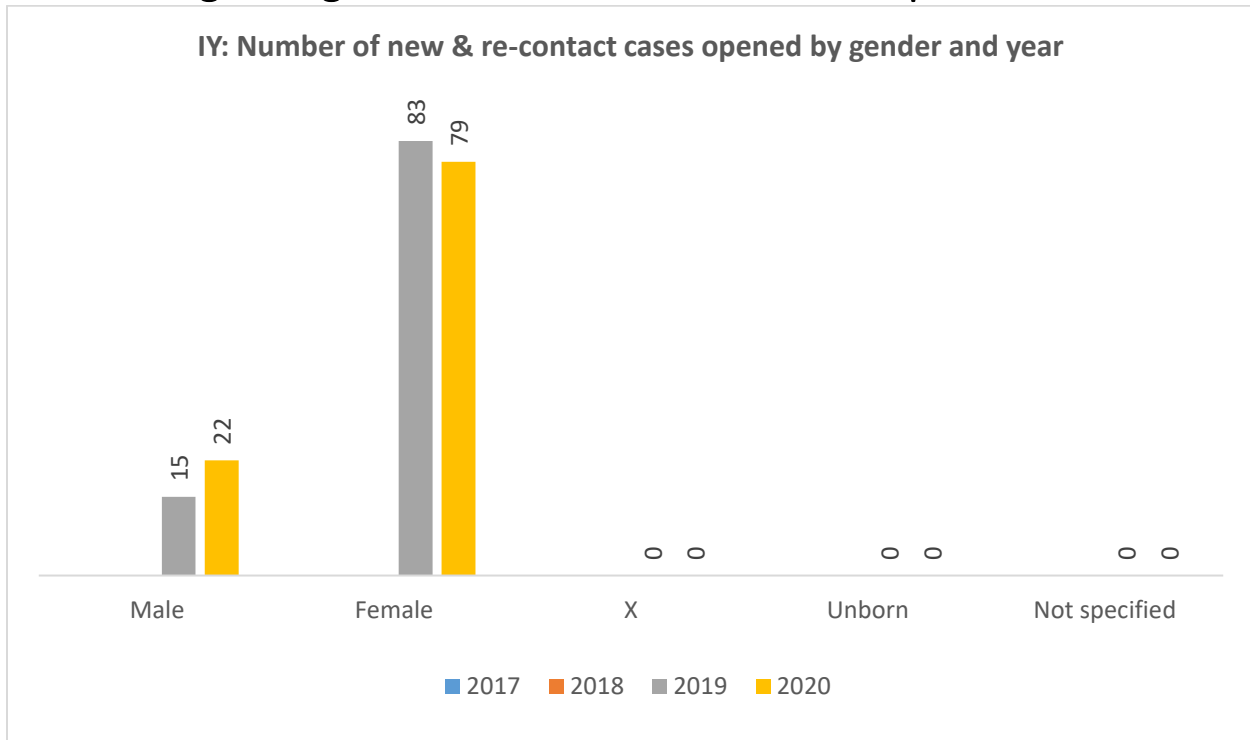


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										128	140
New & recontact cases										98	101
New cases										97	90
Closed cases										25	74

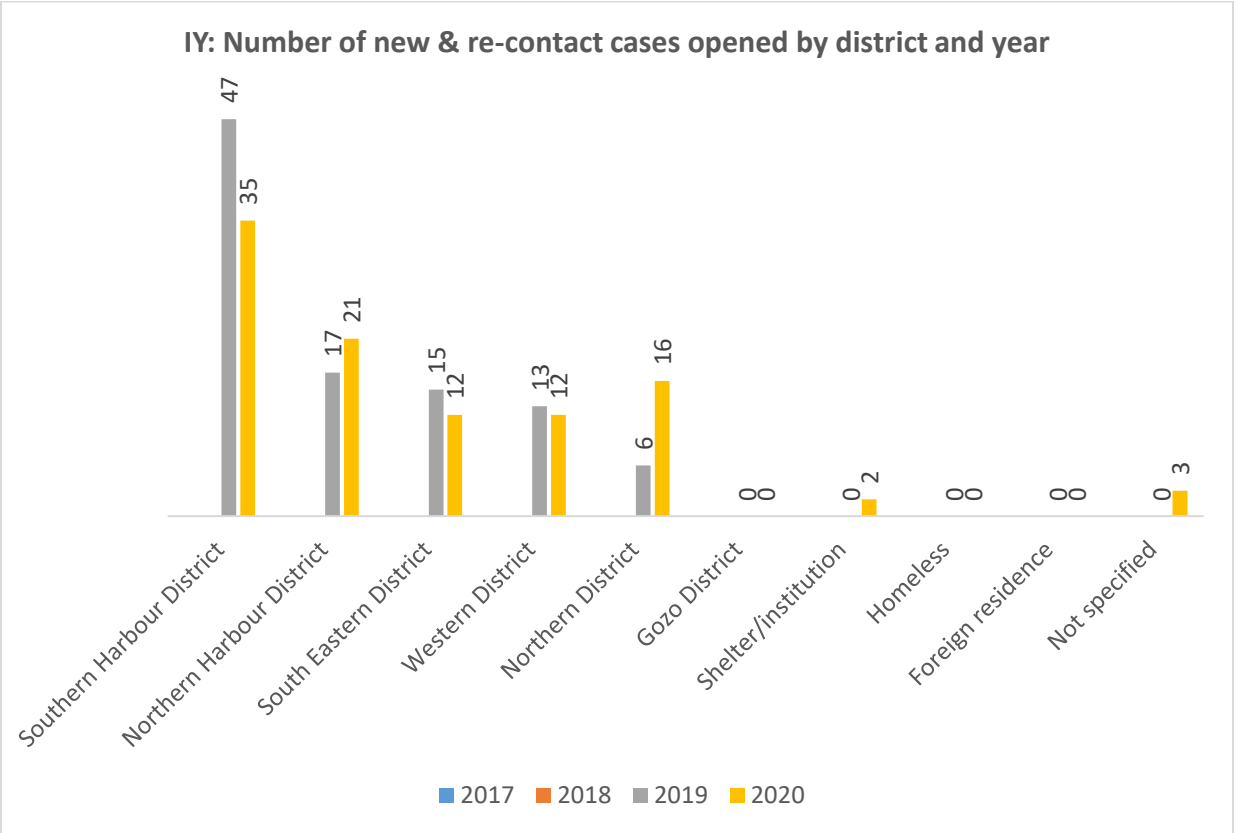
### IY: Year of referral by source of referral

	2018	2019	2020
Other ACTS service	-	62	61
Child Protection	-	-	24
Alternative Care	-	-	25
Appogg service	-	50	23
School	-	1	2
Sedqa service	-	1	2
Courts, CCF, police or probation	-	13	0
FSWS Gozo	-	0	2
Other FSWS service	-	0	0
Self-referred	-	0	0
Family	-	0	0
Friend or acquaintance	-	0	0
Hospital, other medical service or GP	-	0	0
Parish or other church organisation	-	0	0
Place of employment	-	0	0
Psychiatric services, MCH	-	0	0
Other NGO	-	0	0
Other	-	1	1
<b>Total</b>	-	<b>128</b>	<b>140</b>

## Details Regarding New and Re-contact Cases Opened

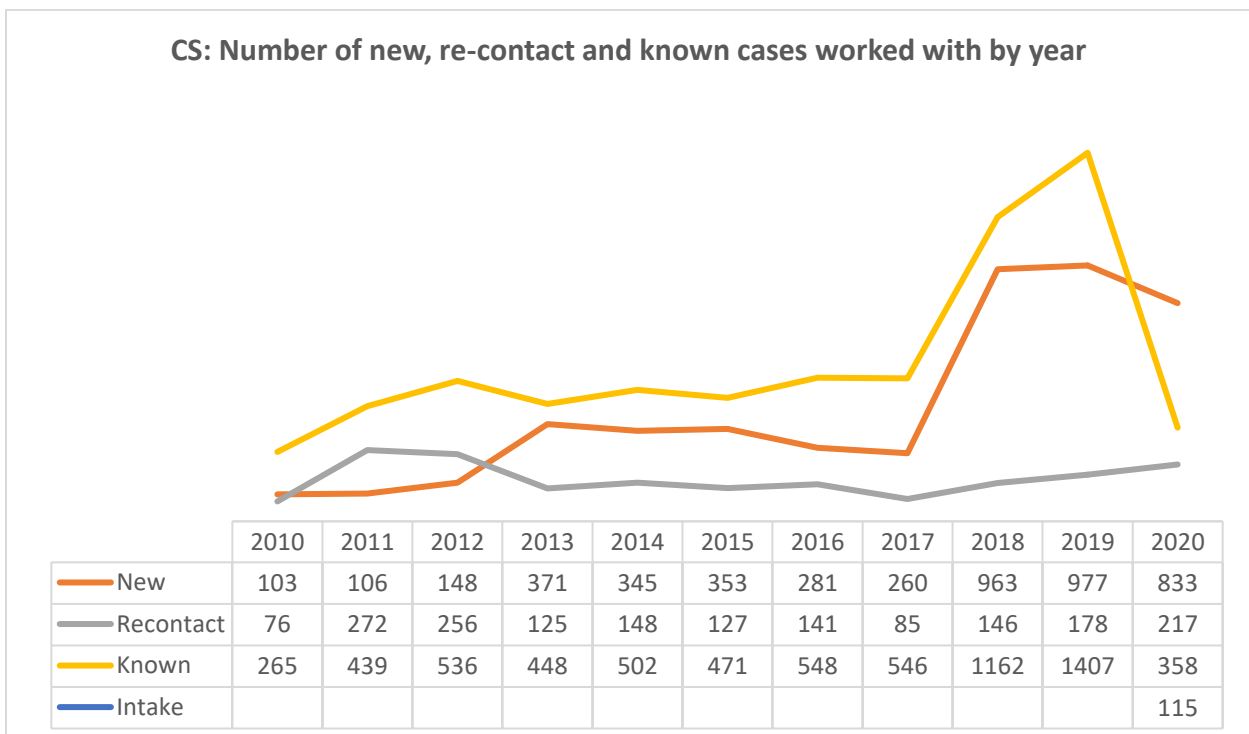
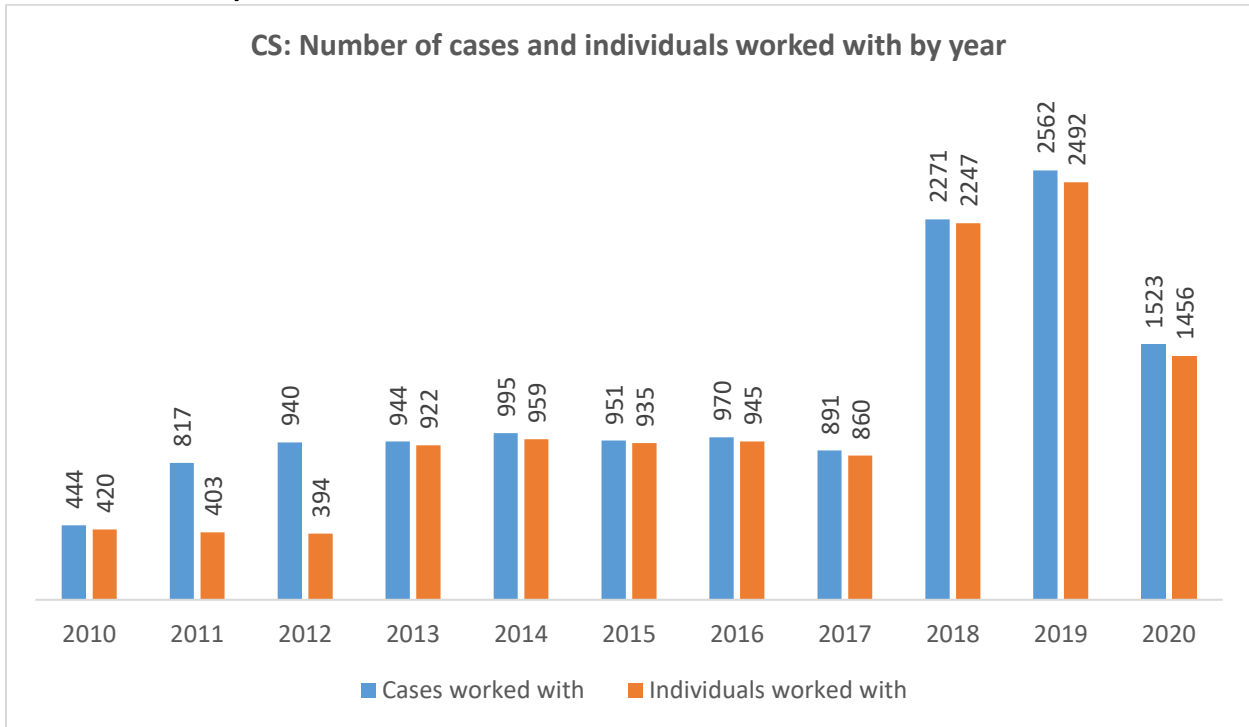


IY: New & re-contact cases opened by age and gender			
January – December 2020			
	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	0	0	0
6-10	0	2	2
11-15	1	0	1
16-17	0	1	1
18-19	0	2	2
20-24	0	8	8
25-29	4	7	11
30-34	2	16	18
35-39	4	11	15
40-44	4	11	15
45-49	2	10	12
50-54	1	3	4
55-59	1	3	4
≥60	3	5	8
Not specified	0	0	0
<b>Total</b>	<b>22</b>	<b>79</b>	<b>101</b>



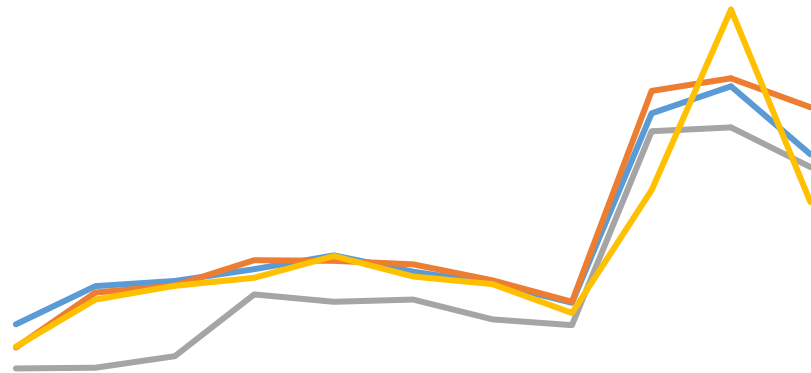
# Community Services (CS)

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



<sup>5</sup> Further services began reporting through the Community Service system and as a result data will differ from previous years.

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



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

CS: Number of cases worked with at the end of the reporting period by Community Service  
January – December 2020

	New	Re-contact	Known	Intake	Total cases worked with
Birkirkara	47	49	60	2	47
Cottonera	170	192	159	7	170
Mosta	64	90	27	30	64
Msida	39	39	28	2	39
Northern Harbour	44	72	51	0	44
Paolo Friere	58	87	27	0	58
Qawra	146	116	134	117	146
Southern	83	140	60	0	83
Valetta	67	68	53	44	67
Western	67	99	69	0	67
Zabbar	94	98	38	18	94
<b>Total</b>	<b>879</b>	<b>1050</b>	<b>706</b>	<b>220</b>	<b>879</b>

CS: Referrals by primary problem*			
	2018	2019	2020
Addiction	37	19	7
Assault/harassment	0	1	4
Behaviour problems	13	16	19
Bereavement	1	7	0
Child abuse	8	8	8
Child care or access	11	29	9
Delinquency	13	11	0
Disability related issues	20	25	9
Domestic violence	24	16	12
Eating disorder	0	0	0
Elderly needs	14	27	11
Employment issues	119	101	76
Family relations	54	63	64
Financial difficulties	235	262	276
Fostering or adoption	0	0	1
Gender related issues	0	2	1
Health related issues	24	21	19
Homeless	58	59	56
Housing problems	98	113	75
Human trafficking	0	0	0
Lack of support or guidance	18	67	81
Legal issues	34	14	12
Loneliness	-	-	7
Marital problems	13	12	12
Mental health issues	54	76	64
Migrant related issues	5	9	0
Personality related issues	-	-	1
Pregnancy related issues	0	7	1
Relationship problems	11	27	9
School related problems	10	5	3
Self-harm or suicide	2	2	2
Separation related issues	13	19	9
Sexual harassment or abuse	0	0	0
Other	12	21	30
Not specified	127	87	1
<b>Total</b>	<b>1028</b>	<b>1126</b>	<b>879</b>

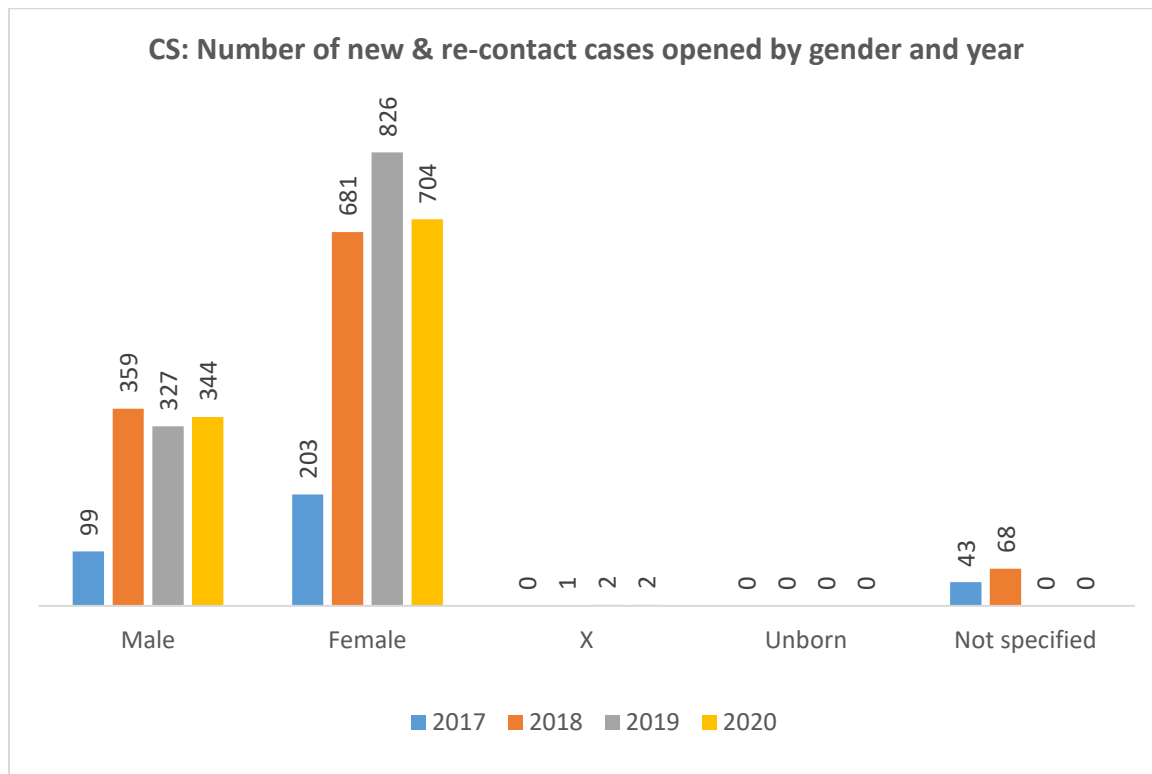
\*Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

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

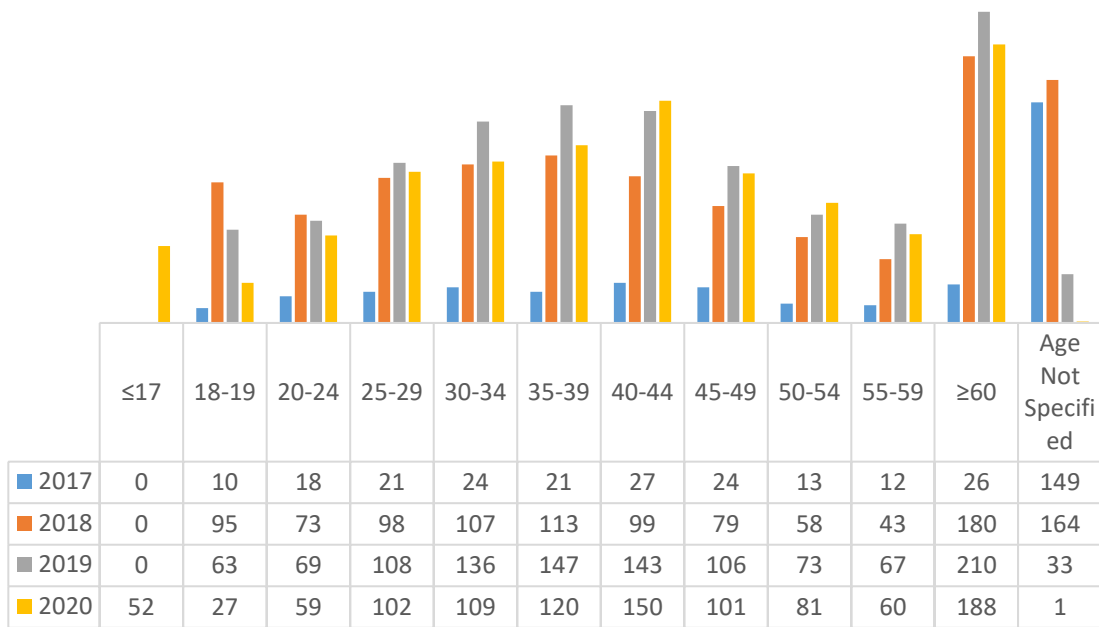
January – December 2020

	Referred	New	New & re-contact	Closed
Birkirkara	47	38	49	60
Cottonera	170	149	192	159
Mosta	64	75	90	27
Msida	39	27	39	28
Northern Harbour	44	57	72	51
Paolo Friere	58	72	87	27
Qawra	146	101	116	134
Southern	83	108	140	60
Valletta	67	51	68	53
Western	67	89	99	69
Zabbar	94	66	98	38
<b>Total</b>	<b>879</b>	<b>833</b>	<b>1050</b>	<b>706</b>

## Details Regarding New and Re-contact Cases Opened

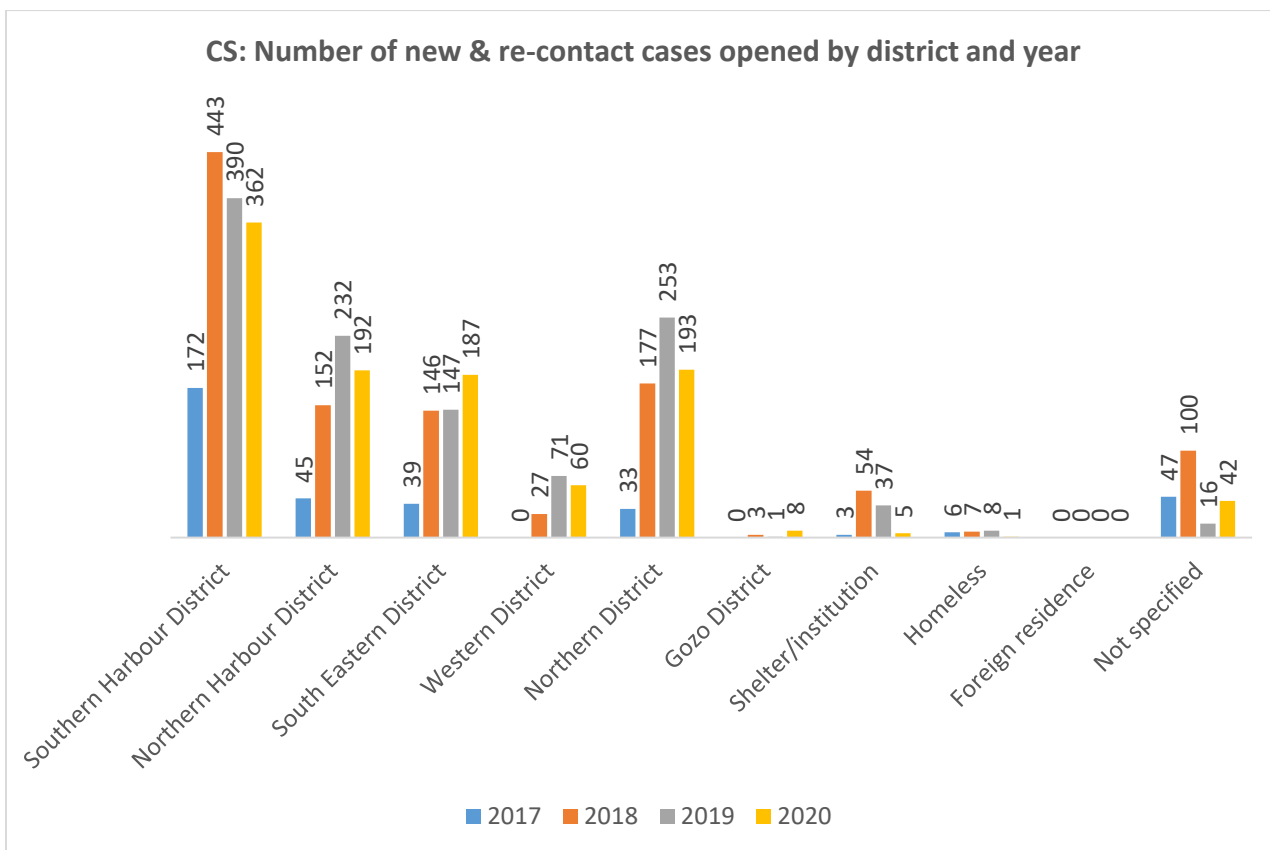


CS: Number of new & re-contact cases opened by age category and year



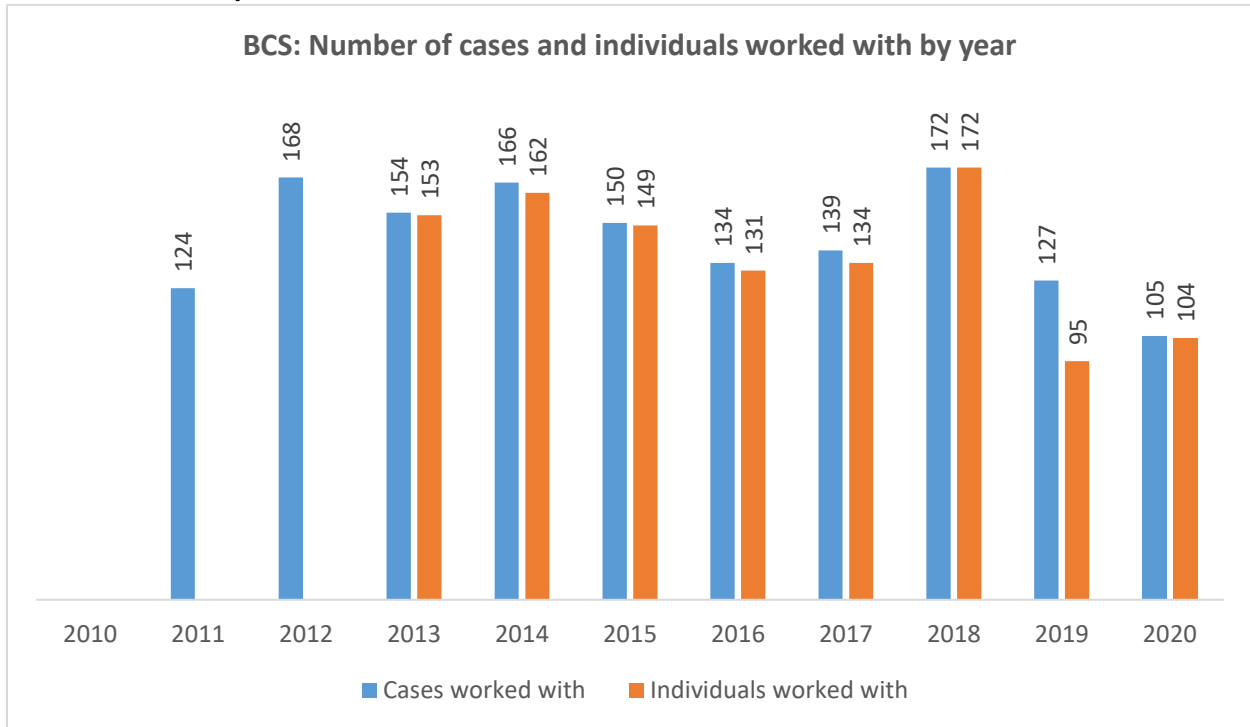
CS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	21	31	0	52
18-19	13	14	0	27
20-24	30	28	1	59
25-29	24	78	0	102
30-34	28	81	0	109
35-39	29	91	0	120
40-44	42	108	0	150
45-49	32	69	0	101
50-54	36	45	0	81
55-59	22	37	1	60
≥60	67	121	0	188
Not specified	0	1	0	1
<b>Total</b>	<b>344</b>	<b>704</b>	<b>2</b>	<b>1050</b>

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

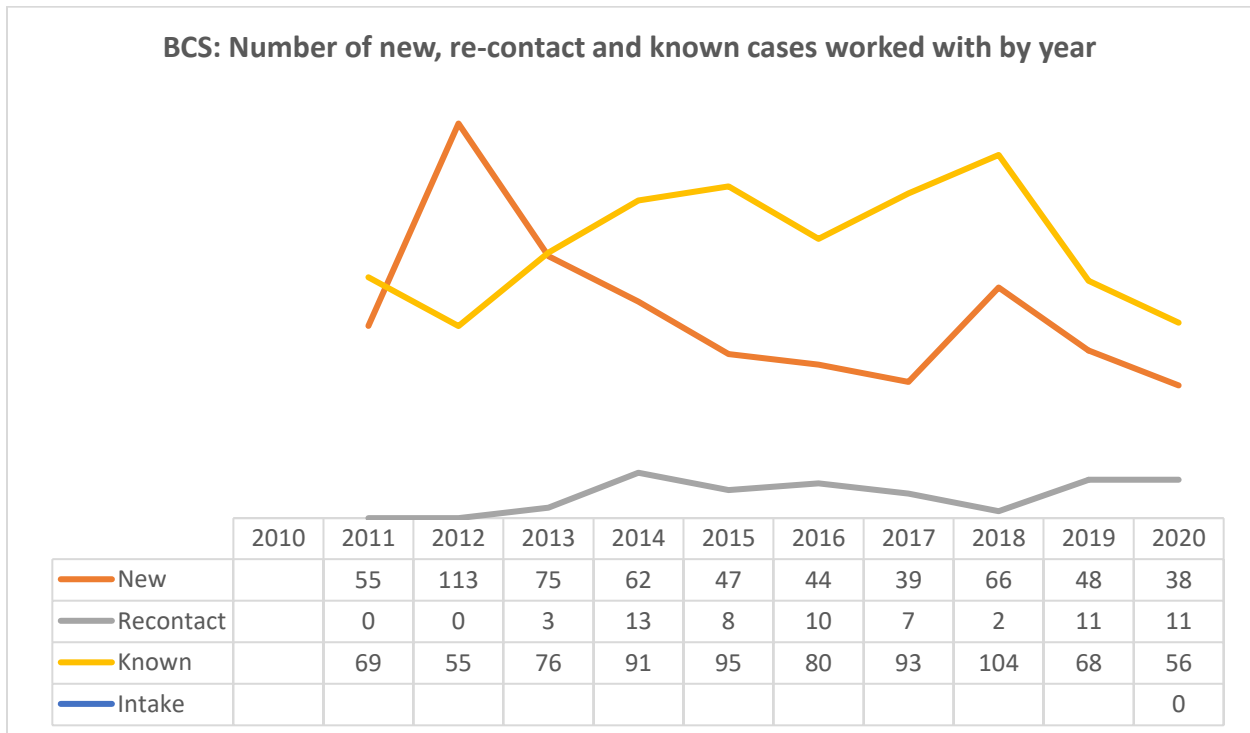


# Community Services: Birkirkara (BCS)

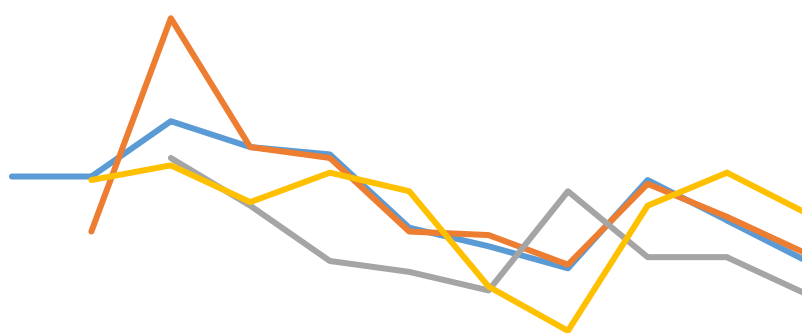
## Case Activity



Note: Individuals were not reported prior to 2013



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



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

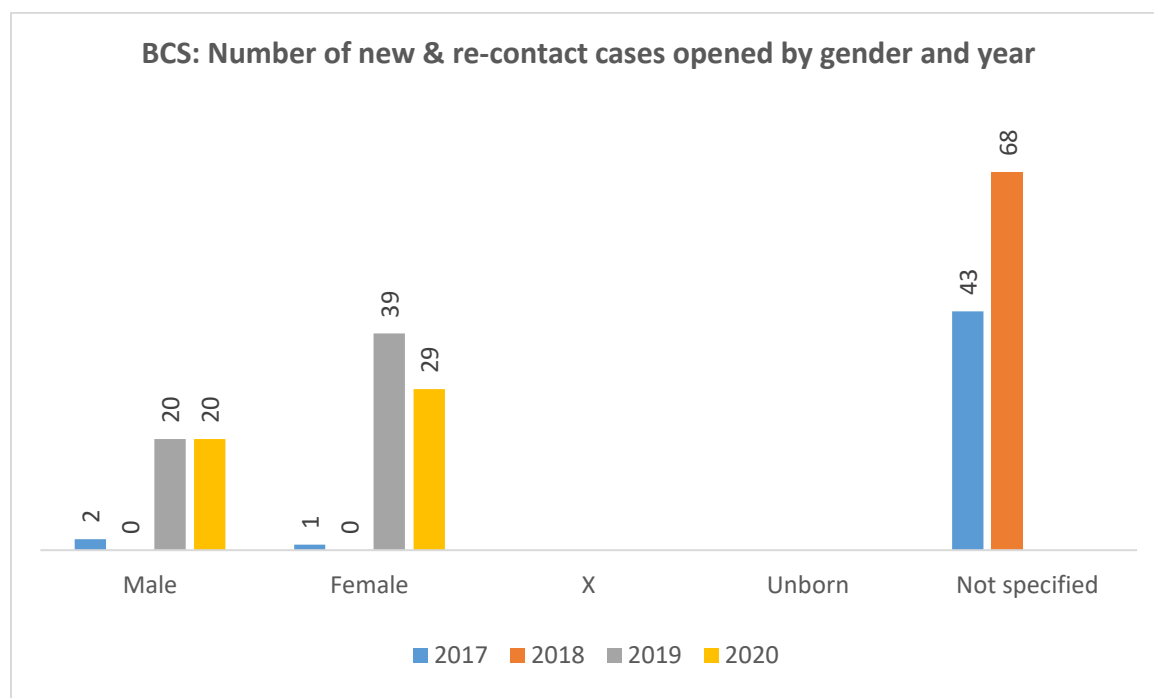
### BCS: Referrals by primary problem\*

	2018	2019	2020
Addiction	0	0	1
Assault/harassment	0	1	0
Behaviour problems	1	1	2
Bereavement	0	0	0
Child abuse	1	0	0
Child care or access	0	0	0
Delinquency	0	0	0
Disability related issues	0	0	0
Domestic violence	5	2	0
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	0	0	2
Family relations	4	8	5
Financial difficulties	11	11	11
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	1	1	0
Homeless	11	7	7

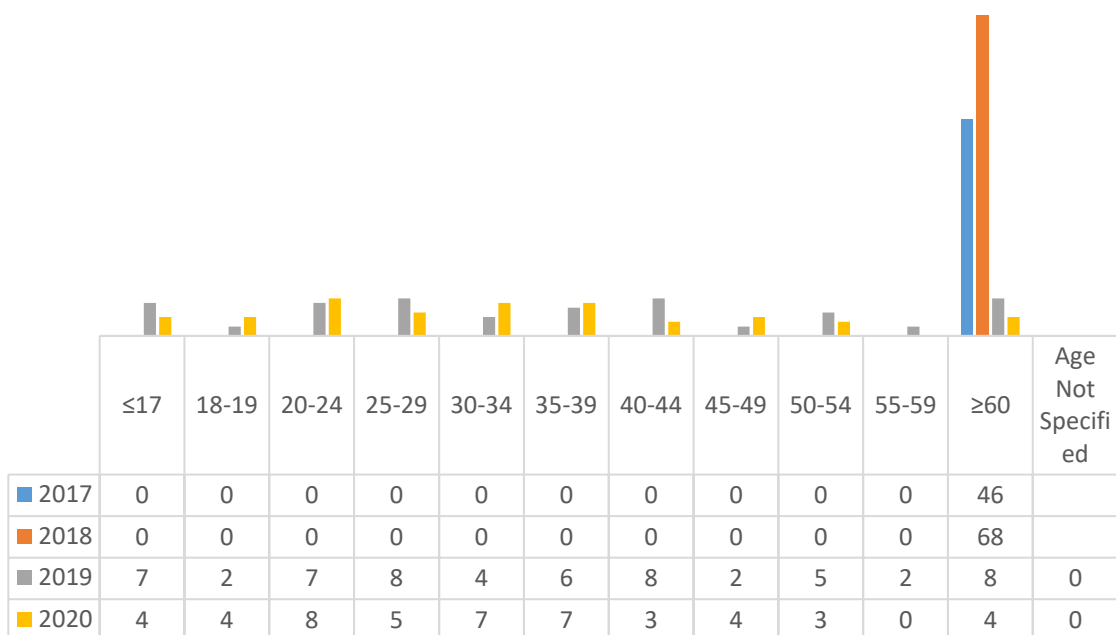
Housing problems	3	4	4
Human trafficking	0	0	0
Lack of support or guidance	1	8	8
Legal issues	2	3	2
Loneliness	0	0	0
Marital problems	5	2	1
Mental health issues	6	8	4
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	5	1	0
School related problems	1	1	0
Self-harm or suicide	2	0	0
Separation related issues	0	0	0
Sexual harassment or abuse	0	0	0
Other	0	0	0
Not specified	10	0	0
<b>Total</b>	<b>69</b>	<b>58</b>	<b>47</b>

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

## Details Regarding New and Re-contact Cases Opened

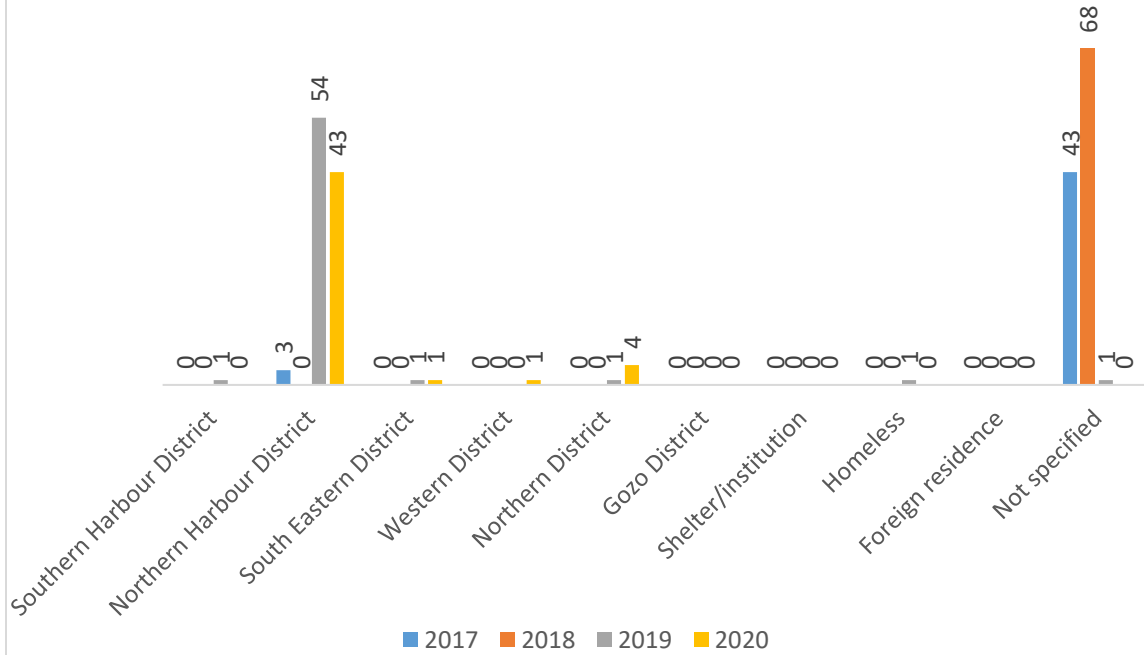


BCS: Number of new & re-contact cases opened by age category and year



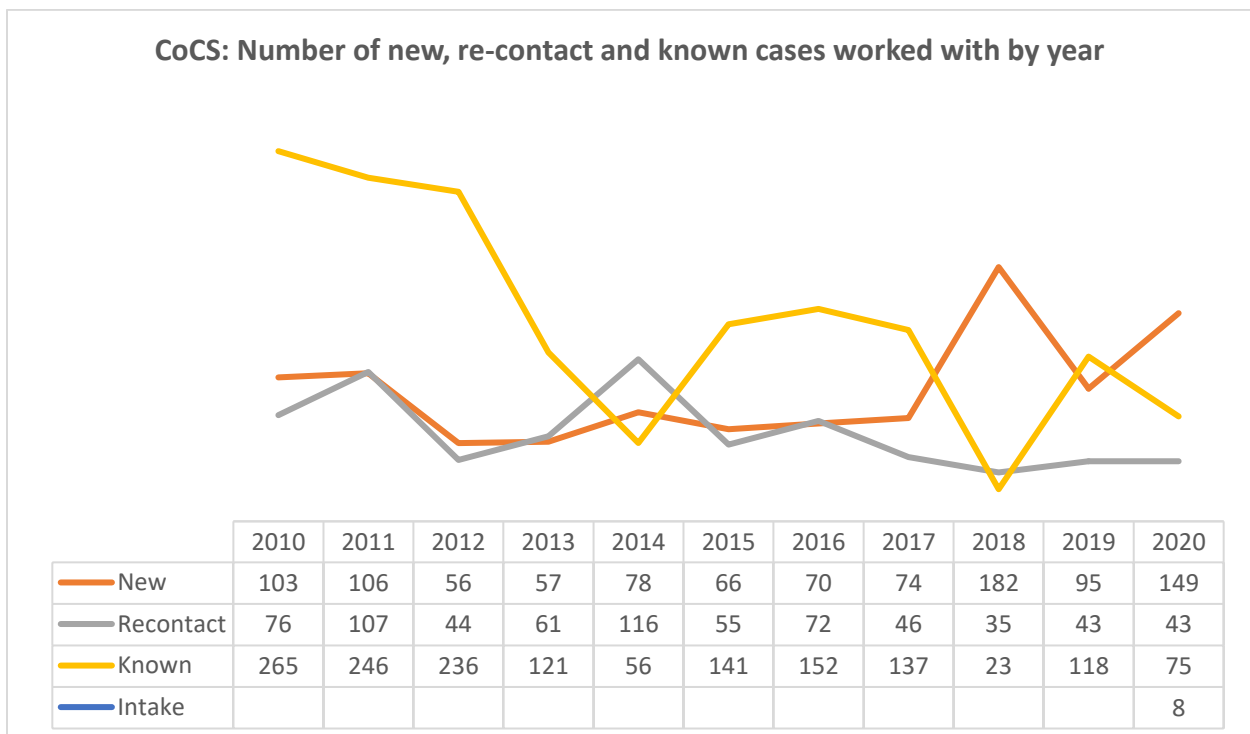
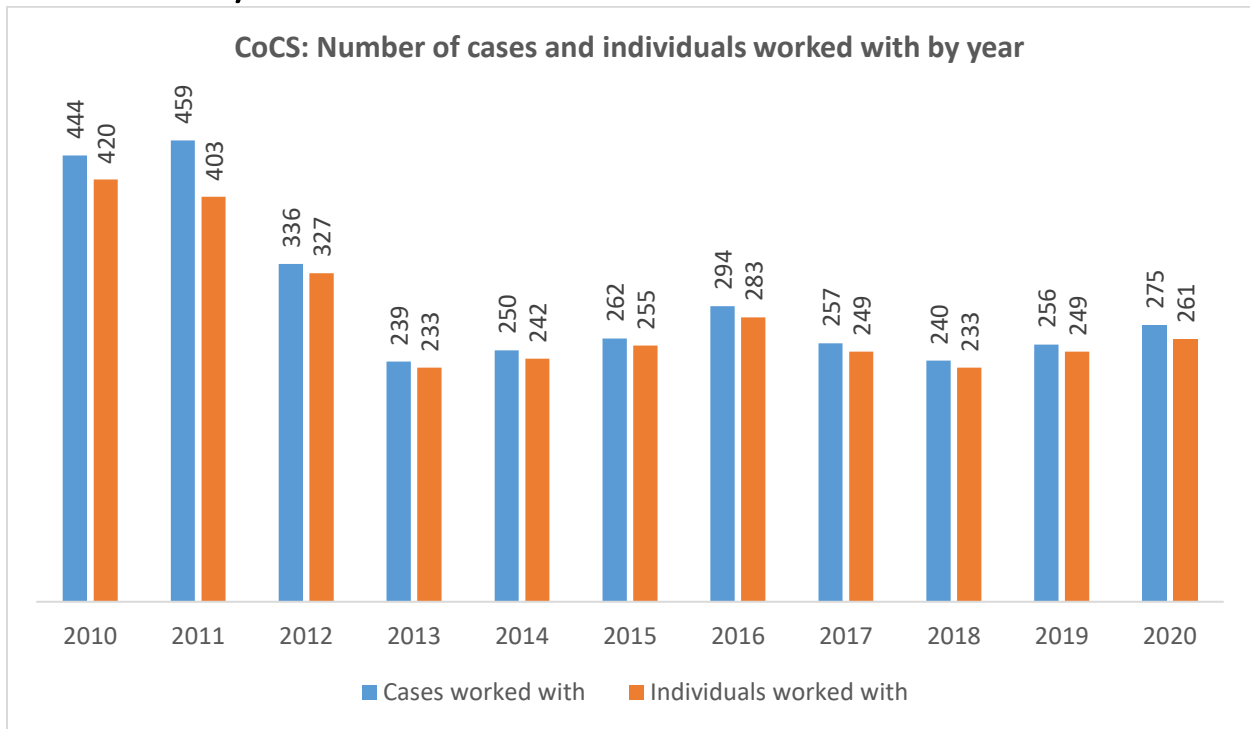
BCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	1	3	0	4
18-19	3	1	0	4
20-24	4	4	0	8
25-29	1	4	0	5
30-34	4	3	0	7
35-39	2	5	0	7
40-44	2	1	0	3
45-49	1	3	0	4
50-54	1	2	0	3
55-59	0	0	0	0
≥60	1	3	0	4
Not specified	0	0	0	0
<b>Total</b>	<b>20</b>	<b>29</b>	<b>0</b>	<b>49</b>

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

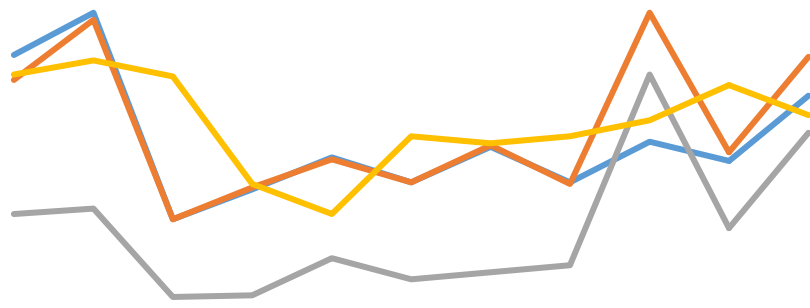


# Community Services: Cottonera (CoCS)

## Case Activity



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

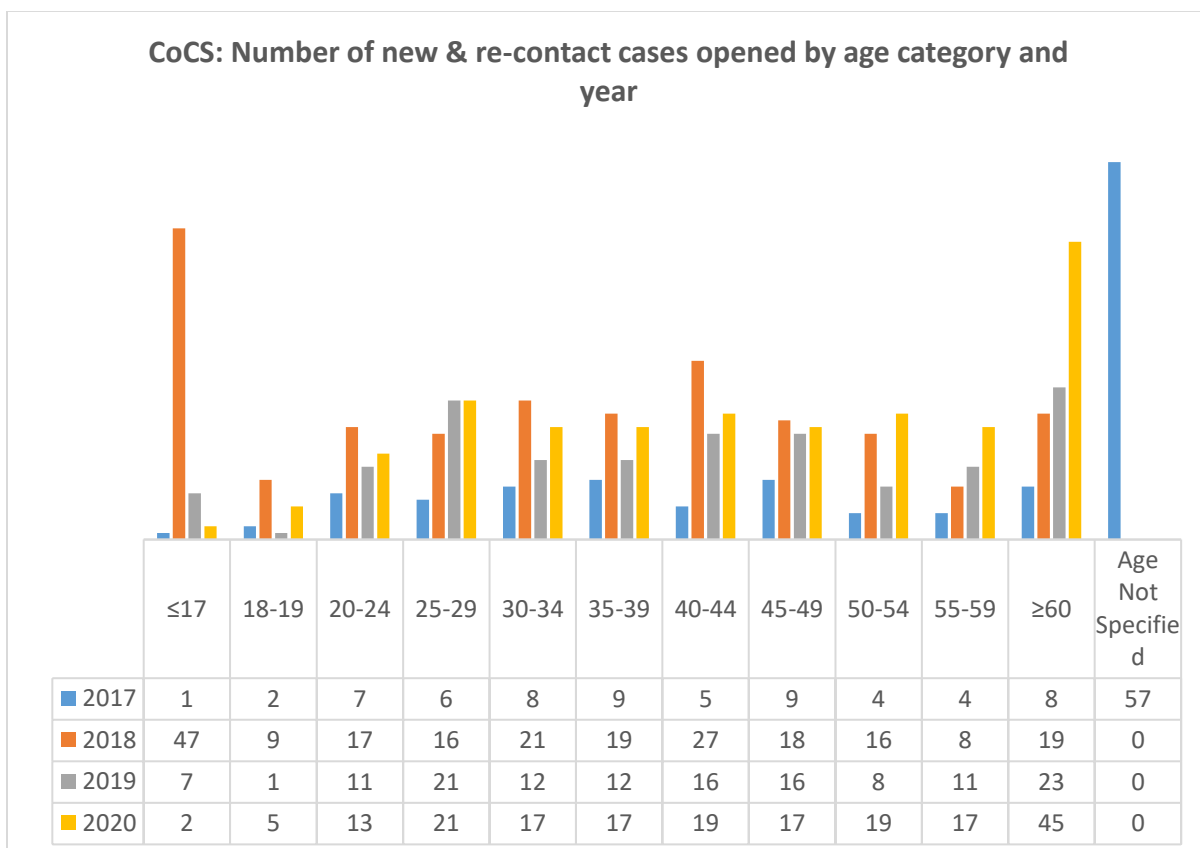
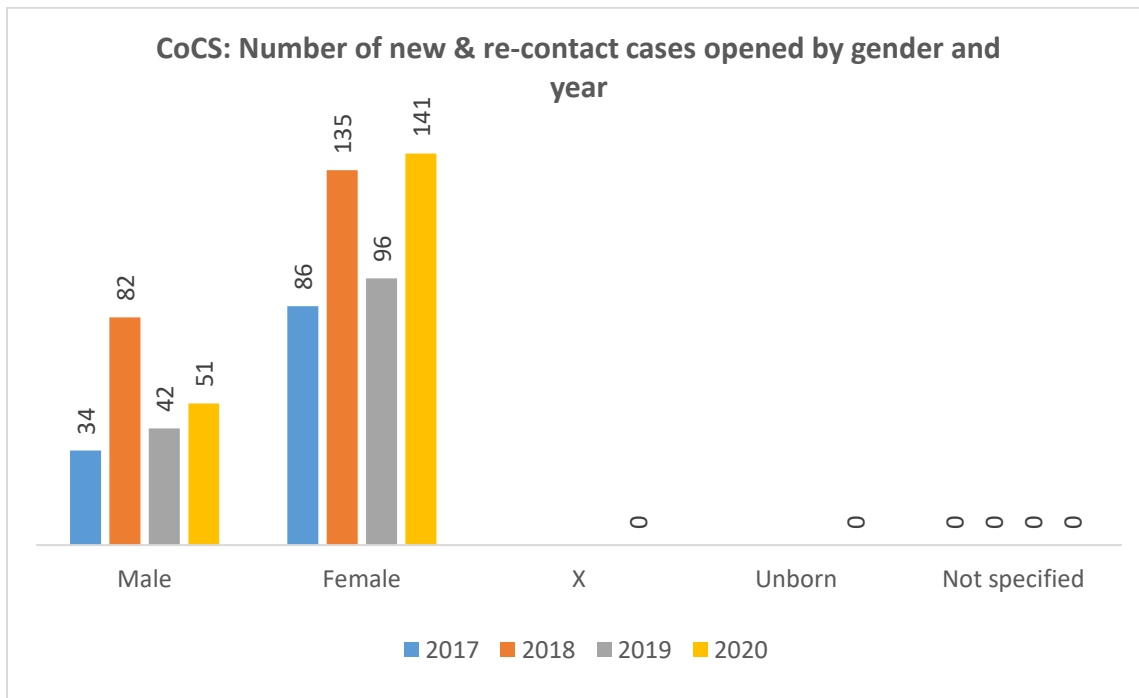


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
— Referred cases	193	217	100	117	135	121	141	121	144	133	170
— New & recontact cases	179	213	100	118	134	121	142	120	217	138	192
— New cases	103	106	56	57	78	66	70	74	182	95	149
— Closed cases	182	190	181	120	103	147	143	147	156	176	159

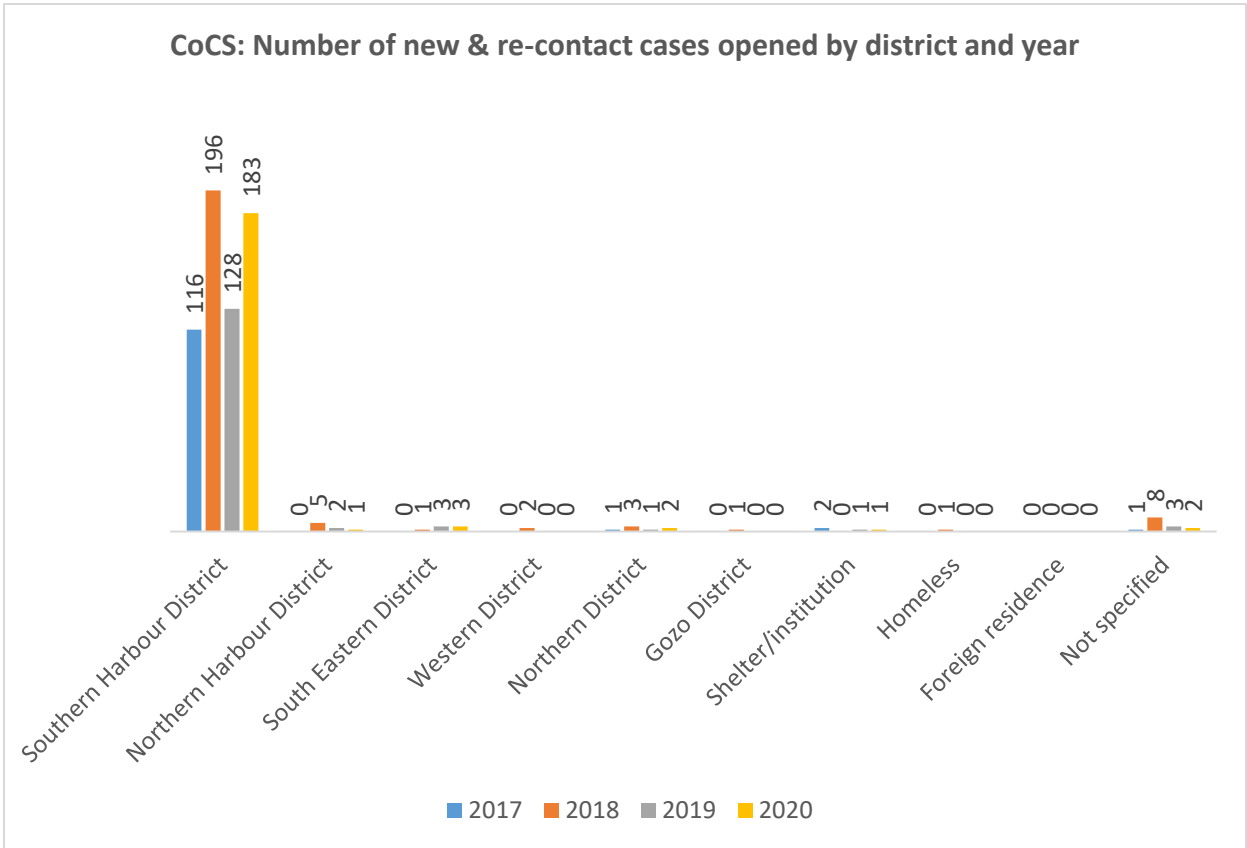
CoCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	4	2	1
Assault/harassment	0	0	1
Behaviour problems	5	4	3
Bereavement	0	0	0
Child abuse	2	1	2
Child care or access	0	4	3
Delinquency	0	0	0
Disability related issues	0	1	1
Domestic violence	4	3	1
Eating disorder	0	0	0
Elderly needs	3	2	3
Employment issues	6	2	16
Family relations	27	8	11
Financial difficulties	14	19	57
Fostering or adoption	0	0	0
Gender related issues	0	0	1
Health related issues	3	4	3
Homeless	6	9	3
Housing problems	33	21	18
Human trafficking	0	0	0
Lack of support or guidance	7	9	12
Legal issues	12	3	3
Loneliness	0	0	0
Marital problems	1	5	2
Mental health issues	10	20	13
Migrant related issues	1	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	2	0
Relationship problems	4	11	4
School related problems	0	0	1
Self-harm or suicide	0	1	0
Separation related issues	2	1	1
Sexual harassment or abuse	0	0	0
Other	0	1	10
Not specified	0	0	0
<b>Total</b>	<b>144</b>	<b>133</b>	<b>170</b>

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

## Details Regarding New and Re-contact Cases Opened

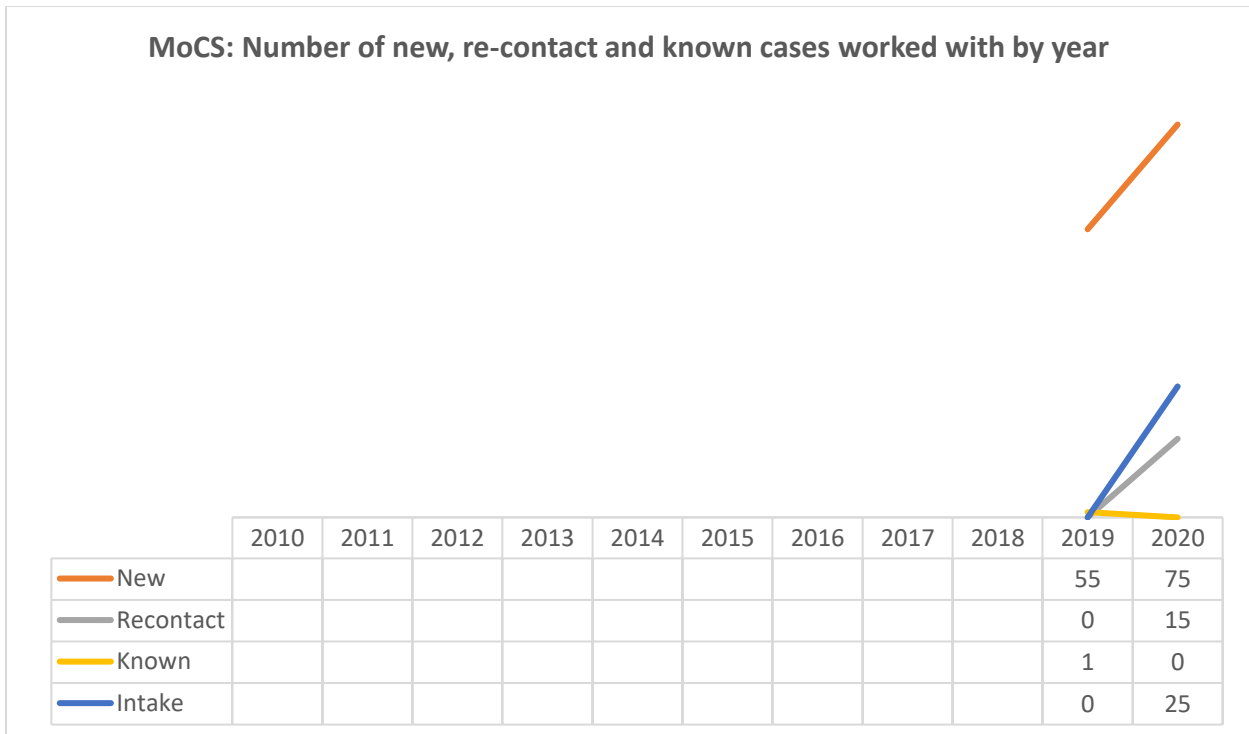
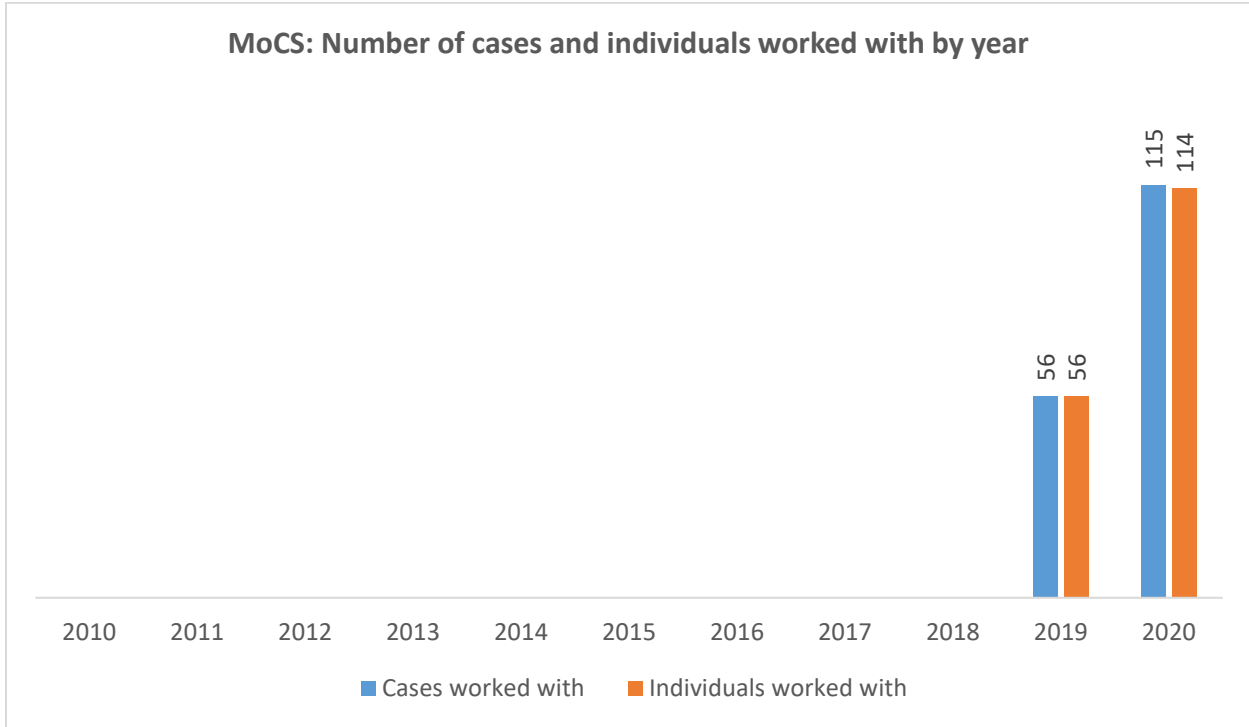


CoCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
<17	1	1	0	2
18-19	2	3	0	5
20-24	6	7	0	13
25-29	0	21	0	21
30-34	4	13	0	17
35-39	3	14	0	17
40-44	7	12	0	19
45-49	1	16	0	17
50-54	8	11	0	19
55-59	8	9	0	17
≥60	11	34	0	45
Not specified	0	0	0	0
<b>Total</b>	<b>51</b>	<b>141</b>	<b>0</b>	<b>192</b>



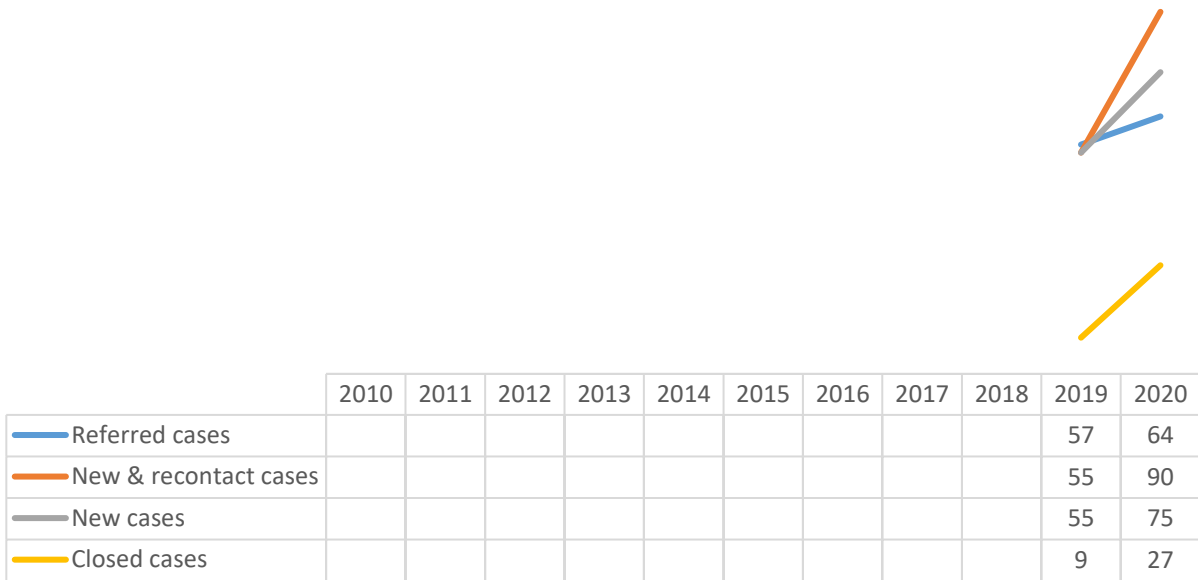
# Community Services: Mosta (MoCS)

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



<sup>6</sup> Service started reporting data in 2019.

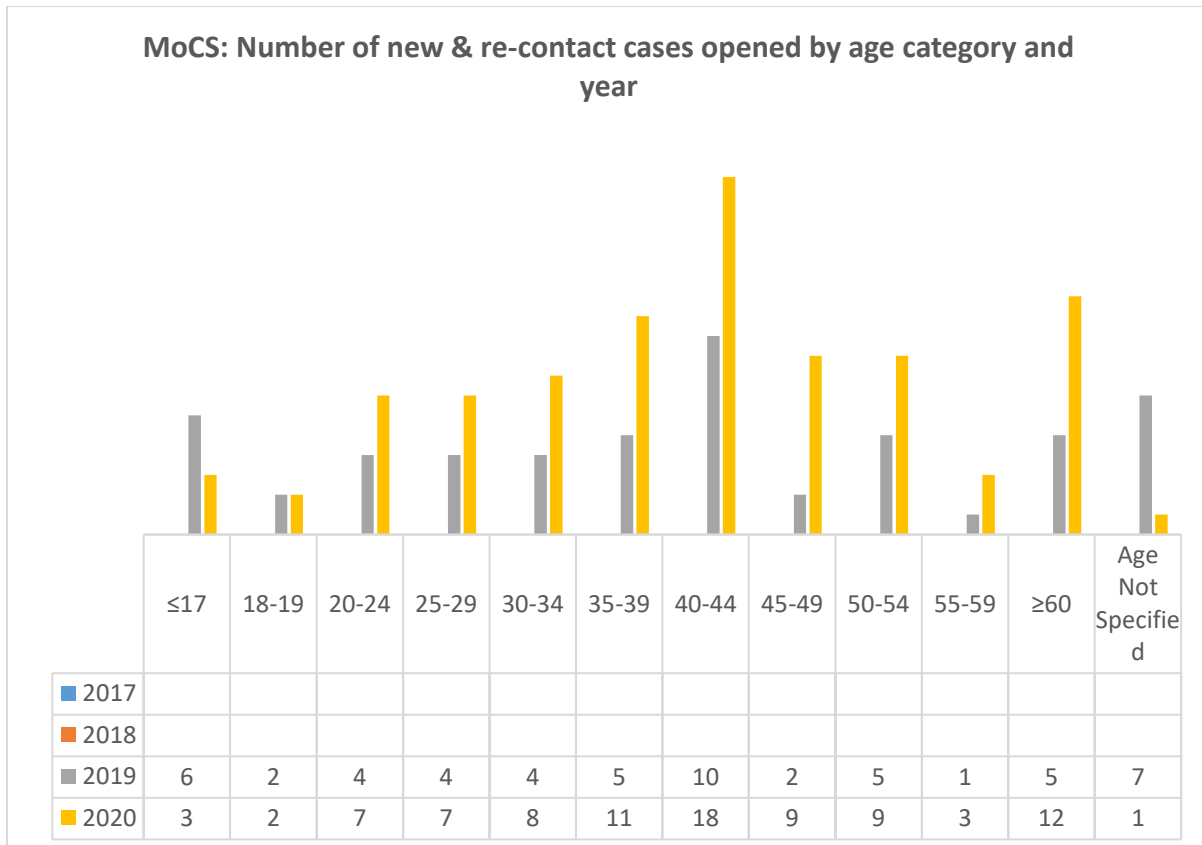
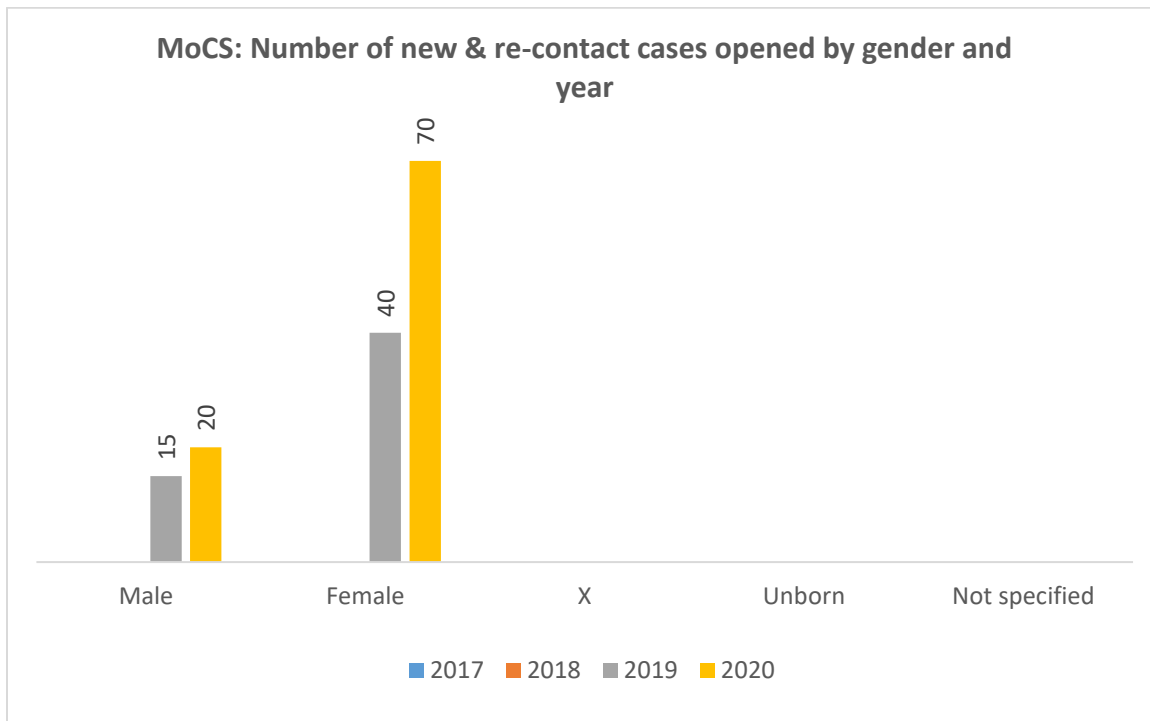
MoCS: Number of referred, new & re-contact, new and closed cases by year



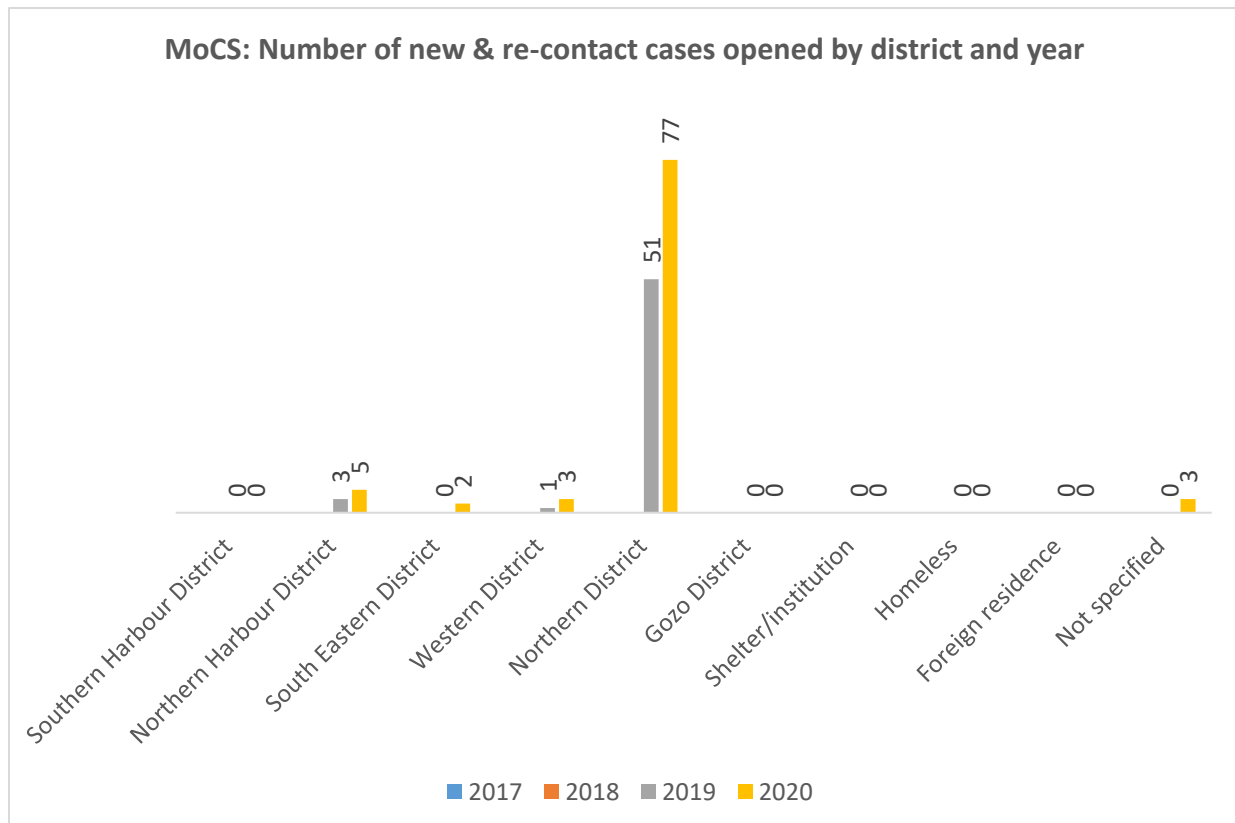
MoCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	-	0	1
Assault/harassment	-	0	1
Behaviour problems	-	5	2
Bereavement	-	0	0
Child abuse	-	0	1
Child care or access	-	8	1
Delinquency	-	0	0
Disability related issues	-	0	0
Domestic violence	-	0	2
Eating disorder	-	0	0
Elderly needs	-	0	0
Employment issues	-	2	2
Family relations	-	5	14
Financial difficulties	-	2	5
Fostering or adoption	-	0	0
Gender related issues	-	0	0
Health related issues	-	0	2
Homeless	-	0	2
Housing problems	-	8	3
Human trafficking	-	0	0
Lack of support or guidance	-	22	12
Legal issues	-	1	0
Loneliness	-	0	1
Marital problems	-	0	2
Mental health issues	-	1	9
Migrant related issues	-	0	0
Personality related issues	-	0	1
Pregnancy related issues	-	0	0
Relationship problems	-	0	2
School related problems	-	0	0
Self-harm or suicide	-	0	0
Separation related issues	-	0	1
Sexual harassment or abuse	-	0	0
Other	-	3	0
Not specified	-	0	0
<b>Total</b>	-	<b>57</b>	<b>64</b>

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

## Details Regarding New and Re-contact Cases Opened

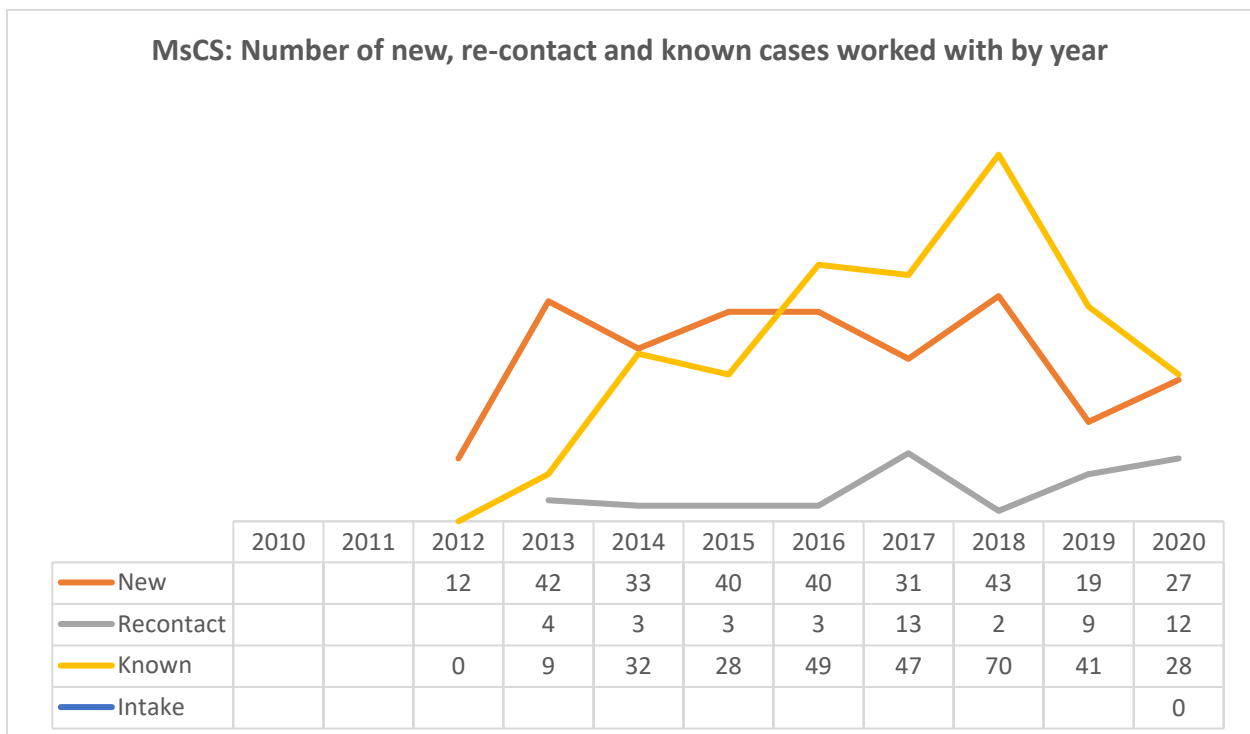
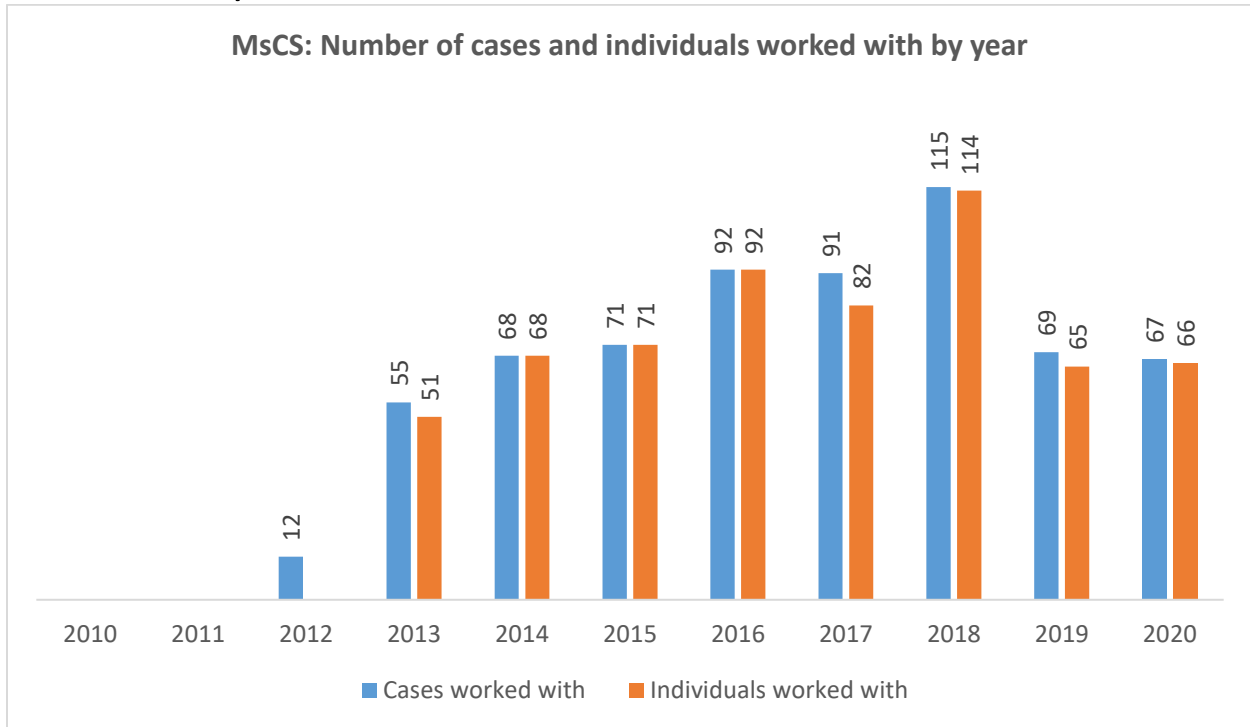


MoCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
<17	1	2	0	3
18-19	1	1	0	2
20-24	6	1	0	7
25-29	1	6	0	7
30-34	1	7	0	8
35-39	0	11	0	11
40-44	1	17	0	18
45-49	0	9	0	9
50-54	4	5	0	9
55-59	2	1	0	3
≥60	3	9	0	12
Not specified	0	1	0	1
<b>Total</b>	<b>20</b>	<b>70</b>	<b>0</b>	<b>90</b>

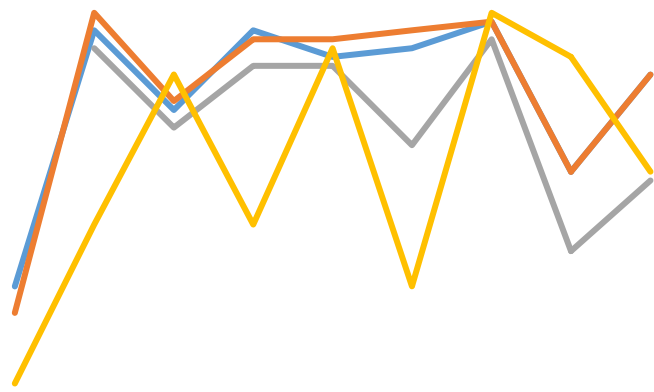


# Community Services: Msida (MsCS)

## Case Activity



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

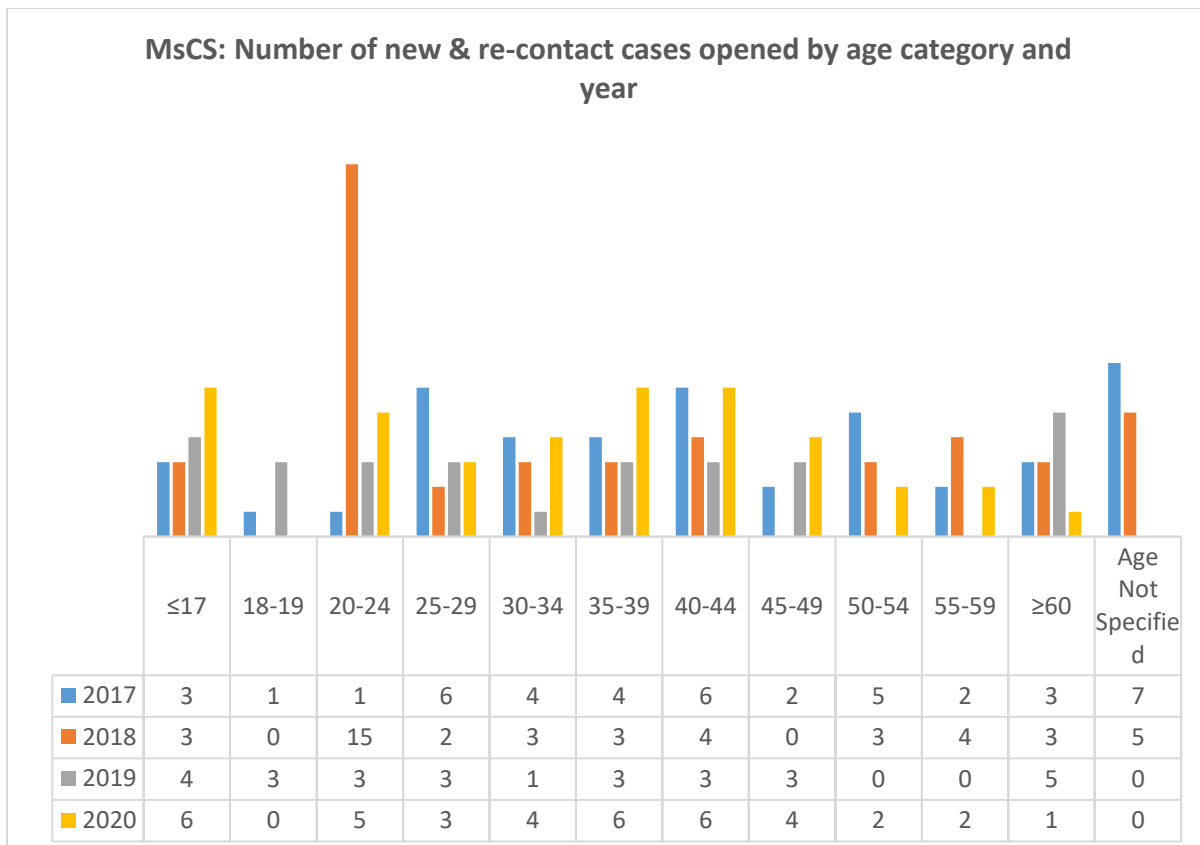
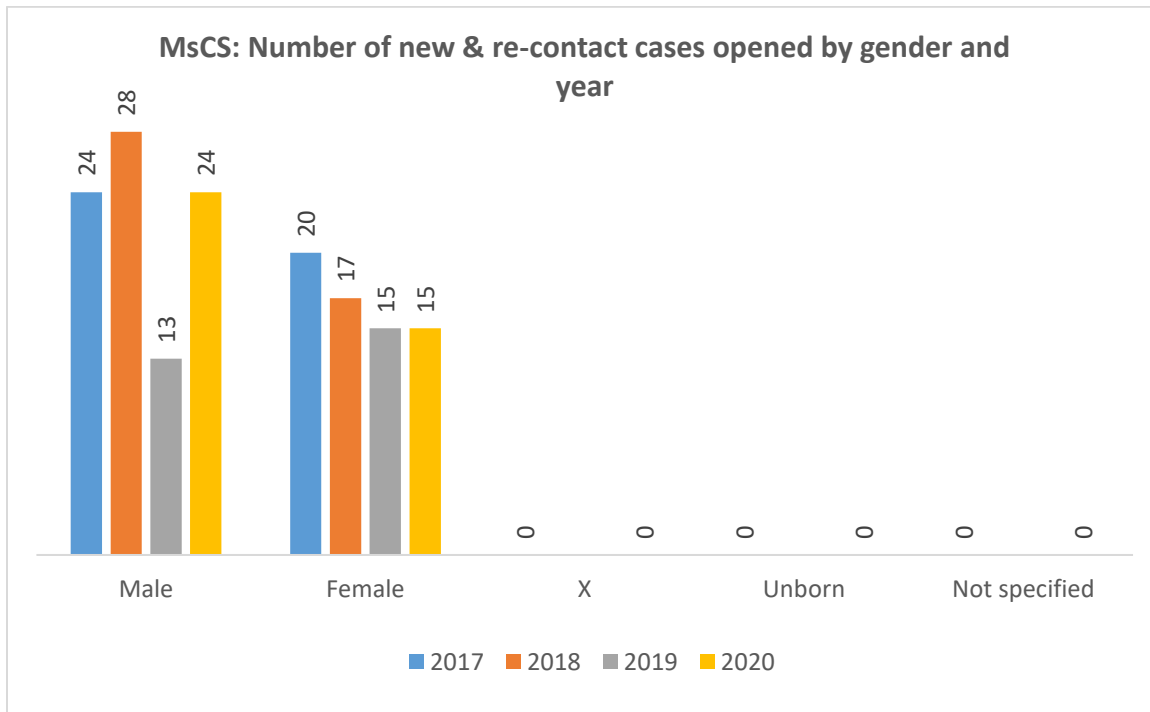


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
— Referred cases			15	44	35	44	41	42	45	28	39
— New & recontact cases			12	46	36	43	43	44	45	28	39
— New cases				42	33	40	40	31	43	19	27
— Closed cases			4	22	39	22	42	15	46	41	28

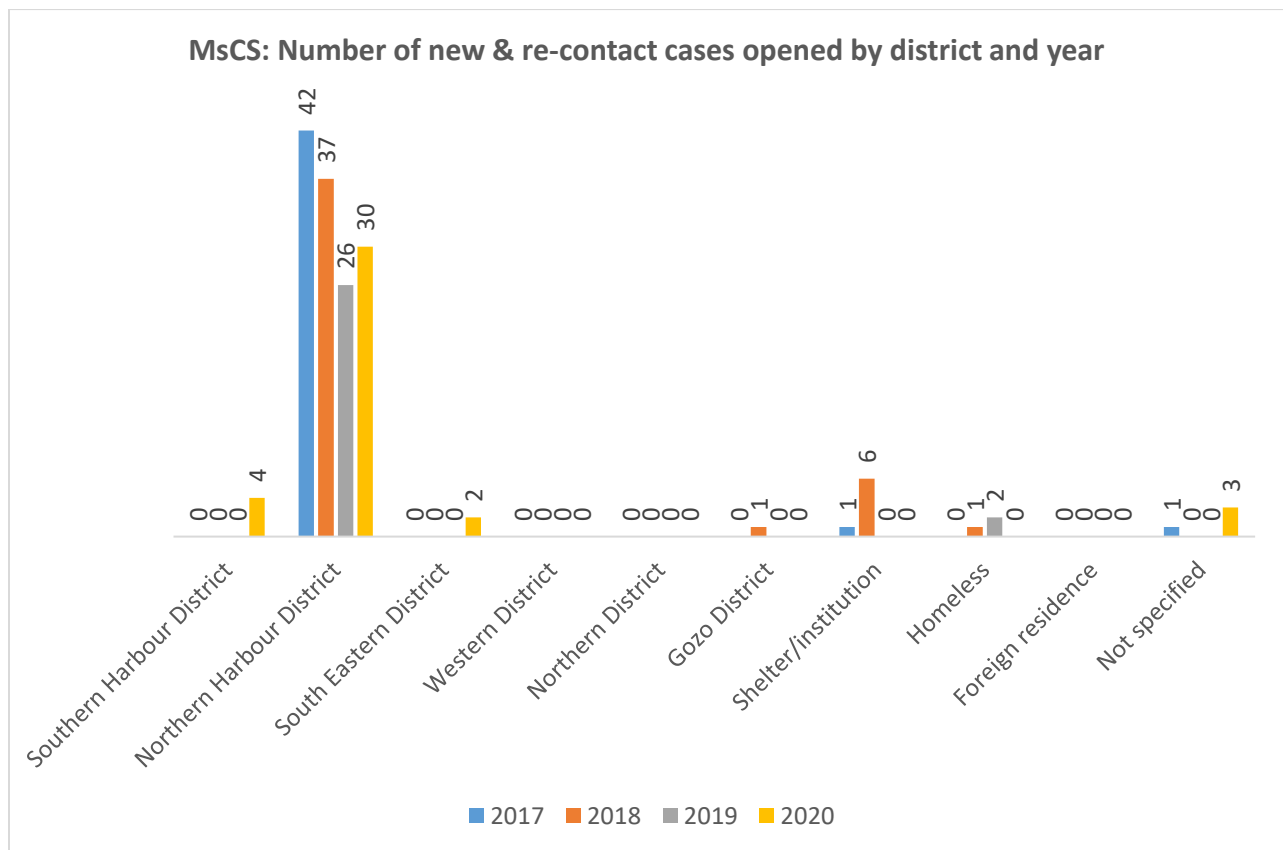
MsCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	1	1	1
Assault/harassment	0	0	0
Behaviour problems	1	1	1
Bereavement	0	0	0
Child abuse	1	2	1
Child care or access	2	2	0
Delinquency	0	0	0
Disability related issues	0	1	0
Domestic violence	3	1	0
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	1	0	6
Family relations	4	5	5
Financial difficulties	1	3	7
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	0	0
Homeless	15	3	8
Housing problems	1	3	1
Human trafficking	0	0	0
Lack of support or guidance	2	1	4
Legal issues	3	0	0
Loneliness	0	0	0
Marital problems	0	0	1
Mental health issues	1	2	3
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	1	2	0
School related problems	0	1	0
Self-harm or suicide	0	0	0
Separation related issues	0	0	0
Sexual harassment or abuse	0	0	0
Other	0	0	1
Not specified	8	0	0
<b>Total</b>	<b>45</b>	<b>28</b>	<b>39</b>

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

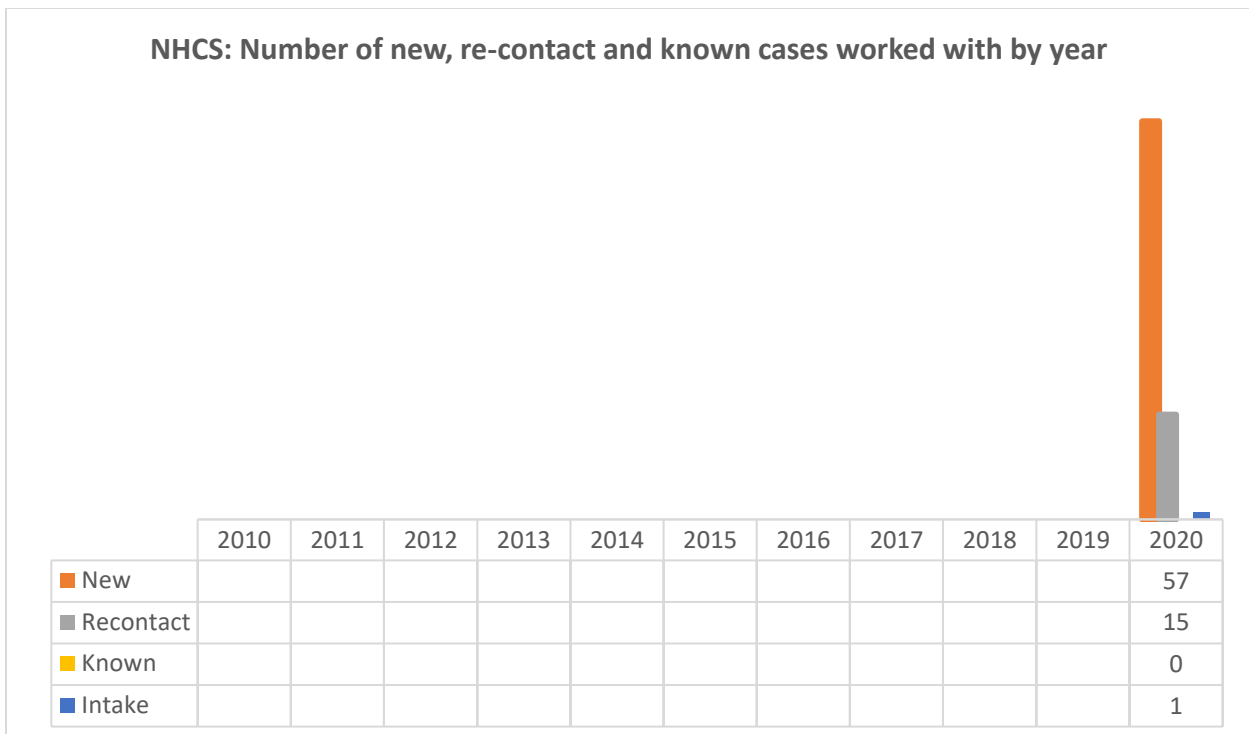
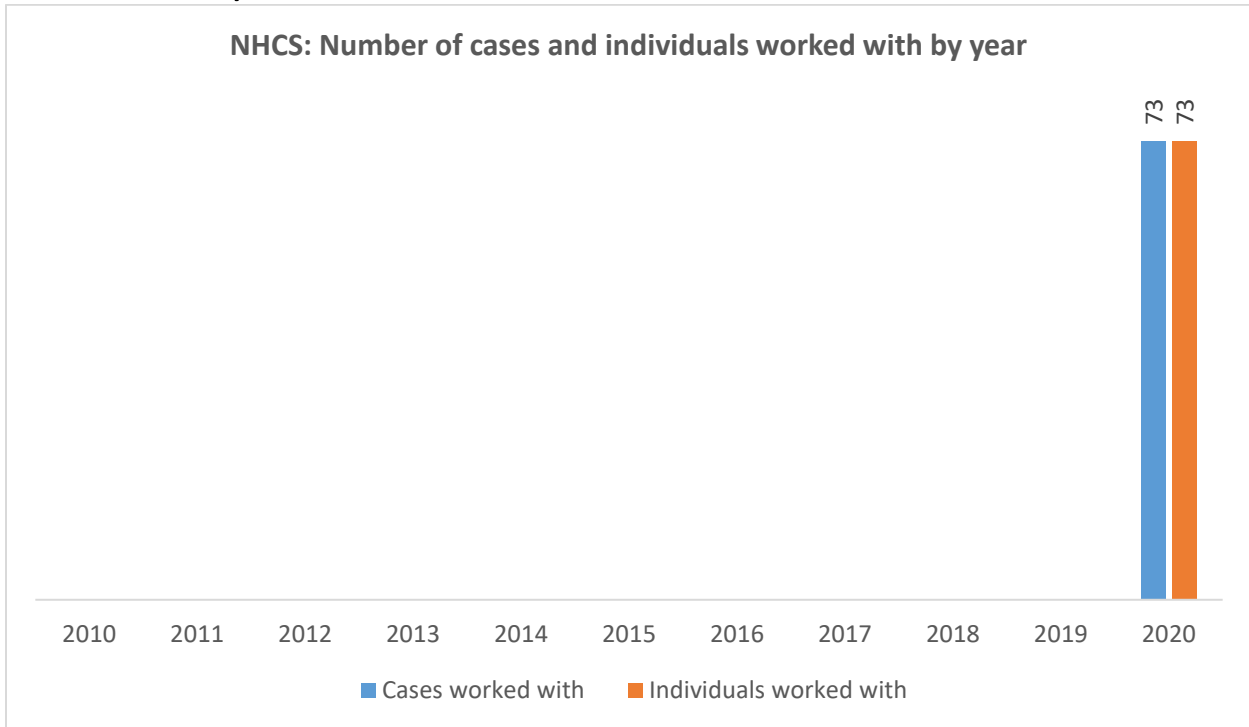
## Details Regarding New and Re-contact Cases Opened



MsCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	6	0	0	6
18-19	0	0	0	0
20-24	4	1	0	5
25-29	1	2	0	3
30-34	3	1	0	4
35-39	4	2	0	6
40-44	4	2	0	6
45-49	1	3	0	4
50-54	0	2	0	2
55-59	1	1	0	2
≥60	0	1	0	1
Not specified	0	0	0	0
<b>Total</b>	<b>24</b>	<b>15</b>	<b>0</b>	<b>39</b>

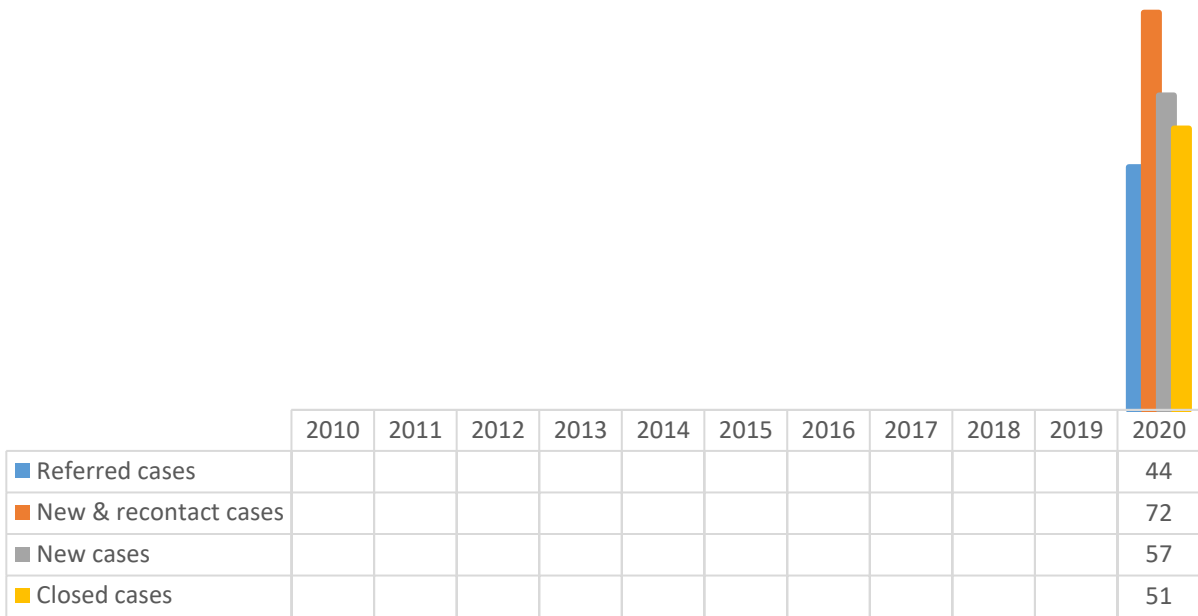


# Community Services: Northern Harbour (NHCS) Case Activity<sup>7</sup>



<sup>7</sup> Service started reporting in 2020

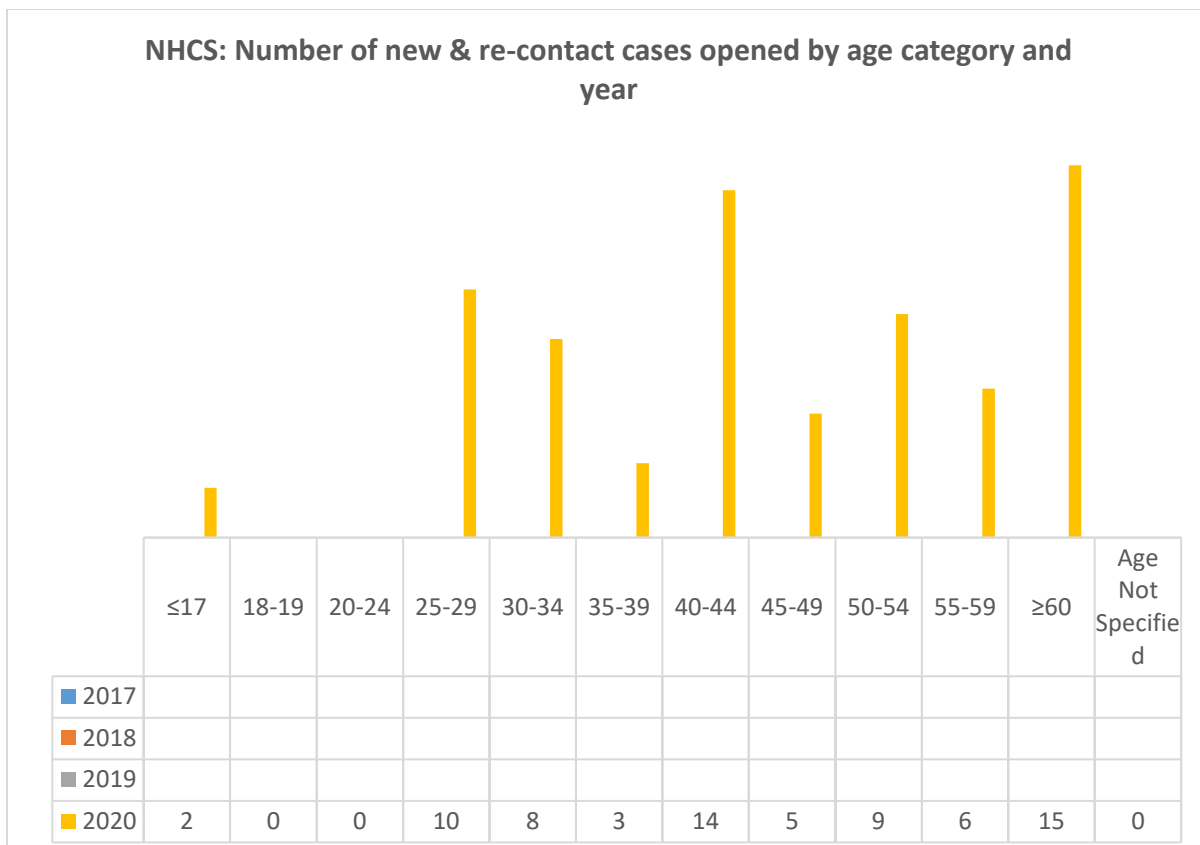
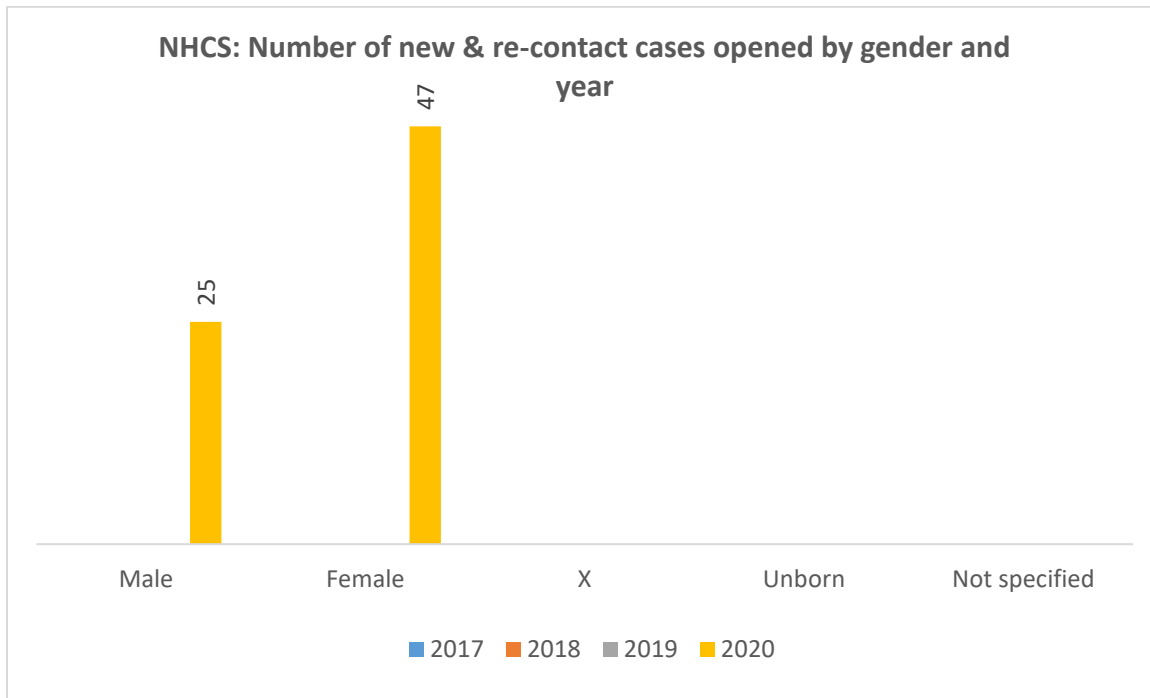
**NHCS: Number of referred, new & re-contact, new and closed cases by year**



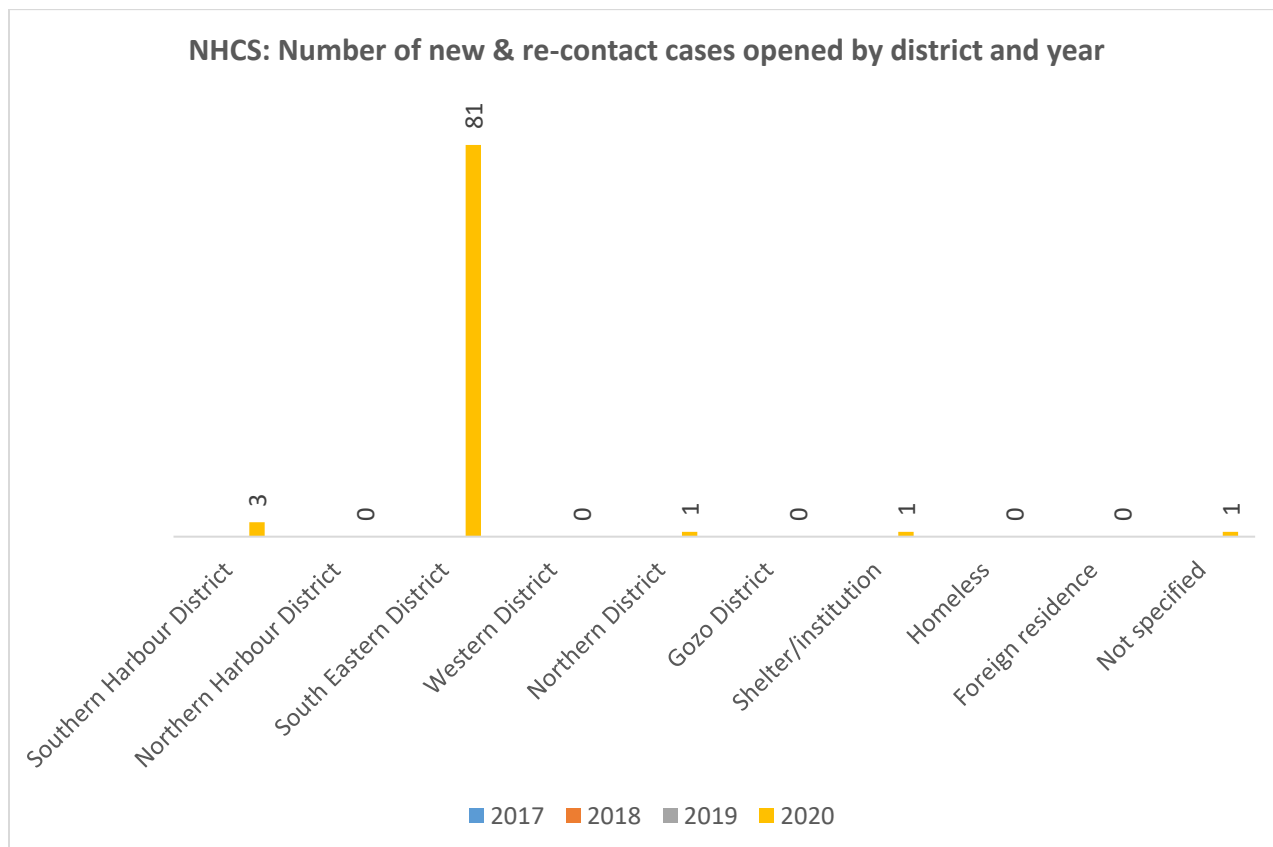
NHCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	-	-	0
Assault/harassment	-	-	0
Behaviour problems	-	-	0
Bereavement	-	-	0
Child abuse	-	-	0
Child care or access	-	-	1
Delinquency	-	-	0
Disability related issues	-	-	0
Domestic violence	-	-	0
Eating disorder	-	-	0
Elderly needs	-	-	0
Employment issues	-	-	7
Family relations	-	-	0
Financial difficulties	-	-	29
Fostering or adoption	-	-	0
Gender related issues	-	-	0
Health related issues	-	-	0
Homeless	-	-	1
Housing problems	-	-	3
Human trafficking	-	-	0
Lack of support or guidance	-	-	0
Legal issues	-	-	0
Loneliness	-	-	0
Marital problems	-	-	0
Mental health issues	-	-	0
Migrant related issues	-	-	0
Personality related issues	-	-	0
Pregnancy related issues	-	-	0
Relationship problems	-	-	1
School related problems	-	-	0
Self-harm or suicide	-	-	0
Separation related issues	-	-	0
Sexual harassment or abuse	-	-	0
Other	-	-	2
Not specified	-	-	0
<b>Total</b>	<b>-</b>	<b>-</b>	<b>44</b>

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

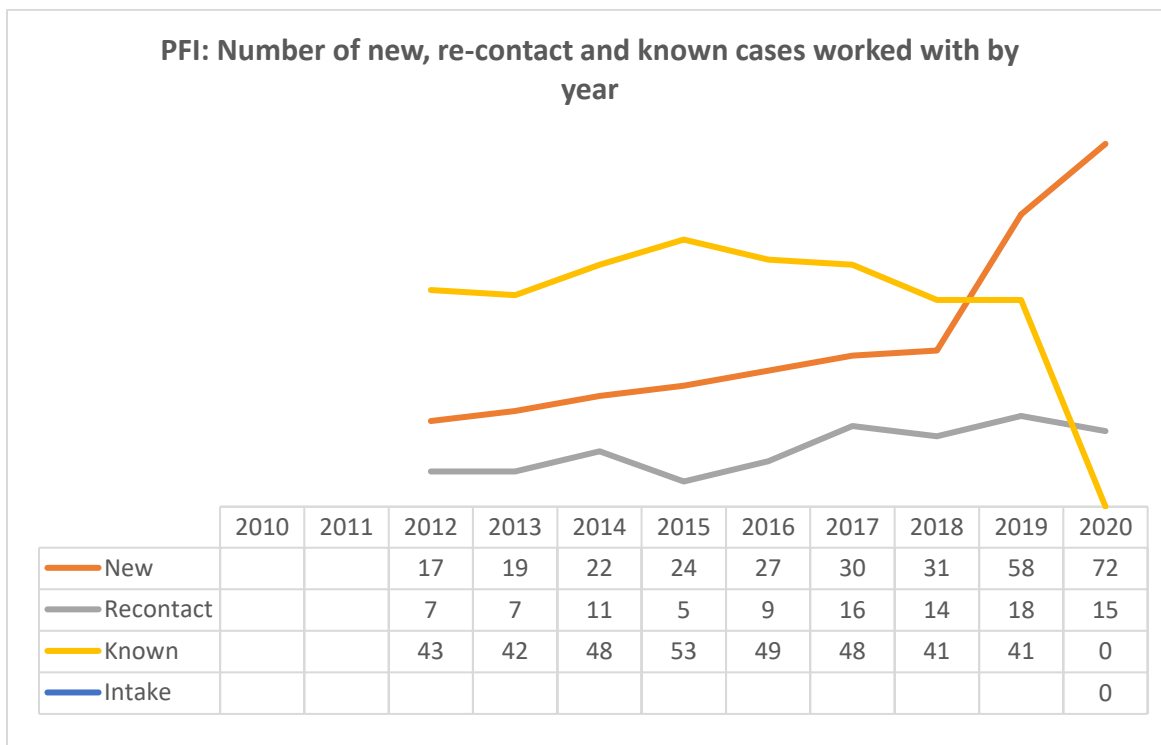
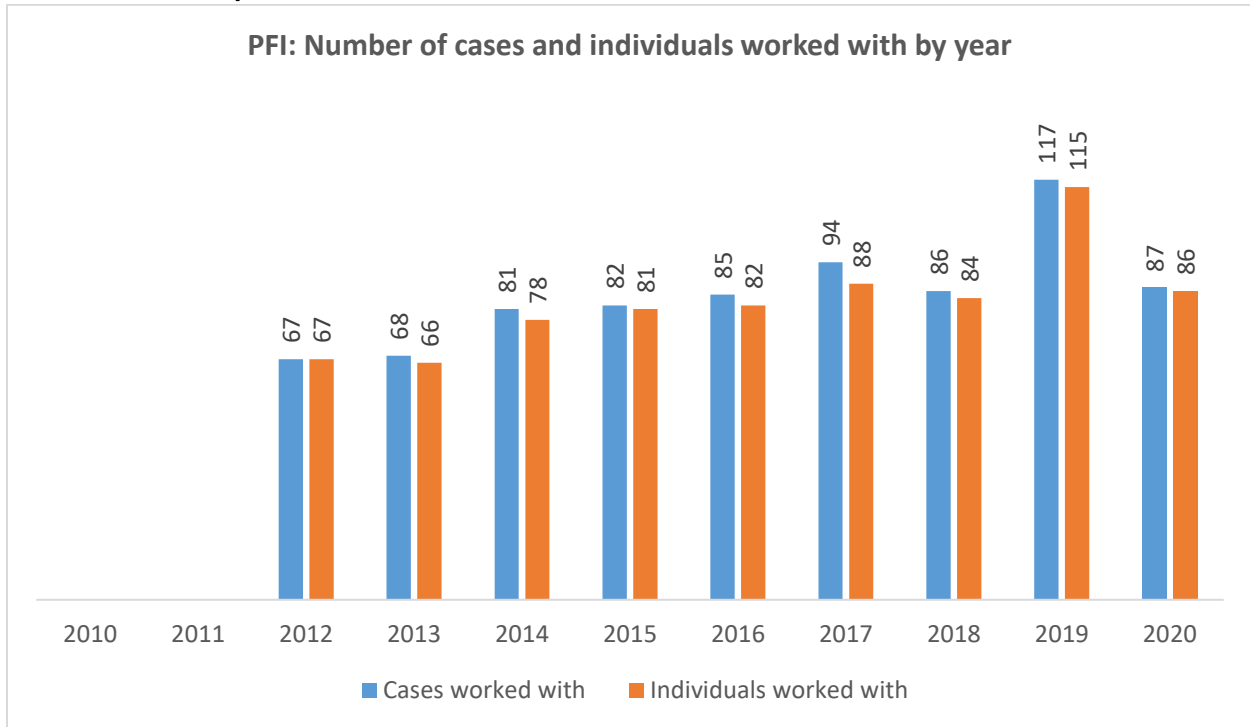
## Details Regarding New and Re-contact Cases Opened



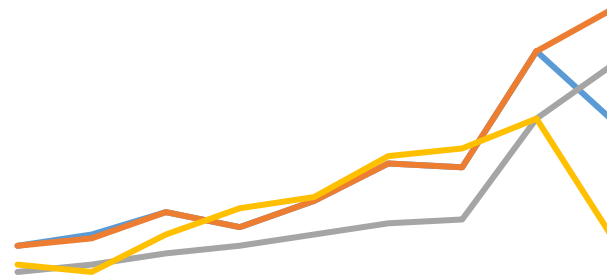
NHCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	0	2	0	2
18-19	0	0	0	0
20-24	0	0	0	0
25-29	2	8	0	10
30-34	4	4	0	8
35-39	0	3	0	3
40-44	1	13	0	14
45-49	2	3	0	5
50-54	4	5	0	9
55-59	2	4	0	6
≥60	10	5	0	15
Not specified	0	0	0	0
<b>Total</b>	<b>25</b>	<b>47</b>	<b>0</b>	<b>72</b>



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



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

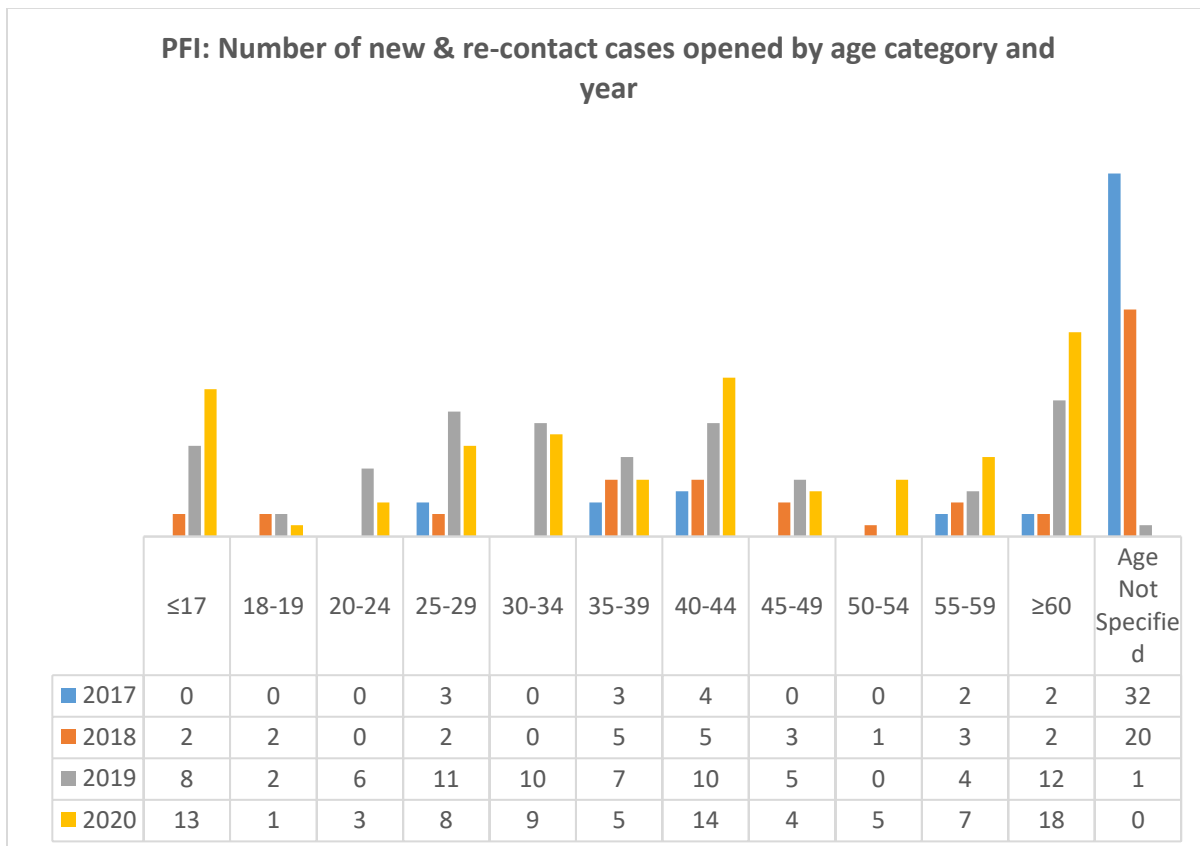
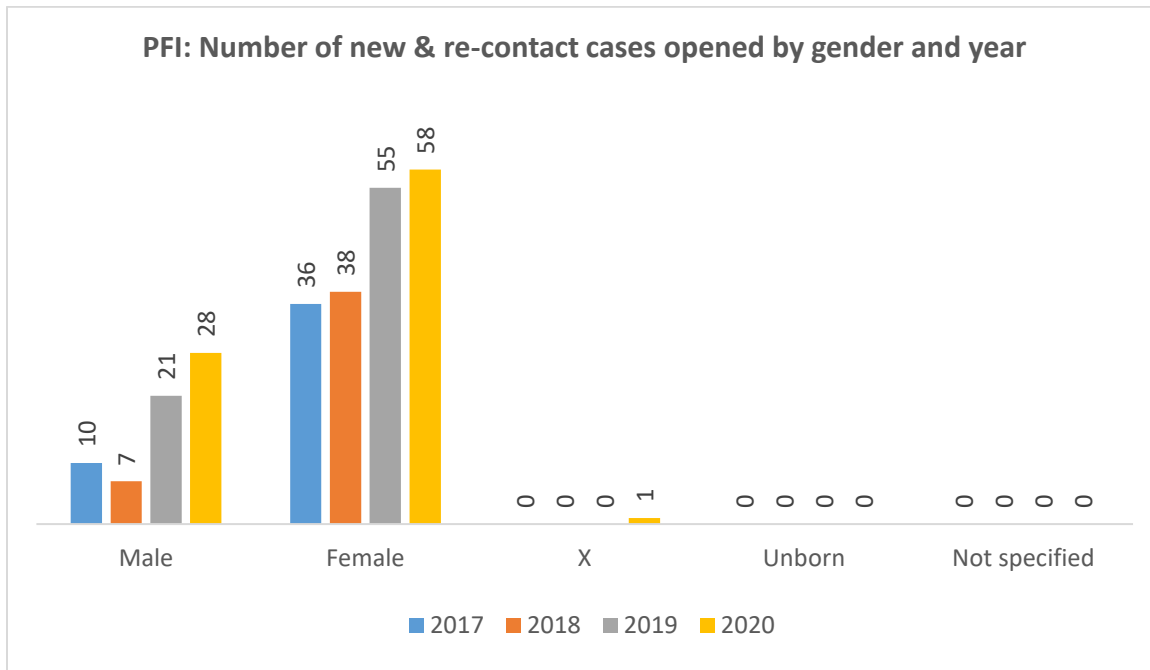


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
— Referred cases			24	27	33	29	36	46	45	76	58
— New & recontact cases			24	26	33	29	36	46	45	76	87
— New cases			17	19	22	24	27	30	31	58	72
— Closed cases			19	17	27	34	37	48	50	58	27

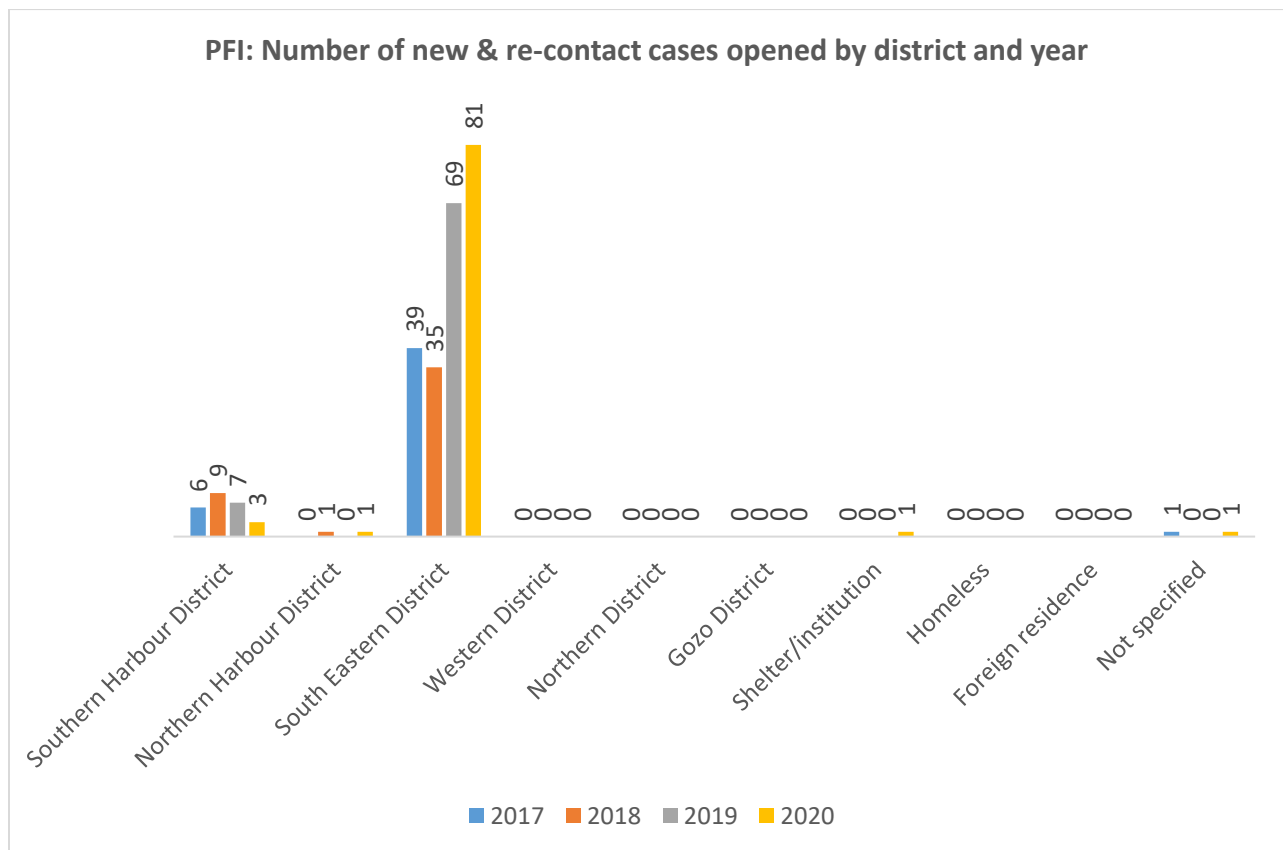
PFI: Referrals by primary problem*			
	2018	2019	2020
Addiction	-	-	0
Assault/harassment	-	-	1
Behaviour problems	-	-	0
Bereavement	-	-	0
Child abuse	-	-	0
Child care or access	-	-	0
Delinquency	-	-	0
Disability related issues	-	-	0
Domestic violence	-	-	2
Eating disorder	-	-	0
Elderly needs	-	-	0
Employment issues	-	-	4
Family relations	-	-	11
Financial difficulties	-	-	11
Fostering or adoption	-	-	0
Gender related issues	-	-	0
Health related issues	-	-	0
Homeless	-	-	2
Housing problems	-	-	6
Human trafficking	-	-	0
Lack of support or guidance	-	-	7
Legal issues	-	-	2
Loneliness	-	-	0
Marital problems	-	-	2
Mental health issues	-	-	8
Migrant related issues	-	-	0
Personality related issues	-	-	0
Pregnancy related issues	-	-	0
Relationship problems	-	-	0
School related problems	-	-	0
Self-harm or suicide	-	-	0
Separation related issues	-	-	2
Sexual harassment or abuse	-	-	0
Other	-	-	0
Not specified	-	-	0
<b>Total</b>	-	-	<b>58</b>

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

## Details Regarding New and Re-contact Cases Opened

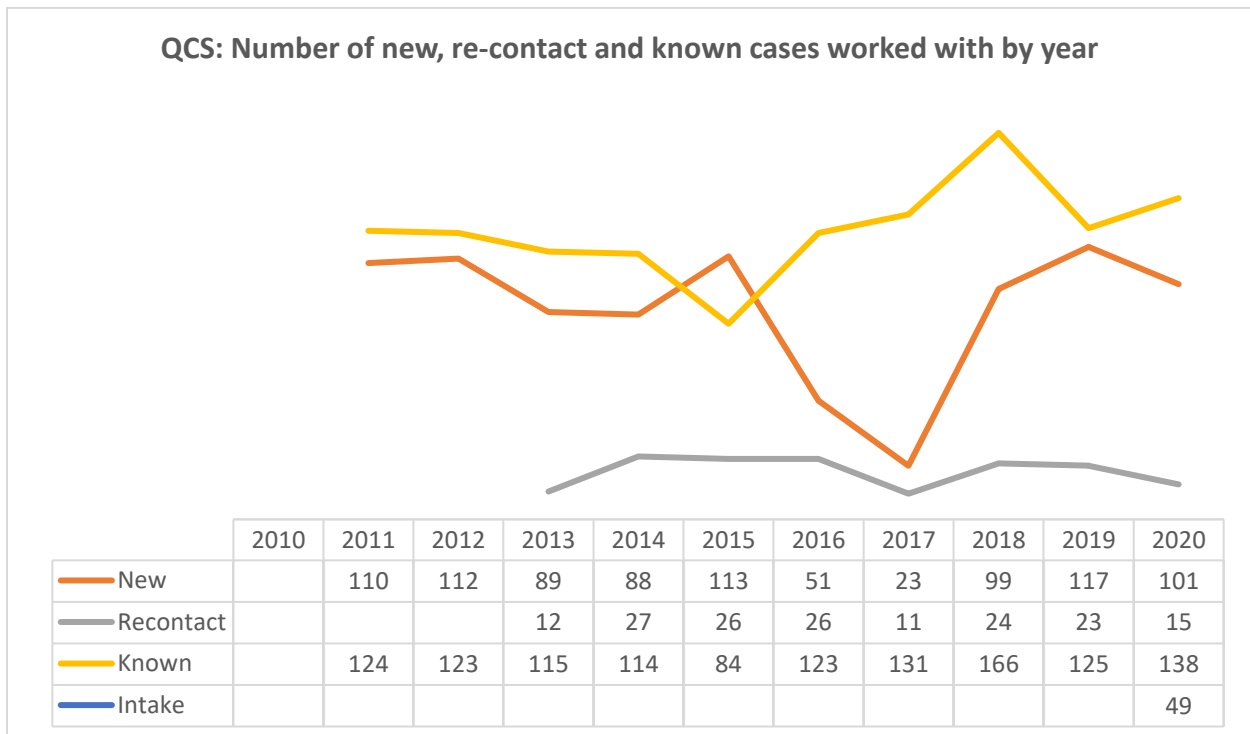
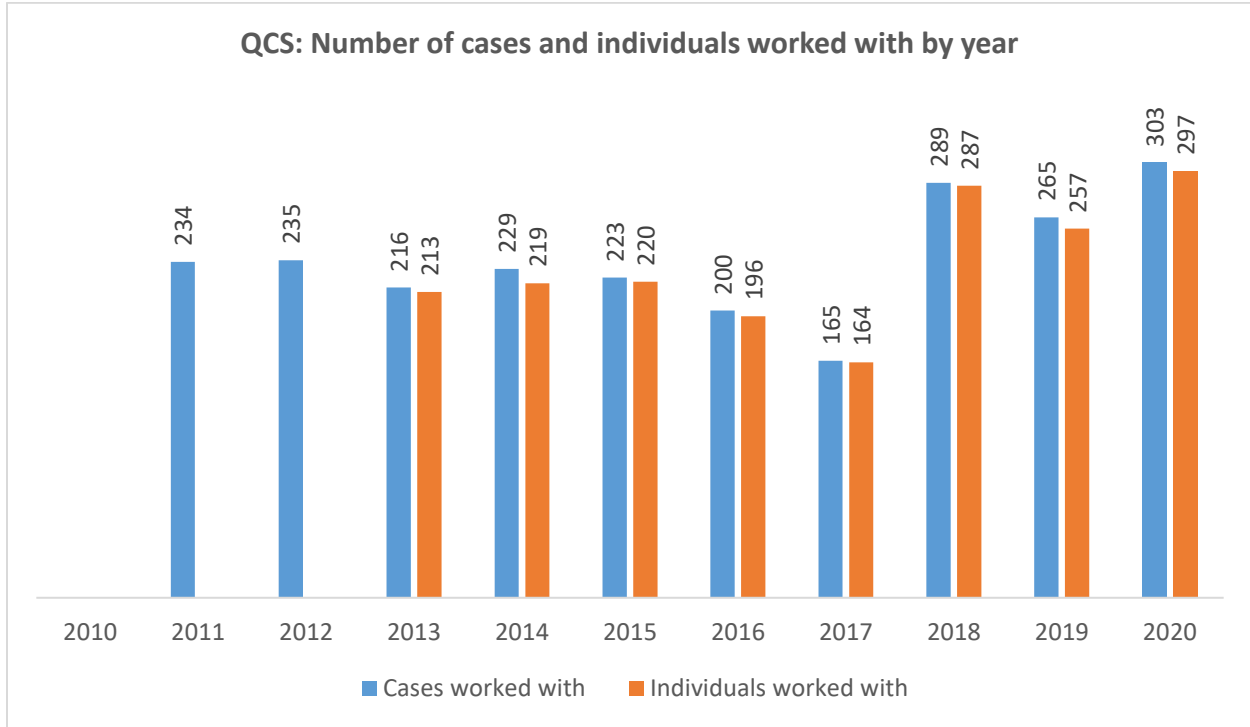


PFI: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	5	8	0	13
18-19	1	0	0	1
20-24	0	2	0	3
25-29	2	6	0	8
30-34	3	6	0	9
35-39	1	4	0	5
40-44	4	10	0	14
45-49	3	1	0	4
50-54	3	2	0	5
55-59	2	5	0	7
≥60	4	14	0	18
Not specified	0	0	0	0
<b>Total</b>	<b>28</b>	<b>58</b>	<b>1</b>	<b>87</b>

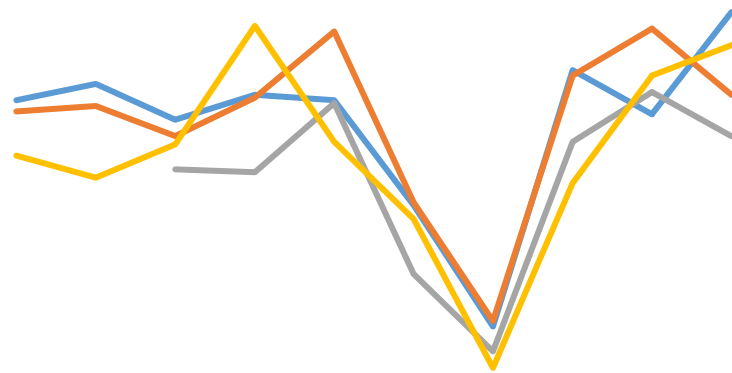


# Community Services: Qawra (QCS)

## Case Activity



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

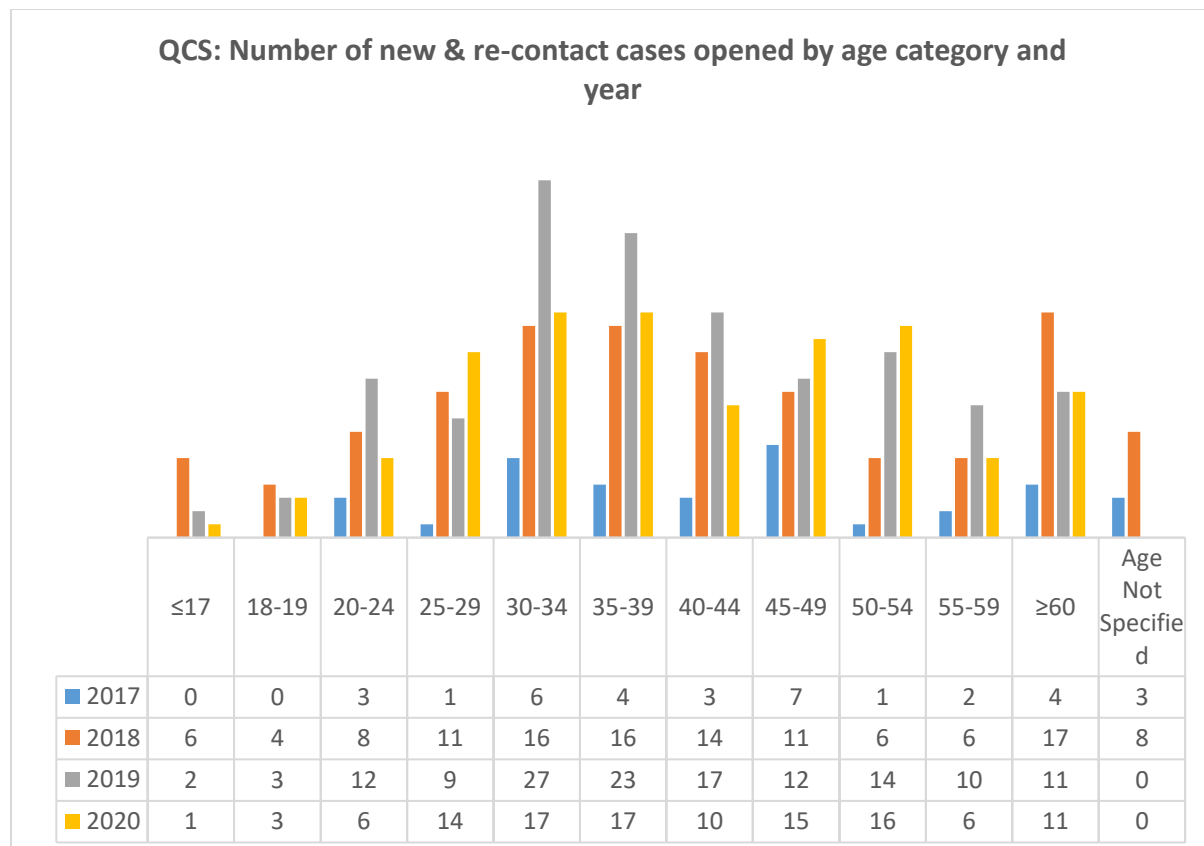
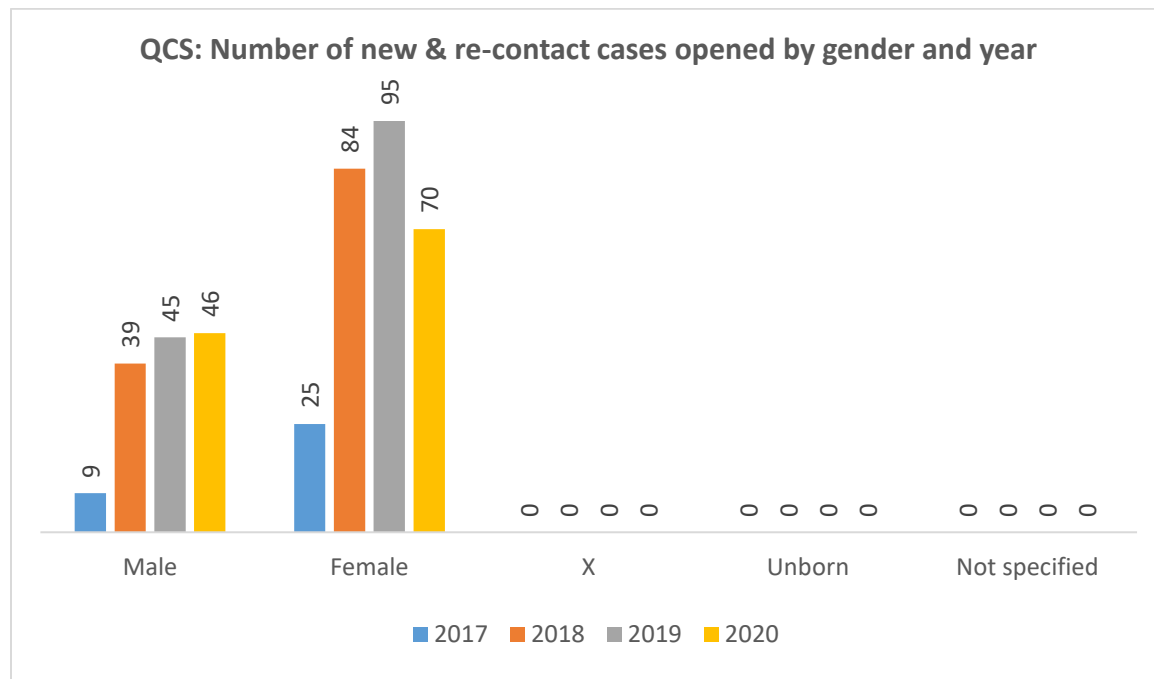


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
— Referred cases		114	120	107	116	114	76	32	125	109	146
— New & recontact cases		110	112	101	115	139	77	34	123	140	116
— New cases				89	88	113	51	23	99	117	101
— Closed cases		94	86	98	141	99	71	17	84	123	134

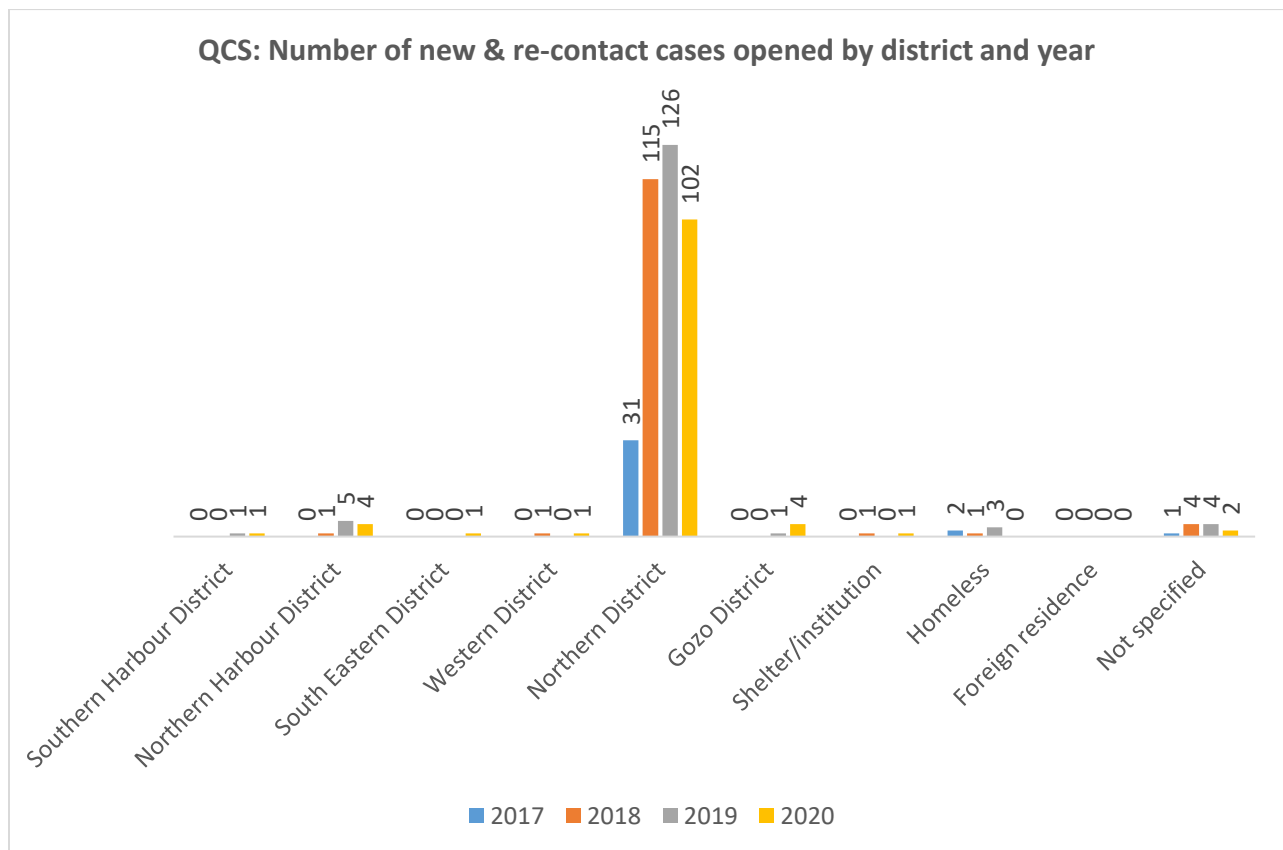
QCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	1	3	0
Assault/harassment	0	0	0
Behaviour problems	4	3	1
Bereavement	1	0	0
Child abuse	1	4	1
Child care or access	2	1	0
Delinquency	0	0	0
Disability related issues	3	0	1
Domestic violence	4	4	4
Eating disorder	0	0	0
Elderly needs	5	0	0
Employment issues	4	3	15
Family relations	11	5	5
Financial difficulties	33	35	56
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	0	2
Homeless	12	14	15
Housing problems	9	4	7
Human trafficking	0	0	0
Lack of support or guidance	1	9	16
Legal issues	5	3	1
Loneliness	0	0	0
Marital problems	6	0	3
Mental health issues	11	6	8
Migrant related issues	0	4	0
Personality related issues	0	0	0
Pregnancy related issues	0	3	1
Relationship problems	0	6	1
School related problems	1	0	0
Self-harm or suicide	0	0	0
Separation related issues	0	0	2
Sexual harassment or abuse	0	0	0
Other	3	2	7
Not specified	8	0	0
<b>Total</b>	<b>125</b>	<b>109</b>	<b>146</b>

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

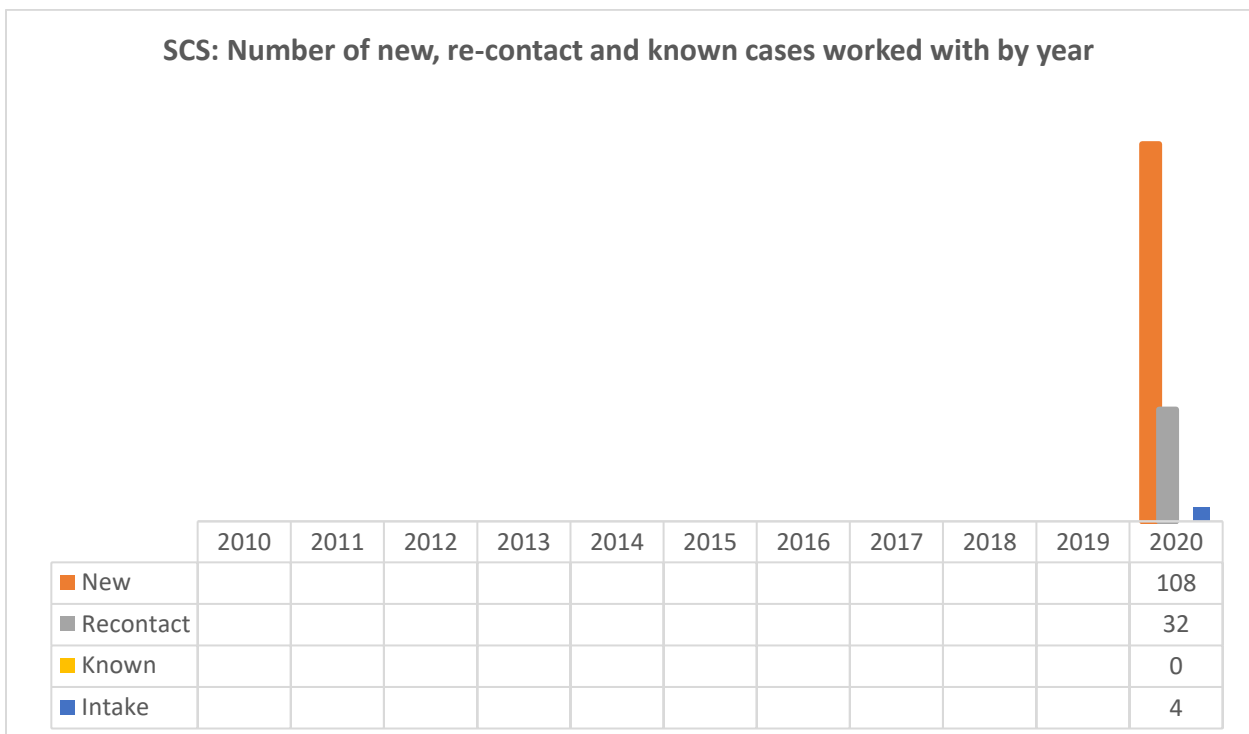
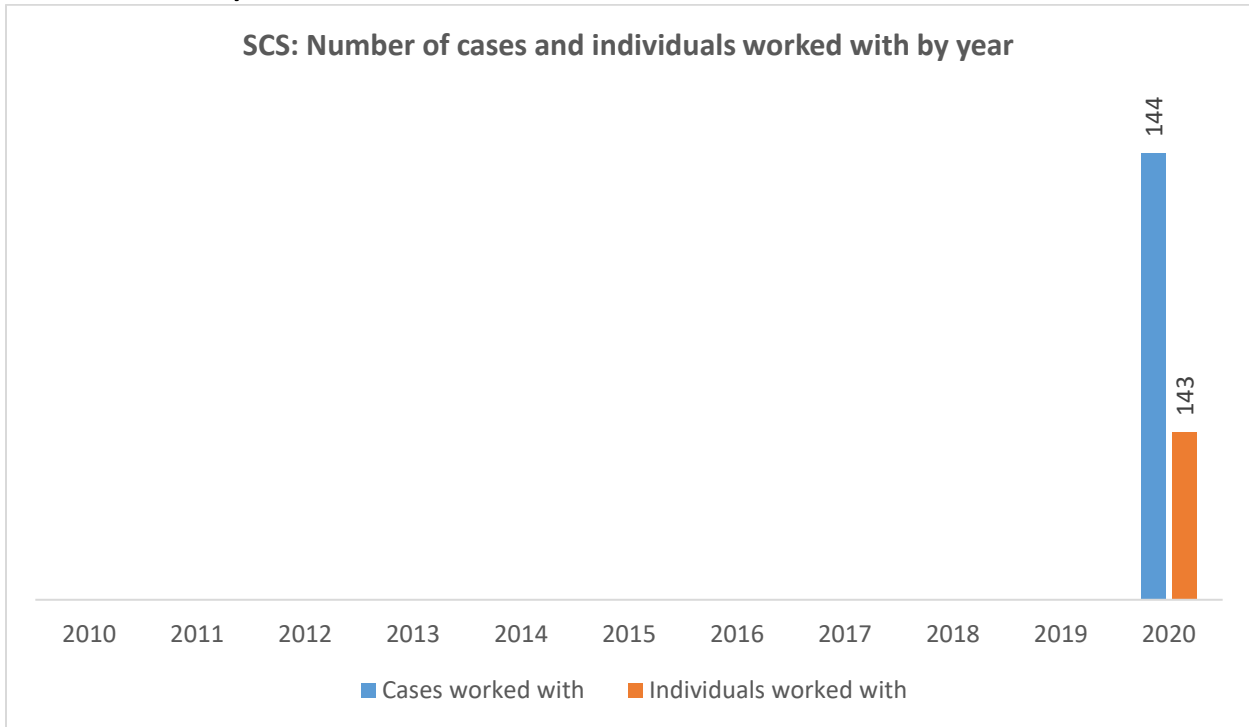
## Details Regarding New and Re-contact Cases Opened



QCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	0	1	0	1
18-19	2	1	0	3
20-24	5	1	0	6
25-29	6	8	0	14
30-34	1	16	0	17
35-39	8	9	0	17
40-44	3	7	0	10
45-49	5	10	0	15
50-54	7	9	0	16
55-59	3	3	0	6
≥60	6	5	0	11
Not specified	0	0	0	0
<b>Total</b>	<b>46</b>	<b>70</b>	<b>0</b>	<b>116</b>



# Community Services: Southern (SCS) Case Activity<sup>8</sup>



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

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

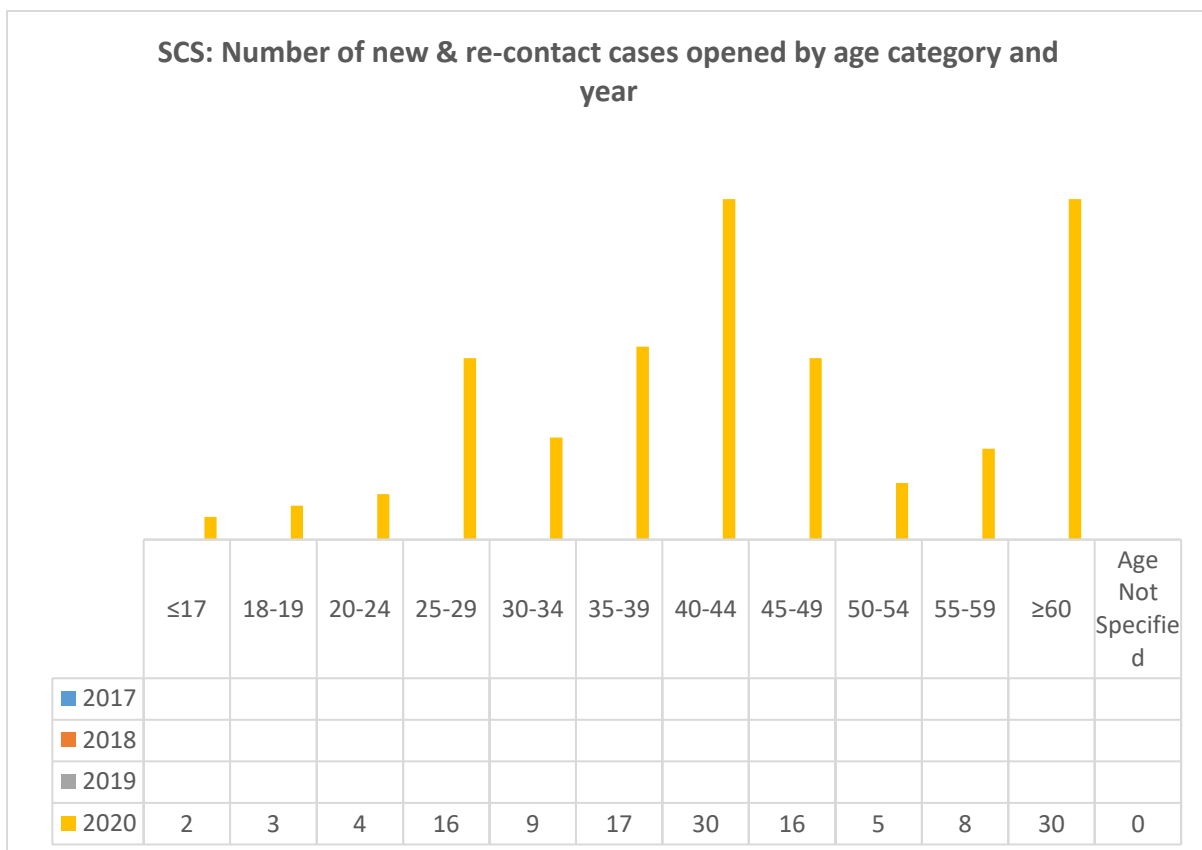
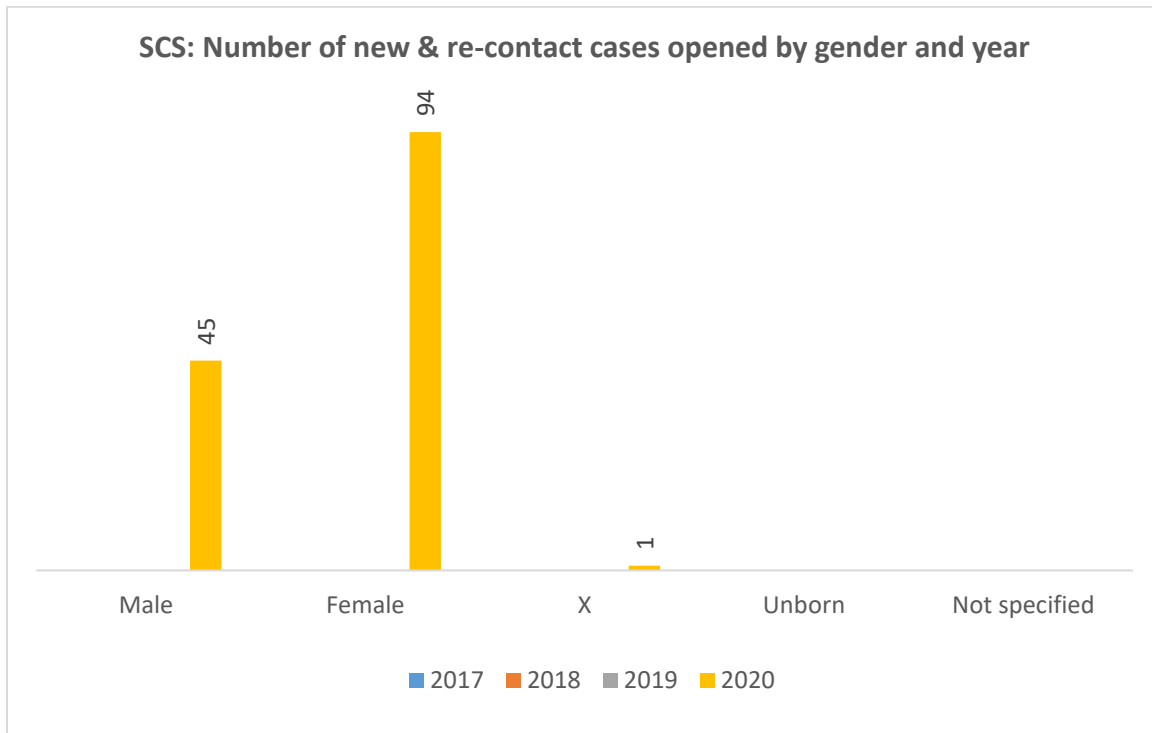


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
■ Referred cases											83
■ New & recontact cases											140
■ New cases											108
■ Closed cases											60

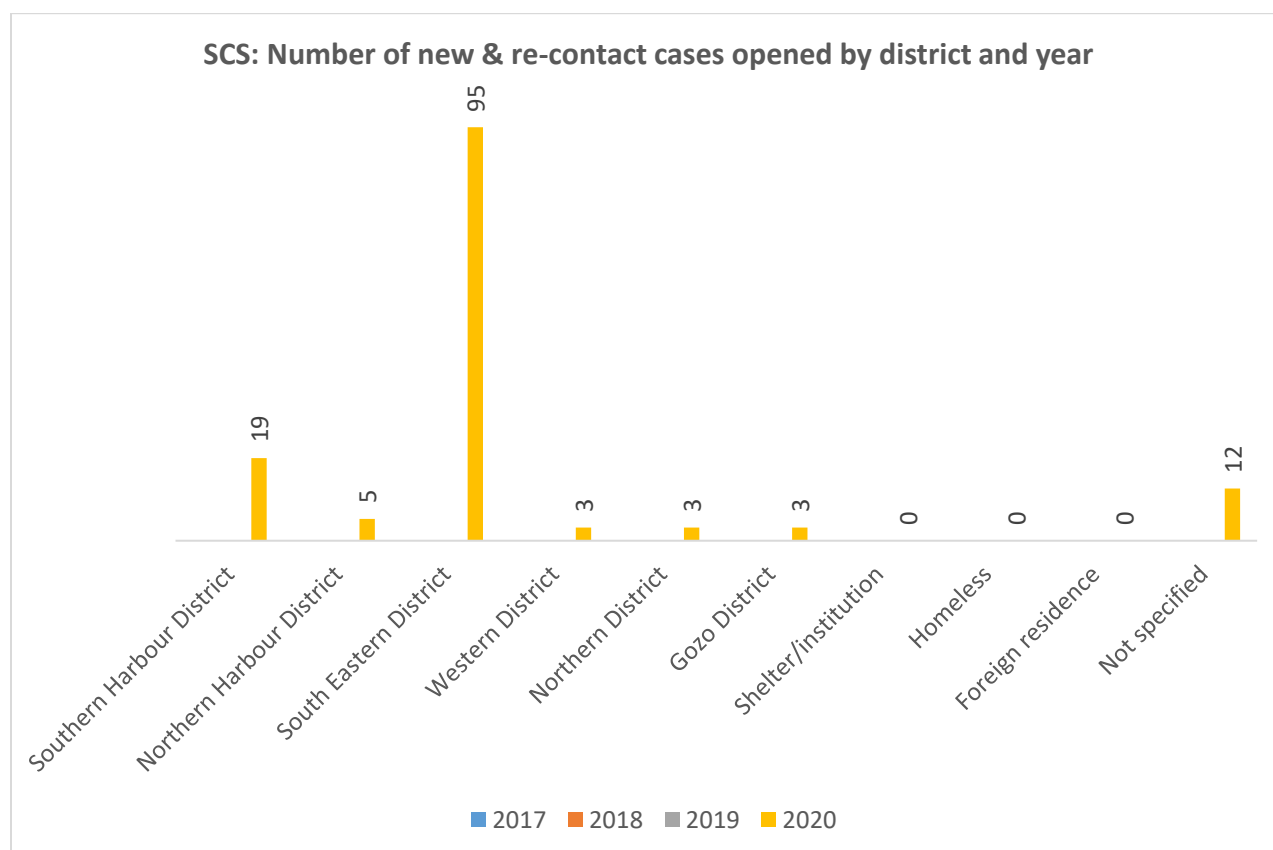
SCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	-	-	3
Assault/harassment	-	-	0
Behaviour problems	-	-	0
Bereavement	-	-	0
Child abuse	-	-	1
Child care or access	-	-	1
Delinquency	-	-	0
Disability related issues	-	-	3
Domestic violence	-	-	0
Eating disorder	-	-	0
Elderly needs	-	-	2
Employment issues	-	-	8
Family relations	-	-	0
Financial difficulties	-	-	34
Fostering or adoption	-	-	1
Gender related issues	-	-	0
Health related issues	-	-	5
Homeless	-	-	0
Housing problems	-	-	6
Human trafficking	-	-	0
Lack of support or guidance	-	-	5
Legal issues	-	-	2
Loneliness	-	-	5
Marital problems	-	-	0
Mental health issues	-	-	4
Migrant related issues	-	-	0
Personality 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
<b>Total</b>	-	-	<b>83</b>

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

# Details Regarding New and Re-contact Cases Opened

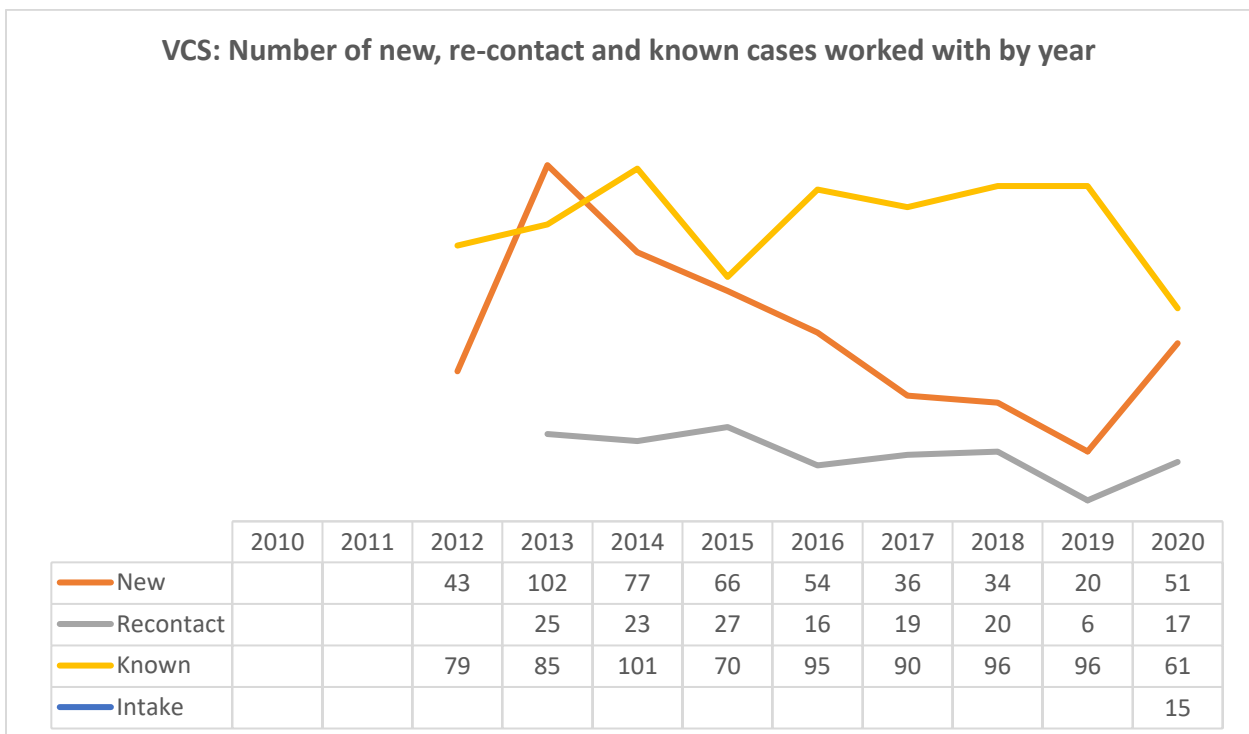
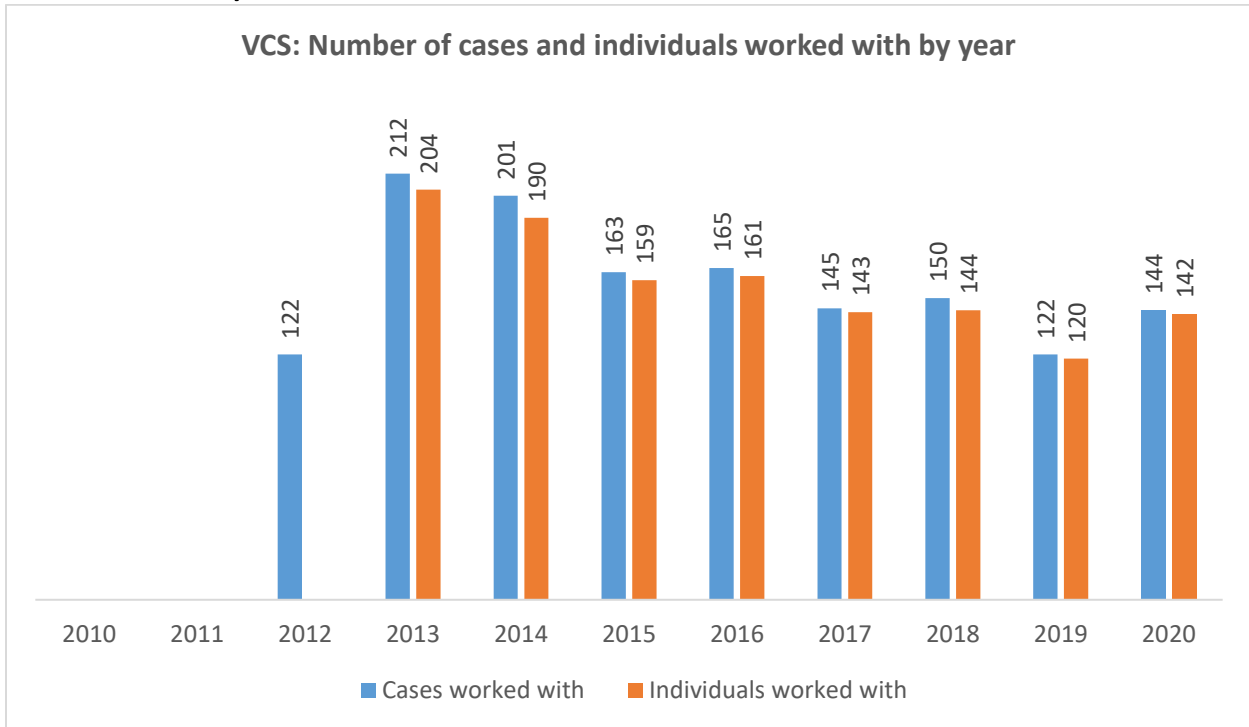


SCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	0	2	0	2
18-19	2	1	0	3
20-24	2	2	0	4
25-29	6	10	0	16
30-34	2	7	0	9
35-39	4	13	0	17
40-44	8	22	0	30
45-49	7	9	0	16
50-54	2	3	0	5
55-59	1	6	1	8
≥60	11	19	0	30
Not specified	0	0	0	0
<b>Total</b>	<b>45</b>	<b>94</b>	<b>1</b>	<b>140</b>

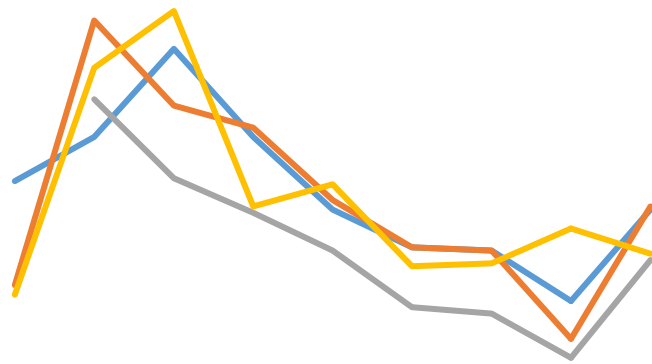


# Community Services: Valletta (VCS)

## Case Activity



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

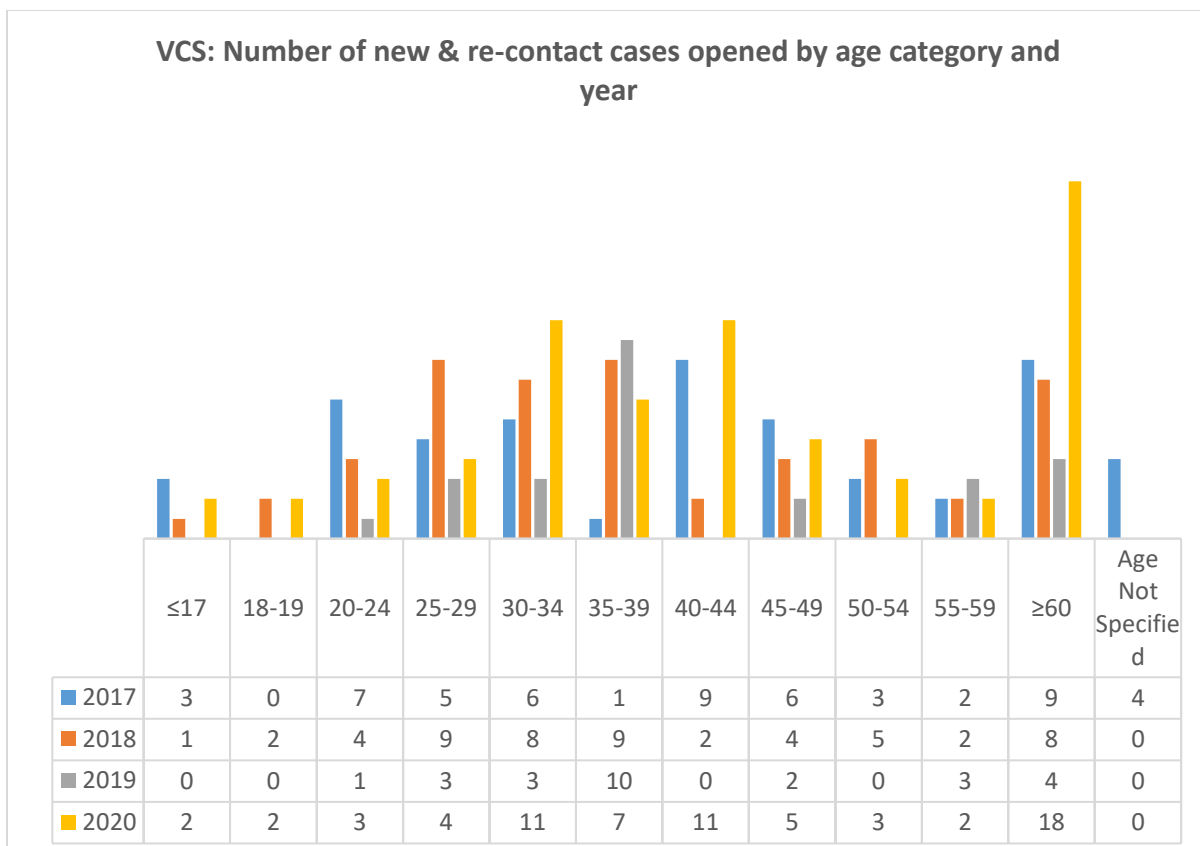
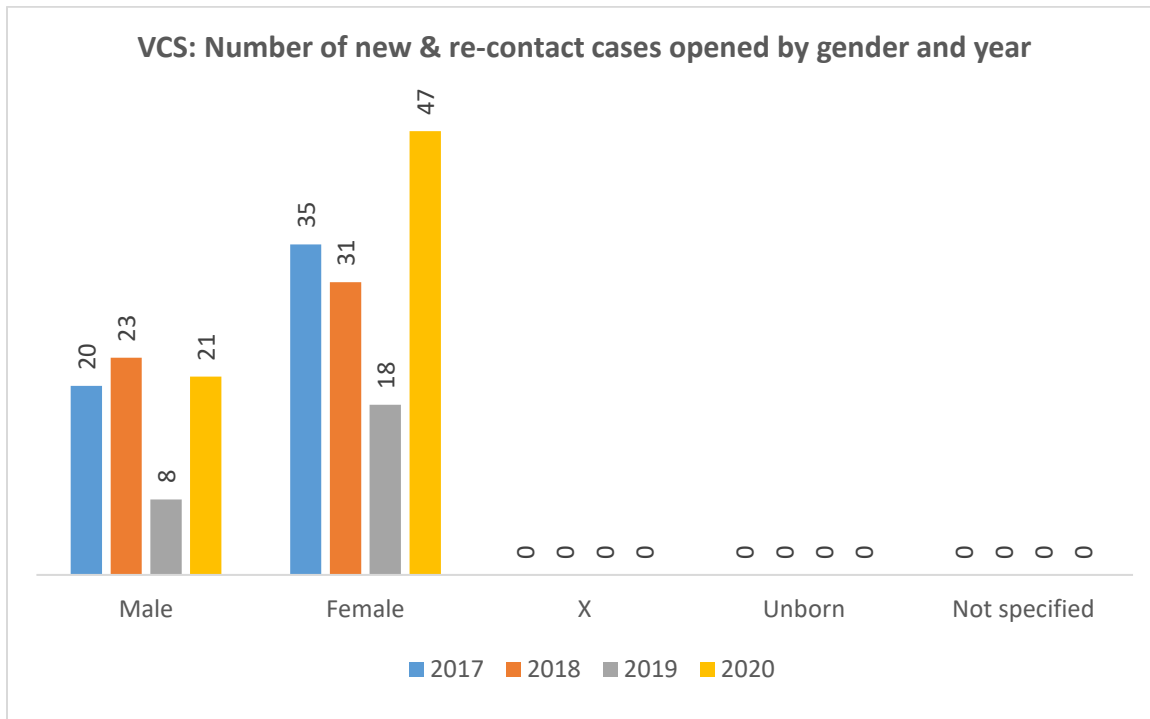


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
— Referred cases			76	90	118	90	67	55	54	38	67
— New & recontact cases			43	127	100	93	70	55	54	26	68
— New cases				102	77	66	54	36	34	20	51
— Closed cases			40	112	130	68	75	49	50	61	53

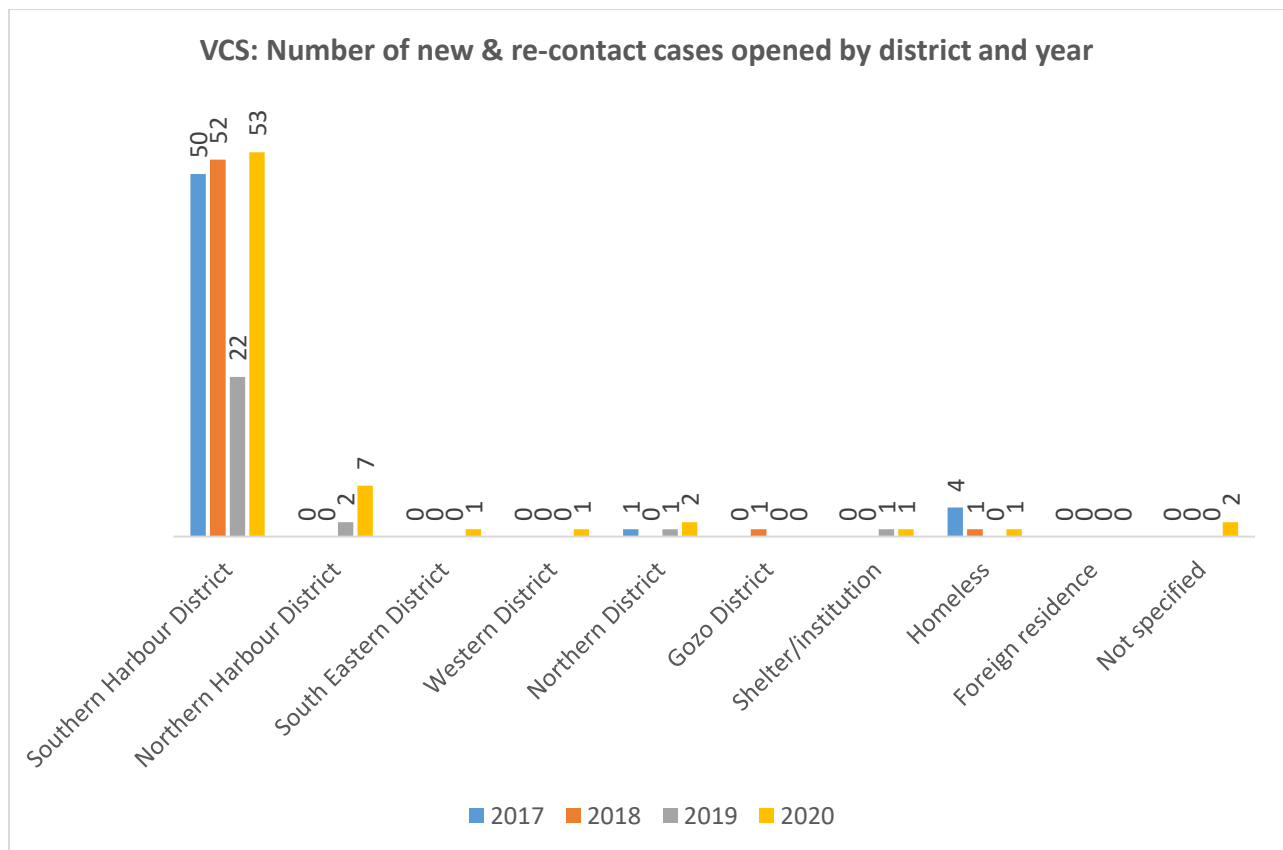
VCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	1	1	0
Assault/harassment	0	0	1
Behaviour problems	0	0	2
Bereavement	0	0	0
Child abuse	2	0	0
Child care or access	4	1	2
Delinquency	0	0	0
Disability related issues	2	1	0
Domestic violence	2	0	0
Eating disorder	0	0	0
Elderly needs	0	1	0
Employment issues	1	2	5
Family relations	1	5	1
Financial difficulties	11	8	12
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	0	2
Homeless	3	5	12
Housing problems	10	3	14
Human trafficking	0	0	0
Lack of support or guidance	7	4	5
Legal issues	4	0	2
Loneliness	0	0	0
Marital problems	1	0	0
Mental health issues	2	3	3
Migrant related issues	0	0	0
Personality related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	1	2	1
School related problems	2	0	0
Self-harm or suicide	0	1	2
Separation related issues	0	1	1
Sexual harassment or abuse	0	0	0
Other	0	0	2
Not specified	0	0	0
<b>Total</b>	<b>54</b>	<b>38</b>	<b>67</b>

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

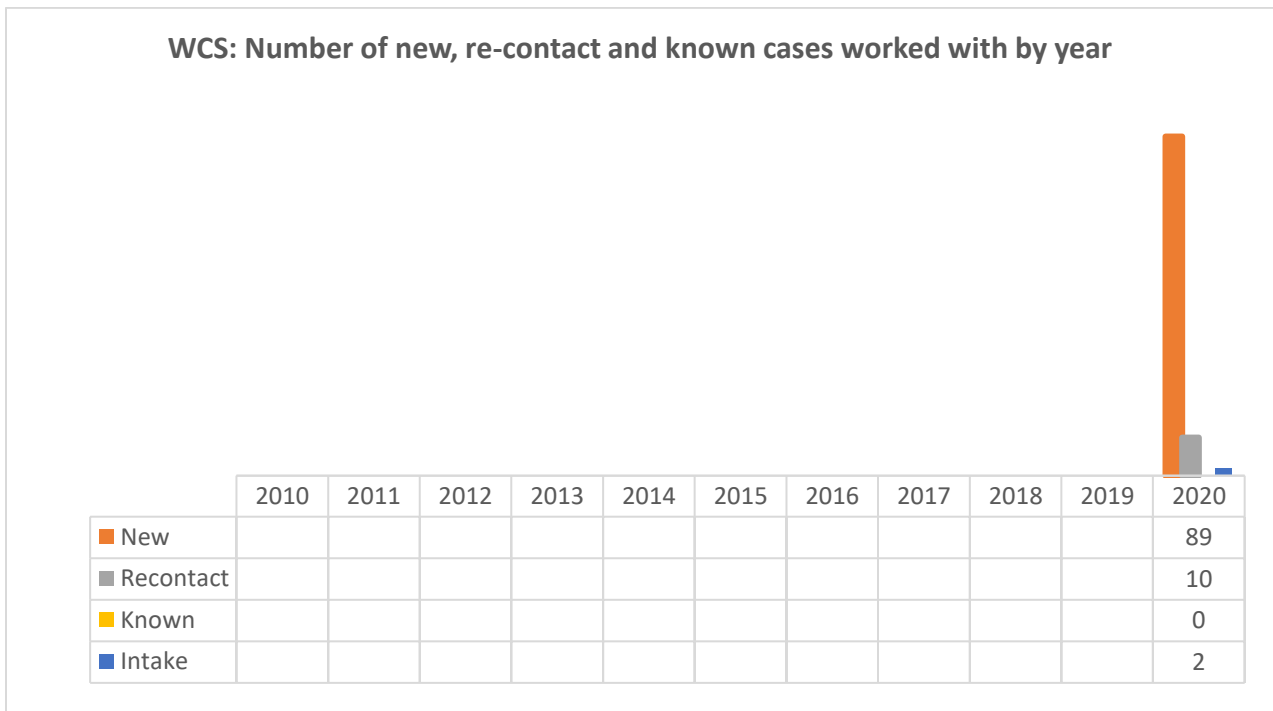
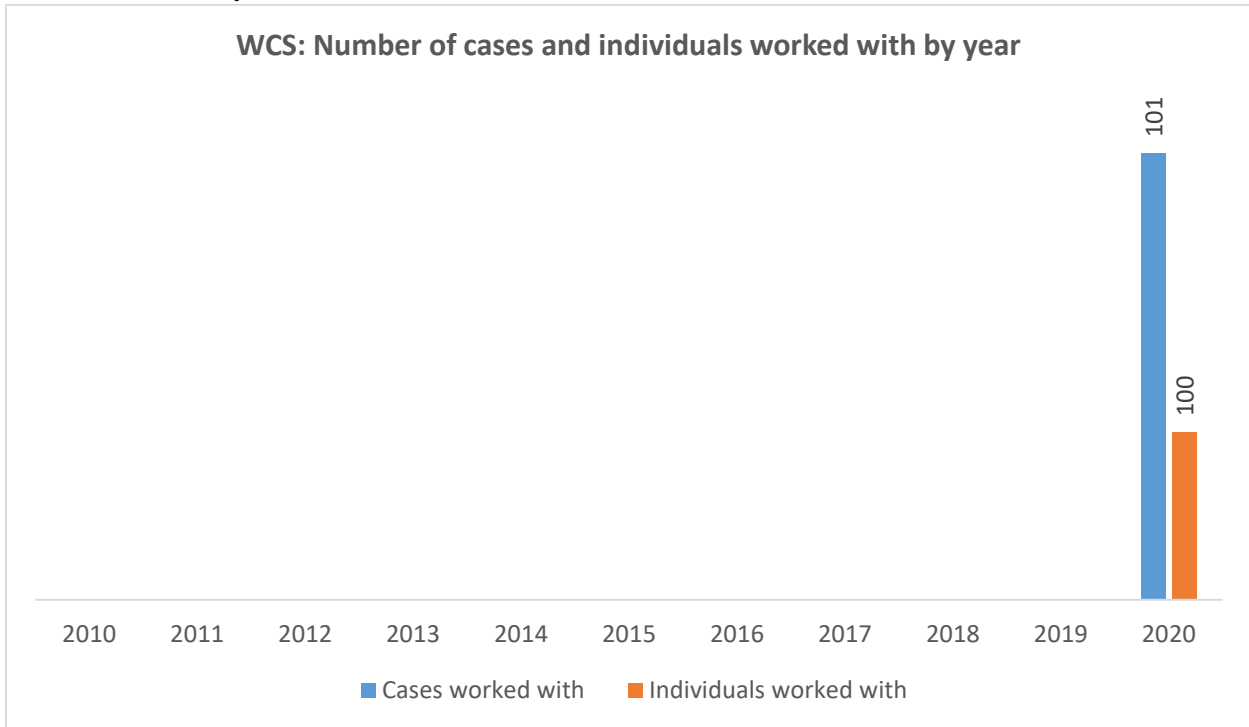
## Details Regarding New and Re-contact Cases Opened



VCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	0	2	0	2
18-19	0	2	0	2
20-24	1	2	0	3
25-29	1	3	0	4
30-34	1	10	0	11
35-39	0	7	0	7
40-44	4	7	0	11
45-49	4	1	0	5
50-54	2	1	0	3
55-59	0	2	0	2
≥60	8	10	0	18
Not specified	0	0	0	0
<b>Total</b>	<b>21</b>	<b>47</b>	<b>0</b>	<b>68</b>



# Community Services: Western (WCS) Case Activity<sup>9</sup>



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

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

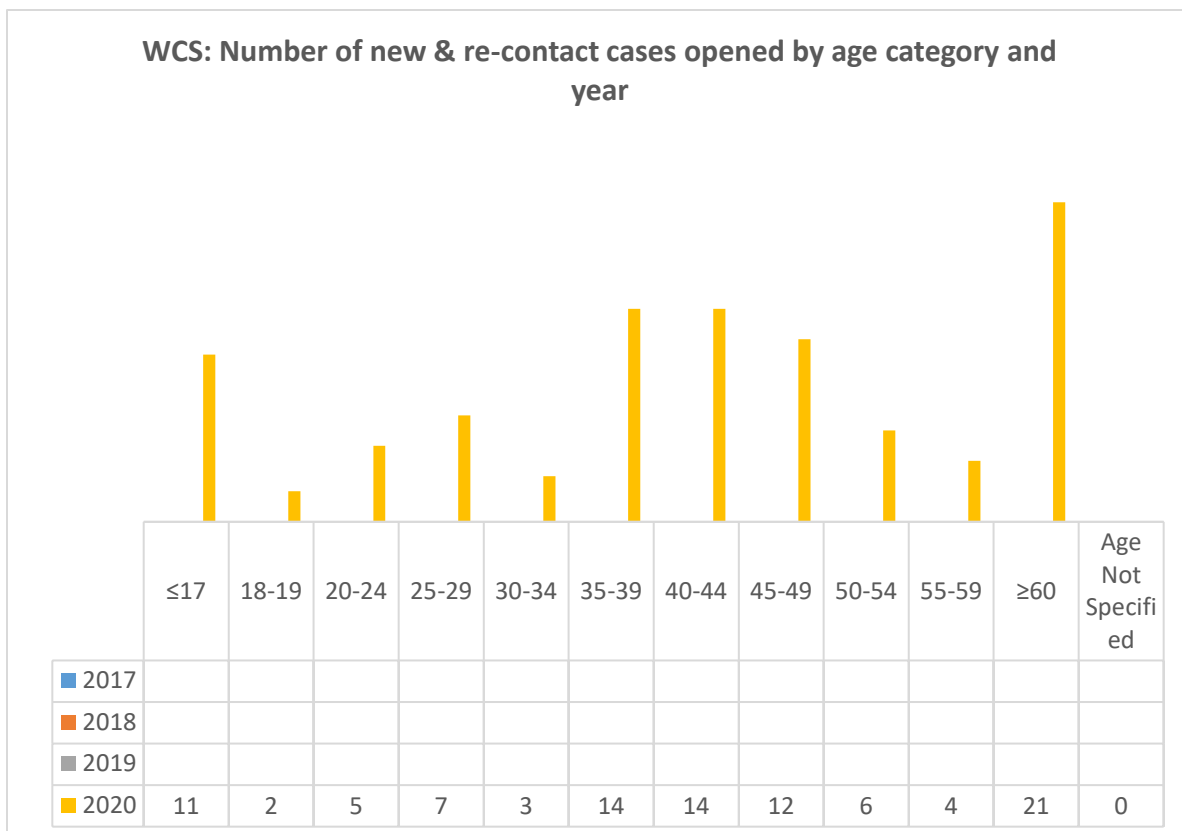
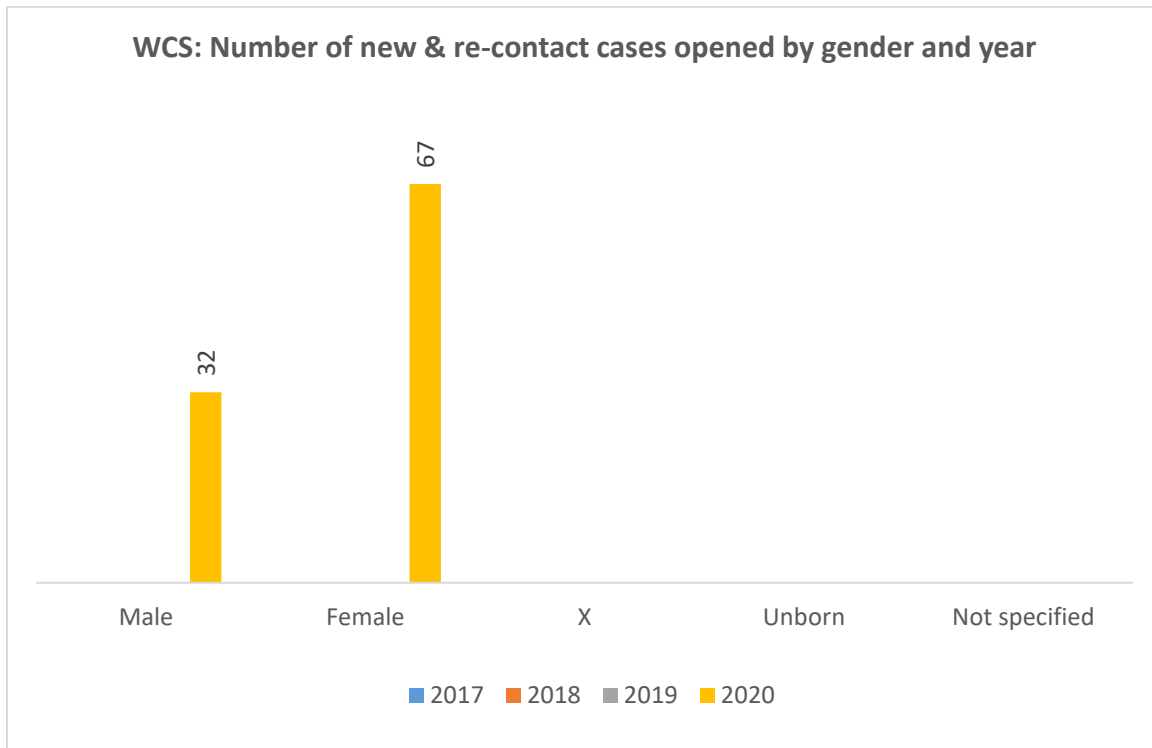


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
■ Referred cases											67
■ New & recontact cases											99
■ New cases											89
■ Closed cases											69

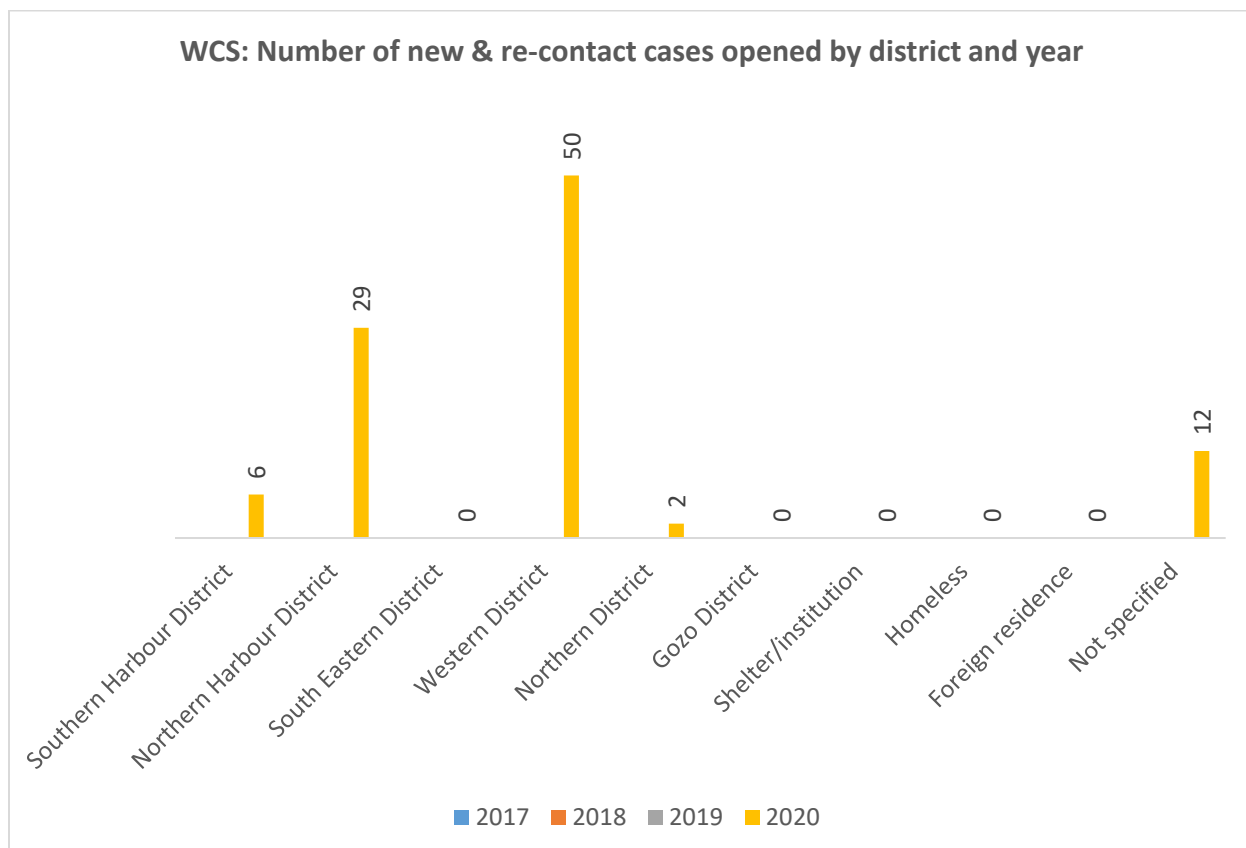
WCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	-	-	0
Assault/harassment	-	-	0
Behaviour problems	-	-	0
Bereavement	-	-	0
Child abuse	-	-	0
Child care or access	-	-	1
Delinquency	-	-	0
Disability related issues	-	-	4
Domestic violence	-	-	0
Eating disorder	-	-	0
Elderly needs	-	-	5
Employment issues	-	-	10
Family relations	-	-	1
Financial difficulties	-	-	33
Fostering or adoption	-	-	0
Gender related issues	-	-	0
Health related issues	-	-	2
Homeless	-	-	2
Housing problems	-	-	3
Human trafficking	-	-	0
Lack of support or guidance	-	-	1
Legal issues	-	-	0
Loneliness	-	-	0
Marital problems	-	-	0
Mental health issues	-	-	3
Migrant related issues	-	-	0
Personality 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	-	-	2
Not specified	-	-	0
<b>Total</b>	<b>-</b>	<b>-</b>	<b>67</b>

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

## Details Regarding New and Re-contact Cases Opened

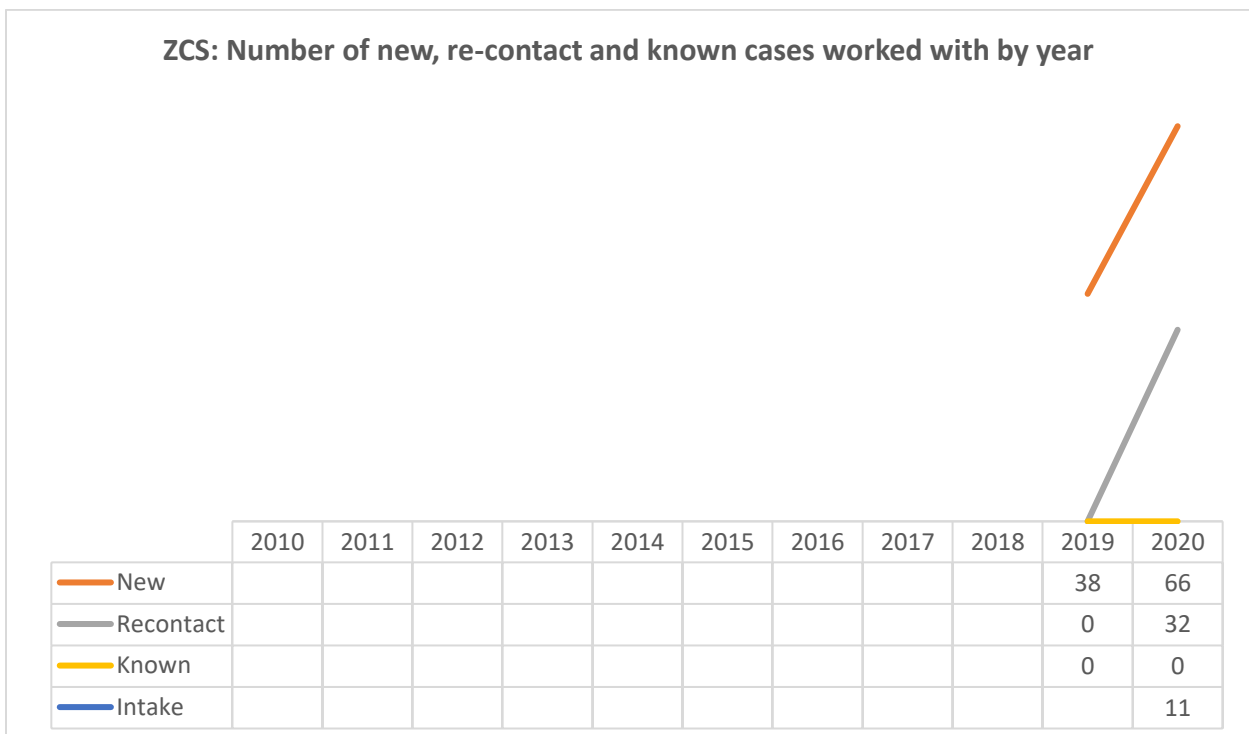
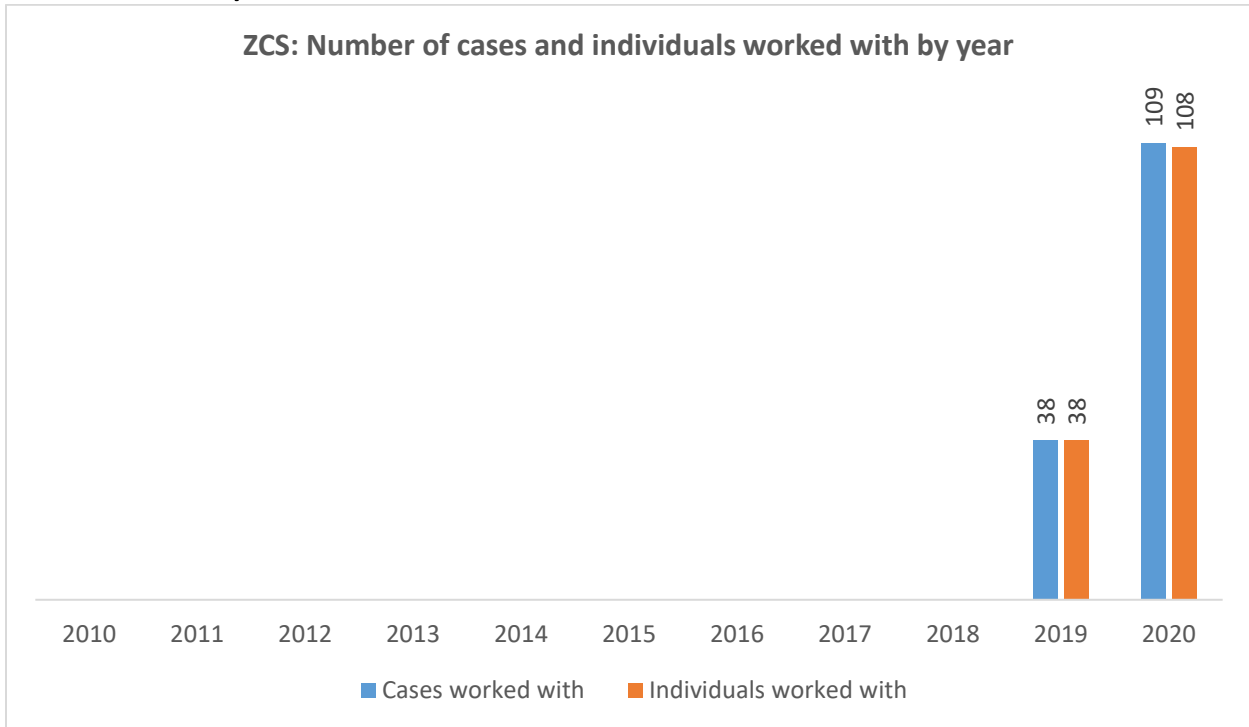


WCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
≤17	4	7	0	11
18-19	1	1	0	2
20-24	1	4	0	5
25-29	3	4	0	7
30-34	1	2	0	3
35-39	4	10	0	14
40-44	3	11	0	14
45-49	5	7	0	12
50-54	2	4	0	6
55-59	2	2	0	4
≥60	6	15	0	21
Not specified	0	0	0	0
<b>Total</b>	<b>32</b>	<b>67</b>	<b>0</b>	<b>99</b>



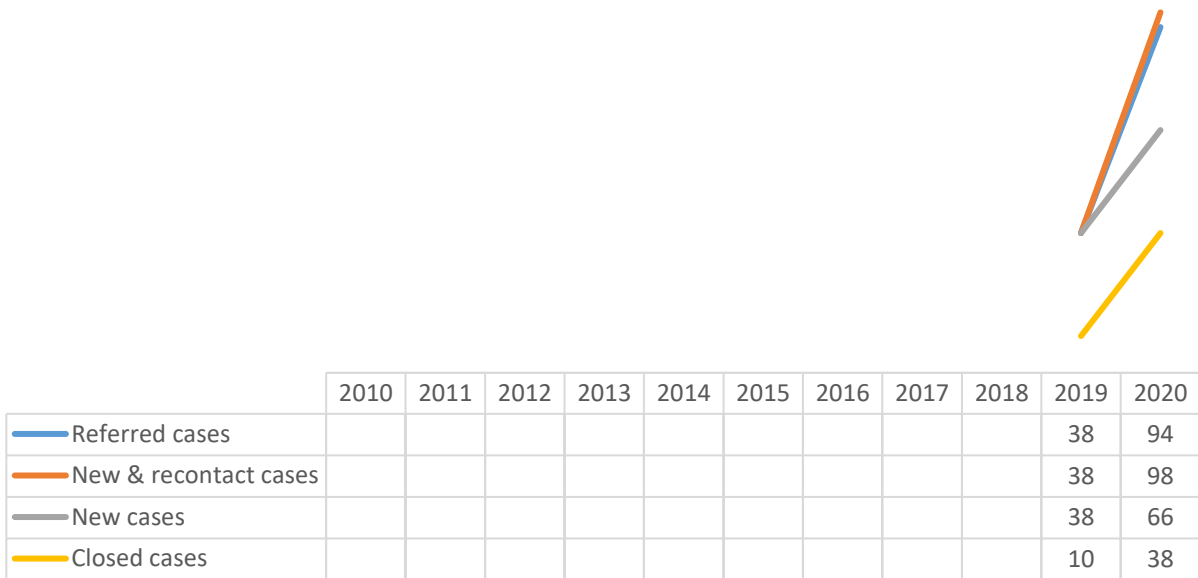
# Community Services: Zabbar (ZCS)

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



<sup>10</sup> Service started reporting in 2019.

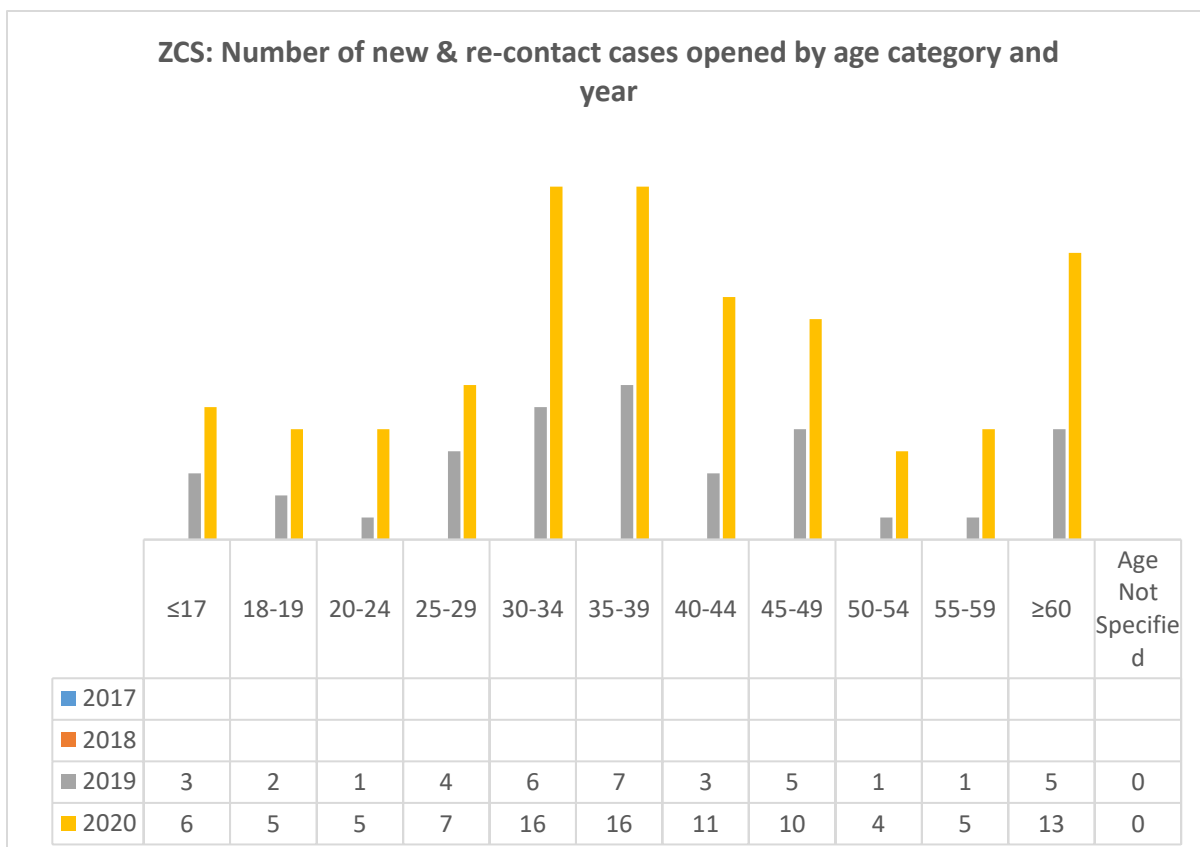
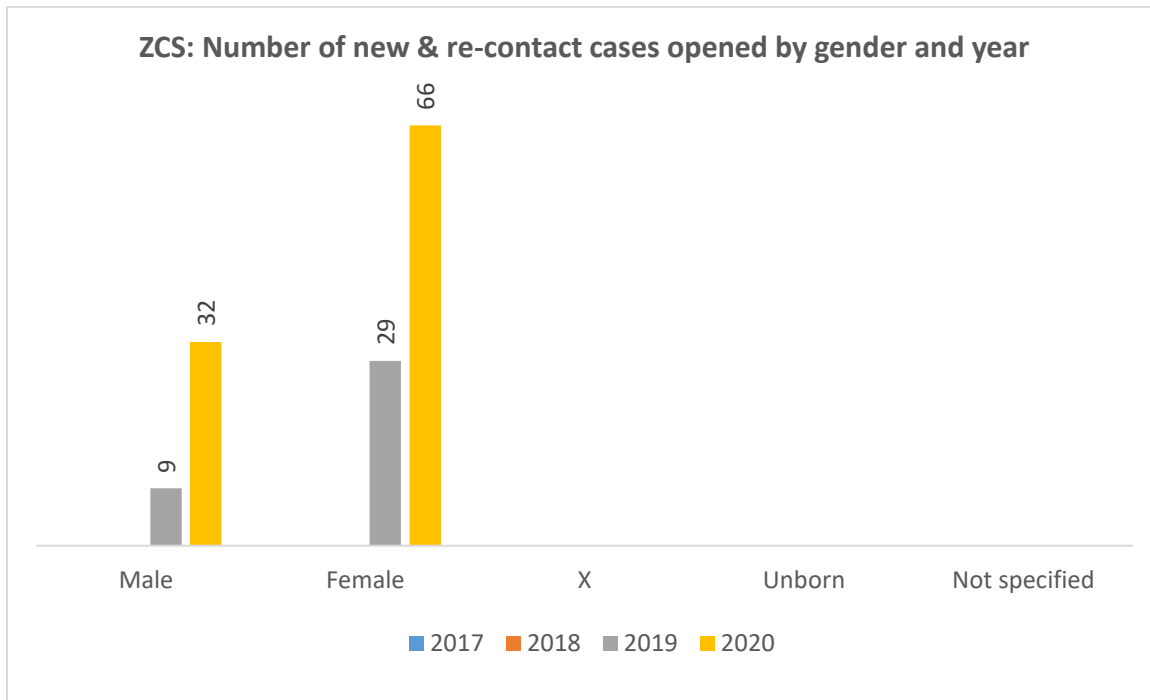
ZCS: Number of referred, new & re-contact, new and closed cases by year



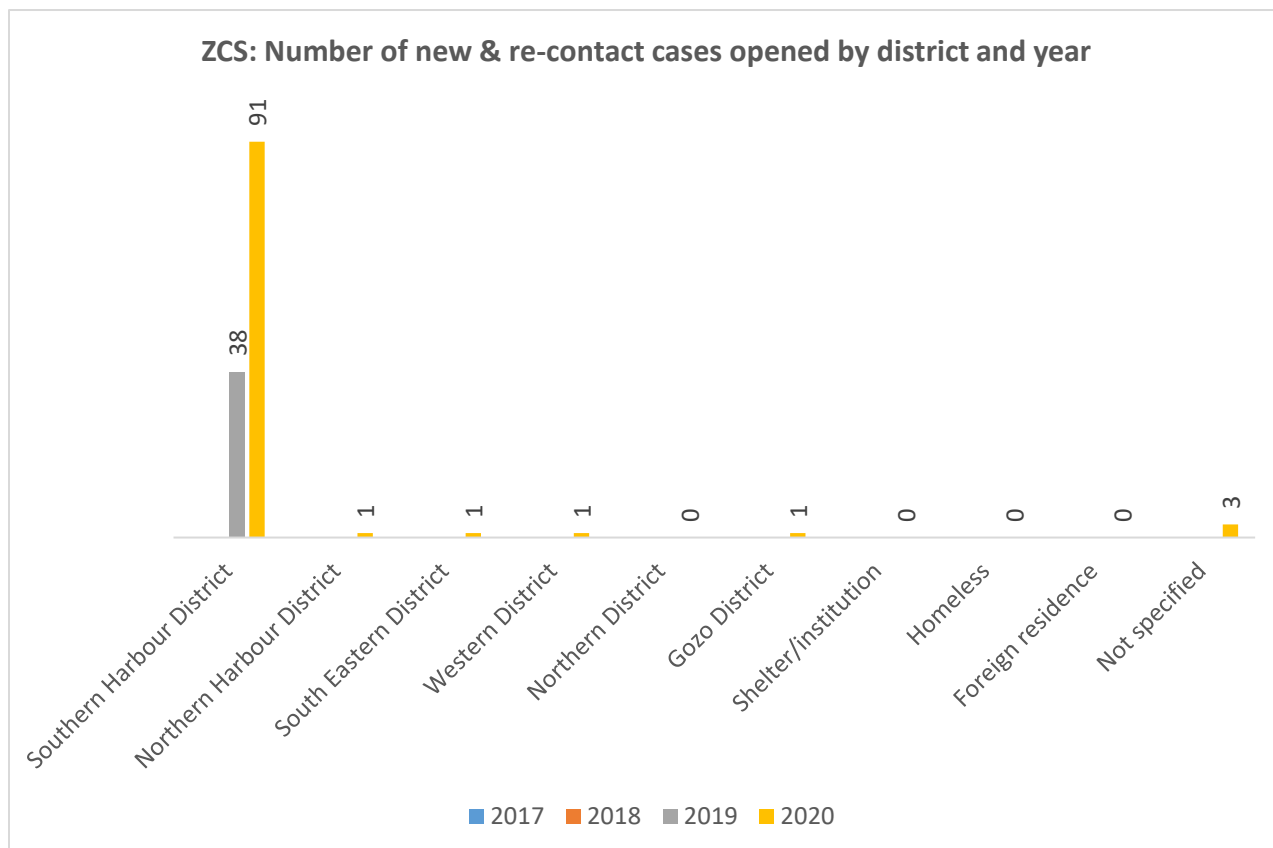
ZCS: Referrals by primary problem*			
	2018	2019	2020
Addiction	-	0	0
Assault/harassment	-	0	0
Behaviour problems	-	0	8
Bereavement	-	2	0
Child abuse	-	0	2
Child care or access	-	7	0
Delinquency	-	0	0
Disability related issues	-	0	0
Domestic violence	-	0	3
Eating disorder	-	0	0
Elderly needs	-	0	1
Employment issues	-	1	1
Family relations	-	3	11
Financial difficulties	-	4	21
Fostering or adoption	-	0	0
Gender related issues	-	0	0
Health related issues	-	1	3
Homeless	-	3	4
Housing problems	-	6	10
Human trafficking	-	0	0
Lack of support or guidance	-	2	11
Legal issues	-	0	0
Loneliness	-	0	1
Marital problems	-	2	1
Mental health issues	-	5	9
Migrant related issues	-	0	0
Personality related issues	-	0	0
Pregnancy related issues	-	1	0
Relationship problems	-	1	0
School related problems	-	0	2
Self-harm or suicide	-	0	0
Separation related issues	-	0	2
Sexual harassment or abuse	-	0	0
Other	-	0	3
Not specified	-	0	1
<b>Total</b>	-	<b>38</b>	<b>94</b>

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

## Details Regarding New and Re-contact Cases Opened



ZCS: New & re-contact cases opened by age and gender				
January – December 2020				
	Male	Female	X	Total
<17	3	3	0	6
18-19	1	4	0	5
20-24	1	4	0	5
25-29	1	6	0	7
30-34	4	12	0	16
35-39	3	13	0	16
40-44	5	6	0	11
45-49	3	7	0	10
50-54	3	1	0	4
55-59	1	4	0	5
≥60	7	6	0	13
Not specified	0	0	0	0
<b>Total</b>	<b>32</b>	<b>66</b>	<b>0</b>	<b>98</b>



# Appendix

## Glossary of Terms

Variable	Definition
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.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
New case	A new case which was opened or activated for the first time ever within the reporting year and which was never previously worked with.
Re-contact case	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 case	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.
Intake	When a case is referred to the service it is placed on intake (intake is the initial status for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a cases is not a known case or opened case within the reporting period it remains an intake case.
Referred cases	The period when a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
New & re-contact case	The period when a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
Closed case	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
Family cases	The service works with families. A family case may consist of: <ul style="list-style-type: none"> <li>- Individuals: One individual who attends in the year on their own without any other family member, or</li> <li>- Family: A number of individuals identified as part of the same family attending in the year.</li> </ul>
Primary problem	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified because of a lack of information or the service user was unwilling to provide the information
Other	Treatment, issue or location not elsewhere specified.

## Maltese Districts

<b>Northern Harbour District</b>	Birkirkara, Gzira, Hamrun, Msida, Pembroke, Pieta, Qormi, San Giljan, San Gwann, Santa Venera, Sliema, Swieqi, Ta Xbiex.
<b>Southern Harbour District</b>	Birgu, Bormla, Fgura, Floriana, Isla, Kalkara, Luqa, Marsa, Paola, Santa Lucija, Tarxien, Valletta, Xghajra, Zabbar.
<b>South Eastern District</b>	Birzebugia, Ghaxaq, Gudja, Kirkop, Marsaskala, Marsaxlokk, Mqabba, Qrendi, Safi, Zejtun, Zurrieq.
<b>Western District</b>	Attard, Balzan, Dingli, Iklin, Lija, Mdina, Mtarfa, Rabat, Siggiewi, Zebbug.
<b>Northern District</b>	Gharghur, Mellieha, Mgarr, Mosta, Naxxar, San Pawl il Bahar.
<b>Gozo and Comino</b>	Rabat, Fontana, Ghajnsielem, Gharb, Ghasri, 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), correctional facility or medical facility (e.g. Mount Carmel Hospital).
<b>Foreign residence</b>	Resides in a foreign country and is in Malta for a short stay.

## Service Descriptions

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



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