



Agenzija Appogg

Interim Half-Yearly Statistical Report

January to June 2021

August 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 Appogg. The data includes, but is not limited to, the number of cases worked with, individuals worked with, number of referrals, new and re-contact cases, cases closed, and key demographic details. This information provides an indication of service performance and is used to determine the profile of service users attending the various services. For further information regarding the aims and activities of the services, please refer to the website: fsws.gov.mt

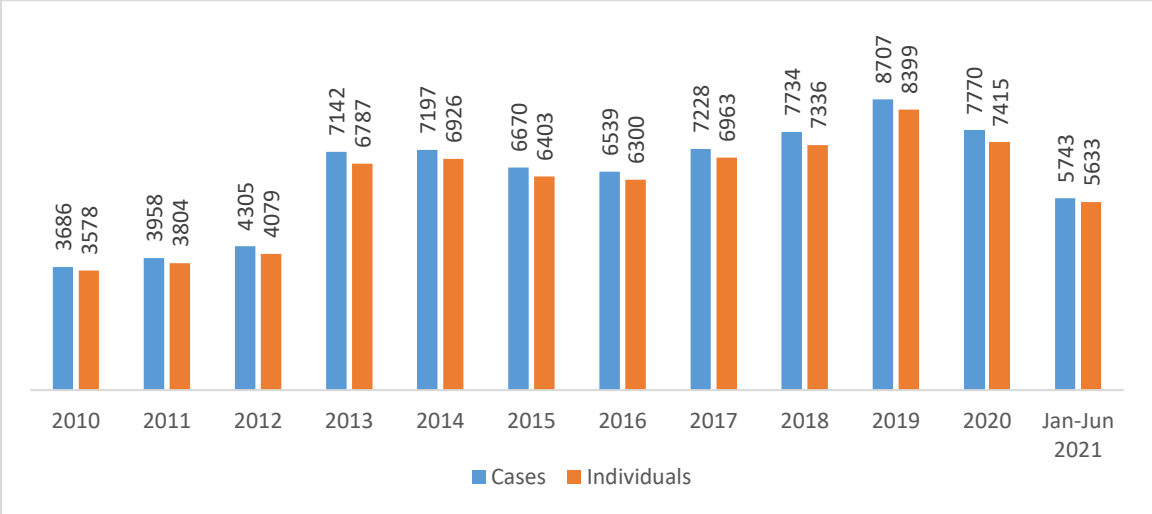
The data contained in this report is based on information submitted by the services to the Research Team of the Foundation for Social Welfare Service in July 2021. Where applicable, the report provides data on an individual level as well as on a family level. It is important to note that the same individuals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

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

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

Executive Summary

Approximate¹ total number of cases and individuals worked with at Appogg by year



Case activity²: Jan-Jun 2021

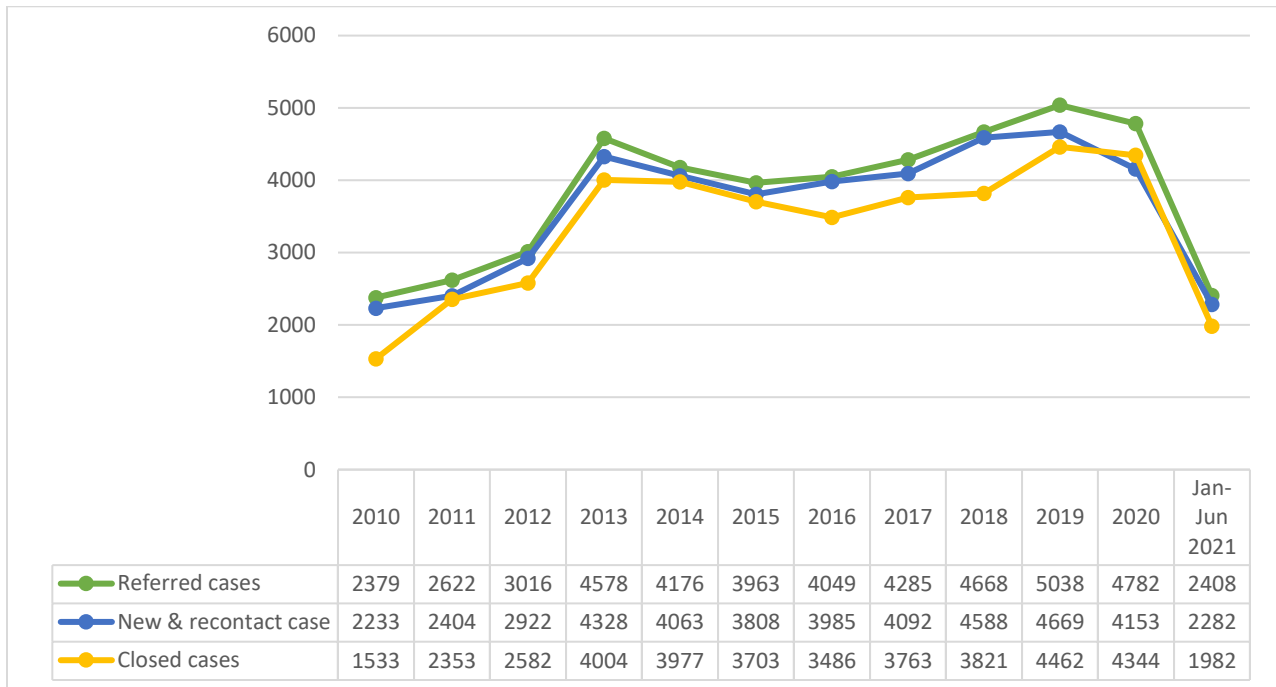
	Total cases worked with	Individuals worked with
Intake & Family Support Service	894	884
Human Trafficking	14	14
Domestic Violence Unit	1917	1889
Għabex Shelter	20	18
Stop! The Violence and Abuse	124	123
Mater Dei Hospital Social Work Service	1288	1240
Benniena Service	106	104
Oncology Social Work Service	438	433
Qormi Health Centre Social Work Service	181	179
St Vincent De Paule Social Work Service	299	289
Primary Health Care Service	79	79
Child and Young People’s Service	383	381

Service	Other information
Emergency	19 new referrals.
Progett Uljed Darna	6 requests were processed.
Progett Tereza	Donations: 32 received and 18 tackled. Requests: 12 received and 6 tackled.
Hotline	172 reports.
Helpline	536 reports.
SPL179	Total of 10284 calls out of which 7145 were genuine.

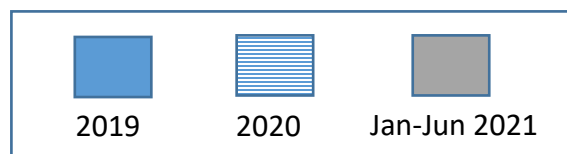
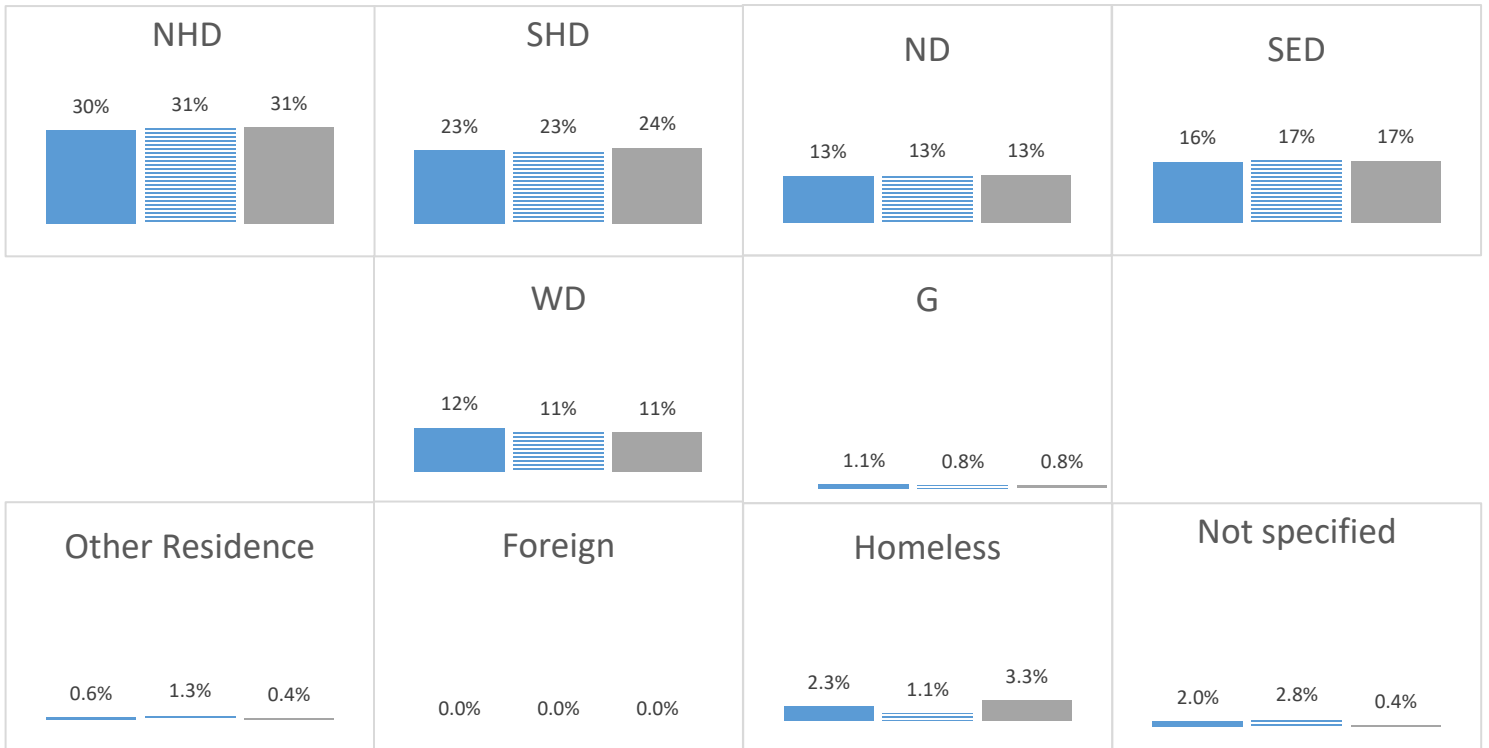
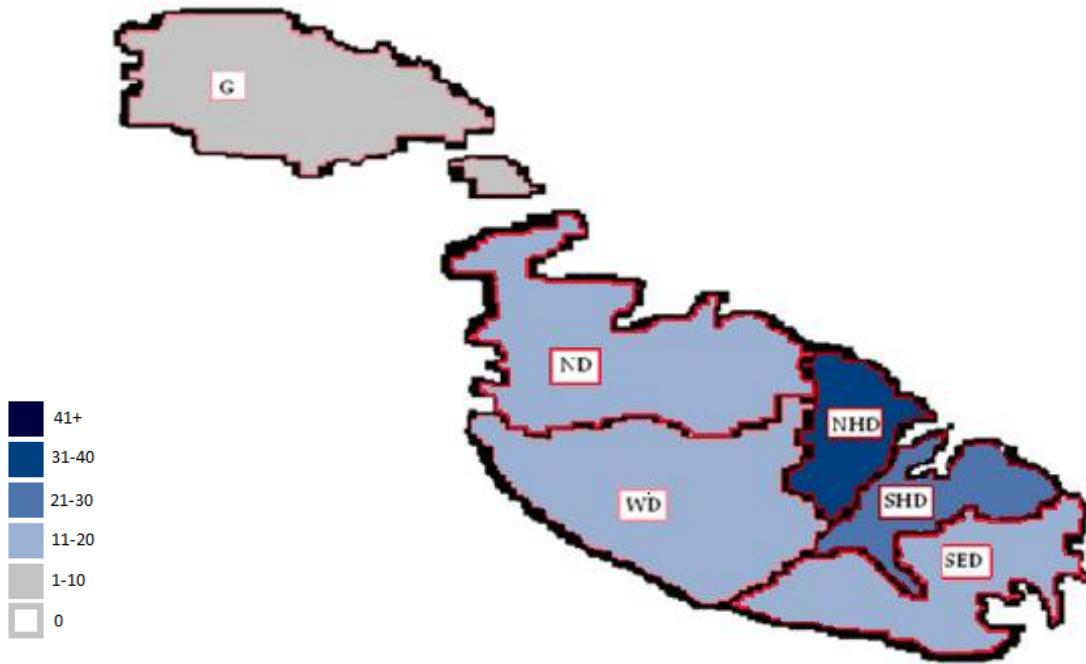
¹ Since individuals can attend more than one unit at the same time, summing the number of cases worked with will over-estimate the actual number of persons worked with. Therefore, the following data reported on multiple unit levels can only provide an approximation of the number of cases and the figures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

² A new data collection system and reporting format was introduced in 2020.

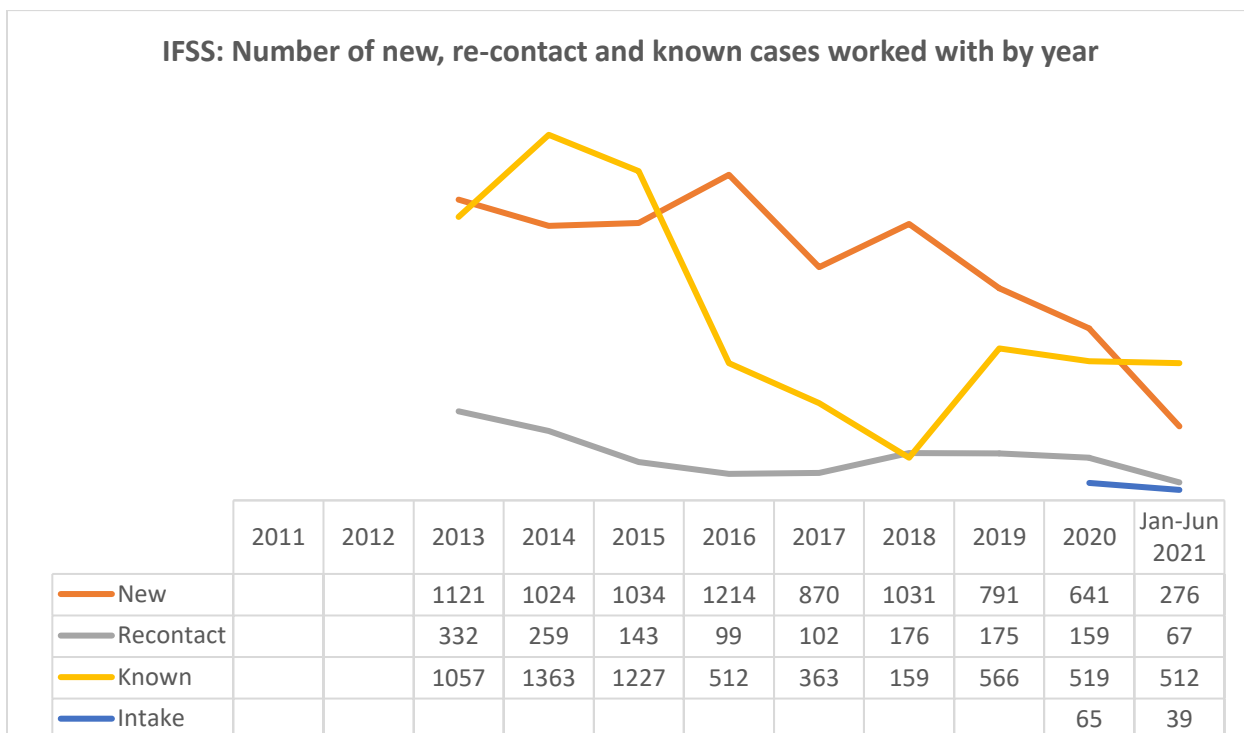
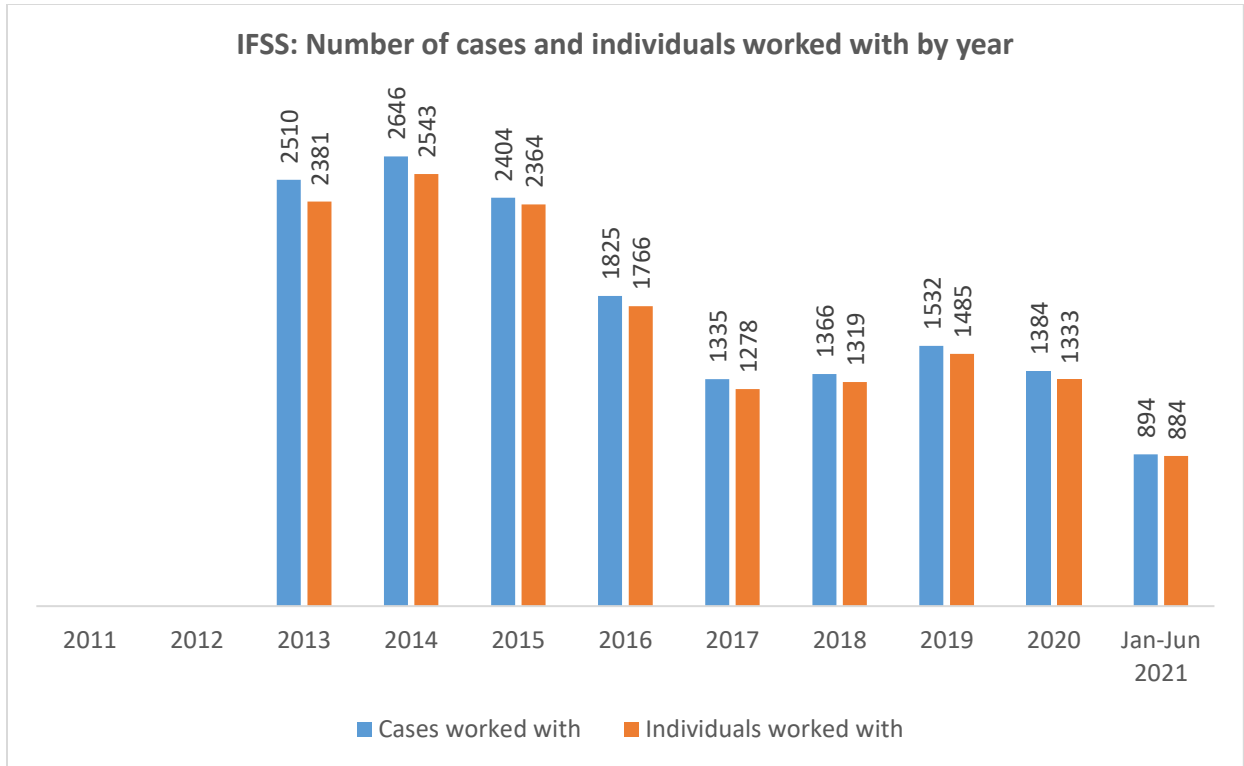
Approximate number of referrals, new and re-contact cases opened, cases closed by Appogg by year



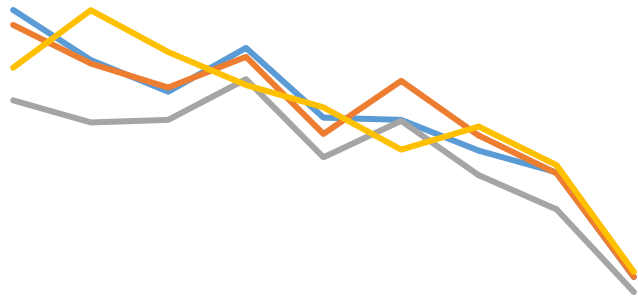
Percentage of new & re-contact cases worked with at Appogg by district of residence and year



Intake & Family Support Service (IFSS) Case Activity



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

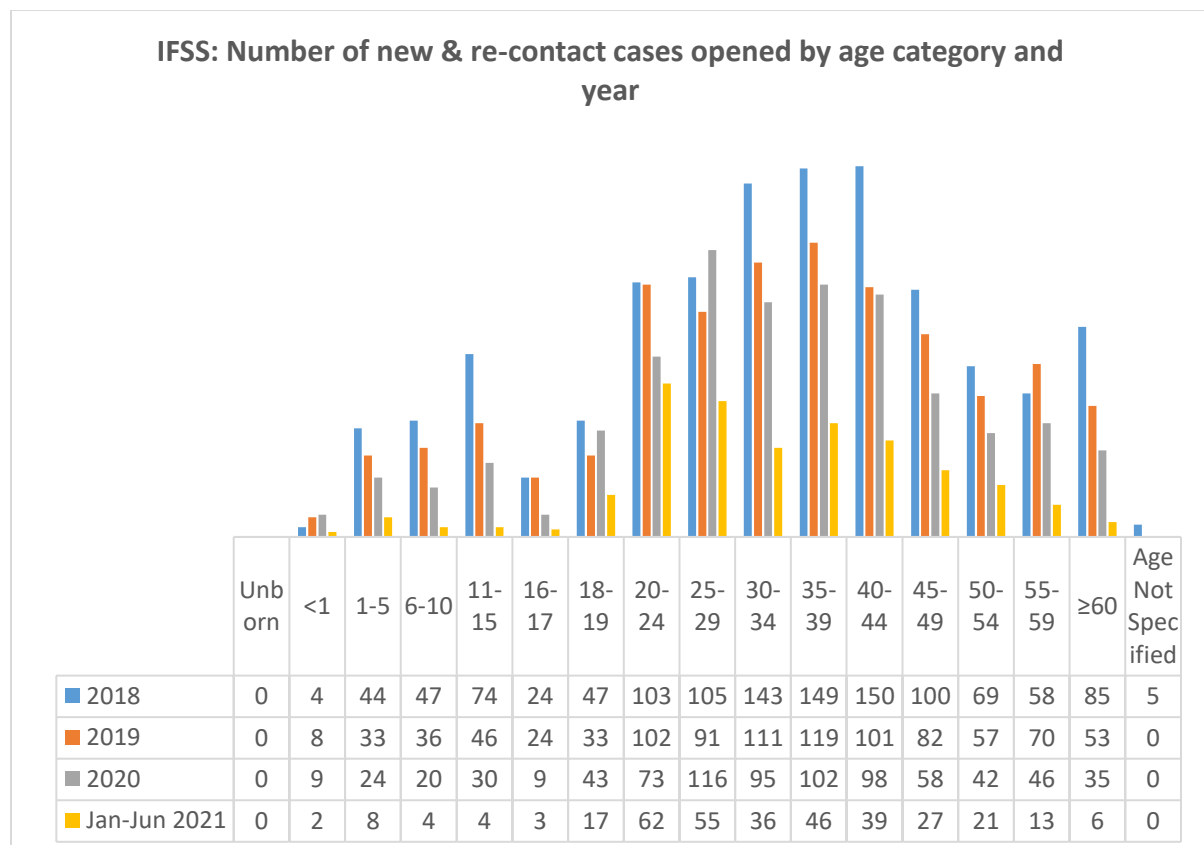
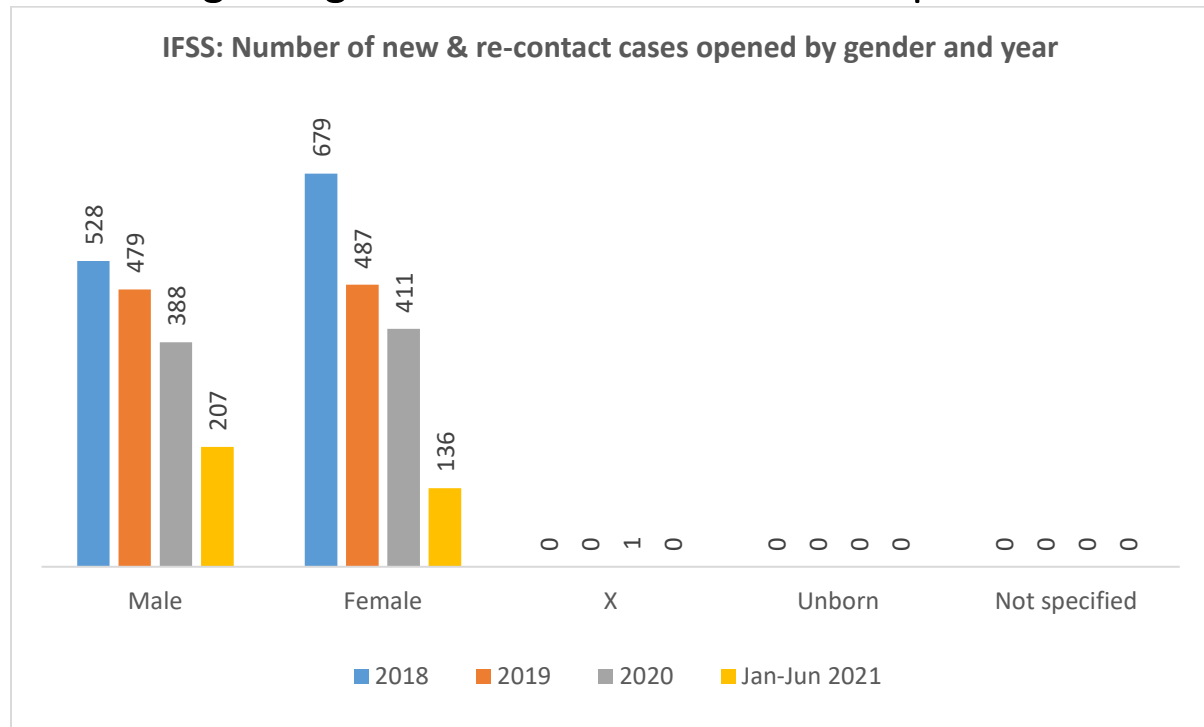


	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases			1519	1298	1158	1352	1045	1035	899	804	342
New & recontact cases			1453	1283	1177	1313	972	1207	966	800	343
New cases			1121	1024	1034	1214	870	1031	791	641	276
Closed cases			1265	1518	1333	1188	1089	904	1005	836	365

IFSS: Referrals by primary problem*	
January – June 2021	
	Jan-Jun 2021
Addiction	1
Assault/harassment	1
Behaviour problems	9
Bereavement	0
Child abuse	2
Child care or access	5
Disability related issues	1
Domestic violence	2
Eating disorder	0
Elderly needs	0
Employment issues	10
Family relations/relationships	23
Financial difficulties	24
Fostering or adoption	0
Gender related issues	0
Health related issues	6
Homeless	152
Housing problems	27
Human trafficking	0
Lack of support or guidance	18
Legal issues	9
Loneliness	1
Marital problems	7
Mental health issues	16
Migrant related issues	6
Pregnancy related issues	0
Relationship problems	6
School related problems	4
Self-harm or suicide	1
Separation related issues	7
Sexual harassment or abuse	0
Multiple issues	0
Other	2
Not specified	2
Total	342

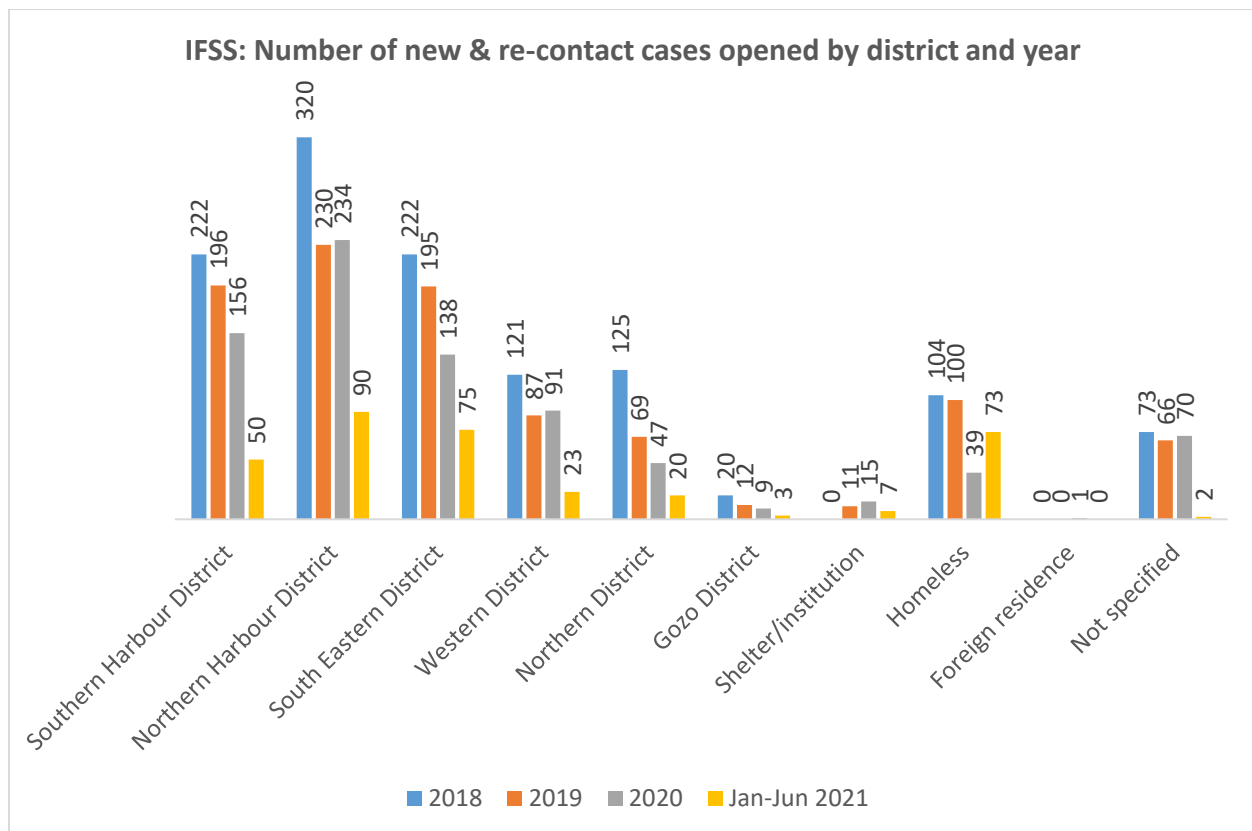
**Service users may have multiple problems but this table only reports the primary issue as reported by the service user.*

Details Regarding New and Re-contact Cases Opened



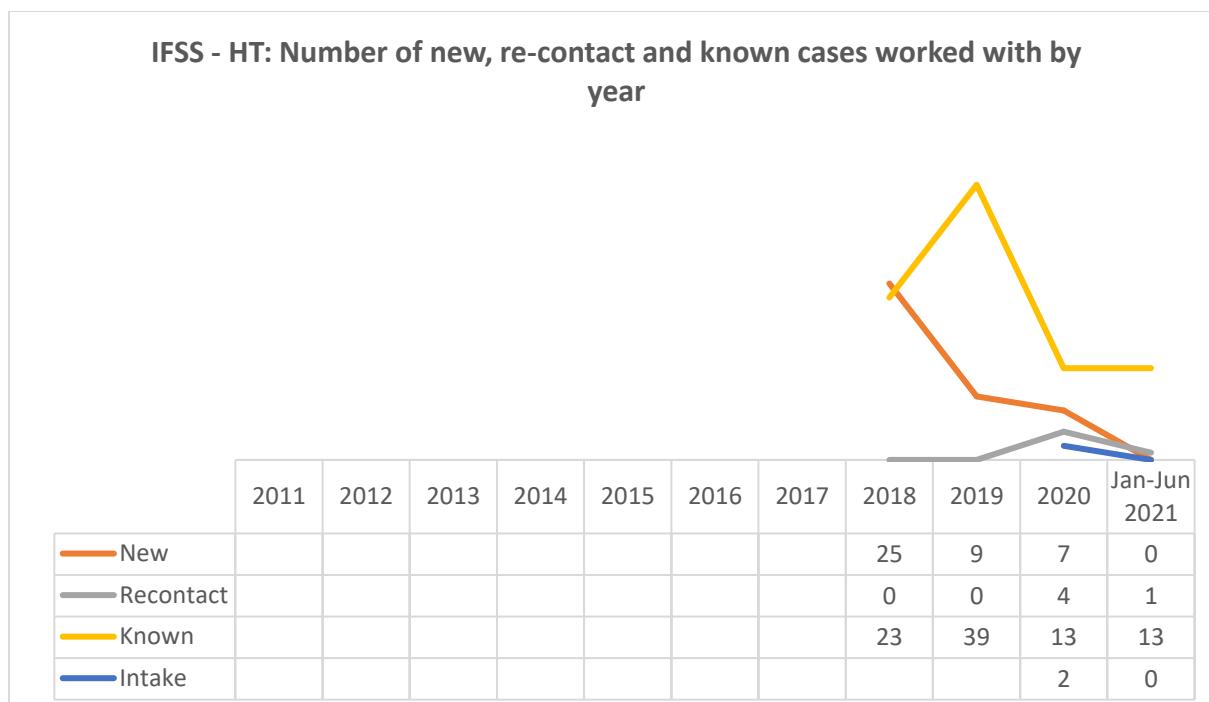
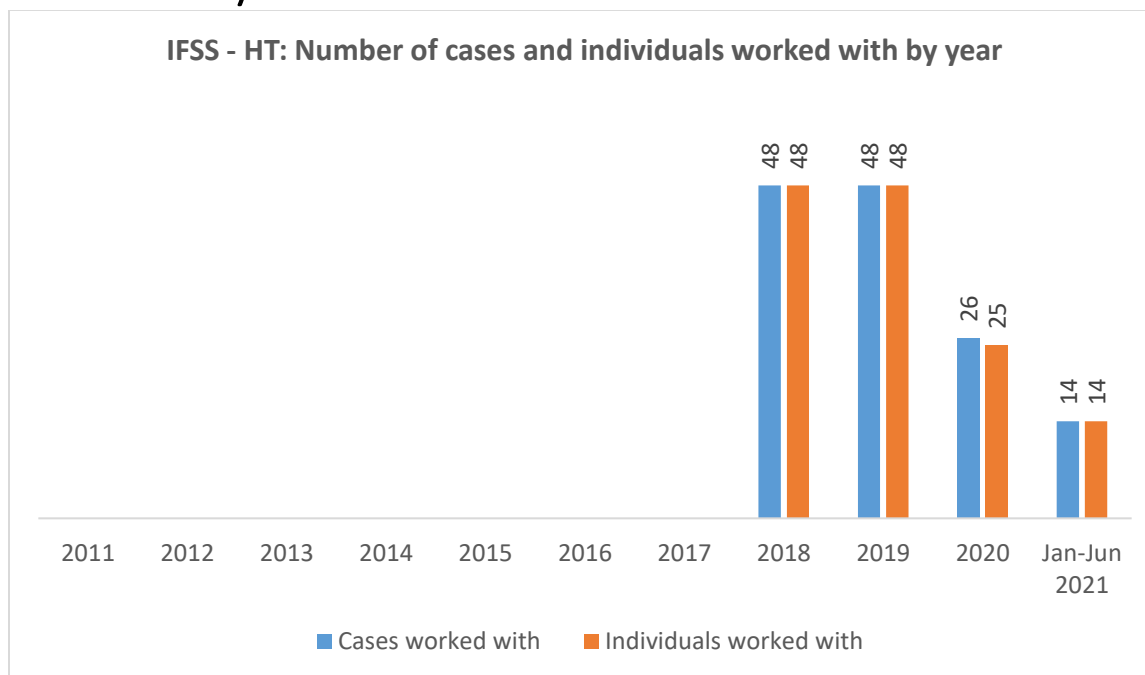
IFSS: New & re-contact cases by age and gender
January – June 2021

	Male	Female	Unborn child	Not specified	Total
<1	0	2	0	0	2
1-5	5	3	0	0	8
6-10	2	2	0	0	4
11-15	2	2	0	0	4
16-17	1	2	0	0	3
18-19	13	4	0	0	17
20-24	42	20	0	0	62
25-29	38	17	0	0	55
30-34	23	13	0	0	36
35-39	25	21	0	0	46
40-44	17	22	0	0	39
45-49	19	8	0	0	27
50-54	9	12	0	0	21
55-59	8	5	0	0	13
≥60	3	3	0	0	6
Not specified	0	0	0	0	0
Total	207	136	0	0	343



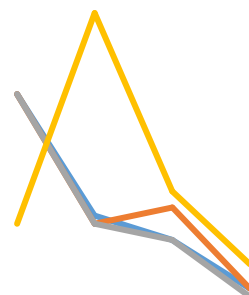
Intake & Family Support Service – Human Trafficking Service (IFSS-HT)

Case Activity³



³ Service started reporting in 2018.

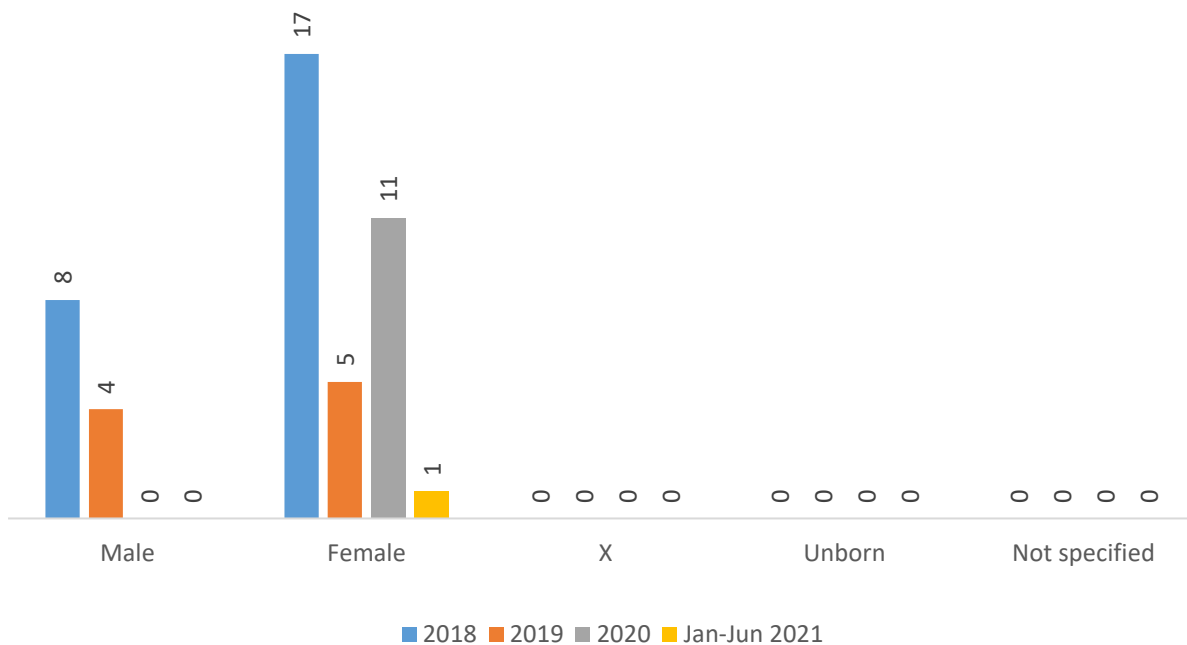
IFSS - HT: Number of referred, new & re-contact, new and closed cases by year



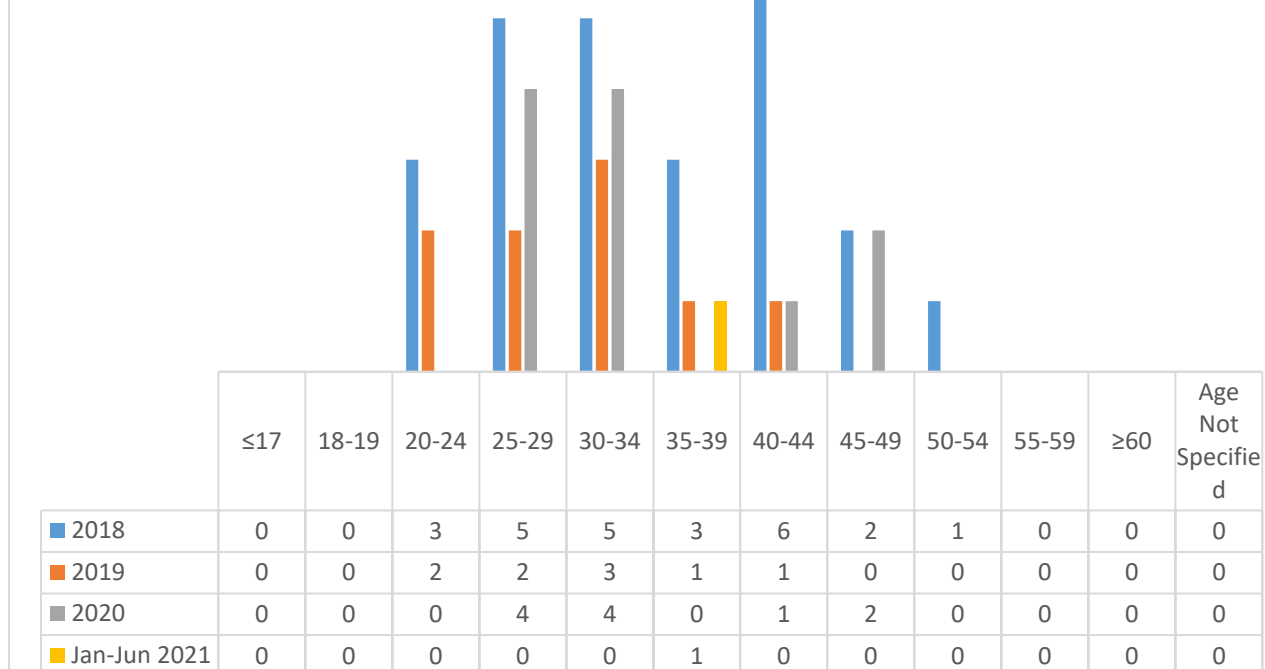
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases								25	10	7	1
New & recontact cases								25	9	11	1
New cases								25	9	7	0
Closed cases								9	35	13	4

Details Regarding New and Re-contact Cases Opened

IFSS - HT: Number of new & re-contact cases opened by gender and year



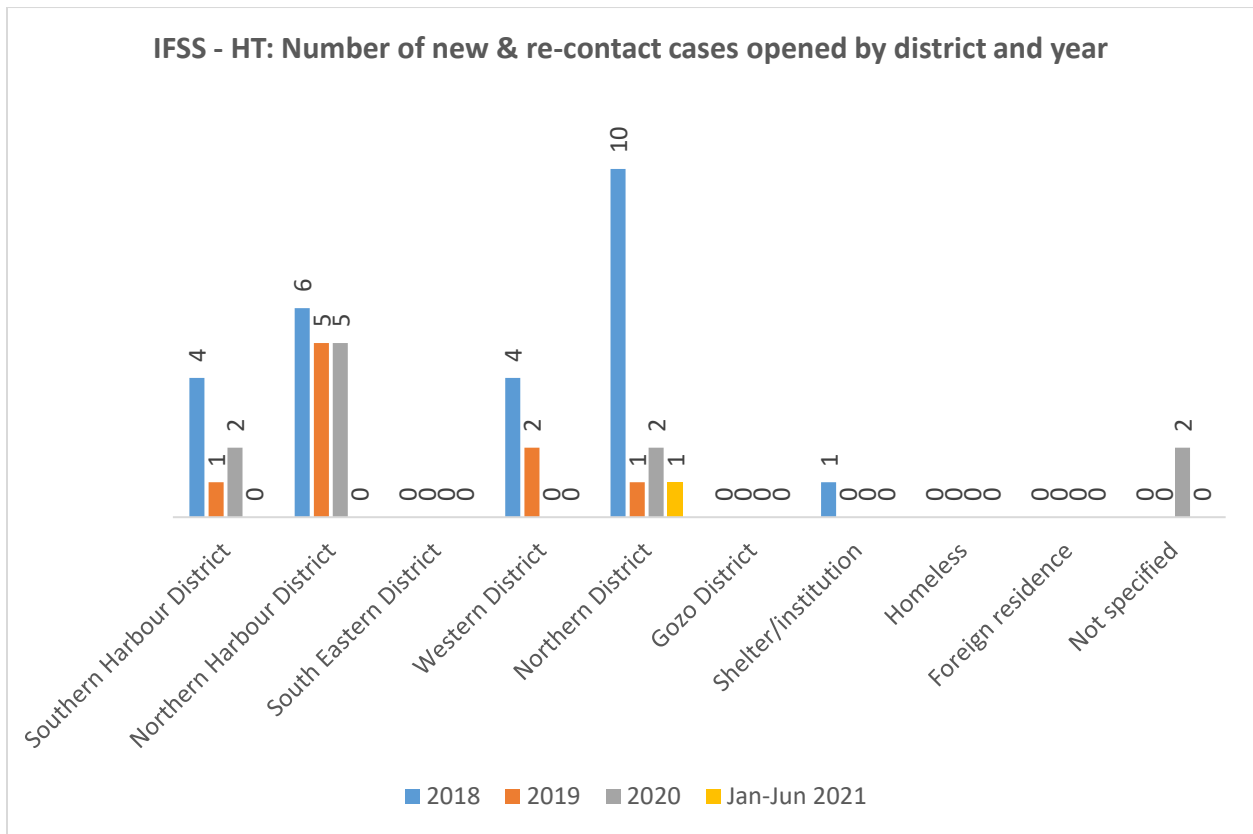
IFSS - HT: Number of new & re-contact cases opened by age category and year



IFSS - HT: New & re-contact cases by age and gender
January – June 2021

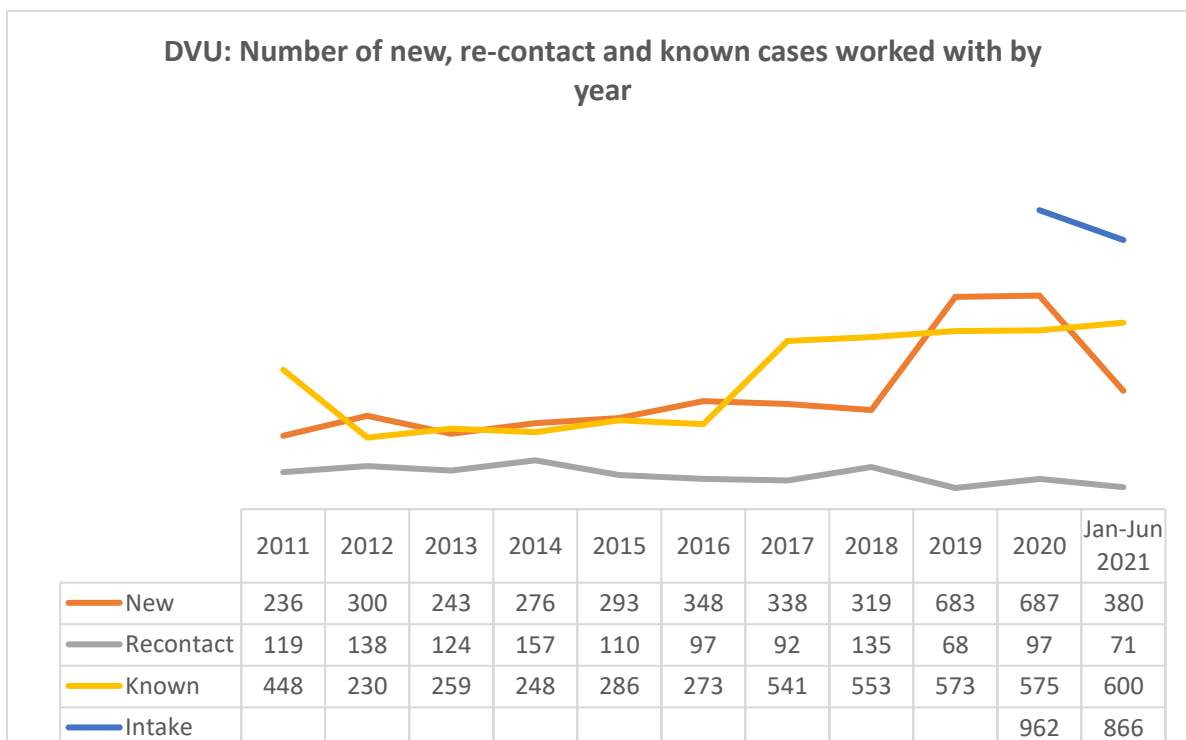
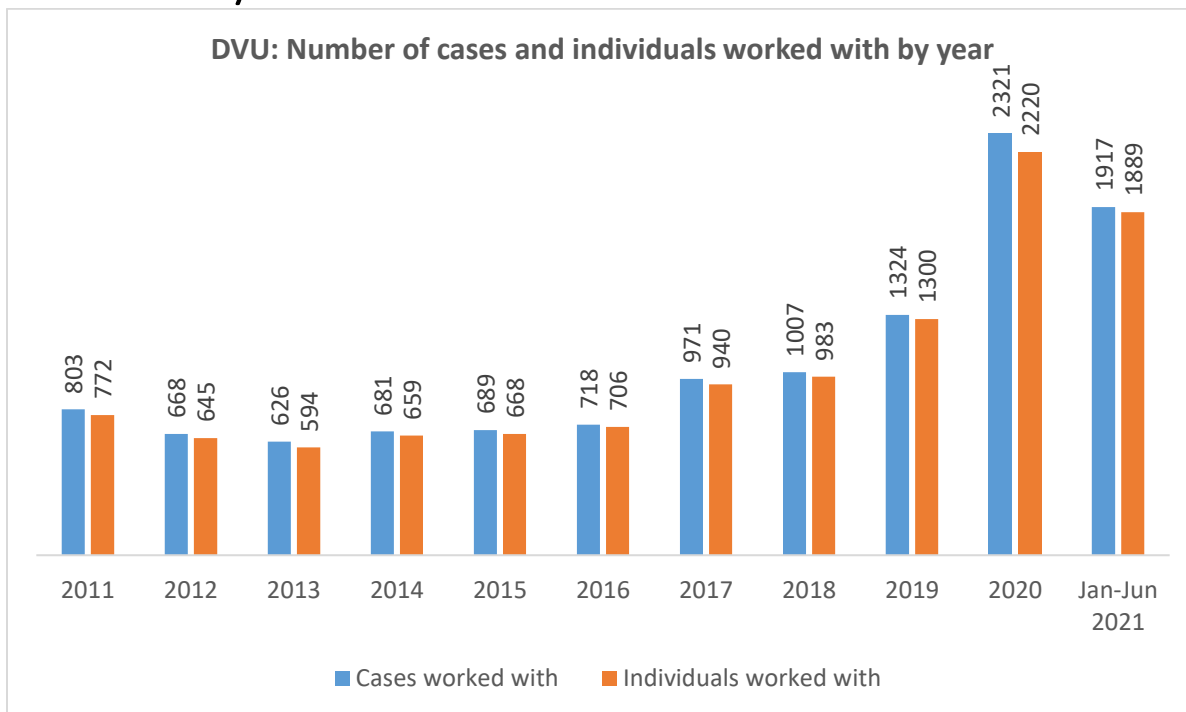
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	0	1	1
40-44	0	0	0
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	0	0	0
Not specified	0	0	0
Total	0	1	1

IFSS - HT: New & re-contact cases by type of alleged trafficking and gender January – June 2021			
	Male	Female	Total
Labour exploitation	0	1	1
Domestic servitude	0	0	0
Domestic servitude/sexual exploitation	0	0	0
Not specified	0	0	0
Total	0	1	1



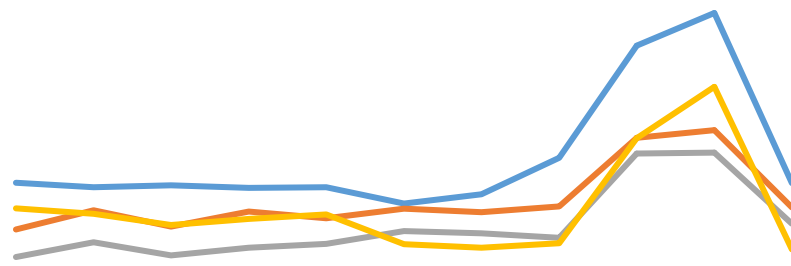
Domestic Violence Service (DVU)

Case Activity⁴



⁴ A new data collection system and reporting format was introduced in 2020.

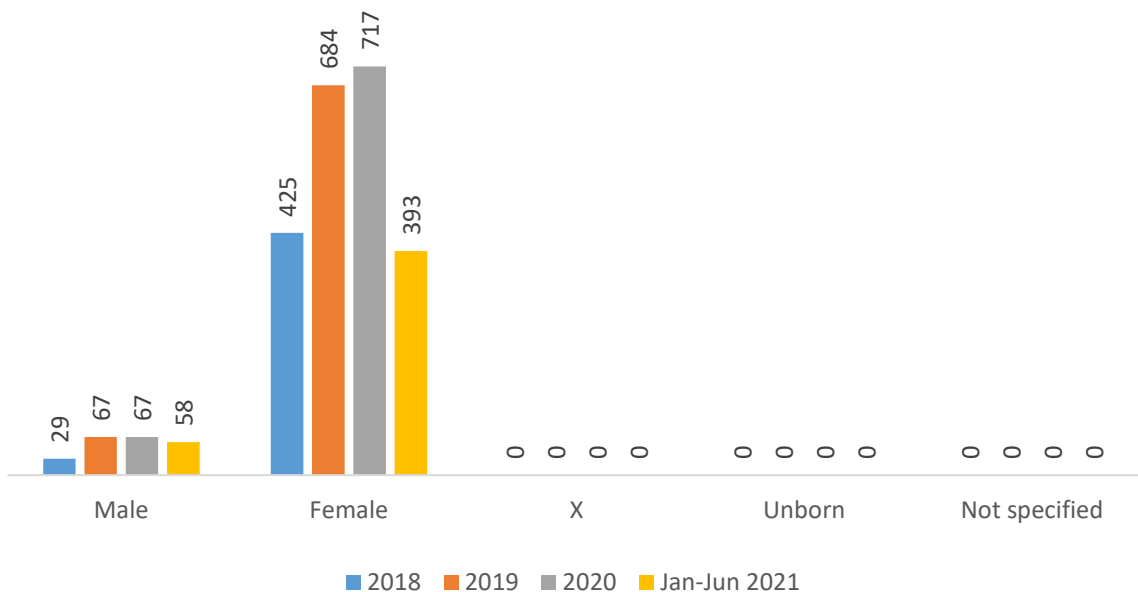
DVU: Number of referred, new & re-contact, new and closed cases by year



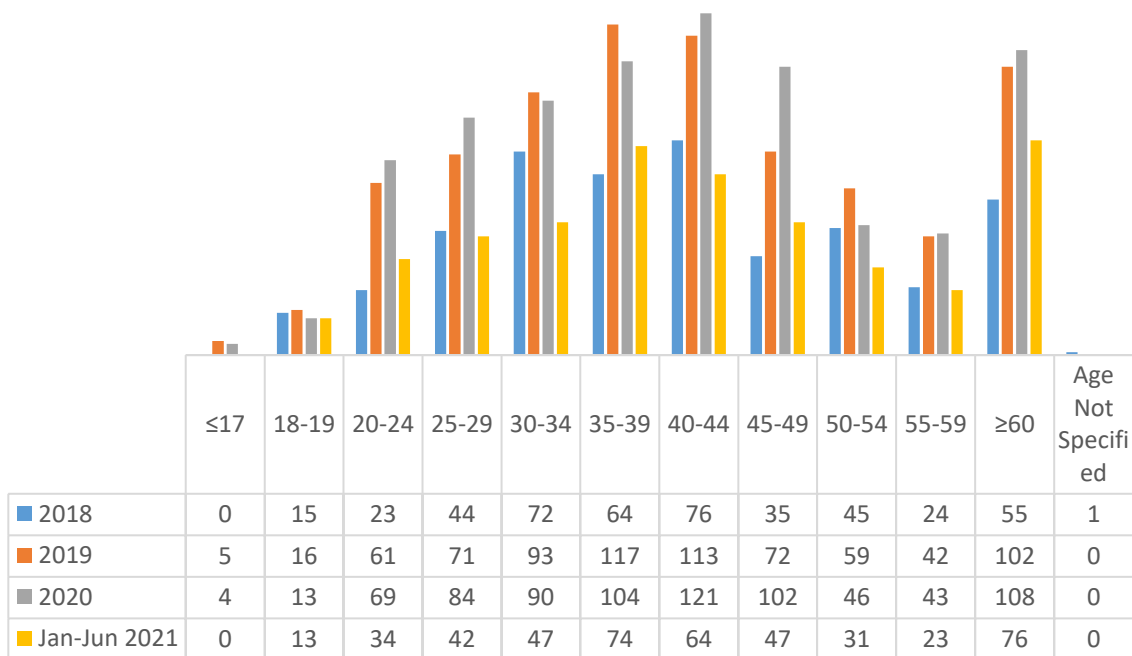
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	557	537	546	535	537	467	507	665	1149	1290	556
New & recontact cases	355	438	367	433	403	445	430	454	751	784	451
New cases	236	300	243	276	293	348	338	319	683	687	380
Closed cases	446	423	375	401	420	291	276	296	749	971	269

Details Regarding New and Re-contact Cases Opened

DVU: Number of new & re-contact cases opened by gender and year

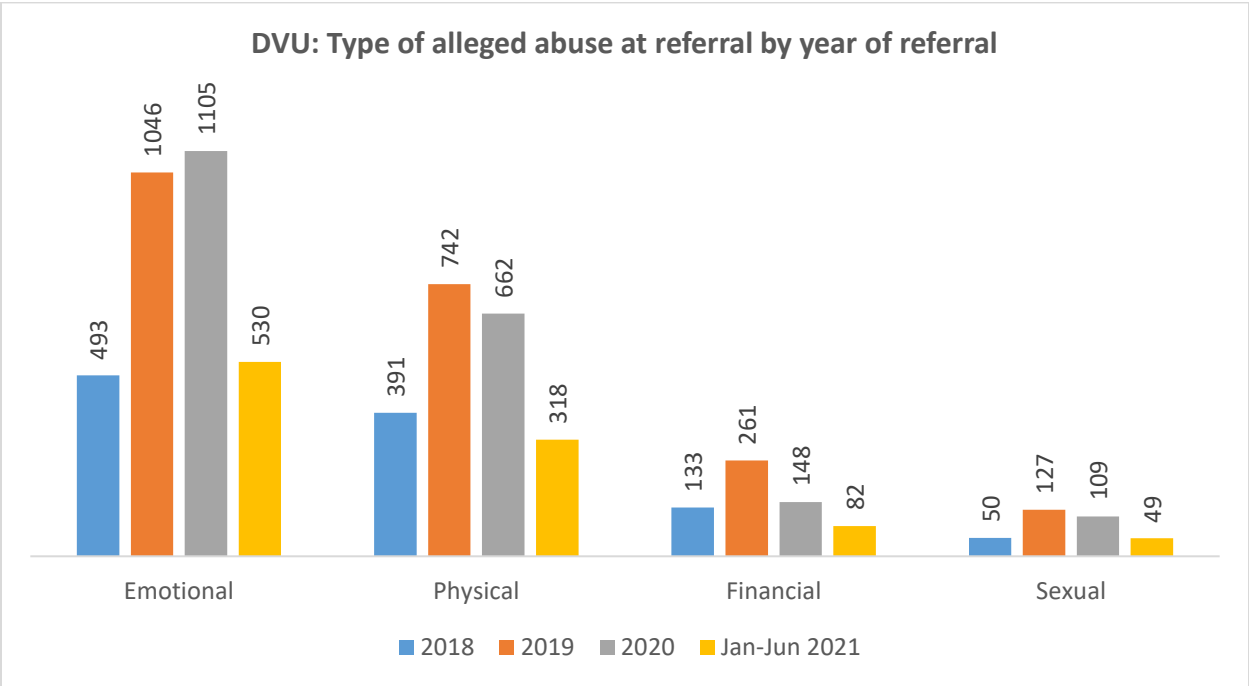
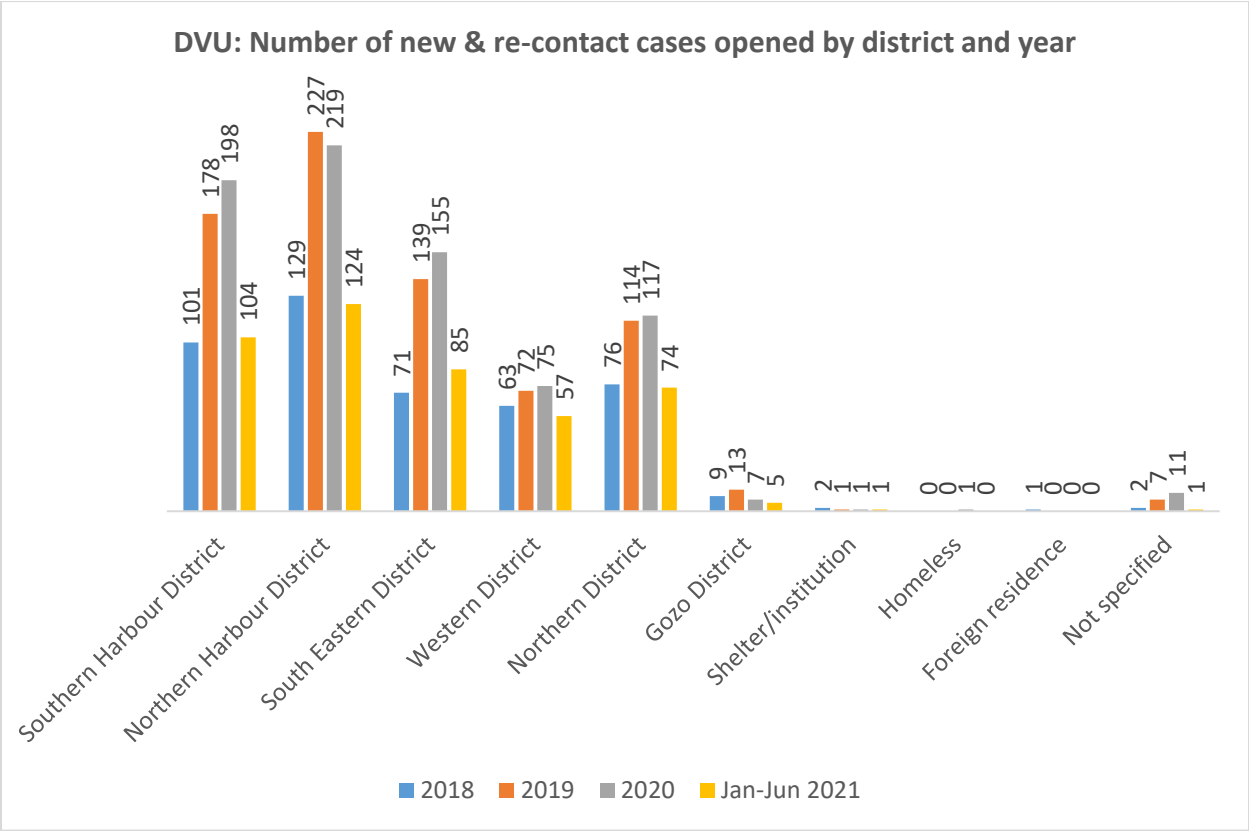


DVU: Number of new & re-contact cases opened by age category and year



**DVU: New & re-contact cases by age and gender
January – June 2021**

	Male	Female	Total
≤17	0	0	0
18-19	0	13	13
20-24	1	33	34
25-29	5	37	42
30-34	4	43	47
35-39	7	67	74
40-44	8	56	64
45-49	7	40	47
50-54	3	28	31
55-59	4	19	23
≥60	19	57	76
Not specified	0	0	0
Total	58	393	451

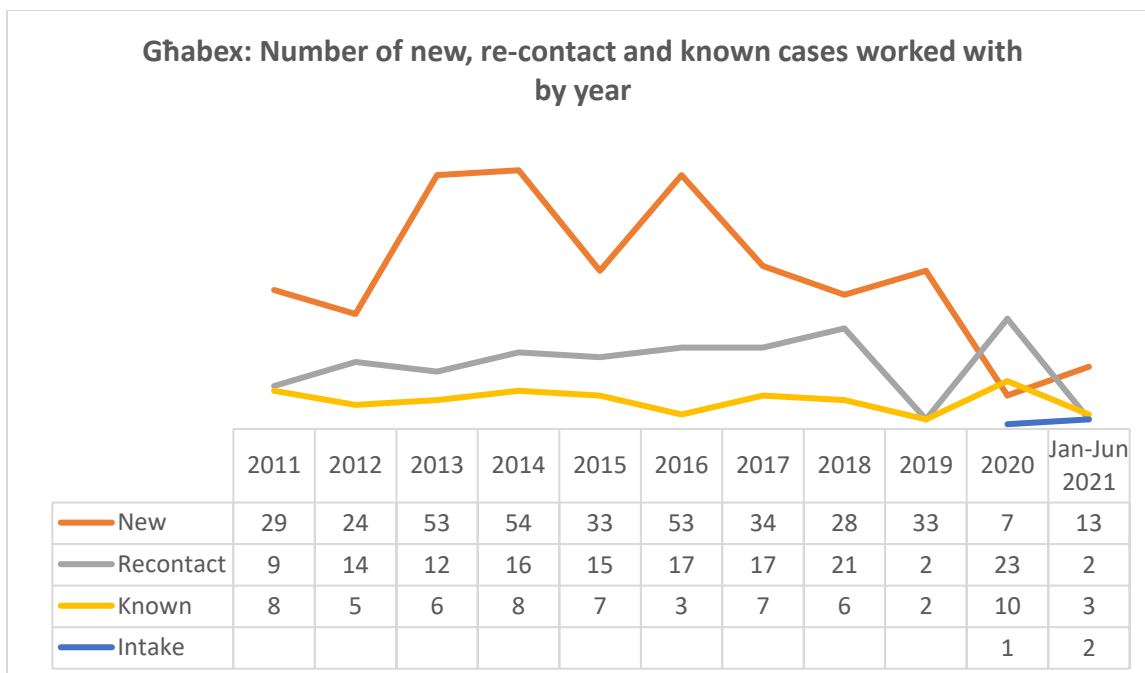
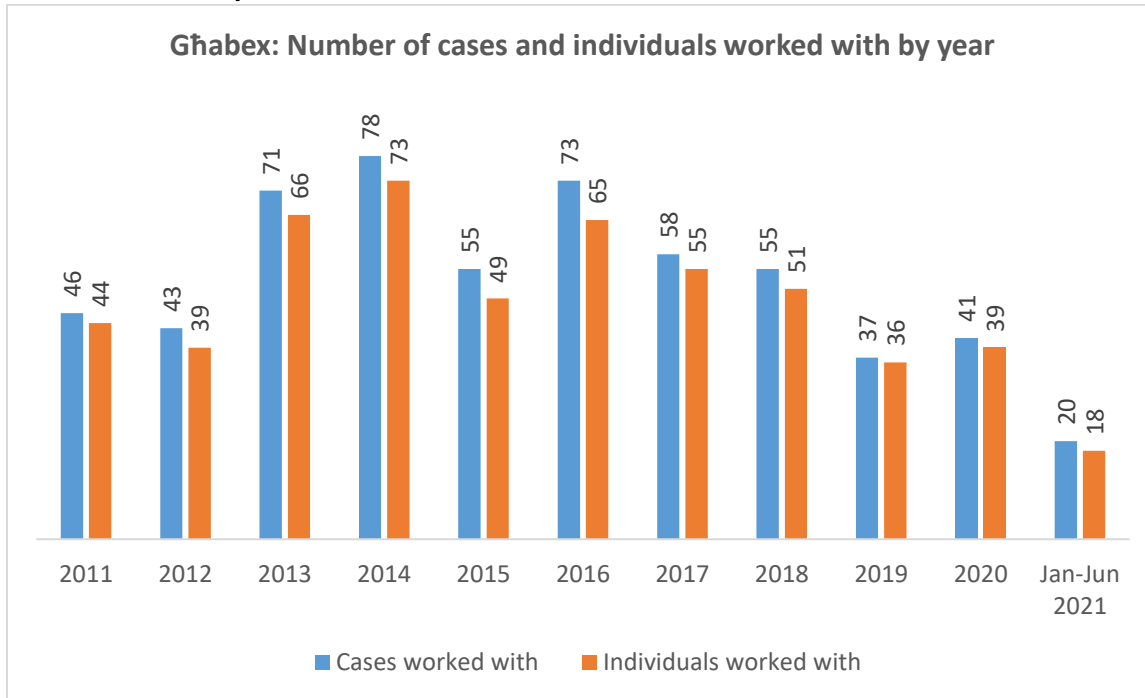


Note⁵

⁵ Service users may experience more than one form of abuse and thus the data cannot be summed.

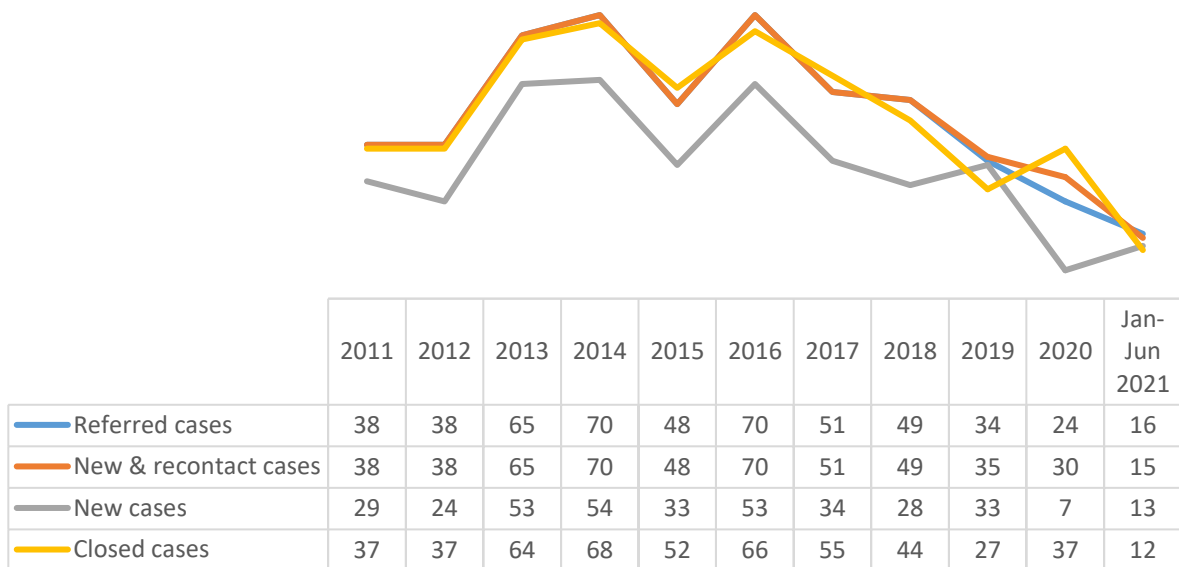
Ghabex Shelter

Case Activity⁶

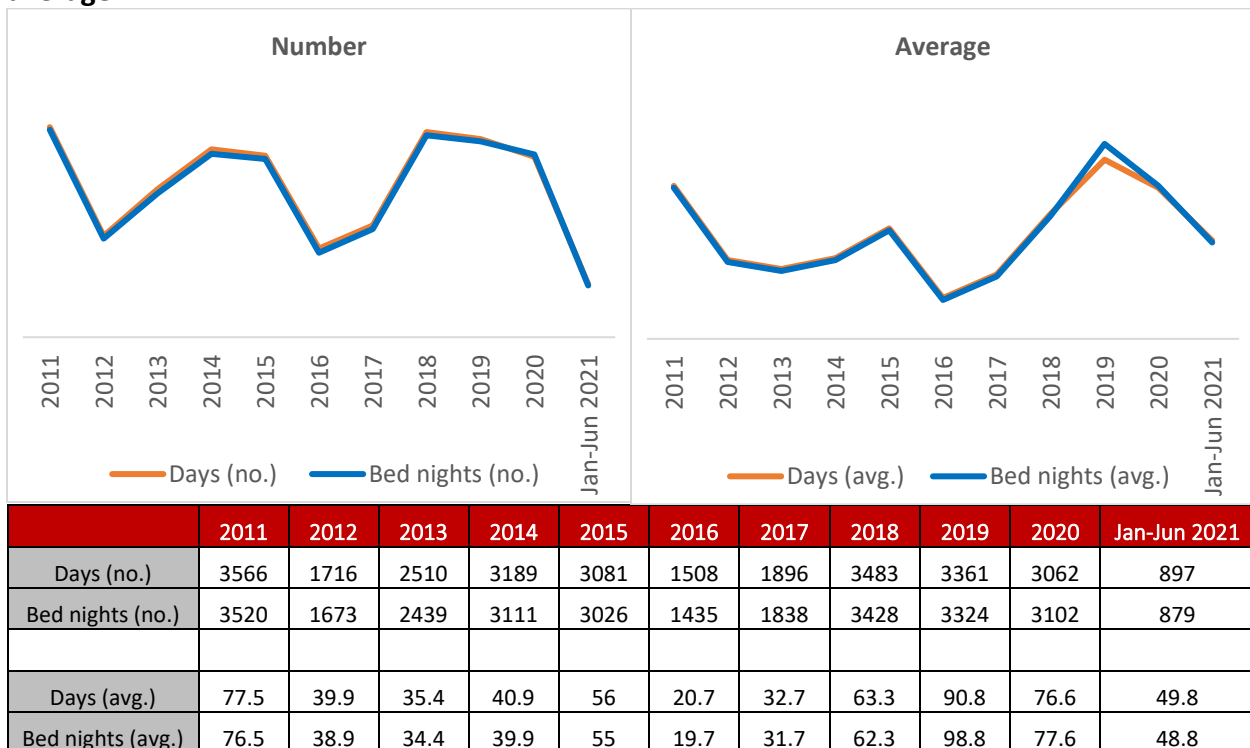


⁶ A new data collection system and reporting format was introduced in 2020.

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

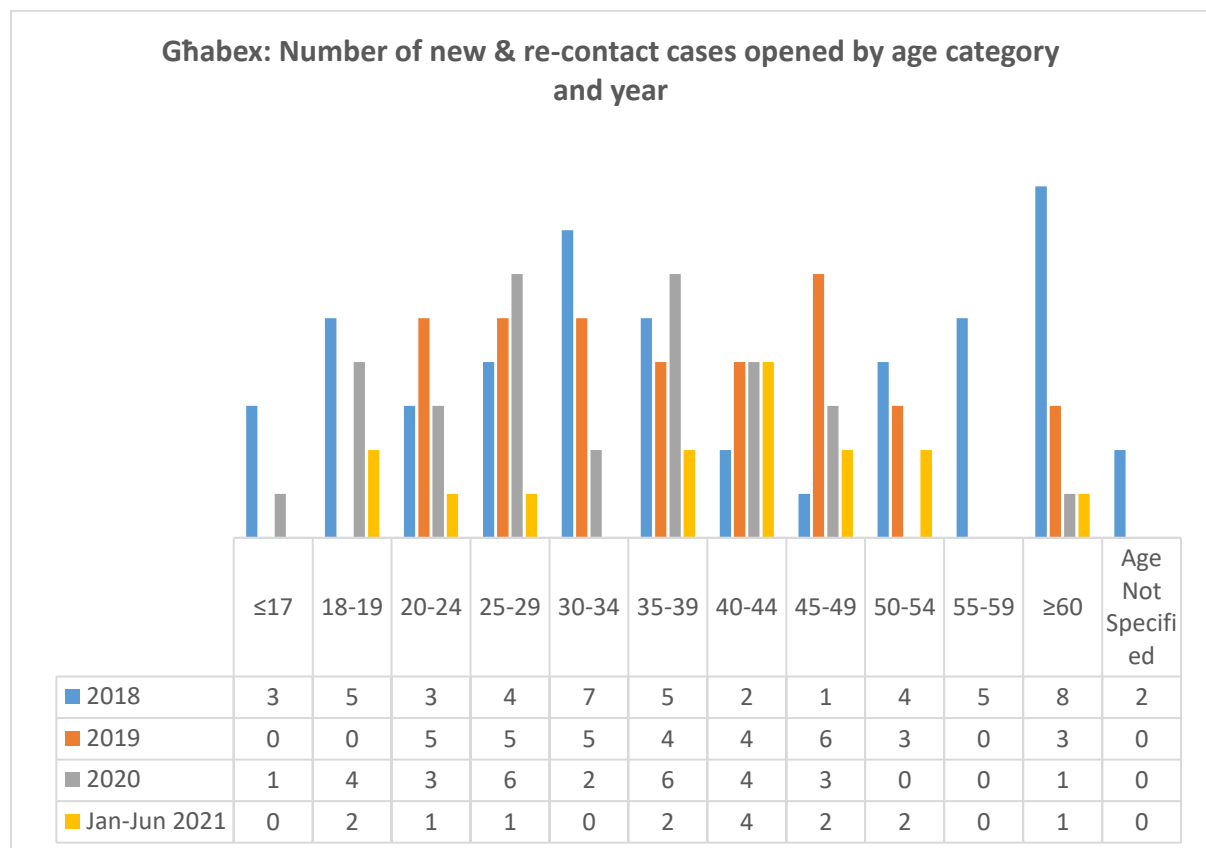
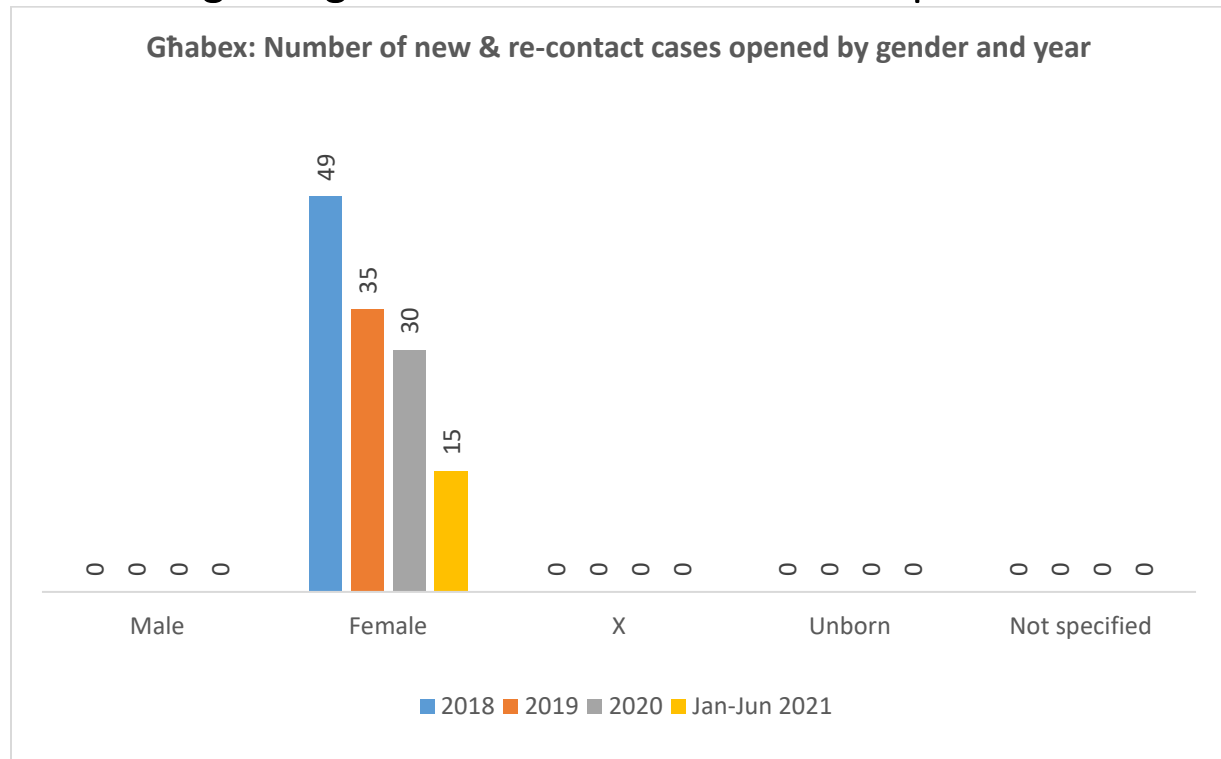


Ghabex: Days and nights stayed by service users who attended* Ghabex – Number and average

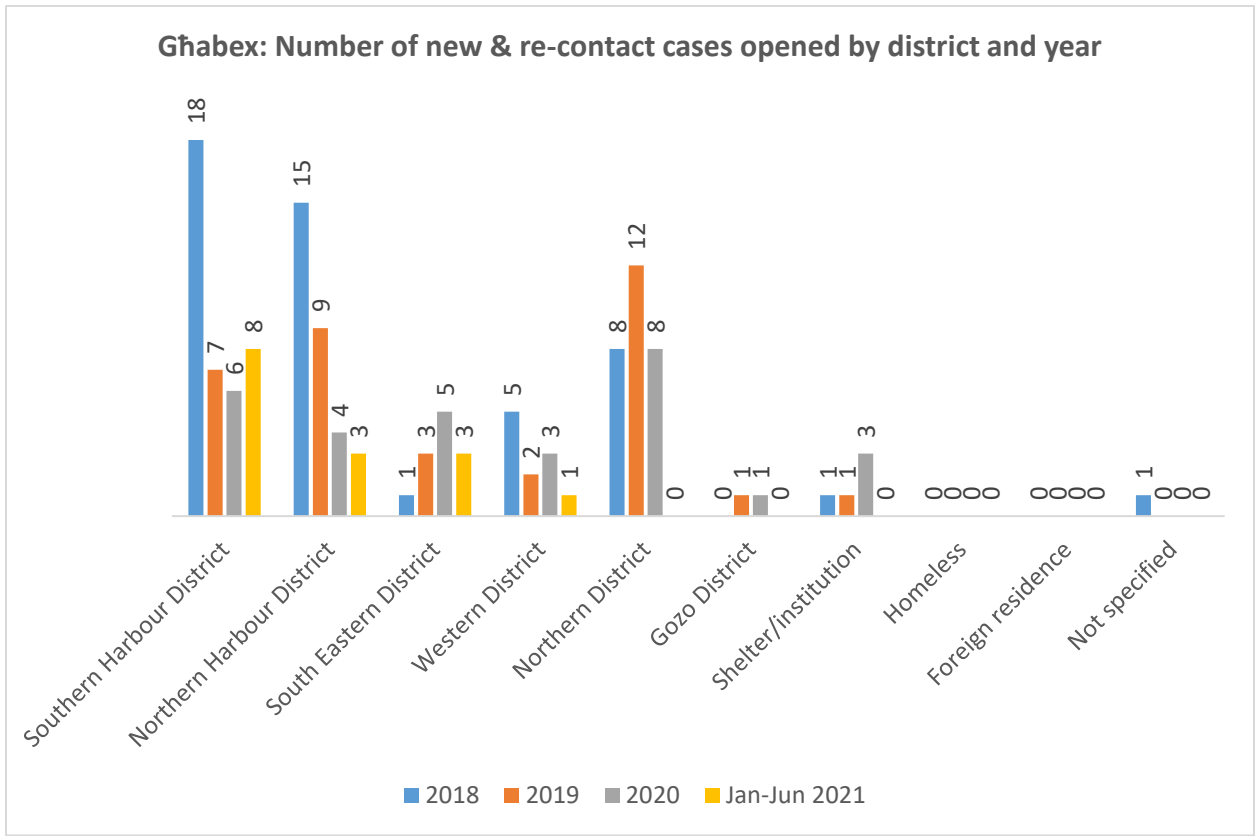


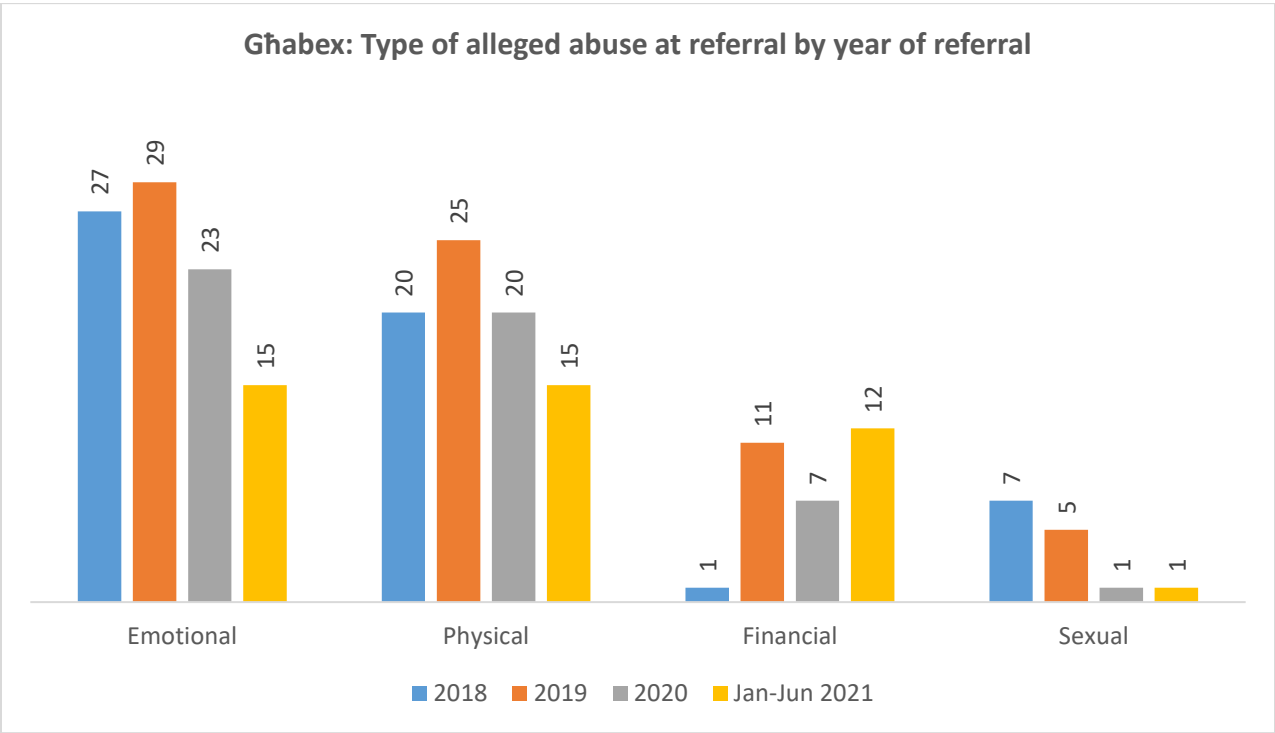
*attended = Active, on-hold or closed in the period

Details Regarding New and Re-contact Cases Opened



Ghabex: New & re-contact cases by age and gender January – June 2021			
	Male	Female	Total
<17	0	0	0
18-19	0	2	2
20-24	0	1	1
25-29	0	1	1
30-34	0	0	0
35-39	0	2	2
40-44	0	4	4
45-49	0	2	2
50-54	0	2	2
55-59	0	0	0
≥60	0	1	1
Not specified	0	0	0
Total	0	15	15



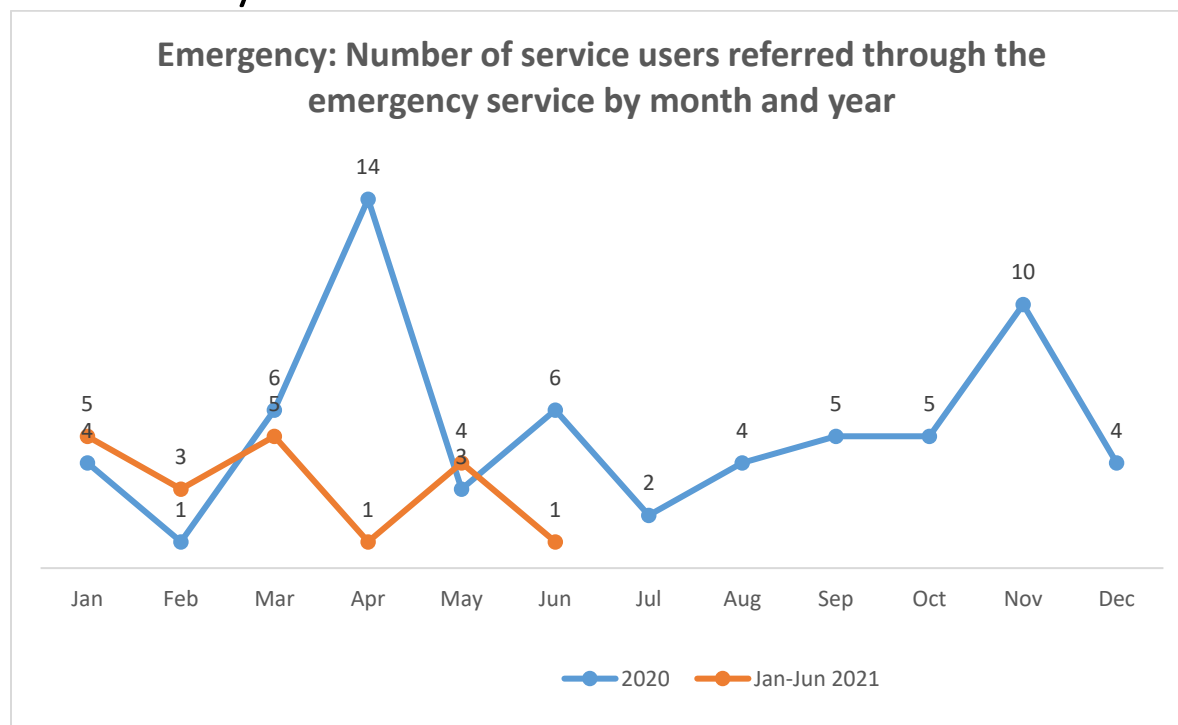


Note⁷

⁷ Service users may experience more than one form of abuse and thus the data cannot be summed.

Emergency Service

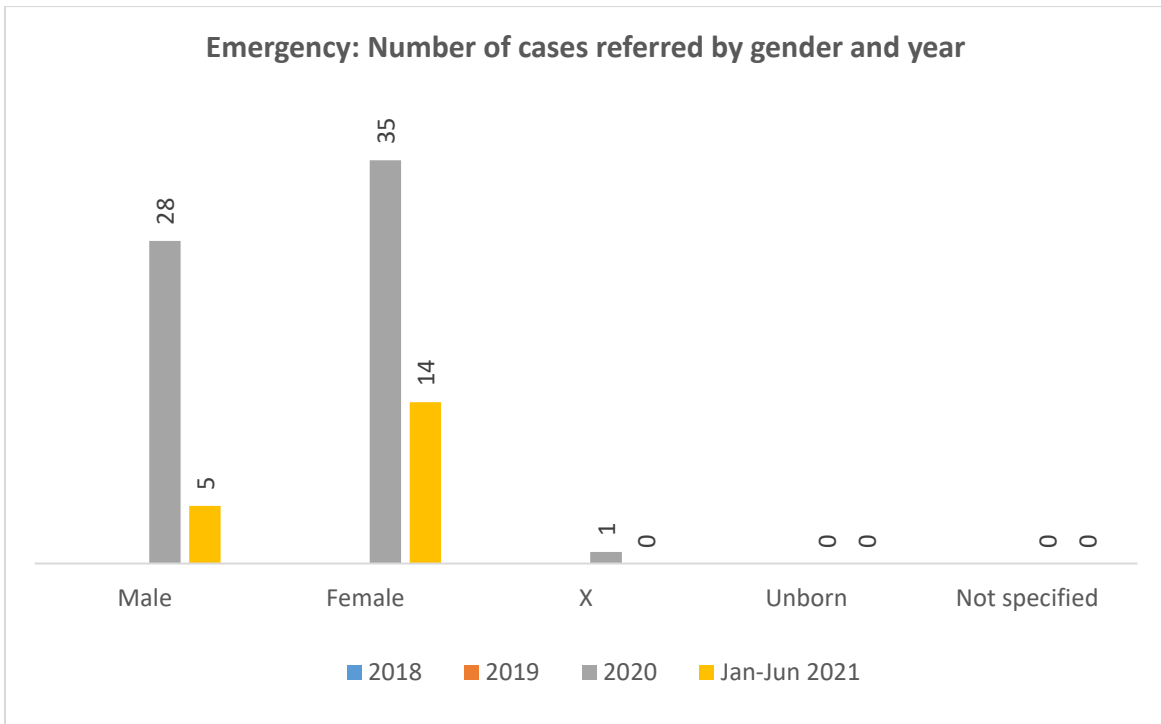
Case Activity⁸



**Emergency: Case referred by service referred to and gender
January – June 2021**

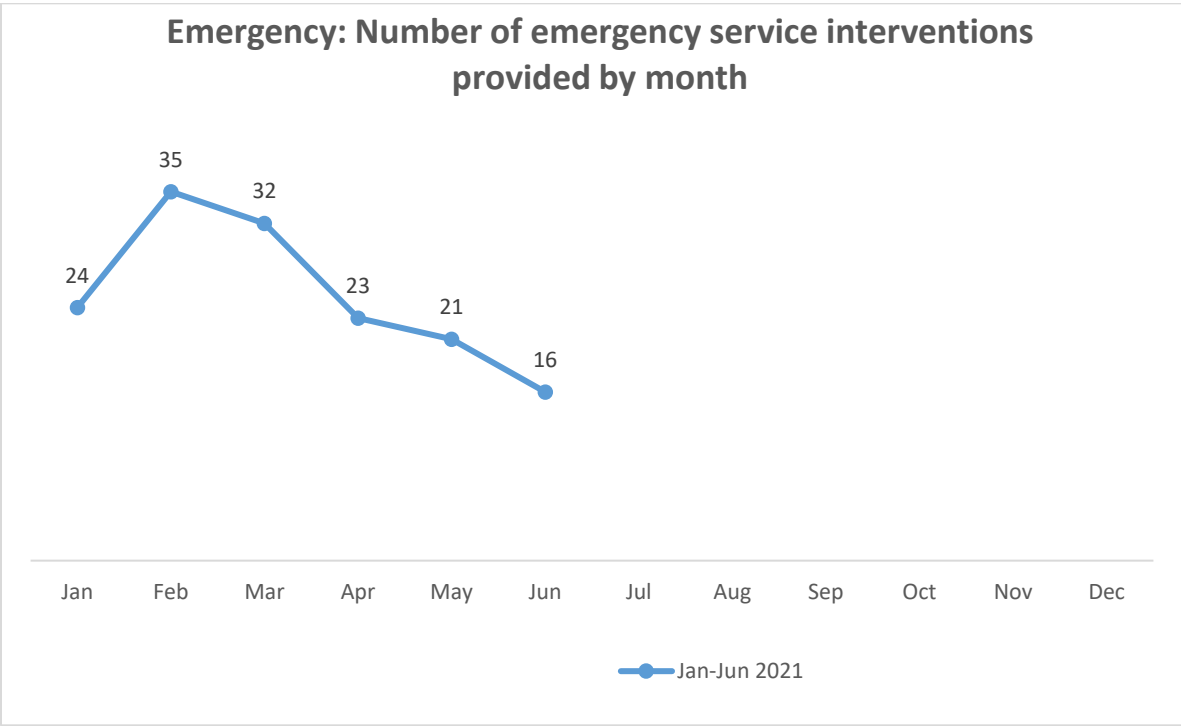
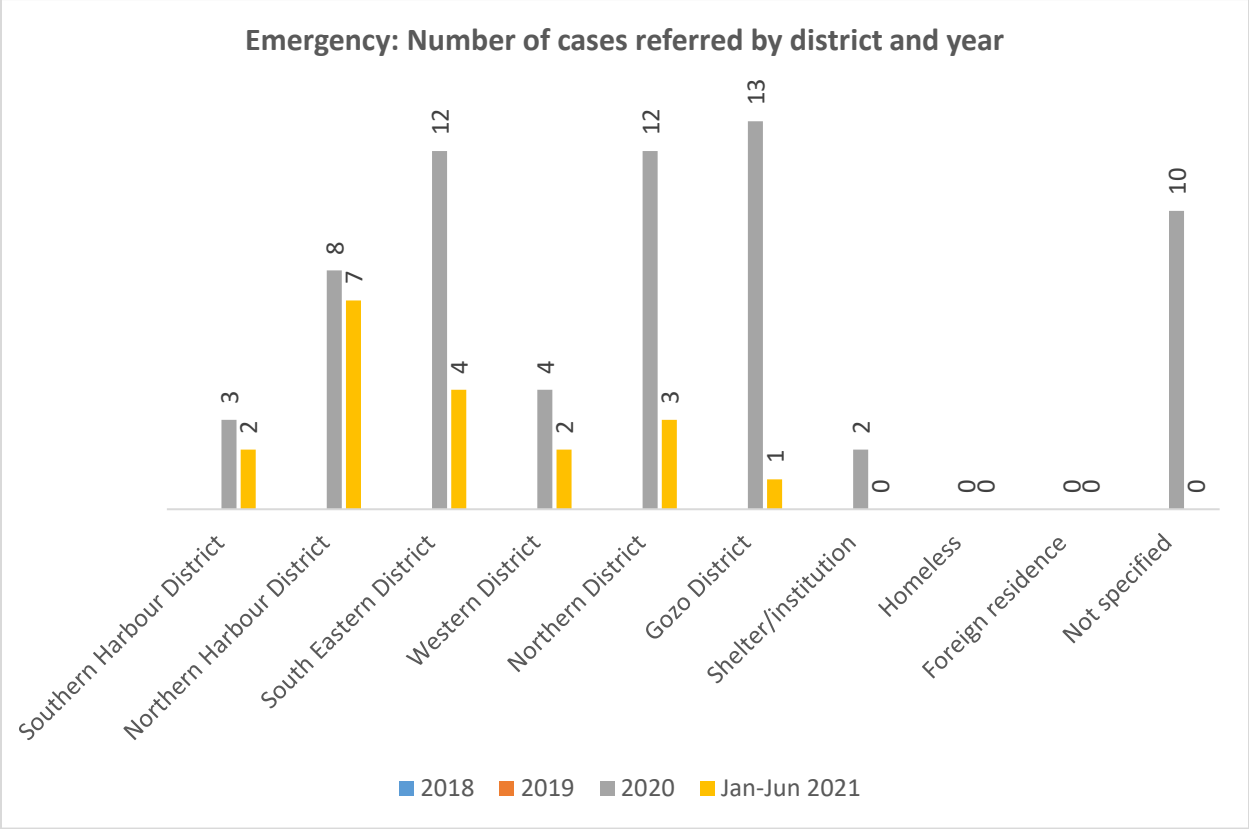
	Male	Female	X	Total
Addictions Community	1	0	0	1
Child Protection Investigation	0	2	0	2
Cottonera Community	0	1	0	1
Domestic Violence Unit	0	3	0	3
Għabex	0	5	0	5
Home Based Therapeutic Services	2	1	0	3
Looked After Children	1	1	0	2
Victoria Community Family Centre	1	1	0	2
Total	5	14	0	19

⁸ A new data collection system and reporting format was introduced in 2020.

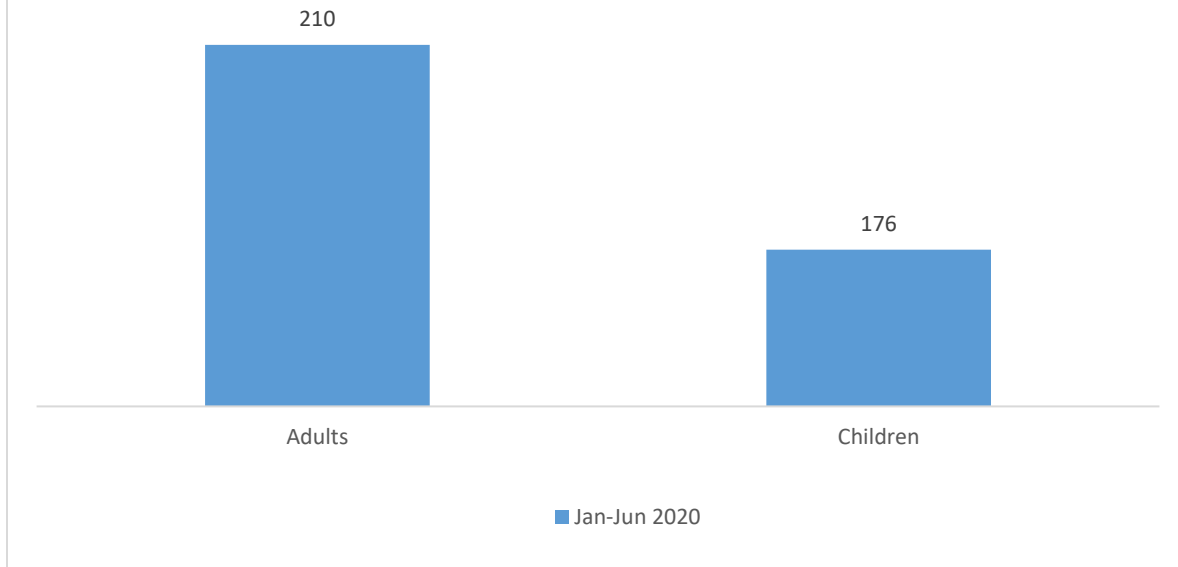


**Emergency: Case referred by age and gender
January – June 2021**

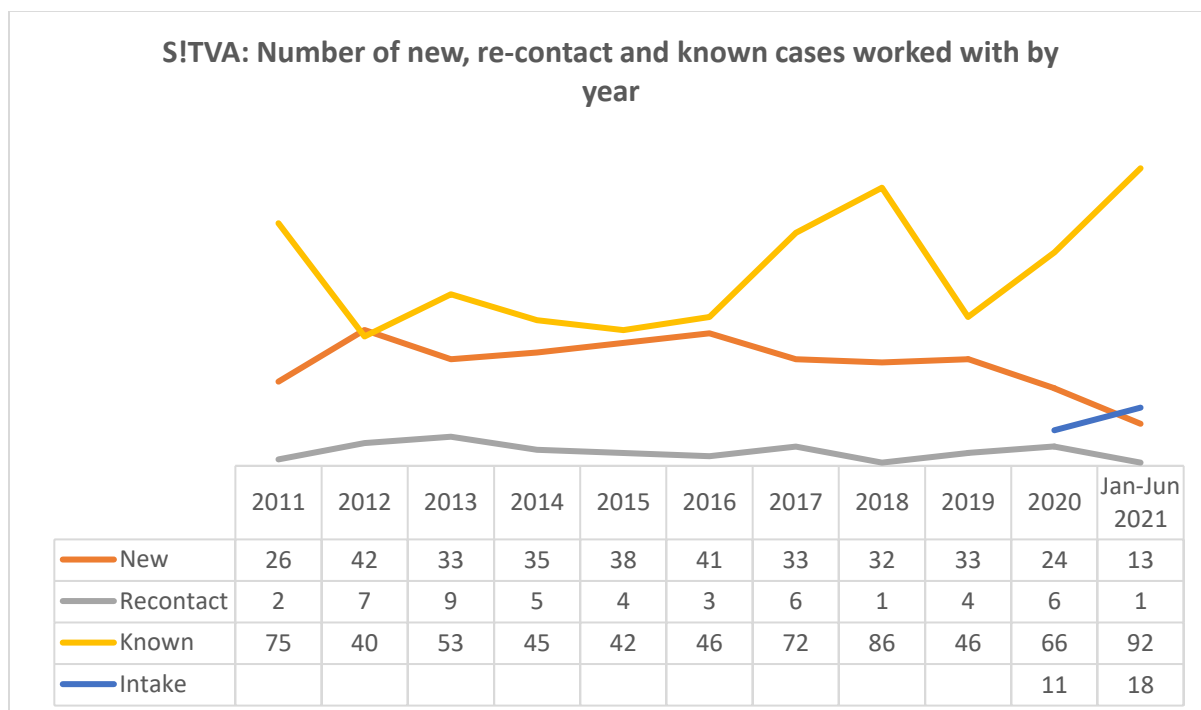
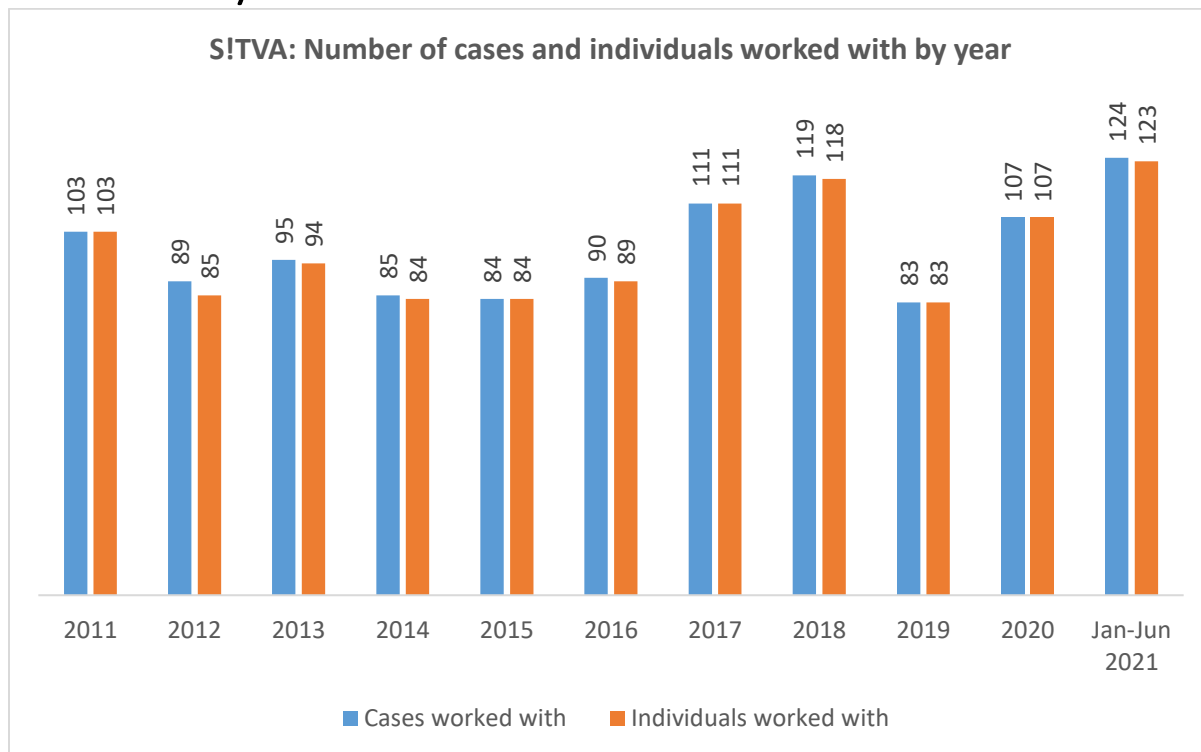
	Male	Female	X	Total
<17	2	3	0	5
18-19	0	1	0	1
20-24	1	1	0	2
25-29	0	0	0	0
30-34	0	1	0	1
35-39	0	2	0	2
40-44	1	3	0	4
45-49	0	2	0	2
50-54	1	1	0	2
55-59	0	0	0	0
≥60	0	0	0	0
Not specified	0	0	0	0
Total	5	14	0	19



Emergency: Number of service users receiving emergency service interventions

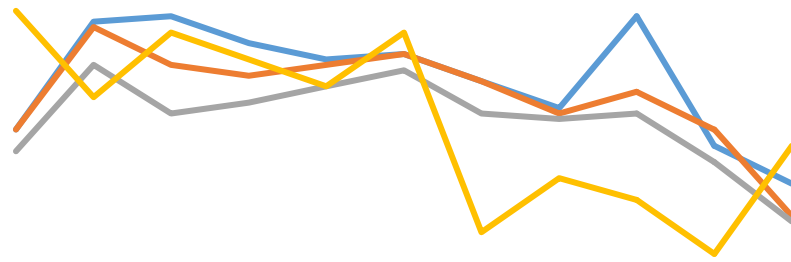


Stop! The Violence and Abuse Service (S!TVA) Case Activity⁹



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

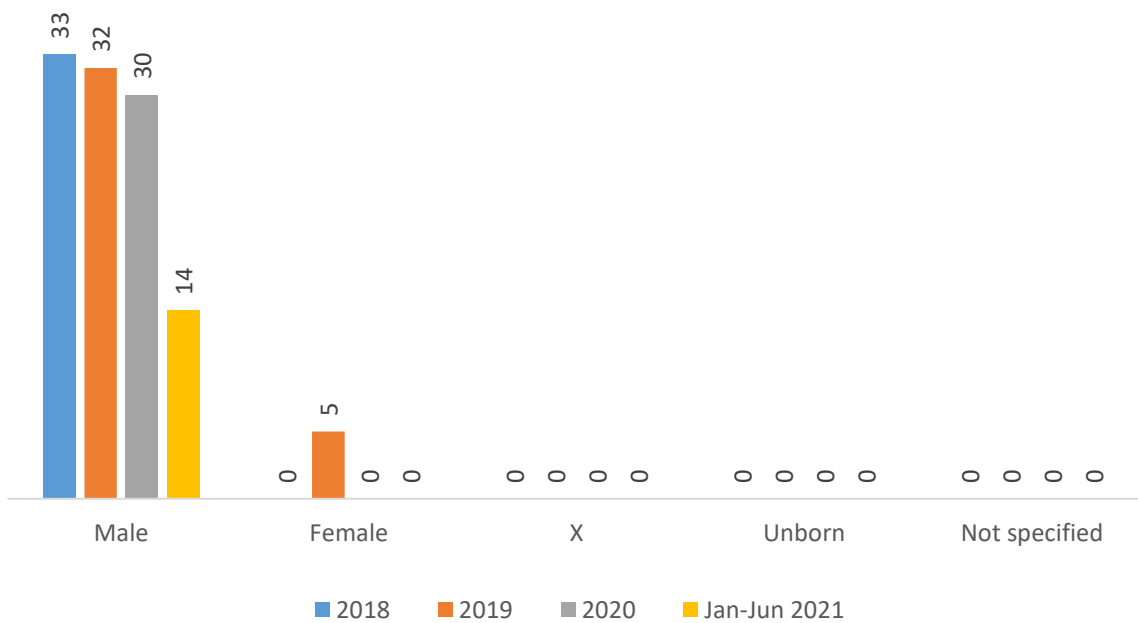
SITVA: Number of referred, new & re-contact, new and closed cases by year



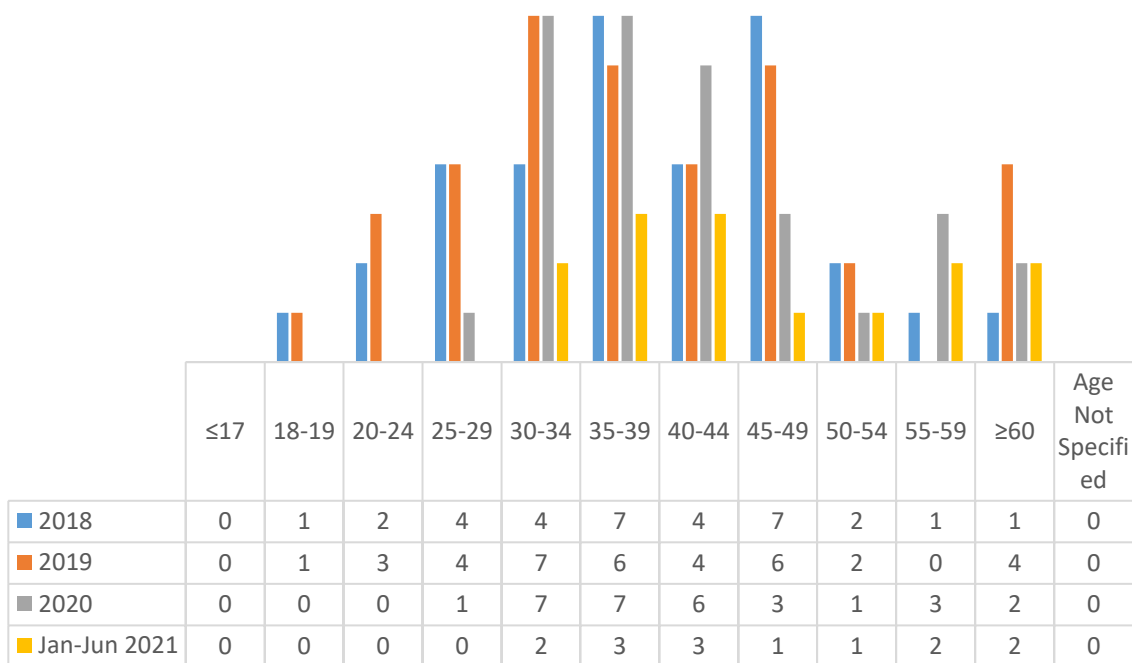
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	30	50	51	46	43	44	39	34	51	27	20
New & recontact cases	30	49	42	40	42	44	39	33	37	30	14
New cases	26	42	33	35	38	41	33	32	33	24	13
Closed cases	52	36	48	43	38	48	11	21	17	7	27

Details Regarding New and Re-contact Cases Opened

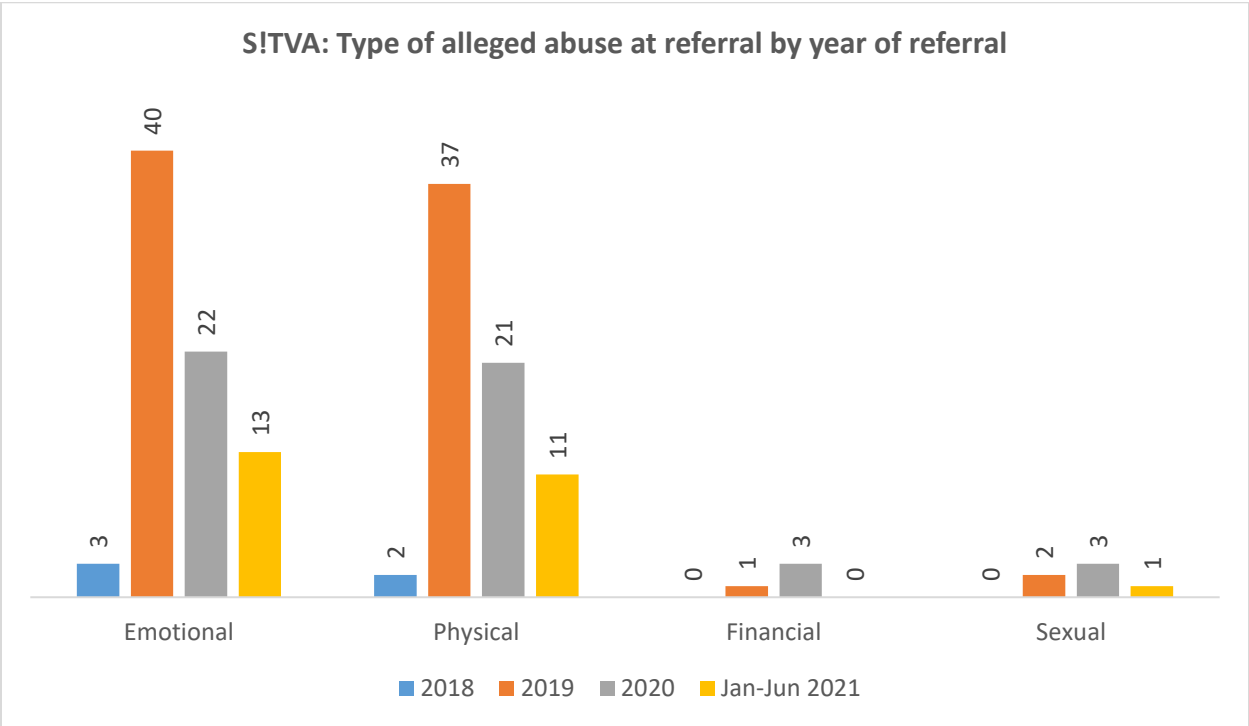
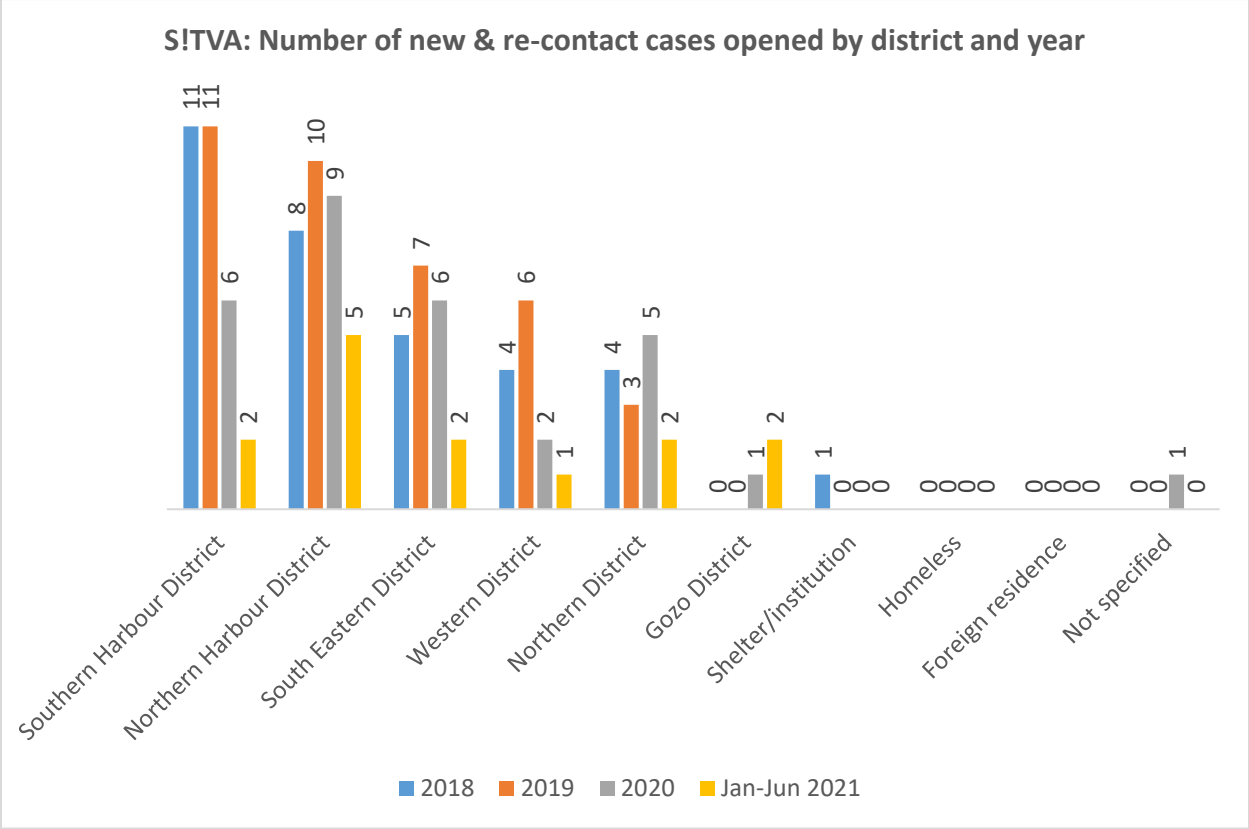
SITVA: Number of new & re-contact cases opened by gender and year



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



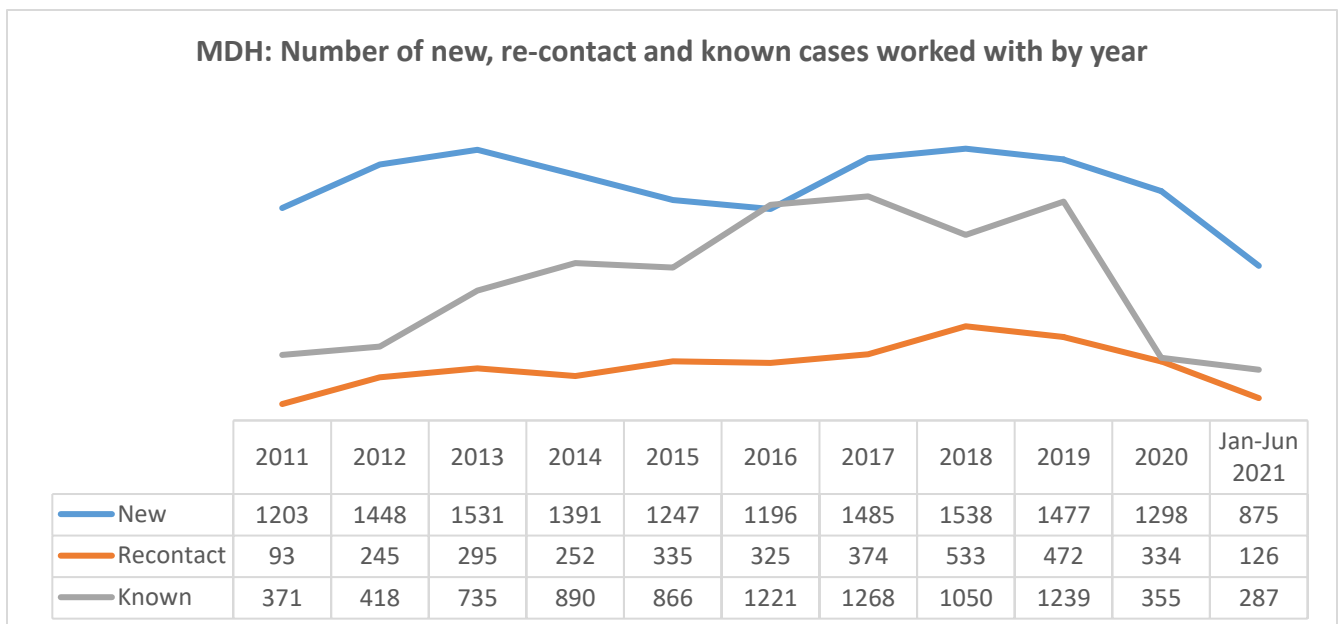
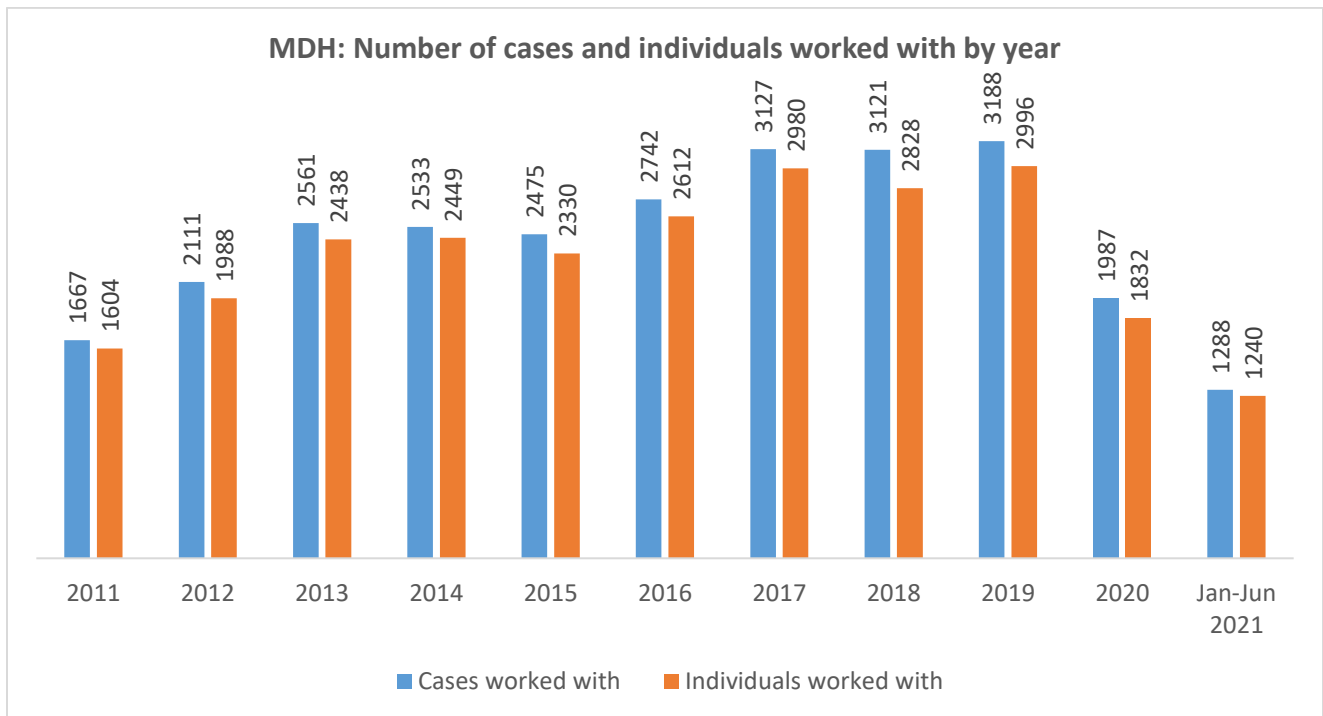
SITVA: New & re-contact cases by age and gender January – June 2021			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	2	0	2
35-39	3	0	3
40-44	3	0	3
45-49	1	0	1
50-54	1	0	1
55-59	2	0	2
≥60	2	0	2
Not specified	0	0	0
Total	14	0	14



Note¹⁰

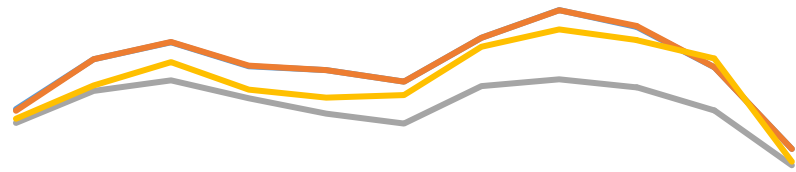
¹⁰ Service users may perpetrate more than one form of abuse and thus the data cannot be summed.

Mater Dei Hospital Social Work Service (MDH) Case Activity¹¹



¹¹ A cleaning exercise occurred in 2020 data and eliminated ghost cases.

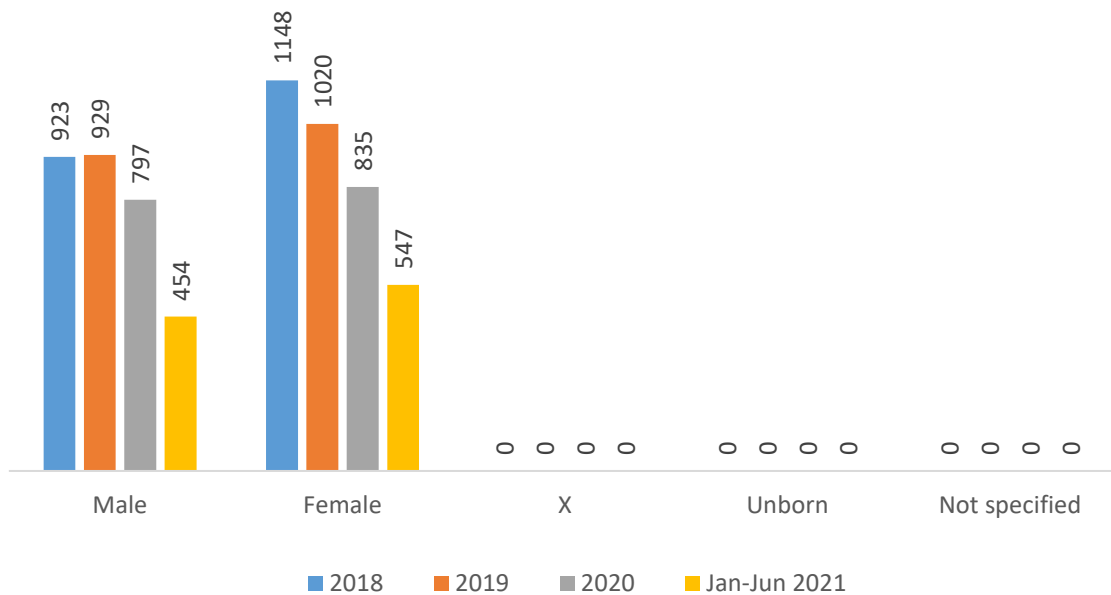
MDH: Number of referred, new & re-contact, new and closed cases by year



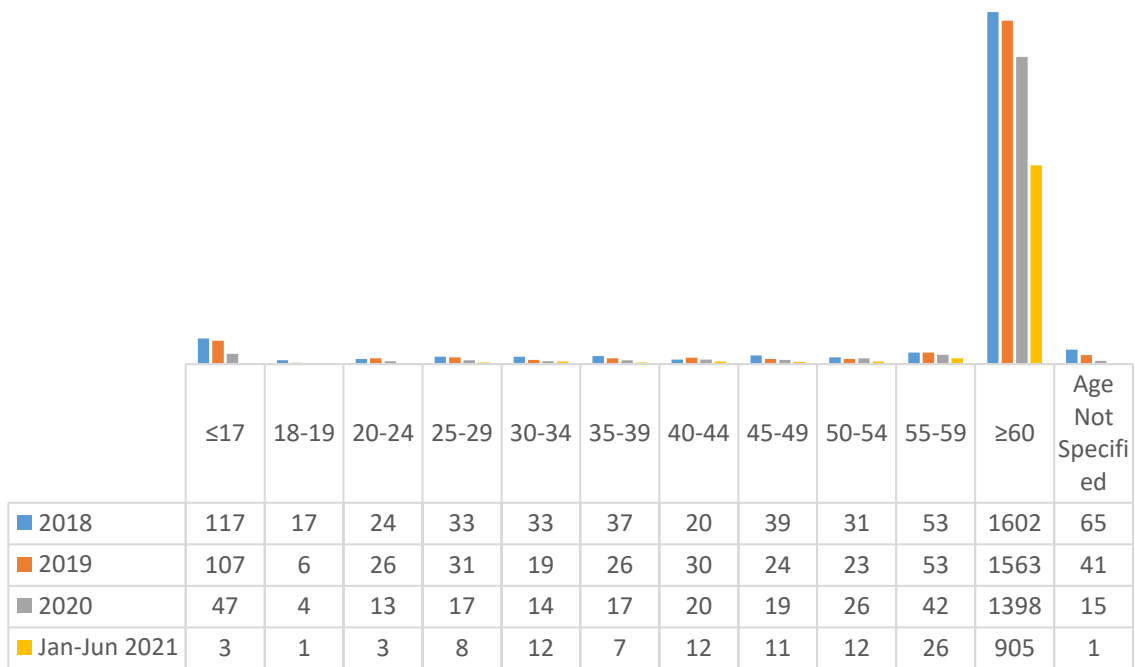
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	1308	1693	1823	1638	1609	1519	1859	2072	1942	1631	1001
New & recontact cases	1296	1693	1826	1643	1609	1521	1859	2071	1949	1632	1001
New cases	1203	1448	1531	1391	1274	1196	1485	1538	1477	1298	875
Closed cases	1234	1490	1670	1458	1397	1417	1790	1923	1840	1699	903

Details Regarding New and Re-contact Cases Opened

MDH: Number of new & re-contact cases opened by gender and year



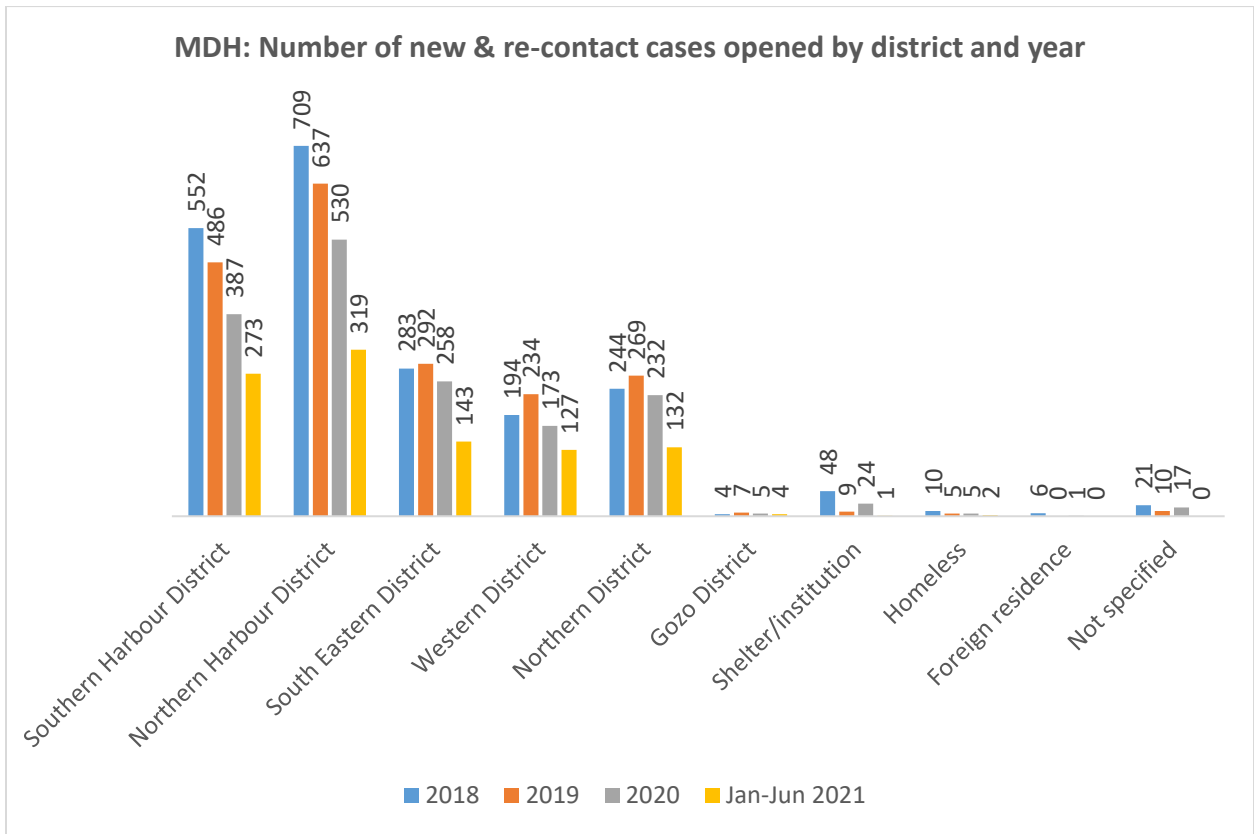
MDH: Number of new & re-contact cases opened by age category and year



MDH: New and re-contact cases by age and gender
January – June 2021

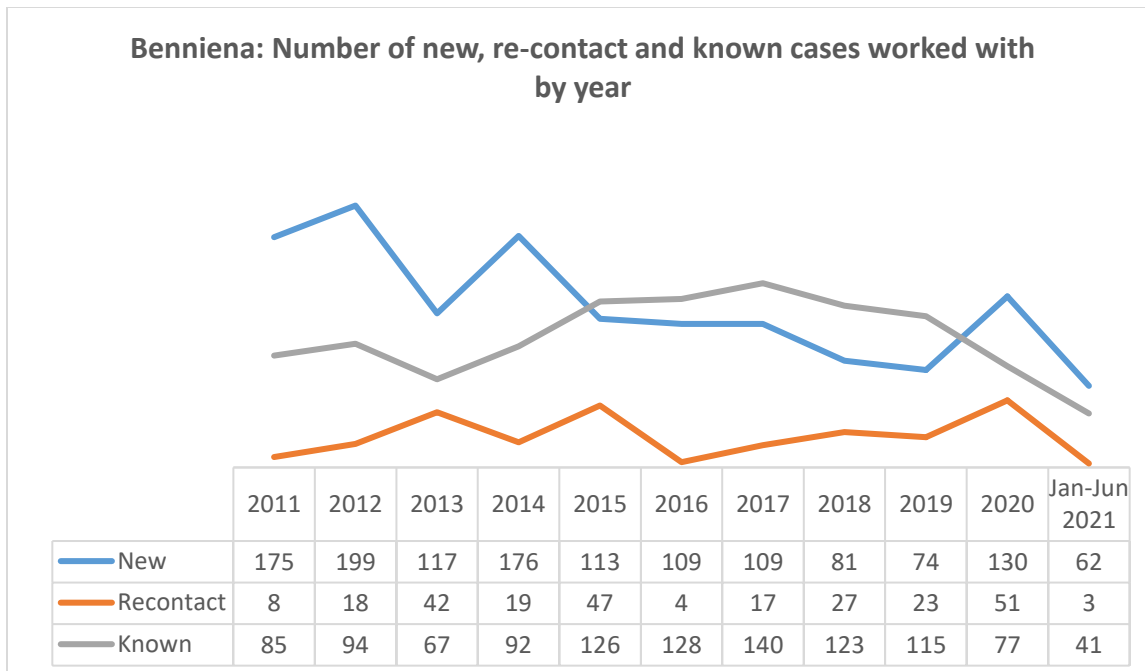
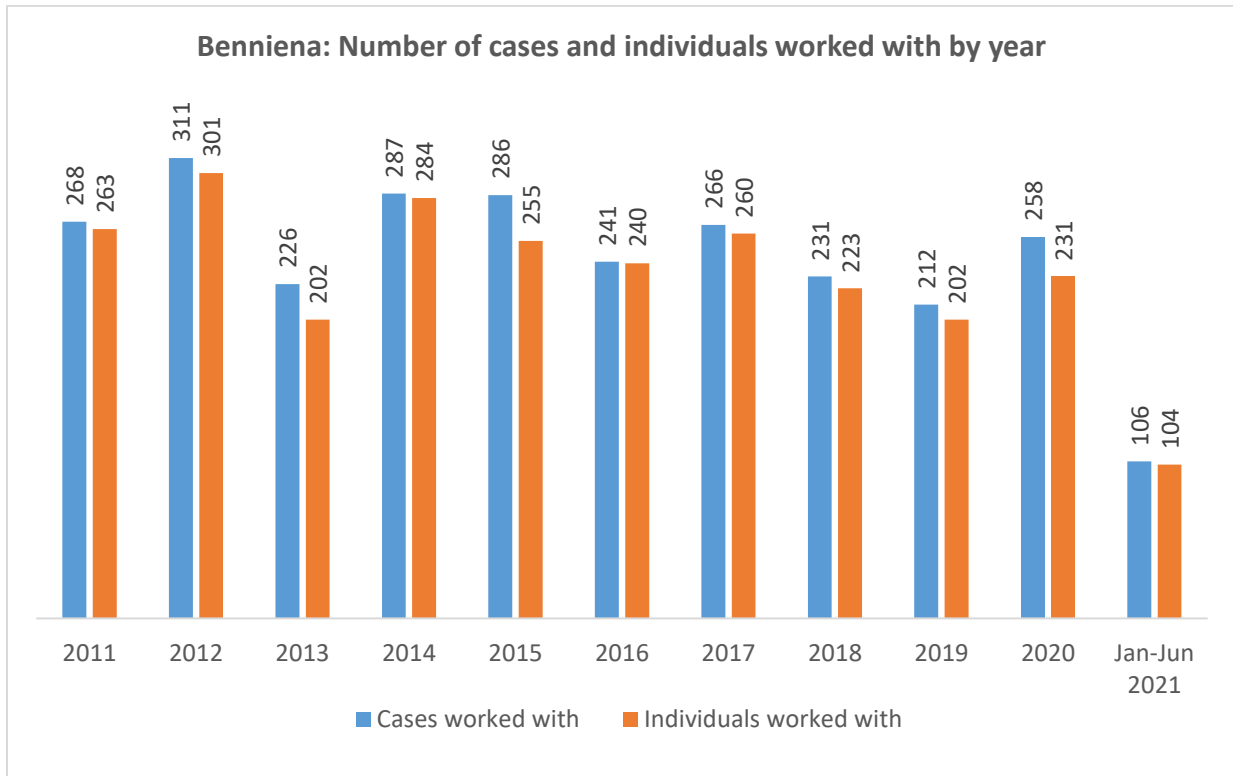
	Male	Female	Sex not specified	Total
≤17	1	2	0	3
18-19	1	0	0	1
20-24	1	2	0	3
25-29	5	3	0	8
30-34	5	7	0	12
35-39	5	2	0	7
40-44	9	3	0	12
45-49	6	5	0	11
50-54	7	5	0	12
55-59	15	11	0	26
≥60	398	507	0	905
Not specified	1	0	0	1
Total	454	547	0	1001

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



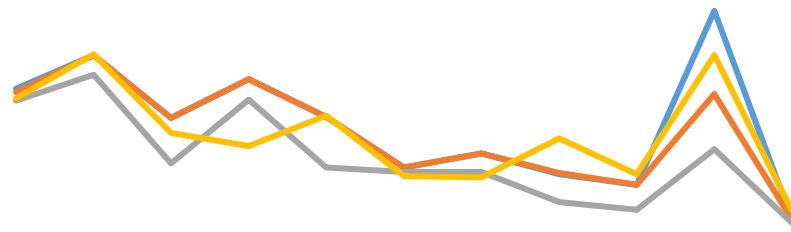
Benniena Service

Case Activity¹²



¹² A cleaning exercise occurred in 2020 data and eliminated ghost cases.

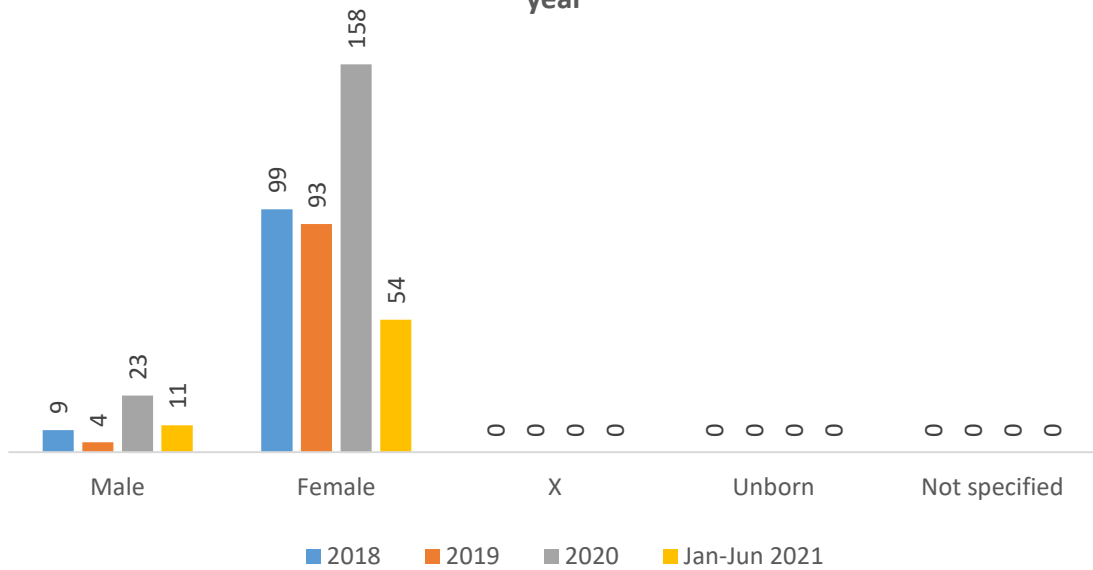
Benniena: Number of referred, new & re-contact, new and closed cases by year



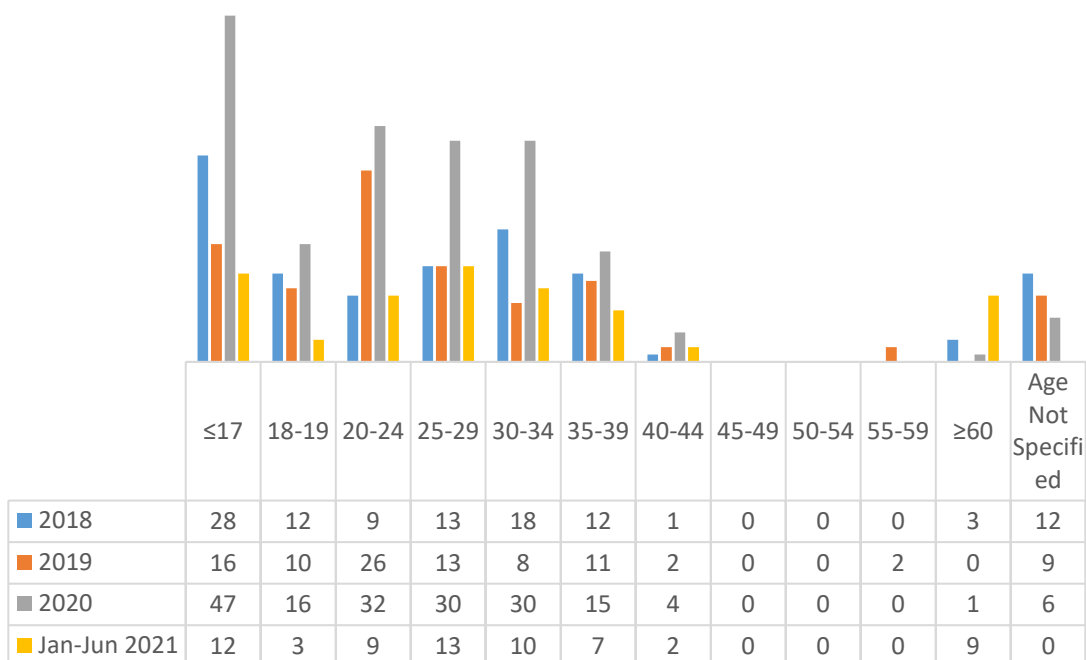
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	186	217	159	195	160	113	126	107	97	258	65
New & recontact cases	183	217	159	195	160	113	126	108	97	181	65
New cases	175	199	117	176	113	109	109	81	74	130	62
Closed cases	177	218	145	133	161	105	104	140	107	217	73

Details Regarding New and Re-contact Cases Opened

Benniena: Number of new & re-contact cases opened by gender and year



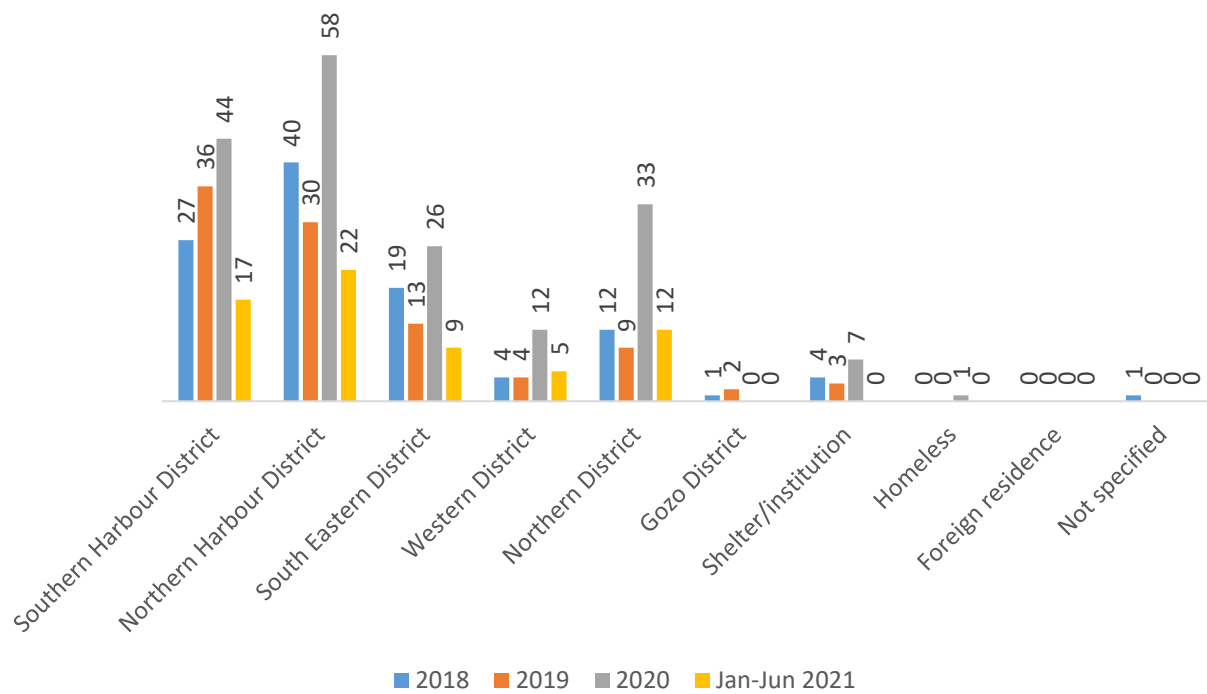
Benniena: Number of new & re-contact cases opened by age category and year



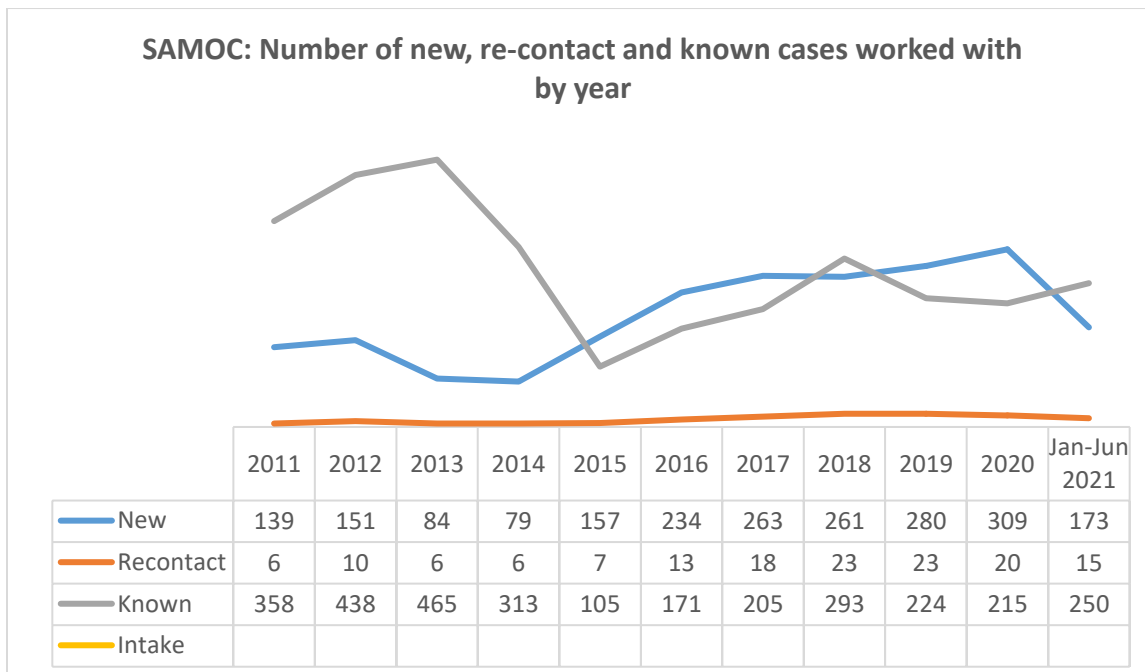
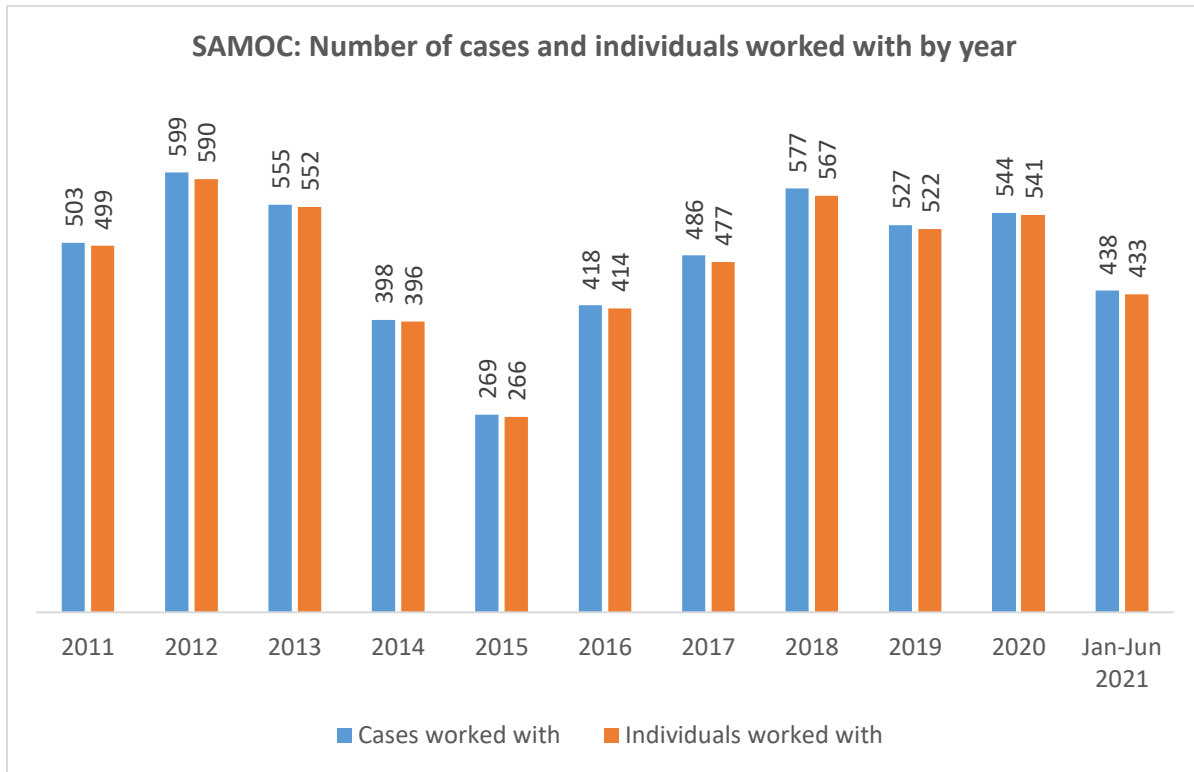
**Benniena: New and re-contact cases opened by age and gender
January – June 2021**

	Male	Female	Total
≤17	1	11	12
18-19	0	3	3
20-24	0	9	9
25-29	0	13	13
30-34	1	9	10
35-39	1	6	7
40-44	0	2	2
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	8	1	9
Not specified	0	0	0
Total	11	54	65

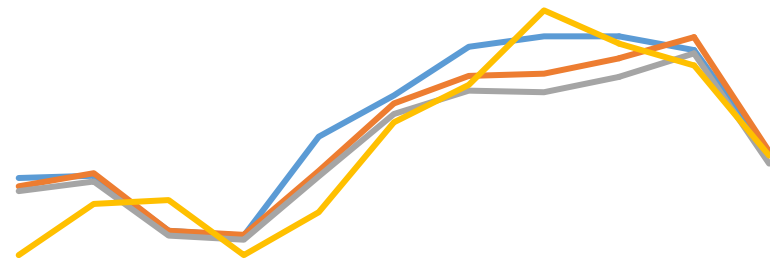
Benniena: Number of new & re-contact cases opened by district and year



Oncology Social Work Service (SAMOC) Case Activity



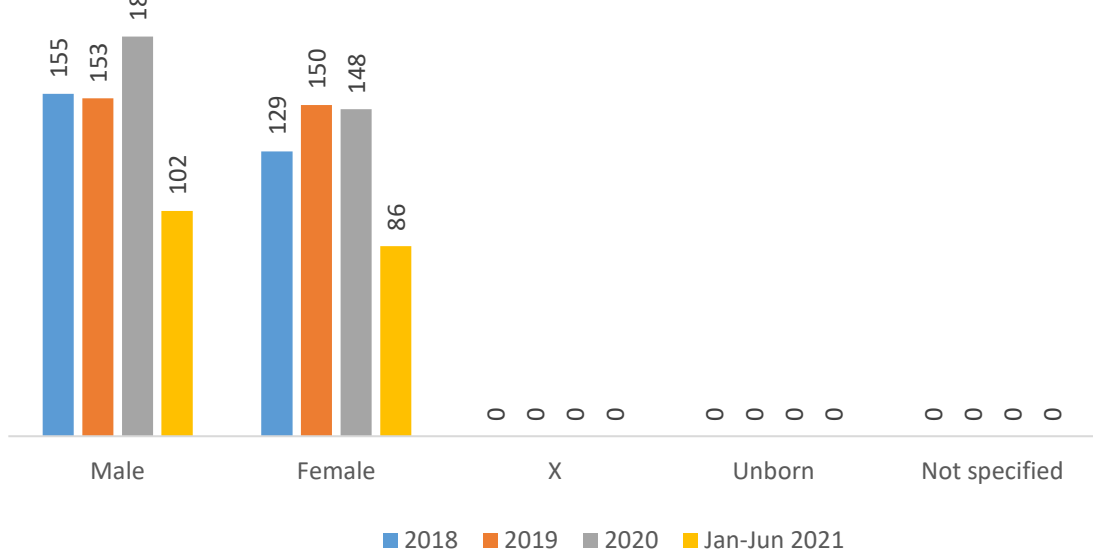
SAMOC: Number of referred, new & re-contact, new and closed cases by year



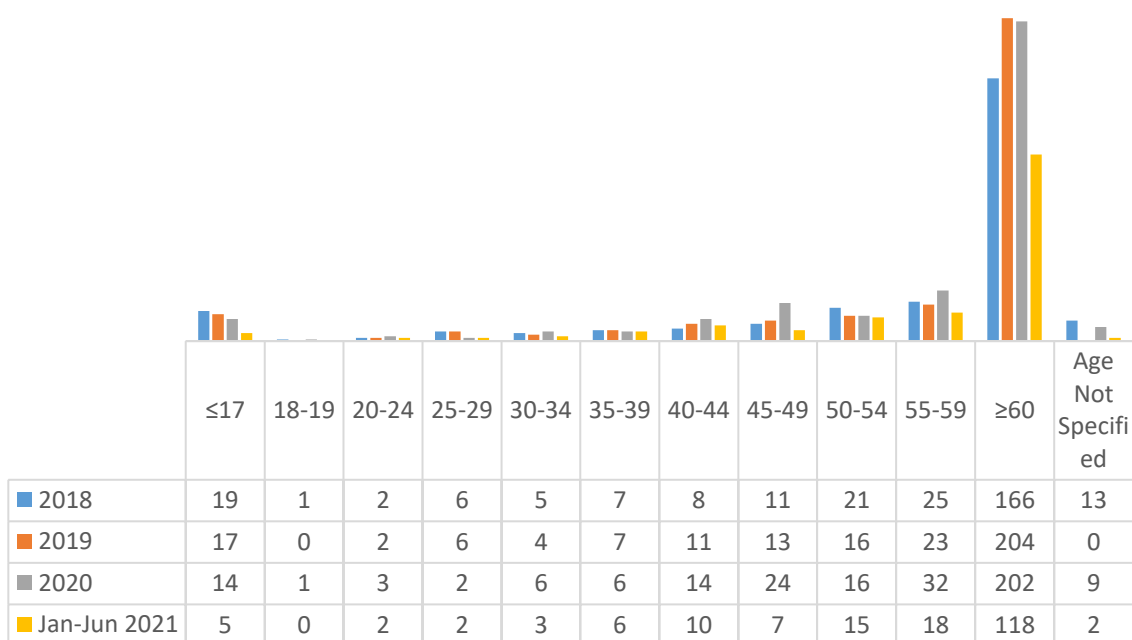
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	155	158	90	84	206	257	317	330	330	313	185
New & recontact cases	145	161	90	85	164	247	281	284	303	329	188
New cases	139	151	84	79	157	234	263	261	280	309	173
Closed cases	60	123	128	60	113	224	270	362	321	294	183

Details Regarding New and Re-contact Cases Opened

SAMOC: Number of new & re-contact cases opened by gender and year



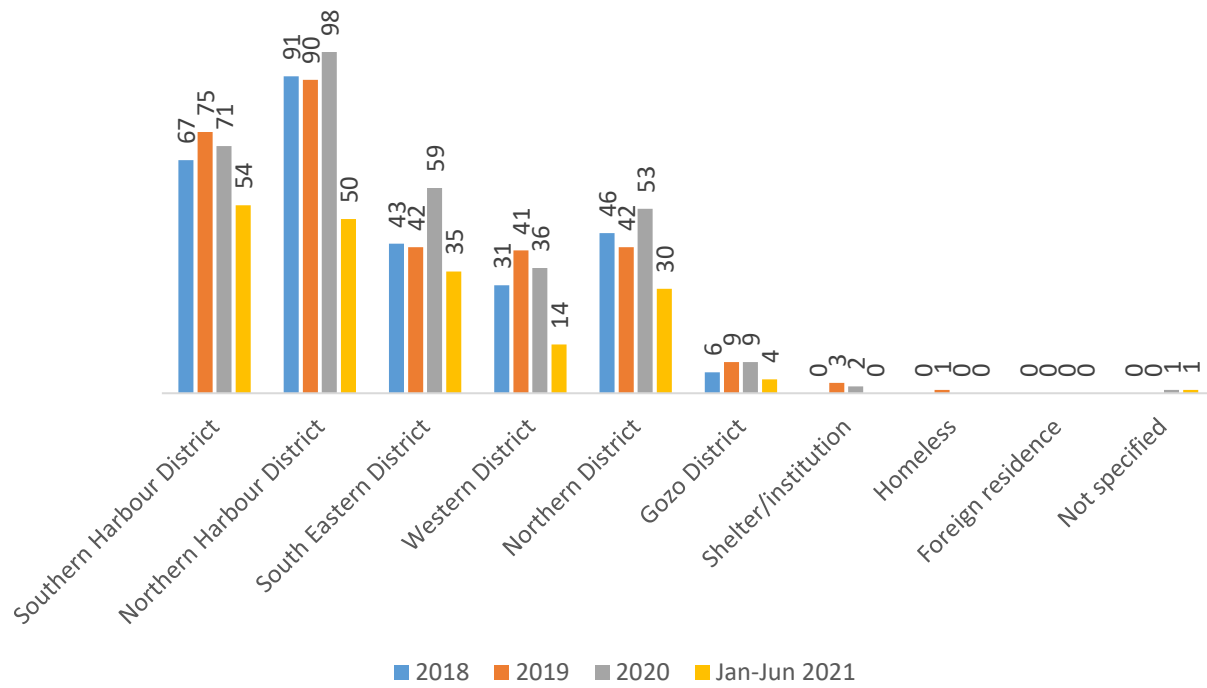
SAMOC: Number of new & re-contact cases opened by age category and year



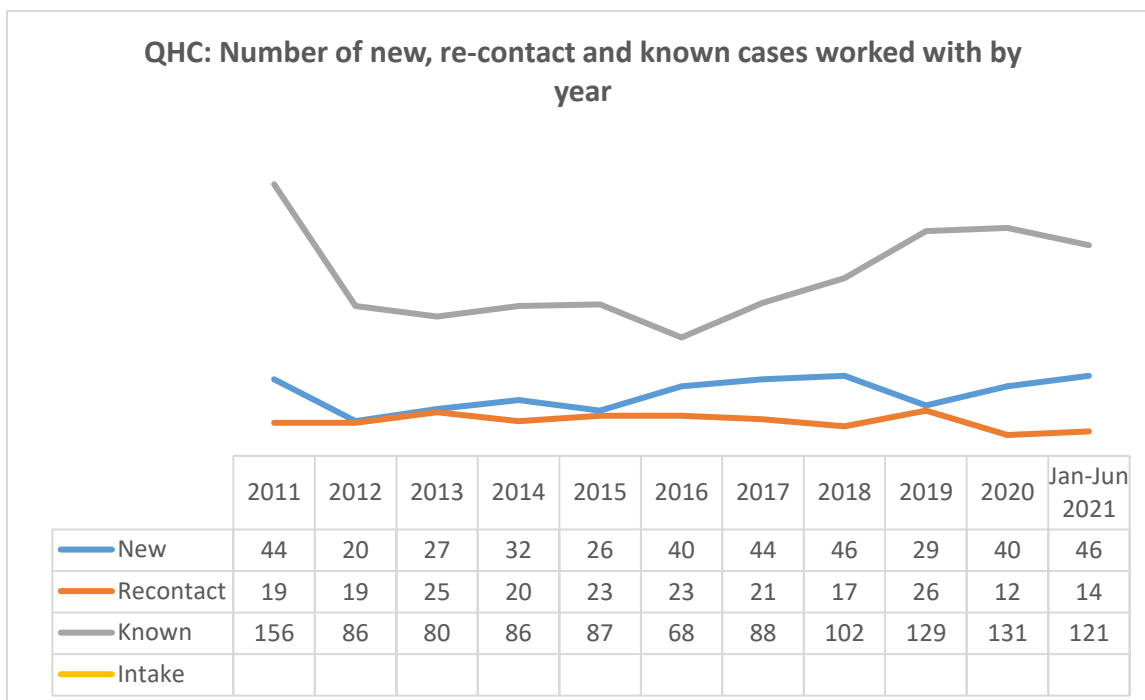
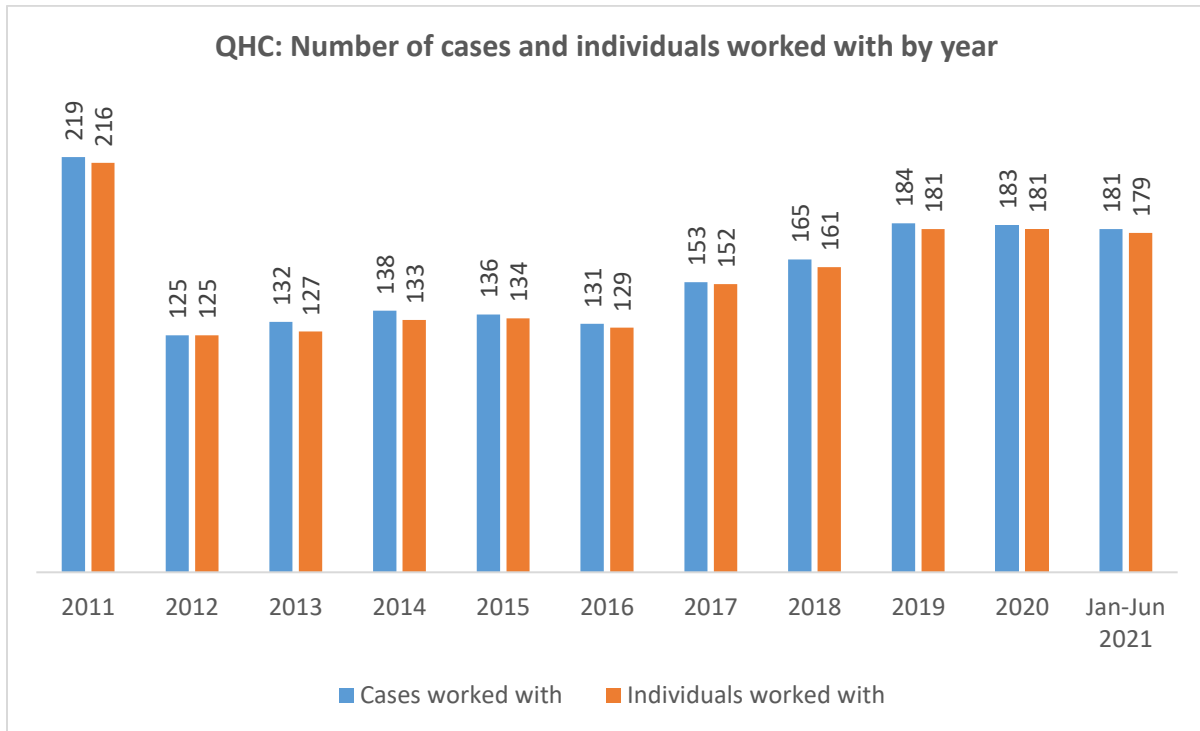
**SAMOC: New & re-contact cases by age and gender
January – June 2021**

	Male	Female	Total
≤17	2	3	5
18-19	0	0	0
20-24	2	0	2
25-29	1	1	2
30-34	0	3	3
35-39	4	2	6
40-44	4	6	10
45-49	2	5	7
50-54	7	8	15
55-59	9	9	18
≥60	69	49	118
Not specified	2	0	2
Total	102	86	188

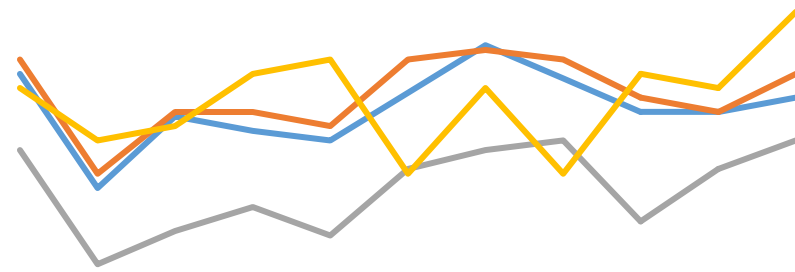
SAMOC: Number of new & re-contact cases opened by district and year



Qormi Health Centre Social Work Service (QHC) Case Activity



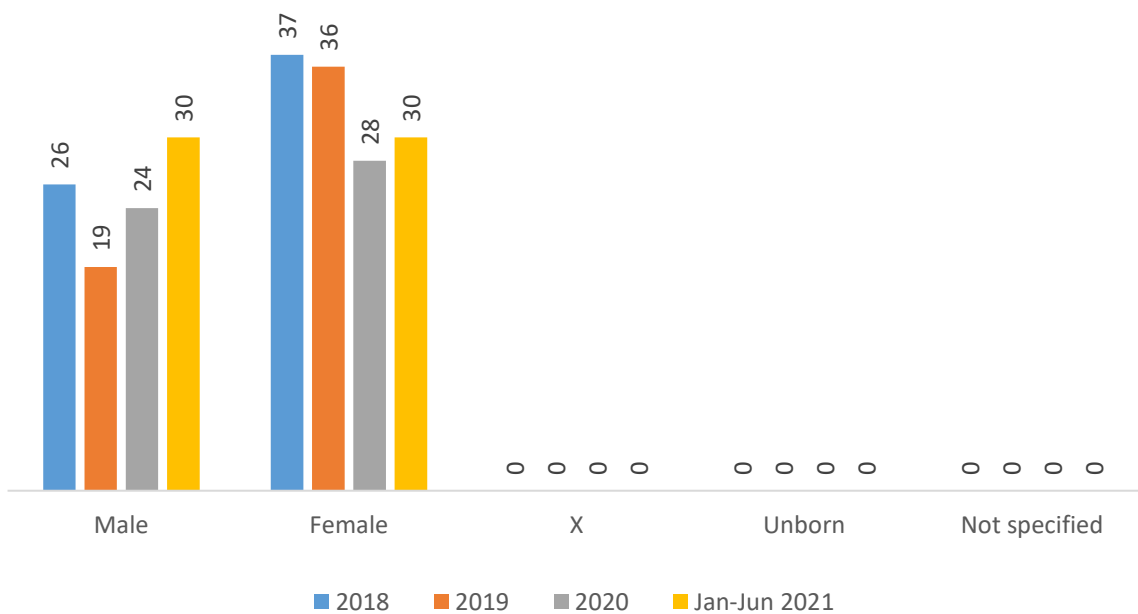
QHC: Number of referred, new & re-contact, new and closed cases by year



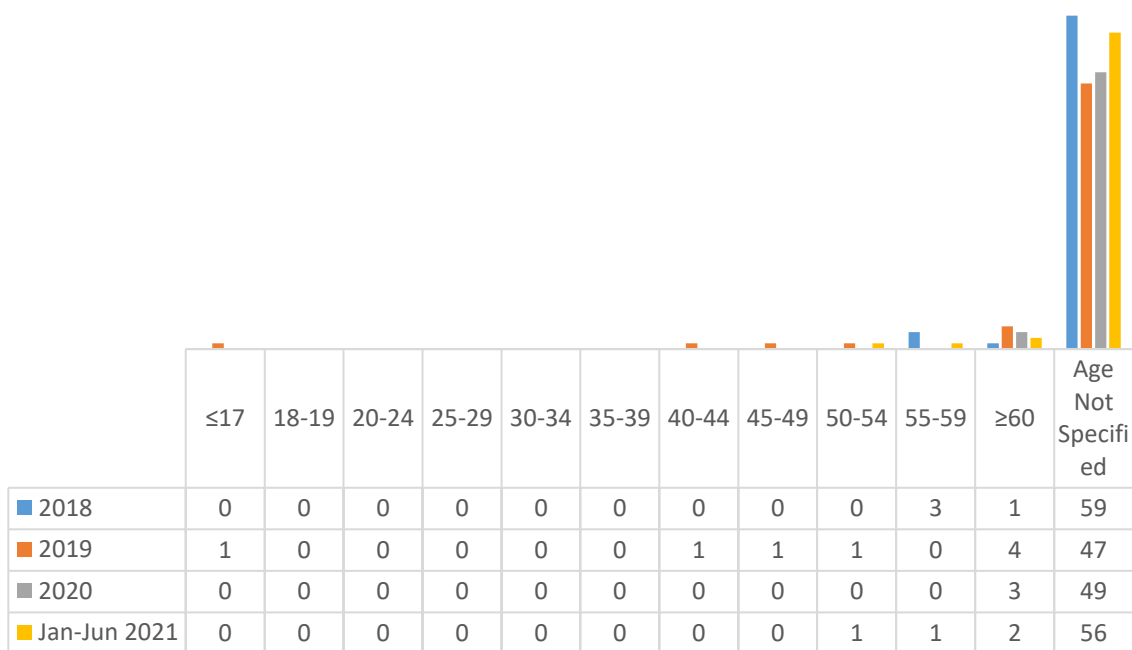
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	60	36	51	48	46	56	66	59	52	52	55
New & recontact cases	63	39	52	52	49	63	65	63	55	52	60
New cases	44	20	27	32	26	40	44	46	29	40	46
Closed cases	57	46	49	60	63	39	57	39	60	57	73

Details Regarding New and Re-contact Cases Opened

QHC: Number of new & re-contact cases opened by gender and year



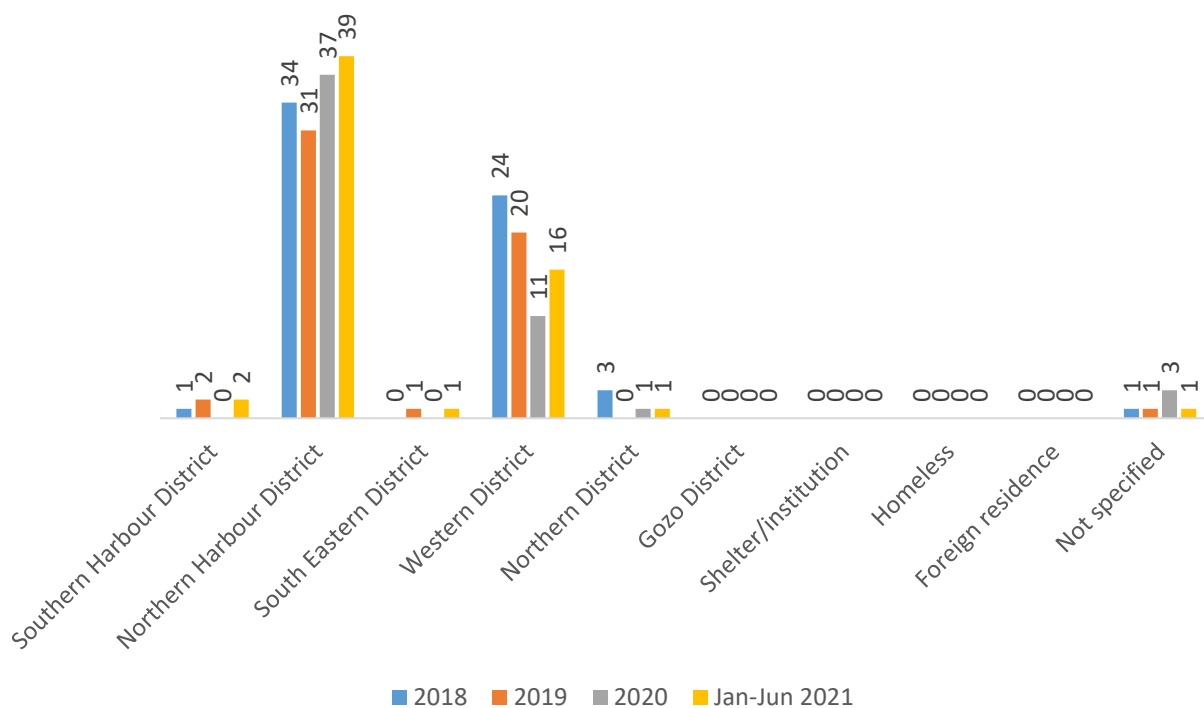
QHC: Number of new & re-contact cases opened by age category and year



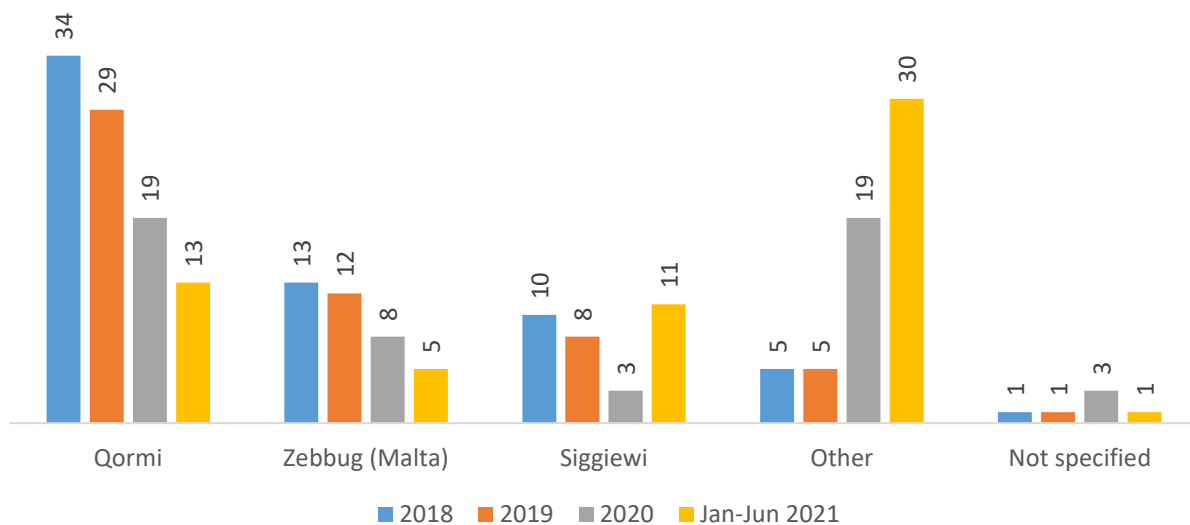
**QHC: New & re-contact cases by age and gender
January – June 2021**

	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	0	0	0
40-44	0	0	0
45-49	0	0	0
50-54	0	1	1
55-59	0	1	1
≥60	1	1	2
Not specified	29	27	56
Total	30	30	60

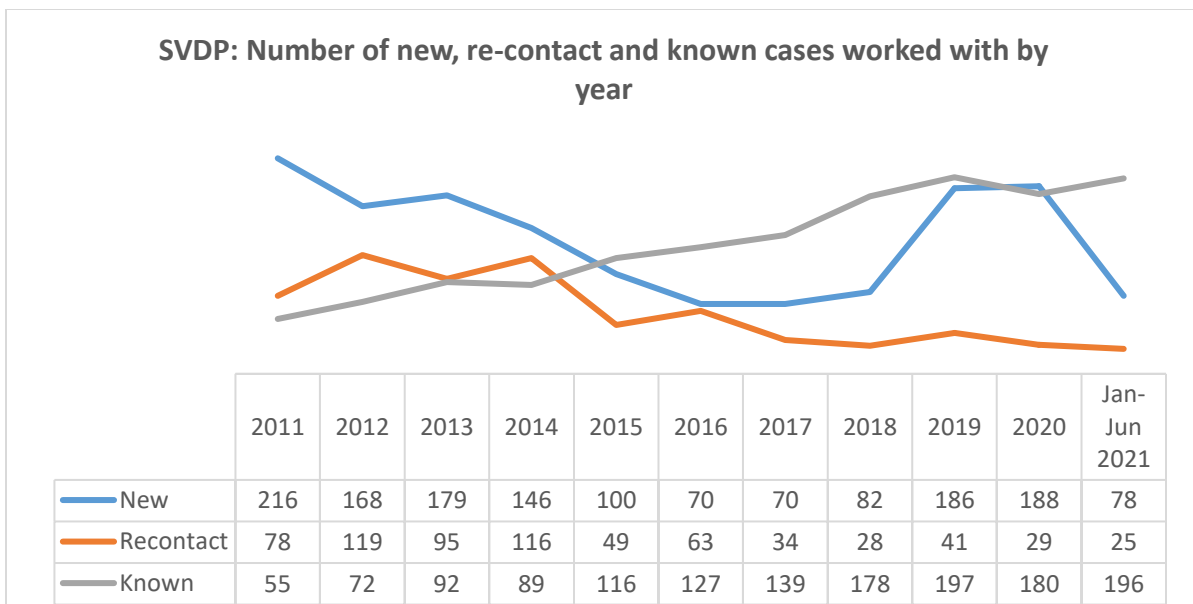
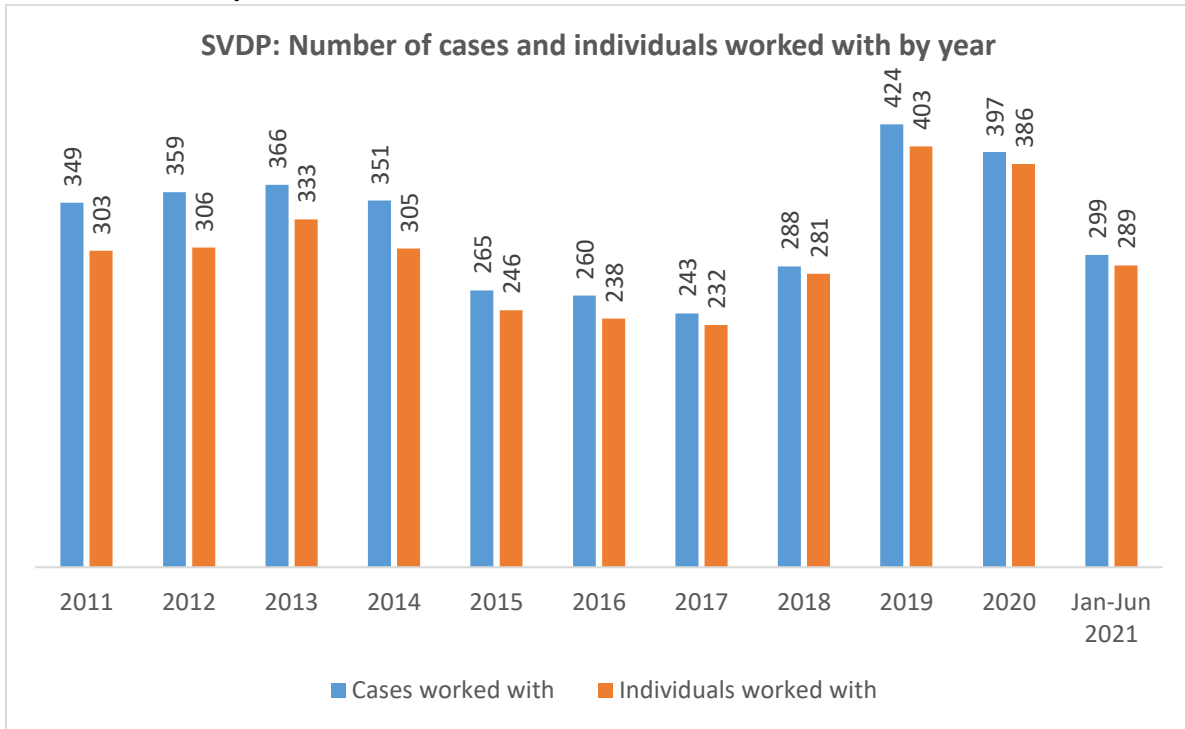
QHC: Number of new & re-contact cases opened by district and year



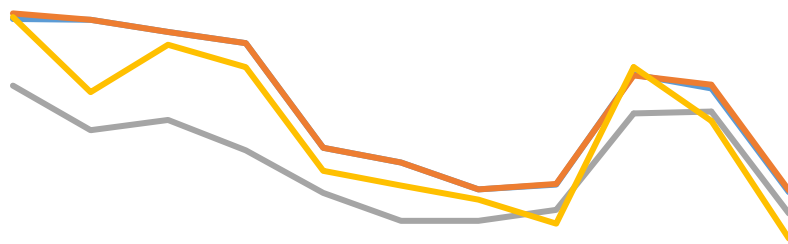
QHC: Number of new & re-contact cases opened by town of residence and year



St. Vincent de Paule Social Work Service (SVDP) Case Activity



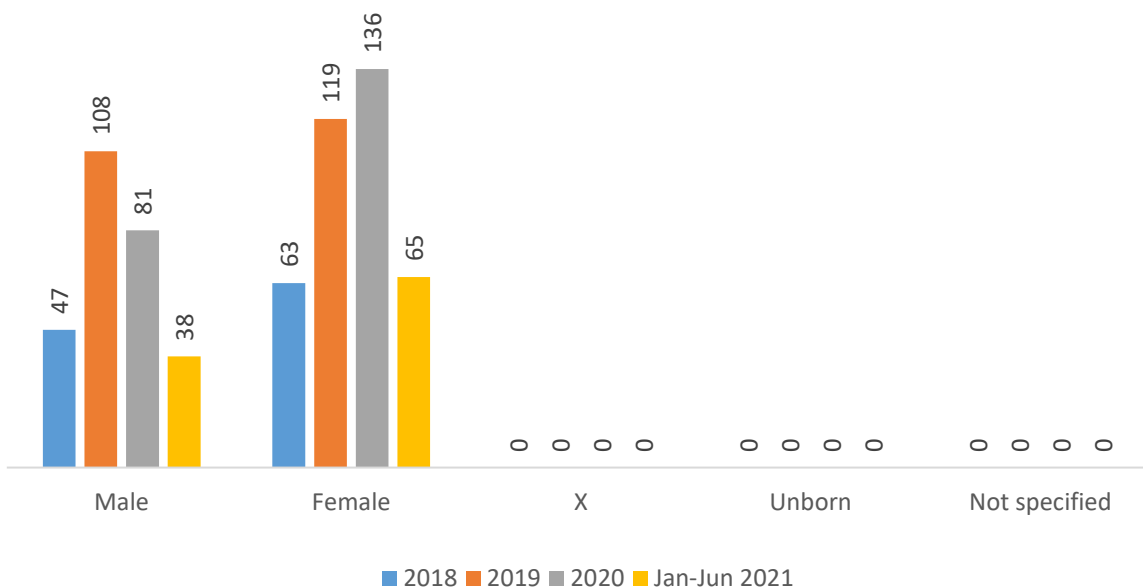
SVDP: Number of referred, new & re-contact, new and closed cases by year



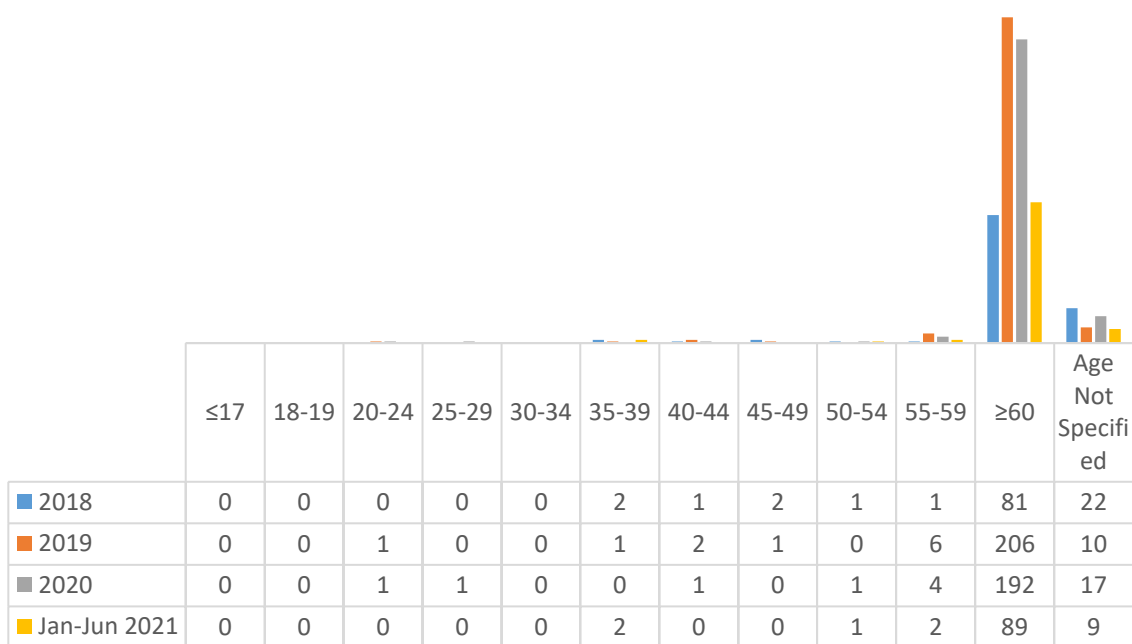
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases	288	287	274	262	149	133	104	109	228	213	101
New & recontact cases	294	287	274	262	149	133	104	110	227	217	103
New cases	216	168	179	146	100	70	70	82	186	188	78
Closed cases	290	209	260	236	124	108	93	67	236	178	51

Details Regarding New and Re-contact Cases Opened

SVDP: Number of new & re-contact cases opened by gender and year

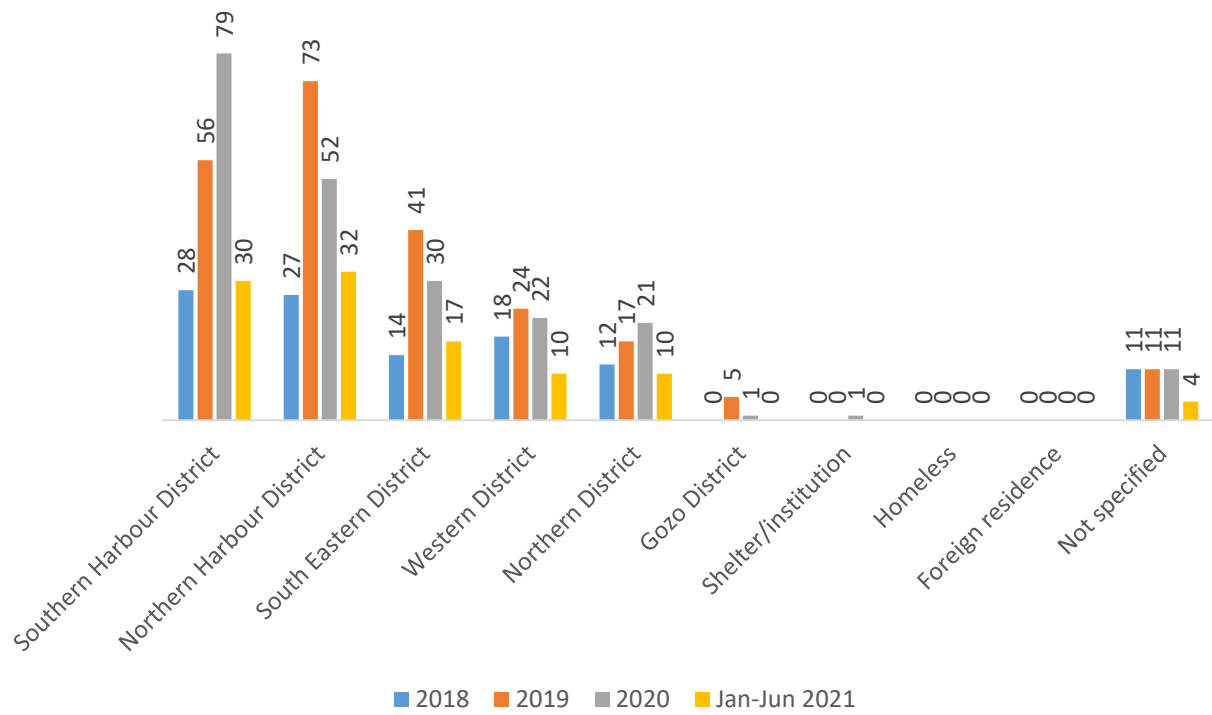


SVDP: Number of new & re-contact cases opened by age category and year

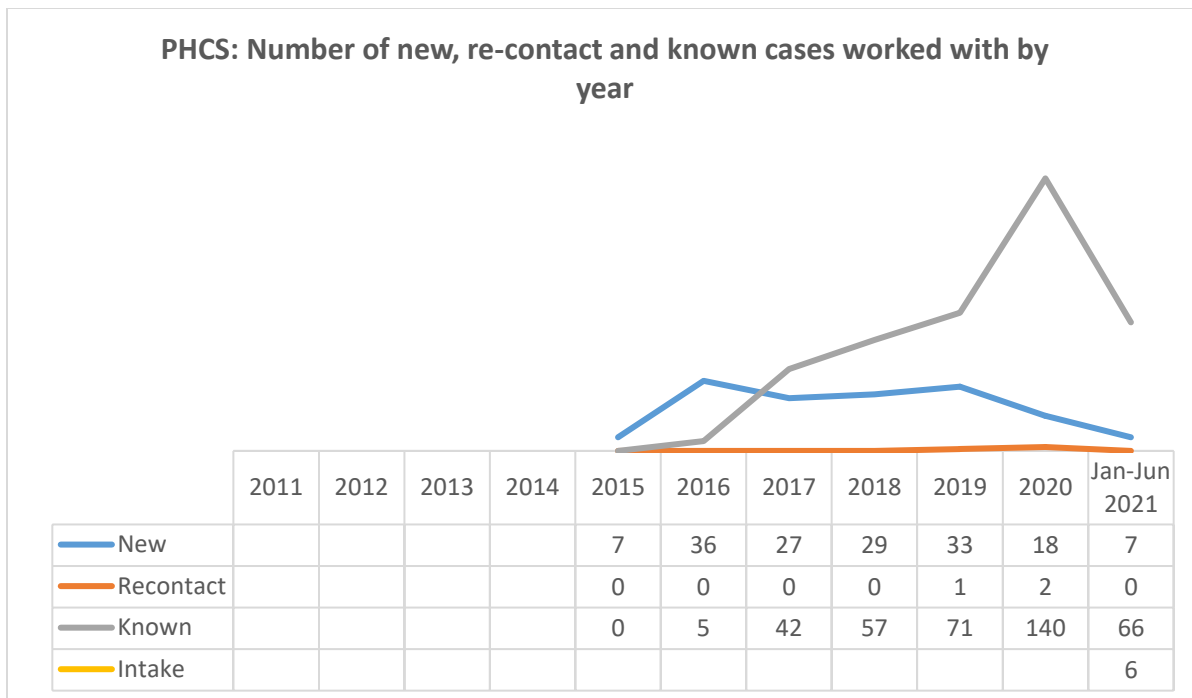
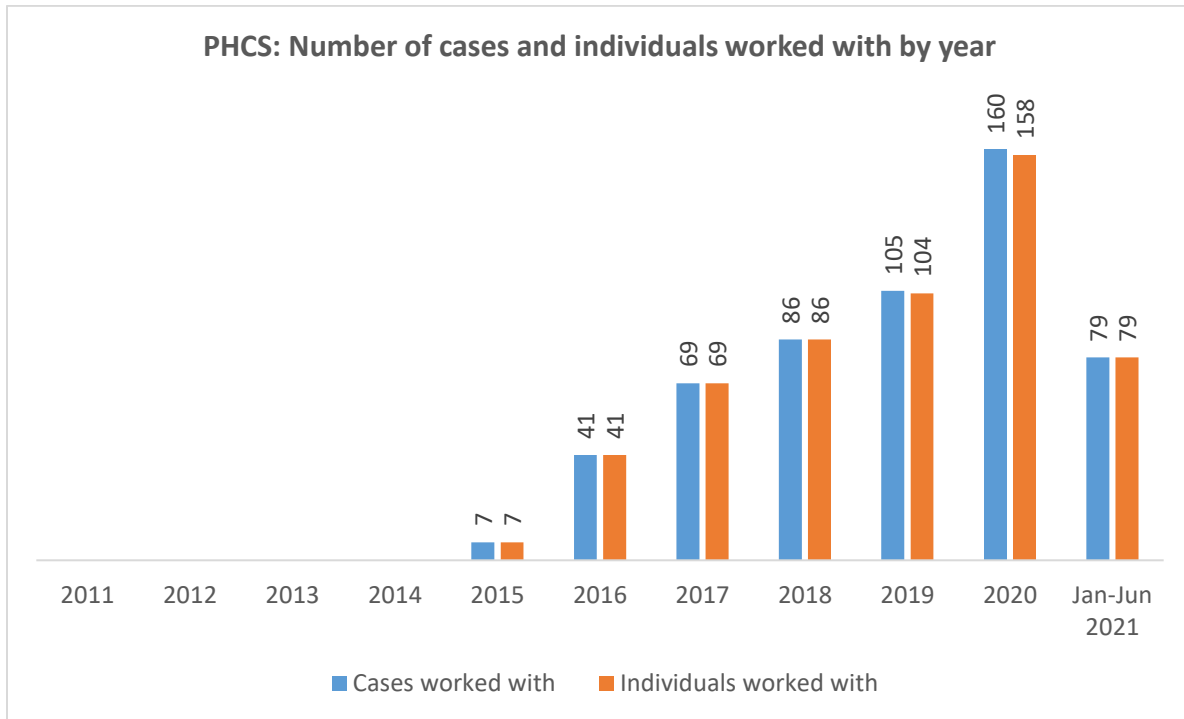


SVDP: New & re-contact cases by age and gender January – June 2021			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	2	0	2
40-44	0	0	0
45-49	0	0	0
50-54	1	0	1
55-59	0	2	2
≥60	32	57	89
Not specified	3	6	9
Total	38	65	103

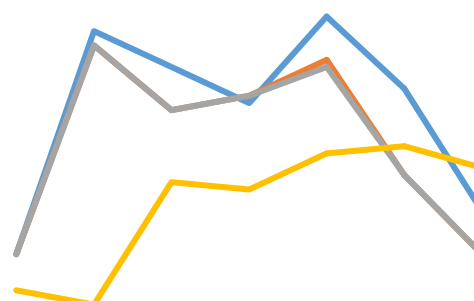
SVDP: Number of new & re-contact cases opened by district and year



Primary Health Care Service (PHC) Case Activity



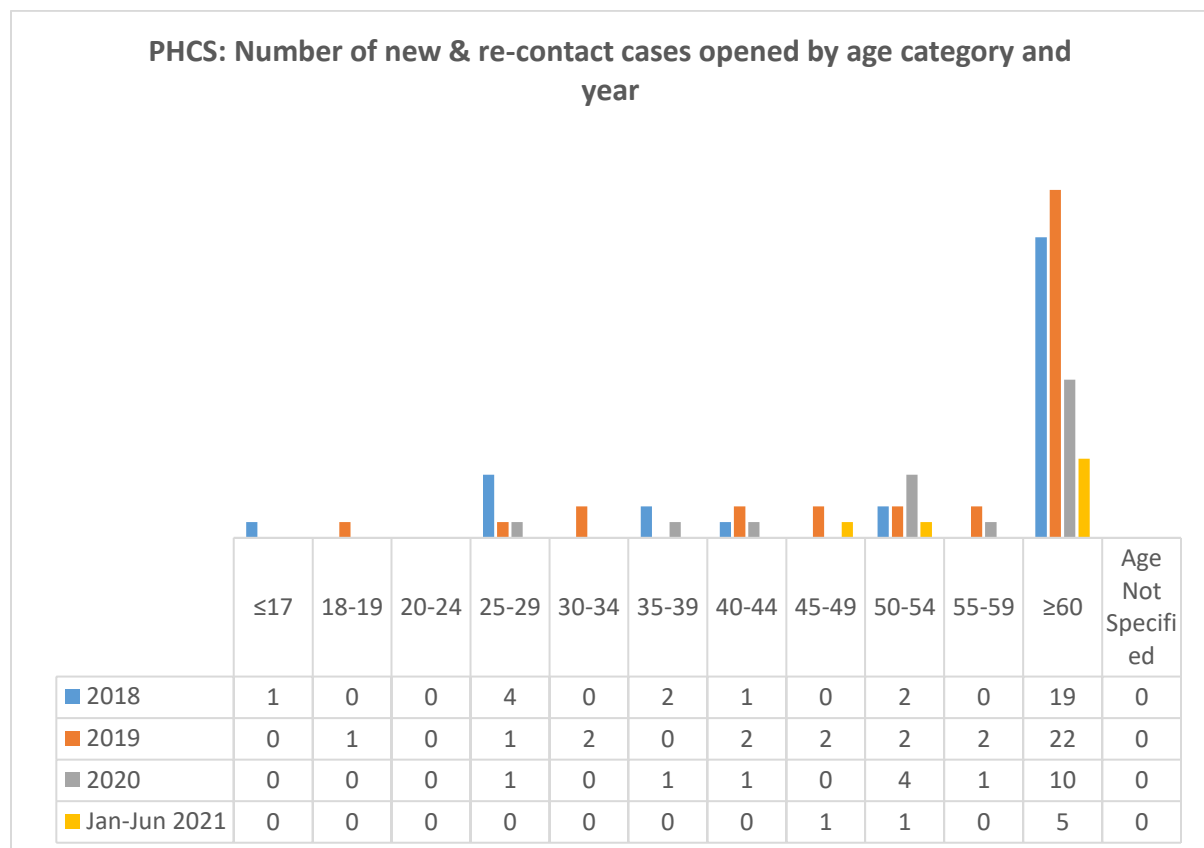
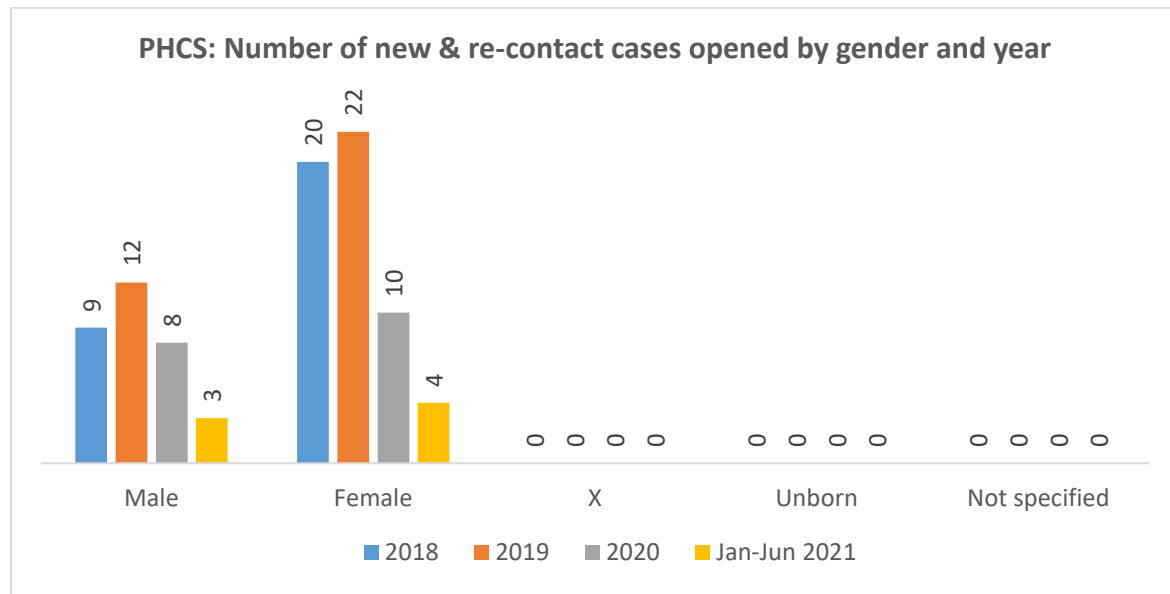
PHCS: Number of referred, new & re-contact, new and closed cases by year



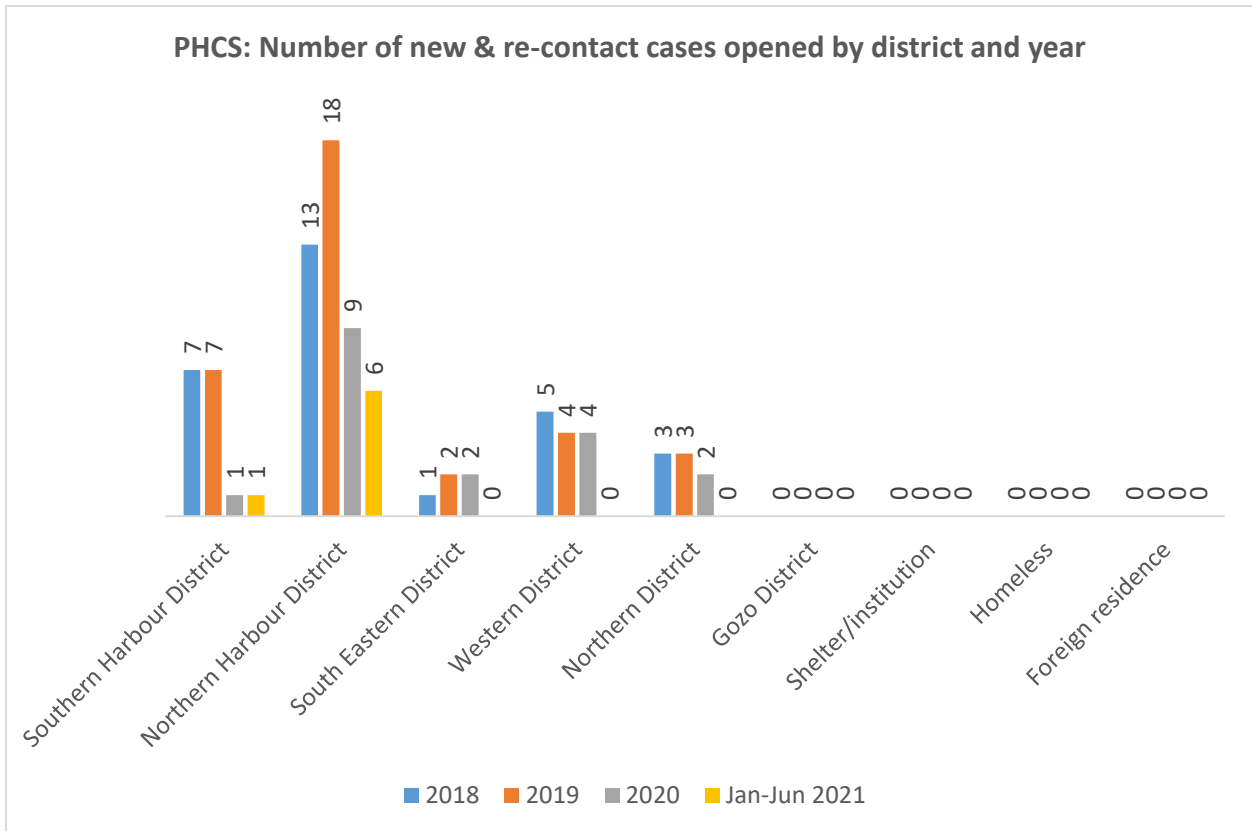
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Jan-Jun 2021
Referred cases					7	38	33	28	40	30	13
New & recontact cases					7	36	27	29	34	18	7
New cases					7	36	27	29	33	18	7
Closed cases					2	0	17	16	21	22	19

PHCS: Source of referral				
Number of cases referred and source of referral				
	2018	2019	2020	Jan-Jun 2021
Birkirkara health centre	17	27	18	9
Bormla (Cospicua) health centre	5	5	4	1
Floriana health centre	1	3	0	1
Rabat (Malta) health centre	2	0	2	1
Kirkop health centre	0	0	0	1
Mosta health centre	3	3	1	0
Paola health centre	0	2	4	0
Gzira health centre	0	0	0	0
Qormi health centre	0	0	1	0
Total	28	40	30	13

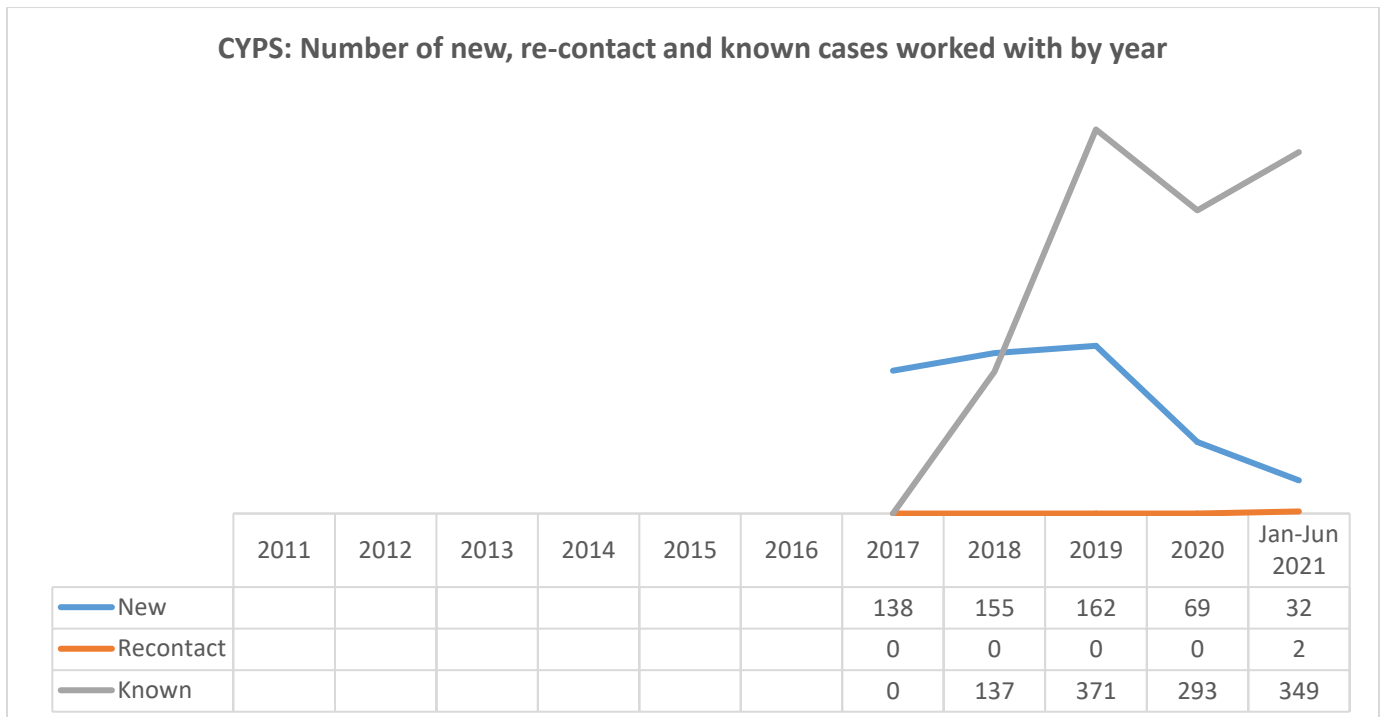
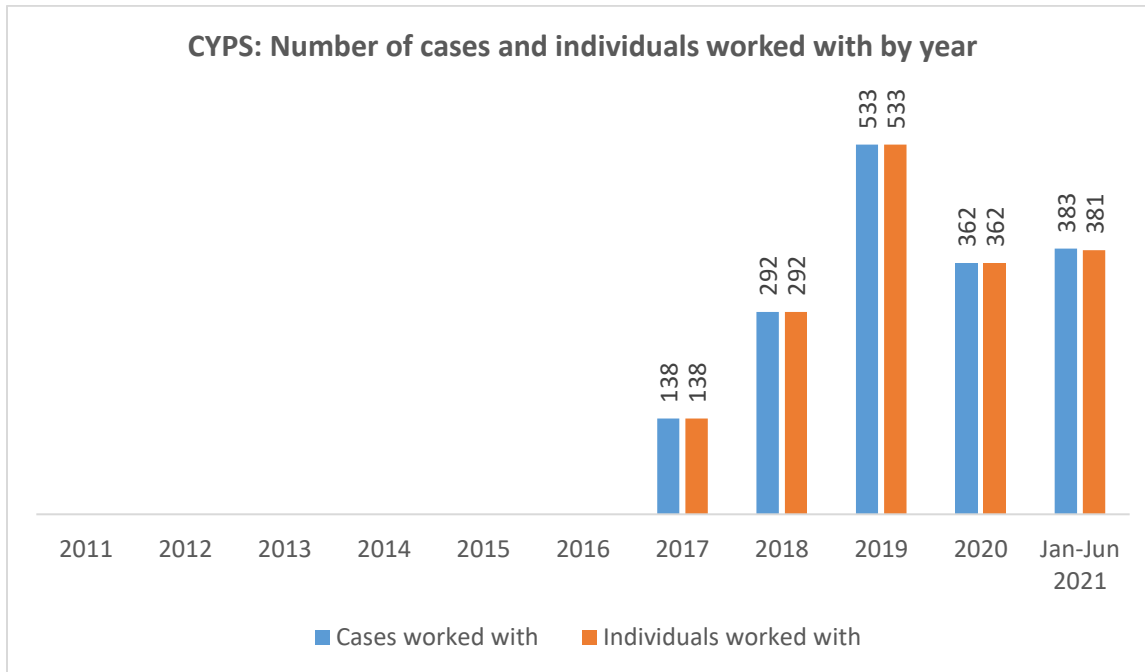
Details Regarding New and Re-contact Cases Opened



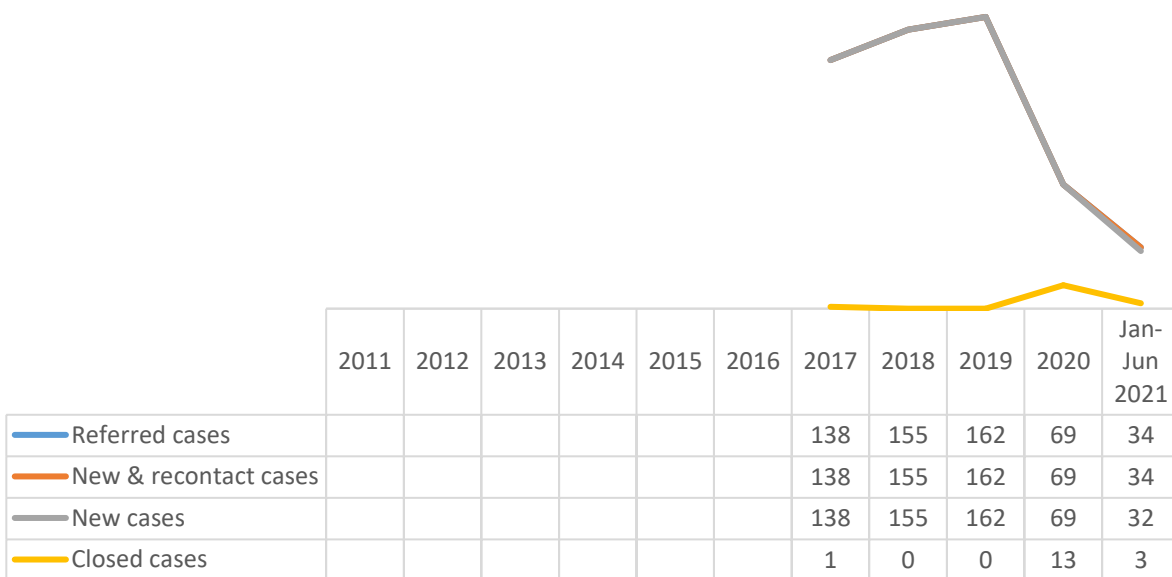
PHCS: New & re-contact cases by age and gender			
January – June 2021			
	Male	Female	Total
<17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	0	0	0
40-44	0	0	0
45-49	0	1	1
50-54	0	1	1
55-59	0	0	0
>60	3	2	5
Not specified	0	0	0
Total	3	4	7



Child and Young People's Service (CYPS) Case Activity

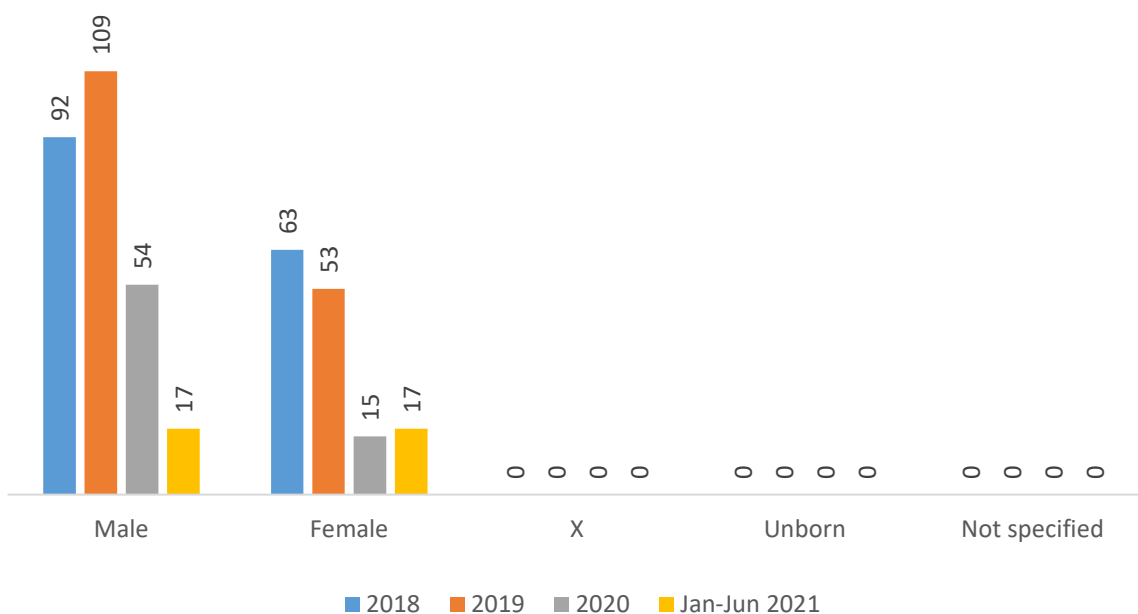


CYPS: Number of referred, new & re-contact, new and closed cases by year

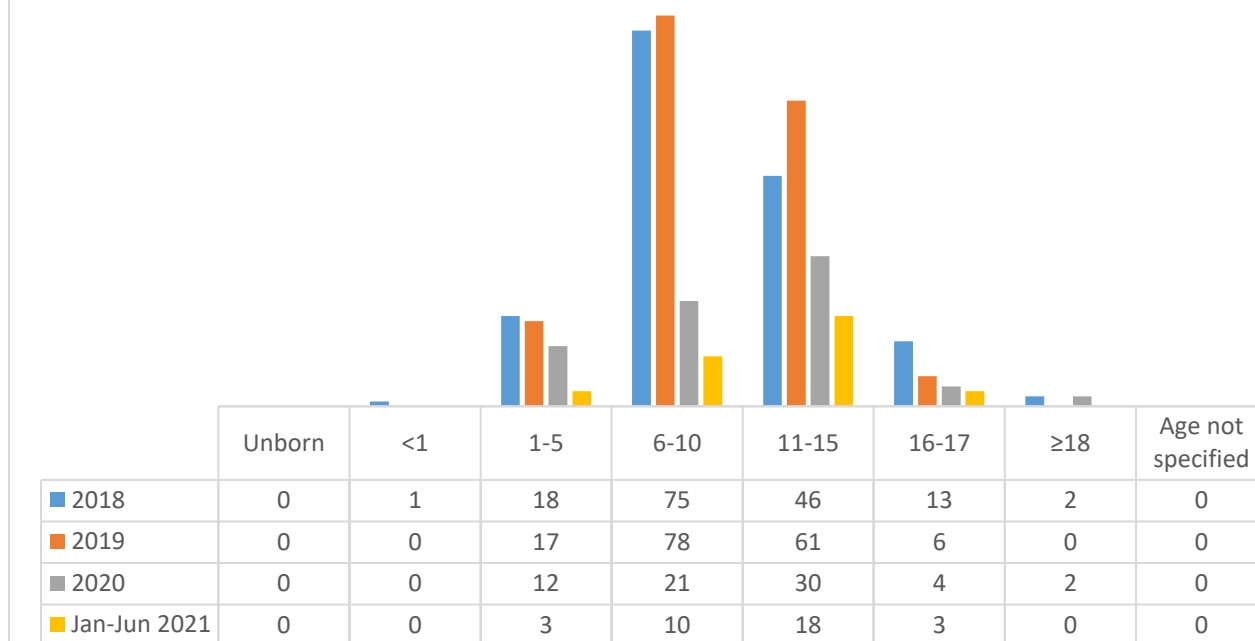


Details Regarding New and Re-contact Cases Opened

CYPS: Number of new & re-contact cases opened by gender and year

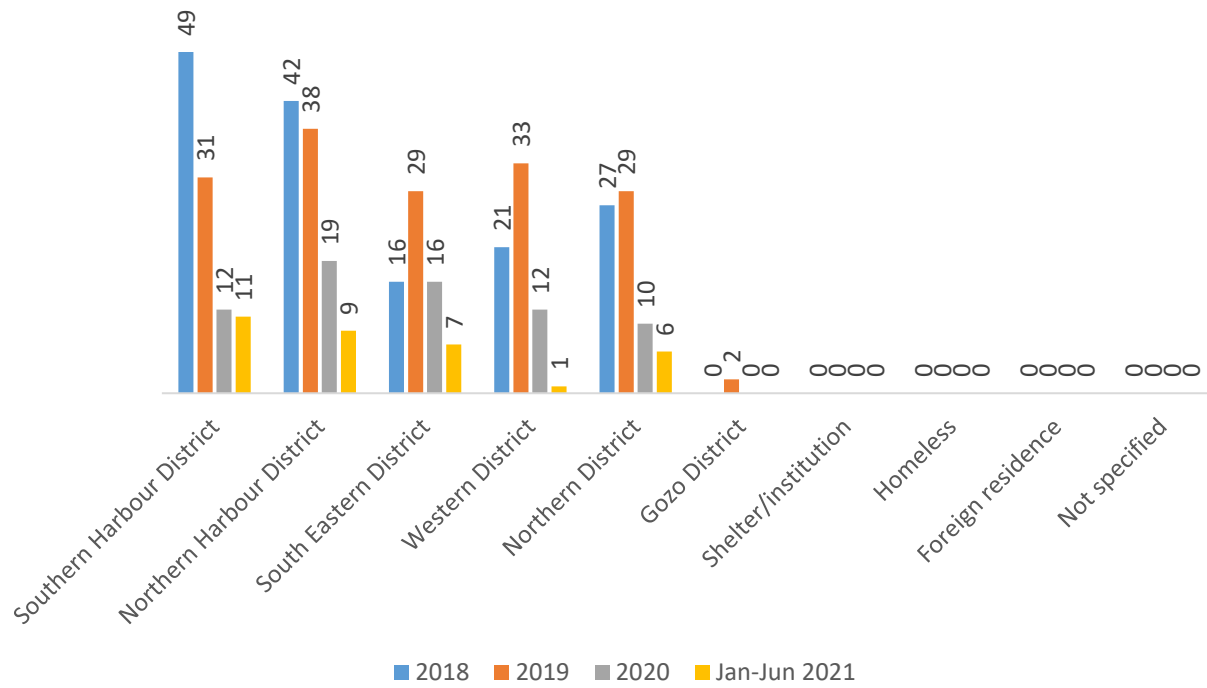


CYPS: Number of new & re-contact cases opened by age category and year



CYPS: New & re-contact cases by age and gender January – June 2021			
	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	1	2	3
6-10	7	3	10
11-15	7	11	18
16-17	2	1	3
≥18	0	0	0
Not specified	0	0	0
Total	17	17	34

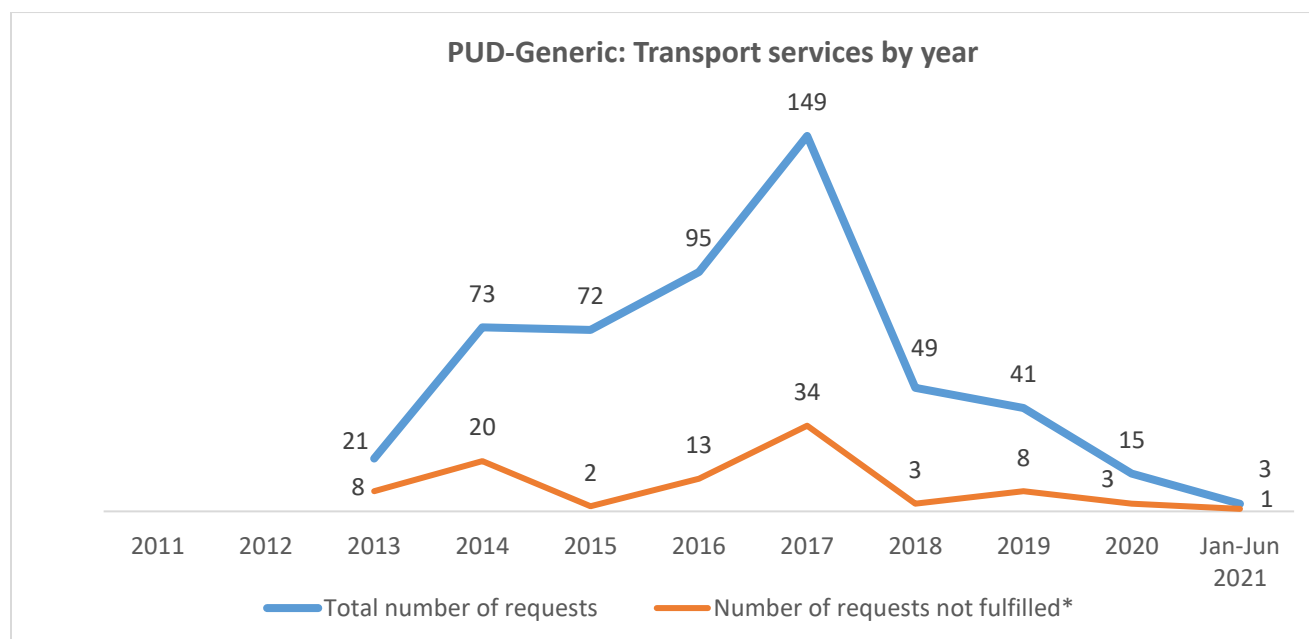
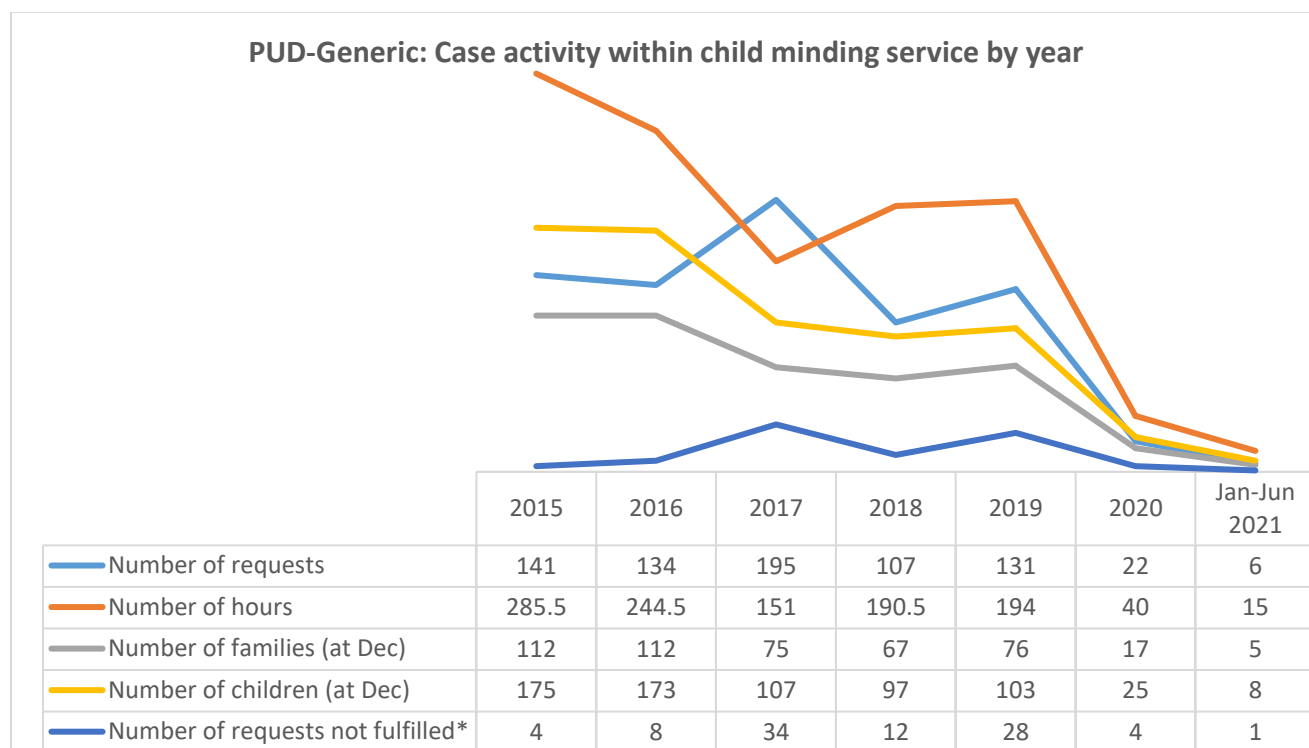
CYPS: Number of new & re-contact cases opened by district and year



Programm Uljed Darna (PUD)

Generic Programme

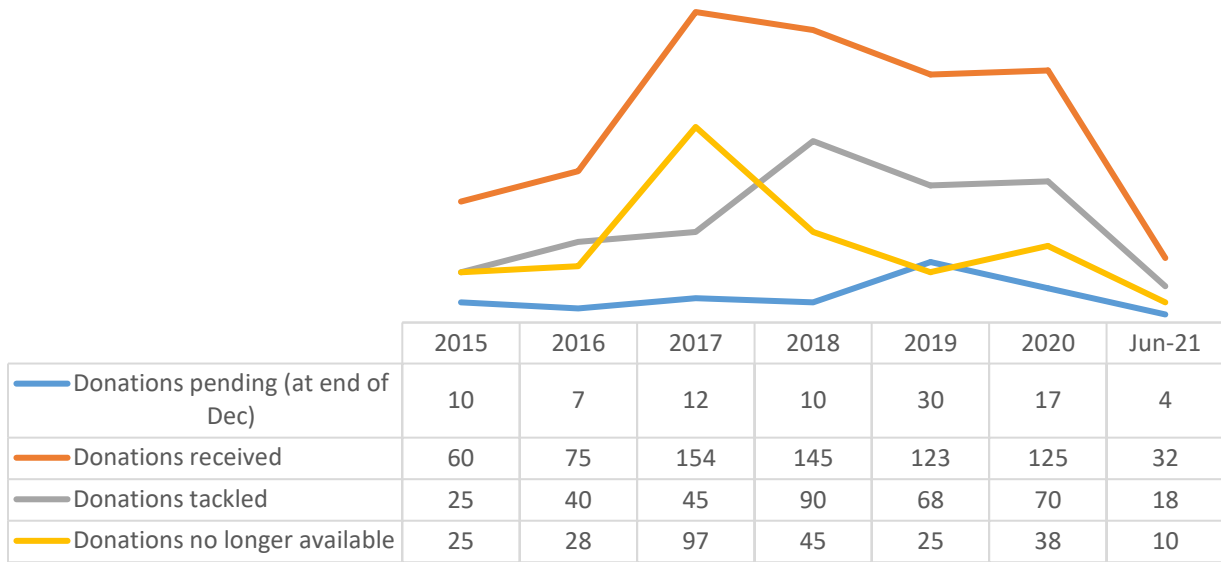
Note¹³



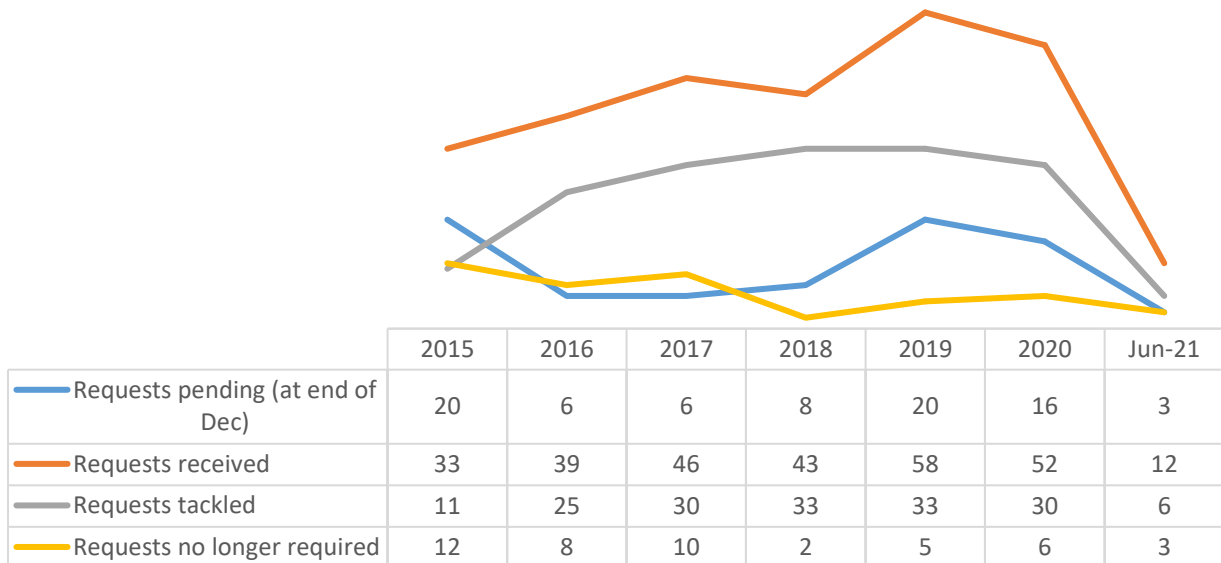
¹³ In 2021, some of the remit of Programm Uljed Darna (PUD), i.e., volunteers and generic work with children, were transferred to Home-Start under the Alternative Care Directorate.

Progett Tereza

PUD-Tereza: Donations by donation status and year

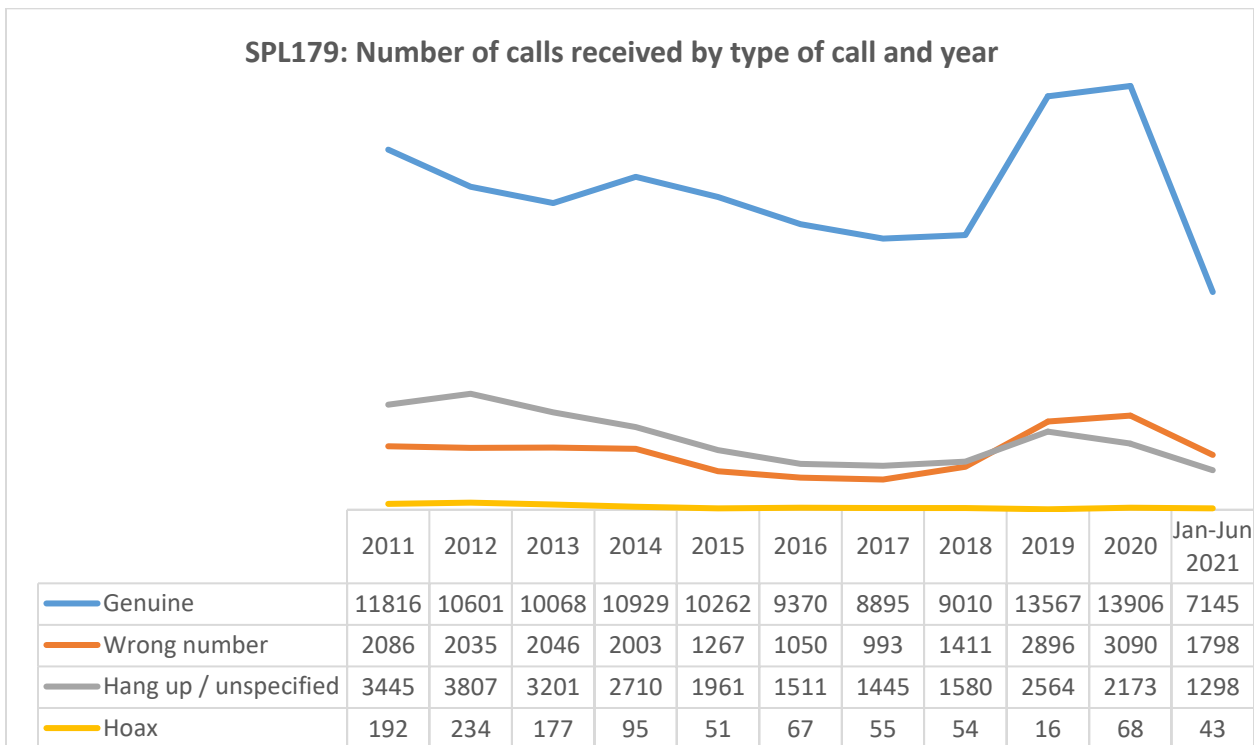
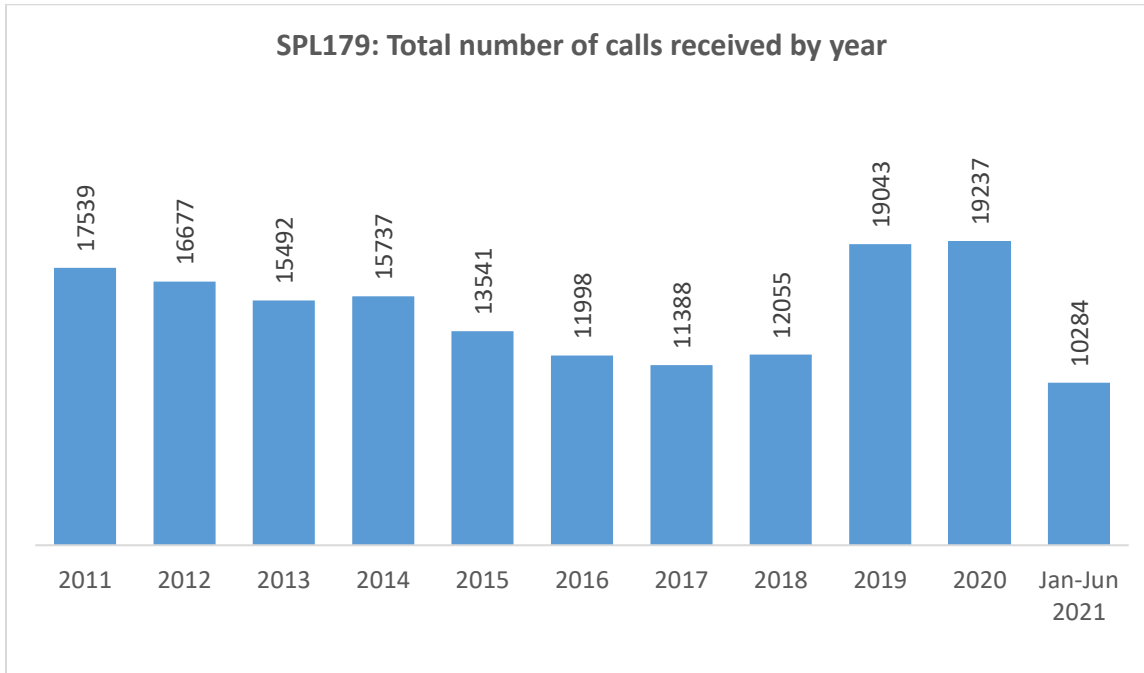


PUD-Tereza: Requests by request status and year



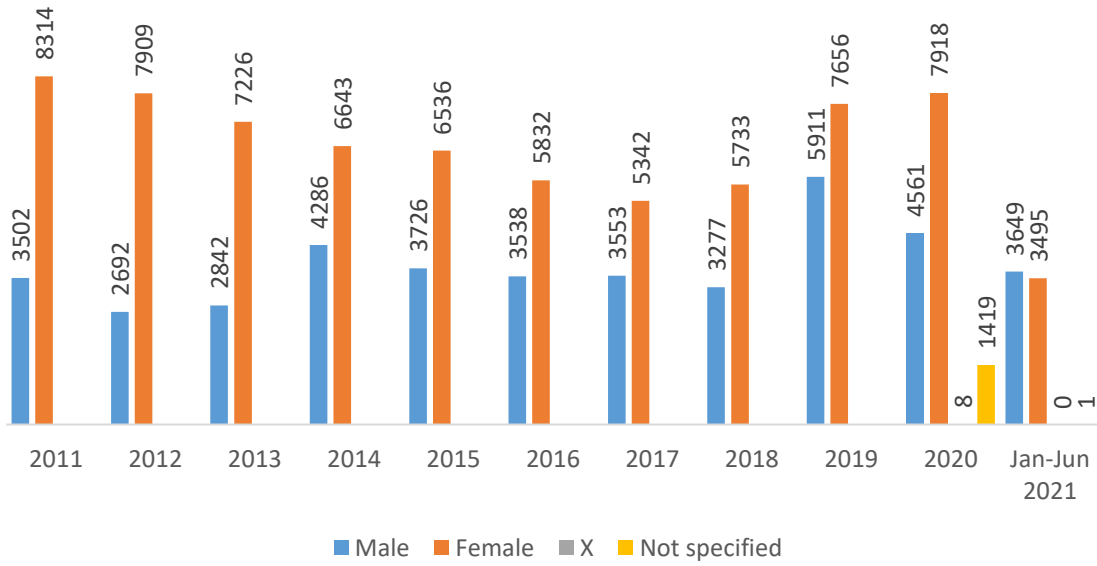
Supportline 179

Note¹⁴

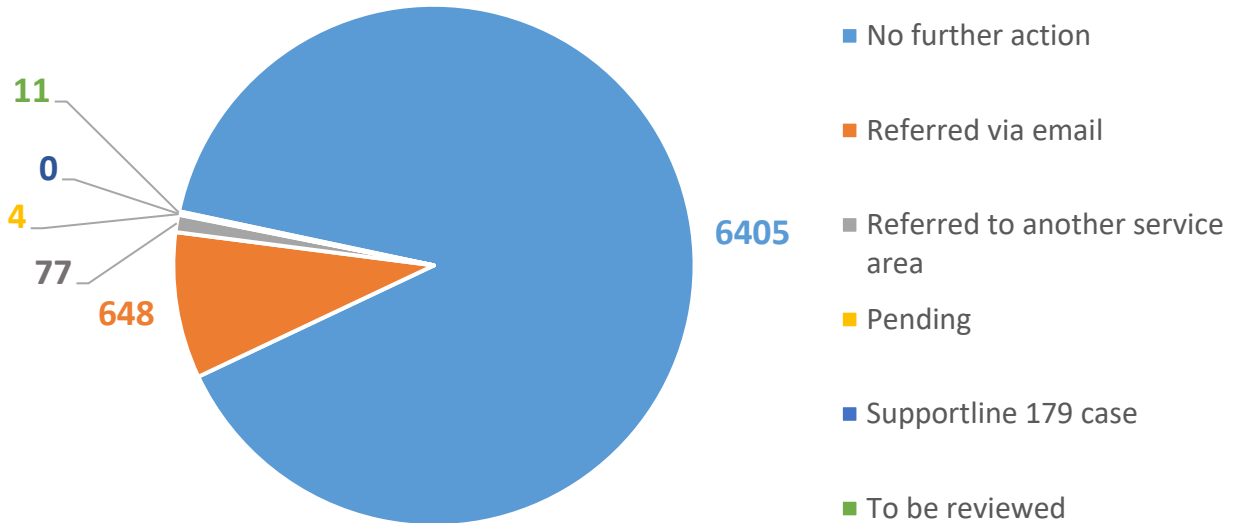


¹⁴ A new data collection system and reporting format was introduced in April 2020. The data incorporates calls to both 179 and 1772 together.

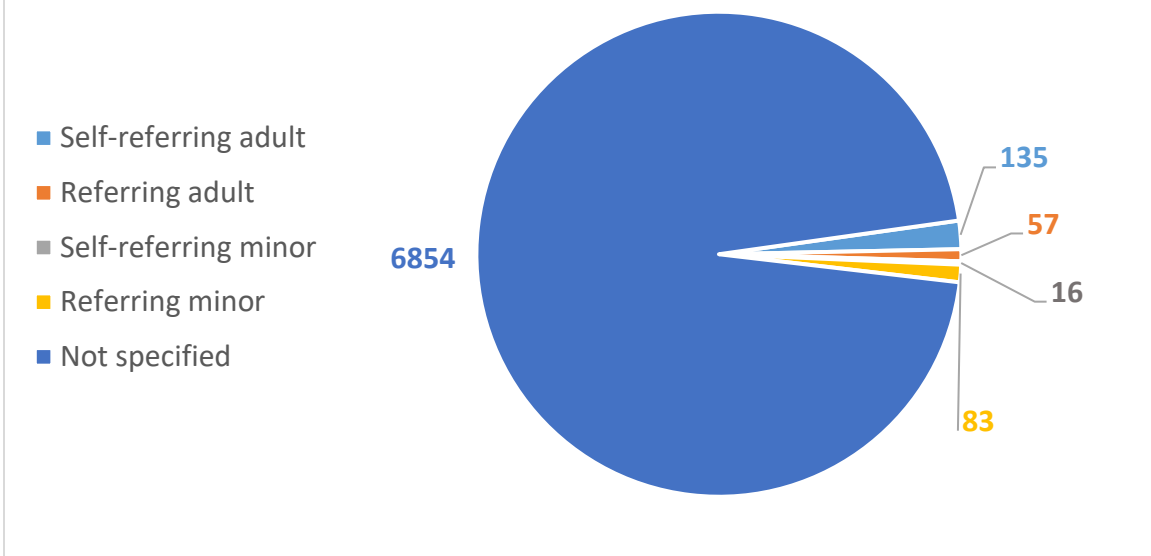
SPL179: Number of genuine calls received by gender and year



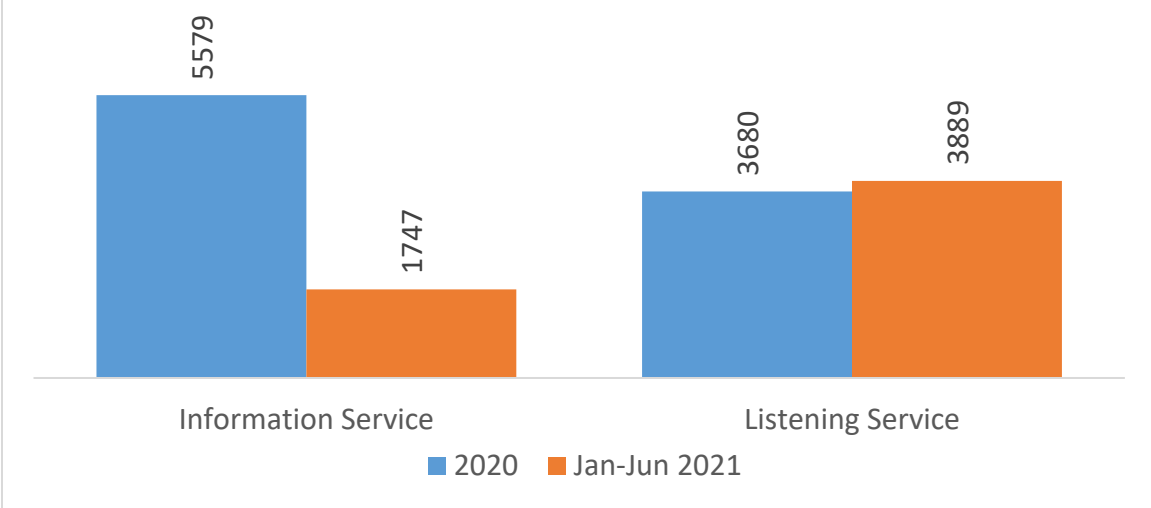
SPL179: Outcome of genuine call: Jan-Jun 2021



SPL179: Genuine call by caller type: Jan-Jun 2021



SPL179: Number of genuine calls where information or listening services were requested

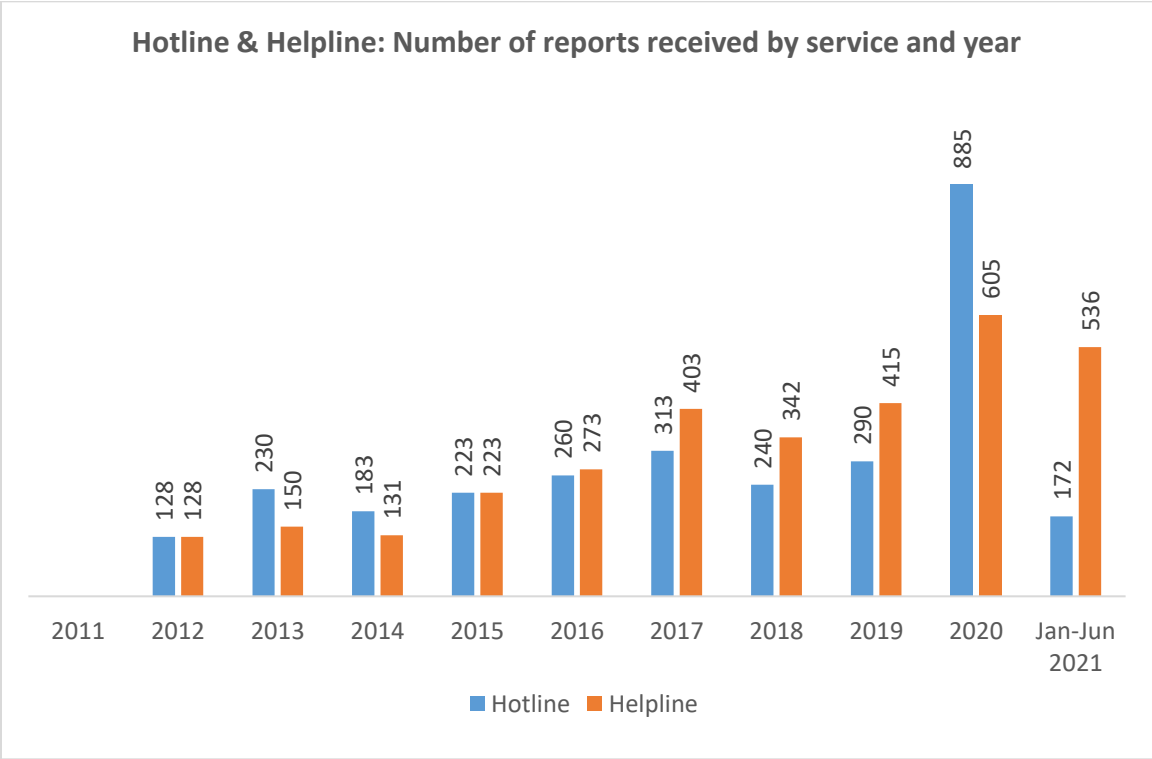


SPL179: Number of genuine calls by primary problem ¹⁵			
	2019	2020	Jan-Jun 2021
Abuse of an adult	0	42	12
Abuse of elderly persons	0	69	17
Adoption related	0	4	2
Aggressive\violent behavior	0	85	65
Alcohol	113	91	68
Bereavement	33	50	19
Bullying	41	32	36
Care of significant others	0	6	1
Child abuse – at risk	0	151	57
Child abuse – emotional	79	72	57
Child abuse – neglect	195	160	69
Child abuse – physical	114	105	34
Child abuse – sexual	30	15	12
Child abuse - internet	40	-	0
Child access	0	63	36
Child care	0	41	31
Communication issues in romantic relationship	0	13	3
Crime (adult)	0	10	3
Cyber-bullying	0	34	8
Delinquency (youth)	0	13	2
Disability related issues	84	57	29
Divorce	0	4	2
Domestic violence – at risk	0	208	34
Domestic violence – emotional	516	439	160
Domestic violence – financial	0	17	5
Domestic violence – neglect	65	4	0
Domestic violence – physical	414	353	118
Domestic violence – sexual	21	8	4
Drugs (prescription medication)	0	11	8
Drugs (illicit substances)	185	182	76
Eating disorder	0	4	2
Elderly needs	307	477	166
Employment problems	0	38	7
Financial problems	41	90	23
Foster placement	52	21	8
Gambling	22	22	4
Harassment	0	20	18
Homeless	376	645	292
Housing problems	39	54	9
Illegal content	0	10	3
Infidelity in romantic relationship	0	7	8
Information - internet	141	24	0
Information - services	1294	463	0

¹⁵ Multiple problems may exist but this table only reports the primary problem as reported by the caller.

Language or cultural barriers	0	2	1
Legal issues	345	189	71
Listening	4013	1098	0
Loneliness	1185	2626	2117
Marital separation	160	176	44
Mental health	1292	1505	1026
Non-person directed behaviours	0	50	0
Oppositional defiant disorder	0	0	4
Parent child attachment issues	268	134	14
Parenting skills	8	24	12
Personal hygiene issues	0	1	1
Physical health	70	106	75
Pregnancy related issues	18	11	5
Relationship problems with reconstituted family	0	5	7
Relationship problem with extended family	0	56	28
Relationship problem with nuclear family	548	476	128
Residential care	16	34	32
Romantic relationship conflicts	174	216	137
Running away	0	21	9
School related problems	15	13	6
Self-injury behaviours	149	89	35
Sexting	0	1	1
Sexual assault/rape	11	6	2
Sexuality related issues	25	17	9
Social security benefits issues	0	68	18
Stereotyped behaviours	0	0	2
Technology addiction	0	3	6
Undocumented migration issues	24	2	2
Unemployment	7	17	4
Usury	8	15	9
Unspecified behavioural problems	326	-	0
Other	703	2722	1831
None specified	0	9	1
Totals	13567	13906	7145

Hotline & Helpline



Appendix

Glossary of Terms

Variable	Definition
Cases worked with	The total number of cases that were new, re-contact or known in the reporting year. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year. This excludes persons who were referred but their case was never opened.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
New case	A new case that was opened or activated for the first time ever within the reporting year and that was never previously worked with.
Re-contact case	A case that was worked with and closed in the past and has been re-activated or re-opened within the current reporting year.
Known case	Cases that were activated or opened in the previous reporting years and they are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Intake	When a case is referred to the service it is placed on intake (intake is the initial status for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a case is not a known case or opened case within the reporting period it remains an intake case.
Waiting list	Intake cases are placed on the waiting list when it is determined that the person would benefit from accessing the service but service cannot be provided immediately. This can be due to various factors such as, but not limited to, space limitations, further assessments required or further feedback from the service user is required.
Referred cases	The period when a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
New & re-contact case	The period when a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
Closed case	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
Gender	Gender is reported as male, female, X, unborn or not specified. "X" means a gender that is not exclusively male nor female. Unborn refers to service users still existing in the mother's womb.
Family cases	The service works with families. A family case may consist of: <ul style="list-style-type: none"> - 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	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified since the information is not available or the service user was unwilling to provide the information.
Other	Treatment, issue or location not elsewhere specified.

Maltese Districts

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 (e.g. elderly home), shelter (e.g. Għabex or YMCA), correctional facility or medical facility (e.g. Mount Carmel Hospital).
Foreign residence	Resides in a foreign country and is in Malta for a short stay.

Service Descriptions

Intake & Family Support Service	Provides social work support to referred individuals and families who do not require specialised services. The social work aspects of this service are provided as part of the intake and assessment service. This service is provided to voluntary service users and as a result, they agree to work in partnership with the social worker assigned.
Intake & Family Support Service – Human Trafficking	The social workers within the service interview, assess, counsel and provide support to the potential victims of human trafficking.
Domestic Violence Service	Provides a service to adults who suffer abuse in family and intimate relationships.
Għabex Shelter	Provides emergency shelter to women and their children by offering them a safe place away from direct personal harm.
Emergency Service	The social work service is provided to anyone requiring emergency assistance and support after working hours, on weekends or public holidays.
Stop! The Violence and Abuse Service	The aim is to provide a structured program to the abusive partner who is willing to work on changing their abusive attitudes and behaviour.
Mater Dei Hospital Social Work Service	The service caters for patients referred from the various wards of the general hospital. It aims to enhance the quality of the service user's stay at the hospital, and facilitate the service users' transition from hospital back to their home in the community or other services.
Benniena Service	This service provides social work interventions to women and their families to help some deal with unwanted pregnancies, crises during pregnancy or to support others in their concerns about child bearing.

Oncology Social Work Service	The aim is to provide immediate social work support to patients receiving treatment from Sir Antony Mamo Oncology Centre and to their families.
Qormi Health Centre Social Work Service	The aim is to provide community social work support to persons within the Qormi, Zebbug and Siggiewi localities.
St. Vincent de Paule Social Work Service	This social work service was set up to cater for the psycho-social needs of residents at St. Vincent de Paul residence. The service also carries out assessments of elderly persons living in the community with the aim of referring them to other appropriate services.
Primary Health Care Service	Social work services are offered from Bormla (Cospicua) and Birkirkara Health Centres. The social work service is voluntary and service users are not obliged to accept referrals to the Social Worker Clinic.
Child and Young People's Service	Was previously known as Child Guidance Clinic. Social Workers form part of an inter-disciplinary team and focus on supporting children with behavioural and or mental health difficulties such as ADHD, autism, as well as supporting their families.
Programm Uljed Darna – Generic Programme	Offers time, skills, guidance, assistance, information and practical help to facilitate the life of families who are under stress. Families may face many situations which threaten to disrupt the stability of the family. In such cases, social workers or other professionals who are already working with the family and with their consent refer them to Programm Uljed Darna.
Programm Uljed Darna – Progett Tereza	Forms part of Programm Uljed Darna, and it seeks to provide families in need with goods in kind and donations received by the Service.
Supportline 179	The 179 number is a national helpline providing immediate help to those seeking information, support and referrals to social welfare entities on various issues. The 1772 number is a national helpline providing immediate help to those seeking information, support and referrals to social welfare entities in regards to mental health issues, feeling lonely or in a great state of desolation.
Hotline & Helpline	The Hotline is an online reporting system which provides a secure and confidential environment where members of the public can anonymously report websites that host content related to online child abuse. The helpline is an internet-based calling system for reporting such issues as well.



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