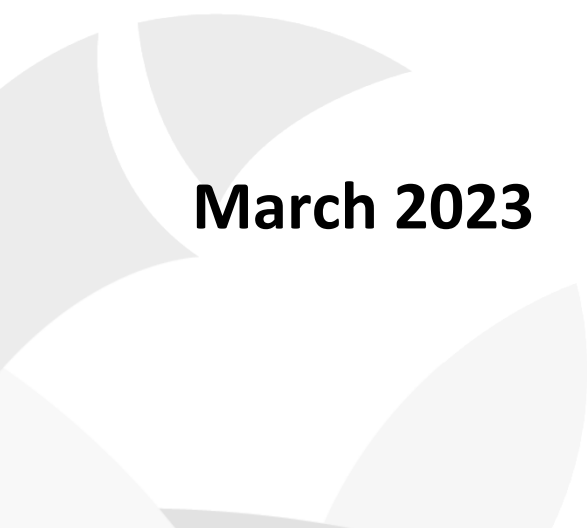




**Agenzija Appogg**  
**Yearly Statistical Report**  
January to December 2022

**March 2023**



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**Foundation for Social Welfare Services, Malta**

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# Introduction

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

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

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

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

*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 Appogg by year



Case activity<sup>2</sup>: Jan-Dec 2022

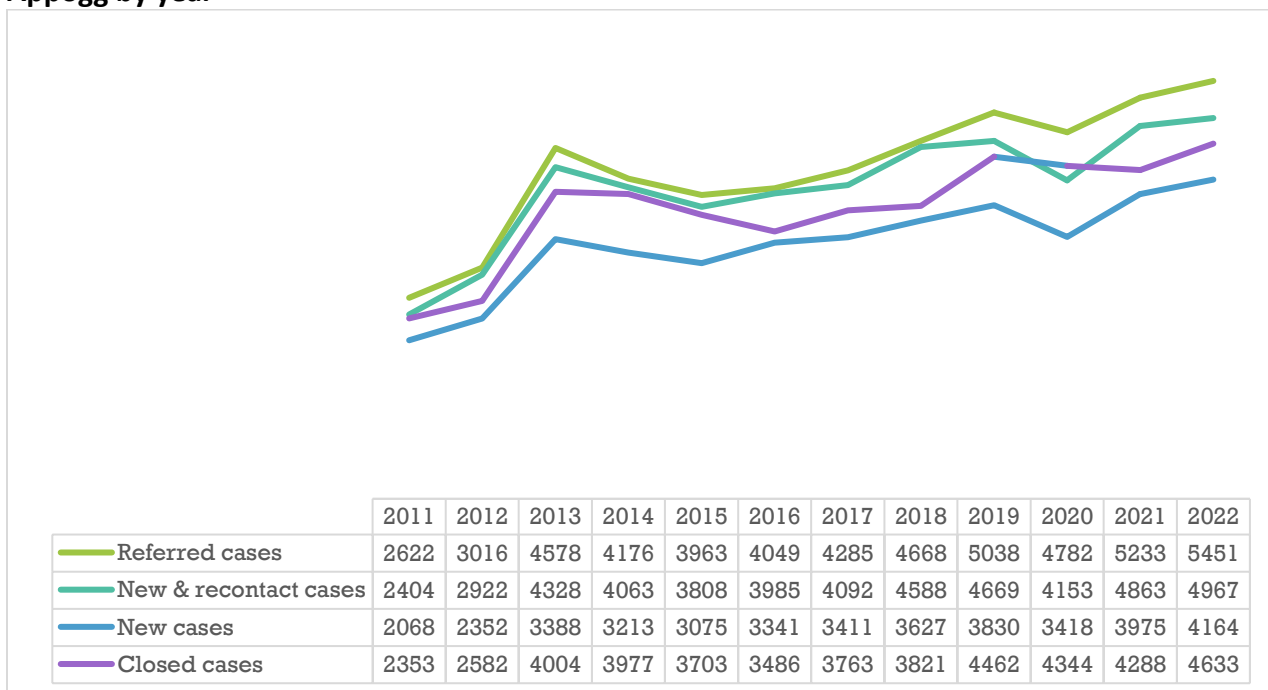
	Total cases worked with	Individuals worked with
Intake & Family Support Service	1112	1079
Human Trafficking	24	24
Domestic Violence Unit	2121	2065
Ghabex Shelter	81	80
Stop! The Violence and Abuse	100	100
Child to Parent Violence	31	31
Mater Dei Hospital Social Work Service	2787	2619
Benniena Service	196	190
Oncology Social Work Service	619	613
Qormi Health Centre Social Work Service	193	189
St Vincent De Paule Social Work Service	597	526
Primary Health Care Service	127	127
Bormla Mental Health Care Service	171	170
Mtarfa Mental Health Care Service	140	138
Child and Young People's Service	606	591

<sup>1</sup> Since individuals can attend more than one unit at the same time, summing the number of cases worked with will over-state 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. This figure excludes the Homeless Service to avoid double counting since the data would already be included through the individual services working with the homeless individuals.

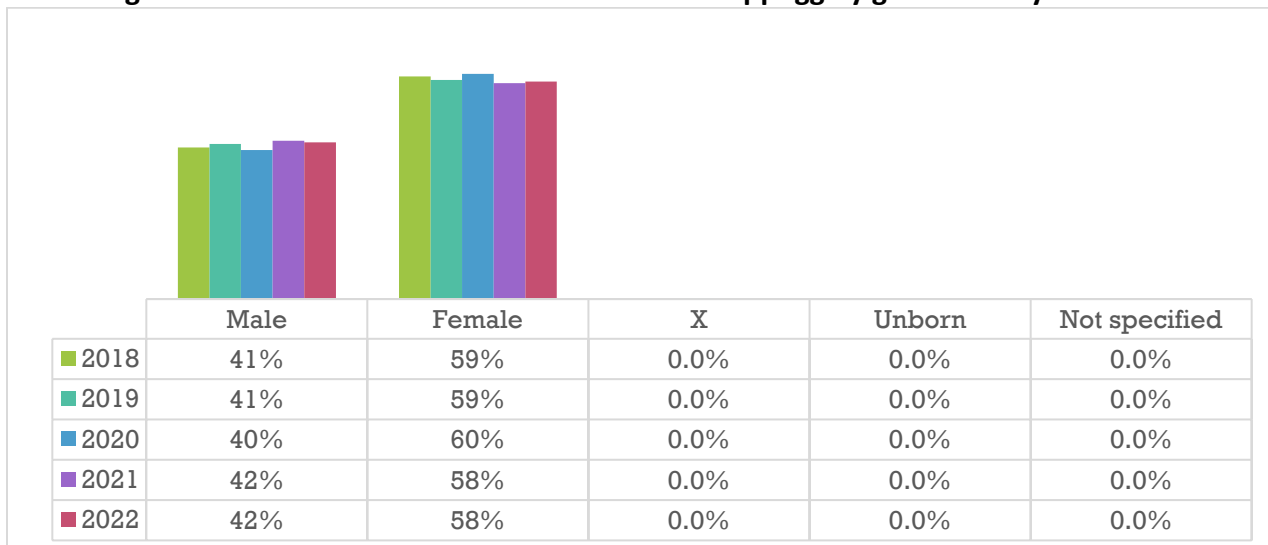
<sup>2</sup> A new data collection system and reporting format was introduced in 2020.

Service	Other information
Emergency	<b>16</b> new referrals.
Homeless Service	<b>775</b> individuals worked with.
Progett Uljed Darna	<b>41</b> requests were processed.
Progett Tereza	<b>Donations: 109</b> received and <b>85</b> tackled. <b>Requests: 43</b> received and <b>30</b> tackled.
Hotline	<b>840</b> reports.
Helpline	<b>704</b> reports.
SPL179	Total of <b>17,513</b> calls out of which <b>12,515</b> were genuine.

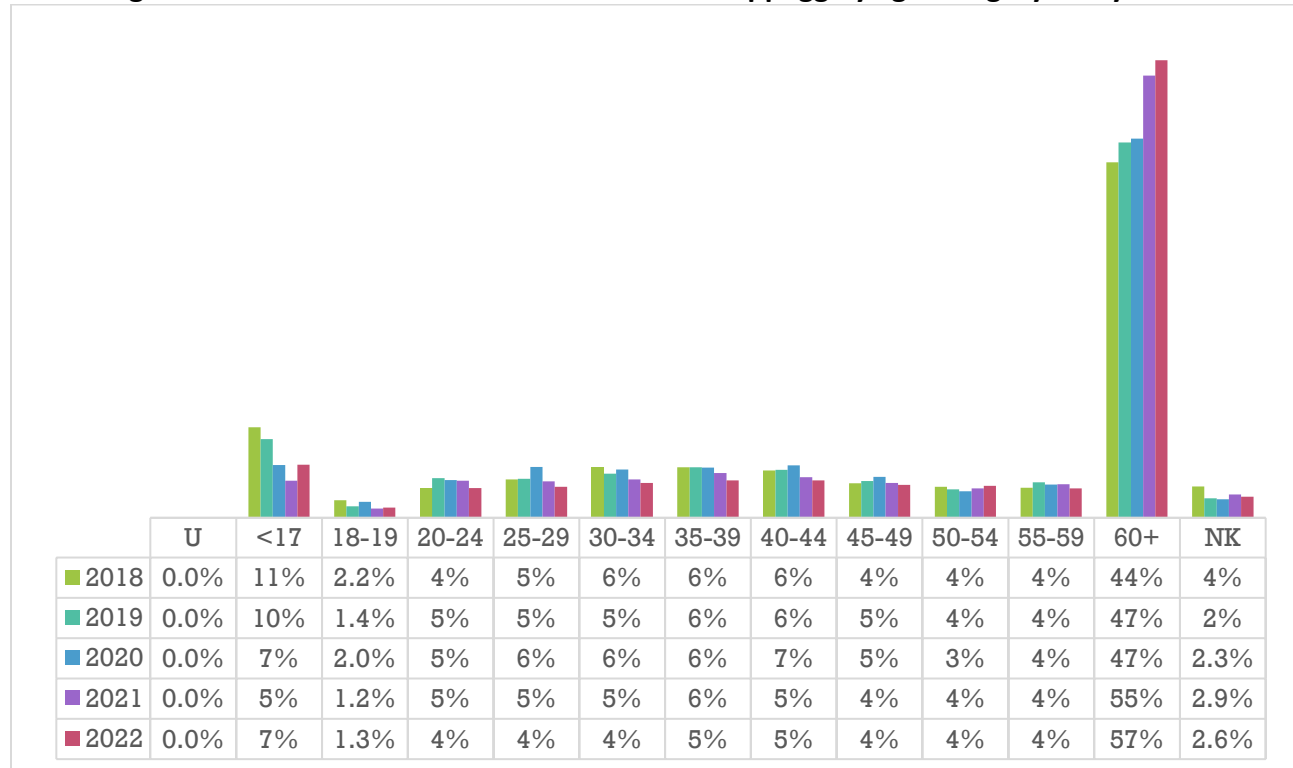
Approximate number of referrals, new & re-contact cases opened, and cases closed by Appogg by year



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

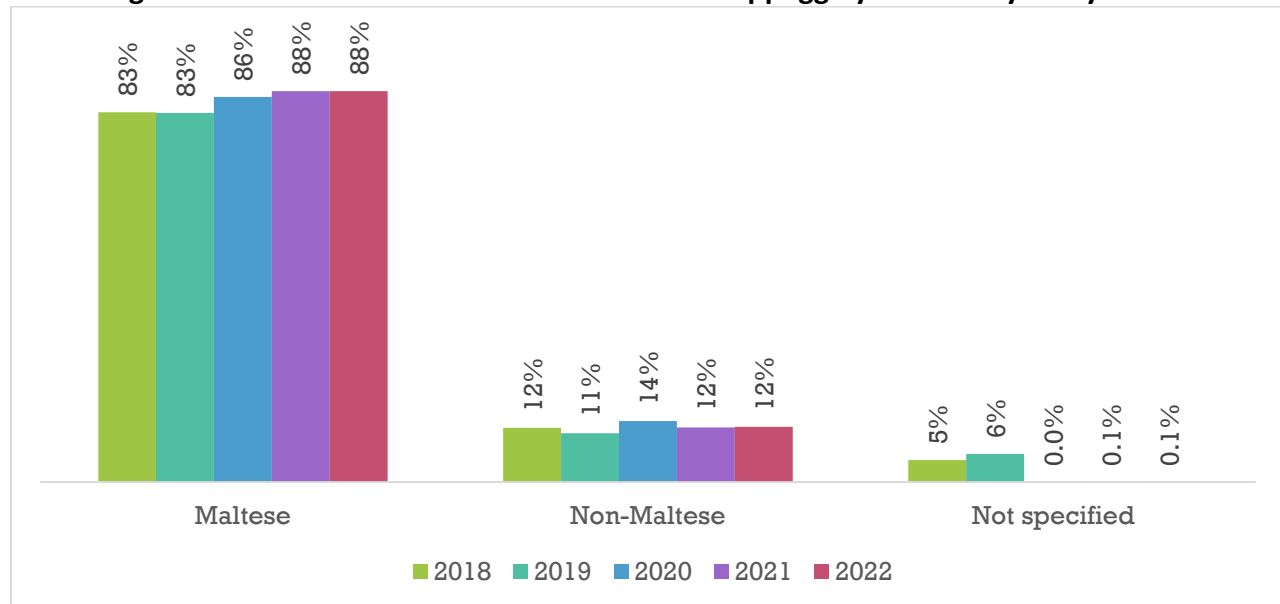


### Percentage of new & re-contact cases worked with at Appogg by age category and year



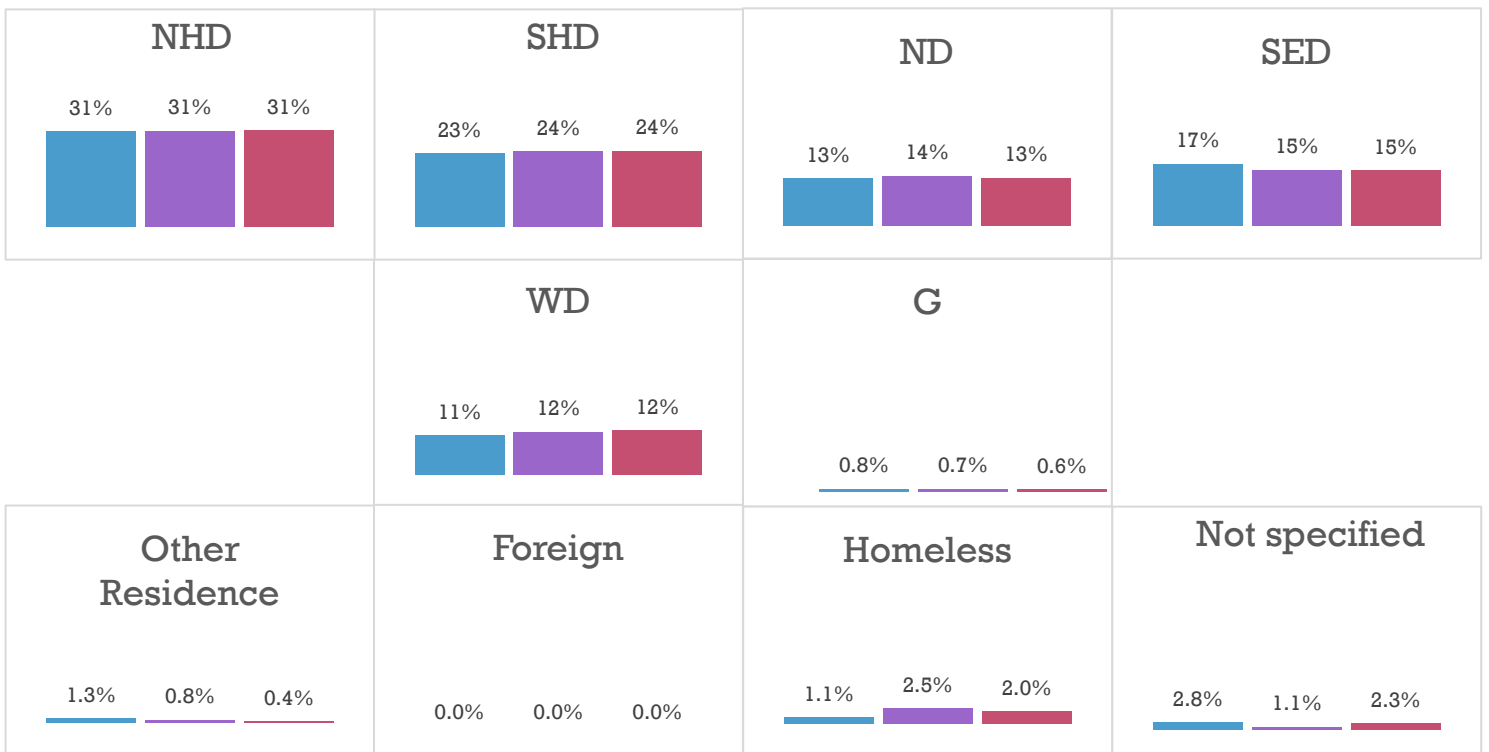
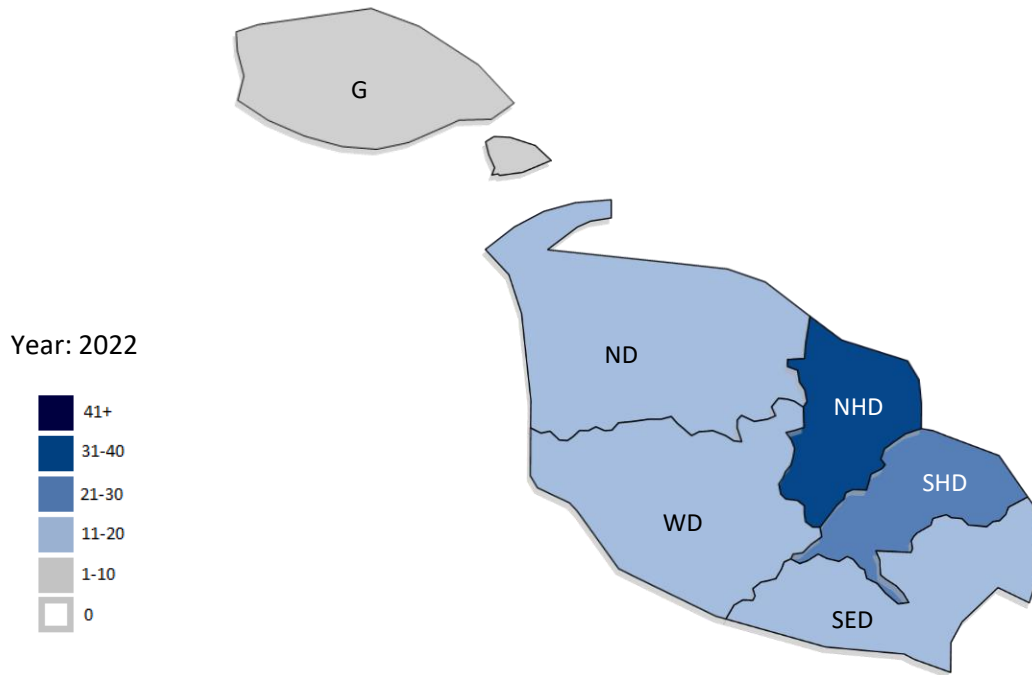
Graph Key<sup>3</sup>

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

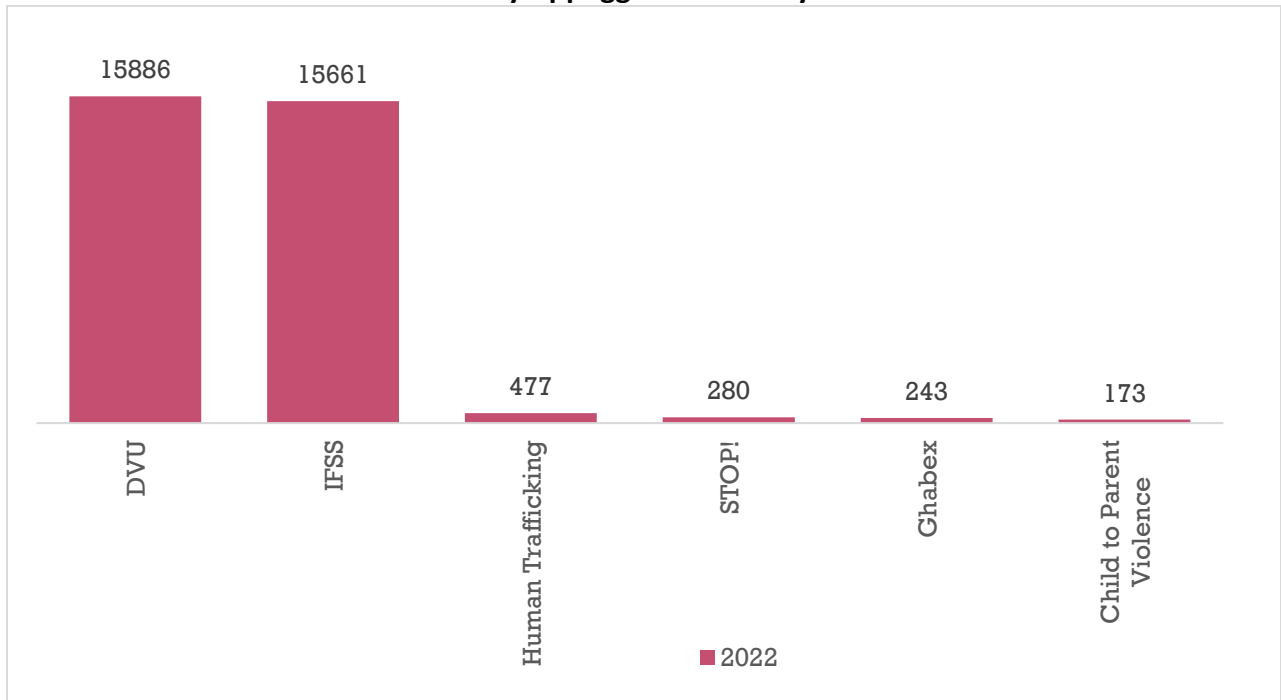


<sup>3</sup> U: Unborn; NK: Not Specified.

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



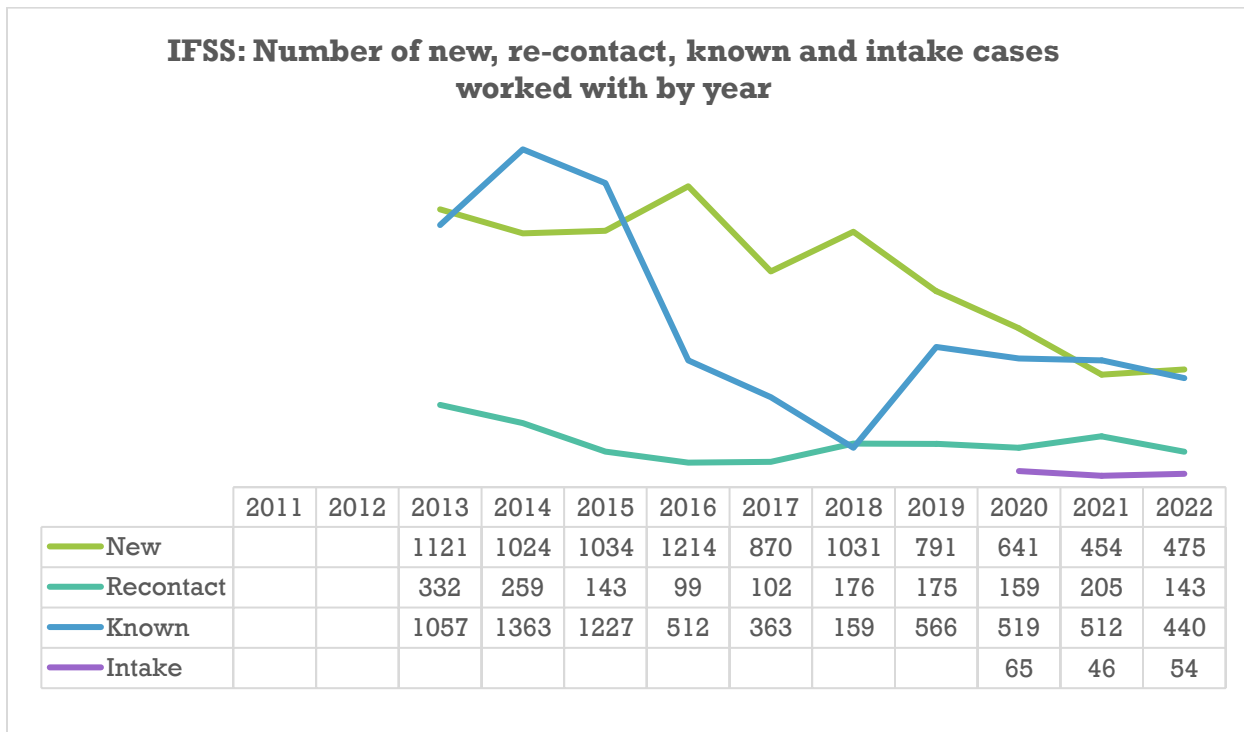
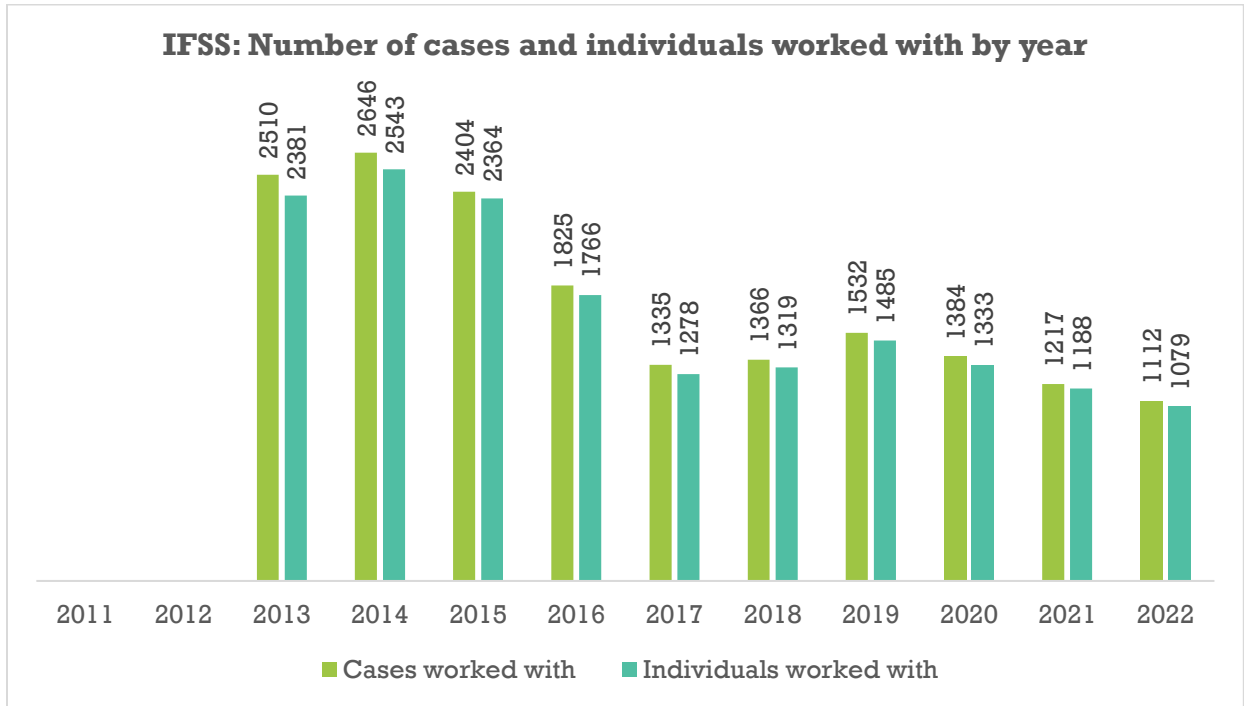
### Number of interventions conducted by Appogg service and year



Note<sup>4</sup>

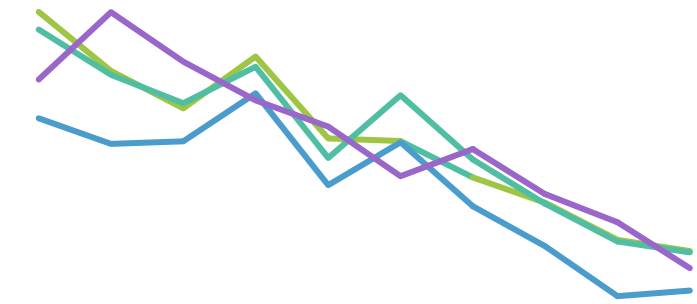
<sup>4</sup> Only provides the number of interventions that have been recorded within the Case Management System as completed or conducted.

# Intake & Family Support Service (IFSS) Case Activity<sup>5</sup>



<sup>5</sup> A new data collection system and reporting format were introduced in 2019.

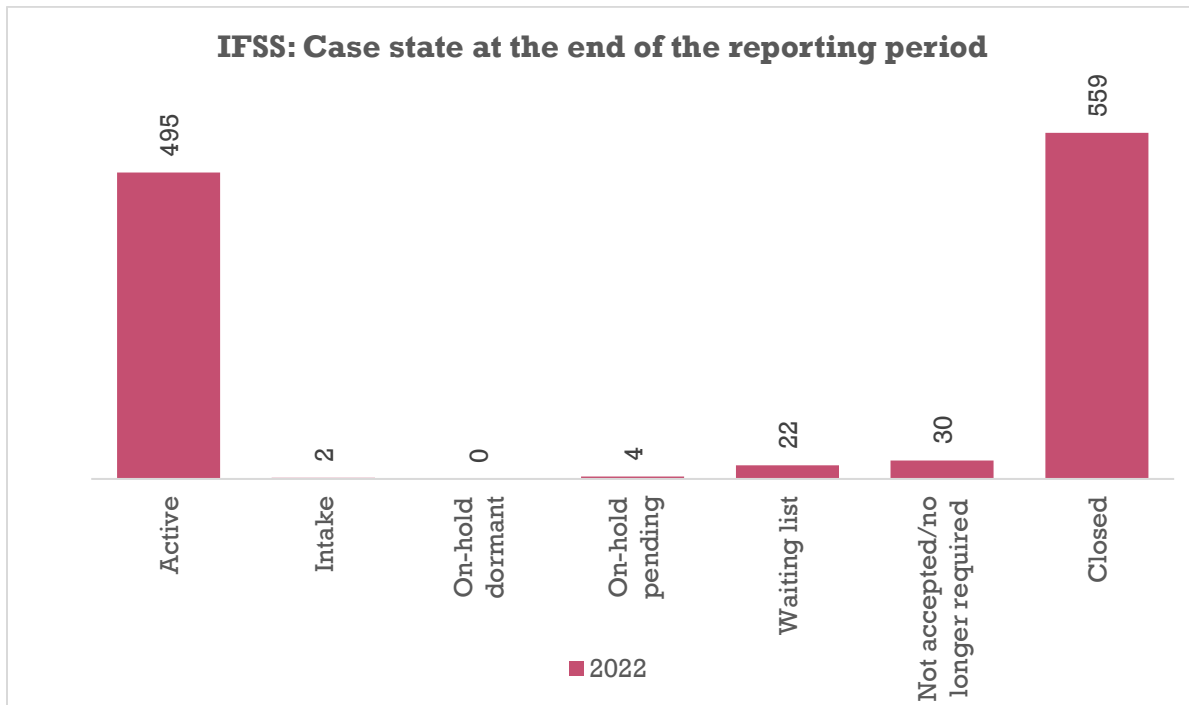
**IFSS: Number of referred, new & re-contact, new and closed cases by year**



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases			1519	1298	1158	1352	1045	1035	899	804	665	623
New & recontact cases			1453	1283	1177	1313	972	1207	966	800	659	618
New cases			1121	1024	1034	1214	870	1031	791	641	454	475
Closed cases			1265	1518	1333	1188	1089	904	1005	836	731	559

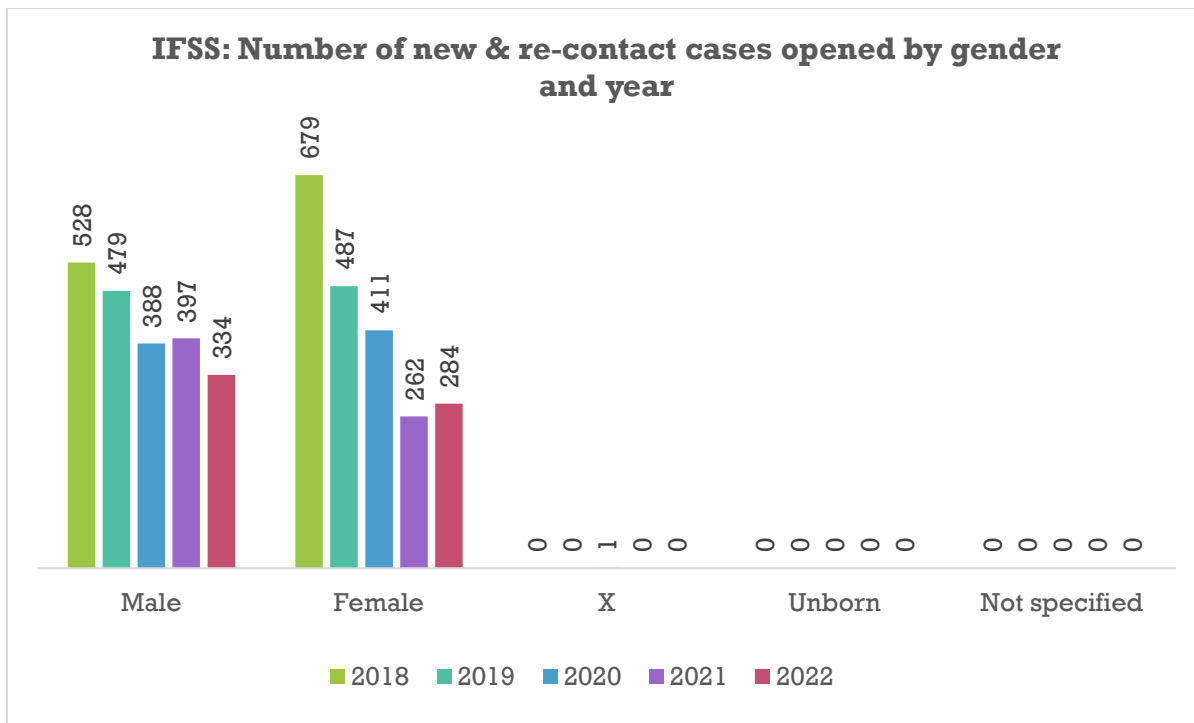
<b>IFSS: Referrals by primary problem<sup>6</sup></b>		
	<b>2021</b>	<b>2022</b>
Addictive behaviour problems	3	3
Assault/rape/harassment/sexual abuse	2	1
Behaviour problems	23	-
Bereavement	0	0
Child abuse	6	2
Child care or access	15	10
Delinquency	0	0
Disability related issues	1	3
Domestic violence	7	7
Eating disorder	0	0
Elderly needs	1	0
Employment issues	19	16
Family relations/relationships	29	44
Financial difficulties	50	43
Fostering or adoption	5	2
Gender related issues	0	0
Health related issues	8	15
Homeless	281	279
Housing problems	57	42
Human trafficking	1	0
Lack of support or guidance	35	32
Legal issues	19	13
Loneliness	1	0
Marital problems	16	10
Mental health issues	31	36
Migrant related issues	6	5
Oppositional defiant behaviours	-	19
Parenting skills/child-parent relationship	-	15
Personality related issues	0	0
Pregnancy related issues	6	0
Relationship problems	11	8
School related problems	11	2
Self-harm or suicide	4	3
Separation related issues	9	5
Sex work related issues	-	2
Other	6	6
Not specified	2	0
<b>Total</b>	<b>665</b>	<b>623</b>

<sup>6</sup> Service users may have multiple problems; this table only reports the primary issue as reported by the service user.



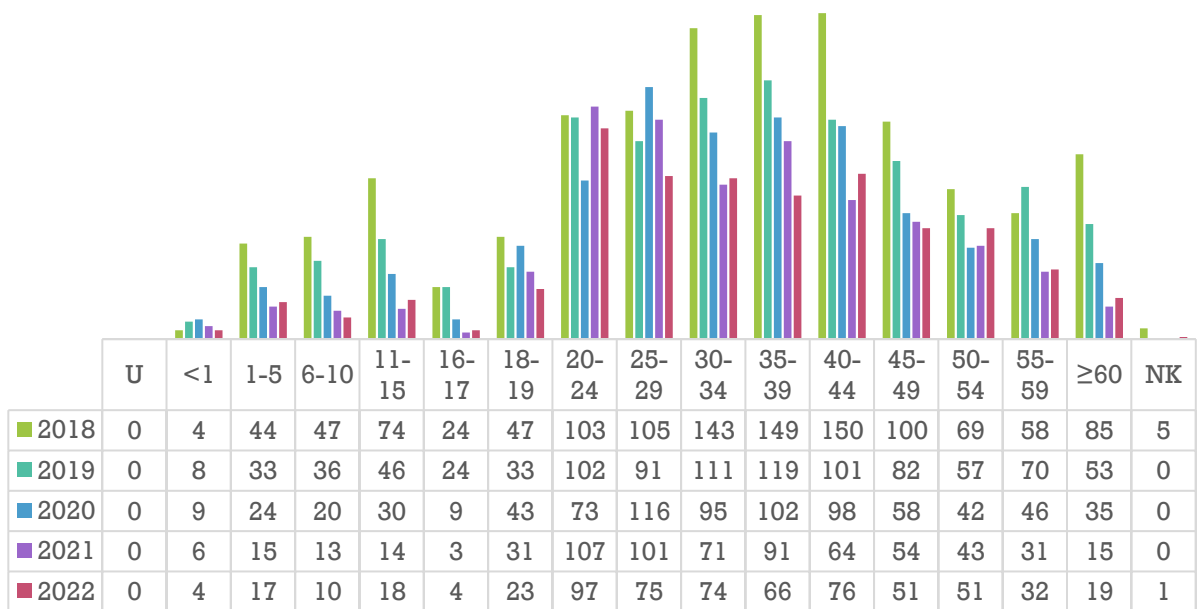
Note<sup>7</sup>

## Details Regarding New and Re-contact Cases Opened



<sup>7</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

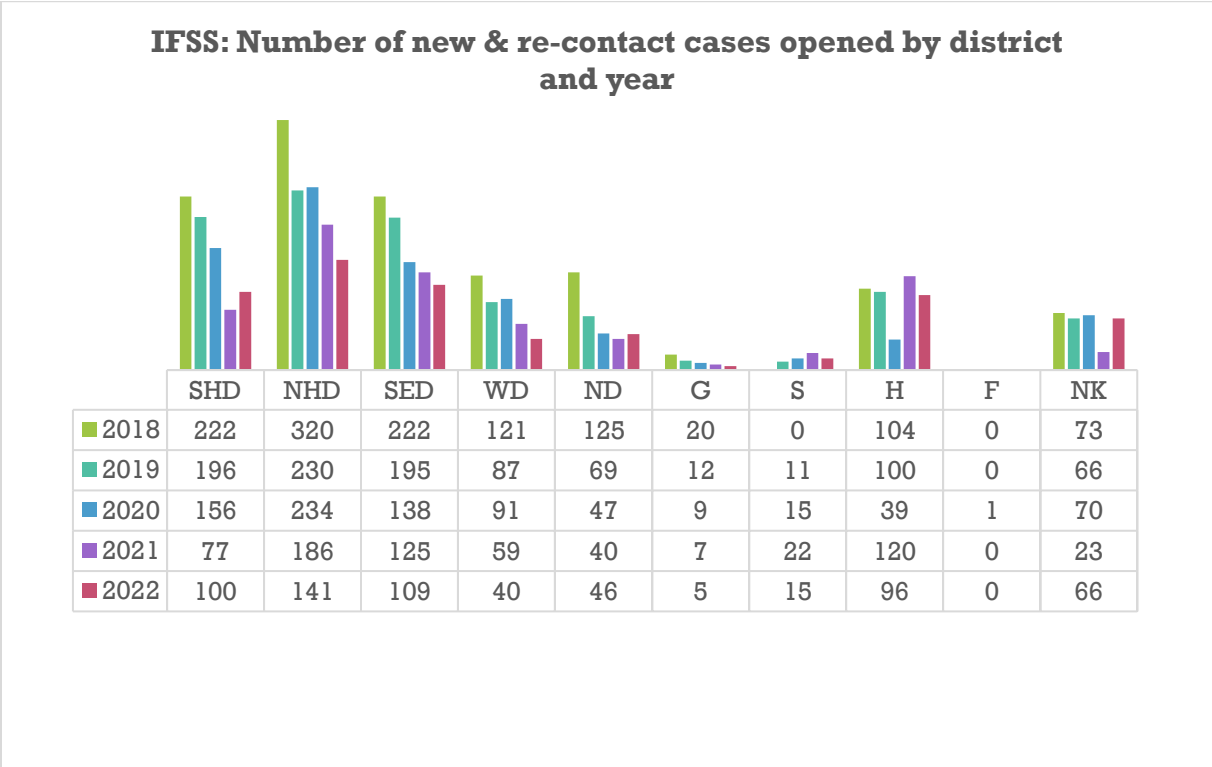
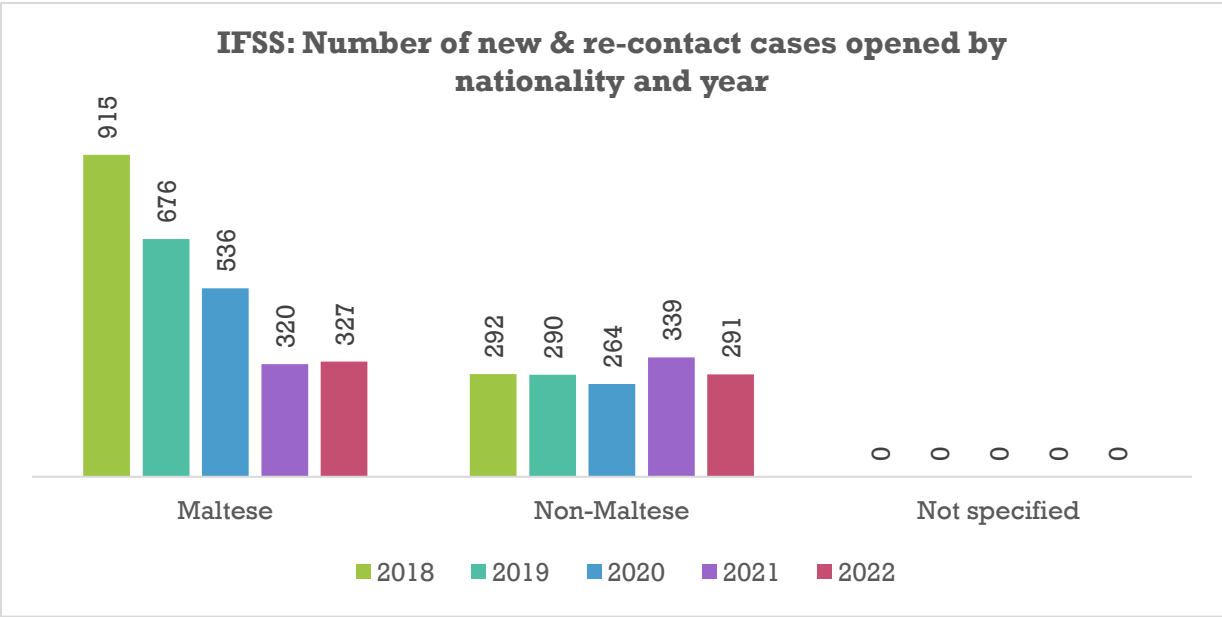


Graph Key<sup>8</sup>

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

	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	-	0	0
<1	1	3	0	-	0	4
1-5	7	10	0	-	0	17
6-10	7	3	0	-	0	10
11-15	8	10	0	-	0	18
16-17	1	3	0	-	0	4
18-19	15	8	0	-	0	23
20-24	75	22	0	-	0	97
25-29	44	31	0	-	0	75
30-34	32	42	0	-	0	74
35-39	34	32	0	-	0	66
40-44	29	47	0	-	0	76
45-49	26	25	0	-	0	51
50-54	21	30	0	-	0	51
55-59	19	13	0	-	0	32
≥60	14	5	0	-	0	19
Not specified	1	0	0	-	0	1
<b>Total</b>	<b>334</b>	<b>284</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>618</b>

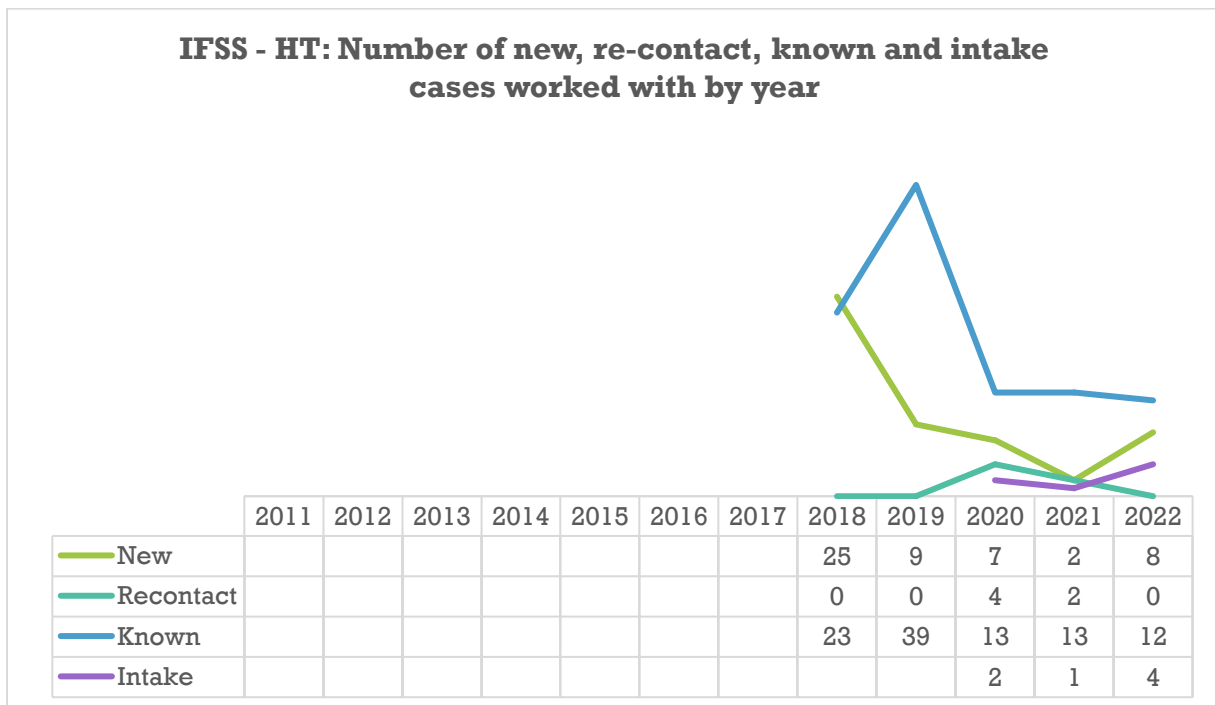
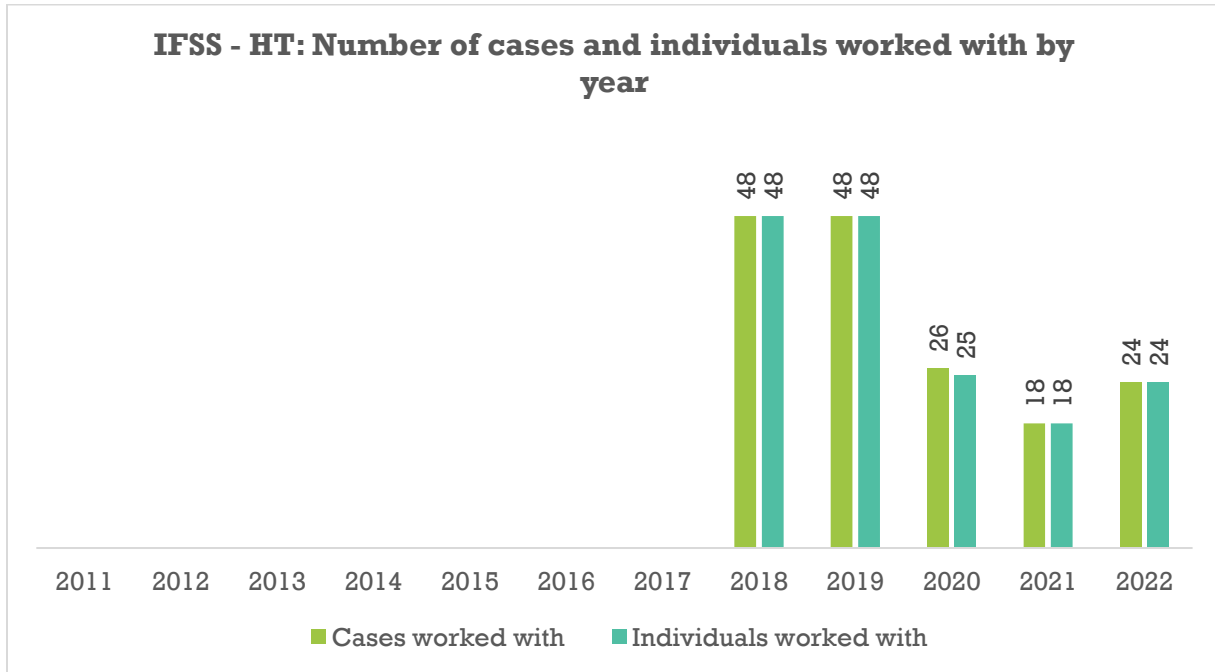
<sup>8</sup> U: Unborn; NK: Not Specified.



Graph Key<sup>9</sup>

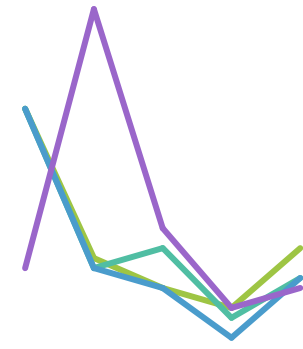
<sup>9</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

# Intake & Family Support Service – Human Trafficking Service (IFSS-HT) Case Activity<sup>10</sup>



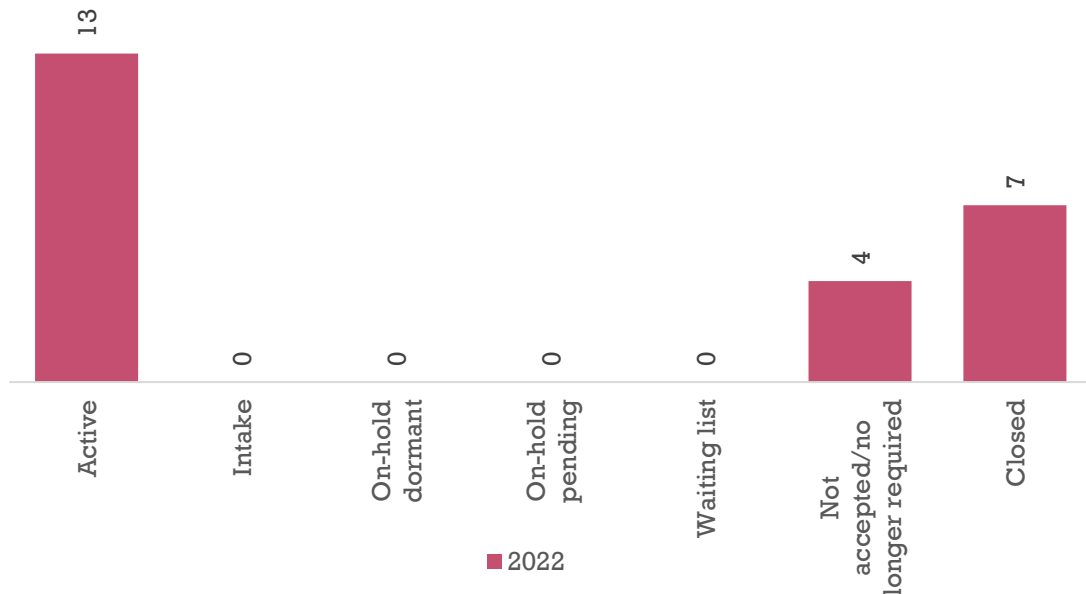
<sup>10</sup> Service started reporting in 2018. The service started using an online system in 2020.

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



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases								25	10	7	5	11
New & recontact cases								25	9	11	4	8
New cases								25	9	7	2	8
Closed cases								9	35	13	5	7

**IFSS - HT: Case state at the end of the reporting period**

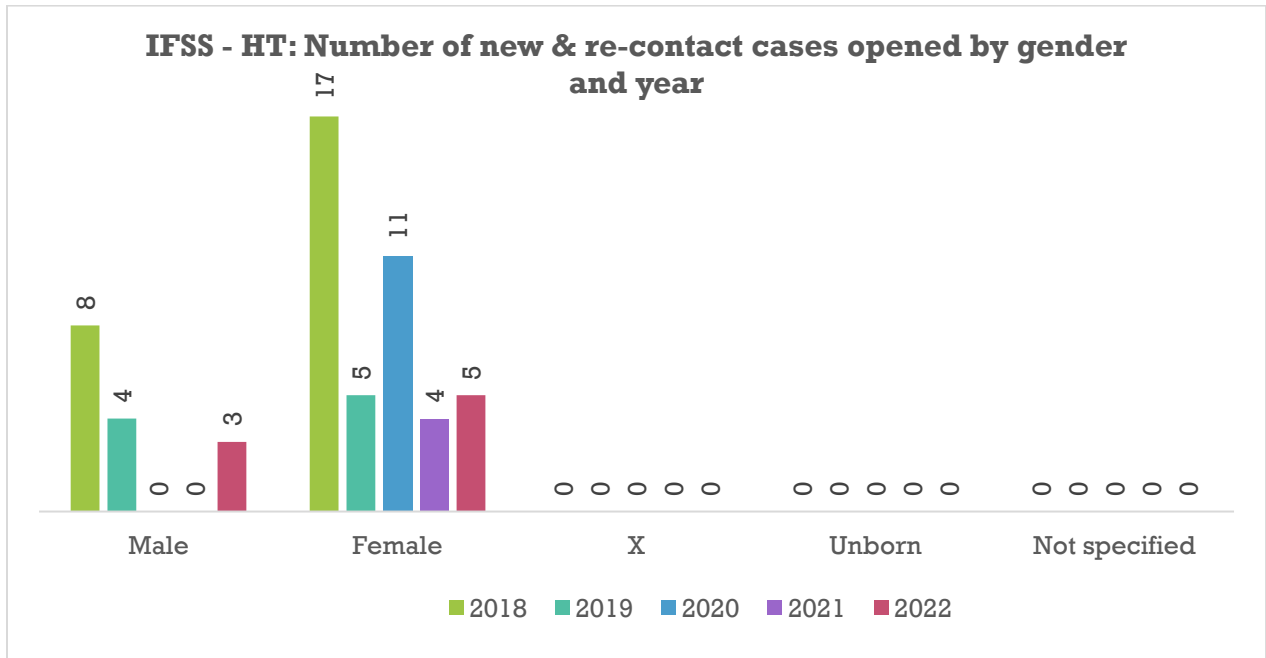


Note<sup>11</sup>

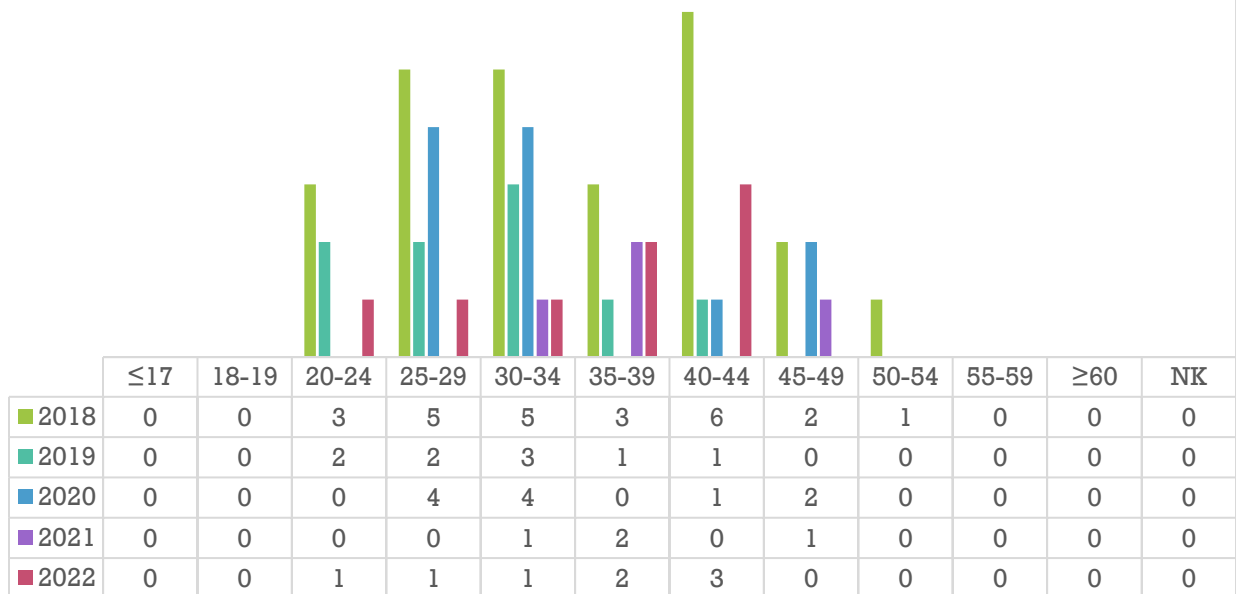
<sup>11</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

IFSS - HT: Number of cases worked with by whether the trafficking was confirmed by end of reporting period January – December 2022				
	Presumed/under investigation	Confirmed	Unsupported/does not follow under criteria	Total
Total	12	8	4	24

## Details Regarding New and Re-contact Cases Opened



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



Graph Key<sup>12</sup>

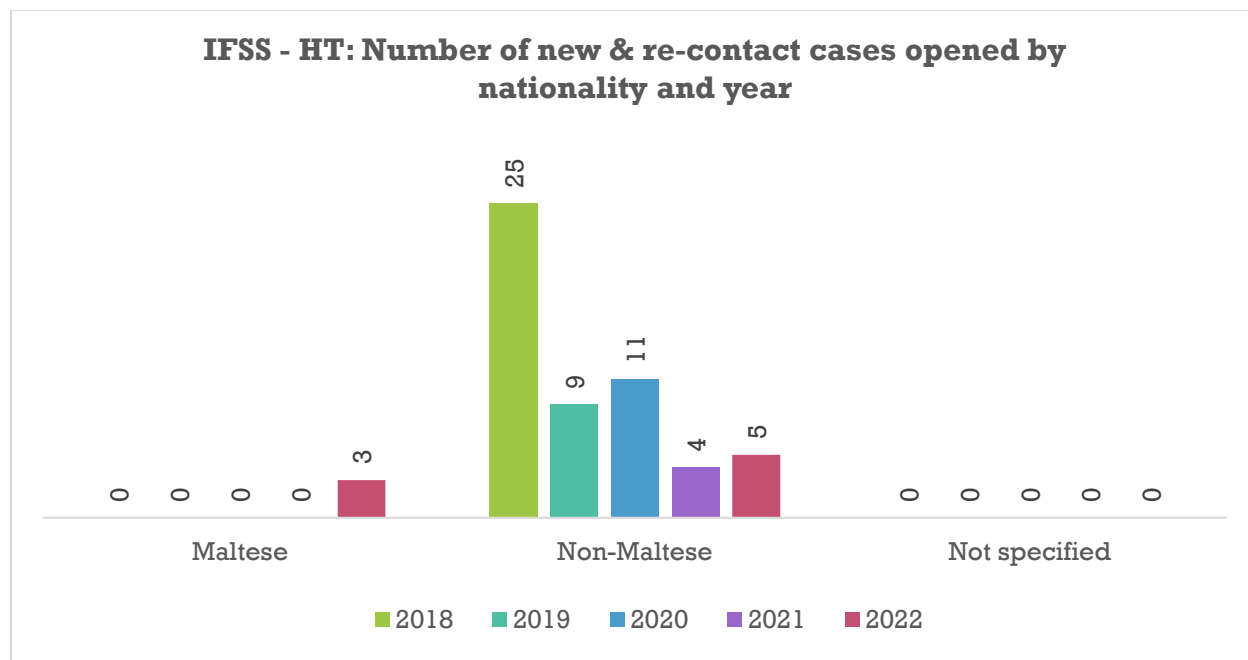
<b>IFSS - HT: New &amp; re-contact cases by age category and gender January – December 2022</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	1	0	0	0	1
25-29	0	1	0	0	0	1
30-34	0	1	0	0	0	1
35-39	1	1	0	0	0	2
40-44	2	1	0	0	0	3
45-49	0	0	0	0	0	0
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>

<sup>12</sup> NK: Not Specified.

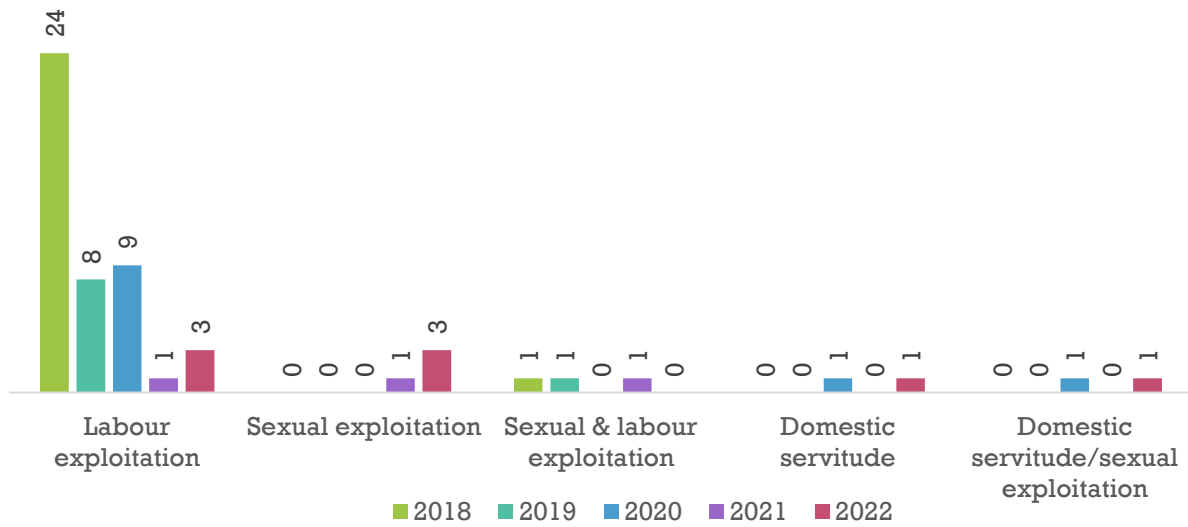
**IFSS - HT: New & re-contact cases by type of alleged trafficking and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
Labour exploitation	3	0	0	-	0	3
Sexual exploitation	0	3	0	-	0	3
Sexual & labour exploitation	0	0	0	-	0	0
Domestic servitude	0	1	0	-	0	1
Domestic servitude/ sexual exploitation	0	1	0	-	0	1
Participating in criminal activities	0	0	0	-	0	0
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>8</b>

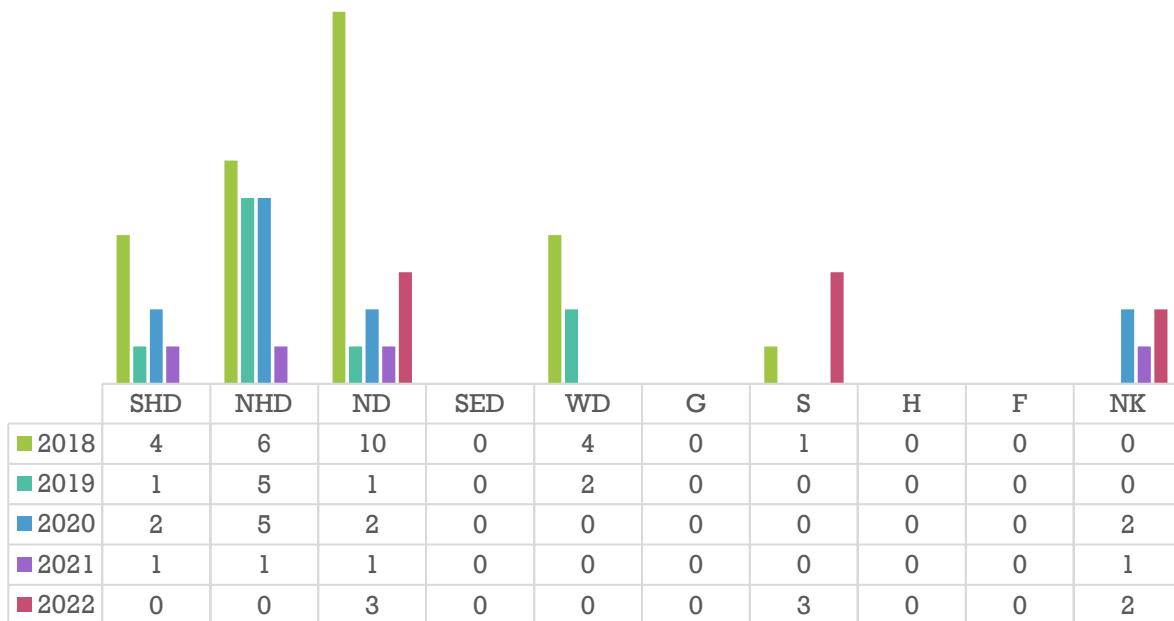
**IFSS - HT: Number of new & re-contact cases opened by  
nationality and year**



**IFSS - HT: Number of new & re-contact cases opened by type of alleged trafficking and year**



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



Graph Key<sup>13</sup>

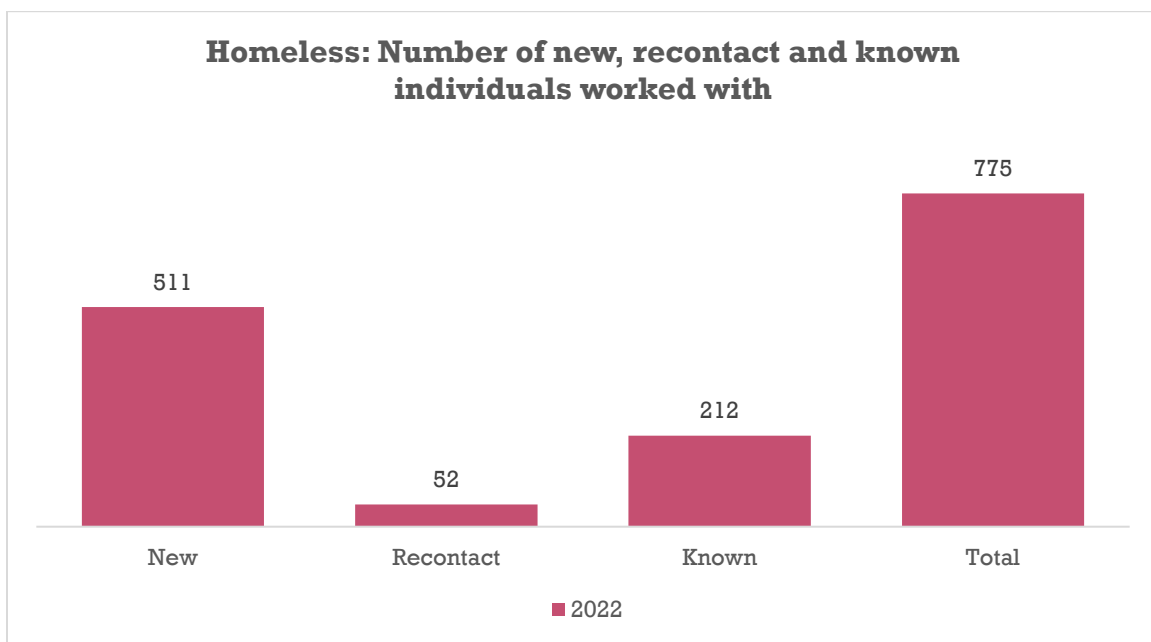
<sup>13</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.



# Homeless Service

The Homeless Service collects information regarding service users across all FSWS services<sup>14</sup> who reported one of the following forms of homelessness:

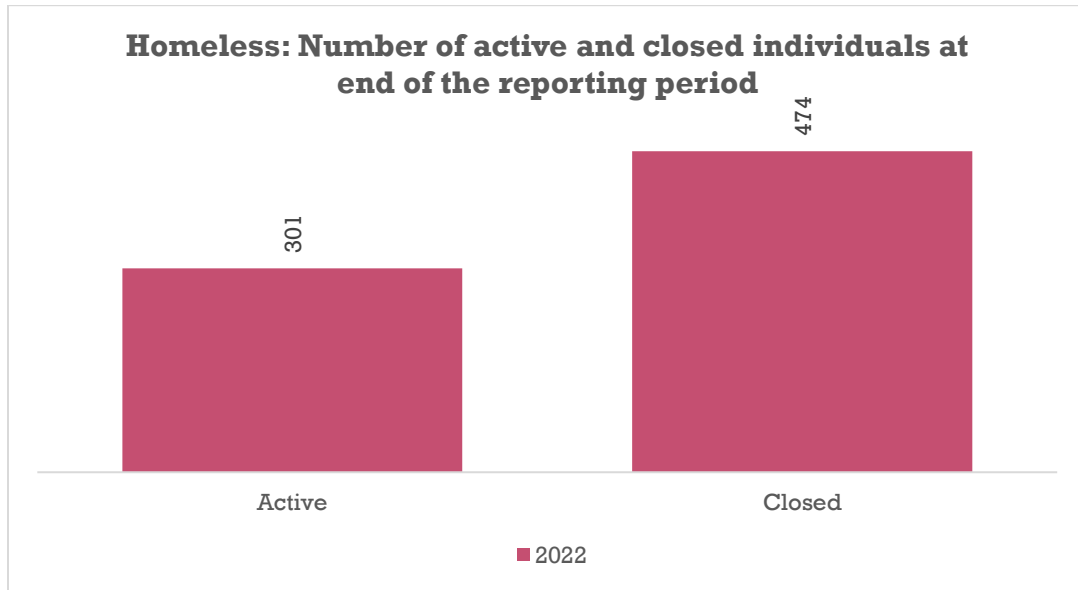
- **Rooflessness** (people living rough - in the streets, abandoned buildings etc);
- **Houselessness** (people in accommodation for the homeless, in accommodation for migrants, people due to be released from institutions and people receiving long-term support due to homelessness);
- **Couch surfing:** (people living temporarily with friends, sharing accommodation with others which is not secure); and
- **At risk of homelessness/Inadequate Housing** (people living in insecure tenancies, under threat of eviction or violence, living in unfit housing, non-conventional dwellings or in situations of extreme overcrowding).



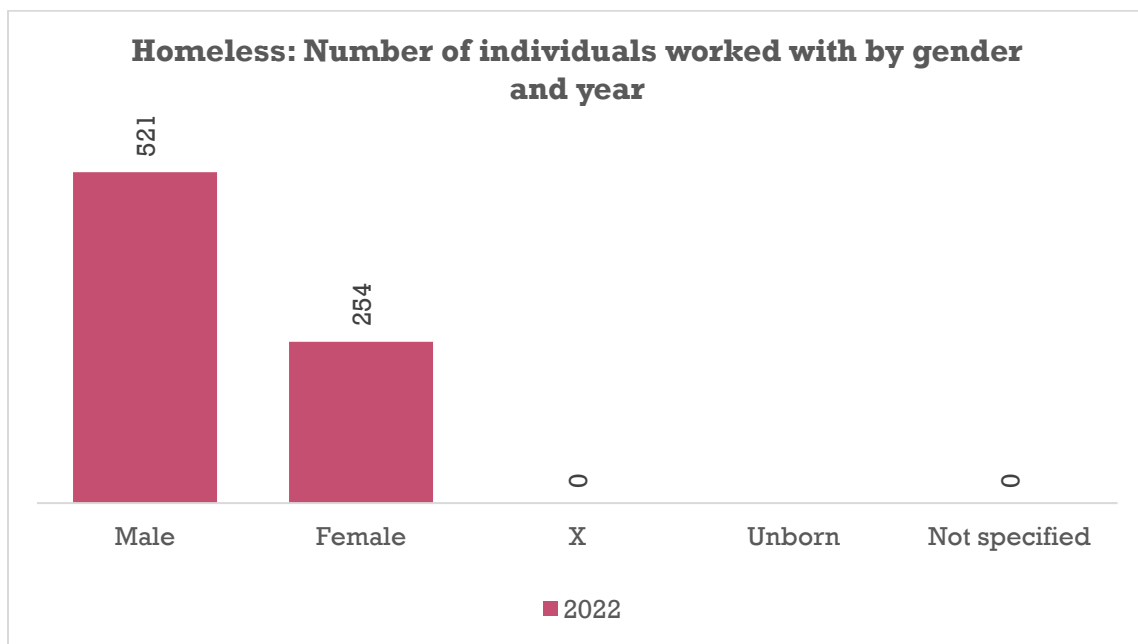
<b>Homeless: Number of individuals worked with by number of FSWS services used</b>	
	<b>Jan-Dec 2022</b>
1 service used	695
2 or more services used	80
<b>Total number of service users</b>	<b>775</b>

<sup>14</sup> The service users reported would have attended at least one FSWS service and would already be reported within the respective service's statistics. This section of the report combines the data from such service user's data to provide statistics on homelessness across the FSWS services.

<b>Homeless: Number of global/family cases worked with by number of individuals attached to the case</b>	
	<b>Jan-Dec 2022</b>
1 service user	664
2 or more service users	38
<b>Total number of cases</b>	<b>702</b>



## Details Regarding the Individuals Worked With



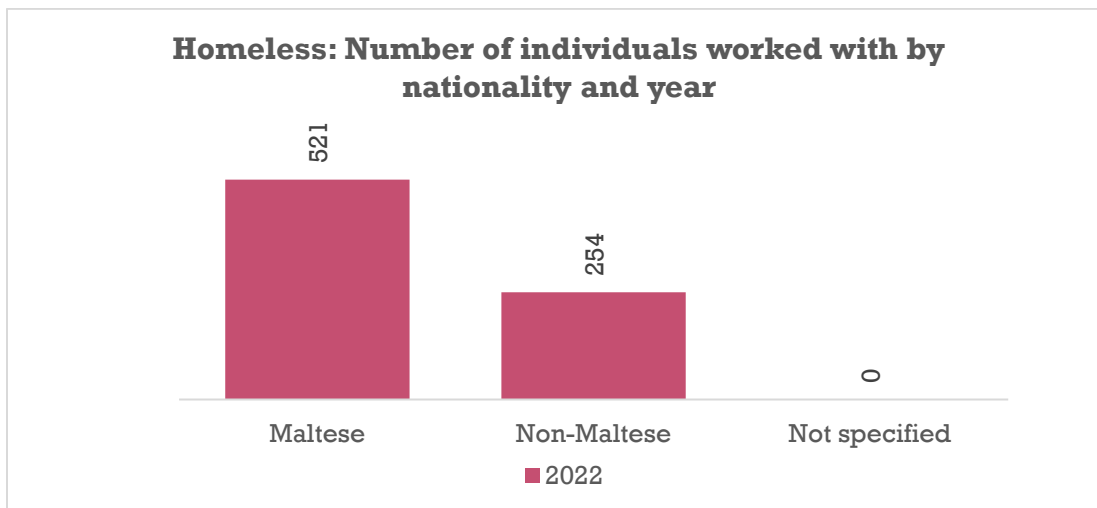


Graph Key<sup>15</sup>

**Homeless: Number of individuals worked with by age category and gender January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	58	46	0	-	0	104
18-19	19	10	0	-	0	29
20-24	112	27	0	-	0	139
25-29	83	30	0	-	0	113
30-34	61	30	0	-	0	91
35-39	43	28	0	-	0	71
40-44	47	31	0	-	0	78
45-49	31	11	0	-	0	42
50-54	19	23	0	-	0	42
55-59	14	8	0	-	0	22
≥60	32	10	0	-	0	42
Not specified	2	0	0	-	0	2
<b>Total</b>	<b>521</b>	<b>254</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>775</b>

<sup>15</sup> NK: Not Specified.

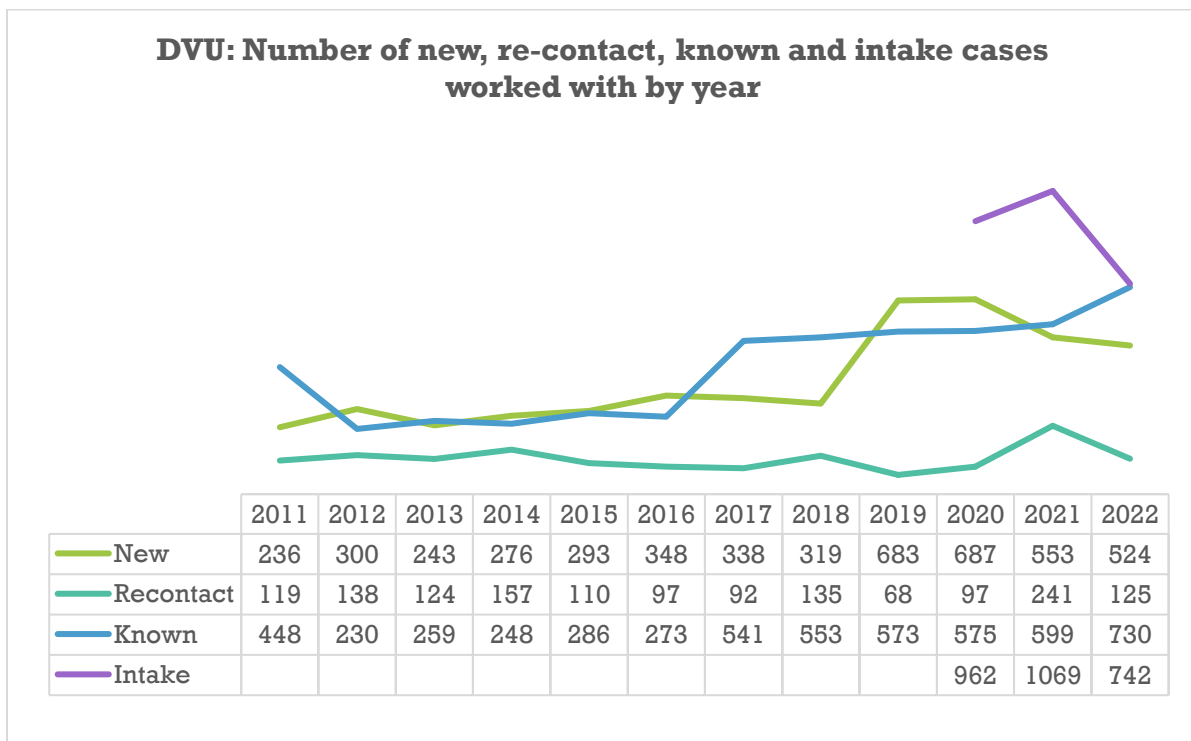
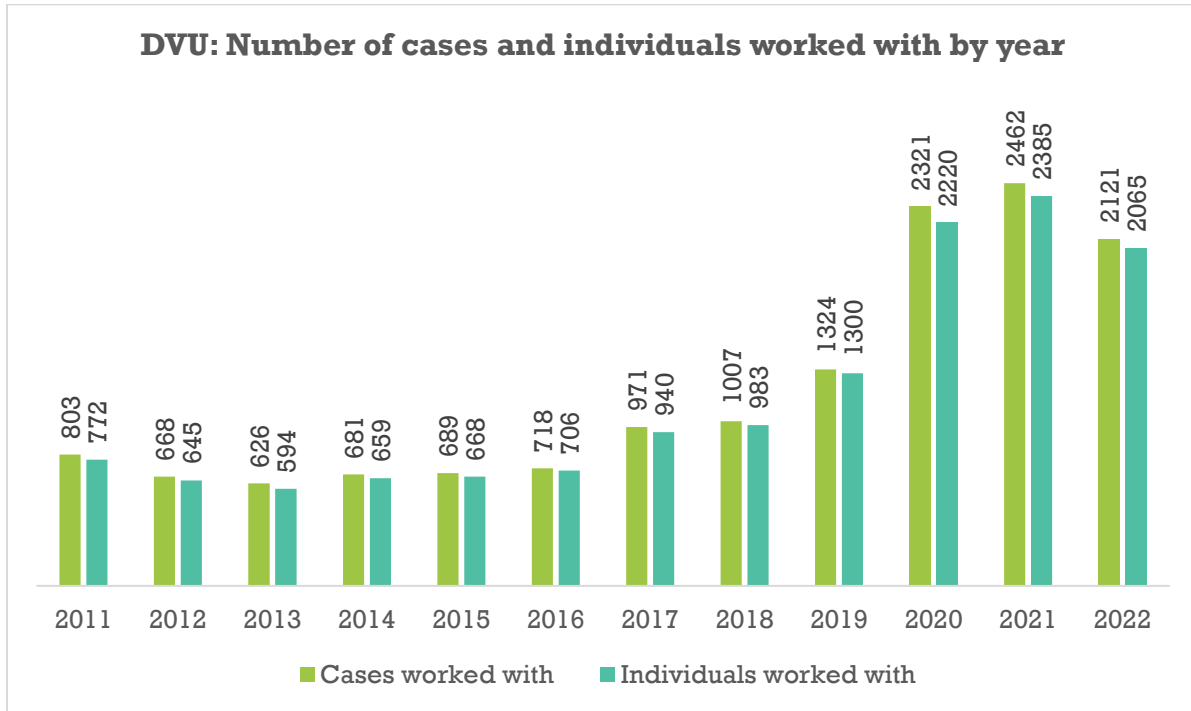


**Homeless: Number of individuals worked with by primary reason for homelessness<sup>16</sup>**

	2022
Addictive behaviour problems	17
Domestic violence	23
Elderly related issues	0
Eviction order/landlord issues	10
Family/romantic relationships	53
Financial problems	230
Health related issues	16
Inadequate housing issues	8
Incarceration related	37
Lack of support	1
Leaving care/program	3
Legal issues	2
Mental health issues	14
Migrant related issues	1
Parent's homelessness	104
Rental pricing	24
Separation	0
Unemployment	150
Other	4
Not specified	78
<b>Total</b>	<b>775</b>

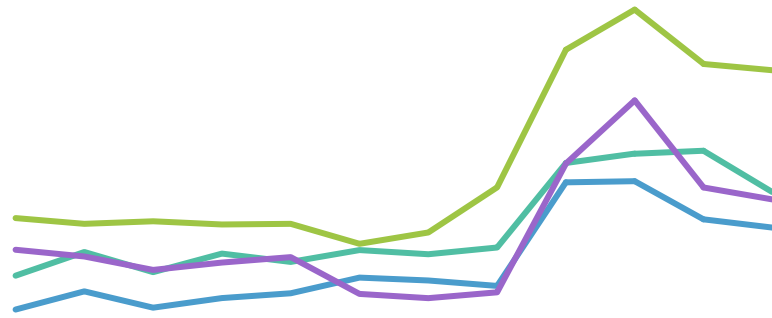
<sup>16</sup> Service users may have multiple problems; this table only reports the primary issue as reported by the service user.

# Domestic Violence Service (DVU) Case Activity<sup>17</sup>



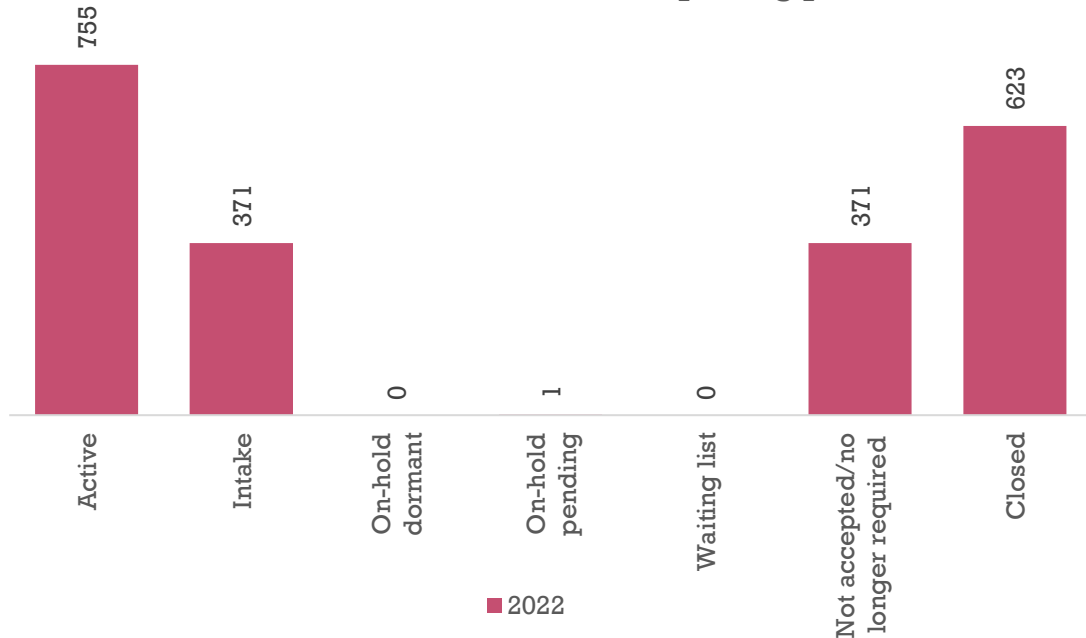
<sup>17</sup> A new data collection system and reporting format were introduced in 2020.

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



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	557	537	546	535	537	467	507	665	1149	1290	1099	1077
New & recontact cases	355	438	367	433	403	445	430	454	751	784	794	649
New cases	236	300	243	276	293	348	338	319	683	687	553	524
Closed cases	446	423	375	401	420	291	276	296	749	971	665	623

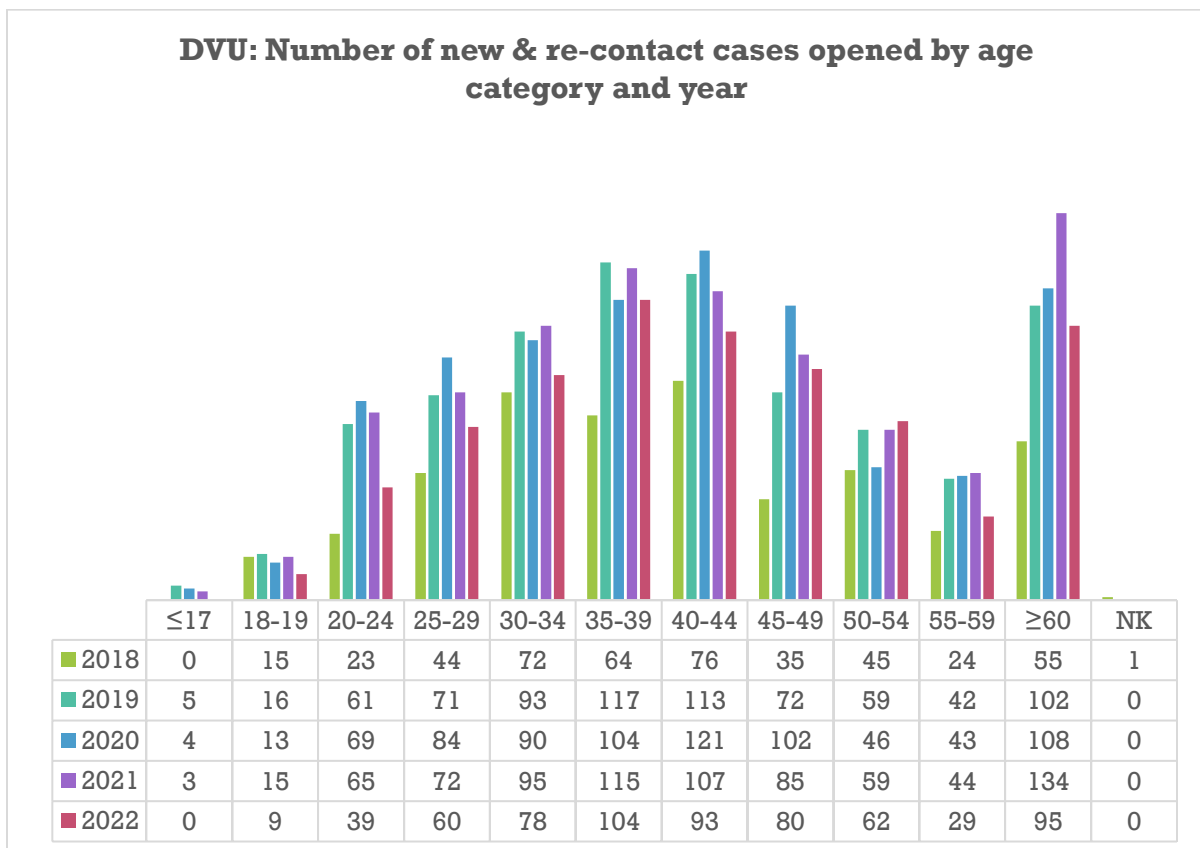
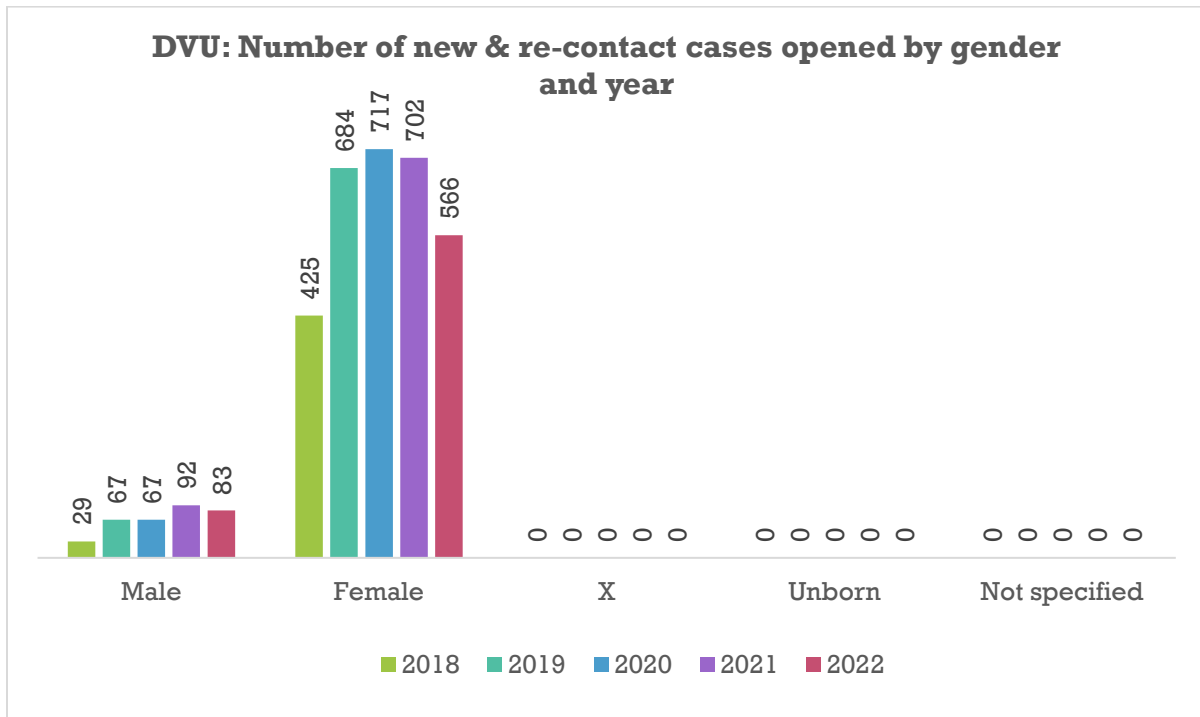
### DVU: Case state at the end of the reporting period



Note<sup>18</sup>

<sup>18</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

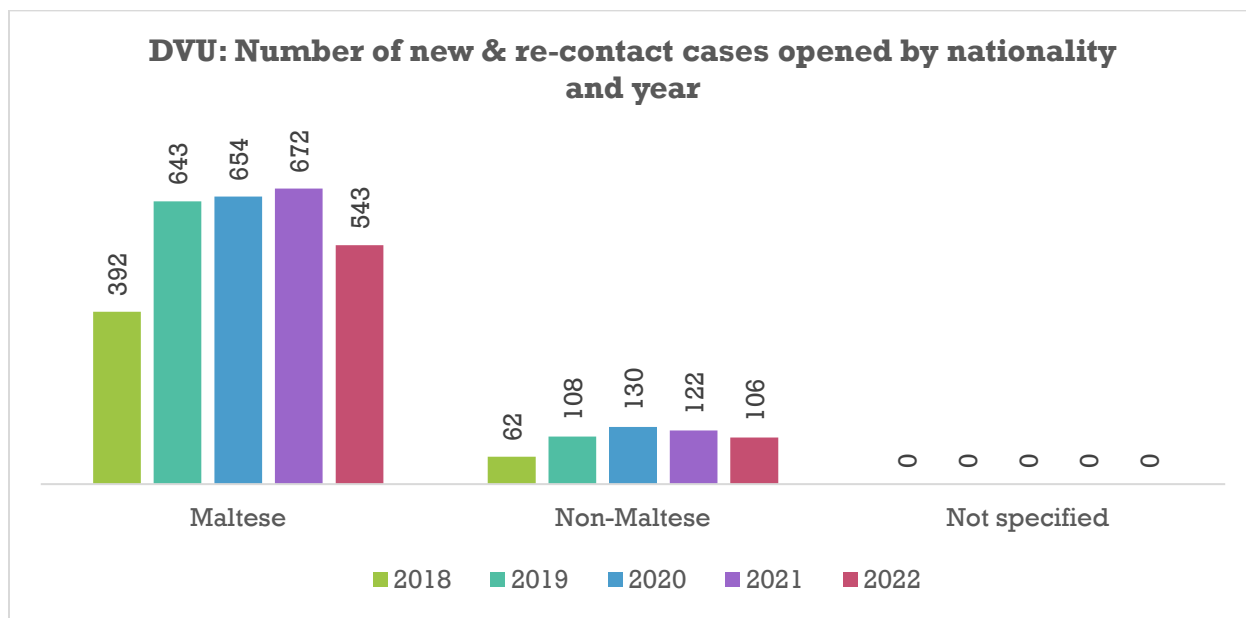
# Details Regarding New and Re-contact Cases Opened



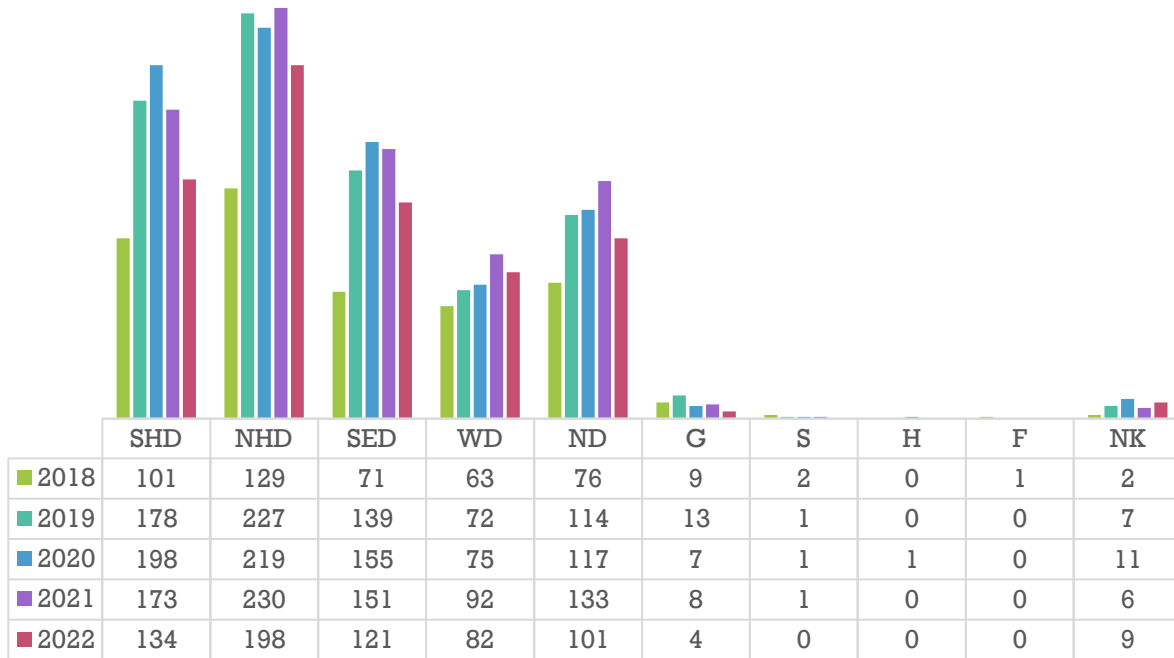
Graph Key<sup>19</sup>

<sup>19</sup> NK: Not Specified.

<b>DVU: New &amp; re-contact cases by age category and gender January – December 2022</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	0	0	-	0	0
18-19	1	8	0	-	0	9
20-24	4	35	0	-	0	39
25-29	4	56	0	-	0	60
30-34	4	74	0	-	0	78
35-39	11	93	0	-	0	104
40-44	13	80	0	-	0	93
45-49	12	68	0	-	0	80
50-54	10	52	0	-	0	62
55-59	2	27	0	-	0	29
≥60	22	73	0	-	0	95
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>83</b>	<b>566</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>649</b>

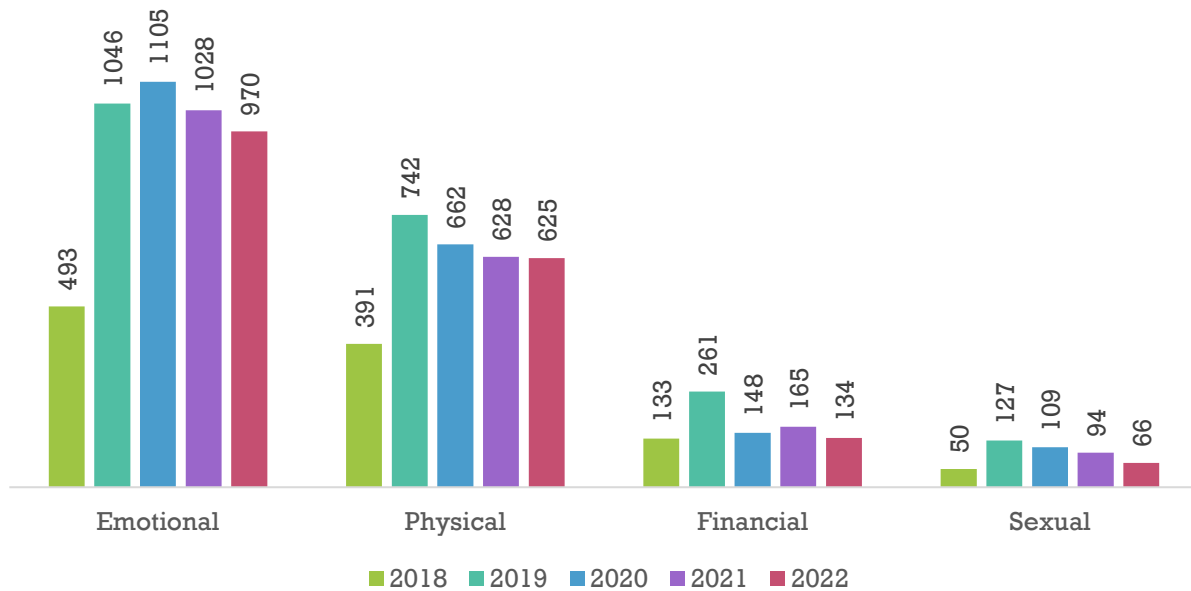


**DVU: Number of new & re-contact cases opened by district and year**



Graph Key<sup>20</sup>

**DVU: Type of alleged abuse at referral by year of referral**



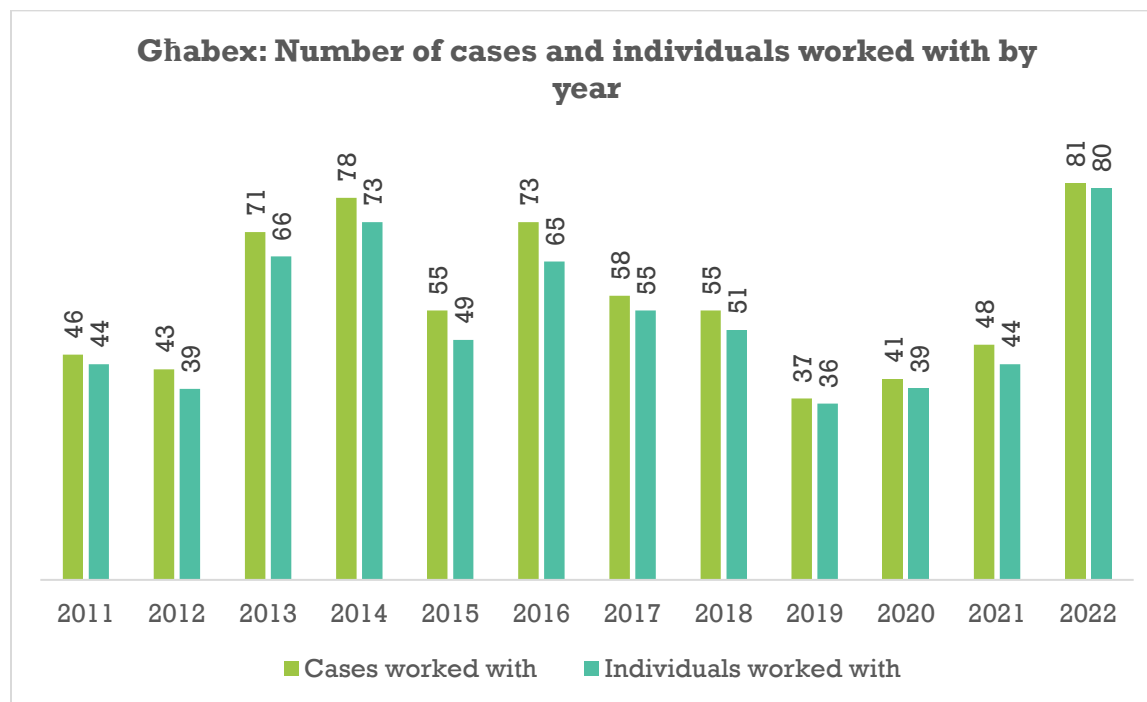
Note<sup>21</sup>

<sup>20</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

<sup>21</sup> Service users may experience more than one form of abuse and thus the data cannot be summed.

# Ghabex Shelter

## Case Activity<sup>22</sup>



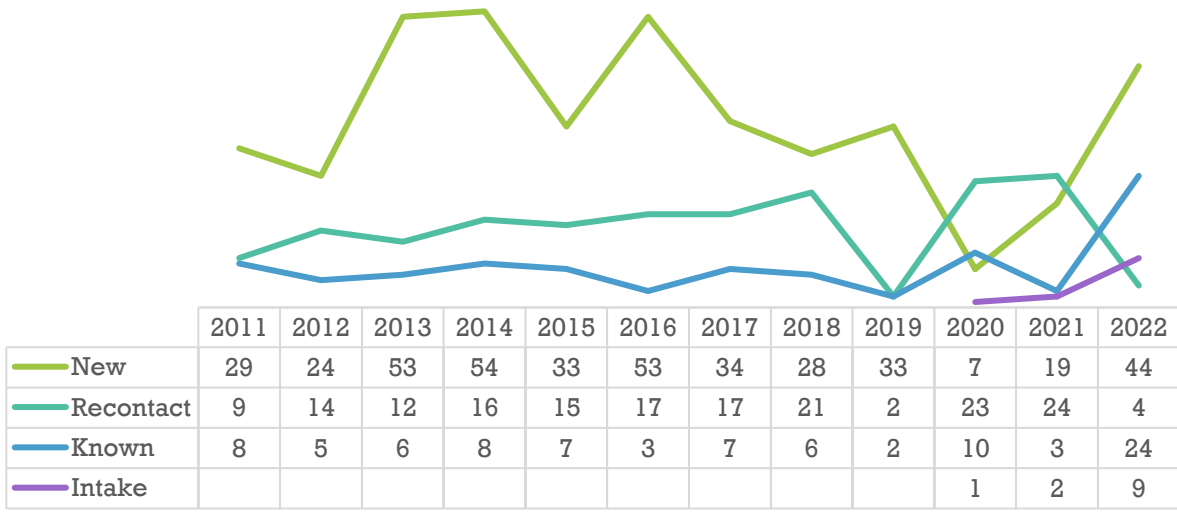
**Ghabex: Cases worked with by service user type and gender  
January – December 2022**

	Male	Female	Unborn	X	Not specified	Total
Adult service user	0	43	-	0	0	43
Accompanying child	20	16	-	0	0	36
Accompanying adult <sup>23</sup>	2	0	-	0	0	2
<b>Total</b>	<b>22</b>	<b>59</b>	<b>-</b>	<b>0</b>	<b>0</b>	<b>81</b>

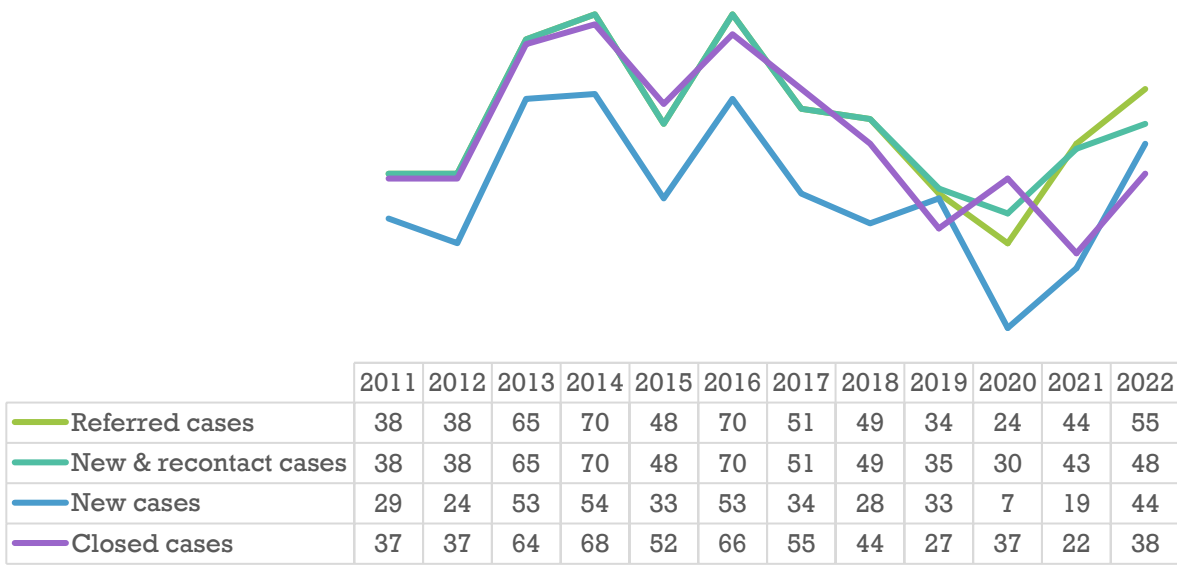
<sup>22</sup> A new data collection system and reporting format were introduced in 2020. As of November 2021, the system records adult female service users and their accompanying children.

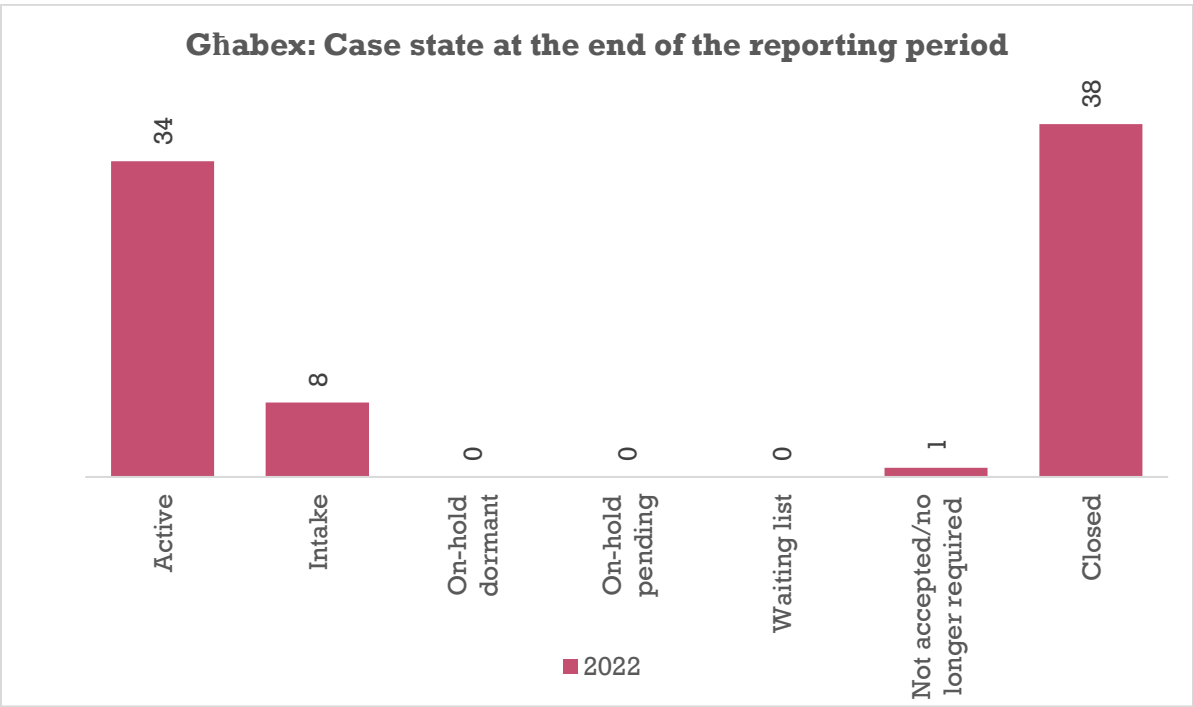
<sup>23</sup> These are adult children (18+) who have a disability and accompanied the service user.

**Ghabex: Number of new, re-contact, known and intake cases worked with by year**



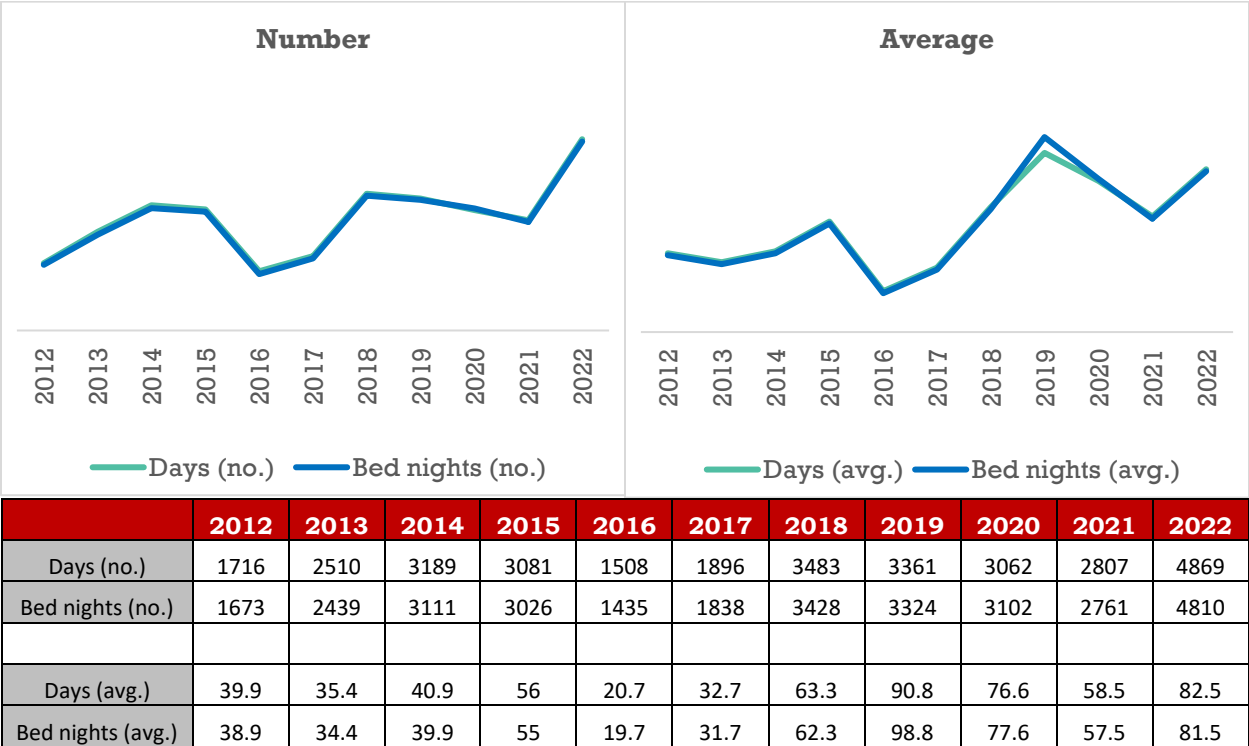
**Ghabex: Number of referred, new & re-contact, new and closed cases by year**





Note<sup>24</sup>

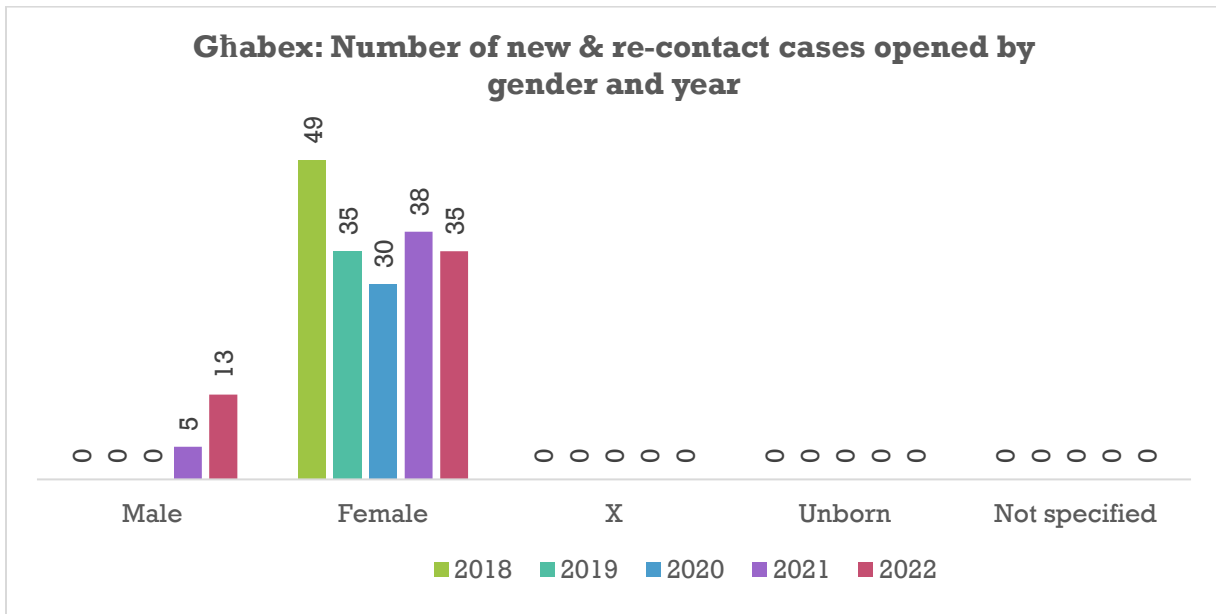
### Ghabex: Days and nights stayed<sup>25</sup> by service users who attended Ghabex – Number and average



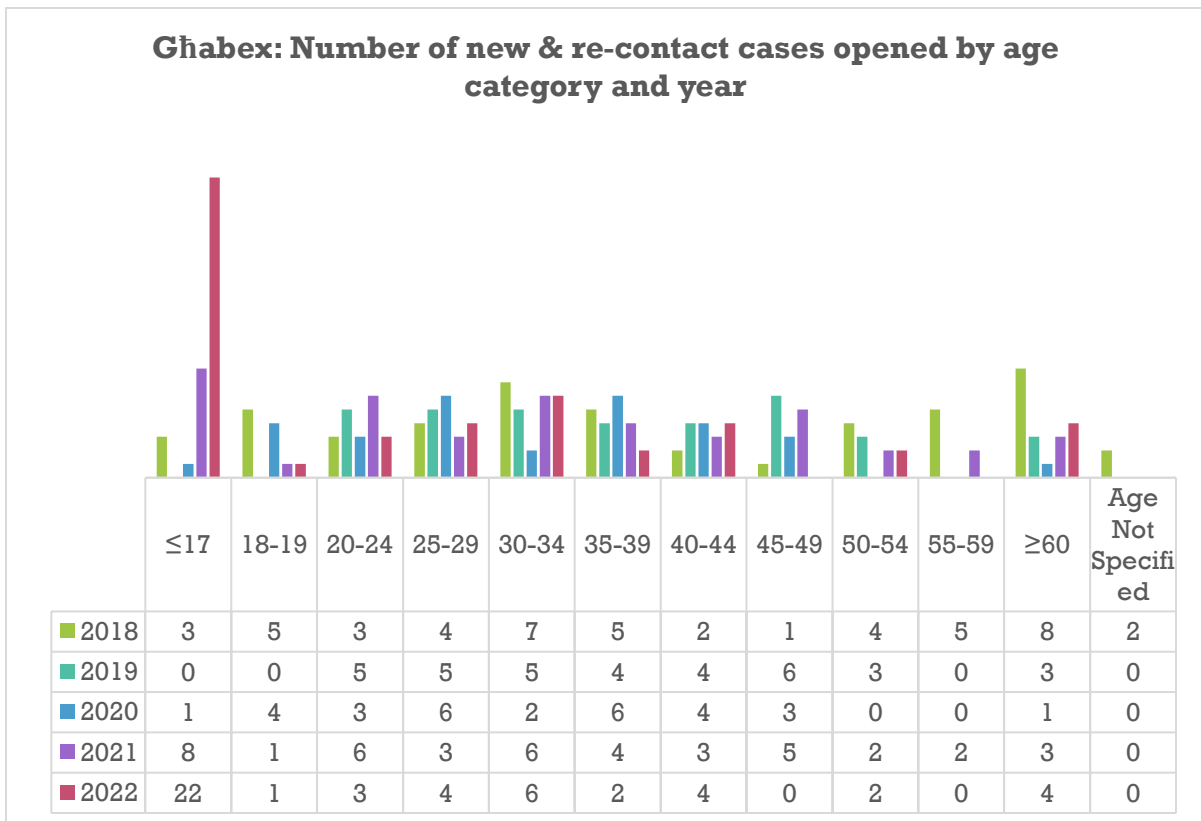
<sup>24</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

<sup>25</sup> With the change in data collection system in 2020, as of 2020 the time the case is opened and closed is reported rather than actual bed nights slept in the residence.

# Details Regarding New and Re-contact Cases Opened



Note<sup>26</sup>

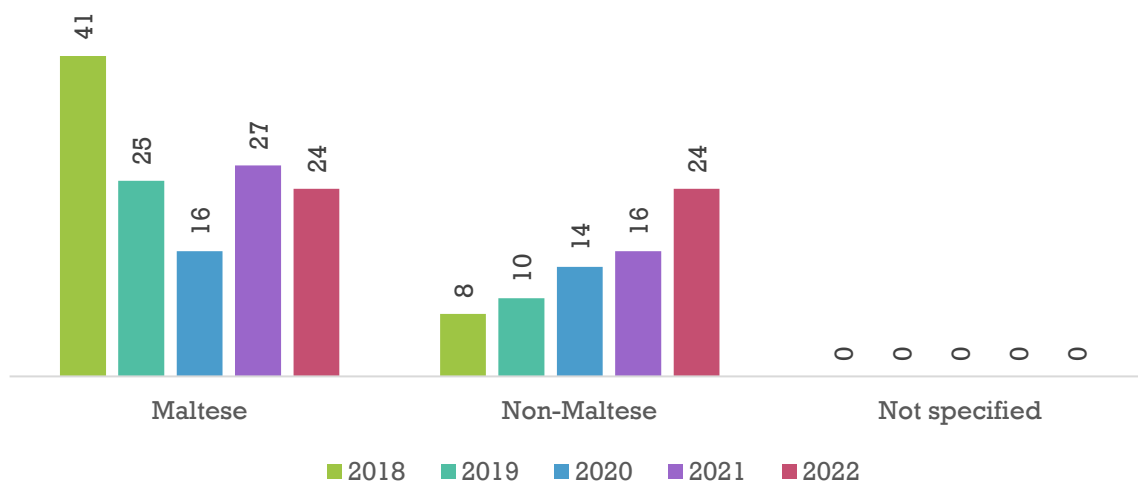


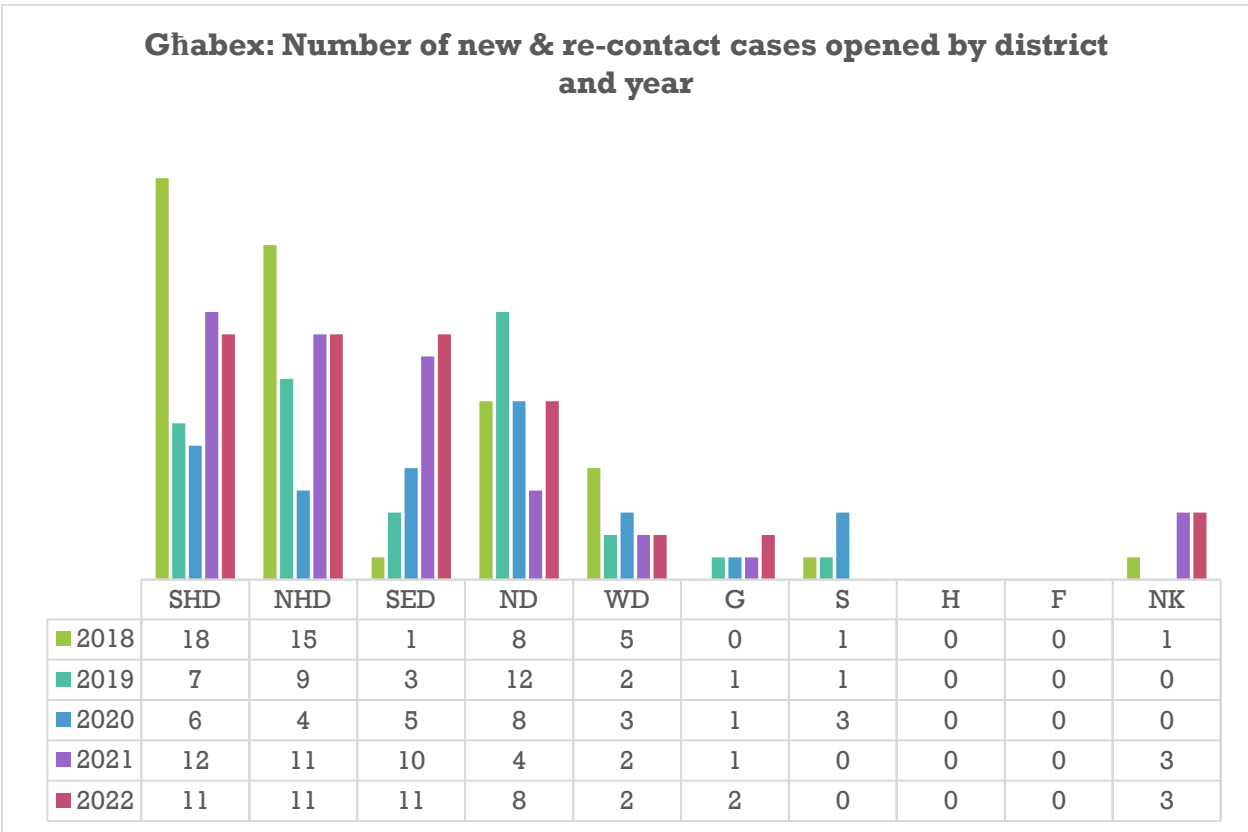
<sup>26</sup> The shelter is for female adult victims, however some of these women will also attend Ghabex with their children. Children began to be recorded as service users on the system as from November 2021 onwards.

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

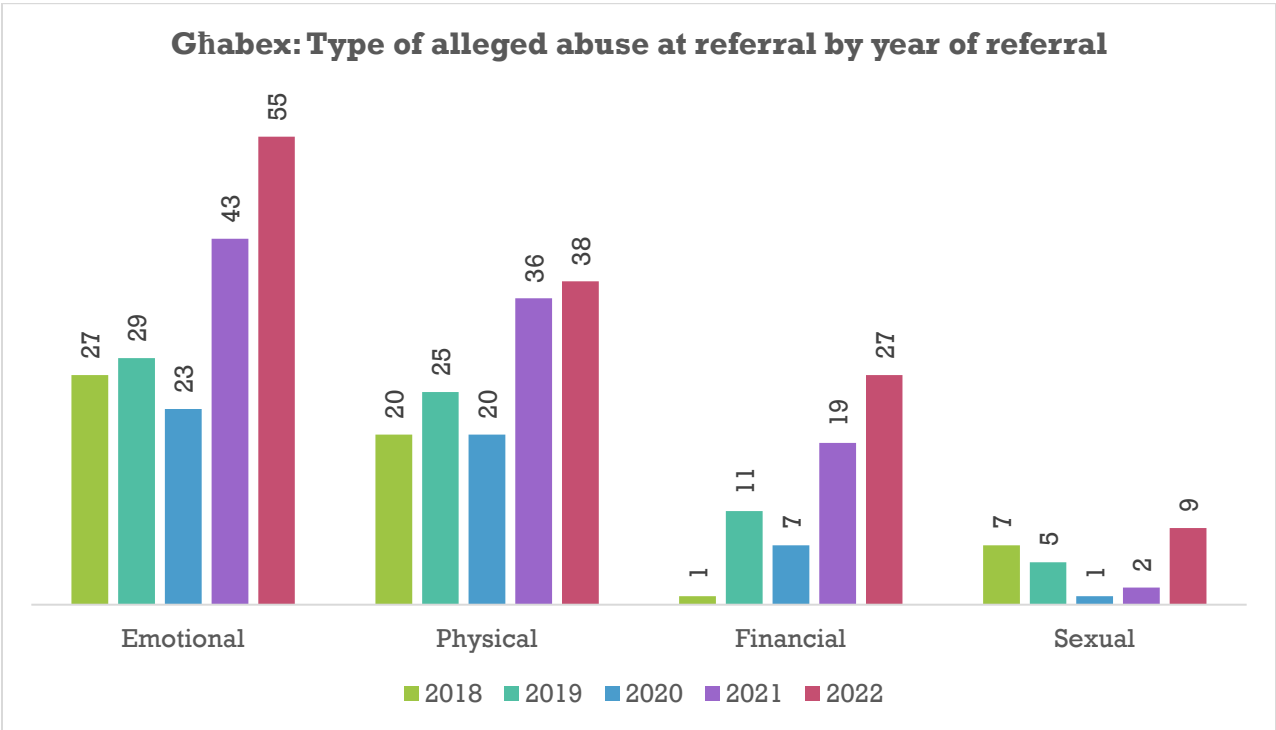
	Male	Female	X	Unborn	Not specified	Total
≤17	13	9	0	-	0	22
18-19	0	1	0	-	0	1
20-24	0	3	0	-	0	3
25-29	0	4	0	-	0	4
30-34	0	6	0	-	0	6
35-39	0	2	0	-	0	2
40-44	0	4	0	-	0	4
45-49	0	0	0	-	0	0
50-54	0	2	0	-	0	2
55-59	0	0	0	-	0	0
≥60	0	4	0	-	0	4
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>13</b>	<b>35</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>48</b>

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





Graph Key<sup>27</sup>

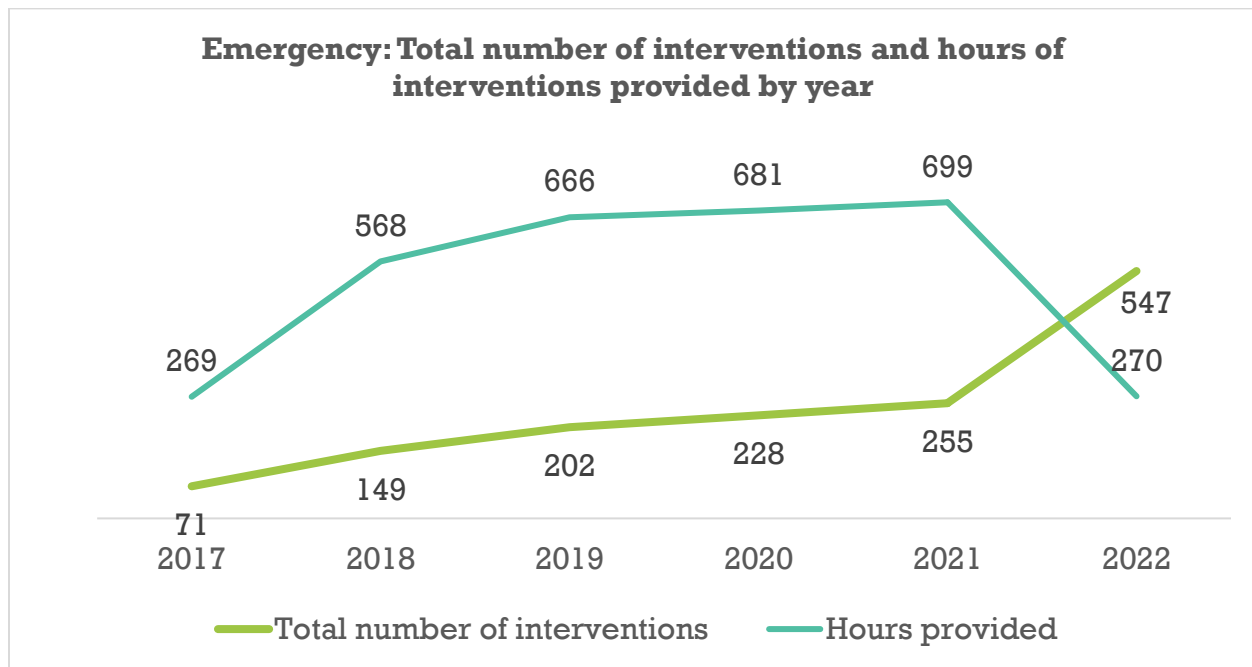


Note<sup>28</sup>

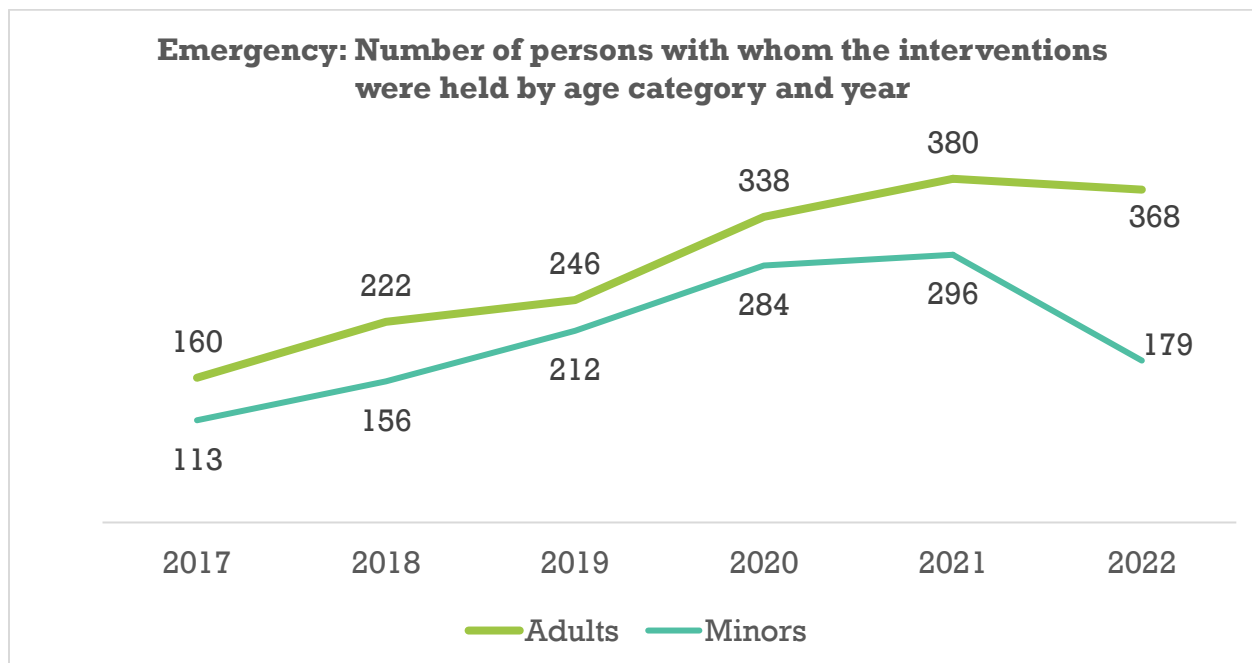
<sup>27</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

<sup>28</sup> Service users may experience more than one form of abuse and thus the data cannot be summed.

# Emergency Service Case Activity<sup>29</sup>



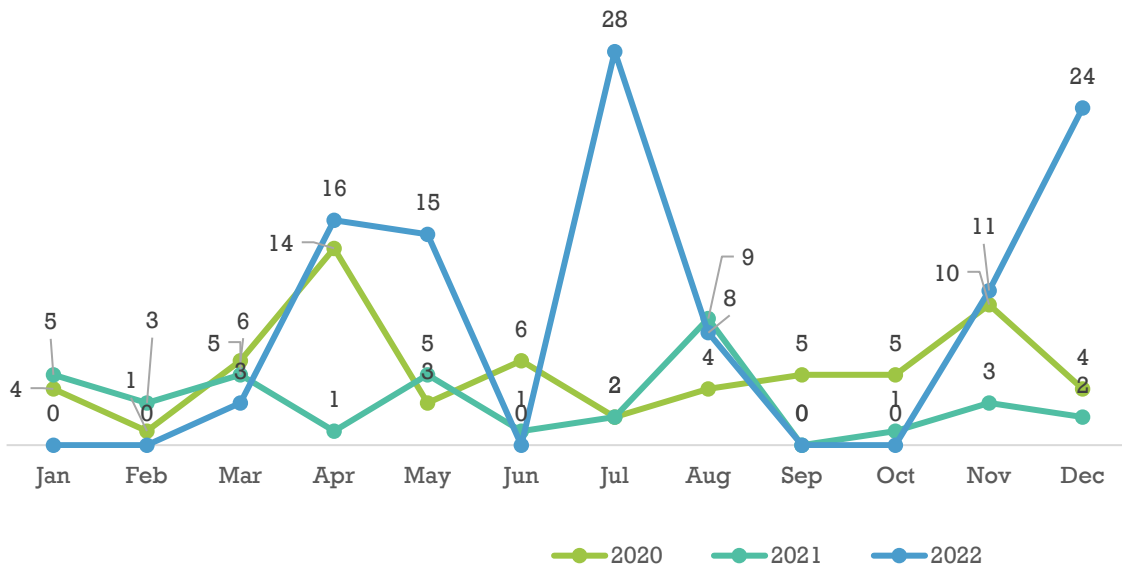
Note<sup>30</sup>



<sup>29</sup> A new data collection system and reporting format were introduced in 2020. Reports for Malta & Gozo.

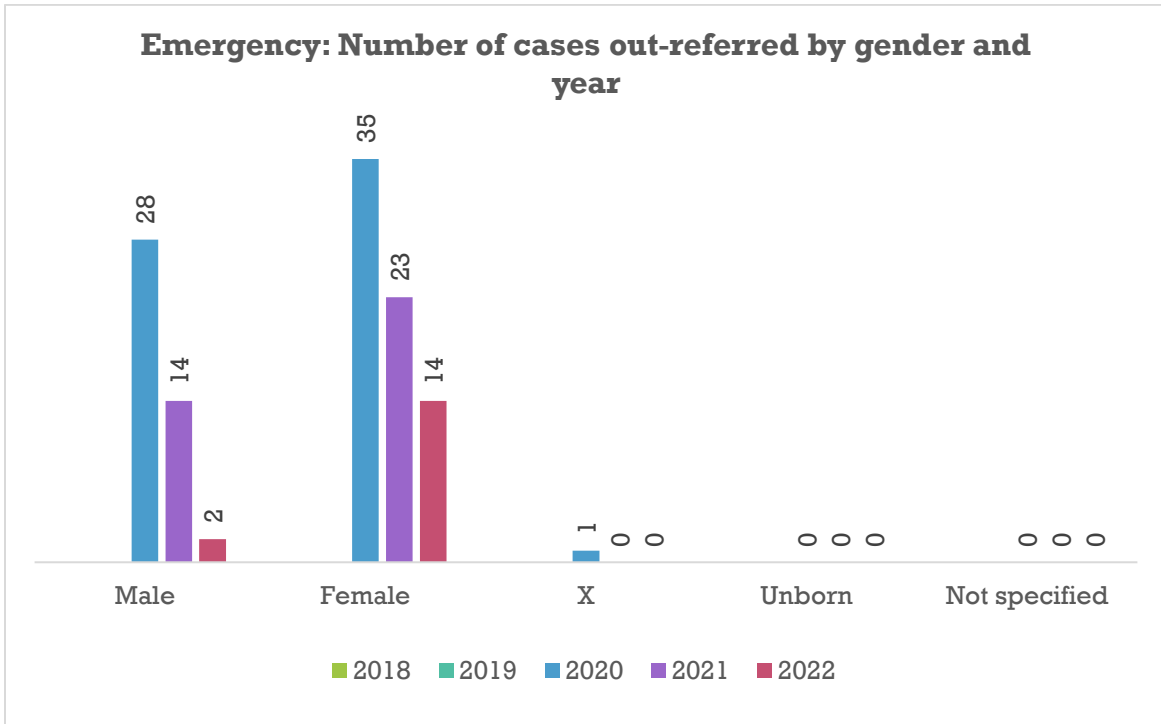
<sup>30</sup> At least two workers conduct each intervention and would each record the number of interventions they each provided. As of 2022 there was a change in the recording whereby only one of the workers records the intervention for both workers.

**Emergency: Number of service users out-referred through the emergency service by month and year**



**Emergency: Number of cases out-referred by service referred to and gender  
January – December 2022**

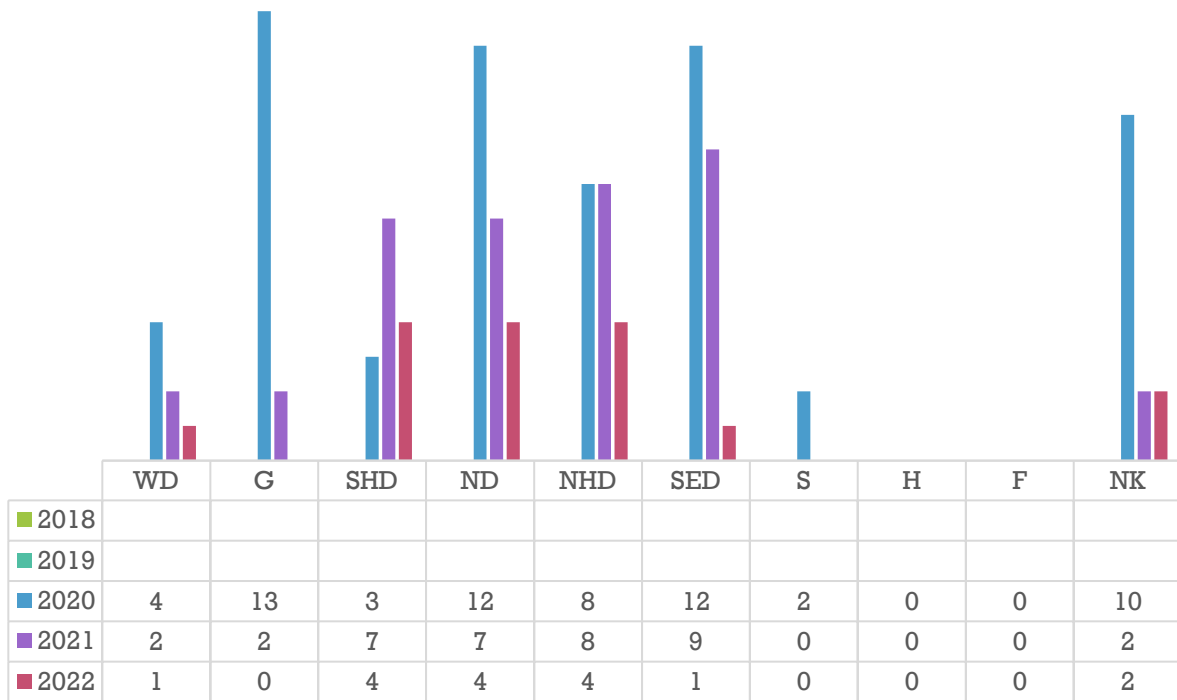
	Male	Female	X	Unborn	Not specified	Total
Child Protection Investigation	2	2	0	-	0	4
Looked After Children	0	2	0	-	0	2
Southern Community Service	0	1	0	-	0	1
Psychological Services	0	2	0	-	0	2
Generic Social Work Service	0	2	0	-	0	2
Domestic Violence Unit	0	3	0	-	0	3
Ghabex	0	2	0	-	0	2
<b>Total</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>16</b>



**Emergency: Case out-referred by age category and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
<17	2	6	0	-	0	8
18-19	0	0	0	-	0	0
20-24	0	0	0	-	0	0
25-29	0	2	0	-	0	2
30-34	0	2	0	-	0	2
35-39	0	0	0	-	0	0
40-44	0	2	0	-	0	2
45-49	0	1	0	-	0	1
50-54	0	0	0	-	0	0
55-59	0	0	0	-	0	0
≥60	0	1	0	-	0	1
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>16</b>

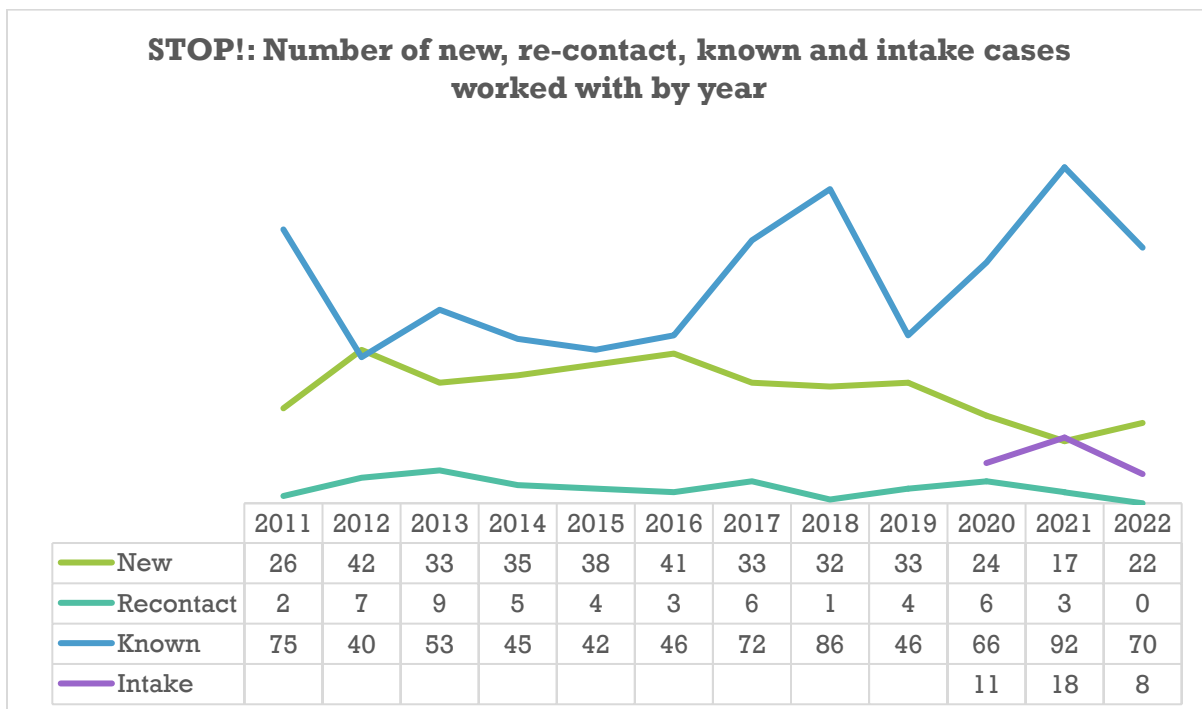
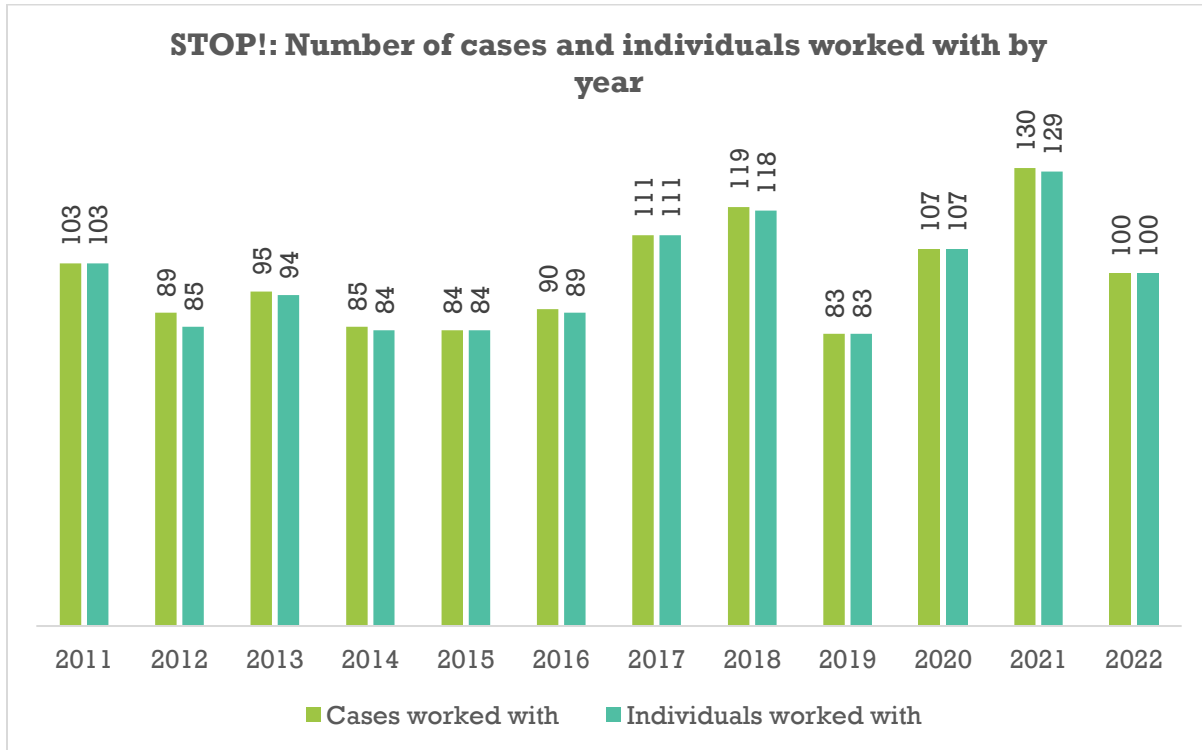
### Emergency: Number of cases out-referred by district and year



Graph Key<sup>31</sup>

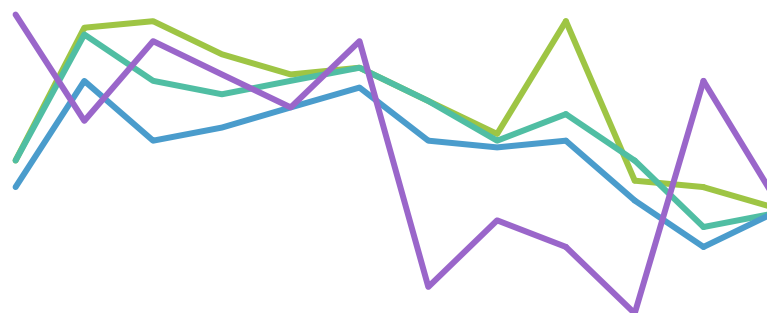
<sup>31</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

# Stop! The Violence and Abuse Service (STOP!) Case Activity<sup>32</sup>



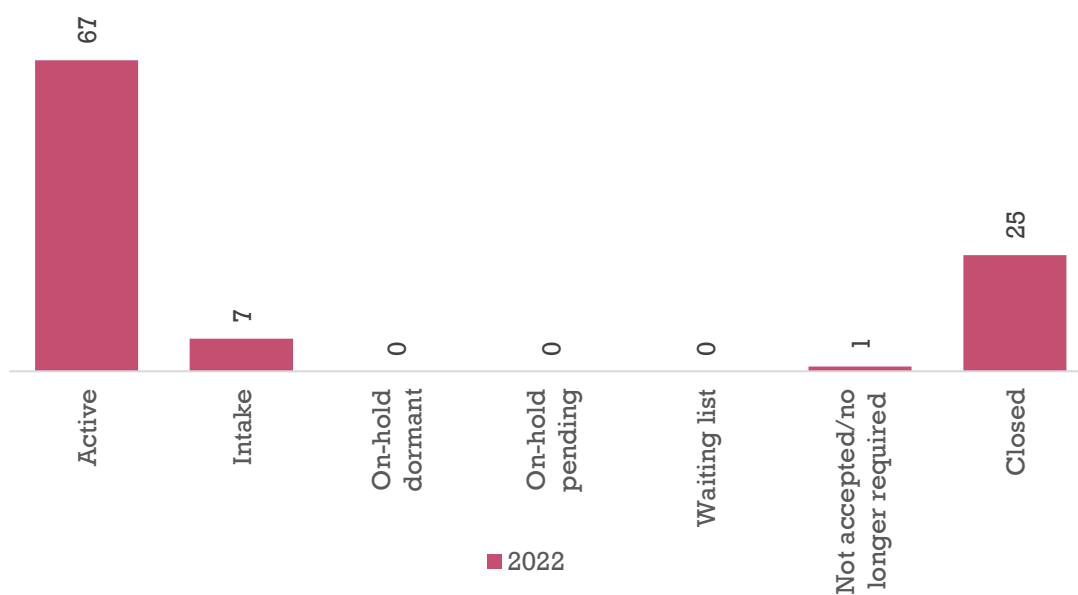
<sup>32</sup> A new data collection system and reporting format were introduced in 2020.

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



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	30	50	51	46	43	44	39	34	51	27	26	23
New & recontact cases	30	49	42	40	42	44	39	33	37	30	20	22
New cases	26	42	33	35	38	41	33	32	33	24	17	22
Closed cases	52	36	48	43	38	48	11	21	17	7	42	25

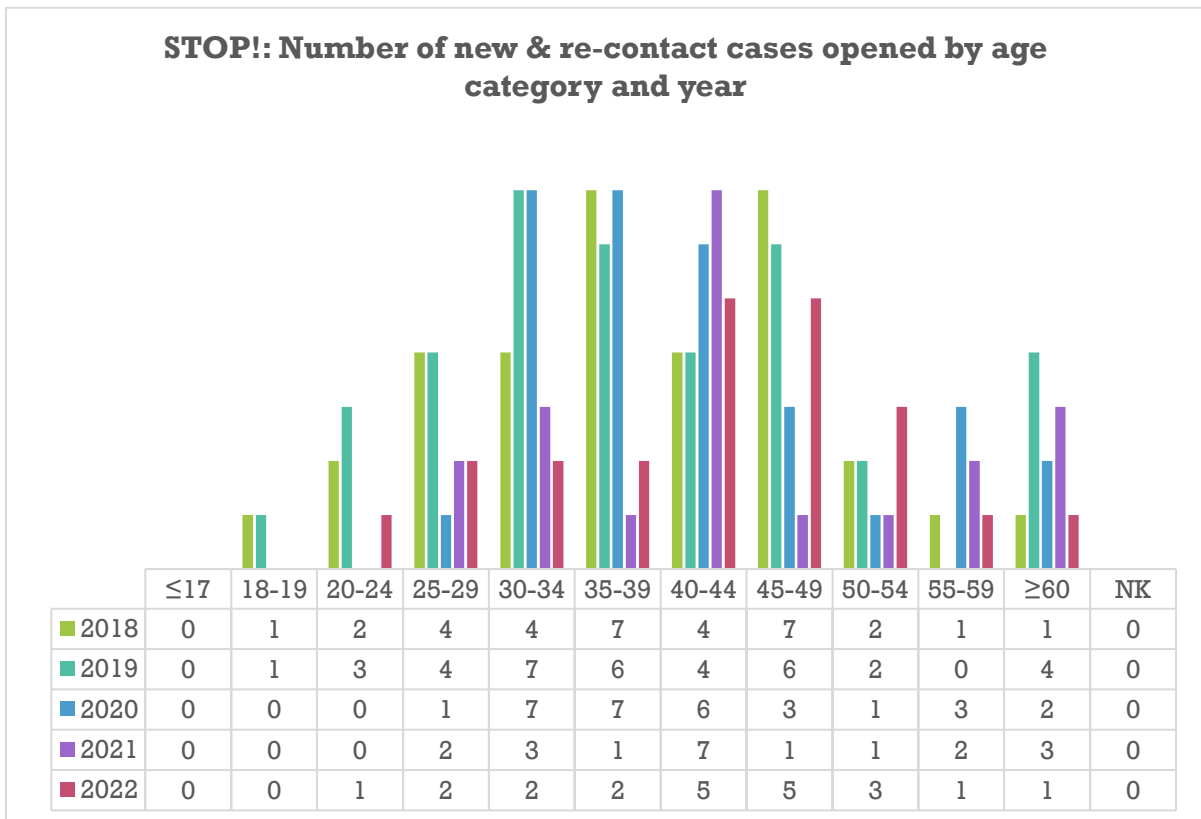
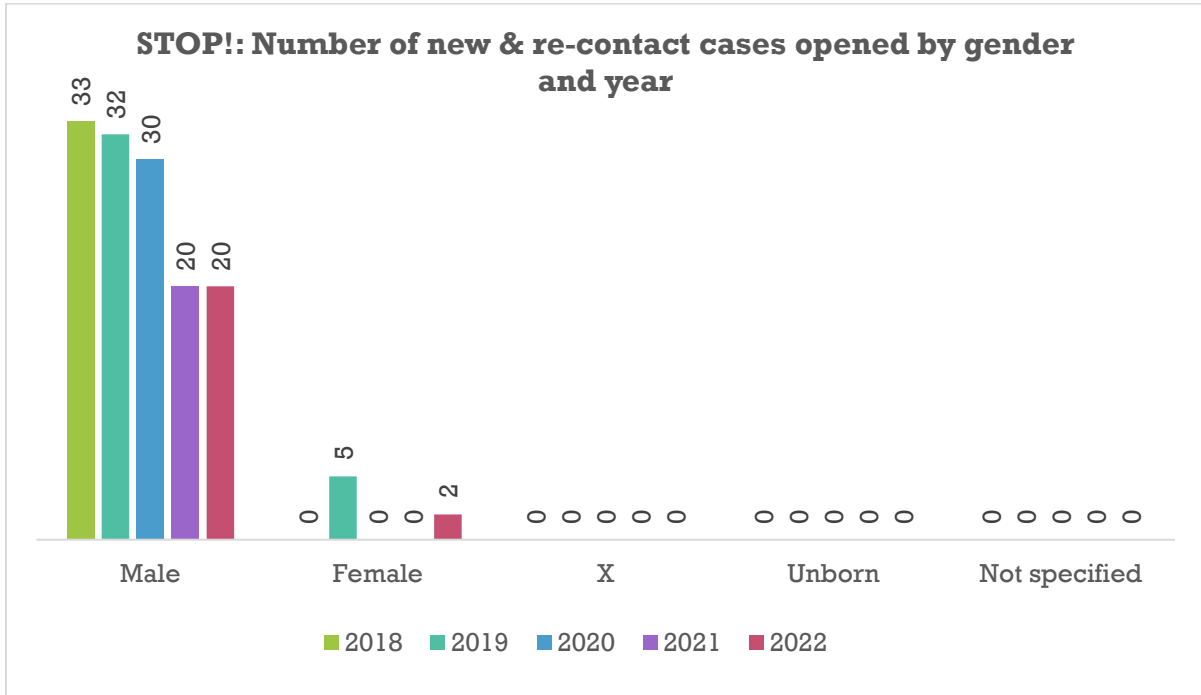
### STOP!: Case state at the end of the reporting period



Note<sup>33</sup>

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

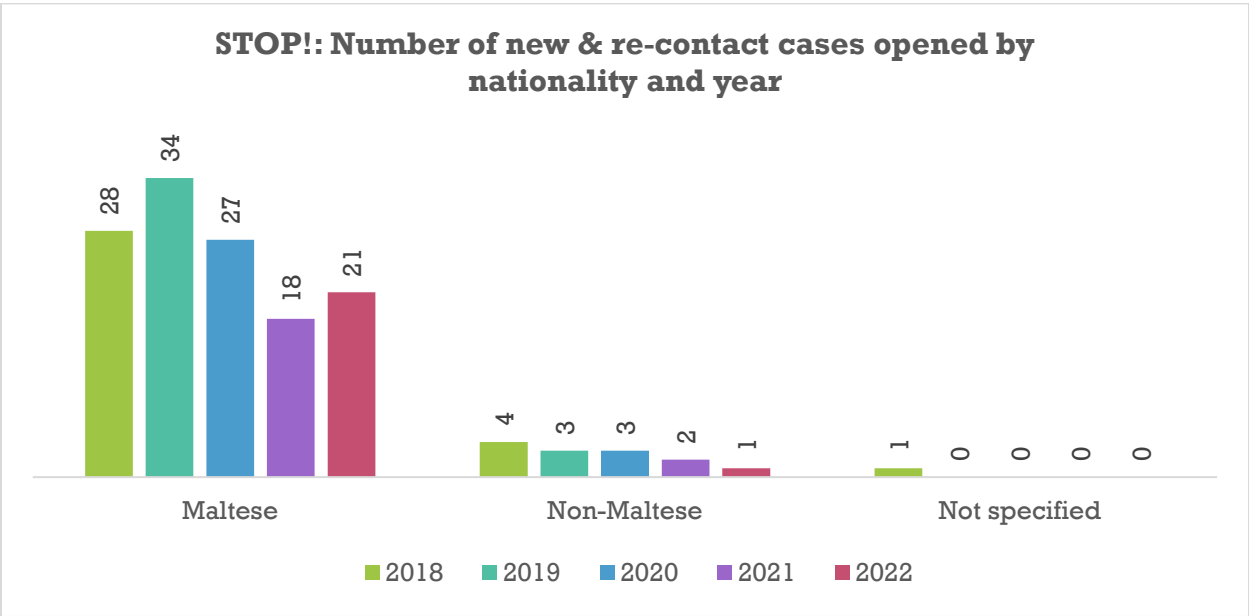
# Details Regarding New and Re-contact Cases Opened



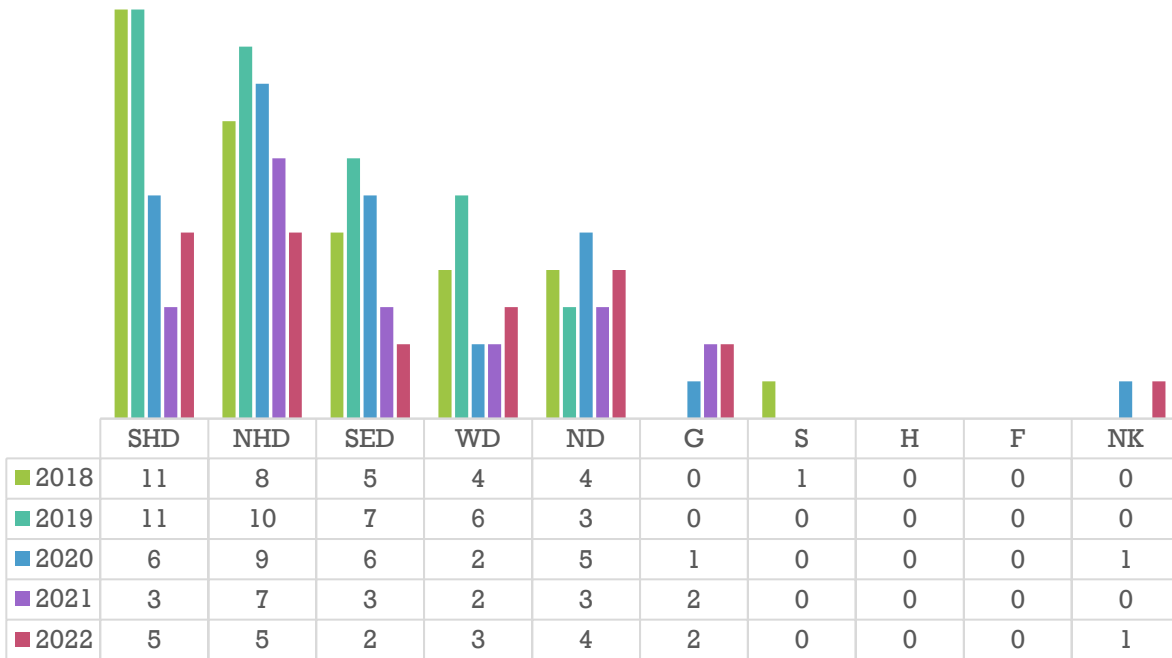
Graph Key<sup>34</sup>

<sup>34</sup> NK: Not Specified.

<b>STOP!: New &amp; re-contact cases by age category and gender January – December 2022</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	0	0	-	0	0
18-19	0	0	0	-	0	0
20-24	0	1	0	-	0	1
25-29	2	0	0	-	0	2
30-34	1	1	0	-	0	2
35-39	2	0	0	-	0	2
40-44	5	0	0	-	0	5
45-49	5	0	0	-	0	5
50-54	3	0	0	-	0	3
55-59	1	0	0	-	0	1
≥60	1	0	0	-	0	1
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>20</b>	<b>2</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>22</b>

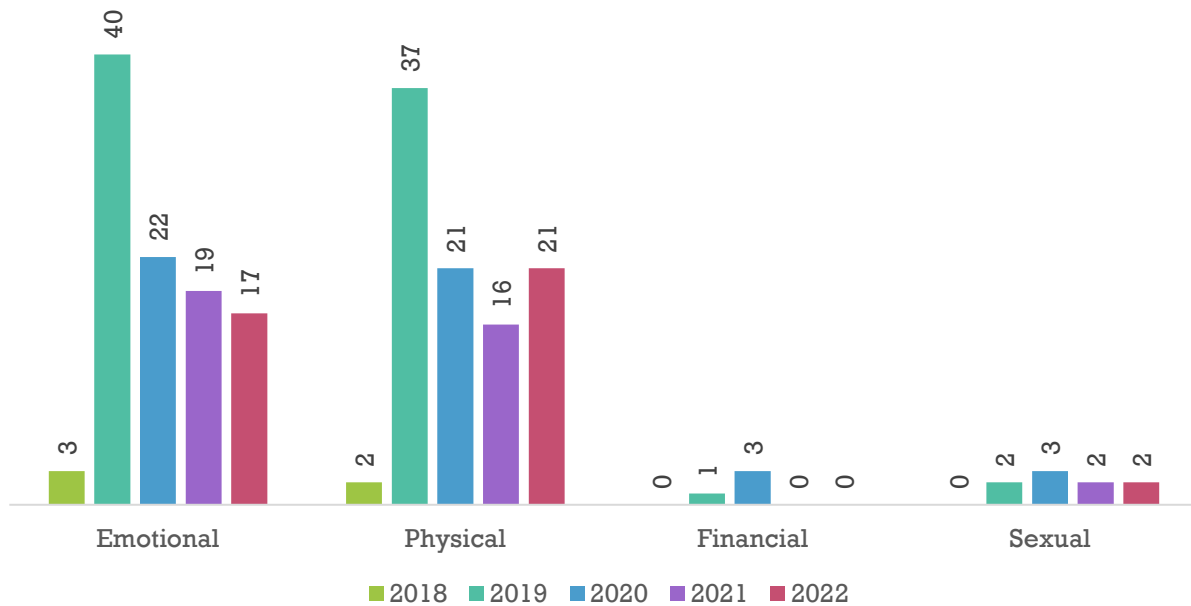


### STOP!: Number of new & re-contact cases opened by district and year



Graph Key<sup>35</sup>

### STOP!: Type of alleged abuse at referral by year of referral



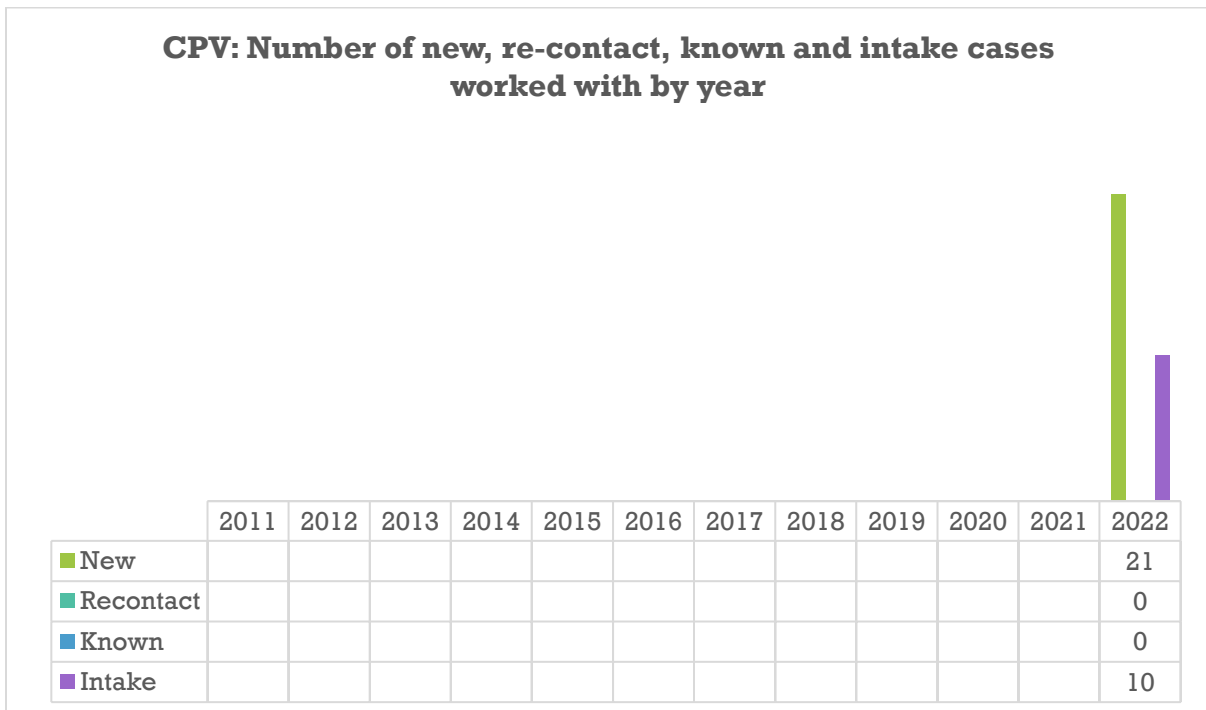
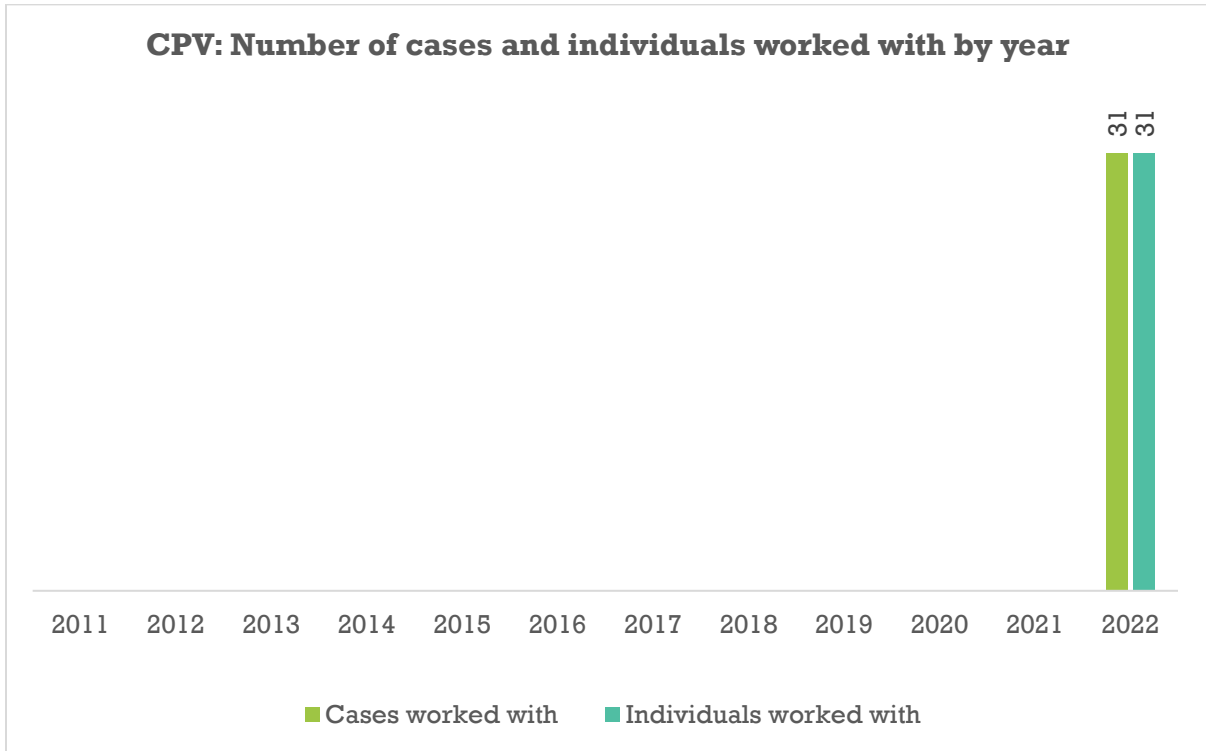
Note<sup>36</sup>

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

<sup>36</sup> Service users may perpetrate more than one form of abuse and thus the data cannot be summed.

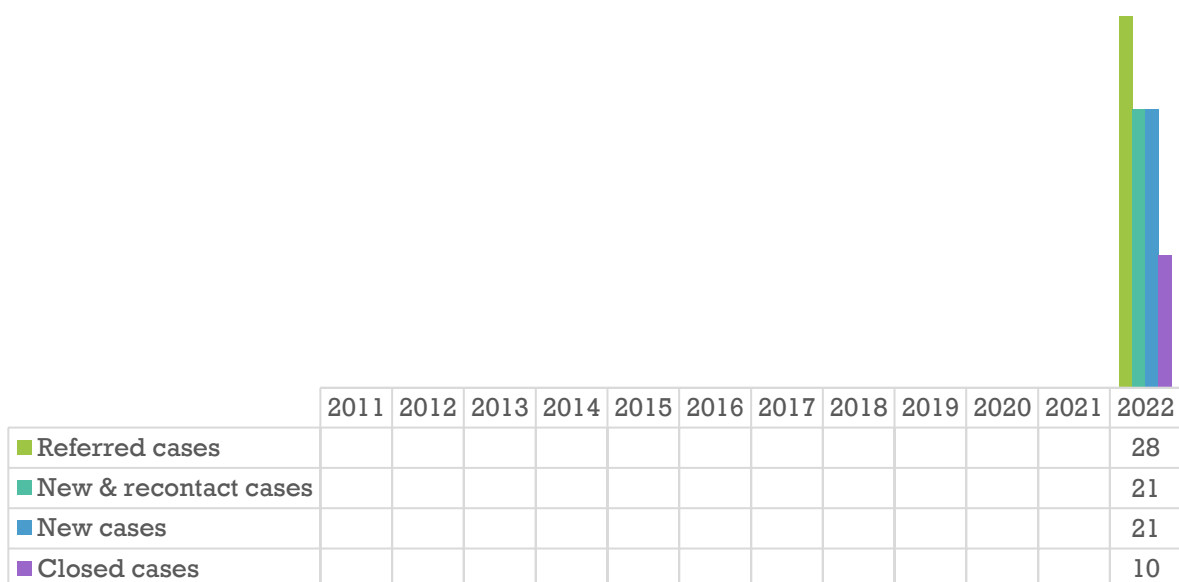


# Child to Parent Violence (CPV) Case Activity<sup>37</sup>

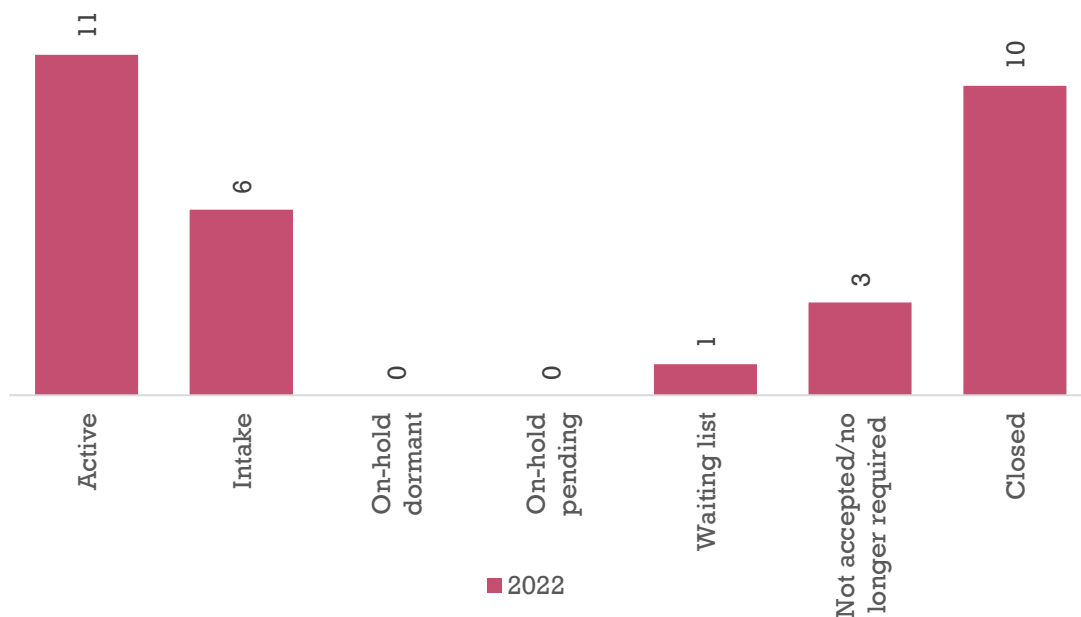


<sup>37</sup> Service was launched April 2022.

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



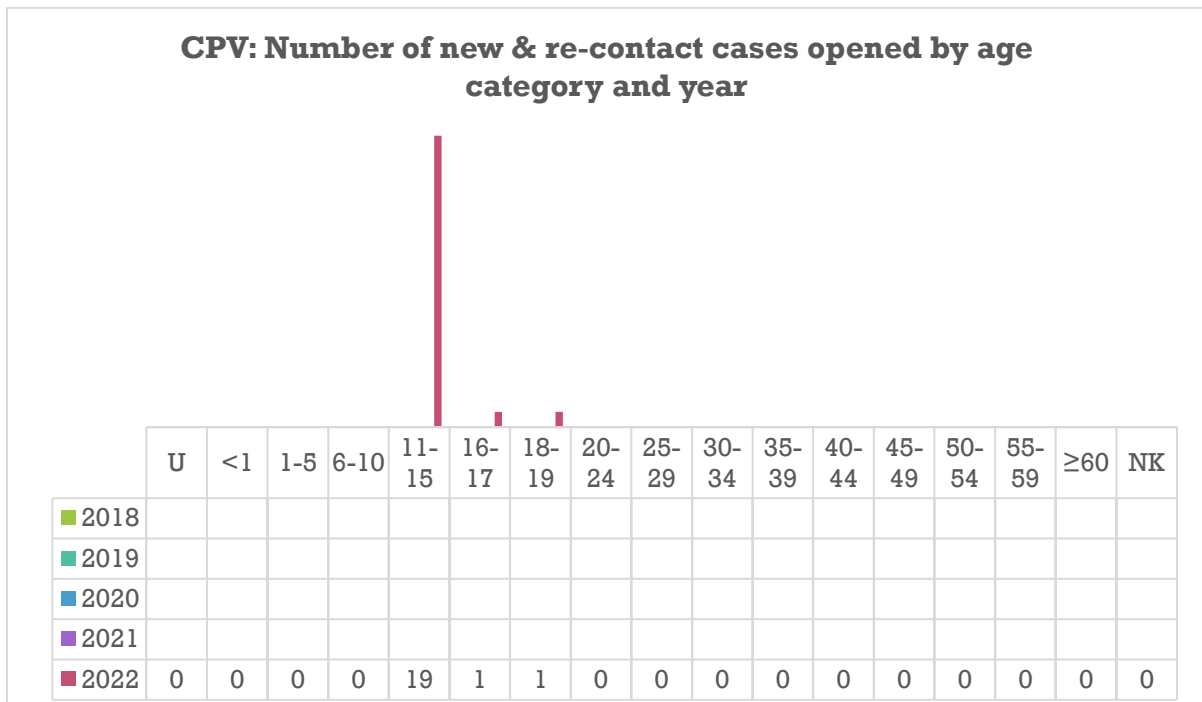
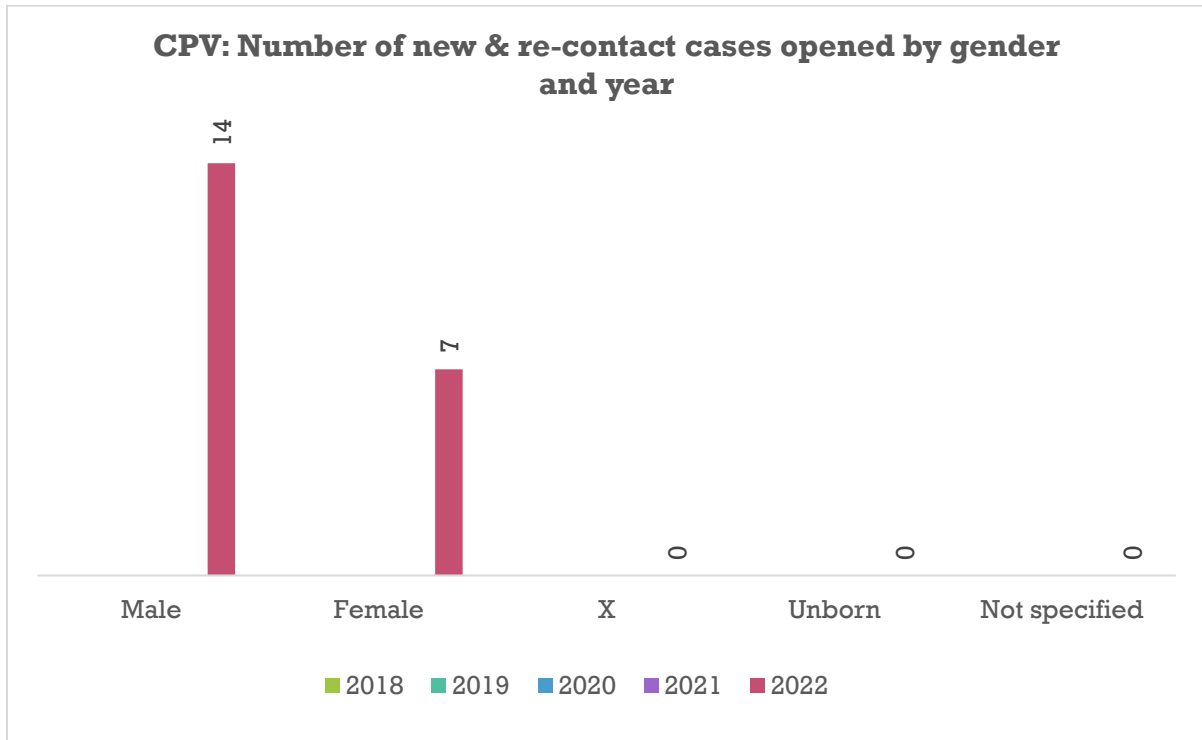
**CPV: Case state at the end of the reporting period**



Note<sup>38</sup>

<sup>38</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

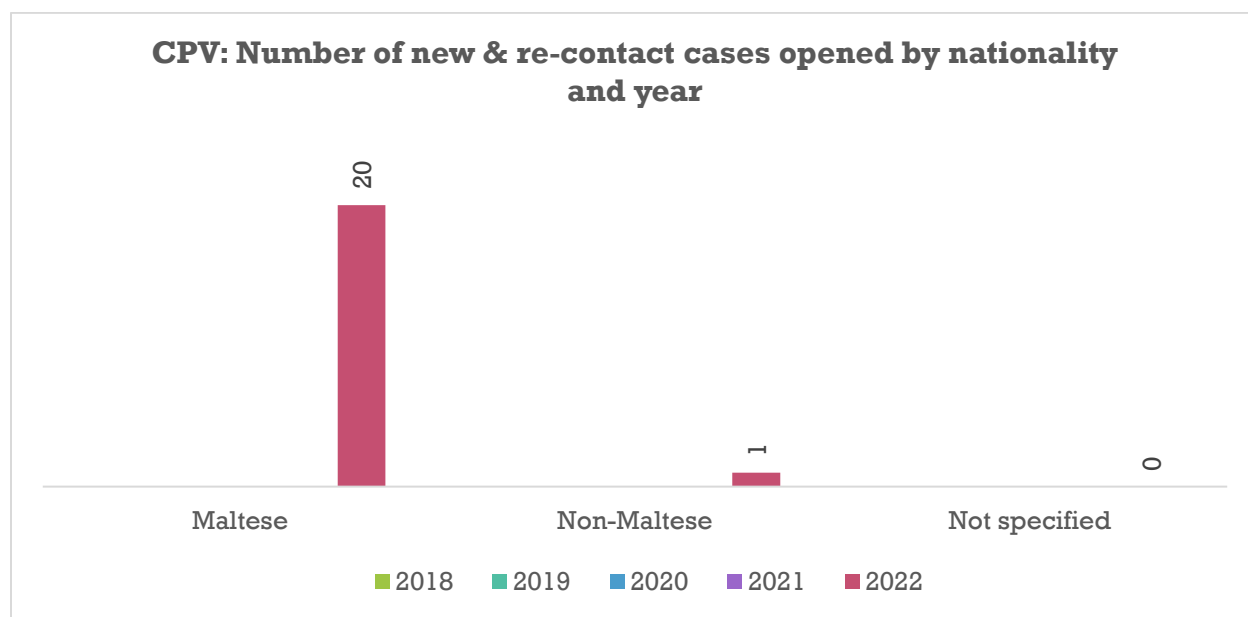
# Details Regarding New and Re-contact Cases Opened



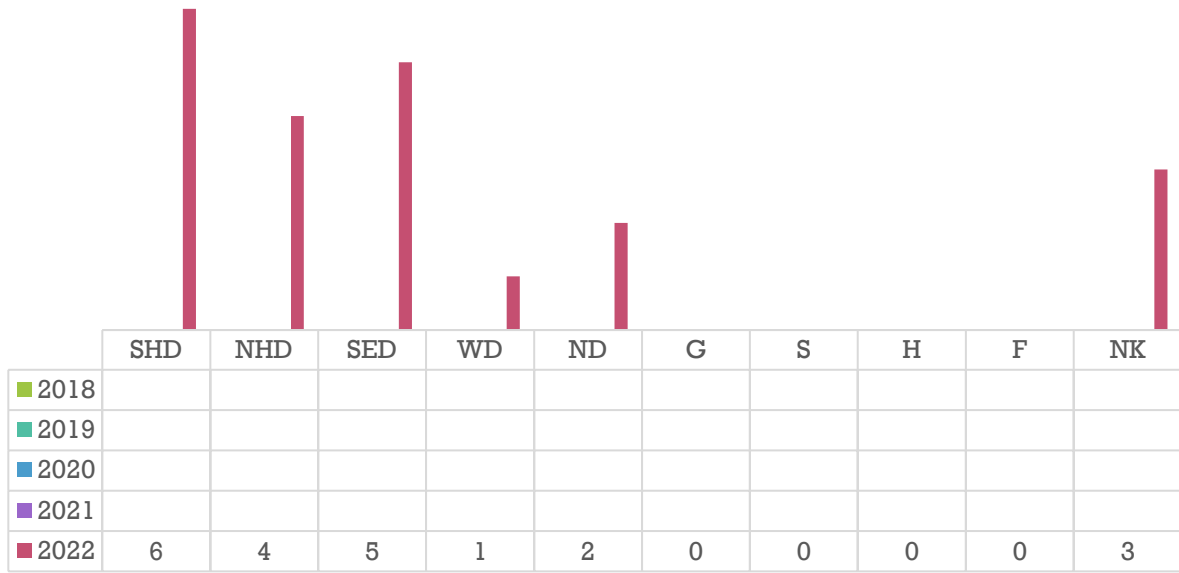
Graph Key<sup>39</sup>

<sup>39</sup> U: Unborn; NK: Not Specified.

<b>CPV: New &amp; re-contact cases by age category and gender January – December 2022</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
Unborn	-	-	-	-	-	-
<1	0	0	0	-	0	0
1-5	0	0	0	-	0	0
6-10	0	0	0	-	0	0
11-15	12	7	0	-	0	19
16-17	1	0	0	-	0	1
18-19	1	0	0	-	0	1
20-24	0	0	0	-	0	0
25-29	0	0	0	-	0	0
30-34	0	0	0	-	0	0
35-39	0	0	0	-	0	0
40-44	0	0	0	-	0	0
45-49	0	0	0	-	0	0
50-54	0	0	0	-	0	0
55-59	0	0	0	-	0	0
≥60	0	0	0	-	0	0
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>14</b>	<b>7</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>21</b>



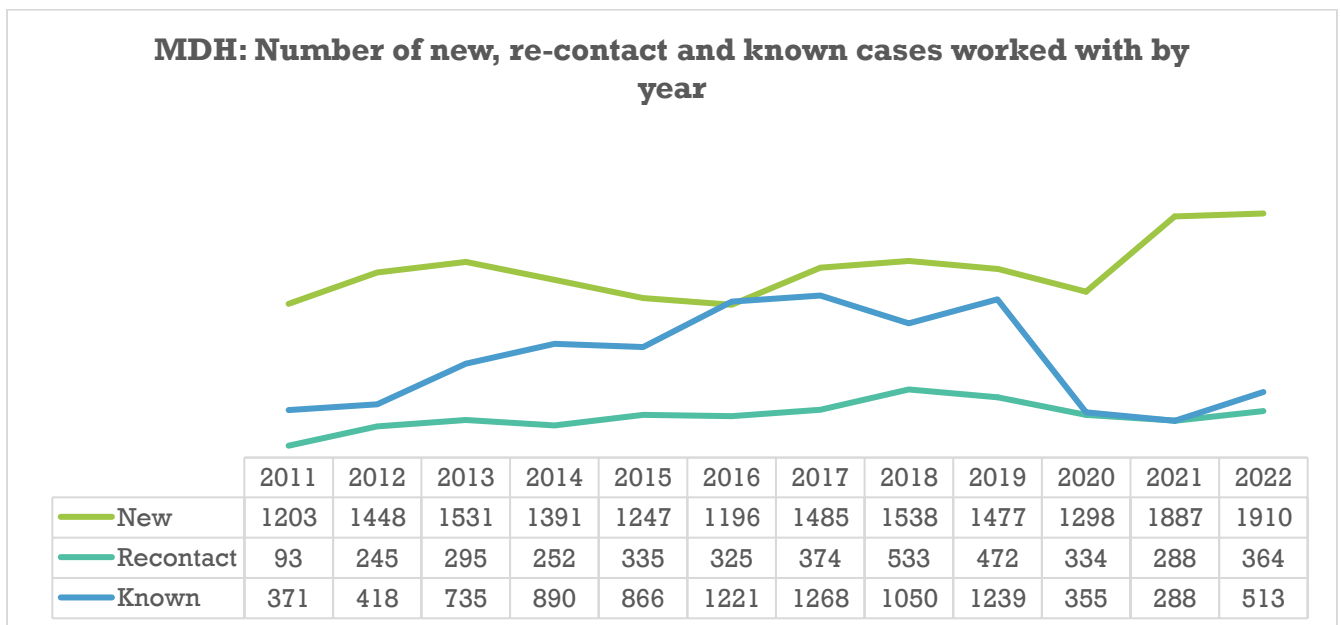
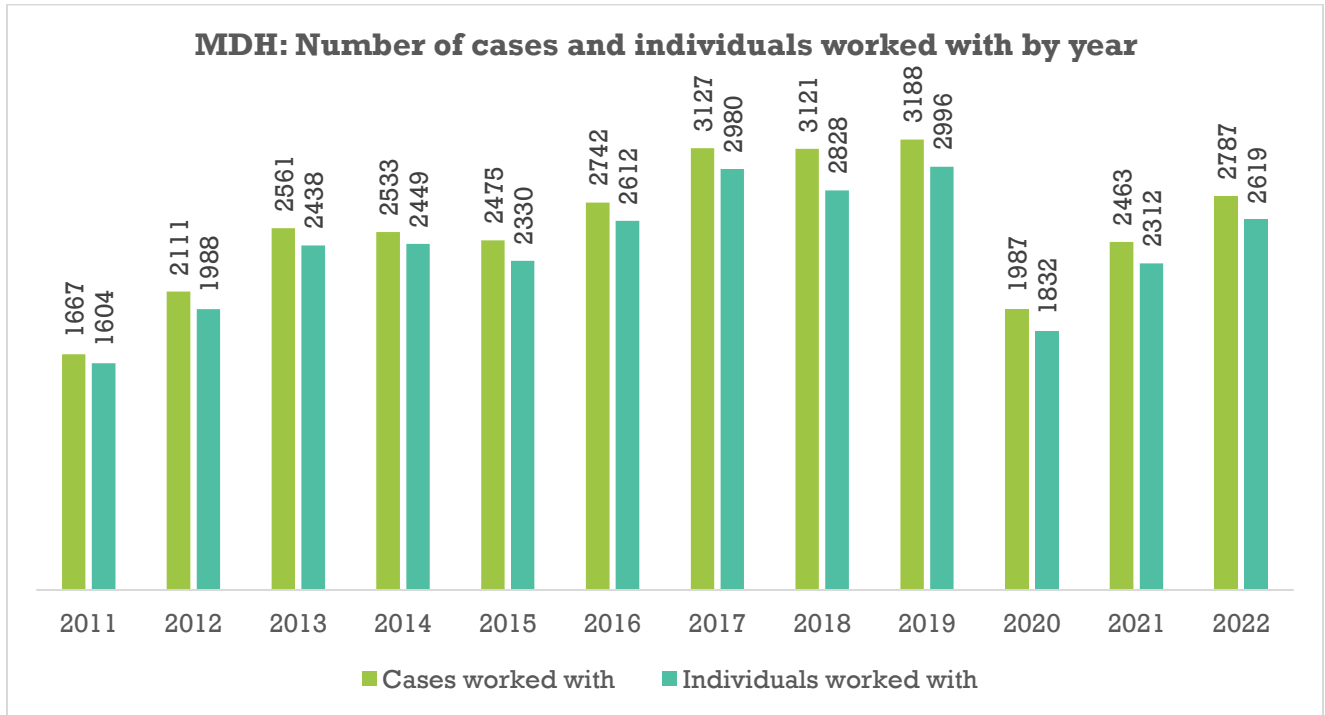
**CPV: Number of new & re-contact cases opened by district and year**



Graph Key<sup>40</sup>

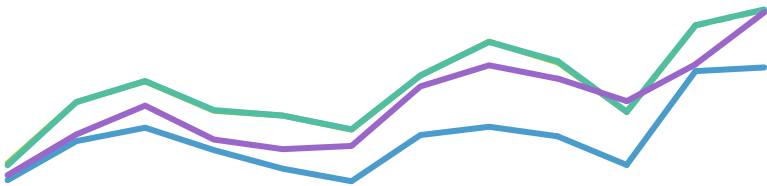
<sup>40</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

# Mater Dei Hospital Social Work Service (MDH) Case Activity<sup>41</sup>



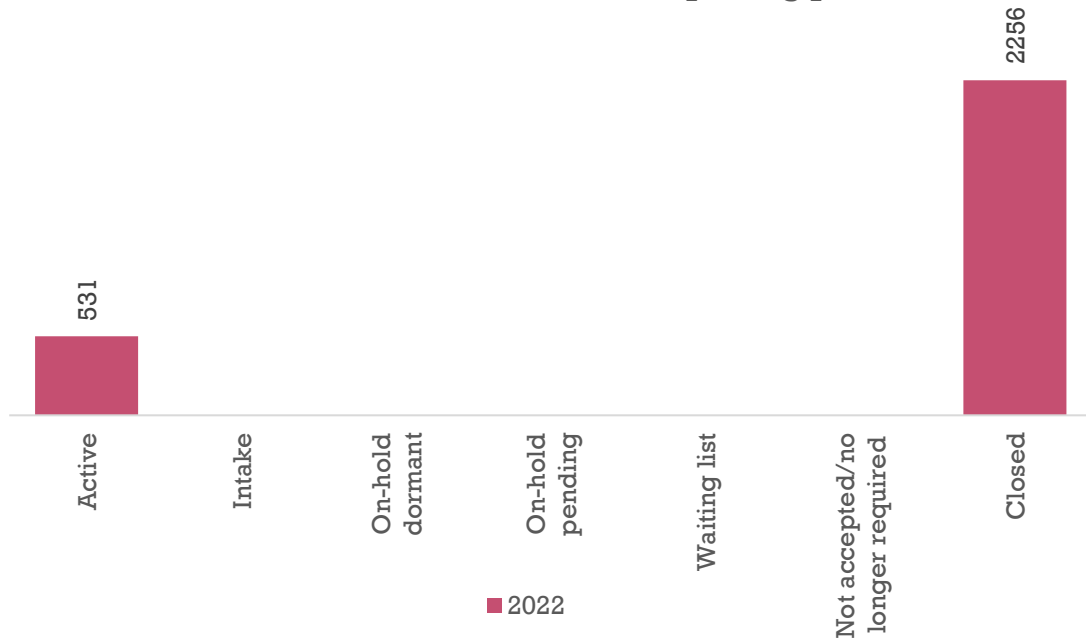
<sup>41</sup> A data cleaning exercise occurred in 2020 and ghost cases were eliminated.

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



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	1308	1693	1823	1638	1609	1519	1859	2072	1942	1631	2174	2272
New & recontact cases	1296	1693	1826	1643	1609	1521	1859	2071	1949	1632	2175	2274
New cases	1203	1448	1531	1391	1274	1196	1485	1538	1477	1298	1887	1910
Closed cases	1234	1490	1670	1458	1397	1417	1790	1923	1840	1699	1930	2256

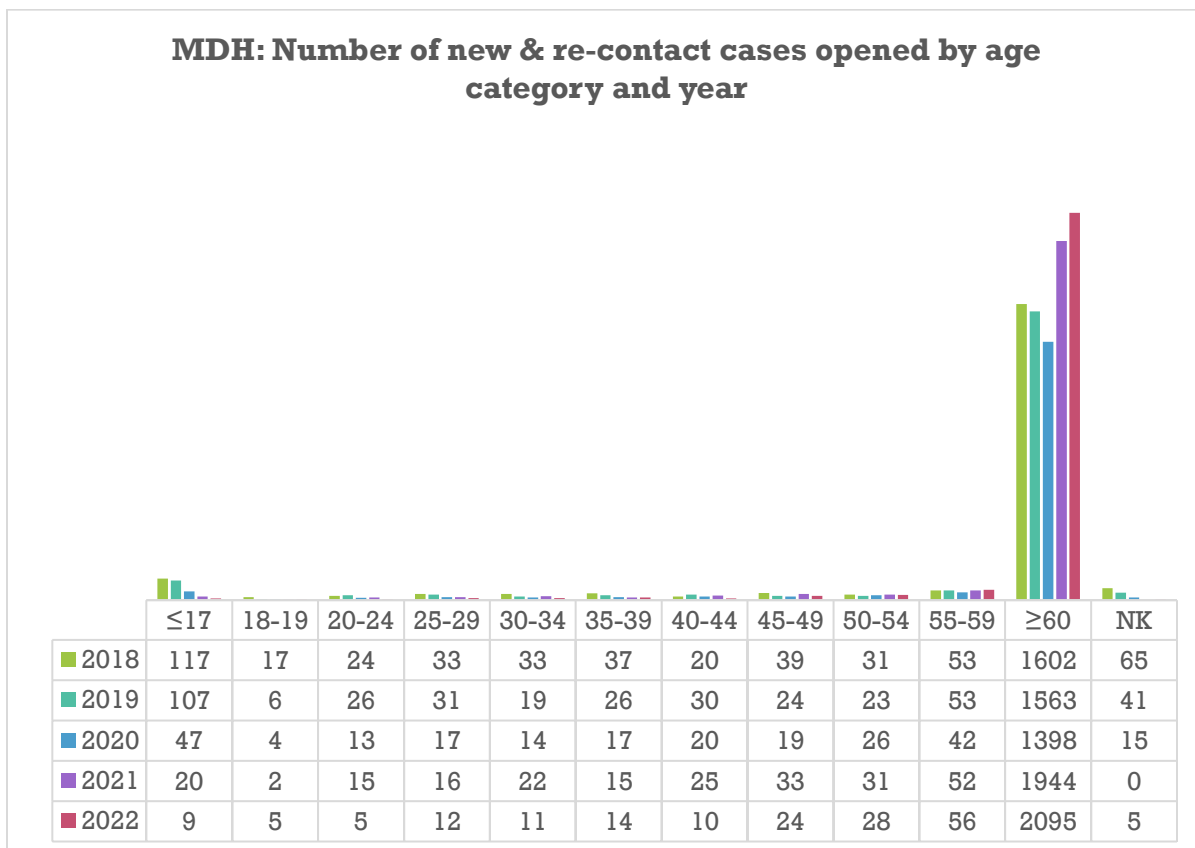
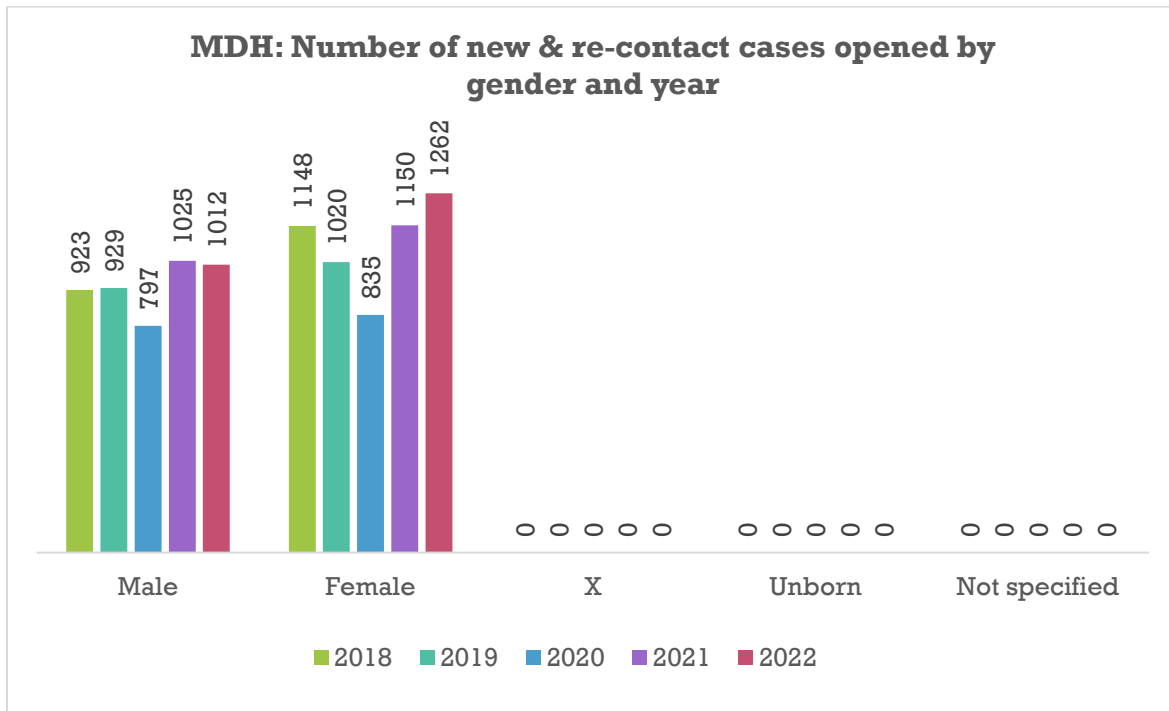
### MDH: Case state at the end of the reporting period



Note<sup>42</sup>

<sup>42</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

# Details Regarding New and Re-contact Cases Opened



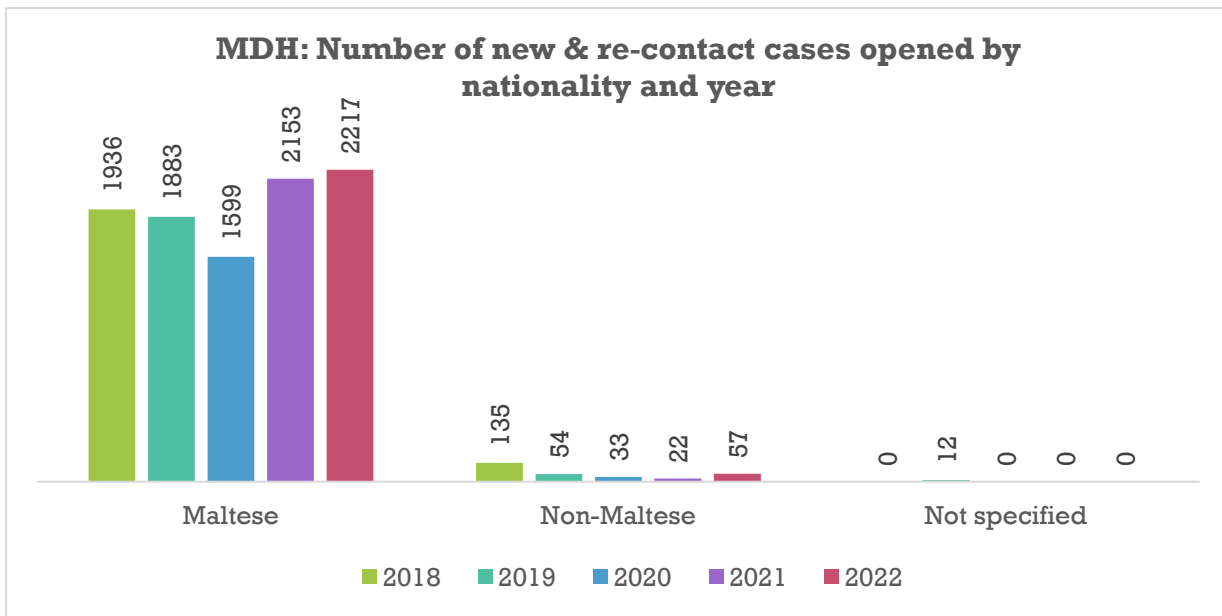
Graph Key<sup>43</sup>

<sup>43</sup> NK: Not Specified.

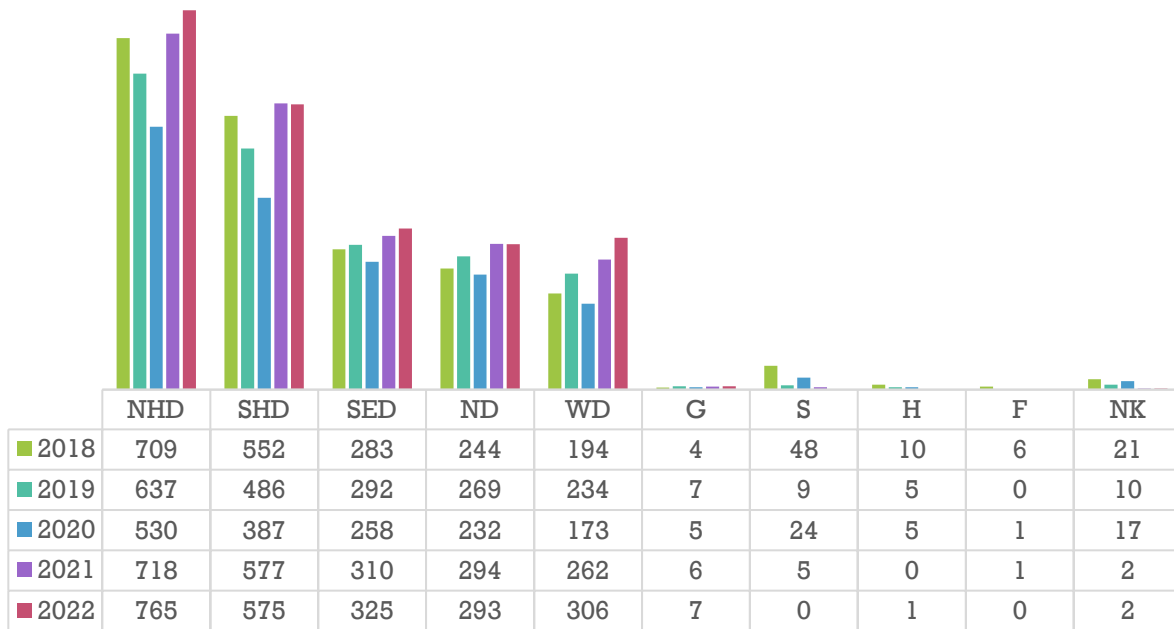
**MDH: New and re-contact cases by age category and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	4	5	0	-	0	9
18-19	2	3	0	-	0	5
20-24	2	3	0	-	0	5
25-29	7	5	0	-	0	12
30-34	6	5	0	-	0	11
35-39	6	8	0	-	0	14
40-44	7	3	0	-	0	10
45-49	17	7	0	-	0	24
50-54	13	15	0	-	0	28
55-59	31	21	0	-	0	56
≥60	914	1181	0	-	0	2095
Not specified	3	2	0	-	0	5
<b>Total</b>	<b>1012</b>	<b>1262</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>2274</b>

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



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

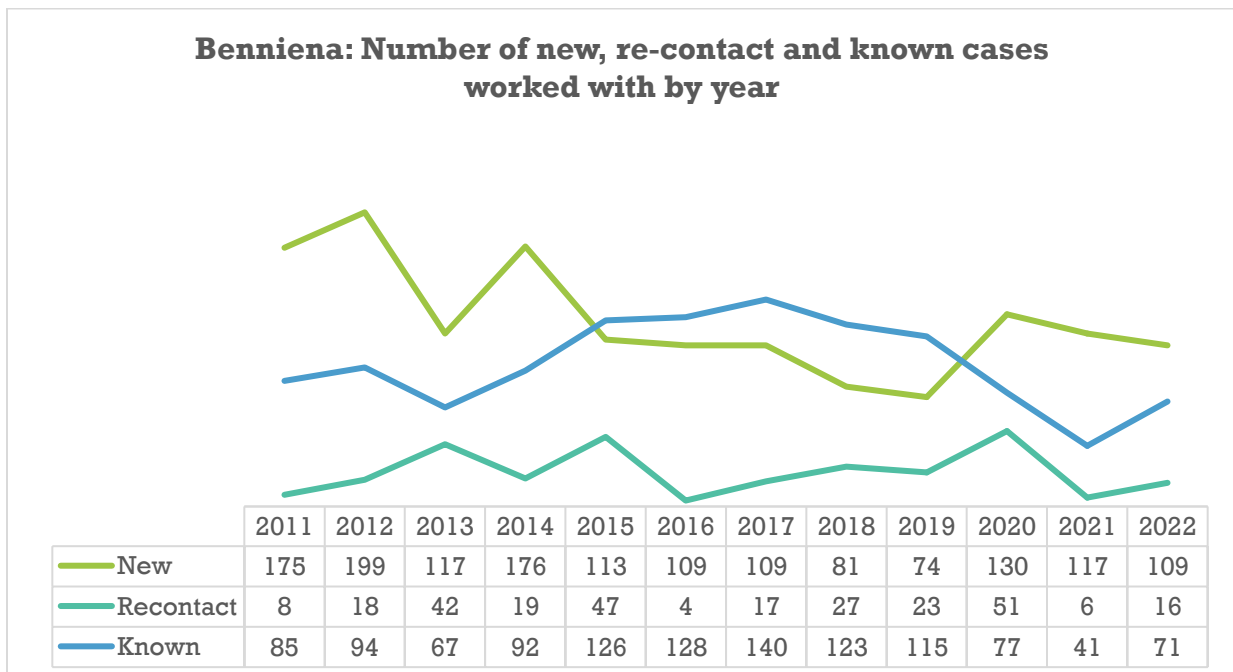
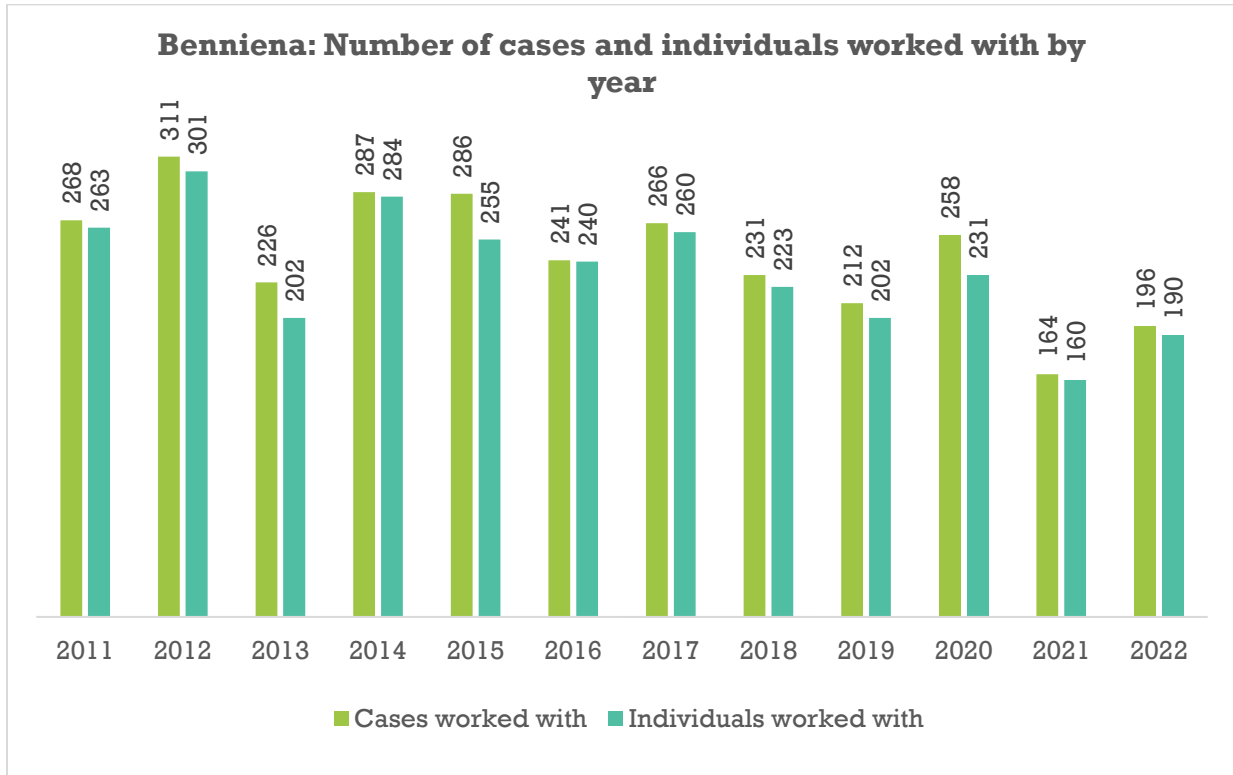


Graph Key<sup>44</sup>

<sup>44</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

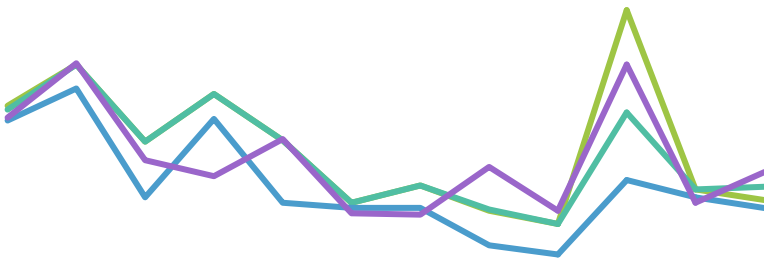
# Benniena Service

## Case Activity<sup>45</sup>



<sup>45</sup> A data cleaning exercise occurred in 2020 and ghost cases were eliminated.

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



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	186	217	159	195	160	113	126	107	97	258	123	115
New & recontact cases	183	217	159	195	160	113	126	108	97	181	123	125
New cases	175	199	117	176	113	109	109	81	74	130	117	109
Closed cases	177	218	145	133	161	105	104	140	107	217	113	136

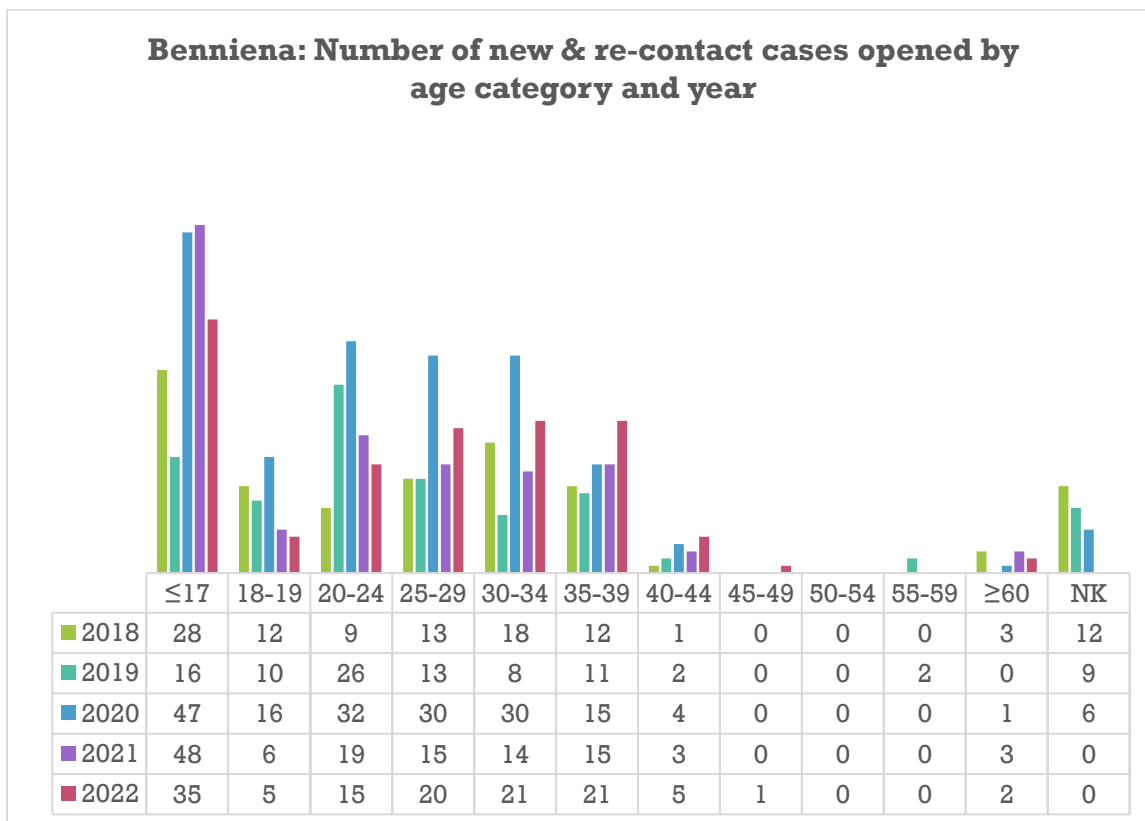
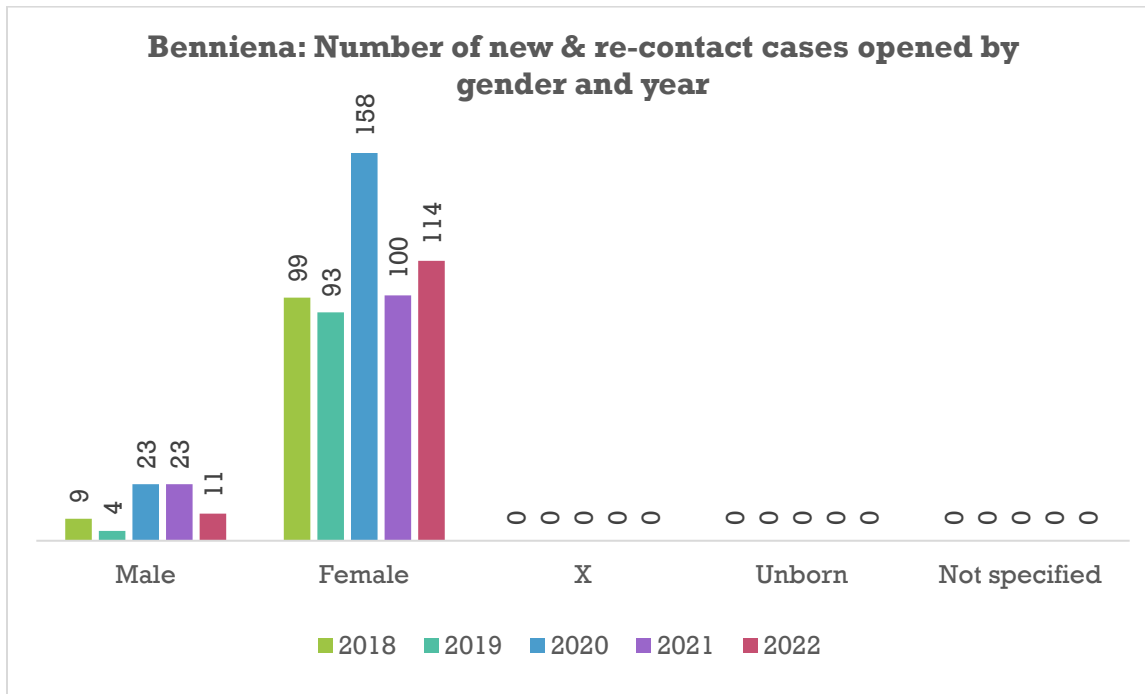
**Benniena: Case state at the end of the reporting period**



Note<sup>46</sup>

<sup>46</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

# Details Regarding New and Re-contact Cases Opened



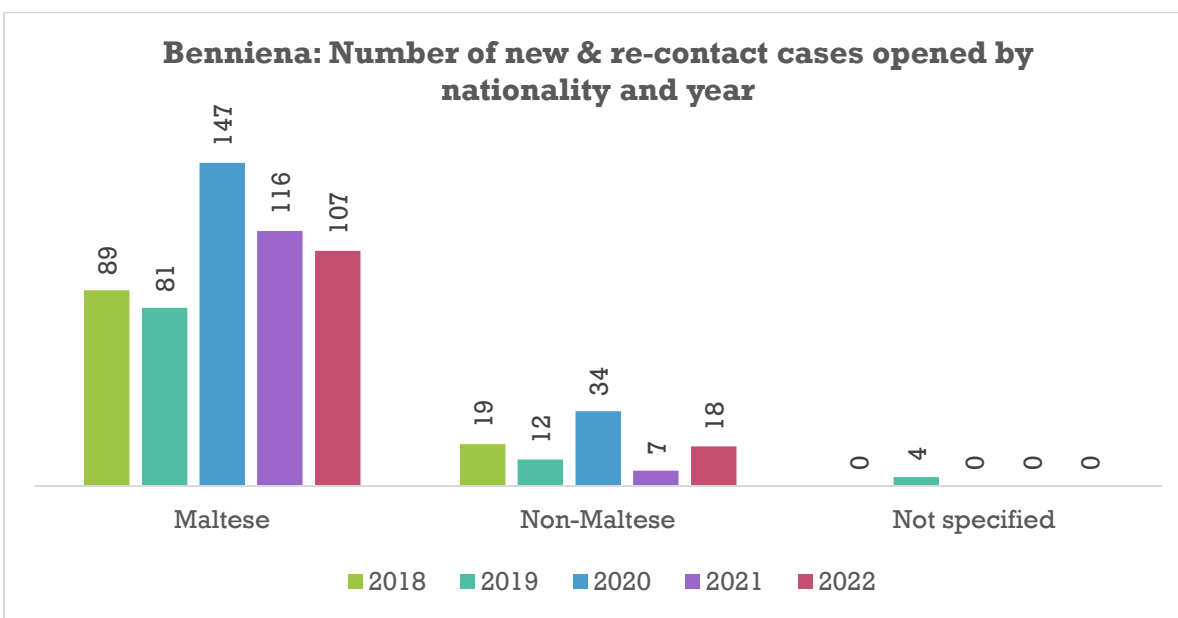
Graph Key<sup>47</sup>

<sup>47</sup> NK: Not Specified.

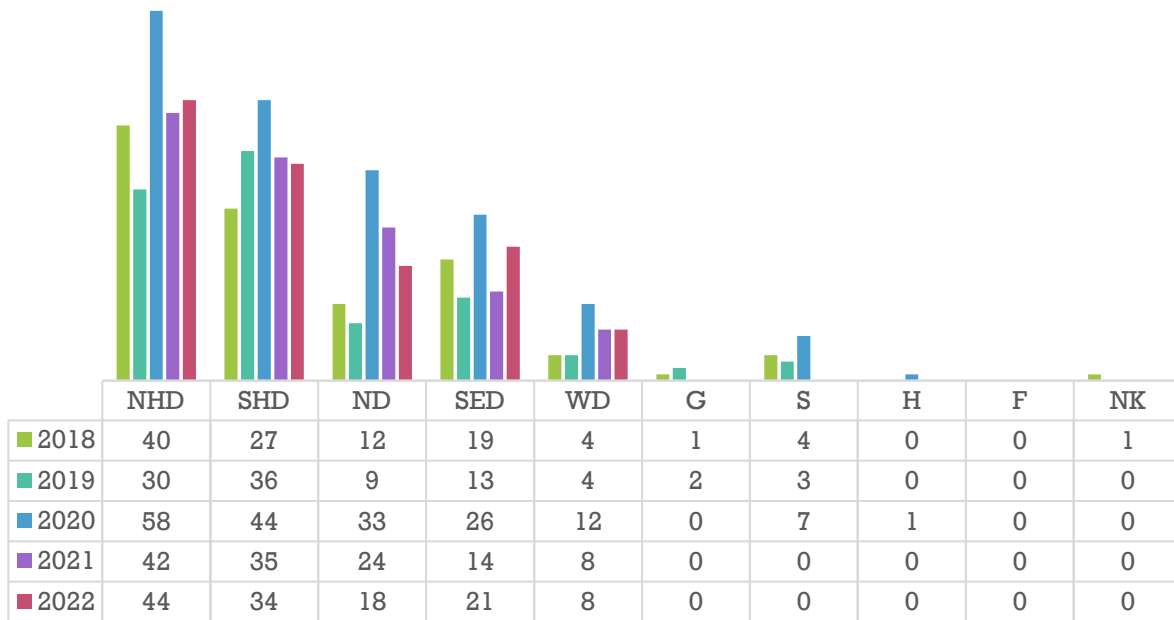
**Benniena: New and re-contact cases opened by age category and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
<17	9	26	0	-	0	35
18-19	0	5	0	-	0	5
20-24	1	14	0	-	0	15
25-29	0	20	0	-	0	20
30-34	0	21	0	-	0	21
35-39	0	21	0	-	0	21
40-44	0	5	0	-	0	5
45-49	0	1	0	-	0	1
50-54	0	0	0	-	0	0
55-59	0	0	0	-	0	0
≥60	1	1	0	-	0	2
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>11</b>	<b>114</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>125</b>

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



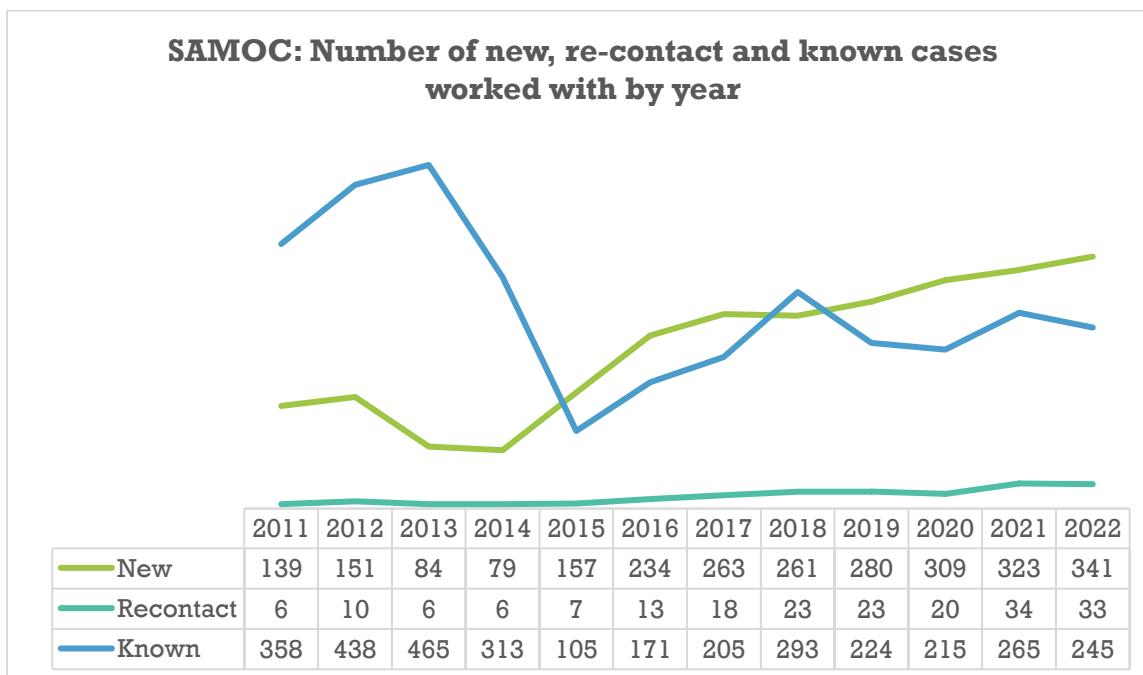
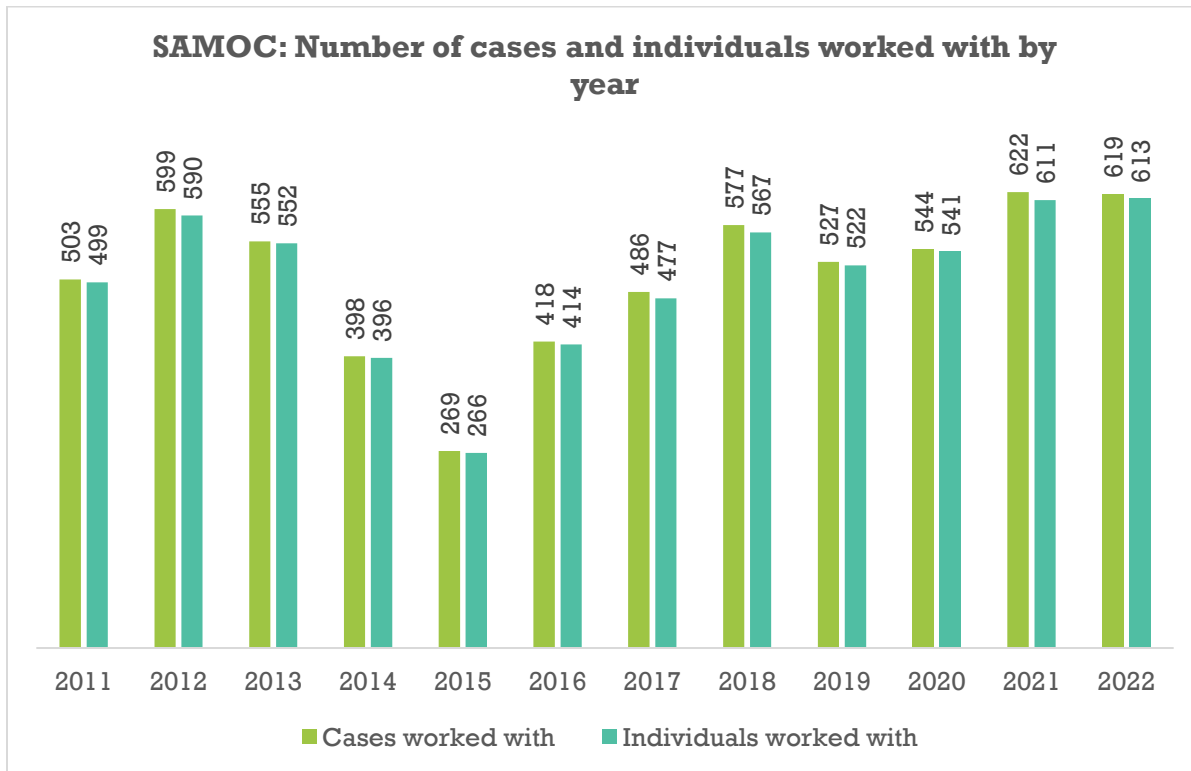
**Benniena: Number of new & re-contact cases opened by district and year**



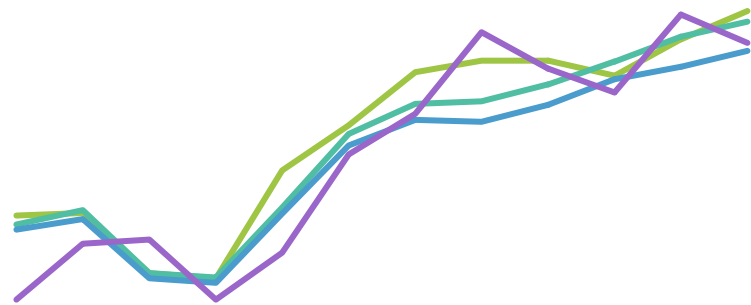
Graph Key<sup>48</sup>

<sup>48</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

# 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	2021	2022
Referred cases	155	158	90	84	206	257	317	330	330	313	354	386
New & recontact cases	145	161	90	85	164	247	281	284	303	329	357	374
New cases	139	151	84	79	157	234	263	261	280	309	323	341
Closed cases	60	123	128	60	113	224	270	362	321	294	382	350

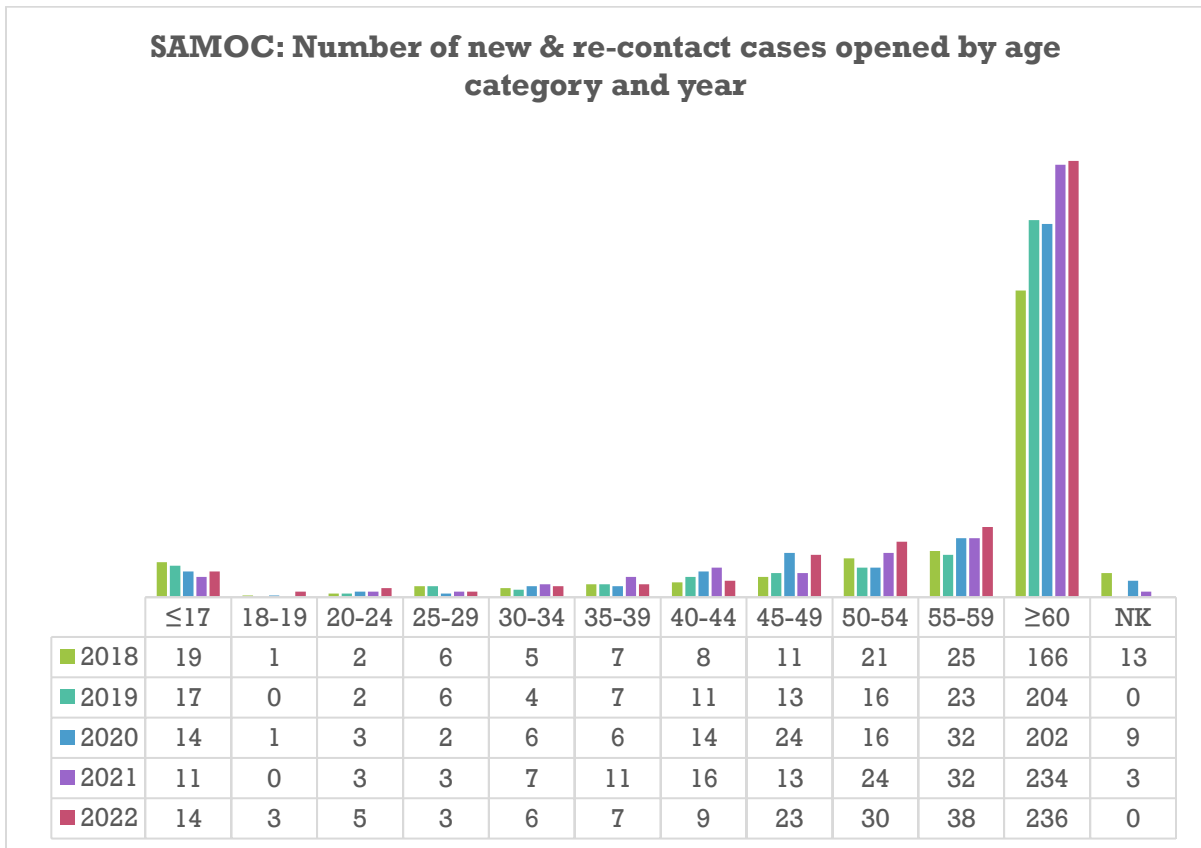
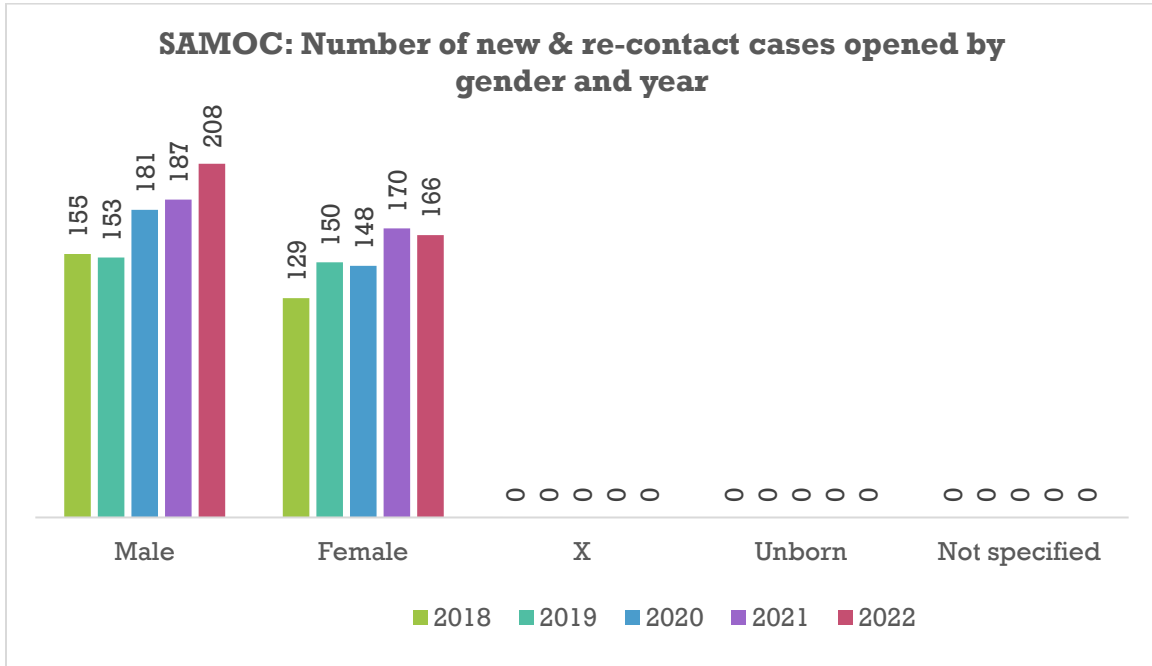
### SAMOC: Case state at the end of the reporting period



Note<sup>49</sup>

<sup>49</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

# Details Regarding New and Re-contact Cases Opened



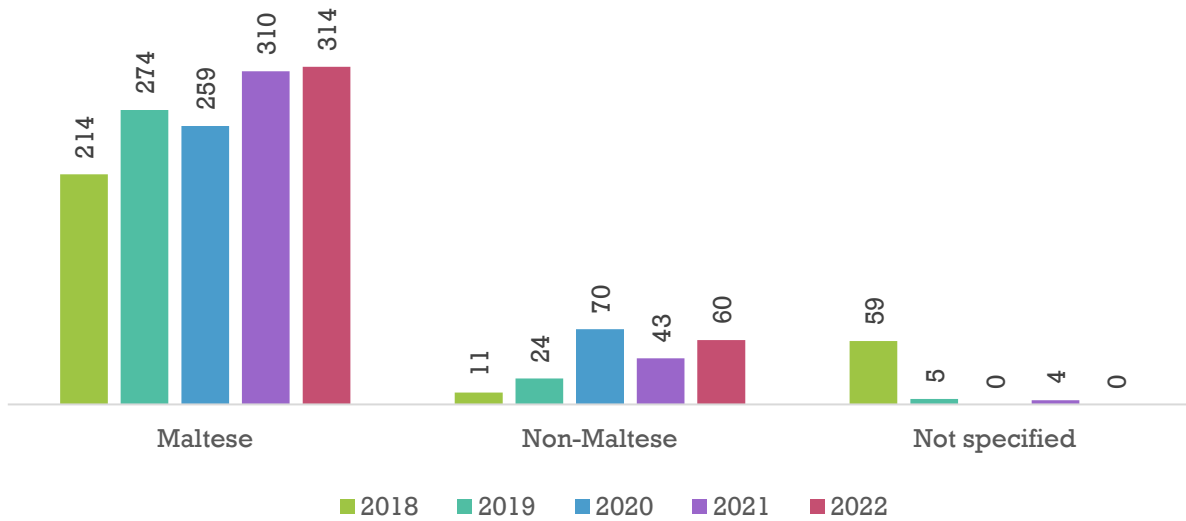
Graph Key<sup>50</sup>

<sup>50</sup> NK: Not Specified.

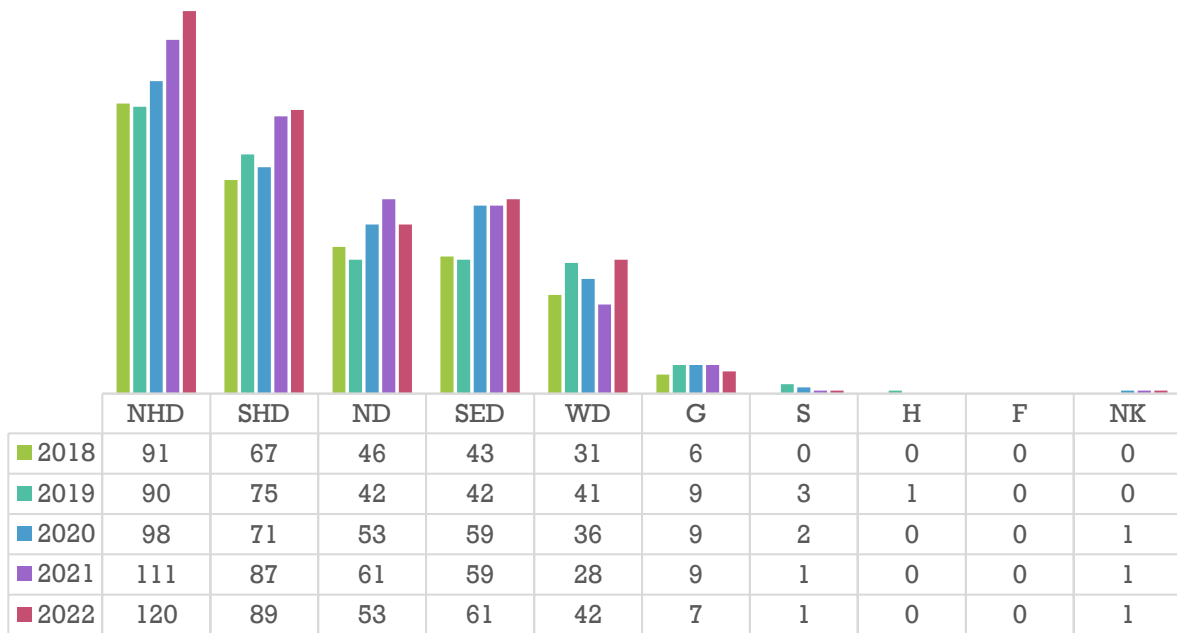
**SAMOC: New & re-contact cases by age category and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	4	10	0	-	0	14
18-19	0	3	0	-	0	3
20-24	3	2	0	-	0	5
25-29	2	1	0	-	0	3
30-34	3	3	0	-	0	6
35-39	4	3	0	-	0	7
40-44	3	6	0	-	0	9
45-49	8	15	0	-	0	23
50-54	15	15	0	-	0	30
55-59	23	15	0	-	0	38
≥60	143	93	0	-	0	236
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>208</b>	<b>166</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>374</b>

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



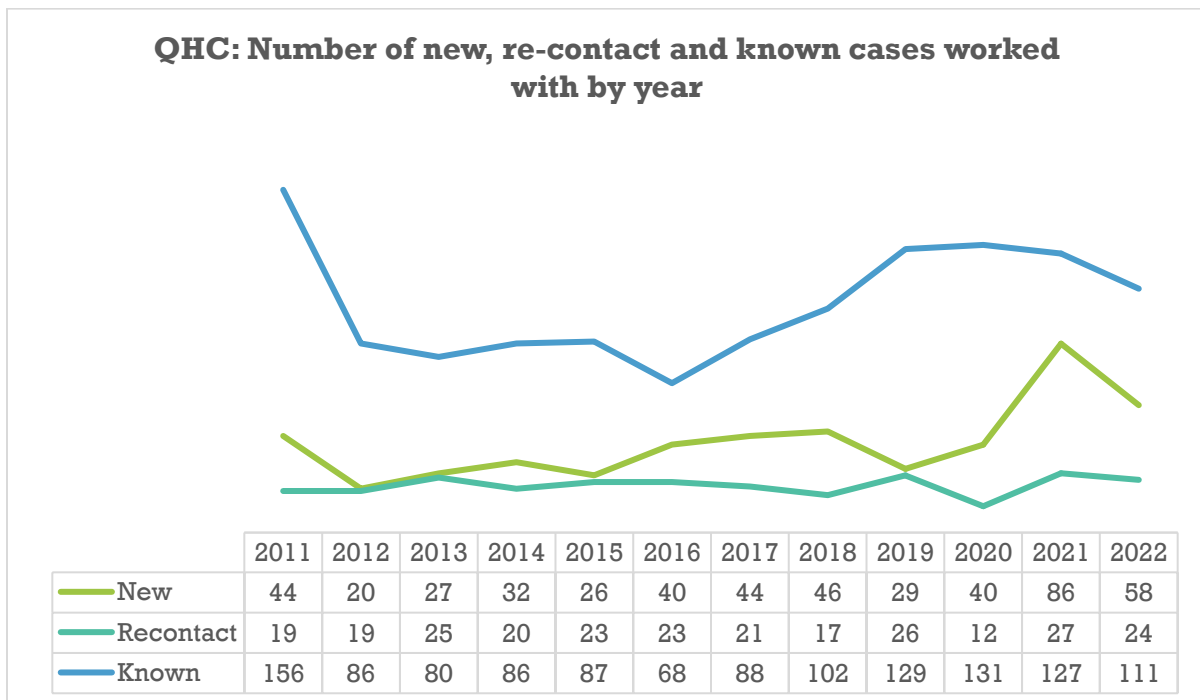
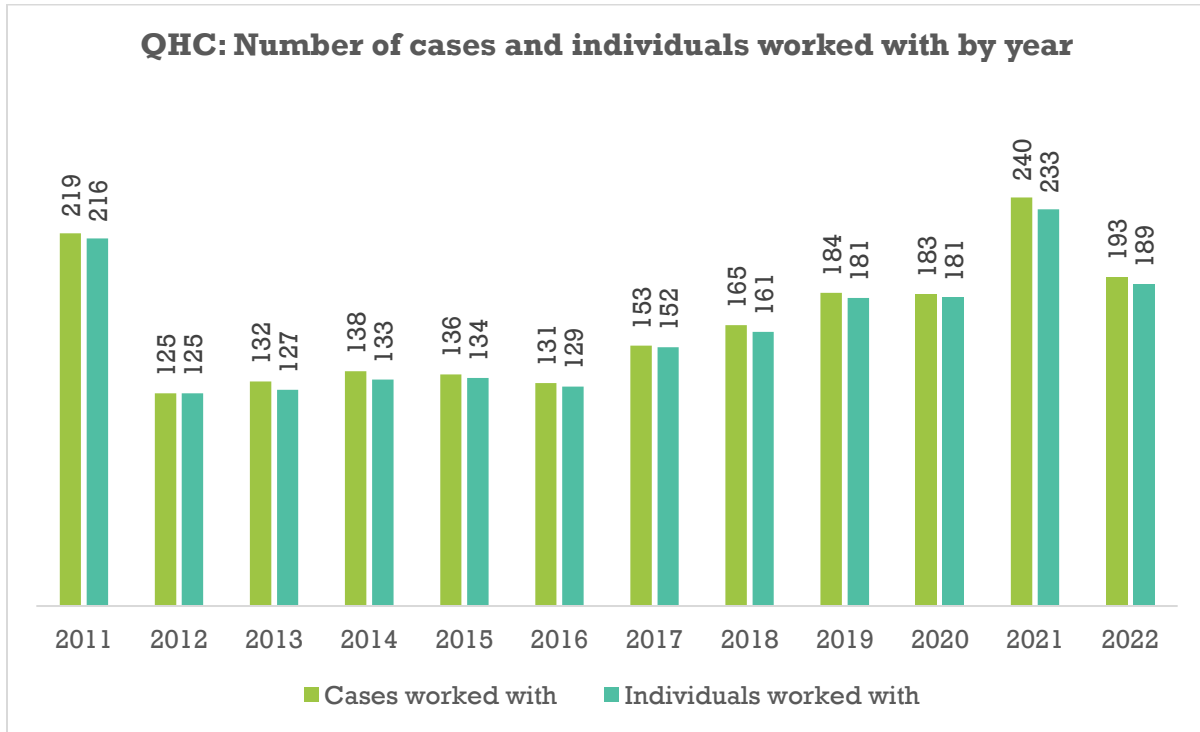
### SAMOC: Number of new & re-contact cases opened by district and year



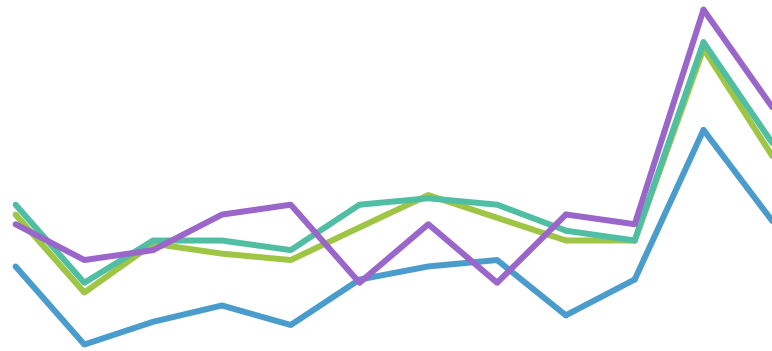
Graph Key<sup>51</sup>

<sup>51</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

# Qormi Health Centre Social Work Service (QHC) Case Activity

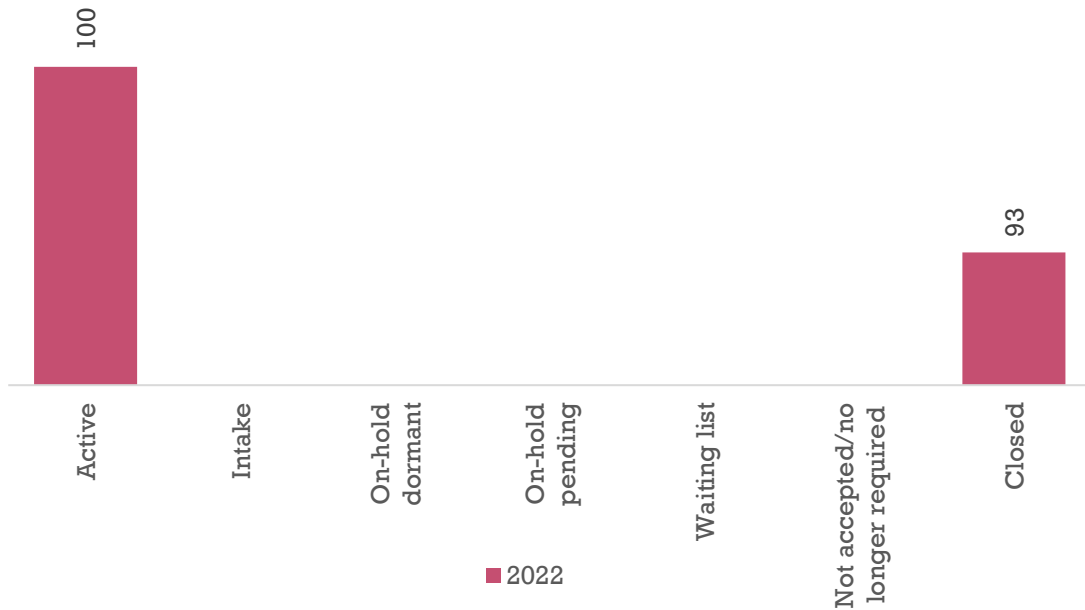


**QHC: Number of referred, new & re-contact, new and closed cases by year**



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Referred cases	60	36	51	48	46	56	66	59	52	52	111	78
New & recontact cases	63	39	52	52	49	63	65	63	55	52	113	82
New cases	44	20	27	32	26	40	44	46	29	40	86	58
Closed cases	57	46	49	60	63	39	57	39	60	57	123	93

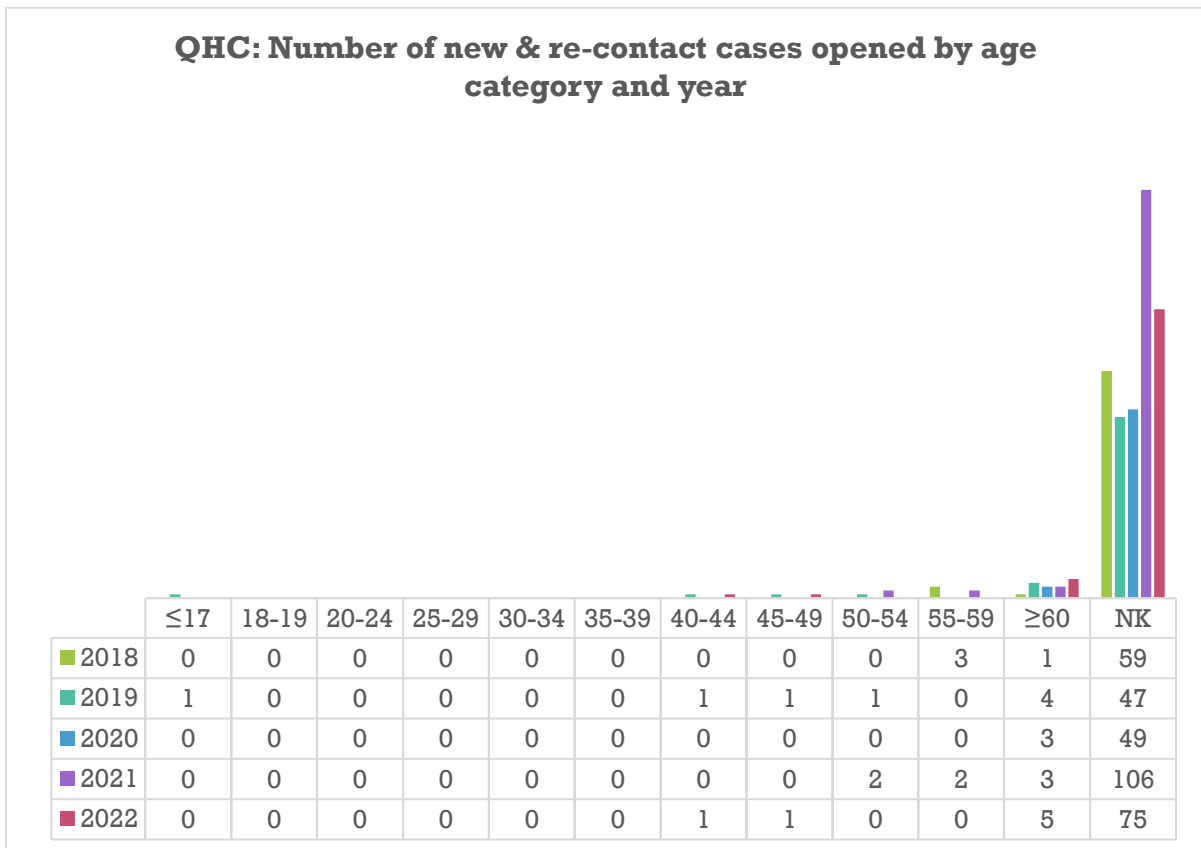
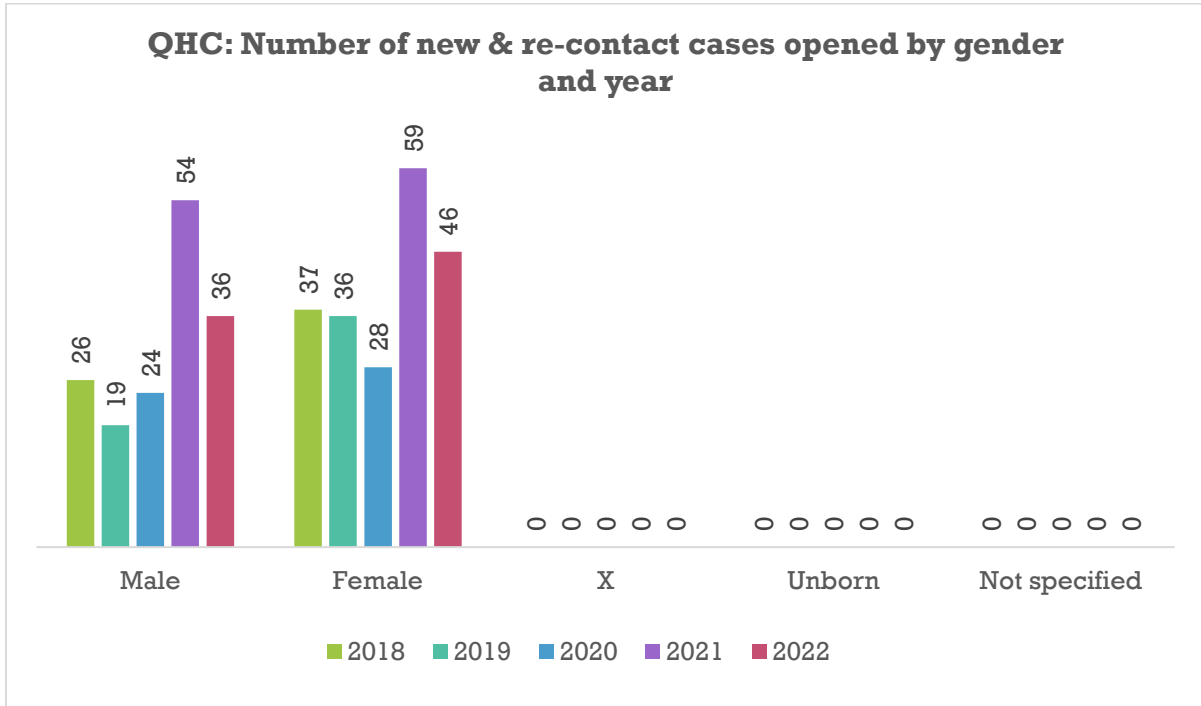
**QHC: Case state at the end of the reporting period**



Note<sup>52</sup>

<sup>52</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

# Details Regarding New and Re-contact Cases Opened



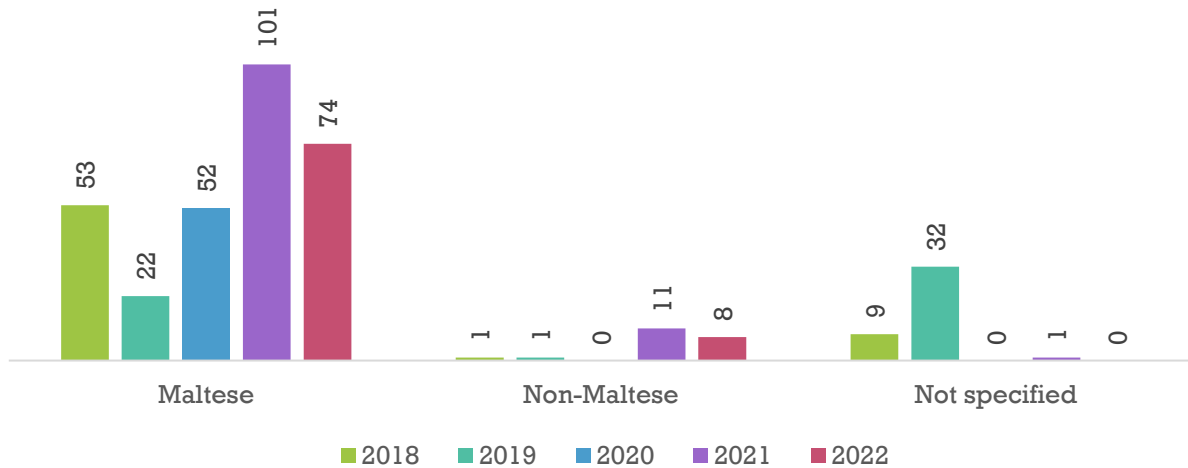
Graph Key<sup>53</sup>

<sup>53</sup> NK: Not Specified.

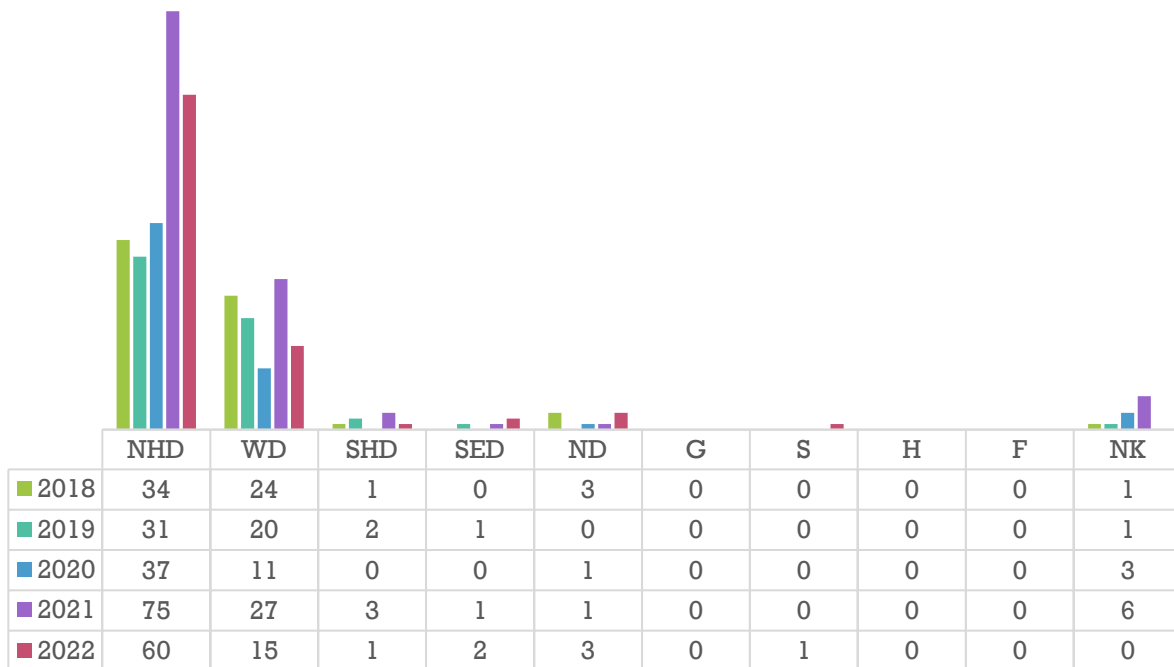
**QHC: New & re-contact cases by age category and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	0	0	0	-	0	0
20-24	0	0	0	-	0	0
25-29	0	0	0	-	0	0
30-34	0	0	0	-	0	0
35-39	0	0	0	-	0	0
40-44	0	1	0	-	0	1
45-49	0	1	0	-	0	1
50-54	0	0	0	-	0	0
55-59	0	0	0	-	0	0
≥60	1	4	0	-	0	5
Not specified	35	40	0	-	0	75
<b>Total</b>	<b>36</b>	<b>46</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>82</b>

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

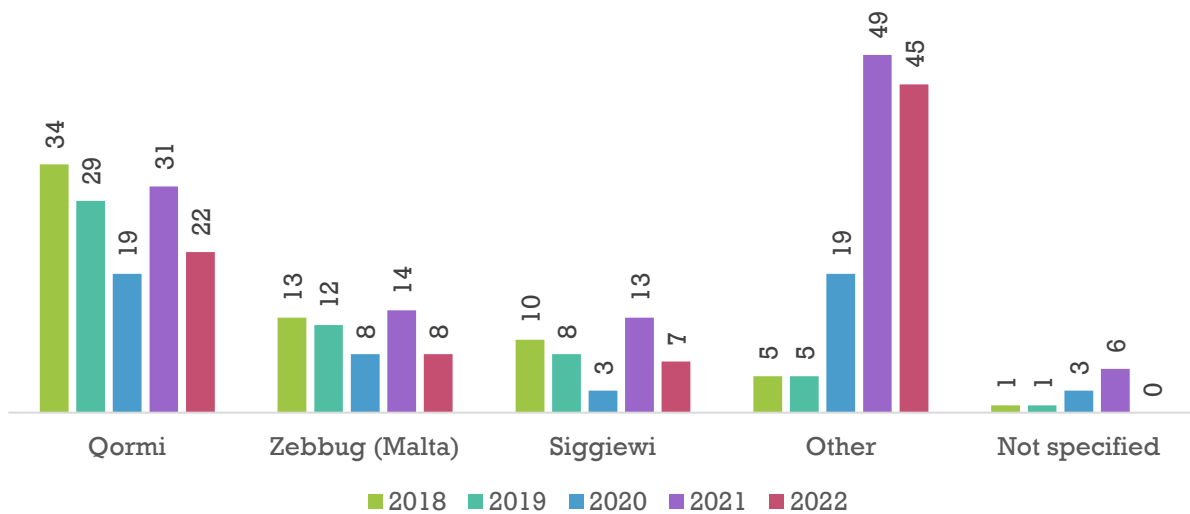


### QHC: Number of new & re-contact cases opened by district and year



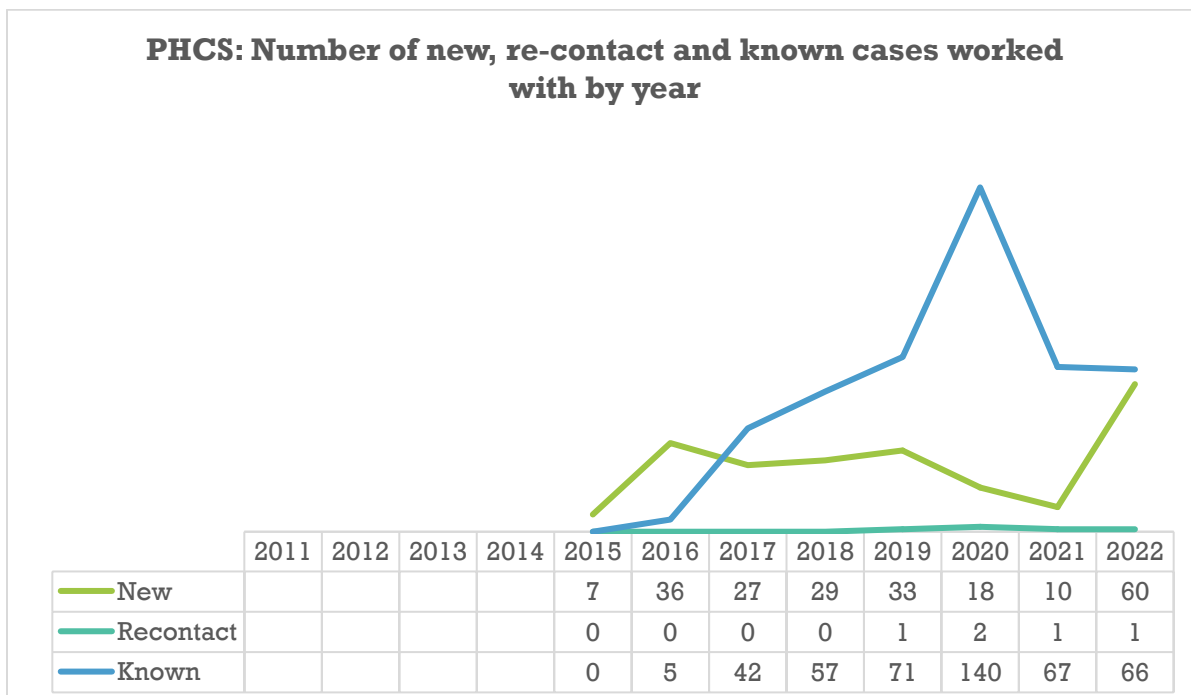
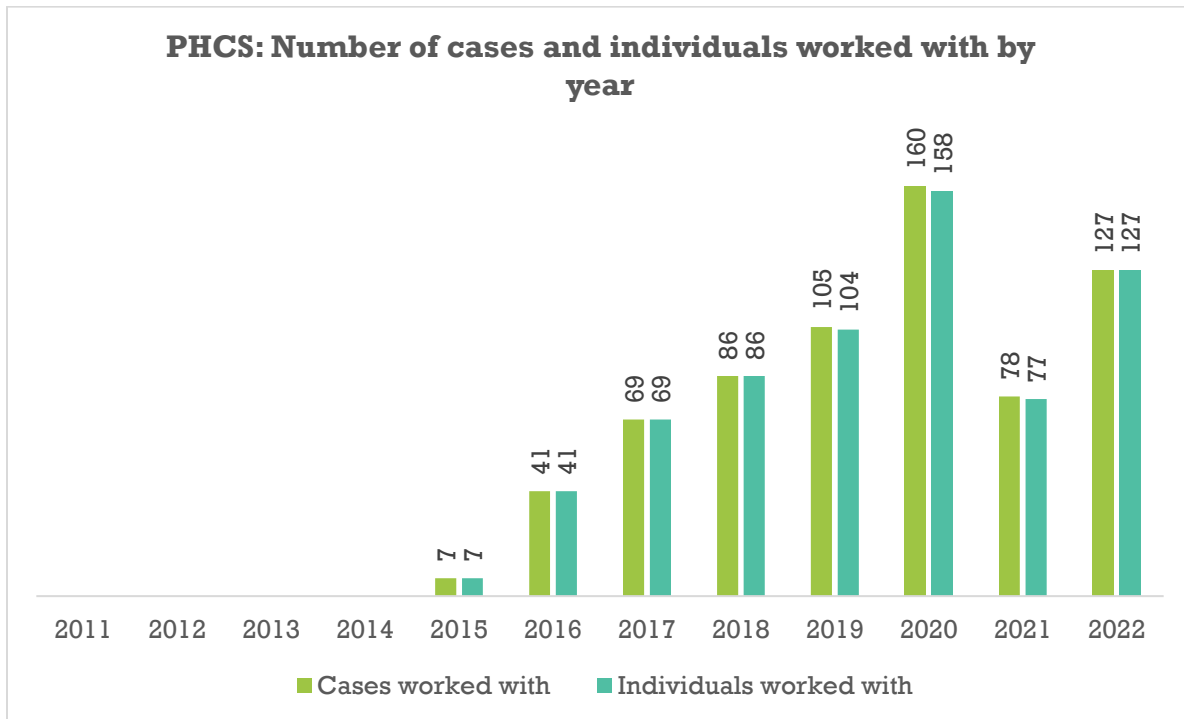
Graph Key<sup>54</sup>

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

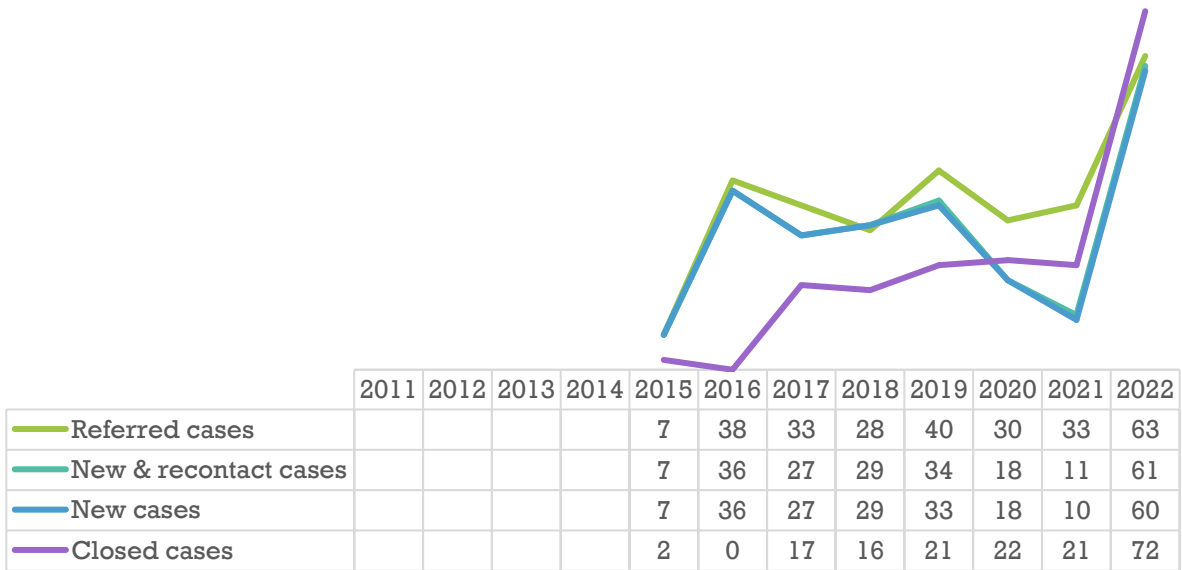


<sup>54</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

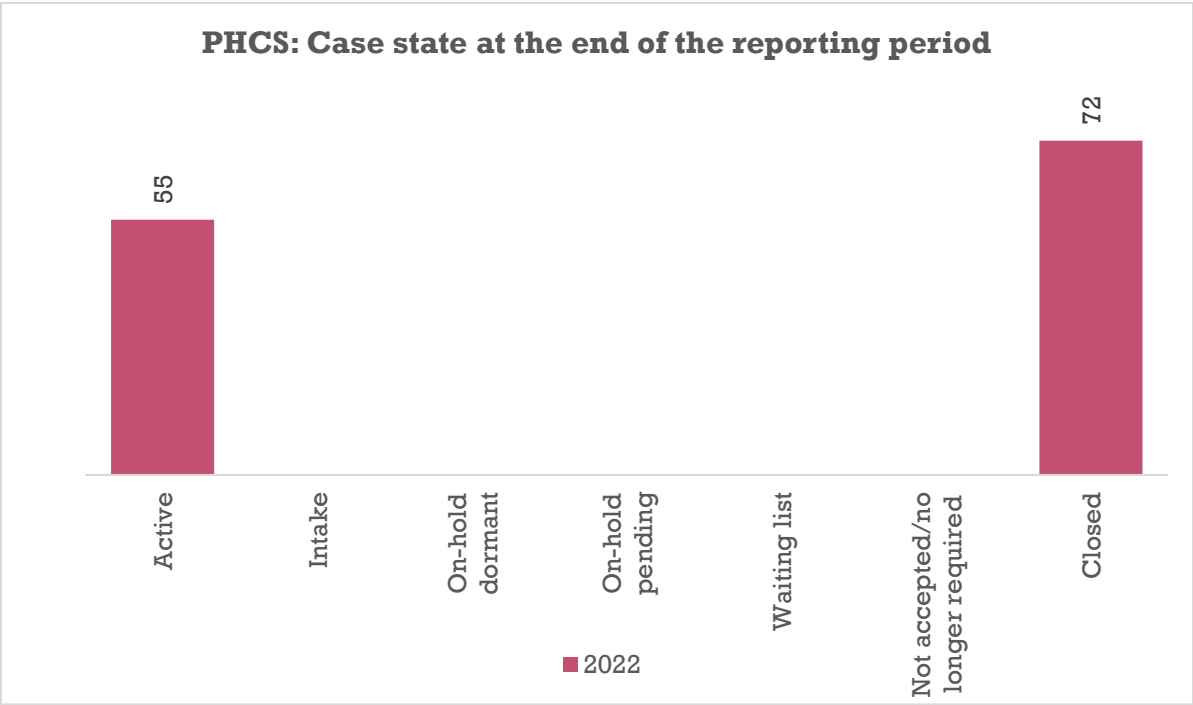
# St. Vincent de Paule Social Work Service (SVDP) Primary Health Care Service (PHC) Case Activity



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

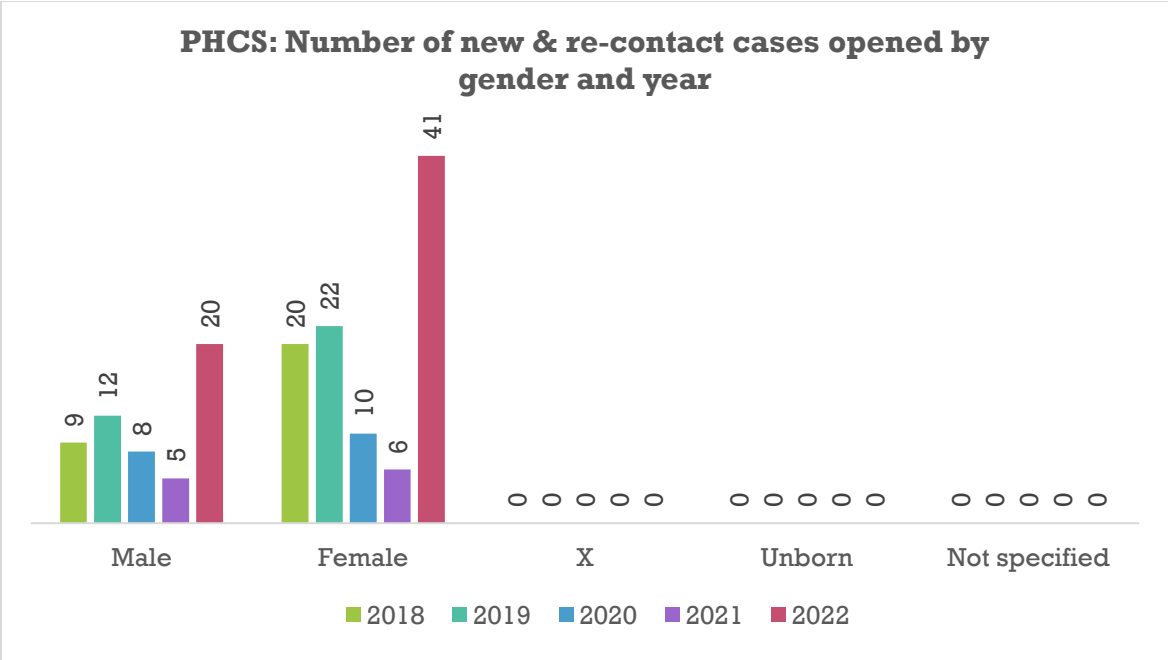


<b>PHCS: Source of referral</b>					
<b>Number of cases referred and source of referral</b>					
	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Birkirkara health centre	17	27	18	25	21
Gzira health centre	0	0	0	0	14
Floriana health centre	1	3	0	3	7
Rabat (Malta) health centre	2	0	2	2	4
Qormi health centre	0	0	1	0	4
Paola health centre	0	2	4	0	3
Mosta health centre	3	3	1	0	2
Tarxien community clinic	-	-	-	-	2
Bormla (Cospicua) health centre	5	5	4	1	1
Kirkop health centre	0	0	0	1	1
Kalkara community clinic	-	-	-	-	1
Mater Dei hospital	-	-	-	-	1
Dingli health centre	-	-	-	-	1
Ghaxaq health centre	-	-	-	-	1
Msida health centre	0	0	0	1	0
<b>Total</b>	<b>28</b>	<b>40</b>	<b>30</b>	<b>33</b>	<b>63</b>



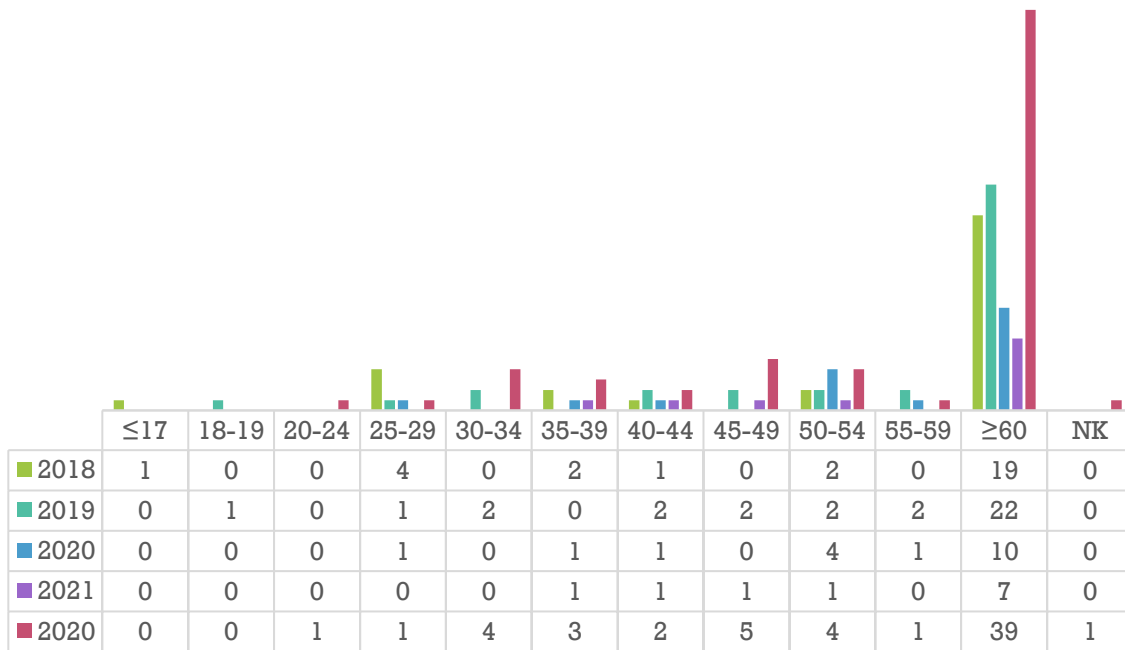
Note<sup>58</sup>

## Details Regarding New and Re-contact Cases Opened



<sup>58</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

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

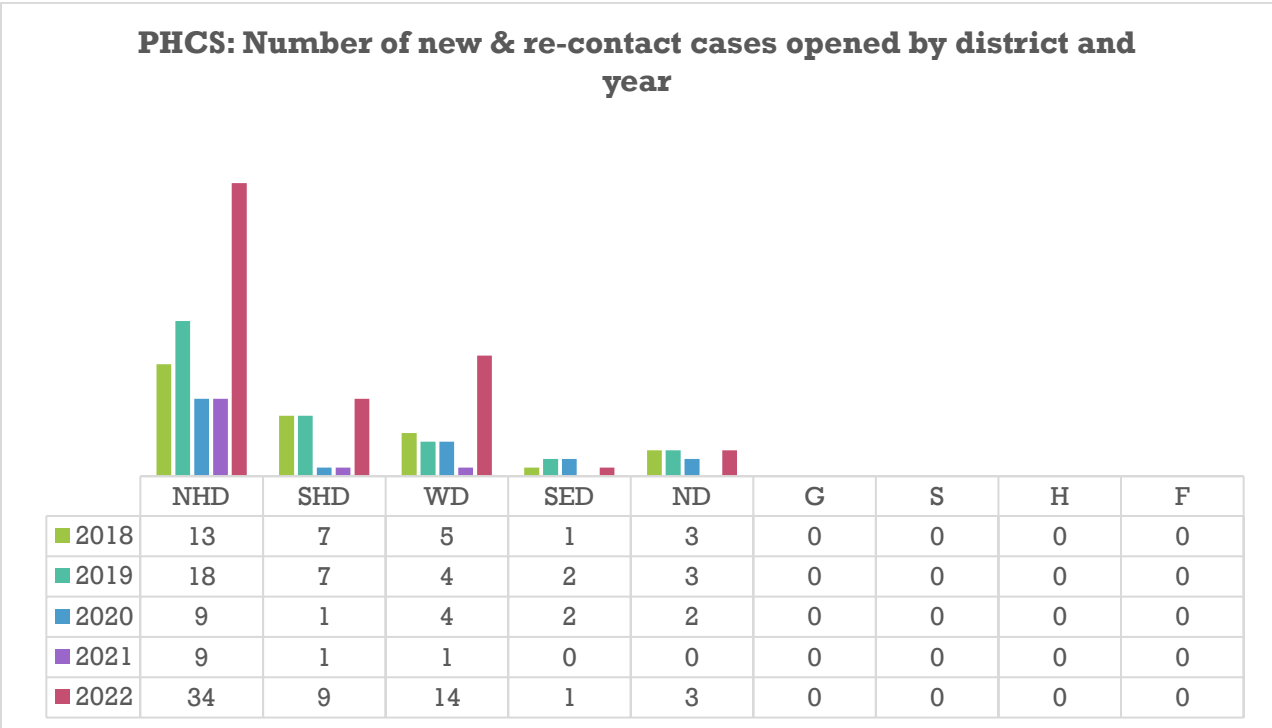
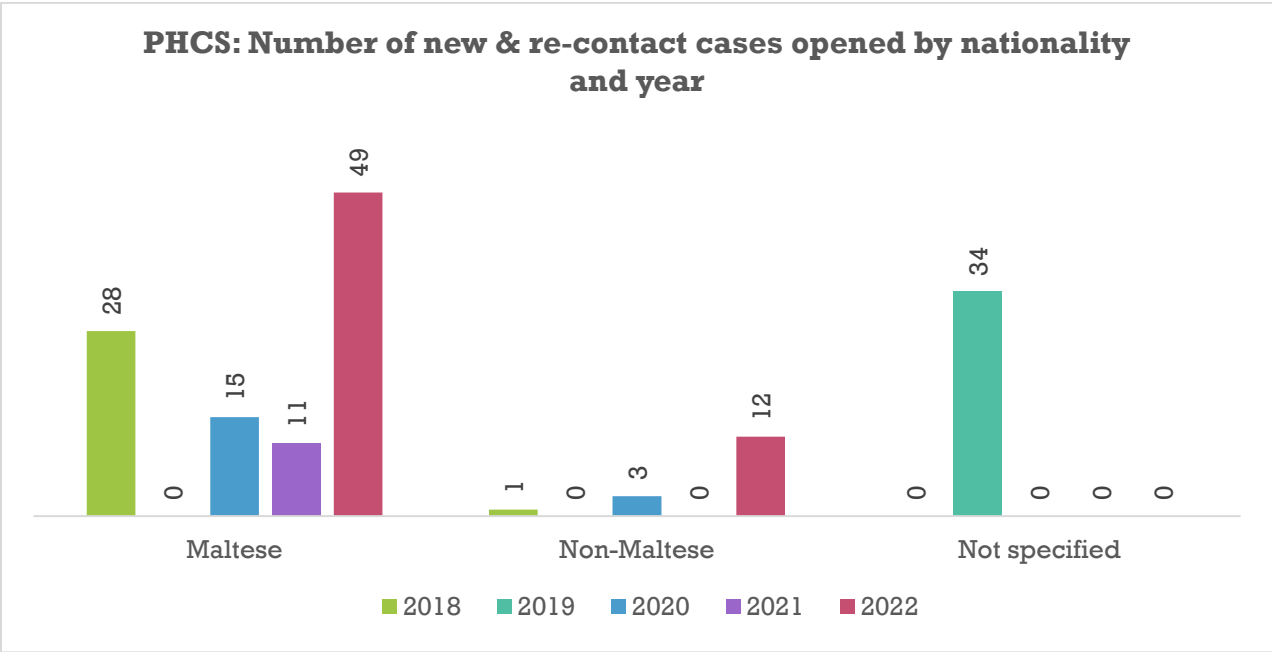


Graph Key<sup>59</sup>

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

	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	0	0	0	-	0	0
20-24	0	1	0	-	0	1
25-29	0	1	0	-	0	1
30-34	1	3	0	-	0	4
35-39	0	3	0	-	0	3
40-44	0	2	0	-	0	2
45-49	1	4	0	-	0	5
50-54	3	1	0	-	0	4
55-59	0	1	0	-	0	1
≥60	14	25	0	-	0	39
Not specified	1	0	0	-	0	1
<b>Total</b>	<b>20</b>	<b>41</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>61</b>

<sup>59</sup> NK: Not Specified.



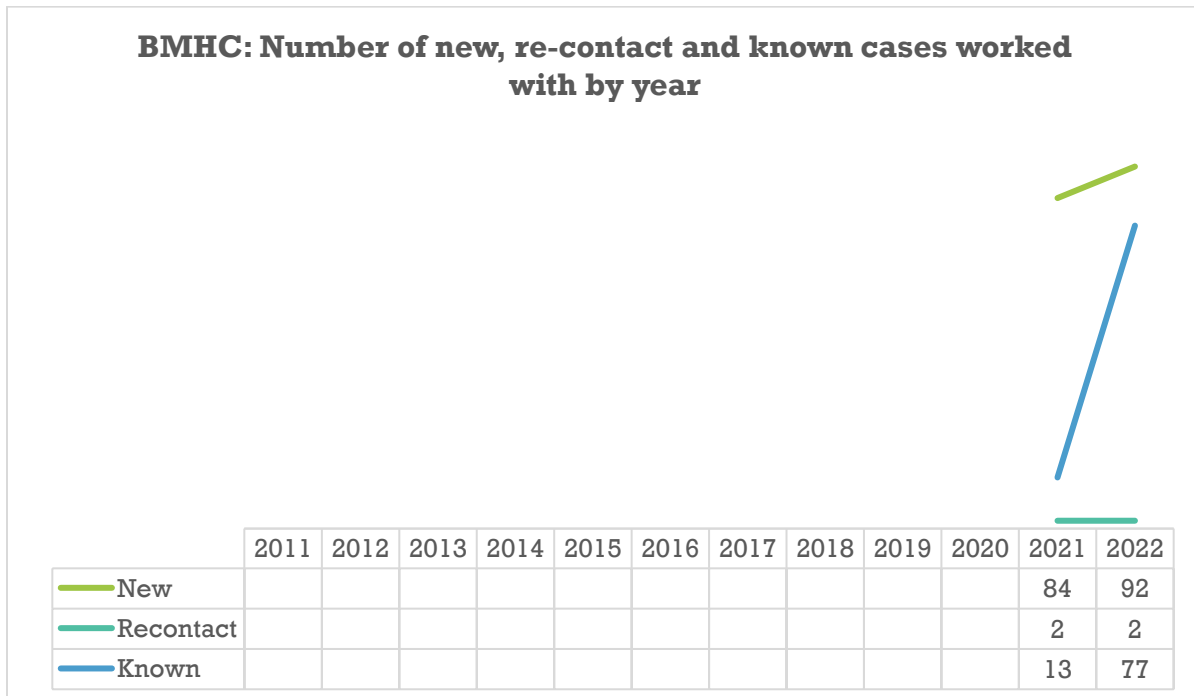
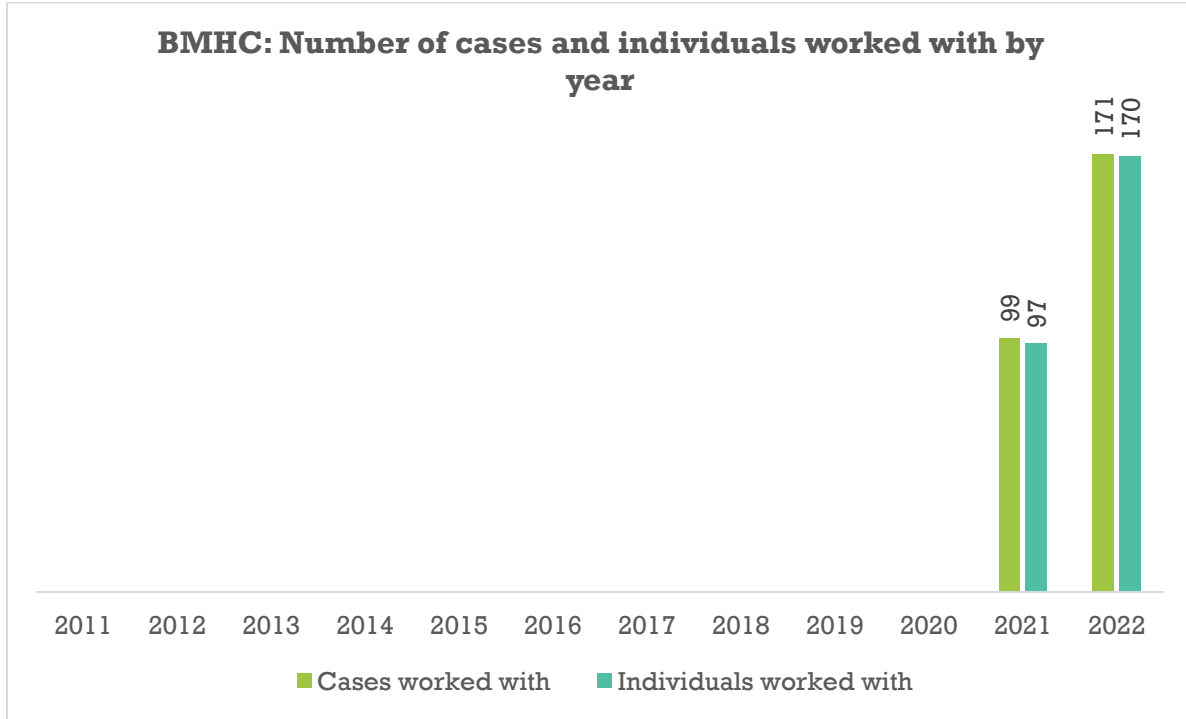
Graph Key<sup>60</sup>

PHCS: Case status at the end of the reporting period December 2022				
	Active	Intake	Closed	Total
Dec 2022	55	-	72	127

<sup>60</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

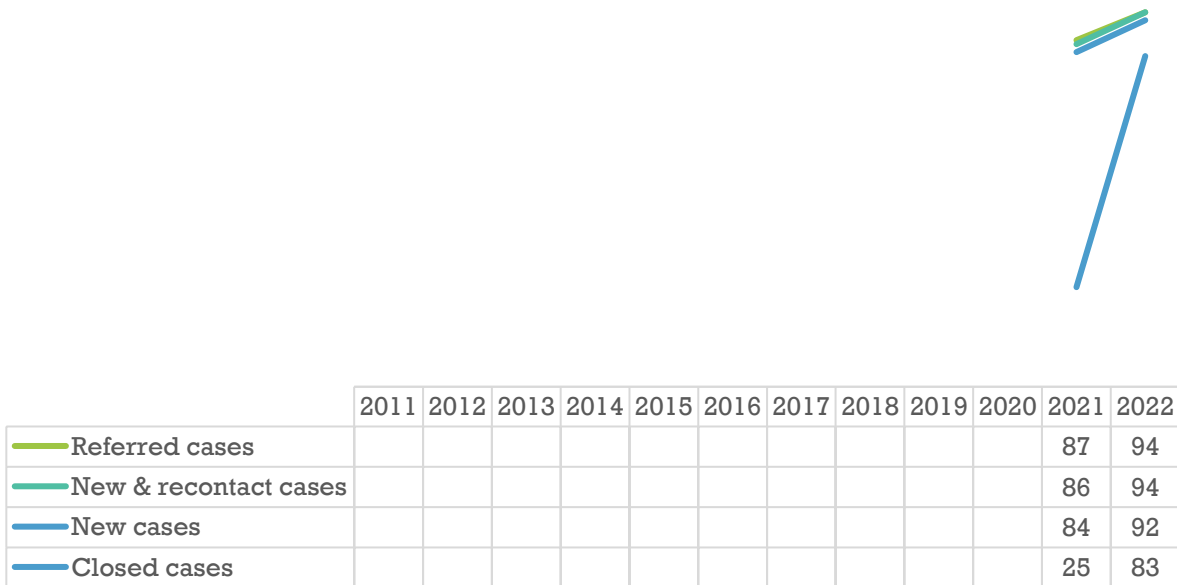
# Bormla Mental Health Care Service (BMHC)

## Case Activity<sup>61</sup>

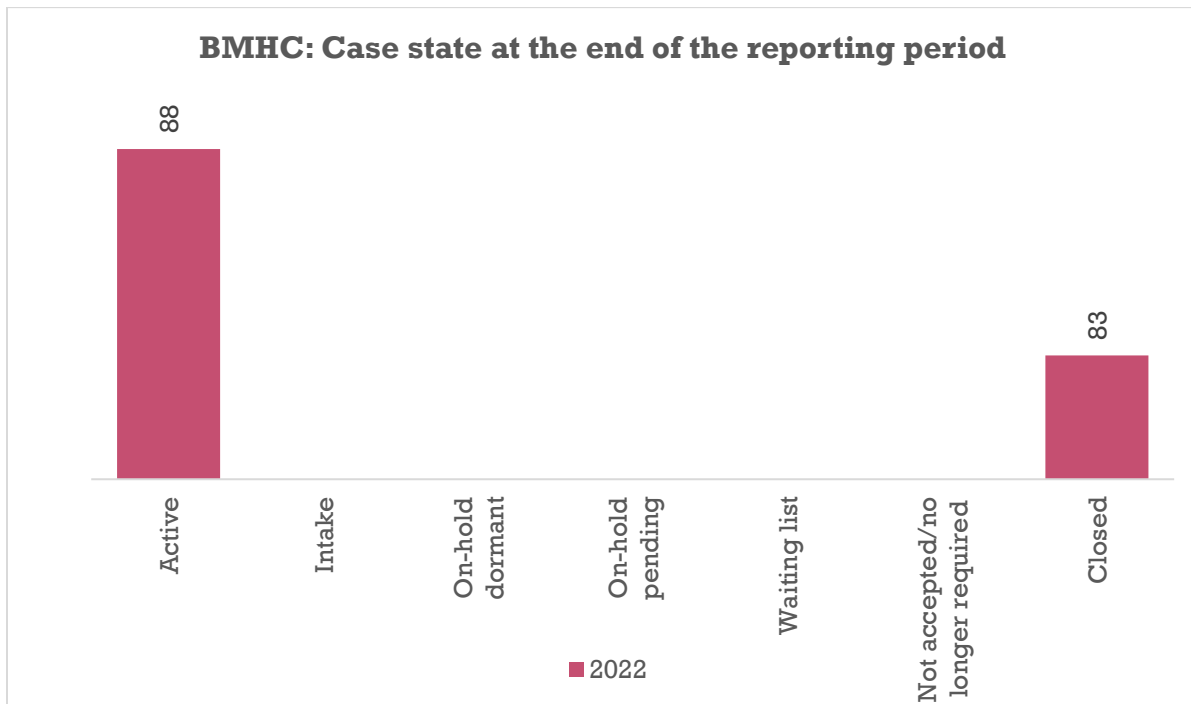


<sup>61</sup> The service started in November 2020. The service started using an online system in 2021.

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



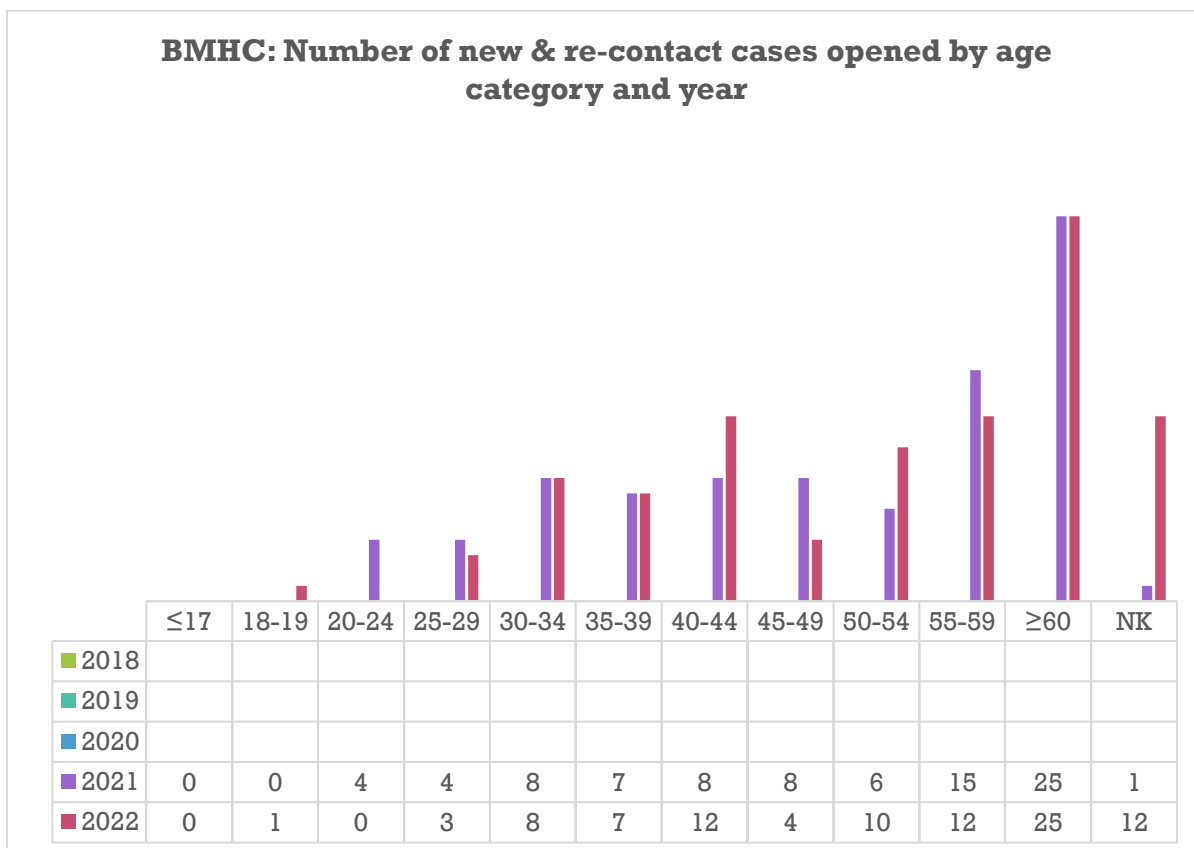
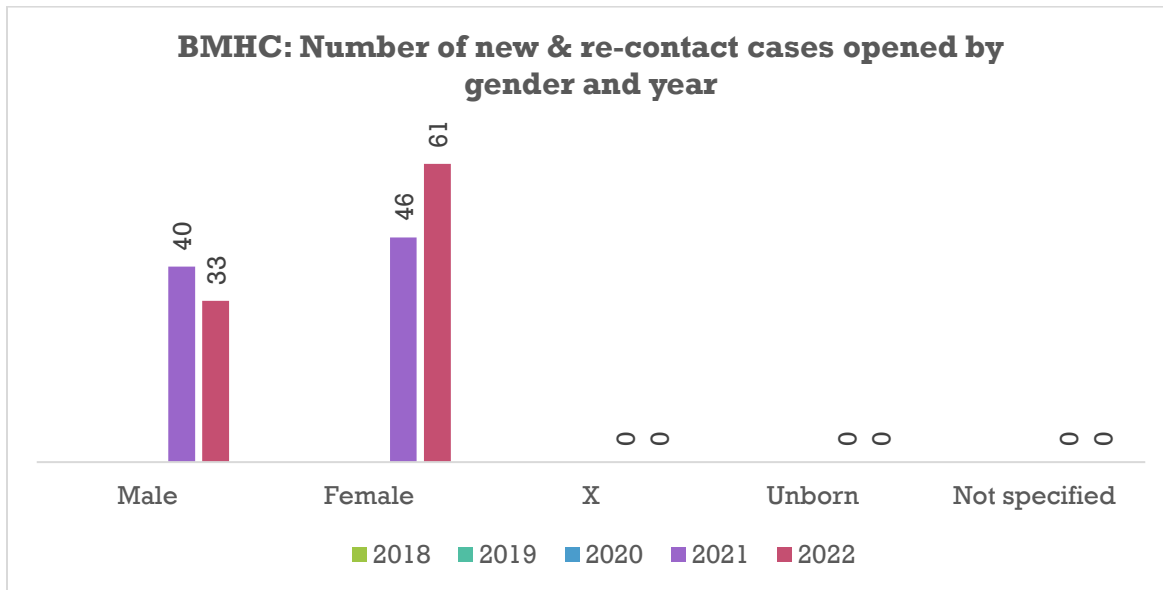
### BMHC: Case state at the end of the reporting period



Note<sup>62</sup>

<sup>62</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

# Details Regarding New and Re-contact Cases Opened



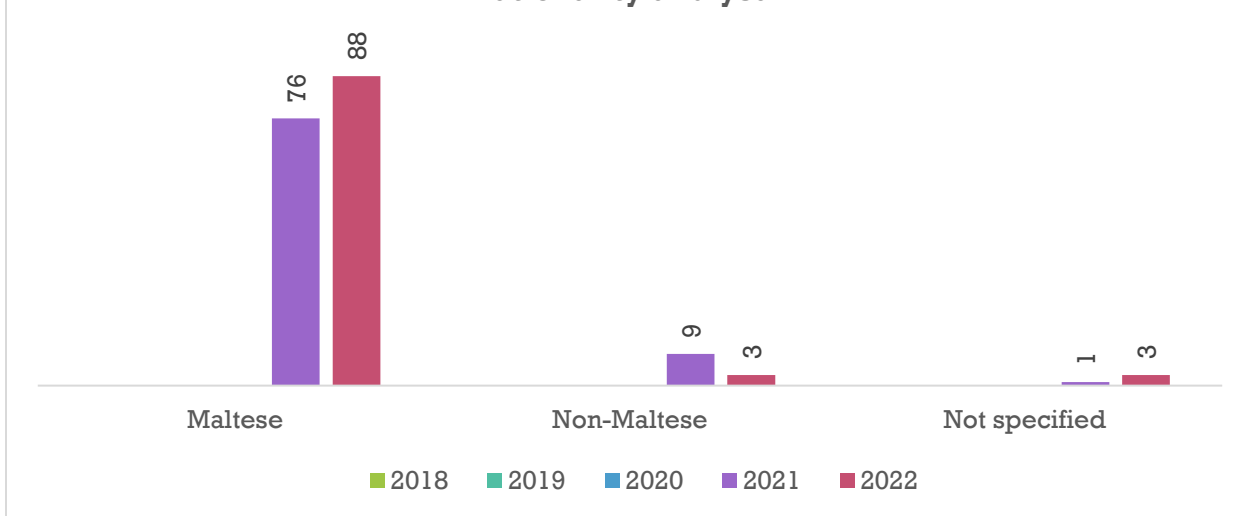
Graph Key<sup>63</sup>

<sup>63</sup> NK: Not Specified.

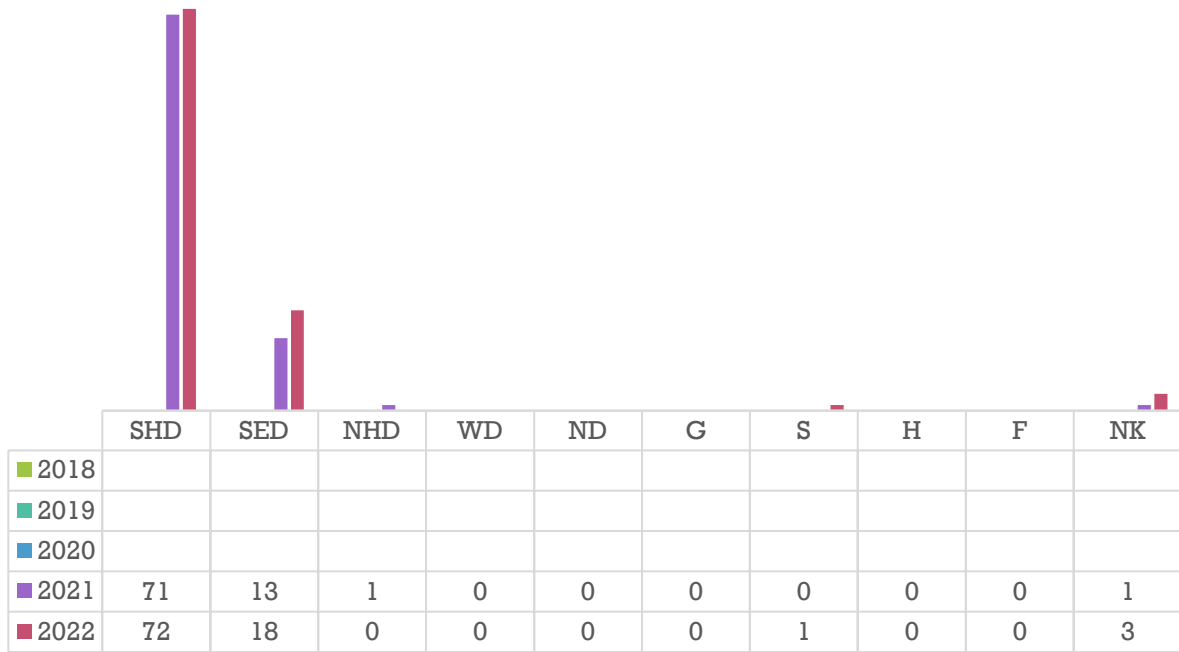
**BMHC: New & re-contact cases by age category and gender  
January – December 2022**

	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	0	1	0	-	0	1
20-24	0	0	0	-	0	0
25-29	2	1	0	-	0	3
30-34	2	6	0	-	0	8
35-39	3	4	0	-	0	7
40-44	4	8	0	-	0	12
45-49	2	2	0	-	0	4
50-54	3	7	0	-	0	10
55-59	3	9	0	-	0	12
≥60	11	14	0	-	0	25
Not specified	3	9	0	-	0	12
<b>Total</b>	<b>33</b>	<b>61</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>94</b>

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



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



Graph Key<sup>64</sup>

<sup>64</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

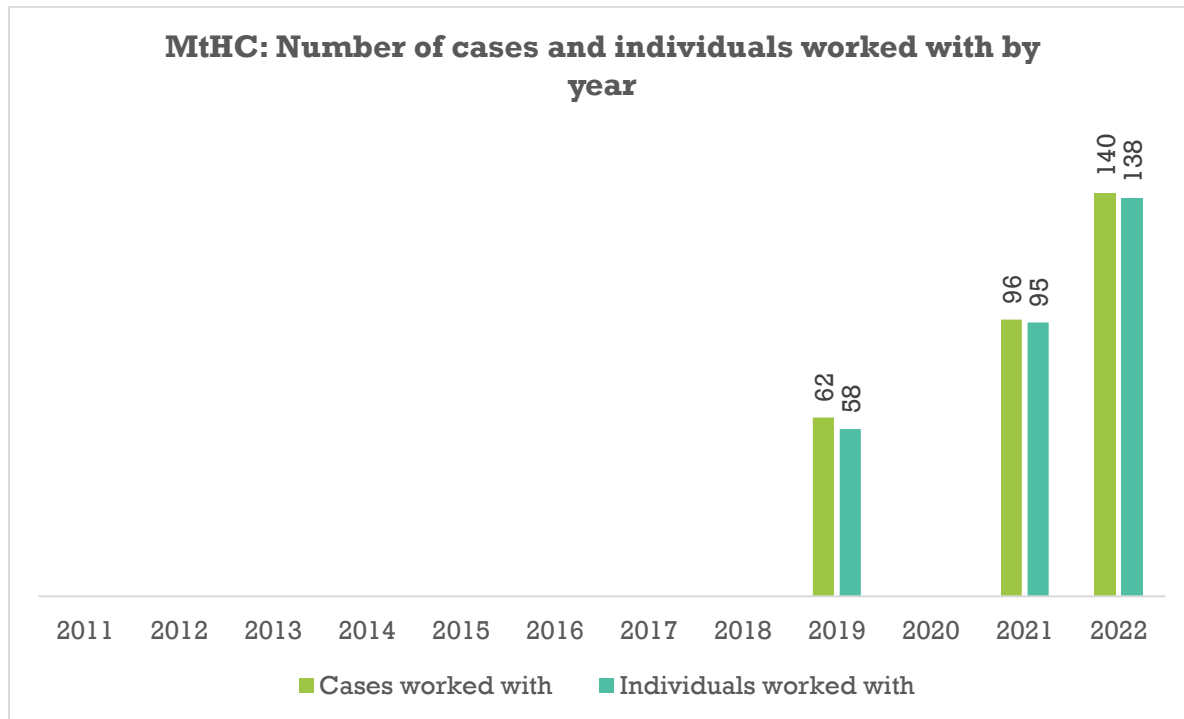
<b>BMHC: new &amp; recontact cases opened by primary problem<sup>65</sup></b>		
	<b>2021</b>	<b>2022</b>
Addictive behaviour problems	0	0
Assault/rape/harassment/sexual abuse	0	0
Behaviour problems	0	-
Bereavement	0	0
Child abuse	0	0
Child care or access	0	2
Delinquency	0	0
Disability related issues	1	5
Domestic violence	2	0
Eating disorder	0	0
Elderly needs	5	9
Employment issues	8	3
Family relations/relationships	0	1
Financial difficulties	24	20
Fostering or adoption	0	0
Gender related issues	0	0
Health related issues	2	4
Homeless	0	0
Housing problems	15	10
Human trafficking	0	0
Lack of support or guidance	6	20
Legal issues	1	2
Loneliness	2	1
Marital problems	0	0
Mental health issues	5	3
Migrant related issues	2	0
Oppositional defiant behaviours	0	0
Parenting skills/child-parent relationship	0	0
Personality related issues	0	0
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	0	0
Self-harm or suicide	0	0
Separation related issues	0	1
Sex work related issues	0	0
Other	3	10
Not specified	10	3
<b>Total</b>	<b>86</b>	<b>94</b>

<sup>65</sup> Service users may have multiple problems; this table only reports the primary issue as reported by the service user.

# Mtarfa Mental Health Care Service (MtHC)

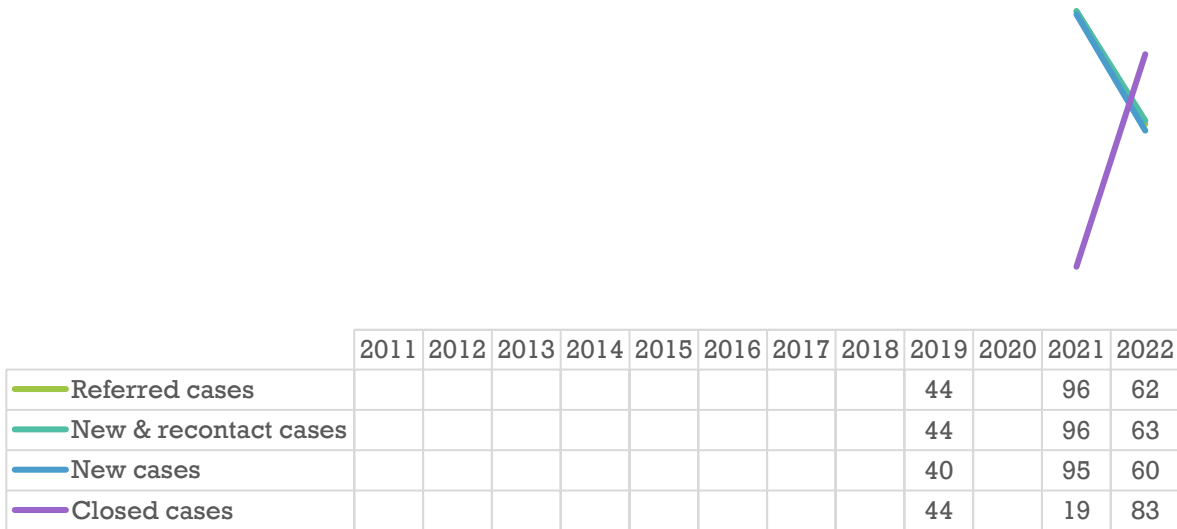
## Case Activity

Note<sup>66</sup>

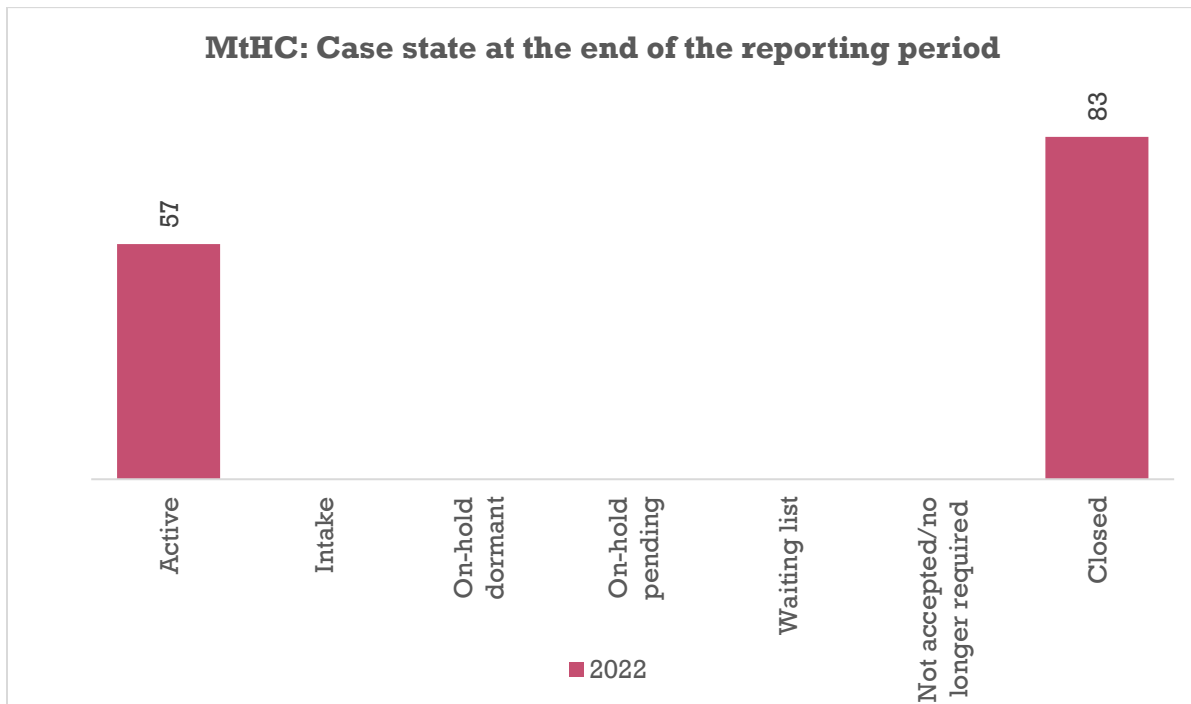


<sup>66</sup> The service was suspended between January 2020 and June 2021.

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



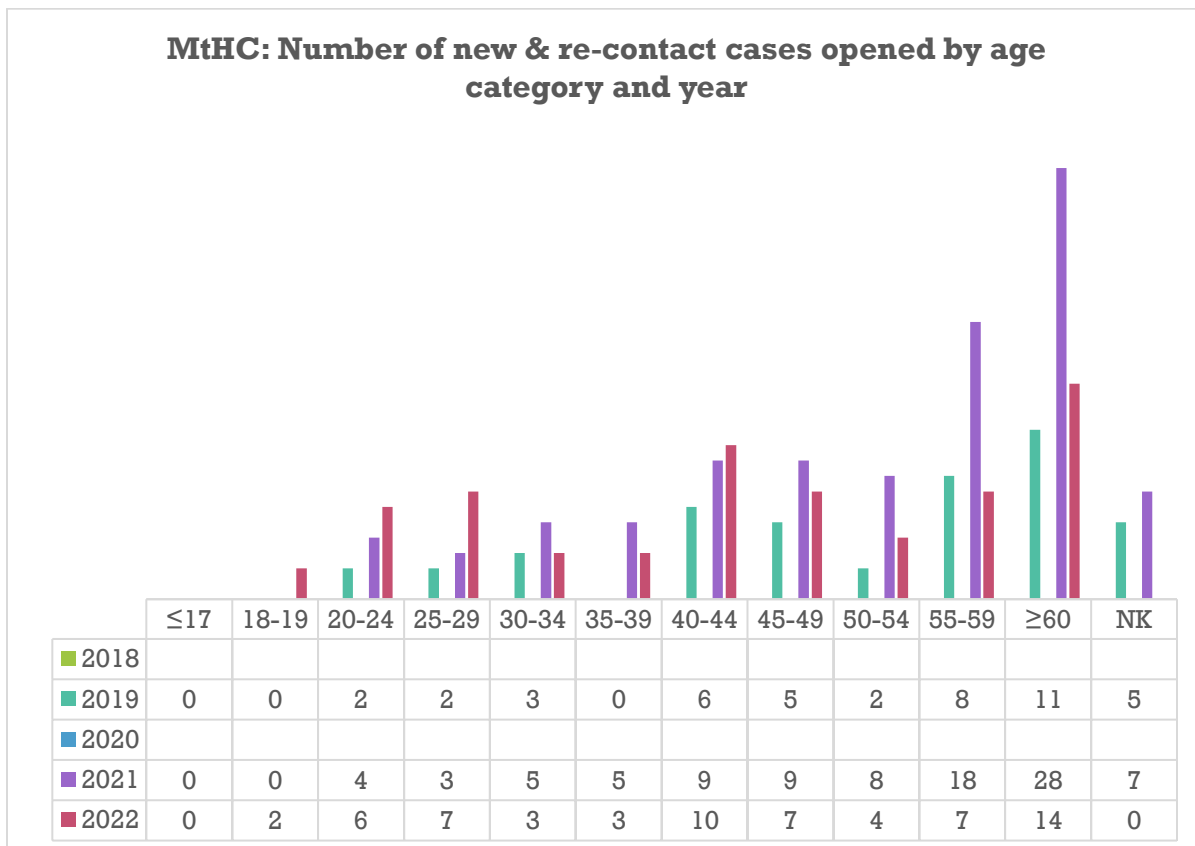
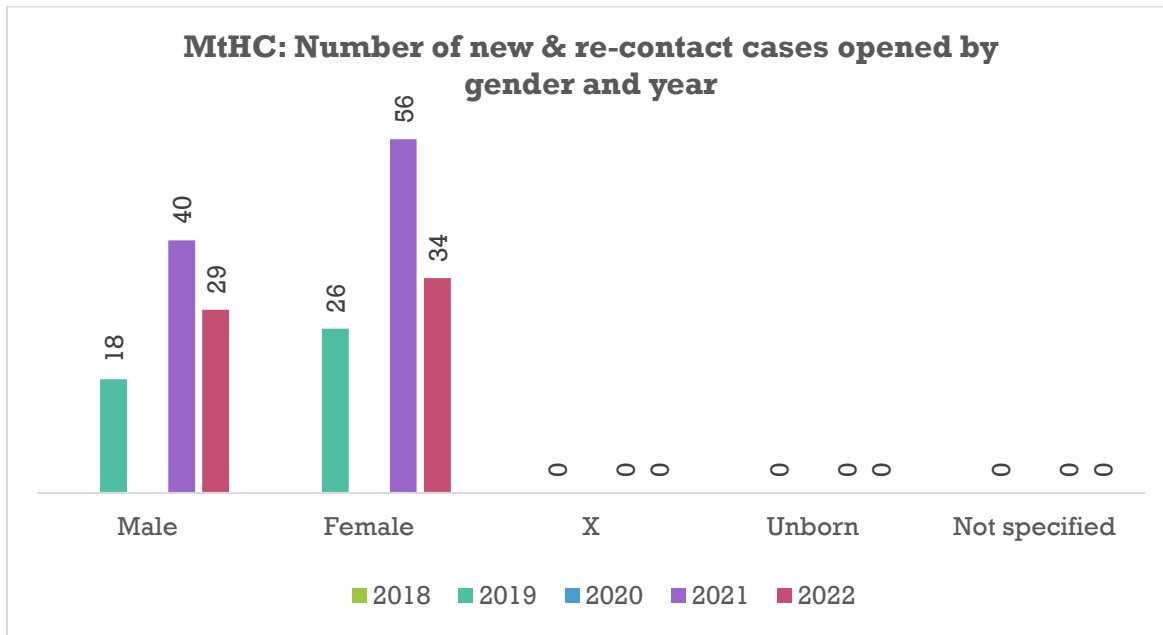
### MtHC: Case state at the end of the reporting period



Note<sup>67</sup>

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

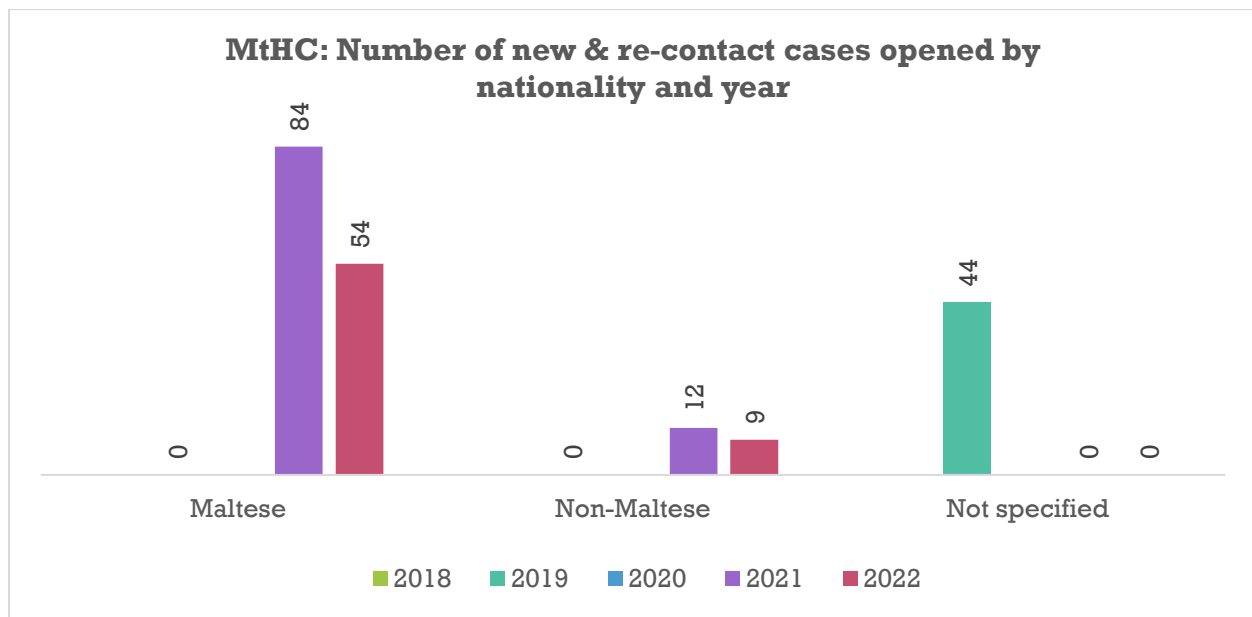
# Details Regarding New and Re-contact Cases Opened



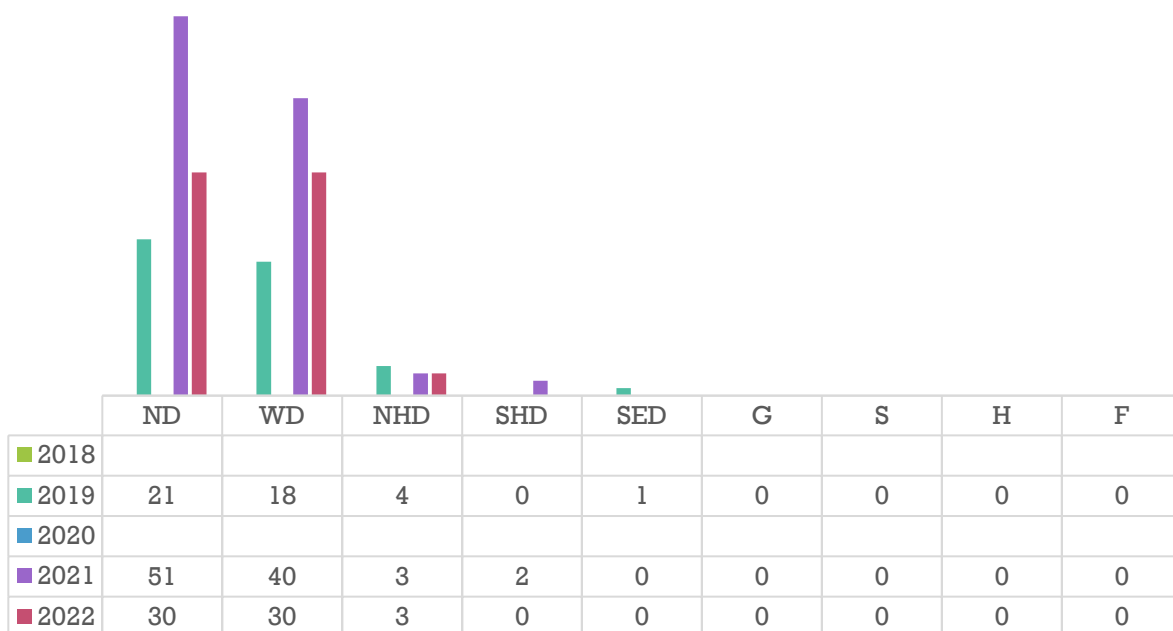
Graph Key<sup>68</sup>

<sup>68</sup> NK: Not Specified.

<b>MtHC: New &amp; re-contact cases by age category and gender January – December 2022</b>						
	<b>Male</b>	<b>Female</b>	<b>X</b>	<b>Unborn</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	2	0	-	0	0
18-19	5	1	0	-	0	2
20-24	2	5	0	-	0	6
25-29	2	1	0	-	0	7
30-34	0	3	0	-	0	3
35-39	4	6	0	-	0	3
40-44	3	4	0	-	0	10
45-49	3	1	0	-	0	7
50-54	3	4	0	-	0	4
55-59	7	7	0	-	0	7
≥60	0	2	0	-	0	14
Not specified	0	0	0	-	0	0
<b>Total</b>	<b>29</b>	<b>34</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>63</b>



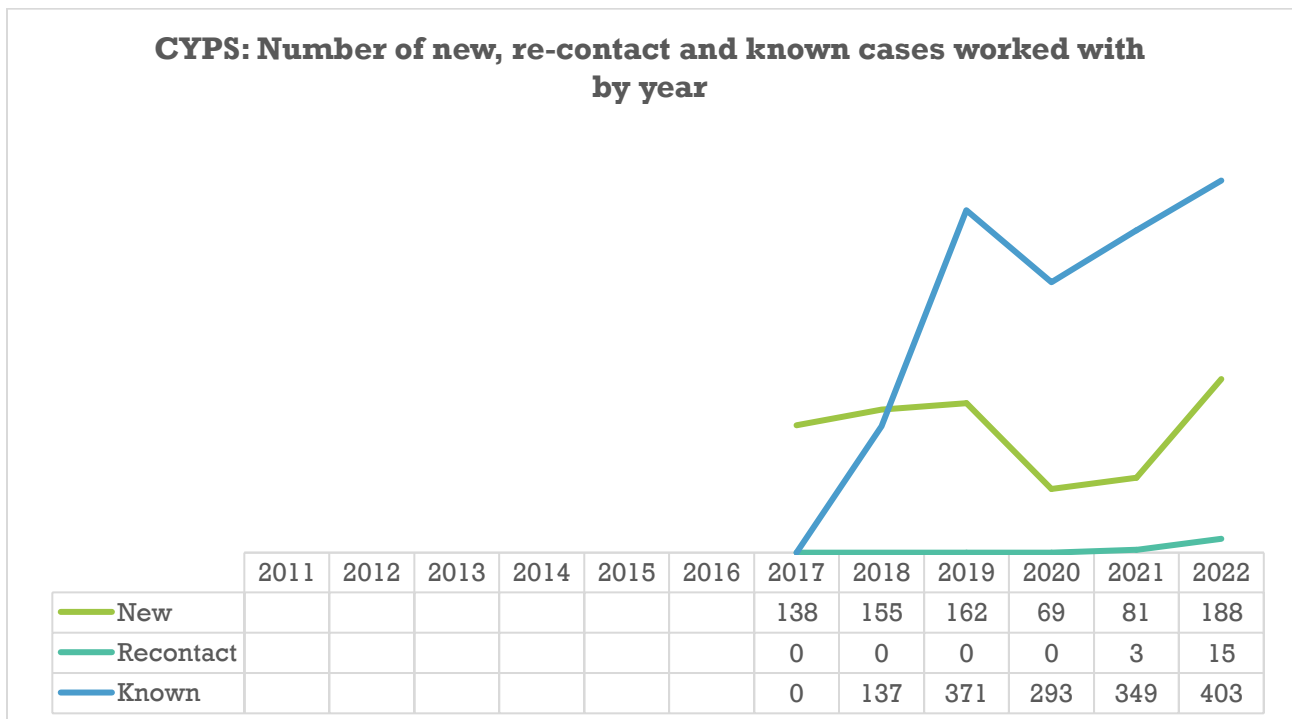
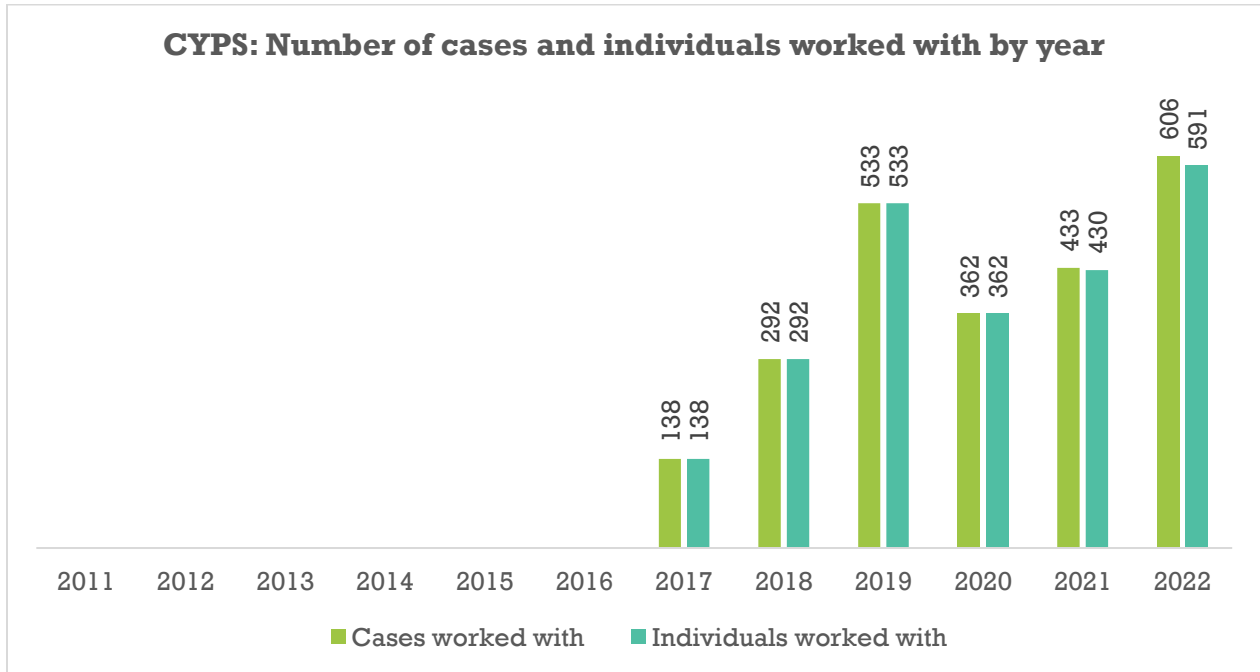
### MtHC: Number of new & re-contact cases opened by district and year



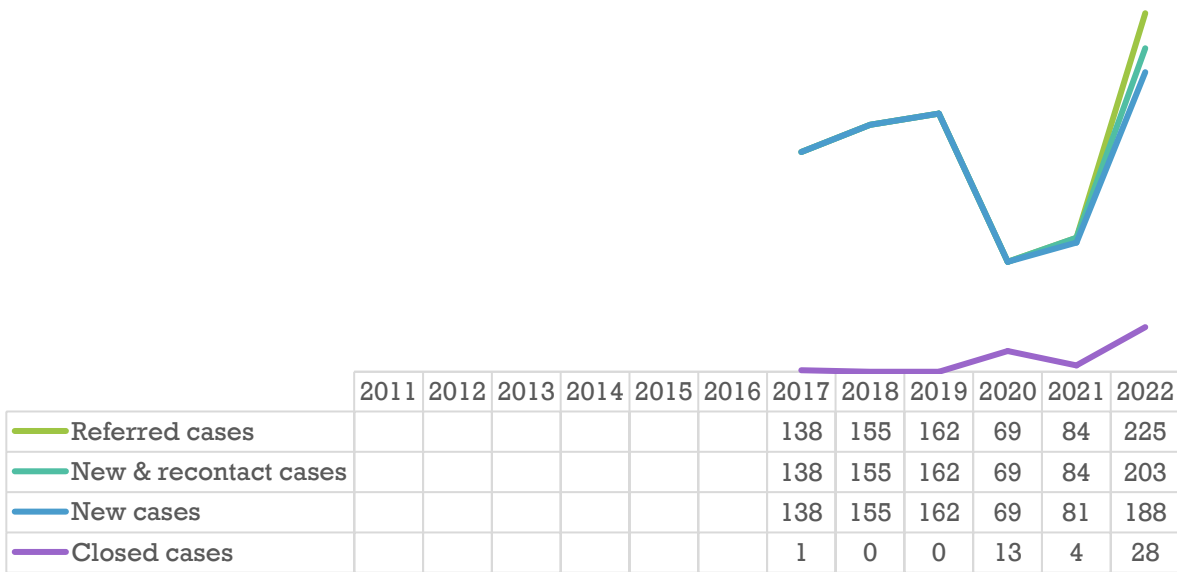
Graph Key<sup>69</sup>

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

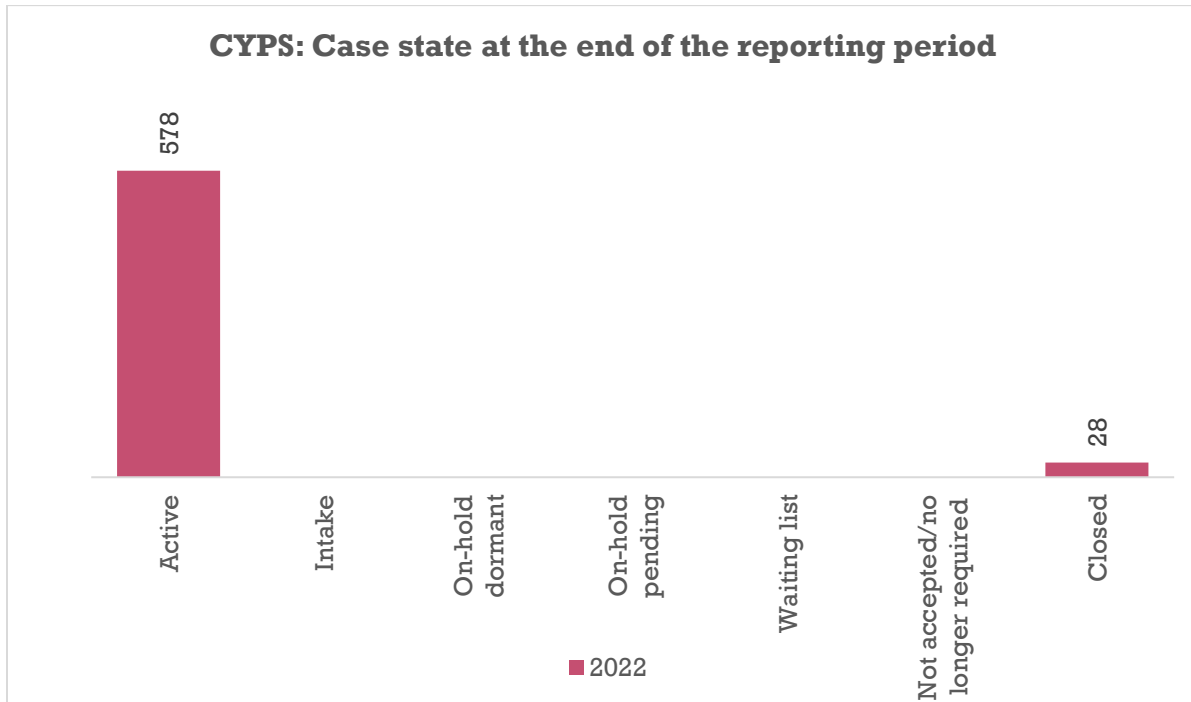
# Child and Young People's Service (CYPS) Case Activity



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



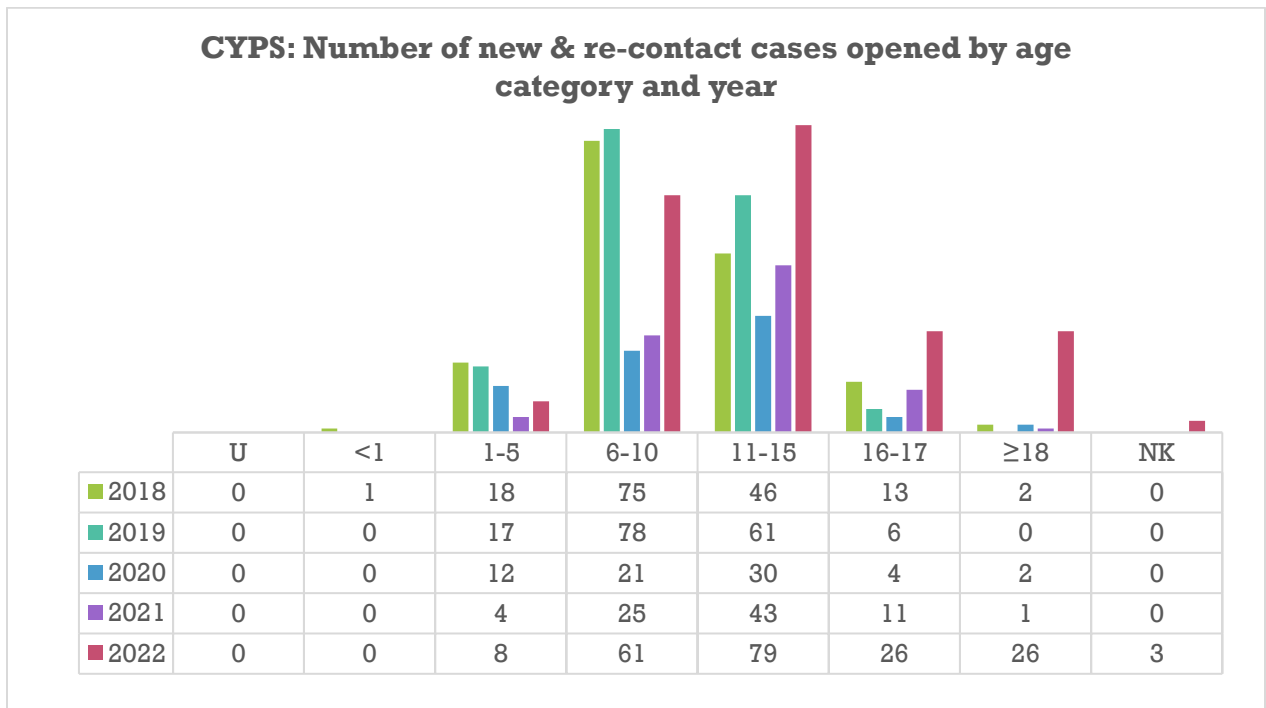
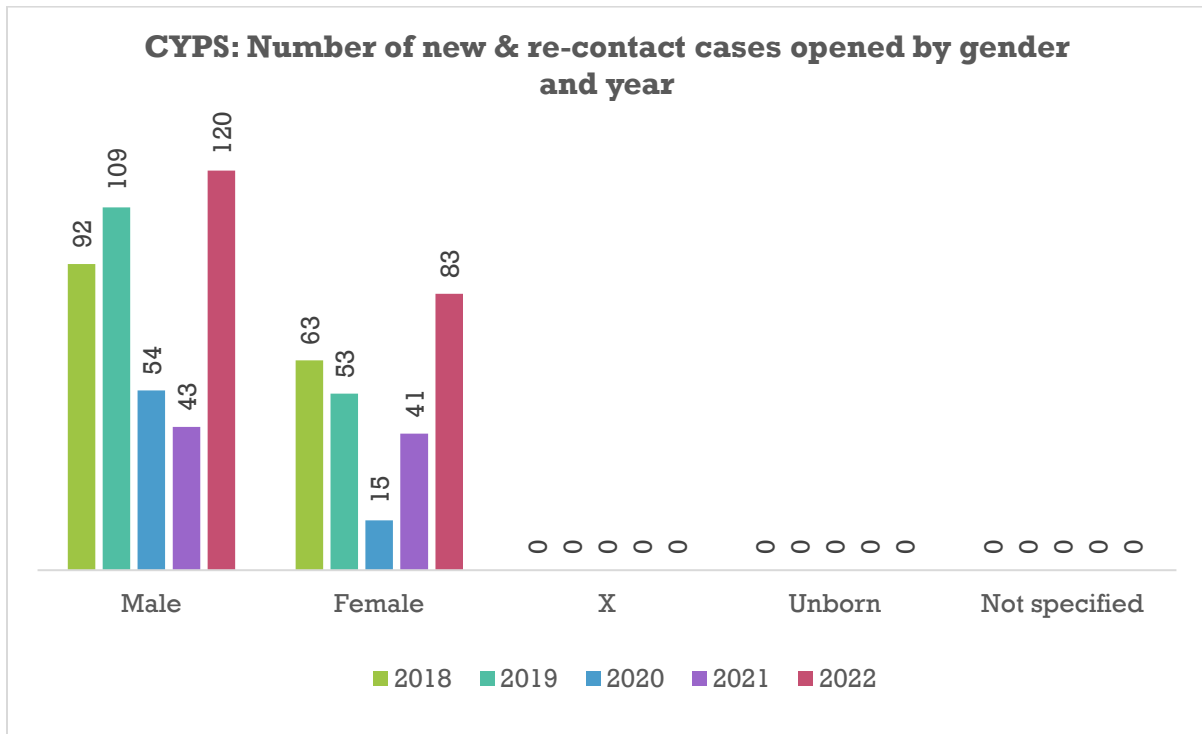
**CYPS: Case state at the end of the reporting period**



Note<sup>70</sup>

<sup>70</sup> The waiting list provides the number of service users who were assessed and found to be at a low risk, have no immediate requirements and/or are awaiting the next available appointment/programme. They will still be monitored and provided services but at a lower intensity than an active case.

# Details Regarding New and Re-contact Cases Opened

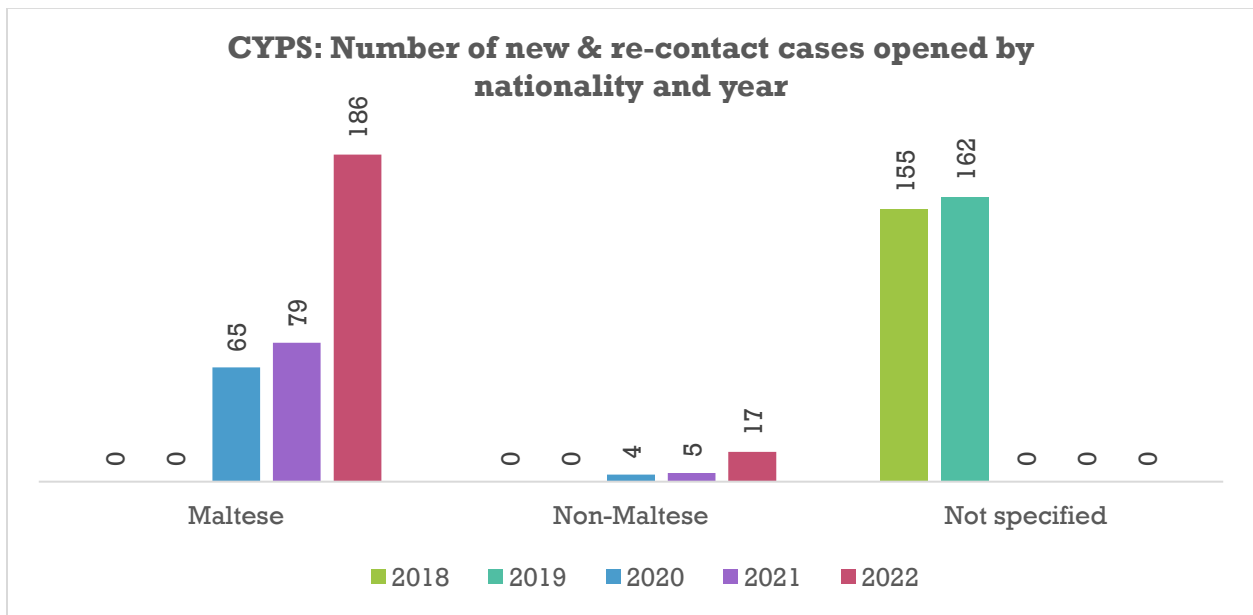


Graph Key<sup>71</sup>

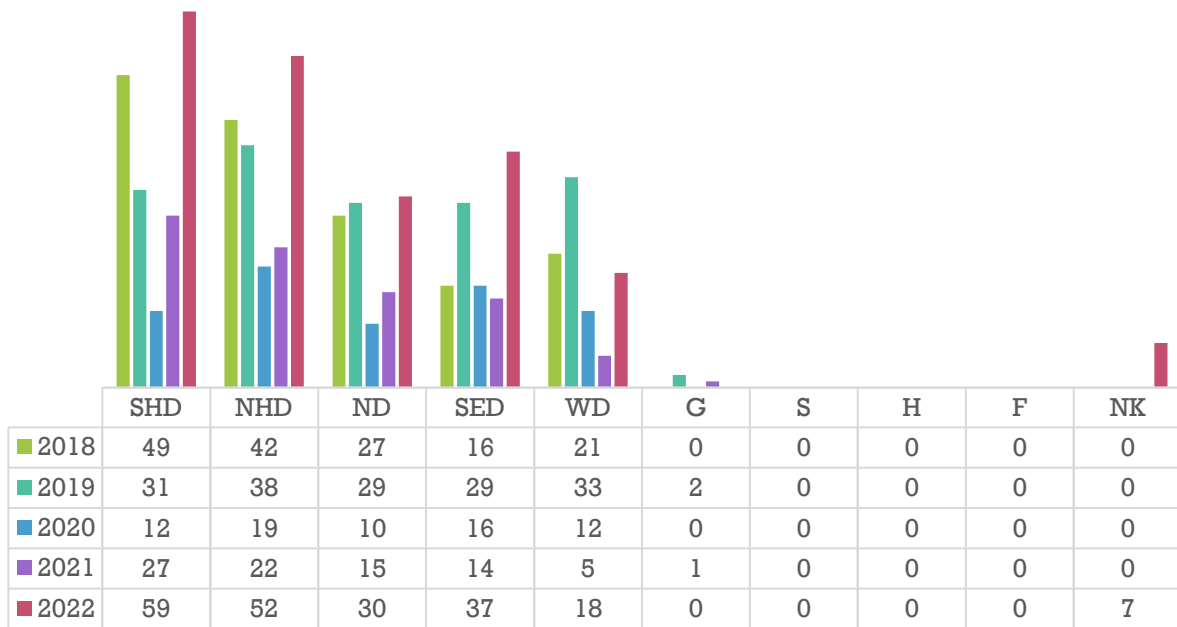
<sup>71</sup> U: Unborn; NK: Not Specified.

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

	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	-	0	0
<1	0	0	0	-	0	0
1-5	5	3	0	-	0	8
6-10	42	19	0	-	0	61
11-15	42	37	0	-	0	79
16-17	15	11	0	-	0	26
≥18	15	11	0	-	0	26
Not specified	1	2	0	-	0	3
<b>Total</b>	<b>120</b>	<b>83</b>	<b>X</b>	<b>Unborn</b>	<b>0</b>	<b>203</b>



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



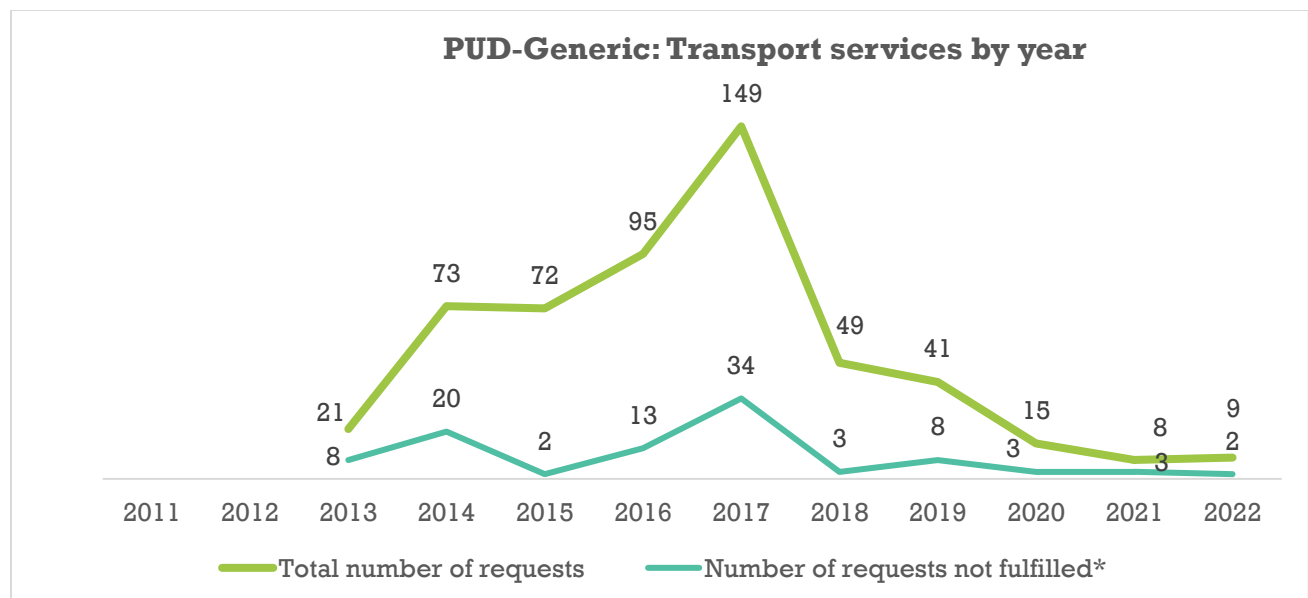
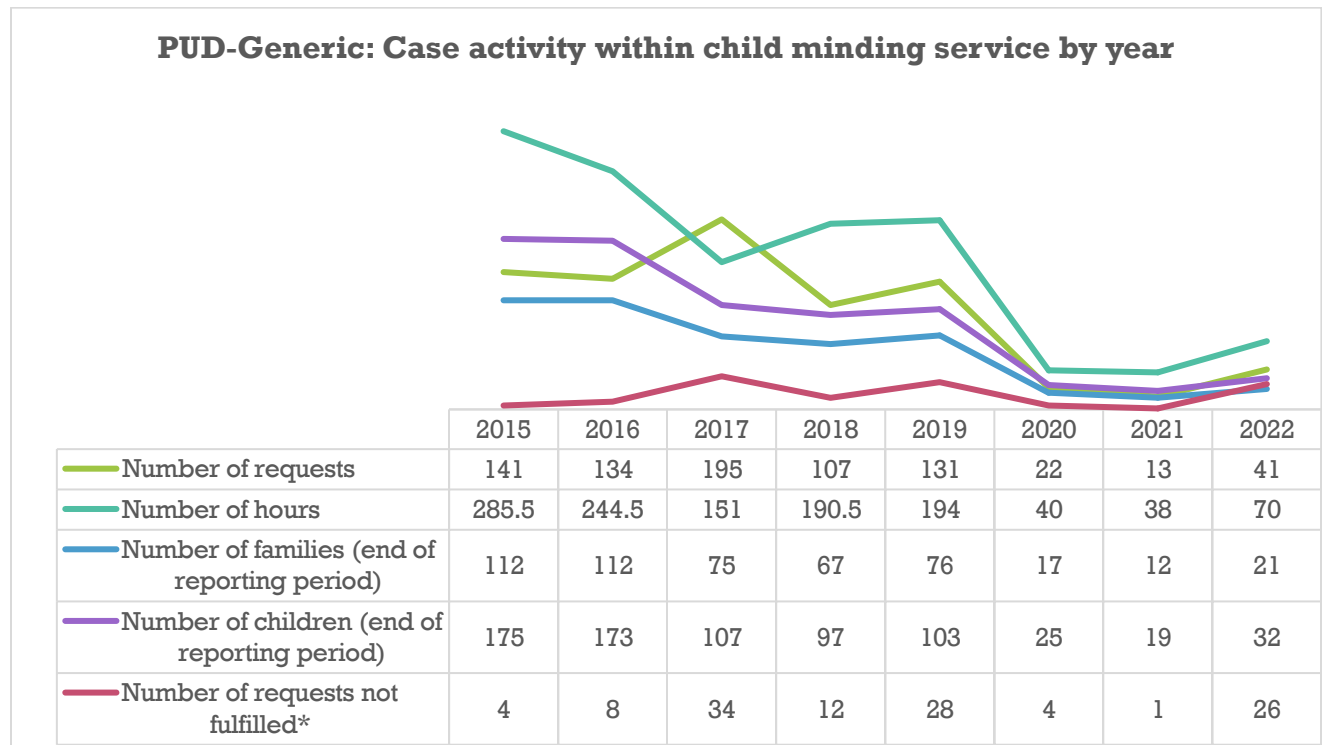
Graph Key<sup>72</sup>

<sup>72</sup> SHD: Southern Harbour District; NHD: Northern Harbour District; SED: Southern Eastern District; ND: Northern District; WD: Western District; G: Gozo; S: Shelter/Institution; F: Foreign Residence; NK: Not Specified.

# Programm Uljed Darna (PUD)

## Generic Programme

Note<sup>73</sup>

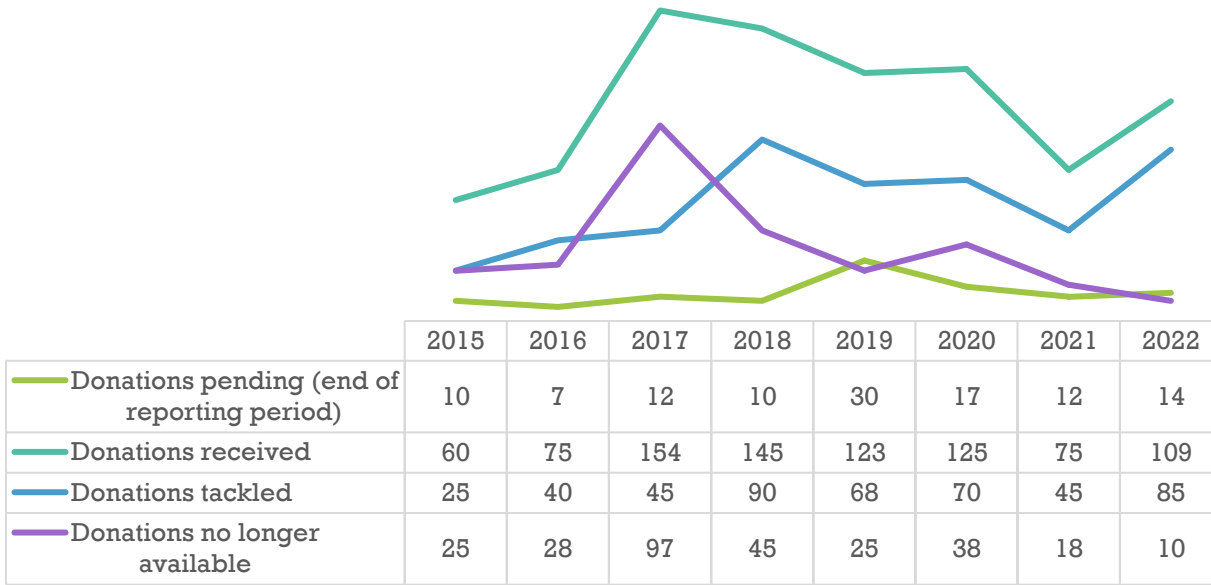


\*Requests may not be fulfilled because of unavailable volunteers or cancelled by the service user.

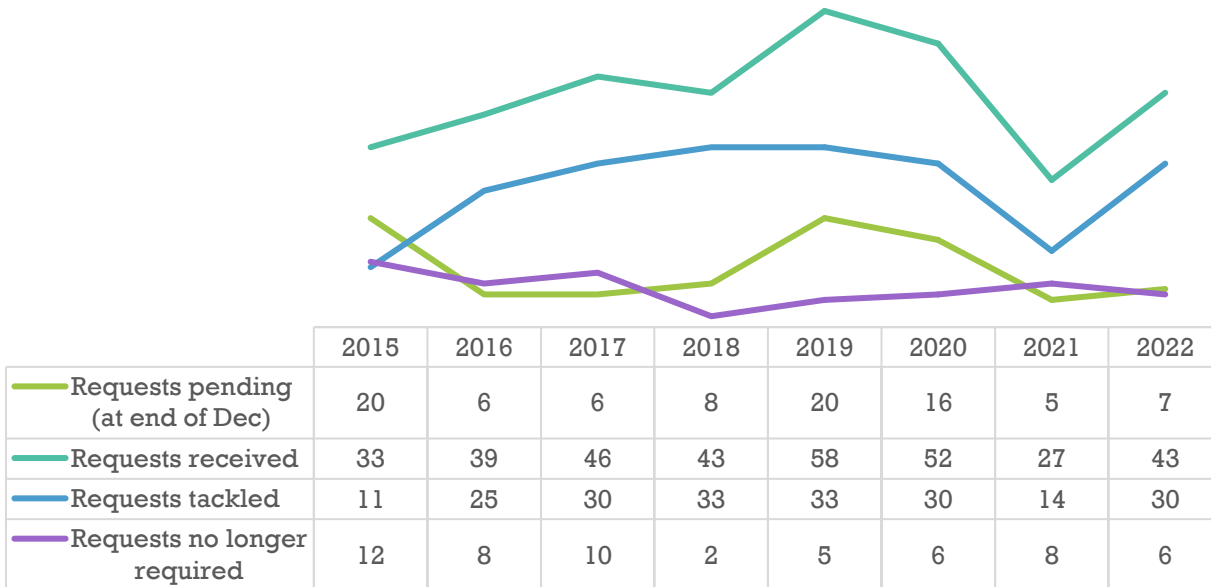
<sup>73</sup> In 2021, some of the remit of Programm Uljed Darna (PUD), i.e., volunteers and generic work with children, were transferred to Home-Start under the Alternative Care Directorate.

# Progett Tereza

**PUD-Tereza: Donations by donation status and year**

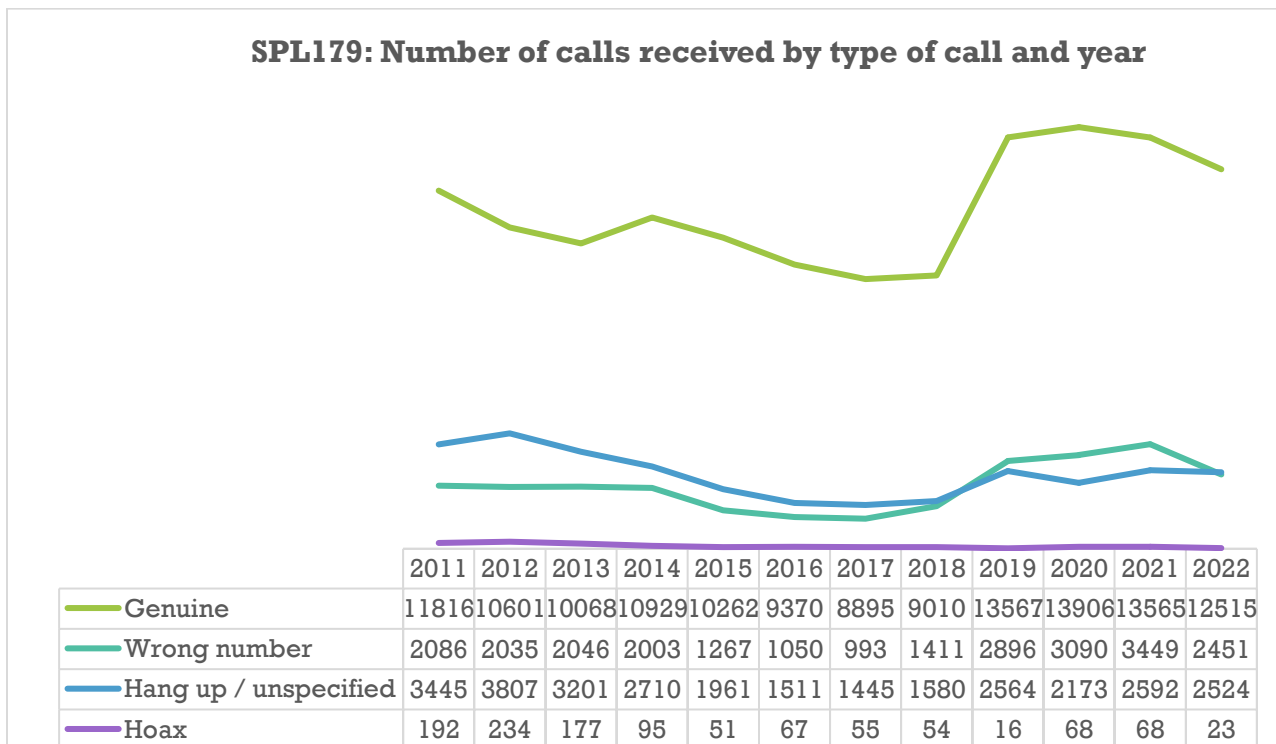
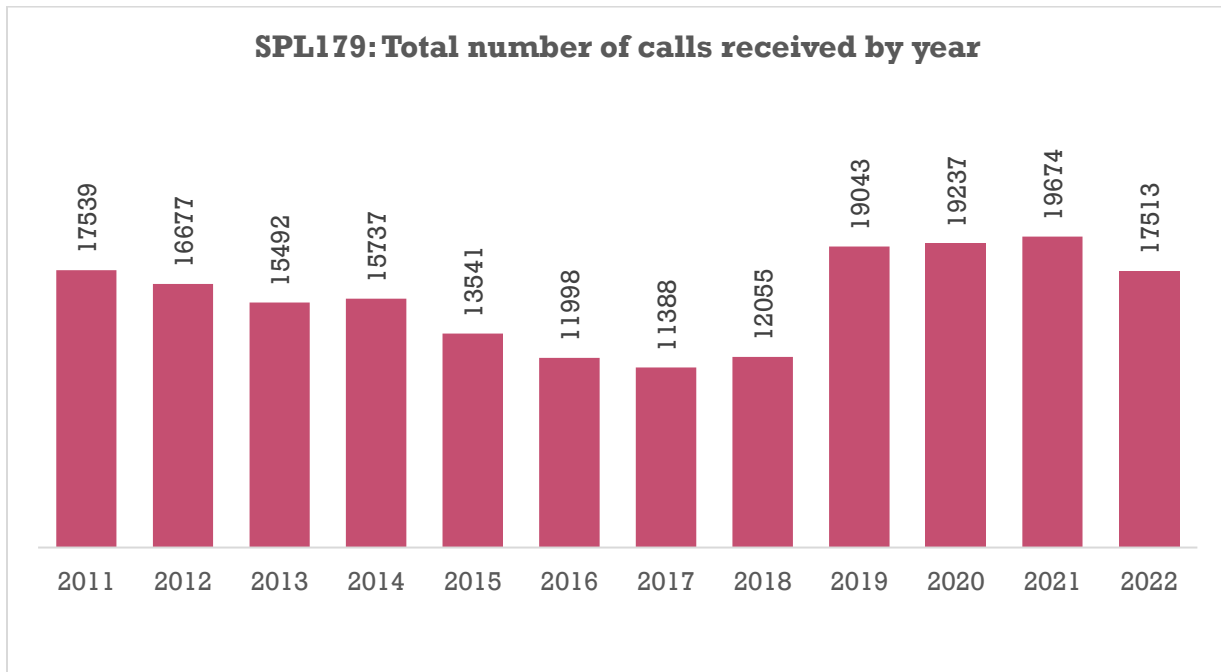


**PUD-Tereza: Requests by request status and year**



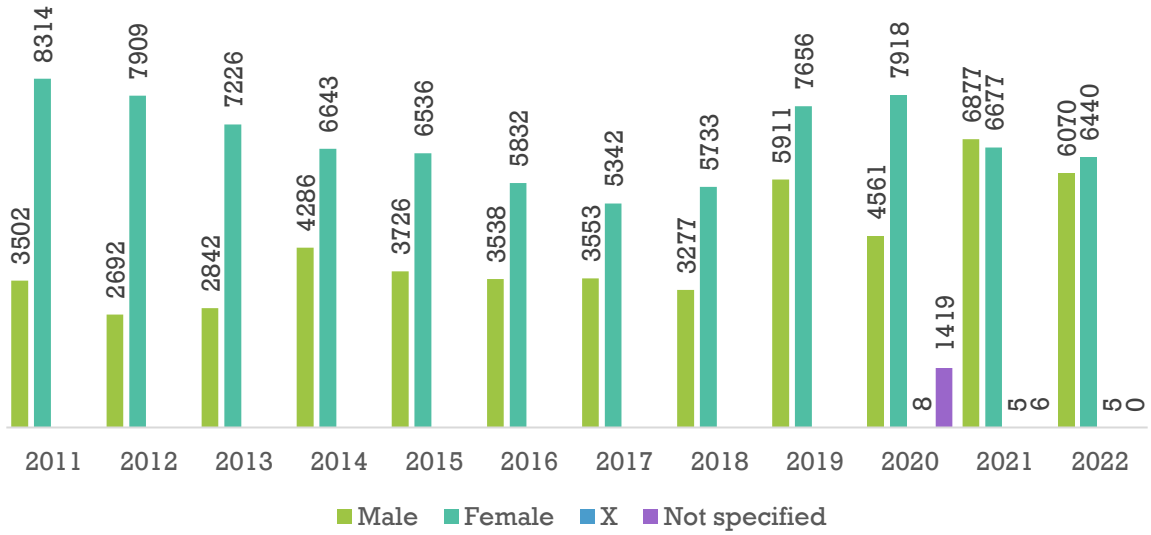
# Supportline 179

Note<sup>74</sup>

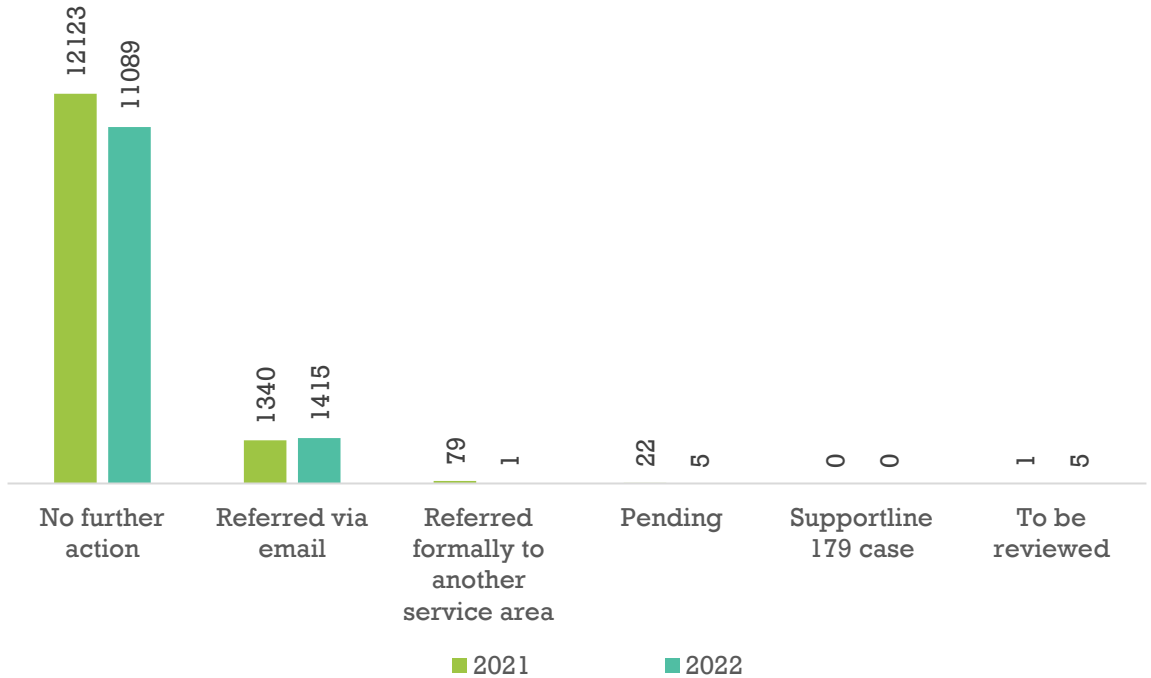


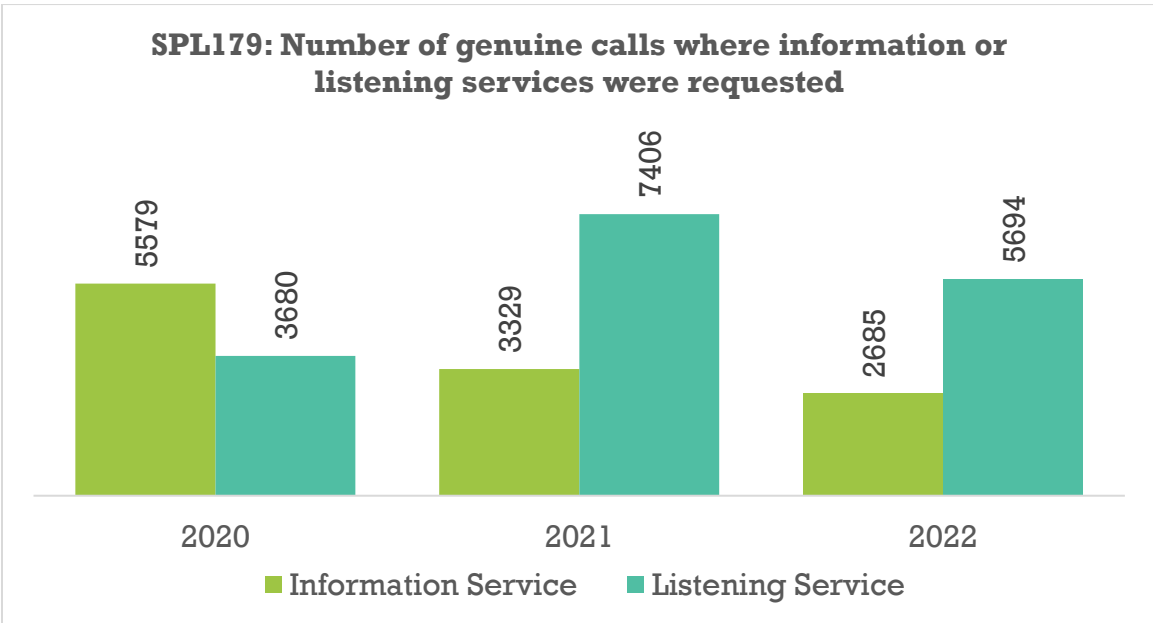
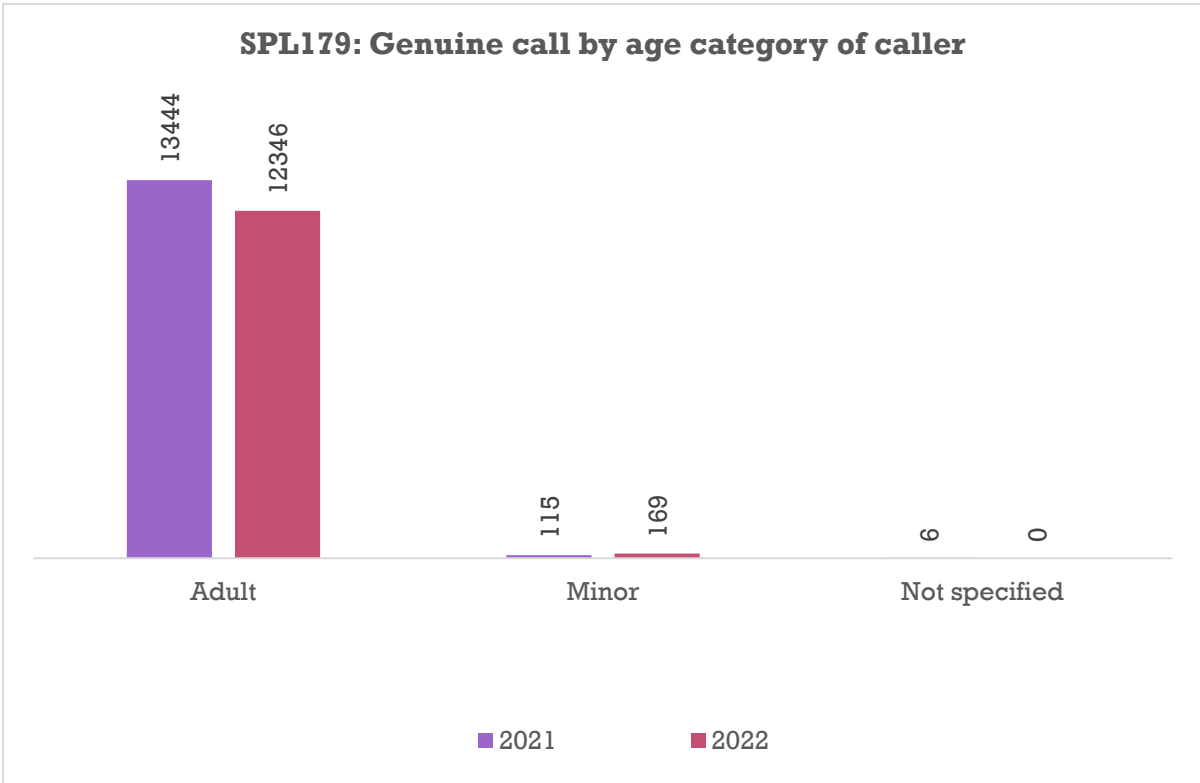
<sup>74</sup> A new data collection system and reporting format was introduced in April 2020. The data incorporates calls to both 179 and 1772 together.

**SPL179: Number of genuine calls received by gender and year**



**SPL179: Outcome of genuine call**



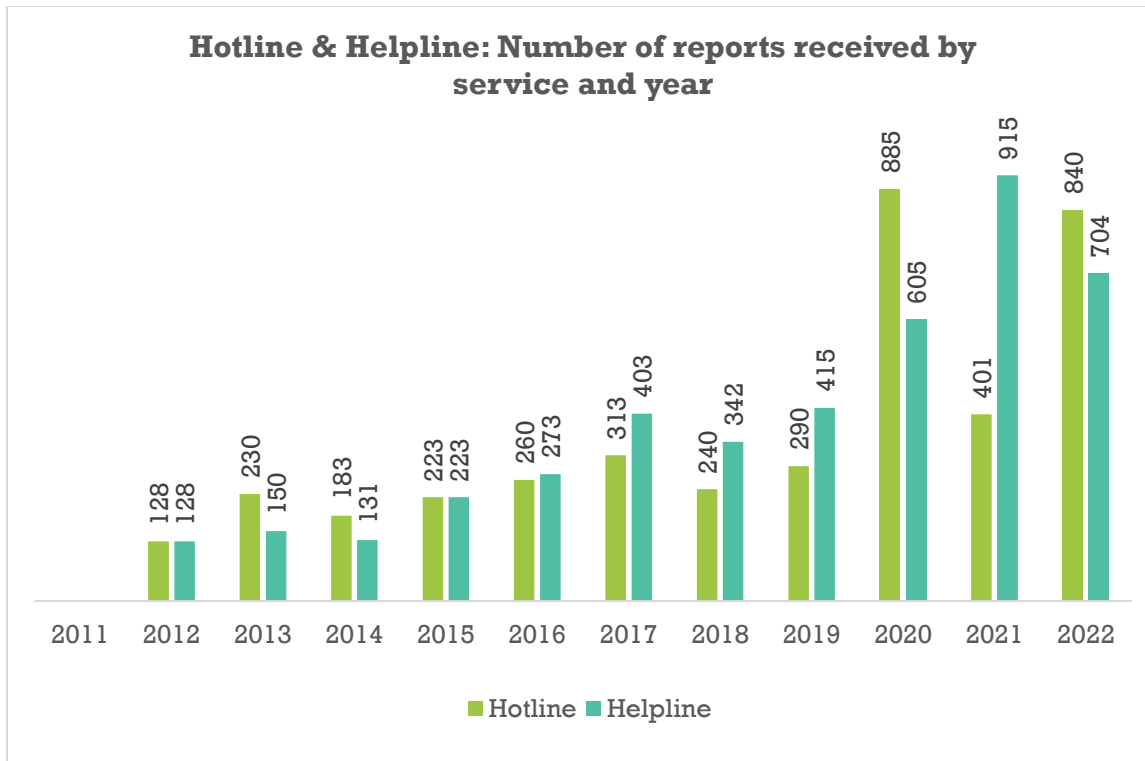


<b>SPL179: Number of genuine calls by primary problem<sup>75</sup></b>				
	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Abuse of an adult	0	42	24	15
Abuse of elderly persons	0	69	54	53
Adoption related	0	4	3	6
Aggressive\violent behavior	0	85	100	109
Alcohol	113	91	111	129
Bereavement	33	50	35	23
Bullying others or being bullied	41	32	47	35
Care of significant others	0	6	4	4
Child abuse – at risk	0	151	101	79
Child abuse – emotional	79	72	109	128
Child abuse – neglect	195	160	149	160
Child abuse – physical	114	105	89	96
Child abuse – sexual	30	15	21	17
Child abuse - internet	40	-	-	-
Child access	0	63	76	67
Child care	0	41	53	43
Communication issues in romantic relationship	0	13	17	14
Crime (adult)	0	10	8	5
Cyber-bullying or victim of cyber-bullying	0	34	23	18
Delinquency (youth)	0	13	6	13
Disability related issues (any)	84	57	58	-
Disability related issues (intellectual)	-	-	-	15
Disability related issues (physical)	-	-	-	31
Disability related issues (visual)	-	-	-	8
Divorce	0	4	4	7
Domestic violence – at risk	0	208	82	79
Domestic violence – emotional	516	439	341	297
Domestic violence – financial	0	17	15	14
Domestic violence – neglect	65	4	5	13
Domestic violence – physical	414	353	245	197
Domestic violence – sexual	21	8	10	2
Drugs (prescription medication)	0	11	14	18
Drugs (illicit substances)	185	182	156	136
Eating disorder	0	4	4	8
Elderly needs	307	477	297	252
Employment problems	0	38	20	20
Financial problems	41	90	67	42
Foster placement	52	21	19	8
Gambling	22	22	15	25
Harassment	0	20	36	9
Homeless	376	645	526	507
Housing problems	39	54	29	41
Illegal content	0	10	5	-
Infidelity in romantic relationship	0	7	12	14
Information - internet	141	24	-	-
Information - services	1294	463	-	-

<sup>75</sup> Multiple problems may be reported; this table only reports the primary issue as reported by the caller.

Language or cultural barriers	0	2	1	-
Legal issues	345	189	172	129
Listening	4013	1098	-	-
Loneliness	1185	2626	4069	3636
Marital separation	160	176	0	-
Mental health	1292	1505	1715	1353
Non-person directed behaviours	0	50	30	44
Oppositional defiant disorder	0	0	6	2
Parent child attachment issues	268	134	40	74
Parenting skills	8	24	27	24
Personal hygiene issues	0	1	4	-
Physical health	70	106	158	110
Pregnancy related issues	18	11	10	7
Relationship problems with reconstituted family	0	5	11	17
Relationship problem with extended family	0	56	60	40
Relationship problem with nuclear family	548	476	270	194
Residential care	16	34	59	51
Romantic relationship conflicts	174	216	392	362
Running away	0	21	13	24
School related problems	15	13	15	19
Self-injury behaviours	149	89	78	71
Sexting	0	1	3	1
Sexual assault/rape	11	6	8	22
Sexuality related issues	25	17	19	7
Social security benefits issues	0	68	22	2
Stereotyped behaviours	0	0	2	-
Technology addiction	0	3	9	2
Undocumented migration issues	24	2	2	2
Unemployment	7	17	5	1
Usury	8	15	11	3
Unspecified behavioural problems	326	-	-	-
Victim of past child abuse	-	-	-	1
Other	703	2722	544	1124
None specified or no other issue	0	9	2820	2436
<b>Totals</b>	<b>13567</b>	<b>13906</b>	<b>13565</b>	<b>12515</b>

# Hotline & Helpline



# Appendix

## Glossary of Terms

Variable	Definition
<b>Cases worked with</b>	The total number of service user cases that were new, re-contact or known in the reporting year and intake cases still on intake at the end of the reporting period. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example, 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year.
<b>Individuals worked with</b>	The total number of individual service users whose case was new, re-contact or known at least once in the year and intake cases still on intake at the end of the reporting period. This excludes cases re-opened in the same year for the same person.
<b>New case</b>	A case that was opened or activated for the first time ever within the reporting year and that was never previously worked with.
<b>Re-contact case</b>	A case that was worked with and closed in the past and has been re-activated or re-opened within the current reporting year.
<b>Known case</b>	Cases that were activated or opened in the previous reporting years and that are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
<b>Intake case</b>	When a case is referred to the service it is placed on intake (intake is the initial state for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a case is not a known case or opened case within the reporting period it remains an intake case.
<b>Waiting list</b>	Intake cases are placed on the waiting list when it is determined that the person would benefit from accessing the service, but the service cannot be provided immediately. This can be due to various factors such as, but not limited to, space limitations, further assessments required or further feedback from the service user is required.
<b>Referred case</b>	When a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred and placed on a waiting list or not taken up because the service was not appropriate for the person's needs.
<b>New &amp; re-contact case</b>	When a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
<b>Closed case</b>	When a case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the same year.
<b>Case state</b>	The state of the case at the end of the reporting period. Cases can be active, closed, intake, on-hold, waiting list or not accepted/no longer required. For example, a case may start the reporting period as a known active case but by the end of the reporting period, the case was closed so the case state is now reported as closed.
<b>Active state</b>	A case state where the case was opened in the year and still open by the end of the reporting period.
<b>Closed state</b>	A case state where the case was opened in the year but closed by the end of the reporting period.
<b>Intake state</b>	A case state where the case was on intake in the year and still on intake by the end of the reporting period.

<b>On-hold state</b>	A case state where the case was opened in the year but put on hold by the end of the reporting period. The reason it is placed on hold can be: - Pending: cases where all activity stops pending the action of another service. E.g., the case is pending outcomes from the child protection investigations. - Dormant: cases which must remain active but very little to no work is required. This generally occurs when a case is awaiting uptake by another service.
<b>Waiting list state</b>	A case state where the case was on the waiting list in the year and still on the waiting list by the end of the reporting period.
<b>Not accepted/no longer required state</b>	A case state where the case was on intake or the waiting list in the year but closed by the end of the reporting period. Such cases are usually closed because an assessment during intake resulted in the service not being appropriate, the alleged issues were not confirmed, the service user no longer requests the service, or the service user refused to attend.
<b>Global/family cases</b>	Service users' cases may be grouped under a global/family case, particularly when the service works with families. A global/family case may consist of: - 1 service user case: One individual who attends in the year on their own without any other family member, or - 2 or more service users' cases: Several individuals identified as part of the same family attending in the year.
<b>Gender</b>	Gender is reported as male, female, X, unborn or not specified. "X" means a gender that is not exclusively male nor female. Unborn refers to service users still existing in the mother's womb.
<b>Primary problem</b>	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
<b>Not specified</b>	A variable that cannot be specified since the information is not available or the service user was unwilling to provide the information.
<b>Other</b>	Treatment, issue or location not elsewhere specified.

## Maltese Districts

District	Towns
<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, Xaghjra, Zabbar.
<b>South Eastern District</b>	Birzebuggia, 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., Għabex 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

Service	Description
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 victims of human trafficking.
Domestic Violence Service	Provides a service to adults who suffer abuse within the 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.
Homeless Service	This service collects and collates data from all FSWS services who forward data regarding service users they are working with who also report a homelessness issue. The data reports on individuals across all FSWS within the reporting period.
Stop! The Violence and Abuse Service	The aim is to provide a structured programme to the abusive partner who is willing to work on changing their abusive attitudes and behaviours.
Child to Parent Violence	When a child or children (aged between 13 and 25) are abusive towards their parents or primary caregivers, the family members are supported by a social worker and other professionals to address the safety and protection of each member of the family.
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 childbearing.
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.
Bormla Mental Health Care Service	The social work service aids persons with mental health problems who require specialist treatment and care as well as support for their social network and it is located within Bormla (Cospicua).
Mtarfa Mental Health Care Service	The social work service aids persons with mental health problems who require specialist treatment and care as well as support for their social network and it is located within Mtarfa.

Child and Young People's Service	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 regard 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.



# FSWS Research Team

## ***Vision Statement***

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

## ***Mission Statement***

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



Foundation for Social Welfare Services  
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