



**Agenzija Appogg**  
**Yearly Statistical Report**  
January to December 2021

**February 2022**  
**Christine Marchand-Agius**



**Foundation for Social Welfare Services, Malta**

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# Table of Content

Introduction .....	5
Executive Summary.....	6
Intake & Family Support Service (IFSS).....	9
Case Activity.....	9
Details Regarding New and Re-contact Cases Opened .....	12
Intake & Family Support Service – Human Trafficking Service (IFSS-HT) .....	14
Case Activity.....	14
Details Regarding New and Re-contact Cases Opened .....	15
Domestic Violence Service (DVU) .....	18
Case Activity.....	18
Details Regarding New and Re-contact Cases Opened .....	19
Għabex Shelter.....	22
Case Activity.....	22
Details Regarding New and Re-contact Cases Opened .....	24
Emergency Service .....	27
Case Activity.....	27
Stop! The Violence and Abuse Service (S!TVA) .....	31
Case Activity.....	31
Details Regarding New and Re-contact Cases Opened .....	32
Mater Dei Hospital Social Work Service (MDH).....	35
Case Activity.....	35
Details Regarding New and Re-contact Cases Opened .....	36
Benniena Service.....	39
Case Activity.....	39
Details Regarding New and Re-contact Cases Opened .....	40
Oncology Social Work Service (SAMOC).....	43
Case Activity.....	43
Details Regarding New and Re-contact Cases Opened .....	44
Qormi Health Centre Social Work Service (QHC) .....	47
Case Activity.....	47
Details Regarding New and Re-contact Cases Opened .....	48

St. Vincent de Paule Social Work Service (SVDP).....	51
Case Activity.....	51
Details Regarding New and Re-contact Cases Opened .....	52
Primary Health Care Service (PHC) .....	55
Case Activity.....	55
Details Regarding New and Re-contact Cases Opened .....	57
<b>NEW</b> Bormla Mental Health Care Service (BMHC) .....	59
Case Activity.....	59
Details Regarding New and Re-contact Cases Opened .....	60
Mtarfa Mental Health Care Service (MtHC) .....	64
Case Activity.....	64
Details Regarding New and Re-contact Cases Opened .....	65
Child and Young People’s Service (CYPS).....	68
Case Activity.....	68
Details Regarding New and Re-contact Cases Opened .....	69
Programm Ulied Darna (PUD).....	72
Generic Programme.....	72
Progett Tereza.....	73
Supportline 179.....	74
Hotline & Helpline.....	79
Appendix.....	80
Glossary of Terms .....	80
Maltese Districts .....	81
Service Descriptions.....	81

# Introduction

This report provides 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](http://fsws.gov.mt)

The data contained in this report is based on information submitted by the services to the Research Team of the Foundation for Social Welfare Service as of January 2022. Where applicable, the report provides data on an individual service user level as well as on a multiple service user 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 data from services may lead to an over-estimation of the number of individuals attending the agency or directorate.

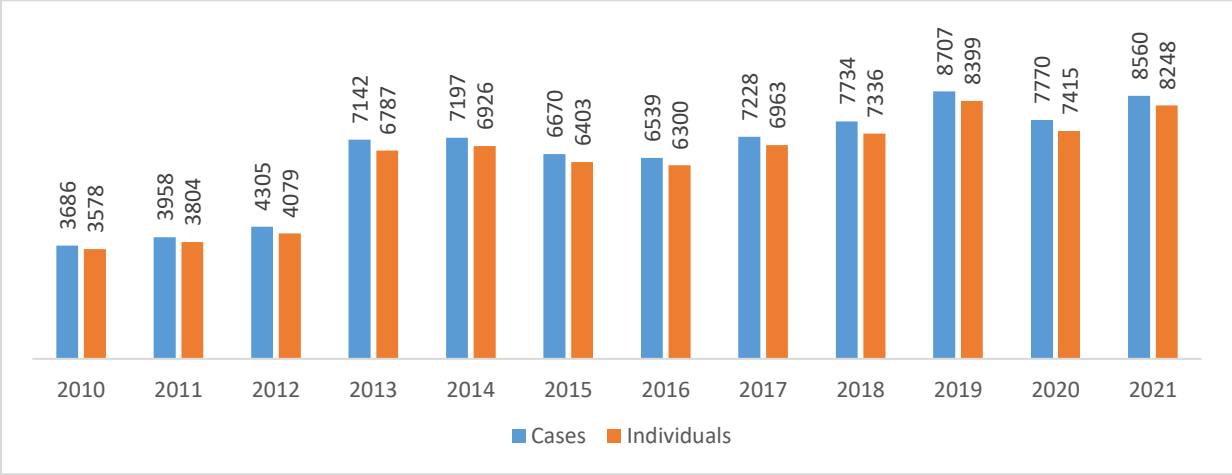
When new data collection systems are introduced, it can change how the data is collected, introduce new variables and thus impact observed trends. For example, the Foundation for Social Welfare Services introduced an online data collection tool which required all known cases to be newly inputted leading to a higher number of new cases and zero new cases for that reporting year. The report provides indications where new data collection systems were introduced.

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 Valentina Galdes.

*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 2021

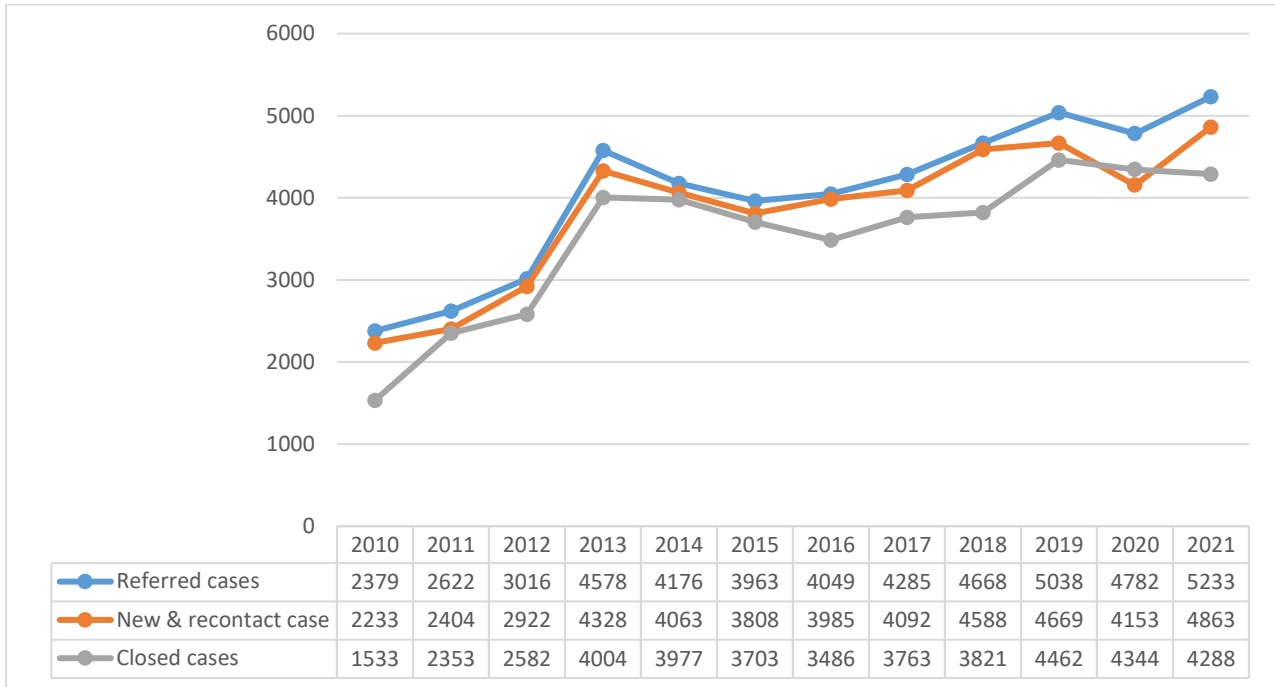
	Total cases worked with	Individuals worked with
Intake & Family Support Service	1217	1188
Human Trafficking	18	18
Domestic Violence Unit	2462	2385
Għabex Shelter	48	44
Stop! The Violence and Abuse	130	129
Mater Dei Hospital Social Work Service	2463	2312
Benniena Service	164	160
Oncology Social Work Service	622	611
Qormi Health Centre Social Work Service	240	233
St Vincent De Paule Social Work Service	490	469
Primary Health Care Service	78	77
Bormla Mental Health Care Service	99	97
Mtarfa Mental Health Care Service	96	95
Child and Young People’s Service	433	430

Service	Other information
Emergency	<b>37</b> new referrals.
Progett Ulied Darna	<b>13</b> requests were processed.
Progett Tereza	<b>Donations: 75</b> received and <b>45</b> tackled. <b>Requests: 27</b> received and <b>14</b> tackled.
Hotline	<b>389</b> reports.
Helpline	<b>915</b> reports.
SPL179	Total of <b>19674</b> calls out of which <b>13565</b> were genuine.

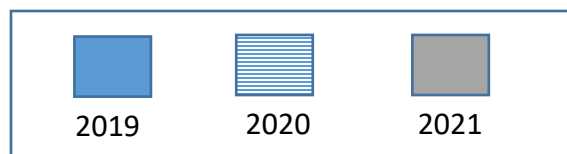
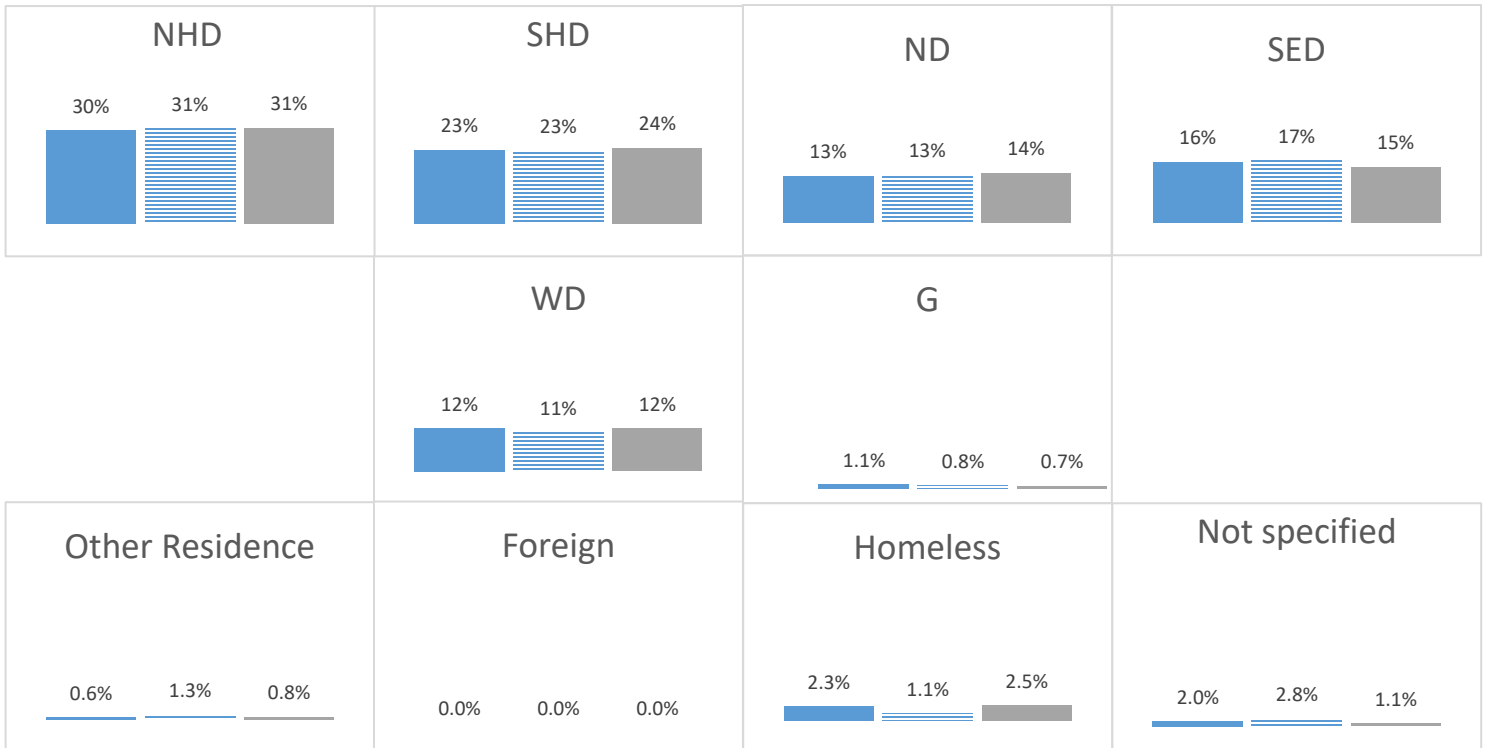
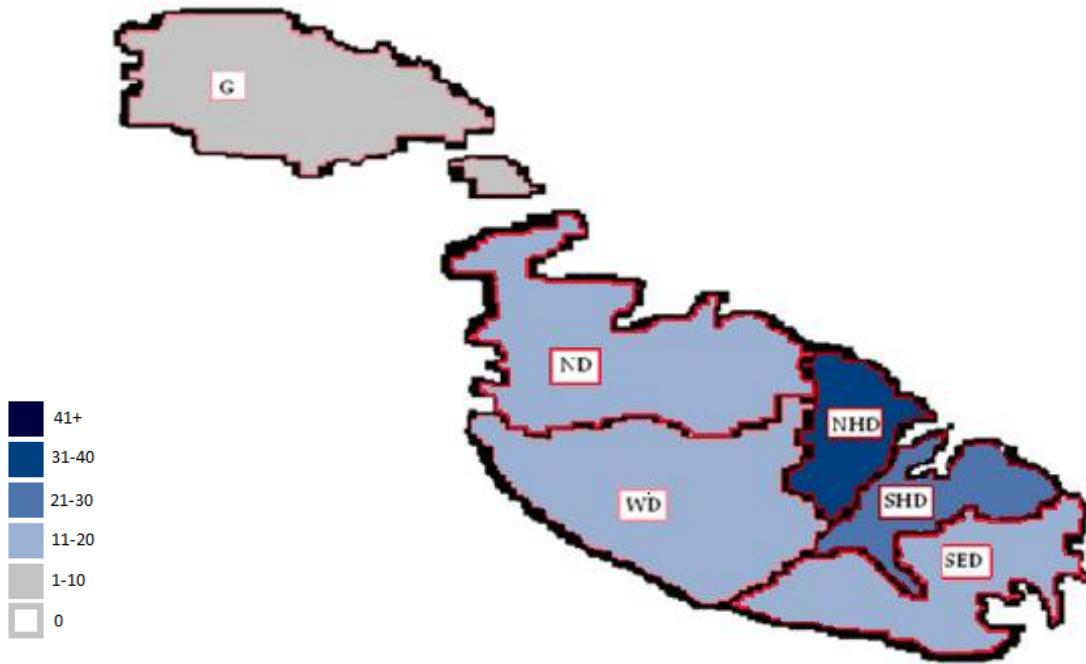
<sup>1</sup> Since individuals can attend more than one unit at the same time, summing the number of cases worked with will over-estimate the actual number of persons worked with. Therefore, the following data reported on multiple unit levels can only provide an approximation of the number of cases and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

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

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

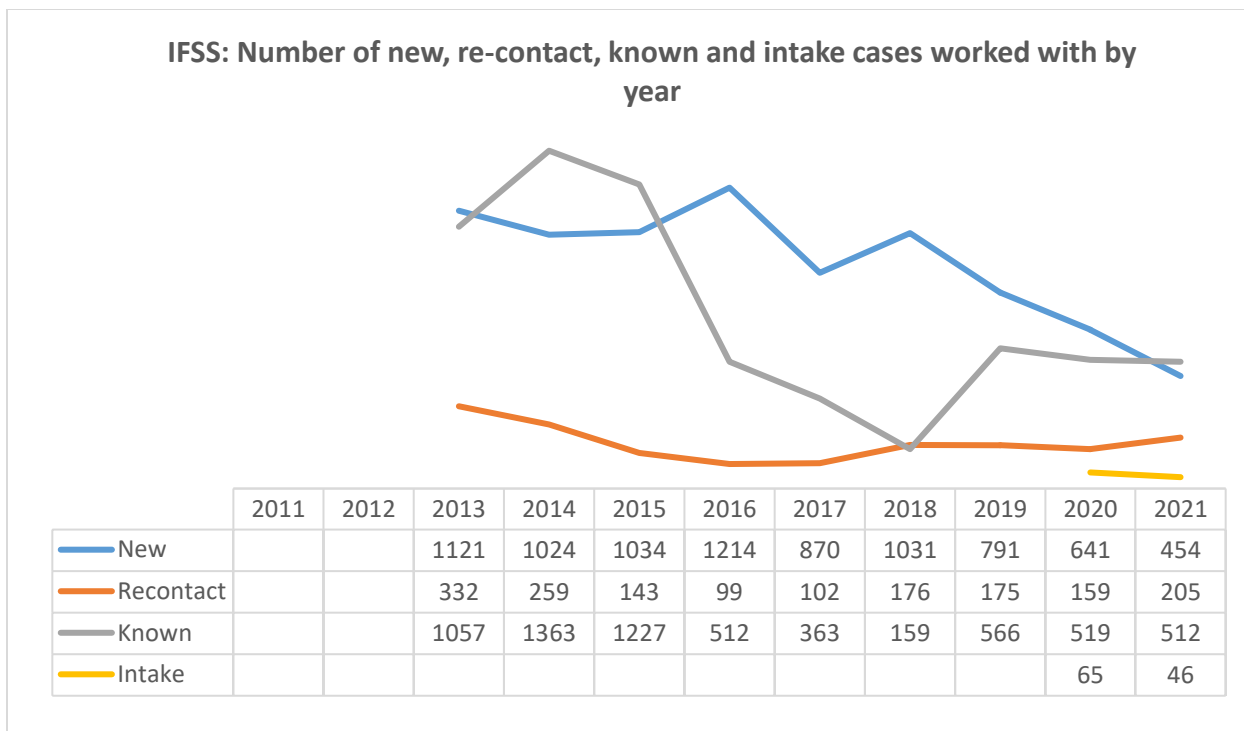
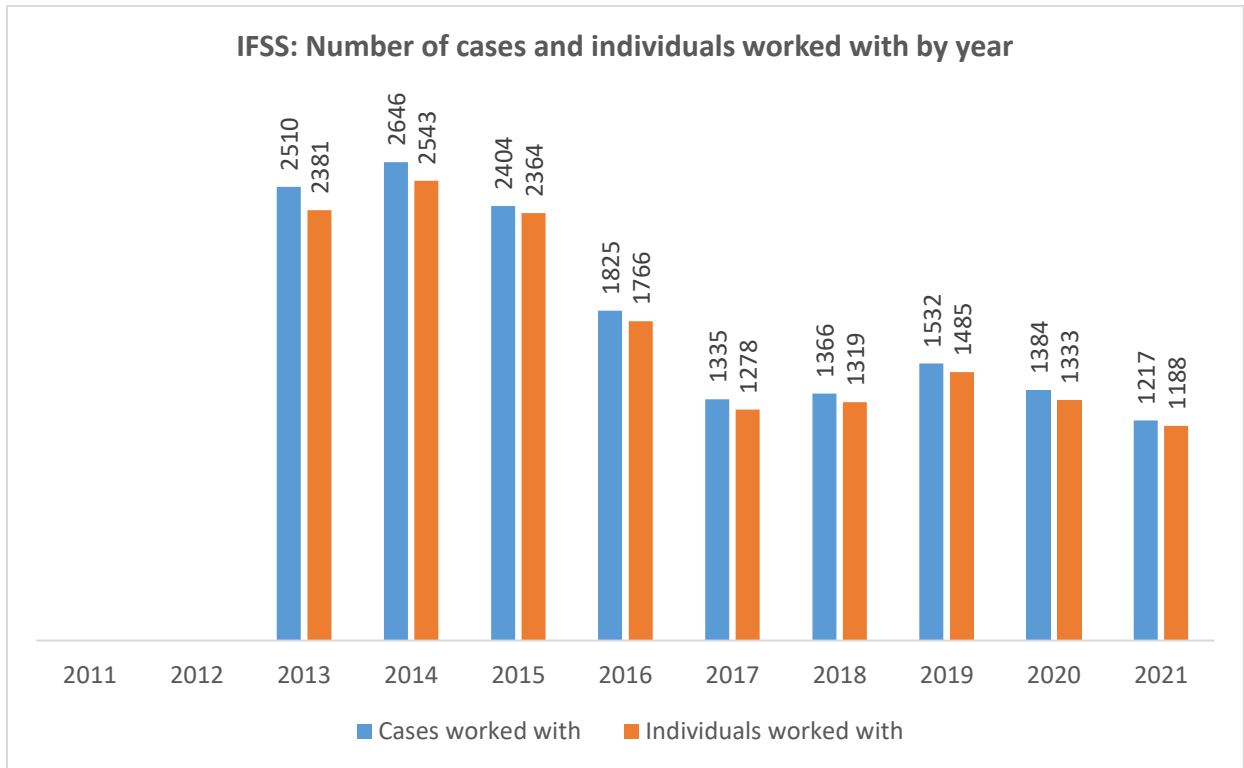


## Percentage of new & re-contact cases worked with at Appogg by district of residence and year



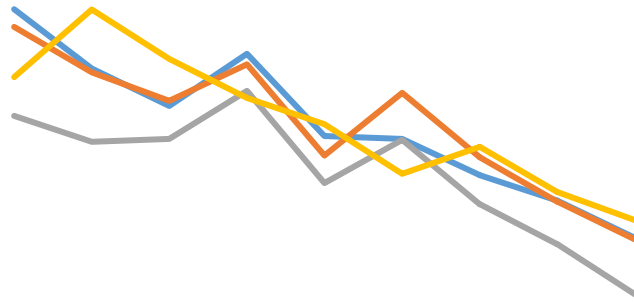
# Intake & Family Support Service (IFSS)

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



<sup>3</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



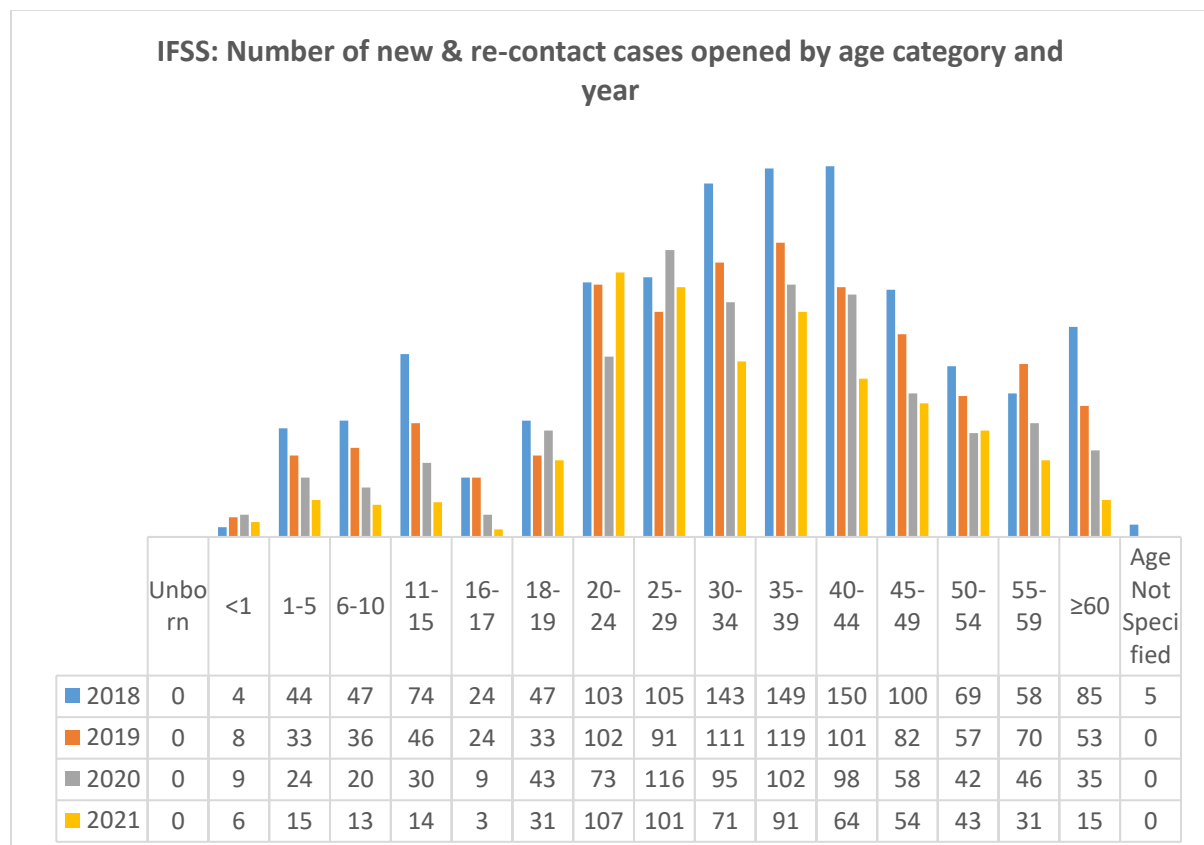
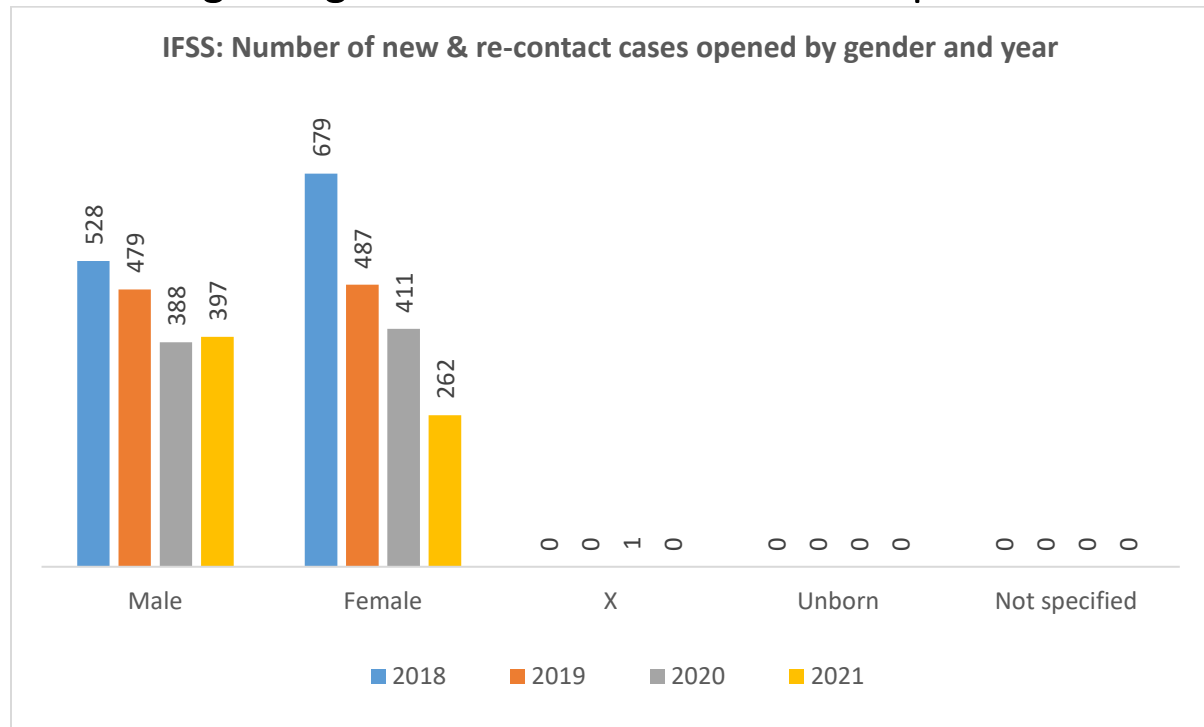
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases			1519	1298	1158	1352	1045	1035	899	804	665
New & recontact cases			1453	1283	1177	1313	972	1207	966	800	659
New cases			1121	1024	1034	1214	870	1031	791	641	454
Closed cases			1265	1518	1333	1188	1089	904	1005	836	731

IFSS: Referrals by primary problem*	
January – December 2021	
	2021
Addiction	3
Assault/harassment	2
Behaviour problems	23
Bereavement	0
Child abuse	6
Child care or access	15
Delinquency	0
Disability related issues	1
Domestic violence	7
Eating disorder	0
Elderly needs	1
Employment issues	19
Family relations/relationships	29
Financial difficulties	50
Fostering or adoption	5
Gender related issues	0
Health related issues	8
Homeless	281
Housing problems	57
Human trafficking	1
Lack of support or guidance	35
Legal issues	19
Loneliness	1
Marital problems	16
Mental health issues	31
Migrant related issues	6
Pregnancy related issues	6
Relationship problems	11
School related problems	11
Self-harm or suicide	4
Separation related issues	9
Sexual harassment or abuse	0
Other	6
Not specified	2
<b>Total</b>	<b>665</b>

Note<sup>4</sup>

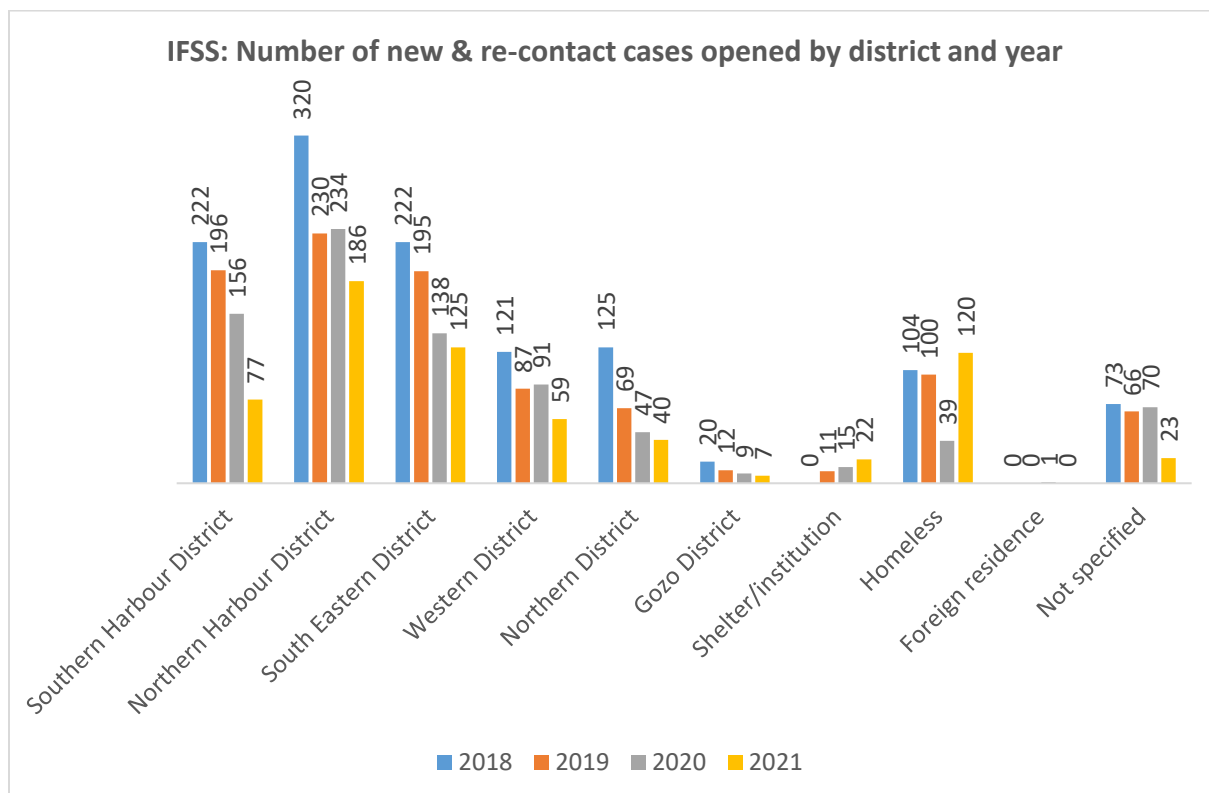
<sup>4</sup> Service users may have multiple problems, but this table only reports the primary issue as reported by the service user.

## Details Regarding New and Re-contact Cases Opened



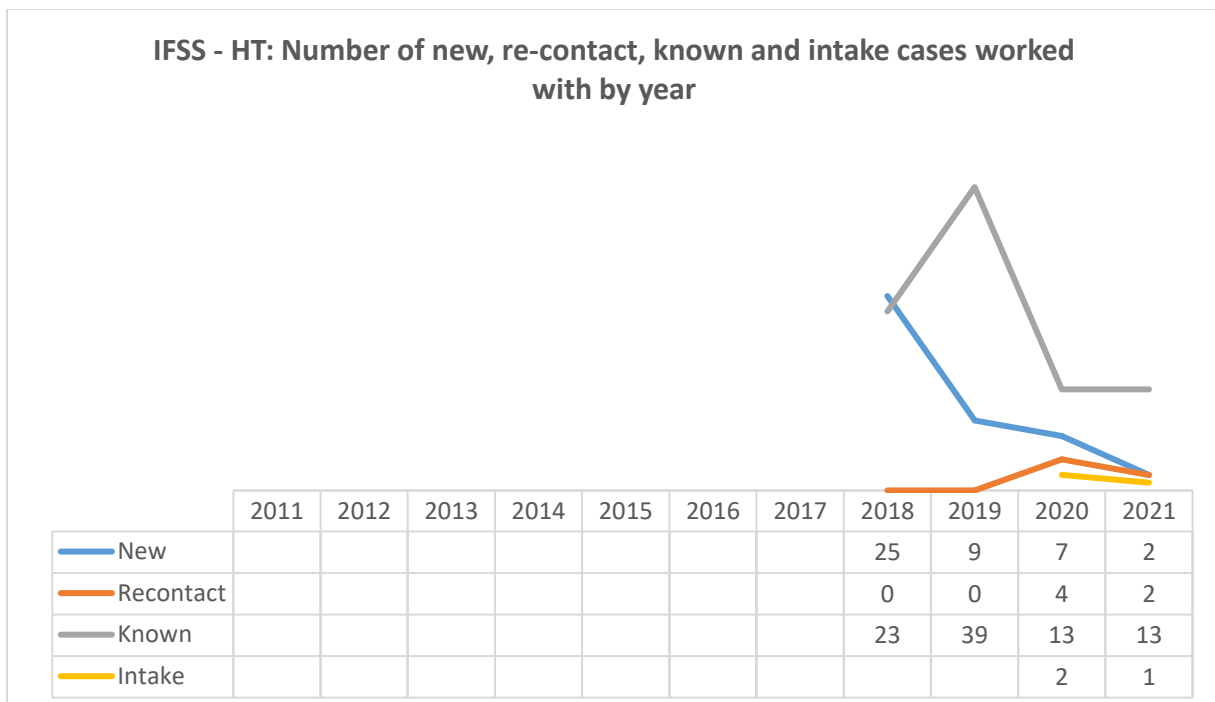
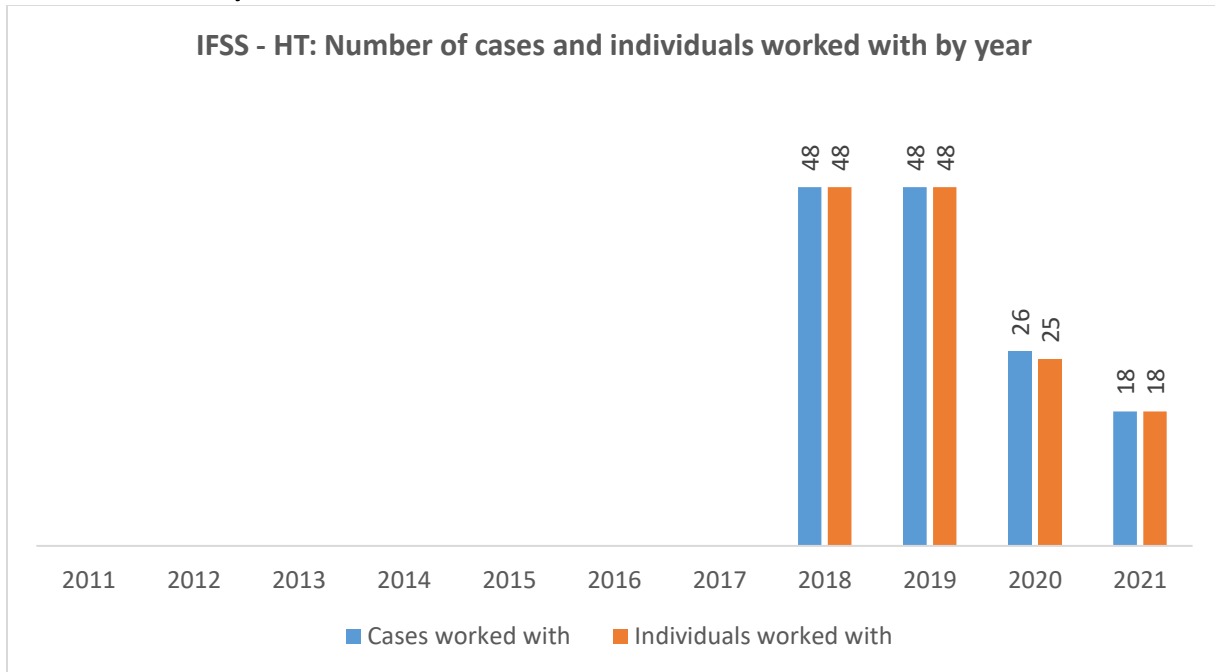
IFSS: New & re-contact cases by age and gender  
January – December 2021

	Male	Female	Unborn child	Not specified	Total
Unborn	0	0	0	0	0
<1	3	3	0	0	6
1-5	8	7	0	0	15
6-10	10	3	0	0	13
11-15	9	5	0	0	14
16-17	1	2	0	0	3
18-19	21	10	0	0	31
20-24	75	32	0	0	107
25-29	75	26	0	0	101
30-34	43	28	0	0	71
35-39	46	45	0	0	91
40-44	29	35	0	0	64
45-49	29	25	0	0	54
50-54	23	20	0	0	43
55-59	19	12	0	0	31
≥60	6	9	0	0	15
Not specified	0	0	0	0	0
<b>Total</b>	<b>397</b>	<b>262</b>	<b>0</b>	<b>0</b>	<b>659</b>



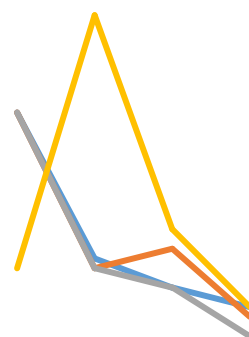
# Intake & Family Support Service – Human Trafficking Service (IFSS-HT)

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



<sup>5</sup> Service started reporting in 2018 and new data collection system and reporting format were introduced in 2020.

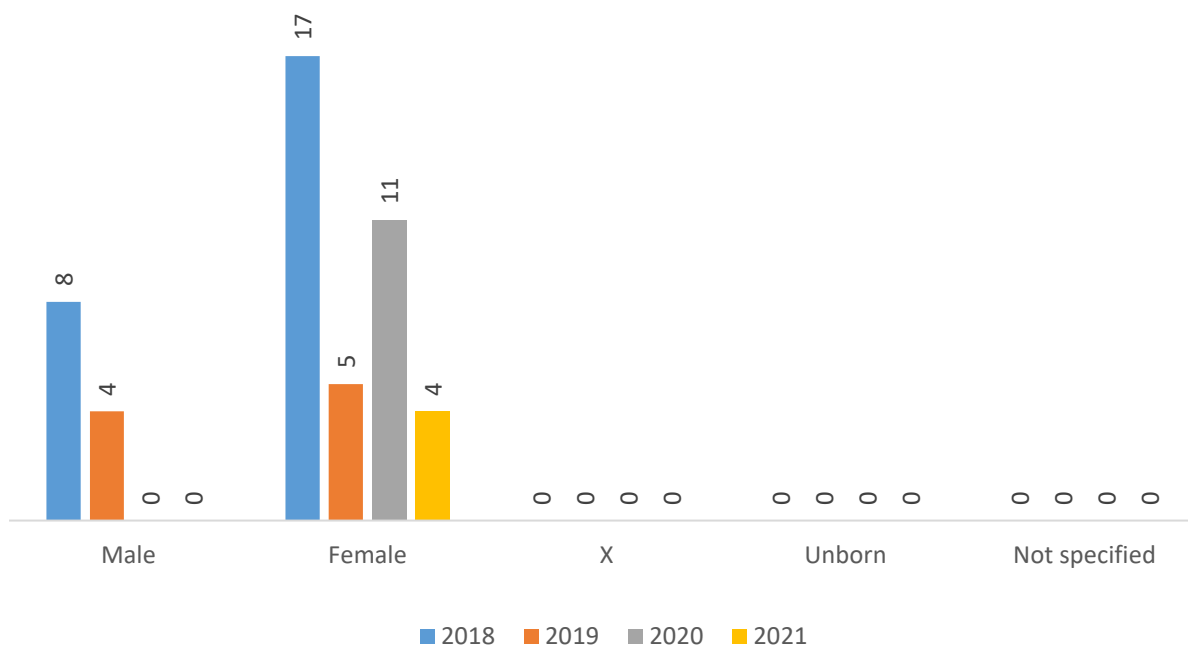
IFSS - HT: Number of referred, new & re-contact, new and closed cases by year



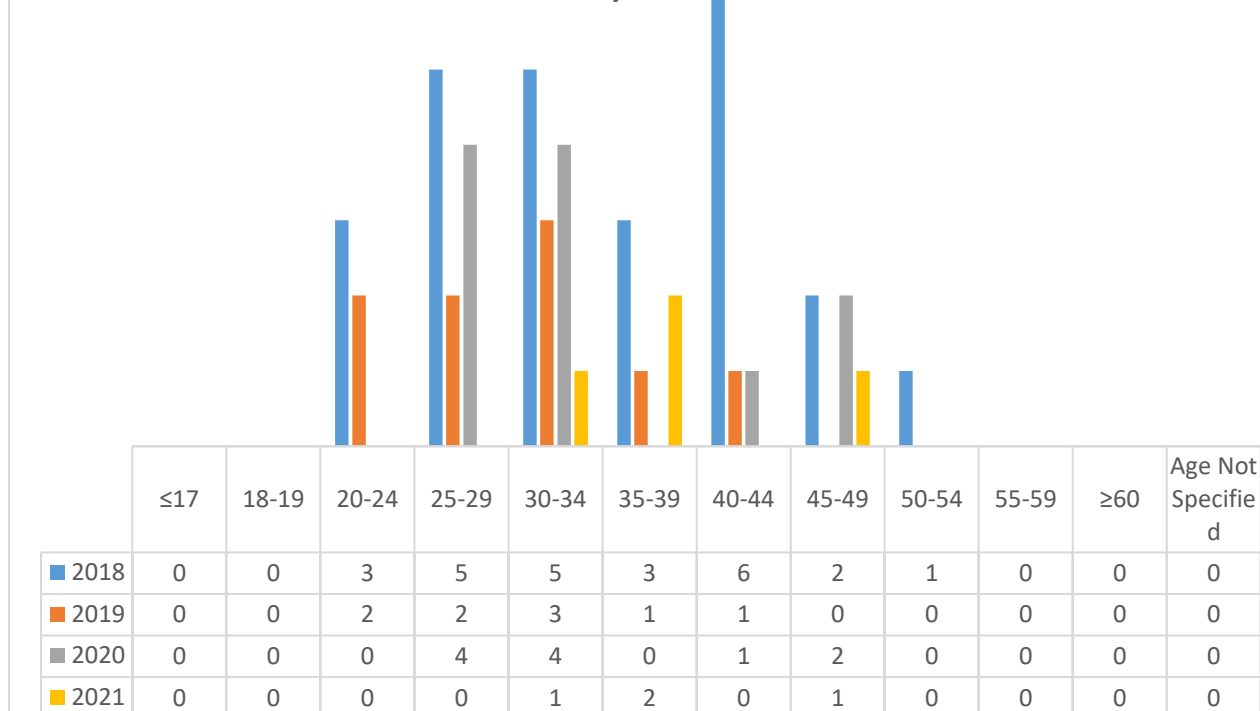
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases								25	10	7	5
New & recontact cases								25	9	11	4
New cases								25	9	7	2
Closed cases								9	35	13	5

## Details Regarding New and Re-contact Cases Opened

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



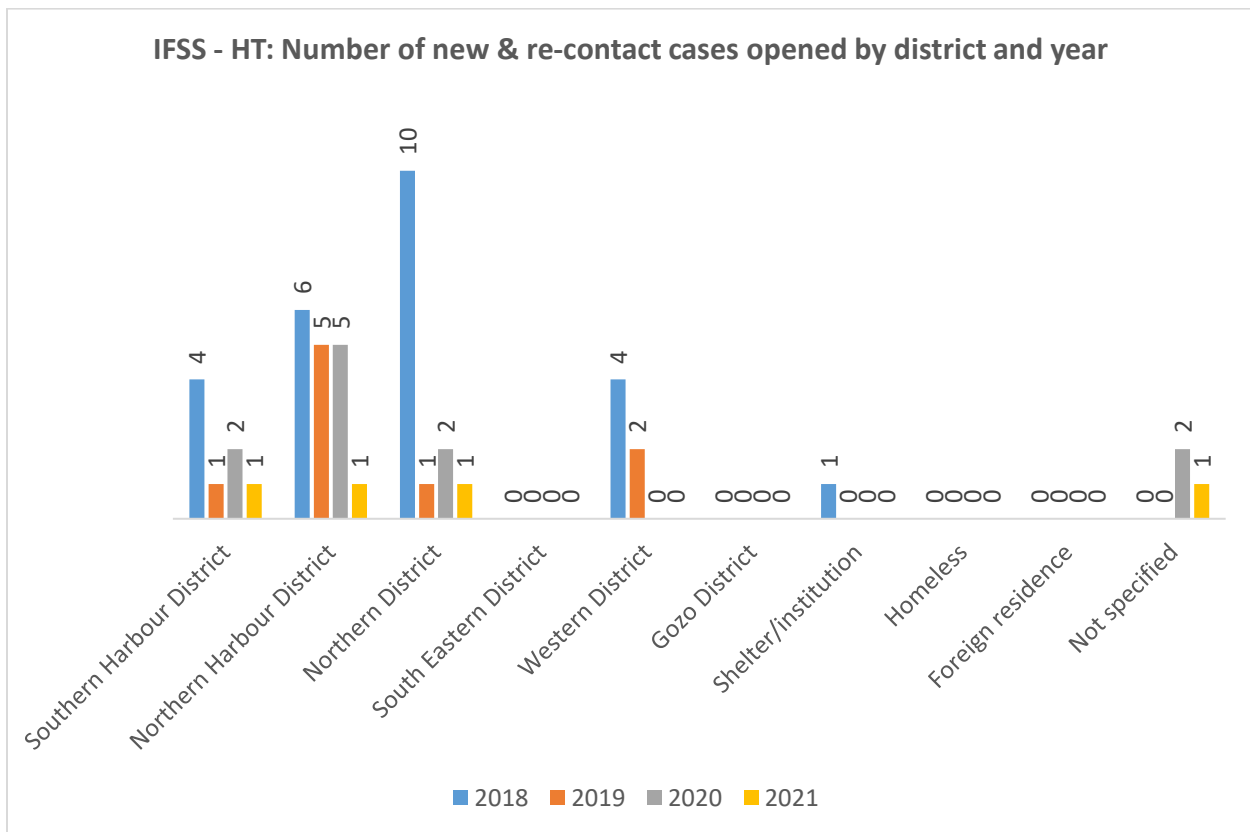
IFSS - HT: Number of new & re-contact cases opened by age category and year



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

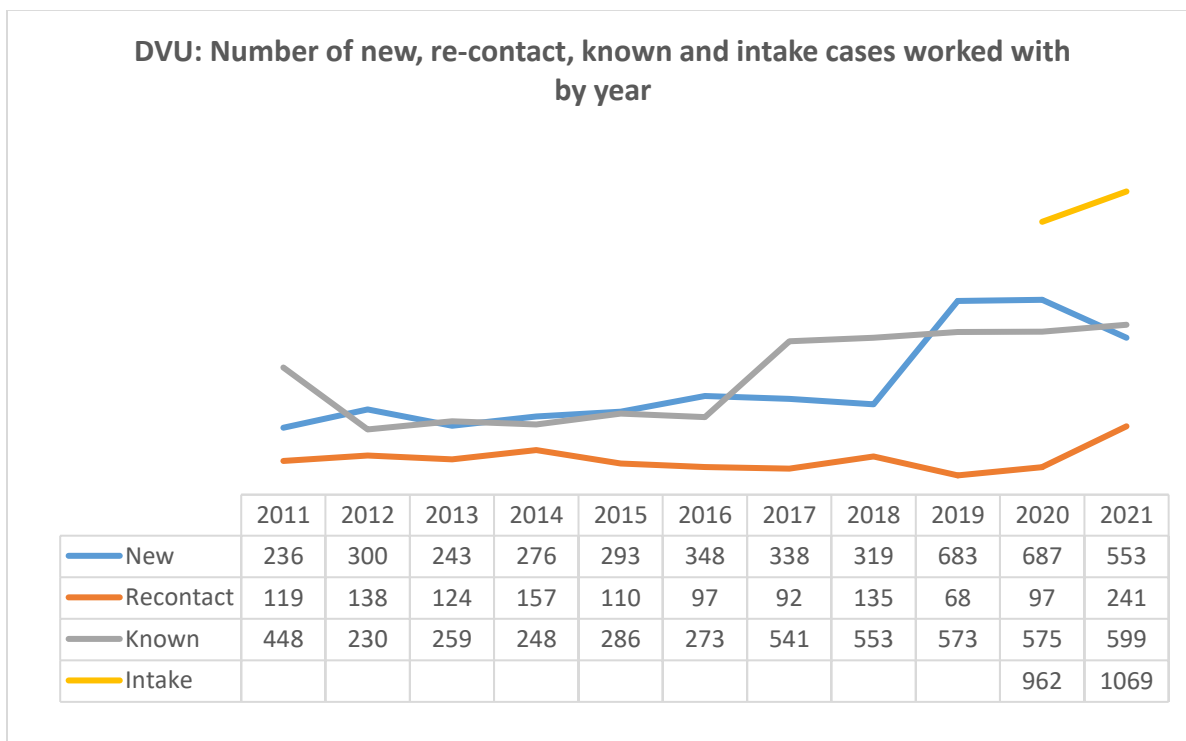
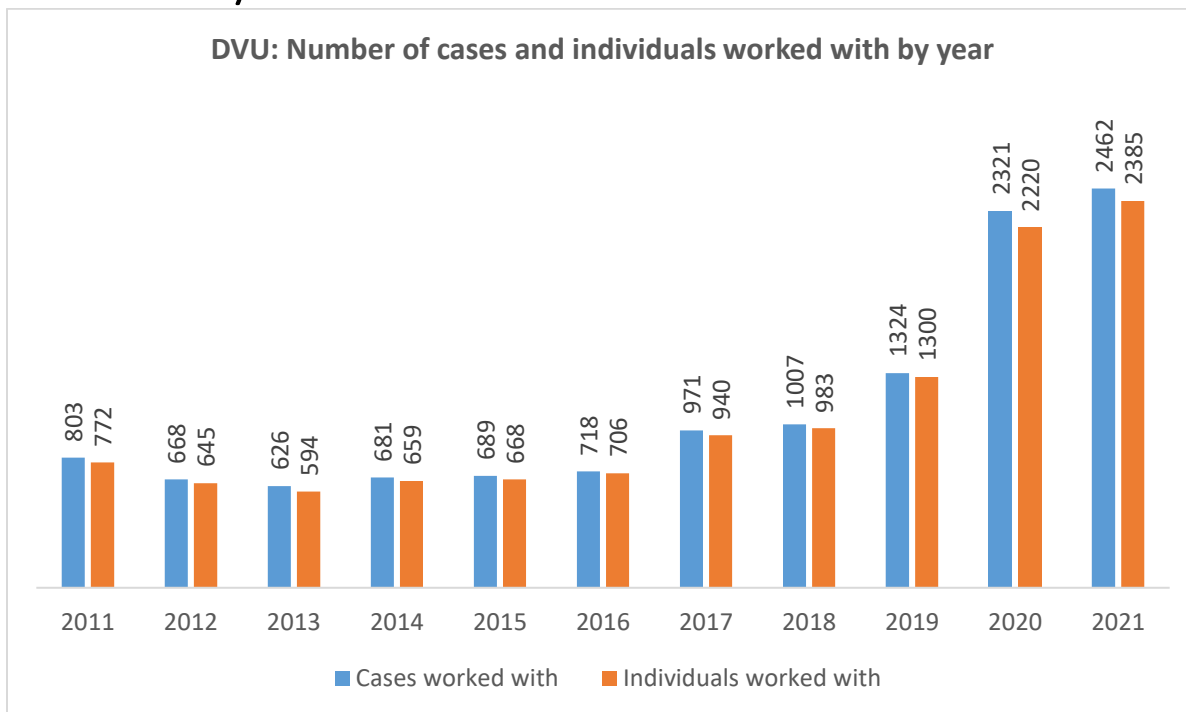
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	1	1
35-39	0	2	2
40-44	0	0	0
45-49	0	1	1
50-54	0	0	0
55-59	0	0	0
≥60	0	0	0
Not specified	0	0	0
<b>Total</b>	<b>0</b>	<b>4</b>	<b>4</b>

IFSS - HT: New & re-contact cases by type of alleged trafficking and gender January – December 2021			
	Male	Female	Total
Labour exploitation	0	1	1
Sexual exploitation	0	1	1
Sexual & labour exploitation	0	1	1
Domestic servitude	0	0	0
Domestic servitude/sexual exploitation	0	0	0
Participating in criminal activities	0	1	1
Not specified	0	0	0
<b>Total</b>	<b>0</b>	<b>4</b>	<b>4</b>



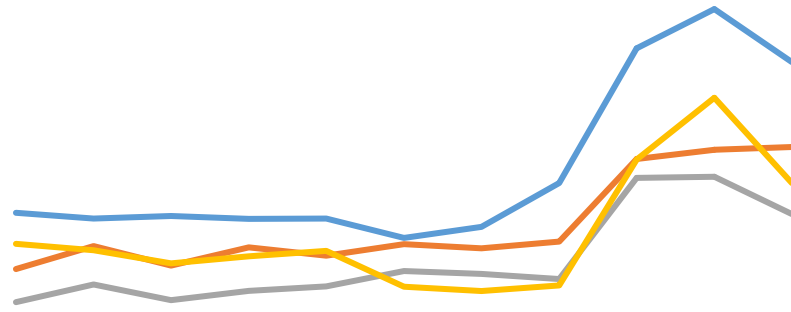
# Domestic Violence Service (DVU)

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



<sup>6</sup> A new data collection system and reporting format were introduced in 2020.

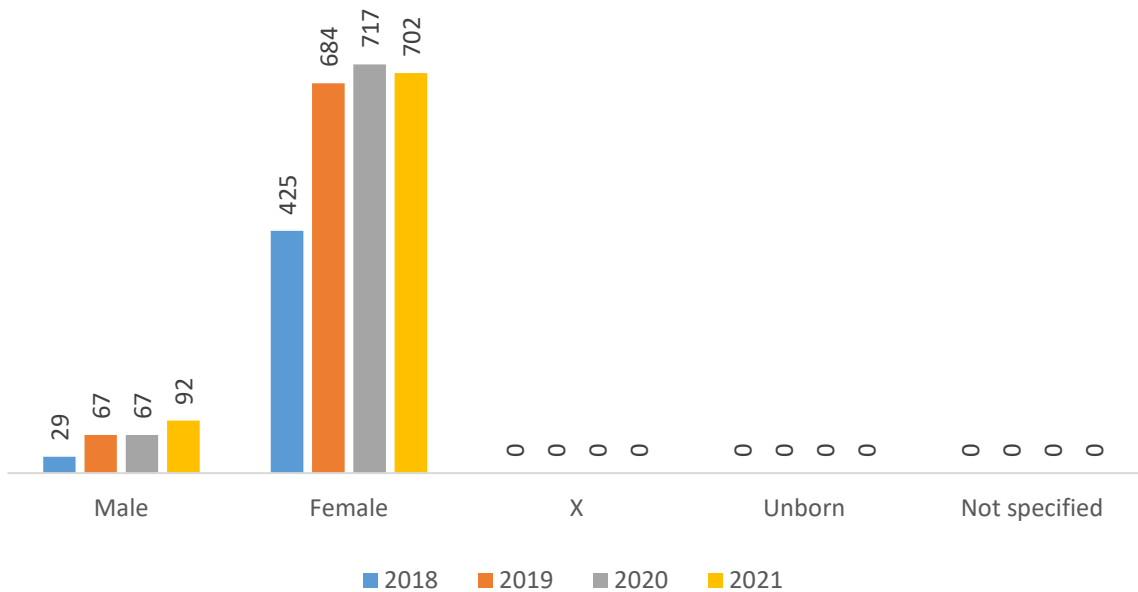
DVU: Number of referred, new & re-contact, new and closed cases by year



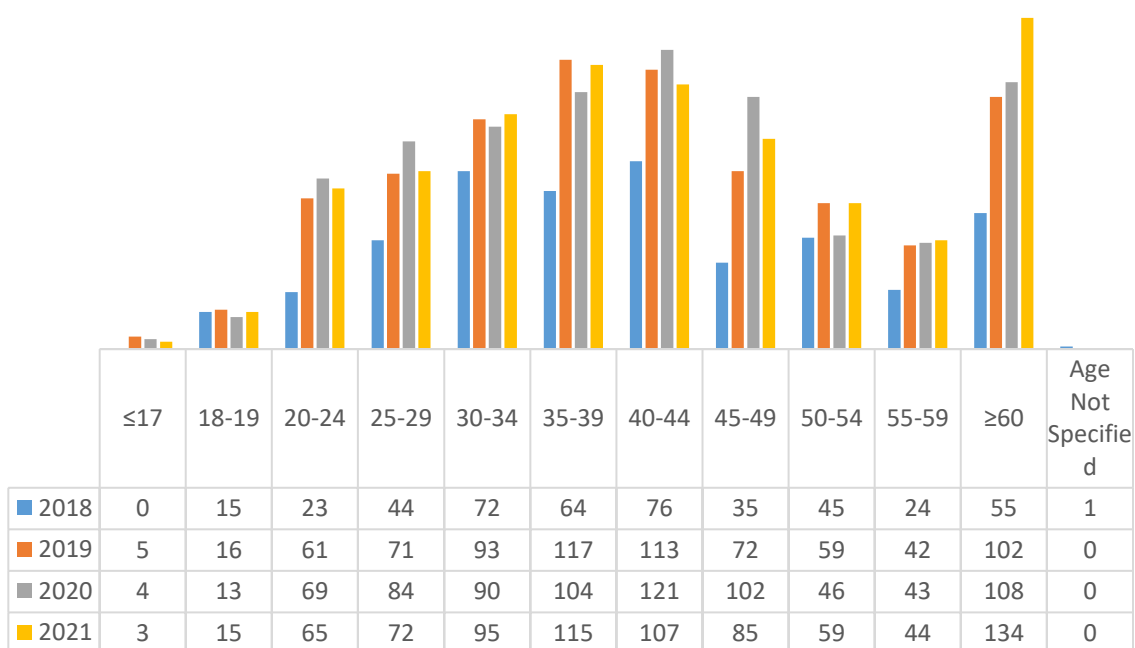
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	557	537	546	535	537	467	507	665	1149	1290	1099
New & recontact cases	355	438	367	433	403	445	430	454	751	784	794
New cases	236	300	243	276	293	348	338	319	683	687	553
Closed cases	446	423	375	401	420	291	276	296	749	971	665

## Details Regarding New and Re-contact Cases Opened

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

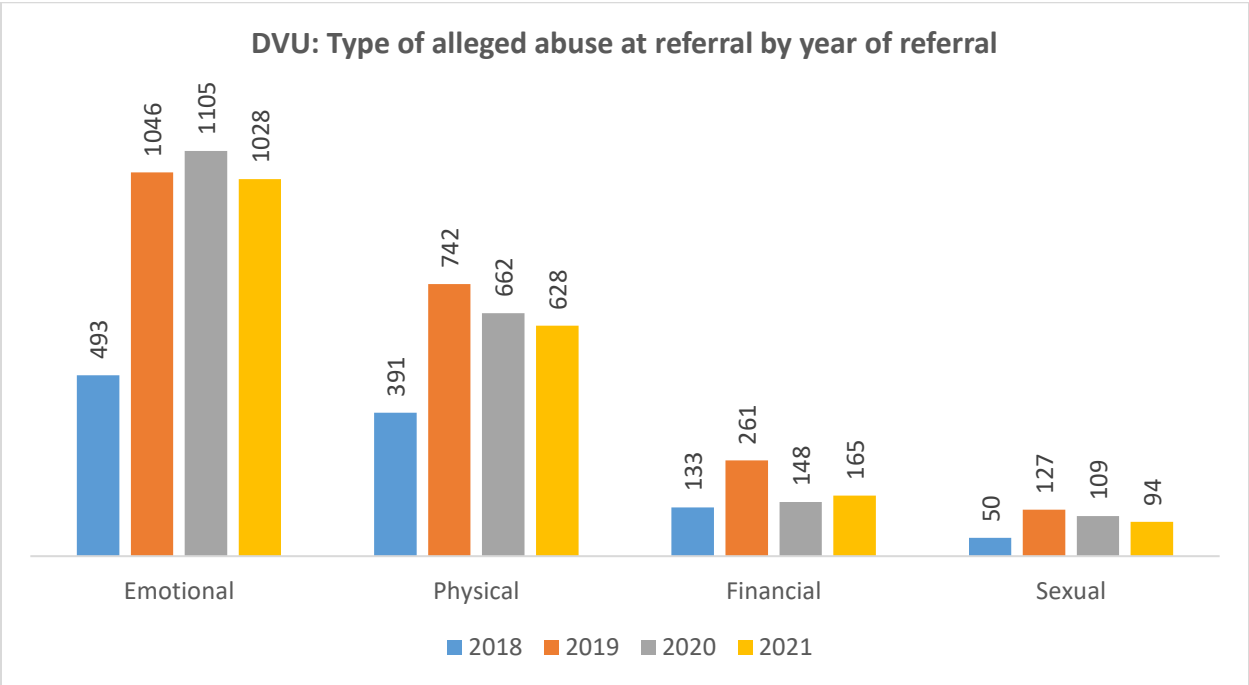
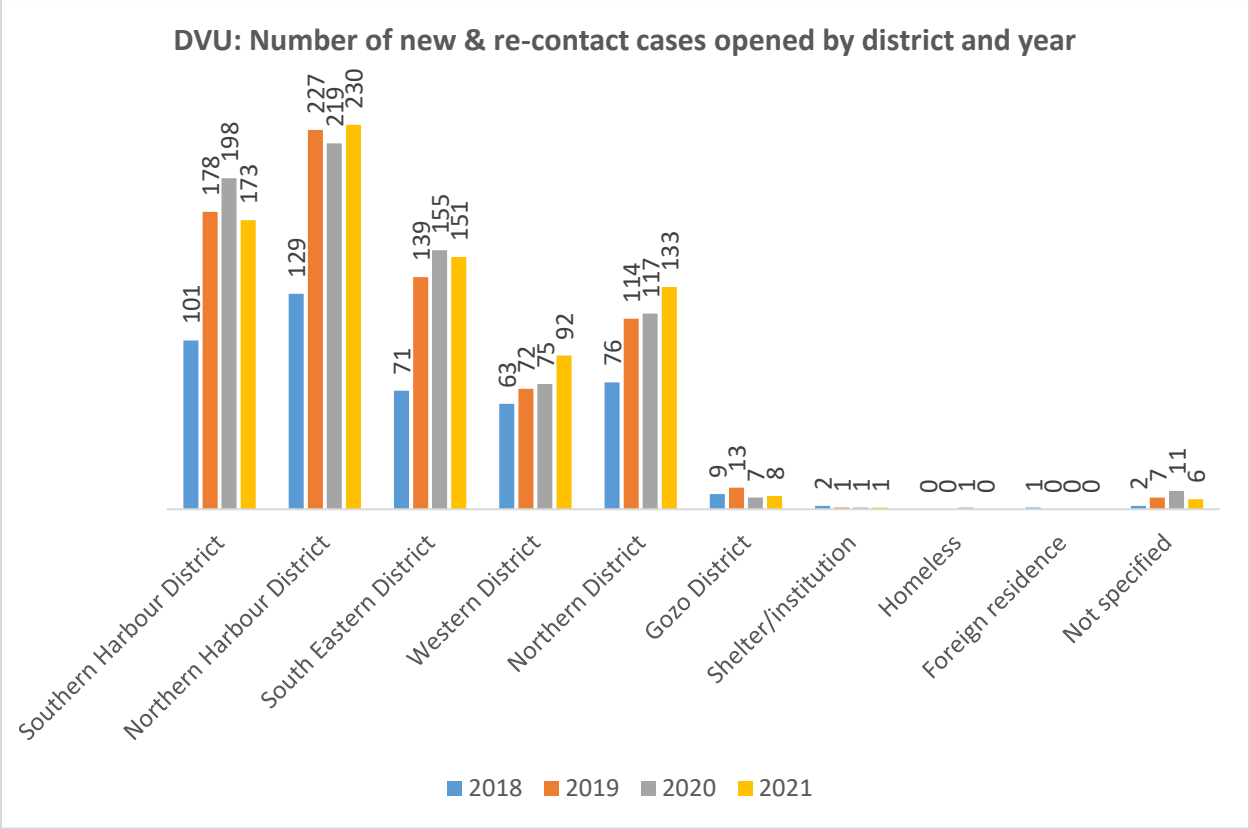


**DVU: Number of new & re-contact cases opened by age category and year**



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

	Male	Female	Total
≤17	1	2	3
18-19	2	13	15
20-24	3	62	65
25-29	5	67	72
30-34	7	88	95
35-39	8	107	115
40-44	11	96	107
45-49	11	74	85
50-54	6	53	59
55-59	5	39	44
≥60	33	101	134
Not specified	0	0	0
<b>Total</b>	<b>92</b>	<b>702</b>	<b>794</b>

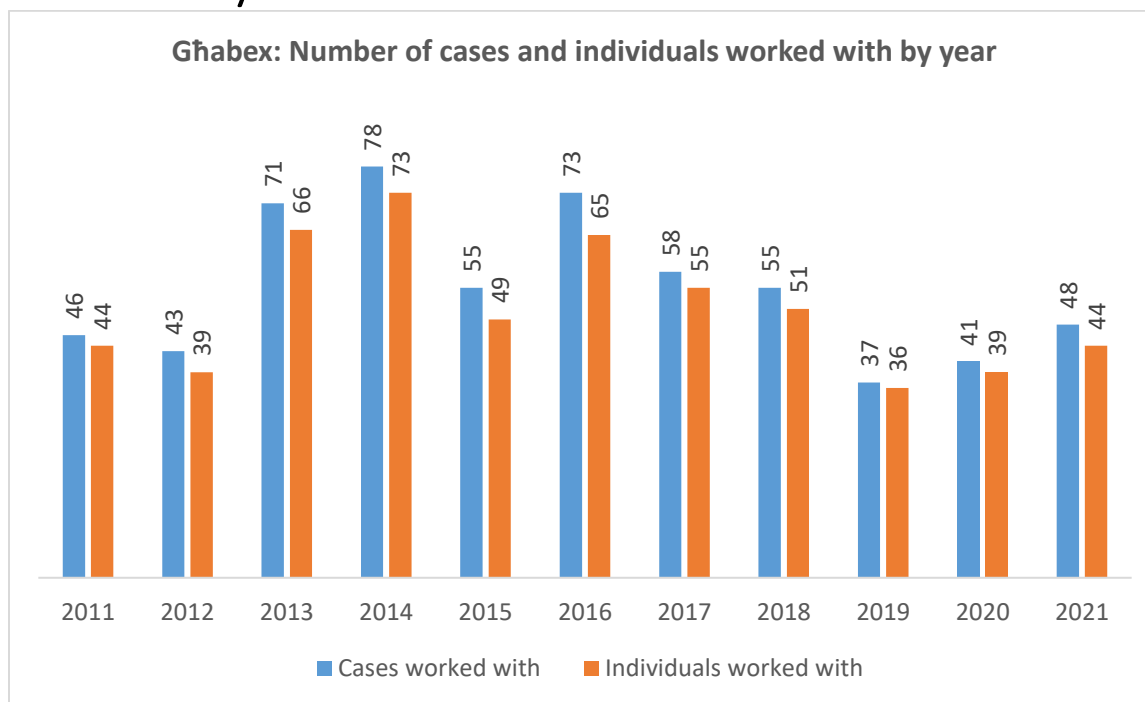


Note<sup>7</sup>

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

# Għabex Shelter

## Case Activity<sup>8</sup>

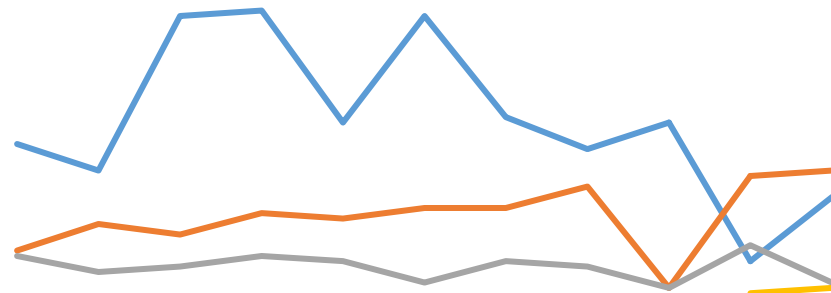


**Għabex: Cases worked with by service user type and gender  
January – December 2021**

	Male	Female	Total
Adult service user	-	39	39
Accompanying child	5	4	9
<b>Total</b>	<b>5</b>	<b>43</b>	<b>48</b>

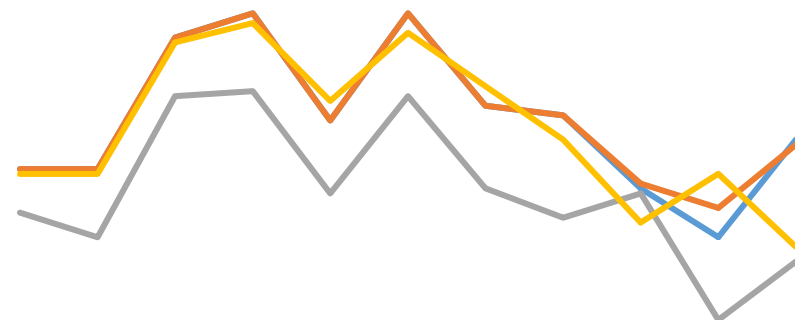
<sup>8</sup> A new data collection system and reporting format were introduced in 2020. As of November 2021, the system records adult female service users and their accompanying children.

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



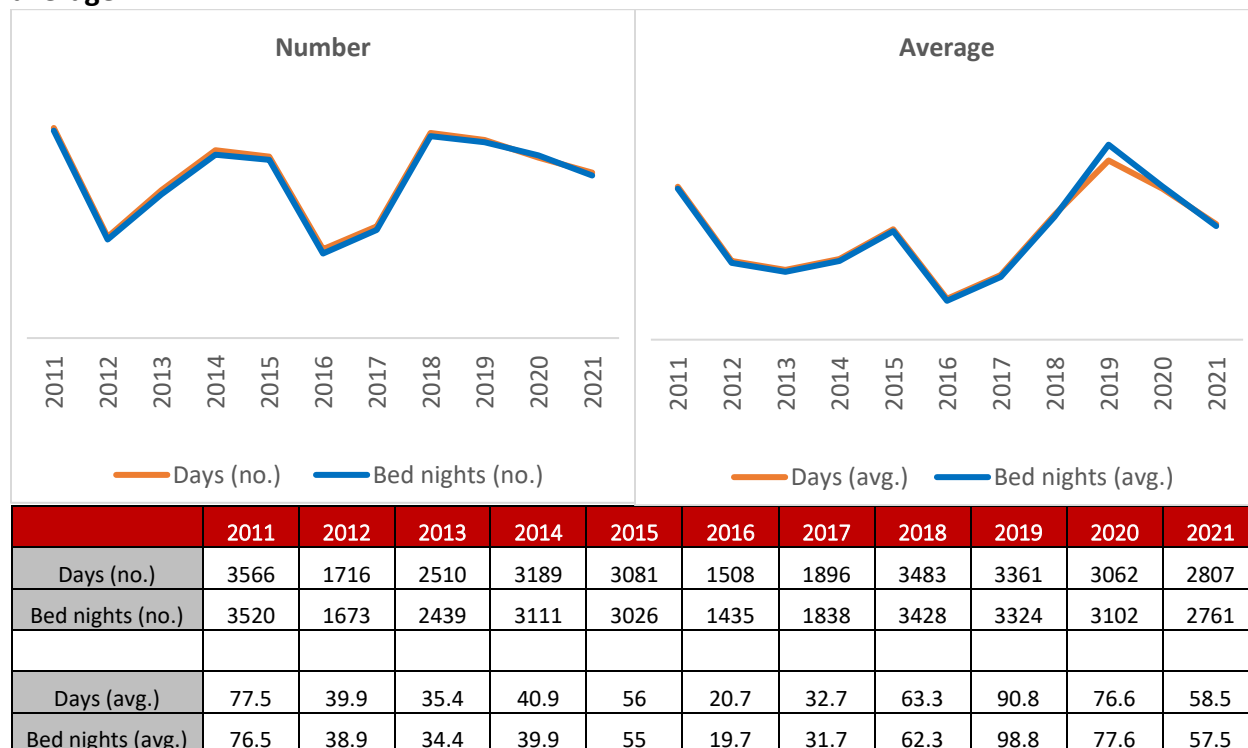
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
— New	29	24	53	54	33	53	34	28	33	7	19
— Recontact	9	14	12	16	15	17	17	21	2	23	24
— Known	8	5	6	8	7	3	7	6	2	10	3
— Intake										1	2

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

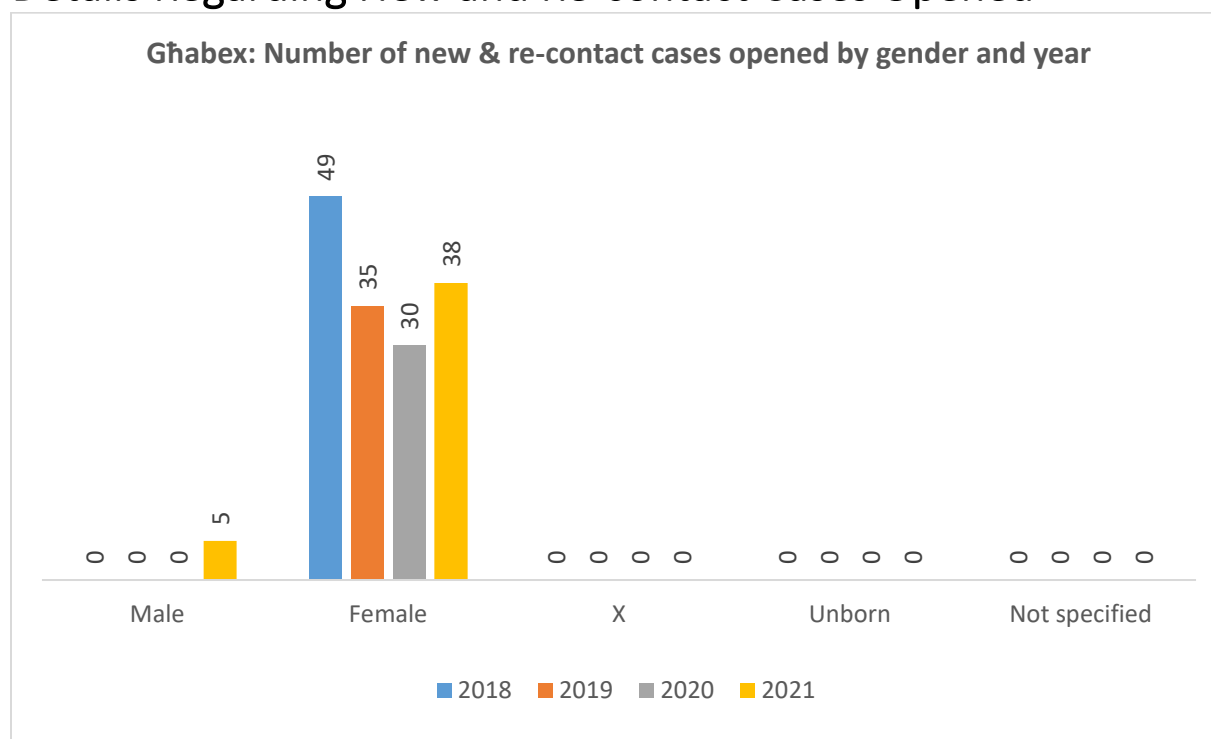


	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
— Referred cases	38	38	65	70	48	70	51	49	34	24	44
— New & recontact cases	38	38	65	70	48	70	51	49	35	30	43
— New cases	29	24	53	54	33	53	34	28	33	7	19
— Closed cases	37	37	64	68	52	66	55	44	27	37	22

### Ghabex: Days and nights stayed<sup>9</sup> by service users who attended Ghabex – Number and average



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

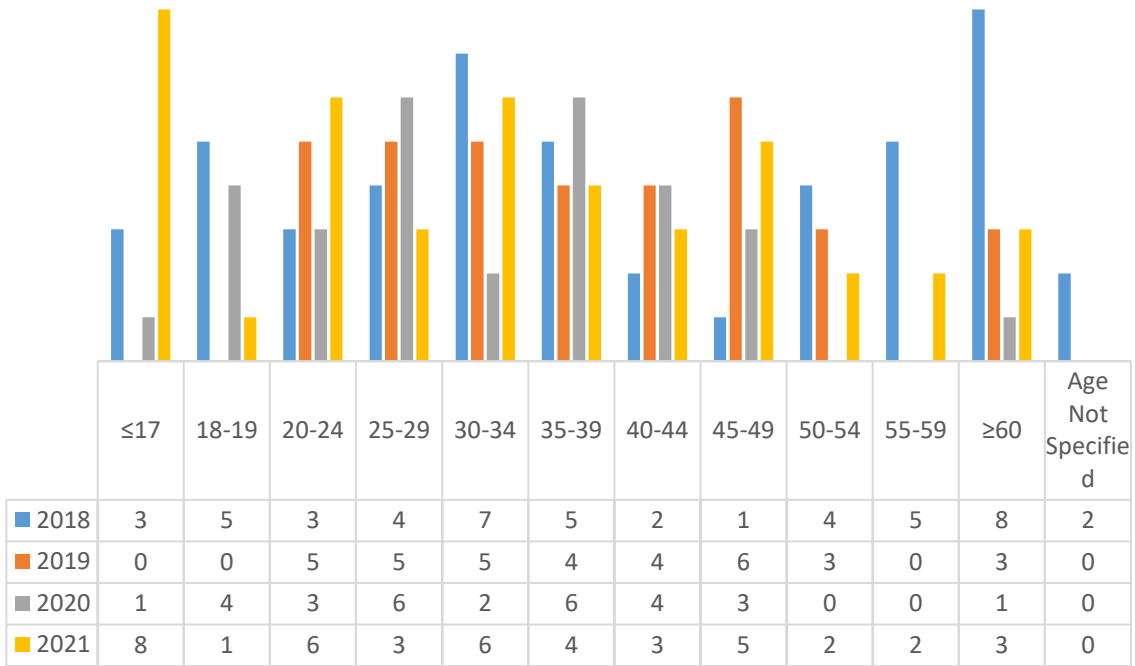


Note<sup>10</sup>

<sup>9</sup> With the change in data collection system in 2020, as of 2020 this reports the period spent in the service records rather than actual bed nights slept in the shelter.

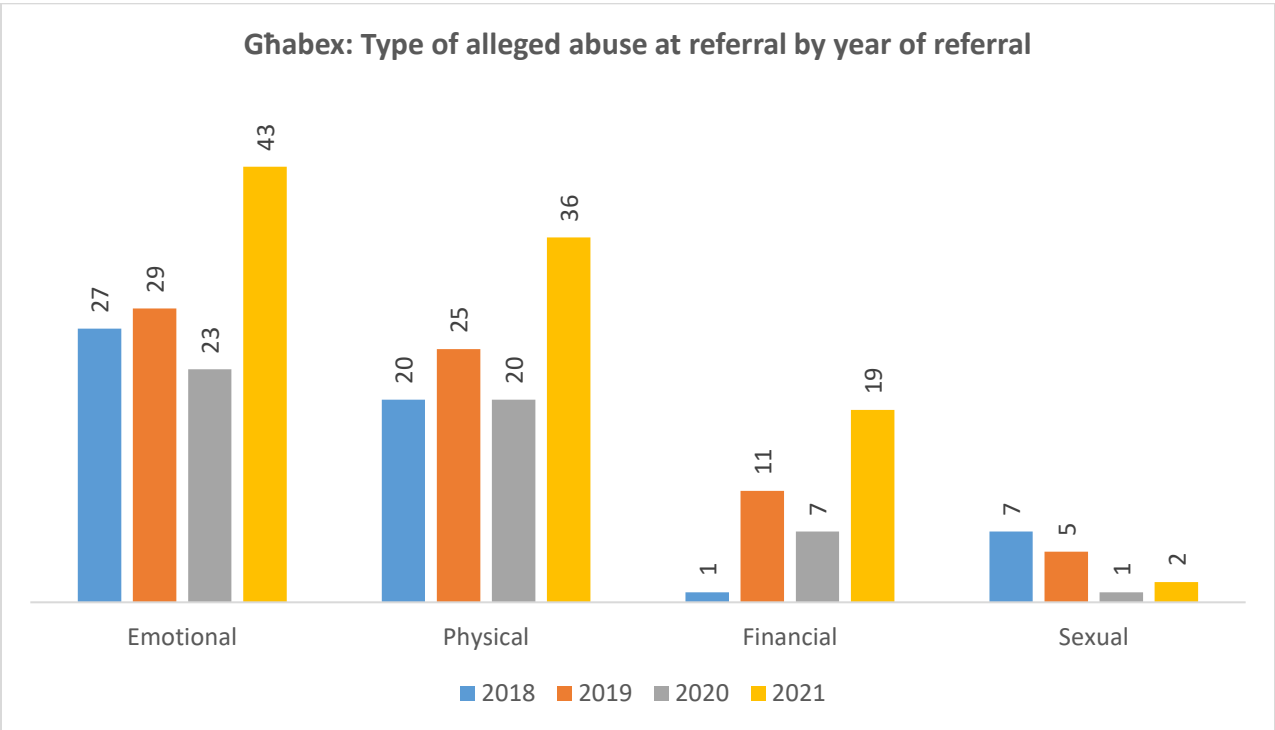
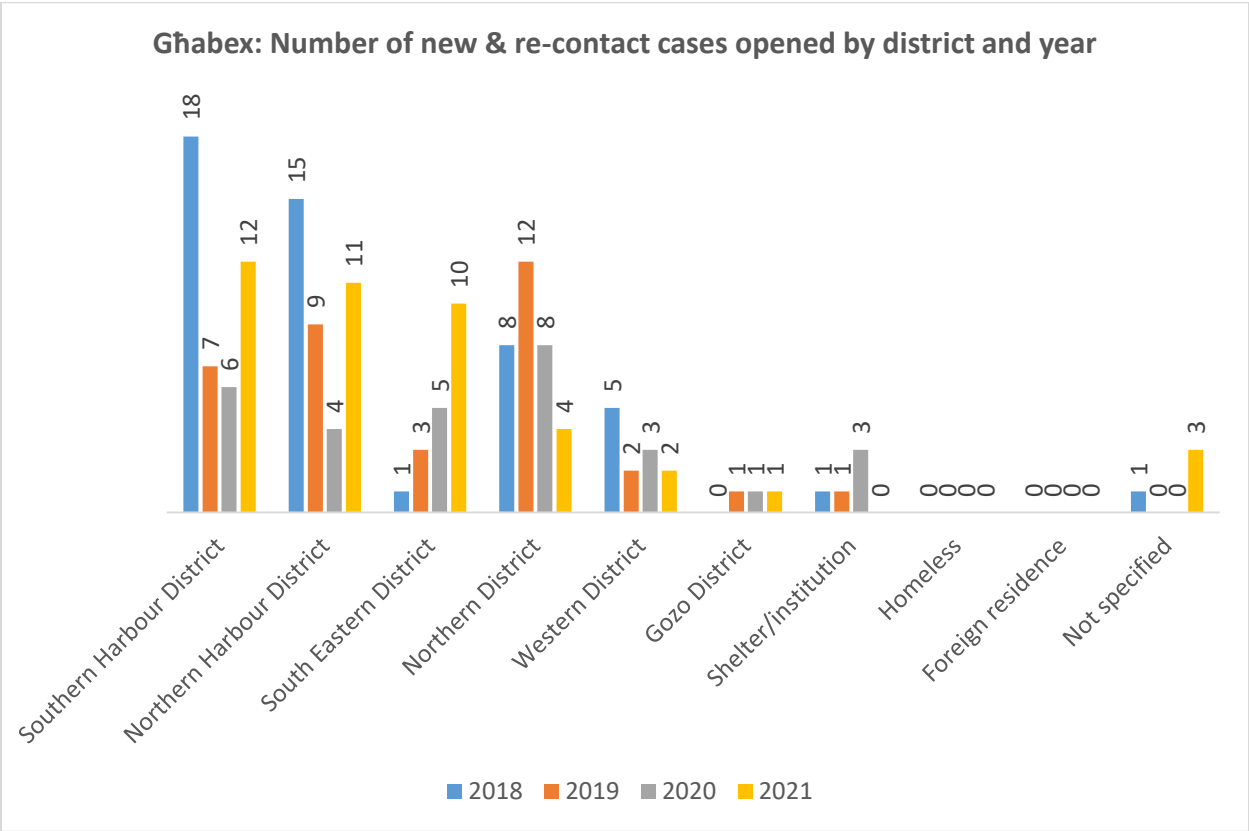
<sup>10</sup> The shelter is for female adult victims however some will be accompanied by their male children as well. Accompanying children began to be recorded as service users on the system as from November 2021 onwards.

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



Ghabex: New & re-contact cases by age and gender  
January – December 2021

	Male	Female	Total
≤17	4	4	8
18-19	1	0	1
20-24	0	6	6
25-29	0	3	3
30-34	0	6	6
35-39	0	4	4
40-44	0	3	3
45-49	0	5	5
50-54	0	2	2
55-59	0	2	2
≥60	0	3	3
Not specified	0	0	0
<b>Total</b>	<b>5</b>	<b>38</b>	<b>43</b>

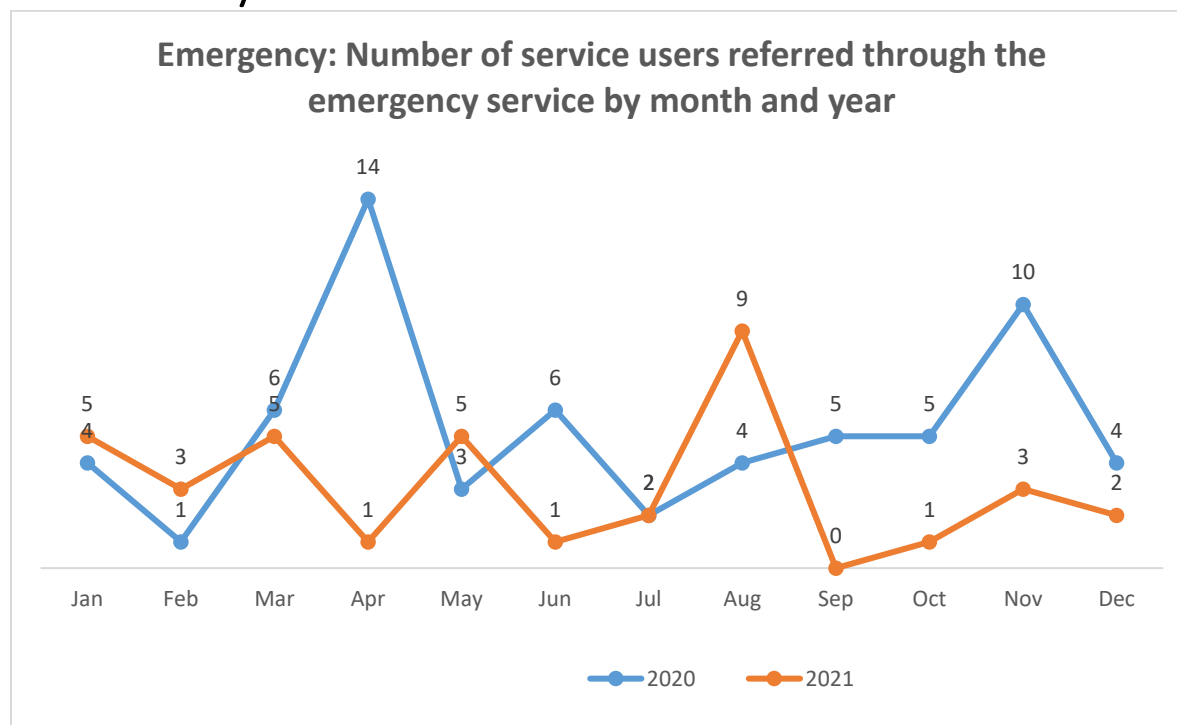


Note<sup>11</sup>

<sup>11</sup> Service users may experience more than one form of abuse and thus the data cannot be summed.

# Emergency Service

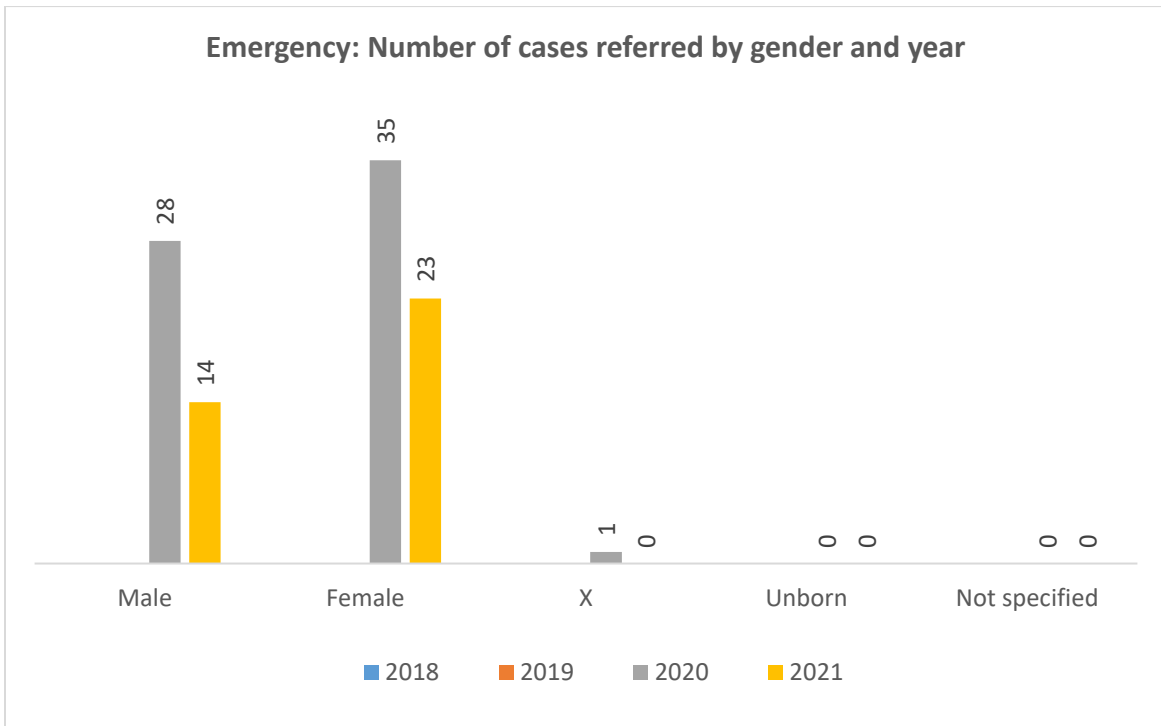
## Case Activity<sup>12</sup>



**Emergency: Number of cases referred by service referred to and gender  
January – December 2021**

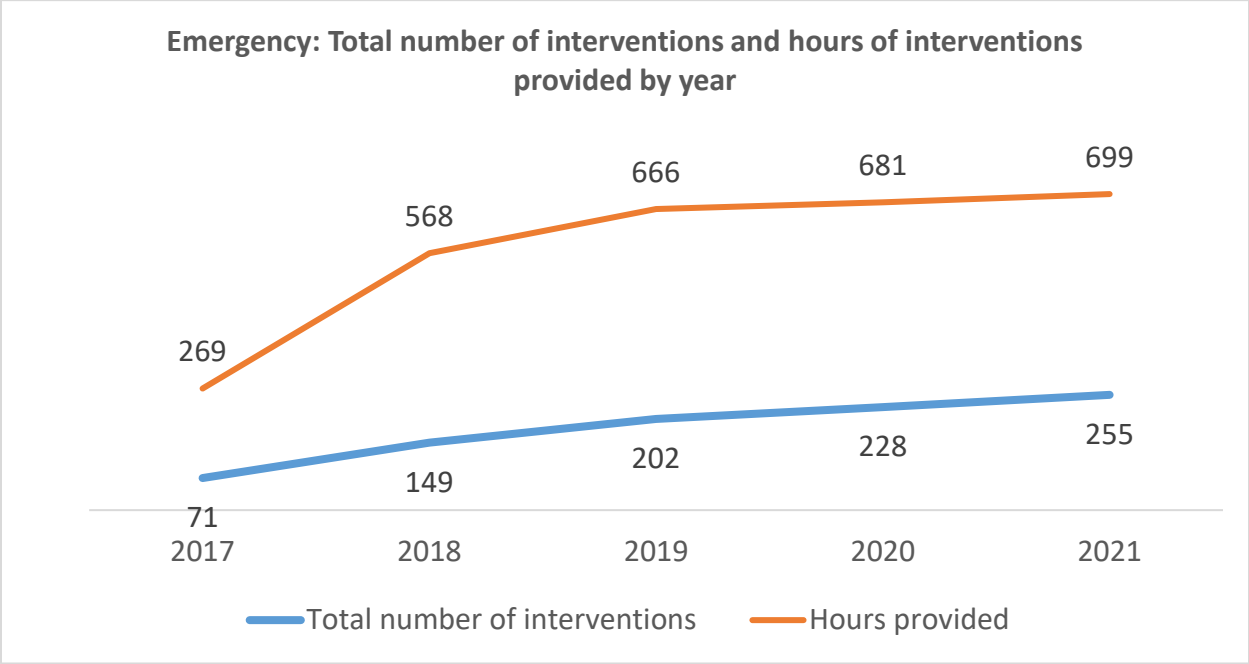
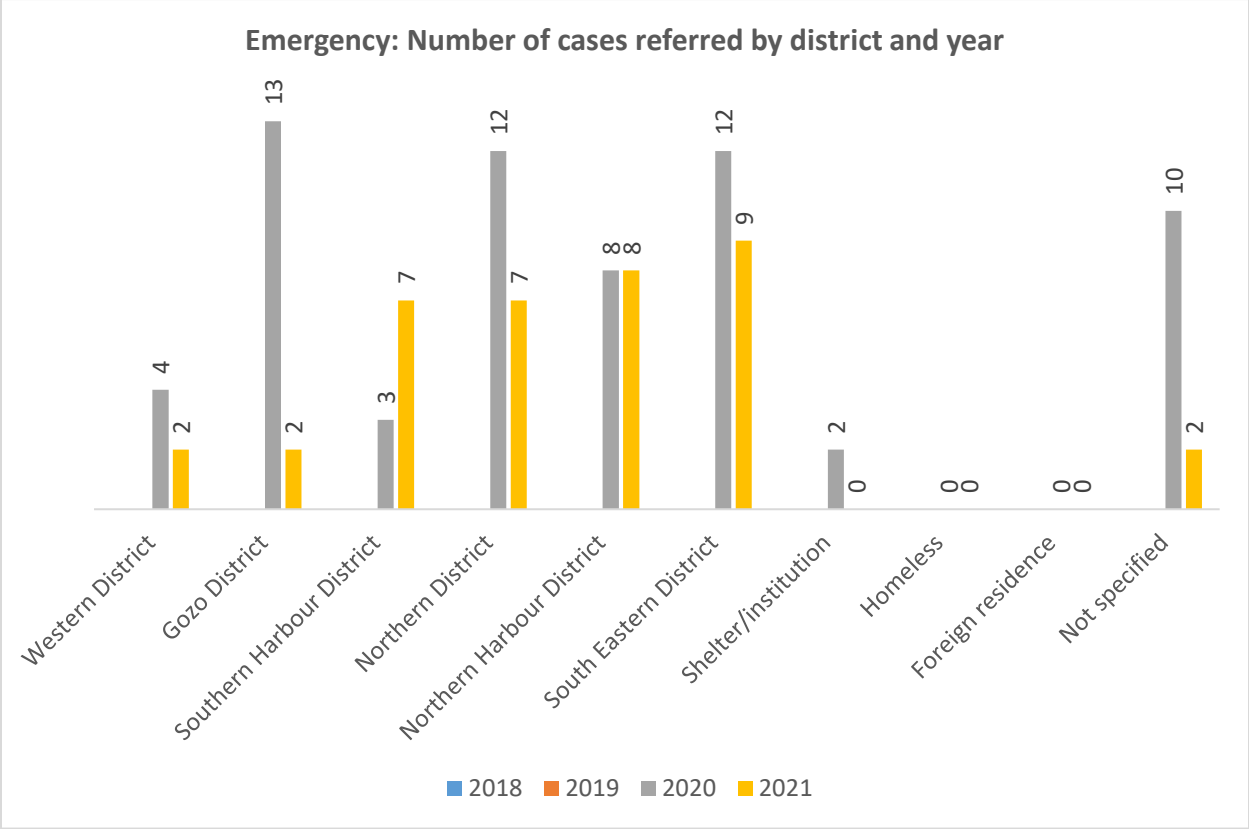
	Male	Female	X	Total
Addictions Community	1	0	0	1
Birkirkara Community	1	0	0	1
Child Protection Investigation	2	2	0	4
Cottonera Community	0	1	0	1
Domestic Violence Unit	0	7	0	7
Għabex	5	10	0	15
Home Based Therapeutic Services	2	1	0	3
Looked After Children	1	1	0	2
Victoria Community Family Centre	2	1	0	3
<b>Total</b>	<b>14</b>	<b>23</b>	<b>0</b>	<b>37</b>

<sup>12</sup> A new data collection system and reporting format were introduced in 2020.

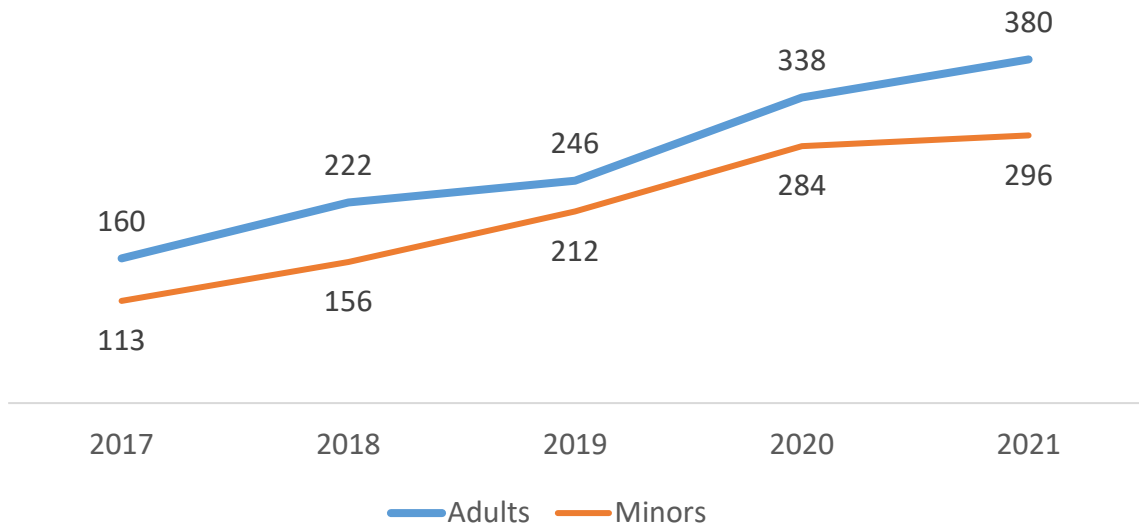


**Emergency: Case referred by age and gender  
January – December 2021**

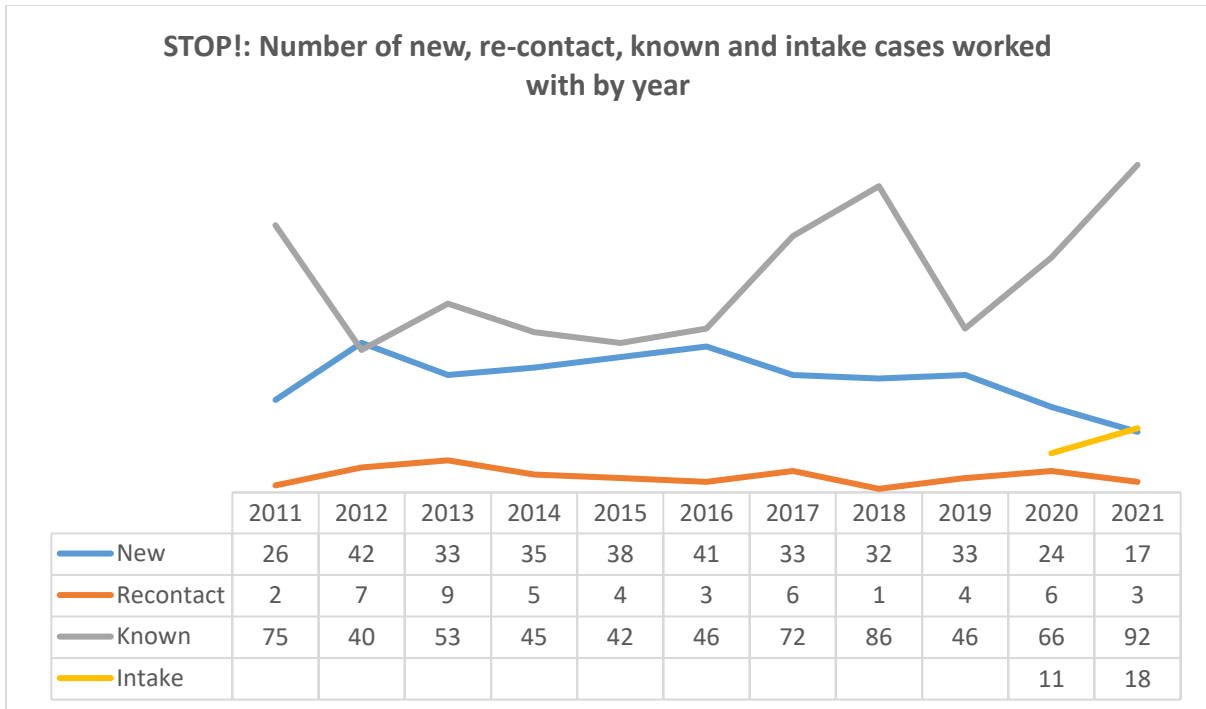
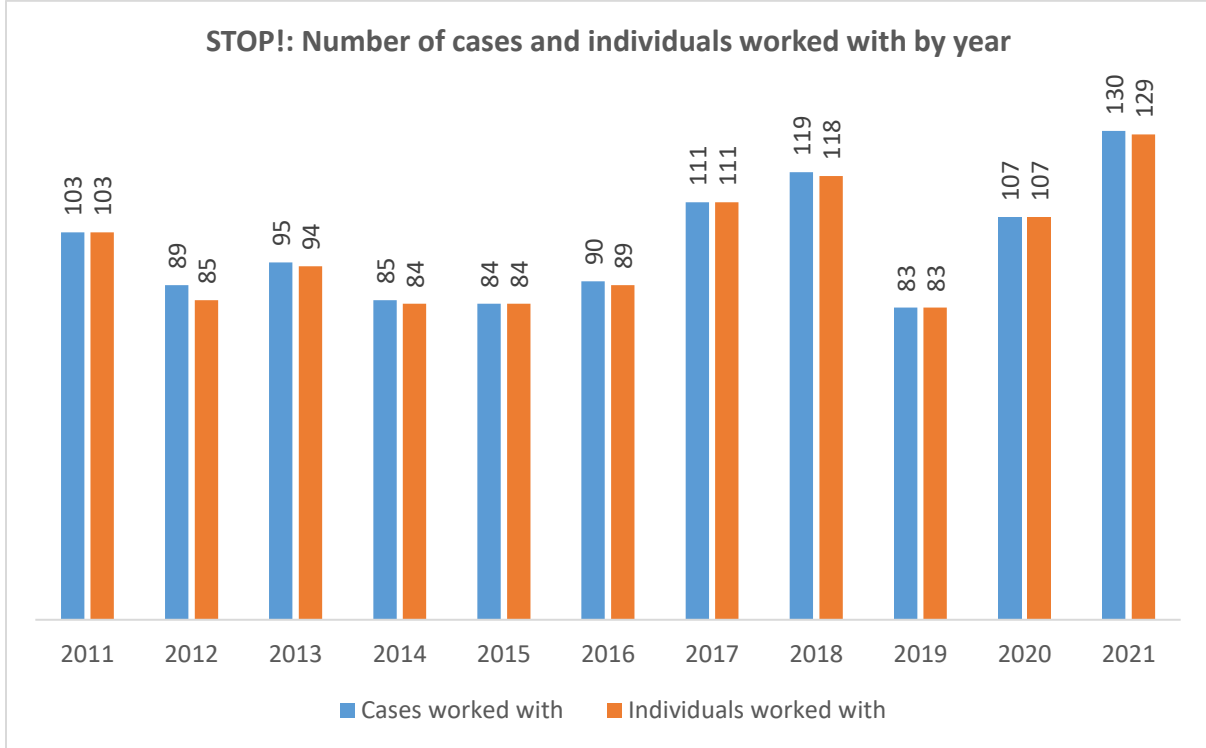
	Male	Female	X	Total
≤17	8	5	0	13
18-19	1	0	0	1
20-24	0	3	0	4
25-29	1	2	0	2
30-34	0	2	0	2
35-39	0	3	0	3
40-44	1	2	0	3
45-49	0	4	0	4
50-54	1	1	0	2
55-59	0	0	0	0
≥60	2	1	0	3
Not specified	0	0	0	0
<b>Total</b>	<b>14</b>	<b>23</b>	<b>0</b>	<b>37</b>



Emergency: Number of persons with whom the interventions were held by age category and year

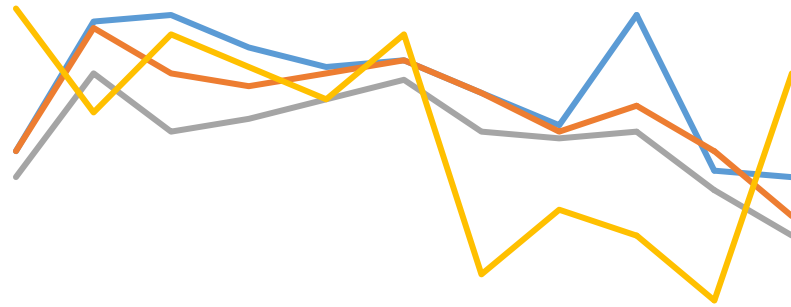


# Stop! The Violence and Abuse Service (STOP!) Case Activity<sup>13</sup>



<sup>13</sup> A new data collection system and reporting format were introduced in 2020.

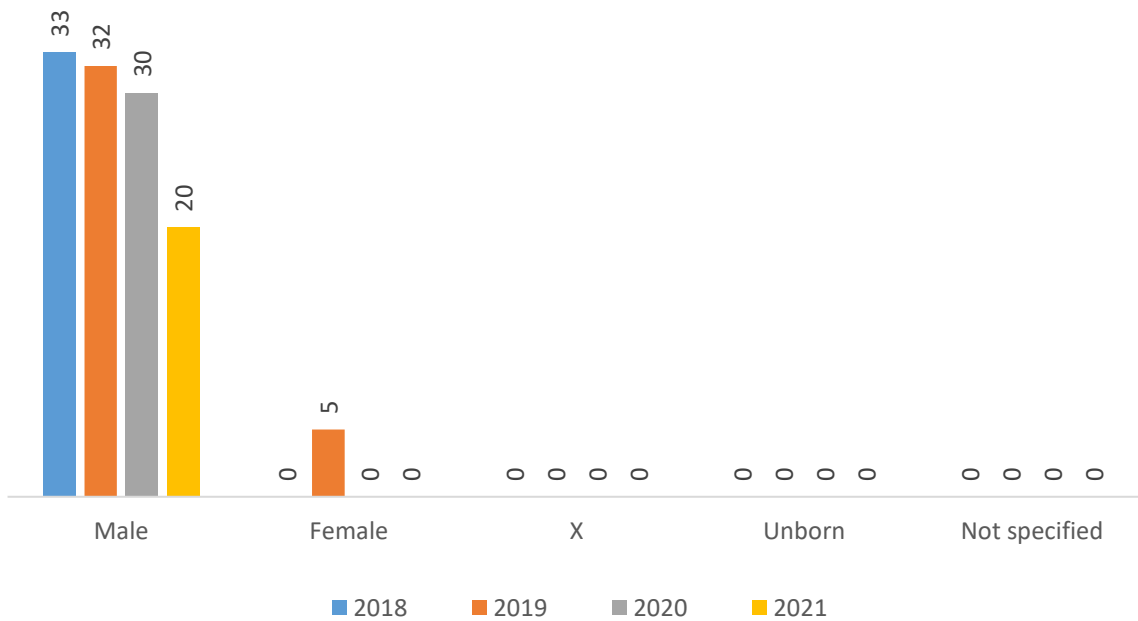
**STOP!:** Number of referred, new & re-contact, new and closed cases by year



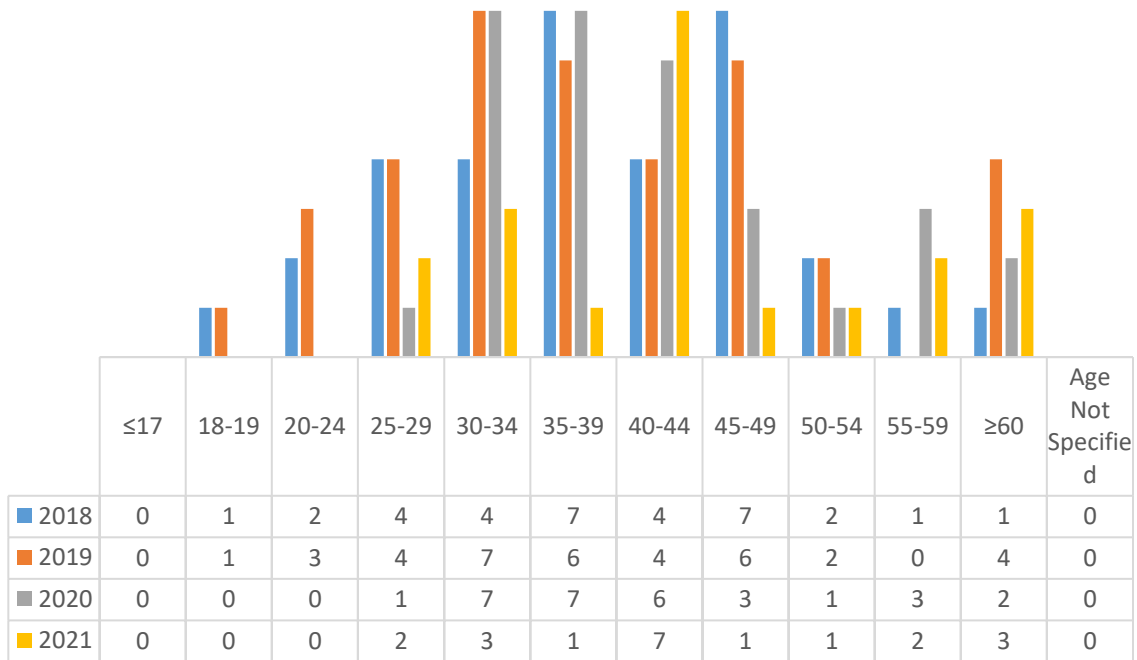
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	30	50	51	46	43	44	39	34	51	27	26
New & recontact cases	30	49	42	40	42	44	39	33	37	30	20
New cases	26	42	33	35	38	41	33	32	33	24	17
Closed cases	52	36	48	43	38	48	11	21	17	7	42

## Details Regarding New and Re-contact Cases Opened

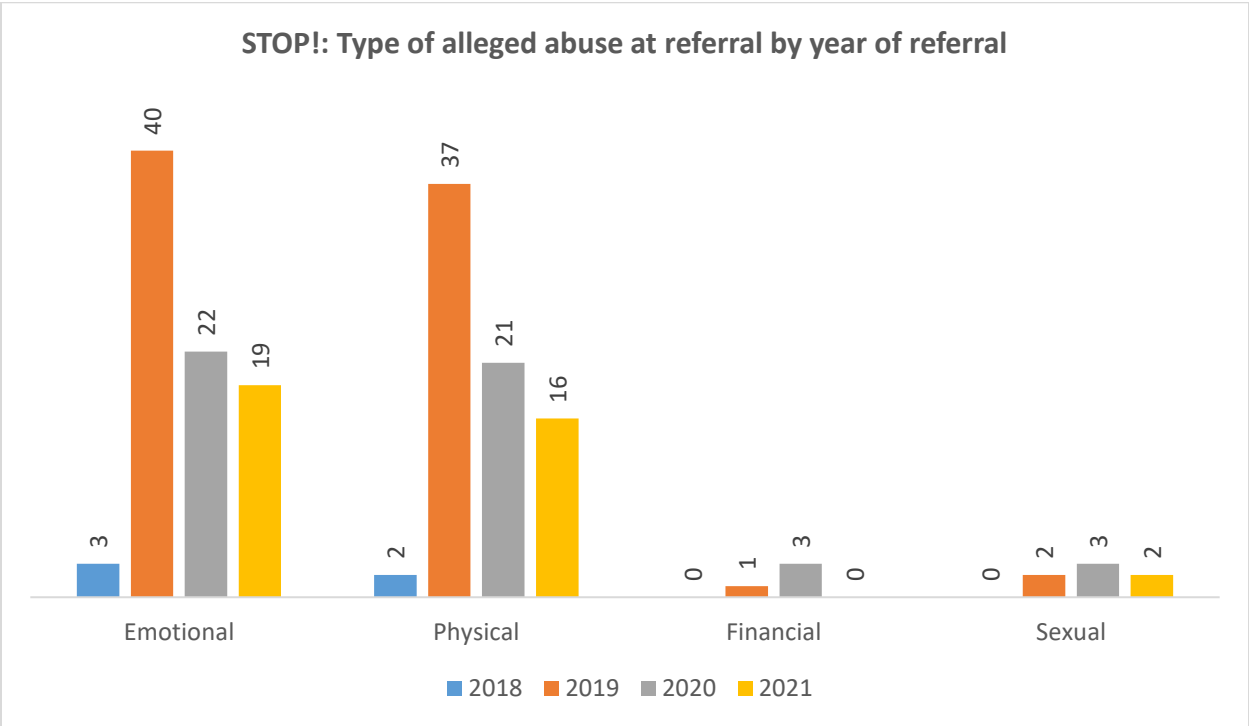
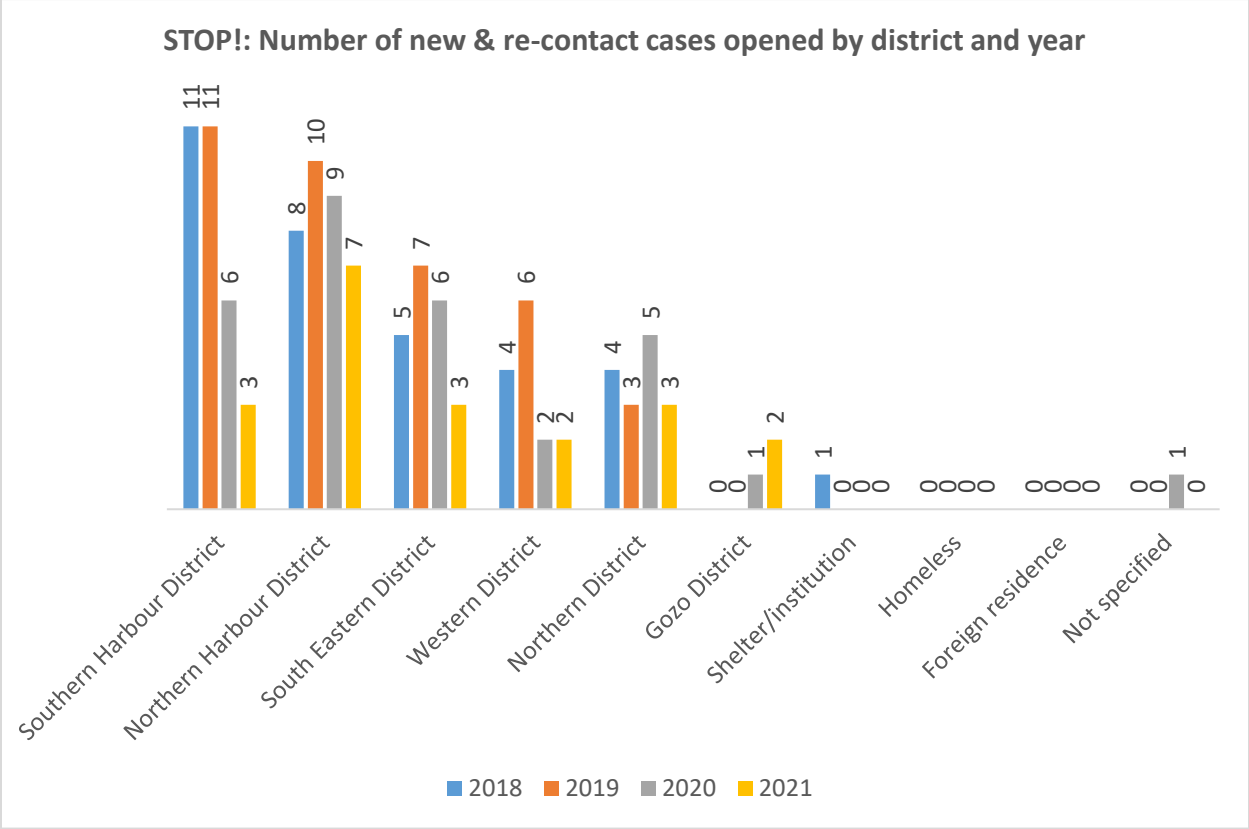
**STOP!:** Number of new & re-contact cases opened by gender and year



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



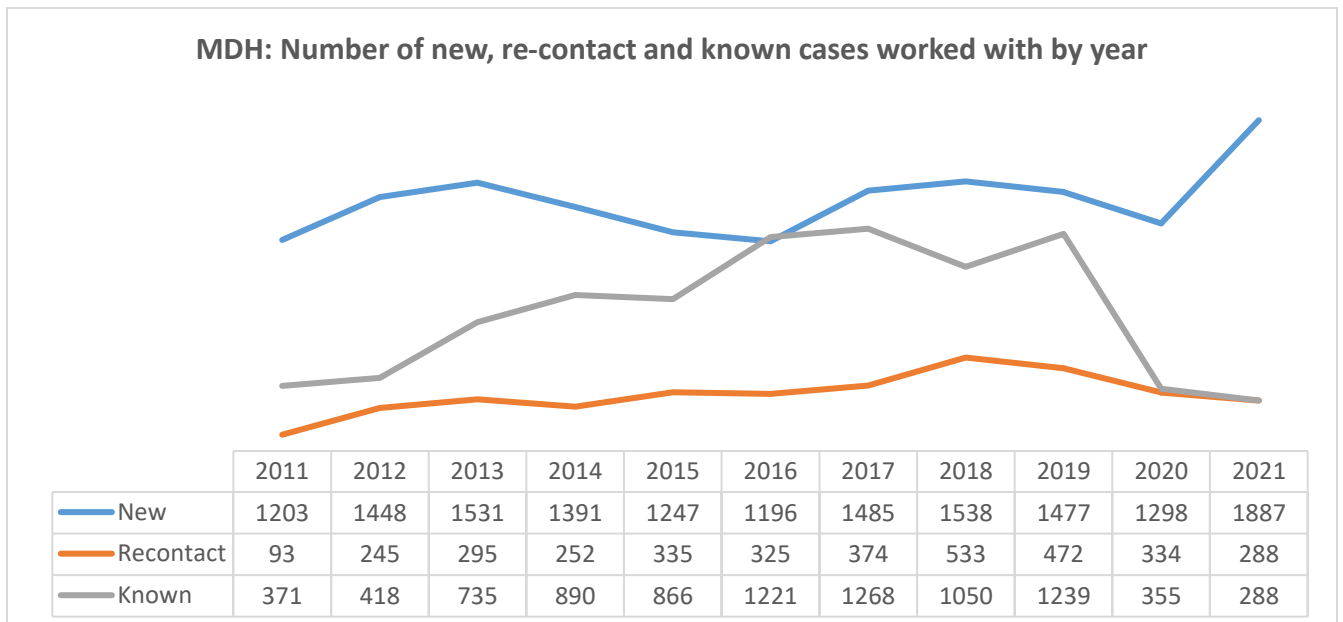
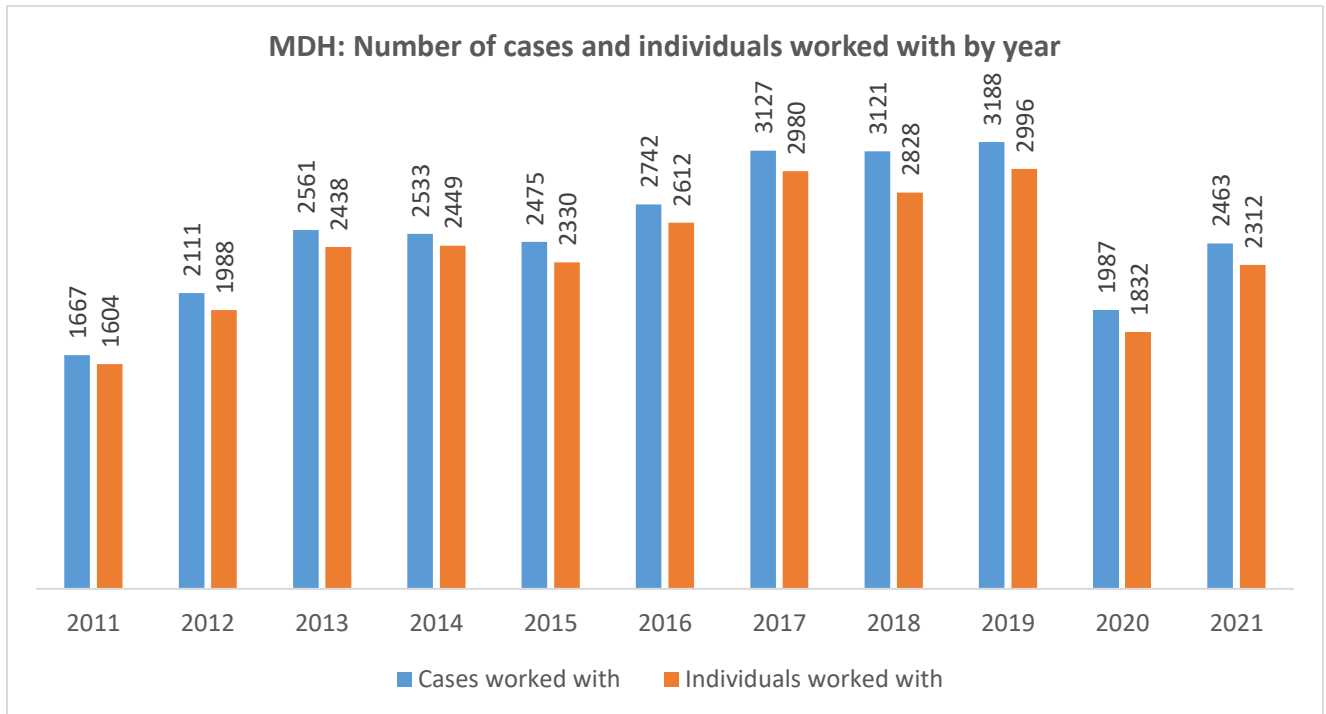
<b>STOP!:</b> New & re-contact cases by age and gender January – December 2021			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	2	0	2
30-34	3	0	3
35-39	1	0	1
40-44	7	0	7
45-49	1	0	1
50-54	1	0	1
55-59	2	0	2
≥60	3	0	3
Not specified	0	0	0
<b>Total</b>	<b>20</b>	<b>0</b>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



Note<sup>14</sup>

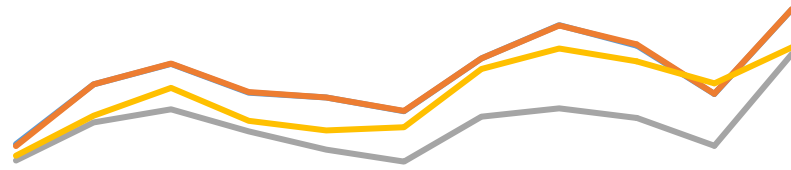
<sup>14</sup> Service users may perpetrate more than one form of abuse and thus the data cannot be summed.

# Mater Dei Hospital Social Work Service (MDH) Case Activity<sup>15</sup>



<sup>15</sup> A cleaning exercise occurred in 2020 data and eliminated ghost cases.

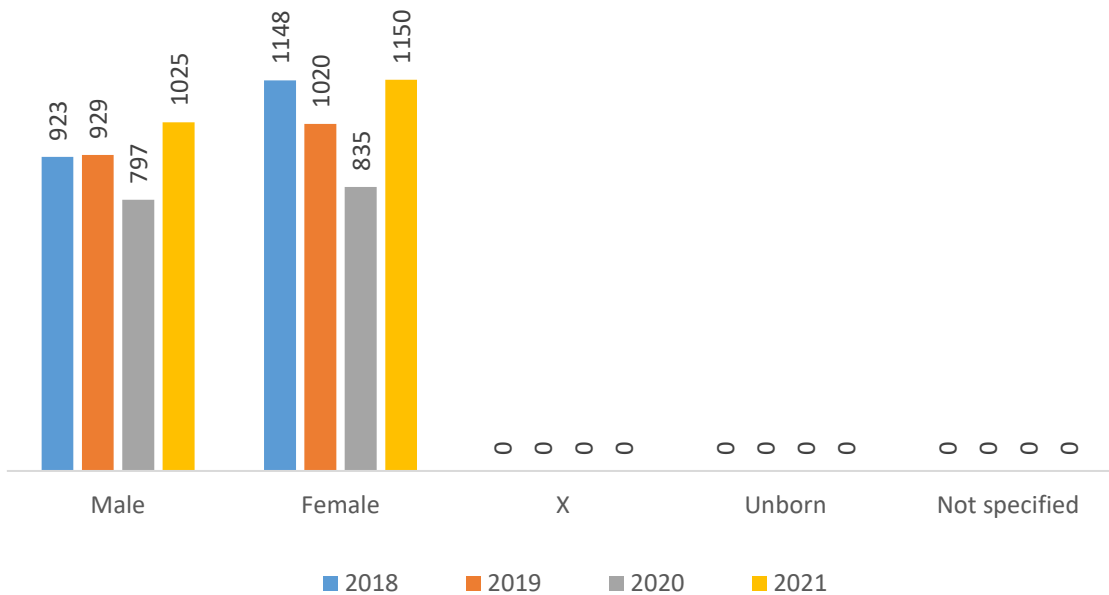
MDH: Number of referred, new & re-contact, new and closed cases by year



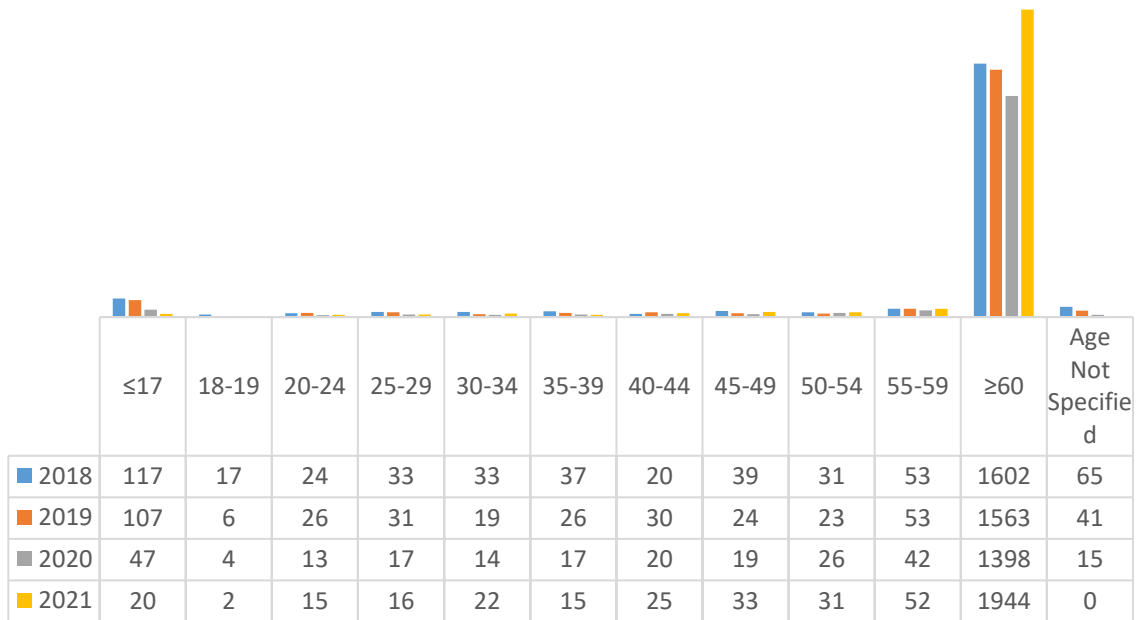
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	1308	1693	1823	1638	1609	1519	1859	2072	1942	1631	2174
New & recontact cases	1296	1693	1826	1643	1609	1521	1859	2071	1949	1632	2175
New cases	1203	1448	1531	1391	1274	1196	1485	1538	1477	1298	1887
Closed cases	1234	1490	1670	1458	1397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

## Details Regarding New and Re-contact Cases Opened

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



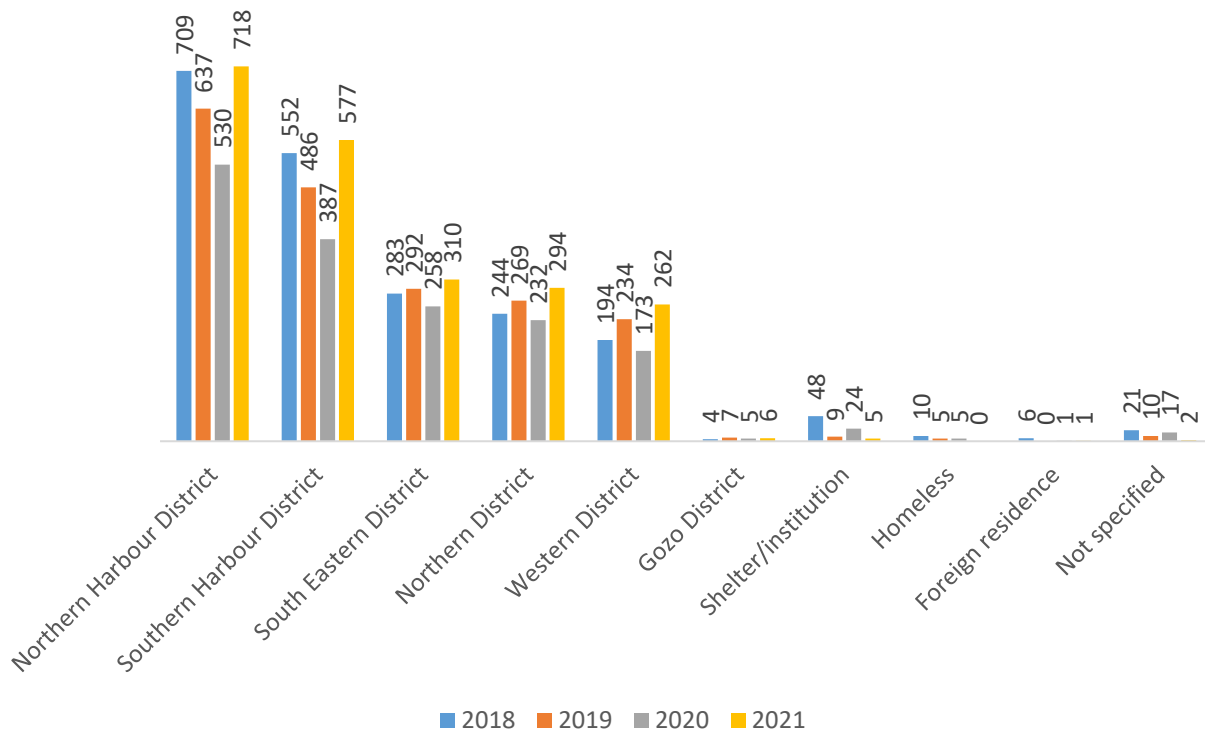
MDH: Number of new & re-contact cases opened by age category and year



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

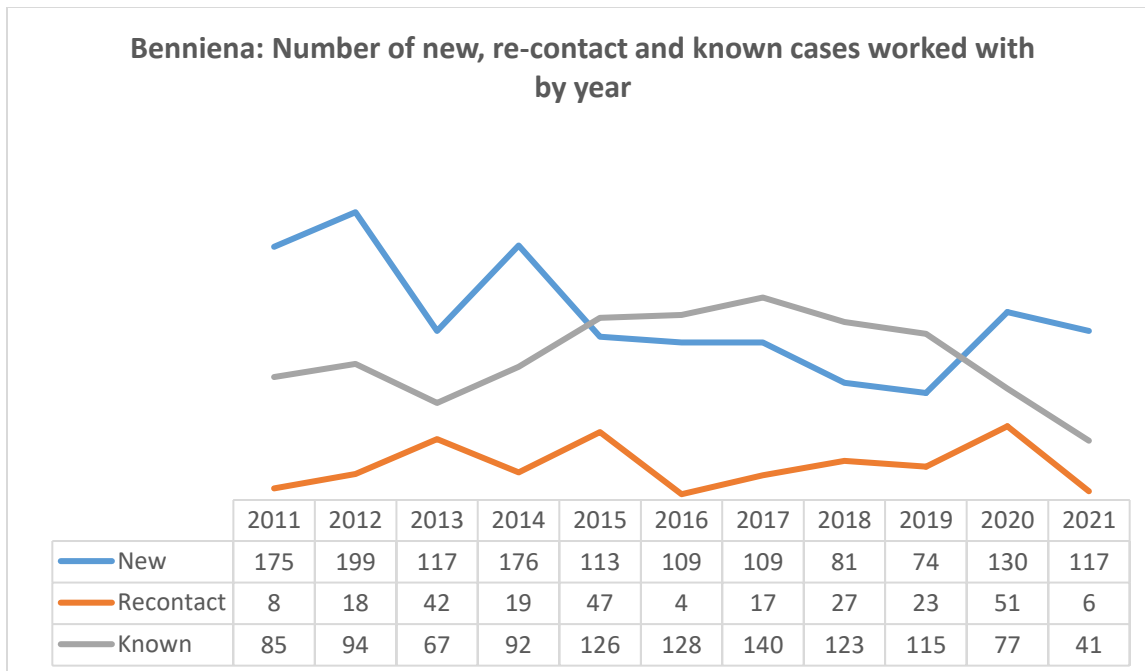
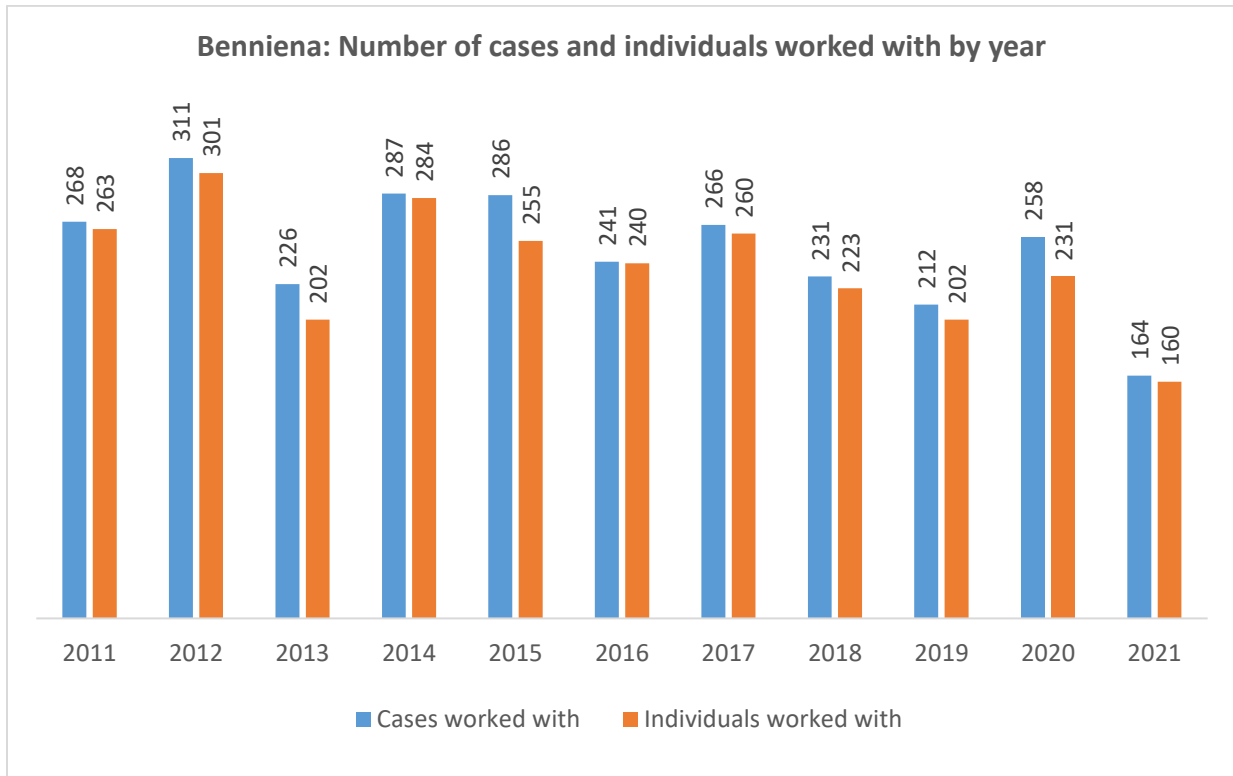
	Male	Female	Not specified	Total
≤17	8	12	0	20
18-19	1	1	0	2
20-24	7	8	0	15
25-29	10	6	0	16
30-34	9	13	0	22
35-39	12	3	0	15
40-44	15	10	0	25
45-49	22	11	0	33
50-54	25	6	0	31
55-59	31	21	0	52
≥60	885	1059	0	1944
Not specified	0	0	0	0
<b>Total</b>	<b>1025</b>	<b>1150</b>	<b>0</b>	<b>2175</b>

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



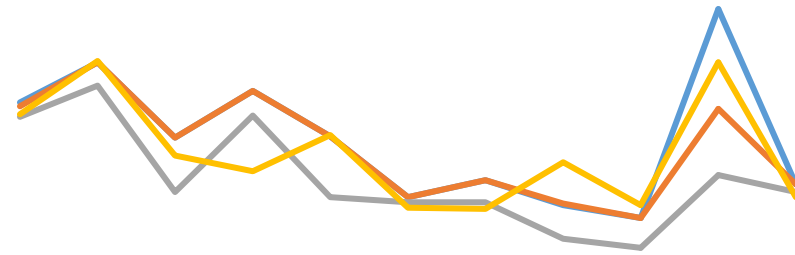
# Benniena Service

## Case Activity<sup>16</sup>



<sup>16</sup> A cleaning exercise occurred in 2020 data and eliminated ghost cases.

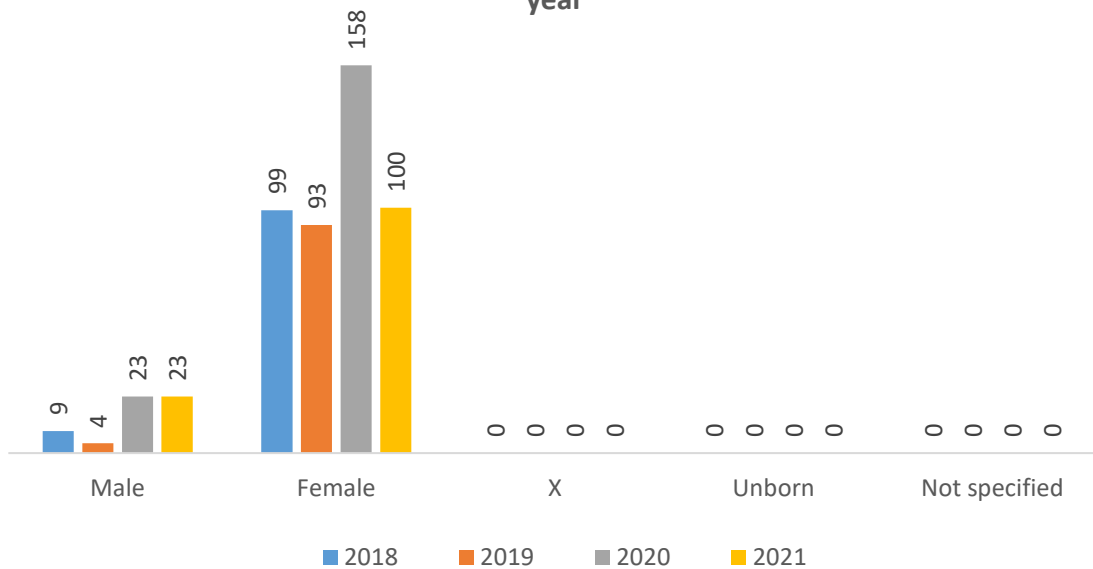
**Benniena: Number of referred, new & re-contact, new and closed cases by year**



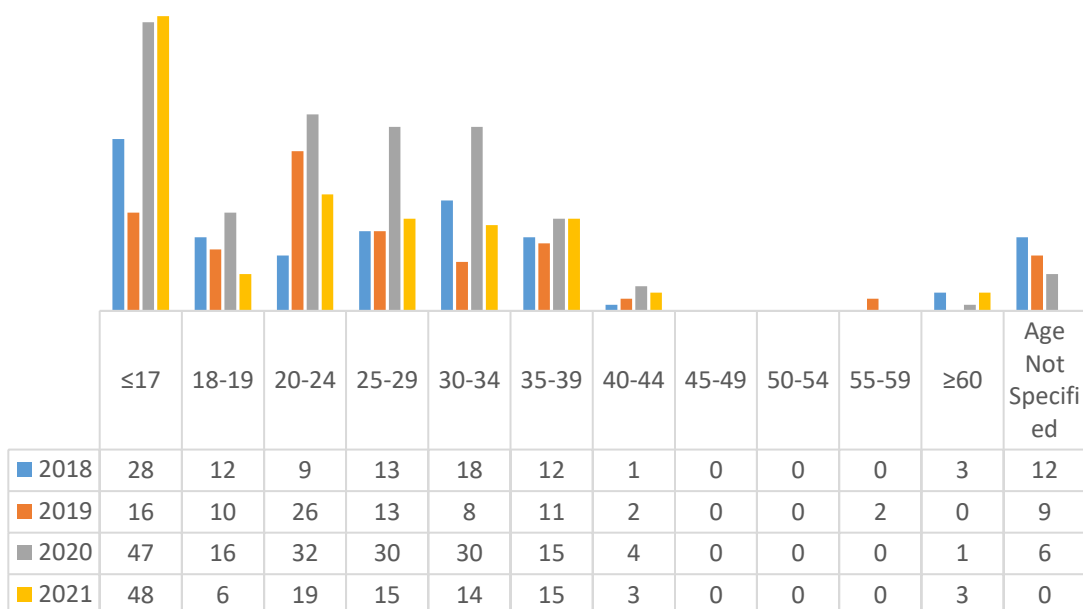
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	186	217	159	195	160	113	126	107	97	258	123
New & recontact cases	183	217	159	195	160	113	126	108	97	181	123
New cases	175	199	117	176	113	109	109	81	74	130	117
Closed cases	177	218	145	133	161	105	104	140	107	217	113

## Details Regarding New and Re-contact Cases Opened

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



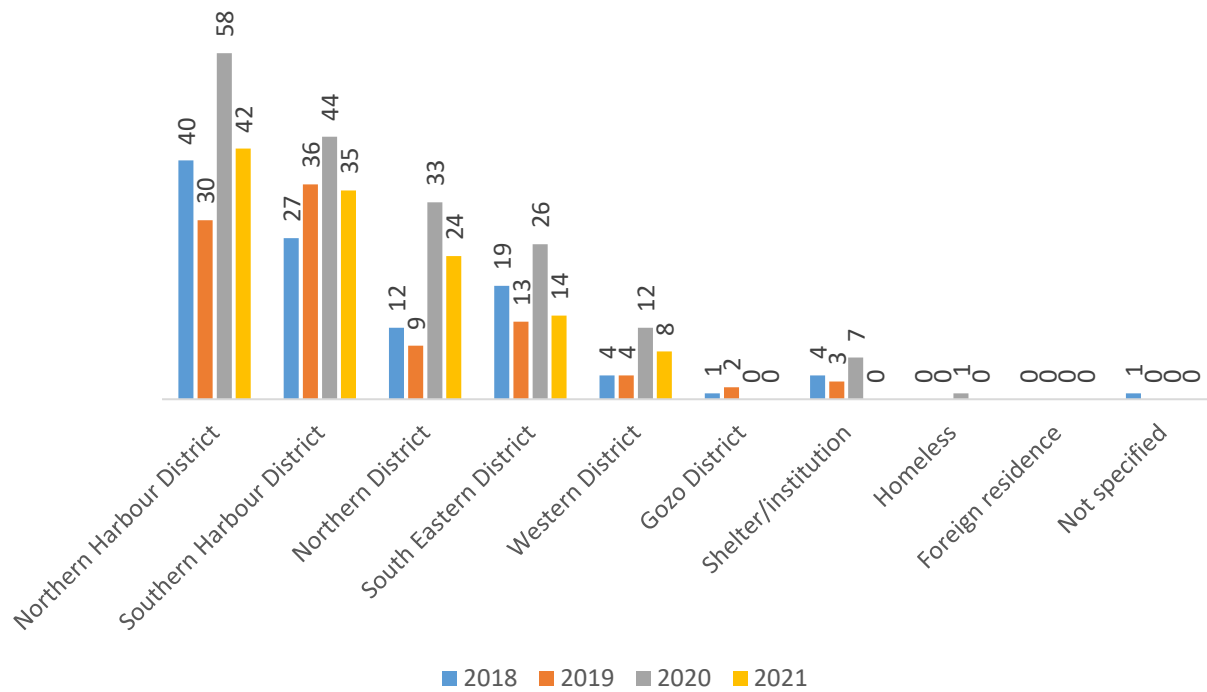
**Benniena: Number of new & re-contact cases opened by age category and year**



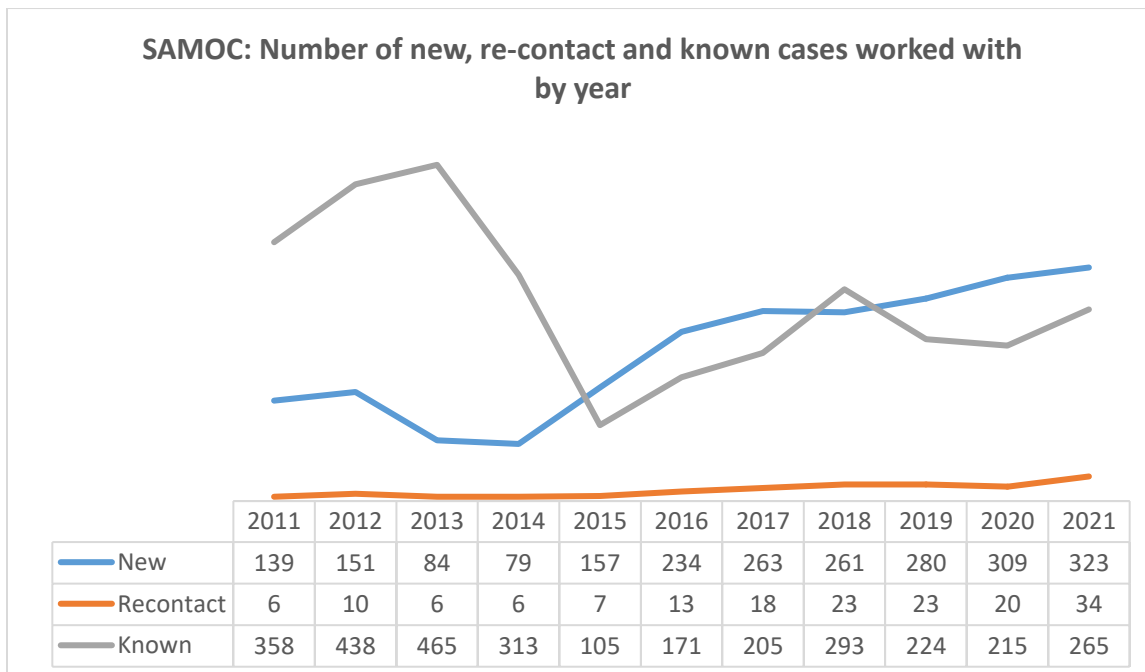
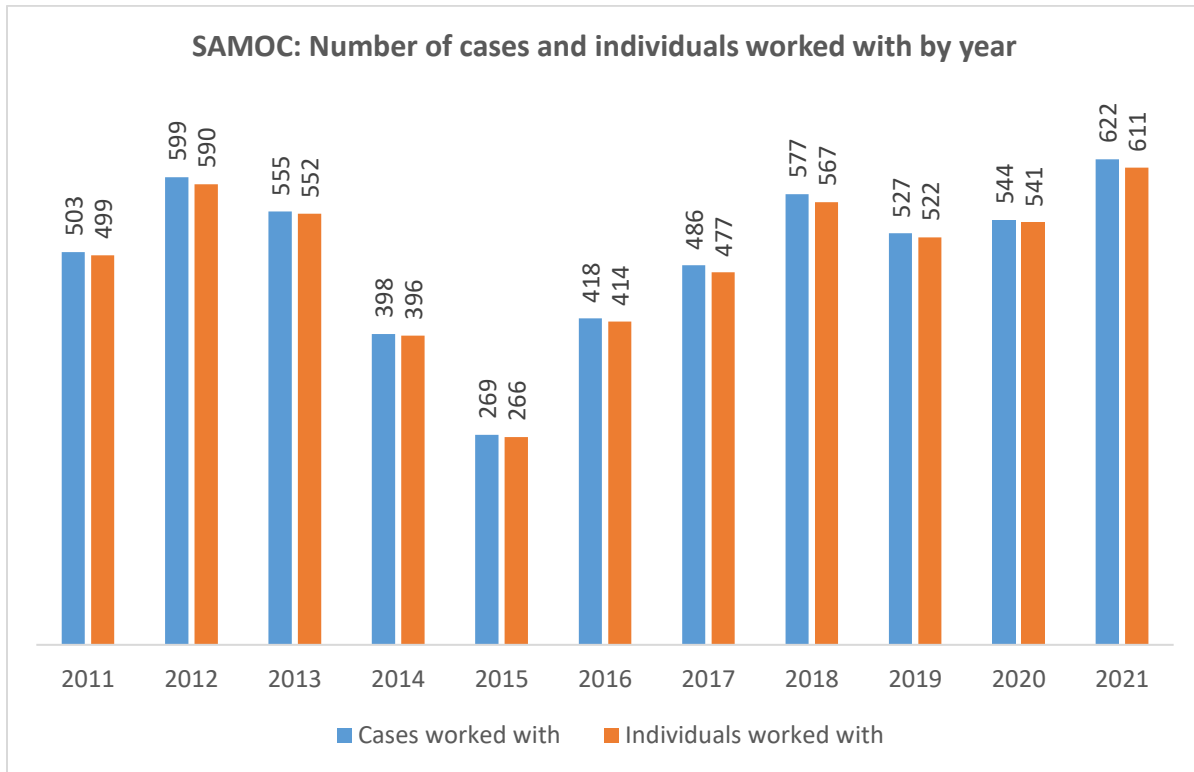
**Benniena: New and re-contact cases opened by age and gender  
January – December 2021**

	Male	Female	Total
≤17	19	29	48
18-19	0	6	6
20-24	0	19	19
25-29	0	15	15
30-34	0	14	14
35-39	1	14	15
40-44	0	3	3
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	3	0	3
Not specified	0	0	0
<b>Total</b>	<b>23</b>	<b>100</b>	<b>123</b>

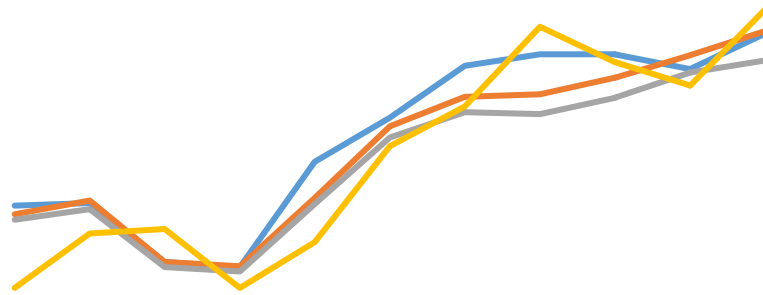
**Benniena: Number of new & re-contact cases opened by district and year**



# Oncology Social Work Service (SAMOC) Case Activity



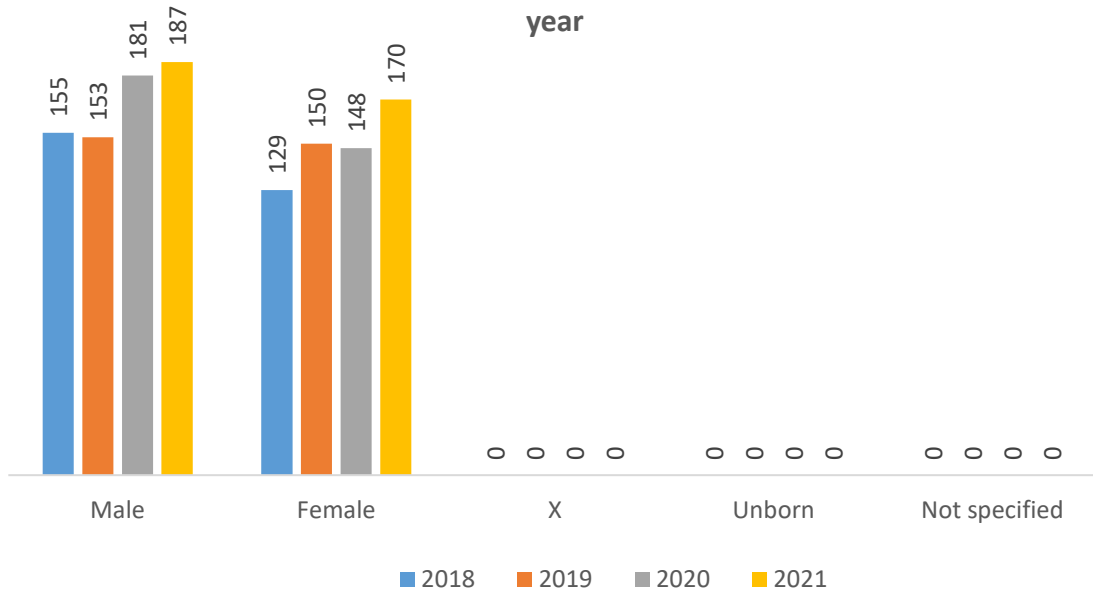
**SAMOC: Number of referred, new & re-contact, new and closed cases by year**



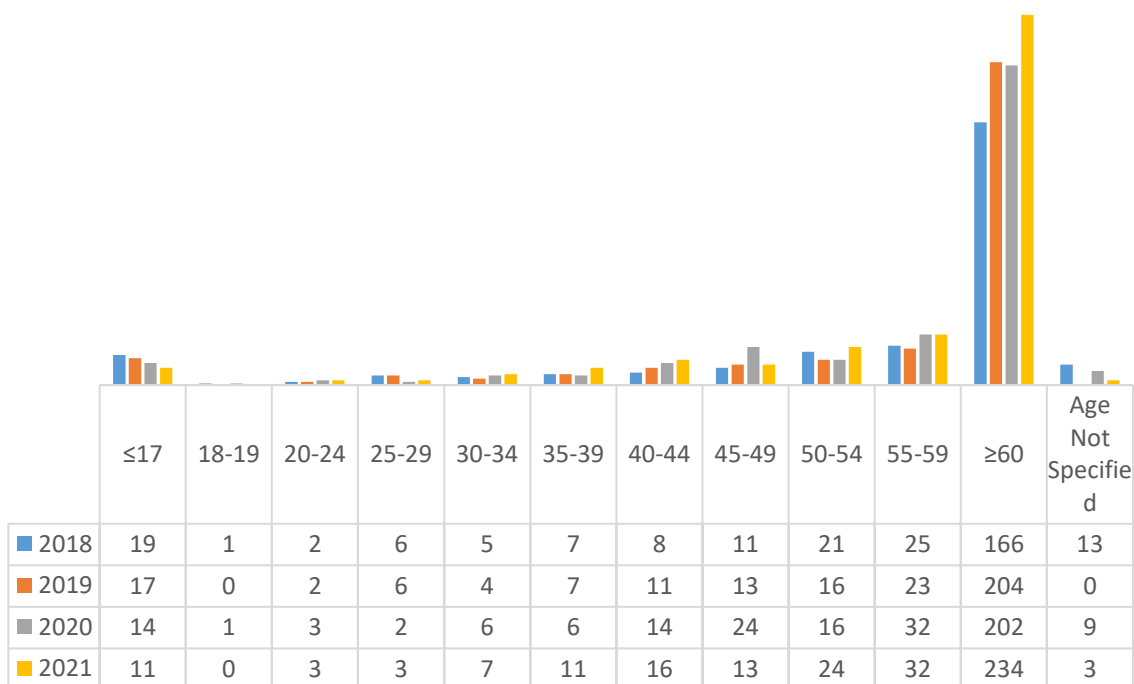
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	155	158	90	84	206	257	317	330	330	313	354
New & recontact cases	145	161	90	85	164	247	281	284	303	329	357
New cases	139	151	84	79	157	234	263	261	280	309	323
Closed cases	60	123	128	60	113	224	270	362	321	294	382

## Details Regarding New and Re-contact Cases Opened

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



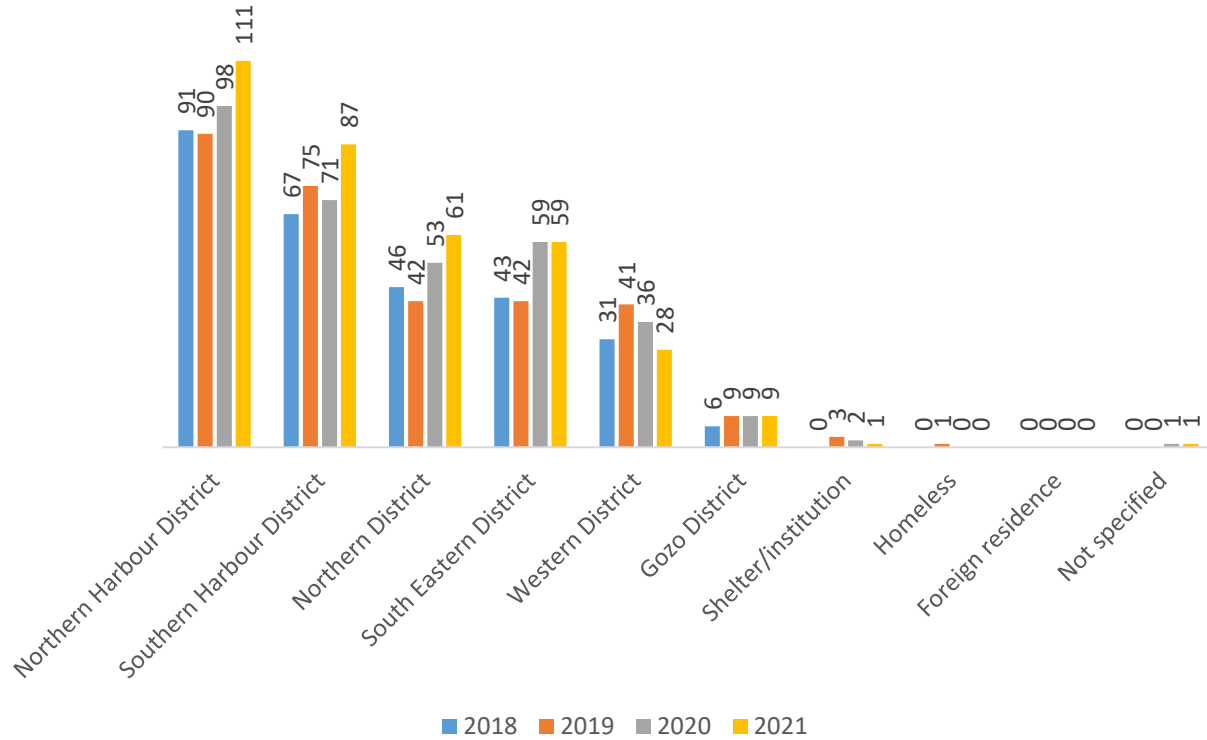
**SAMOC: Number of new & re-contact cases opened by age category and year**



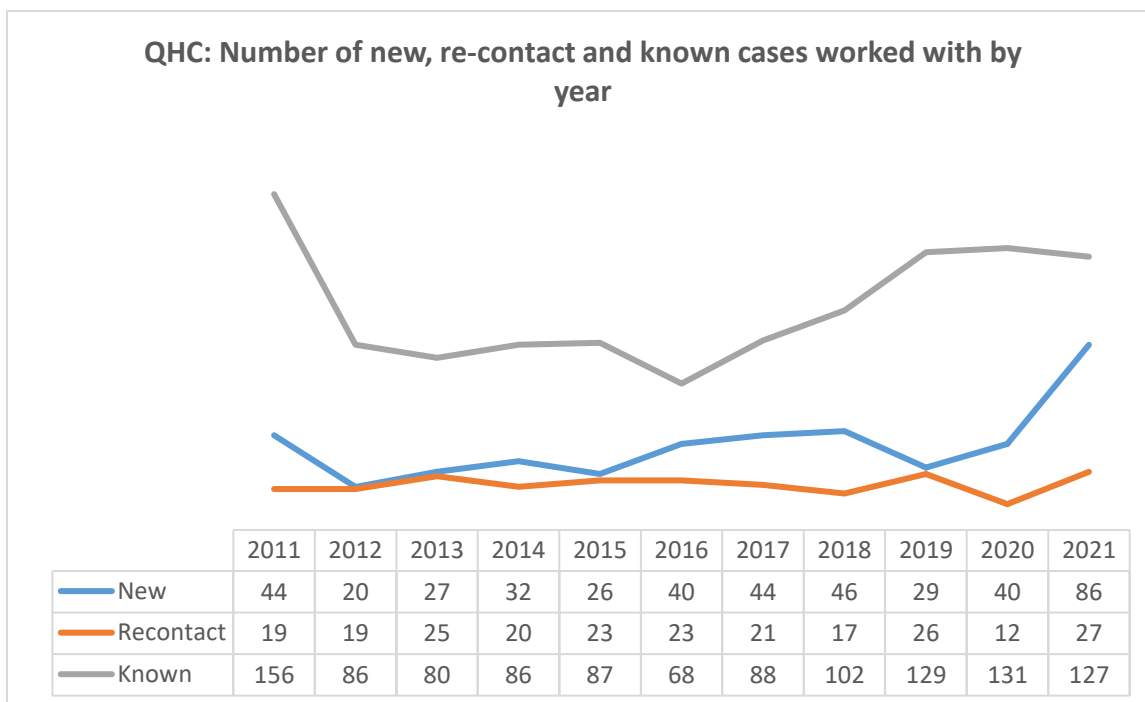
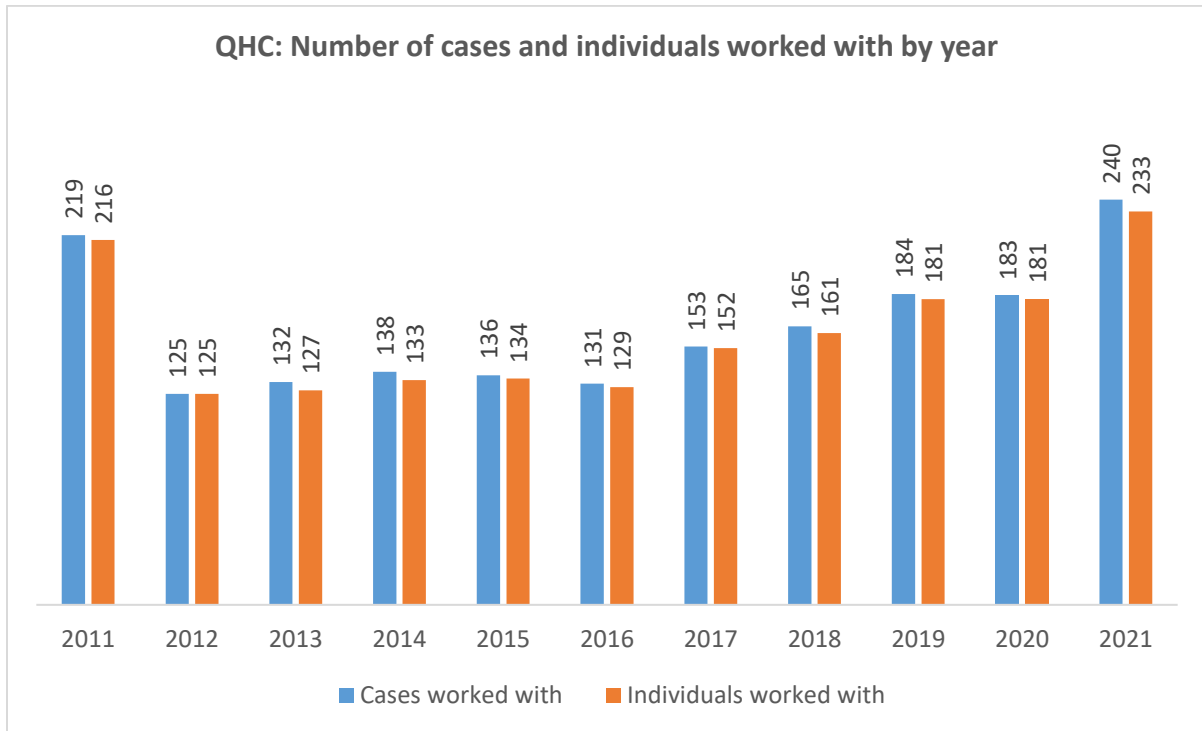
**SAMOC: New & re-contact cases by age and gender  
January – December 2021**

	Male	Female	Total
≤17	6	5	11
18-19	0	0	0
20-24	3	0	3
25-29	2	1	3
30-34	2	5	7
35-39	6	5	11
40-44	7	9	16
45-49	4	9	13
50-54	12	12	24
55-59	15	17	32
≥60	128	106	234
Not specified	2	1	3
<b>Total</b>	<b>187</b>	<b>170</b>	<b>357</b>

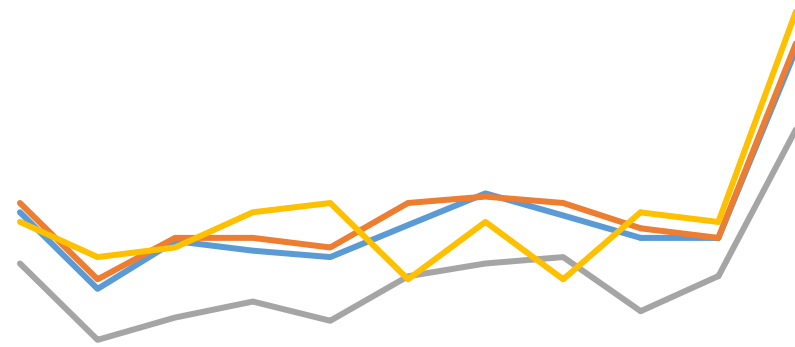
**SAMOC: Number of new & re-contact cases opened by district and year**



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



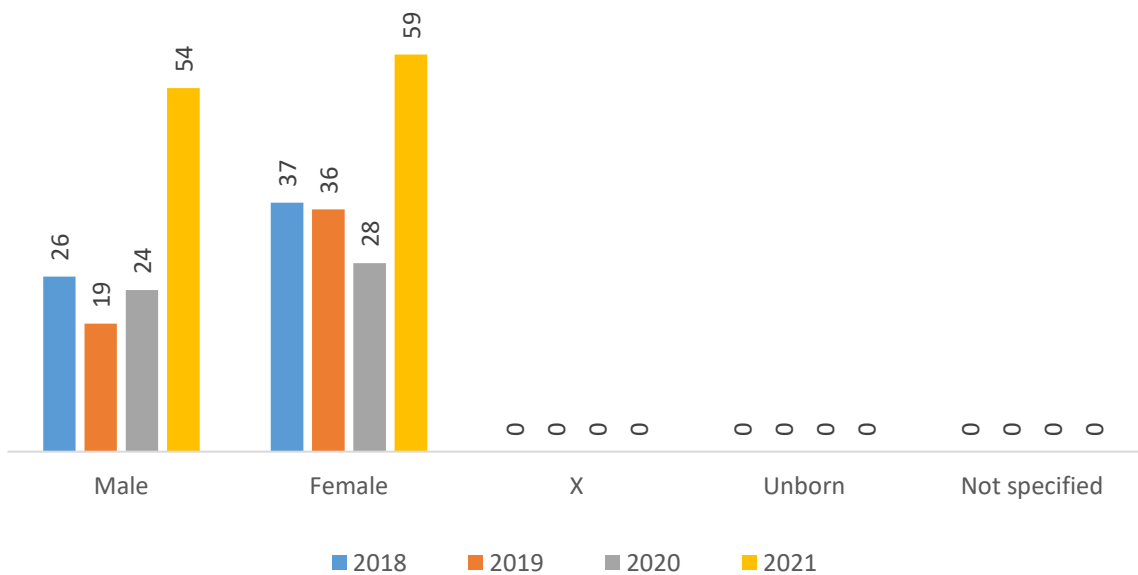
**QHC: Number of referred, new & re-contact, new and closed cases by year**



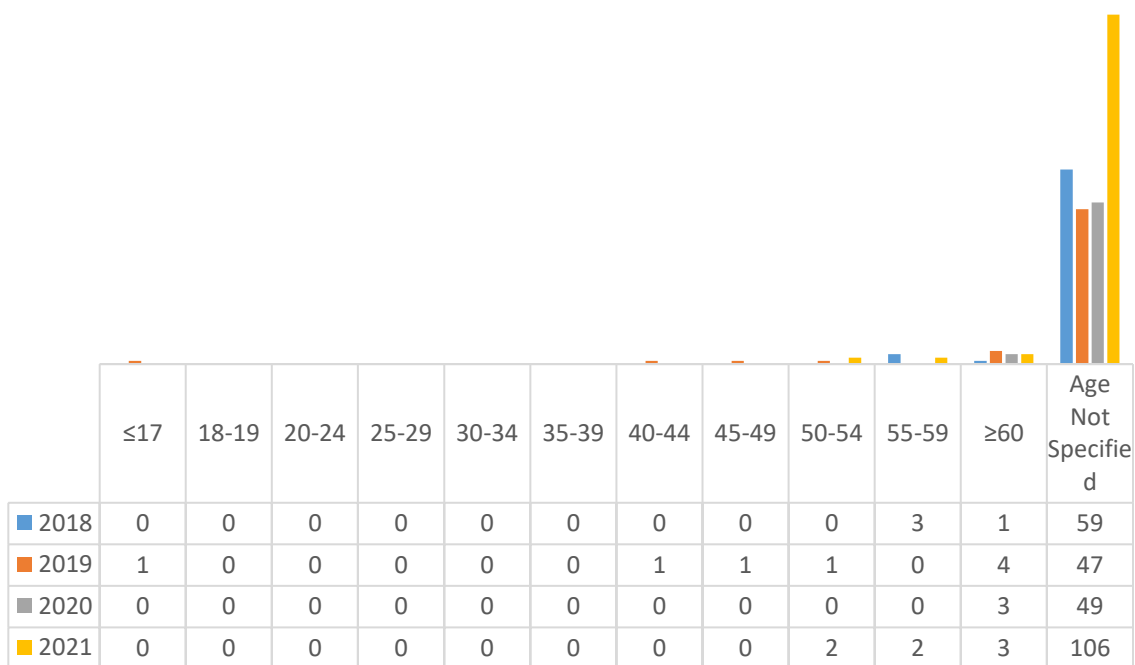
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	60	36	51	48	46	56	66	59	52	52	111
New & recontact cases	63	39	52	52	49	63	65	63	55	52	113
New cases	44	20	27	32	26	40	44	46	29	40	86
Closed cases	57	46	49	60	63	39	57	39	60	57	123

## Details Regarding New and Re-contact Cases Opened

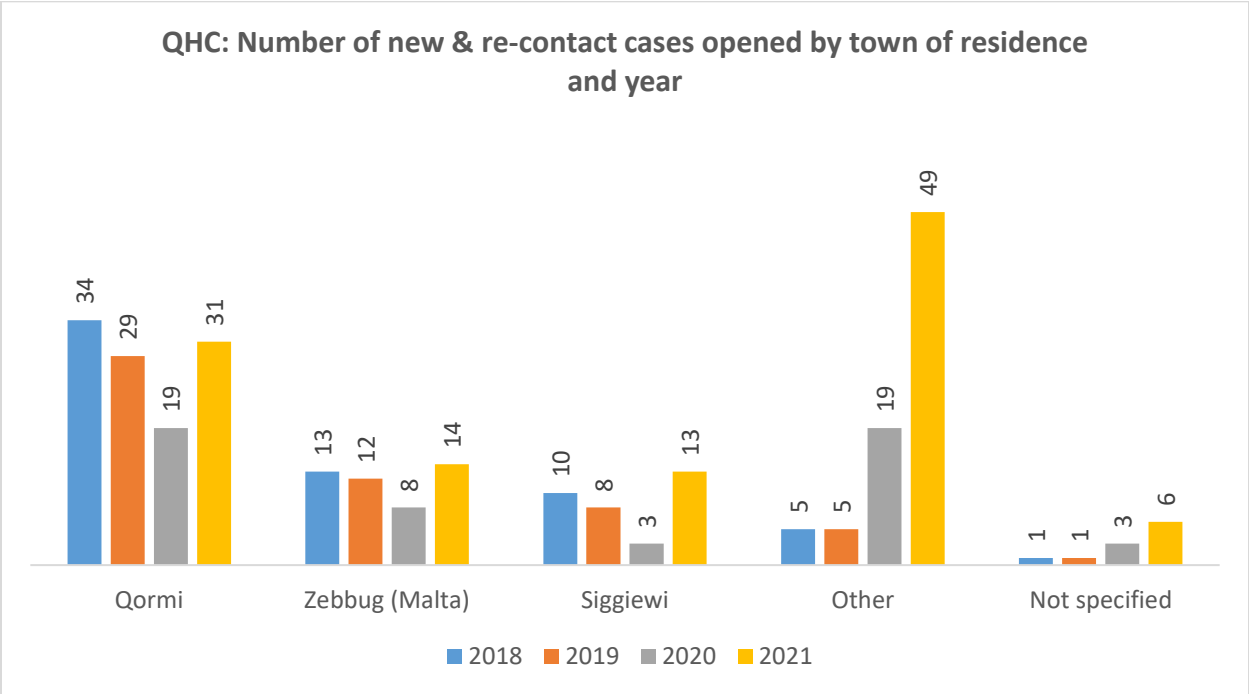
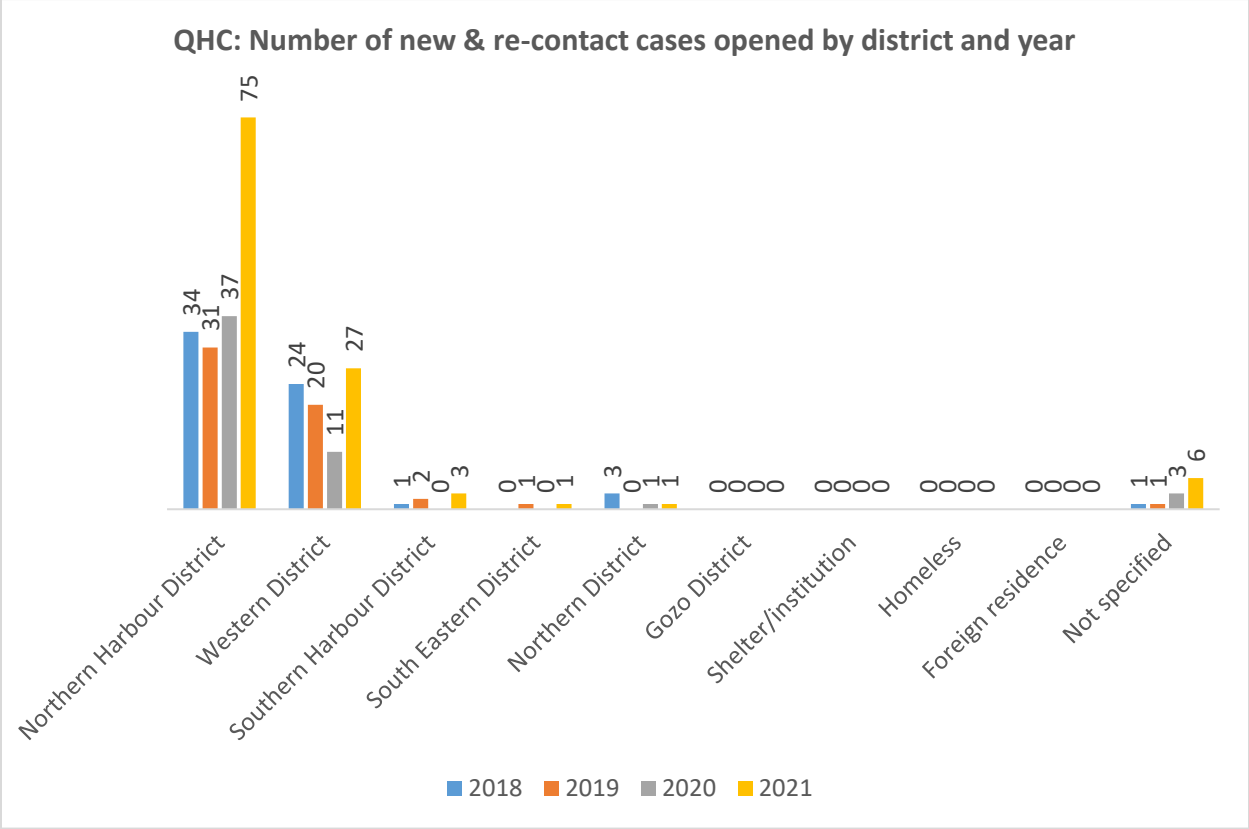
**QHC: Number of new & re-contact cases opened by gender and year**



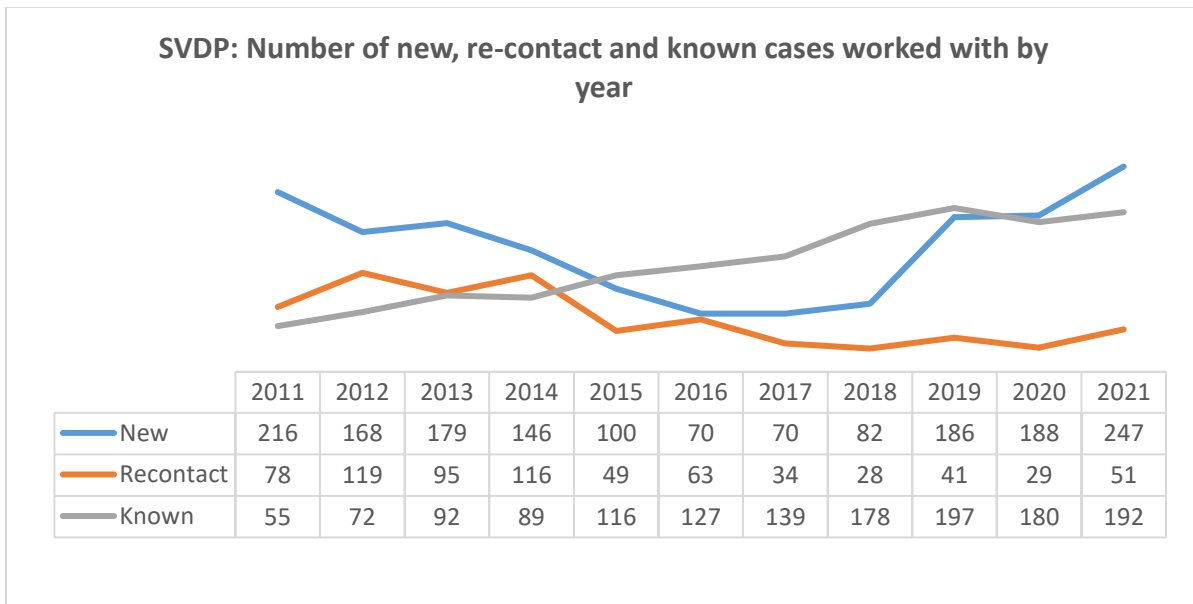
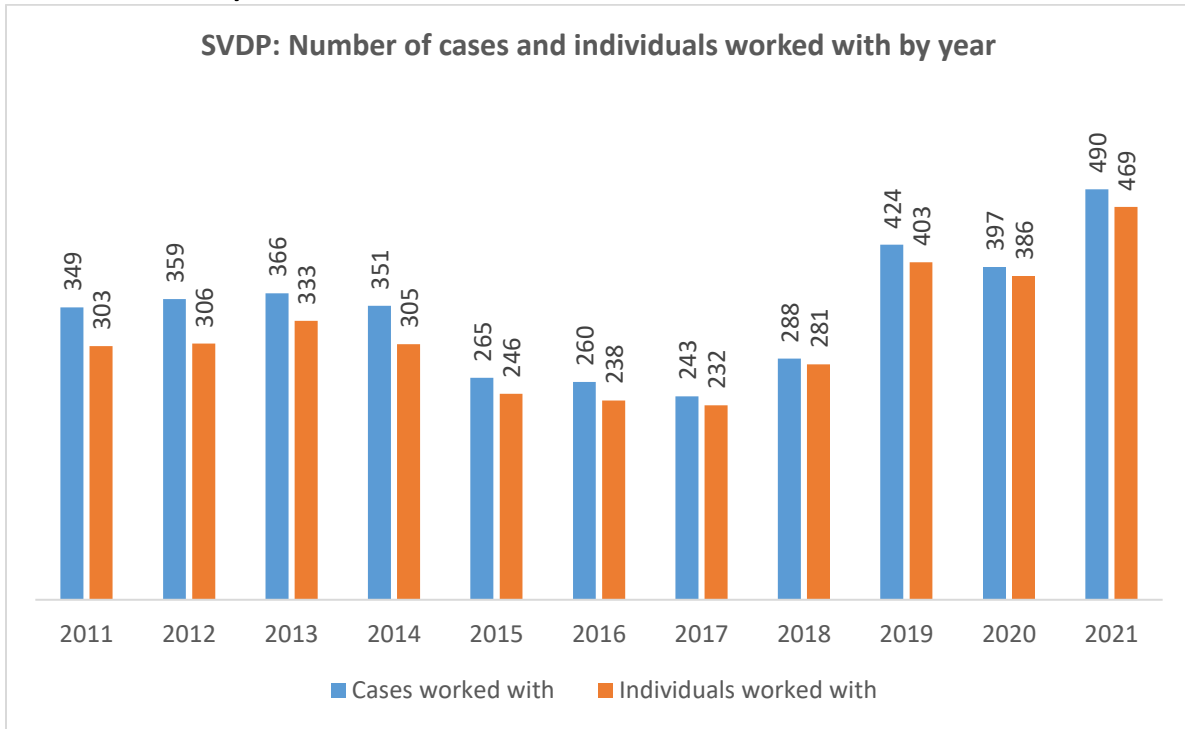
**QHC: Number of new & re-contact cases opened by age category and year**



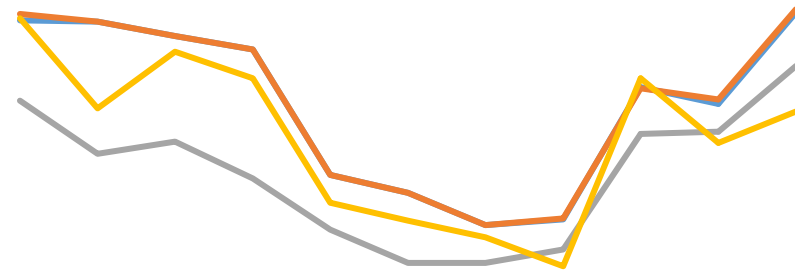
QHC: New & re-contact cases by age and gender January – December 2021			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	0	0	0
40-44	0	0	0
45-49	0	0	0
50-54	1	1	2
55-59	0	2	2
≥60	2	1	3
Not specified	51	55	106
<b>Total</b>	<b>54</b>	<b>59</b>	<b>113</b>



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



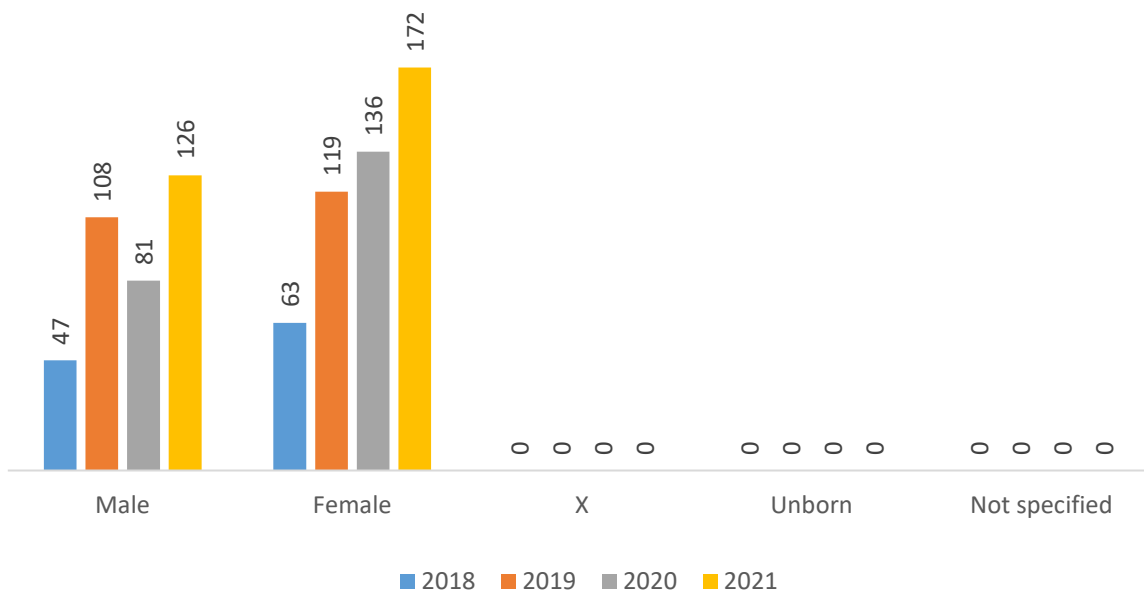
**SVDP: Number of referred, new & re-contact, new and closed cases by year**



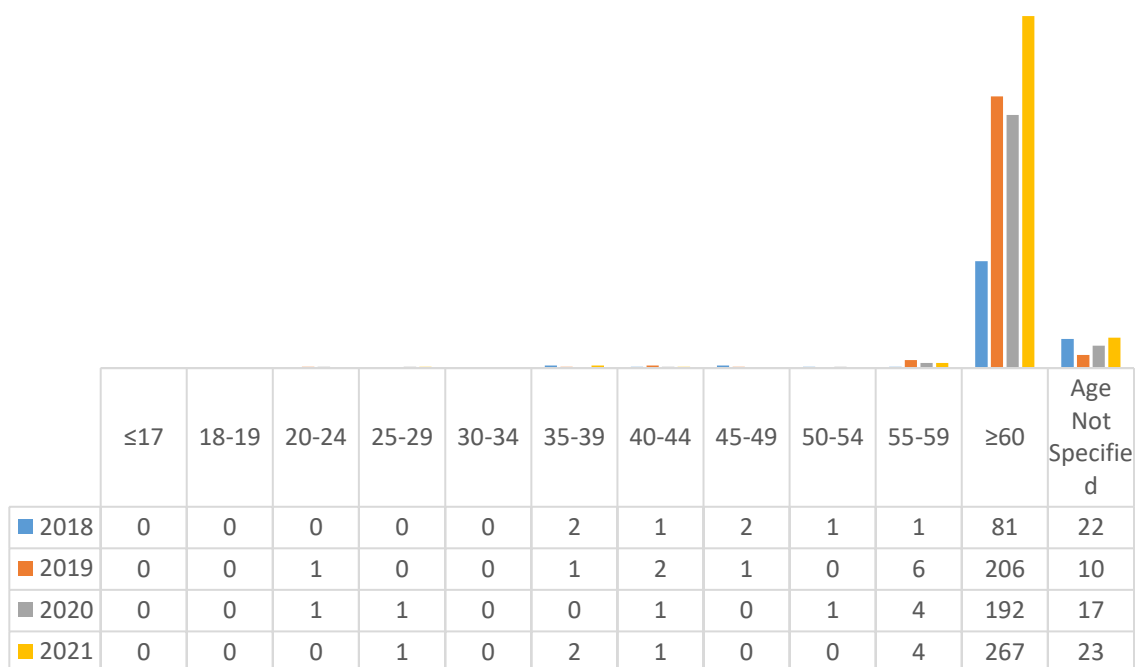
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases	288	287	274	262	149	133	104	109	228	213	295
New & recontact cases	294	287	274	262	149	133	104	110	227	217	298
New cases	216	168	179	146	100	70	70	82	186	188	247
Closed cases	290	209	260	236	124	108	93	67	236	178	206

## Details Regarding New and Re-contact Cases Opened

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

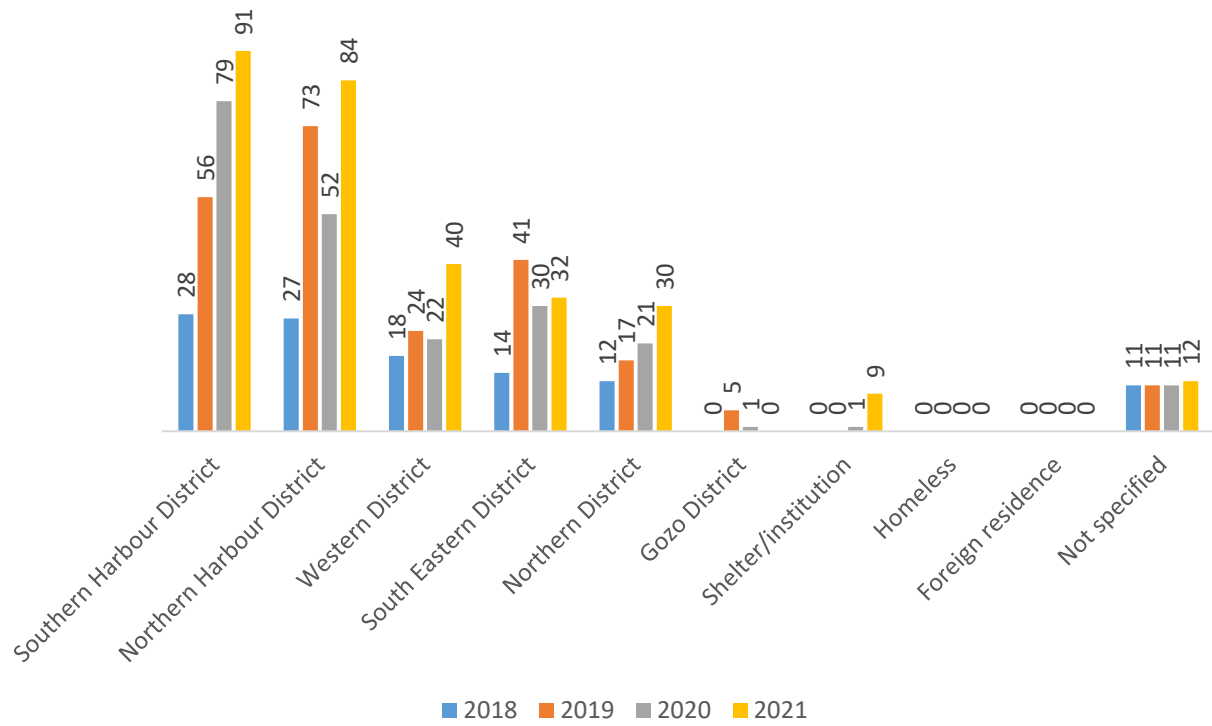


**SVDP: Number of new & re-contact cases opened by age category and year**



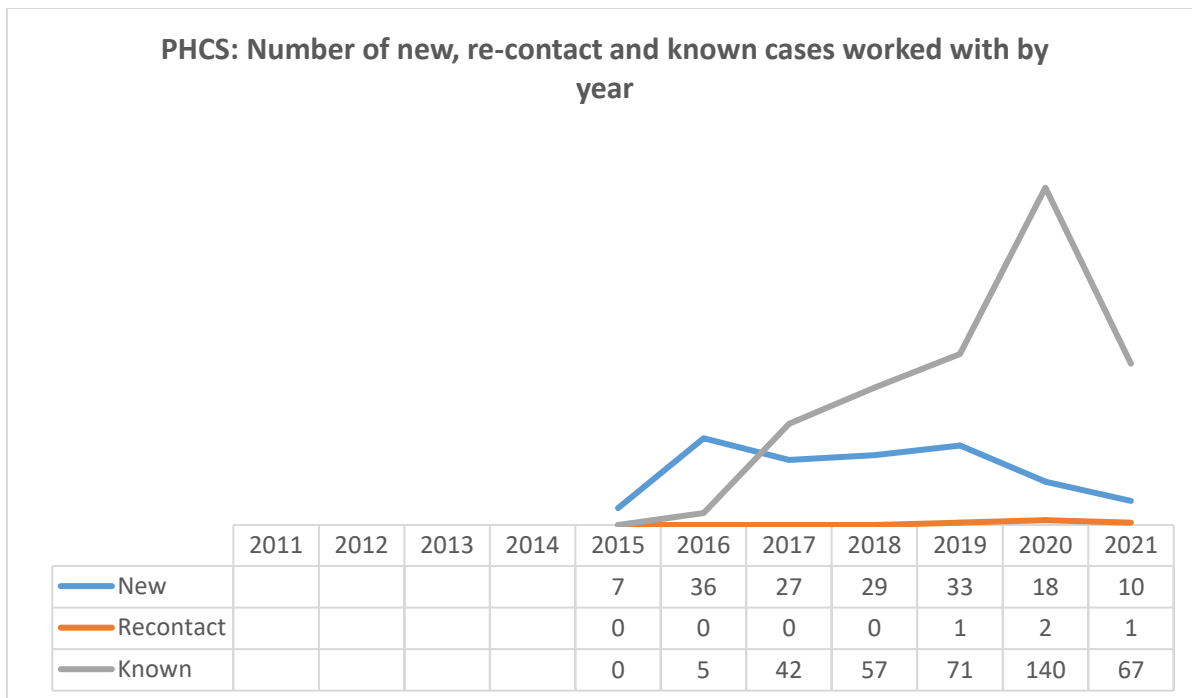
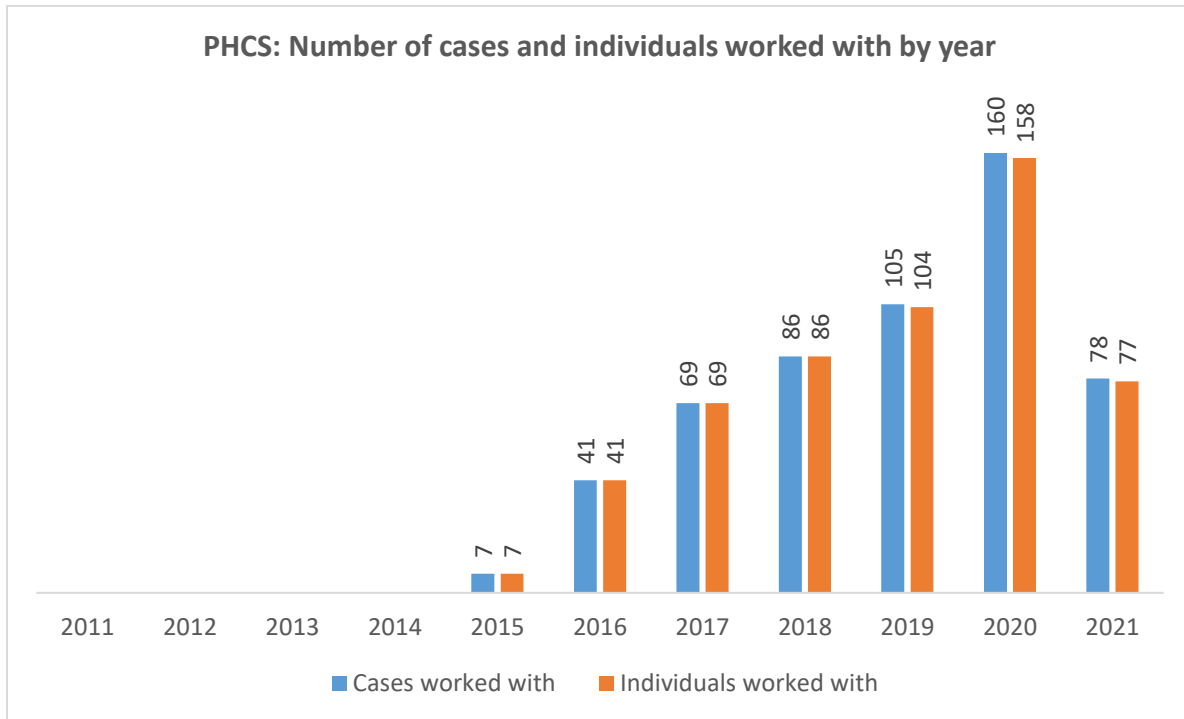
SVDP: New & re-contact cases by age and gender January – December 2021			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	1	0	1
30-34	0	0	0
35-39	2	0	2
40-44	1	0	1
45-49	0	0	0
50-54	0	0	0
55-59	2	2	4
≥60	110	157	267
Not specified	10	13	23
<b>Total</b>	<b>126</b>	<b>172</b>	<b>298</b>

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

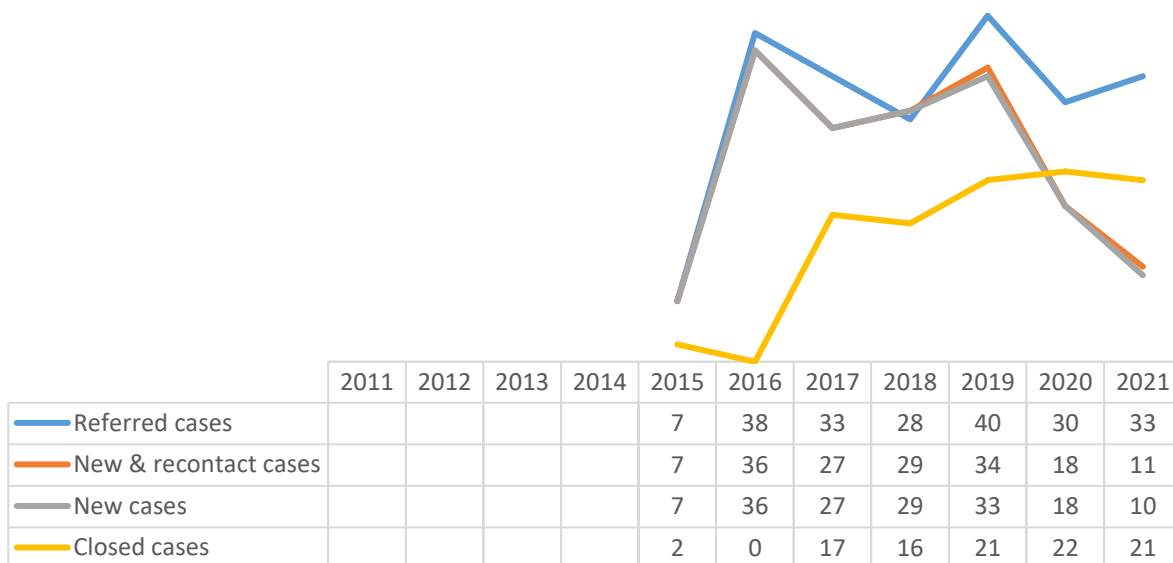


# Primary Health Care Service (PHC)

## Case Activity

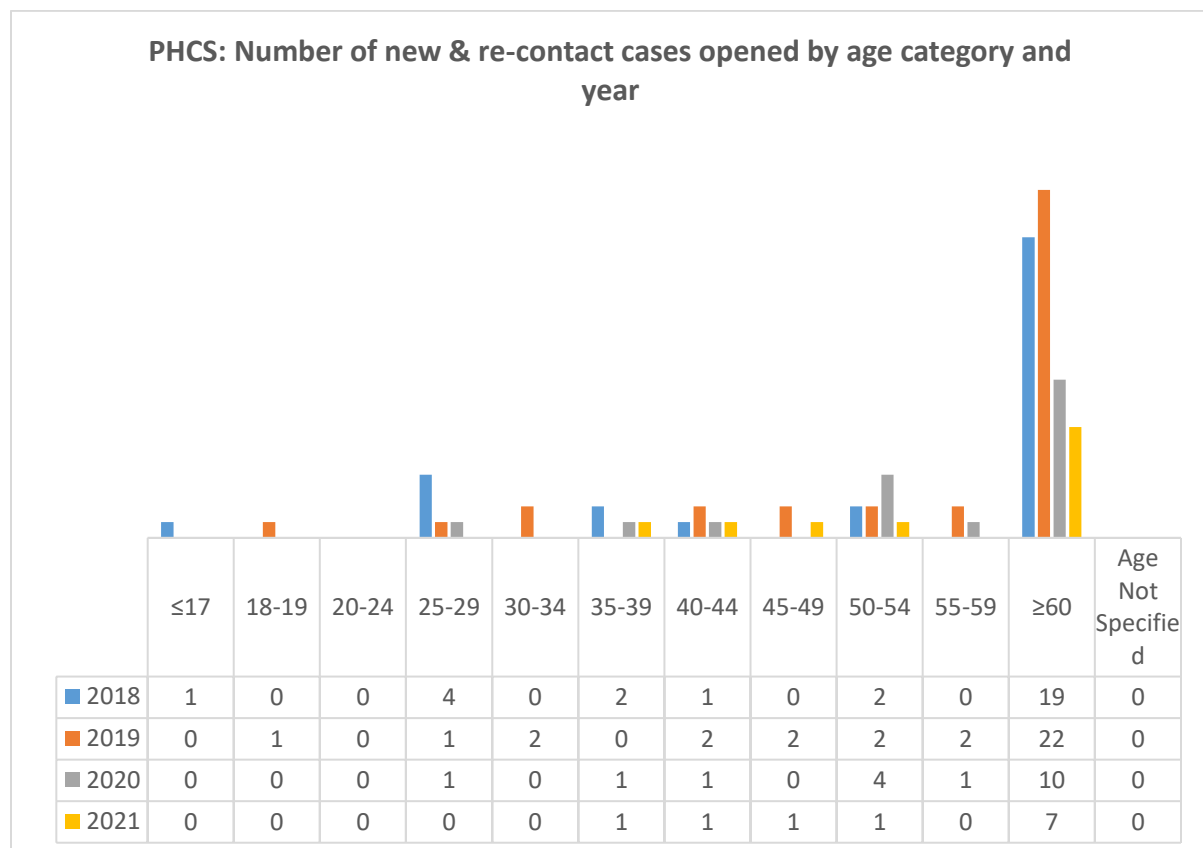
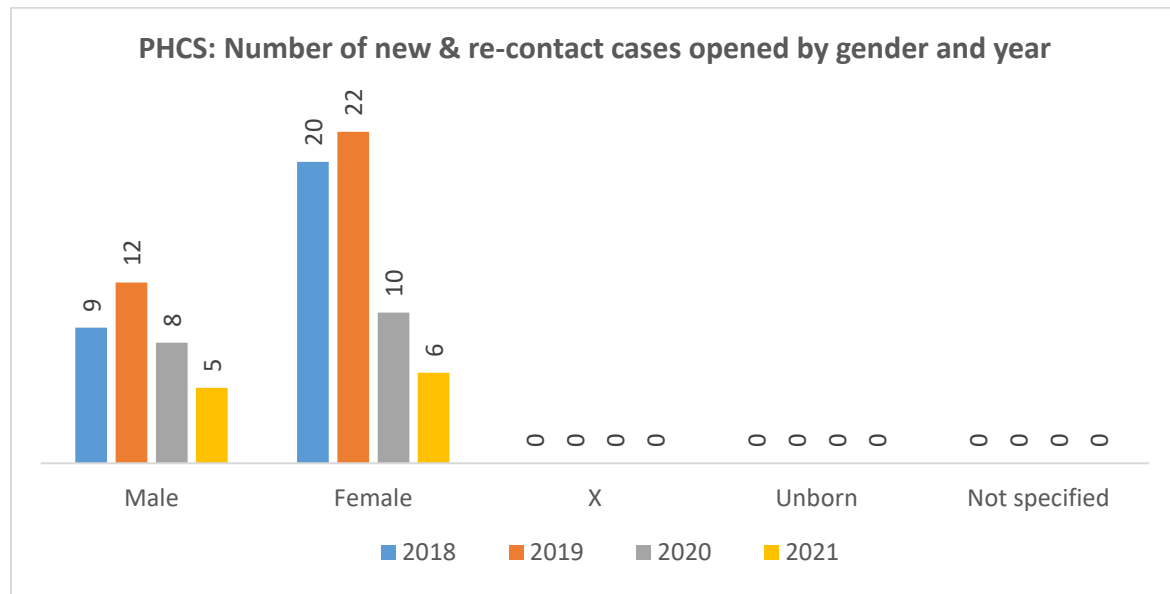


PHCS: Number of referred, new & re-contact, new and closed cases by year

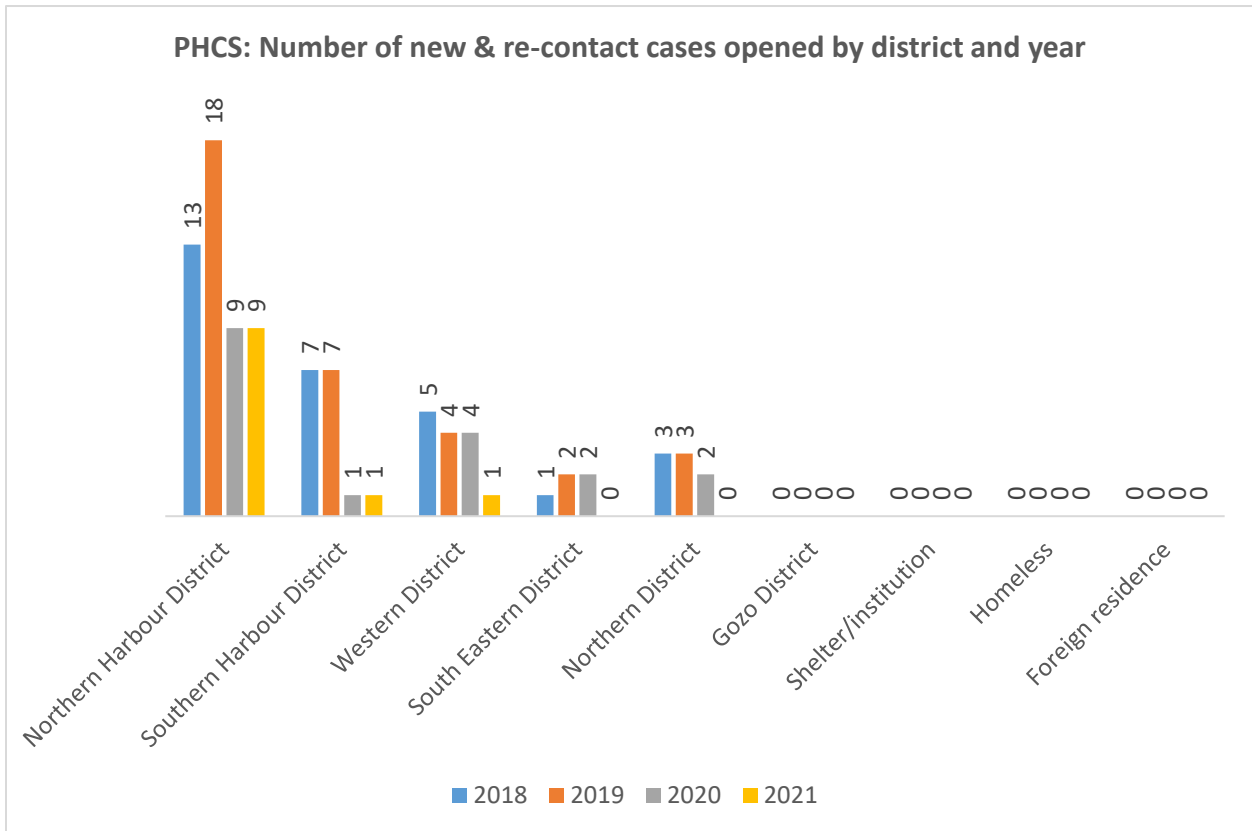


PHCS: Source of referral				
Number of cases referred and source of referral				
	2018	2019	2020	2021
Birkirkara health centre	17	27	18	25
Bormla (Cospicua) health centre	5	5	4	1
Floriana health centre	1	3	0	3
Rabat (Malta) health centre	2	0	2	2
Kirkop health centre	0	0	0	1
Msida health centre	0	0	0	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
<b>Total</b>	<b>28</b>	<b>40</b>	<b>30</b>	<b>33</b>

## Details Regarding New and Re-contact Cases Opened



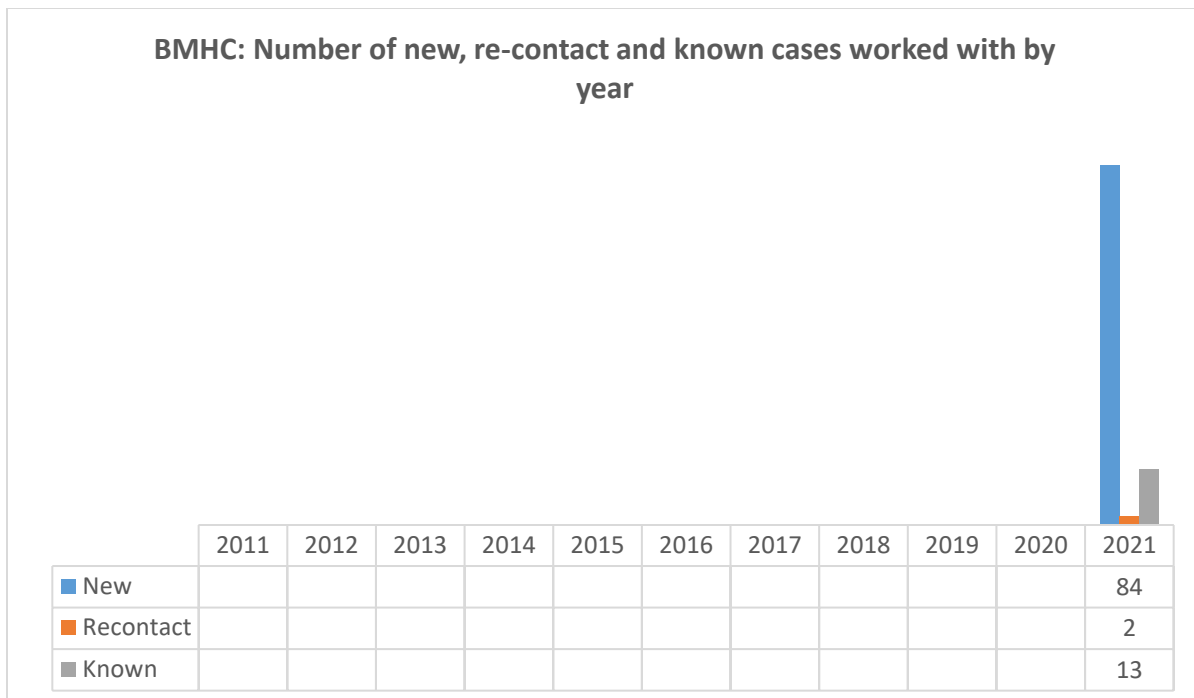
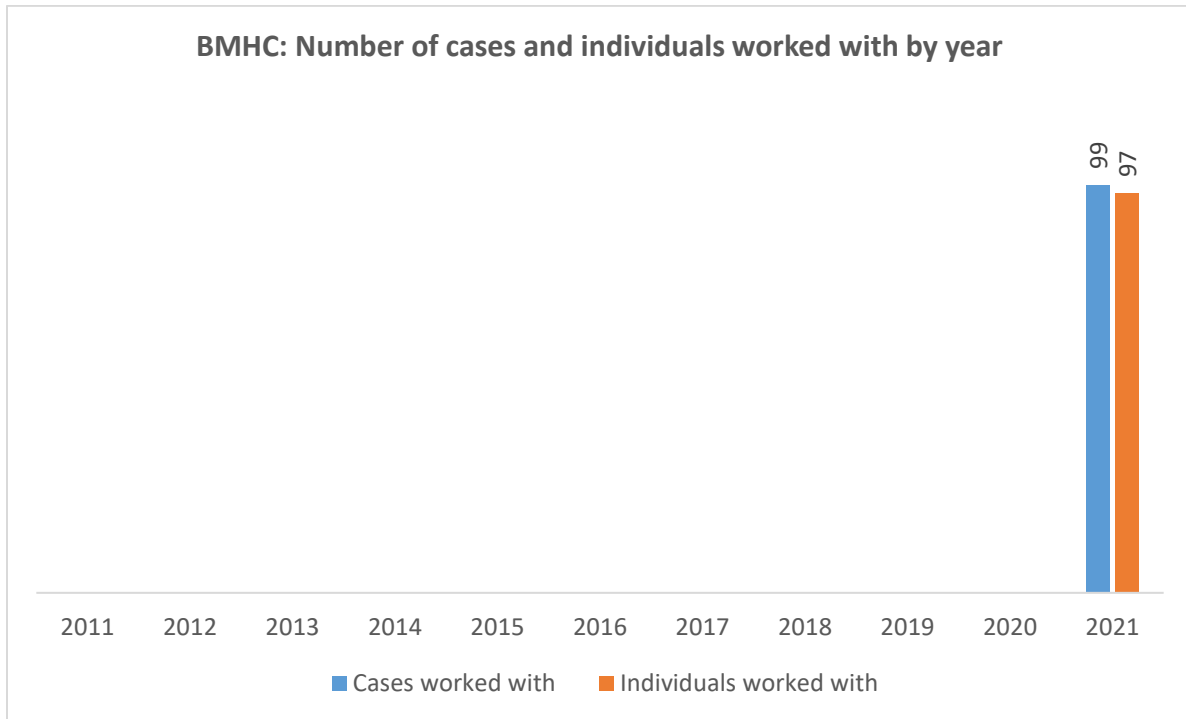
PHCS: New & re-contact cases by age and gender			
January – December 2021			
	Male	Female	Total
<17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	1	0	1
40-44	0	1	1
45-49	0	1	1
50-54	0	1	1
55-59	0	0	0
>60	4	3	7
Not specified	0	0	0
<b>Total</b>	<b>5</b>	<b>6</b>	<b>11</b>





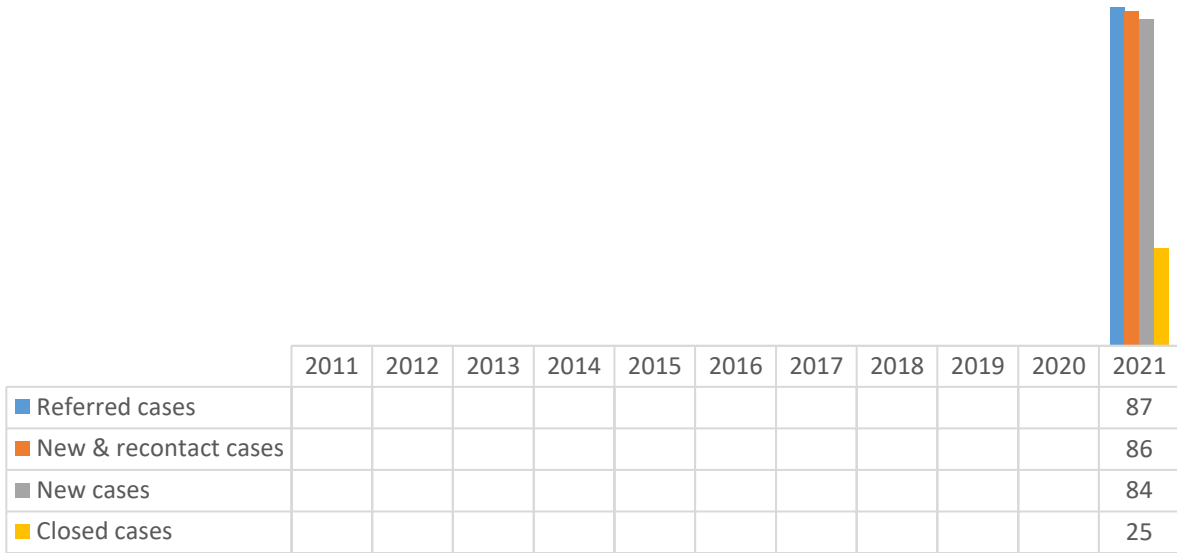
# Bormla Mental Health Care Service (BMHC)

## Case Activity<sup>17</sup>

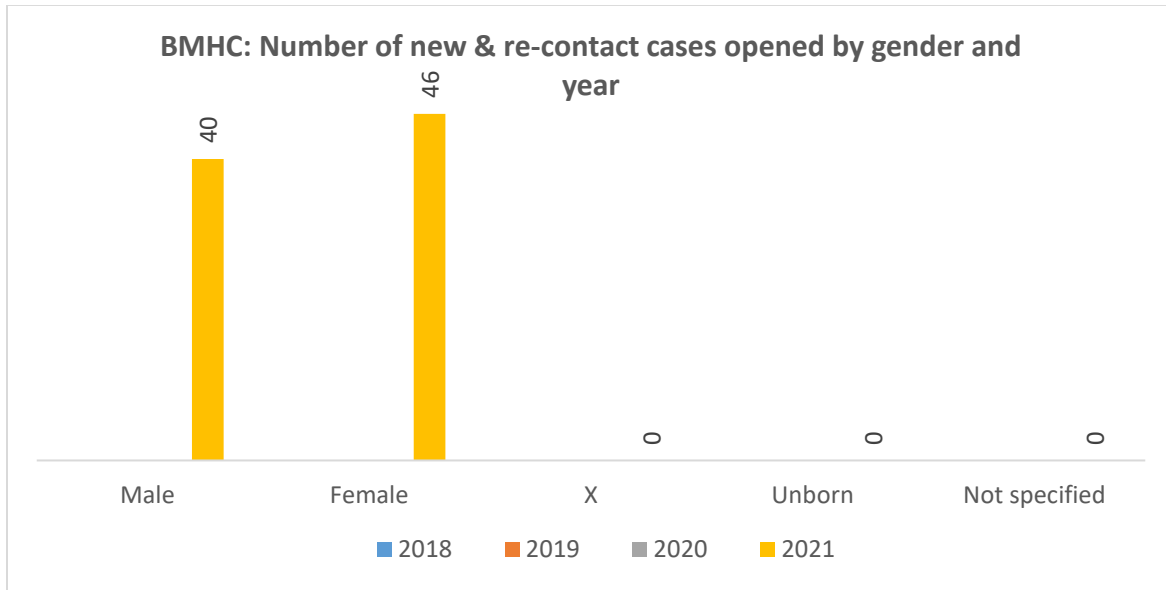


<sup>17</sup> The service started in November 2020, but data began to be reported in 2021.

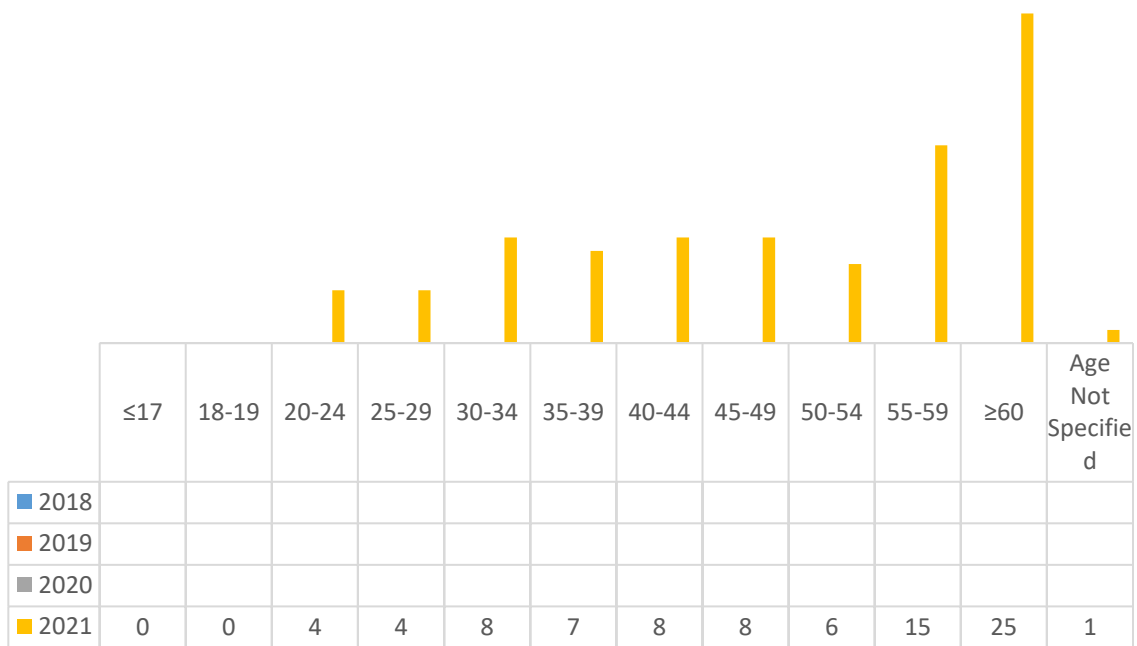
**BMHC: Number of referred, new & re-contact, new and closed cases by year**



## Details Regarding New and Re-contact Cases Opened

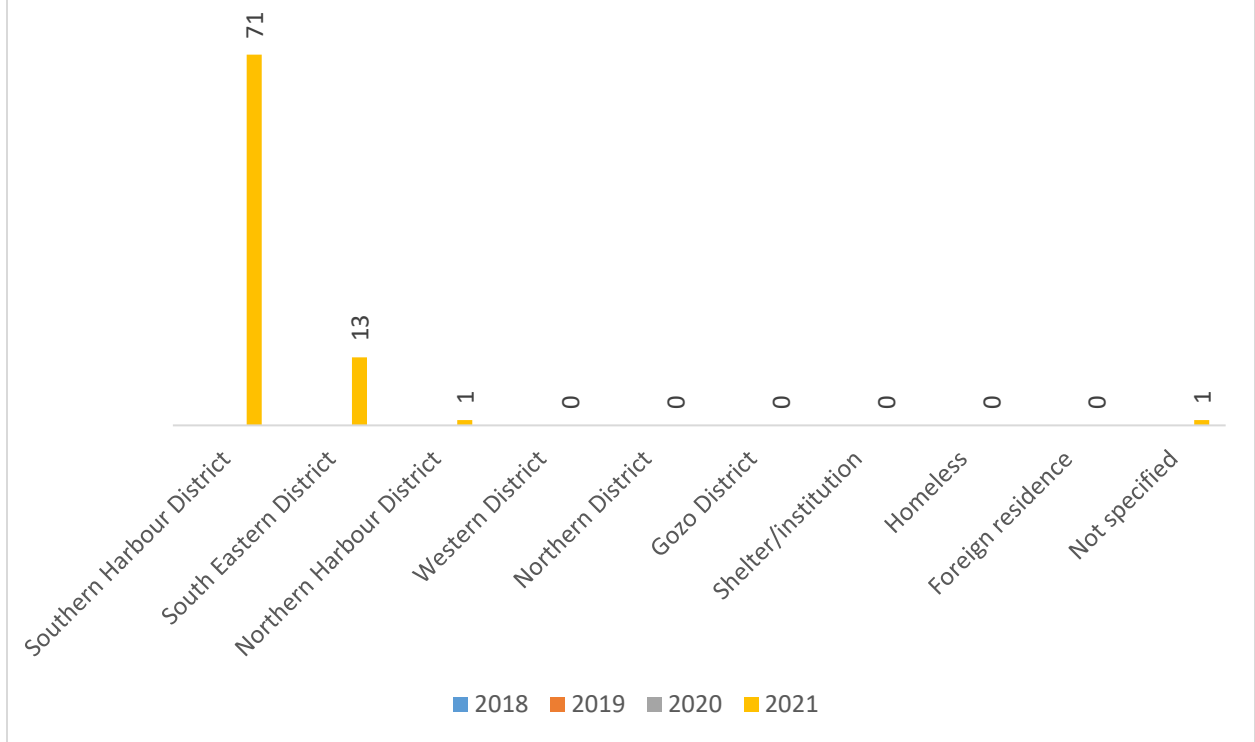


**BMHC: Number of new & re-contact cases opened by age category and year**



BMHC: New & re-contact cases by age and gender			
January – December 2021			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	2	2	4
25-29	3	1	4
30-34	5	3	8
35-39	4	3	7
40-44	3	5	8
45-49	4	4	8
50-54	2	4	6
55-59	4	11	15
≥60	12	13	25
Not specified	1	0	1
<b>Total</b>	<b>40</b>	<b>46</b>	<b>86</b>

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



**BMHC: new & recontact cases opened by primary problem\***  
**January – December 2021**

	<b>2021</b>
Addiction	0
Assault/harassment	0
Behaviour problems	0
Bereavement	0
Child abuse	0
Child care or access	0
Delinquency	0
Disability related issues	1
Domestic violence	2
Eating disorder	0
Elderly needs	5
Employment issues	8
Family relations/relationships	0
Financial difficulties	24
Fostering or adoption	0
Gender related issues	0
Health related issues	2
Homeless	0
Housing problems	15
Human trafficking	0
Lack of support or guidance	6
Legal issues	1
Loneliness	2
Marital problems	0
Mental health issues	5
Migrant related issues	2
Pregnancy related issues	0
Relationship problems	0
School related problems	0
Self-harm or suicide	0
Separation related issues	0
Sexual harassment or abuse	0
Other	3
Not specified	10
<b>Total</b>	<b>86</b>

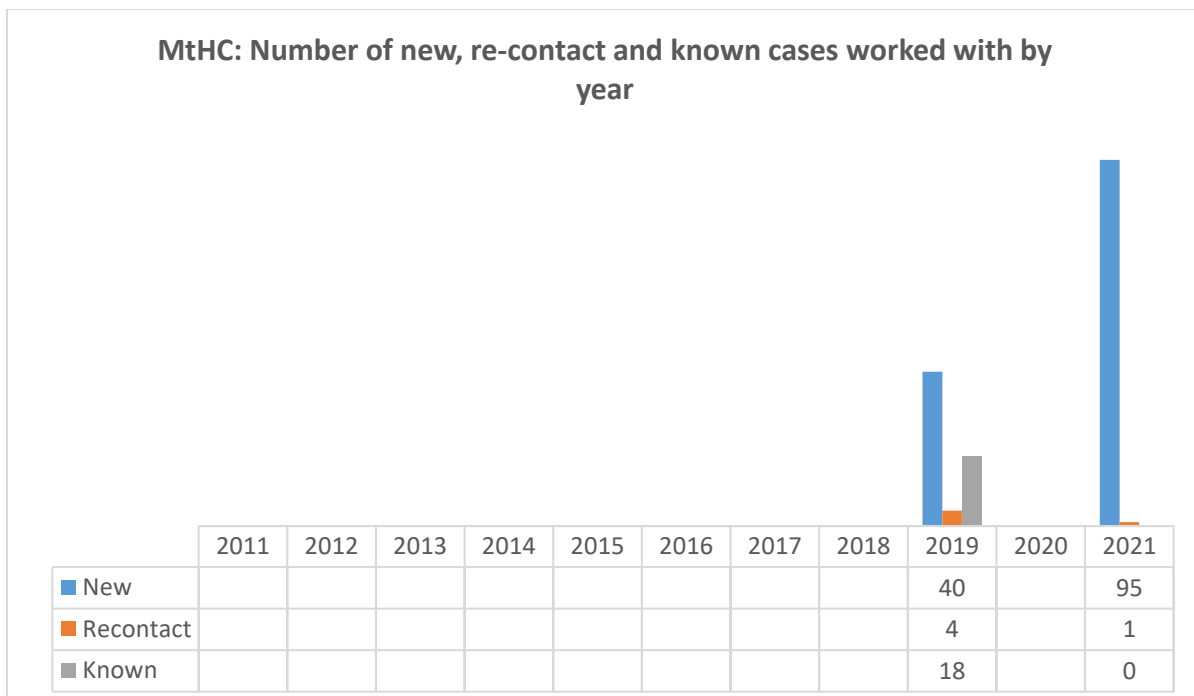
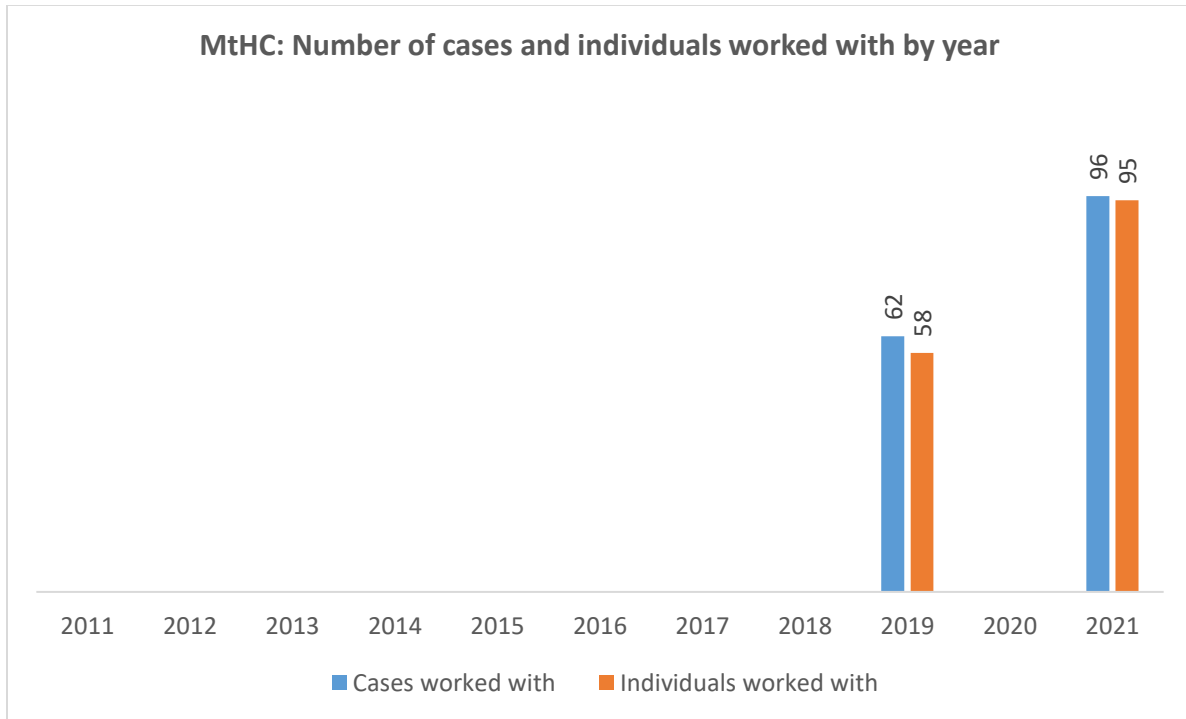
*Note<sup>18</sup>*

<sup>18</sup> Service users may have multiple problems, but this table only reports the primary issue as reported by the service user.

# Mtarfa Mental Health Care Service (MtHC)

## Case Activity

*The service was suspended between January 2020 and June 2021*

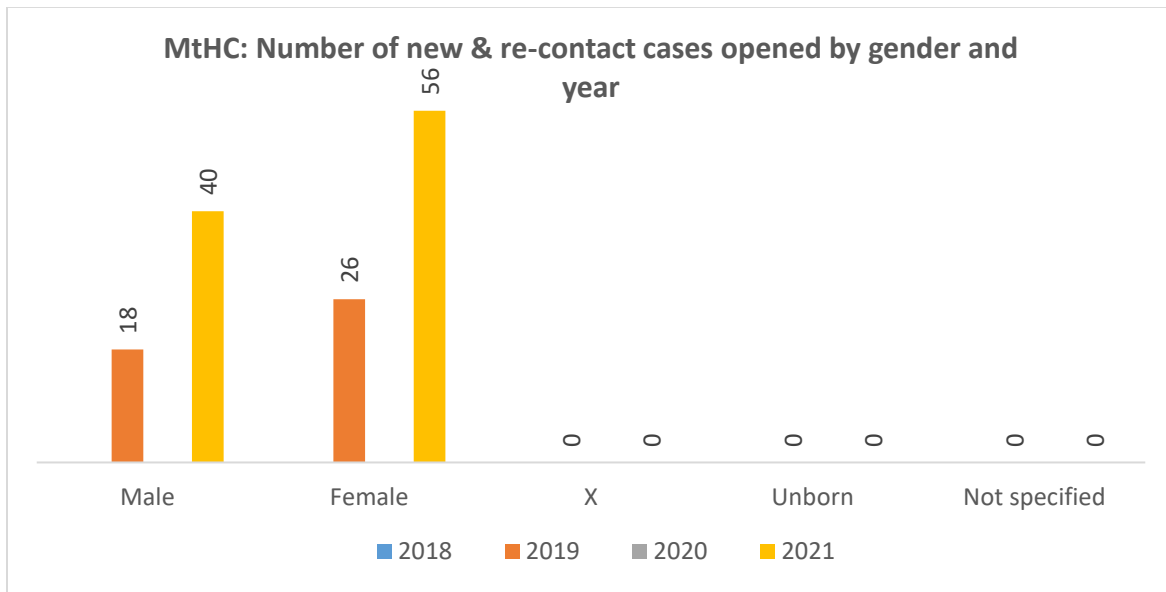


MtHC: Number of referred, new & re-contact, new and closed cases by year

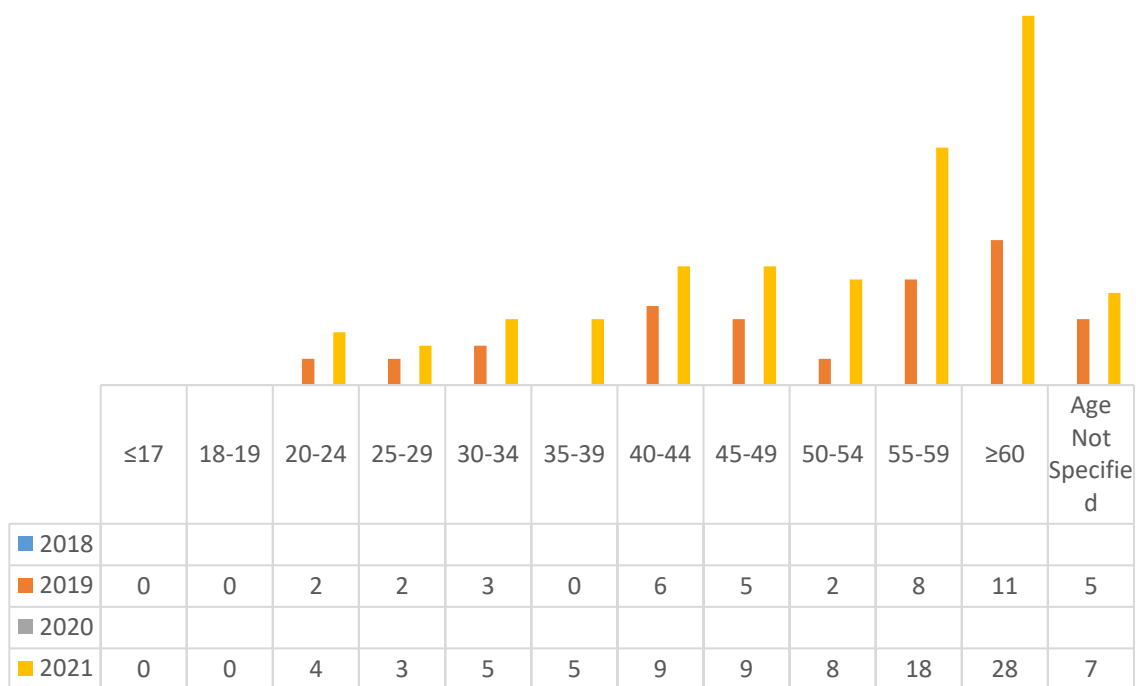
	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases									44		96
New & recontact cases									44		96
New cases									40		95
Closed cases									44		19

## Details Regarding New and Re-contact Cases Opened

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

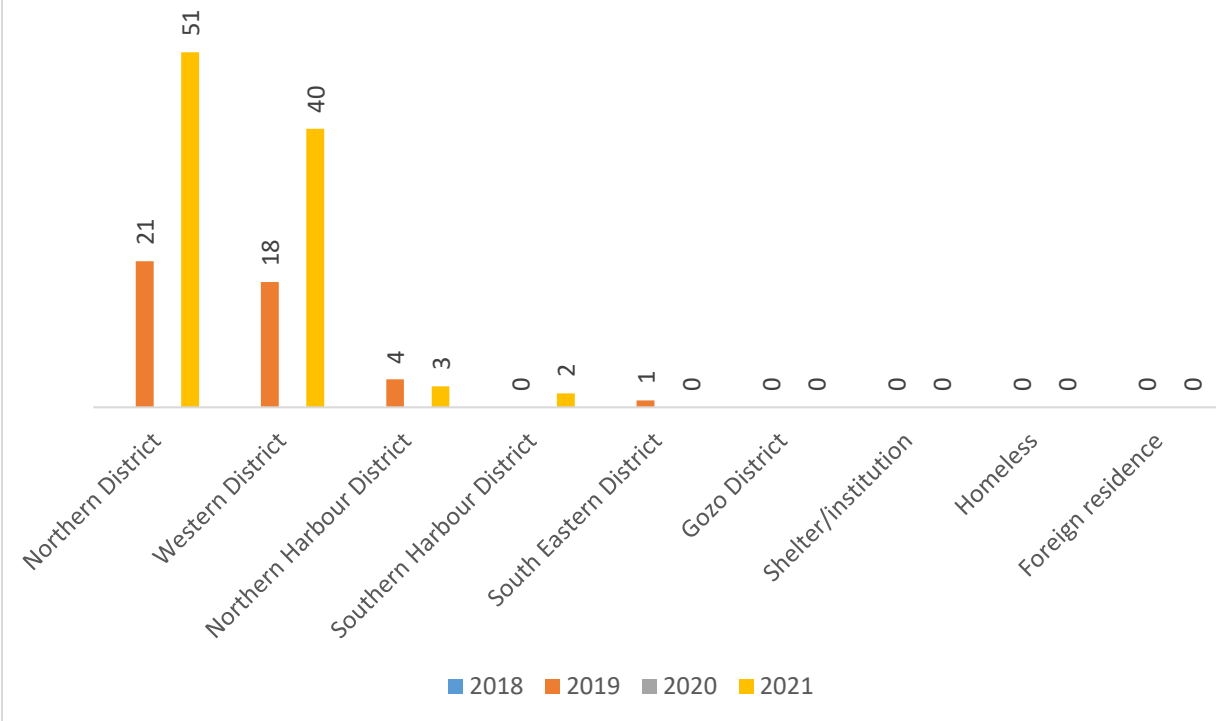


MtHC: Number of new & re-contact cases opened by age category and year

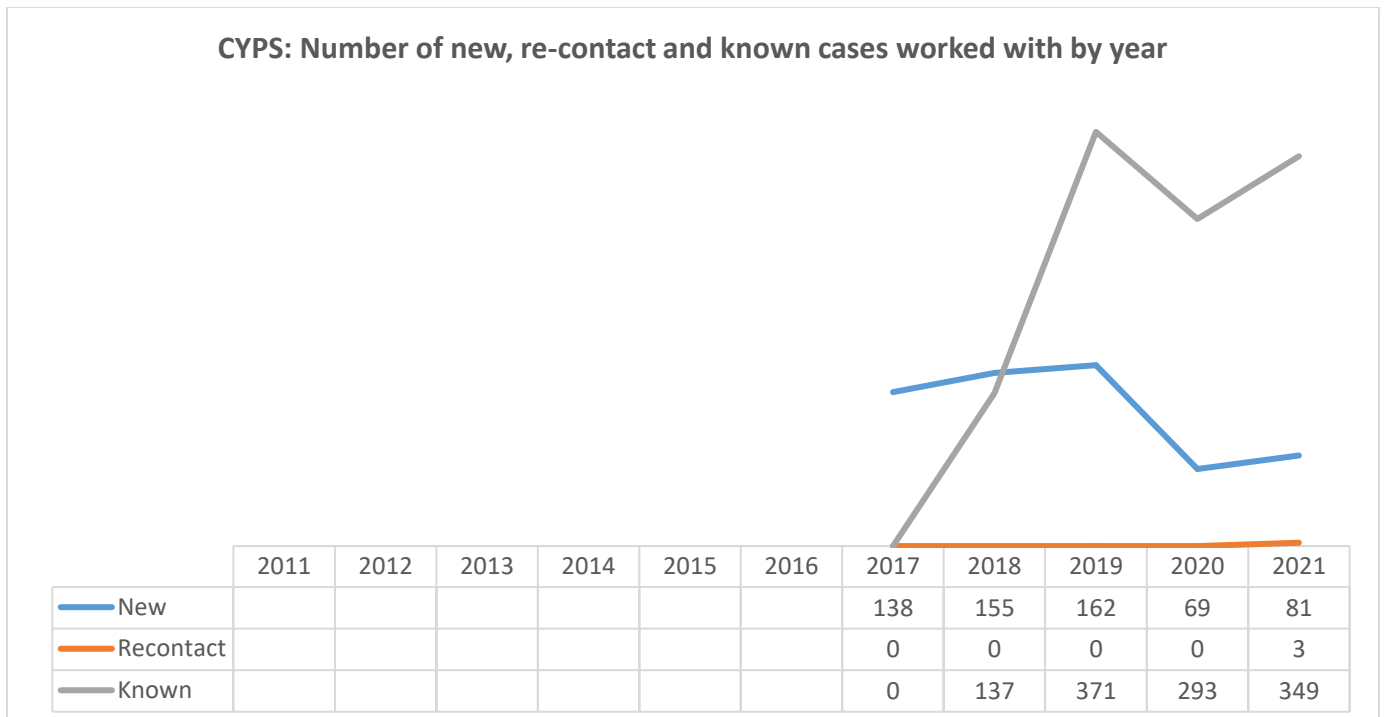
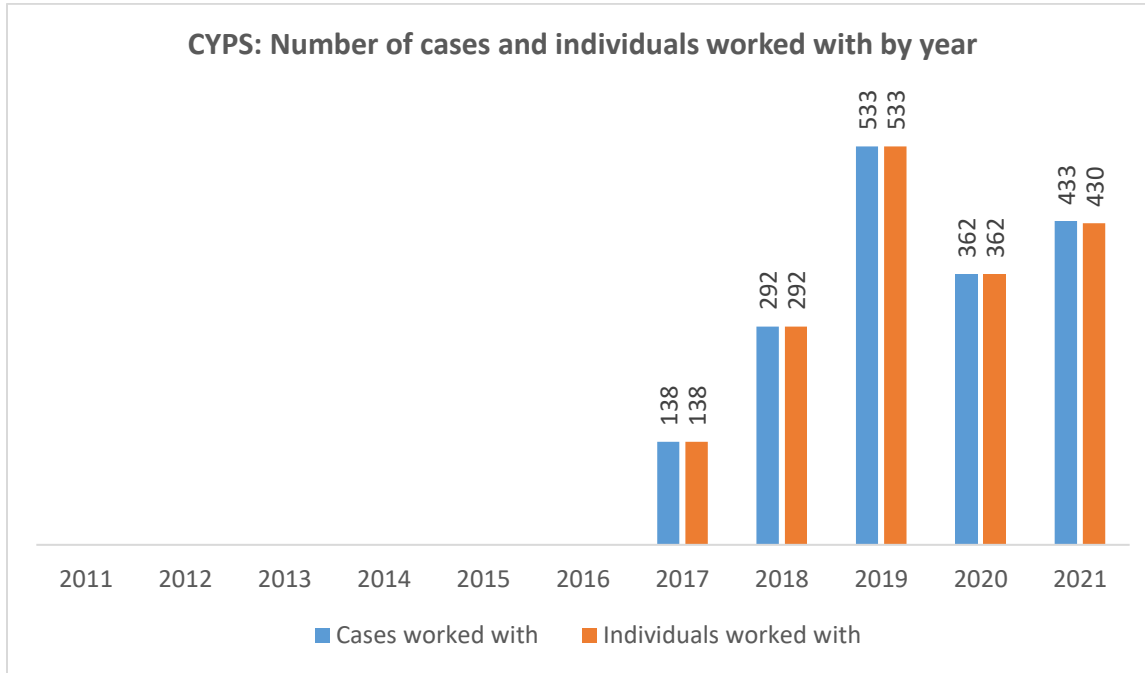


MtHC: New & re-contact cases by age and gender			
January – December 2021			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	2	2	4
25-29	1	2	3
30-34	3	2	5
35-39	1	4	5
40-44	3	6	9
45-49	4	5	9
50-54	2	6	8
55-59	11	7	18
≥60	8	20	28
Not specified	5	2	7
<b>Total</b>	<b>40</b>	<b>56</b>	<b>96</b>

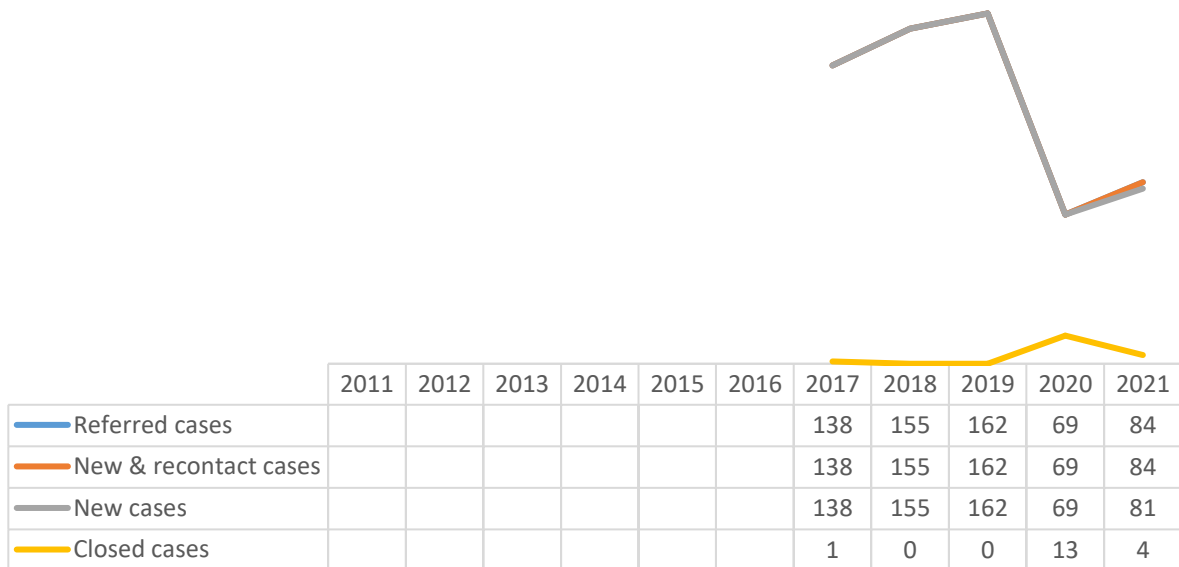
MtHC: Number of new & re-contact cases opened by district and year



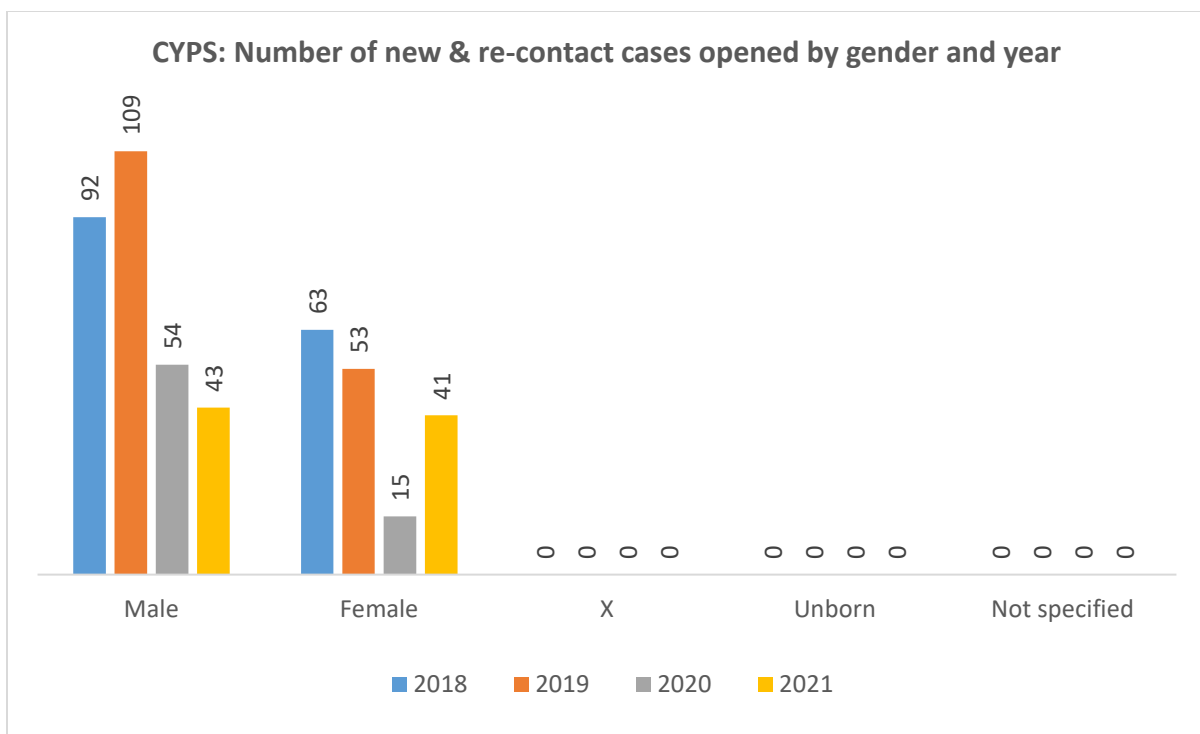
# Child and Young People's Service (CYPS) Case Activity



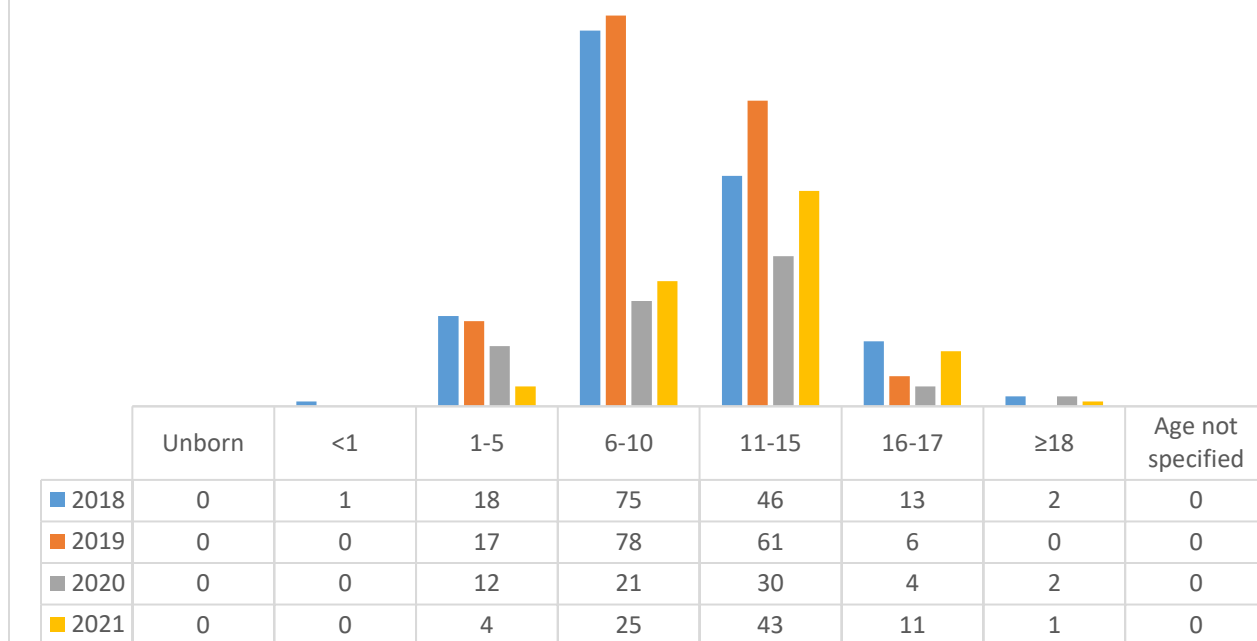
**CYPS: Number of referred, new & re-contact, new and closed cases by year**



## Details Regarding New and Re-contact Cases Opened



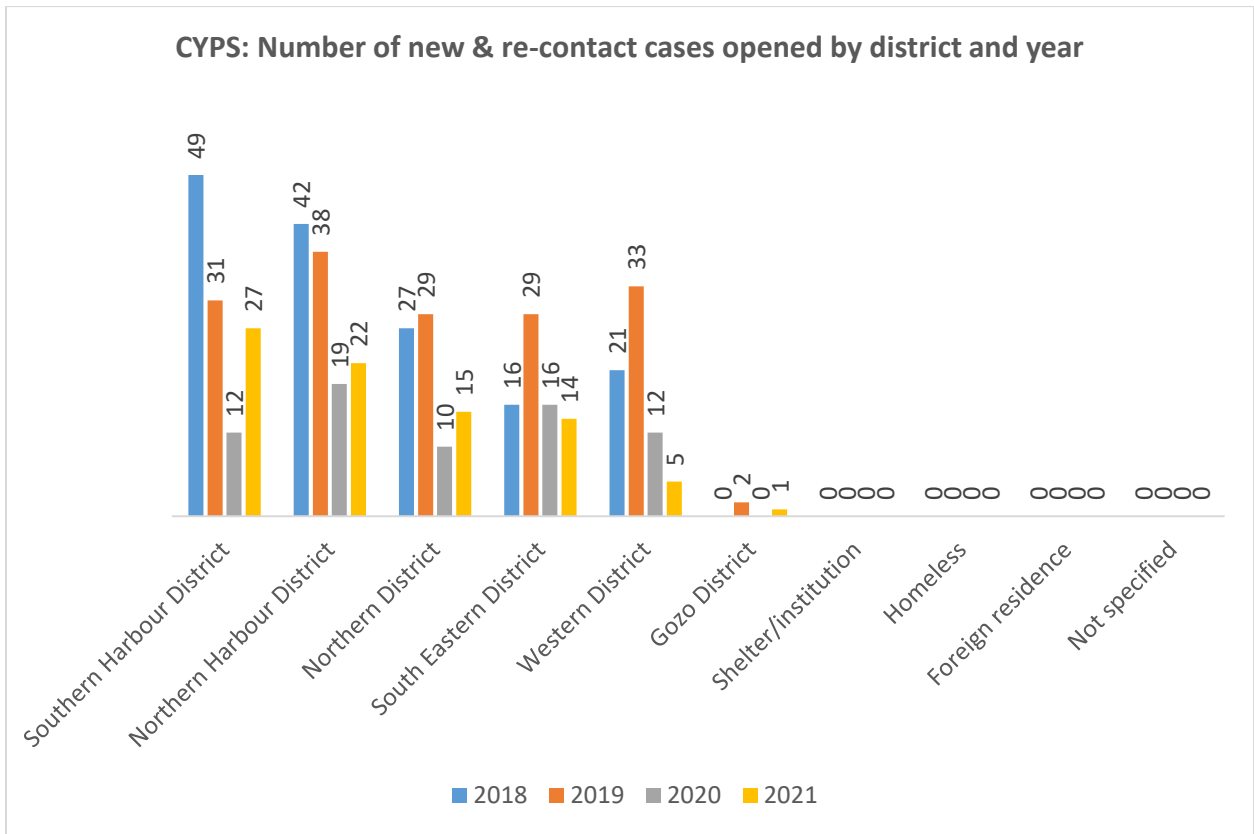
**CYPS: Number of new & re-contact cases opened by age category and year**



**CYPS: New & re-contact cases by age and gender  
January – December 2021**

	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	1	3	4
6-10	18	7	25
11-15	16	27	43
16-17	7	4	11
≥18	1	0	1
Not specified	0	0	0
<b>Total</b>	<b>43</b>	<b>41</b>	<b>84</b>

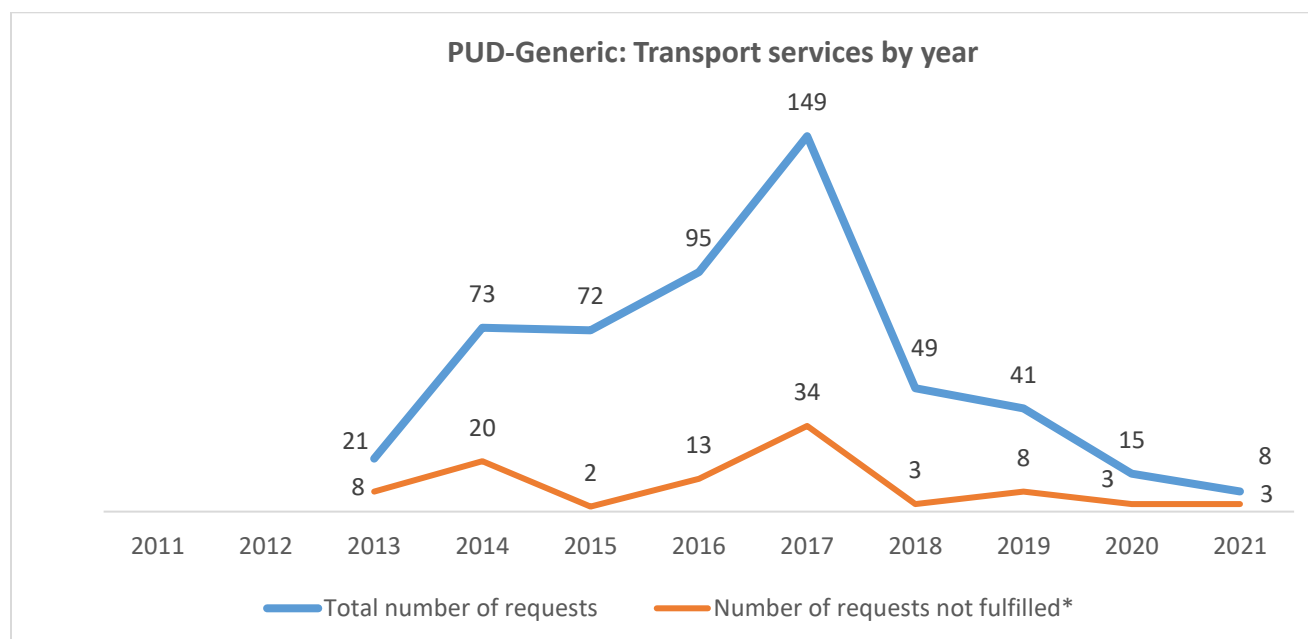
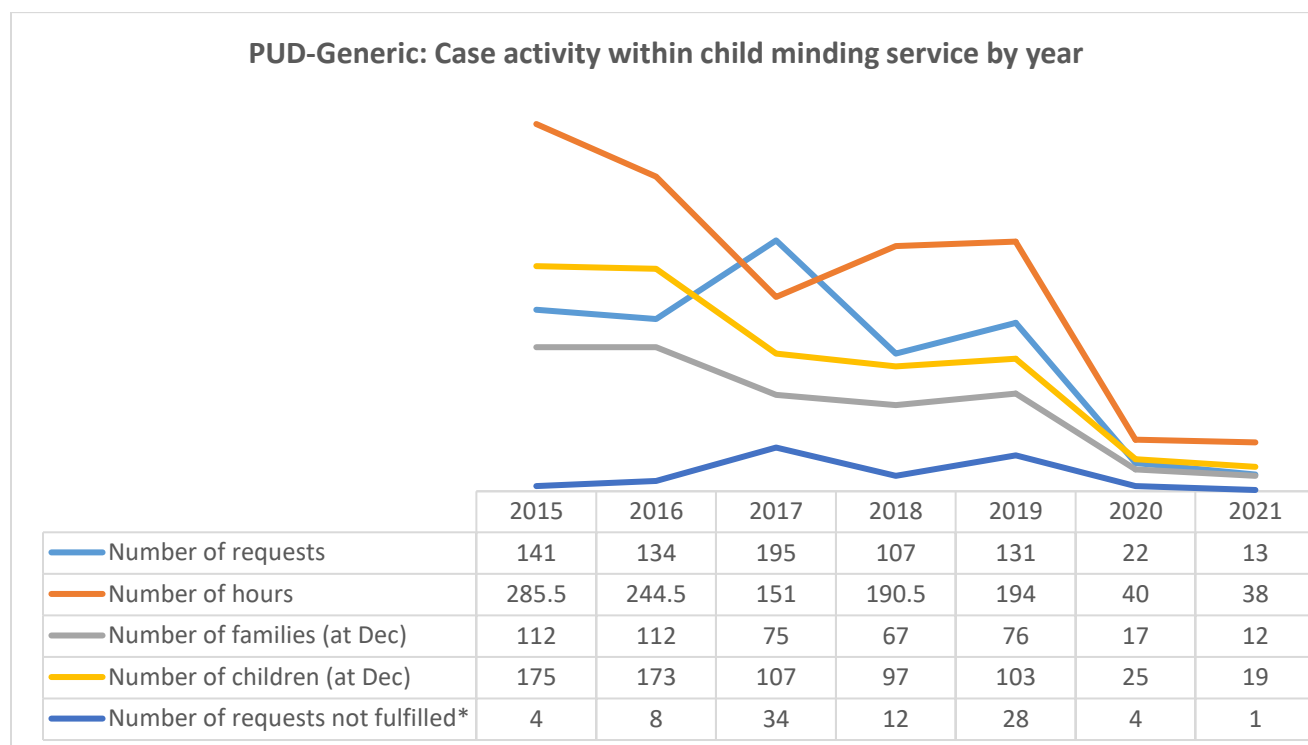
**CYPS: Number of new & re-contact cases opened by district and year**



# Programm Uljed Darna (PUD)

## Generic Programme

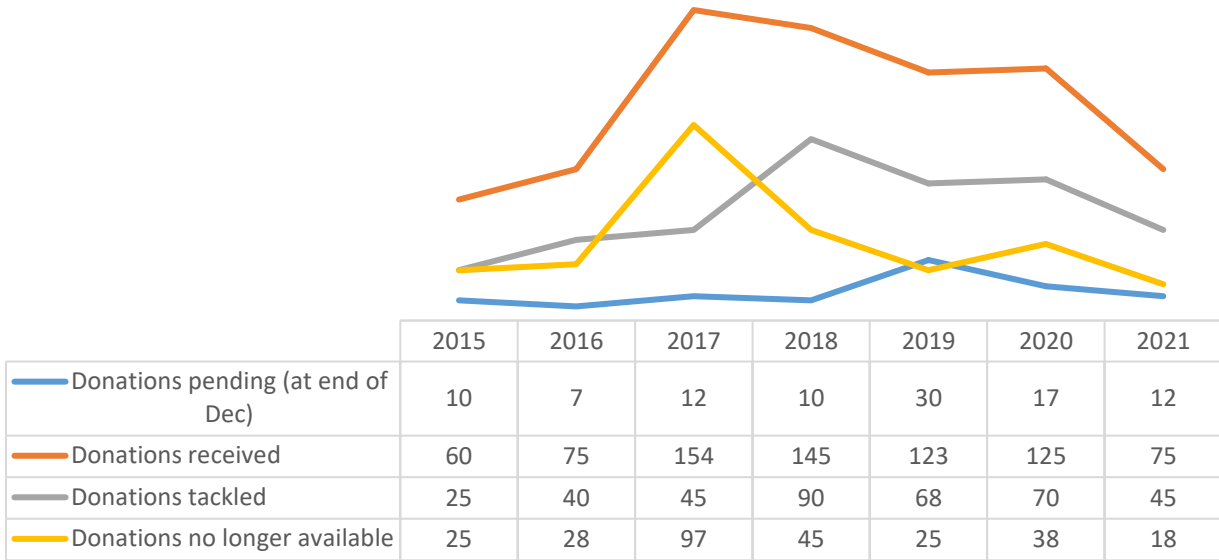
Note<sup>19</sup>



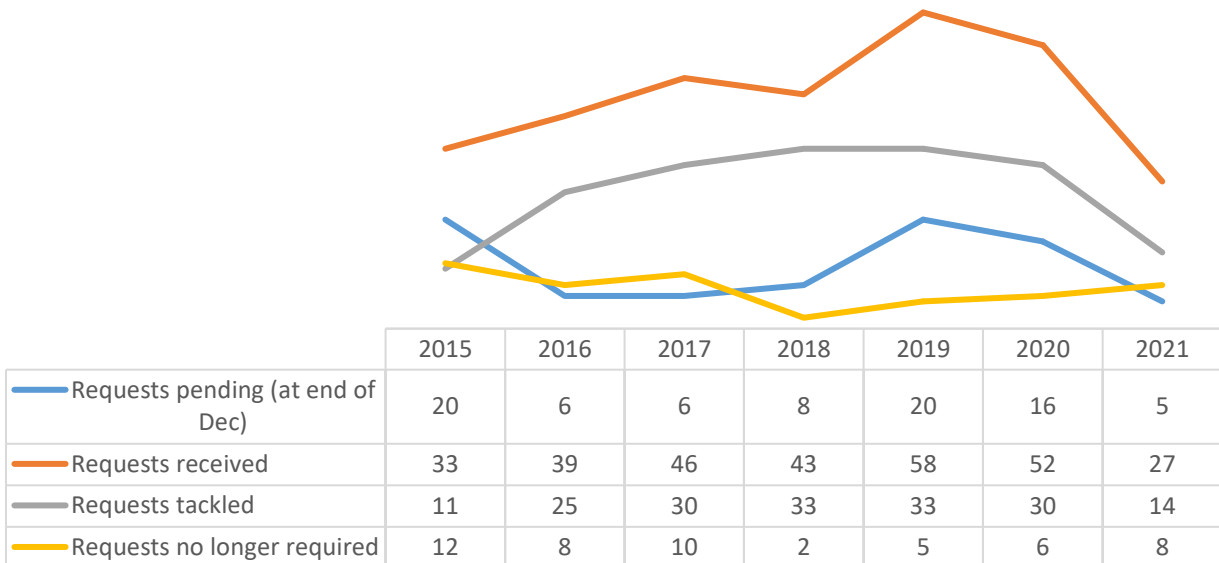
<sup>19</sup> In 2021, some of the remit of Programm Uljed Darna (PUD), i.e., volunteers and generic work with children, were transferred to Home-Start under the Alternative Care Directorate.

# Progett Tereza

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

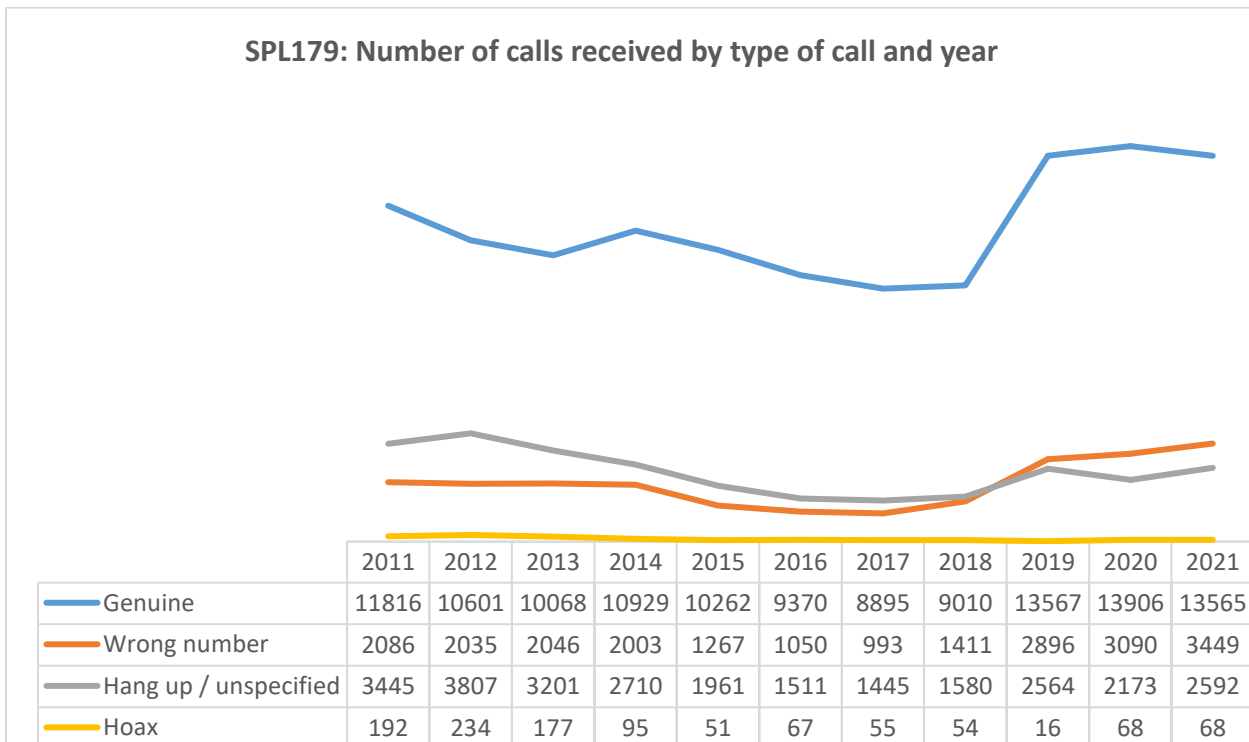
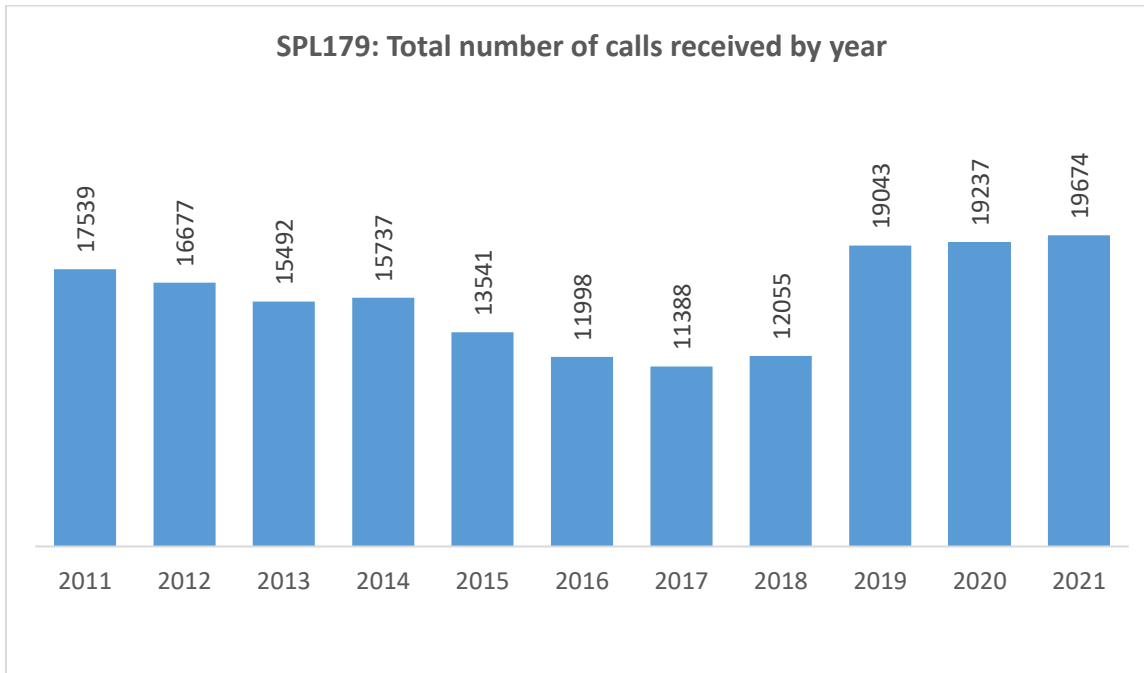


**PUD-Tereza: Requests by request status and year**



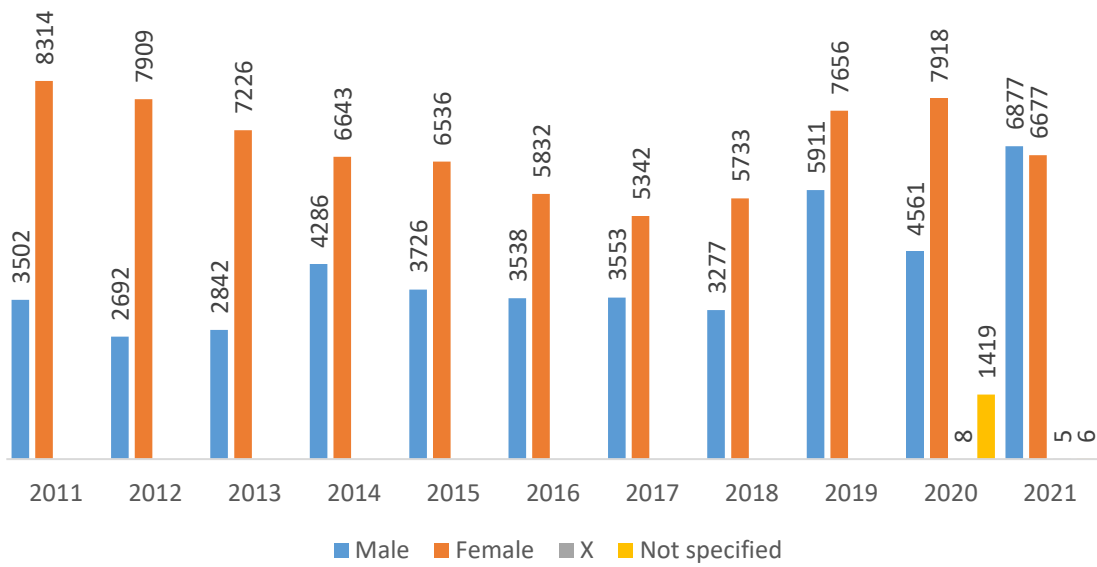
# Supportline 179

Note<sup>20</sup>

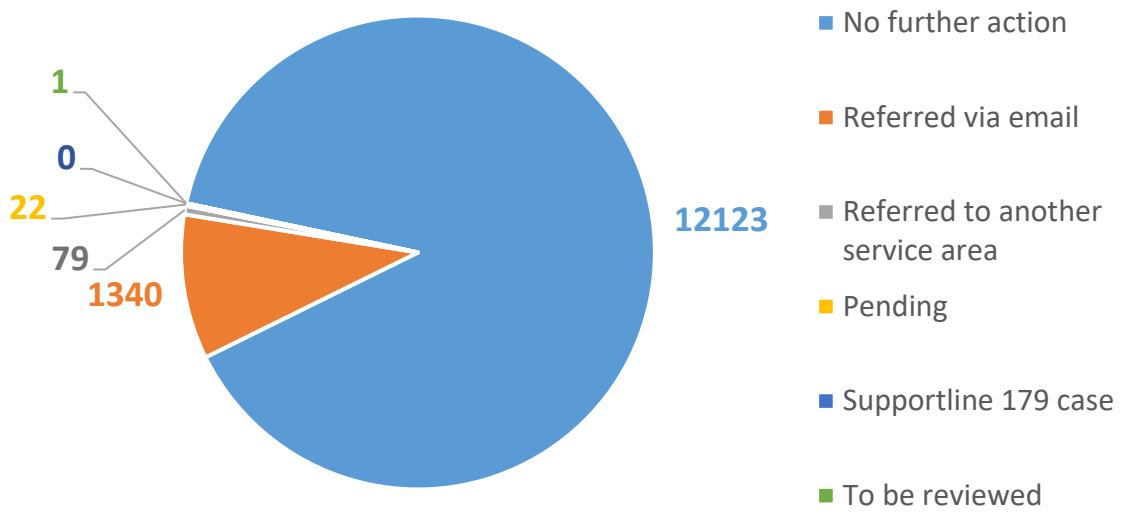


<sup>20</sup> A new data collection system and reporting format was introduced in April 2020. The data incorporates calls to both 179 and 1772 together.

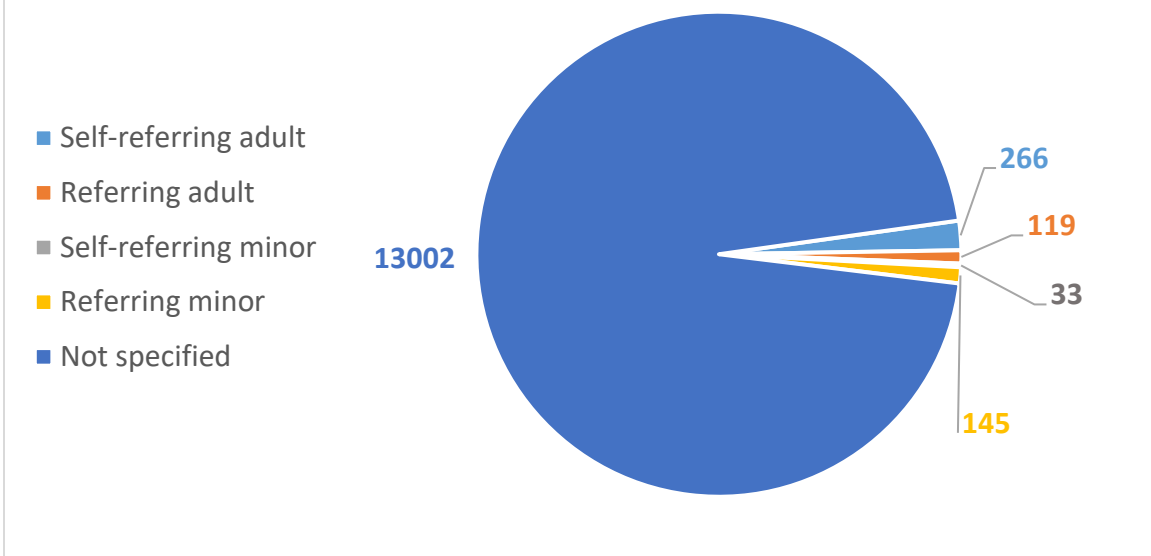
**SPL179: Number of genuine calls received by gender and year**



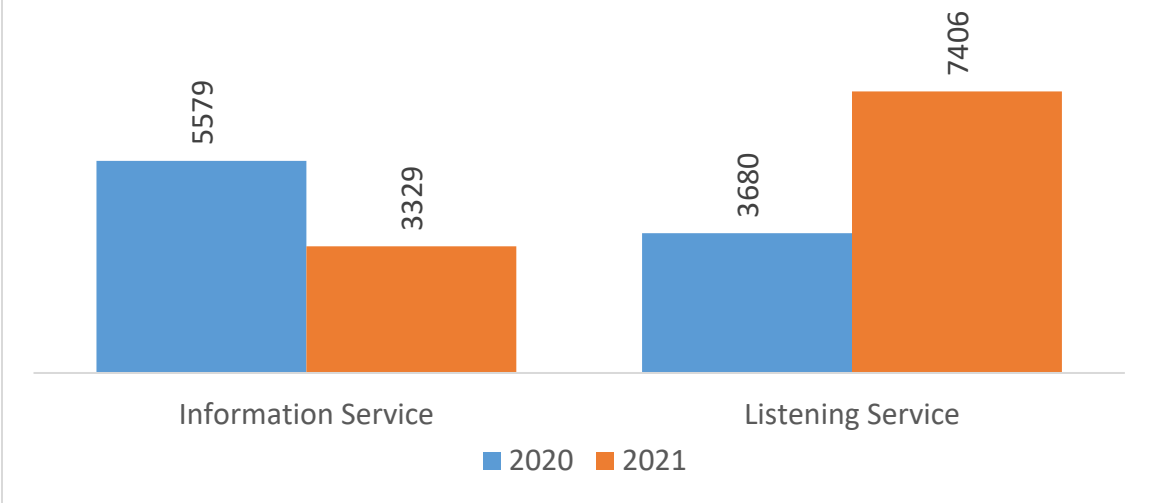
**SPL179: Outcome of genuine call: 2021**



**SPL179: Genuine call by caller type: 2021**



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

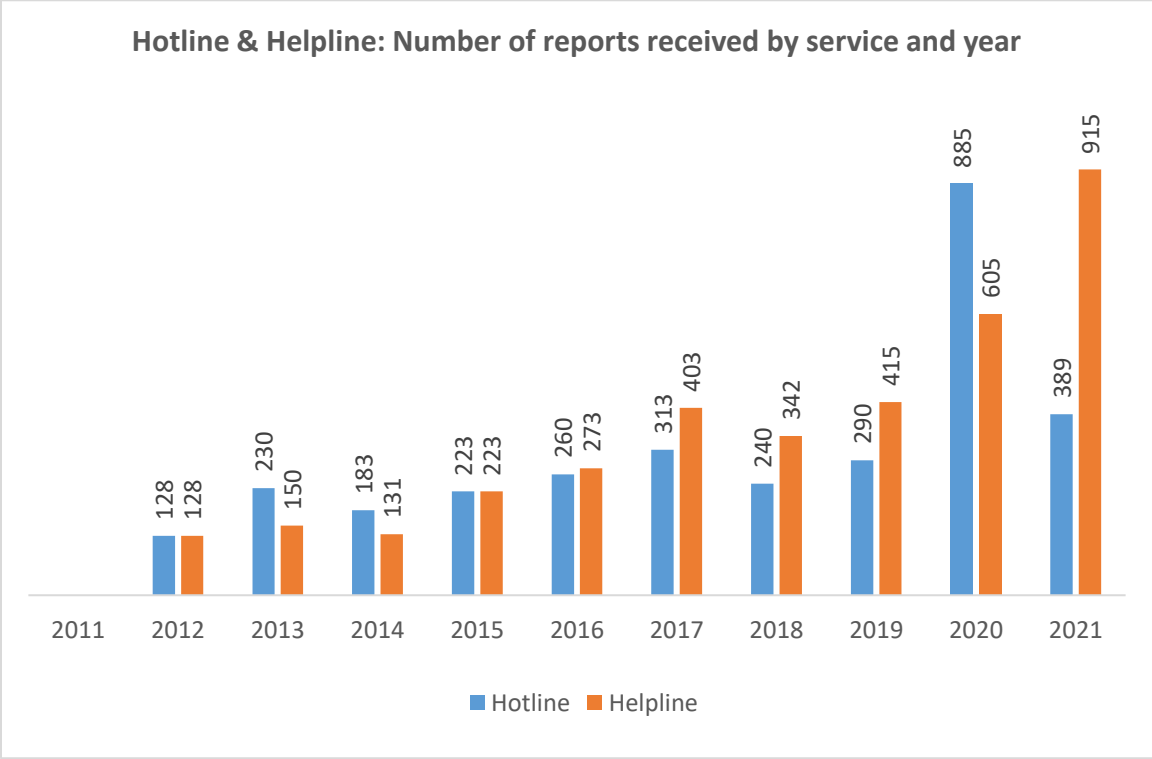


SPL179: Number of genuine calls by primary problem <sup>21</sup>			
	2019	2020	2021
Abuse of an adult	0	42	24
Abuse of elderly persons	0	69	54
Adoption related	0	4	3
Aggressive\violent behavior	0	85	100
Alcohol	113	91	111
Bereavement	33	50	35
Bullying others or being bullied	41	32	47
Care of significant others	0	6	4
Child abuse – at risk	0	151	101
Child abuse – emotional	79	72	109
Child abuse – neglect	195	160	149
Child abuse – physical	114	105	89
Child abuse – sexual	30	15	21
Child abuse - internet	40	-	-
Child access	0	63	76
Child care	0	41	53
Communication issues in romantic relationship	0	13	17
Crime (adult)	0	10	8
Cyber-bullying	0	34	23
Delinquency (youth)	0	13	6
Disability related issues	84	57	58
Divorce	0	4	4
Domestic violence – at risk	0	208	82
Domestic violence – emotional	516	439	341
Domestic violence – financial	0	17	15
Domestic violence – neglect	65	4	5
Domestic violence – physical	414	353	245
Domestic violence – sexual	21	8	10
Drugs (prescription medication)	0	11	14
Drugs (illicit substances)	185	182	156
Eating disorder	0	4	4
Elderly needs	307	477	297
Employment problems	0	38	20
Financial problems	41	90	67
Foster placement	52	21	19
Gambling	22	22	15
Harassment	0	20	36
Homeless	376	645	526
Housing problems	39	54	29
Illegal content	0	10	5
Infidelity in romantic relationship	0	7	12
Information - internet	141	24	-
Information - services	1294	463	-
Language or cultural barriers	0	2	1
Legal issues	345	189	172

<sup>21</sup> Multiple problems may exist, but this table only reports the primary problem as reported by the caller.

Listening	4013	1098	0
Loneliness	1185	2626	4069
Marital separation	160	176	0
Mental health	1292	1505	1715
Non-person directed behaviours	0	50	30
Oppositional defiant disorder	0	0	6
Parent child attachment issues	268	134	40
Parenting skills	8	24	27
Personal hygiene issues	0	1	4
Physical health	70	106	158
Pregnancy related issues	18	11	10
Relationship problems with reconstituted family	0	5	11
Relationship problem with extended family	0	56	60
Relationship problem with nuclear family	548	476	270
Residential care	16	34	59
Romantic relationship conflicts	174	216	392
Running away	0	21	13
School related problems	15	13	15
Self-injury behaviours	149	89	78
Sexting	0	1	3
Sexual assault/rape	11	6	8
Sexuality related issues	25	17	19
Social security benefits issues	0	68	22
Stereotyped behaviours	0	0	2
Technology addiction	0	3	9
Undocumented migration issues	24	2	2
Unemployment	7	17	5
Usury	8	15	11
Unspecified behavioural problems	326	-	-
Other	703	2722	544
None specified	0	9	2820
<b>Totals</b>	<b>13567</b>	<b>13906</b>	<b>13565</b>

# 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"> <li>- 1 service user: One individual who attends in the year on their own without any other family member, or</li> <li>- 2 or more service users: A number of individuals identified as part of the same family attending in the year.</li> </ul>
Primary problem	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified 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

<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>	Birzebbugia, Ghaxaq, Gudja, Kirkop, Marsaskala, Marsaxlokk, Mqabba, Qrendi, Safi, Zejtun, Zurrieq.
<b>Western District</b>	Attard, Balzan, Dingli, Iklin, Lija, Mdina, Mtarfa, Rabat, Siggiewi, Zebbug.
<b>Northern District</b>	Gharghur, Mellieha, Mgarr, Mosta, Naxxar, San Pawl il Bahar.
<b>Gozo and Comino</b>	Rabat, Fontana, Ghajnsielem, Gharb, Ghasri, Kercem, Munxar, Nadur, Qala, San Lawrenz, Sannat, Xaghra, Xewkija, Zebbug, Comino.
<b>Homeless</b>	Not residing within any residence.
<b>Shelter/institution</b>	Resides in a residential home (e.g., elderly home), shelter (e.g., 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

<b>Intake &amp; Family Support Service</b>	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.
<b>Intake &amp; Family Support Service – Human Trafficking</b>	The social workers within the service interview, assess, counsel and provide support to the potential victims of human trafficking.
<b>Domestic Violence Service</b>	Provides a service to adults who suffer abuse in family and intimate relationships.
<b>Għabex Shelter</b>	Provides emergency shelter to women and their children by offering them a safe place away from direct personal harm.
<b>Emergency Service</b>	The social work service is provided to anyone requiring emergency assistance and support after working hours, on weekends or public holidays.
<b>Stop! The Violence and Abuse Service</b>	The aim is to provide a structured program to the abusive partner who is willing to work on changing their abusive attitudes and behaviour.
<b>Mater Dei Hospital Social Work Service</b>	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.
<b>Benniena Service</b>	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	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 Ulied 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 Ulied Darna.
Programm Ulied Darna – Progett Tereza	Forms part of Programm Ulied 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 as well.



# FSWS Research Team

## ***Vision Statement***

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

## ***Mission Statement***

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



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*Report designed by Christine Marchand-Agius*