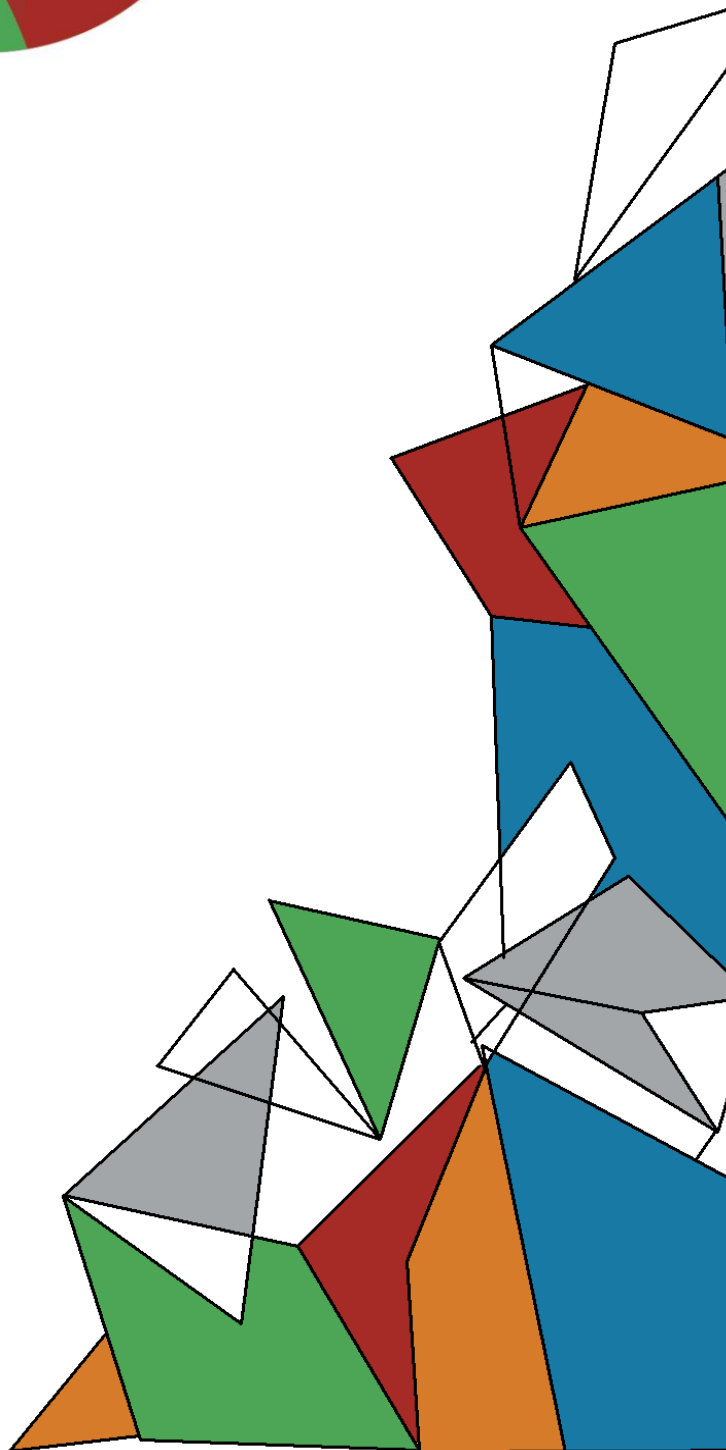




Agenzija Appogg
Yearly Statistical Report
January to December 2023

March 2024



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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). This report provides global data on an agency level followed by data for each service under the agency. 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 intake or referral until case closure. Service descriptions along with definitions regarding key terms used within this report (e.g., cases worked with) can be found in the appendix. For further information regarding the aims and activities of the services, please refer to the website: fsws.gov.mt.

The data contained in this report is based on information submitted by the services to the FSWS Research Team in mid-February 2024. 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). To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time.

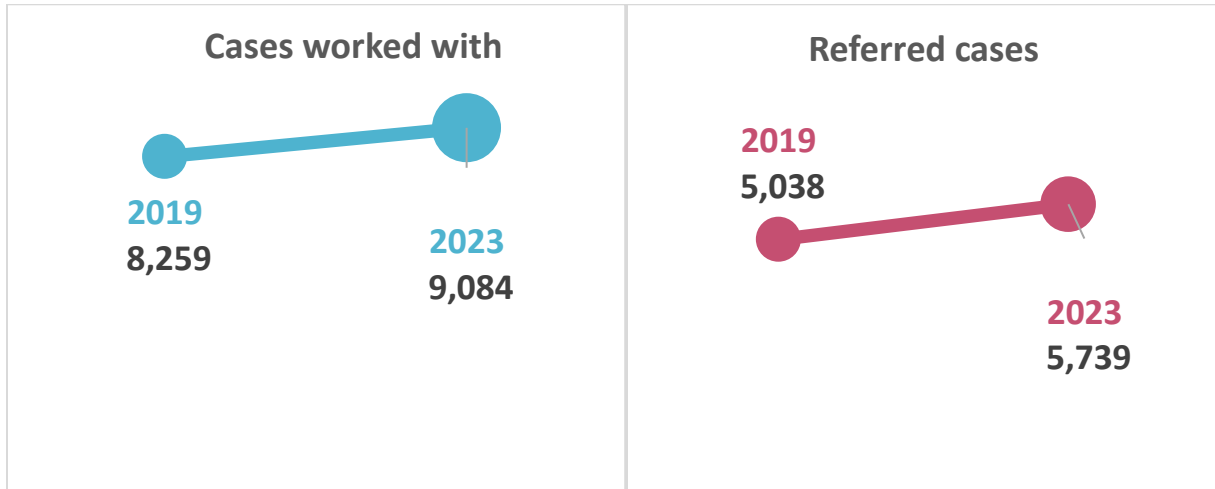
Over time, there can be changes in what, how and when data is collected (e.g., with the introduction of the new data collection system). Relevant information about aspects which may have impacted the data and influence trends can be found as footnotes throughout the report.

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.

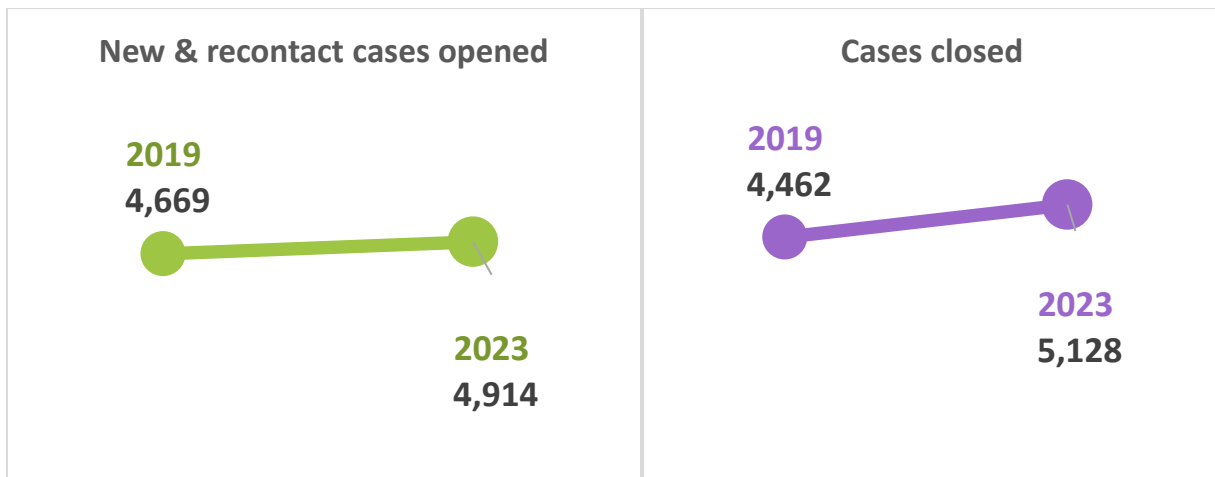
Executive summary

5-year comparison of case activity between 2019 and 2023:



10% increase

14% increase



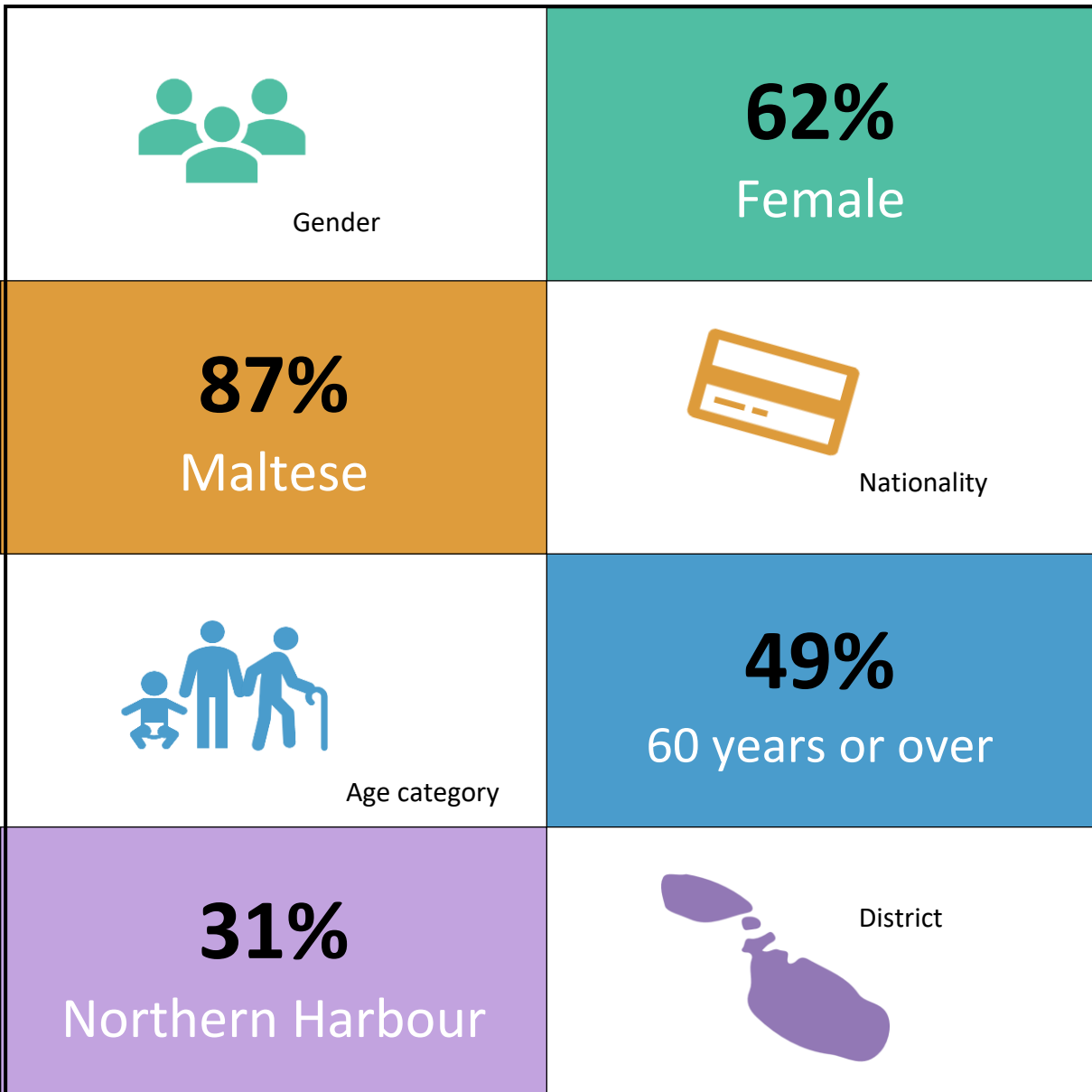
5% increase

15% increase

Cases worked with Jan-Dec 2023:

9,084

Out of the 9,084 cases worked with between Jan-Dec 2023:



Agency level data

This section provides information on an Agency level.

Case activity

A new online data collection system and reporting format began being introduced in 2019 with further services being added along the years. Information on when the online data collection systems were implemented within the services can be found within the respective service's section. Also, all data prior to 2023 was revised in order to ensure comparability.

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

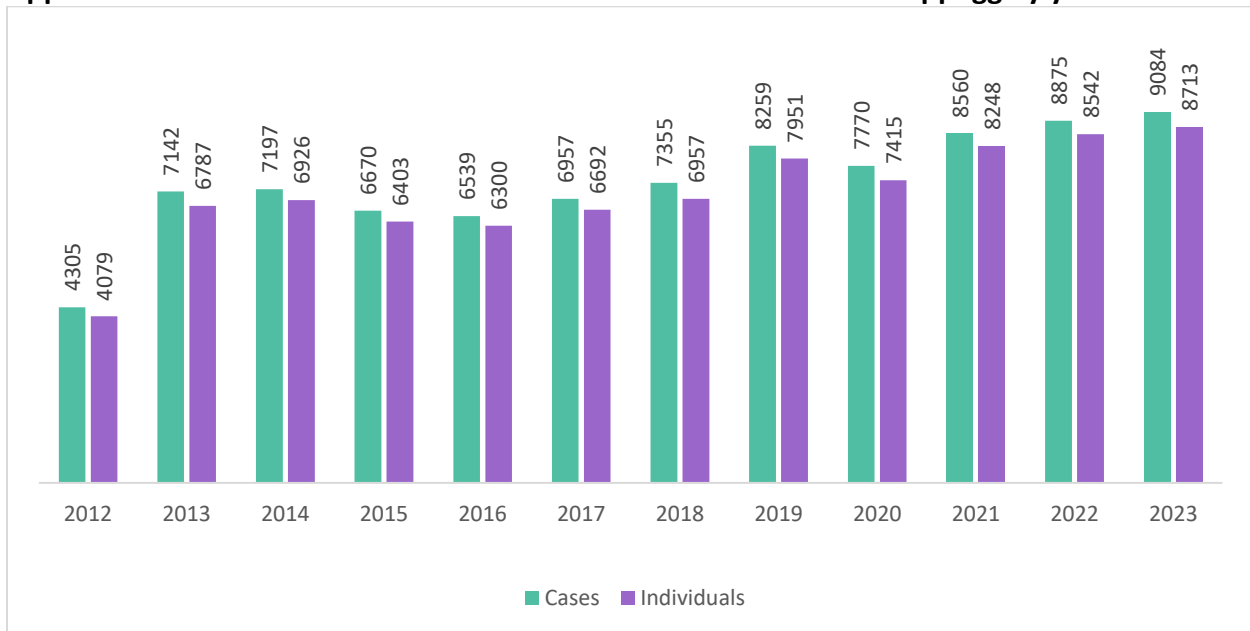


Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures.

The figure above excludes the FSWS Homeless Service to avoid double counting since the Homeless Service collects information regarding service users attending across all FSWS services who reported forms of homelessness and the service users would already be included within the respective service's statistics.

In 2023, 9084 cases and 8713 individuals were worked with compared to 8875 and 8542 respectively in 2022.

Case activity: Jan-Dec 2023

| | Total cases worked with | Individuals worked with | Waiting list end of Dec 2023 |
|---|-------------------------|-------------------------|------------------------------|
| Intake & Family Support Service | 899 | 885 | 27 |
| Human Trafficking | 26 | 26 | 0 |
| Domestic Violence Unit | 2624 | 2517 | 0 |
| Għabex Shelter | 130 | 129 | 0 |
| Stop! The Violence and Abuse | 109 | 109 | 0 |
| Child to Parent Violence | 56 | 52 | 2 |
| Mater Dei Hospital Social Work Service | 2749 | 2589 | 34 |
| Benniena Service | 162 | 161 | 4 |
| Oncology Social Work Service | 636 | 623 | 9 |
| Qormi Health Centre Social Work Service | 187 | 180 | 1 |
| St Vincent De Paule Social Work Service | 864 | 834 | 0 |
| Primary Health Care Service | 124 | 122 | 20 |
| Bormla Mental Health Care Service | 202 | 199 | 0 |
| Child and Young People's Service | 316 | 287 | 0 |
| Total | 9084 | 8713 | 97 |

| Service | Other information |
|-----------------------|---|
| Emergency | 498 interventions with a total of 1034 hours. |
| FSWS Homeless Service | 878 individuals worked with. |
| Programm Ulied Darna | 18 requests for child minding were processed. |
| Progett Tereza | Donations: 140 received and 118 tackled. Requests: 37 received and 29 tackled. |
| Hotline | 1943 reports. |
| Helpline | 889 reports. |
| SPL179 | Total of 16,125 calls out of which 11,508 were genuine. |

Figure 2: The figures above summarise the number of cases and individuals worked with reported on a service level. The total number of individuals is only provided if the true number of individuals across services cannot be extracted from the data.

Percentage difference in the number of cases worked with at Appogg in the current year compared to the previous year.

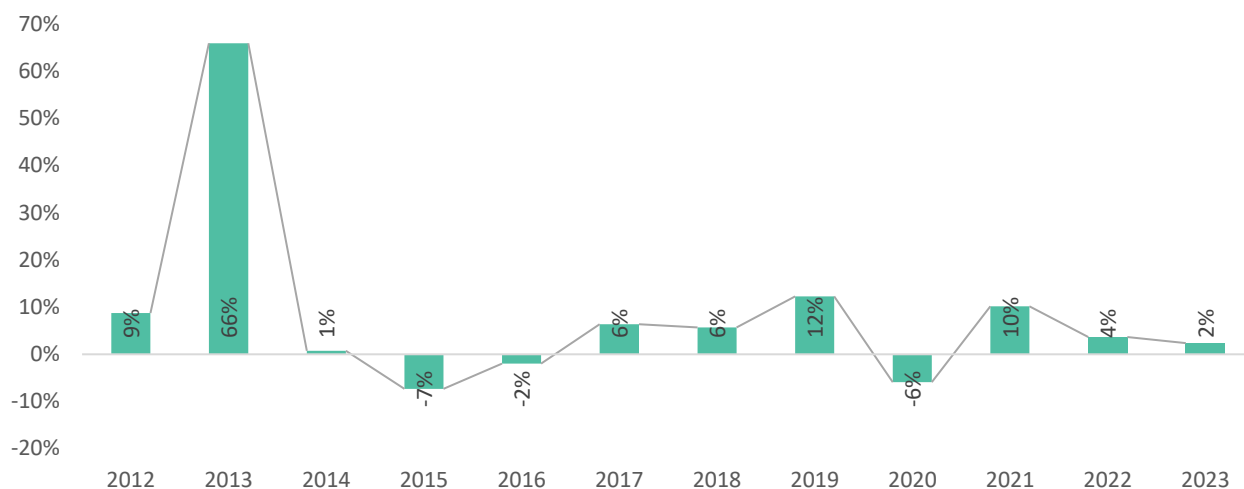


Figure 3: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 4% in 2022 over 2021. The introduction of new services, the discontinuation of existing services, the expansion or contraction of the personnel base, increased public awareness of services, changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

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

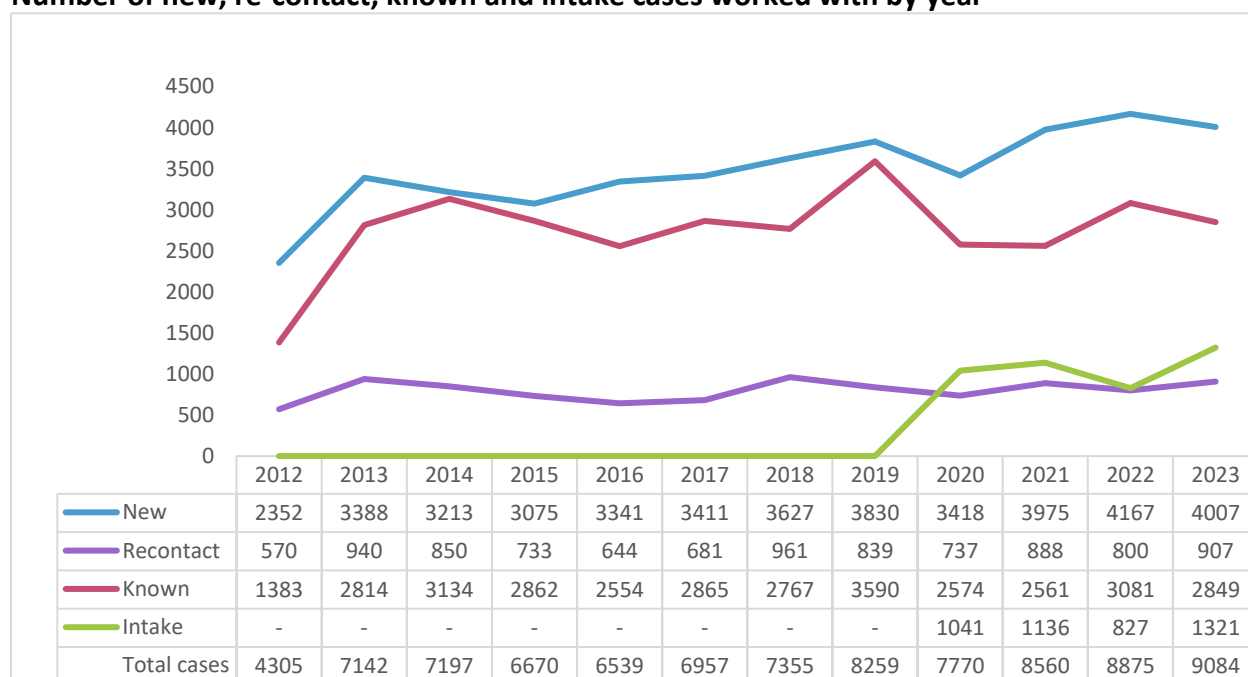


Figure 4: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online system.

Number of referred cases, new & re-contact cases opened, and cases closed by Appogg by year

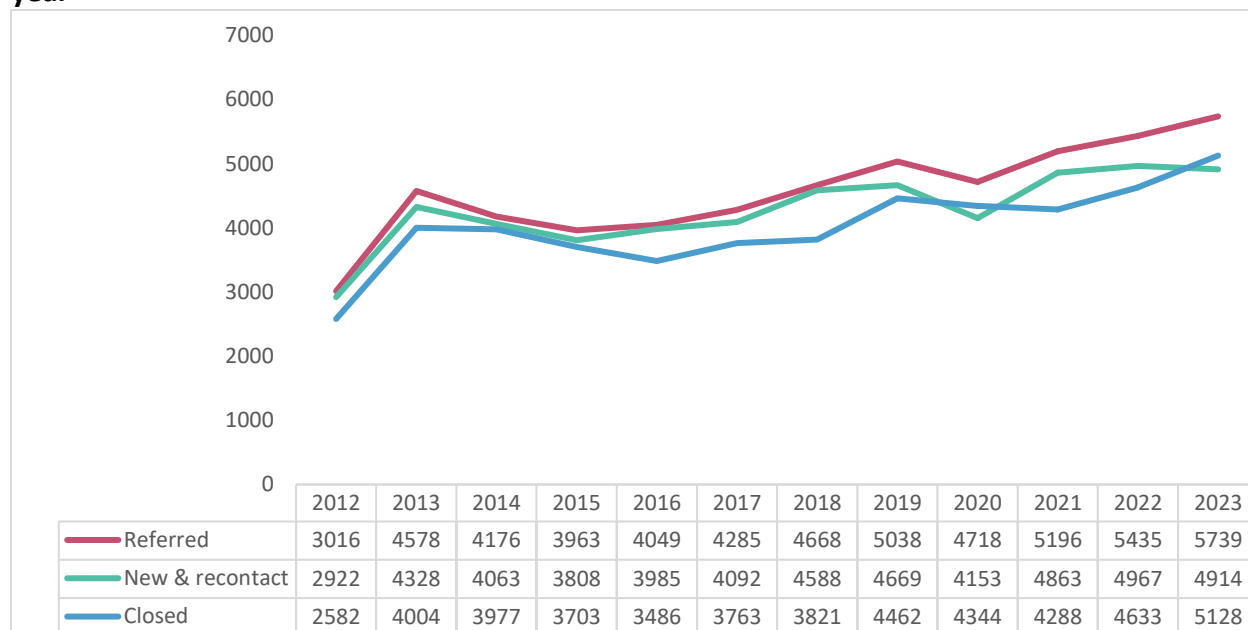


Figure 5: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 4 for breakdown of new & recontact cases). In 2023, 5739 cases were referred, 4914 new & recontact cases opened, and 5128 cases closed.

Details regarding cases worked with at Appogg January - December 2023

A total of **9,084** cases were worked with between January and December 2023.

Appogg: Cases worked with Jan-Dec 2023 by gender (no. & %)

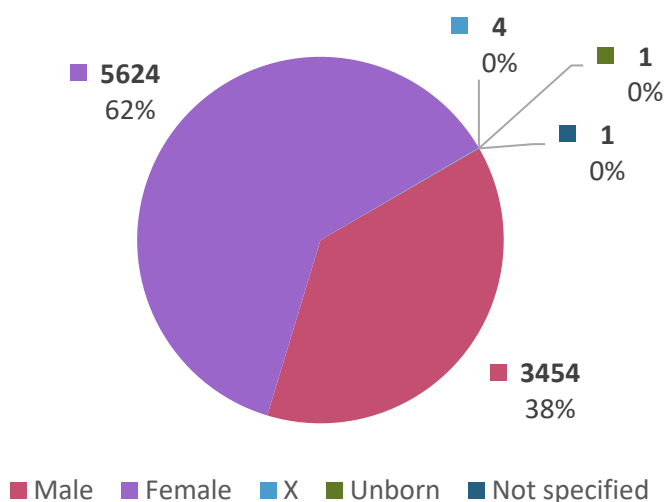


Figure 6: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (62%).

Appogg: Cases worked with Jan-Dec 2023 by age category (no. & %)

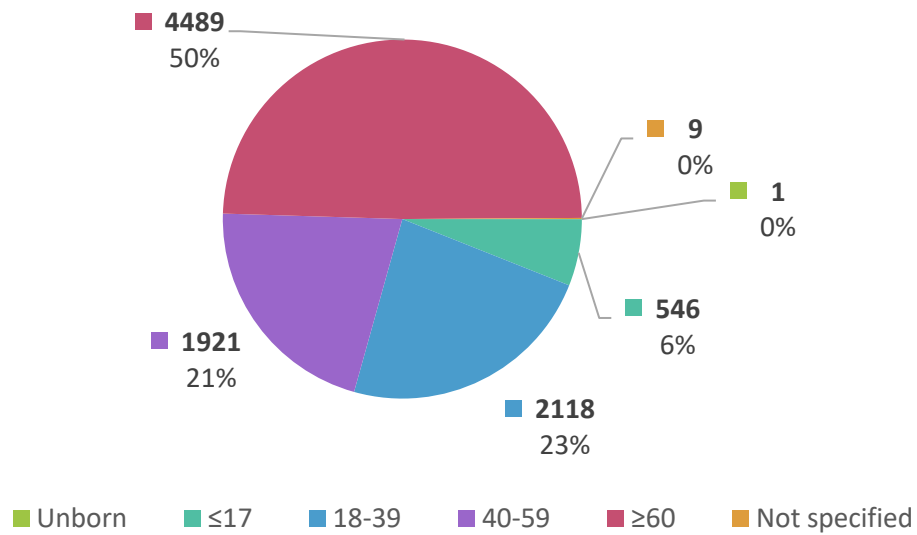


Figure 7: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (50%).

Appogg: Cases worked with Jan-Dec 2023 by nationality (no. & %)

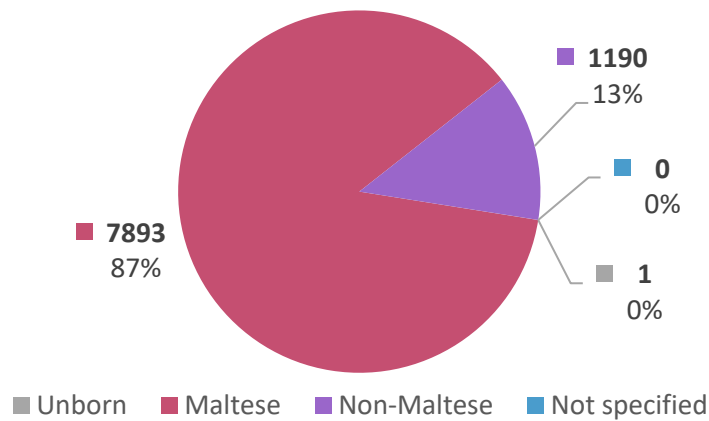


Figure 8: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 87% of the cases worked with were Maltese while non-Maltese made up 13% of cases.

Appogg: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

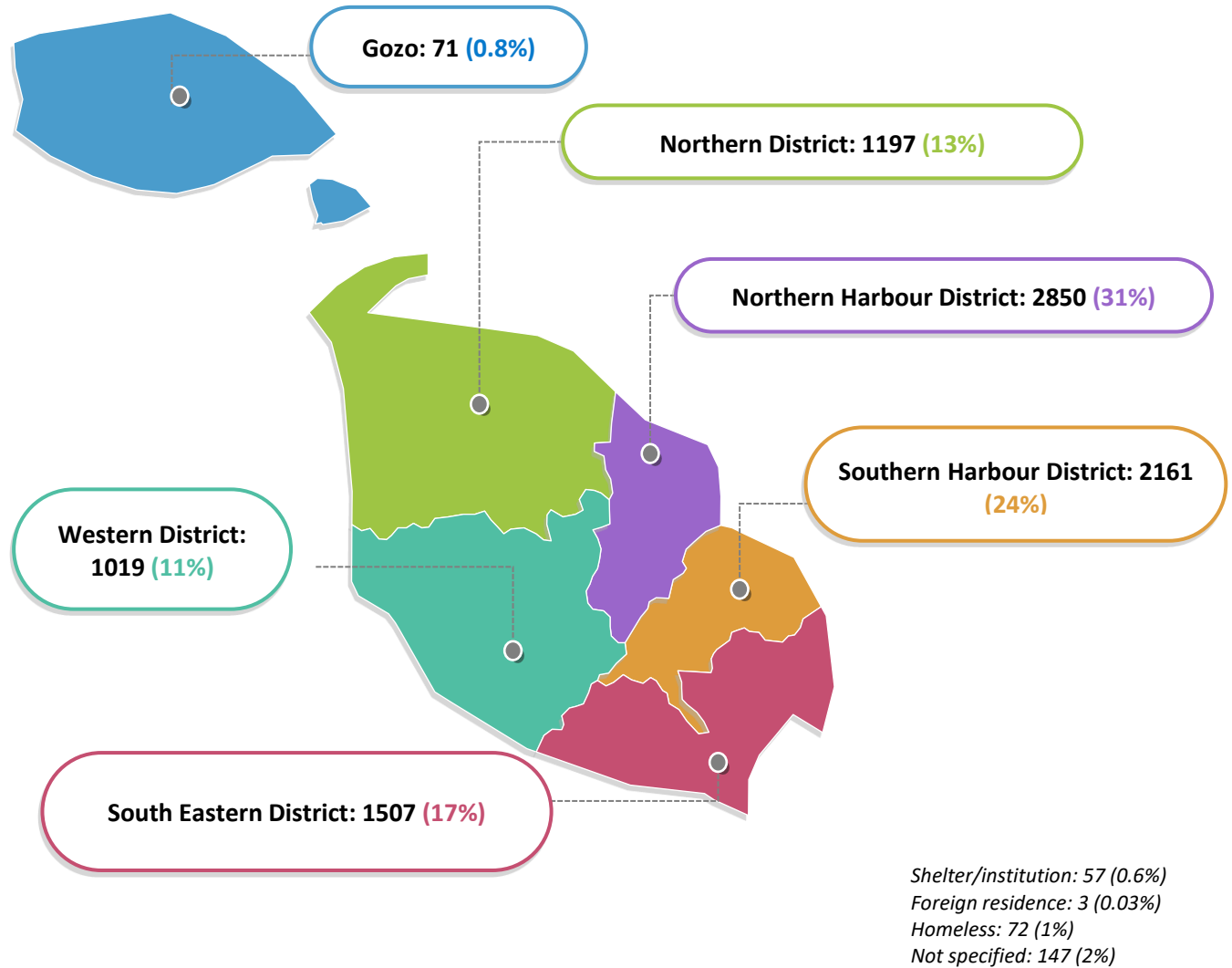


Figure 9: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (31%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **4,914** cases were opened between January and December 2023.

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

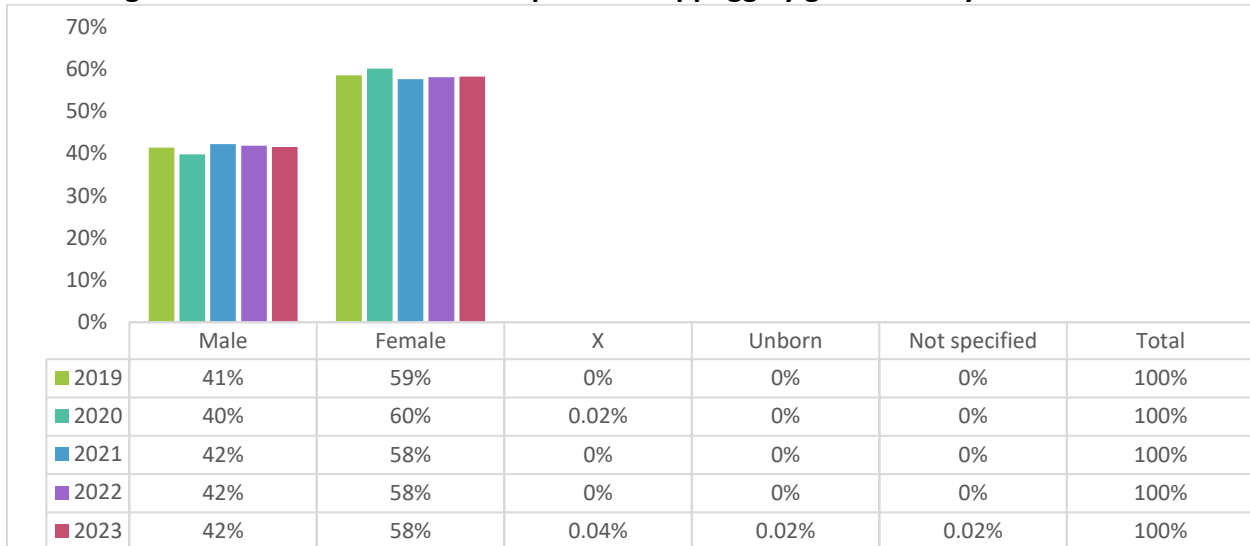


Figure 10: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases opened were female (58%).

Percentage of new & re-contact cases opened at Appogg by age category and year

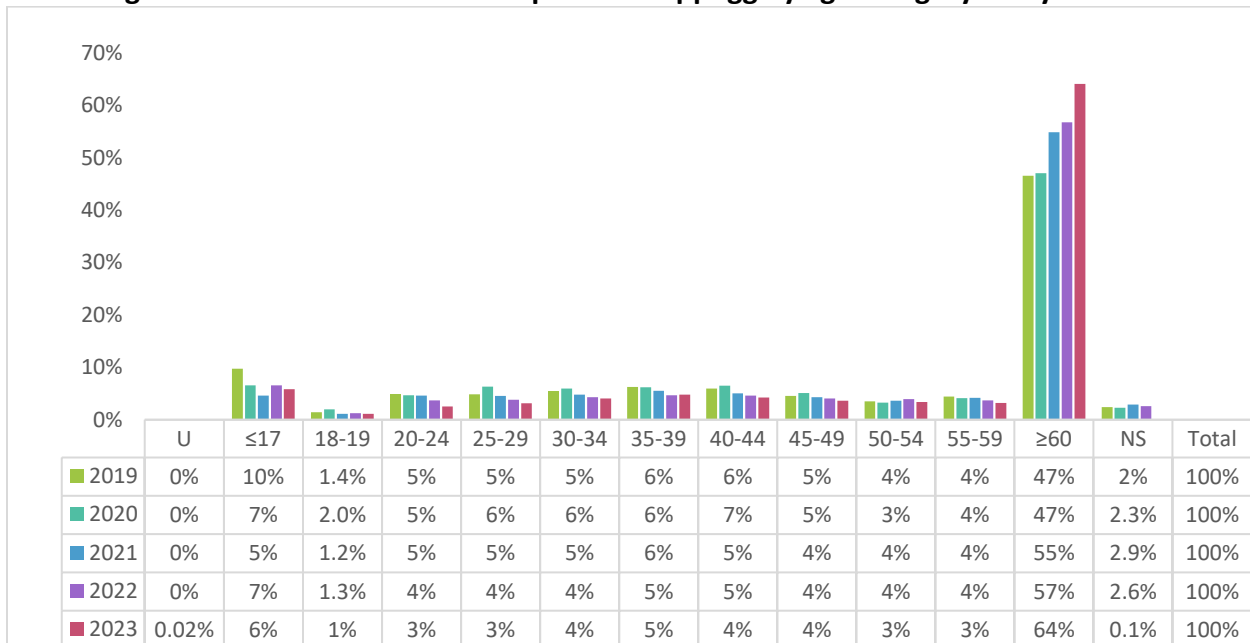


Figure 11: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest percentage of cases opened were ages 60 or over (64%).

Graph Key: U = Unborn; NS = Not Specified.

Percentage of new & re-contact cases opened at Appogg by nationality and year

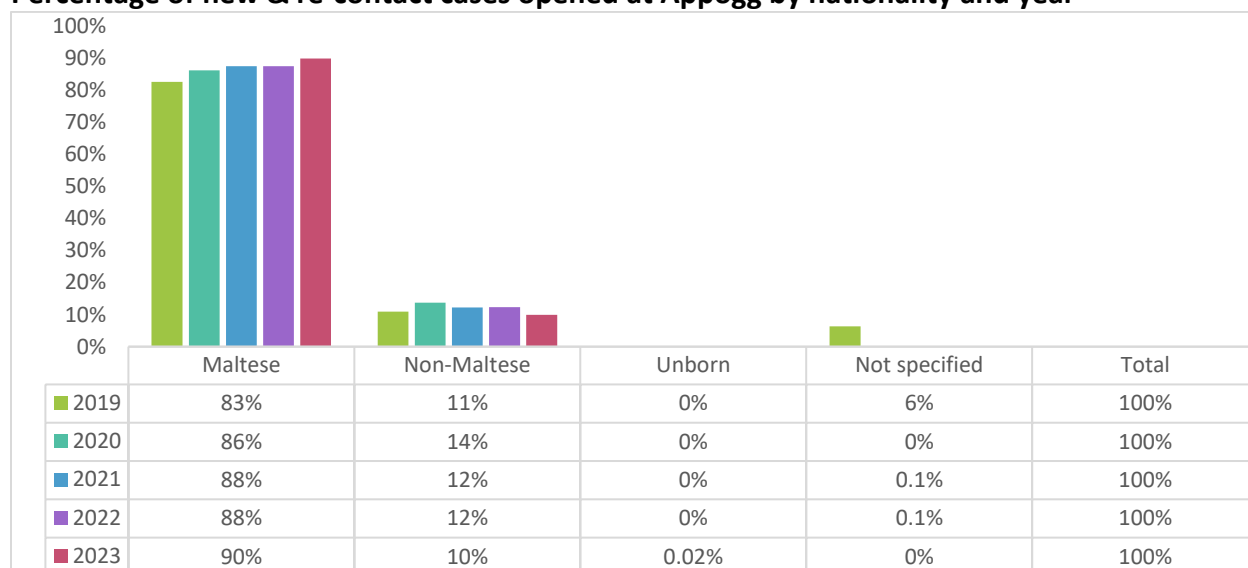


Figure 12: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 90% cases opened in 2023 were Maltese while 10% cases were non-Maltese.

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

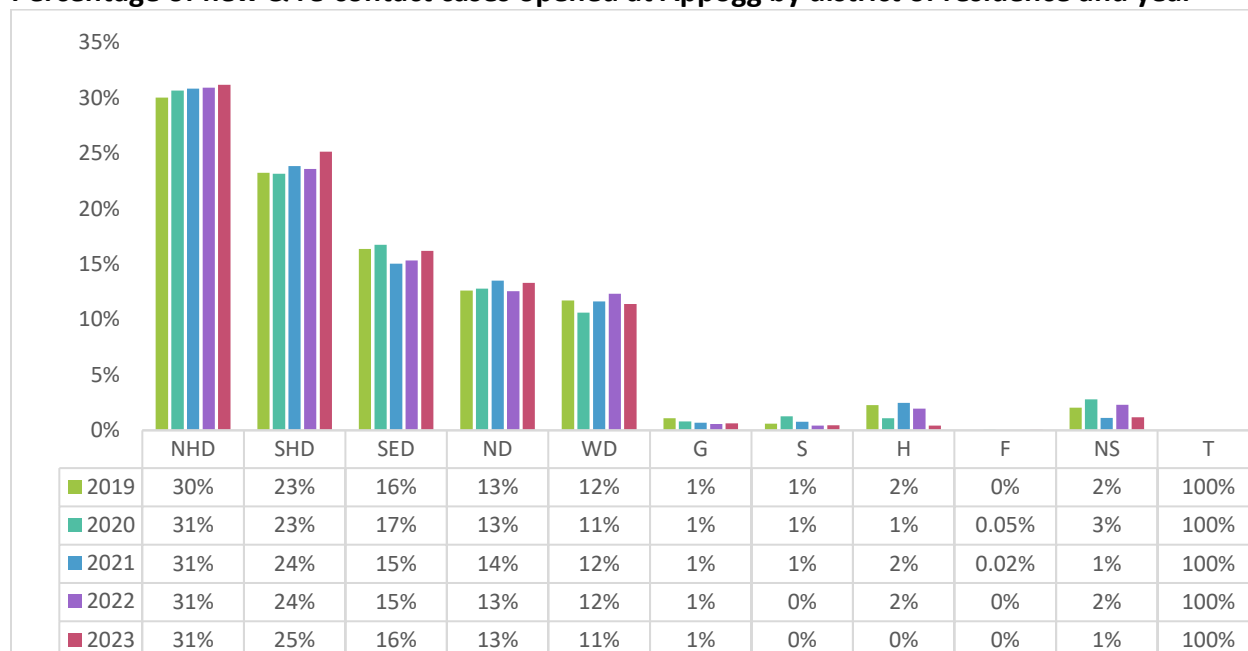


Figure 13: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (31%) had the highest percentage of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Number of interventions conducted by Appogg service and year

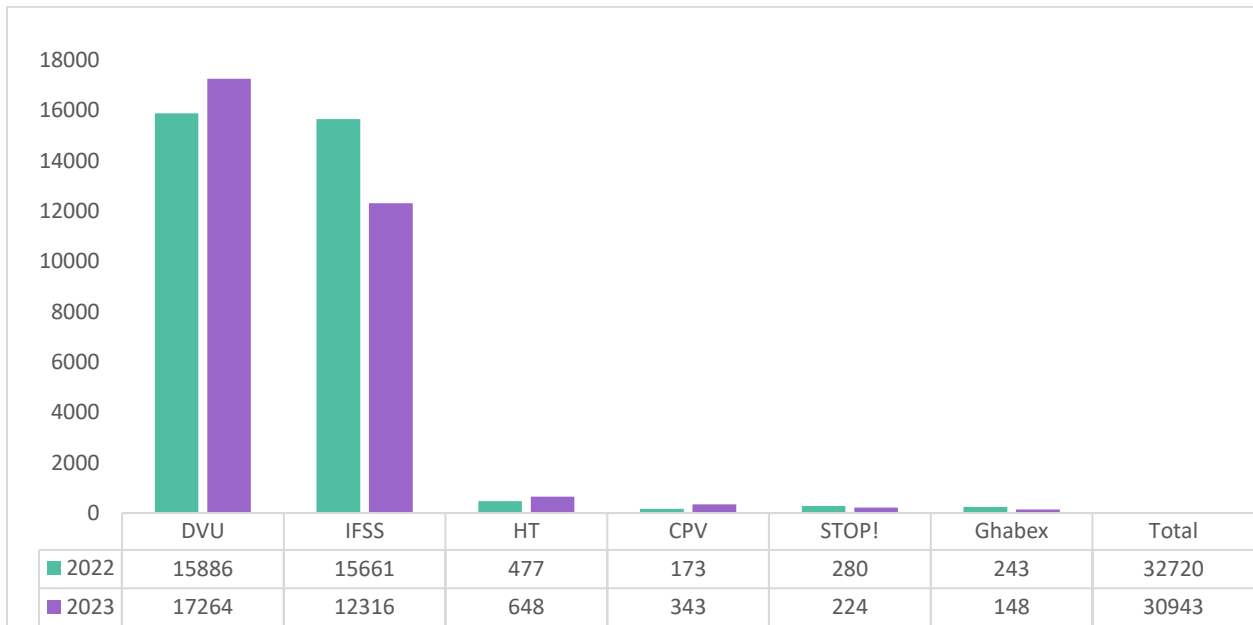


Figure 14: The figure above only provides the number of interventions that have been recorded within the online data collection system as completed or conducted. Interventions are actions taken with, or on behalf of, the service user with the goal to empower and help the person e.g., psychotherapy, assessments, or case conferences.

Graph Key: DVU = Domestic Violence Service; IFSS = Intake and Family Support Service; HT = Human Trafficking; STOP! = STOP! The Violence and Abuse Service; Ghabex = Ghabex Shelter; CPV = Child to Parent Violence.

Service level data

Each service under the Agency is discussed in the section that follows. Information is provided regarding case activity followed by demographic information for cases worked with and for new & recontact cases opened.

Intake & Family Support Service (IFSS) Case activity

The service started reporting data in 2013. A new online data collection system and reporting format were introduced in 2019. The IFSS used to work with cases with a primary issue of homelessness but as of April 2023 such cases were transferred to a new unit Appogg Homelessness Service.

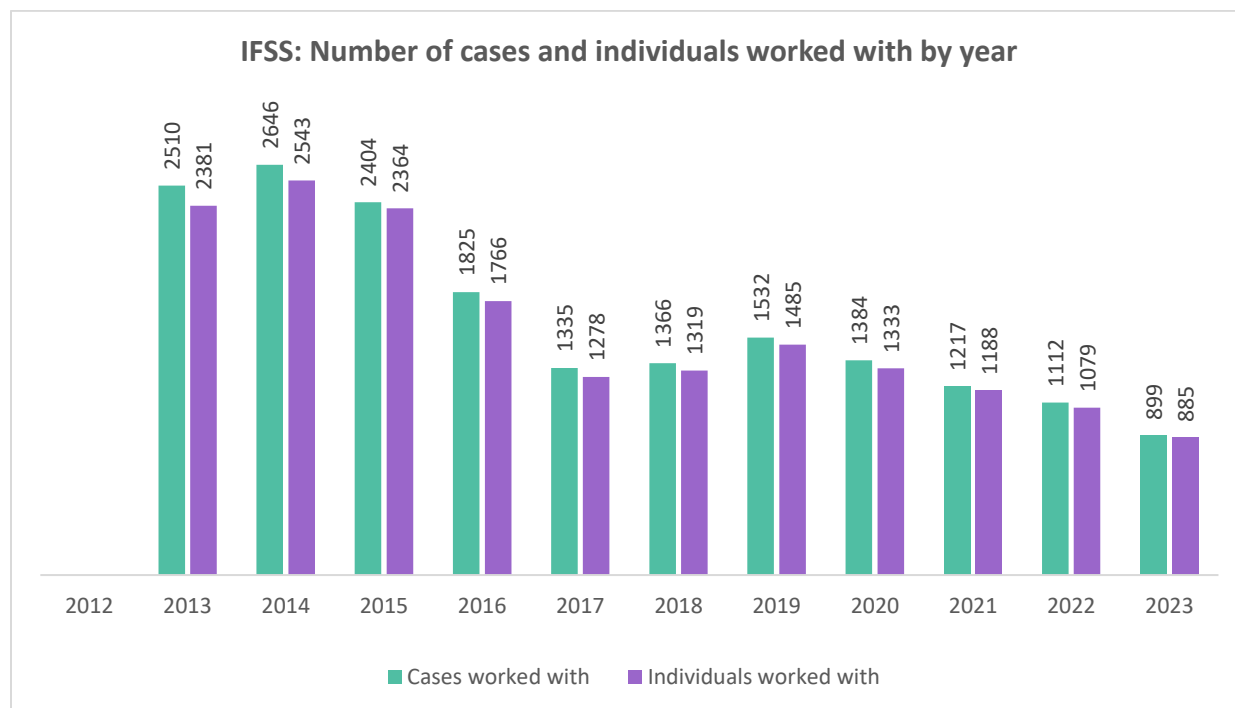


Figure 15: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 899 cases and 885 individuals were worked with compared to 1112 and 1079 respectively in 2022. The decline in 2023 was most likely due to the shift of homelessness related cases to a specialised service addressing homelessness.

IFSS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

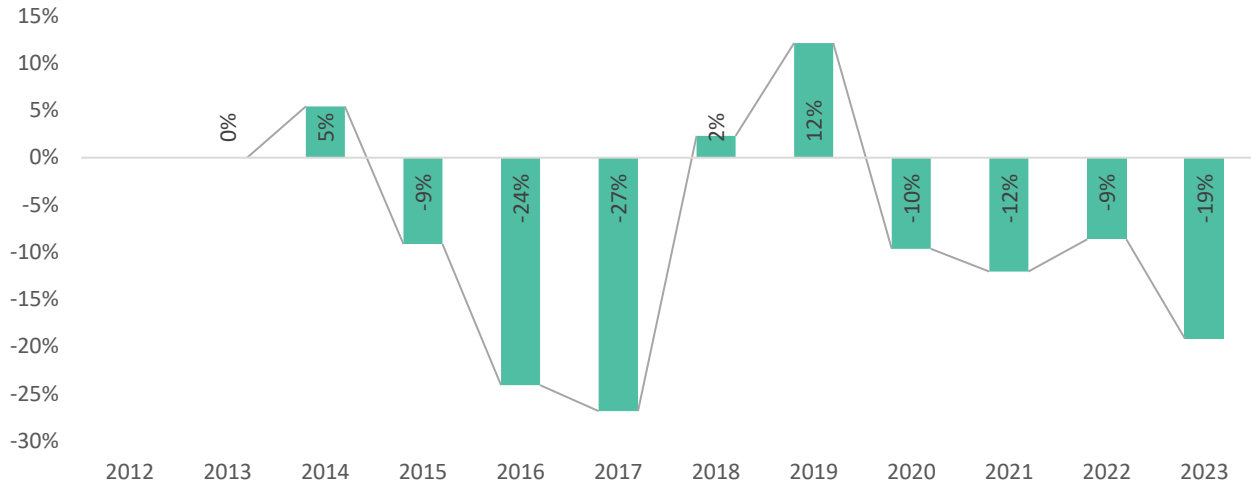


Figure 16: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 9% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

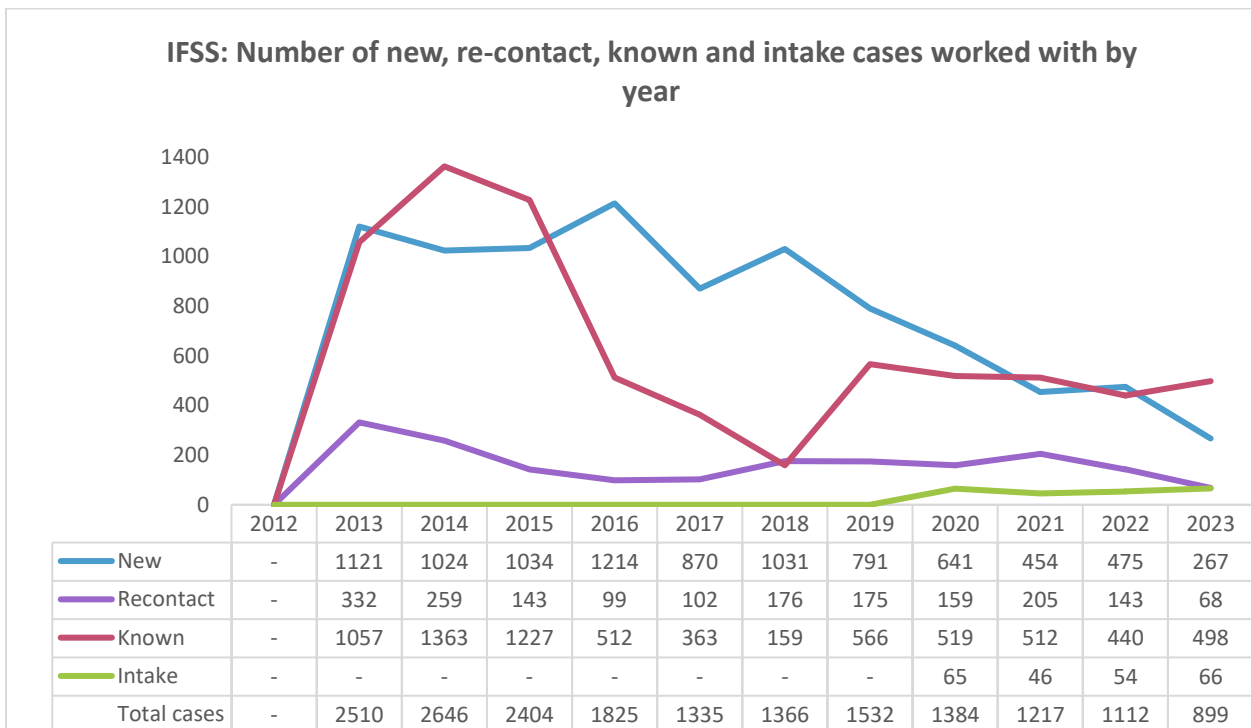


Figure 17: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

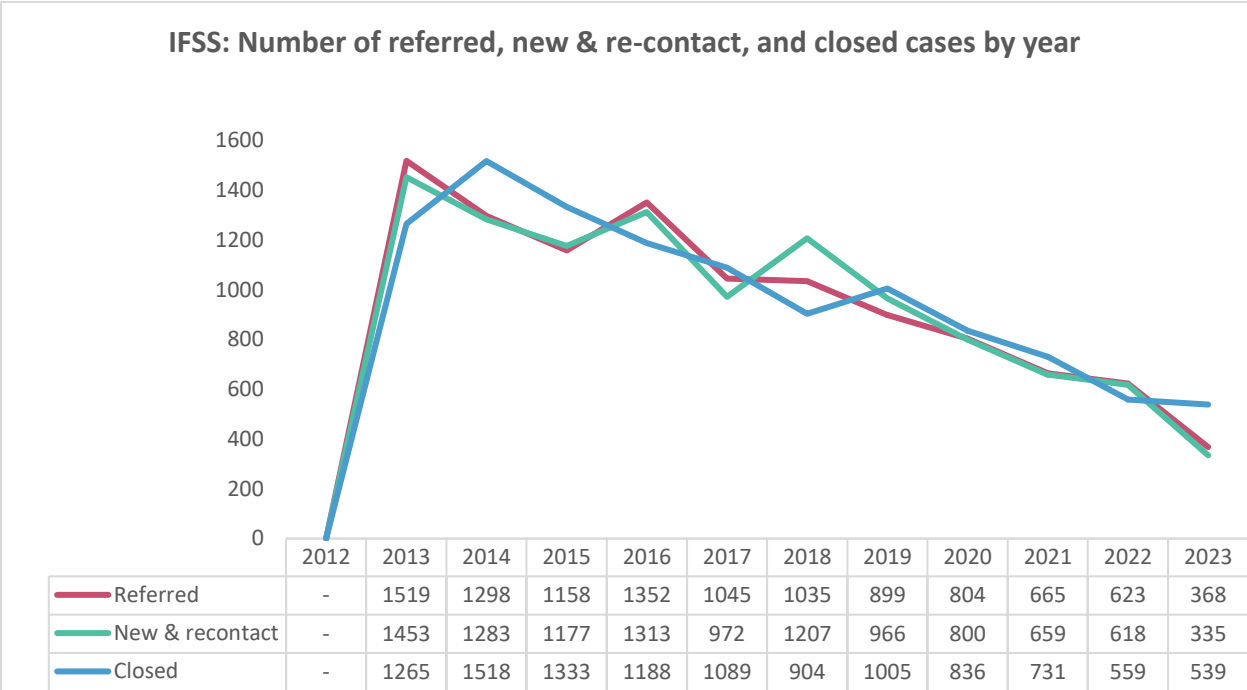


Figure 18: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 17 for breakdown of new & recontact cases). In 2023, 368 cases were referred, 335 new & recontact cases opened, and 539 cases closed.

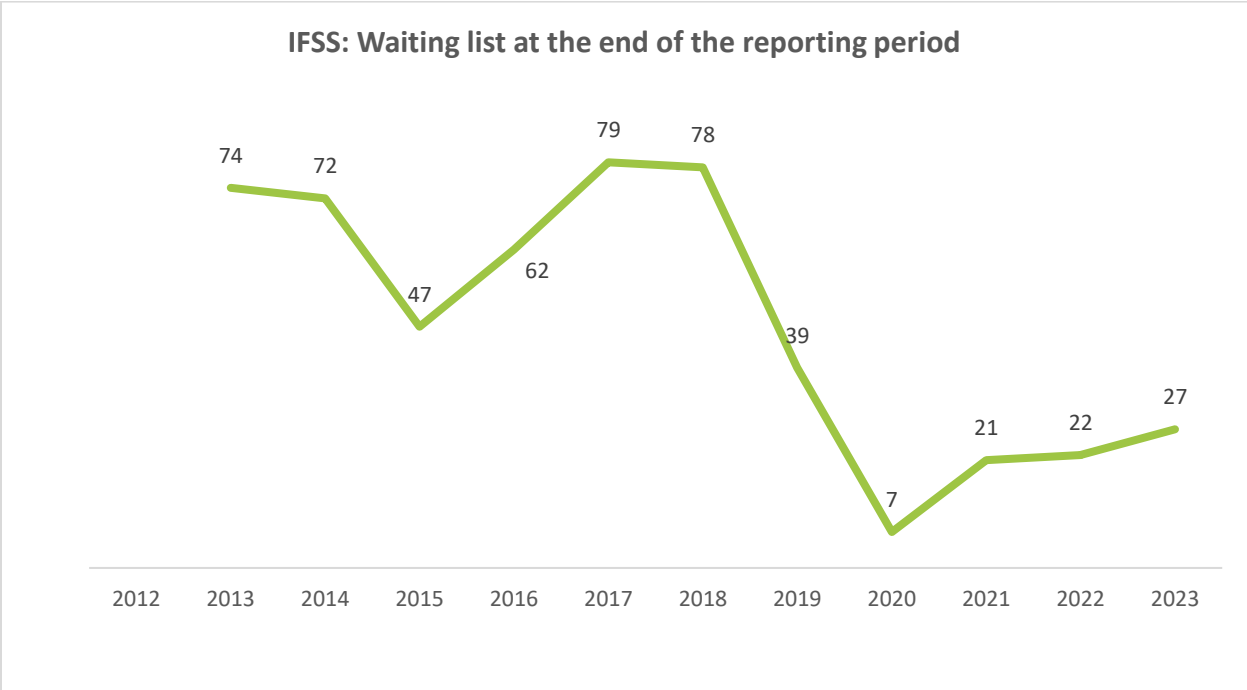


Figure 19: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

| IFSS: Number of referred cases by primary problem and year | | | |
|---|-------------|-------------|-------------|
| | 2021 | 2022 | 2023 |
| Addictive behaviour problems | 3 | 3 | 3 |
| Assault/rape/harassment/sexual abuse | 2 | 1 | 5 |
| Behaviour problems | 23 | - | - |
| Bereavement | 0 | 0 | 0 |
| Child abuse | 6 | 2 | 6 |
| Child care or access | 15 | 10 | 5 |
| Delinquency | 0 | 0 | 0 |
| Disability related issues | 1 | 3 | 3 |
| Domestic violence | 7 | 7 | 11 |
| Eating disorder | 0 | 0 | 0 |
| Elderly needs | 1 | 0 | 0 |
| Employment issues | 19 | 16 | 14 |
| Family relations/relationships | 29 | 44 | 19 |
| Financial difficulties | 50 | 43 | 38 |
| Fostering or adoption | 5 | 2 | 3 |
| Gender related issues | 0 | 0 | 0 |
| Health related issues | 8 | 15 | 6 |
| Homeless | 281 | 279 | 55 |
| Housing problems | 57 | 42 | 28 |
| Human trafficking | 1 | 0 | 0 |
| Lack of support or guidance | 35 | 32 | 45 |
| Legal issues | 19 | 13 | 19 |
| Loneliness | 1 | 0 | 0 |
| Marital problems | 16 | 10 | 10 |
| Mental health issues | 31 | 36 | 25 |
| Migrant related issues | 6 | 5 | 0 |
| Oppositional defiant behaviours | - | 19 | 26 |
| Parenting skills/child-parent relationship | - | 15 | 14 |
| Personality related issues | 0 | 0 | 0 |
| Pregnancy related issues | 6 | 0 | 2 |
| Relationship problems | 11 | 8 | 11 |
| School related problems | 11 | 2 | 9 |
| Self-harm or suicide | 4 | 3 | 7 |
| Separation related issues | 9 | 5 | 3 |
| Sex work related issues | - | 2 | 1 |
| Other | 6 | 6 | 0 |
| Not specified | 2 | 0 | 0 |
| Total | 665 | 623 | 368 |

Figure 20: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

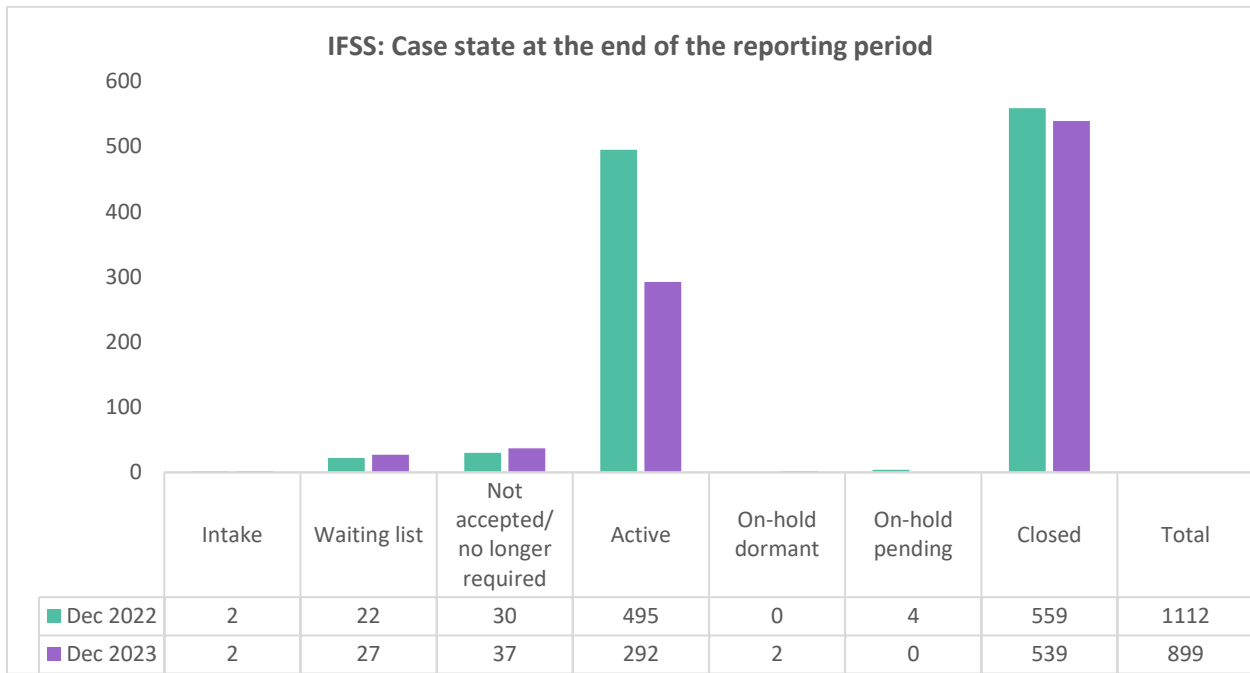


Figure 21: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 32% (292) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **899** cases were worked with between January and December 2023.

IFSS: Cases worked with Jan-Dec 2023 by gender (no. & %)

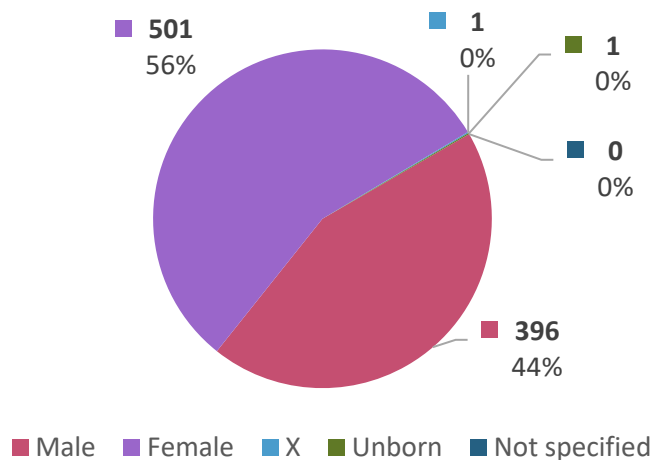


Figure 22: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (56%).

IFSS: Cases worked with Jan-Dec 2023 by age category (no. & %)

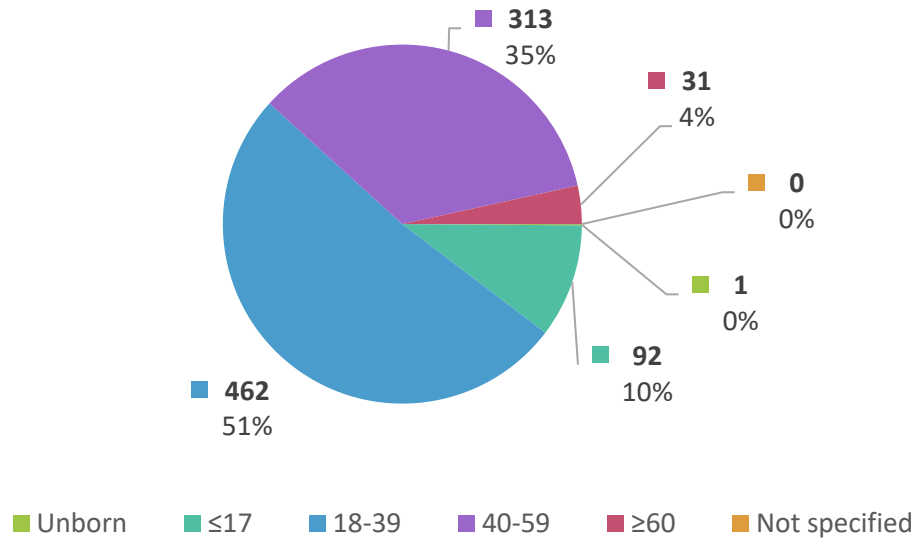


Figure 23: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (51%).

IFSS: Cases worked with Jan-Dec 2023 by nationality (no. & %)

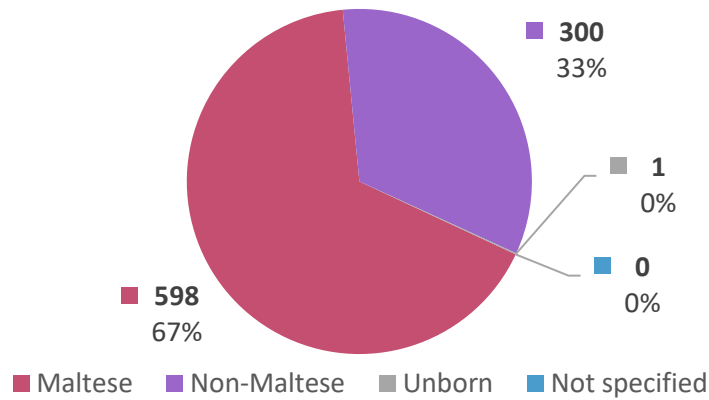


Figure 24: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 67% of the cases worked with were Maltese while non-Maltese made up 33% of cases.

IFSS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

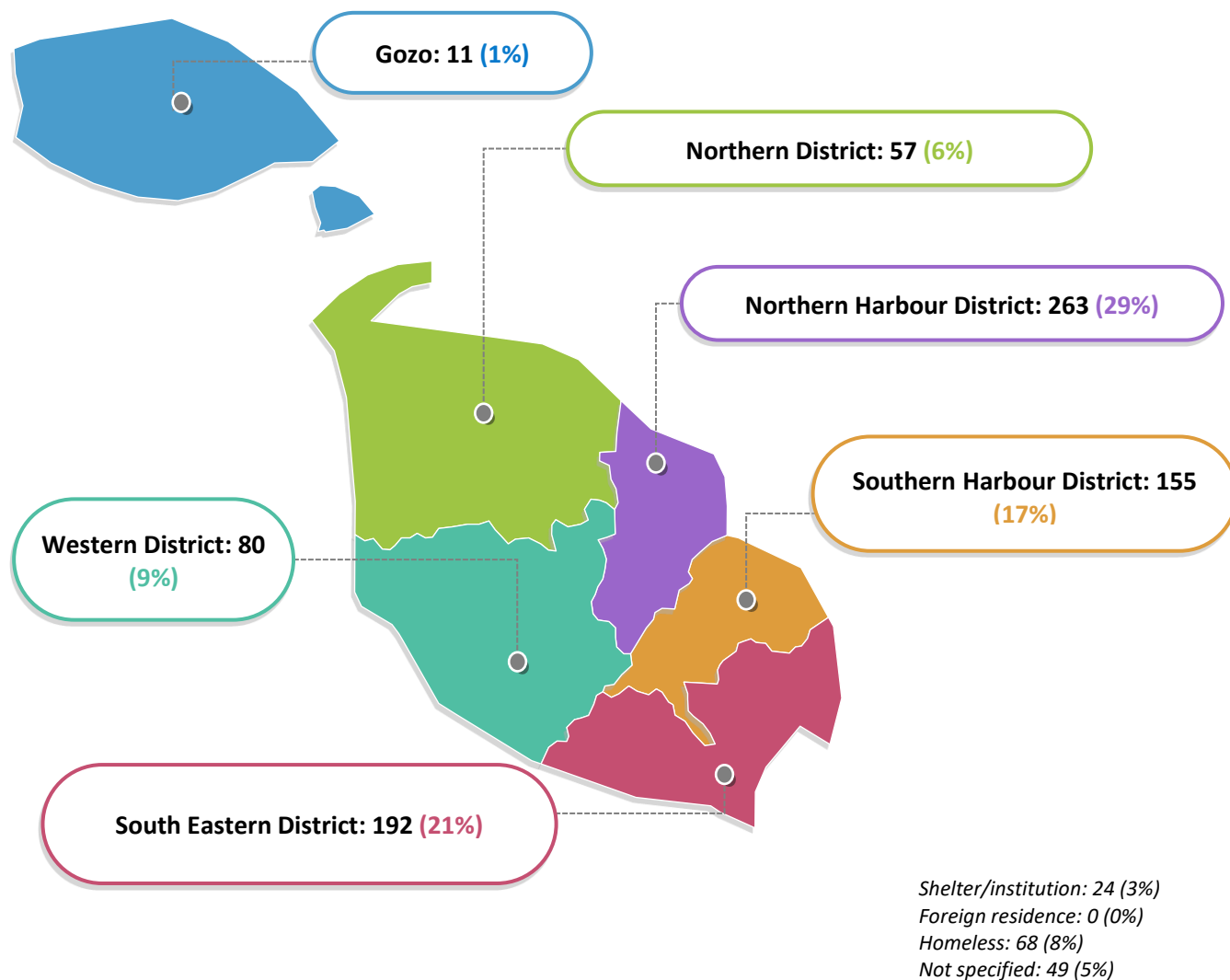


Figure 25: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (29%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **335** cases were opened between January and December 2023.

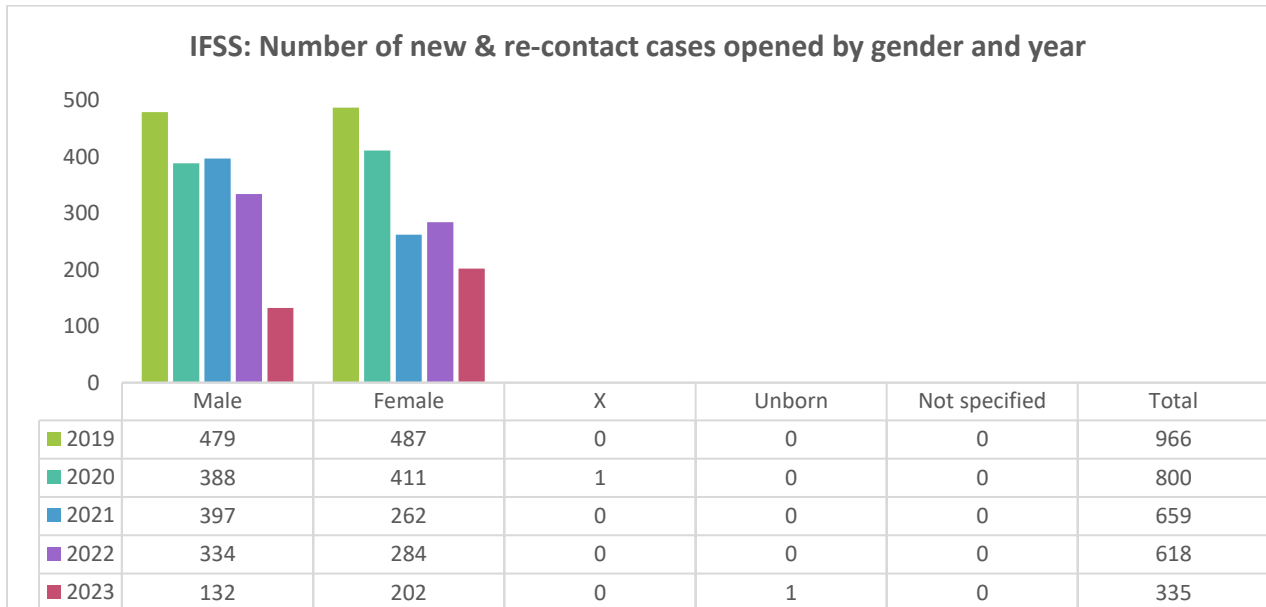


Figure 26: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (202).

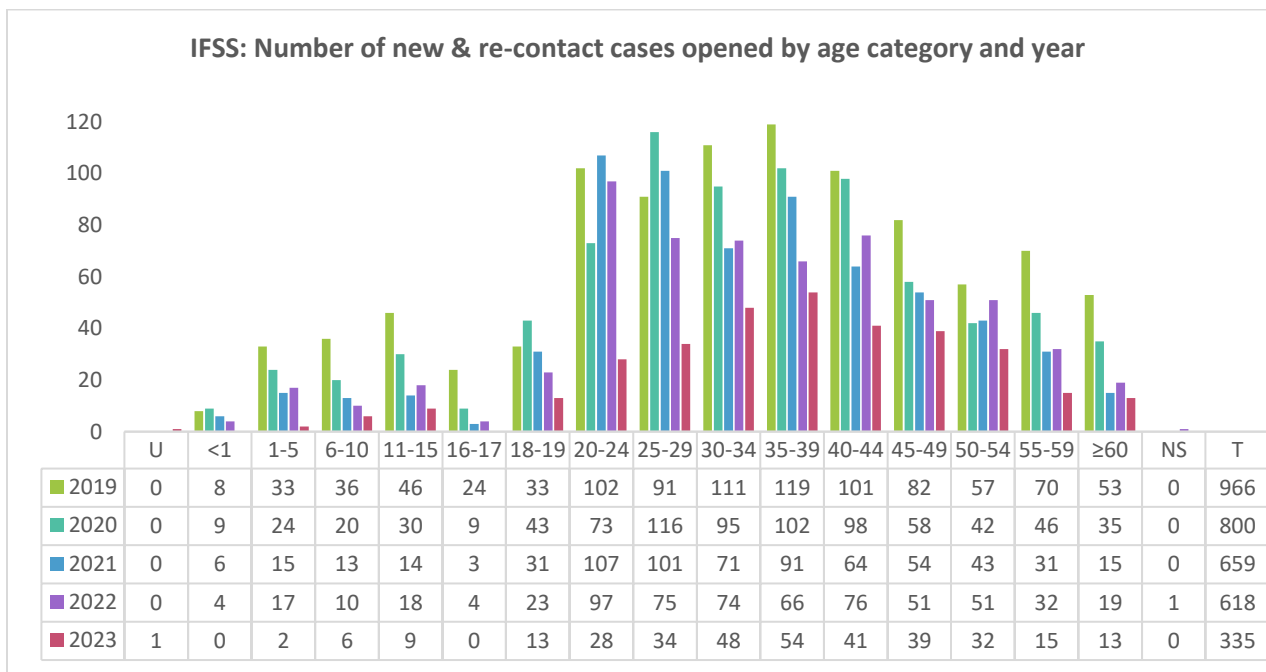


Figure 27: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (54).

Graph Key: U = Unborn; NS = Not Specified; T = Total.

**IFSS: Number of new & re-contact cases opened by age category and gender
January - December 2023**

| | Male | Female | X | Unborn | Not specified | Total |
|---------------|------------|------------|----------|----------|---------------|------------|
| Unborn | 0 | 0 | 0 | 1 | 0 | 1 |
| <1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1-5 | 1 | 1 | 0 | 0 | 0 | 2 |
| 6-10 | 4 | 2 | 0 | 0 | 0 | 6 |
| 11-15 | 4 | 5 | 0 | 0 | 0 | 9 |
| 16-17 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18-19 | 4 | 9 | 0 | 0 | 0 | 13 |
| 20-24 | 13 | 15 | 0 | 0 | 0 | 28 |
| 25-29 | 20 | 14 | 0 | 0 | 0 | 34 |
| 30-34 | 17 | 31 | 0 | 0 | 0 | 48 |
| 35-39 | 17 | 37 | 0 | 0 | 0 | 54 |
| 40-44 | 13 | 28 | 0 | 0 | 0 | 41 |
| 45-49 | 14 | 25 | 0 | 0 | 0 | 39 |
| 50-54 | 13 | 19 | 0 | 0 | 0 | 32 |
| 55-59 | 6 | 9 | 0 | 0 | 0 | 15 |
| ≥60 | 6 | 7 | 0 | 0 | 0 | 13 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 132 | 202 | 0 | 1 | 0 | 335 |

Figure 28: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

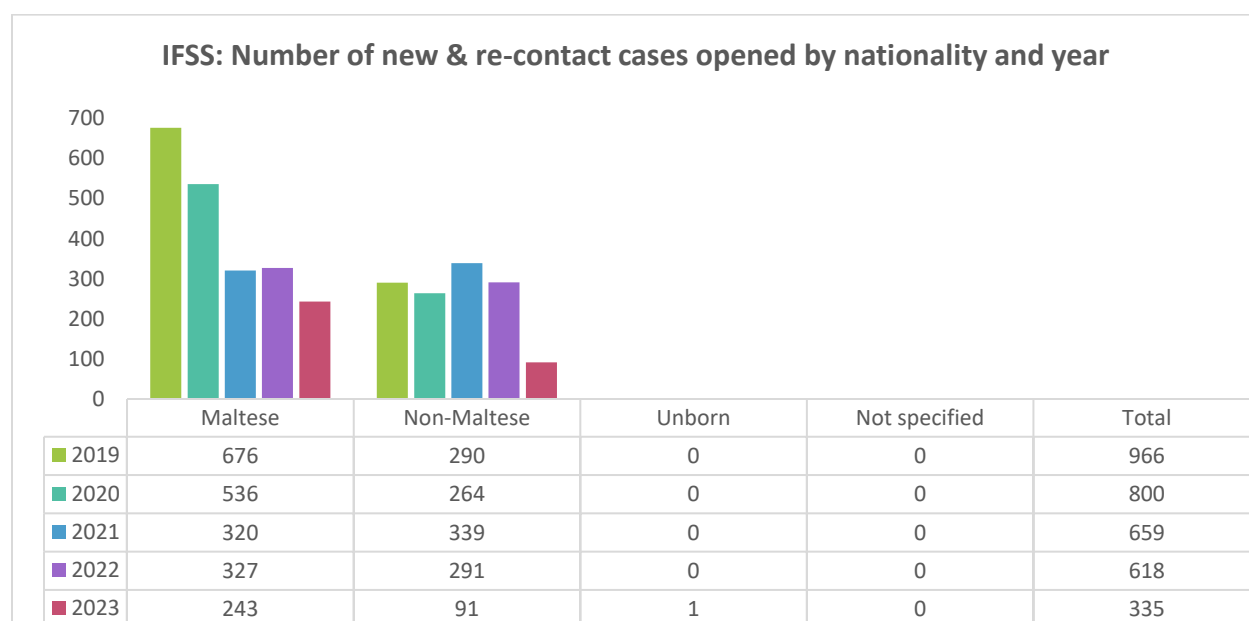


Figure 29: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 243 cases opened in 2023 were Maltese while 91 cases were non-Maltese.

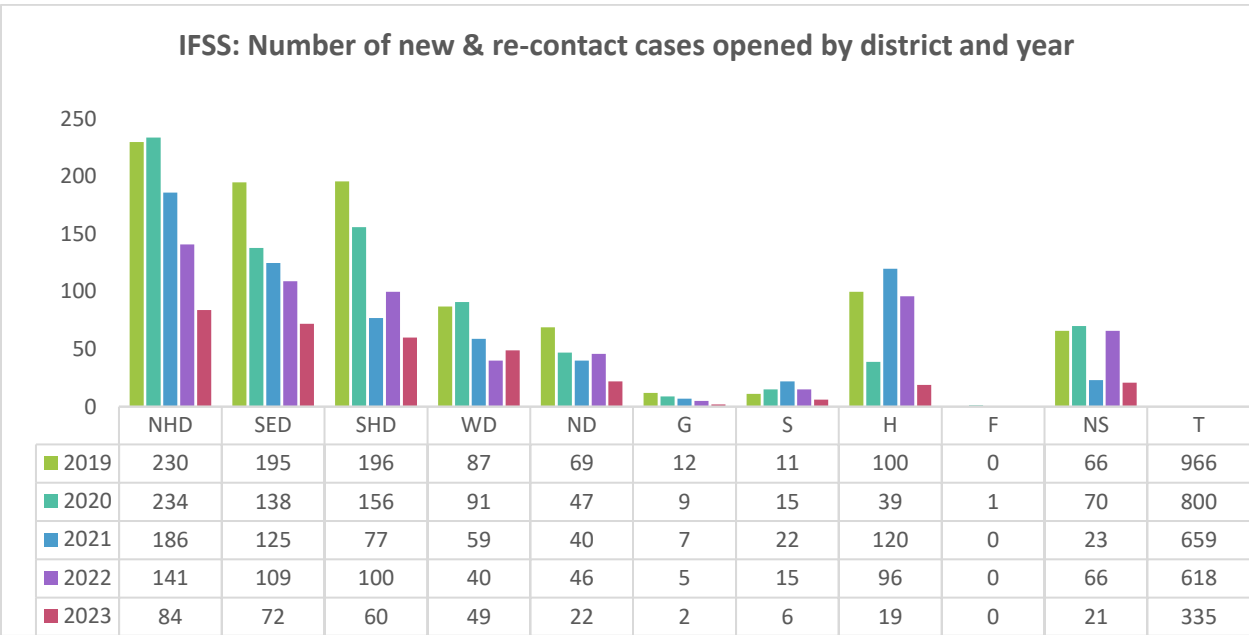


Figure 30: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (84) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

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

Case activity

Service started reporting data in 2018. The service started using an online data collection system in 2020.

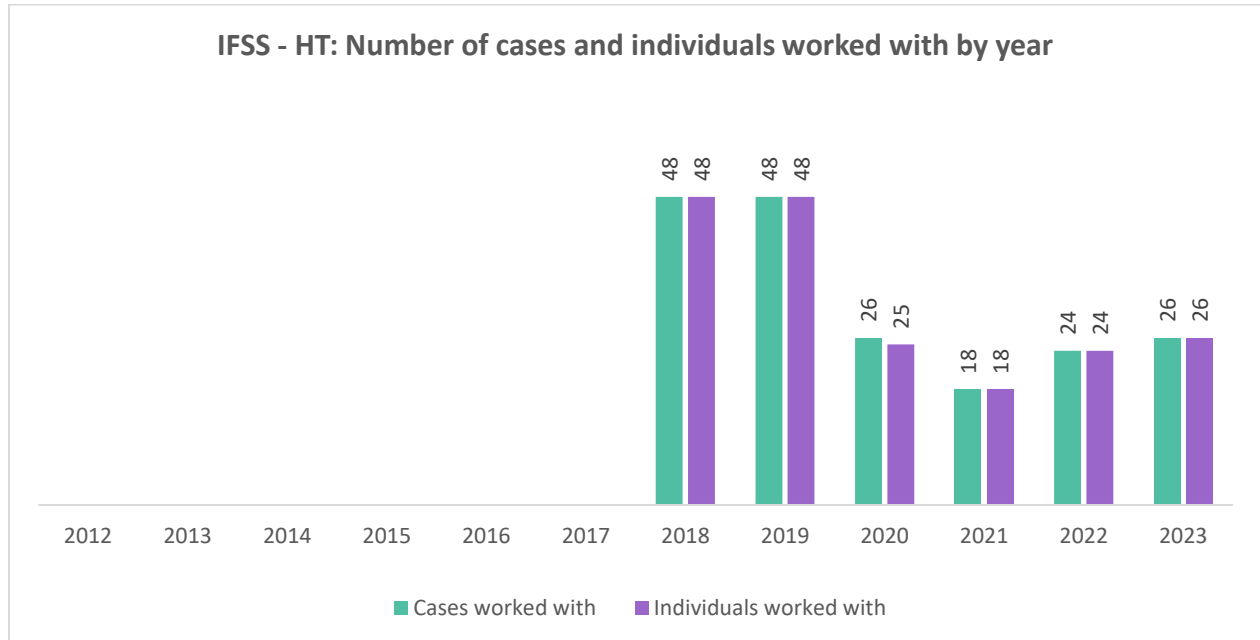


Figure 31: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 26 cases and 26 individuals were worked with compared to 24 and 24 respectively in 2022.

IFSS-HT: Percentage difference in the number of cases worked with in the current year compared to the previous year.

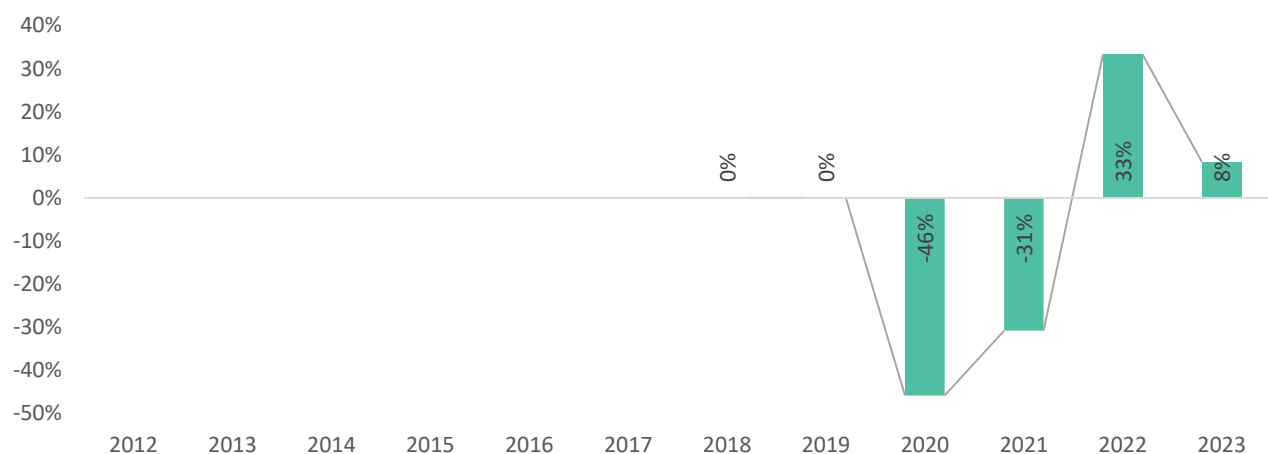


Figure 32: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 33% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

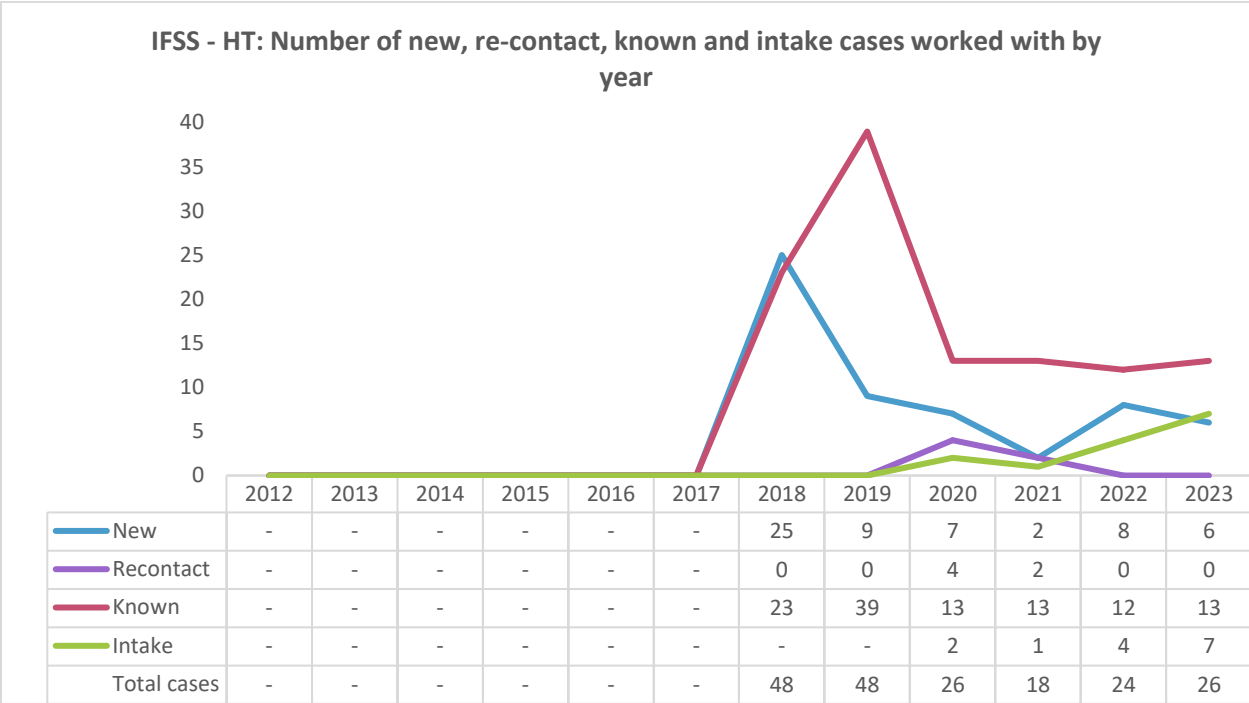


Figure 33: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

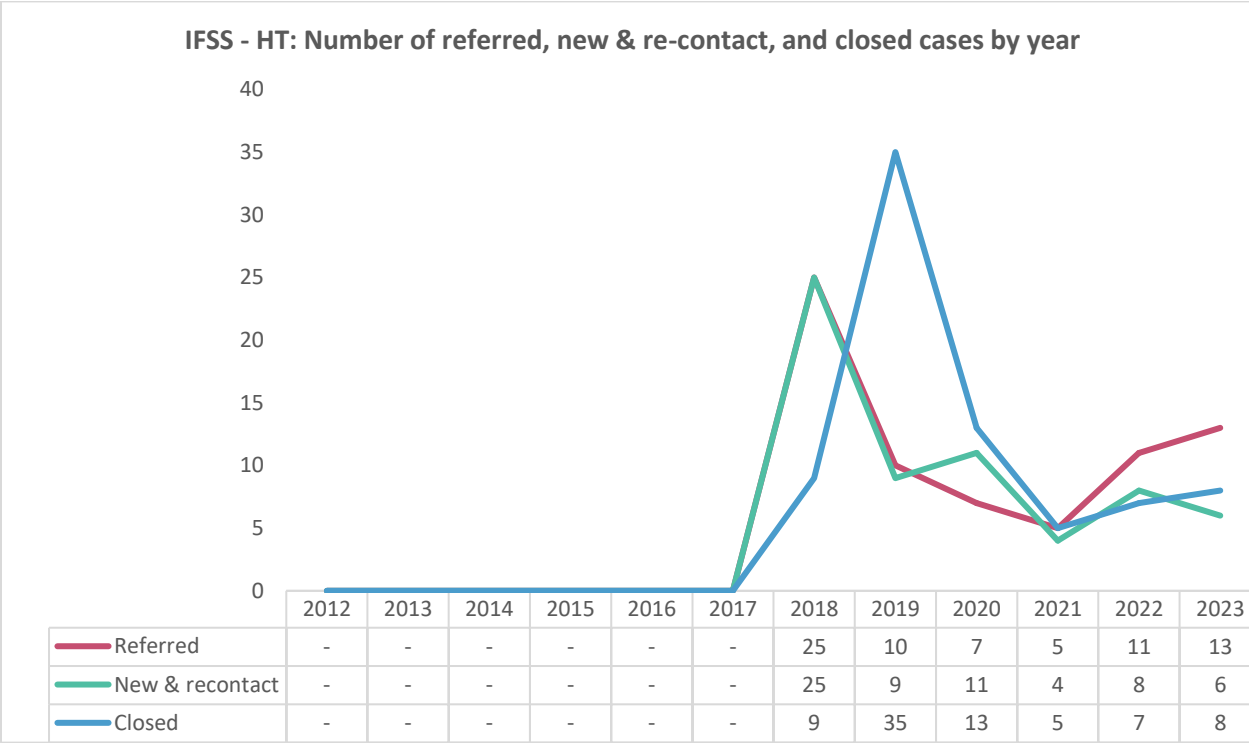


Figure 34: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 33 for breakdown of new & recontact cases). In 2023, 13 cases were referred, 6 new & recontact cases opened, and 8 cases closed.

IFSS - HT: Waiting list at the end of the reporting period

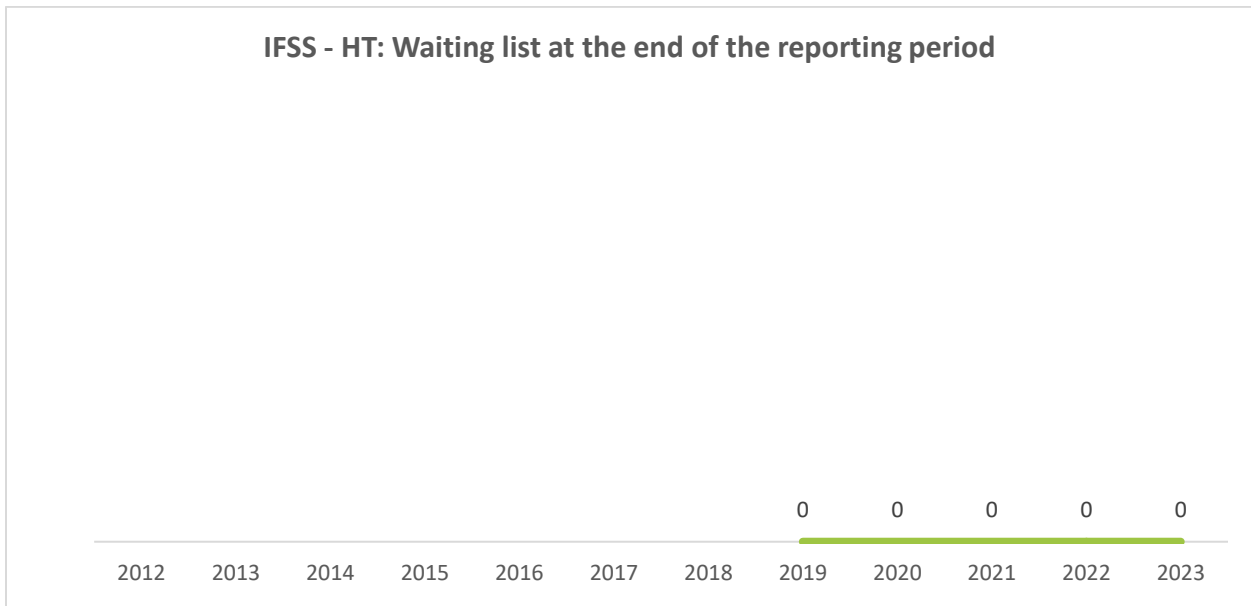


Figure 35: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

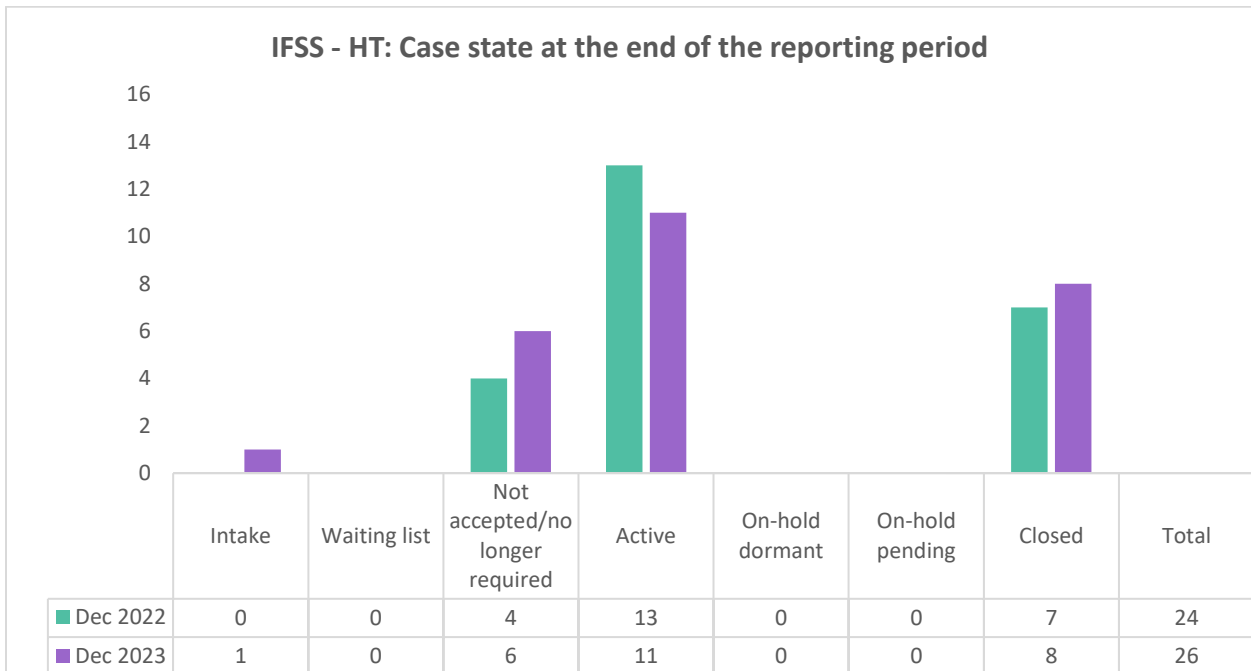


Figure 36: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 42% (11) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.



Figure 37: All cases referred to the service are presumed to be a case of human trafficking and will undergo further investigation to either confirm that human trafficking was present or determine that the allegations were unsupported or did not follow criteria (e.g., child abuse). The figure above reports the outcome of all cases at the end of the reporting period.

Details regarding cases worked with January - December 2023

A total of **26** cases were worked with between January and December 2023.

IFSS - HT: Cases worked with Jan-Dec 2023 by gender (no. & %)

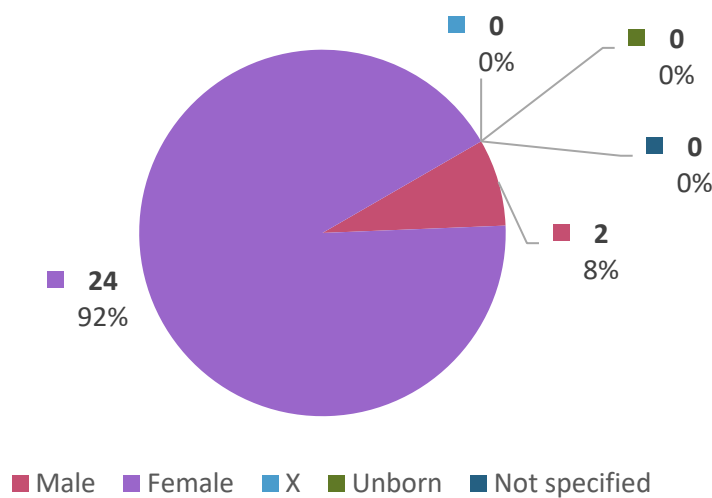


Figure 38: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (92%).

IFSS - HT: Cases worked with Jan-Dec 2023 by age category (no. & %)

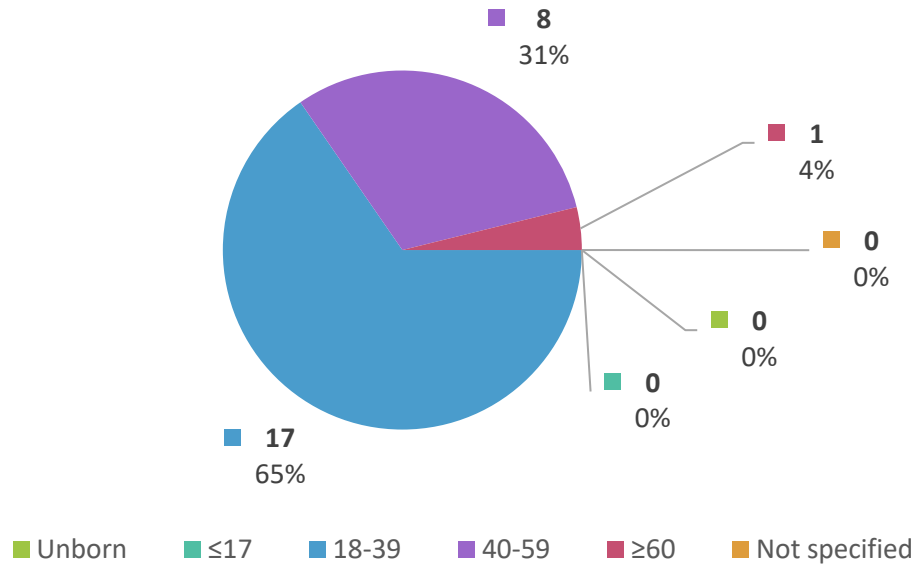


Figure 39: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (65%).

IFSS - HT: Cases worked with Jan-Dec 2023 by nationality (no. & %)

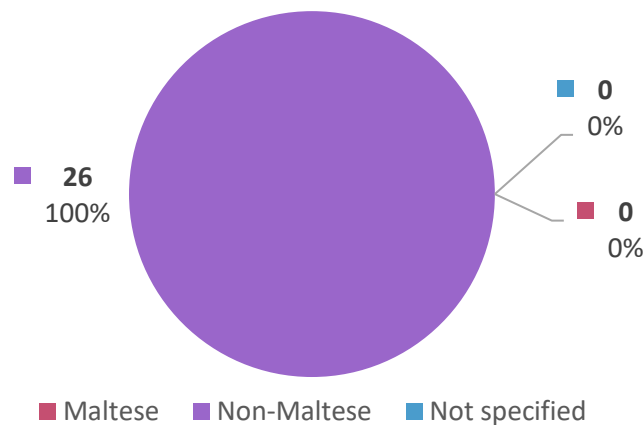


Figure 40: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 100% of the cases worked with in 2023 were non-Maltese.

IFSS - HT: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

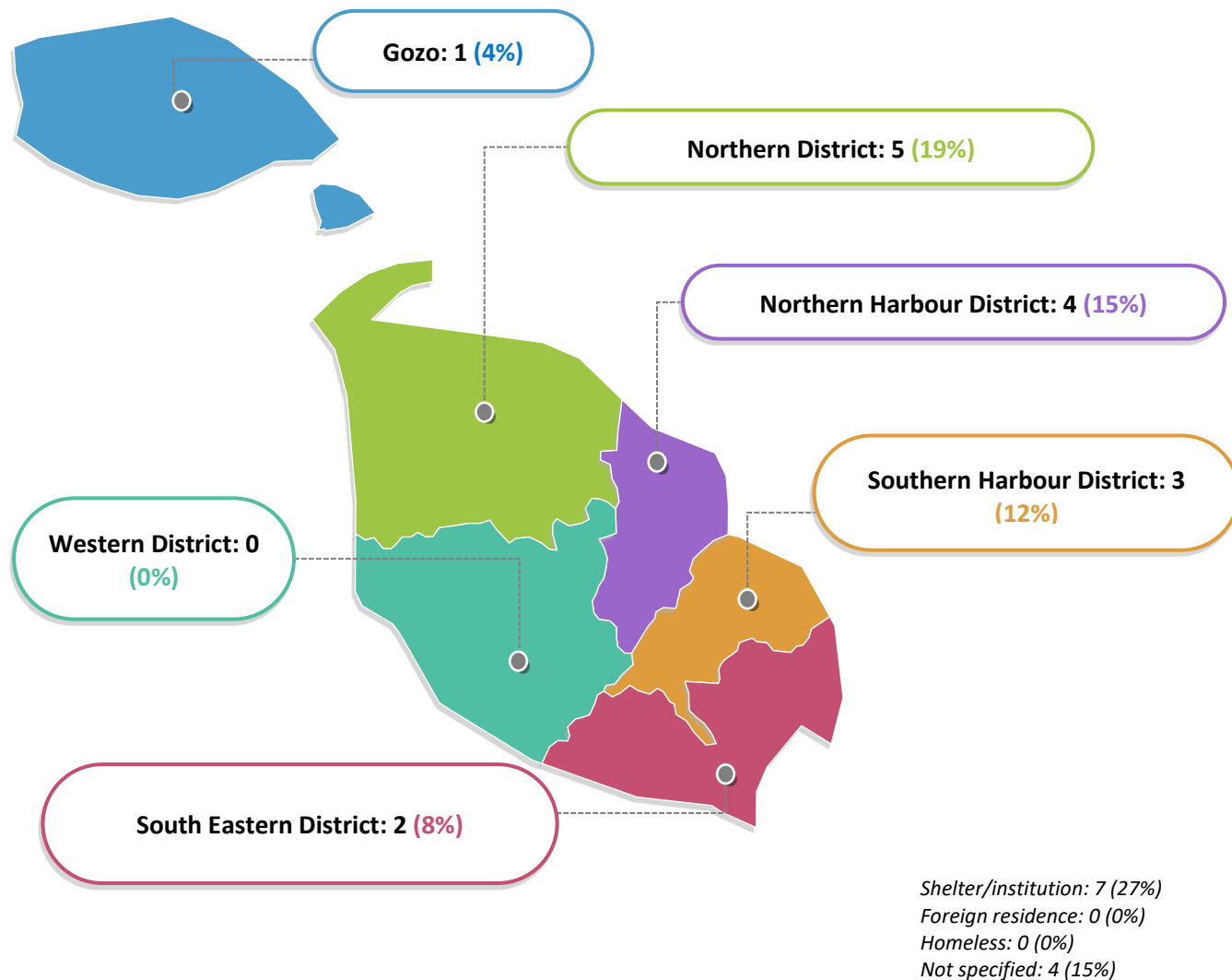


Figure 41: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The shelter/institution (27%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of 6 cases were opened between January and December 2023.

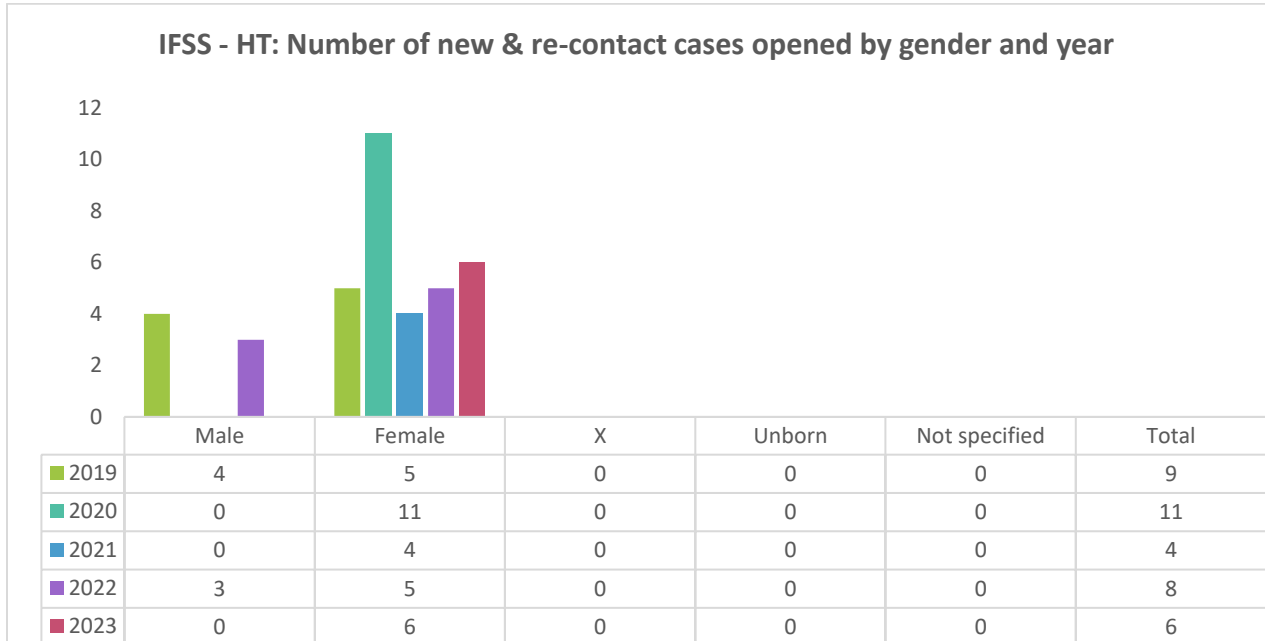


Figure 42: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, all cases opened were female (6).

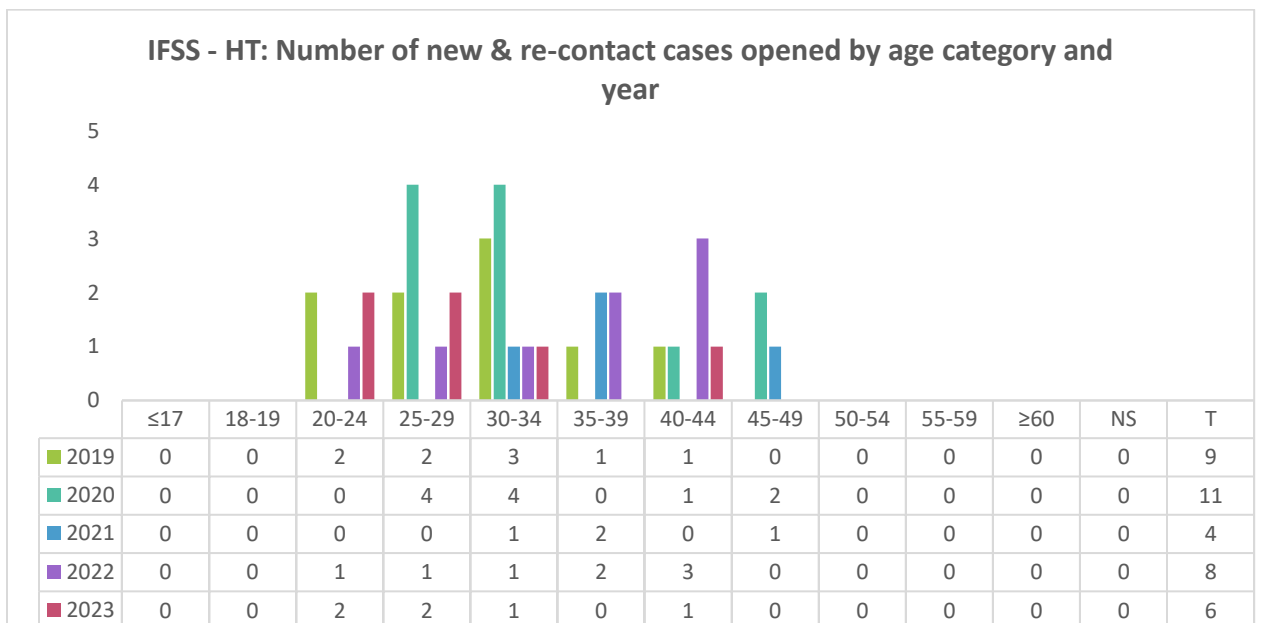


Figure 43: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the cases opened were ages 20 to 24 (2) and 25 to 29 (2).

Graph Key: NS = Not Specified; T = Total.

| IFSS - HT: Number of new & re-contact cases opened by age category and gender | | | | | | |
|--|-------------|---------------|----------|---------------|----------------------|--------------|
| January - December 2023 | | | | | | |
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18-19 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20-24 | 0 | 2 | 0 | 0 | 0 | 2 |
| 25-29 | 0 | 2 | 0 | 0 | 0 | 2 |
| 30-34 | 0 | 1 | 0 | 0 | 0 | 1 |
| 35-39 | 0 | 0 | 0 | 0 | 0 | 0 |
| 40-44 | 0 | 1 | 0 | 0 | 0 | 1 |
| 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 |
| Total | 0 | 6 | 0 | 0 | 0 | 6 |

Figure 44: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

| IFSS - HT: New & re-contact cases by type of alleged trafficking and gender | | | | | | |
|--|-------------|---------------|----------|---------------|----------------------|--------------|
| January - December 2023 | | | | | | |
| | Male | Female | X | Unborn | Not specified | Total |
| Labour exploitation | 0 | 0 | 0 | 0 | 0 | 0 |
| Sexual exploitation | 0 | 6 | 0 | 0 | 0 | 6 |
| Sexual & labour exploitation | 0 | 0 | 0 | 0 | 0 | 0 |
| Domestic servitude | 0 | 0 | 0 | 0 | 0 | 0 |
| Domestic servitude/ sexual exploitation | 0 | 0 | 0 | 0 | 0 | 0 |
| Participating in criminal activities | 0 | 0 | 0 | 0 | 0 | 0 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 6 | 0 | 0 | 0 | 6 |

Figure 45: All cases referred will indicate the alleged trafficking type/s which will undergo further investigation during the lifetime of the case. The main forms of human trafficking reported are labour (abuse of people in the workplace for profit), sexual (abuse of a position of vulnerability, power, or trust, for sexual purposes) or domestic servitude (domestic worker is not free to leave his or her employment and is abused and underpaid, if paid at all).

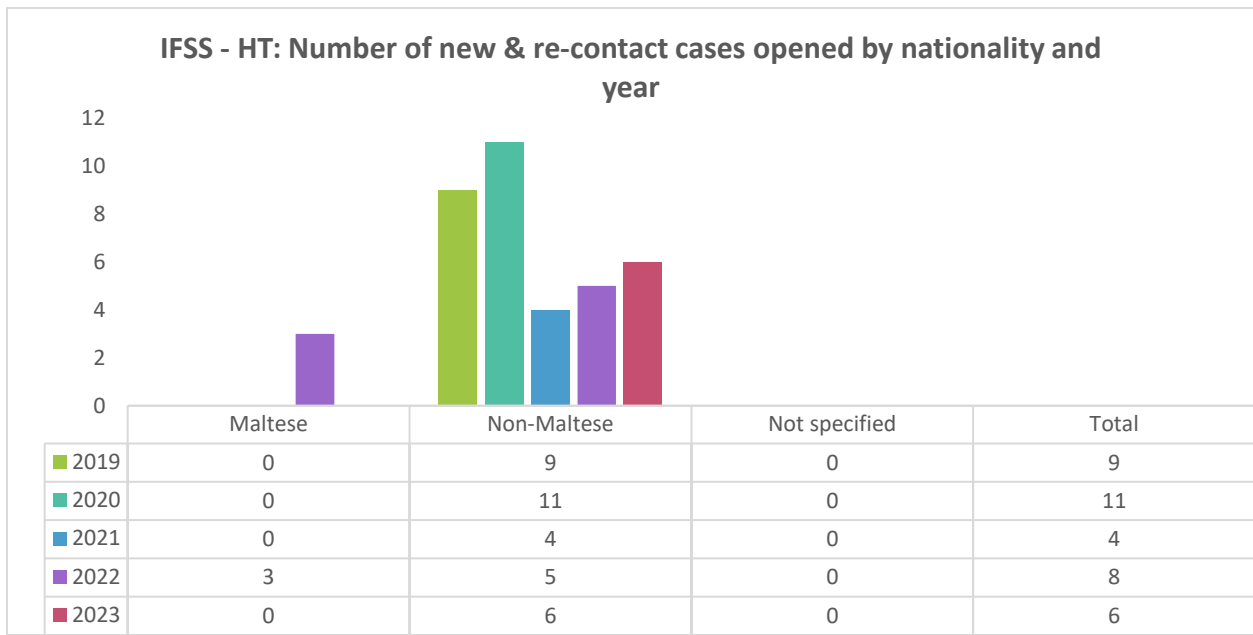


Figure 46: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 0 cases opened in 2023 were Maltese while 6 cases were non-Maltese.

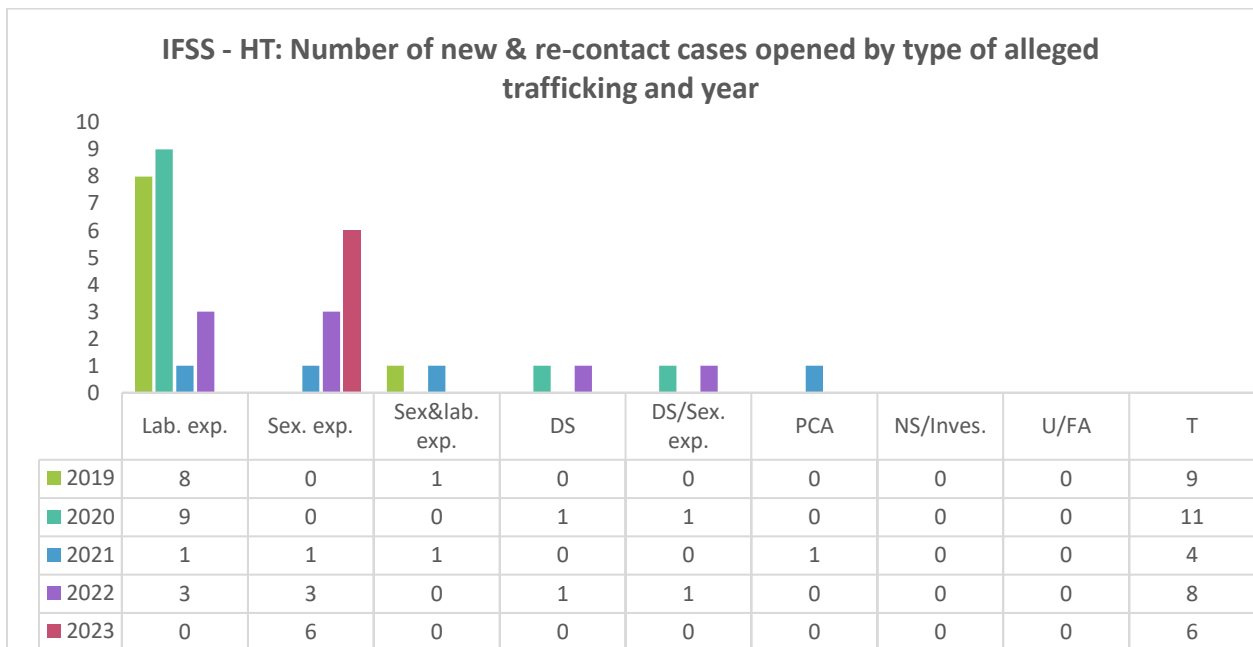


Figure 47: All cases referred will indicate the alleged trafficking type/s which will undergo further investigation during the lifetime of the case. The main forms of human trafficking reported are labour (abuse of people in the workplace for profit), sexual (abuse of a position of vulnerability, power, or trust, for sexual purposes) or domestic servitude (domestic worker is not free to leave his or her employment and is abused and underpaid, if paid at all).

Graph Key: Lab.exp. = Labour exploitation; Sex.exp. = Sexual exploitation; Sex&lab.exp. = Sexual & labour exploitation; DS = Domestic servitude; DS/Sex.exp. = Domestic servitude/sexual exploitation; PCA= Participating in criminal activities; NS/Inves. = Not specified/ under investigation; U/FA = Unsupported/false allegation; T = Total.

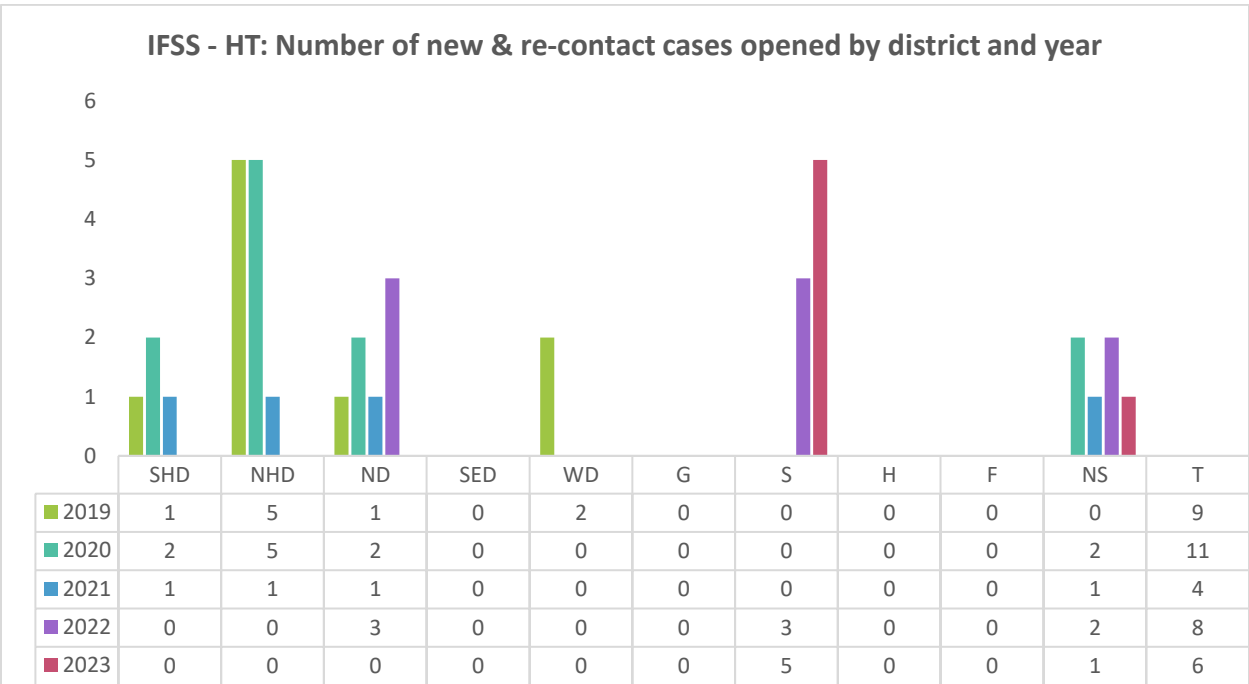


Figure 48: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The majority of cases opened in 2023 were in shelters/institution (5).

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

FSWS Homeless Service

The service started reporting data in 2022.

The Homeless Service collects information regarding service users across all FSWS services¹ 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.

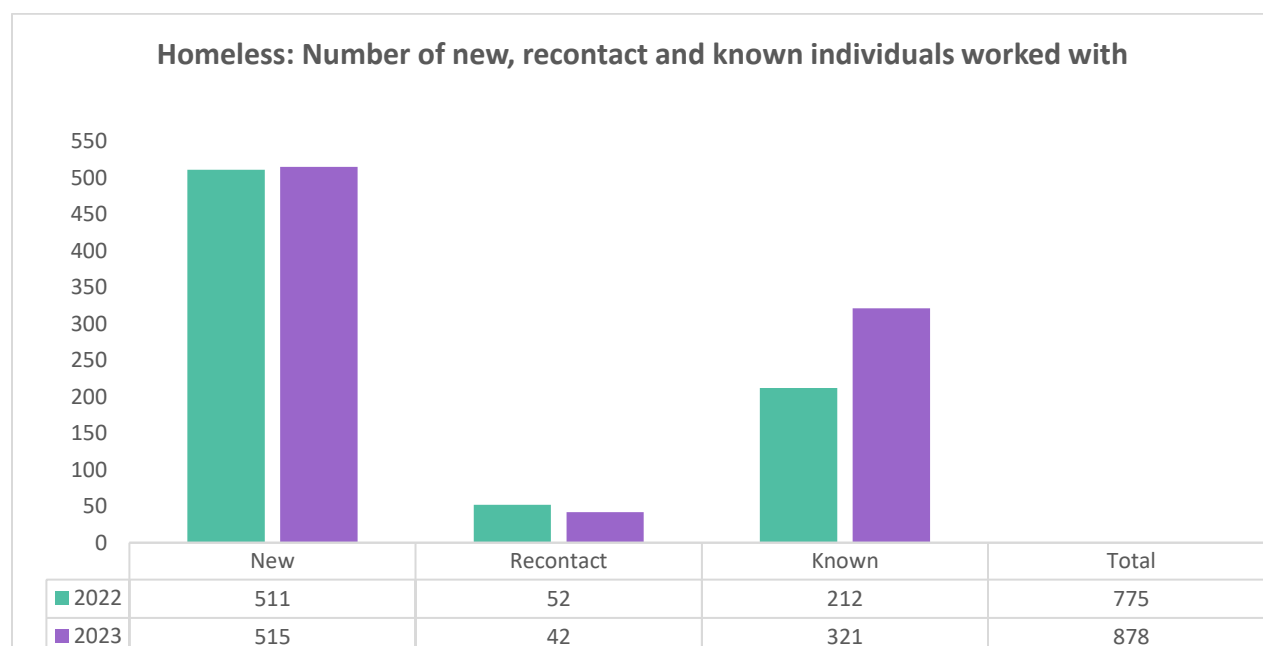


Figure 49: The individuals worked with each year can be a new individual case, recontact individual case, or known individual case. Further definitions can be found in the glossary.

| Homeless: Number of individuals worked with by number of FSWS services used | | |
|---|------------|------------|
| | 2022 | 2023 |
| 1 service used | 695 | 763 |
| 2 or more services used | 80 | 115 |
| Total number of service users | 775 | 878 |

Figure 50: Individuals who reported homelessness could be attending more than one FSWS service simultaneously in the year. For example, in 2022, 695 individuals attended 1 FSWS service while 80 attended two or more FSWS services the year.

¹ 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.

| Homeless: Number of global/family cases worked with by number of individuals attached to the case | | |
|---|------------|------------|
| | 2022 | 2023 |
| 1 service user | 664 | 712 |
| 2 or more service users | 38 | 52 |
| Total number of cases | 702 | 764 |

Figure 51: Individuals who reported homelessness can attend alone or they are grouped together under a family case, if applicable. For example, in 2022, 664 cases consisted of individuals who attended alone while 38 cases consisted of a group of two or more service users.

| Homeless: Number of caller cases received by Supportline 179 by nationality and gender January - December 2023 | | | | | | |
|---|------------|-----------|----------|----------|---------------|------------|
| | Male | Female | X | Unborn | Not specified | Total |
| Maltese | 72 | 57 | 0 | - | 0 | 129 |
| Non-Maltese | 55 | 20 | 0 | - | 0 | 75 |
| Not specified | 0 | 0 | 0 | - | 0 | 0 |
| Total | 127 | 77 | 0 | - | 0 | 204 |

Figure 52: Service users may contact the Supportline 179 for guidance and cases are often referred to a specific service (e.g., Appogg Homelessness Service) for further in-depth support. The figure above reports those Supportline 179 cases which indicated homelessness as an issue. Please note that some of the Supportline 179 cases (i.e., 204 cases in 2023) will overlap with the FSWS count of individuals previously reported (i.e., 878 individuals in 2023), since the Supportline 179 cases will also be recorded by the specific services.

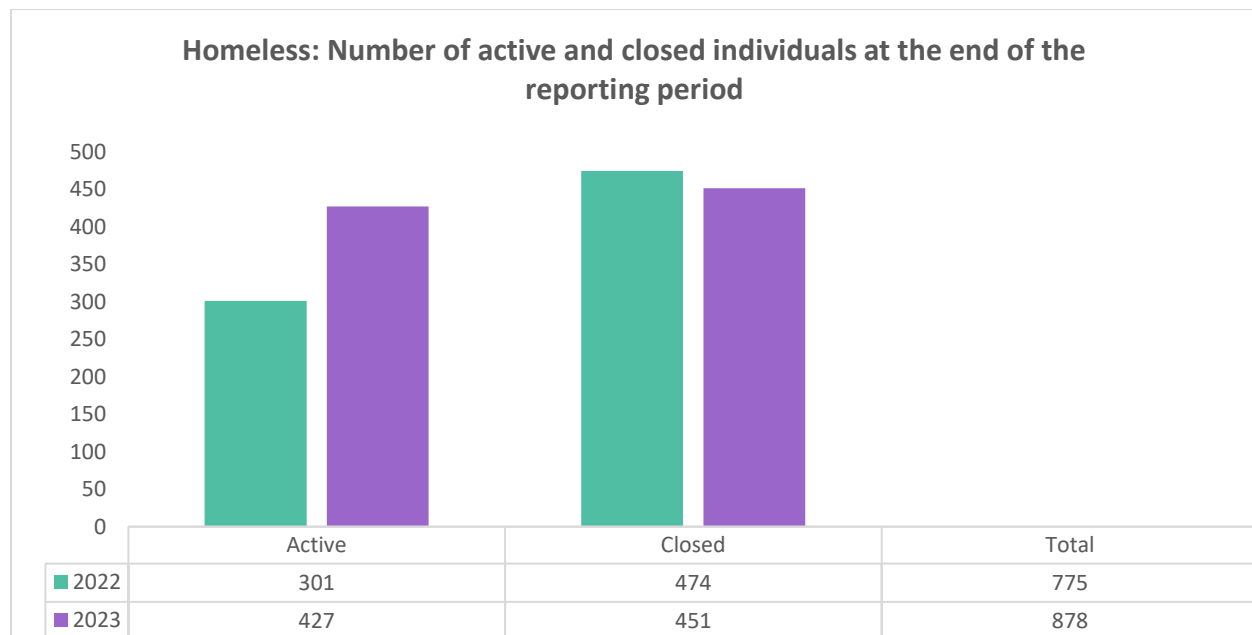


Figure 53: The individual case state at the end of the reporting year is shown in the figure above. Individuals will either still be active at the end of the year, or they would be closed from the case load (definitions can be found in the glossary).

Details regarding individuals worked with

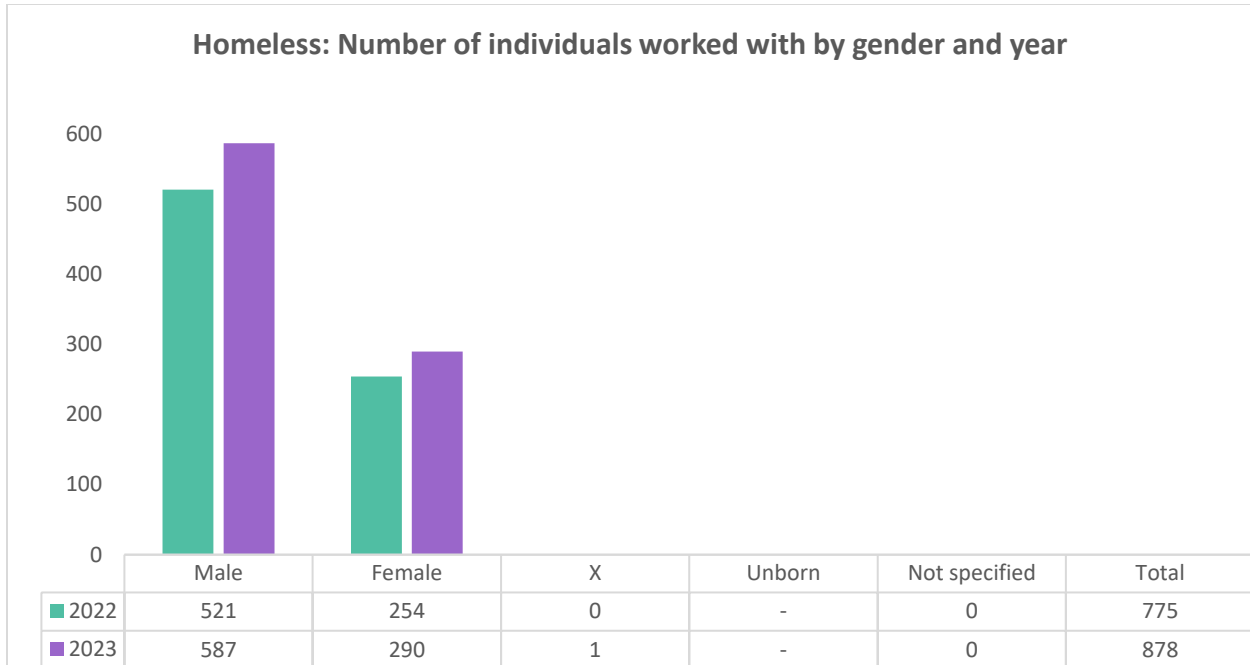


Figure 54: The figure above classifies the gender of the individual who reported homelessness. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilized when referring to themselves. In 2023, the highest number of individuals worked with were male (587).

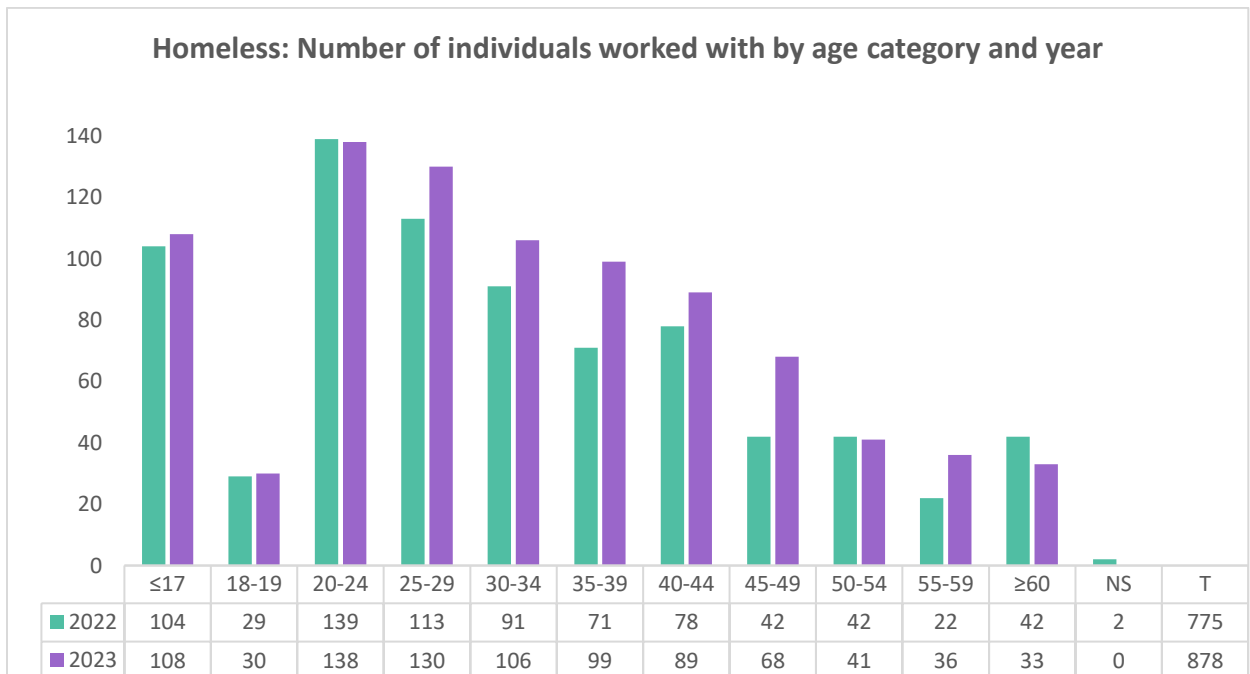


Figure 55: The figure above classifies the age of the individuals in the reporting year based on the specified date of birth. In 2023, the highest number of individuals worked with were ages 20 to 24 (138).

Graph Key: NS = Not Specified; T = Total.

| Homeless: Number of individuals worked with by age category and gender January - December 2023 | | | | | | |
|---|------------|------------|----------|----------|---------------|------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 56 | 52 | 0 | 0 | 0 | 108 |
| 18-19 | 16 | 14 | 0 | 0 | 0 | 30 |
| 20-24 | 108 | 30 | 0 | 0 | 0 | 138 |
| 25-29 | 94 | 35 | 1 | 0 | 0 | 130 |
| 30-34 | 67 | 39 | 0 | 0 | 0 | 106 |
| 35-39 | 65 | 34 | 0 | 0 | 0 | 99 |
| 40-44 | 56 | 33 | 0 | 0 | 0 | 89 |
| 45-49 | 51 | 17 | 0 | 0 | 0 | 68 |
| 50-54 | 25 | 16 | 0 | 0 | 0 | 41 |
| 55-59 | 25 | 11 | 0 | 0 | 0 | 36 |
| ≥60 | 24 | 9 | 0 | 0 | 0 | 33 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 587 | 290 | 1 | 0 | 0 | 878 |

Figure 56: The figure above classifies the age and gender of the individuals worked with in the reporting year based on the specified date of birth and gender.

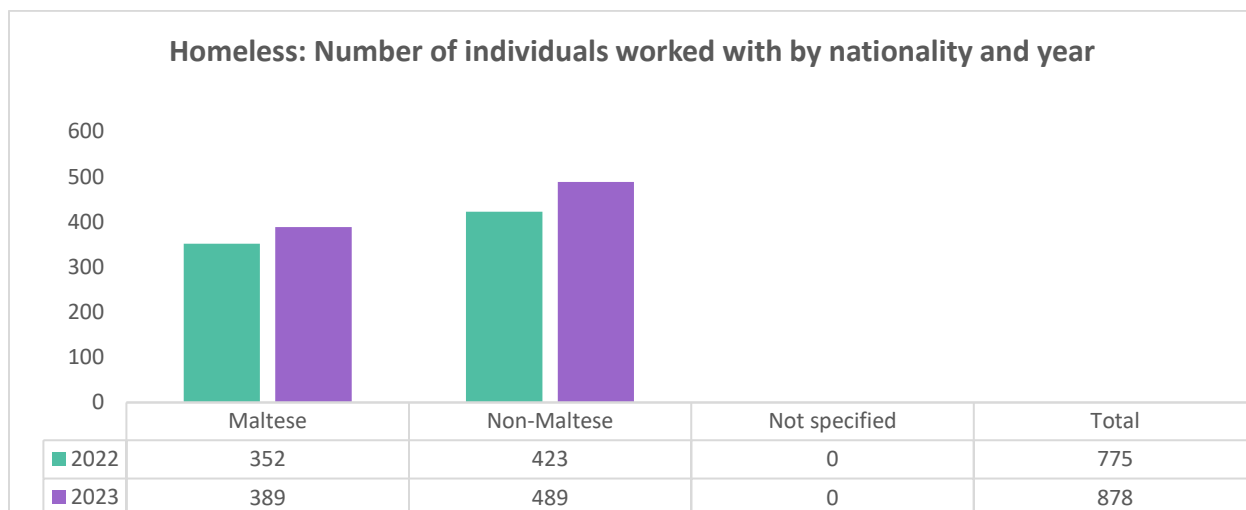


Figure 57: The figure above classifies the nationality as reported by the individual within the reporting year or based on an identity card/document. In 2023, 389 individuals worked with in 2023 were Maltese while 489 cases were non-Maltese.

| Homeless: Number of individuals worked with by primary reason for homelessness | | |
|---|-------------|-------------|
| | 2022 | 2023 |
| Addictive behaviour problems | 17 | 21 |
| Disability related issues | 0 | 1 |
| Documentation related issues | 0 | 6 |
| Domestic violence | 23 | 29 |
| Elderly related issues | 0 | 1 |
| Eviction order/landlord issues/risk of eviction | 10 | 19 |
| Family/relationship issues | 53 | 56 |
| Financial problems | 230 | 271 |
| Health related issues | 16 | 13 |
| Inadequate housing issues | 8 | 10 |
| Incarceration related | 37 | 51 |
| Lack of support | 1 | 0 |
| Leaving care/programme | 3 | 7 |
| Legal issues | 2 | 3 |
| Mental health issues | 14 | 22 |
| Migrant related issues | 1 | 4 |
| Parent's/guardian's homelessness | 104 | 106 |
| Rental pricing/paying rent | 24 | 19 |
| Unemployment | 150 | 134 |
| Other employment issues | 0 | 2 |
| Other | 4 | 3 |
| Not specified | 78 | 100 |
| Total | 775 | 878 |

Figure 58: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

Domestic Violence Service (DVU)

Case activity

A new online data collection system and reporting format were introduced in 2020.

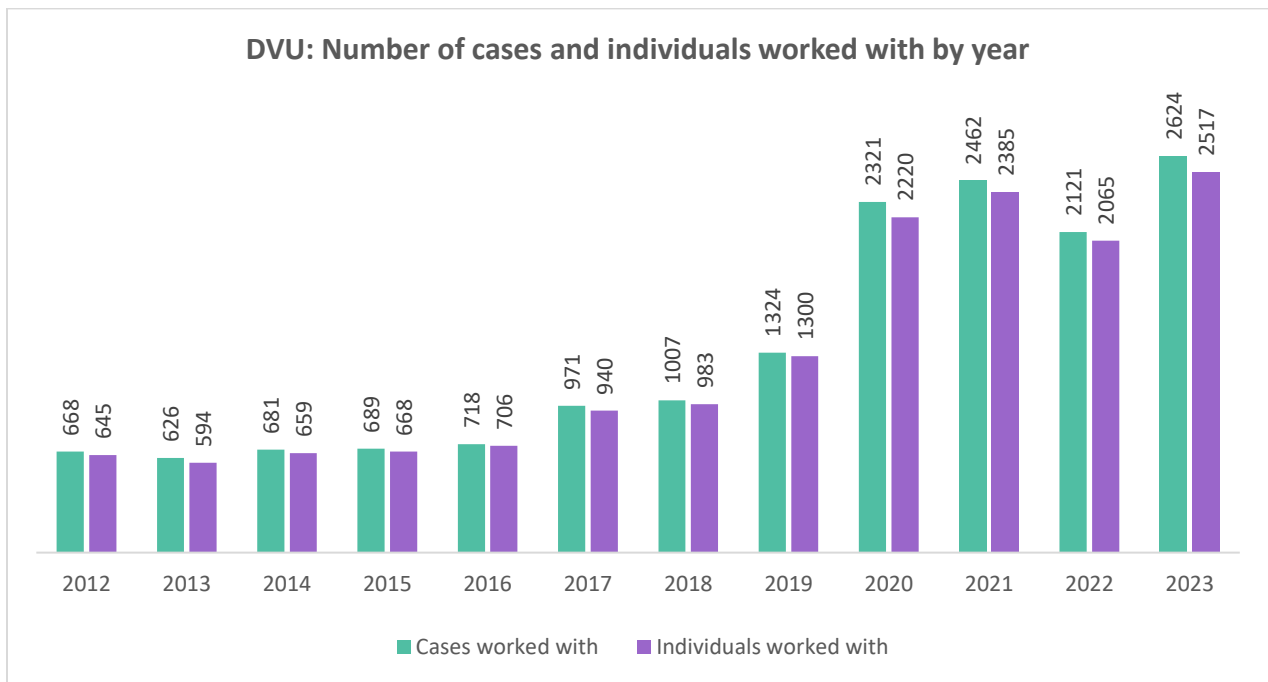


Figure 59: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 2624 cases and 2517 individuals were worked with compared to 2121 and 2065 respectively in 2022.

DVU: Percentage difference in the number of cases worked with in the current year compared to the previous year.

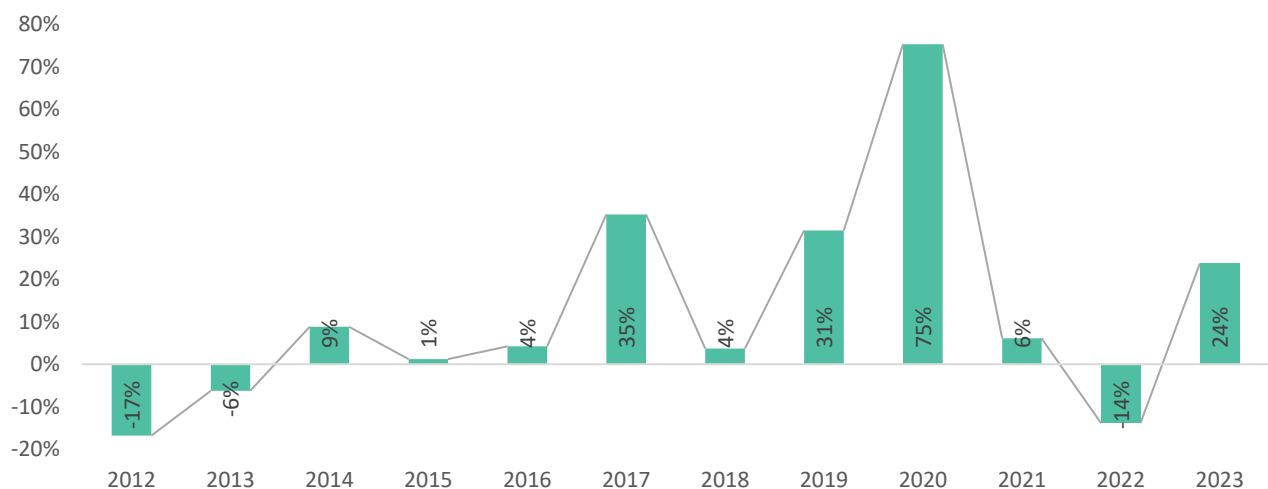


Figure 60: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 14% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

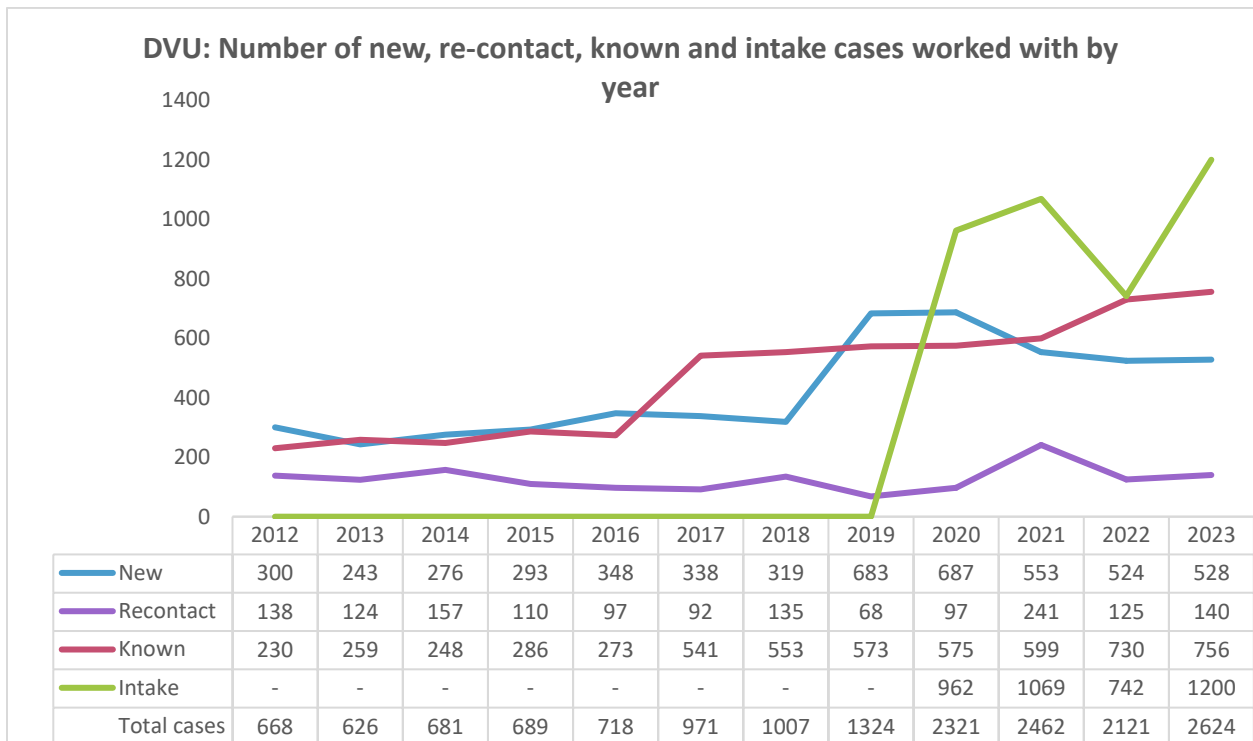


Figure 61: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

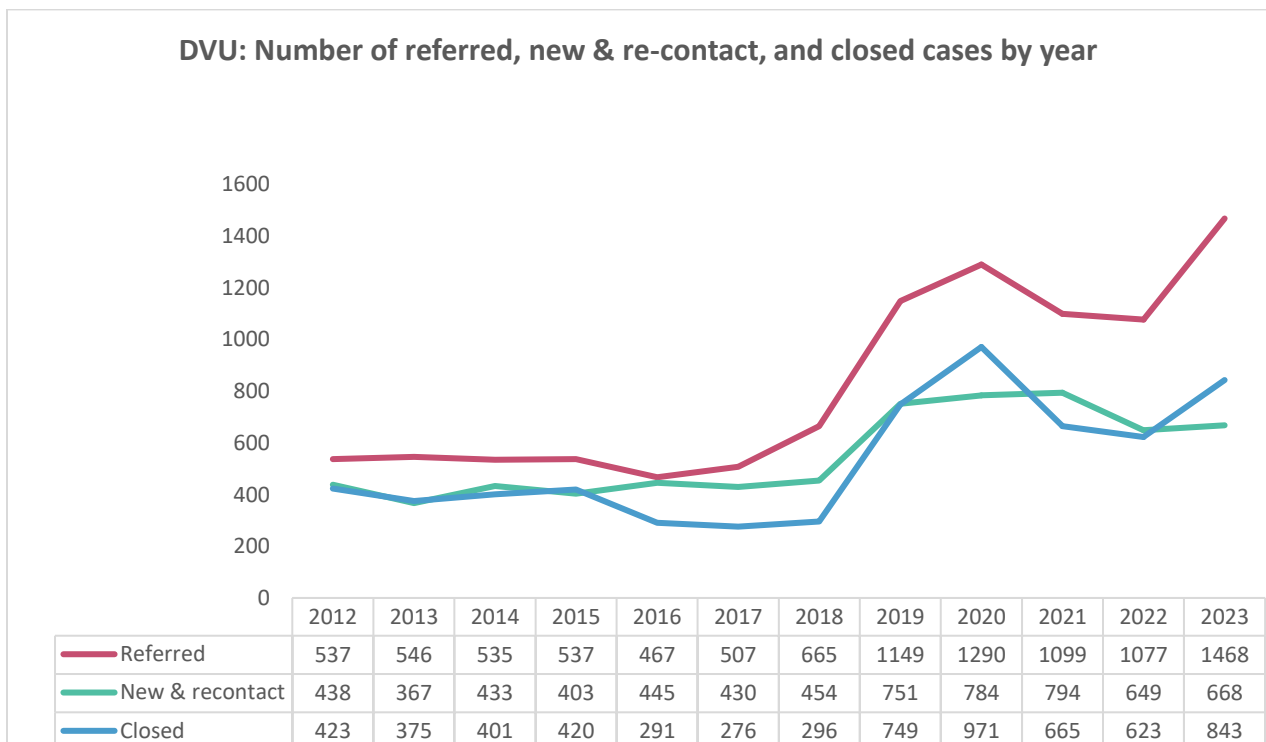


Figure 62: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 76 for breakdown of new & recontact cases). In 2023, 1468 cases were referred, 668 new & recontact cases opened, and 843 cases closed.

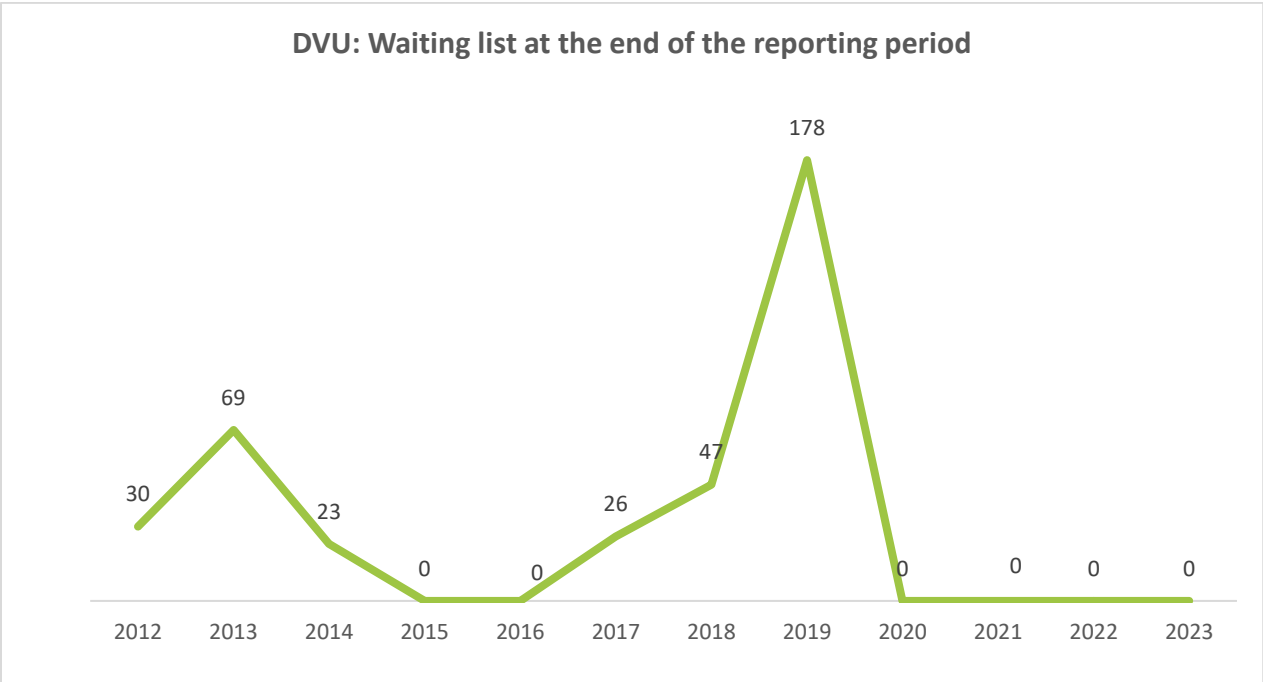


Figure 63: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

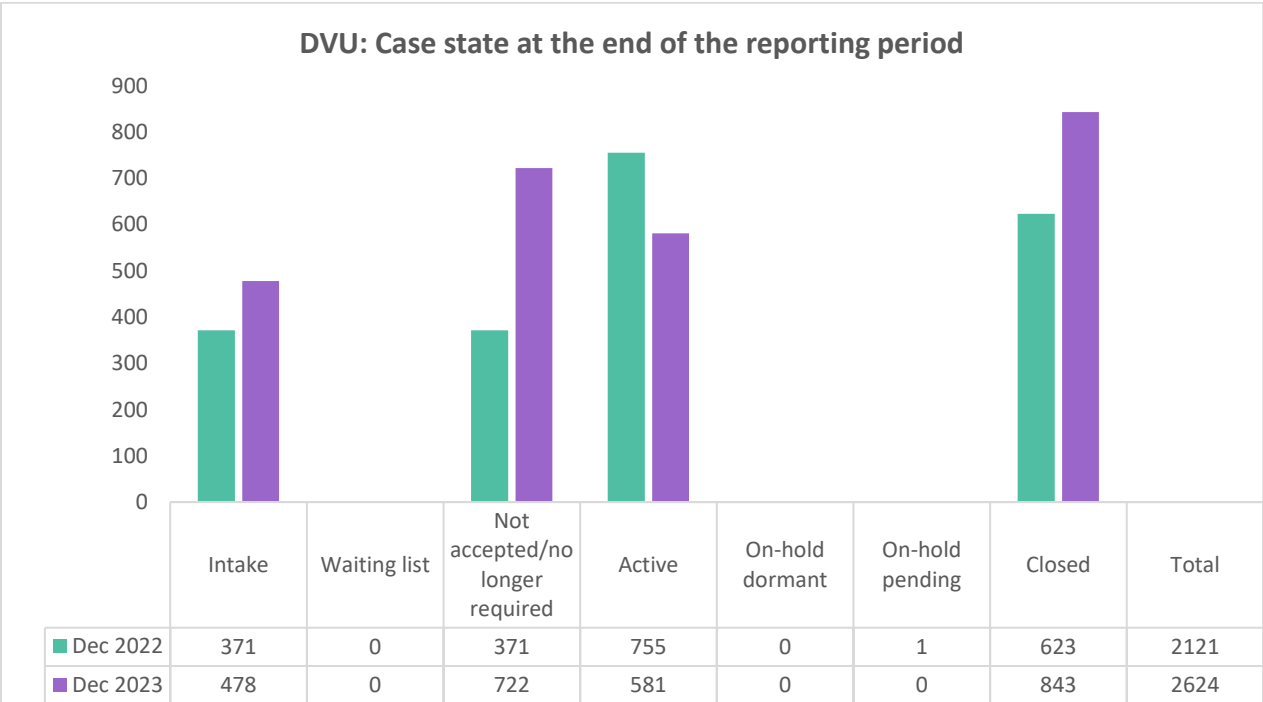


Figure 64: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 22% (581) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

| DVU: number of referred cases by type of alleged abuse category January - December 2023 | | | |
|--|------|------|-------|
| | Yes | No | Total |
| Domestic violence | 1443 | 25 | 1468 |
| Gender-based violence | 26 | 1442 | 1468 |
| Honour-based violence | 15 | 1453 | 1468 |
| No abuse | 43 | 1425 | 1468 |

Figure 65: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

DVU: number of referred cases by type of alleged abuse and year of referral

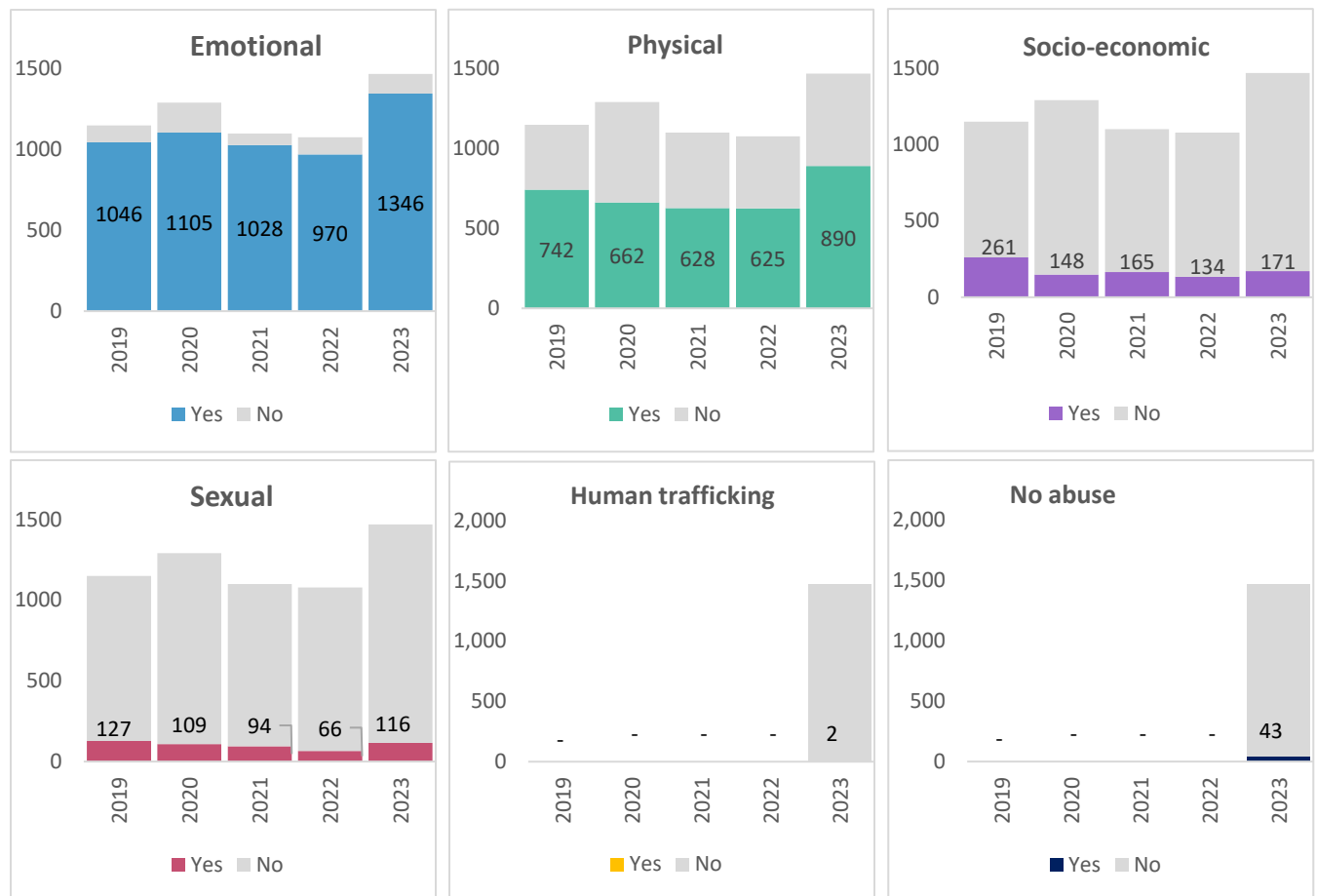


Figure 66: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. Some service users will not indicate the form of abuse at intake and will require further assessment in order to determine the nature of abuse, if present. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 1468 referrals in 2023, 1346 reported emotional abuse and out of 1468 referrals in 2023, 890 reported physical abuse.

Details regarding cases worked with January - December 2023

A total of **2,624** cases were worked with between January and December 2023.

DVU: Cases worked with Jan-Dec 2023 by gender (no. & %)

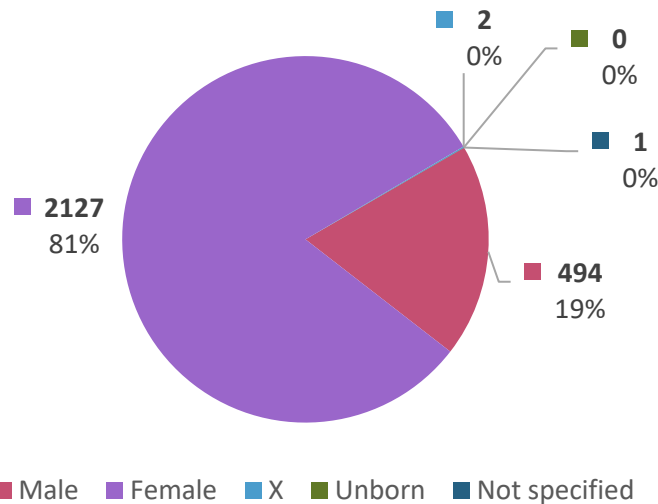


Figure 67: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (81%).

DVU: Cases worked with Jan-Dec 2023 by age category (no. & %)

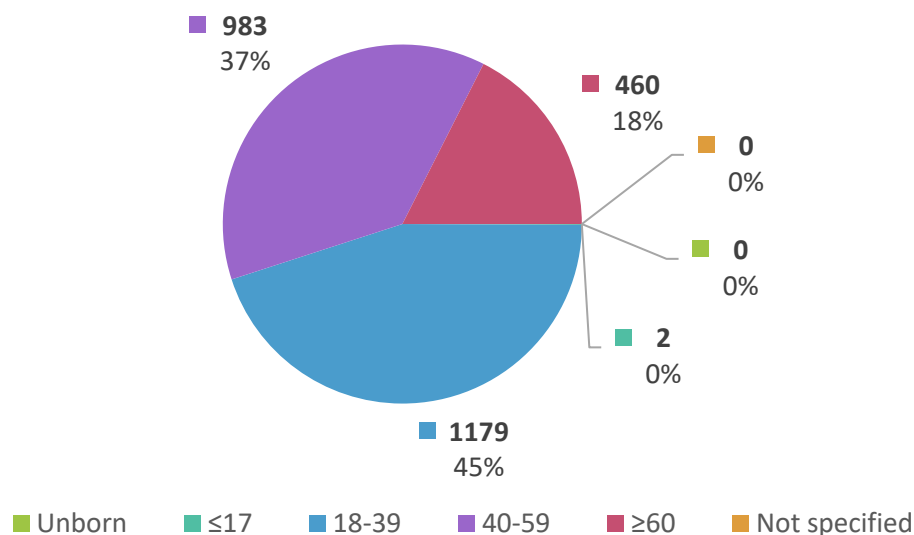


Figure 68: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (45%).

DVU: Cases worked with Jan-Dec 2023 by nationality (no. & %)

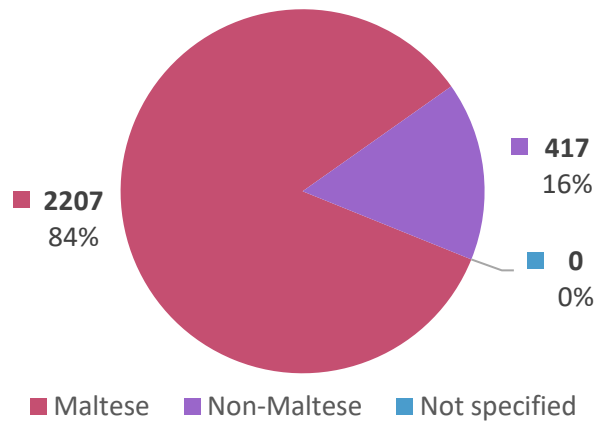


Figure 69: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 84% of the cases worked with were Maltese while non-Maltese made up 16% of cases.

DVU: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

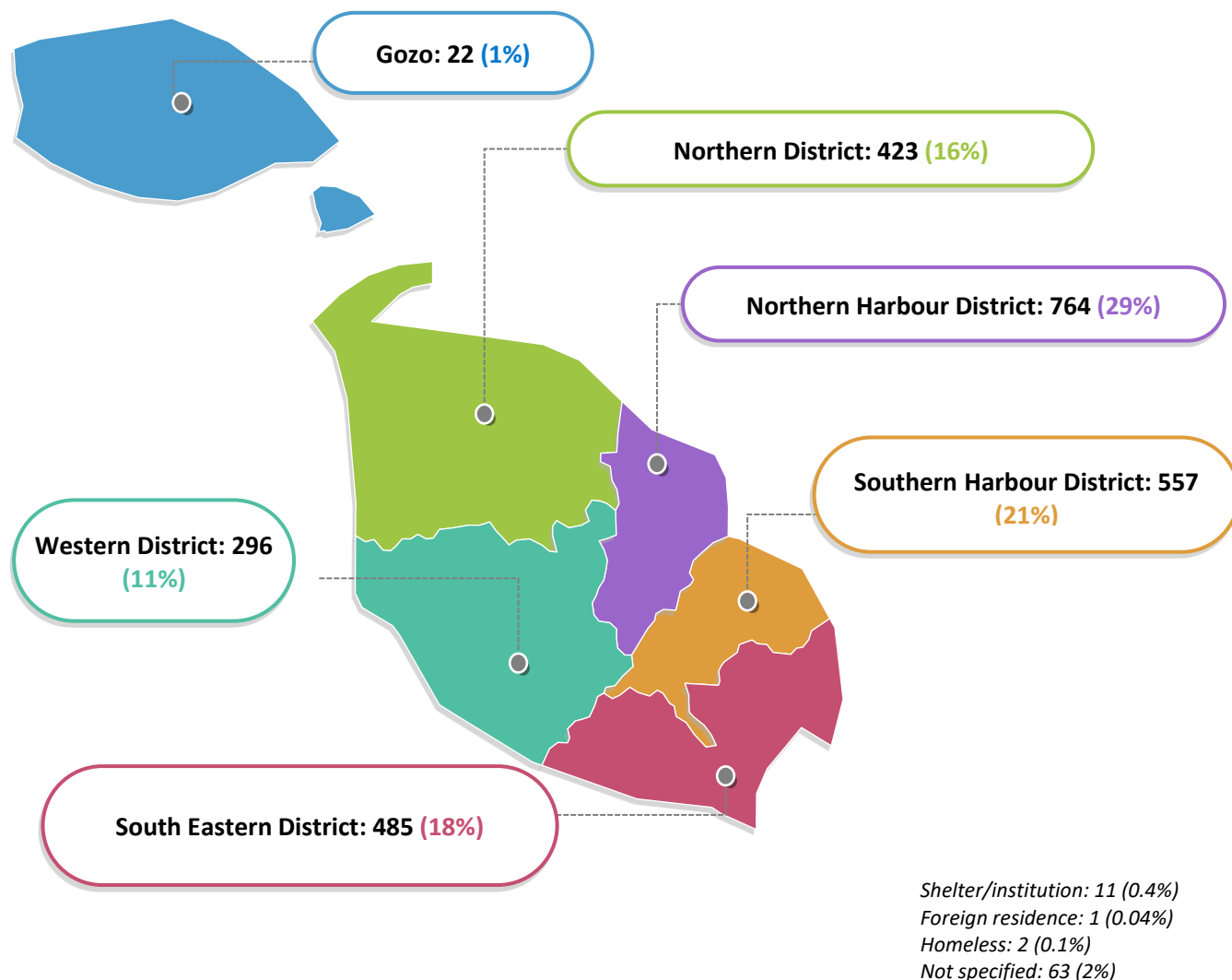


Figure 70: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (29%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **668** cases were opened between January and December 2023.

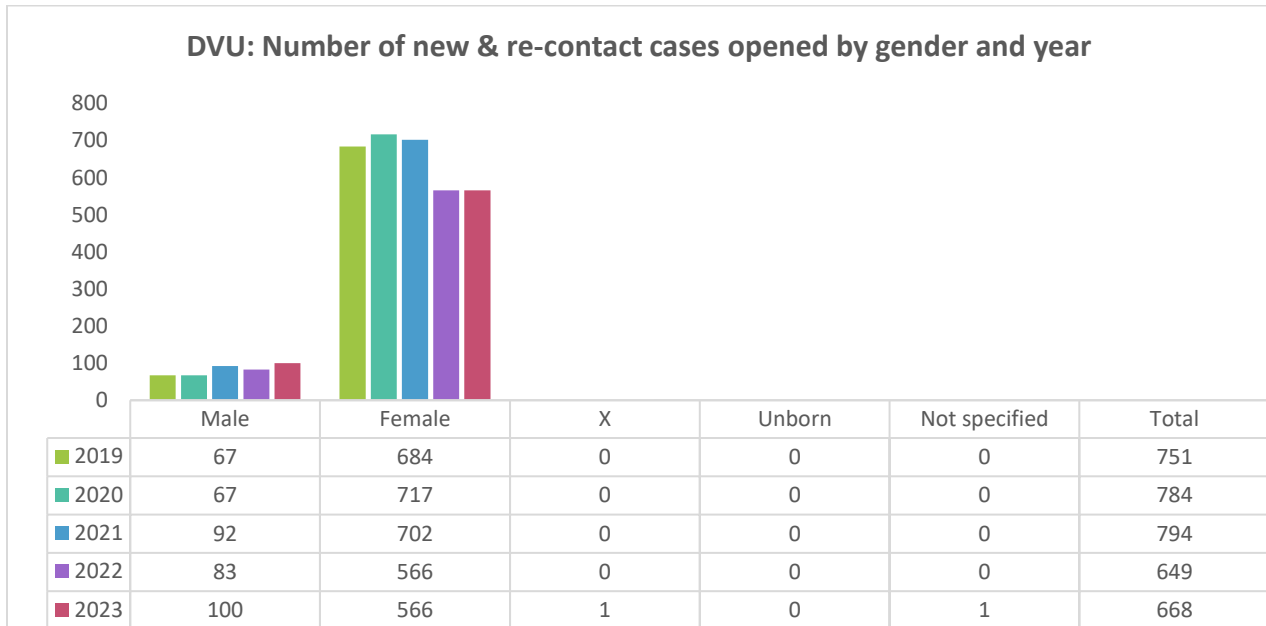


Figure 71: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (566).

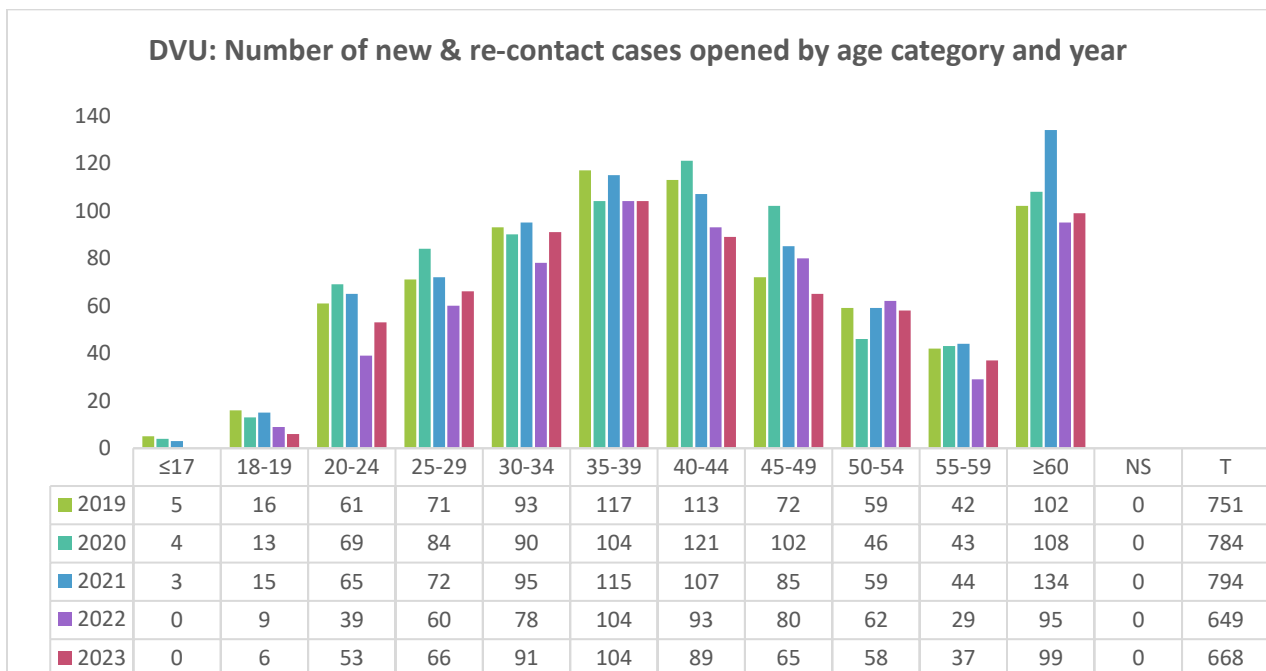


Figure 72: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (104).

Graph Key: NS = Not Specified; T = Total.

| DVU: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|--|------------|------------|----------|----------|---------------|------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18-19 | 1 | 5 | 0 | 0 | 0 | 6 |
| 20-24 | 3 | 50 | 0 | 0 | 0 | 53 |
| 25-29 | 6 | 60 | 0 | 0 | 0 | 66 |
| 30-34 | 13 | 78 | 0 | 0 | 0 | 91 |
| 35-39 | 15 | 89 | 0 | 0 | 0 | 104 |
| 40-44 | 9 | 79 | 0 | 0 | 1 | 89 |
| 45-49 | 5 | 60 | 0 | 0 | 0 | 65 |
| 50-54 | 9 | 49 | 0 | 0 | 0 | 58 |
| 55-59 | 10 | 26 | 1 | 0 | 0 | 37 |
| ≥60 | 29 | 70 | 0 | 0 | 0 | 99 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 100 | 566 | 1 | 0 | 1 | 668 |

Figure 73: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

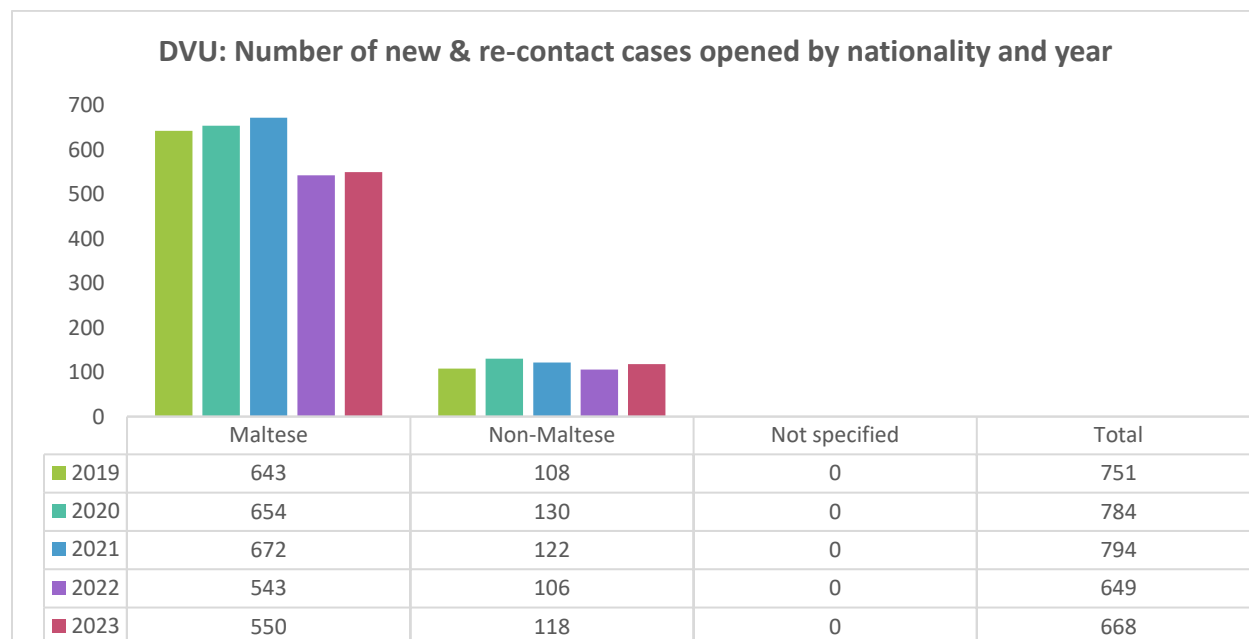


Figure 74: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 550 cases opened in 2023 were Maltese while 118 cases were non-Maltese.

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

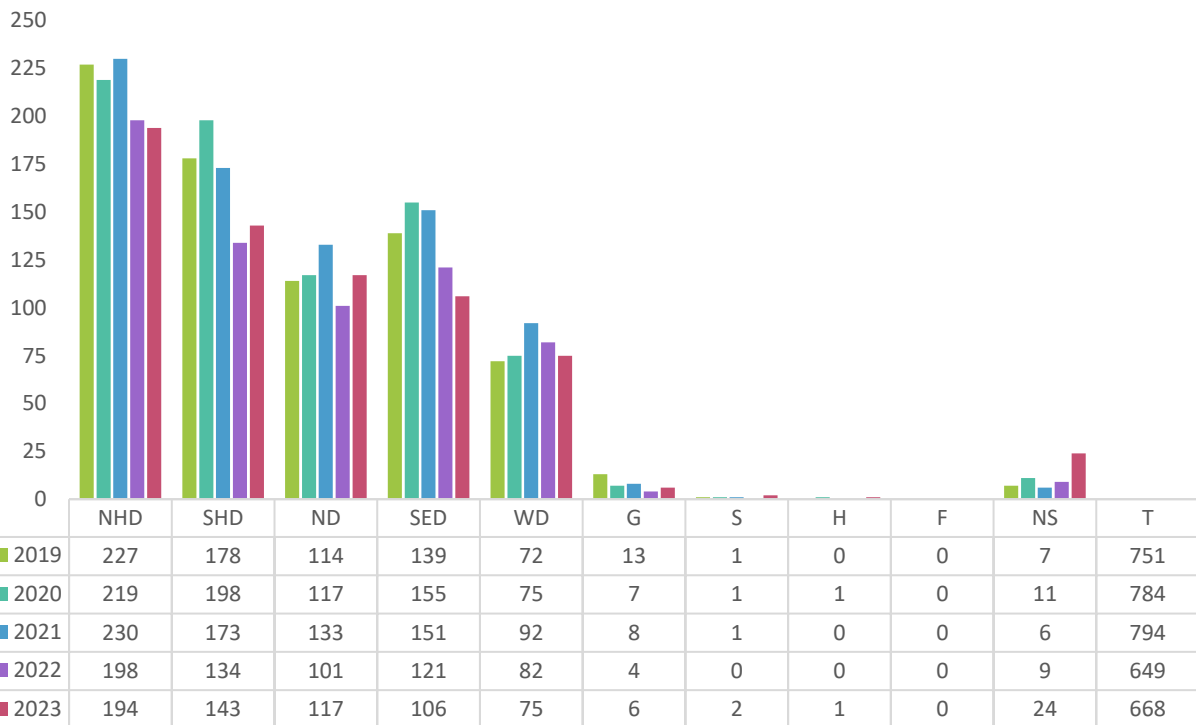


Figure 75: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (194) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.



Domestic Violence Risk Assessment Service

Case activity

Data first reported in 2023. The data is determined as the cases where a risk assessment was conducted.

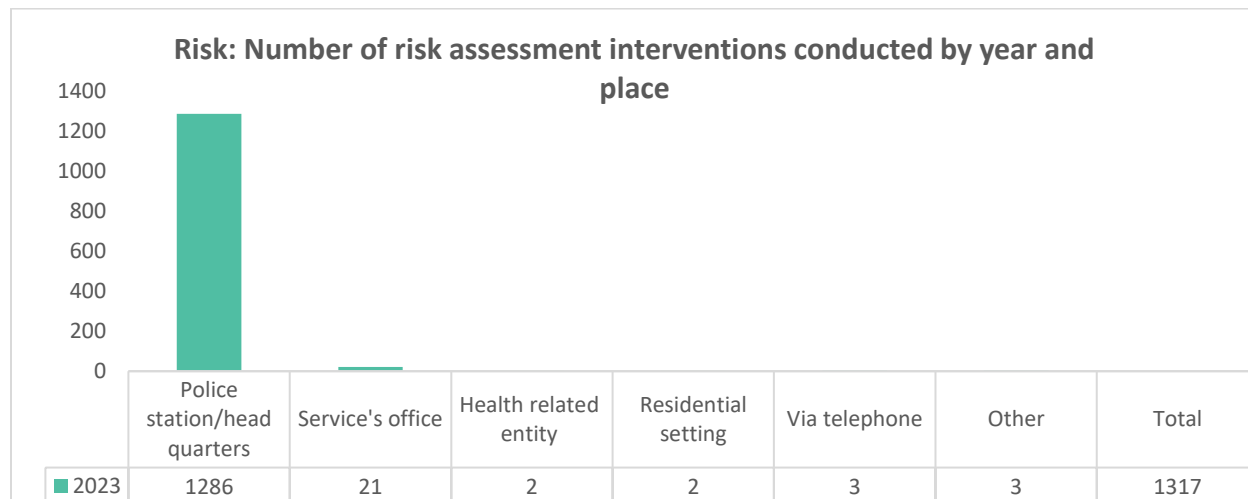


Figure 76: Risk assessments are a type of intervention conducted and the only type reported by this service. Risk assessments are mainly conducted within a police station or at the police headquarters. In 2023, a total of 1,317 risk assessments were conducted with 1,286 being conducted within police stations or at the police headquarters.

Between January and December 2023, a total of **1,317** risk assessment interventions were conducted for a total of **1592.39** intervention hours. The **1,317** risk assessment interventions were conducted with **1,104** individuals.

| | Male | Female | X | Unborn | Not specified | Total |
|---------------|------------|------------|----------|----------|---------------|-------------|
| ≤17 | 0 | 1 | 0 | 0 | 0 | 1 |
| 18-19 | 4 | 15 | 0 | 0 | 0 | 19 |
| 20-24 | 11 | 66 | 0 | 0 | 0 | 77 |
| 25-29 | 20 | 95 | 0 | 0 | 0 | 115 |
| 30-34 | 28 | 137 | 0 | 0 | 0 | 165 |
| 35-39 | 42 | 147 | 0 | 0 | 0 | 189 |
| 40-44 | 35 | 113 | 0 | 0 | 1 | 149 |
| 45-49 | 28 | 67 | 0 | 0 | 0 | 95 |
| 50-54 | 21 | 65 | 0 | 0 | 0 | 86 |
| 55-59 | 19 | 26 | 0 | 0 | 0 | 45 |
| ≥60 | 57 | 106 | 0 | 0 | 0 | 163 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 265 | 838 | 0 | 0 | 1 | 1104 |

Figure 77: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. In 2023, 838 individuals were female and 265 were male whilst the majority of the individuals who received a risk assessment were aged 35 to 39 years (189).

Risk: Number of individuals who had at least one risk assessment in Jan-Dec 2023 by nationality (no. & %)

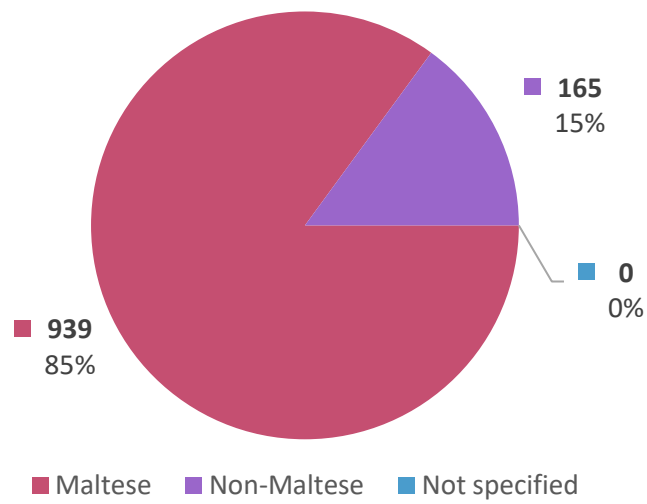


Figure 78: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 85% of the cases worked with were Maltese while non-Maltese made up 15% of cases.

Ghabex Shelter

Case activity

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

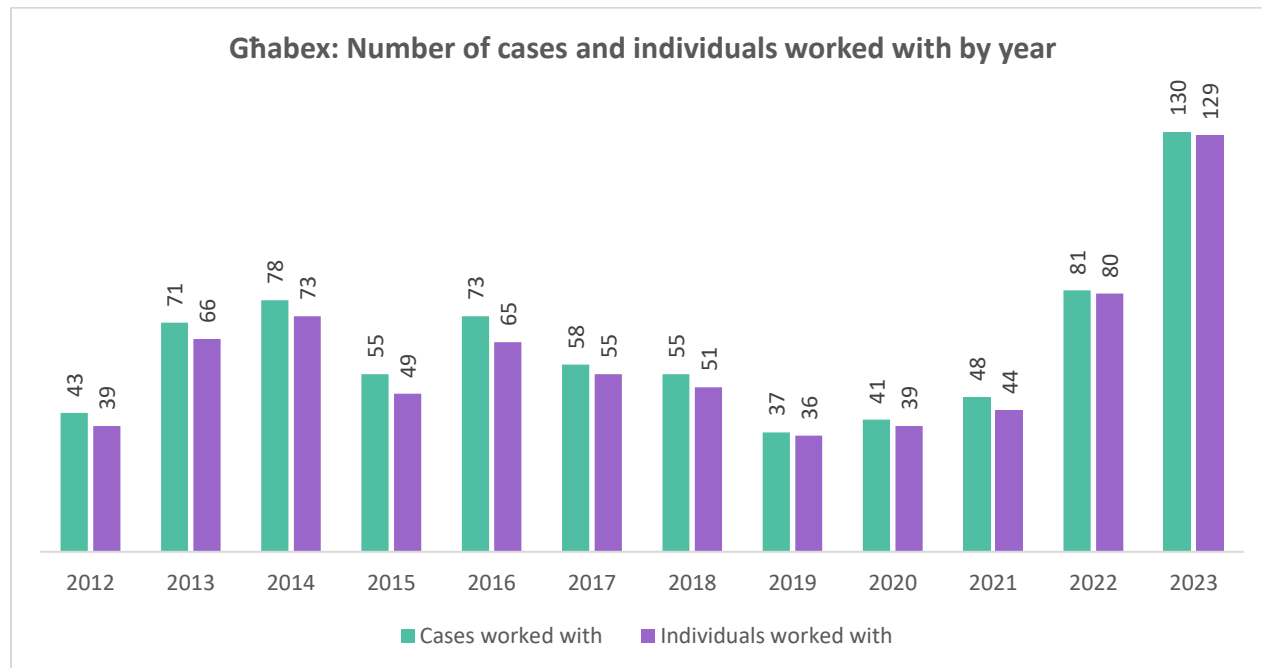


Figure 79: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 130 cases and 129 individuals were worked with compared to 81 and 80 respectively in 2022.

Ghabex: Percentage difference in the number of cases worked with in the current year compared to the previous year.

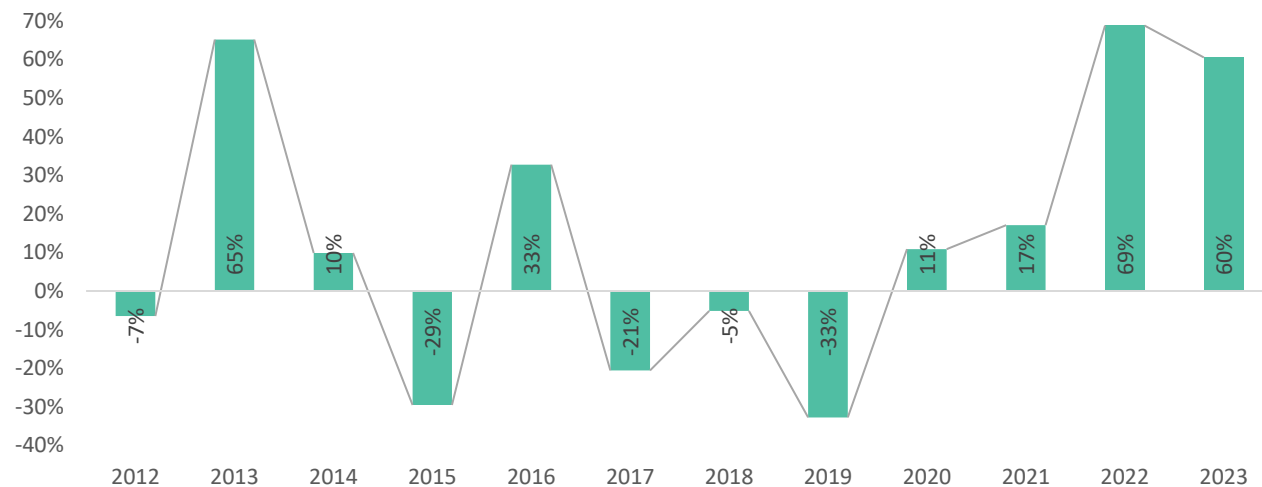


Figure 80: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 69% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

| Ghabex: Cases worked with by service user type and gender January - December 2023 | | | | | | |
|--|-----------|-----------|----------|----------|---------------|------------|
| | Male | Female | Unborn | X | Not specified | Total |
| Adult service user | 0 | 79 | - | 0 | 0 | 79 |
| Accompanying child | 35 | 15 | - | 0 | 0 | 50 |
| Accompanying adult | 1 | 0 | - | 0 | 0 | 1 |
| Total | 36 | 94 | - | 0 | 0 | 130 |

Figure 81: The service's primary clients are female adult service users who suffer abuse within the family and intimate relationships and require emergency shelter. These adults are sometimes accompanied by children who require emergency shelter with the adult. In rare cases there may also be accompanying adults who require emergency shelter (e.g., adult children aged 18+ who have a disability).

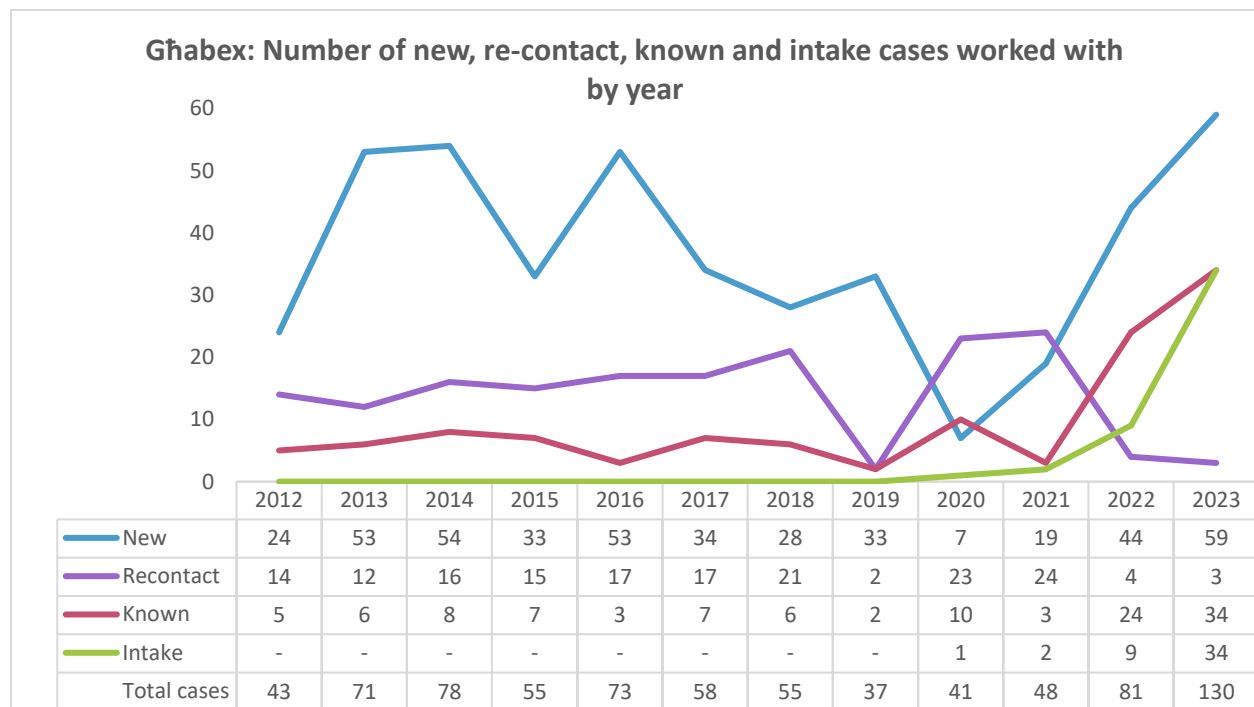


Figure 82: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

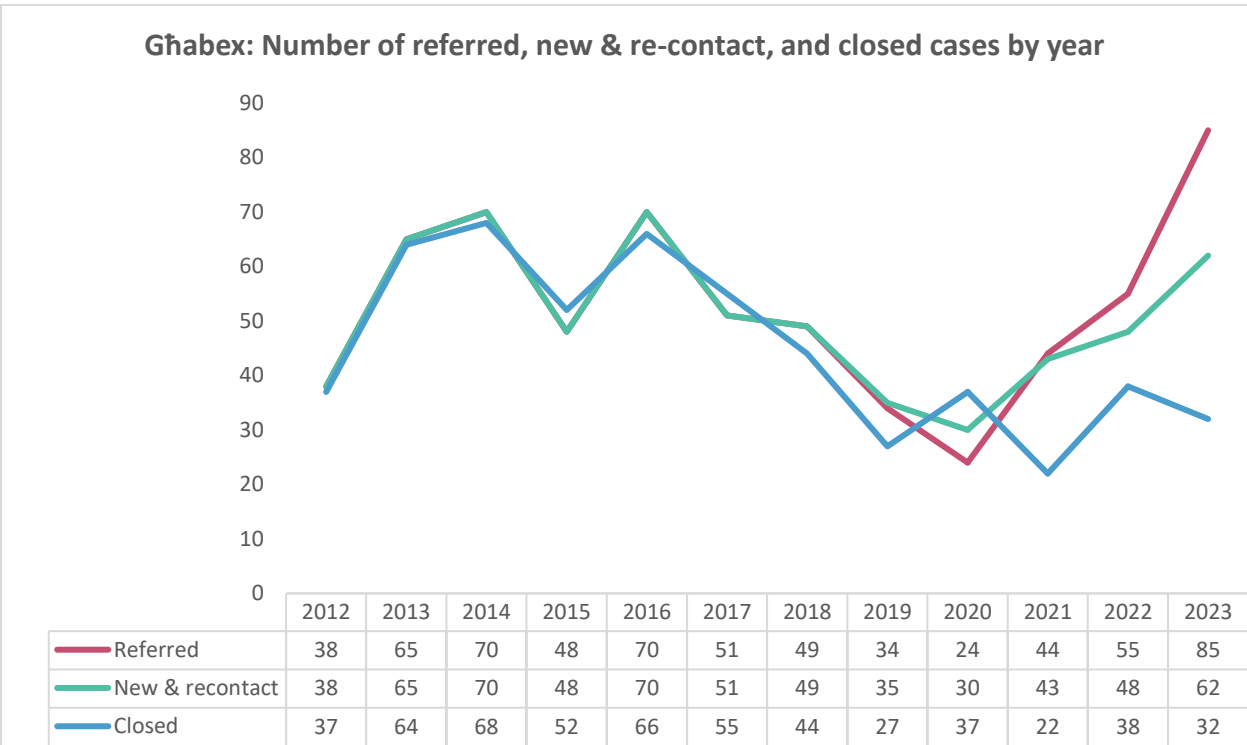


Figure 83: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 97 for breakdown of new & recontact cases). In 2023, 85 cases were referred, 62 new & recontact cases opened, and 32 cases closed.

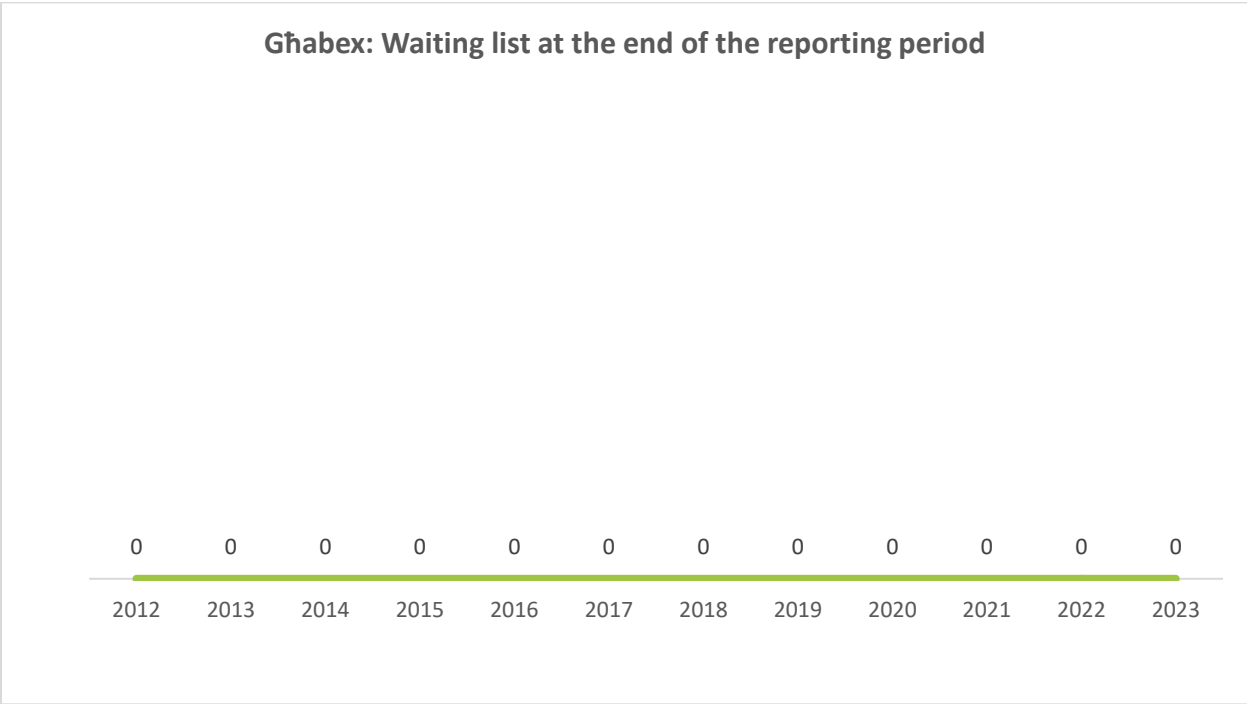


Figure 84: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

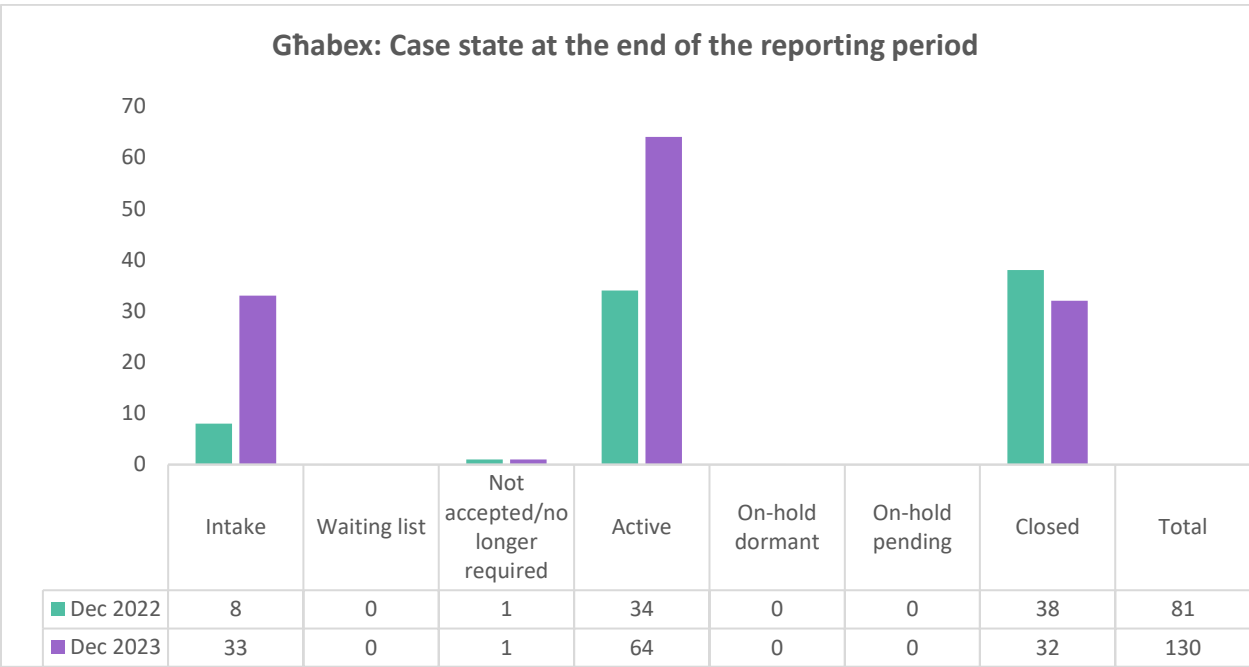


Figure 85: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 49% (64) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Ghabex: The days and nights stayed by service users during the Ghabex placement– Total number and average.

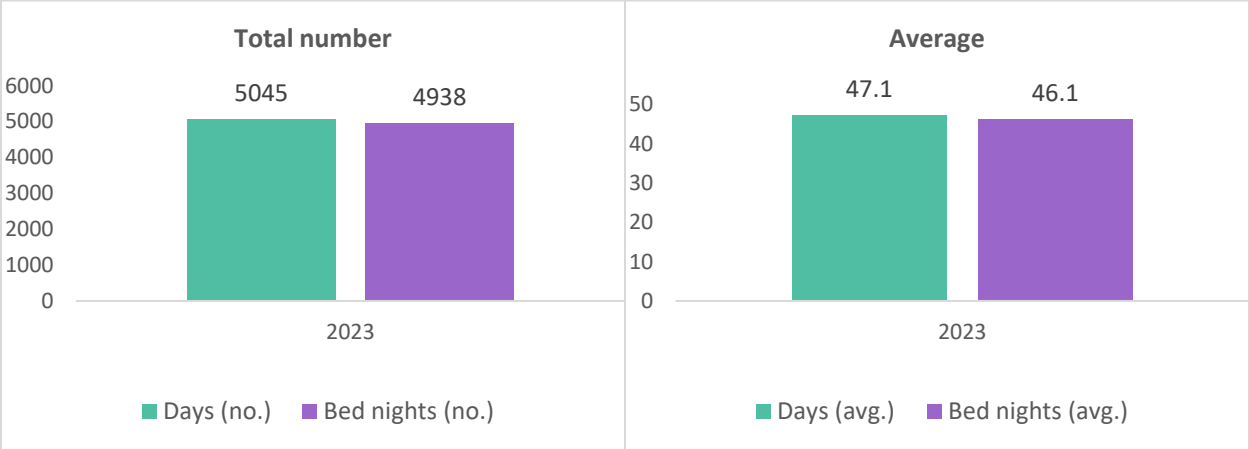


Figure 86: The figure above provides the total number of days and nights the service users attended in the reporting year as well as the average per service user's stay. In 2023 the data reporting was amended to report the actual bed nights slept in the residence. In 2023, service users spent a total of 4938 nights or an average of 46.1 bed nights per person per stay.

| Għabex: number of referred cases by type of alleged abuse category January - December 2023 | | | |
|---|-----|----|-------|
| | Yes | No | Total |
| Domestic violence | 84 | 1 | 85 |
| Gender-based violence | 2 | 83 | 85 |
| Honour-based violence | 5 | 80 | 85 |
| No abuse | 0 | 85 | 85 |

Figure 87: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

Għabex: number of referrals by type of alleged abuse and year of referral

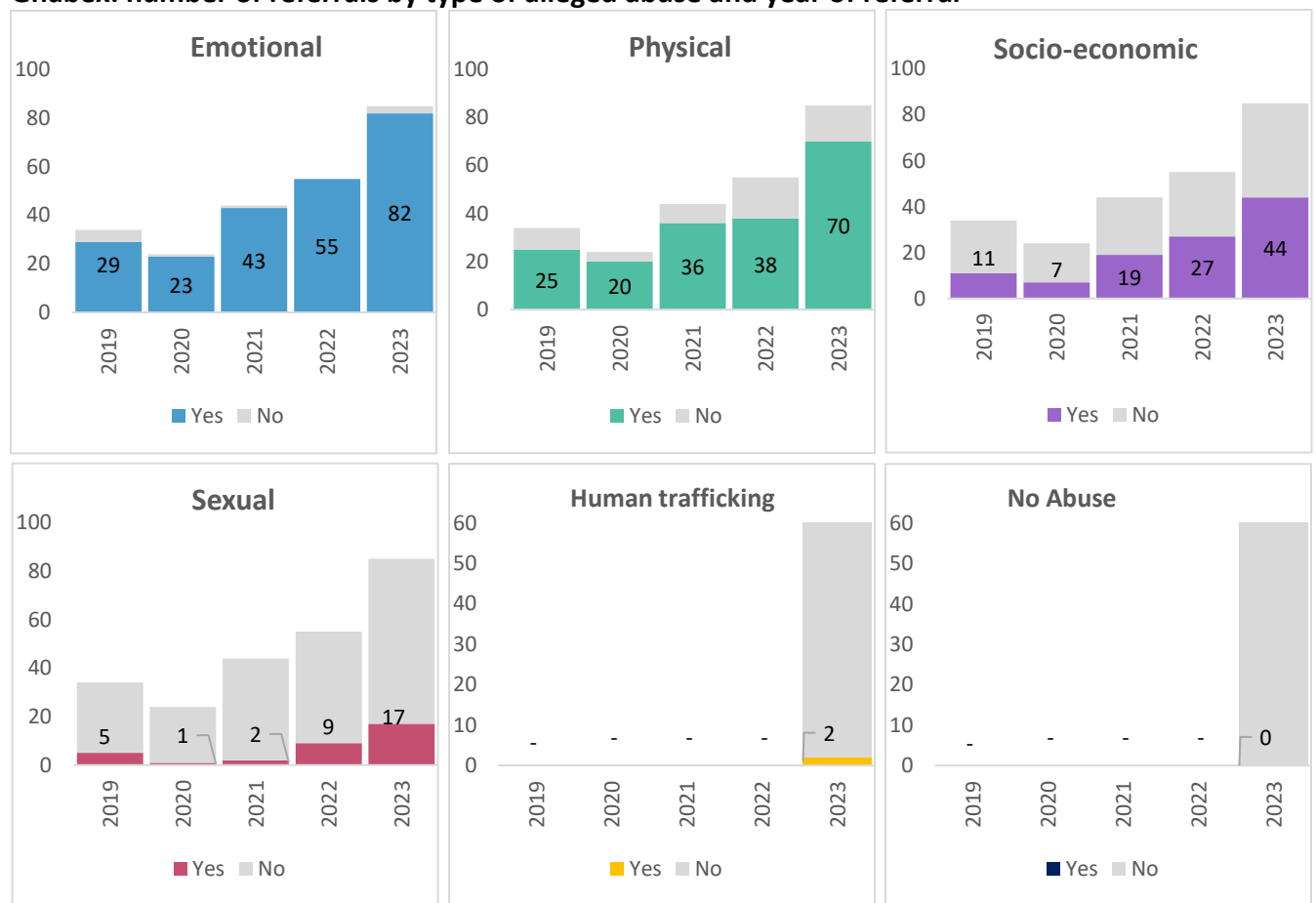


Figure 88: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 85 referrals in 2023, 82 reported emotional abuse and out of 85 referrals in 2023, 70 reported physical abuse.

Details regarding cases worked with January - December 2023

A total of **130** cases were worked with between January and December 2023.

Għabex: Cases worked with Jan-Dec 2023 by gender (no. & %)

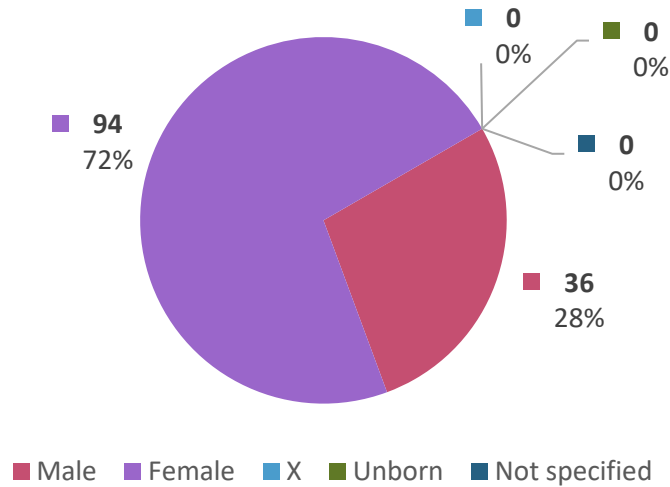


Figure 89: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (72%).

Għabex: Cases worked with Jan-Dec 2023 by age category (no. & %)

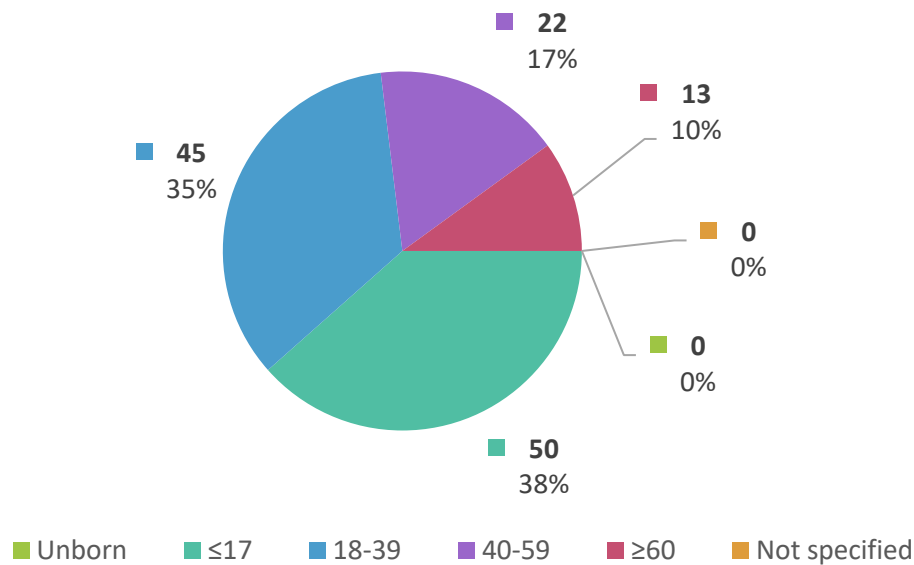


Figure 90: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (35%) and ages 17 or younger (38%) accompanying their parents.

Għabex: Cases worked with Jan-Dec 2023 by nationality (no. & %)

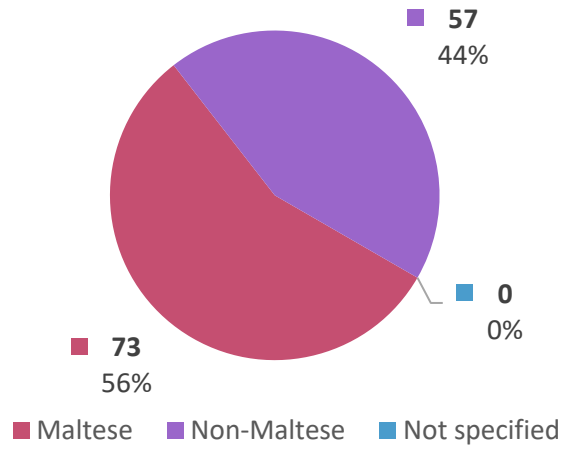


Figure 91: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 56% of the cases worked with were Maltese while non-Maltese made up 44% of cases.

Għabex: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

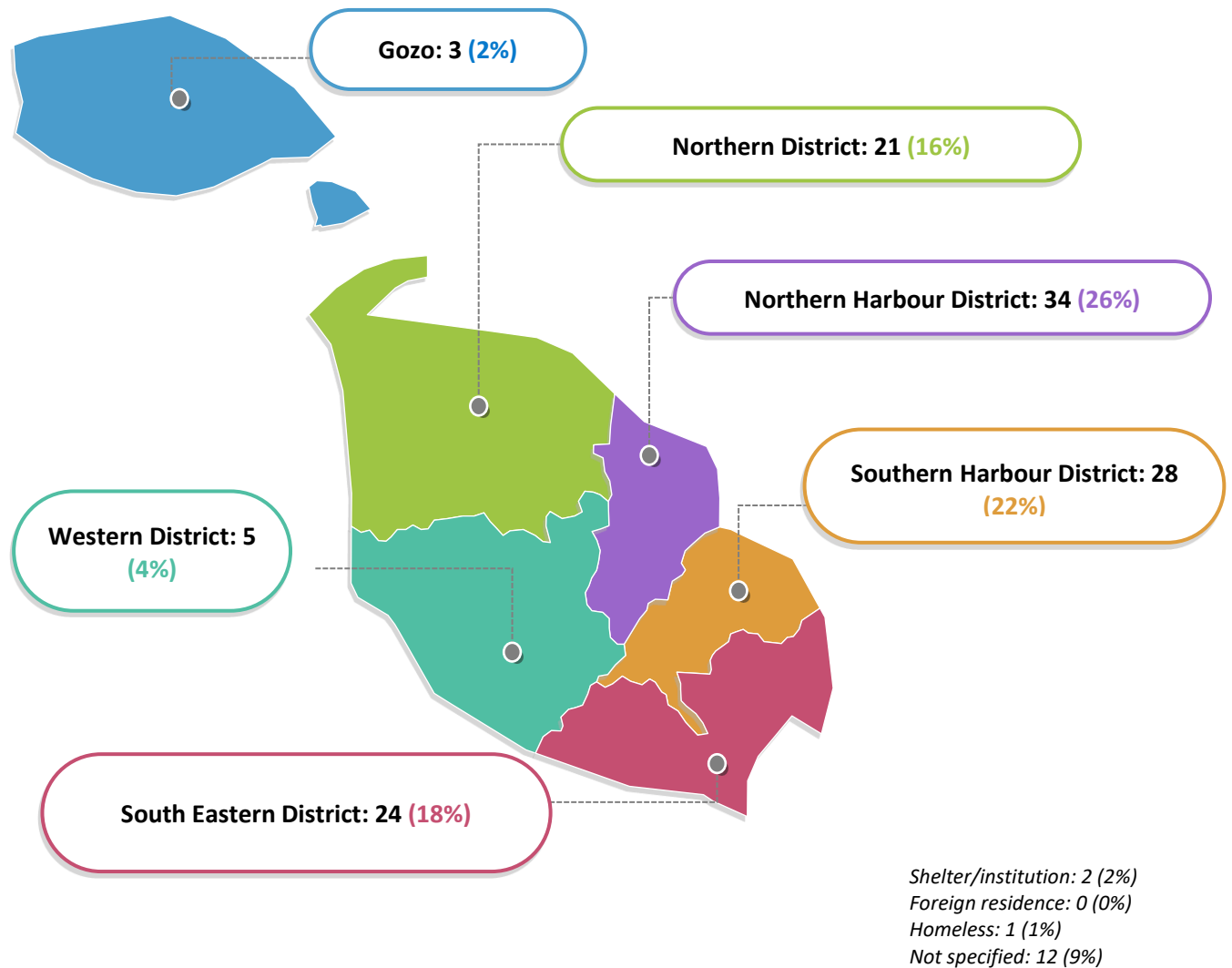


Figure 92: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (26%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **62** cases were opened between January and December 2023.

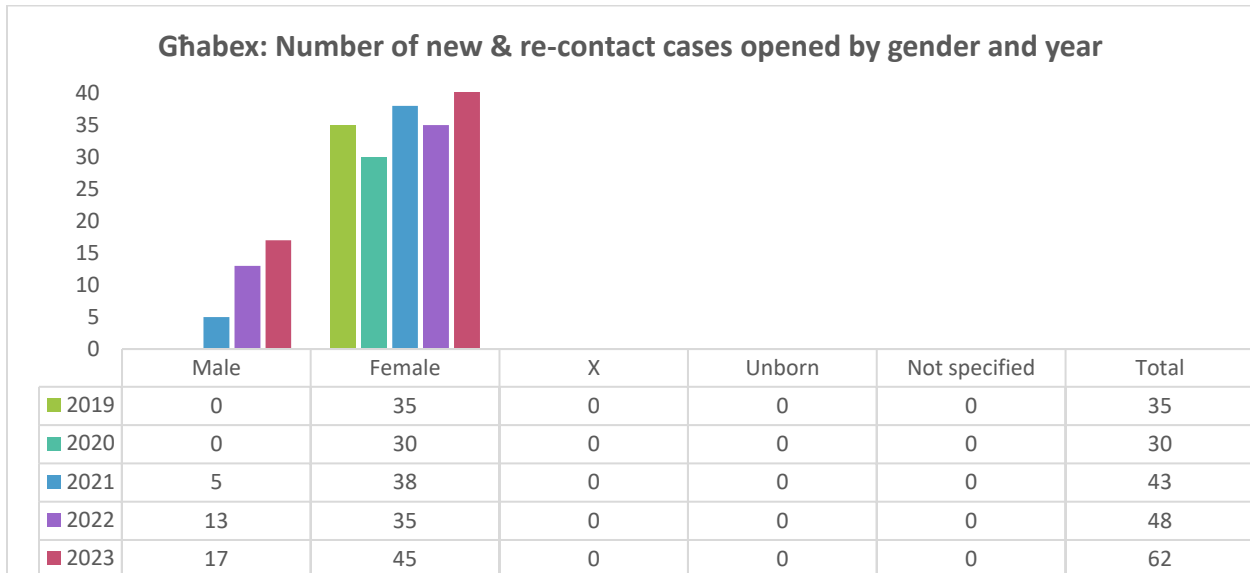


Figure 93: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (45). 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 online data collection system as from November 2021 onwards.

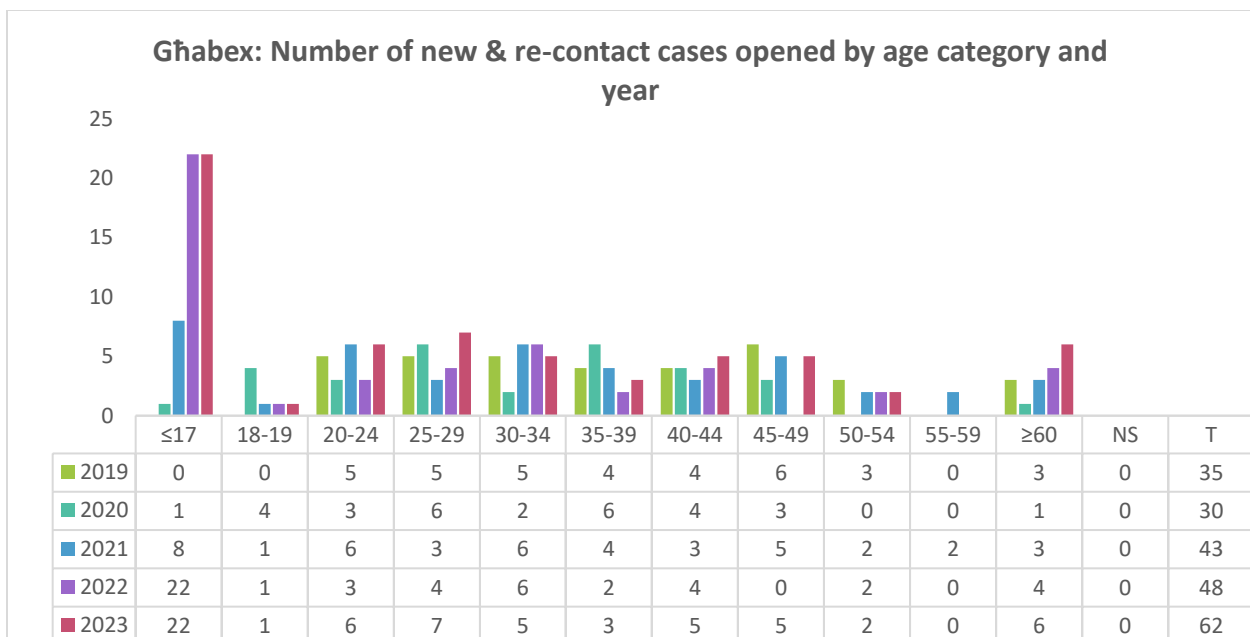


Figure 94: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 25 to 29 (7) and ages 17 or younger (22). Persons ages 17 or younger are accompanying their parent.

Graph Key: NS = Not Specified; T = Total.

| Għabex: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|---|-------------|---------------|----------|---------------|----------------------|--------------|
| | Male | Female | X | Unborn | Not specified | Total |
| <17 | 17 | 5 | 0 | 0 | 0 | 22 |
| 18-19 | 0 | 1 | 0 | 0 | 0 | 1 |
| 20-24 | 0 | 6 | 0 | 0 | 0 | 6 |
| 25-29 | 0 | 7 | 0 | 0 | 0 | 7 |
| 30-34 | 0 | 5 | 0 | 0 | 0 | 5 |
| 35-39 | 0 | 3 | 0 | 0 | 0 | 3 |
| 40-44 | 0 | 5 | 0 | 0 | 0 | 5 |
| 45-49 | 0 | 5 | 0 | 0 | 0 | 5 |
| 50-54 | 0 | 2 | 0 | 0 | 0 | 2 |
| 55-59 | 0 | 0 | 0 | 0 | 0 | 0 |
| ≥60 | 0 | 6 | 0 | 0 | 0 | 6 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 17 | 45 | 0 | 0 | 0 | 62 |

Figure 95: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

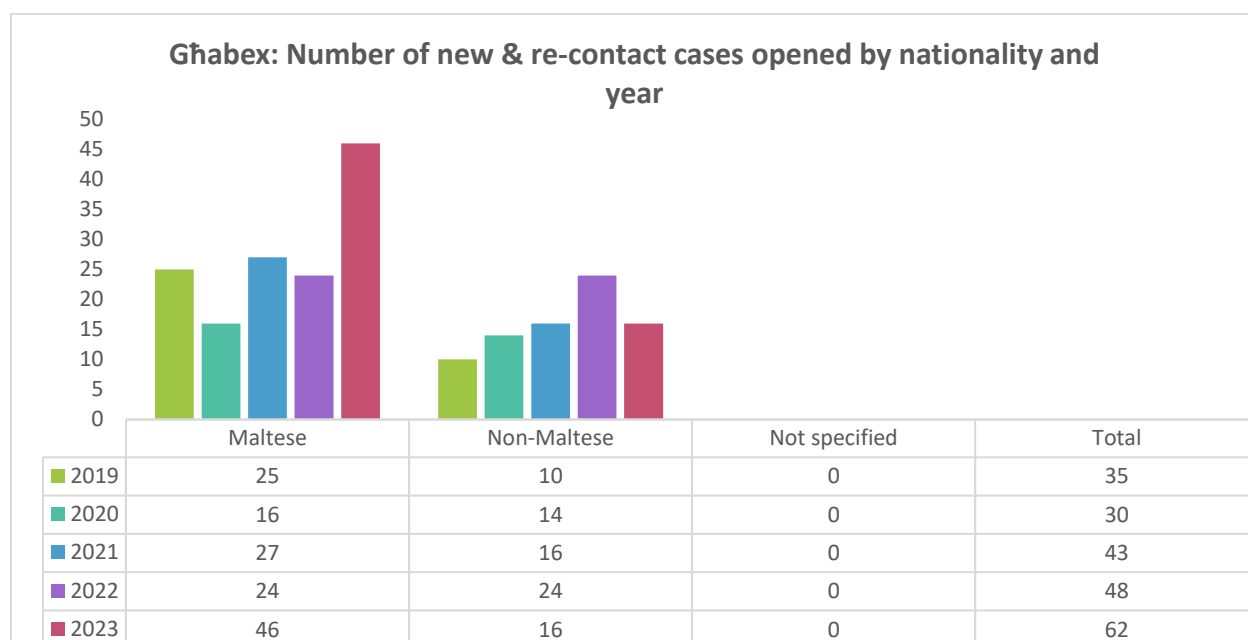


Figure 96: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 46 cases opened in 2023 were Maltese while 16 cases were non-Maltese.

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

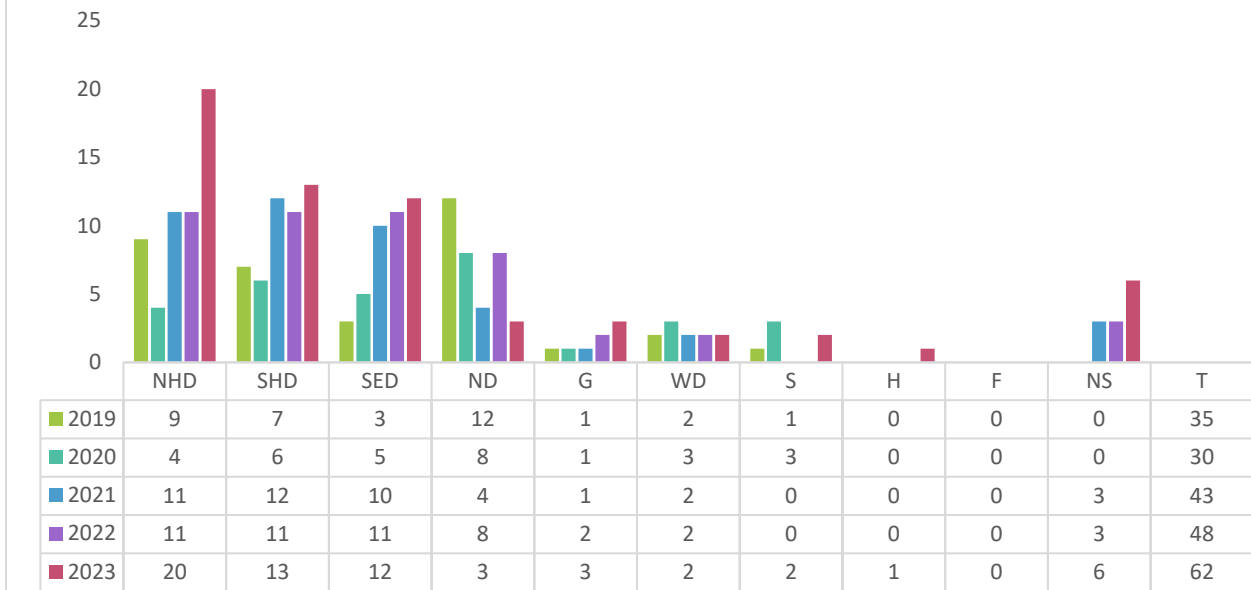


Figure 97: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (20) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Stop! The Violence and Abuse Service (STOP!)

Case activity

A new online data collection system and reporting format were introduced in 2020.

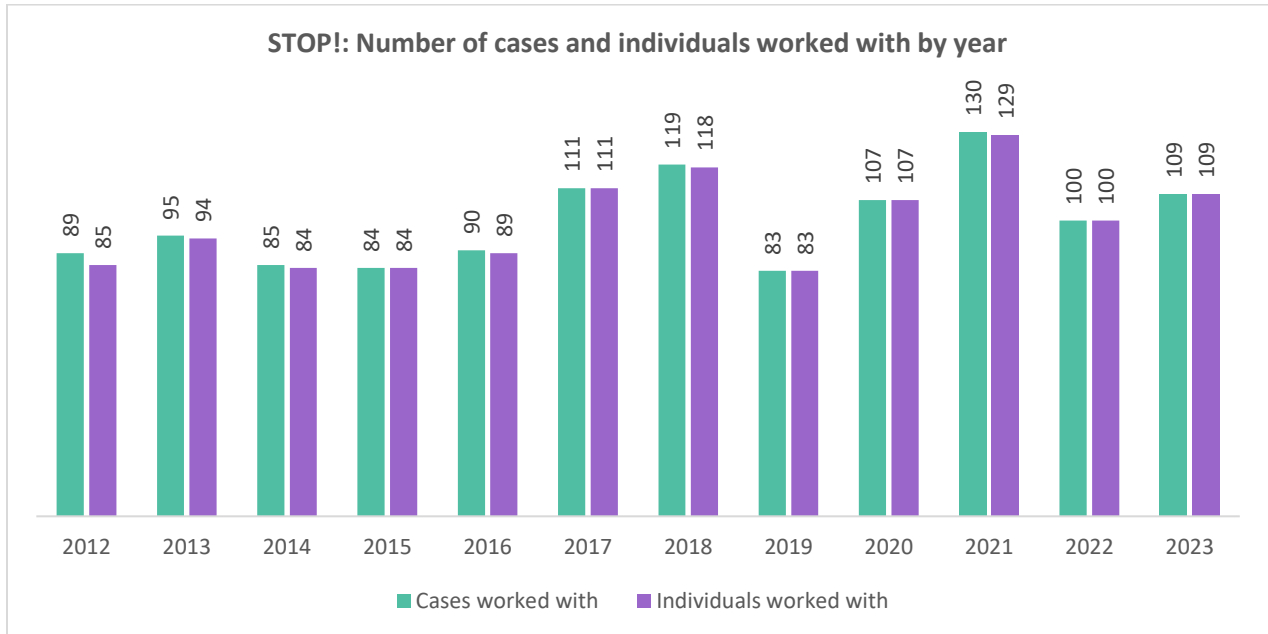


Figure 98: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 109 cases and 109 individuals were worked with compared to 100 and 100 respectively in 2022.

STOP!: Percentage difference in the number of cases worked with in the current year compared to the previous year.

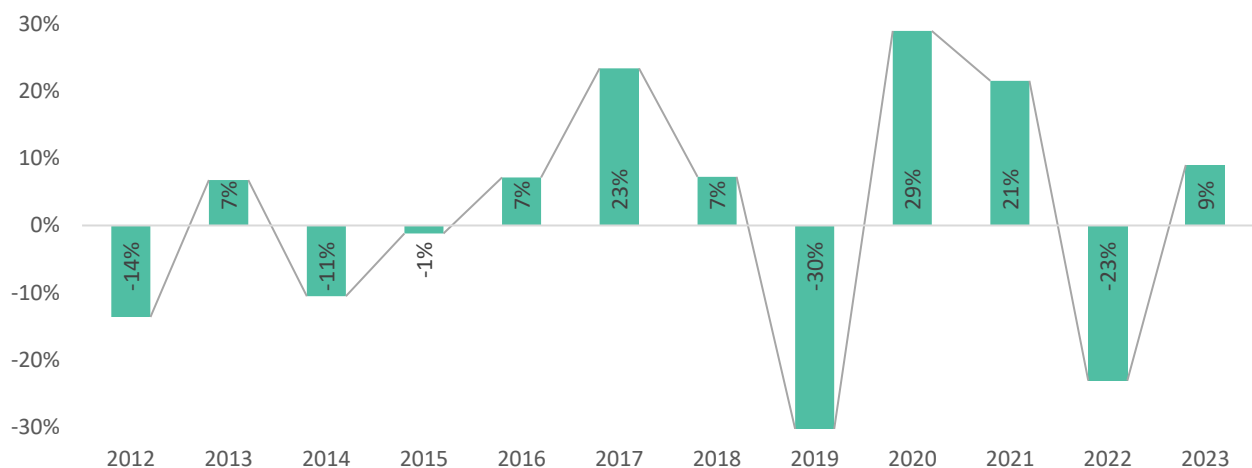


Figure 99: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 23% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

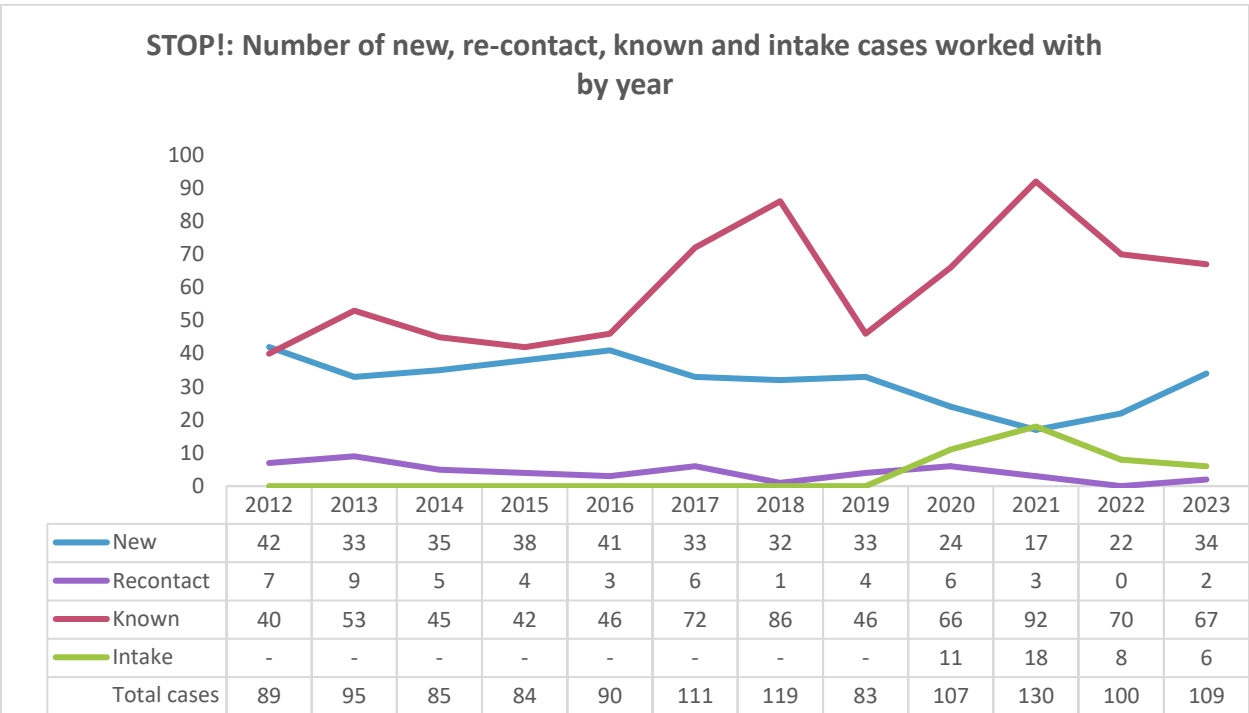


Figure 100: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

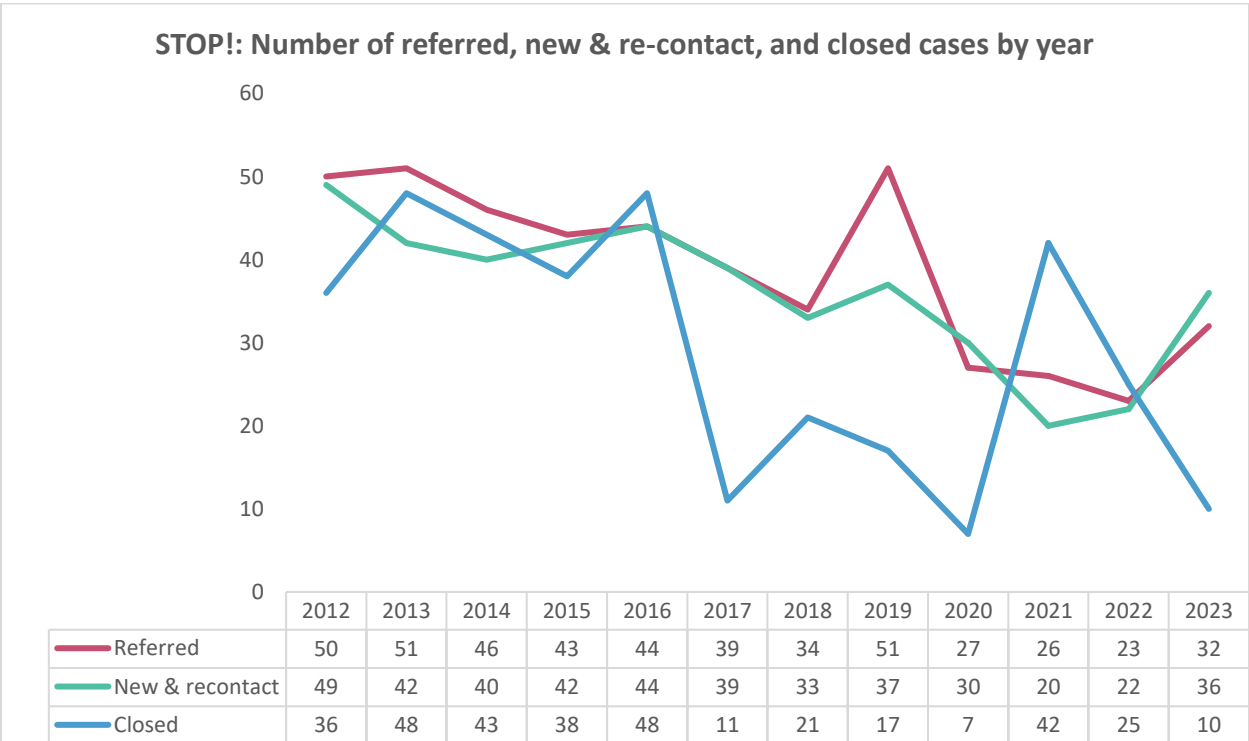


Figure 101: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 115 for breakdown of new & recontact cases). In 2023, 32 cases were referred, 36 new & recontact cases opened, and 10 cases closed.

STOP!: Waiting list at the end of the reporting period



Figure 102: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

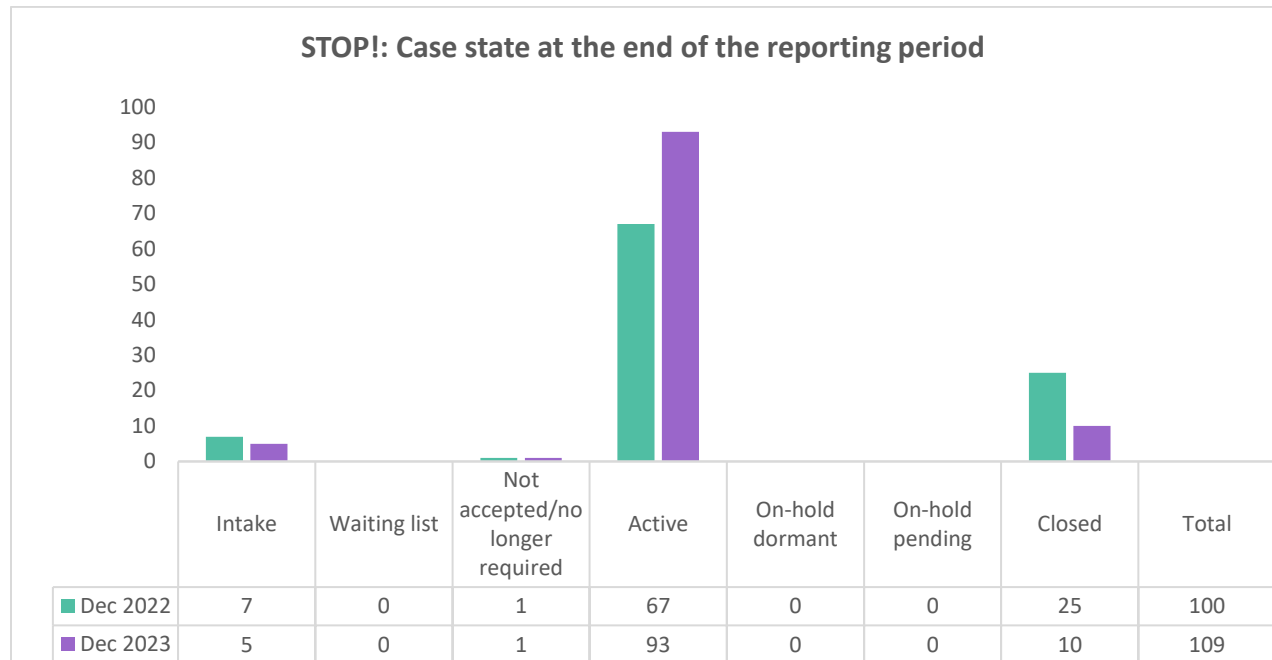


Figure 103: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 85% (93) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

| STOP!: number of referred cases by type of alleged abuse category | | | |
|--|------------|-----------|--------------|
| January - December 2023 | | | |
| | Yes | No | Total |
| Domestic violence | 32 | 0 | 32 |
| Gender-based violence | 1 | 31 | 32 |
| Honour-based violence | 0 | 32 | 32 |
| No abuse | 0 | 32 | 32 |

Figure 104: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

STOP!: number of referred cases by type of alleged abuse and year of referral

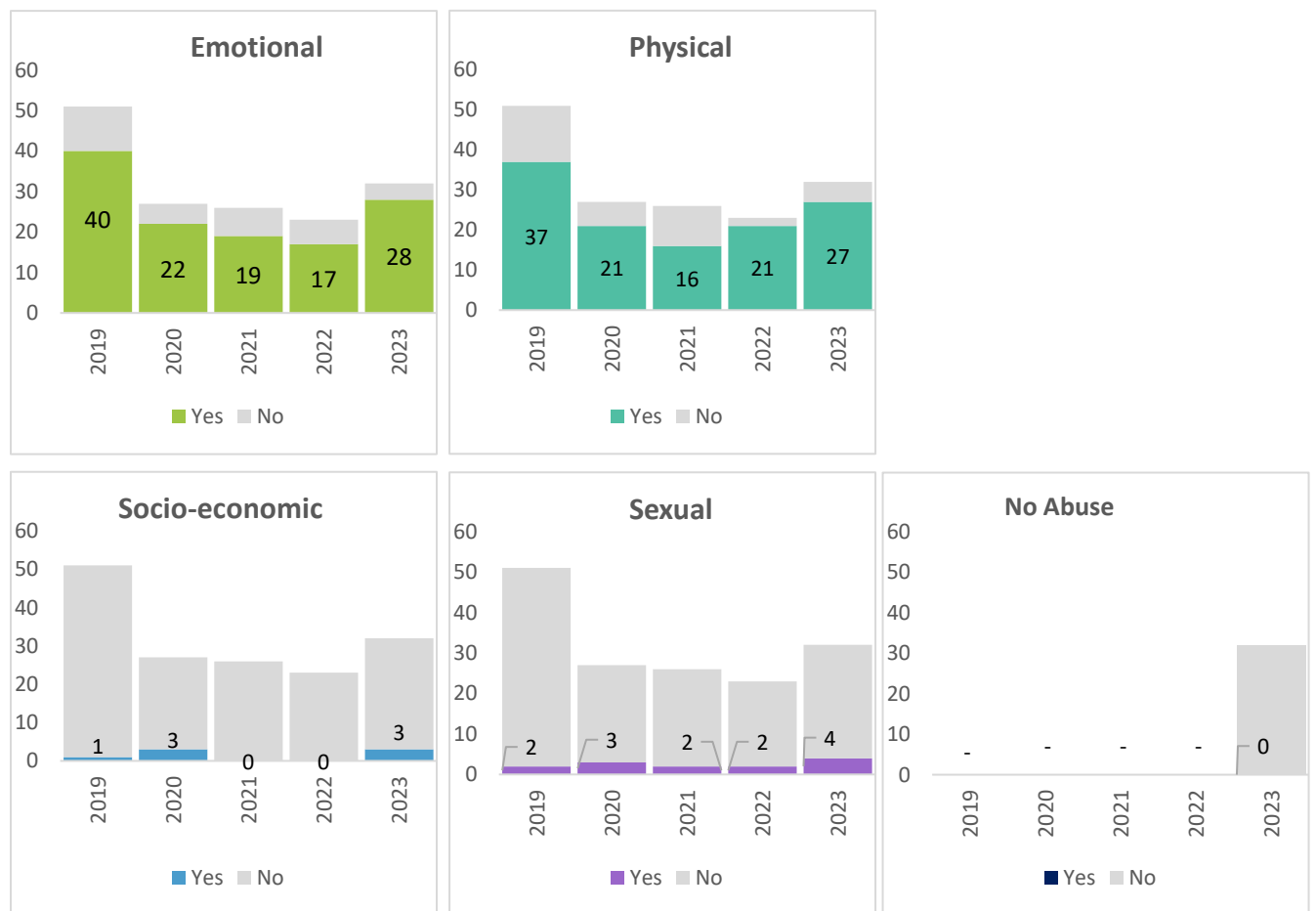


Figure 105: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 32 referrals in 2023, 28 reported emotional abuse and out of 32 referrals in 2023, 27 reported physical abuse.

Details regarding cases worked with January - December 2023

A total of **109** cases were worked with between January and December 2023.

STOP!: Cases worked with Jan-Dec 2023 by gender (no. & %)

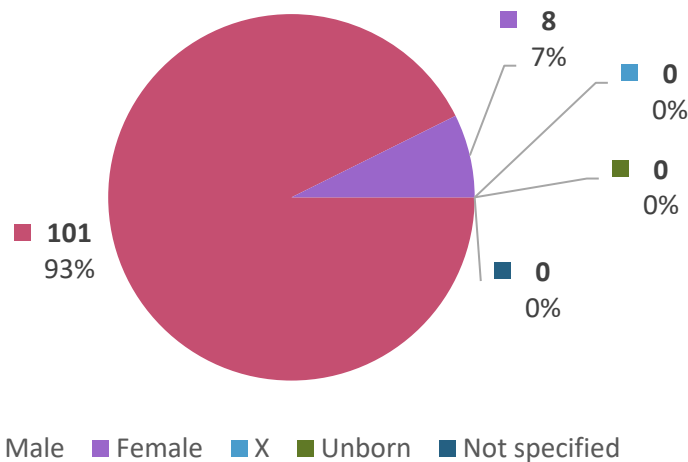


Figure 106: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (93%).

STOP!: Cases worked with Jan-Dec 2023 by age category (no. & %)

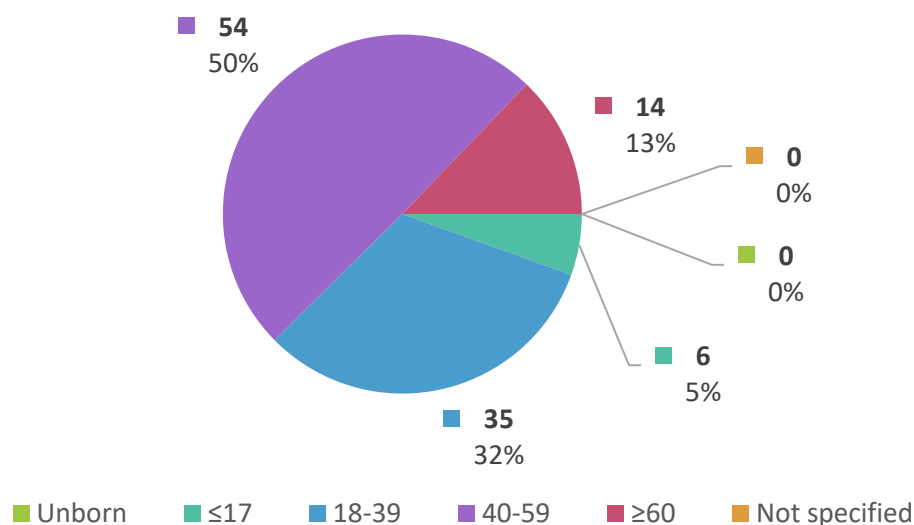


Figure 107: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (50%).

STOP!: Cases worked with Jan-Dec 2023 by nationality (no. & %)

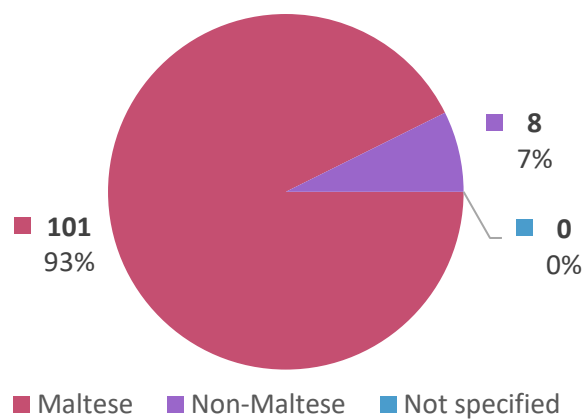


Figure 108: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

STOP!: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

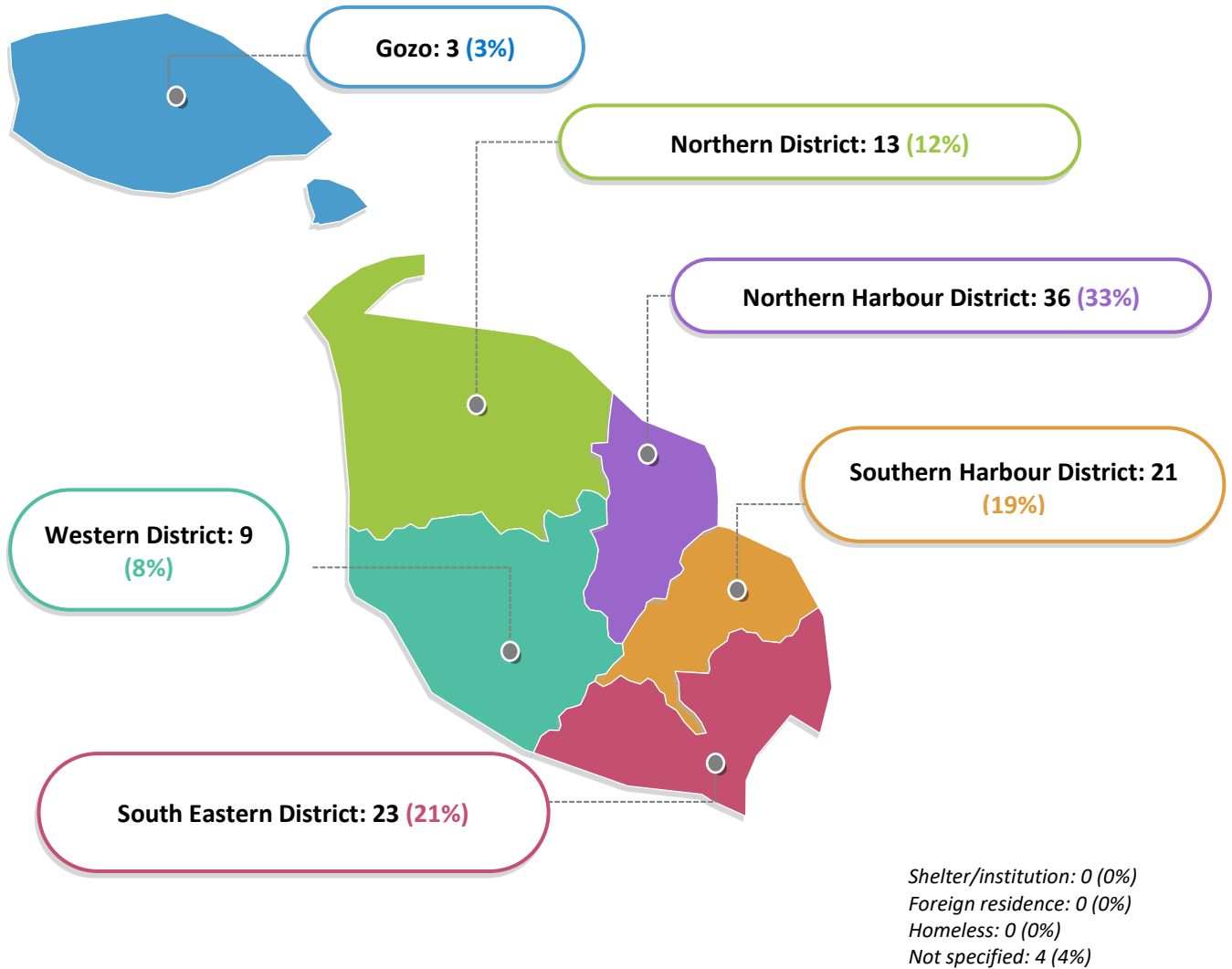


Figure 109: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (33%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **36** cases were opened between January and December 2023.

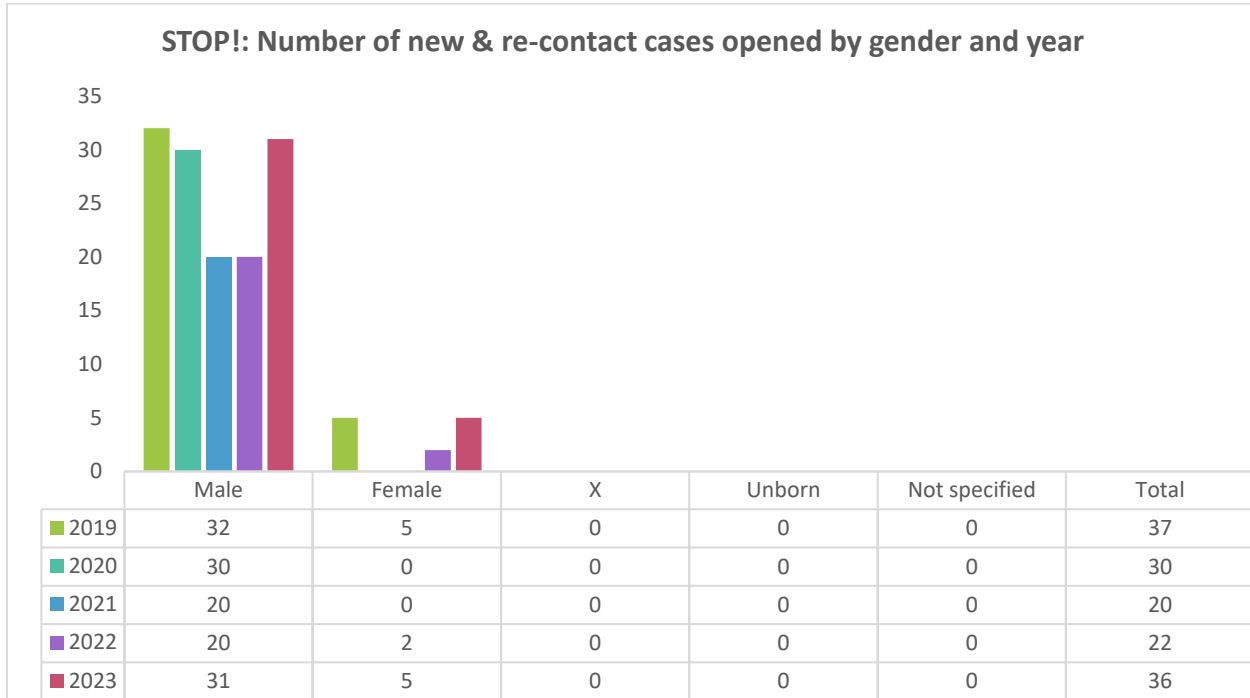


Figure 110: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (31).

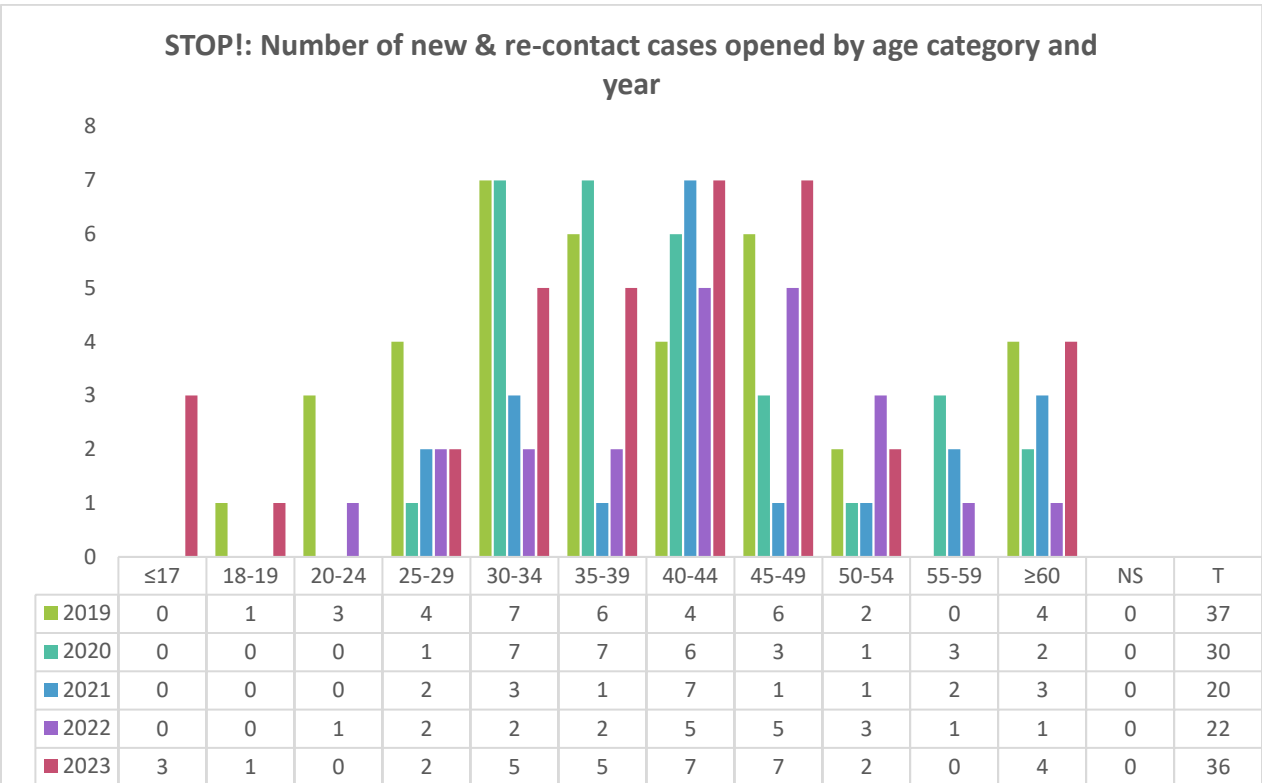


Figure 111: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 40 to 44 (7) and 45 to 49 (7).

Graph Key: NS = Not Specified; T = Total.

| STOP!: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|--|-----------|----------|----------|----------|---------------|-----------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 2 | 1 | 0 | 0 | 0 | 3 |
| 18-19 | 1 | 0 | 0 | 0 | 0 | 1 |
| 20-24 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25-29 | 2 | 0 | 0 | 0 | 0 | 2 |
| 30-34 | 4 | 1 | 0 | 0 | 0 | 5 |
| 35-39 | 3 | 2 | 0 | 0 | 0 | 5 |
| 40-44 | 6 | 1 | 0 | 0 | 0 | 7 |
| 45-49 | 7 | 0 | 0 | 0 | 0 | 7 |
| 50-54 | 2 | 0 | 0 | 0 | 0 | 2 |
| 55-59 | 0 | 0 | 0 | 0 | 0 | 0 |
| ≥60 | 4 | 0 | 0 | 0 | 0 | 4 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 31 | 5 | 0 | 0 | 0 | 36 |

Figure 112: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

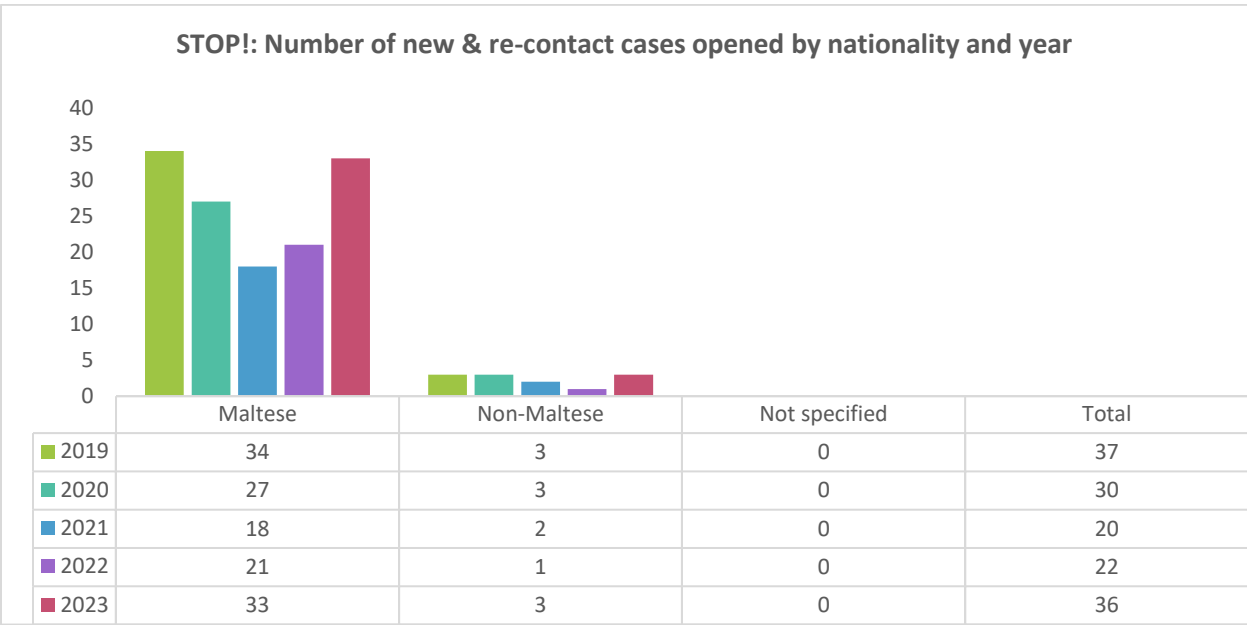


Figure 113: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 33 cases opened in 2023 were Maltese while 3 cases were non-Maltese.

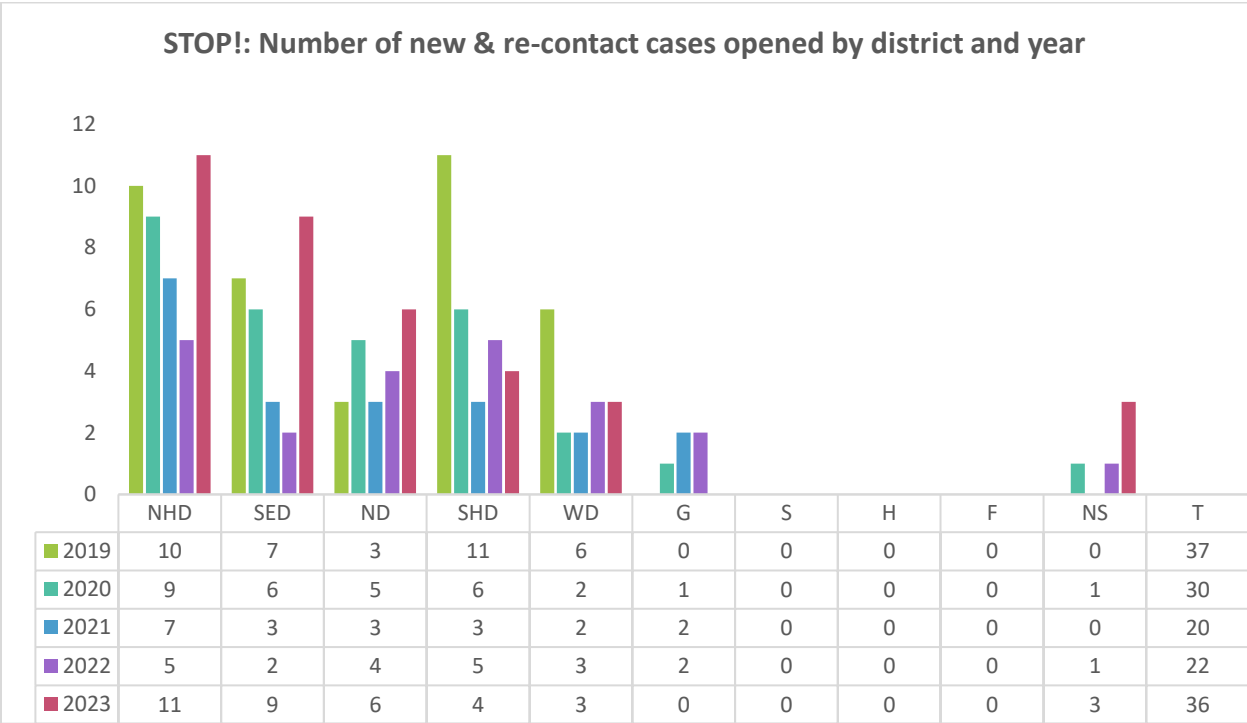


Figure 114: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (11) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Child to Parent Violence (CPV)

Case activity

Service was launched April 2022.

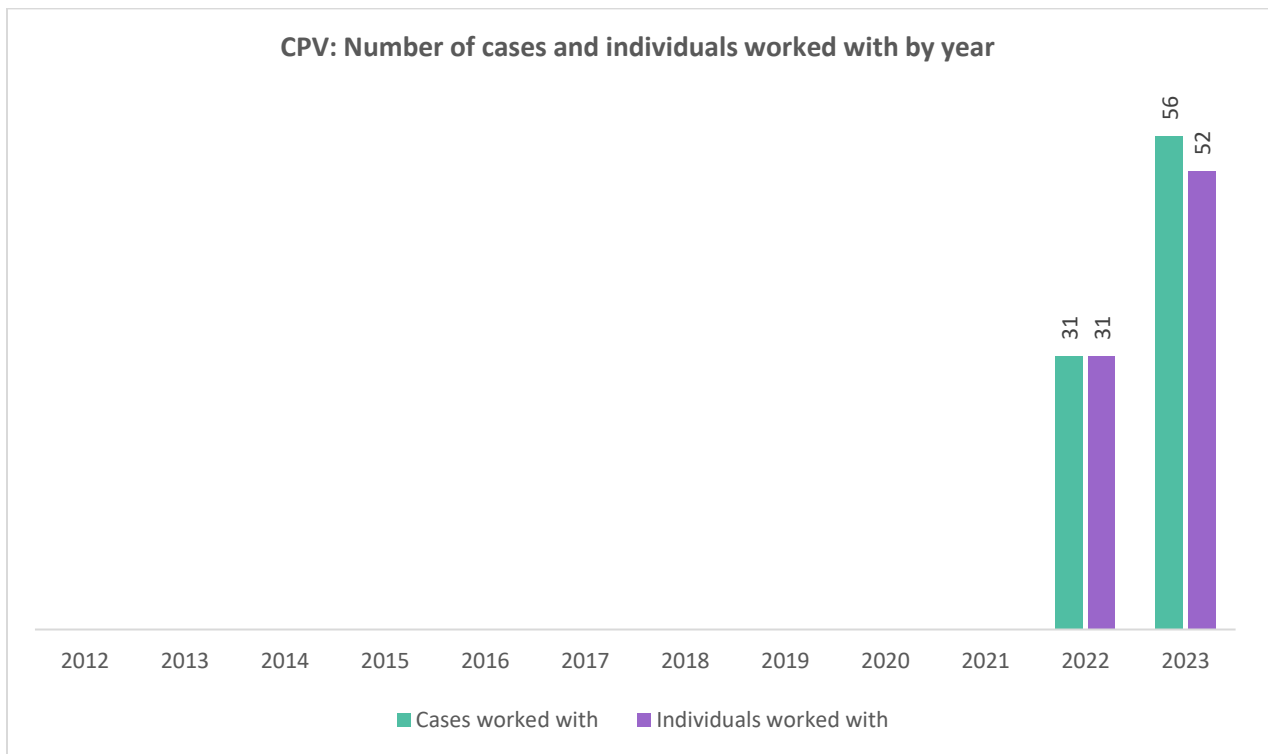


Figure 115: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 56 cases and 52 individuals were worked with compared to 31 and 31 respectively in 2022.

CPV: Percentage difference in the number of cases worked with in the current year compared to the previous year.



Figure 116: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 81% in 2023 over 2022. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

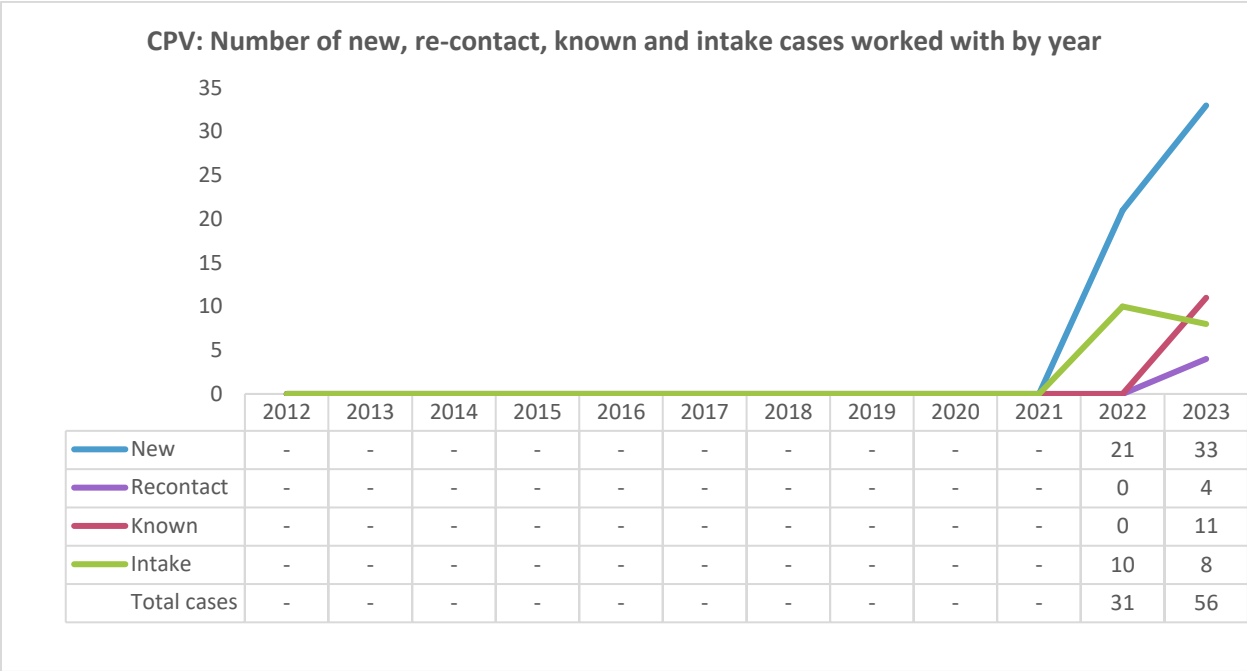


Figure 117: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2023 due to the implementation of an online data collection system. Since in 2022 all cases were newly inputted, there were nil (0) recontacts or known cases registered.

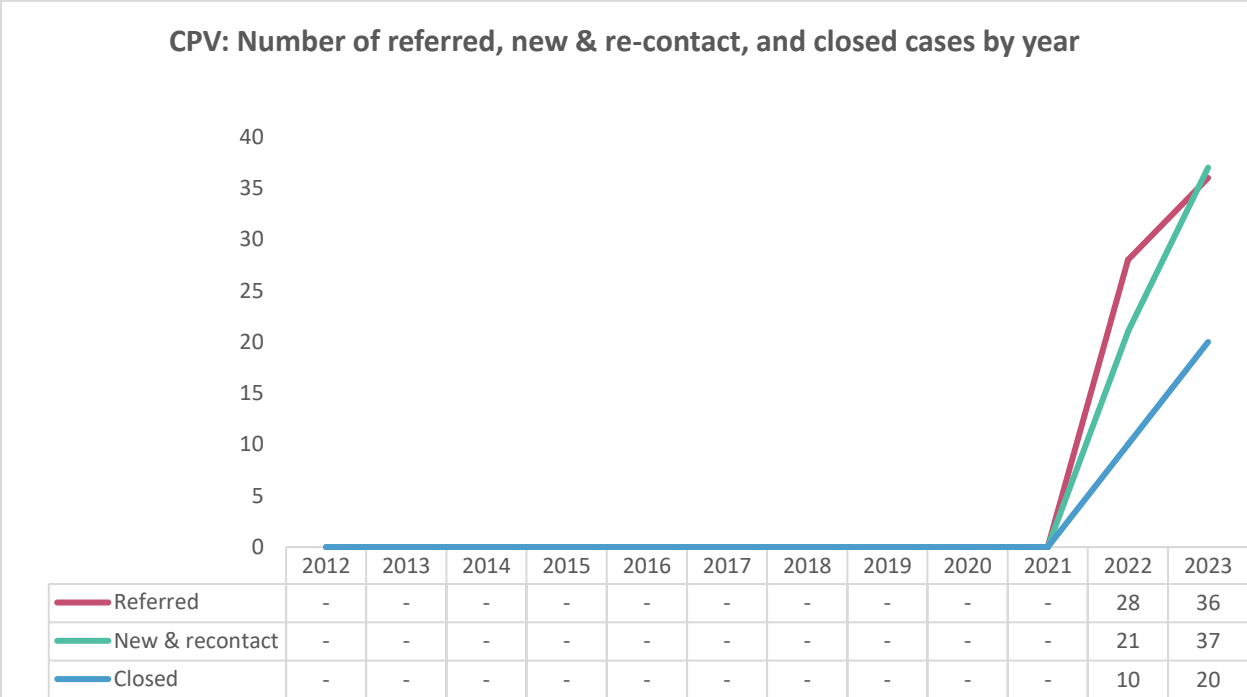


Figure 118: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 132 for breakdown of new & recontact cases). In 2023, 36 cases were referred, 37 new & recontact cases opened, and 20 cases closed.

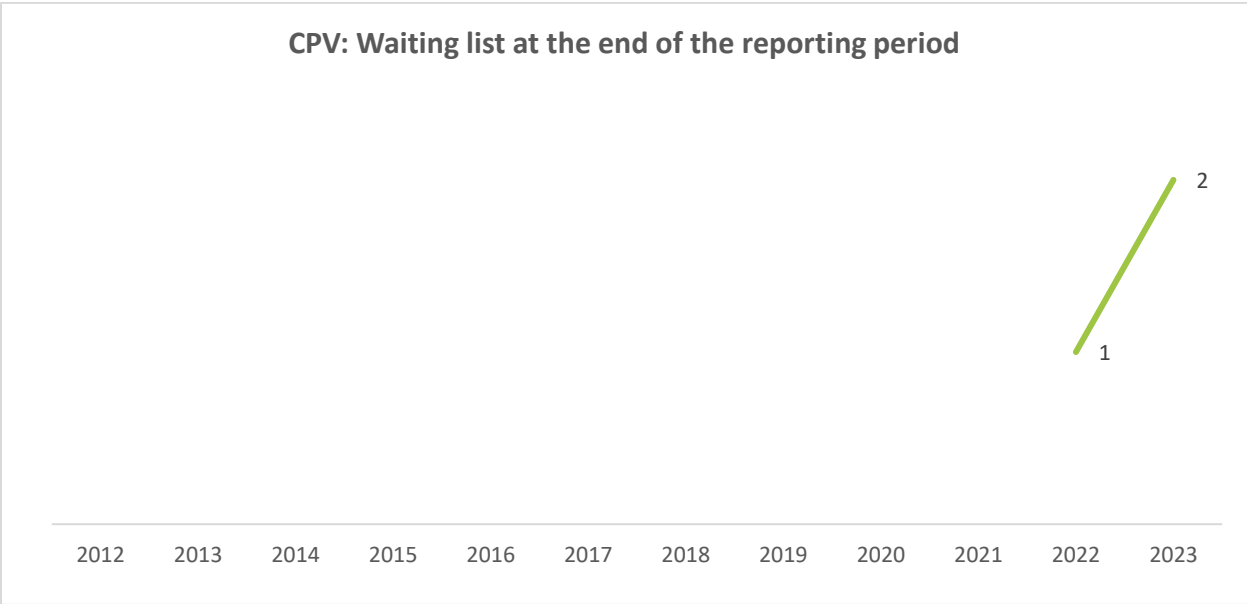


Figure 119: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

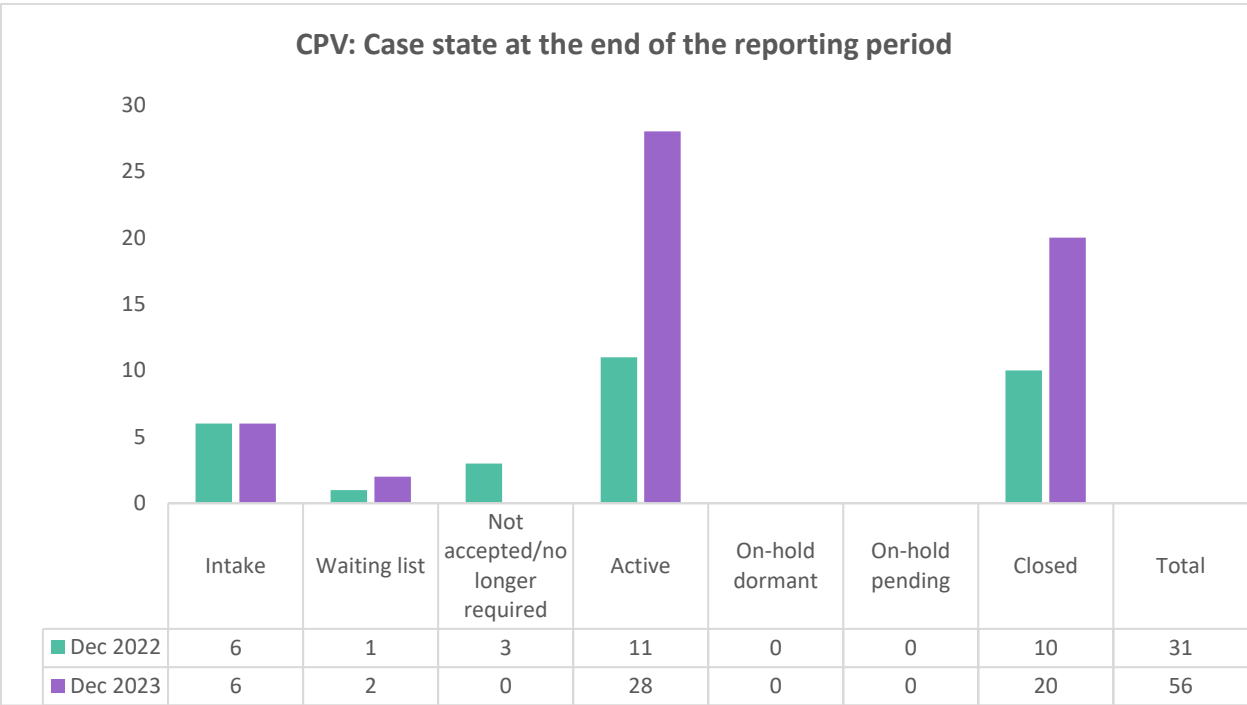


Figure 120: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 50% (28) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

| CPV: number of referred cases by type of alleged abuse category January - December 2023 | | | |
|--|-----|----|-------|
| | Yes | No | Total |
| Domestic violence | 36 | 0 | 36 |
| Gender-based violence | 0 | 36 | 36 |
| Honour-based violence | 1 | 35 | 36 |
| No abuse | 0 | 36 | 36 |

Figure 121: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

CPV: number of referred cases by type of alleged abuse and year of referral

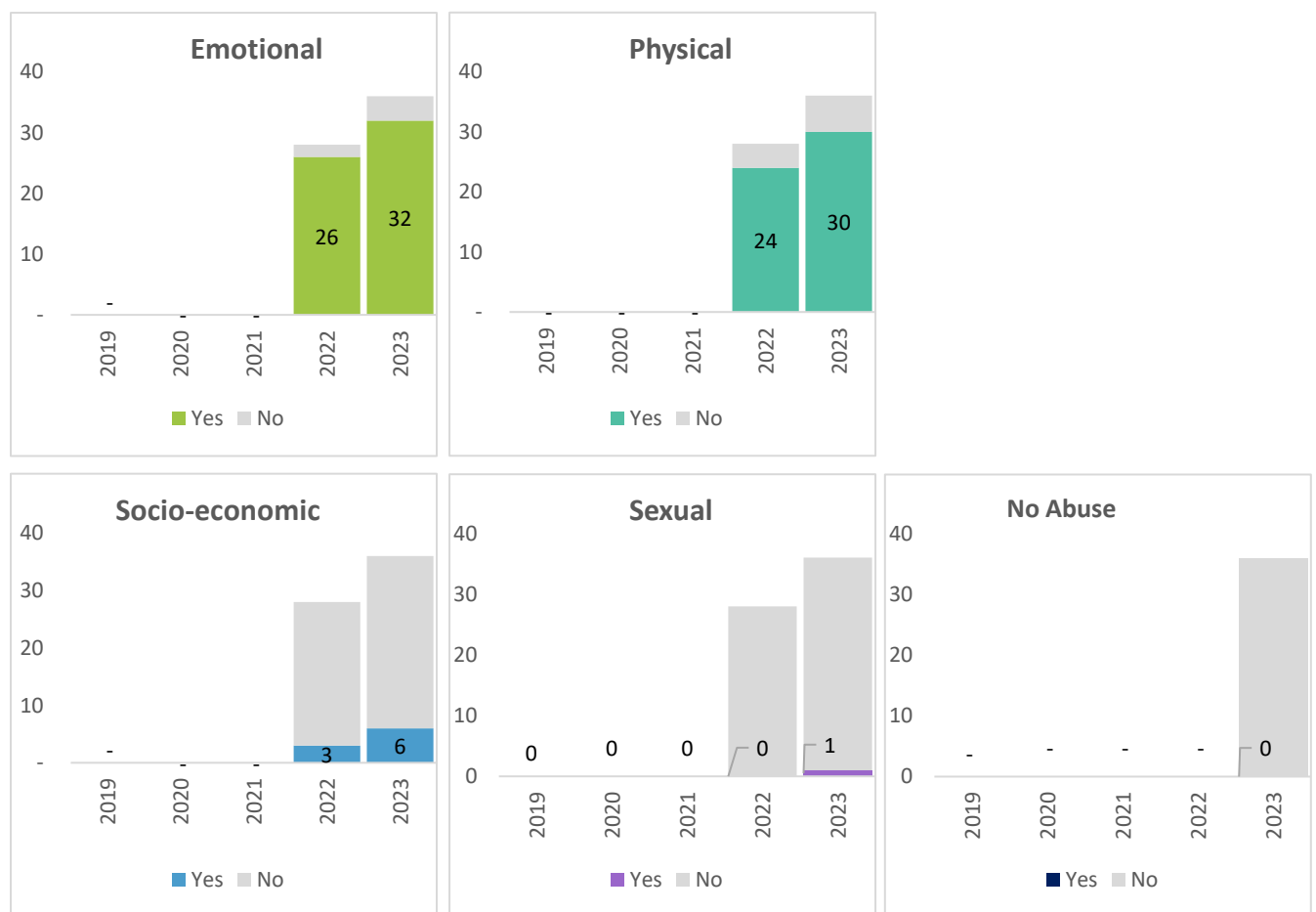


Figure 122: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 36 referrals in 2023, 32 reported emotional abuse and out of 36 referrals in 2023, 30 reported physical abuse

Details regarding cases worked with January - December 2023

A total of 56 cases were worked with between January and December 2023.

CPV: Cases worked with Jan-Dec 2023 by gender (no. & %)

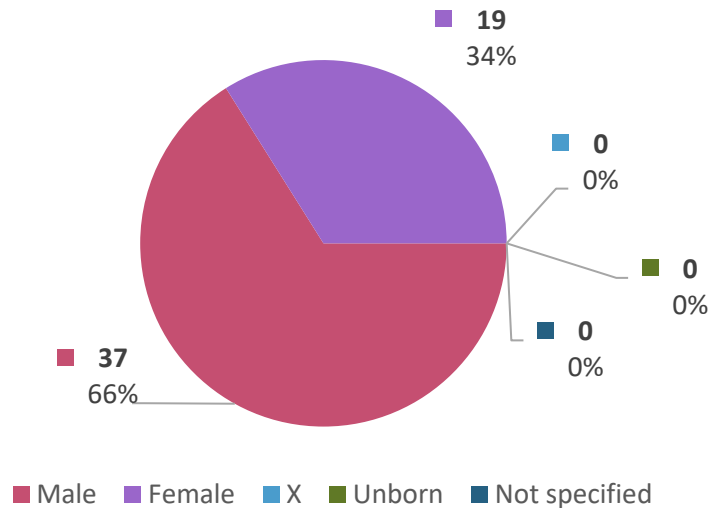


Figure 123: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (66%).

CPV: Cases worked with Jan-Dec 2023 by age category (no. & %)

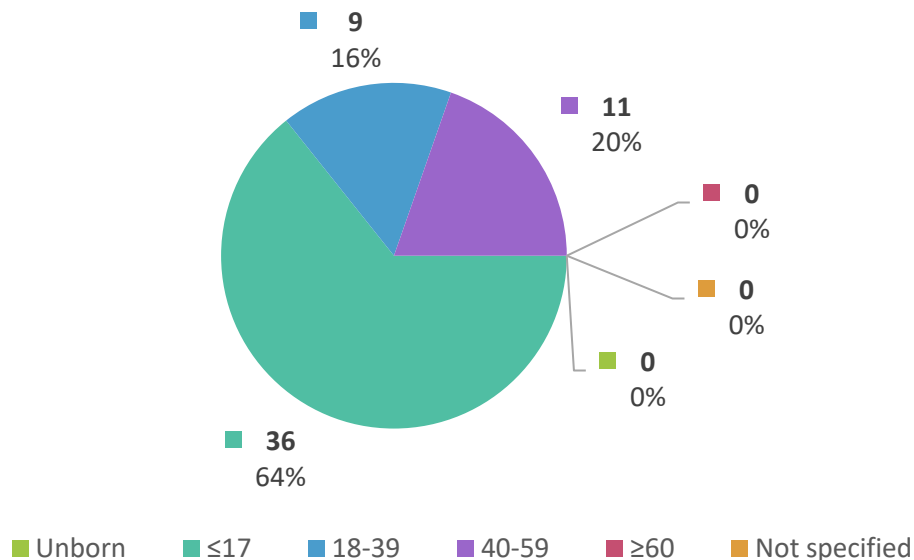


Figure 124: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Service users aged over 25 years are parents who are receiving support from the service along with their children. In 2023, the highest percentage of cases worked with were ages 17 or younger (64%).

CPV: Cases worked with Jan-Dec 2023 by nationality (no. & %)

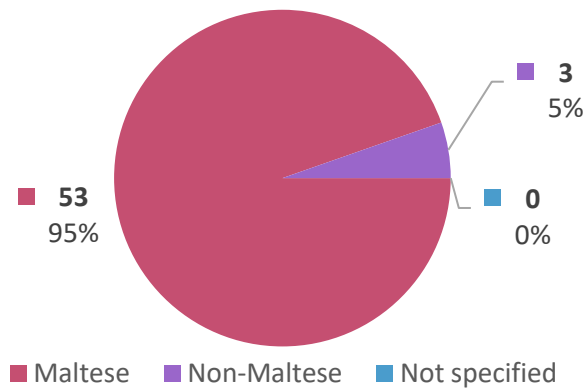


Figure 125: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 95% of the cases worked with were Maltese while non-Maltese made up 5% of cases.

CPV: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

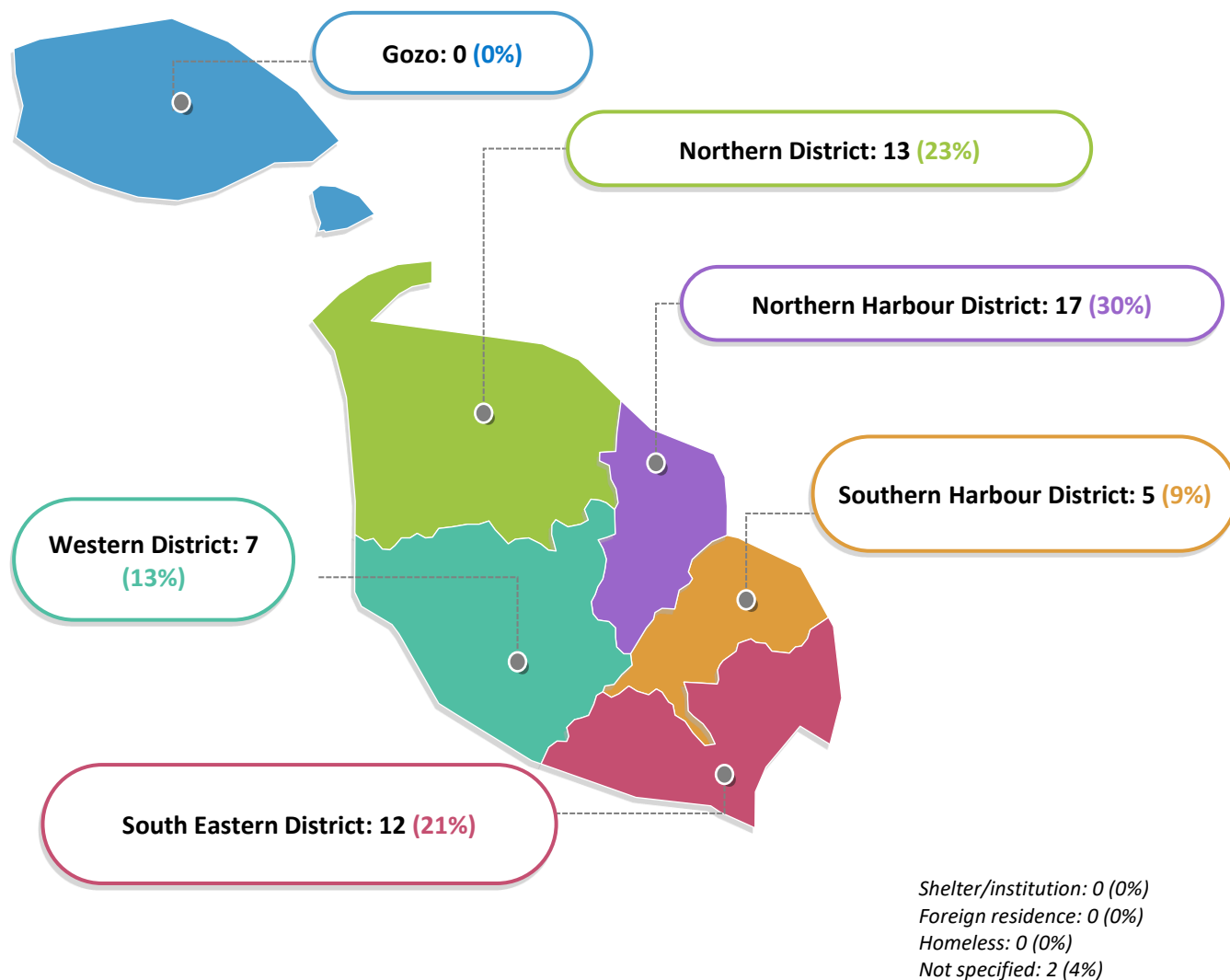


Figure 126: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (30%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **37** cases were opened between January and December 2023.

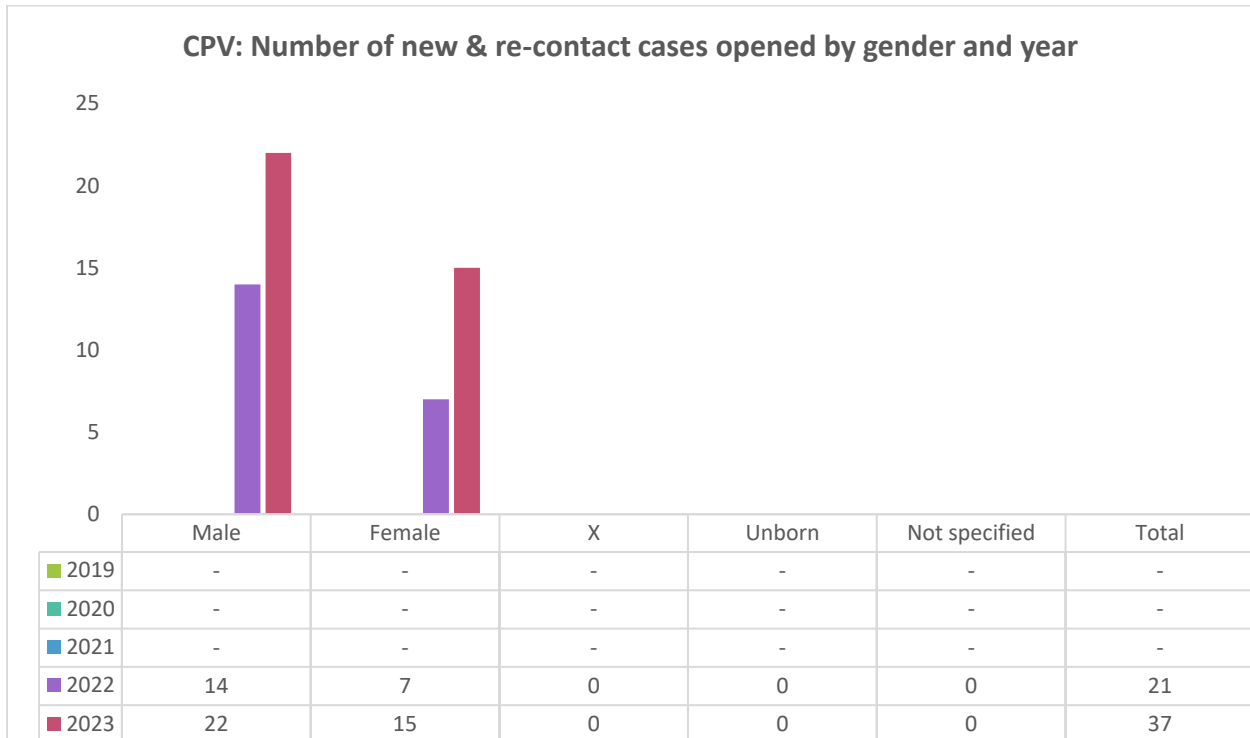


Figure 127: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (22).

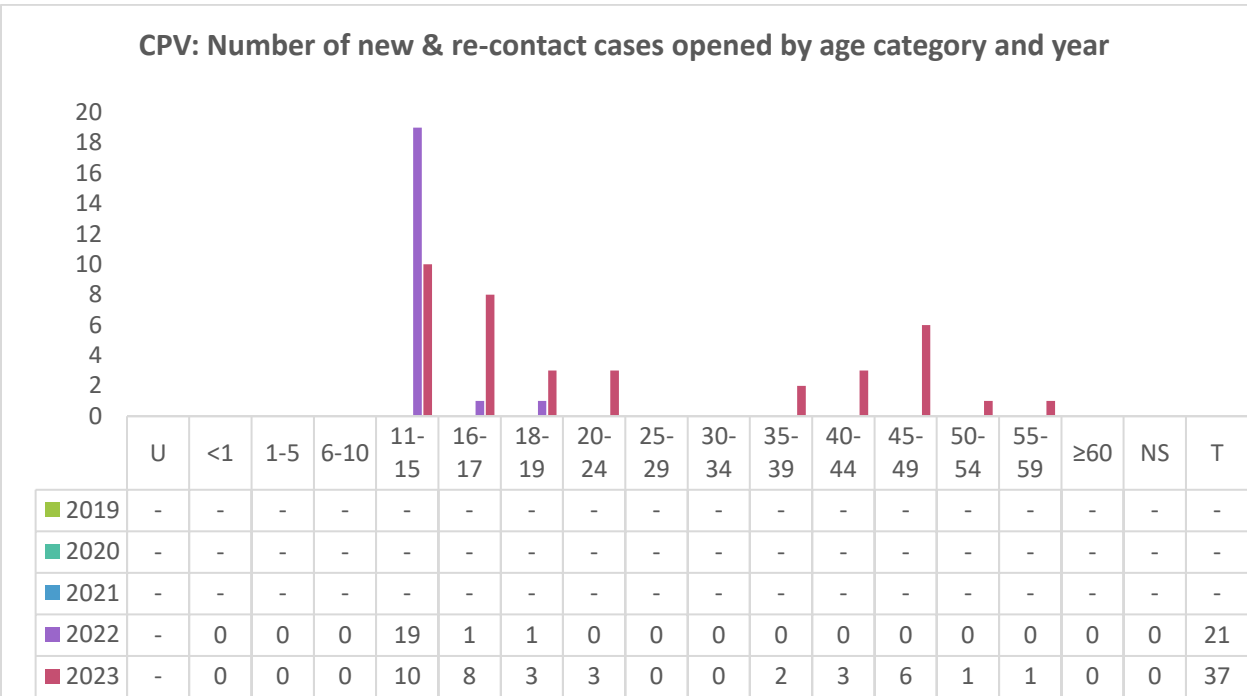


Figure 128: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. Service users aged over 25 years are parents who are receiving support from the service along with their children. In 2023, the highest number of cases opened were ages 11 to 15 (10).

Graph Key: U = Unborn; NS = Not Specified; T = Total.

**CPV: Number of new & re-contact cases opened by age category and gender
January - December 2023**

| | Male | Female | X | Unborn | Not specified | Total |
|---------------|-----------|-----------|----------|----------|---------------|-----------|
| Unborn | - | - | - | - | - | - |
| <1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1-5 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6-10 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11-15 | 6 | 4 | 0 | 0 | 0 | 10 |
| 16-17 | 5 | 3 | 0 | 0 | 0 | 8 |
| 18-19 | 3 | 0 | 0 | 0 | 0 | 3 |
| 20-24 | 3 | 0 | 0 | 0 | 0 | 3 |
| 25-29 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30-34 | 0 | 0 | 0 | 0 | 0 | 0 |
| 35-39 | 1 | 1 | 0 | 0 | 0 | 2 |
| 40-44 | 0 | 3 | 0 | 0 | 0 | 3 |
| 45-49 | 3 | 3 | 0 | 0 | 0 | 6 |
| 50-54 | 0 | 1 | 0 | 0 | 0 | 1 |
| 55-59 | 1 | 0 | 0 | 0 | 0 | 1 |
| ≥60 | 0 | 0 | 0 | 0 | 0 | 0 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 22 | 15 | 0 | 0 | 0 | 37 |

Figure 129: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

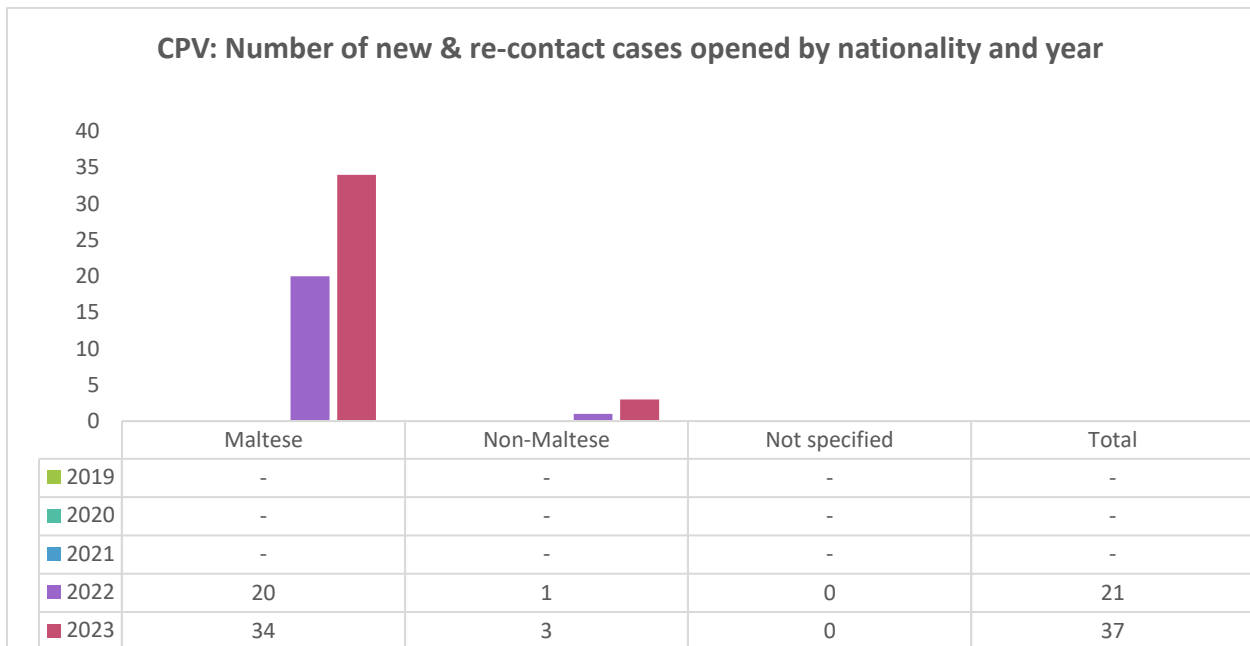


Figure 130: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 34 cases opened in 2023 were Maltese while 3 cases were non-Maltese.

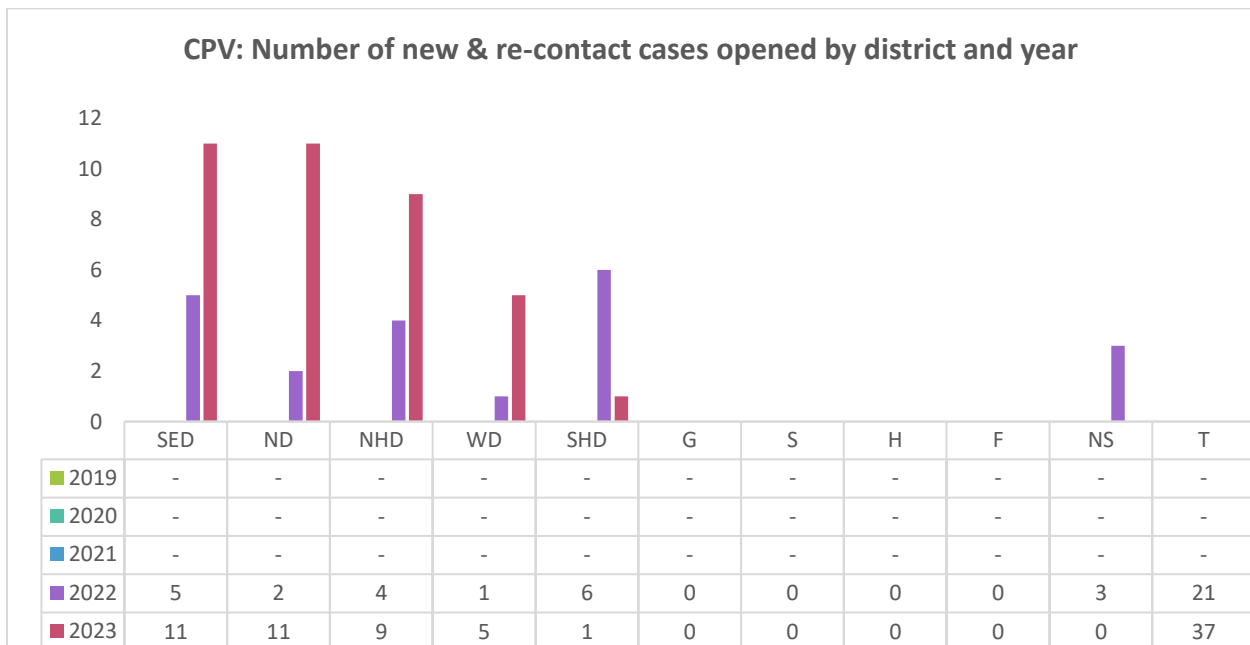


Figure 131: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The South Eastern District (11) and Northern District (11) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Emergency Service

The Emergency Service within this report provides information for services provided in Malta & Gozo. The service provides interventions to anyone requiring emergency assistance and support after working hours, on weekends or public holidays. Most service users receiving assistance will already be followed by another FSWS service.

Case activity

A new online data collection system and reporting format were introduced in 2020.

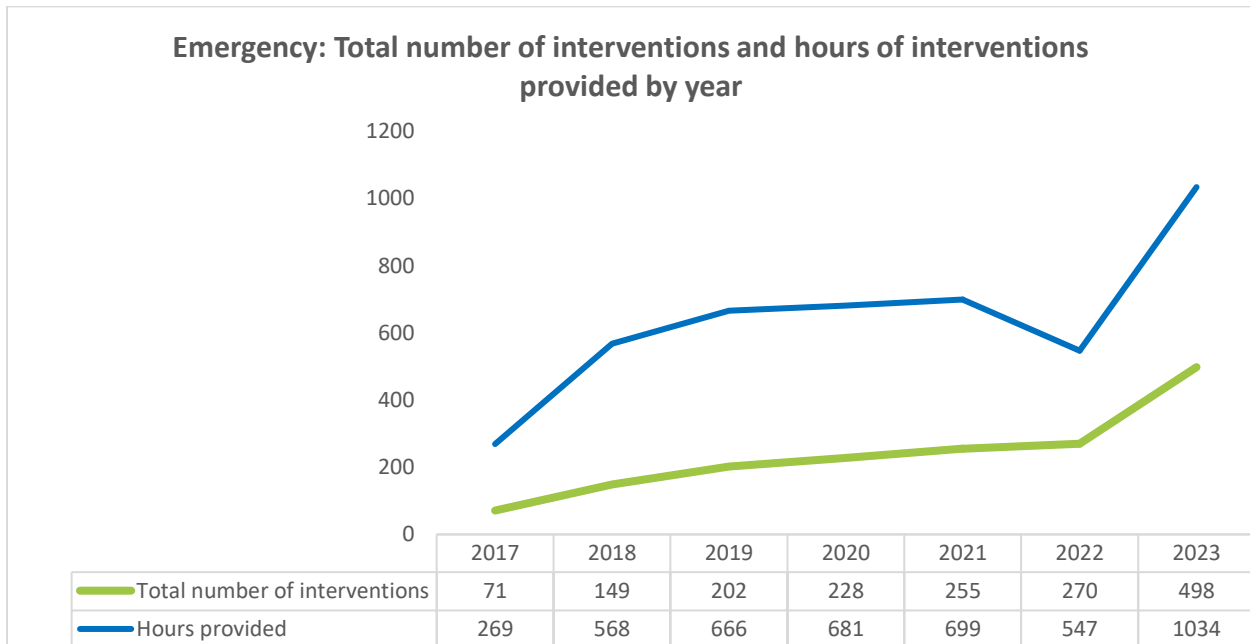


Figure 132: Prior to 2022, at least two workers conducted each intervention, and would each record the number of interventions they each provided. As of 2022 there was a change in the recording whereby only one of the workers records the intervention for both workers.

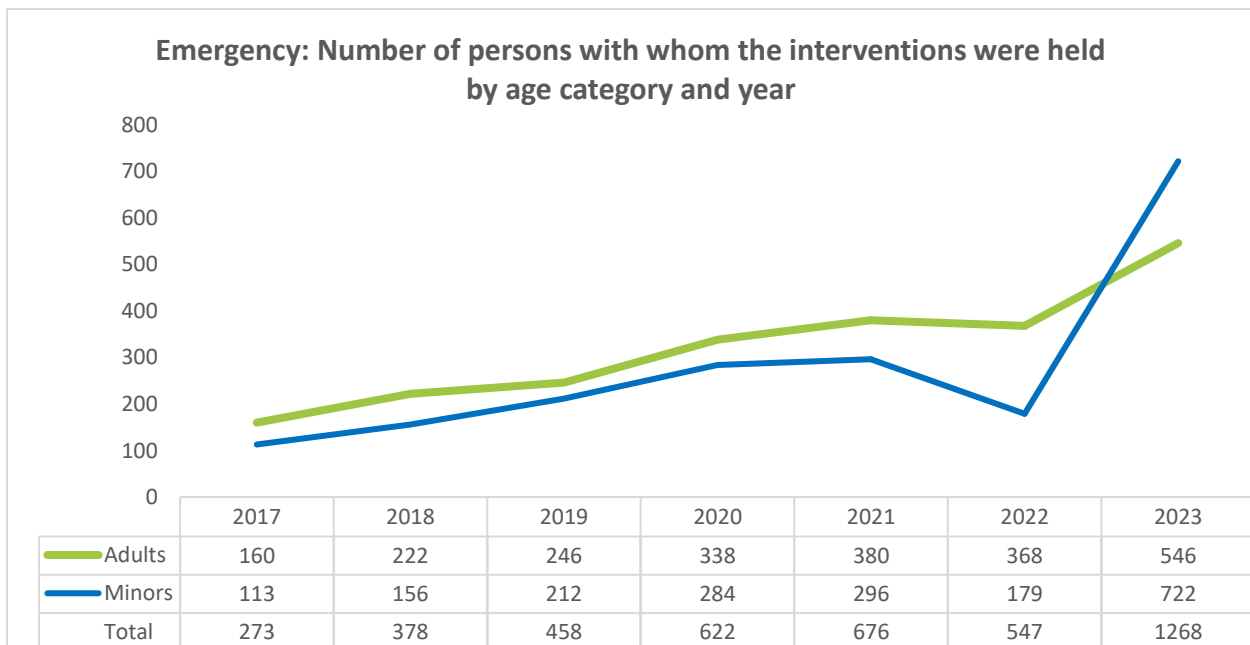


Figure 133: The figure above provides the number of persons with whom the interventions were conducted stratified by age category. For example, in 2022 a total of 547 persons attended 270 interventions and the majority of attendees were minors (722 persons).

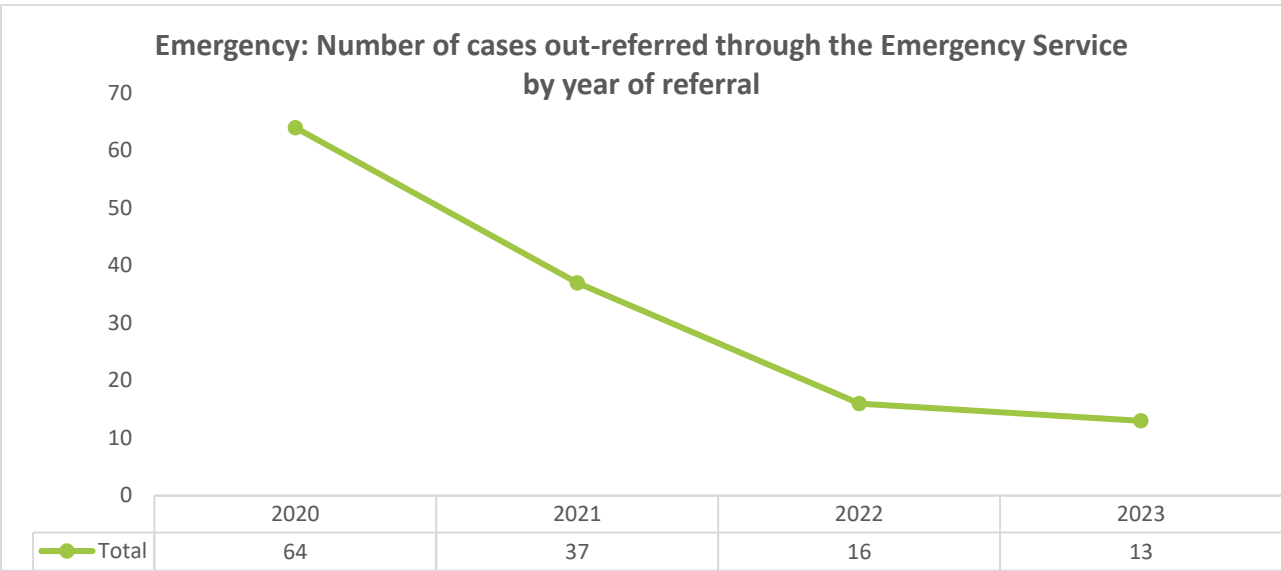


Figure 134: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e., out-referred). For example, in 2022, 16 service users were out-referred to another FSWS service.

| Emergency: Number of cases out-referred by service referred to and gender | | | | | | |
|--|----------|----------|----------|----------|---------------|-----------|
| January - December 2023 | | | | | | |
| | Male | Female | X | Unborn | Not specified | Total |
| Zabbar Community Service | 1 | 3 | 0 | 0 | 0 | 4 |
| Homeless Service - Gozo | 1 | 3 | 0 | 0 | 0 | 4 |
| Intake and Family Support Service | 1 | 0 | 0 | 0 | 0 | 1 |
| Generic Social Work Service | 1 | 1 | 0 | 0 | 0 | 2 |
| Domestic Violence Unit | 1 | 1 | 0 | 0 | 0 | 2 |
| Child Protection Investigation | 0 | 0 | 0 | 0 | 0 | 0 |
| Looked After Children | 0 | 0 | 0 | 0 | 0 | 0 |
| Għabex | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 5 | 8 | 0 | 0 | 0 | 13 |

Figure 135: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e. out-referred). The figure above specified the service to which the service user was referred. For example, in 2023, 4 service users were out-referred to the Zabbar Community Service.

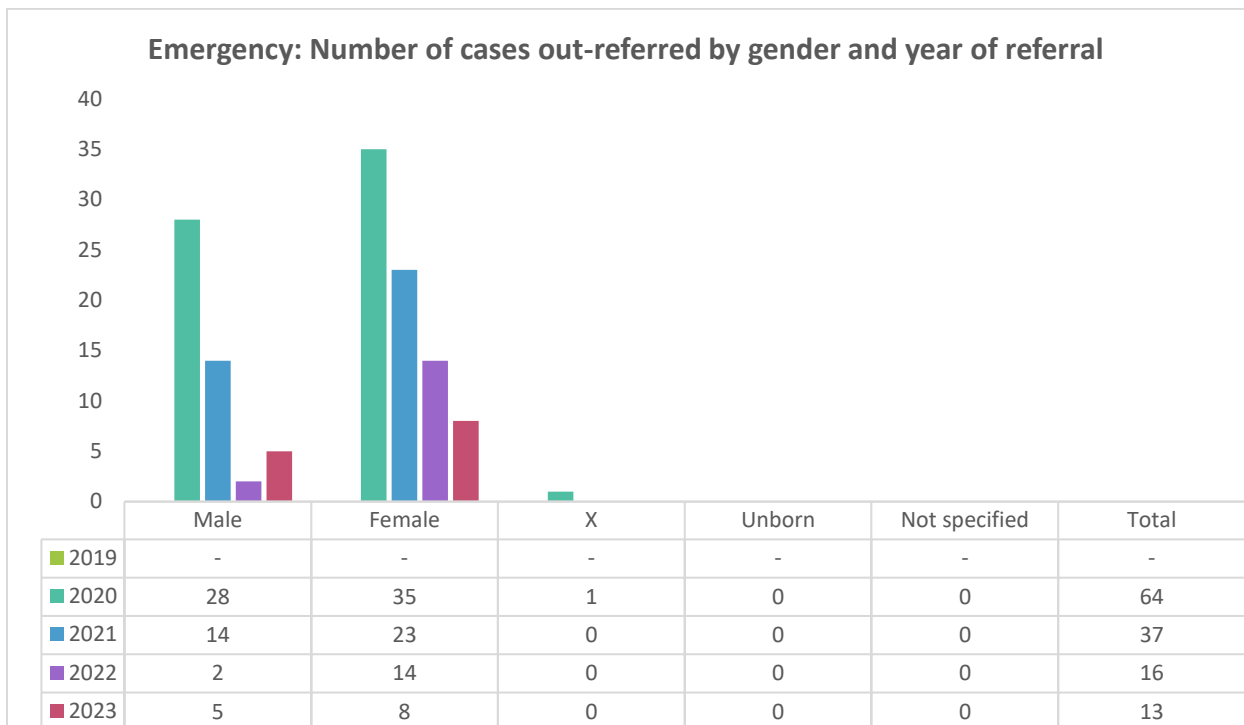


Figure 136: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e. out-referred). The figure above specified the gender at contact of the service user who was out-referred. For example, in 2023, 5 service users who were out-referred to another FSWS service were male.

| Emergency: Number of case out-referred by age category and gender | | | | | | |
|--|-------------|---------------|----------|---------------|----------------------|--------------|
| January - December 2023 | | | | | | |
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 1 | 0 | 0 | 0 | 0 | 1 |
| 18-19 | 0 | 1 | 0 | 0 | 0 | 1 |
| 20-24 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25-29 | 1 | 1 | 0 | 0 | 0 | 2 |
| 30-34 | 0 | 2 | 0 | 0 | 0 | 2 |
| 35-39 | 1 | 1 | 0 | 0 | 0 | 2 |
| 40-44 | 1 | 2 | 0 | 0 | 0 | 3 |
| 45-49 | 0 | 0 | 0 | 0 | 0 | 0 |
| 50-54 | 0 | 1 | 0 | 0 | 0 | 1 |
| 55-59 | 0 | 0 | 0 | 0 | 0 | 0 |
| ≥60 | 1 | 0 | 0 | 0 | 0 | 1 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 5 | 8 | 0 | 0 | 0 | 13 |

Figure 137: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e. out-referred). The figure above specified the gender and age at contact of the service user who was out-referred.

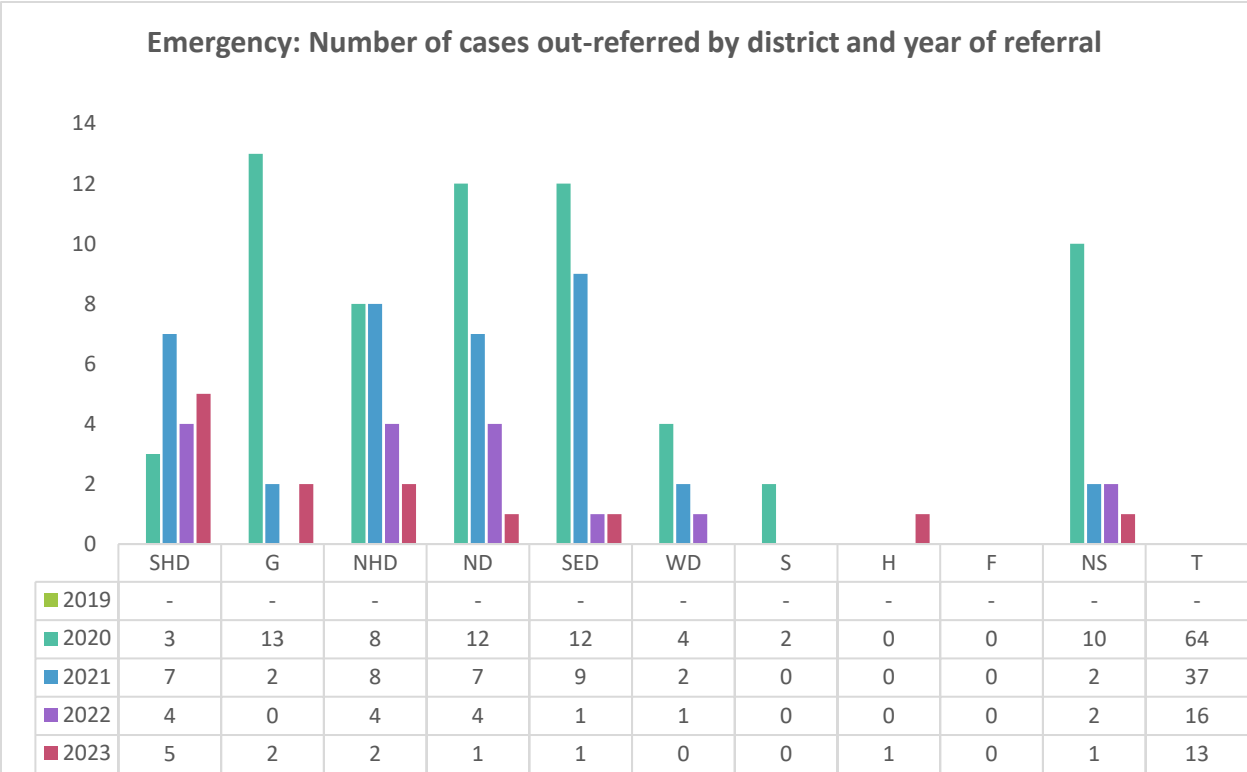


Figure 138: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour Districts (5) had the highest number of cases out-referred in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Mater Dei Hospital Social Work Service (MDH)

Case activity

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

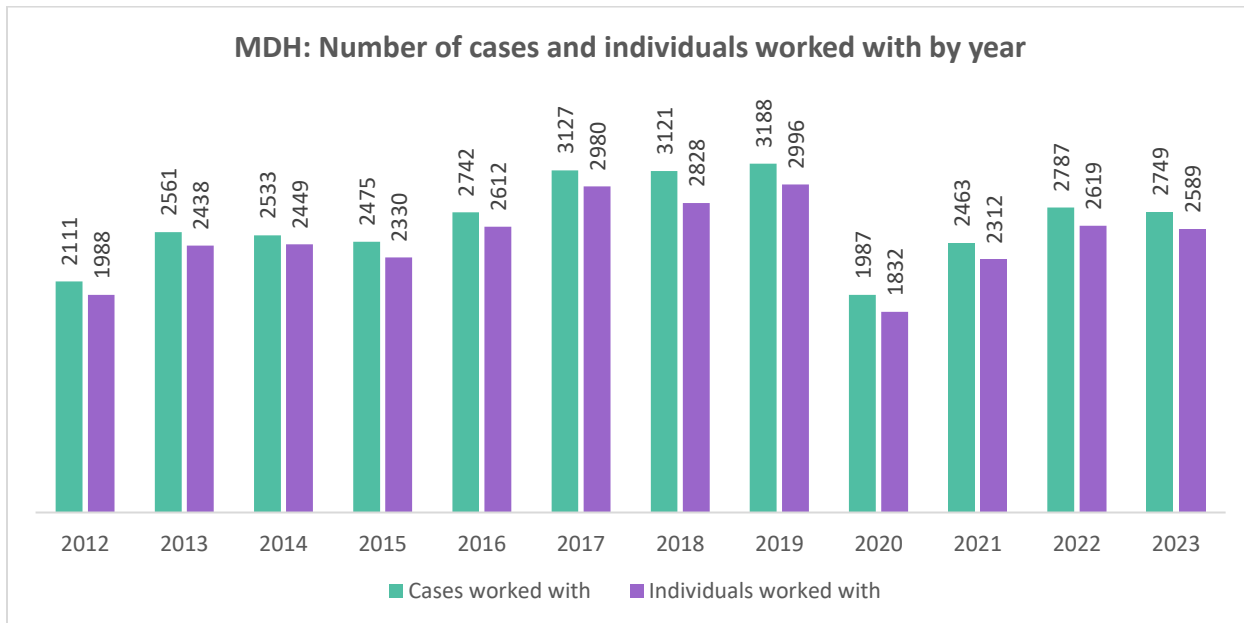


Figure 139: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 2749 cases and 2589 individuals were worked with compared to 2787 and 2619 respectively in 2022.

MDH: Percentage difference in the number of cases worked with in the current year compared to the previous year.

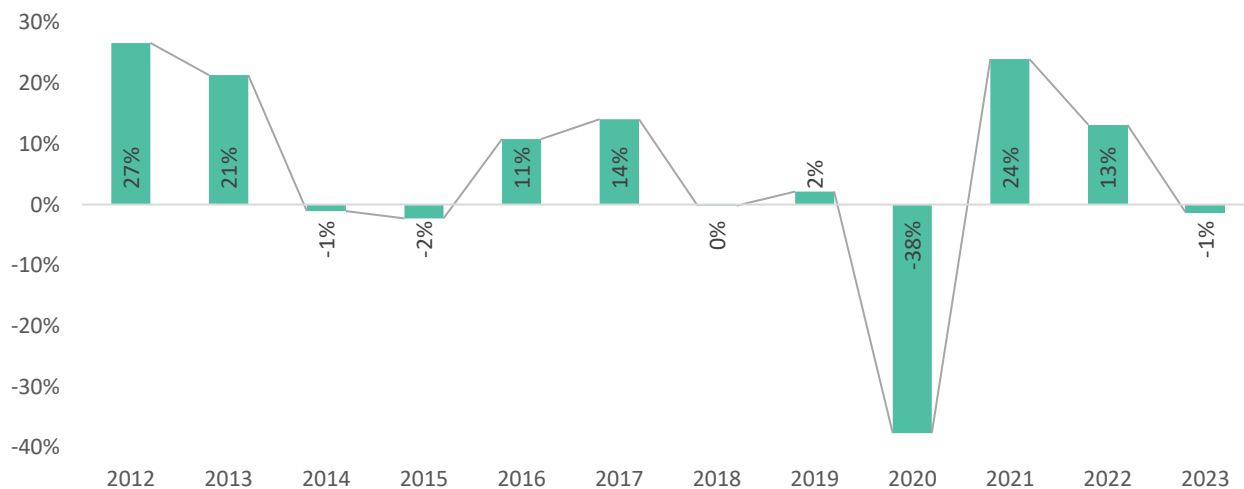


Figure 140: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 13% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

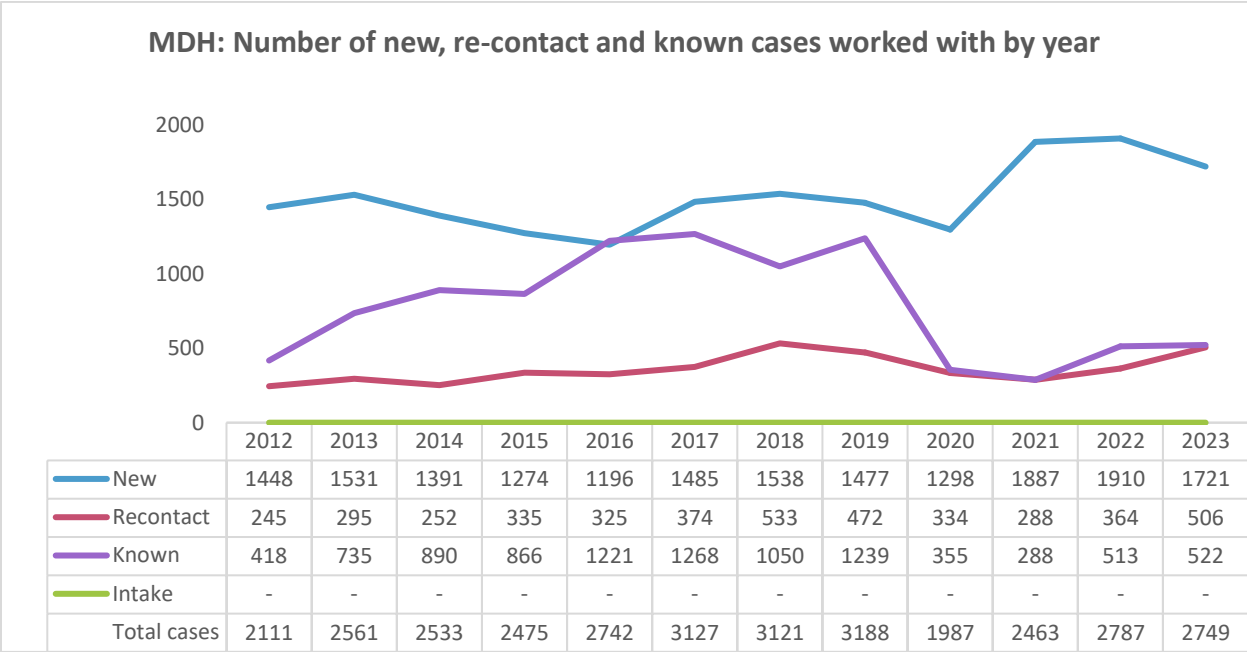


Figure 141: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

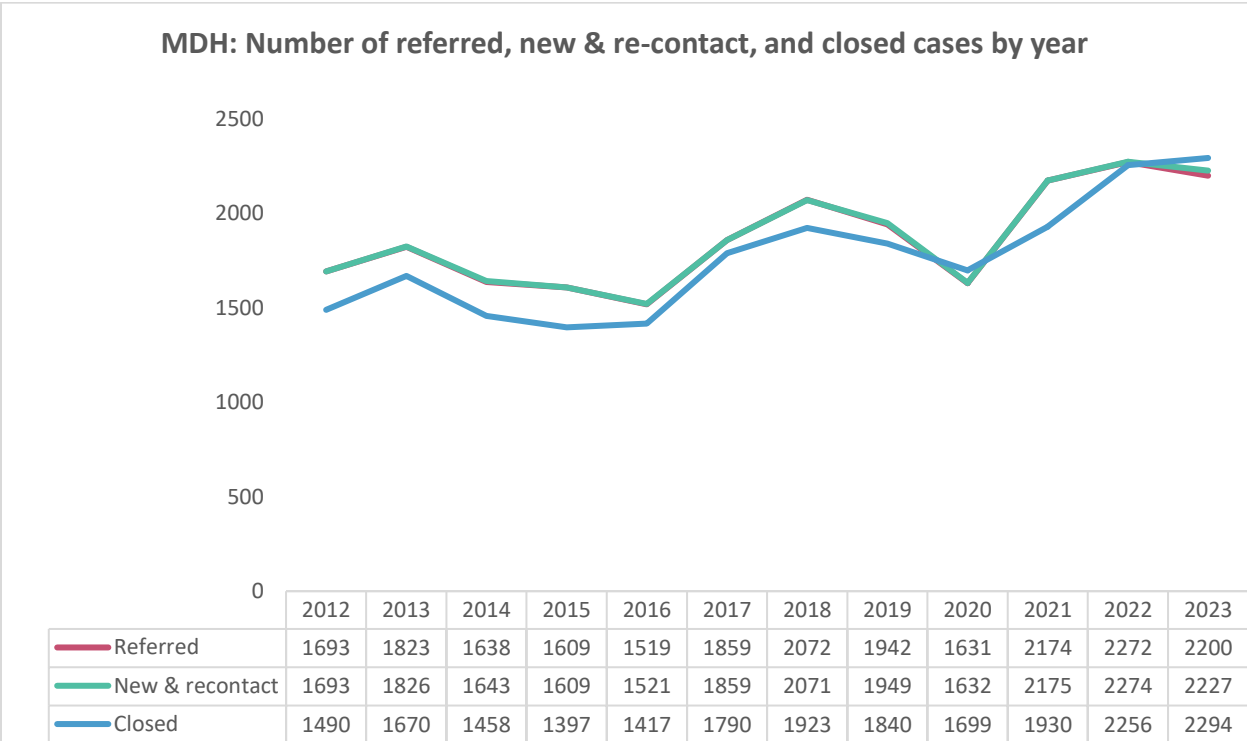


Figure 142: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 156 for breakdown of new & recontact cases). In 2023, 2200 cases were referred, 2227 new & recontact cases opened, and 2294 cases closed.

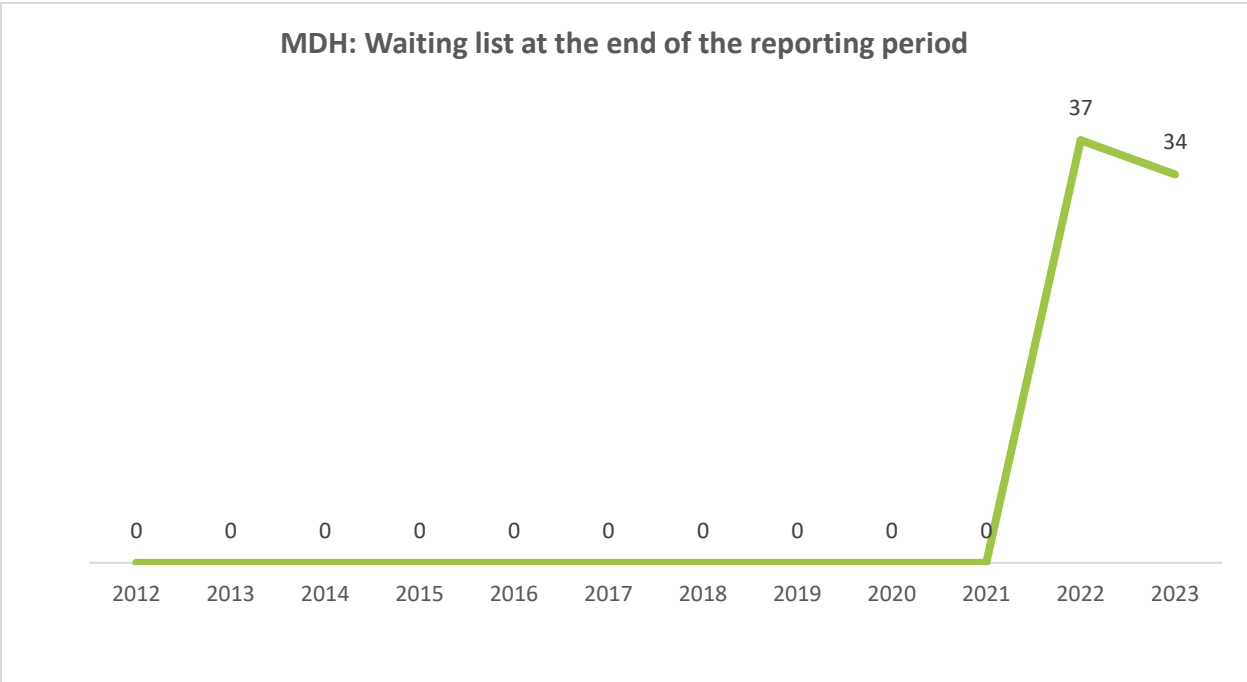


Figure 143: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

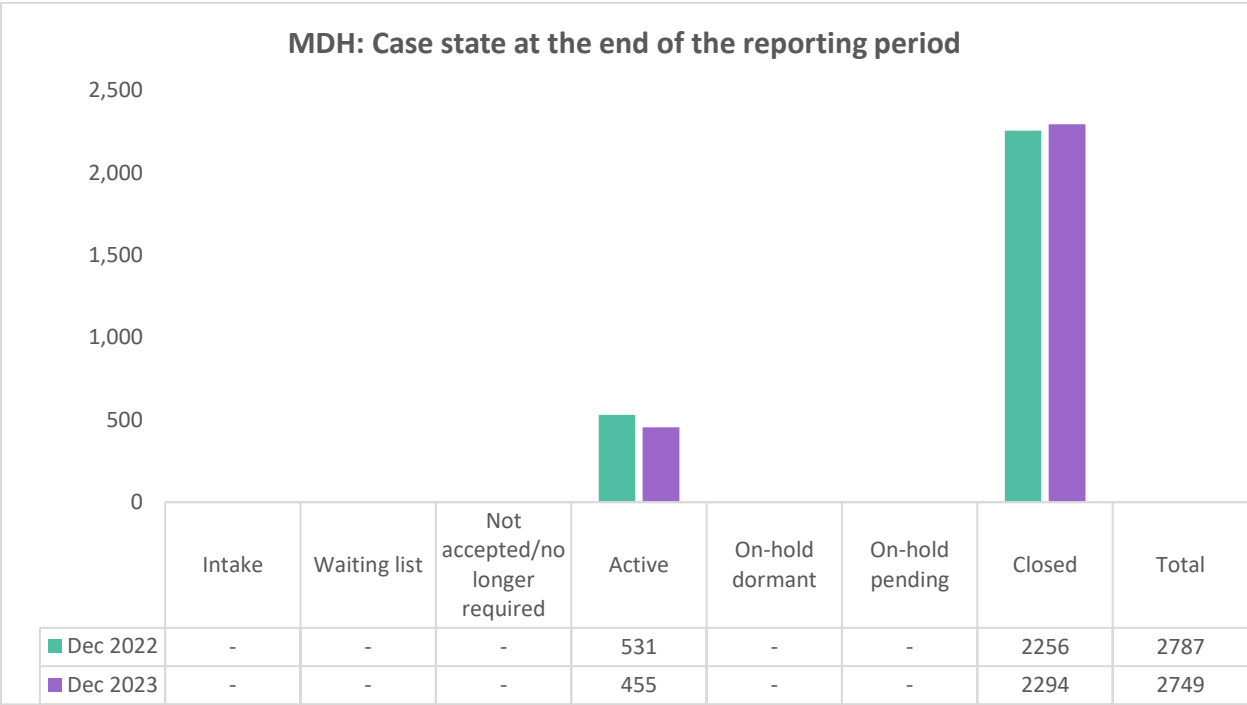


Figure 144: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 17% (455) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **2,749** cases were worked with between January and December 2023.

MDH: Cases worked with Jan-Dec 2023 by gender (no. & %)

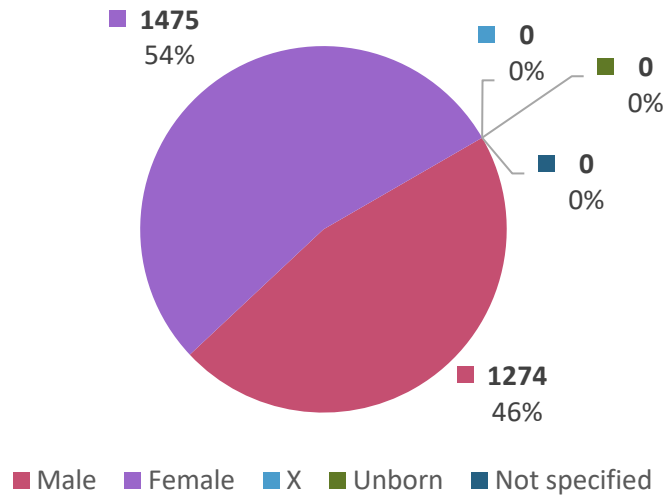


Figure 145: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (54%).

MDH: Cases worked with Jan-Dec 2023 by age category (no. & %)

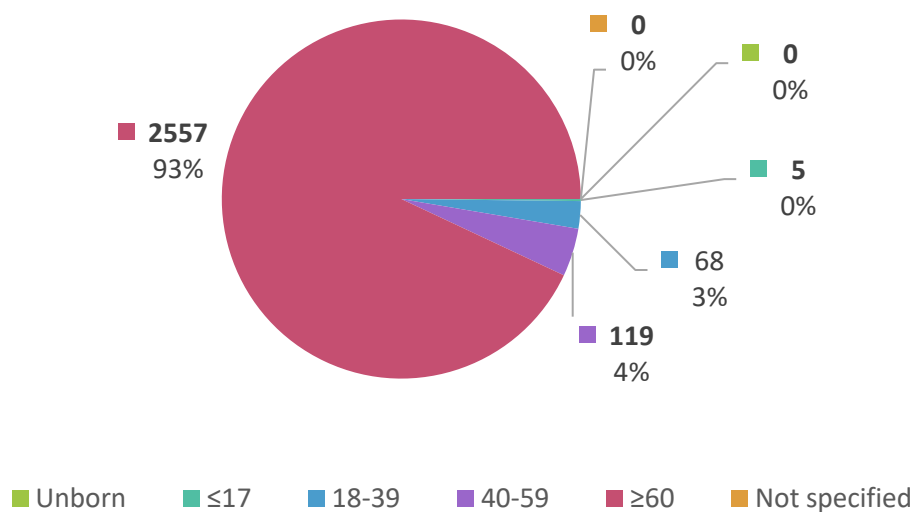


Figure 146: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (93%).

MDH: Cases worked with Jan-Dec 2023 by nationality (no. & %)

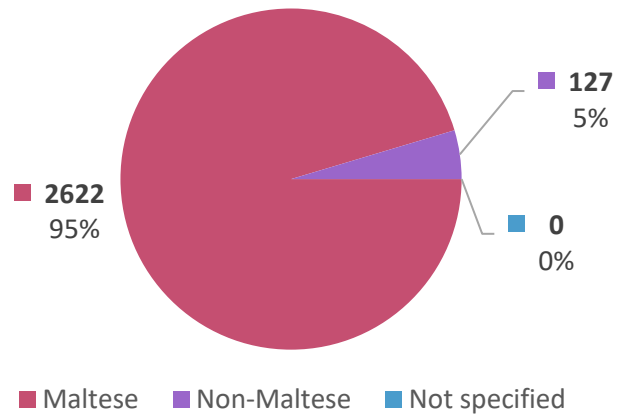


Figure 147: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 95% of the cases worked with were Maltese while non-Maltese made up 5% of cases.

MDH: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

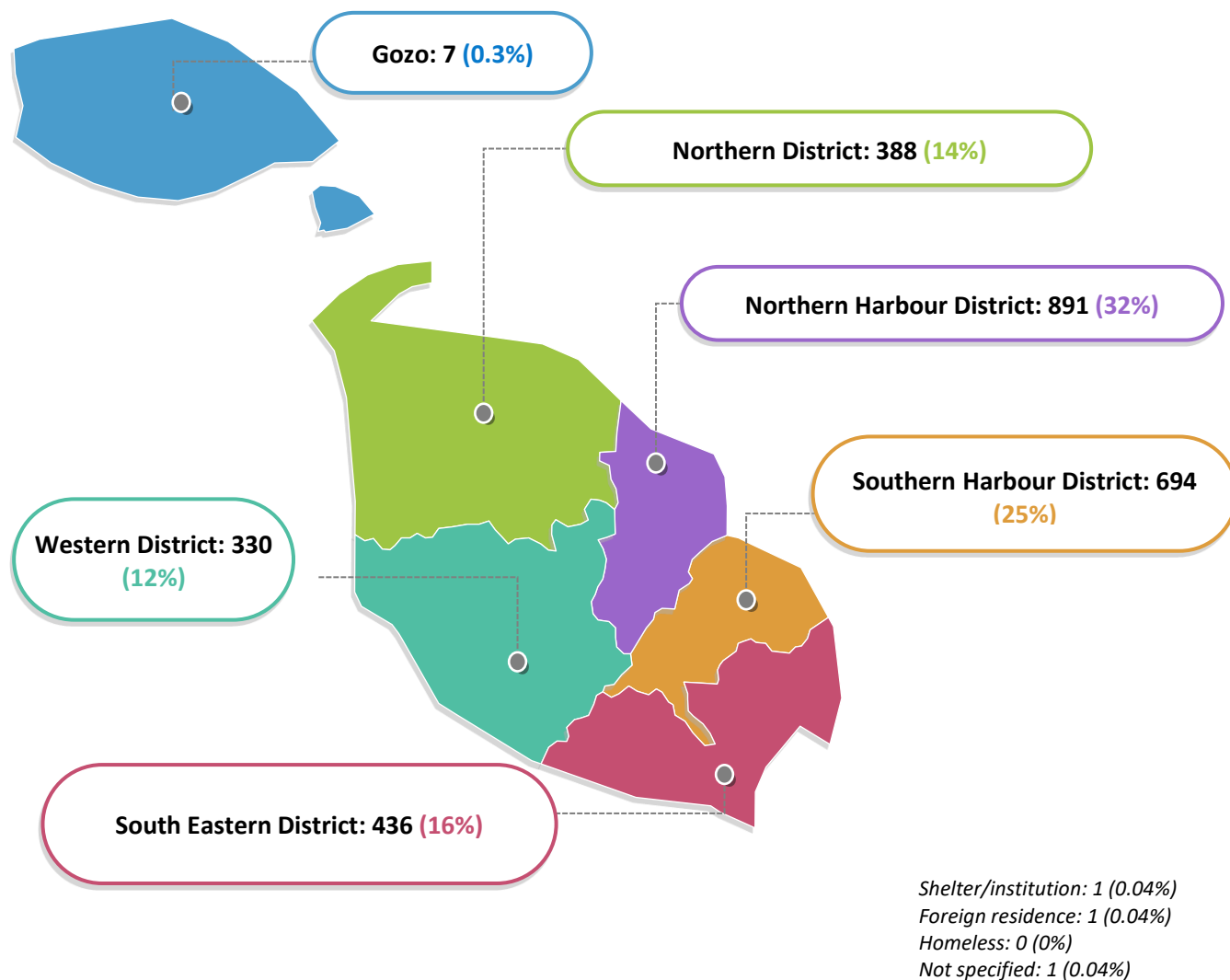


Figure 148: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (32%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **2,227** cases were opened between January and December 2023.

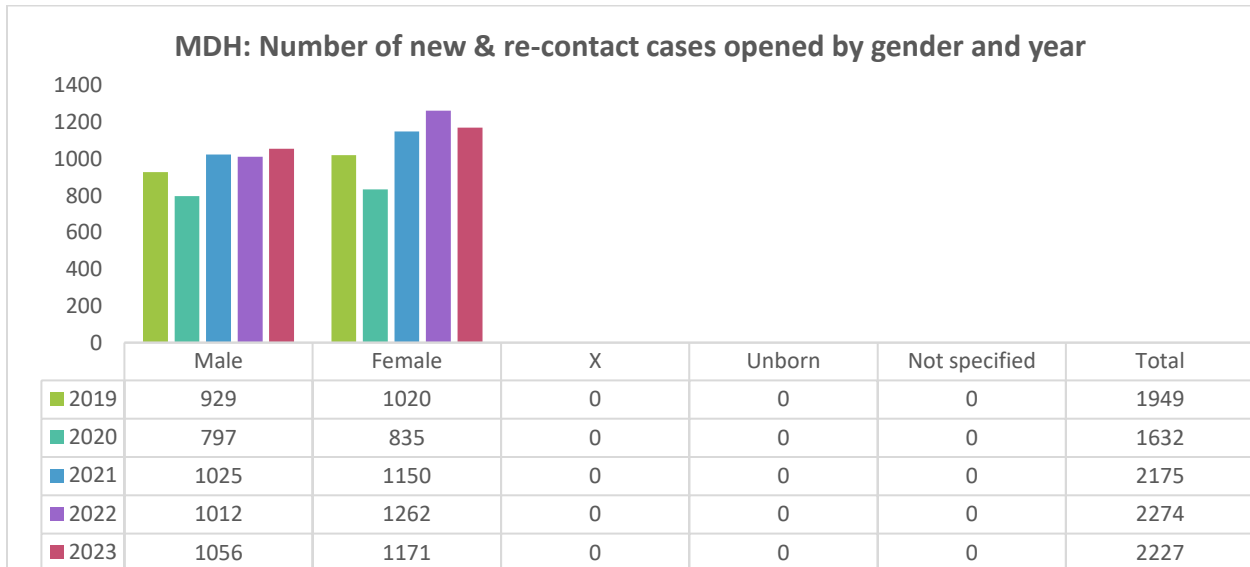


Figure 149: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (1171).

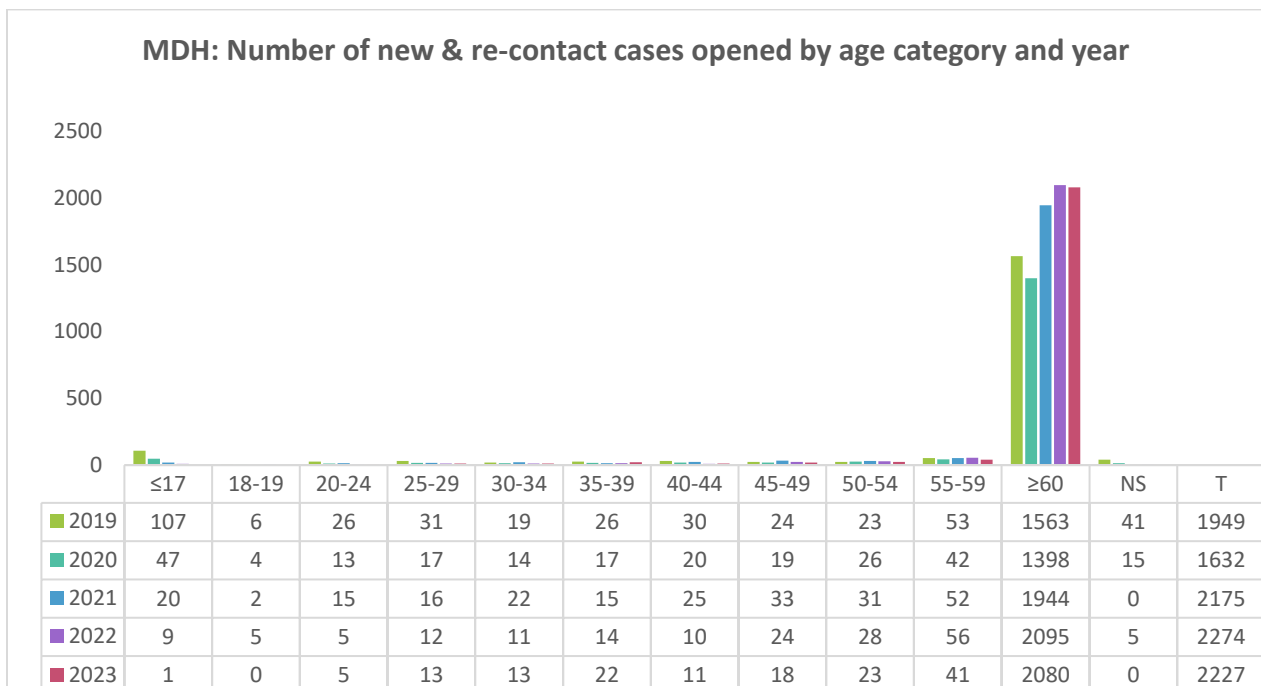


Figure 150: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (2080).

Graph Key: NS = Not Specified; T = Total.

| MDH: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|--|-------------|-------------|----------|----------|---------------|-------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 1 | 0 | 0 | 0 | 1 |
| 18-19 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20-24 | 2 | 3 | 0 | 0 | 0 | 5 |
| 25-29 | 8 | 5 | 0 | 0 | 0 | 13 |
| 30-34 | 7 | 6 | 0 | 0 | 0 | 13 |
| 35-39 | 17 | 5 | 0 | 0 | 0 | 22 |
| 40-44 | 9 | 2 | 0 | 0 | 0 | 11 |
| 45-49 | 13 | 5 | 0 | 0 | 0 | 18 |
| 50-54 | 14 | 9 | 0 | 0 | 0 | 23 |
| 55-59 | 27 | 14 | 0 | 0 | 0 | 41 |
| ≥60 | 959 | 1121 | 0 | 0 | 0 | 2080 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1056 | 1171 | 0 | 0 | 0 | 2227 |

Figure 151: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

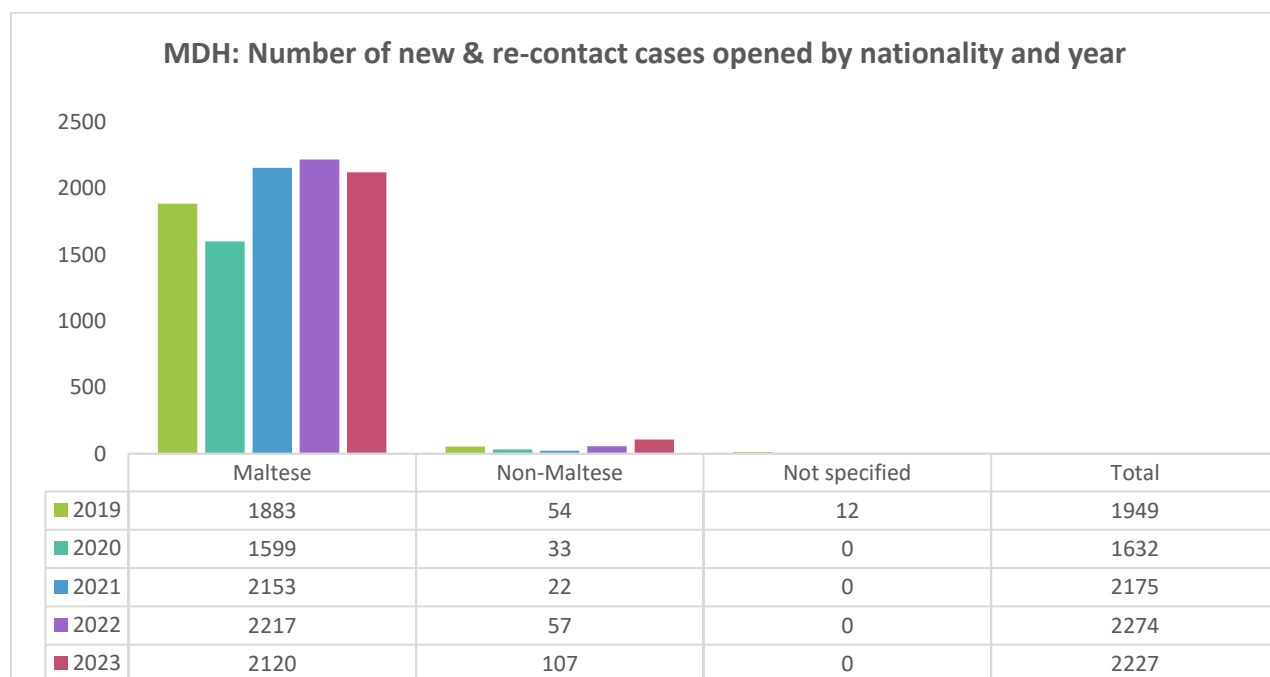


Figure 152: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 2120 cases opened in 2023 were Maltese while 107 cases were non-Maltese.

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

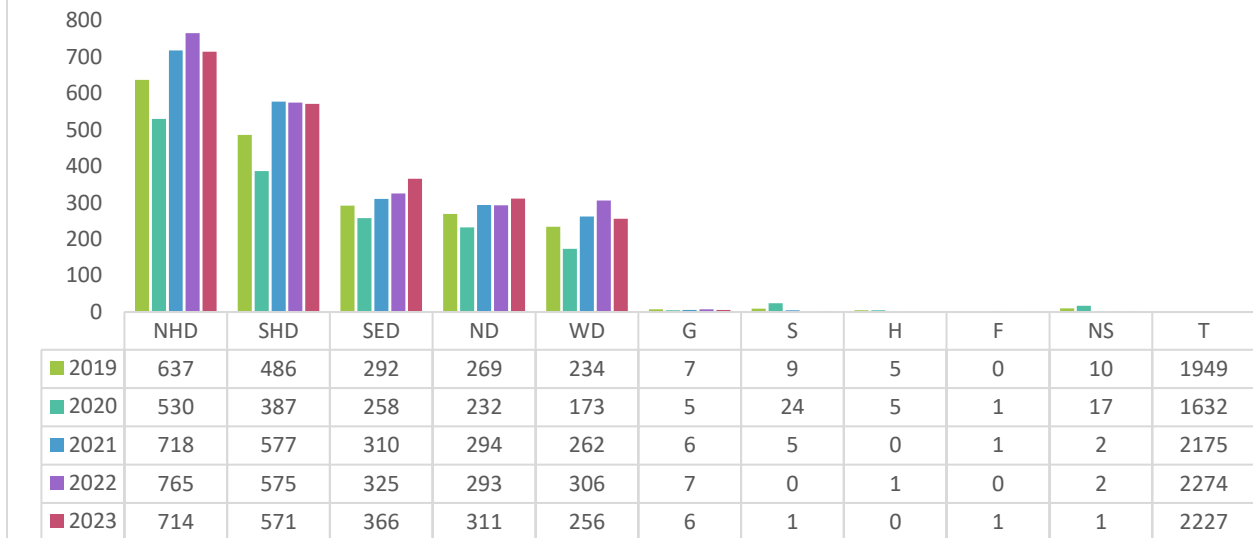


Figure 153: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (714) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Benniena Service

Case activity

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

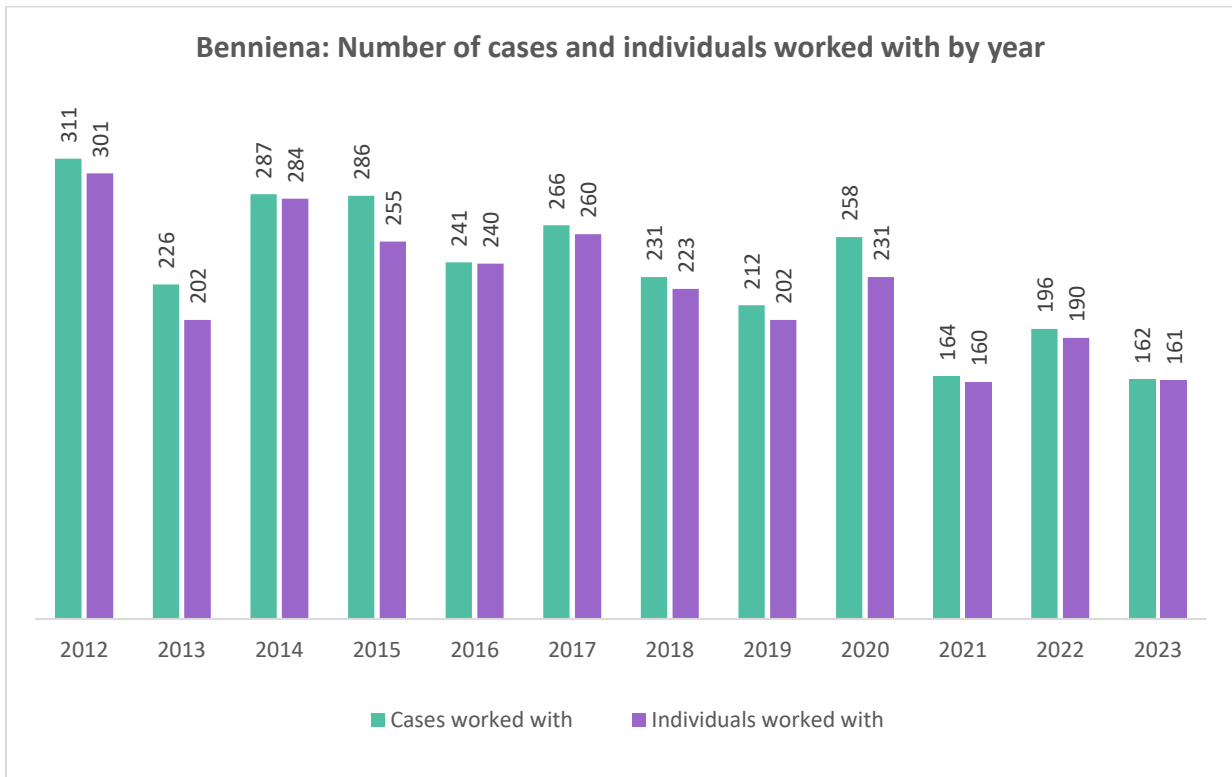


Figure 154: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 162 cases and 161 individuals were worked with compared to 196 and 190 respectively in 2022.

Benniena: Percentage difference in the number of cases worked with in the current year compared to the previous year.

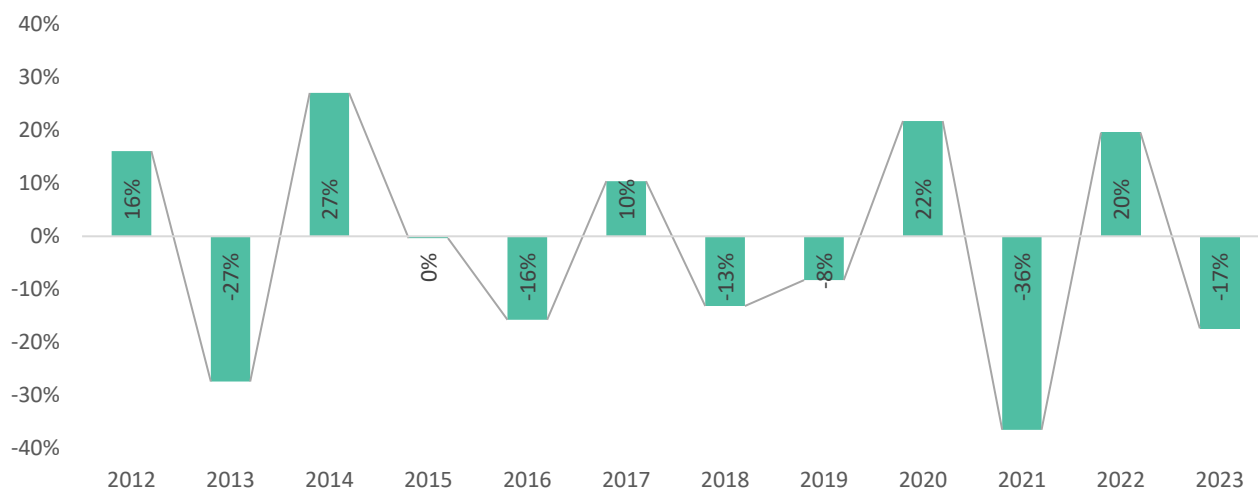


Figure 155: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 20% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

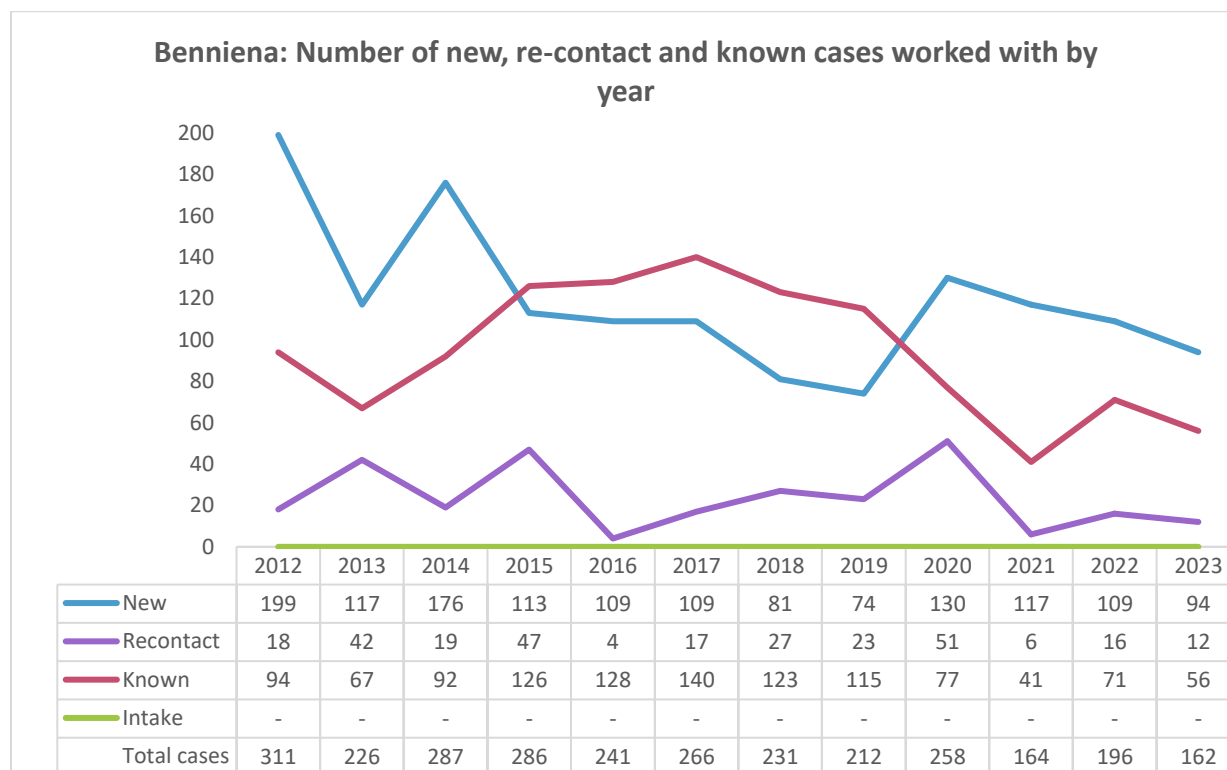


Figure 156: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

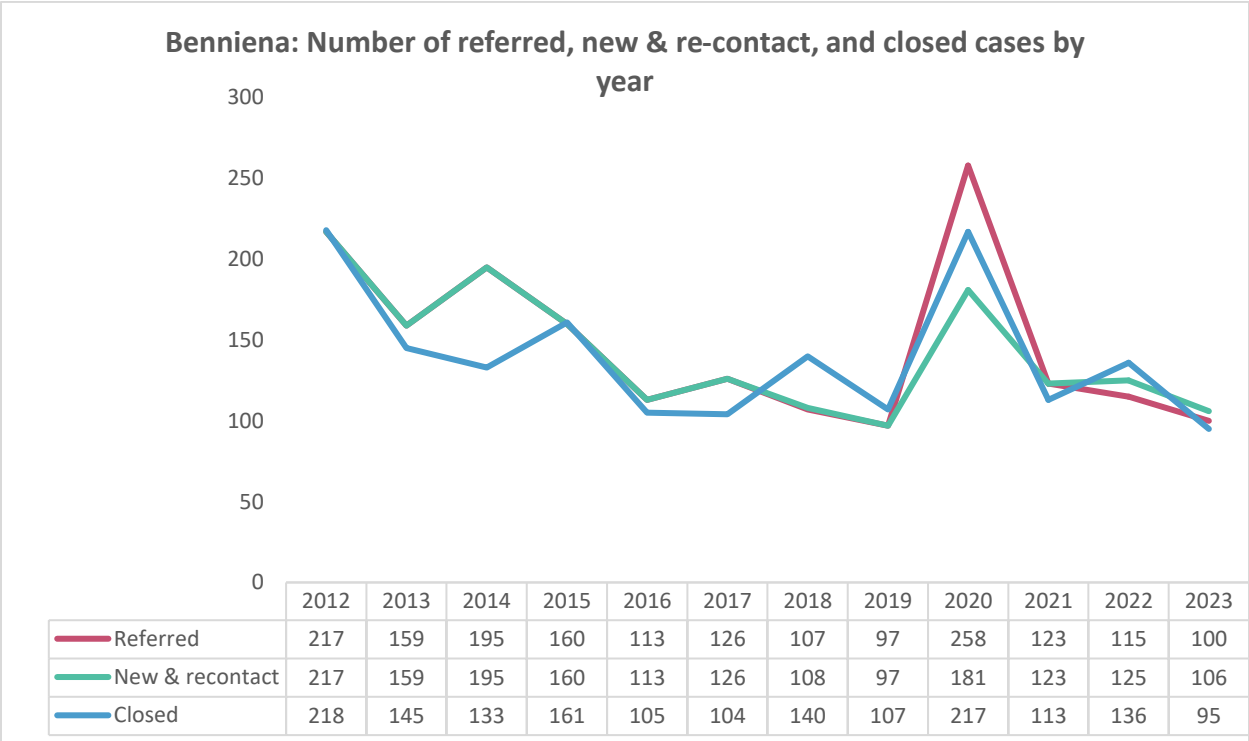


Figure 157: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 171 for breakdown of new & recontact cases). In 2023, 100 cases were referred, 106 new & recontact cases opened, and 95 cases closed.

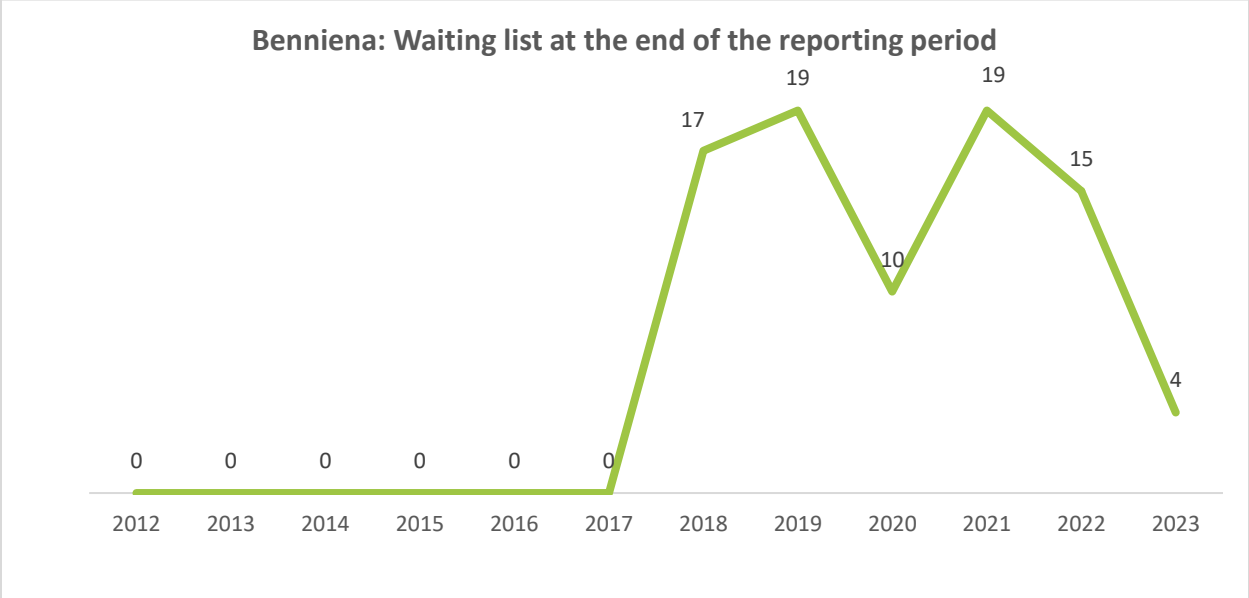


Figure 158: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

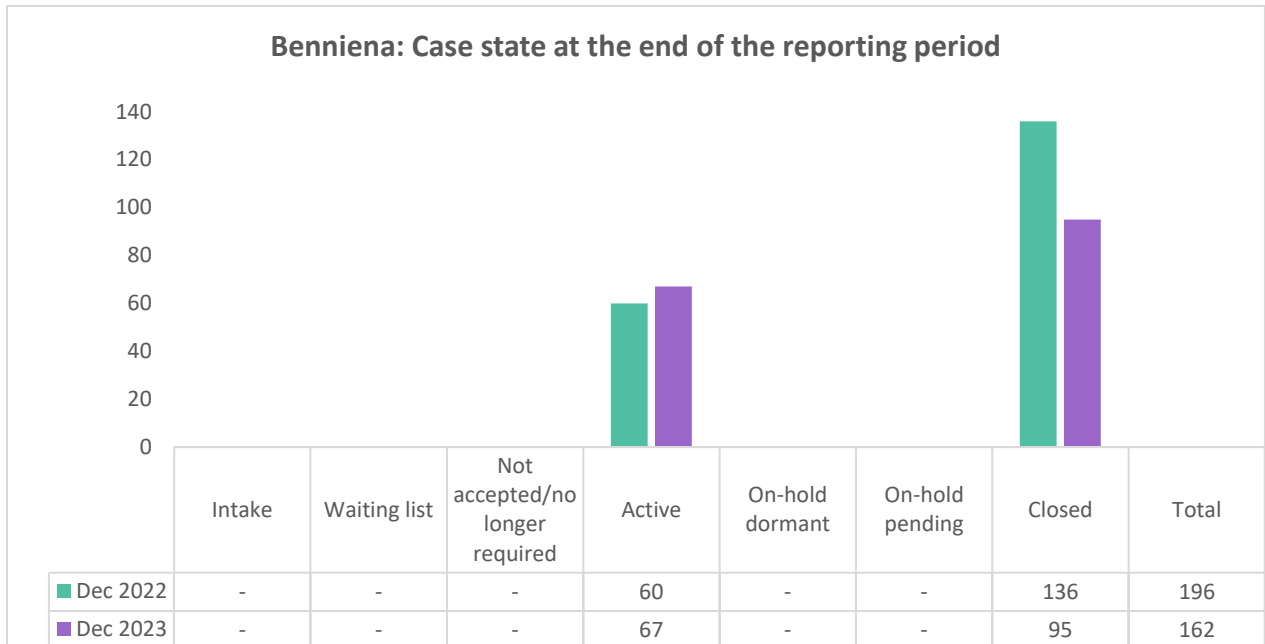


Figure 159: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 41% (67) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **162** cases were worked with between January and December 2023.

Benniena: Cases worked with Jan-Dec 2023 by gender (no. & %)

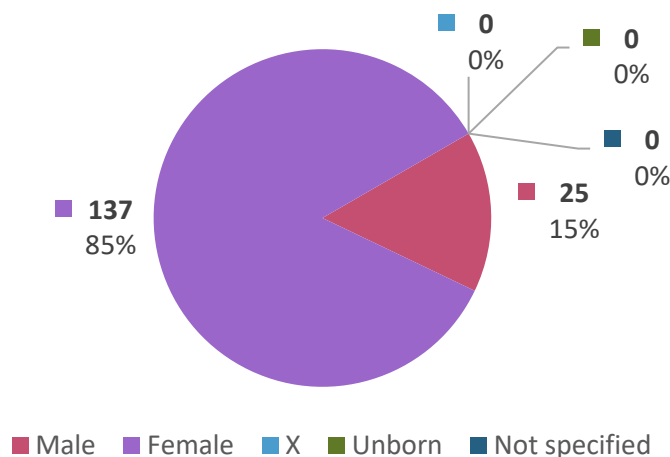


Figure 160: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (85%).

Benniena: Cases worked with Jan-Dec 2023 by age category (no. & %)

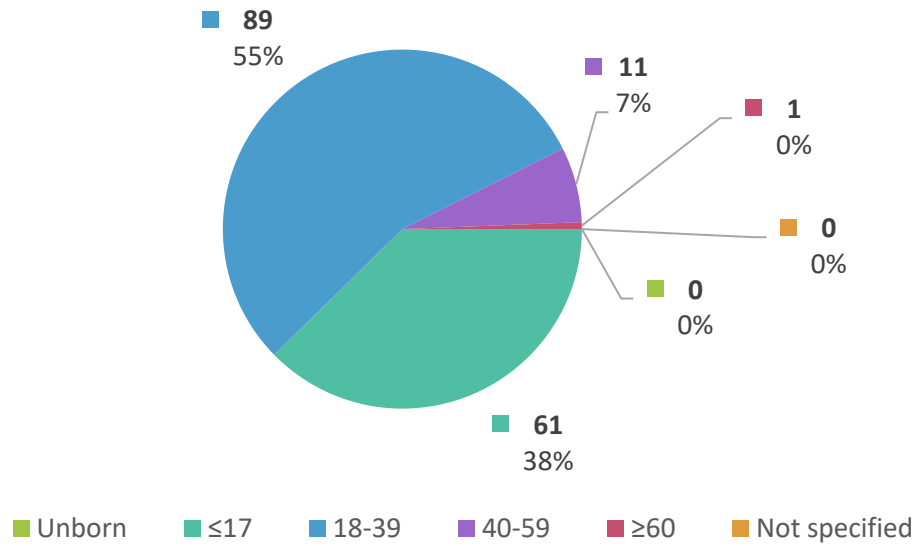


Figure 161: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (55%).

Benniena: Cases worked with Jan-Dec 2023 by nationality (no. & %)

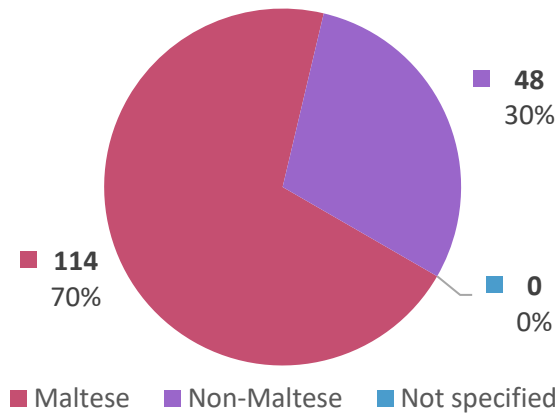


Figure 162: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 70% of the cases worked with were Maltese while non-Maltese made up 30% of cases.

Benniena: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

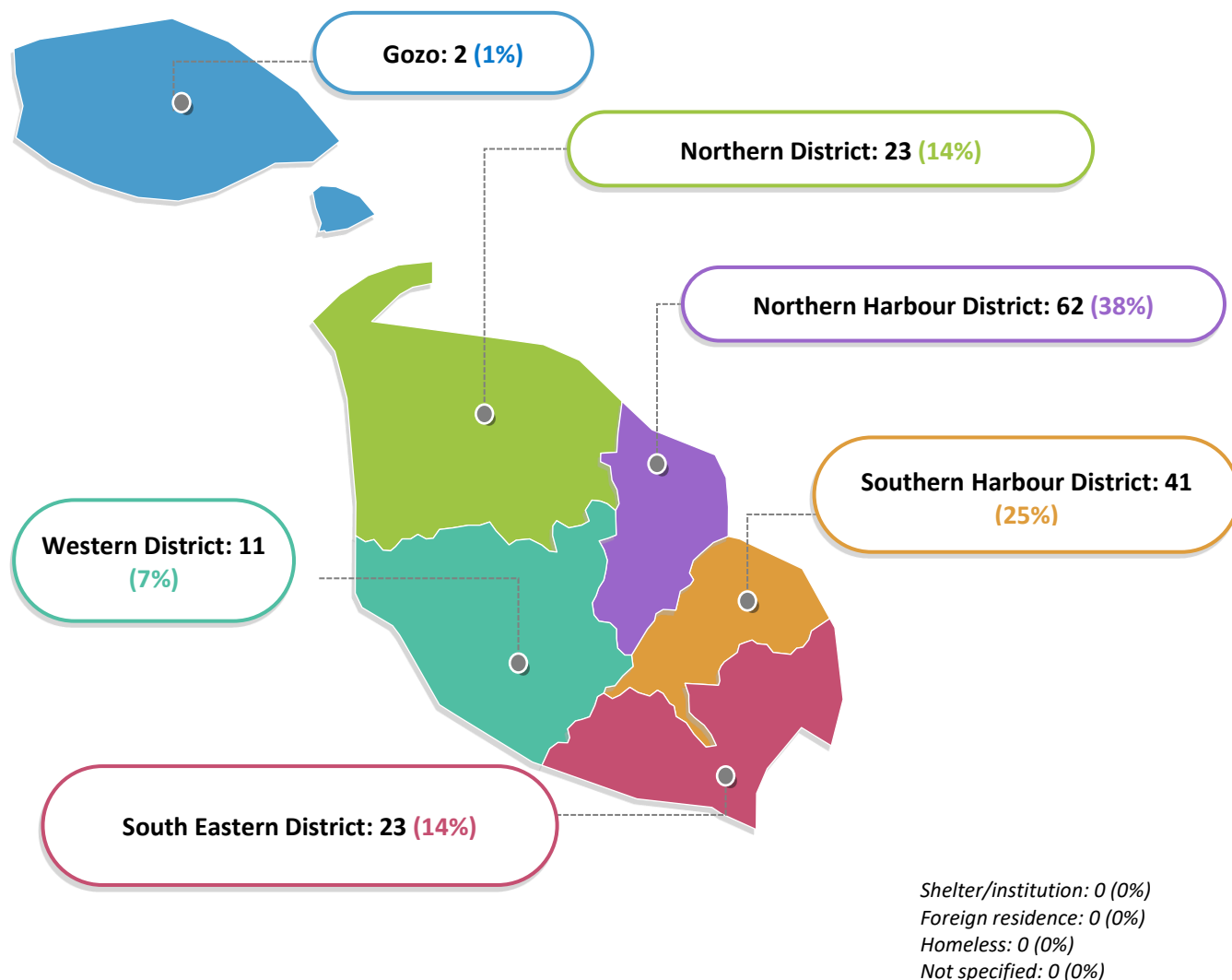


Figure 163: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (38%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **106** cases were opened between January and December 2023.

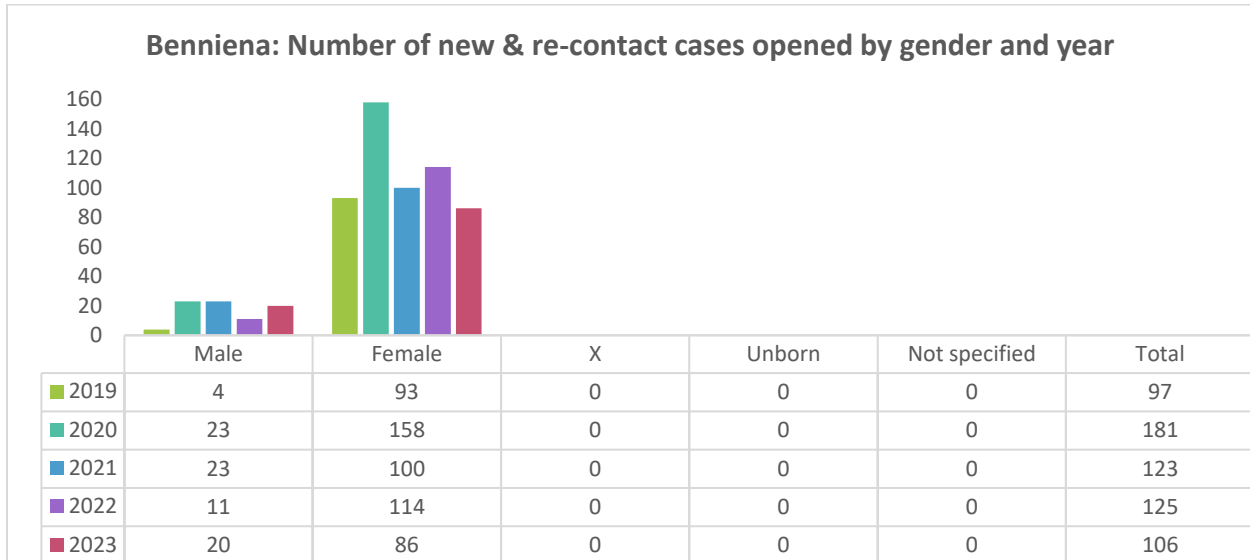


Figure 164: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (86).

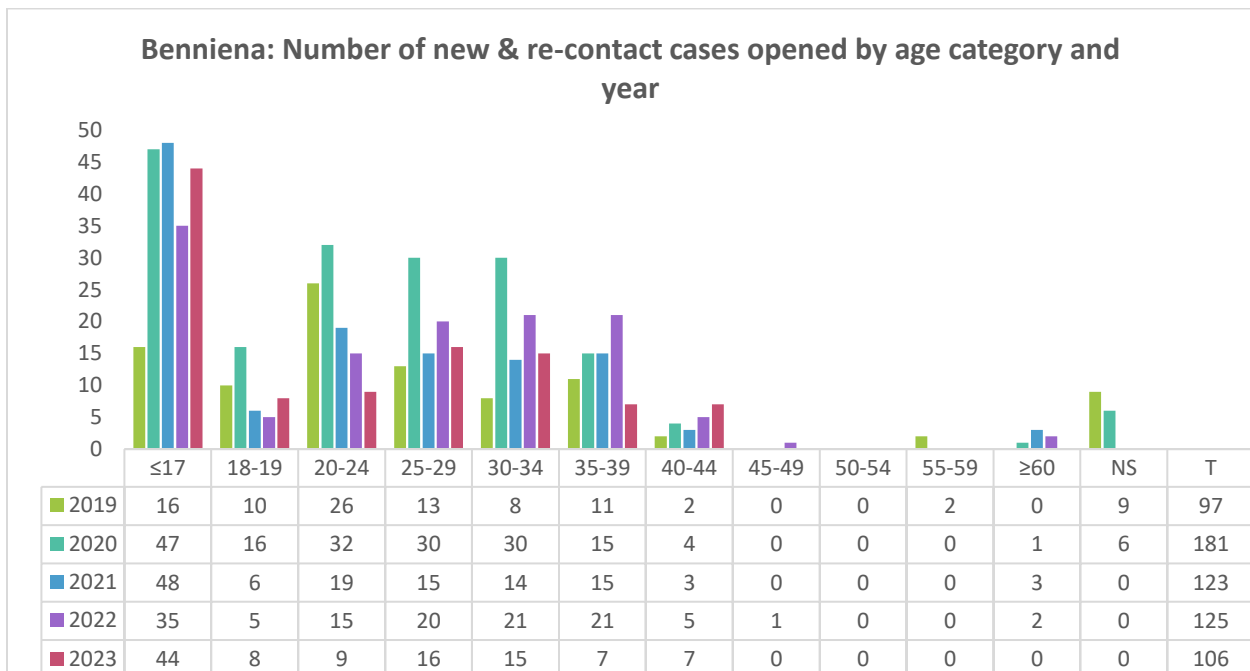


Figure 165: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 17 or younger (44).

Graph Key: NS = Not Specified; T = Total.

| Benniena: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|---|-----------|-----------|----------|----------|---------------|------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 19 | 25 | 0 | 0 | 0 | 44 |
| 18-19 | 0 | 8 | 0 | 0 | 0 | 8 |
| 20-24 | 0 | 9 | 0 | 0 | 0 | 9 |
| 25-29 | 0 | 16 | 0 | 0 | 0 | 16 |
| 30-34 | 0 | 15 | 0 | 0 | 0 | 15 |
| 35-39 | 0 | 7 | 0 | 0 | 0 | 7 |
| 40-44 | 1 | 6 | 0 | 0 | 0 | 7 |
| 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 |
| Total | 20 | 86 | 0 | 0 | 0 | 106 |

Figure 166: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

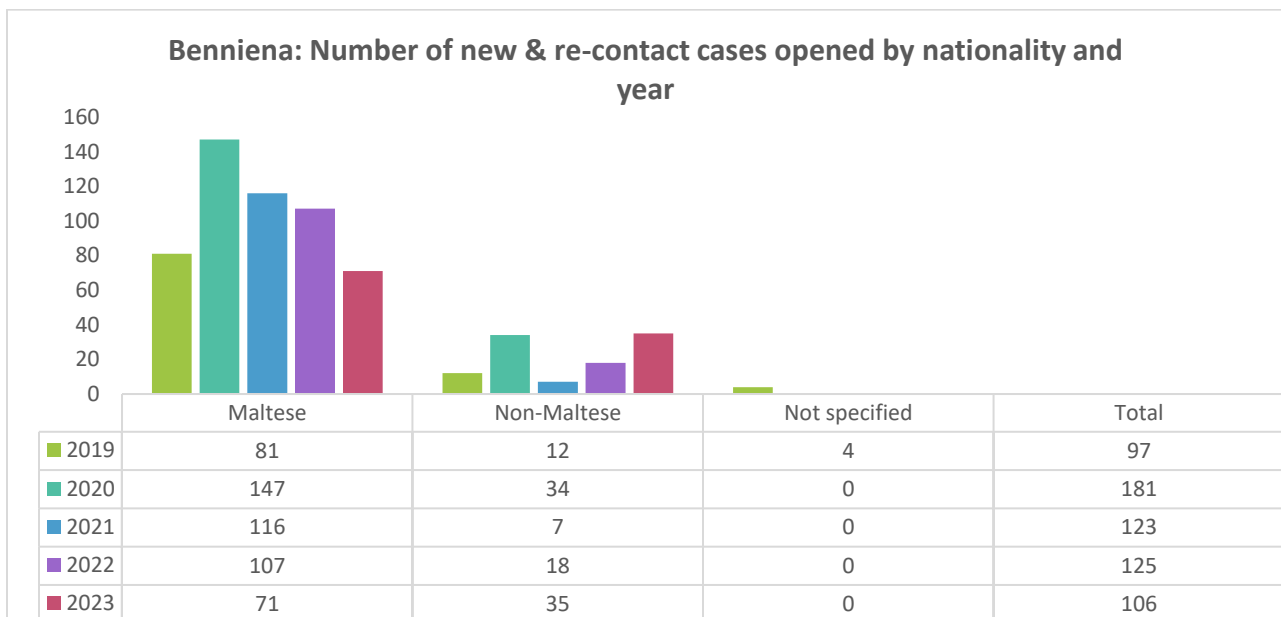


Figure 167: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 71 cases opened in 2023 were Maltese while 35 cases were non-Maltese.

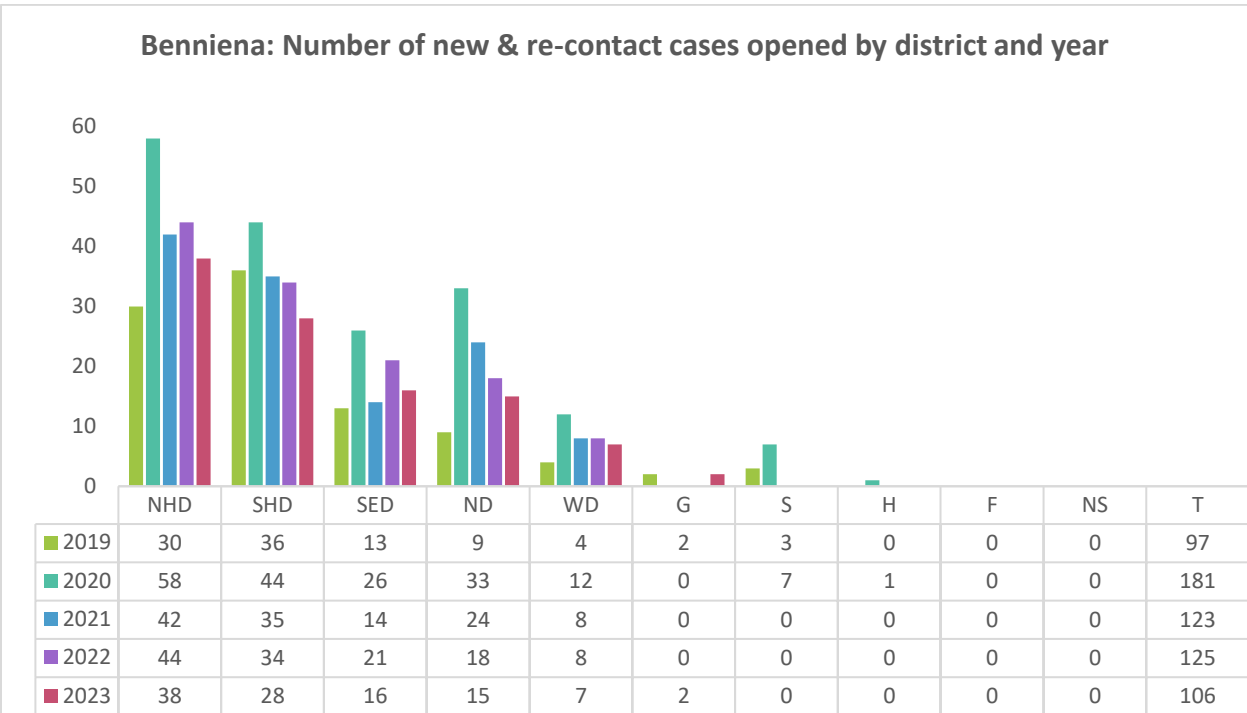


Figure 168: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (38) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Oncology Social Work Service (SAMOC) Case activity

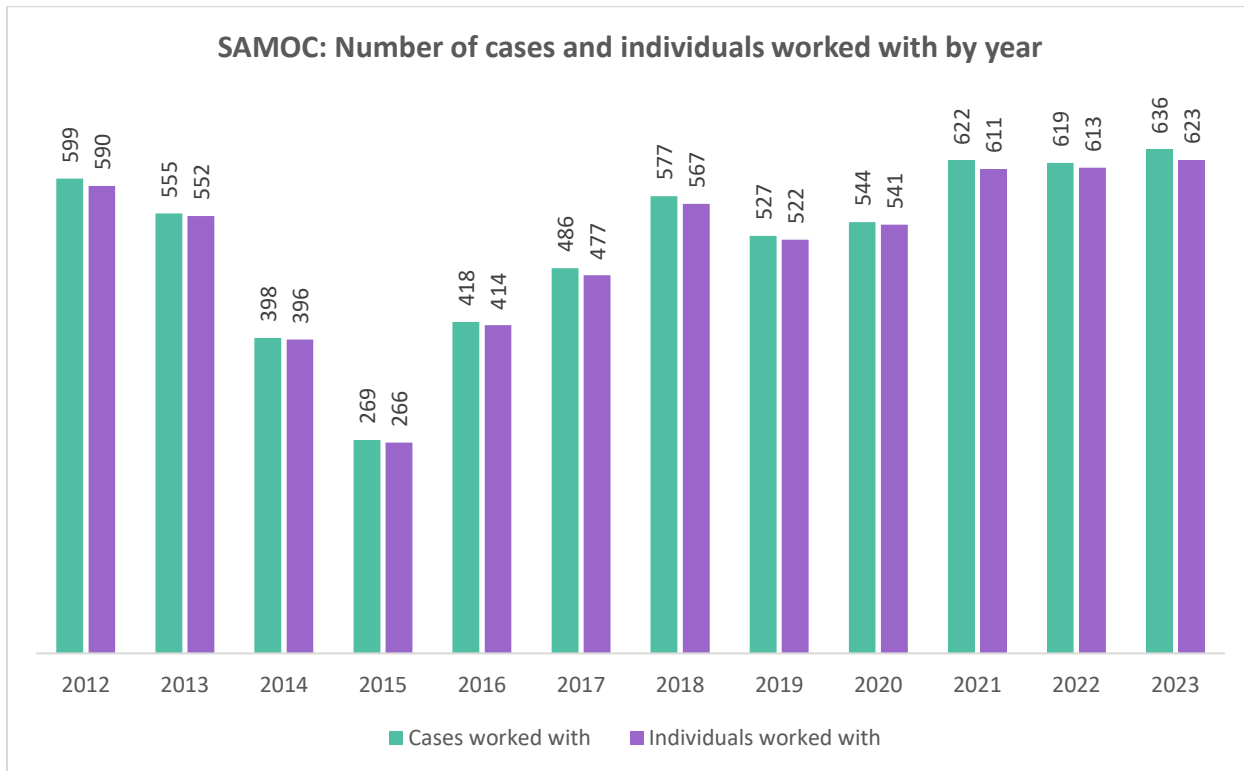


Figure 169: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 636 cases and 623 individuals were worked with compared to 619 and 613 respectively in 2022.

SAMOC: Percentage difference in the number of cases worked with in the current year compared to the previous year.

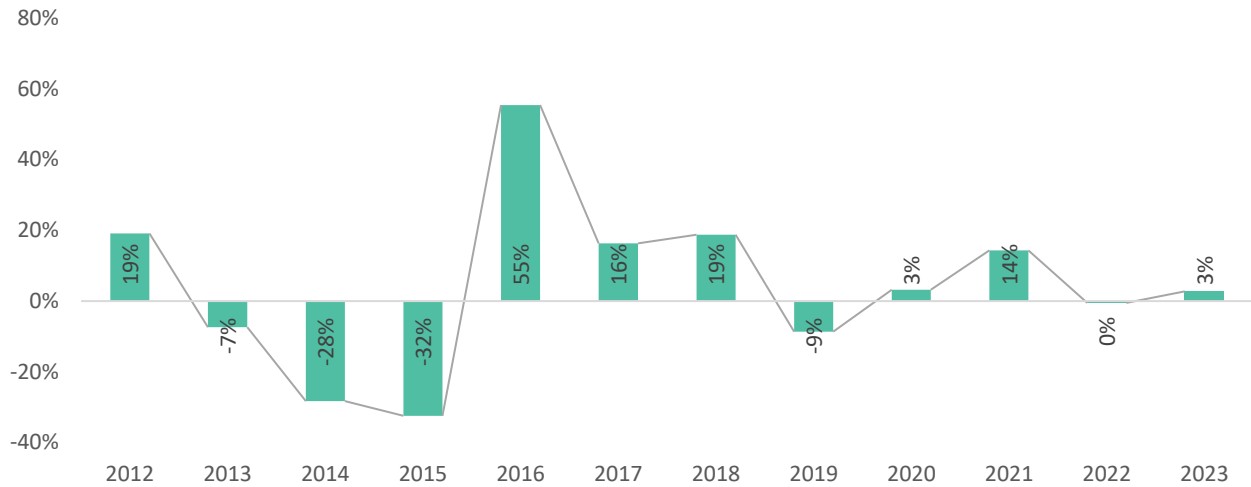


Figure 170: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 14% in 2021 over 2020. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

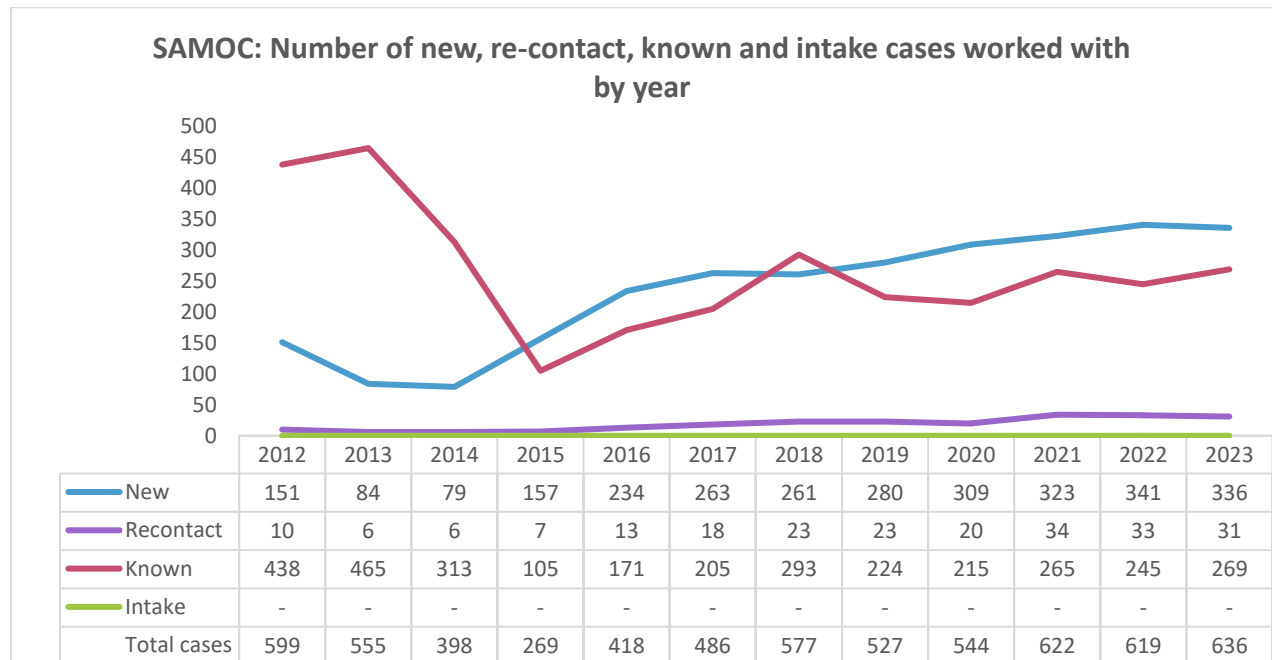


Figure 171: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

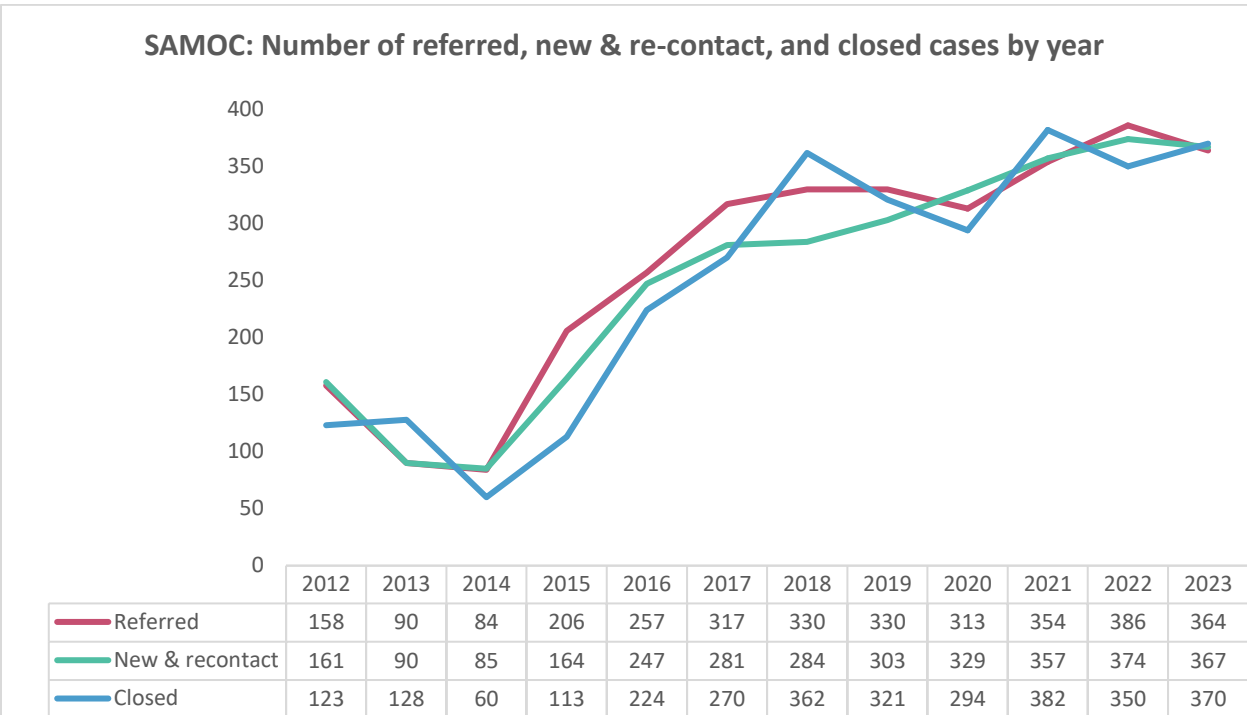


Figure 172: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 186 for breakdown of new & recontact cases). In 2023, 364 cases were referred, 367 new & recontact cases opened, and 370 cases closed.

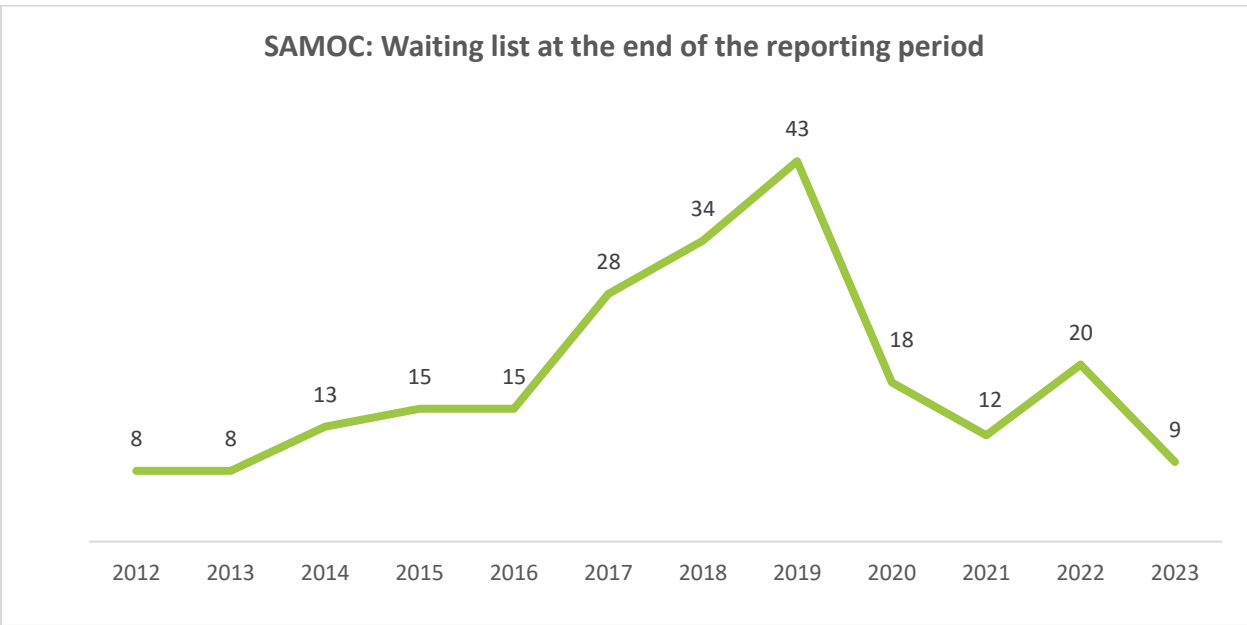


Figure 173: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

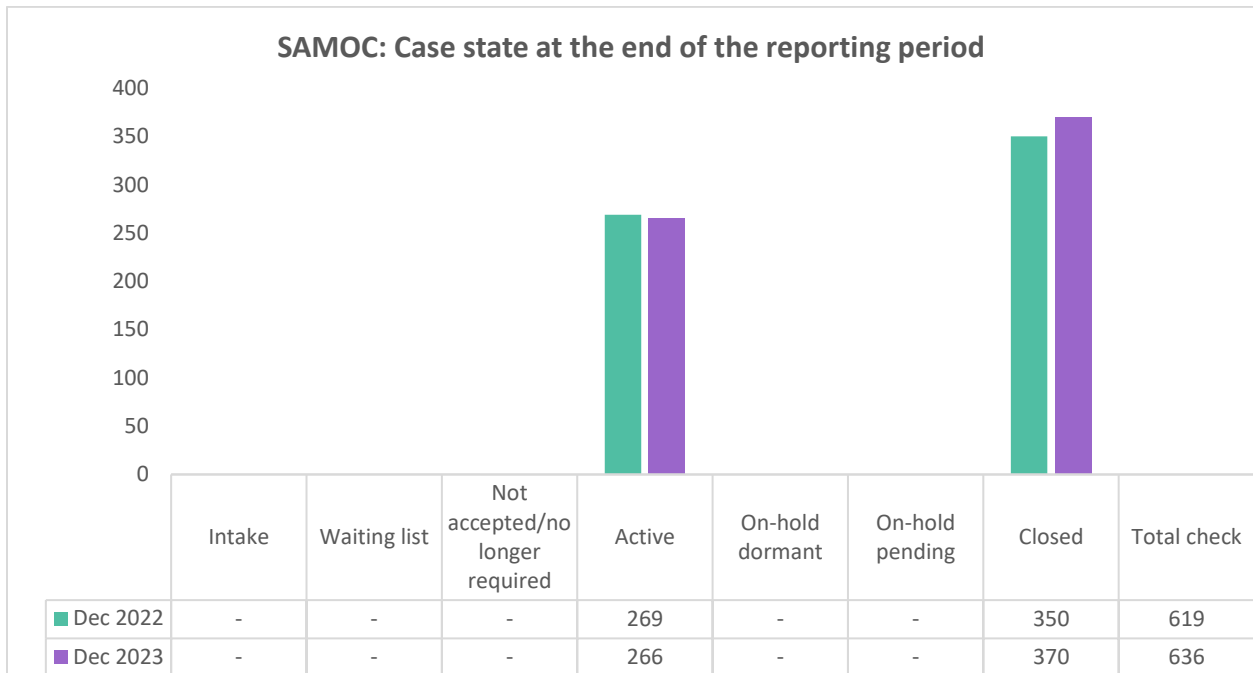


Figure 174: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 42% (266) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **636** cases were worked with between January and December 2023.

SAMOC: Cases worked with Jan-Dec 2023 by gender (no. & %)

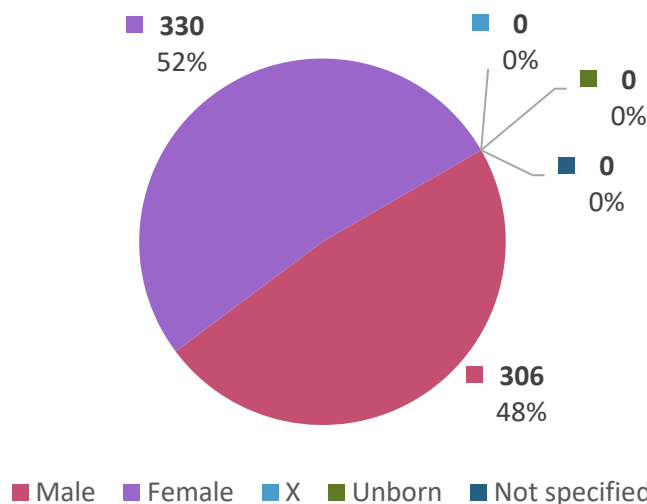


Figure 175: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (52%).

SAMOC: Cases worked with Jan-Dec 2023 by age category (no. & %)

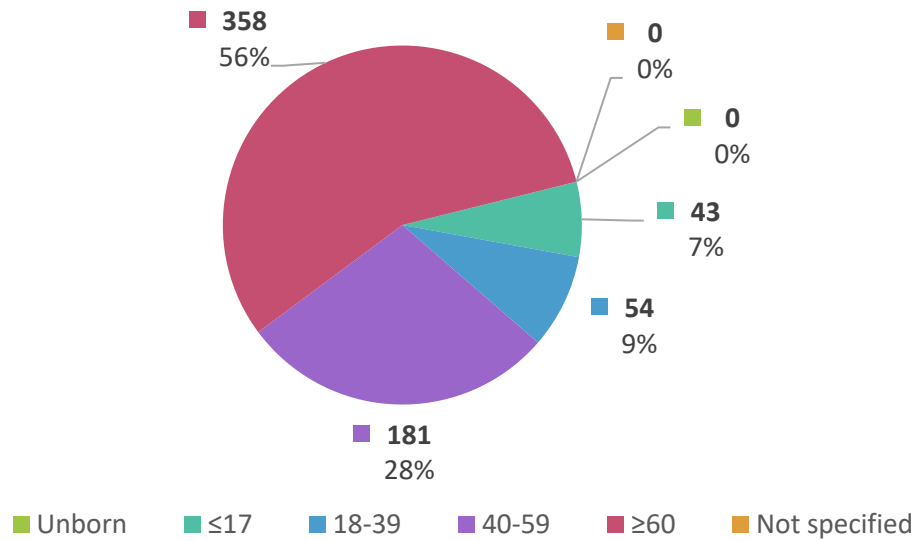


Figure 176: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (56%).

SAMOC: Cases worked with Jan-Dec 2023 by nationality (no. & %)

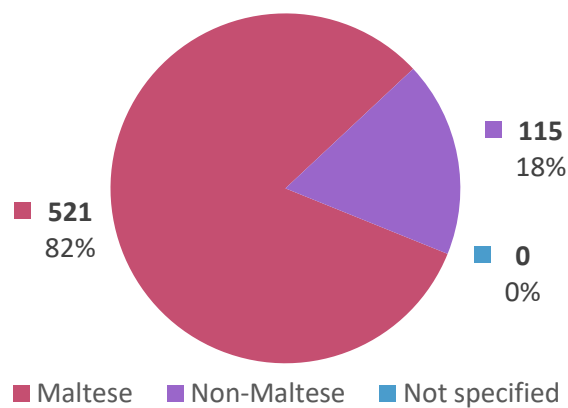


Figure 177: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 82% of the cases worked with were Maltese while non-Maltese made up 18% of cases.

SAMOC: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

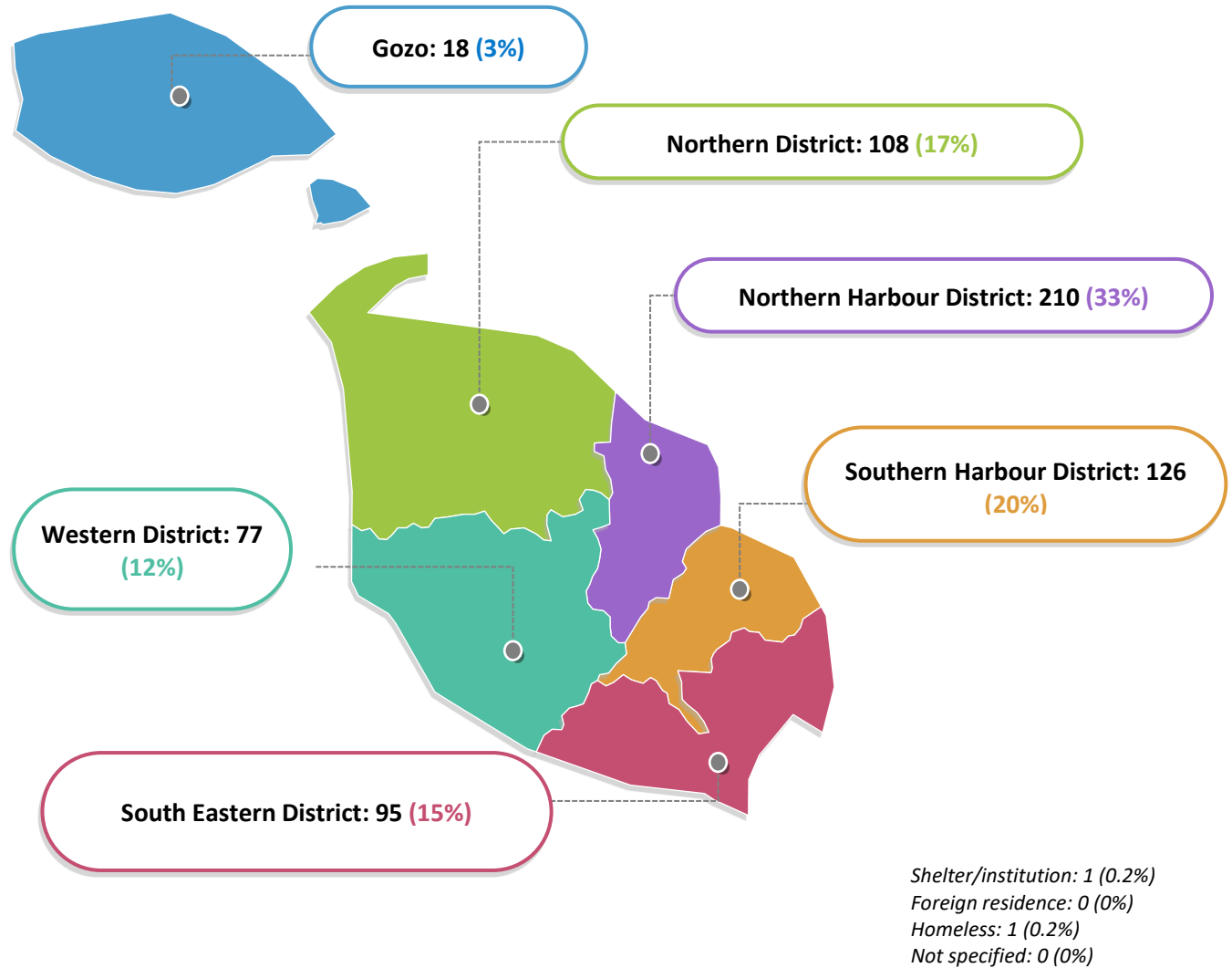


Figure 178: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories in order to not bias the district related data. The Northern Harbour District (33%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **367** cases were opened between January and December 2023.

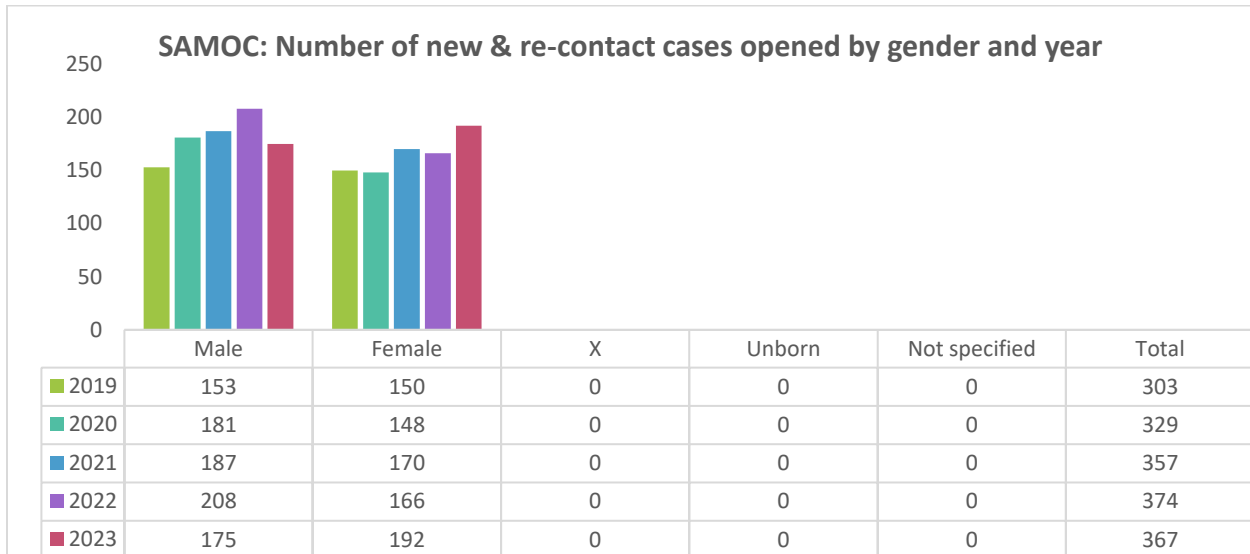


Figure 179: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (192).

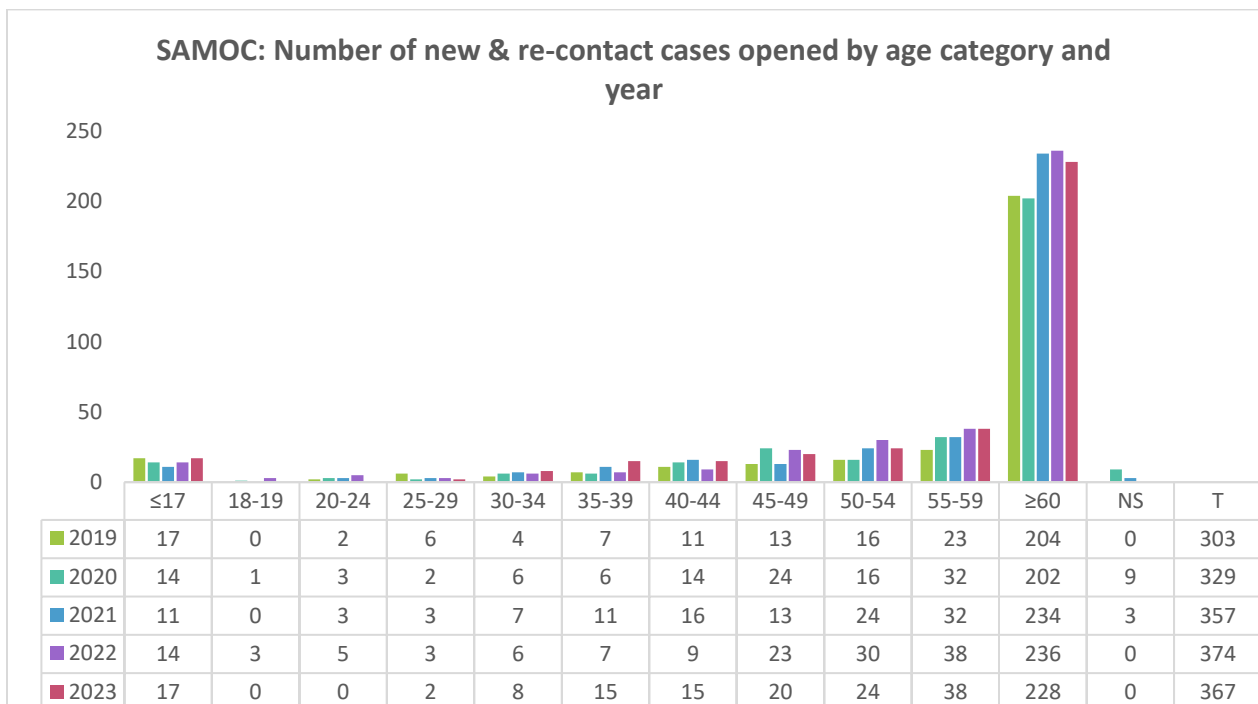


Figure 180: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (228).

Graph Key: NS = Not Specified; T = Total.

| SAMOC: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|--|-------------|---------------|----------|---------------|----------------------|--------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 9 | 8 | 0 | 0 | 0 | 17 |
| 18-19 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20-24 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25-29 | 2 | 0 | 0 | 0 | 0 | 2 |
| 30-34 | 3 | 5 | 0 | 0 | 0 | 8 |
| 35-39 | 7 | 8 | 0 | 0 | 0 | 15 |
| 40-44 | 4 | 11 | 0 | 0 | 0 | 15 |
| 45-49 | 7 | 13 | 0 | 0 | 0 | 20 |
| 50-54 | 11 | 13 | 0 | 0 | 0 | 24 |
| 55-59 | 17 | 21 | 0 | 0 | 0 | 38 |
| ≥60 | 115 | 113 | 0 | 0 | 0 | 228 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 175 | 192 | 0 | 0 | 0 | 367 |

Figure 181: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

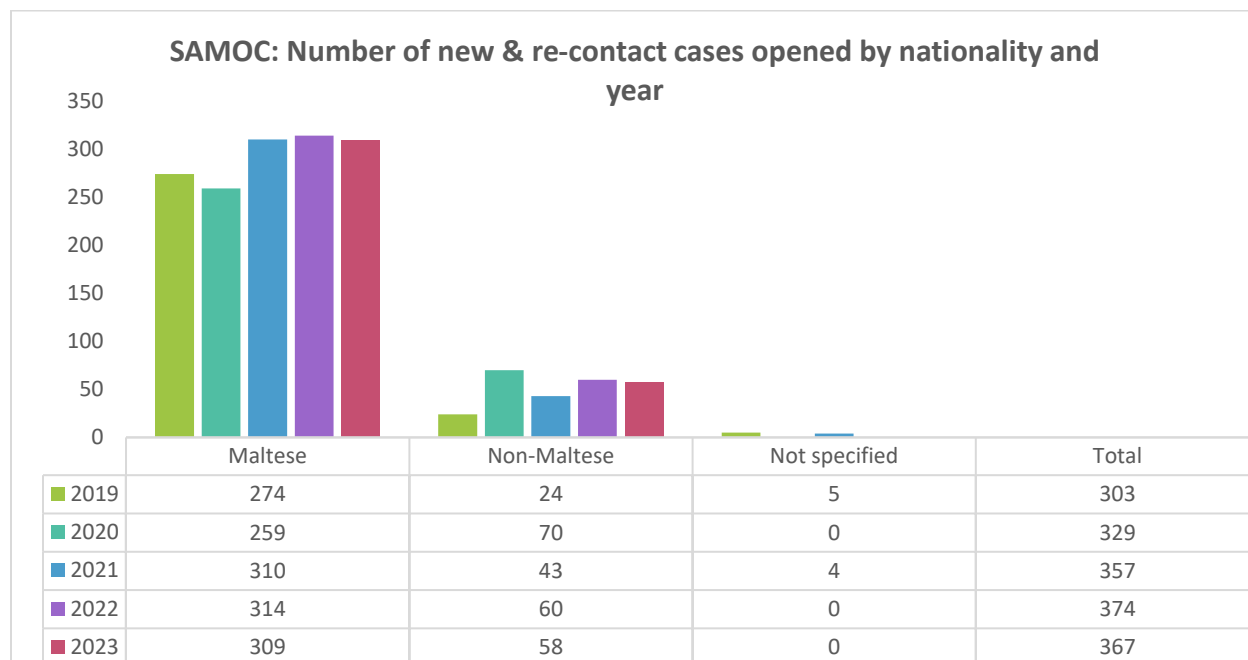


Figure 182: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 309 cases opened in 2023 were Maltese while 58 cases were non-Maltese.

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

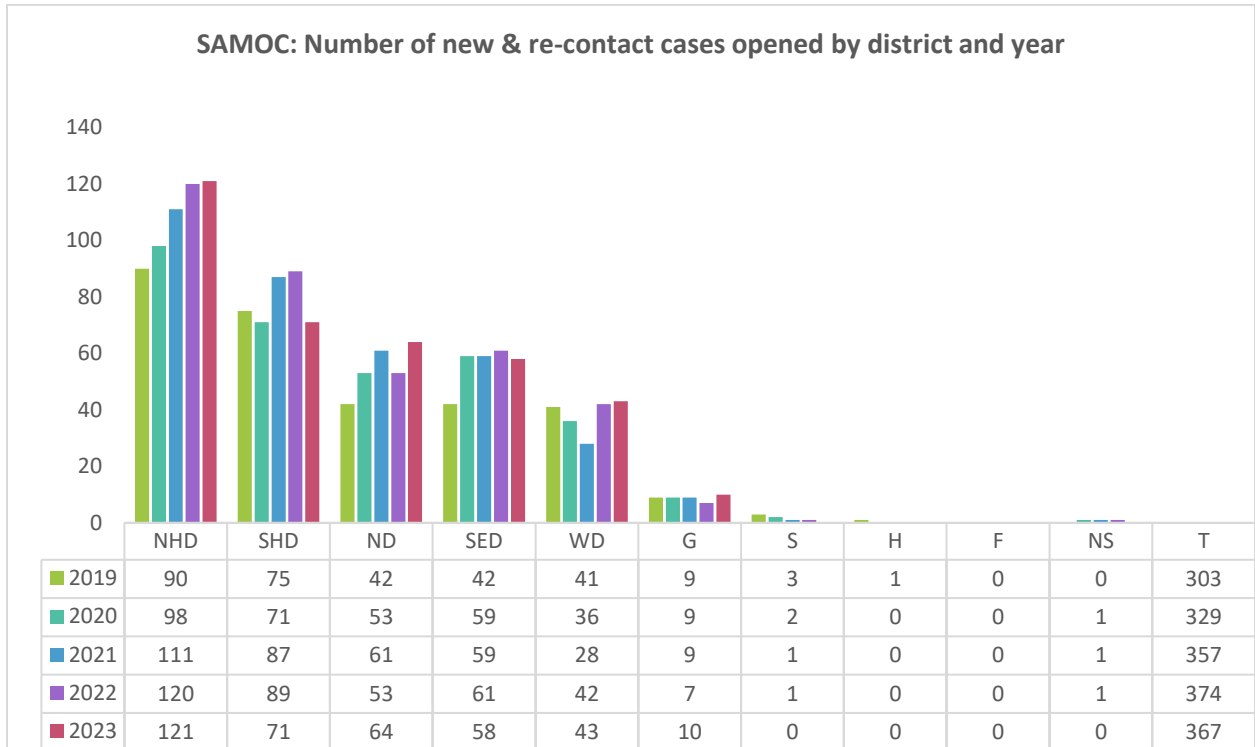


Figure 183: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (121) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Qormi Health Centre Social Work Service (QHC)

Case activity

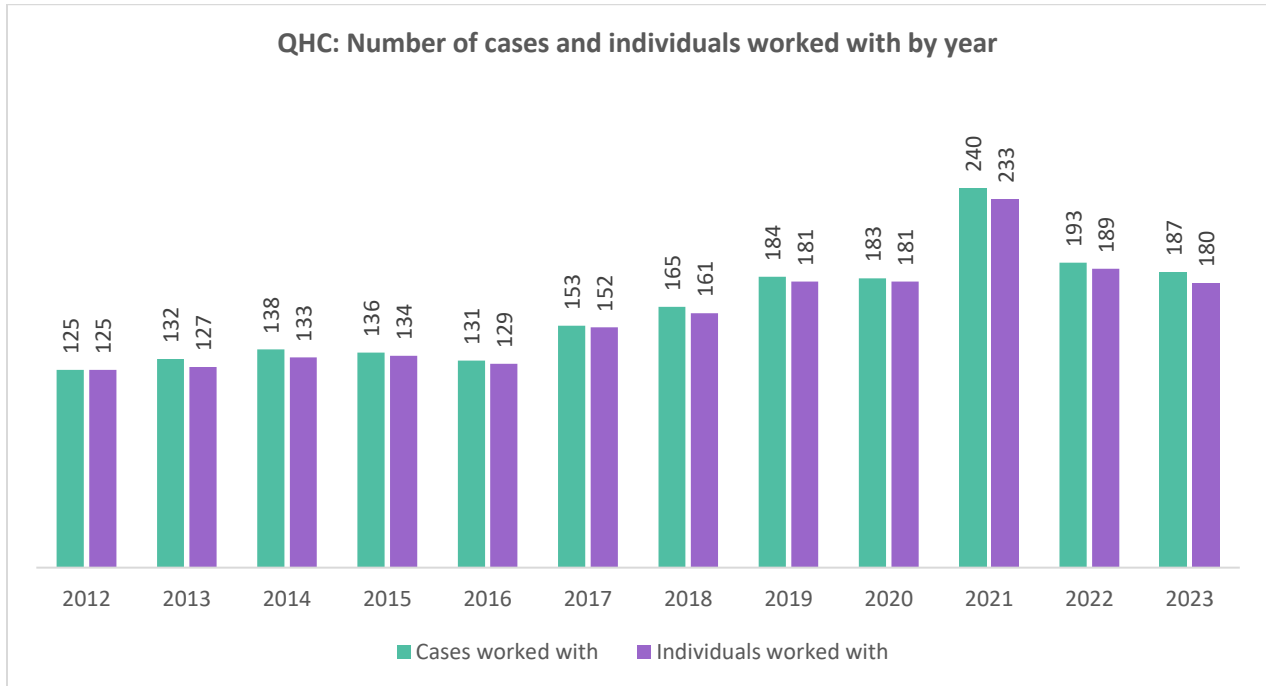


Figure 184: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 187 cases and 180 individuals were worked with compared to 193 and 189 respectively in 2022.

QHC: Percentage difference in the number of cases worked with in the current year compared to the previous year.

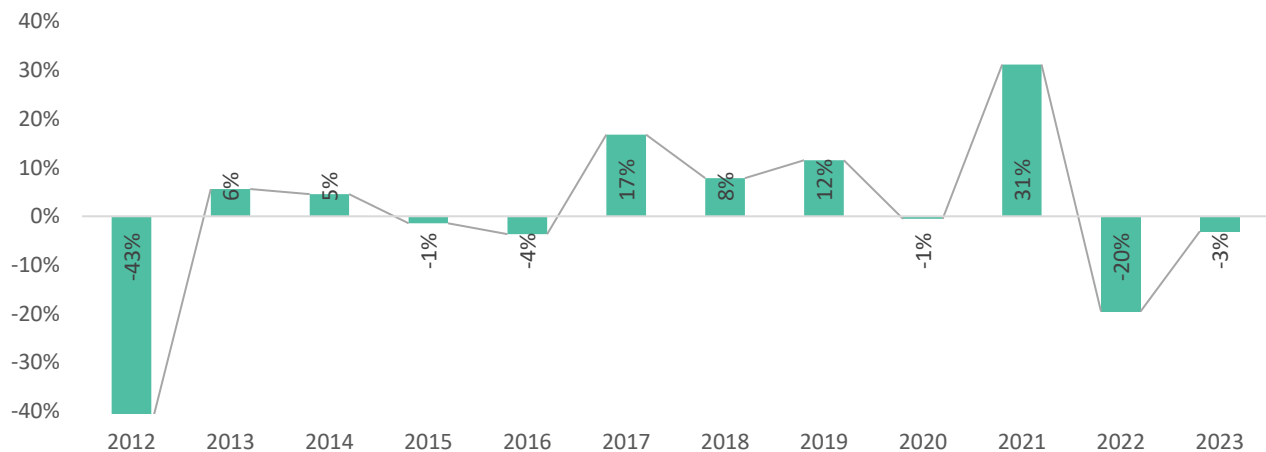


Figure 185: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 20% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

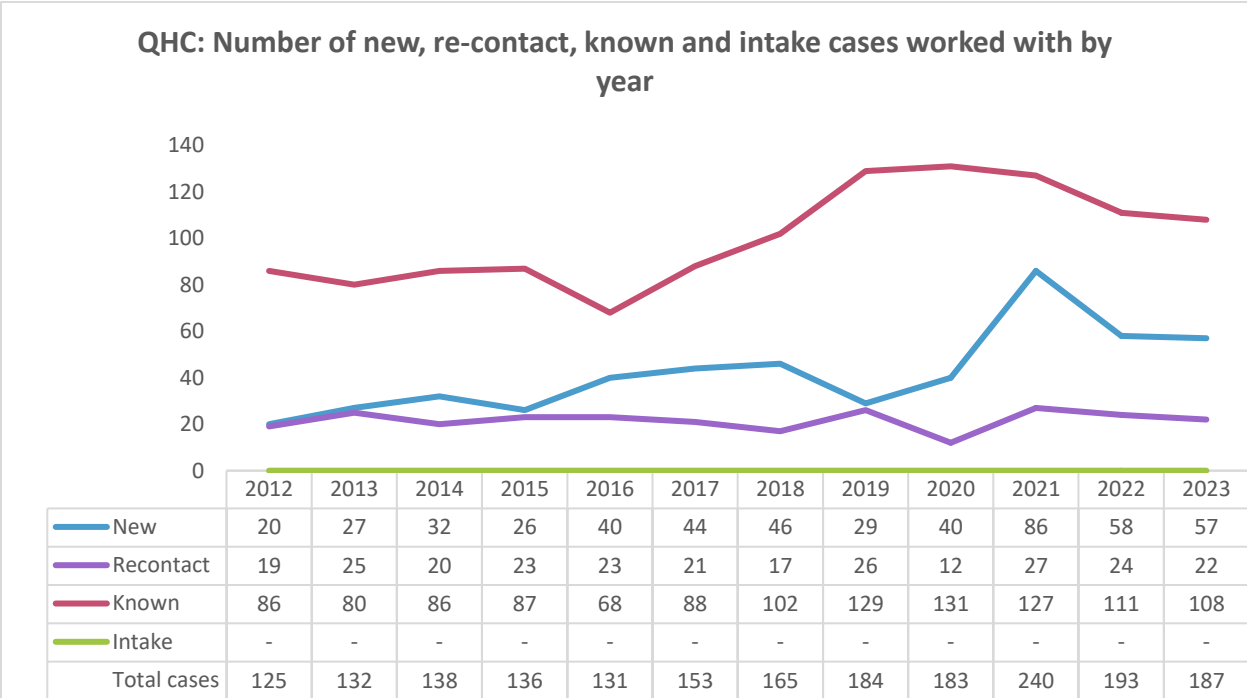


Figure 186: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

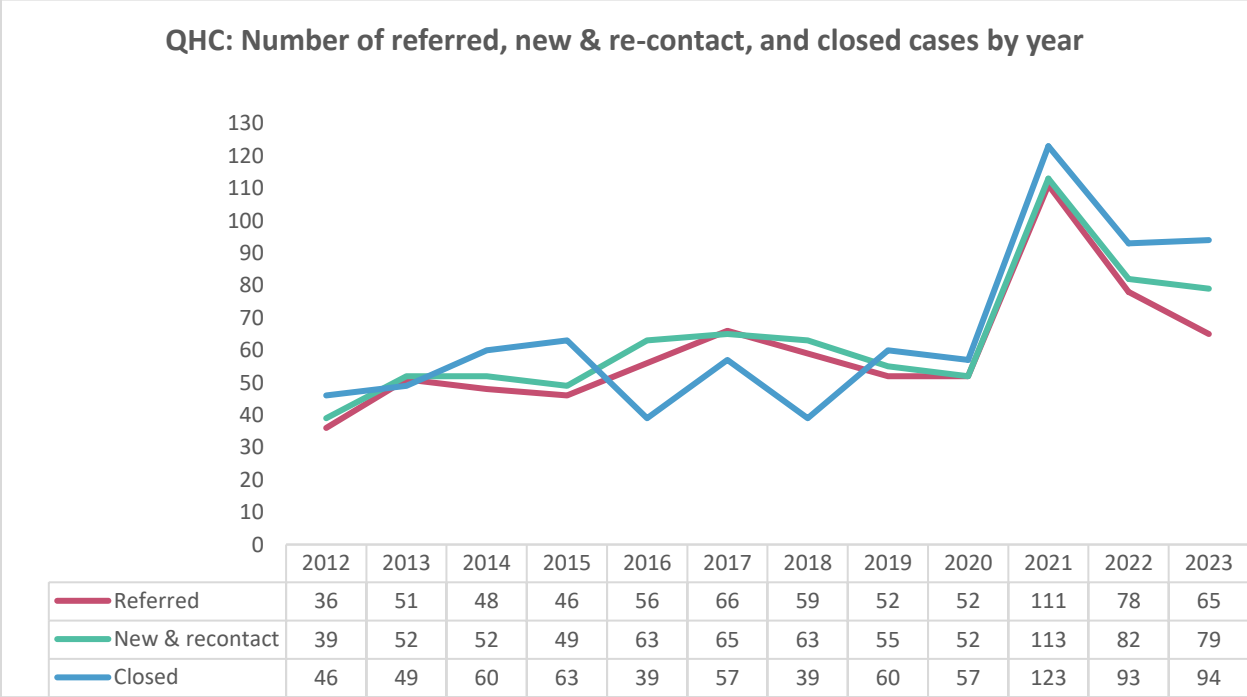


Figure 187: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 201 for breakdown of new & recontact cases). In 2023, 65 cases were referred, 79 new & recontact cases opened, and 94 cases closed.

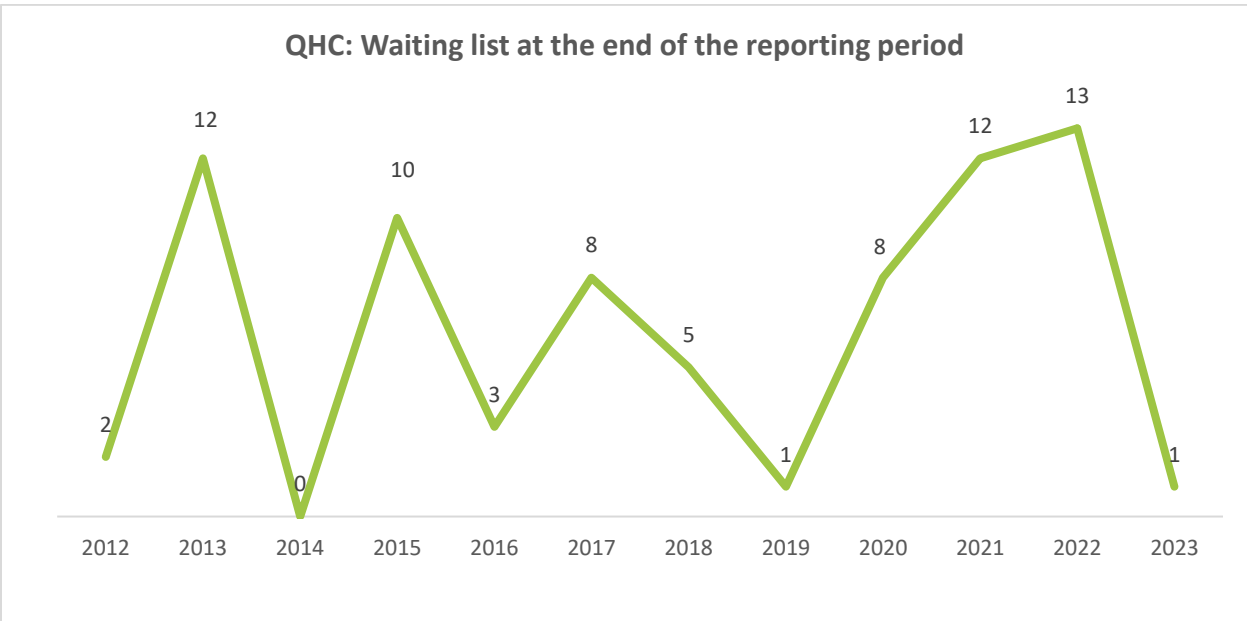


Figure 188: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

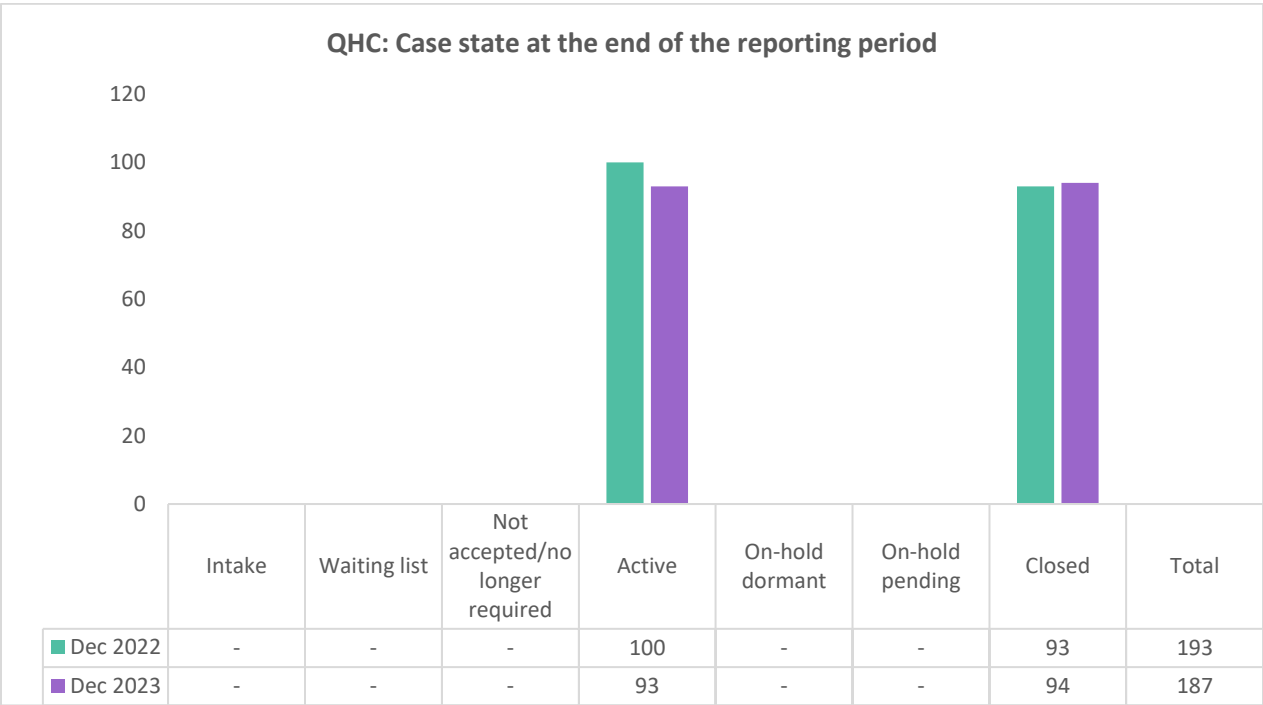


Figure 189: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 50% (93) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **187** cases were worked with between January and December 2023.

QHC: Cases worked with Jan-Dec 2023 by gender (no. & %)

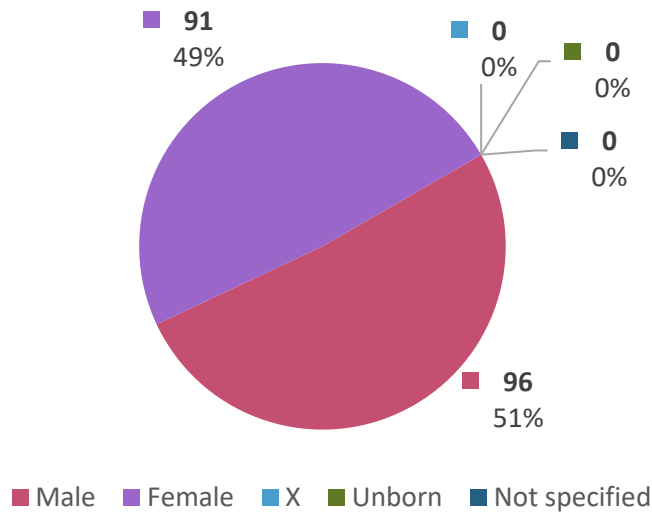


Figure 190: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (51%).

QHC: Cases worked with Jan-Dec 2023 by age category (no. & %)

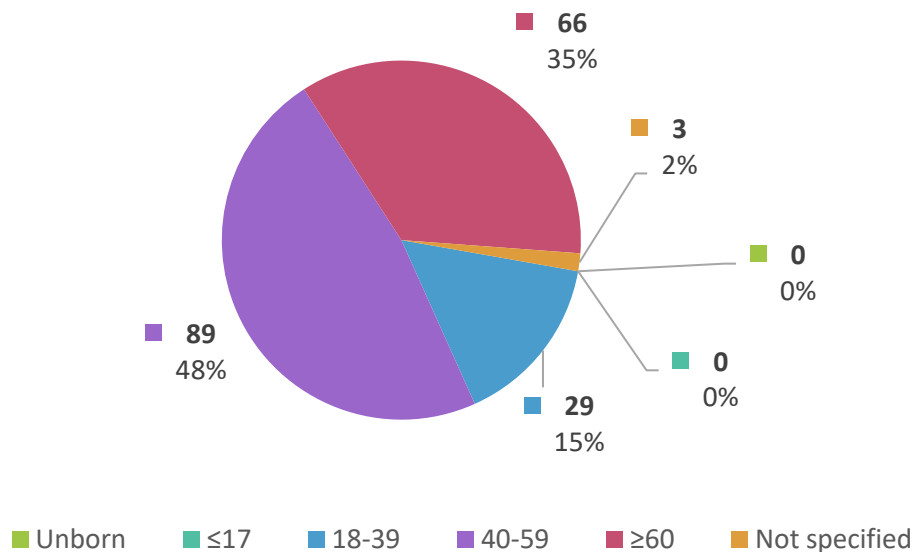


Figure 191: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (48%).

QHC: Cases worked with Jan-Dec 2023 by nationality (no. & %)

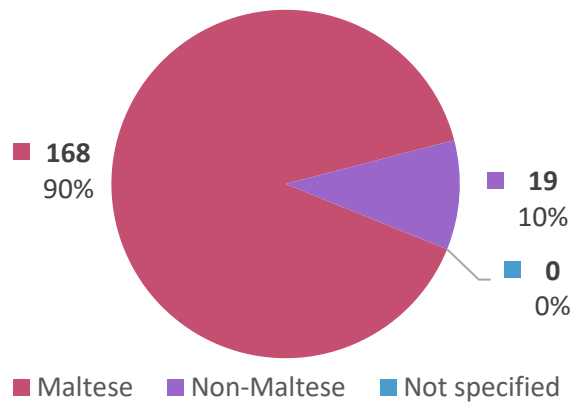


Figure 192: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 90% of the cases worked with were Maltese while non-Maltese made up 10% of cases.

QHC: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

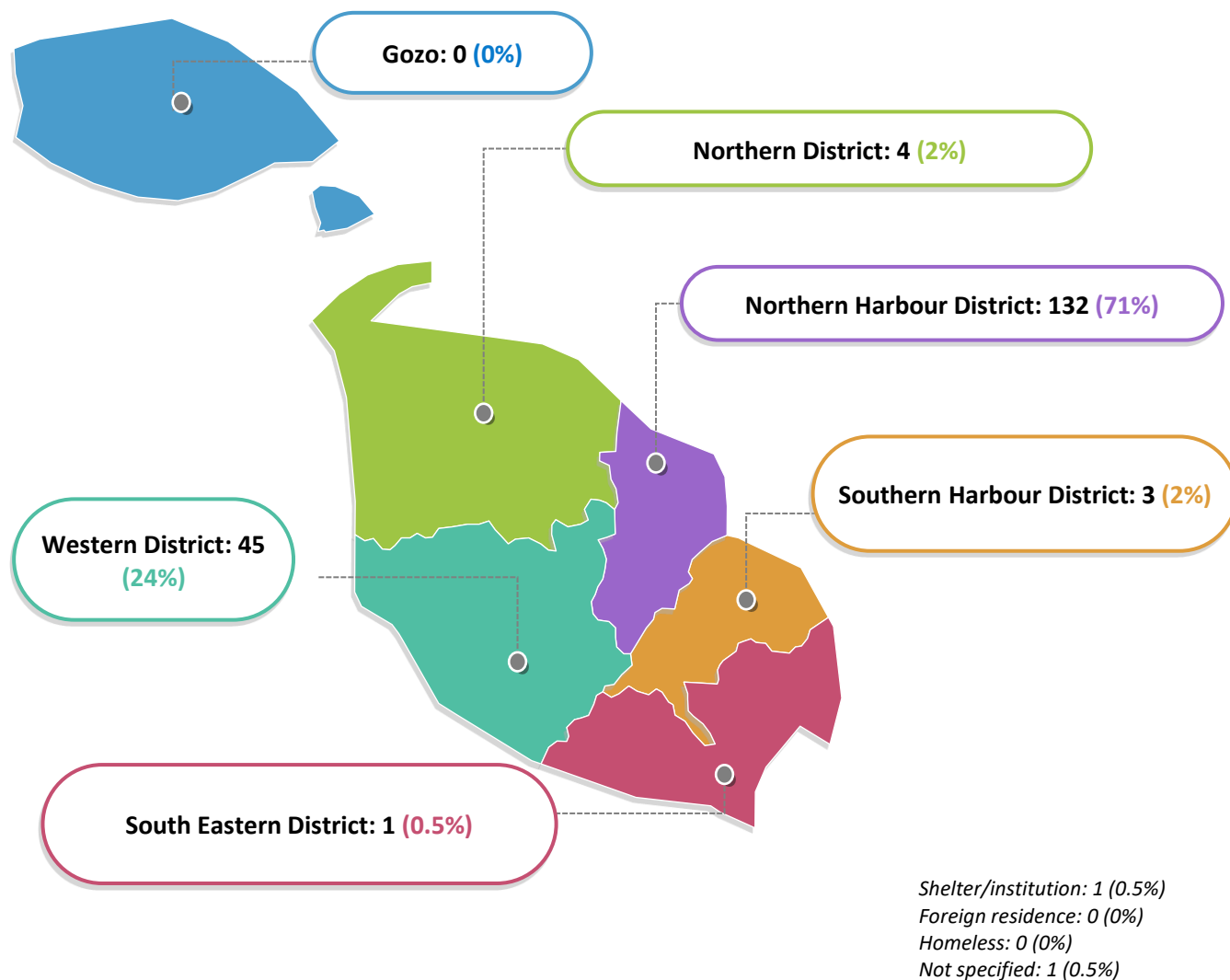


Figure 193: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (71%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **79** cases were opened between January and December 2023.

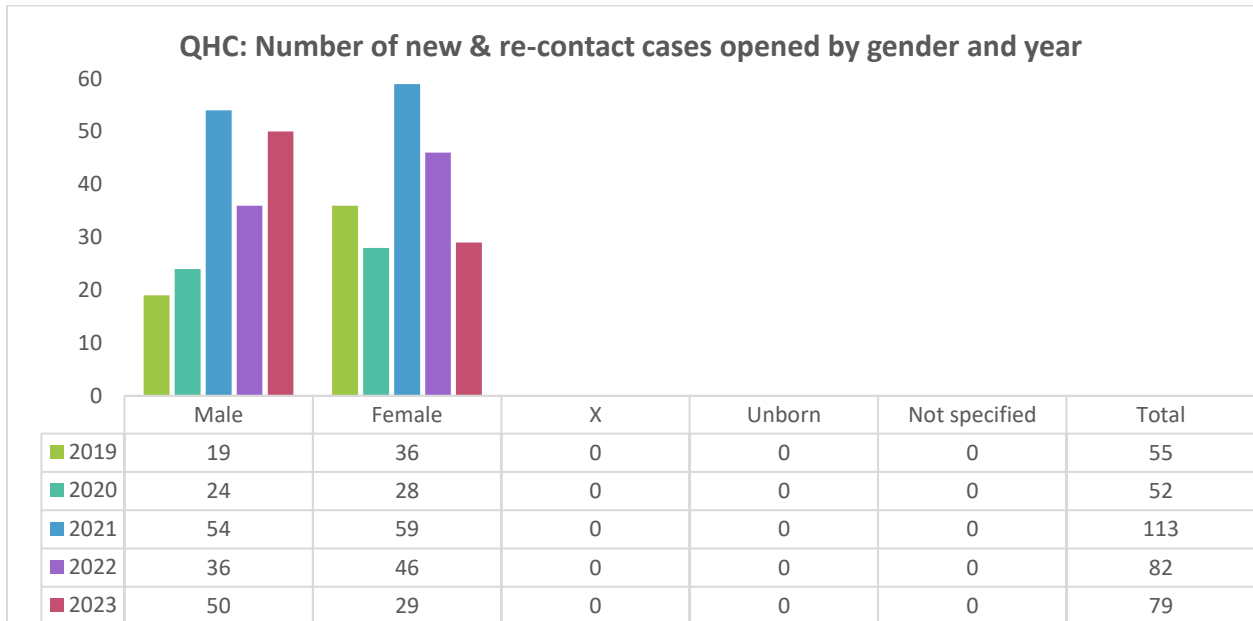


Figure 194: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (50).

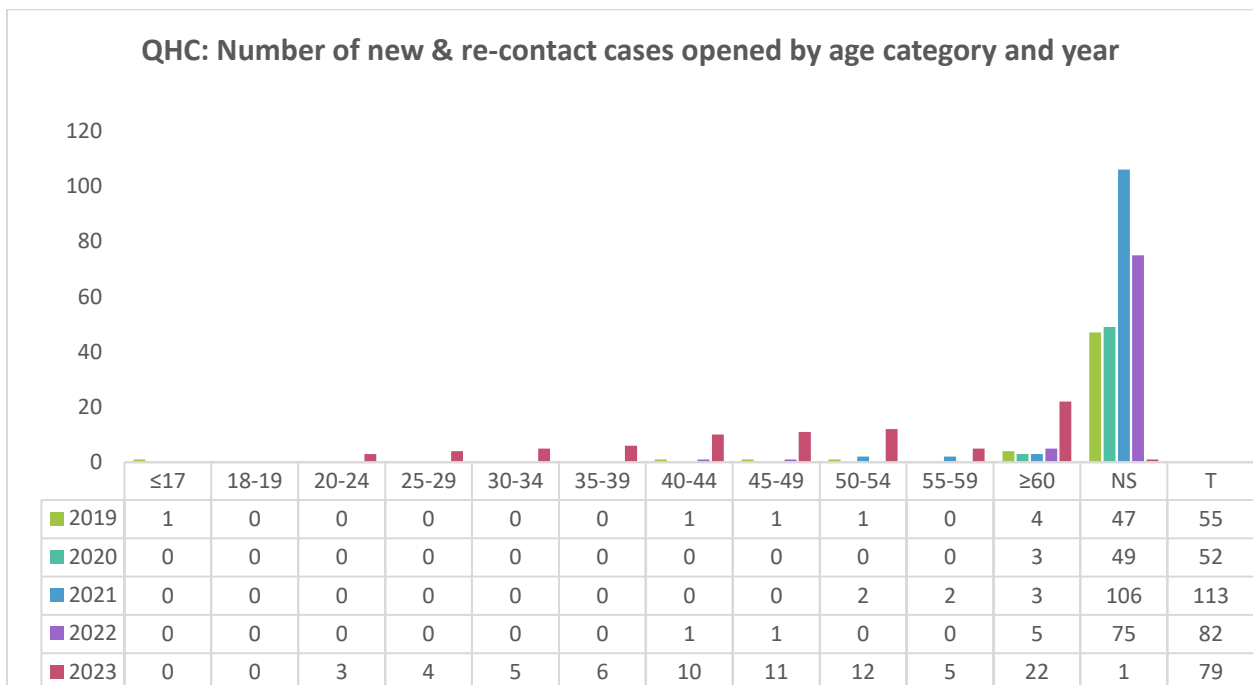


Figure 195: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (22).

Graph Key: NS = Not Specified; T = Total.

| QHC: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|--|-----------|-----------|----------|----------|---------------|-----------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18-19 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20-24 | 0 | 3 | 0 | 0 | 0 | 3 |
| 25-29 | 3 | 1 | 0 | 0 | 0 | 4 |
| 30-34 | 4 | 1 | 0 | 0 | 0 | 5 |
| 35-39 | 3 | 3 | 0 | 0 | 0 | 6 |
| 40-44 | 6 | 4 | 0 | 0 | 0 | 10 |
| 45-49 | 6 | 5 | 0 | 0 | 0 | 11 |
| 50-54 | 9 | 3 | 0 | 0 | 0 | 12 |
| 55-59 | 4 | 1 | 0 | 0 | 0 | 5 |
| ≥60 | 14 | 8 | 0 | 0 | 0 | 22 |
| Not specified | 1 | 0 | 0 | 0 | 0 | 1 |
| Total | 50 | 29 | 0 | 0 | 0 | 79 |

Figure 196: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

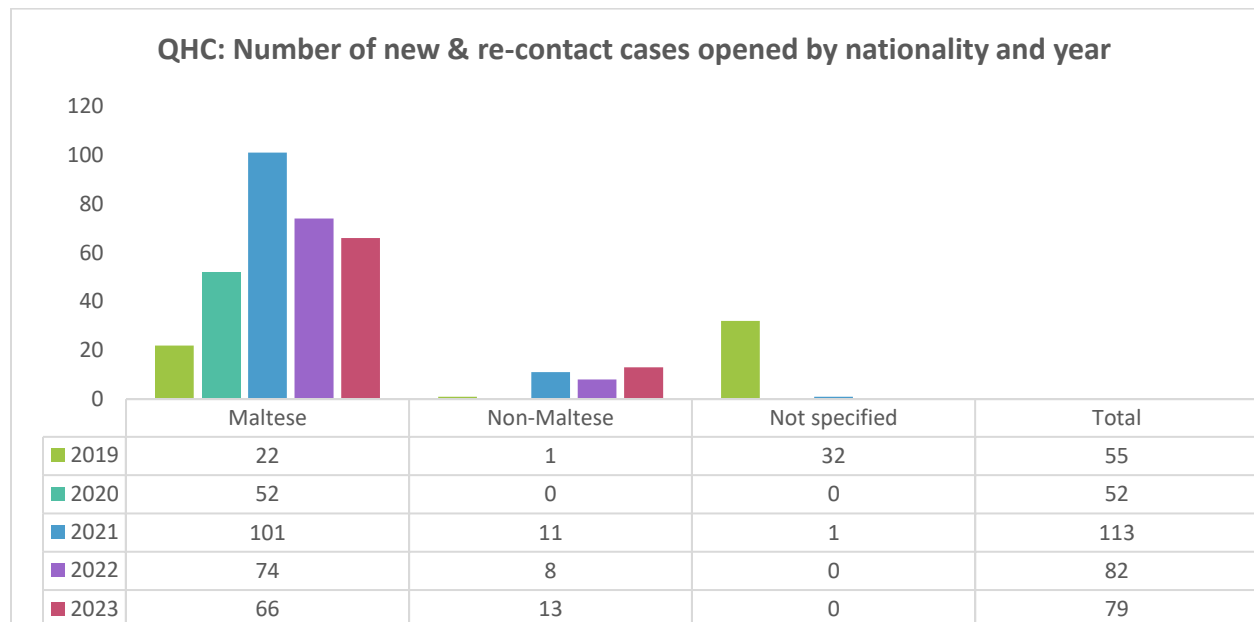


Figure 197: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 66 cases opened in 2023 were Maltese while 13 cases were non-Maltese.

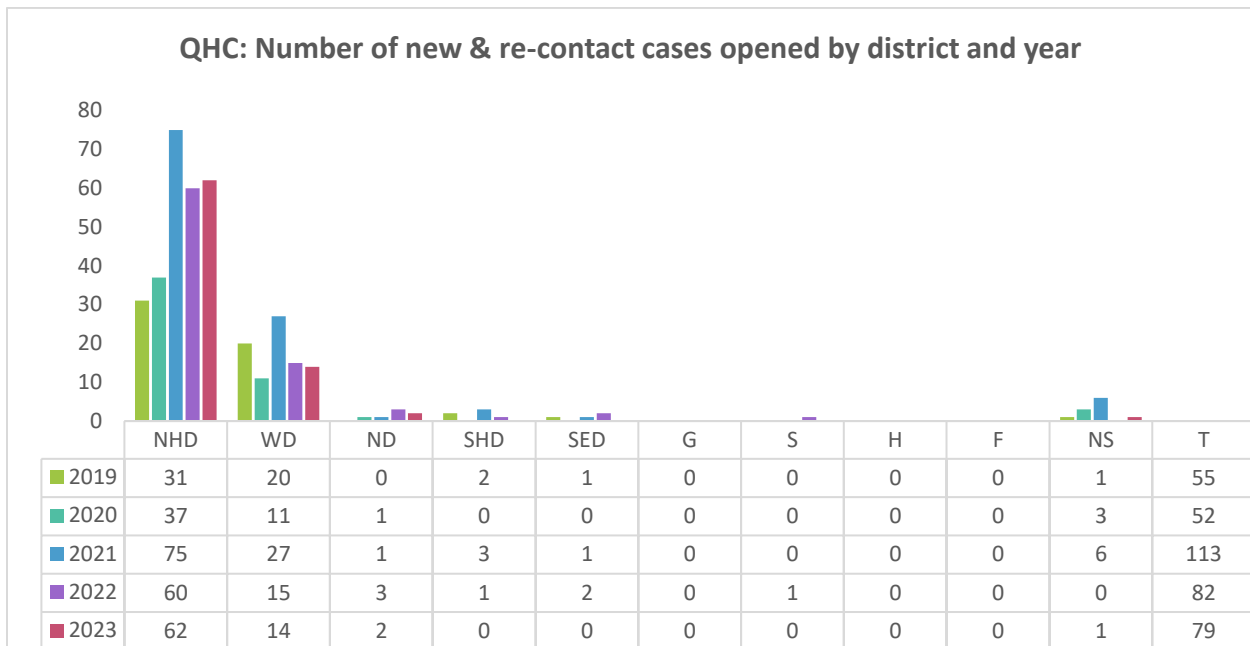


Figure 198: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (62) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

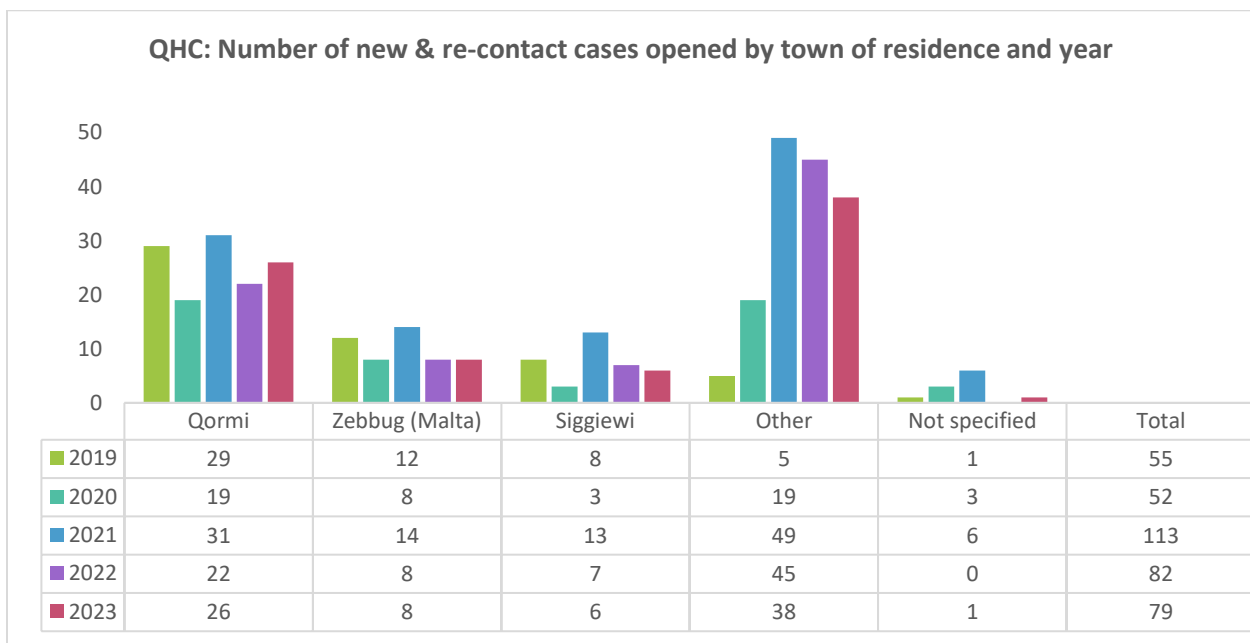


Figure 199: The service’s main catchment areas are Qormi, Zebbug (Malta) and Siggiewi and the figure above specifies the number of new and re-contact cases opened for the different areas. The figure above classifies the town of residence as reported by the service user within the reporting year. For example, 26 cases opened in 2023 resided within Qormi.

St. Vincent de Paule Social Work Service (SVDP)

Case activity

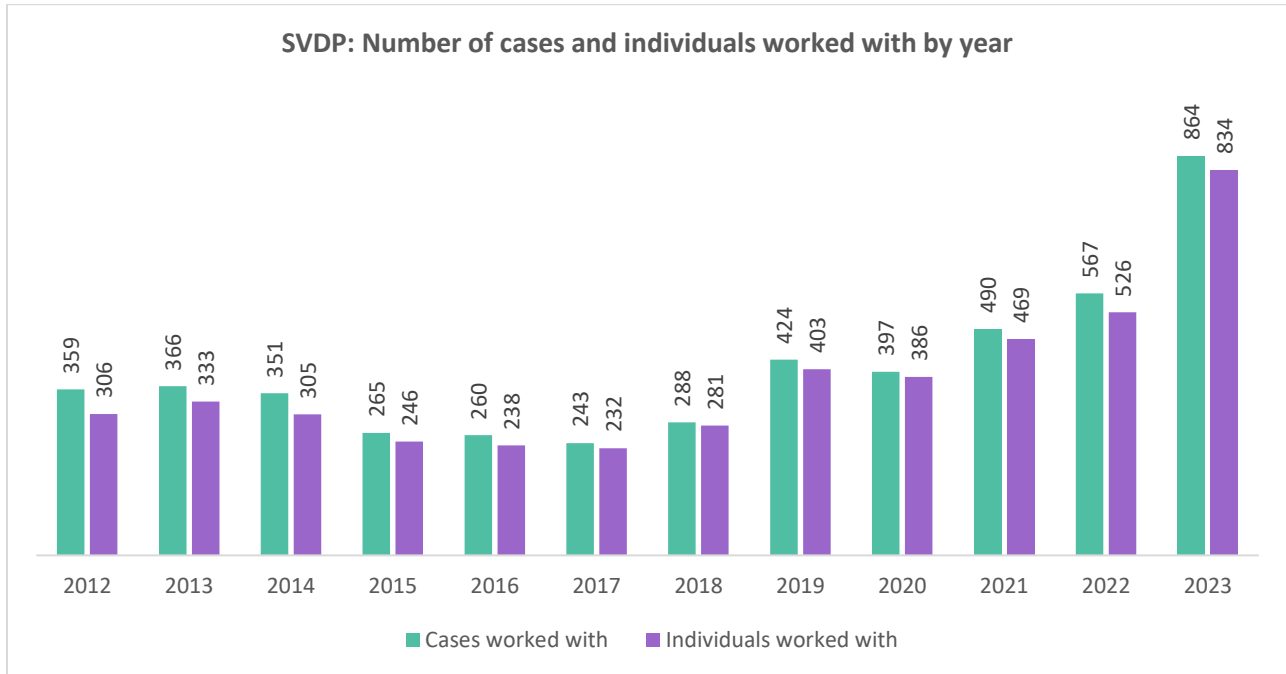


Figure 200: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 864 cases and 834 individuals were worked with compared to 567 and 526 respectively in 2022.

SVDP: Percentage difference in the number of cases worked with in the current year compared to the previous year.

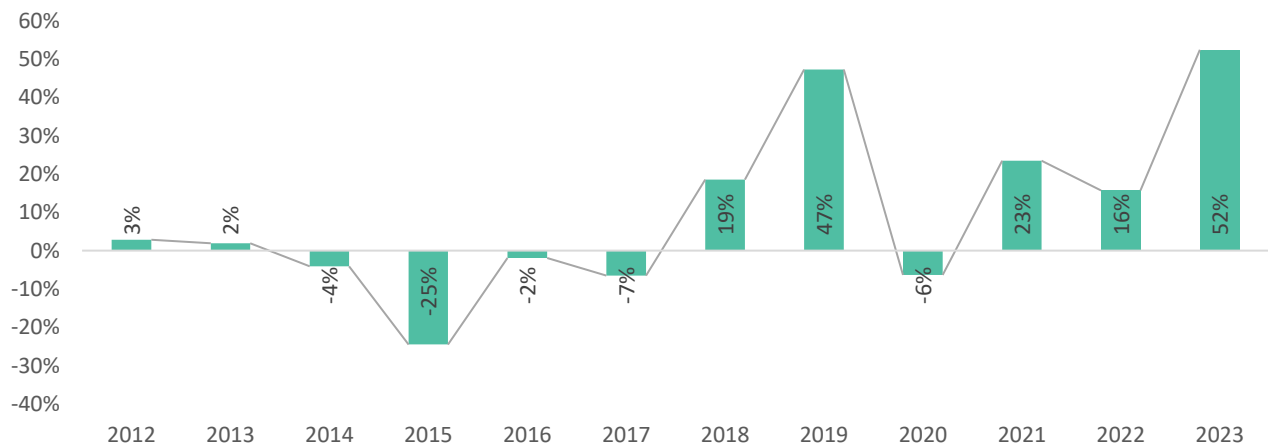


Figure 201: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 16% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

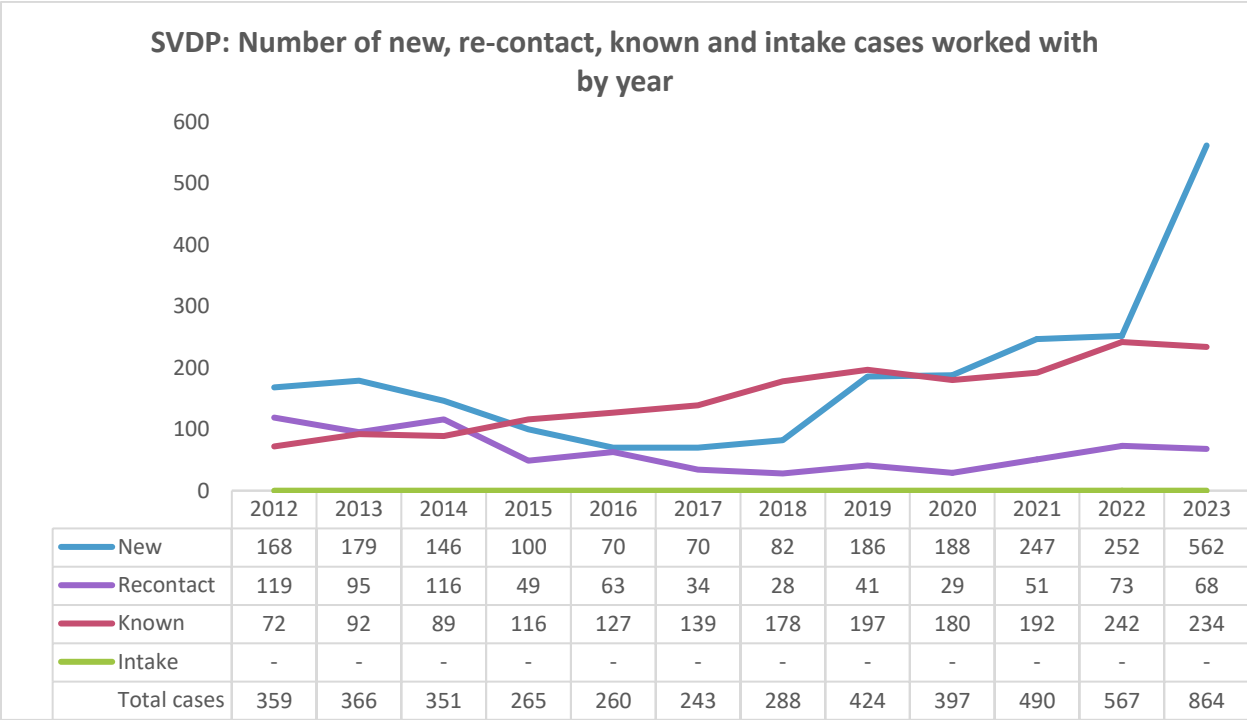


Figure 202: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

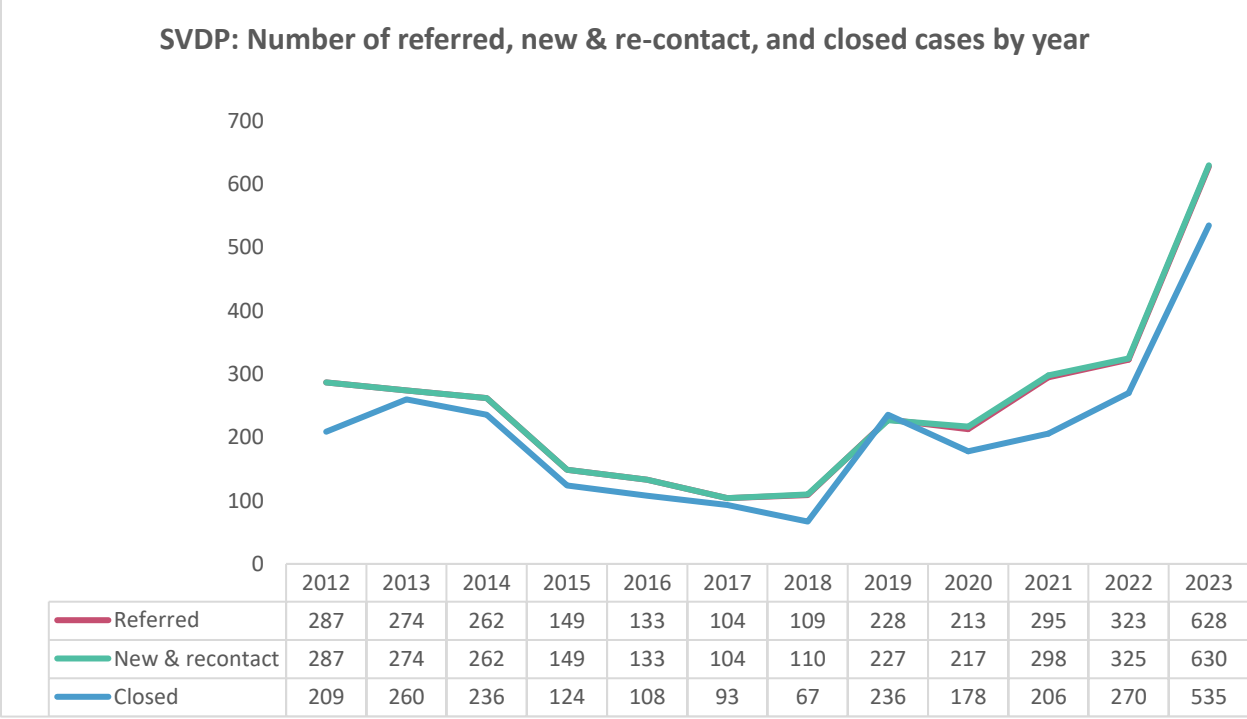


Figure 203: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 217 for breakdown of new & recontact cases). In 2023, 628 cases were referred, 630 new & recontact cases opened, and 535 cases closed. A data cleaning exercise occurred at May 2023 to administratively close 'ghost cases'

SVDP: Waiting list at the end of the reporting period

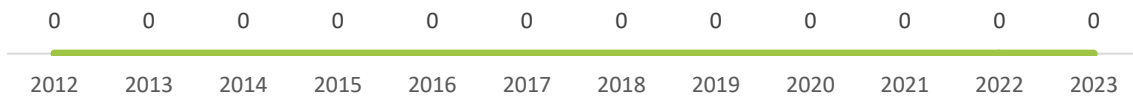


Figure 204: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

SVDP: Case state at the end of the reporting period

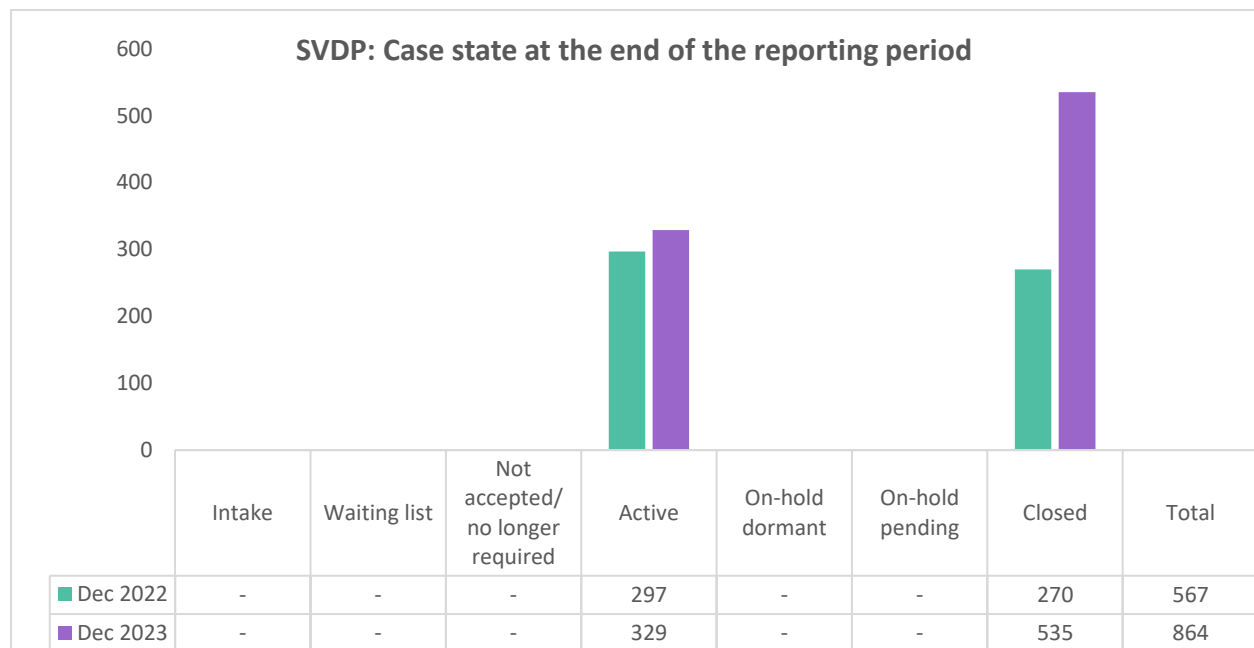


Figure 205: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 38% (329) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **864** cases were worked with between January and December 2023.

SVDP: Cases worked with Jan-Dec 2023 by gender (no. & %)

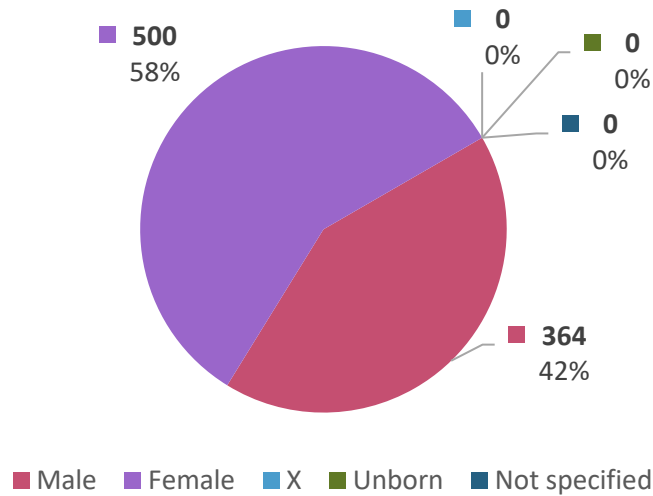


Figure 206: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (58%).

SVDP: Cases worked with Jan-Dec 2023 by age category (no. & %)

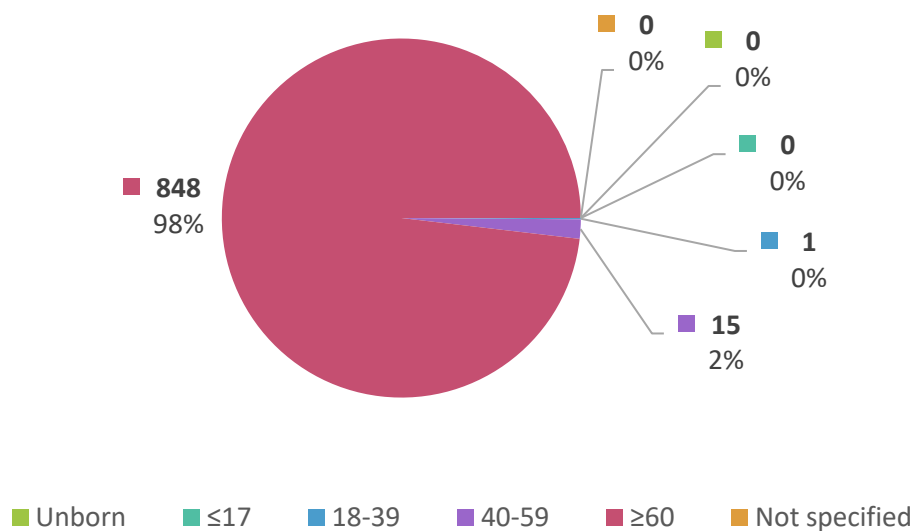


Figure 207: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (98%).

SVDP: Cases worked with Jan-Dec 2023 by nationality (no. & %)

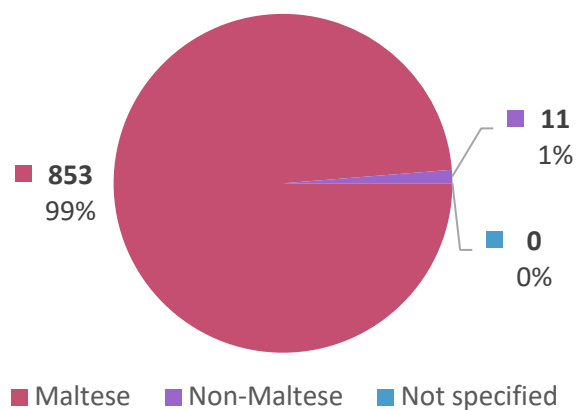


Figure 208: The figure above classifies the nationality as reported by the service user within the reporting year, or based on an identity card/document. In 2023, 99% of the cases worked with were Maltese while non-Maltese made up 1% of cases.

SVDP: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

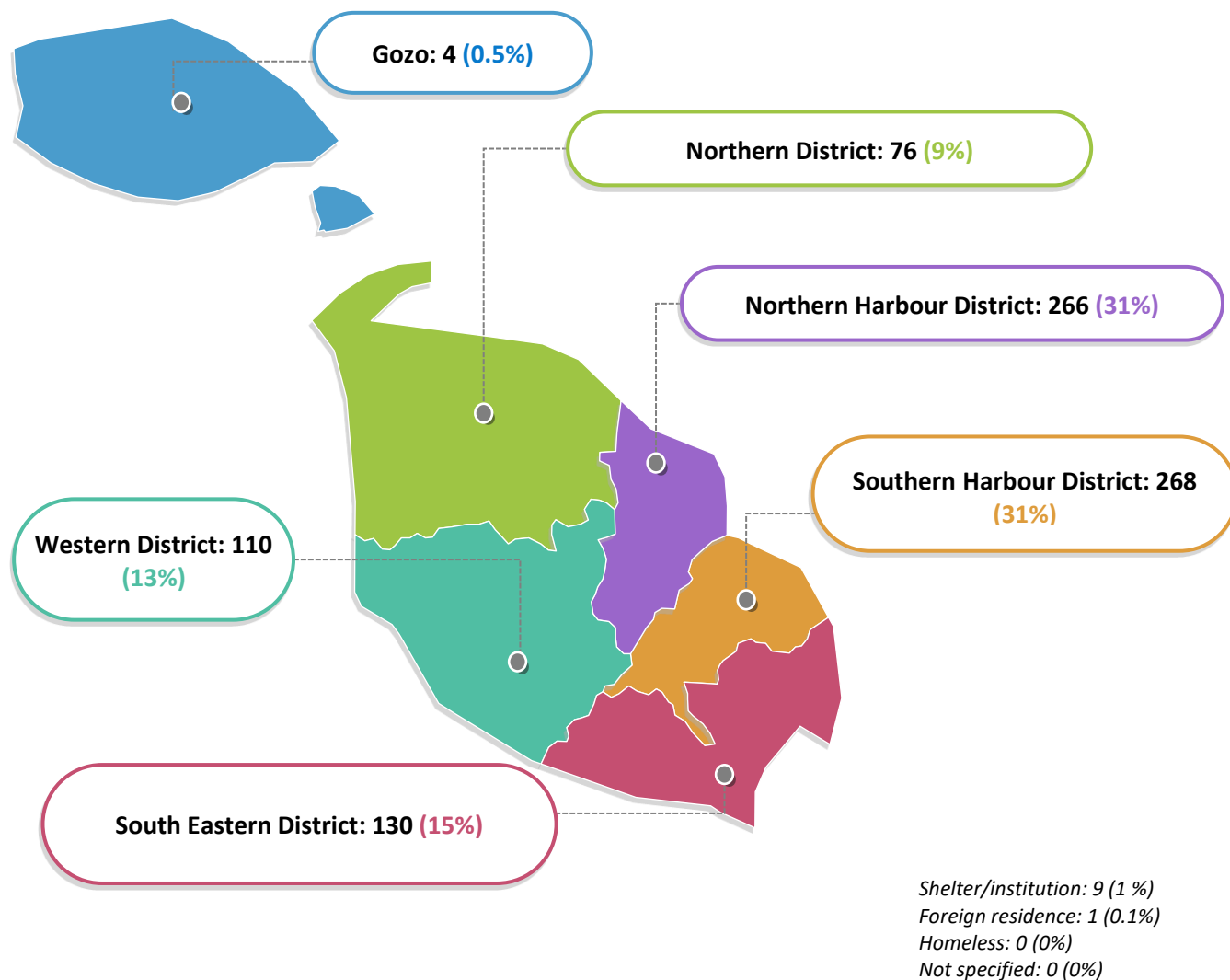


Figure 209: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (31%) & Southern Harbour District (31%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **630** cases were opened between January and December 2023.

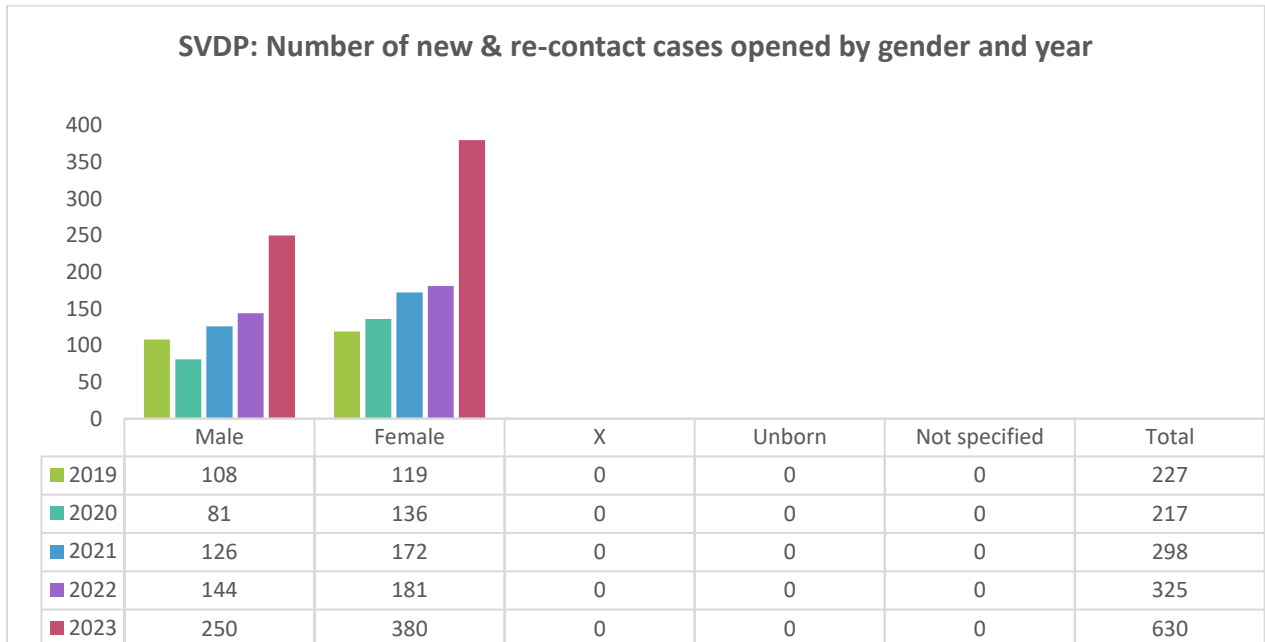


Figure 210: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (380).

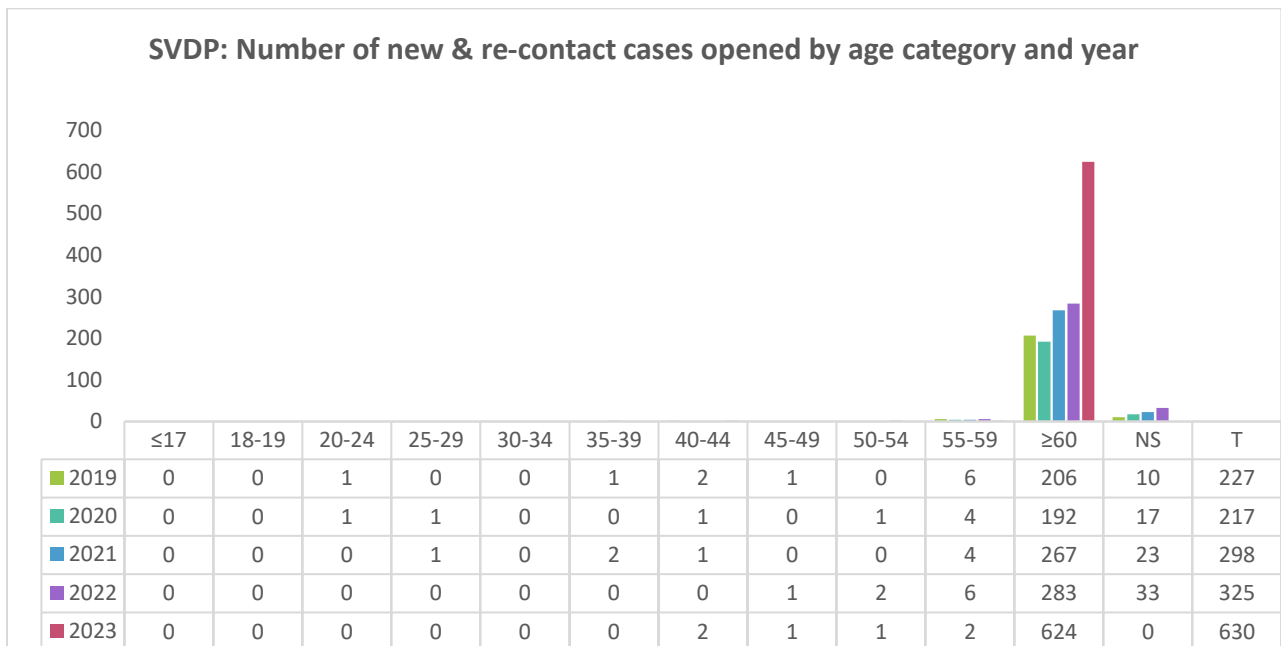


Figure 211: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (624).

Graph Key: NS = Not Specified; T = Total.

| SVDP: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|---|------------|------------|----------|----------|---------------|------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18-19 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20-24 | 0 | 0 | 0 | 0 | 0 | 0 |
| 25-29 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30-34 | 0 | 0 | 0 | 0 | 0 | 0 |
| 35-39 | 0 | 0 | 0 | 0 | 0 | 0 |
| 40-44 | 2 | 0 | 0 | 0 | 0 | 2 |
| 45-49 | 0 | 1 | 0 | 0 | 0 | 1 |
| 50-54 | 0 | 1 | 0 | 0 | 0 | 1 |
| 55-59 | 1 | 1 | 0 | 0 | 0 | 2 |
| ≥60 | 247 | 377 | 0 | 0 | 0 | 624 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 250 | 380 | 0 | 0 | 0 | 630 |

Figure 212: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

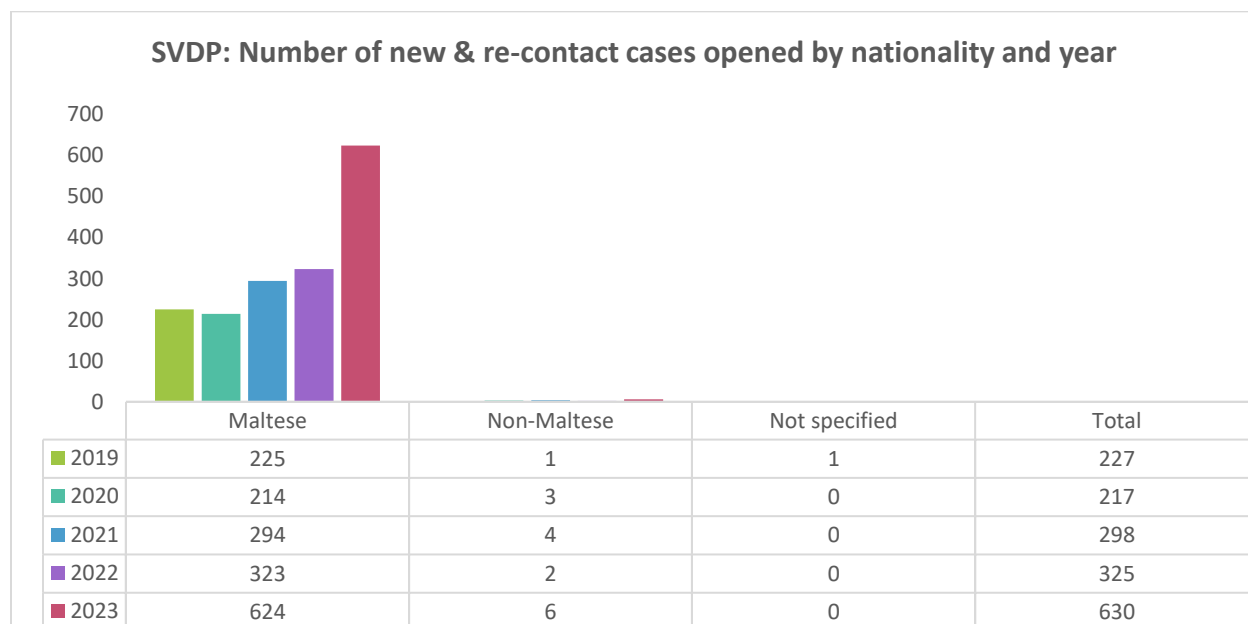


Figure 213: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 624 cases opened in 2023 were Maltese while 6 cases were non-Maltese.

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

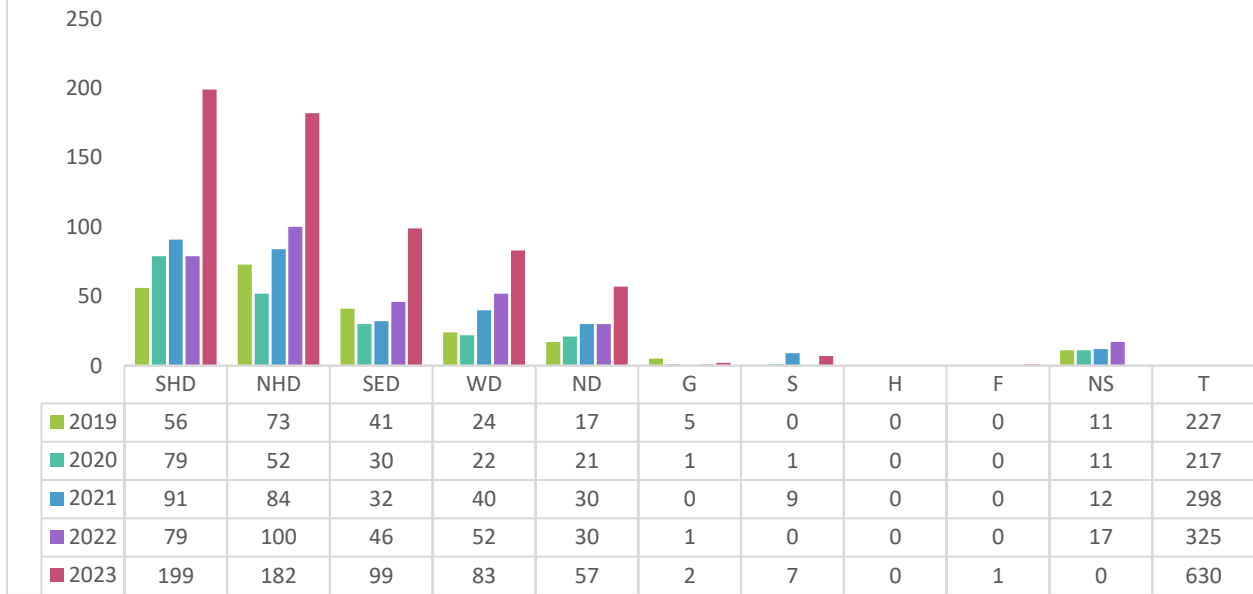


Figure 214: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (199) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Primary Health Care Service (PHC) Case activity

The service started reporting data in 2015.

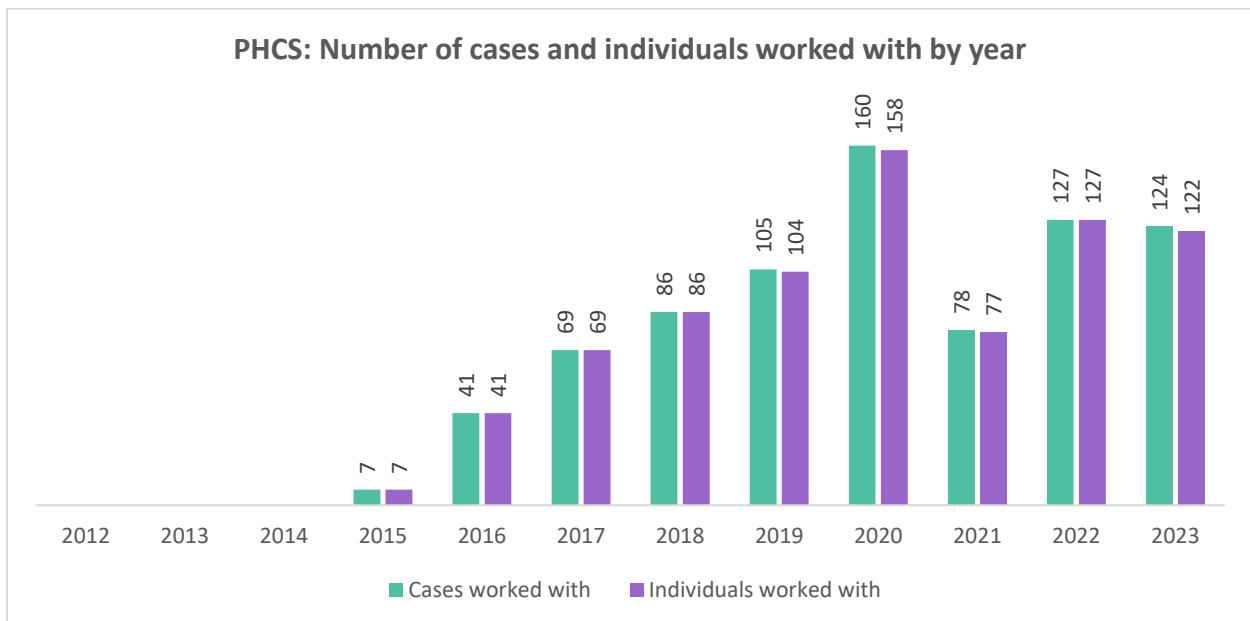


Figure 215: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 124 cases and 122 individuals were worked with compared to 127 and 127 respectively in 2022.

PHCS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

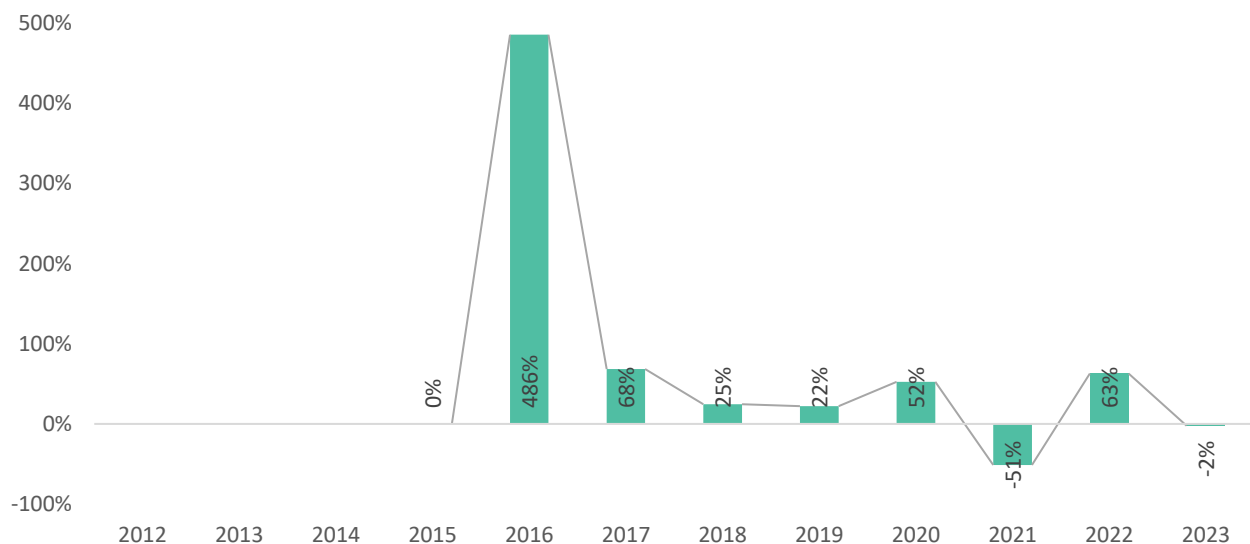


Figure 216: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 63% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

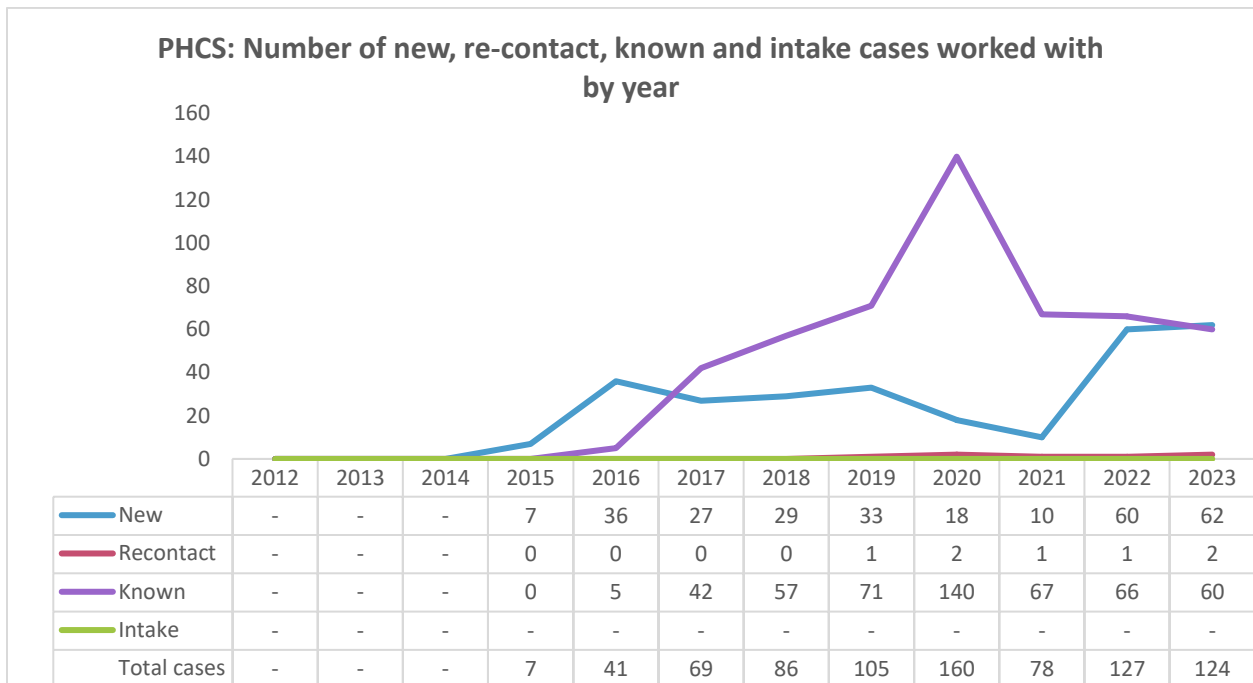


Figure 217: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

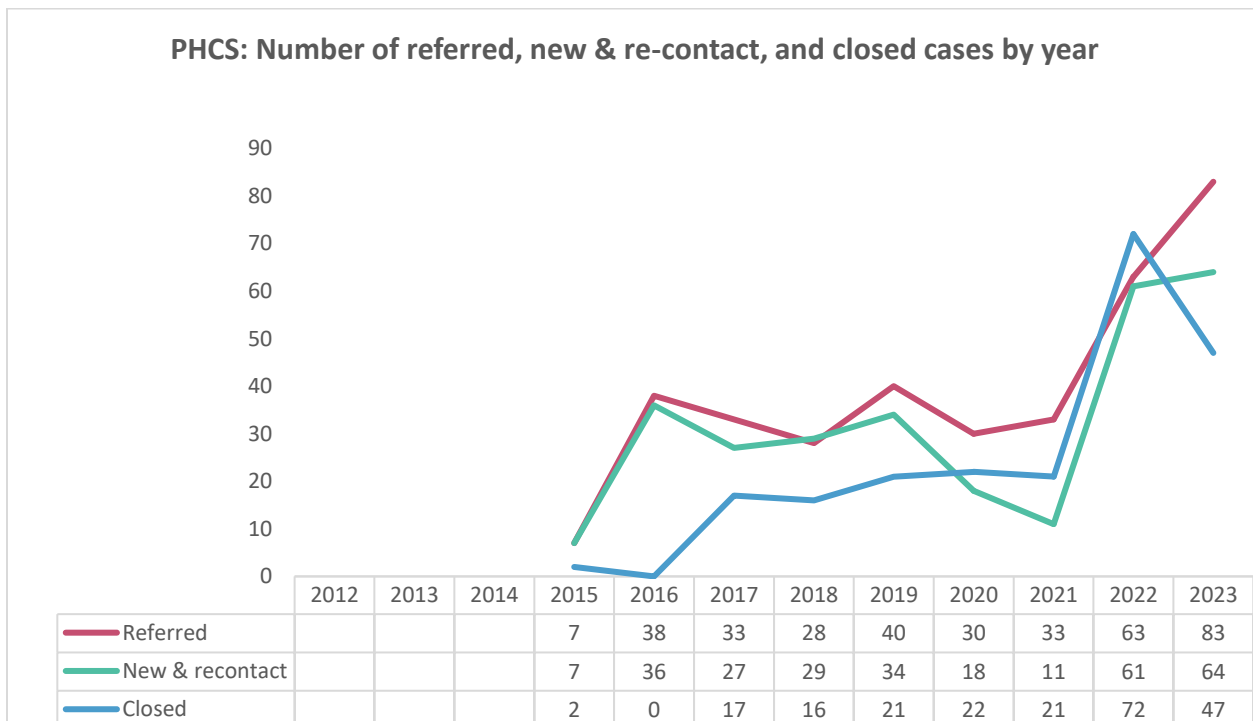


Figure 218: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 232 for breakdown of new & recontact cases). In 2023, 83 cases were referred, 64 new & recontact cases opened, and 47 cases closed.

PHCS: Waiting list at the end of the reporting period

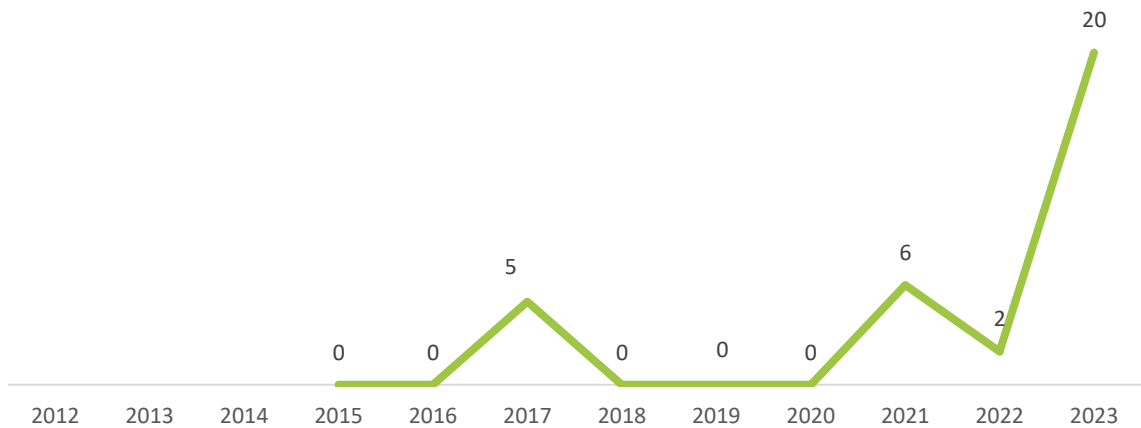


Figure 219: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

PHCS: Case state at the end of the reporting period

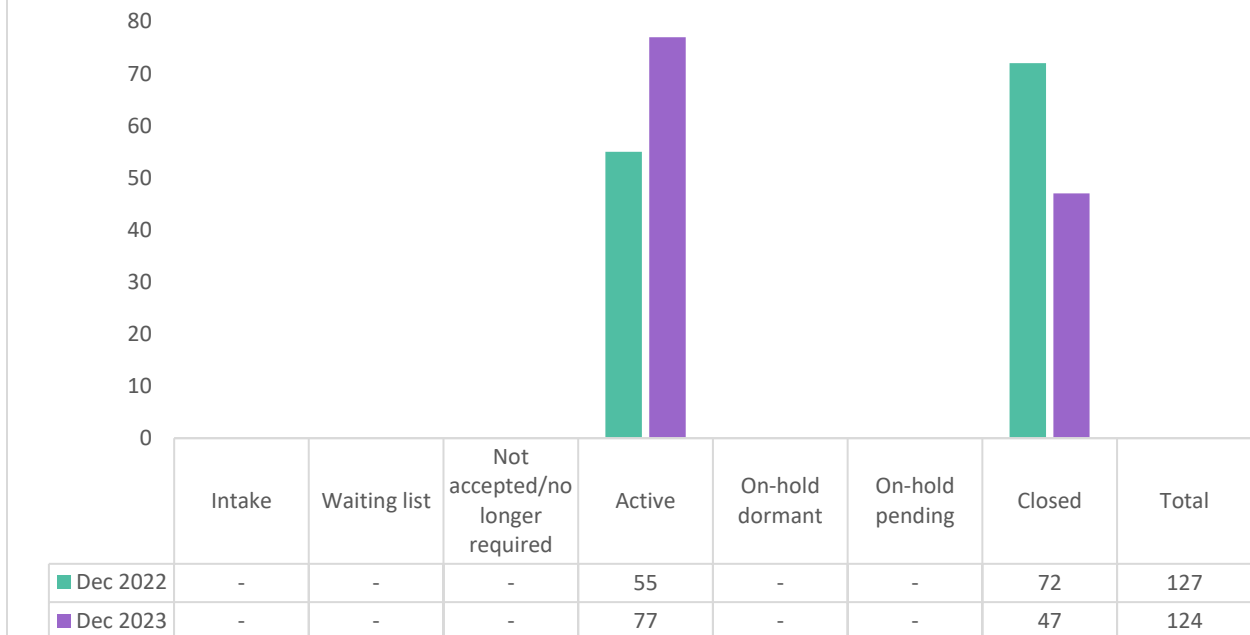


Figure 220: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 62% (77) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **124** cases were worked with between January and December 2023.

PHCS: Cases worked with Jan-Dec 2023 by gender (no. & %)

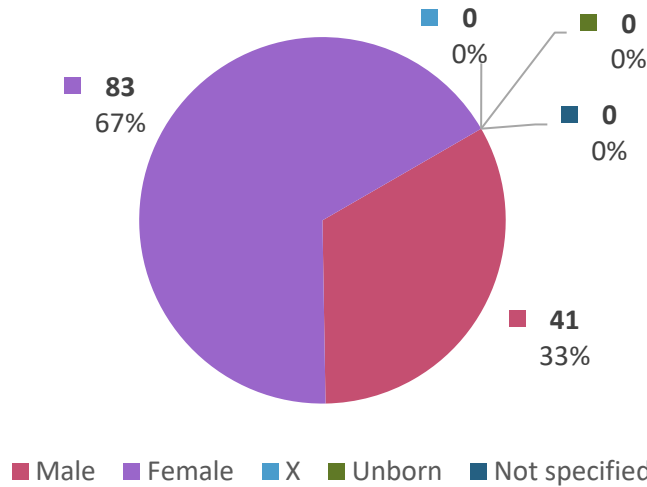


Figure 221: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (67%).

PHCS: Cases worked with Jan-Dec 2023 by age category (no. & %)

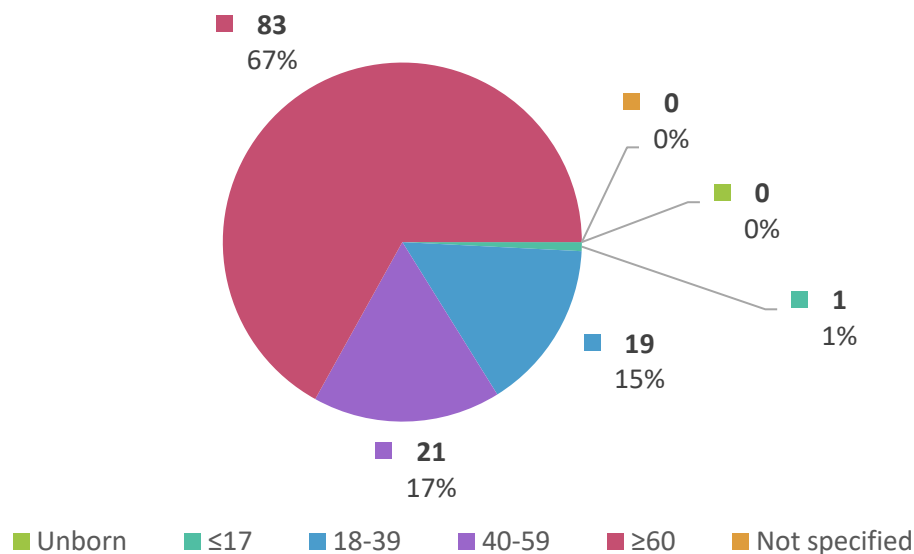


Figure 222: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (67%).

PHCS: Cases worked with Jan-Dec 2023 by nationality (no. & %)

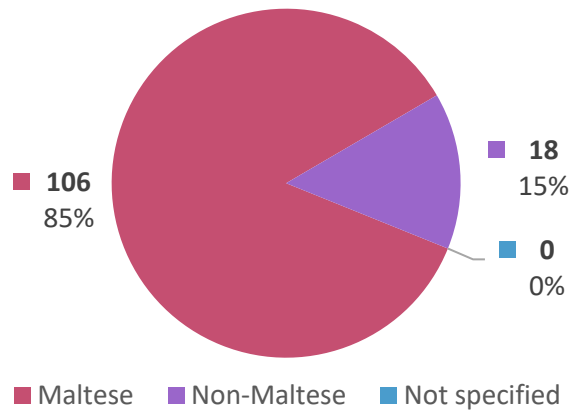


Figure 223: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 85% of the cases worked with were Maltese while non-Maltese made up 15% of cases.

PHCS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

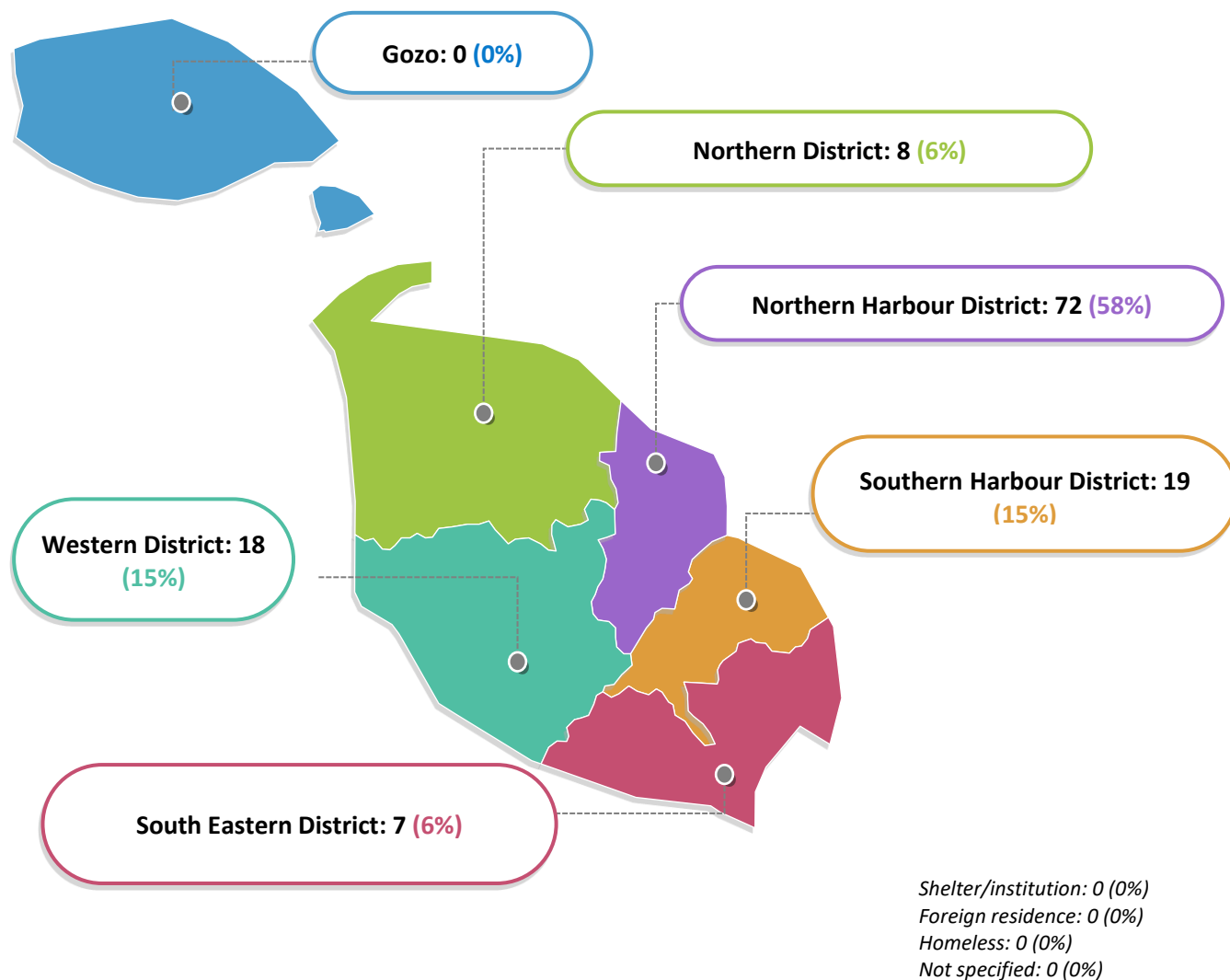


Figure 224: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (58%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **64** cases were opened between January and December 2023.

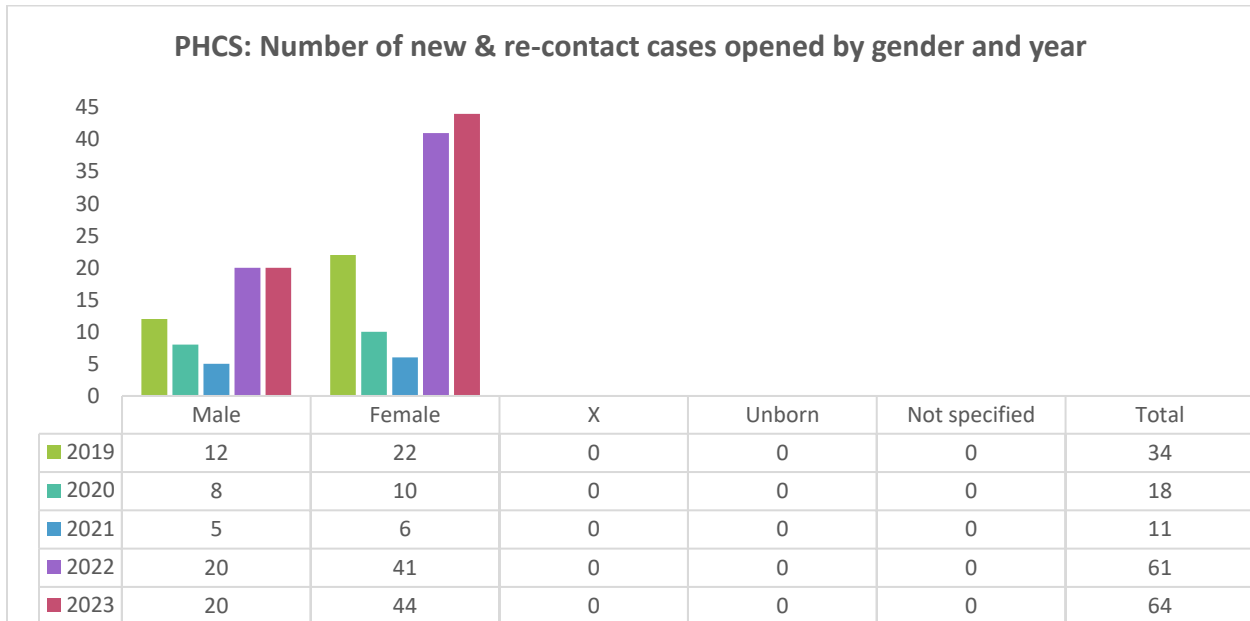


Figure 225: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (44).

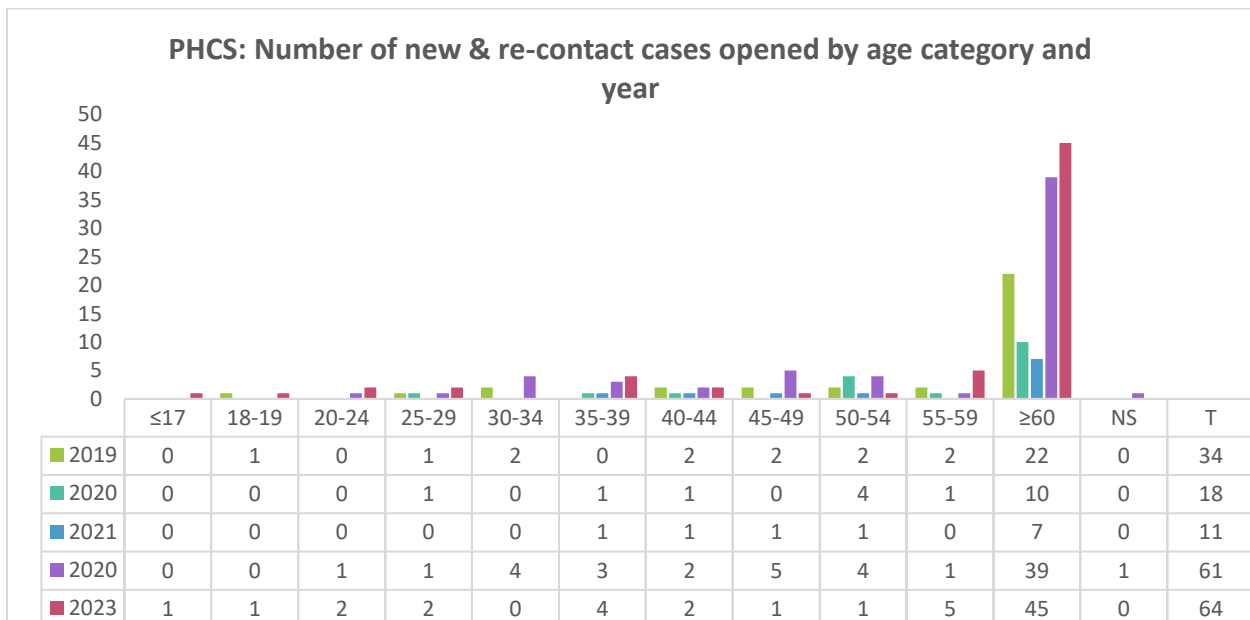


Figure 226: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (45).

Graph Key: NS = Not Specified; T = Total.

| PHCS: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|---|-----------|-----------|----------|----------|---------------|-----------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 1 | 0 | 0 | 0 | 1 |
| 18-19 | 0 | 1 | 0 | 0 | 0 | 1 |
| 20-24 | 1 | 1 | 0 | 0 | 0 | 2 |
| 25-29 | 1 | 1 | 0 | 0 | 0 | 2 |
| 30-34 | 0 | 0 | 0 | 0 | 0 | 0 |
| 35-39 | 1 | 3 | 0 | 0 | 0 | 4 |
| 40-44 | 1 | 1 | 0 | 0 | 0 | 2 |
| 45-49 | 1 | 0 | 0 | 0 | 0 | 1 |
| 50-54 | 1 | 0 | 0 | 0 | 0 | 1 |
| 55-59 | 0 | 5 | 0 | 0 | 0 | 5 |
| ≥60 | 14 | 31 | 0 | 0 | 0 | 45 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 20 | 44 | 0 | 0 | 0 | 64 |

Figure 227: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

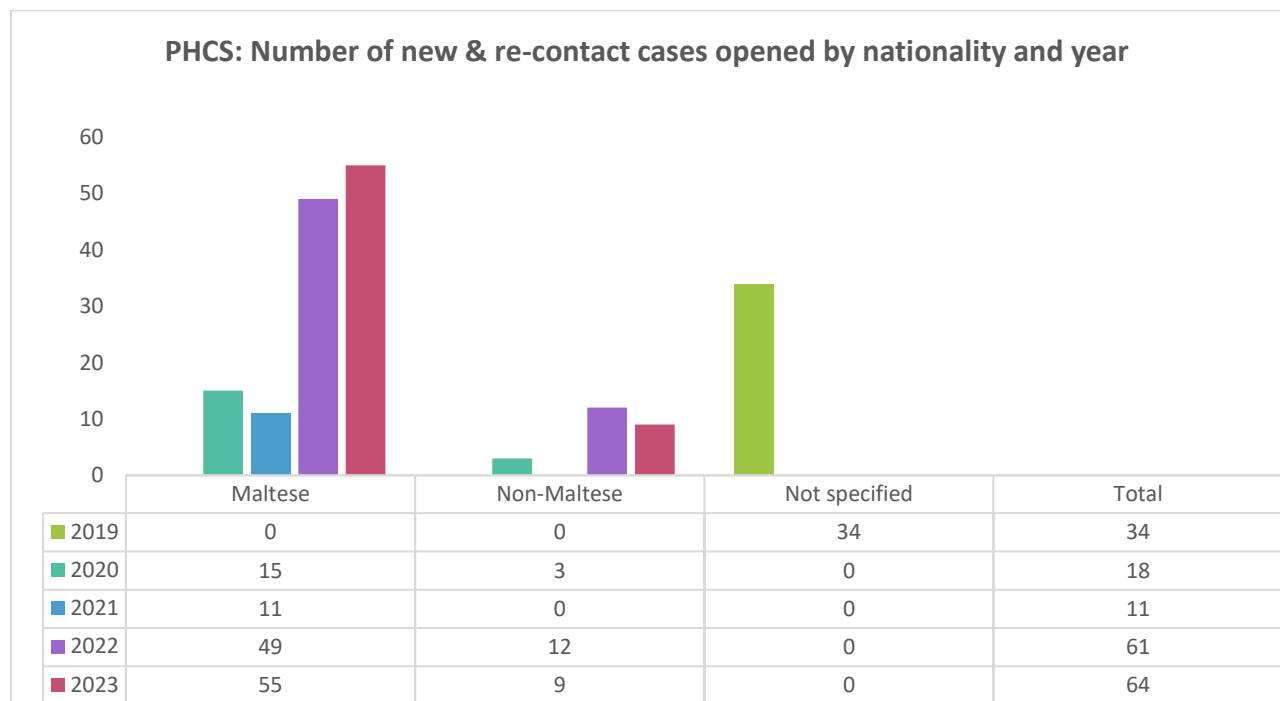


Figure 228: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 55 cases opened in 2023 were Maltese while 9 cases were non-Maltese.

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

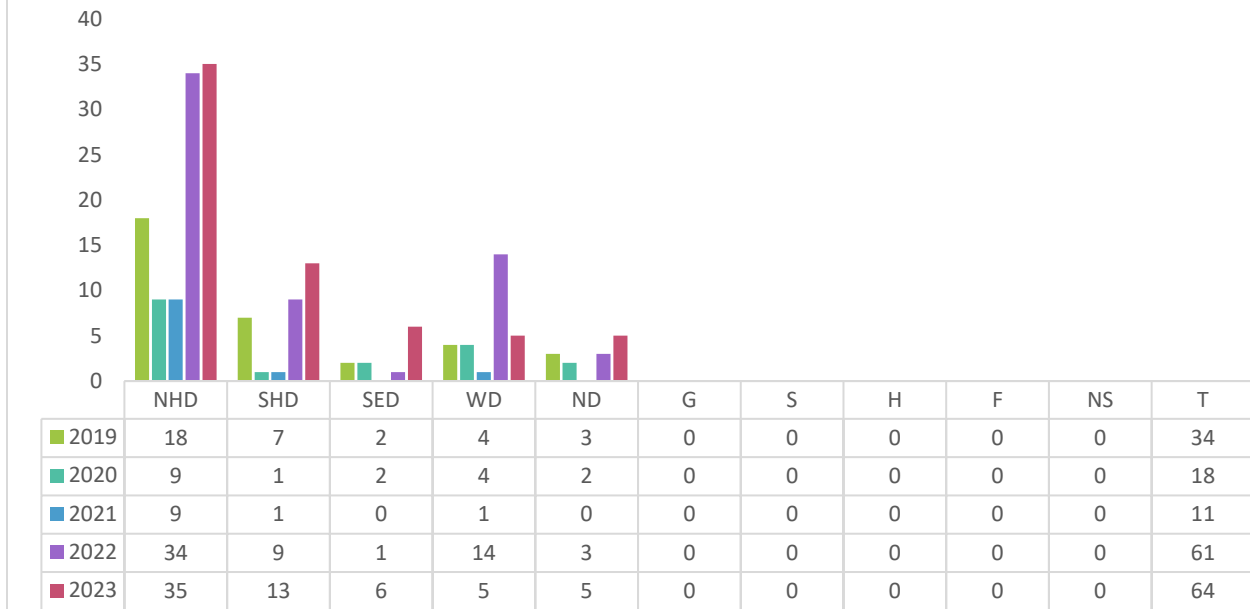


Figure 229: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (35) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Bormla Mental Health Care Service (BMHC)

Case activity

The service started in November 2020 but started reporting data in 2021. The service started using an online data collection system in 2021.

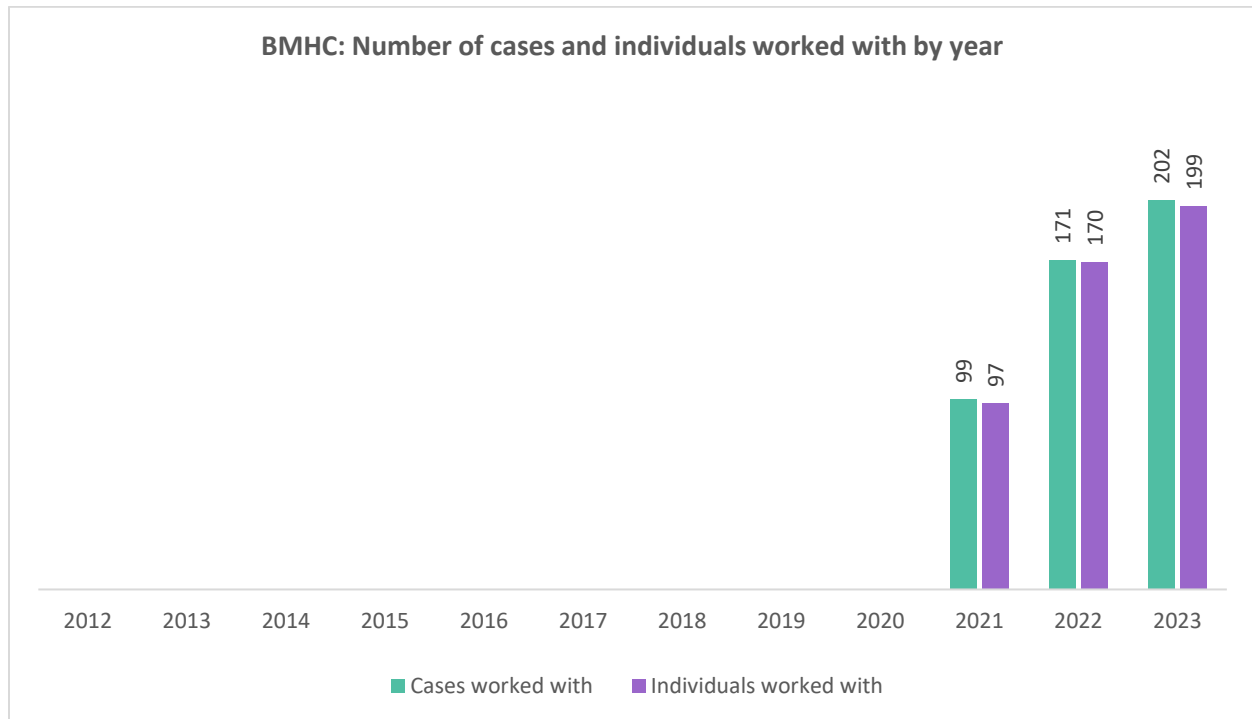


Figure 230: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 202 cases and 199 individuals were worked with compared to 171 and 170 respectively in 2022.

BMHC: Percentage difference in the number of cases worked with in the current year compared to the previous year.



Figure 231: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 73% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

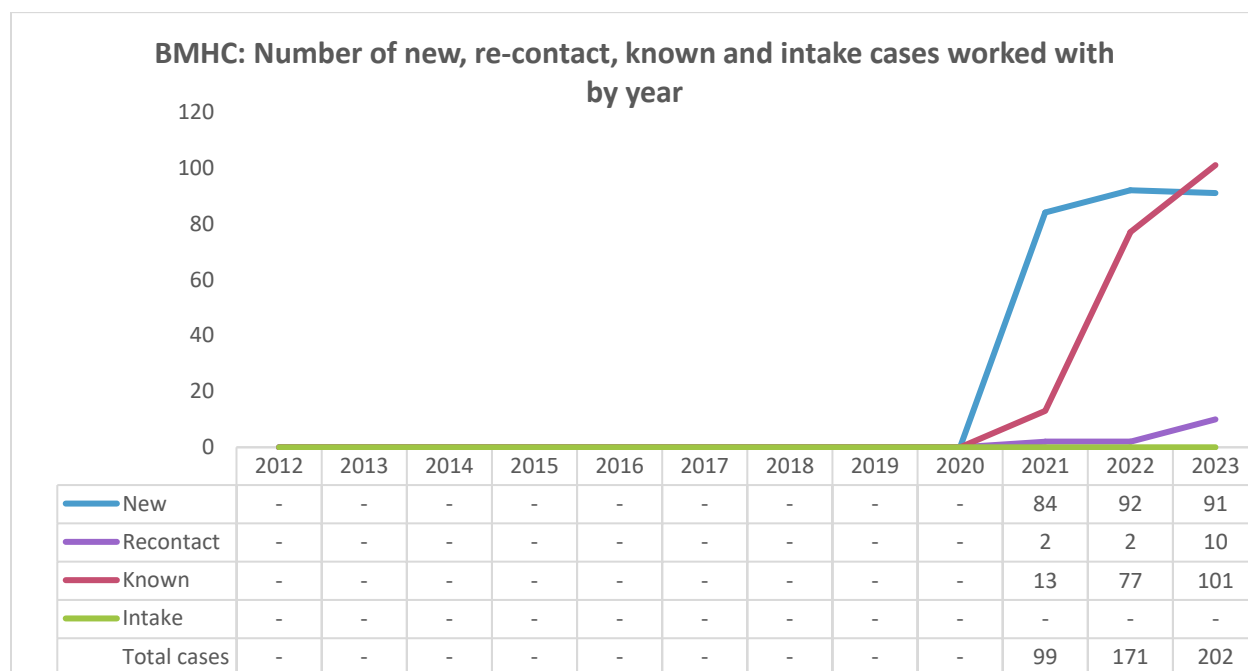


Figure 232: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

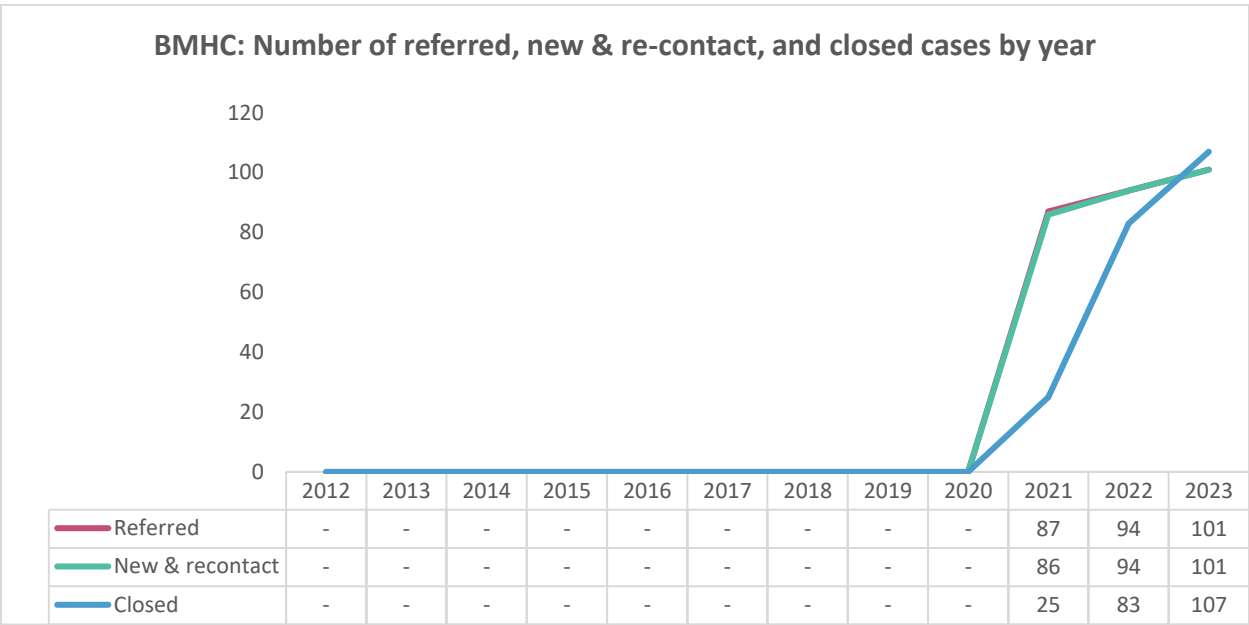


Figure 233: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 247 for breakdown of new & recontact cases). In 2023, 101 cases were referred, 101 new & recontact cases opened, and 107 cases closed.

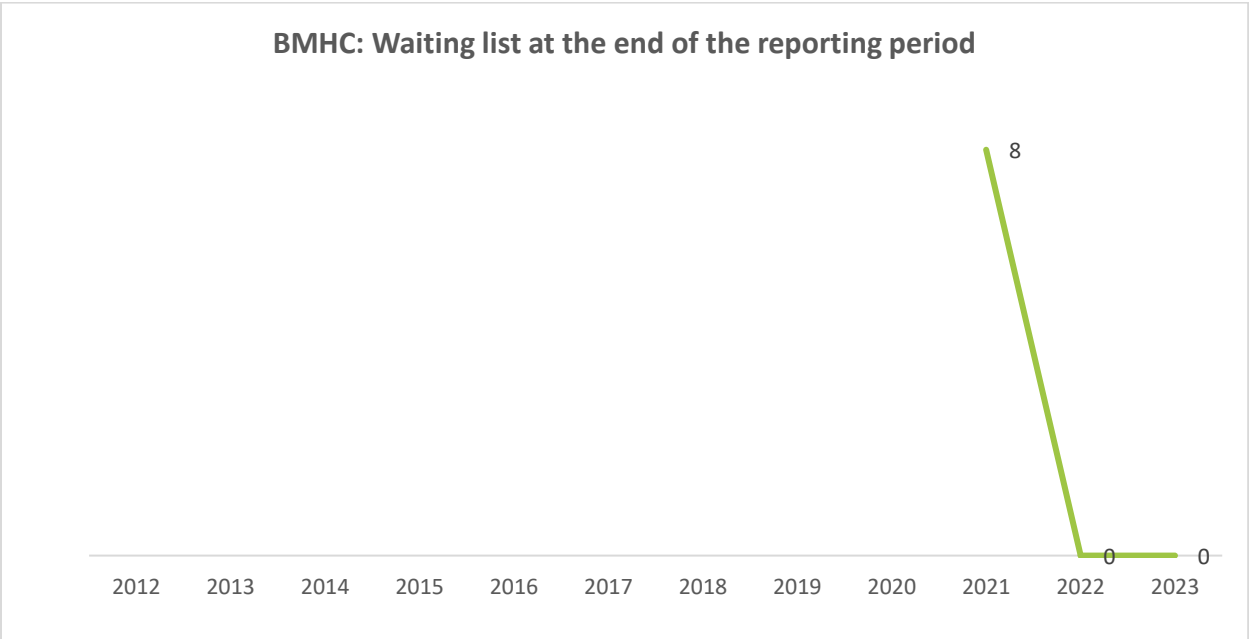


Figure 234: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

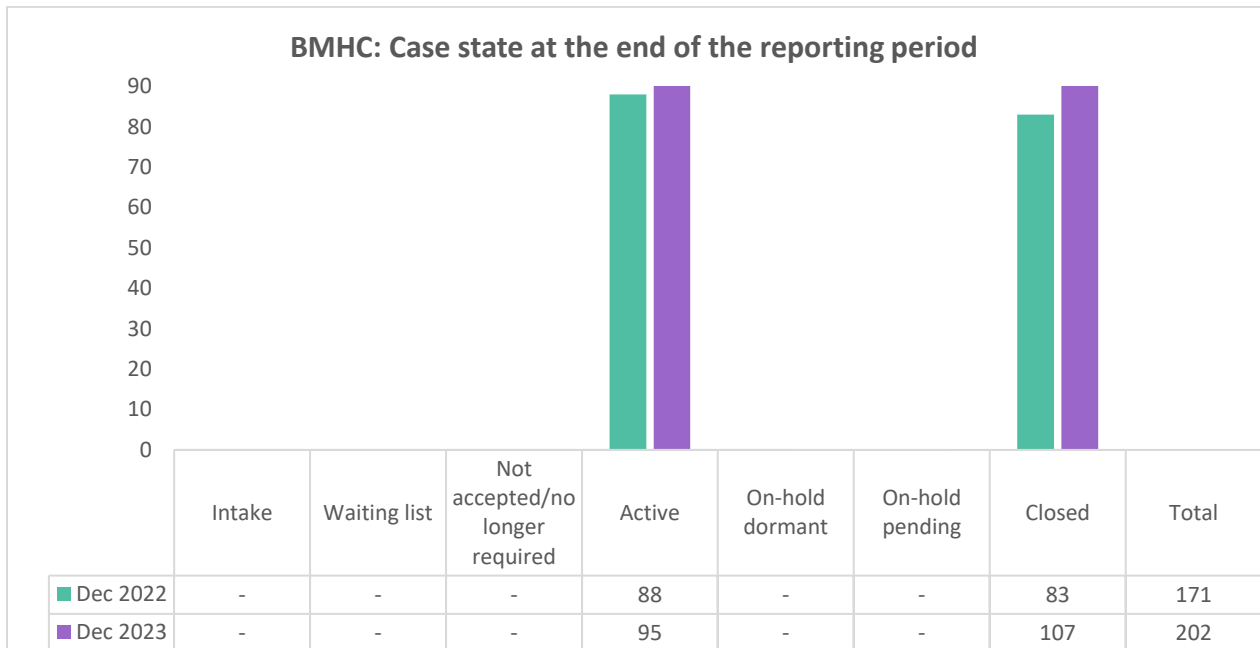


Figure 235: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 47% (95) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **202** cases were worked with between January and December 2023.

BMHC: Cases worked with Jan-Dec 2023 by gender (no. & %)

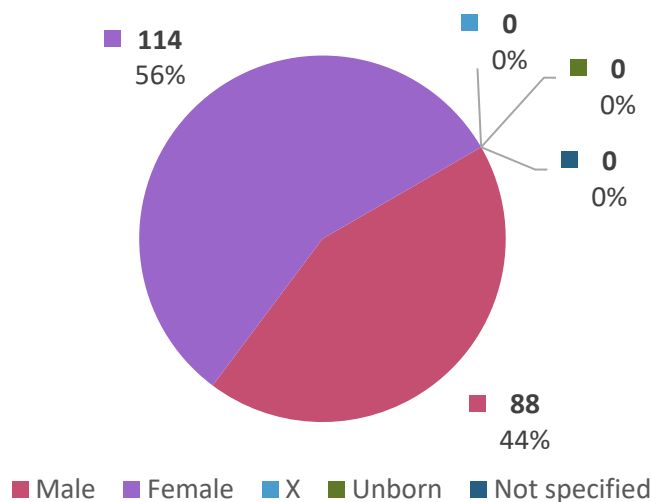


Figure 236: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (56%).

BMHC: Cases worked with Jan-Dec 2023 by age category (no. & %)

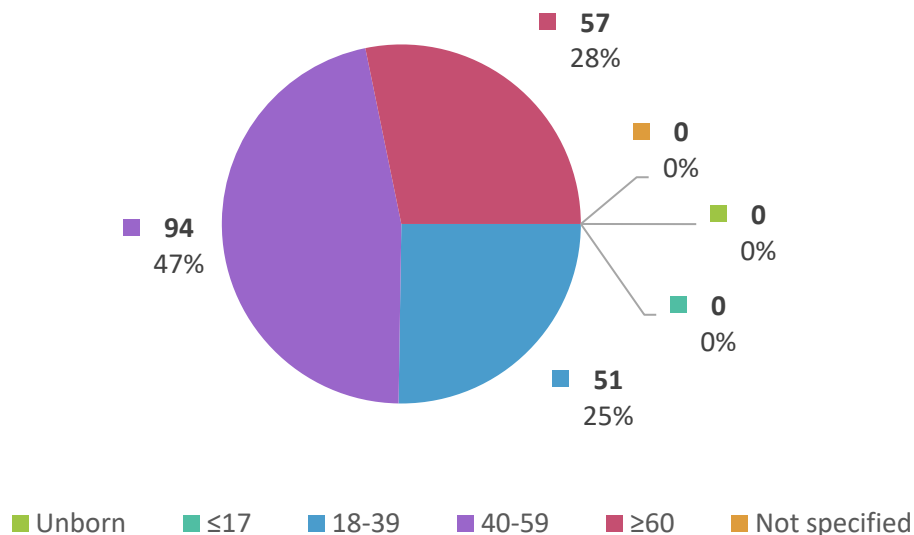


Figure 237: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (47%).

BMHC: Cases worked with Jan-Dec 2023 by nationality (no. & %)

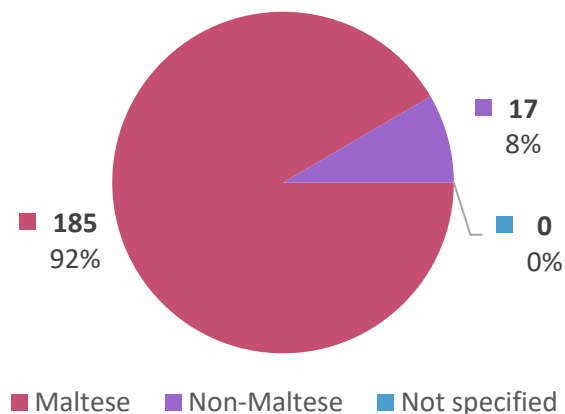


Figure 238: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

BMHC: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

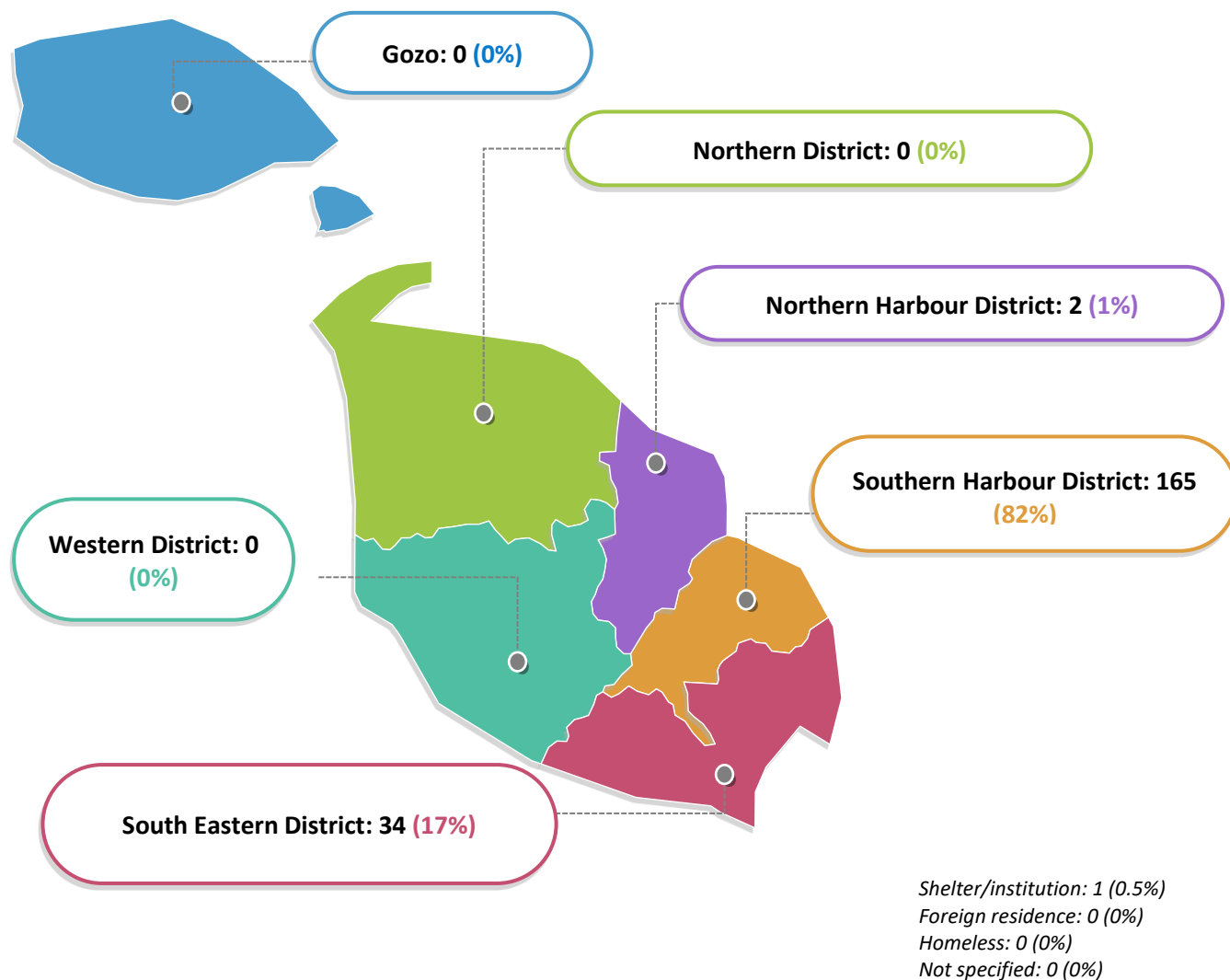


Figure 239: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (82%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **101** cases were opened between January and December 2023.

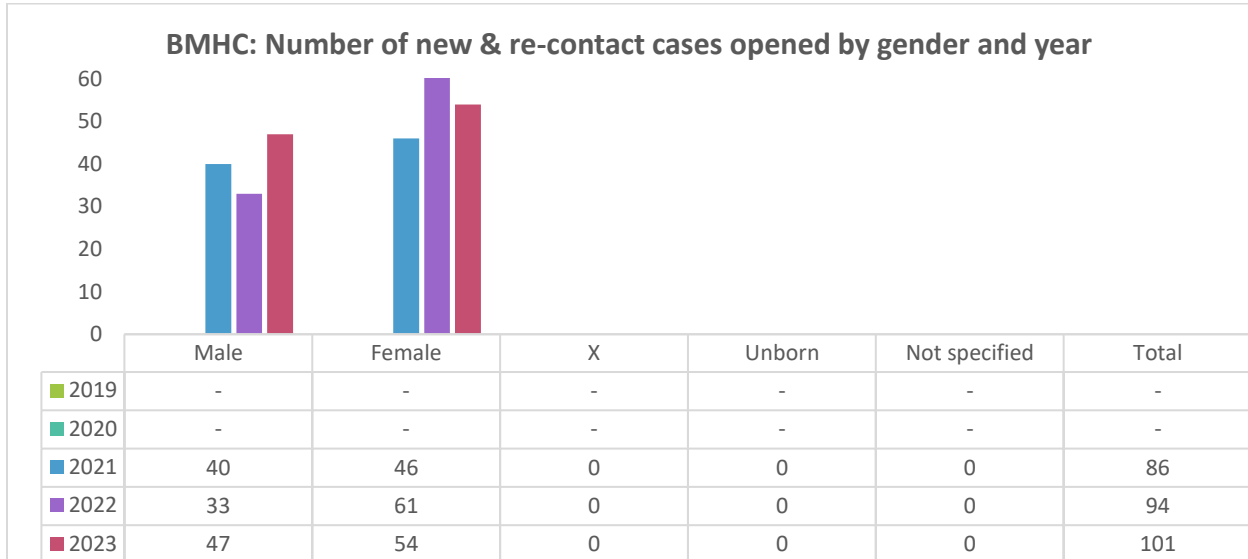


Figure 240: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (54).

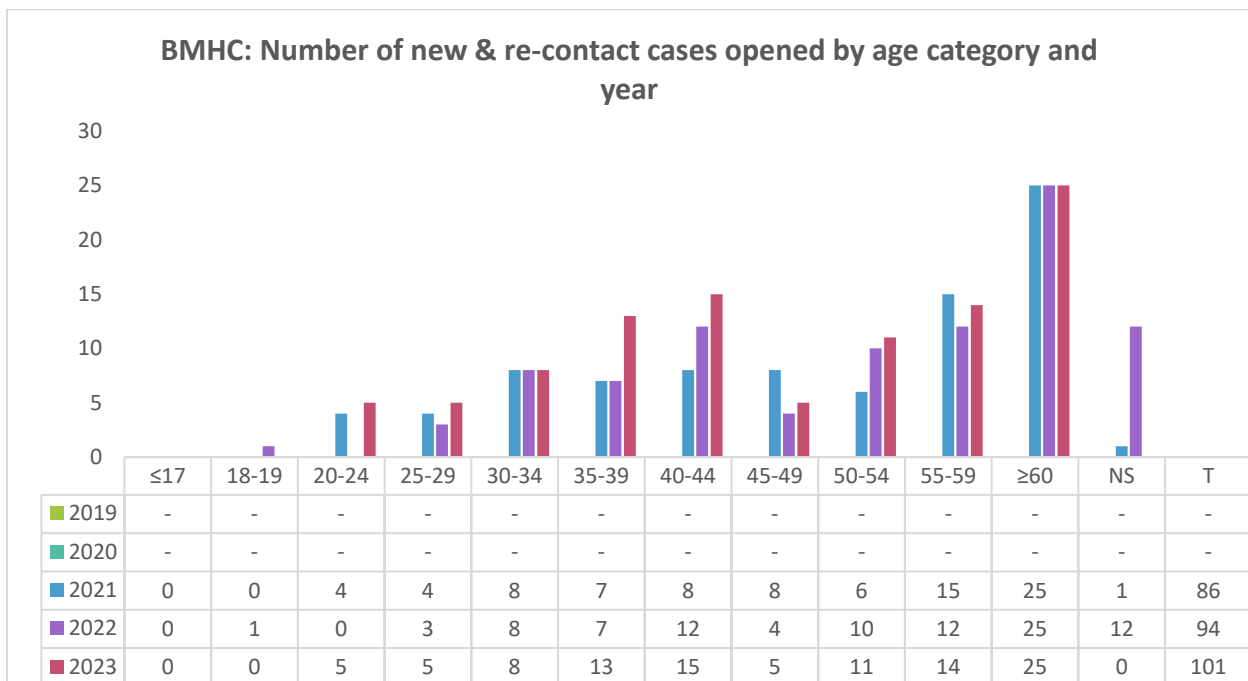


Figure 241: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (25).

Graph Key: NS = Not Specified; T = Total.

| BMHC: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|---|-------------|---------------|----------|---------------|----------------------|--------------|
| | Male | Female | X | Unborn | Not specified | Total |
| ≤17 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18-19 | 0 | 0 | 0 | 0 | 0 | 0 |
| 20-24 | 3 | 2 | 0 | 0 | 0 | 5 |
| 25-29 | 2 | 3 | 0 | 0 | 0 | 5 |
| 30-34 | 4 | 4 | 0 | 0 | 0 | 8 |
| 35-39 | 8 | 5 | 0 | 0 | 0 | 13 |
| 40-44 | 8 | 7 | 0 | 0 | 0 | 15 |
| 45-49 | 2 | 3 | 0 | 0 | 0 | 5 |
| 50-54 | 4 | 7 | 0 | 0 | 0 | 11 |
| 55-59 | 6 | 8 | 0 | 0 | 0 | 14 |
| ≥60 | 10 | 15 | 0 | 0 | 0 | 25 |
| Not specified | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 47 | 54 | 0 | 0 | 0 | 101 |

Figure 242: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

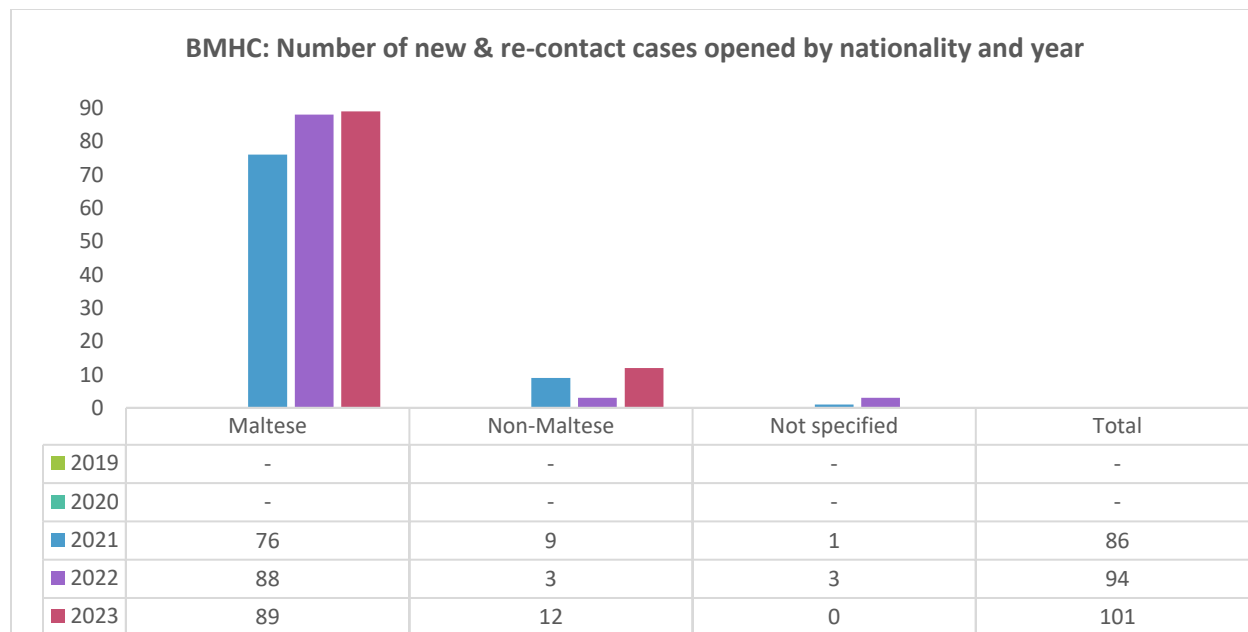


Figure 243: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 89 cases opened in 2023 were Maltese while 12 cases were non-Maltese.

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

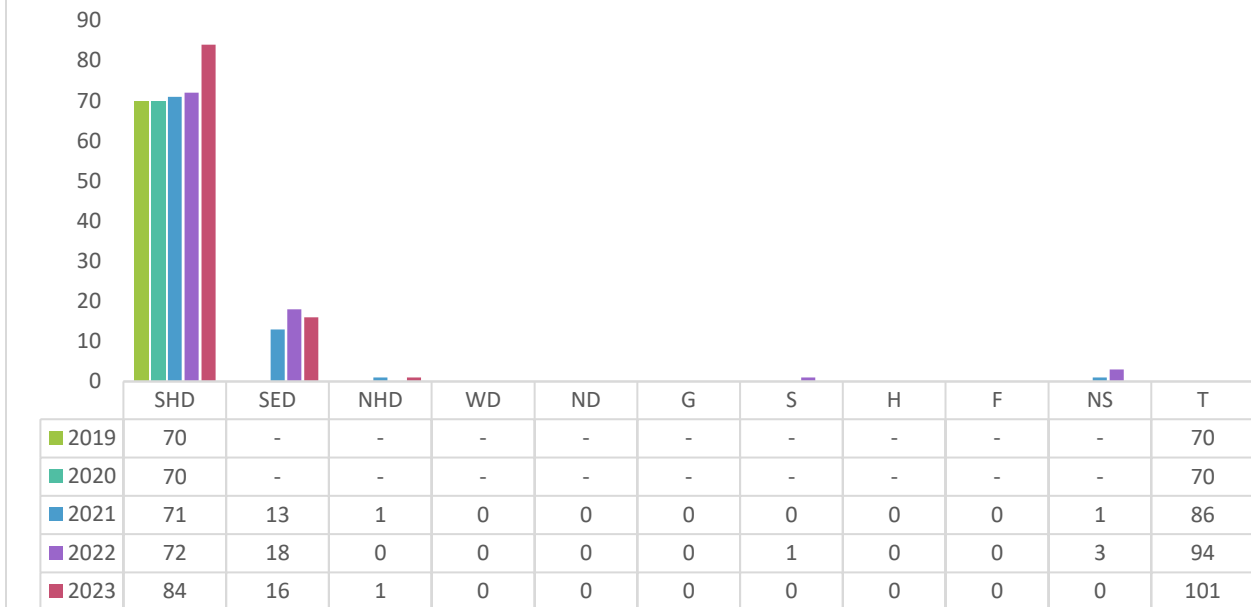


Figure 244: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (84) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

| BMHC: new & recontact cases opened by primary problem | | | |
|---|-----------|-----------|------------|
| | 2021 | 2022 | 2023 |
| Addictive behaviour problems | 0 | 0 | 0 |
| Assault/rape/harassment/sexual abuse | 0 | 0 | 0 |
| Behaviour problems | 0 | - | - |
| Bereavement | 0 | 0 | 1 |
| Child abuse | 0 | 0 | 3 |
| Child care or access | 0 | 2 | 0 |
| Delinquency | 0 | 0 | 0 |
| Disability related issues | 1 | 5 | 9 |
| Domestic violence | 2 | 0 | 4 |
| Eating disorder | 0 | 0 | 0 |
| Elderly needs | 5 | 9 | 4 |
| Employment issues | 8 | 3 | 8 |
| Family relations/relationships | 0 | 1 | 2 |
| Financial difficulties | 24 | 20 | 43 |
| Fostering or adoption | 0 | 0 | 0 |
| Gender related issues | 0 | 0 | 0 |
| Health related issues | 2 | 4 | 0 |
| Homeless | 0 | 0 | 0 |
| Housing problems | 15 | 10 | 10 |
| Human trafficking | 0 | 0 | 0 |
| Lack of support or guidance | 6 | 20 | 6 |
| Legal issues | 1 | 2 | 2 |
| Loneliness | 2 | 1 | 0 |
| Marital problems | 0 | 0 | 0 |
| Mental health issues | 5 | 3 | 2 |
| Migrant related issues | 2 | 0 | 0 |
| Oppositional defiant behaviours | 0 | 0 | 0 |
| Parenting skills/child-parent relationship | 0 | 0 | 0 |
| Personality related issues | 0 | 0 | 0 |
| Pregnancy related issues | 0 | 0 | 0 |
| Relationship problems | 0 | 0 | 0 |
| School related problems | 0 | 0 | 0 |
| Self-harm or suicide | 0 | 0 | 0 |
| Separation related issues | 0 | 1 | 0 |
| Sex work related issues | 0 | 0 | 0 |
| Other | 3 | 10 | 3 |
| Not specified | 10 | 3 | 4 |
| Total | 86 | 94 | 101 |

Figure 245: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named. The figure above reports the primary problem reported at referral for cases opened in the reporting period.

Child and Young People's Service (CYPS)

Case activity

Service began reporting data in 2017. A data cleaning exercise occurred in 2023 and ghost cases were eliminated.

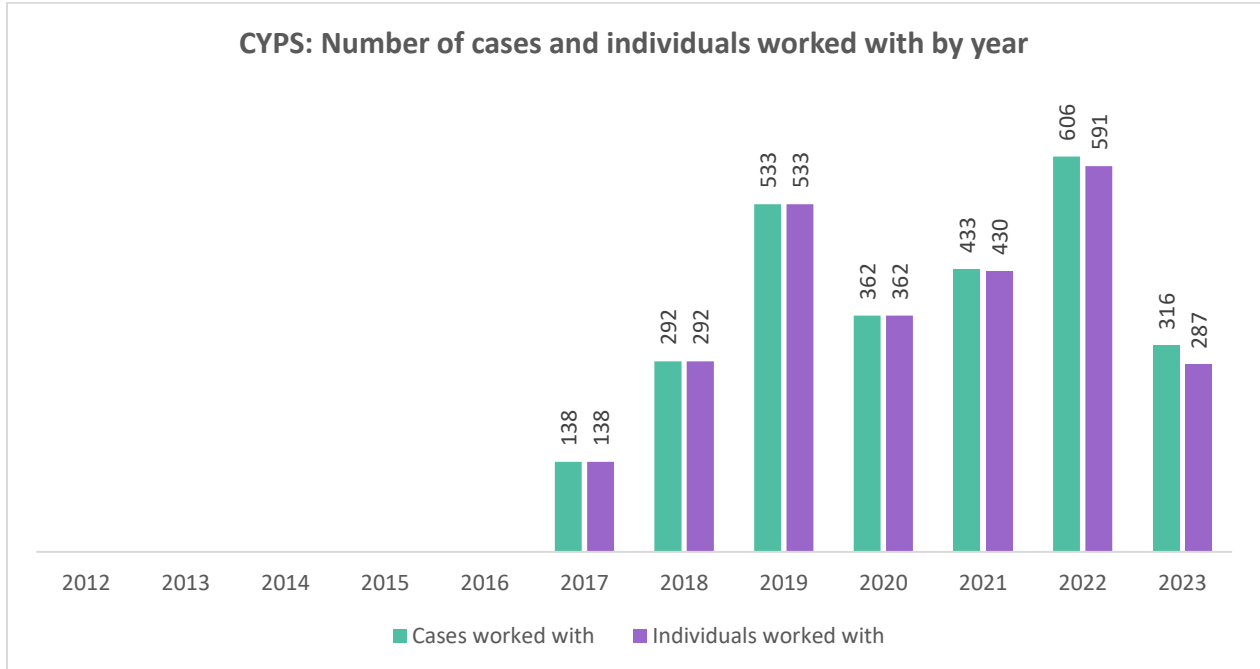


Figure 246: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 316 cases and 287 individuals were worked with compared to 606 and 591 respectively in 2022.

CYPS: Percentage difference in the number of cases worked with in the current year compared to the previous year.

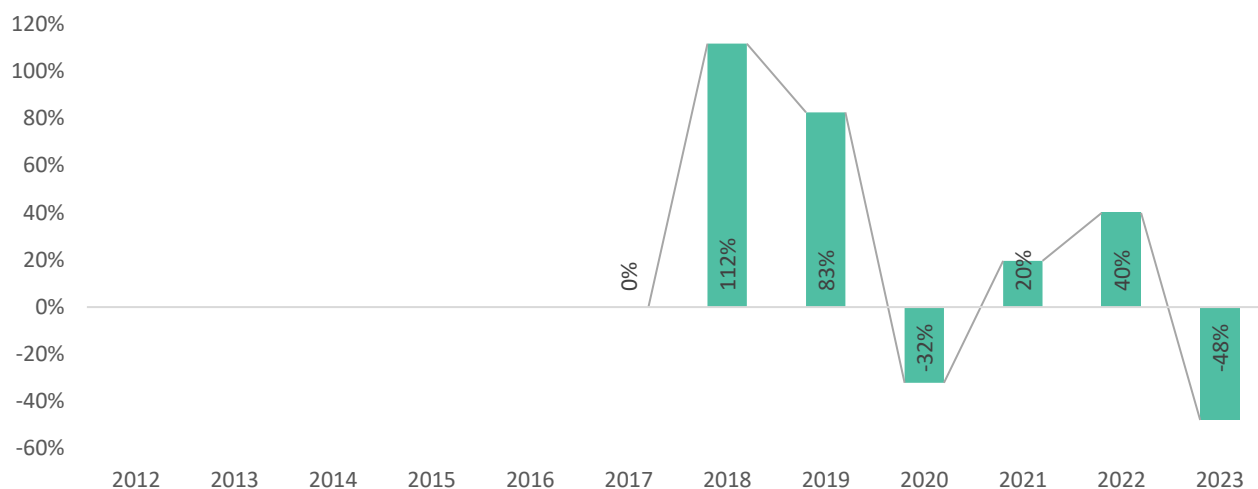


Figure 247: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 40% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

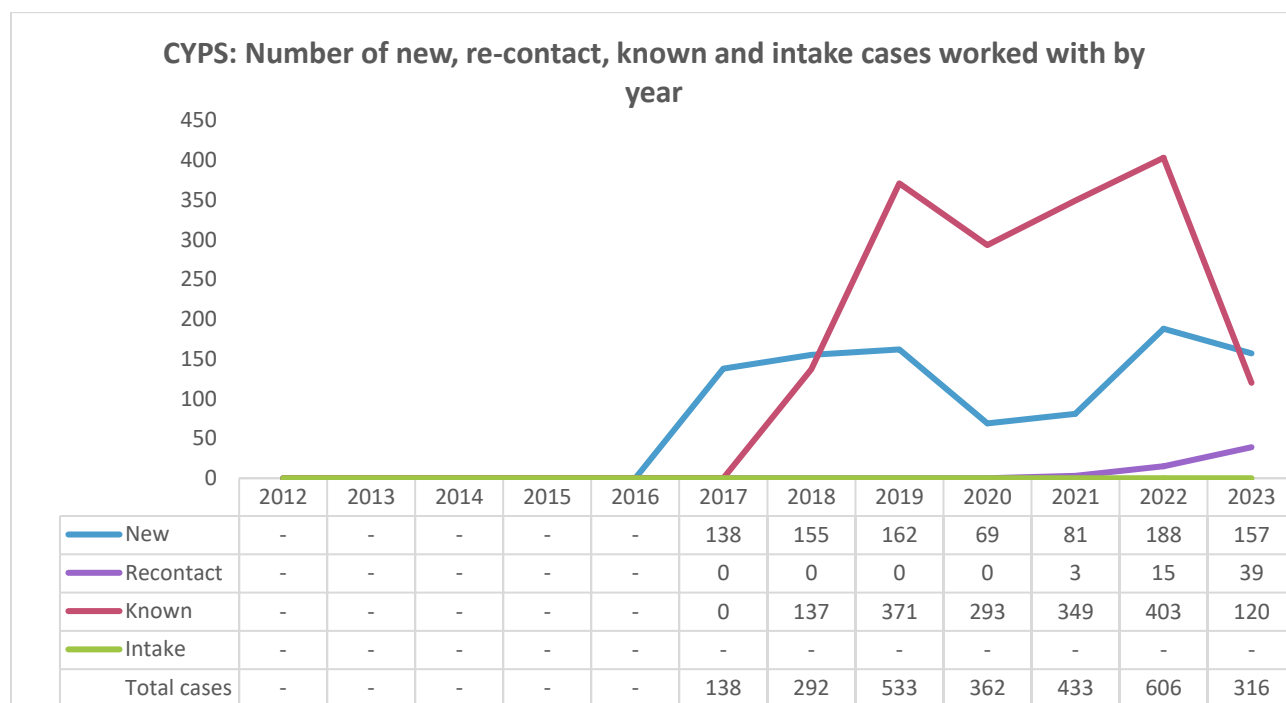


Figure 248: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported. In 2023, administrative closure of ghost cases occurred and thus the number of known cases worked with in 2023 reduced compared to 2022.

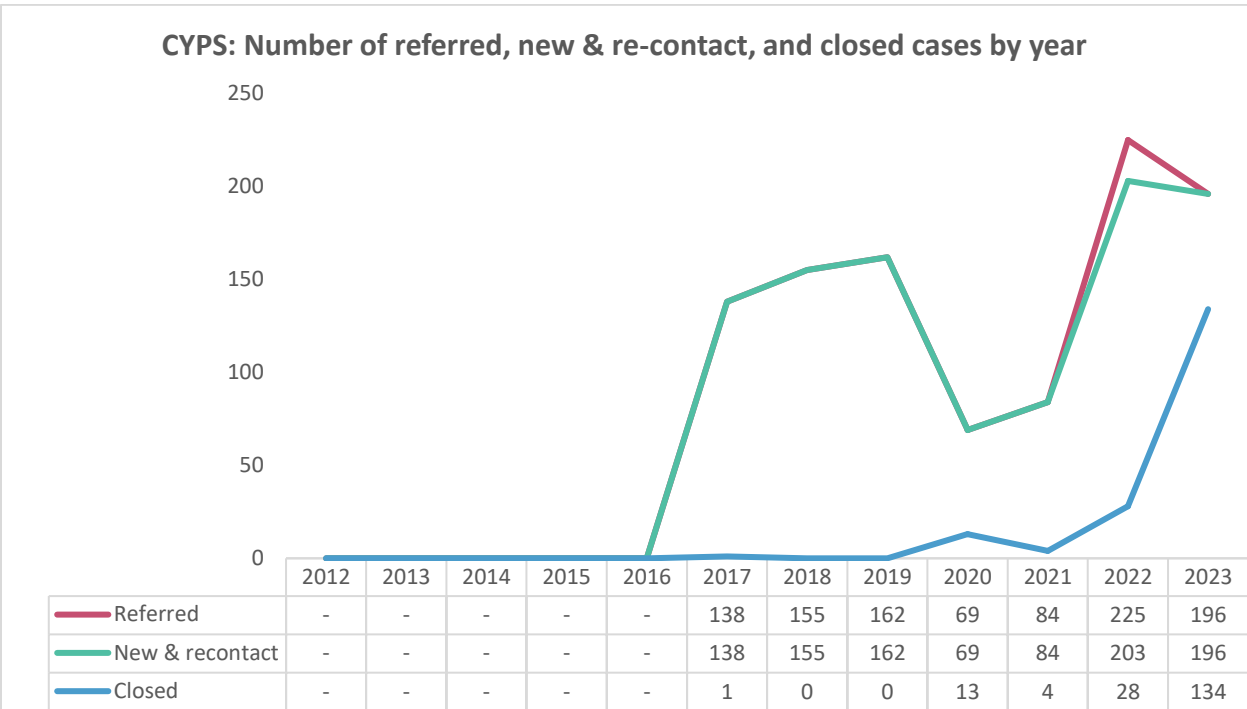


Figure 249: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 263 for breakdown of new & recontact cases). In 2023, 196 cases were referred, 196 new & recontact cases opened, and 134 cases closed. In 2023, administrative closure of ghost cases occurred and thus the number of cases closed in 2023 increased compared to 2022.

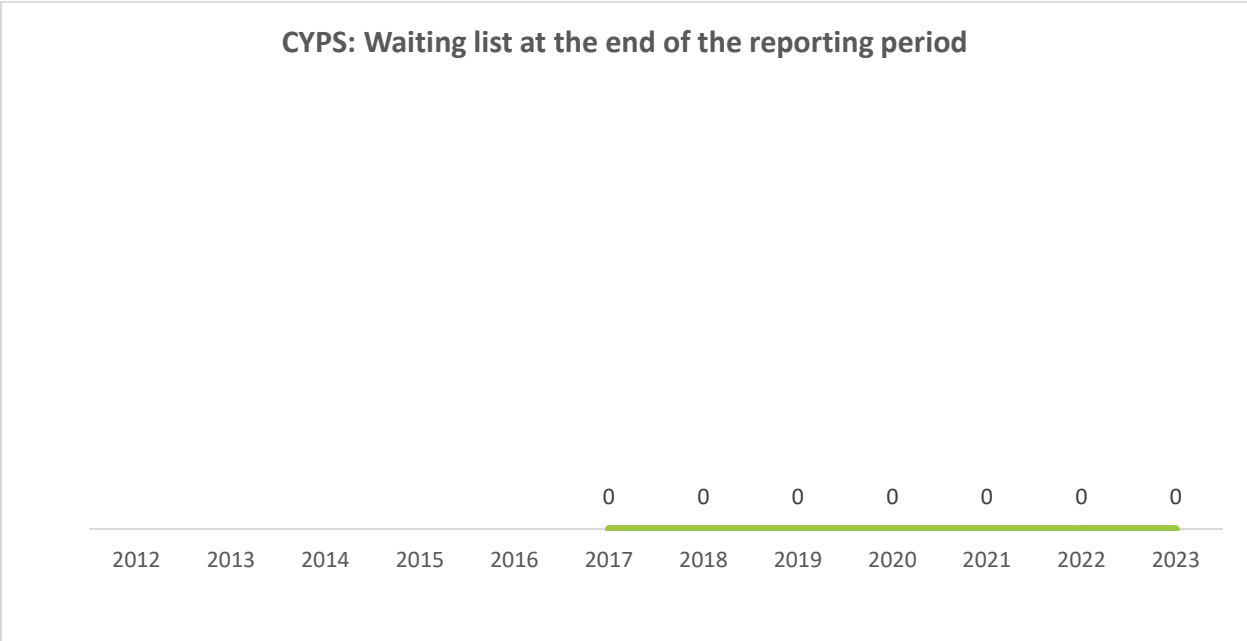


Figure 250: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

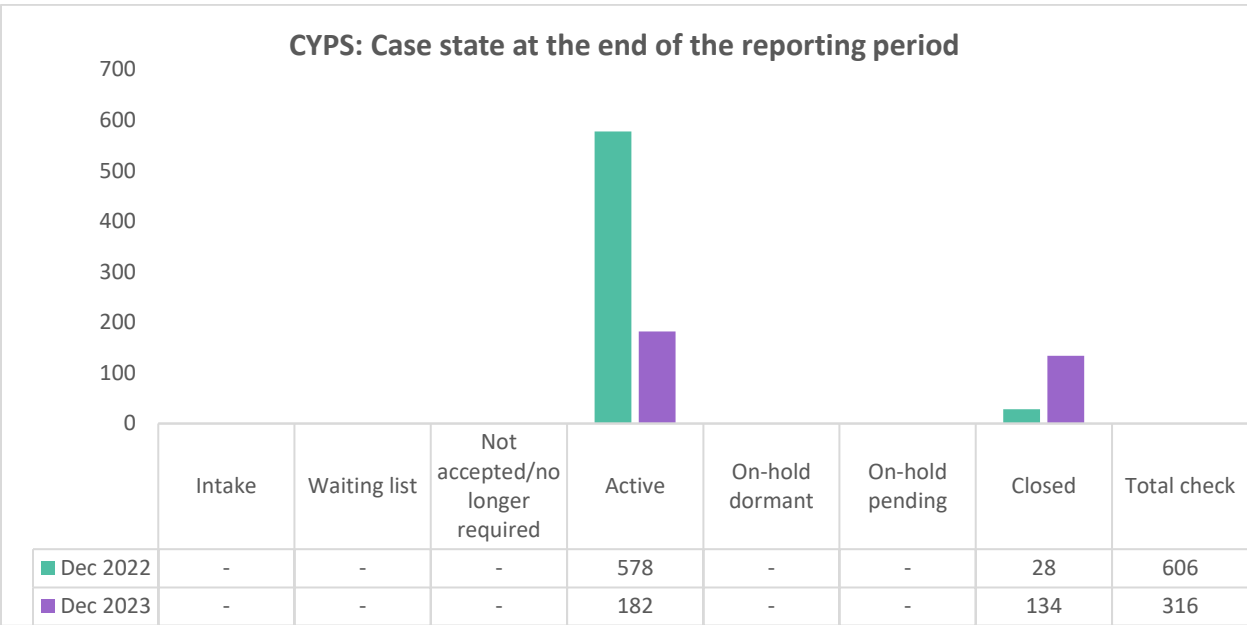


Figure 251: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 58% (182) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Details regarding cases worked with January - December 2023

A total of **316** cases were worked with between January and December 2023.

CYPS: Cases worked with Jan-Dec 2023 by gender (no. & %)

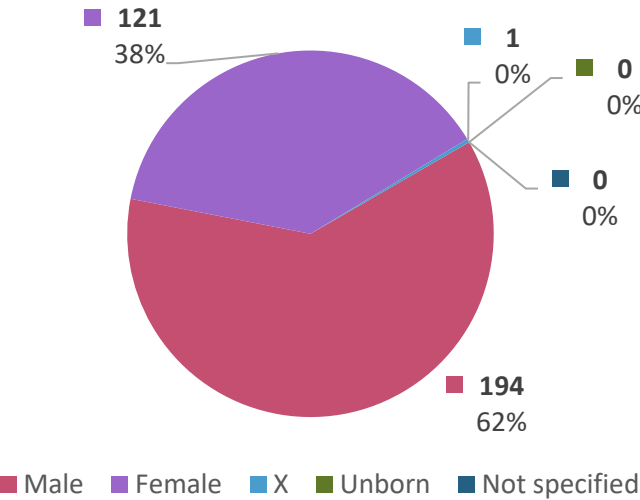


Figure 252: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (62%).

CYPS: Cases worked with Jan-Dec 2023 by age category (no. & %)

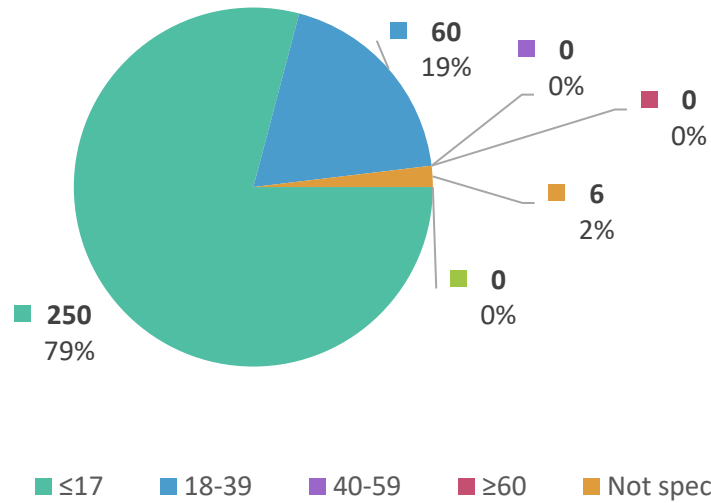


Figure 253: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 17 or younger (79%).

CYPS: Cases worked with Jan-Dec 2023 by nationality (no. & %)

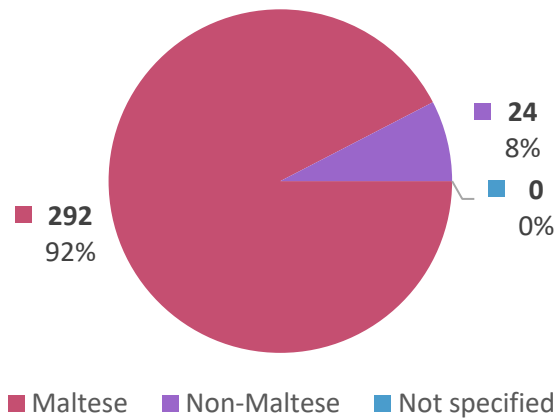


Figure 254: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

CYPS: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

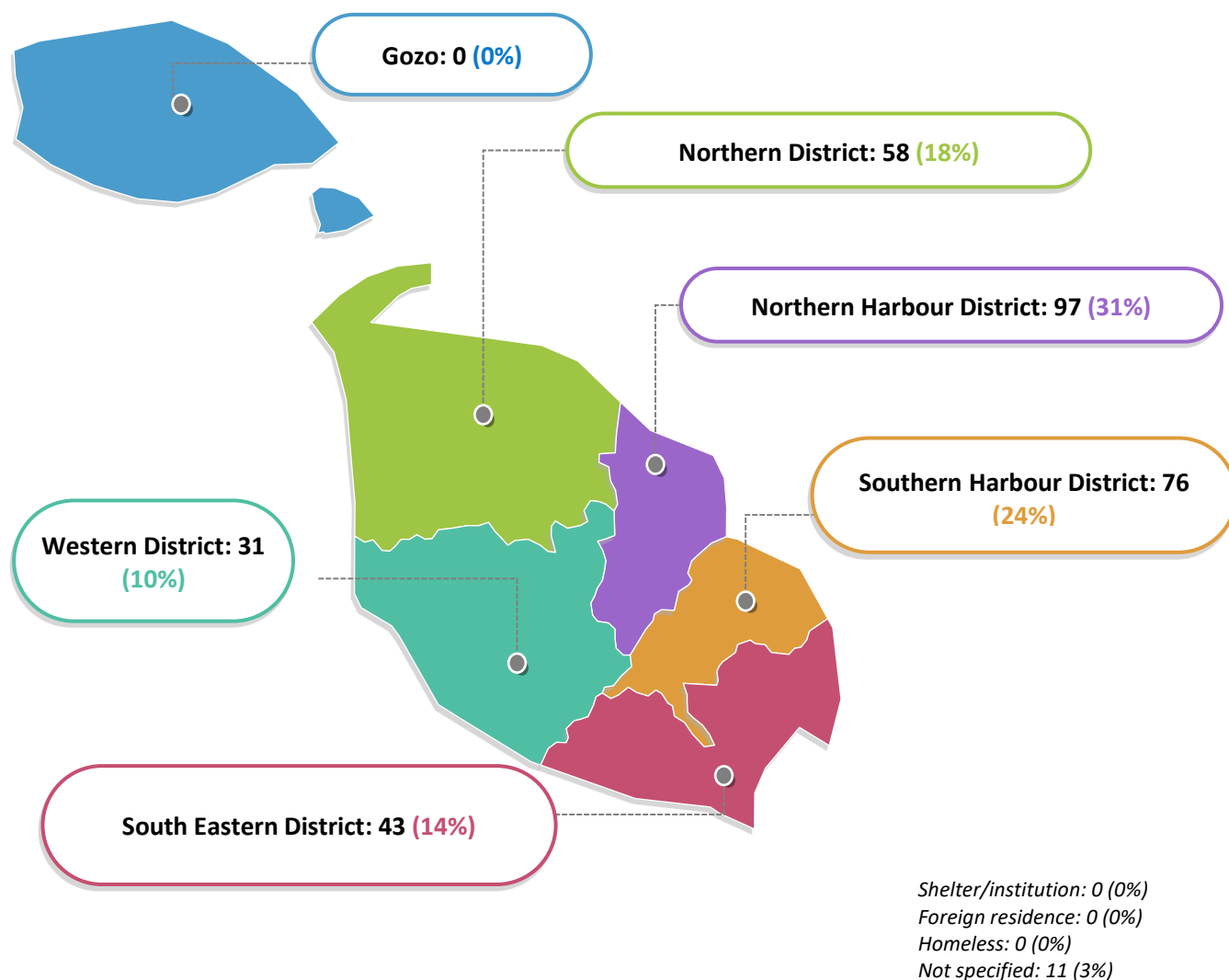


Figure 255: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (31%) had the highest percentage of cases worked with in 2023.

Details regarding new and re-contact cases opened

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **196** cases were opened between January and December 2023.

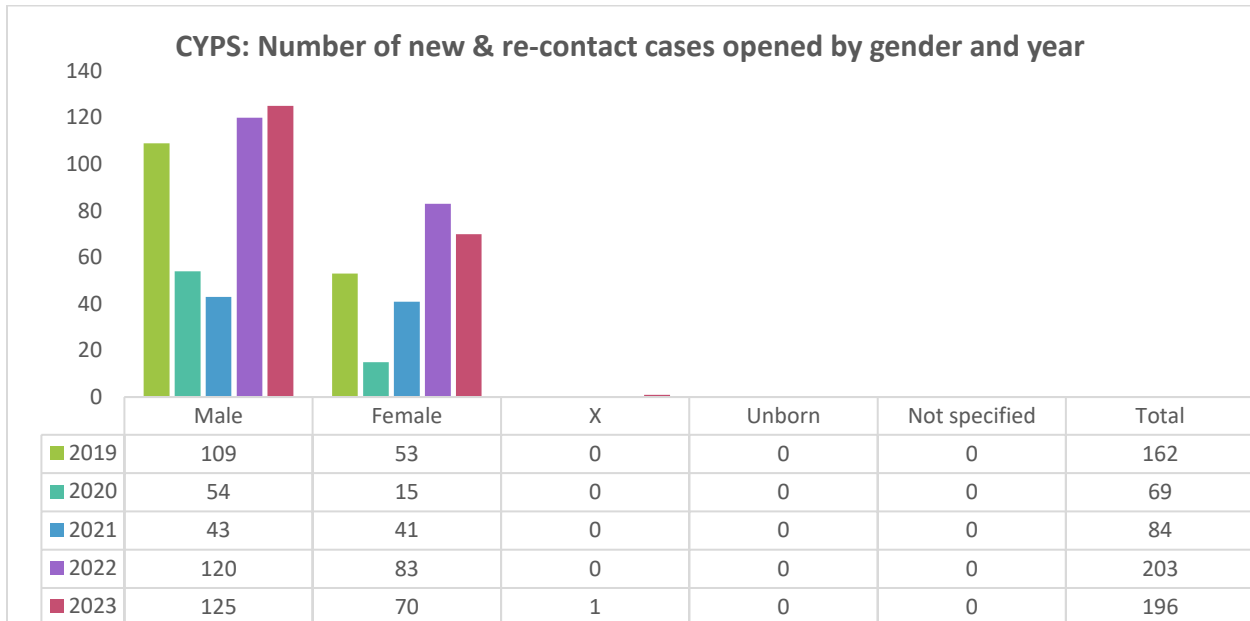


Figure 256: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (125).

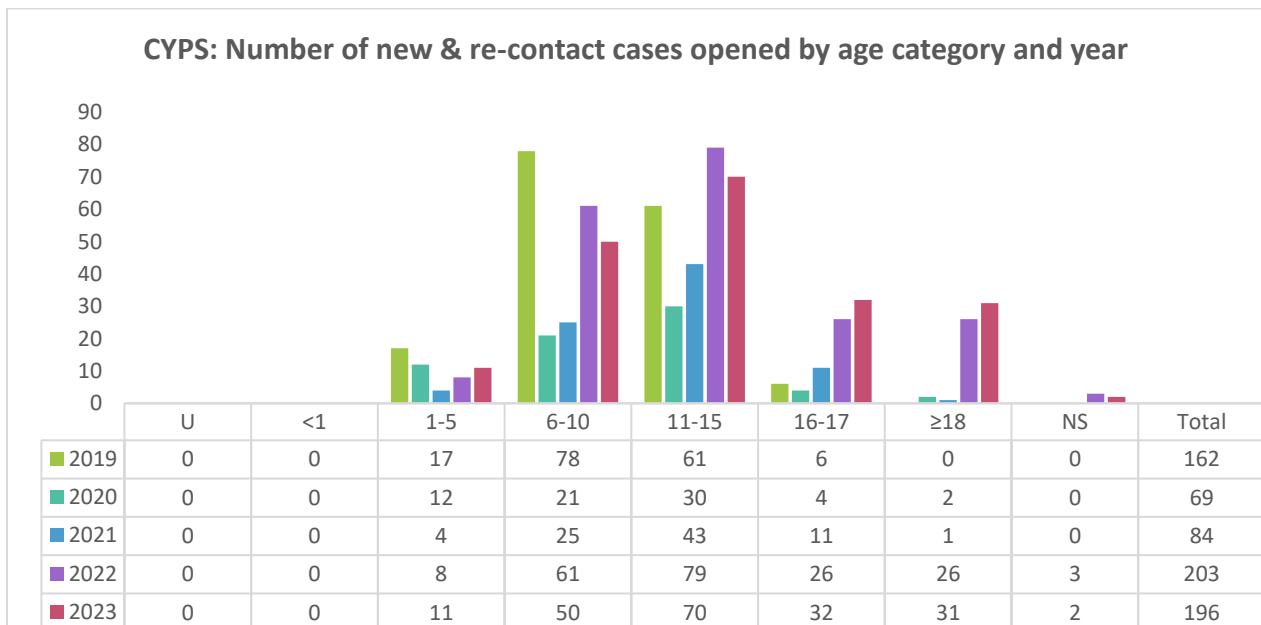


Figure 257: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 11 to 15 (70).

Graph Key: U = Unborn; NS = Not Specified.

| CYPS: Number of new & re-contact cases opened by age category and gender January - December 2023 | | | | | | |
|---|------------|-----------|----------|----------|---------------|------------|
| | Male | Female | X | Unborn | Not specified | Total |
| Unborn | 0 | 0 | 0 | 0 | 0 | 0 |
| <1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1-5 | 10 | 1 | 0 | 0 | 0 | 11 |
| 6-10 | 38 | 12 | 0 | 0 | 0 | 50 |
| 11-15 | 38 | 31 | 0 | 0 | 0 | 70 |
| 16-17 | 22 | 10 | 0 | 0 | 0 | 32 |
| ≥18 | 15 | 16 | 0 | 0 | 0 | 31 |
| Not specified | 2 | 0 | 0 | 0 | 0 | 2 |
| Total | 125 | 70 | 0 | 0 | 0 | 196 |

Figure 258: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided.

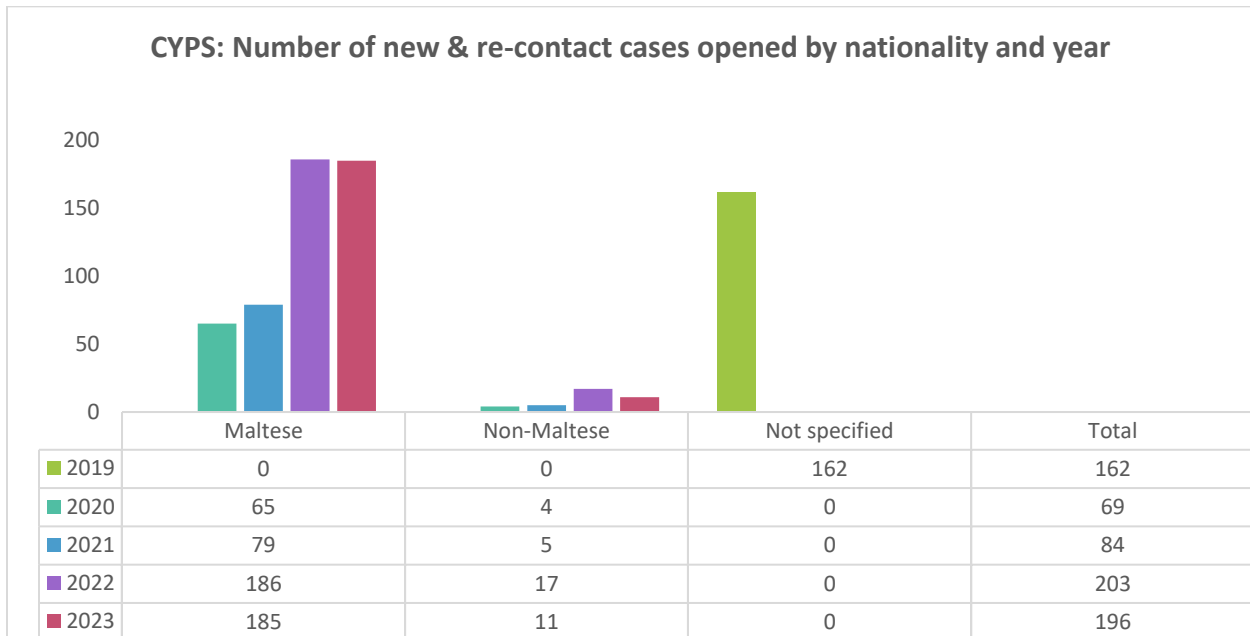


Figure 259: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. This variable was not collected prior to 2020. In 2023, 185 cases opened in 2023 were Maltese while 11 cases were non-Maltese.

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

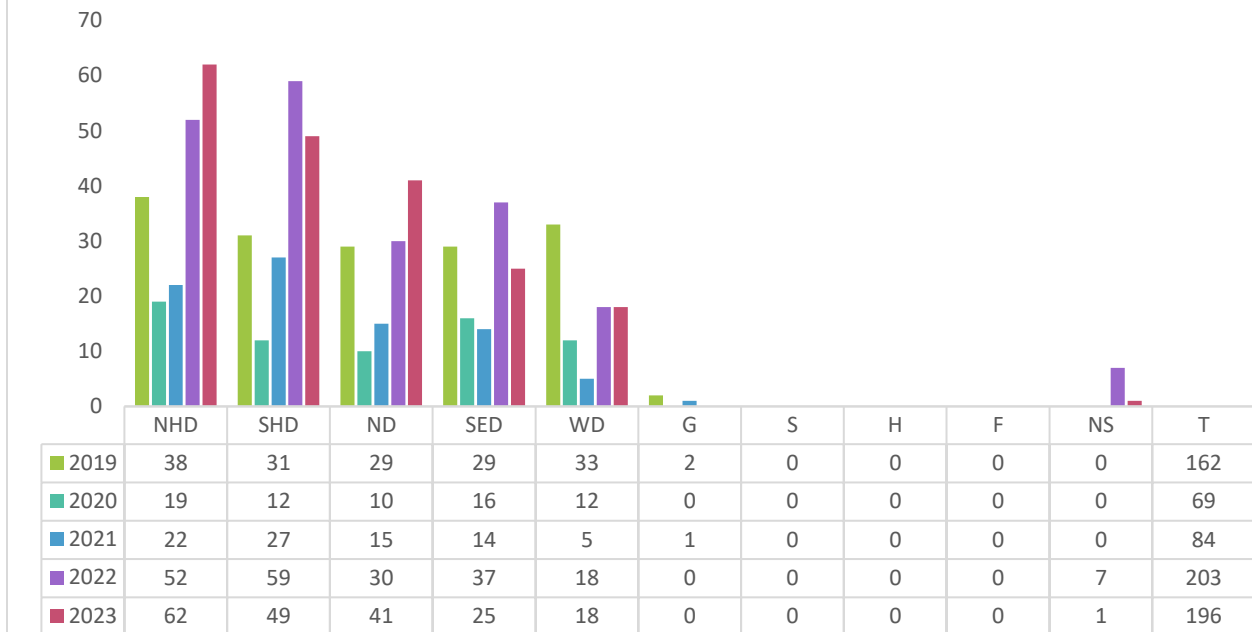


Figure 260: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (62) had the highest number of cases opened in 2023.

Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southern Eastern District; ND = Northern District; WD = Western District; G = Gozo; S = Shelter/Institution; H = Homeless; F = Foreign Residence; NS = Not Specified; T = Total.

Programm Uljed Darna (PUD)

Generic Programme

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

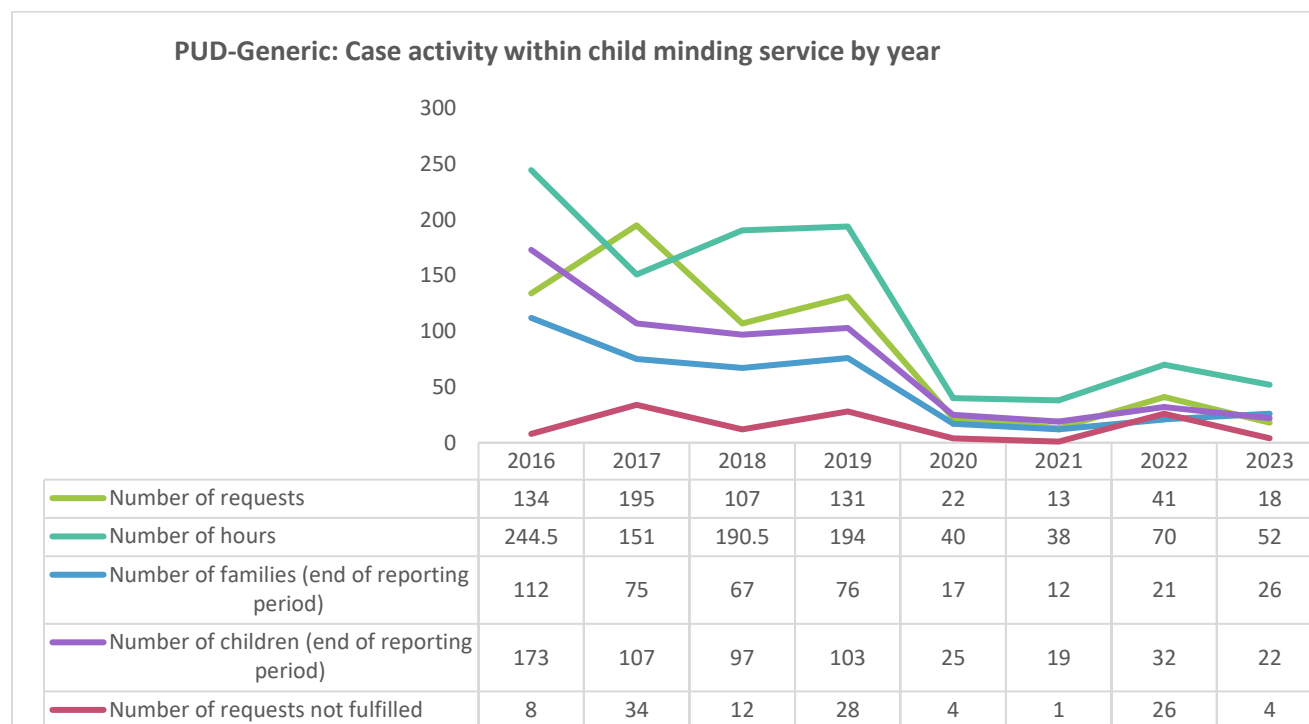


Figure 261: The figure above provides information on child minding service provided. It reports on the requests received, hours of service provided, families and children within the service at the end of the reporting period. It also provides the number of requests that may not be fulfilled because of unavailable volunteers, or the request is cancelled by the service user.

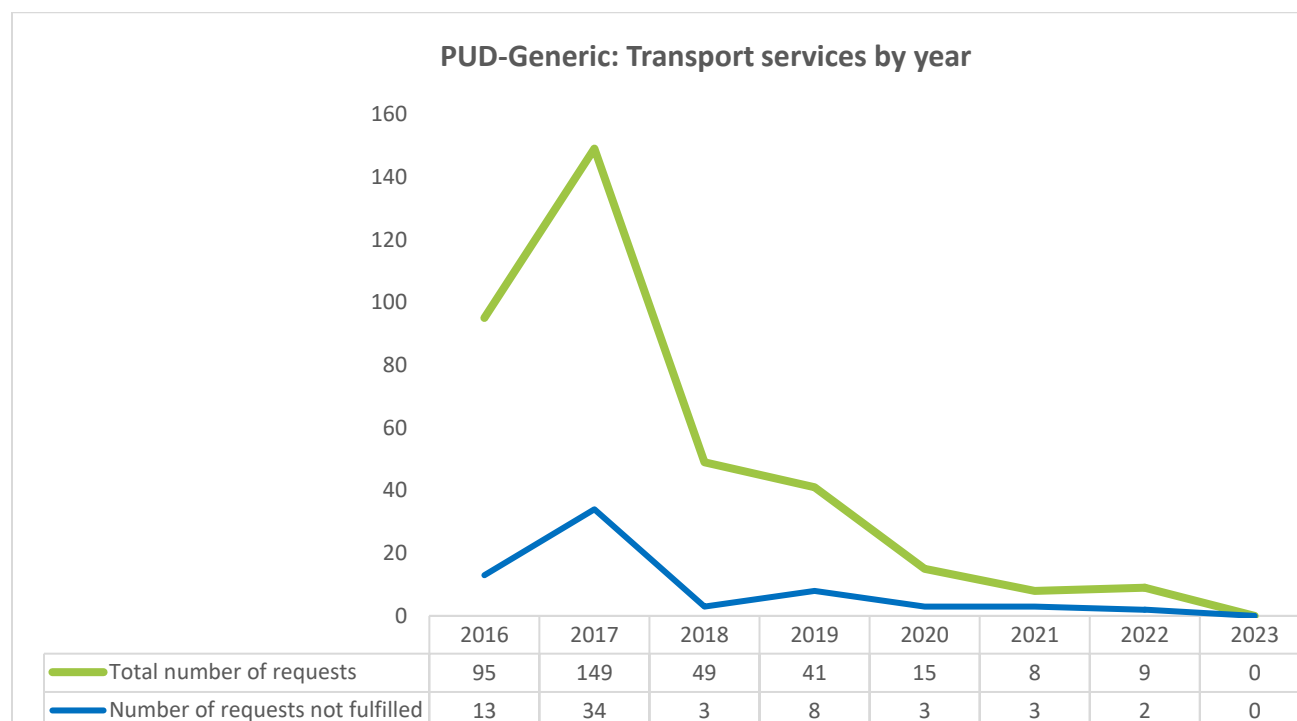


Figure 262: The figure above provides information on requests for transport service. Requests may not be fulfilled because of unavailable volunteers or the request is cancelled by the service user.

Progett Tereza

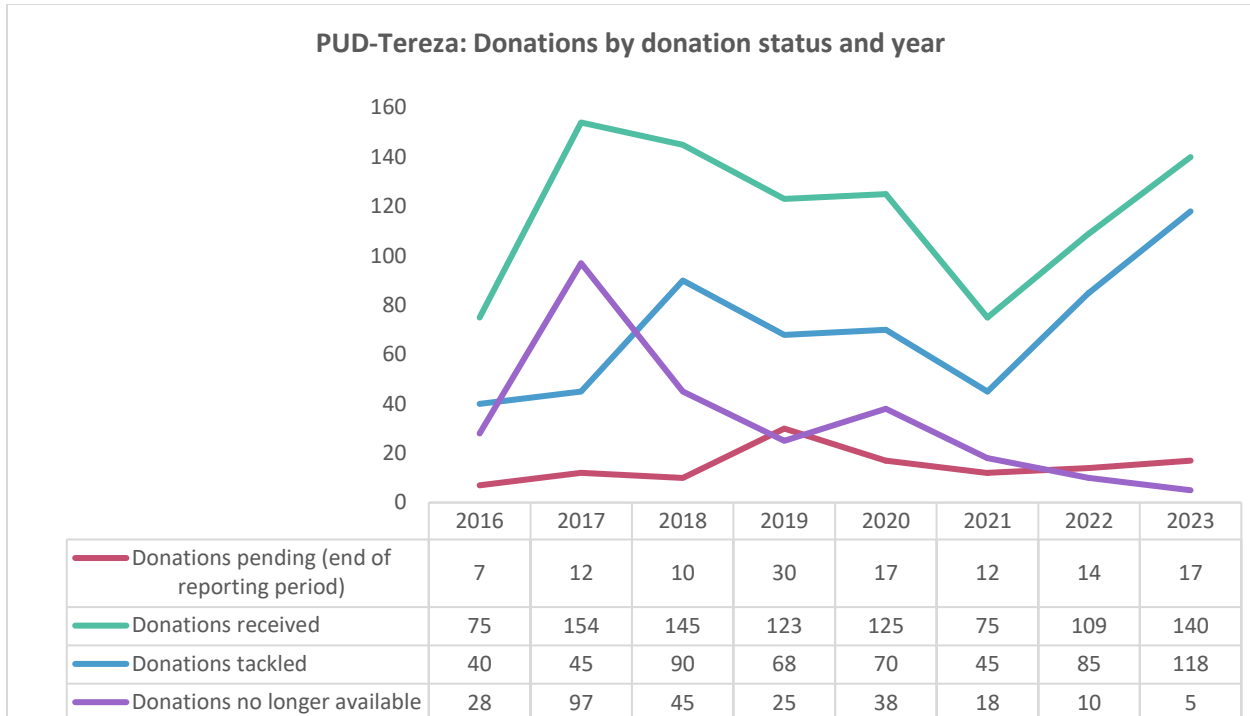


Figure 263: The figure above provides information on donation services whereby entities or persons donate physical objects (e.g., baby cribs). The figure provides data on the donations received, donations still pending (at the end of the reporting period), or donations tackled (or collected). It also provides the number of donations no longer available because of unavailable volunteers to collect them, or the donation is withdrawn by the person offering the donation.

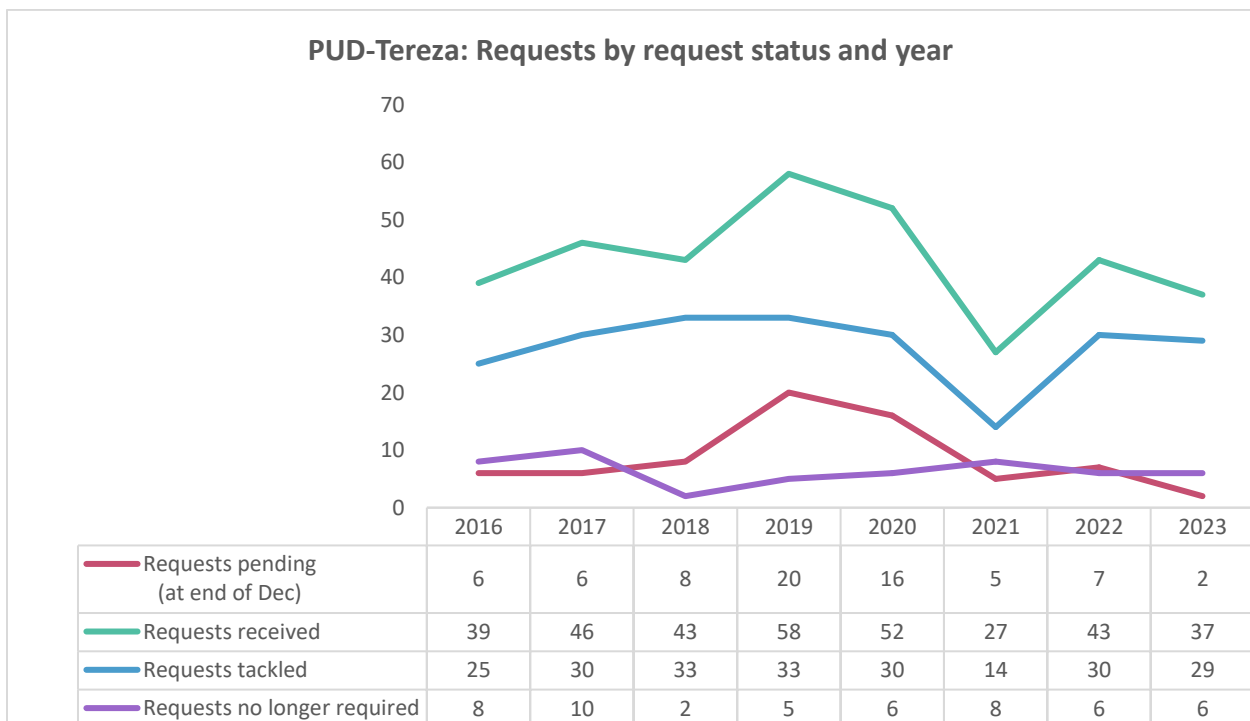


Figure 264: The figure above provides information on requests for physical objects received through donations (e.g., baby cribs). The figure provides data on the requests received, requests still pending (at the end of the reporting period), or requests tackled (or delivered). It also provides the number of requests no longer required because it is withdrawn by the person requesting the object.

Supportline 179

A new online data collection system and reporting format were introduced in April 2020 whereby data incorporates calls to both 179 and 1772 together.

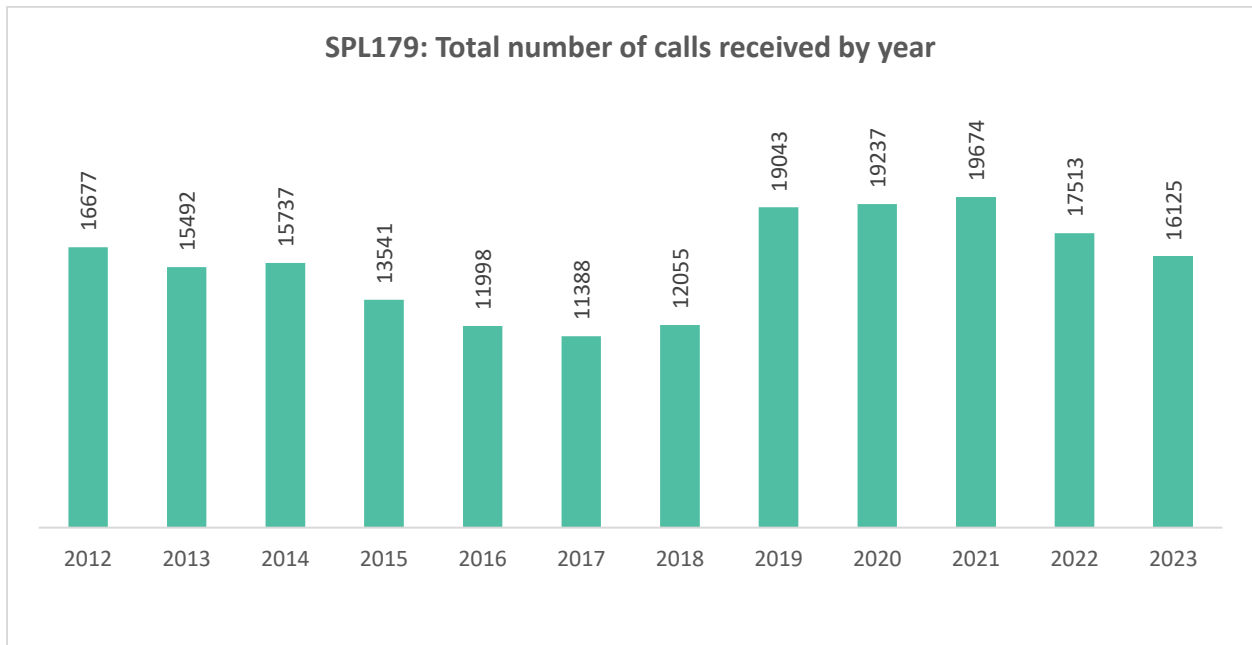


Figure 265: The figure reports the total number of calls received within the reporting year, e.g., in 2022 a total of 17,513 calls were received.

SPL179: Percentage difference in number of calls received of the current year compared to the previous year.

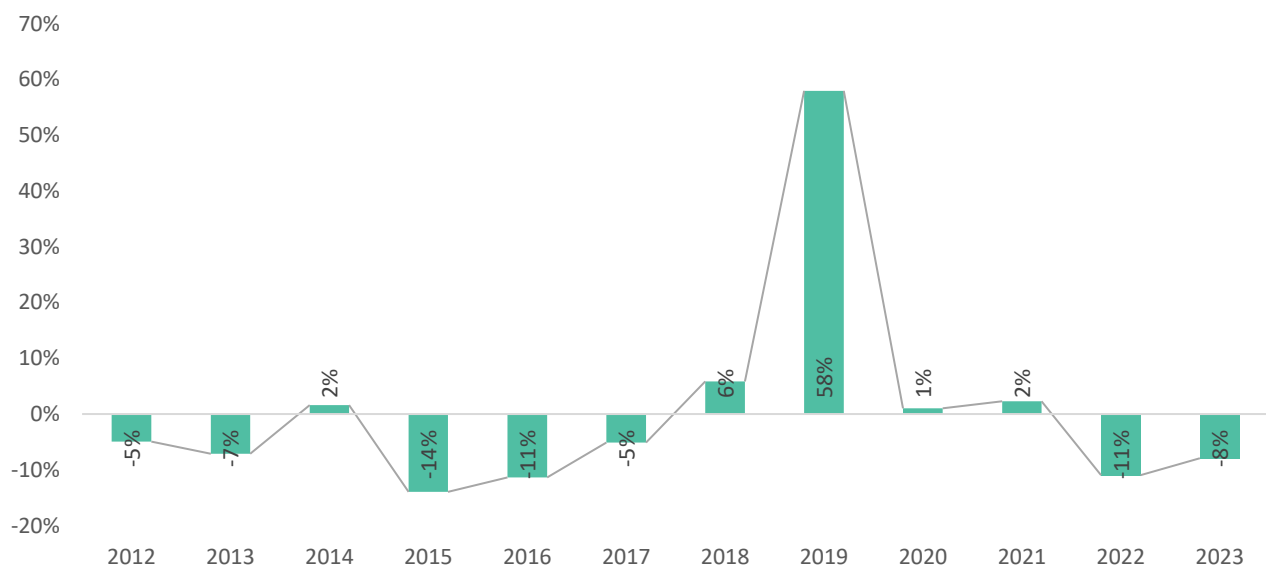


Figure 266: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of calls received decreased by 11% in 2022 over 2021. An increase or decrease in public awareness of services, and the introduction of other helplines or services (e.g., Mental Health Helpline) may account for differences observed between the years.

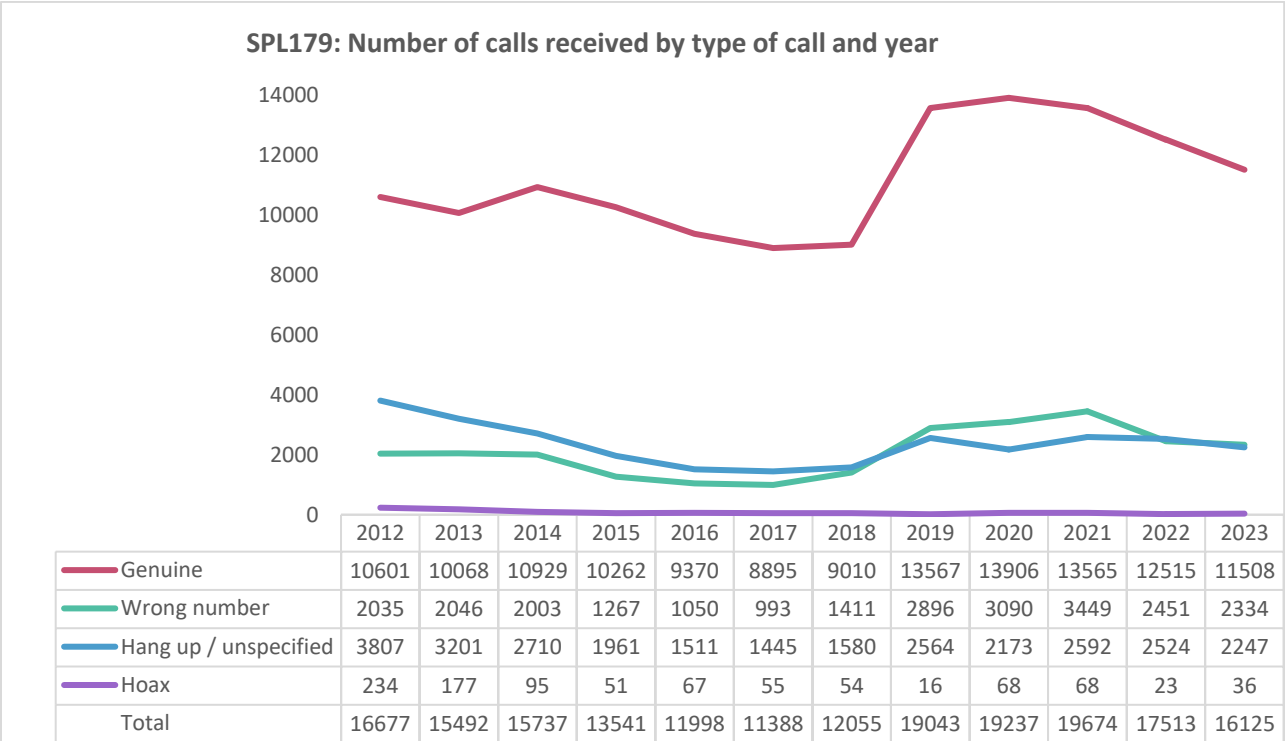


Figure 267: Calls received may not necessarily be genuine calls. Some calls may be wrong numbers, some people hang up the call before it can be processed, or some calls are hoaxes. For example, out of 16,125 calls received in 2023, 11,508 (71%) were genuine calls.

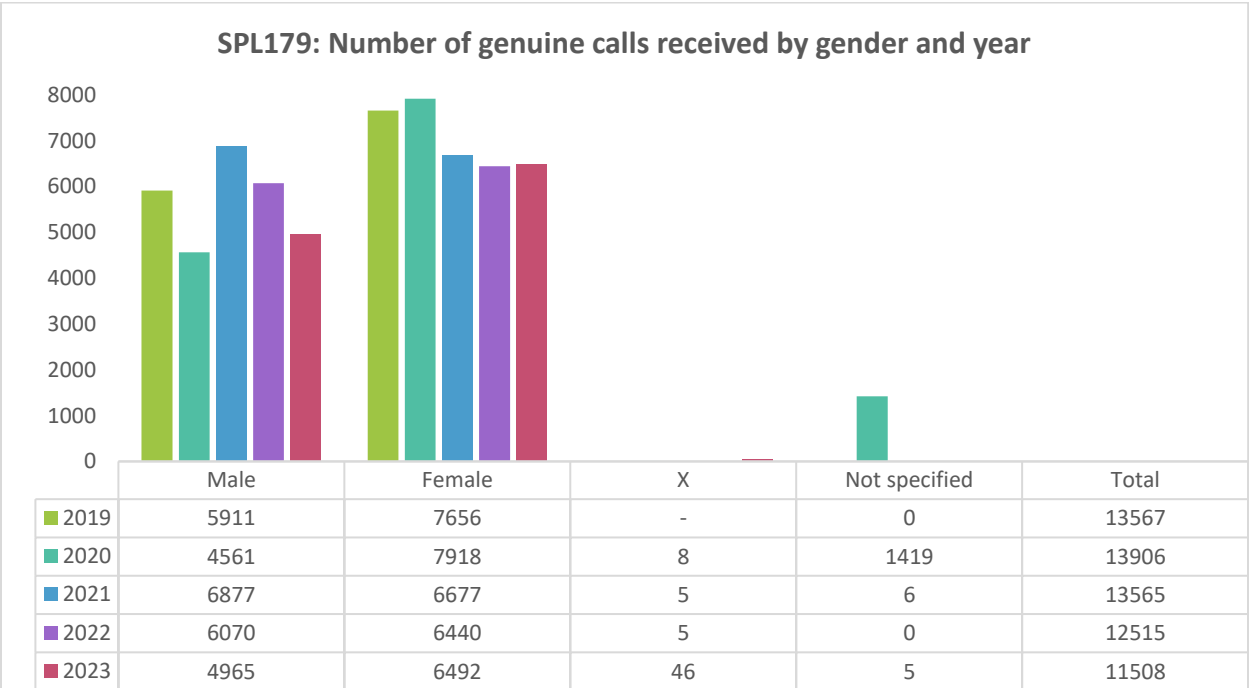


Figure 268: Although callers may remain anonymous, most specify their gender during the genuine call. In 2023, the majority of genuine calls were female with 6492 calls (56%).

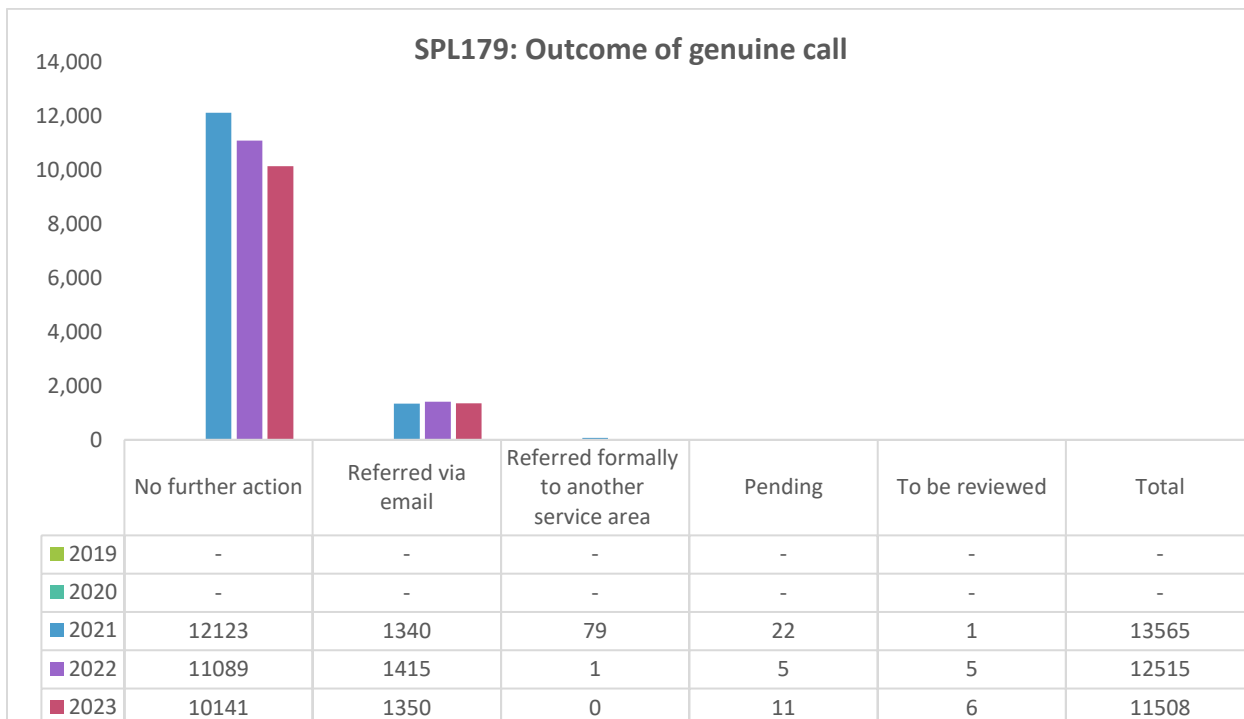


Figure 269: All calls received can be processed further if required by either referring the case to another service area (formally or via email), further discussing the case to determine the appropriate action (i.e., to be reviewed or pending), or even reviewing the case to be taken up by social worker within the Supportline 179 for social work intervention. However, the majority of calls do not require further action e.g., 10141 (88%) calls in 2023 did not require further action. This variable on outcome only became available with the introduction of a new data collection system in 2021.

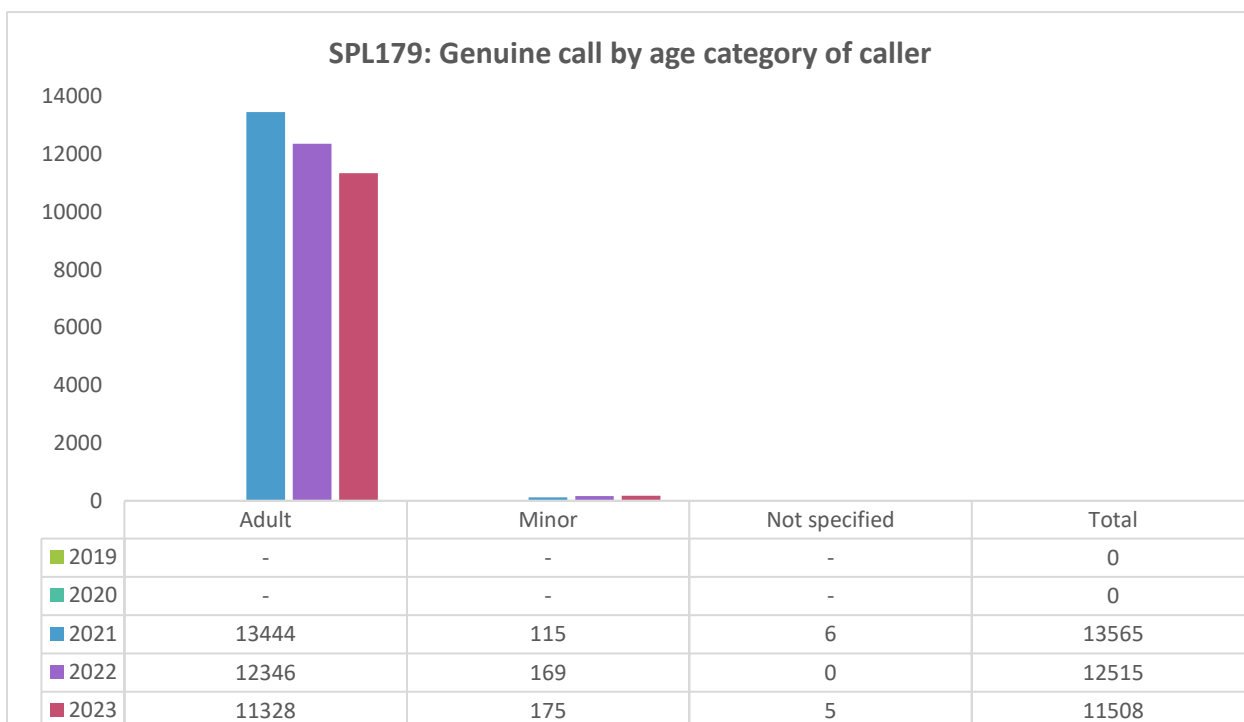


Figure 270: Although callers may remain anonymous, most genuine callers specify their age category. In 2023, the majority of genuine calls were from adults with 11328 calls (98%).

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

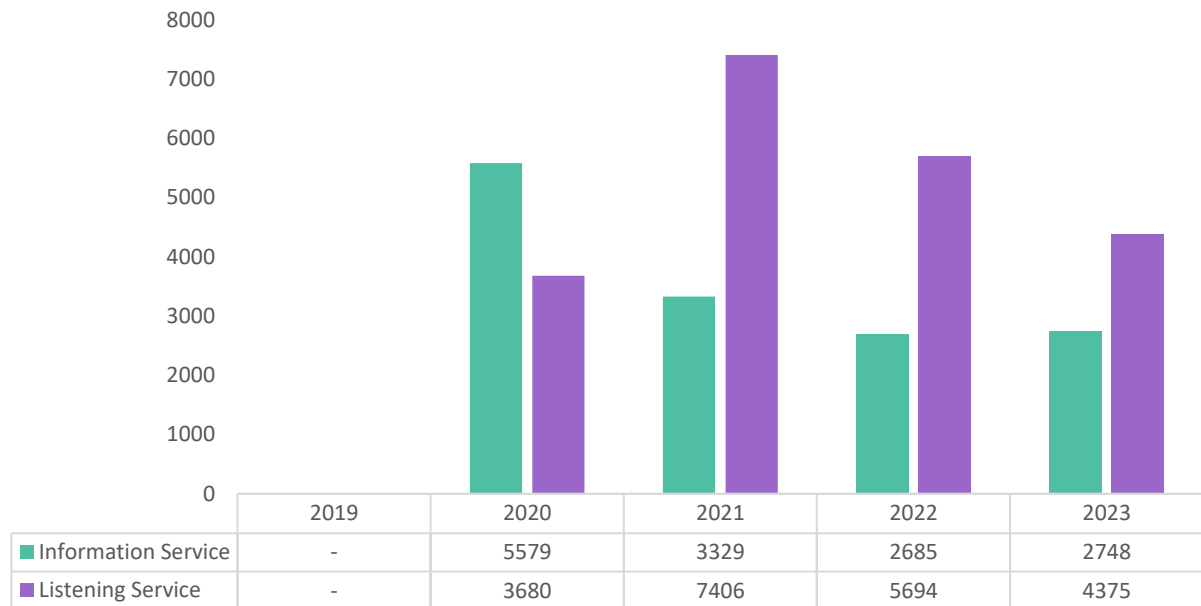


Figure 271: Callers often call for information (e.g., queries about services or how to access them) or to be listened to (e.g., talk about their day or conversations about national events) and do not provide further information or do not require further assistance. For example, out of 11,508 genuine calls in 2023, 2,748 required information whilst out of 11,508 genuine calls in 4,375 required listening services.

SPL179: Number of genuine calls by primary problem

| | 2020 | 2021 | 2022 | 2023 |
|---|------|------|------|------|
| Abuse of an adult | 42 | 24 | 15 | 30 |
| Abuse of elderly persons | 69 | 54 | 53 | 66 |
| Adoption related | 4 | 3 | 6 | 3 |
| Aggressive\violent behavior | 85 | 100 | 109 | 98 |
| Alcohol | 91 | 111 | 129 | 134 |
| Bereavement | 50 | 35 | 23 | 25 |
| Bullying others or being bullied | 32 | 47 | 35 | 43 |
| Care of significant others | 6 | 4 | 4 | 3 |
| Child abuse – at risk | 151 | 101 | 79 | 87 |
| Child abuse – emotional | 72 | 109 | 128 | 109 |
| Child abuse – neglect | 160 | 149 | 160 | 151 |
| Child abuse – physical | 105 | 89 | 96 | 81 |
| Child abuse – sexual | 15 | 21 | 17 | 12 |
| Child abuse - internet | - | - | - | - |
| Child access | 63 | 76 | 67 | 104 |
| Child care | 41 | 53 | 43 | 46 |
| Communication issues in romantic relationship | 13 | 17 | 14 | 13 |
| Crime (adult) | 10 | 8 | 5 | 5 |
| Cyber-bullying or victim of cyber-bullying | 34 | 23 | 18 | 20 |
| Delinquency (youth) | 13 | 6 | 13 | 23 |
| Disability related issues (any) | 57 | 58 | - | - |
| Disability related issues (intellectual) | - | - | 15 | 5 |
| Disability related issues (physical) | - | - | 31 | 30 |
| Disability related issues (visual) | - | - | 8 | 14 |
| Divorce | 4 | 4 | 7 | 0 |
| Domestic violence – at risk | 208 | 82 | 79 | 82 |
| Domestic violence – emotional | 439 | 341 | 297 | 267 |
| Domestic violence – financial | 17 | 15 | 14 | 8 |
| Domestic violence – neglect | 4 | 5 | 13 | 5 |
| Domestic violence – physical | 353 | 245 | 197 | 181 |
| Domestic violence – sexual | 8 | 10 | 2 | 9 |
| Drugs (prescription medication) | 11 | 14 | 18 | 26 |
| Drugs (illicit substances) | 182 | 156 | 136 | 203 |
| Eating disorder | 4 | 4 | 8 | 2 |
| Elderly needs | 477 | 297 | 252 | 217 |
| Employment problems | 38 | 20 | 20 | 26 |
| Financial problems | 90 | 67 | 42 | 64 |
| Foster placement | 21 | 19 | 8 | 4 |
| Gambling | 22 | 15 | 25 | 27 |
| Harassment | 20 | 36 | 9 | 25 |
| Homeless | 645 | 526 | 507 | 720 |
| Housing problems | 54 | 29 | 41 | 60 |
| Illegal content | 10 | 5 | - | 7 |
| Infidelity in romantic relationship | 7 | 12 | 14 | 14 |
| Information - internet | 24 | - | - | - |
| Information - services | 463 | - | - | - |
| Language or cultural barriers | 2 | 1 | - | - |

| | | | | |
|---|--------------|--------------|--------------|--------------|
| Legal issues | 189 | 172 | 129 | 98 |
| Listening | 1098 | - | - | - |
| Loneliness | 2626 | 4069 | 3636 | 3642 |
| Marital separation | 176 | 0 | - | - |
| Mental health | 1505 | 1715 | 1353 | 1536 |
| Migrant related issues | 2 | 2 | 2 | 4 |
| Non-person directed behaviours | 50 | 30 | 44 | 37 |
| Oppositional defiant disorder | 0 | 6 | 2 | 0 |
| Parent child attachment issues | 134 | 40 | 74 | 108 |
| Parenting skills | 24 | 27 | 24 | 33 |
| Personal hygiene issues | 1 | 4 | - | 3 |
| Physical health | 106 | 158 | 110 | 83 |
| Pregnancy related issues | 11 | 10 | 7 | 5 |
| Relationship problems with reconstituted family | 5 | 11 | 17 | 12 |
| Relationship problem with extended family | 56 | 60 | 40 | 32 |
| Relationship problem with nuclear family | 476 | 270 | 194 | 185 |
| Residential care | 34 | 59 | 51 | 29 |
| Romantic relationship conflicts | 216 | 392 | 362 | 352 |
| Running away | 21 | 13 | 24 | 26 |
| School related problems | 13 | 15 | 19 | 27 |
| Self-injury behaviours | 89 | 78 | 71 | 79 |
| Sexting | 1 | 3 | 1 | 2 |
| Sexual assault/rape | 6 | 8 | 22 | 13 |
| Sexuality related issues | 17 | 19 | 7 | 17 |
| Social security benefits issues | 68 | 22 | 2 | 11 |
| Stereotyped behaviours | 0 | 2 | - | - |
| Technology addiction | 3 | 9 | 2 | 0 |
| Unemployment | 17 | 5 | 1 | 4 |
| Usury | 15 | 11 | 3 | 3 |
| Unspecified behavioural problems | - | - | - | - |
| Victim of past child abuse | - | - | 1 | 1 |
| Other | 2722 | 544 | 1124 | 546 |
| None specified or no other issue | 9 | 2820 | 2436 | 1571 |
| Totals | 13906 | 13565 | 12515 | 11508 |

Figure 272: Callers may mention one or more issues during a call, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during the call and they also rank the issues. Any issue that the caller reported but that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

Hotline & Helpline

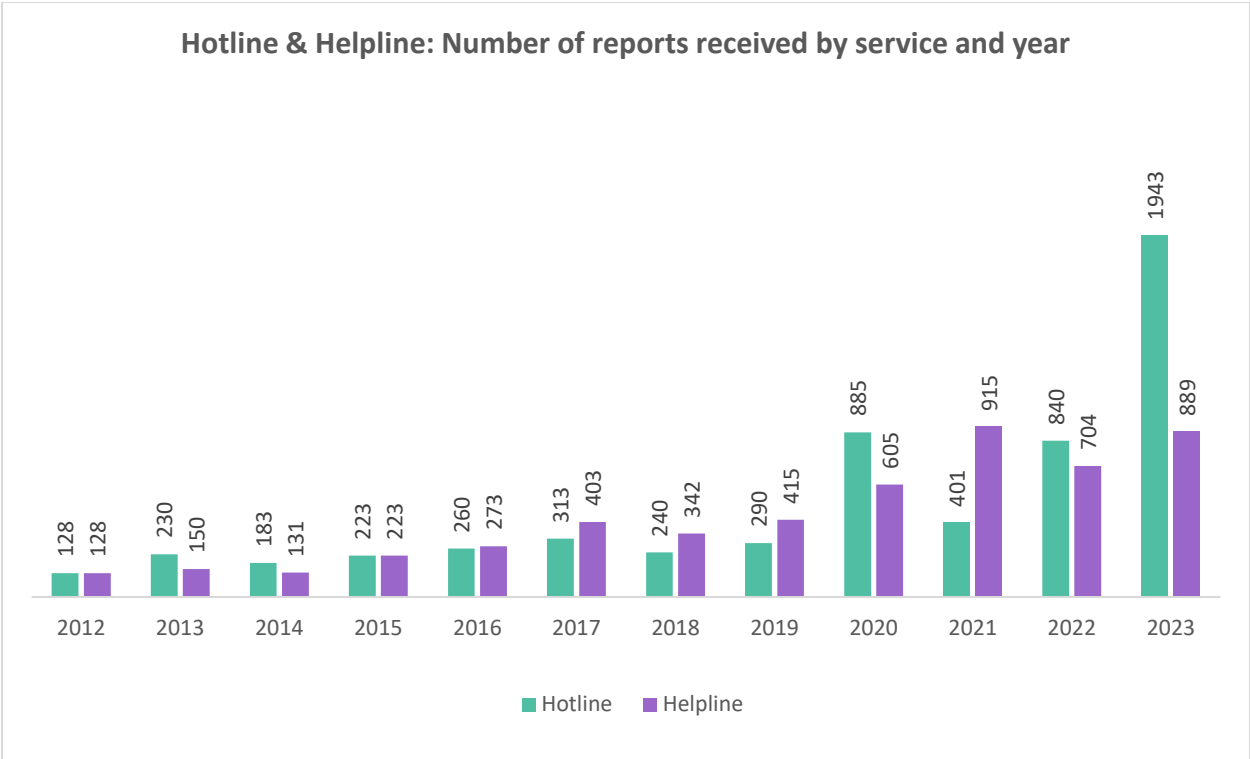


Figure 273: The figure above provides the number of reports received by the hotline from the public concerning websites that host content related to online child abuse whilst the helpline provides the number of reports about such issues received through the internet-based calling system.

Appendix

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. |
| 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. |
| Domestic Violence Service | Provides a service to adults who suffer abuse within the family and intimate relationships. |
| Domestic Violence Risk Assessment Service | Victims who file a police report regarding violence and abuse, are assisted through an assessment of the level of risk they are in due to the violence they are experiencing. This assessment is carried out by the professionals of this service, to identify the appropriate support services and protection for the victim. |
| Għabex Shelter | Provides emergency shelter to women and their children by offering them a safe place away from direct personal harm. |
| 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. |
| Emergency Service | The social work service is provided to anyone requiring emergency assistance and support after working hours, on weekends or public holidays. |
| 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). |
| 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 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. |

Glossary of Terms

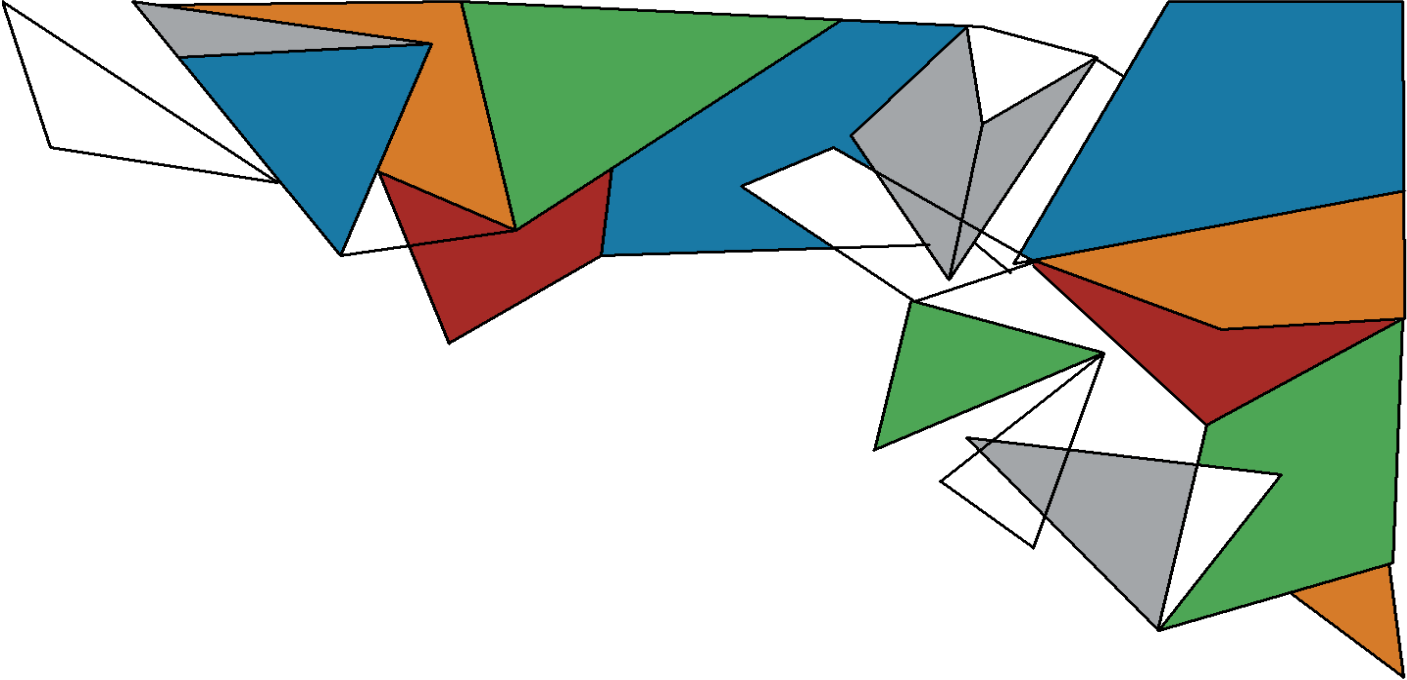
| Variable | Definition |
|--------------------------------|--|
| Cases worked with | The total number of service user cases that were new, re-contact or known in the reporting year and intake cases still on intake at the end of the reporting period. This does not indicate the number of individuals as 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. |
| Individuals worked with | 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. |
| New case | A 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 that are still active in the current reporting year. This may also be referred to as cases carried over from previous years. |
| Intake case | 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. |
| Waiting list | 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. |

| | |
|--|--|
| Referred case | 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. |
| New & re-contact case | 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 | 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. |
| Case state | 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. |
| Active state | A case state where the case was opened in the year and still open by the end of the reporting period. |
| Closed state | A case state where the case was opened in the year but closed by the end of the reporting period. |
| Intake state | A case state where the case was on intake in the year and still on intake by the end of the reporting period. |
| On-hold state | 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: <ul style="list-style-type: none"> - 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. |
| Waiting list state | 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. |
| Not accepted/no longer required state | 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. |
| Global/family cases | 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: <ul style="list-style-type: none"> - 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. |
| Ghost cases | These are cases where although the case may be registered as active or on intake, the case is actually inactive since the person may not have had contact with the service for a set period of time (no longer actually being worked with). As a result, the case may remain open for some time without any intervention or activities and will skew the actual number of service users worked with. As a result, administrators of the data will conduct exercises to identify these cases and close them administratively as per individuals service policy. |
| 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. |

| | |
|------------------------|---|
| 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

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



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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