



Agenzija Appogg
Yearly Statistical Report
January to December 2020

March 2021
Christine Marchand-Agius



Foundation for Social Welfare Services, Malta

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Introduction

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

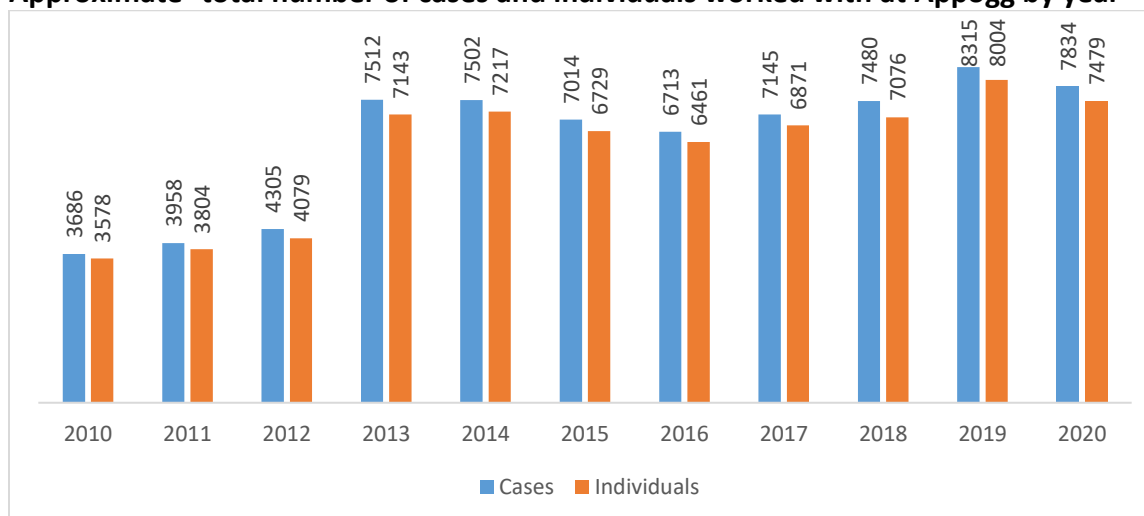
The data contained in this report is based on information submitted by the services to the Research Team of the Foundation for Social Welfare Service in January 2021. Where applicable, the report provides data on an individual level as well as on a family level. It is important to note that the same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

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

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

Executive Summary

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



Case activity²: Jan-Dec 2020

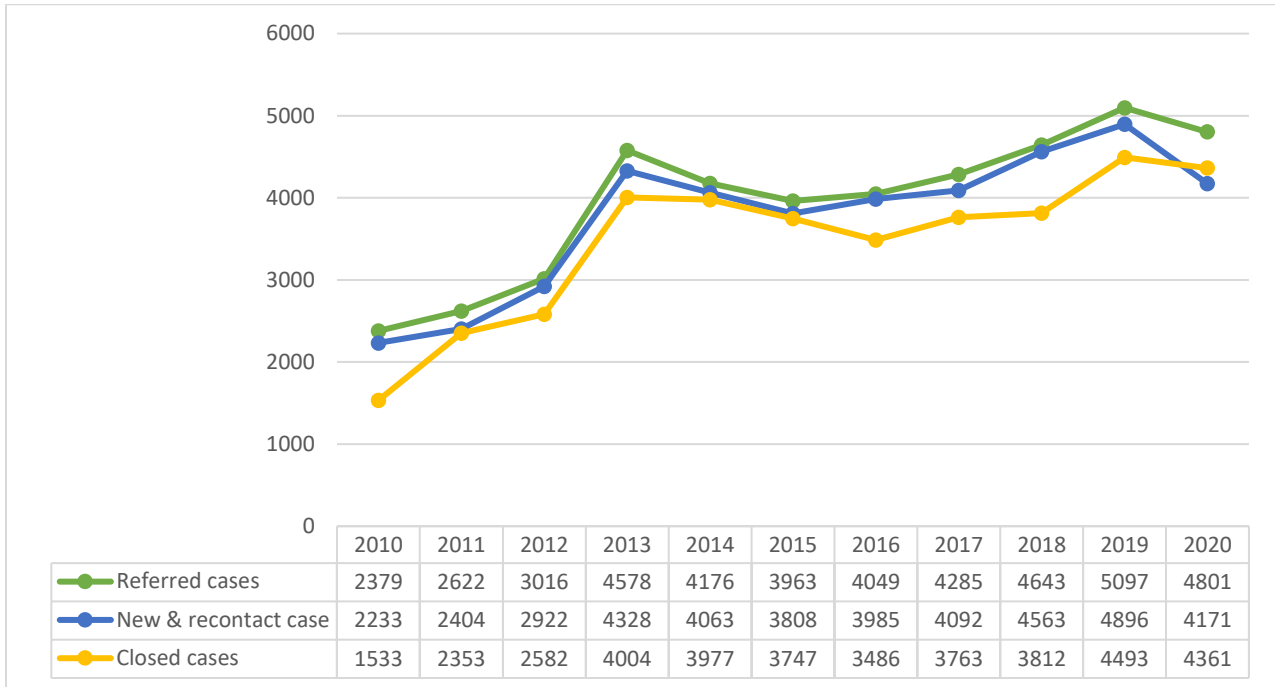
	Total cases worked with	Individuals worked with
Intake & Family Support Service	1384	1333
Human Trafficking	26	25
Domestic Violence Unit	2321	2220
Ghabex Shelter	41	39
Stop! The Violence and Abuse	107	107
Mater Dei Hospital Social Work Service	1987	1832
Benniena Service	258	231
Oncology Social Work Service	544	541
Qormi Health Centre Social Work Service	183	181
St Vincent De Paule Social Work Service	397	386
Primary Health Care Service	160	158
Child and Young People's Service	362	362
Home Start - Malta	64	64

Service	Other information
Emergency	64 new referrals.
Progett Uljed Darna	3 new cases
Progett Tereza	Donations: 125 received and 70 tackled. Requests: 52 received and 30 tackled.
Hotline	885 reports.
Helpline	605 reports.
SPL179	Total of 19237 calls out of which 13906 were genuine.

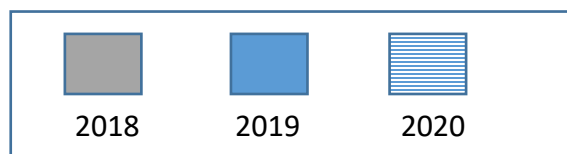
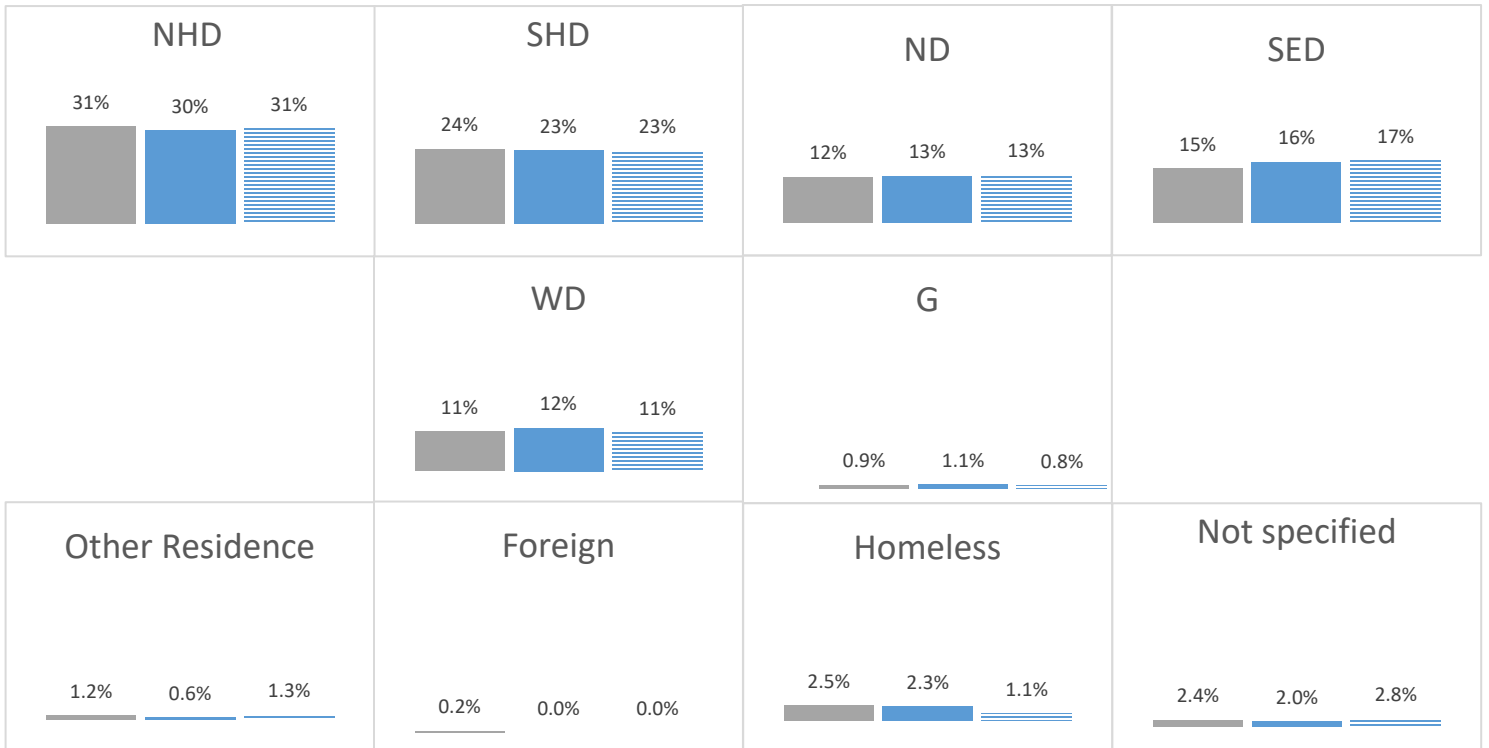
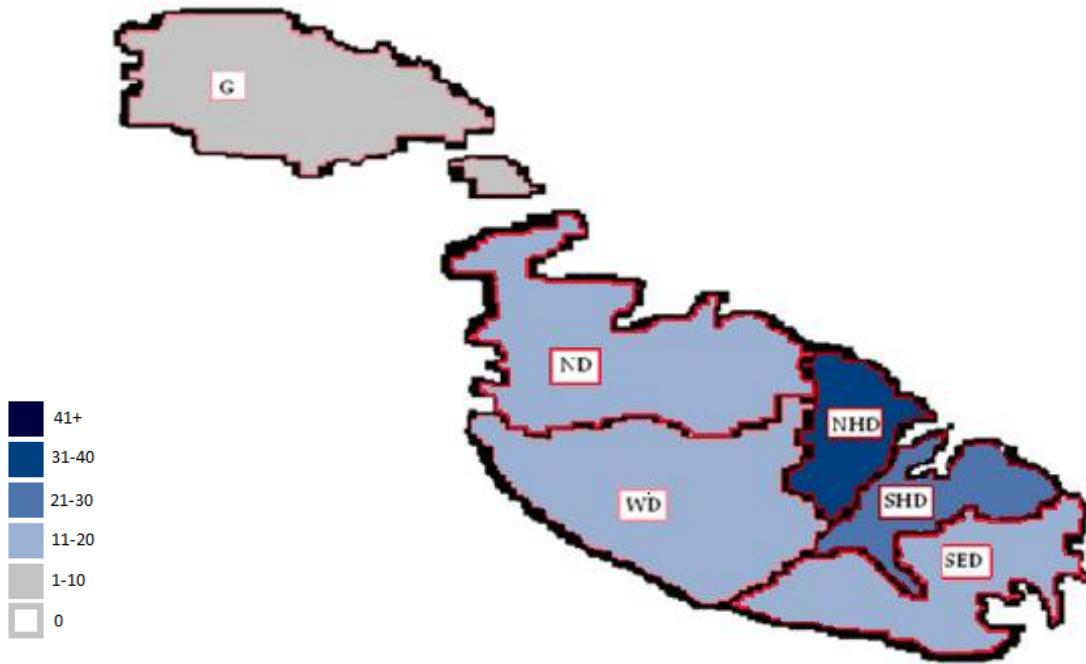
¹ Since individuals can attend more than one unit at the same time, summing the number of cases worked with will over-estimate the actual number of persons worked with. Therefore, the following data reported on multiple unit levels can only provide an approximation of the number of cases and the figures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

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

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

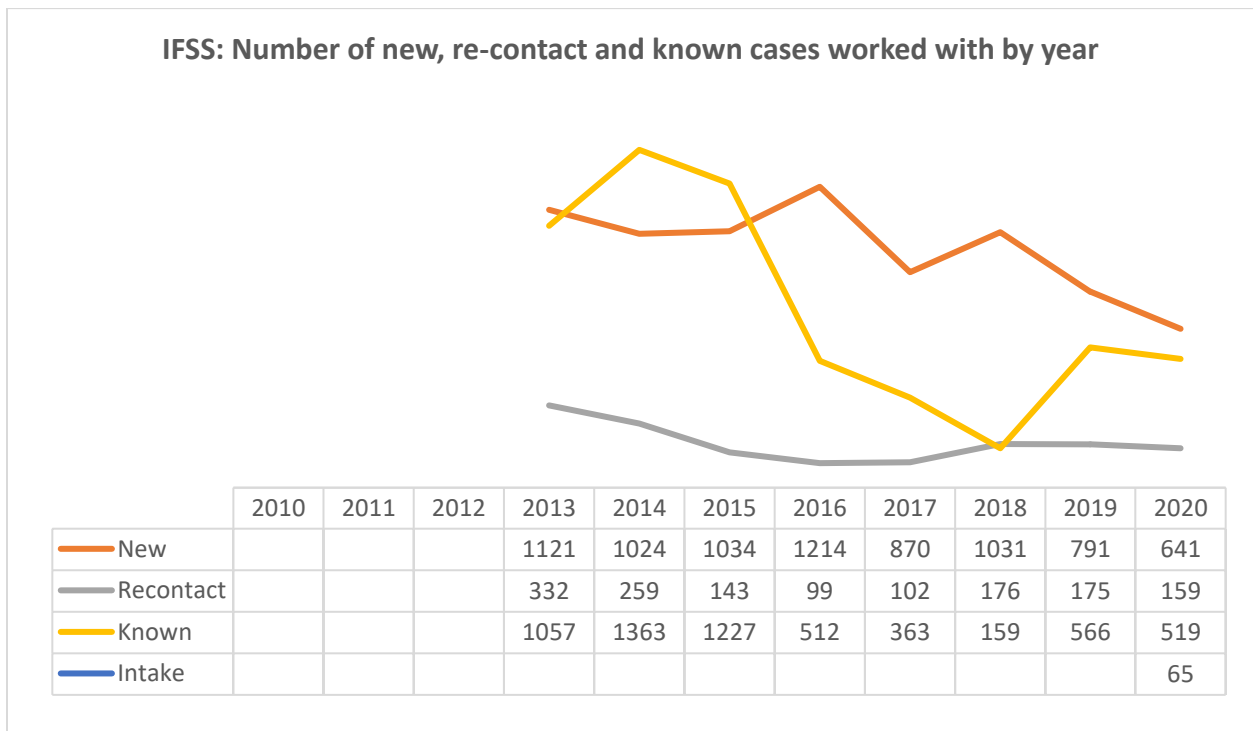
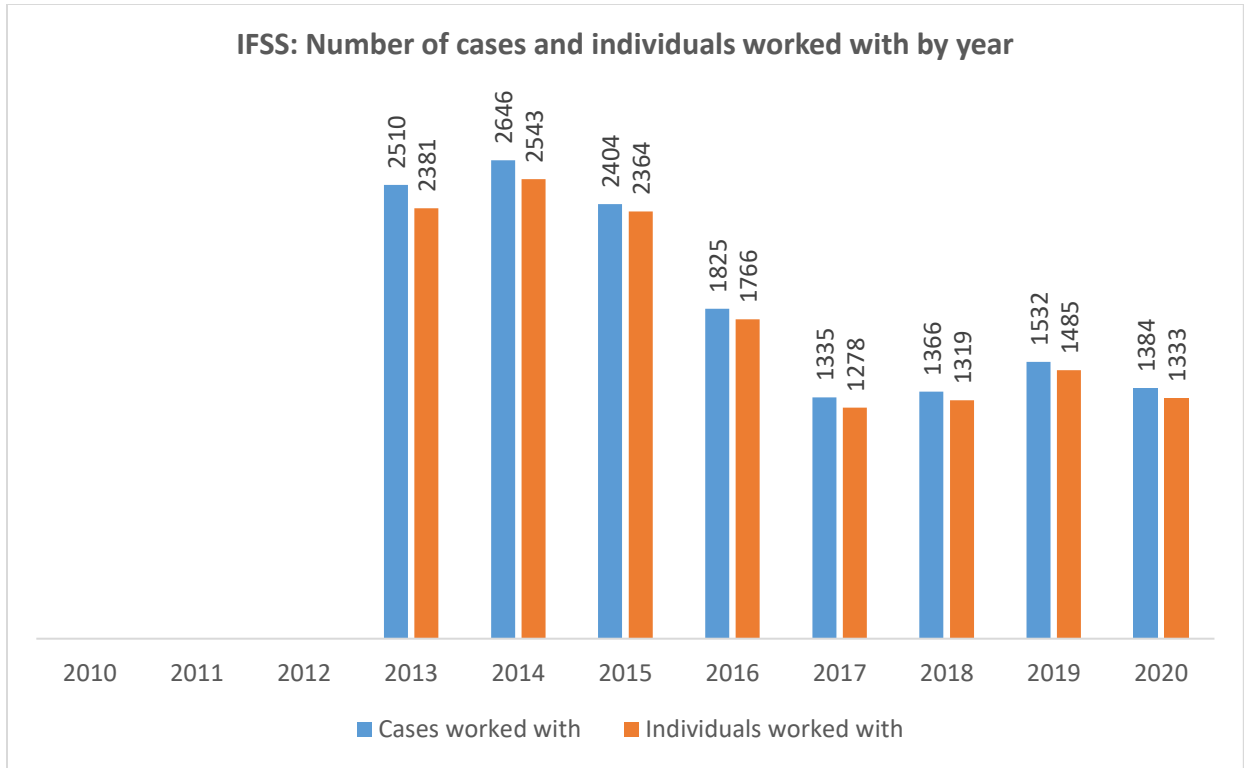


Percentage of new & re-contact cases worked with at Appogg by district of residence and year

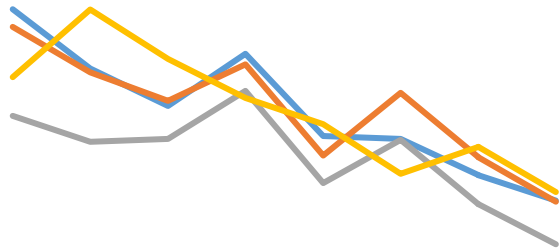


Intake & Family Support Service (IFSS)

Case Activity



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

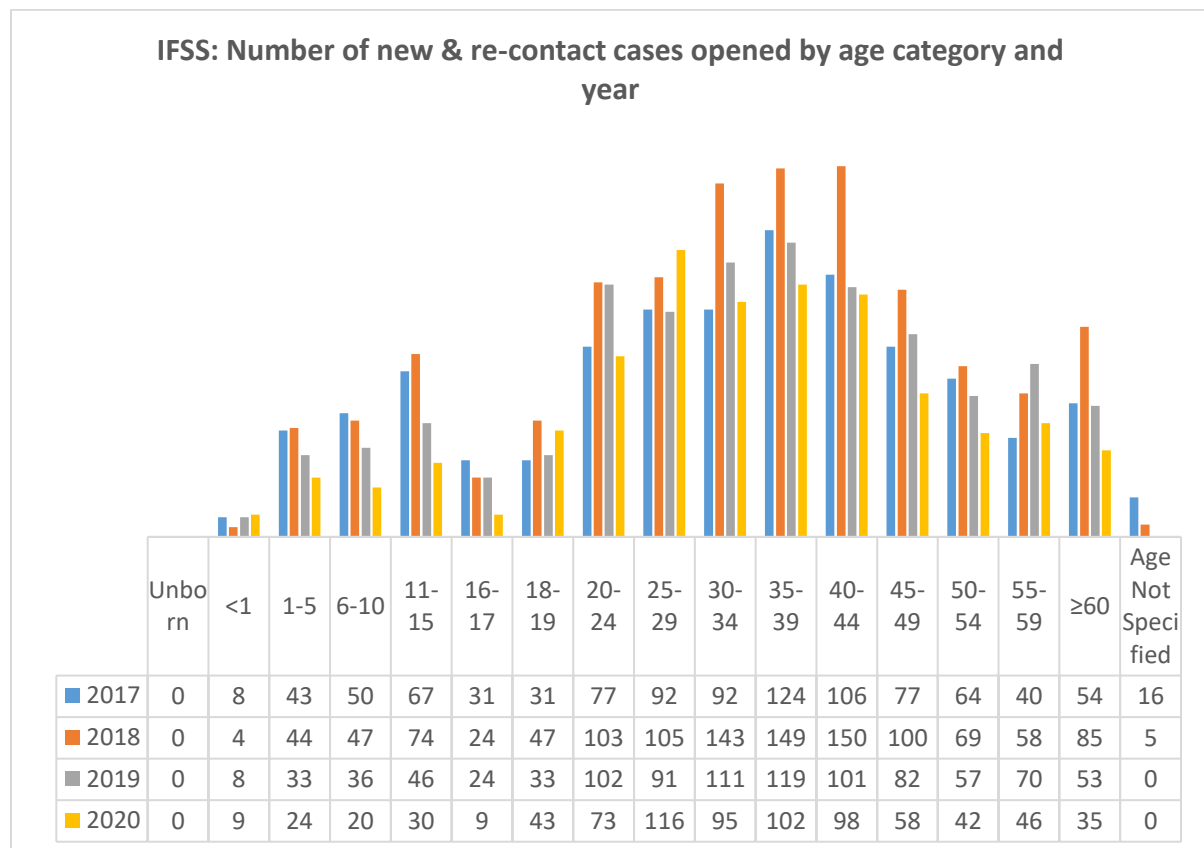
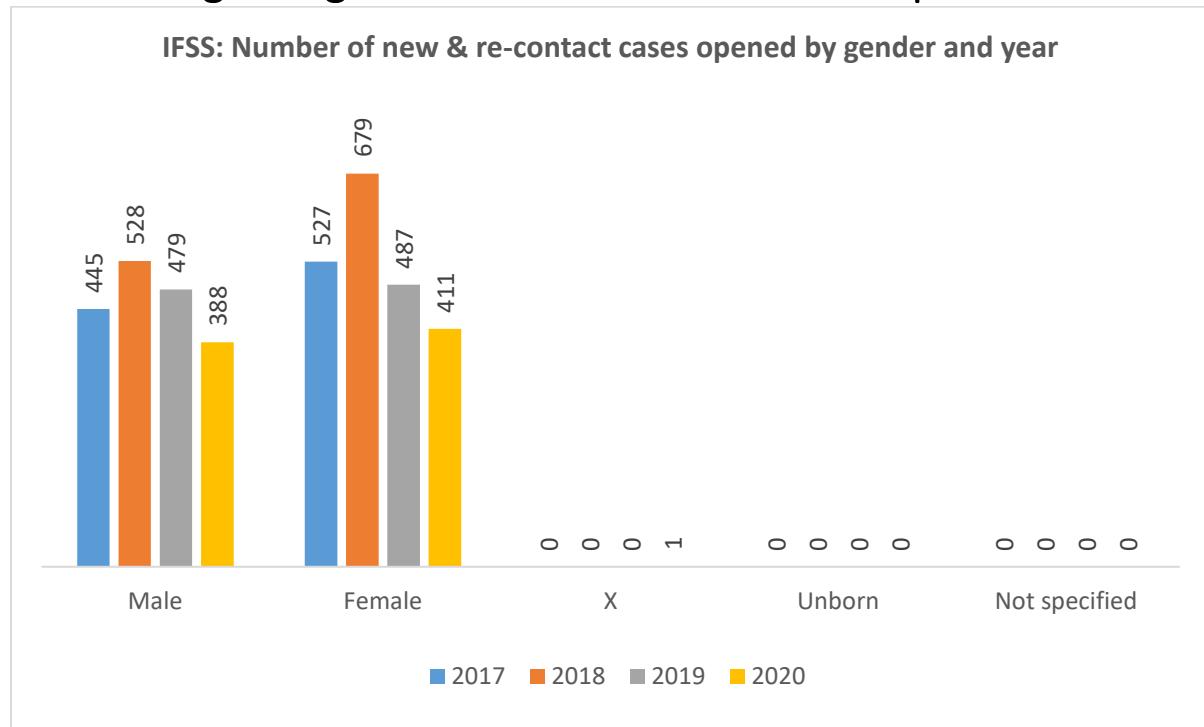


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases				1519	1298	1158	1352	1045	1035	899	804
New & recontact cases				1453	1283	1177	1313	972	1207	966	800
New cases				1121	1024	1034	1214	870	1031	791	641
Closed cases				1265	1518	1333	1188	1089	904	1005	836

IFSS: Referrals by primary problem*	
January – December 2020	
	2020
Addiction	5
Assault/harassment	2
Behaviour problems	28
Bereavement	0
Child abuse	16
Child care or access	30
Disability related issues	2
Domestic violence	28
Eating disorder	0
Elderly needs	1
Employment issues	28
Family relations/relationships	62
Financial difficulties	76
Fostering or adoption	0
Gender related issues	0
Health related issues	9
Homeless	234
Housing problems	77
Human trafficking	6
Lack of support or guidance	48
Legal issues	35
Loneliness	2
Marital problems	15
Mental health issues	52
Migrant related issues	2
Pregnancy related issues	4
Relationship problems	14
School related problems	7
Self-harm or suicide	16
Separation related issues	0
Sexual harassment or abuse	0
Multiple issues	0
Other	5
Not specified	0
Total	804

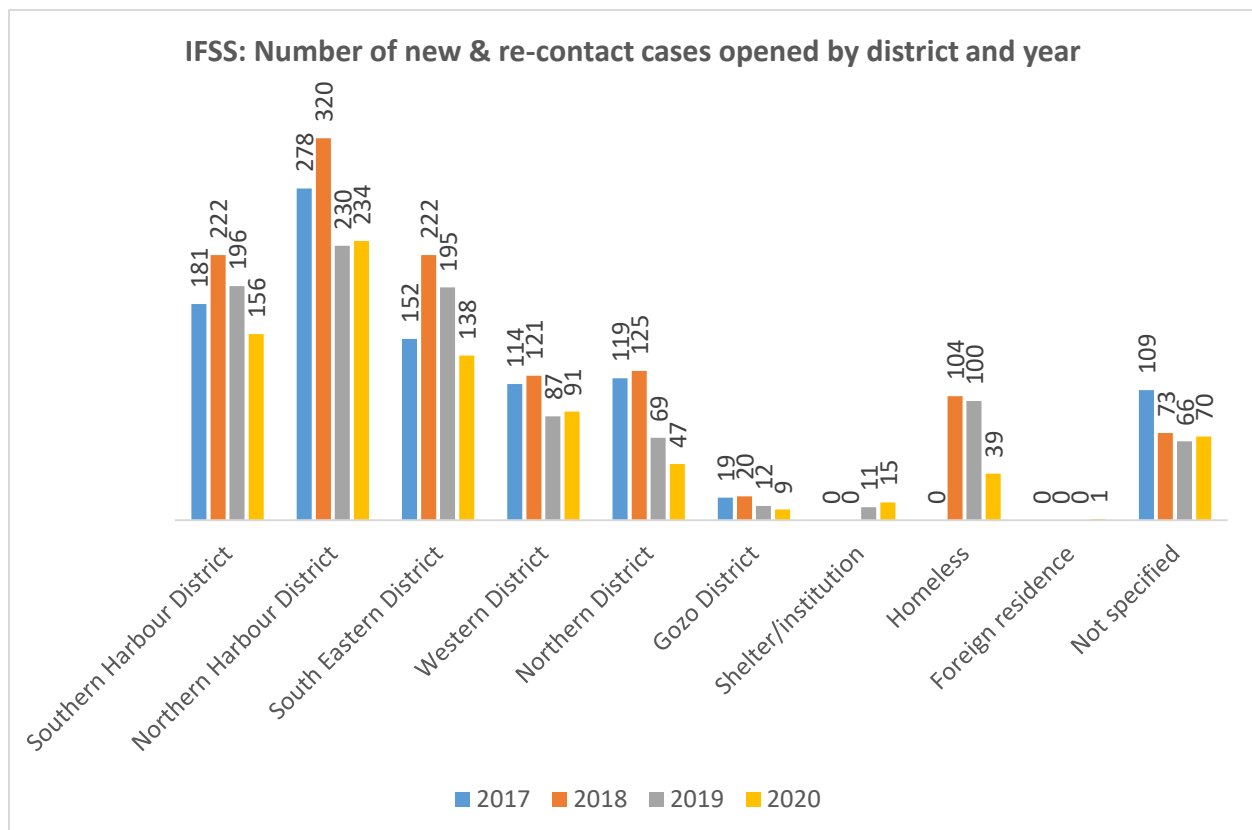
**Service users may have multiple problems but this table only reports the primary issue as reported by the service user.*

Details Regarding New and Re-contact Cases Opened



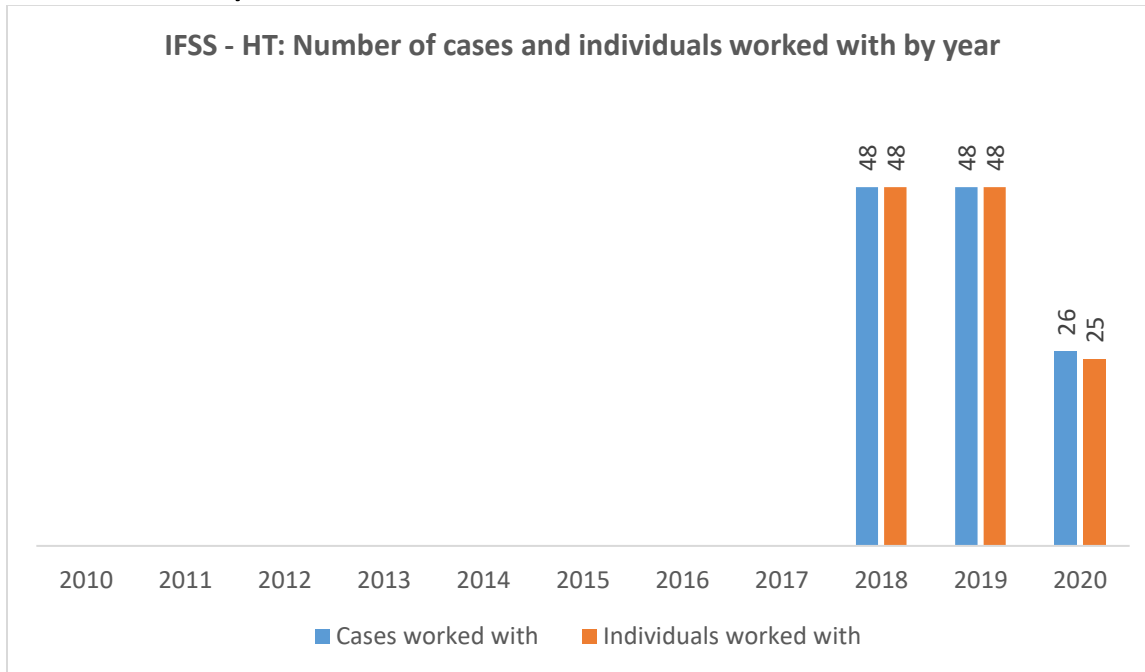
IFSS: New & re-contact cases by age and gender
January – December 2020

	Male	Female	Unborn child	Not specified	Total
<1	7	2	0	0	9
1-5	13	11	0	0	24
6-10	10	10	0	0	20
11-15	18	12	0	0	30
16-17	1	8	0	0	9
18-19	21	22	0	0	43
20-24	34	39	0	0	73
25-29	60	55	0	0	116
30-34	47	48	0	0	95
35-39	48	54	0	0	102
40-44	41	57	0	0	98
45-49	24	34	0	0	58
50-54	24	18	0	0	42
55-59	25	21	0	0	46
≥60	15	20	0	0	35
Not specified	0	0	0	0	0
Total	388	411	0	0	800



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

Case Activity³



³ Service started reporting in 2018.

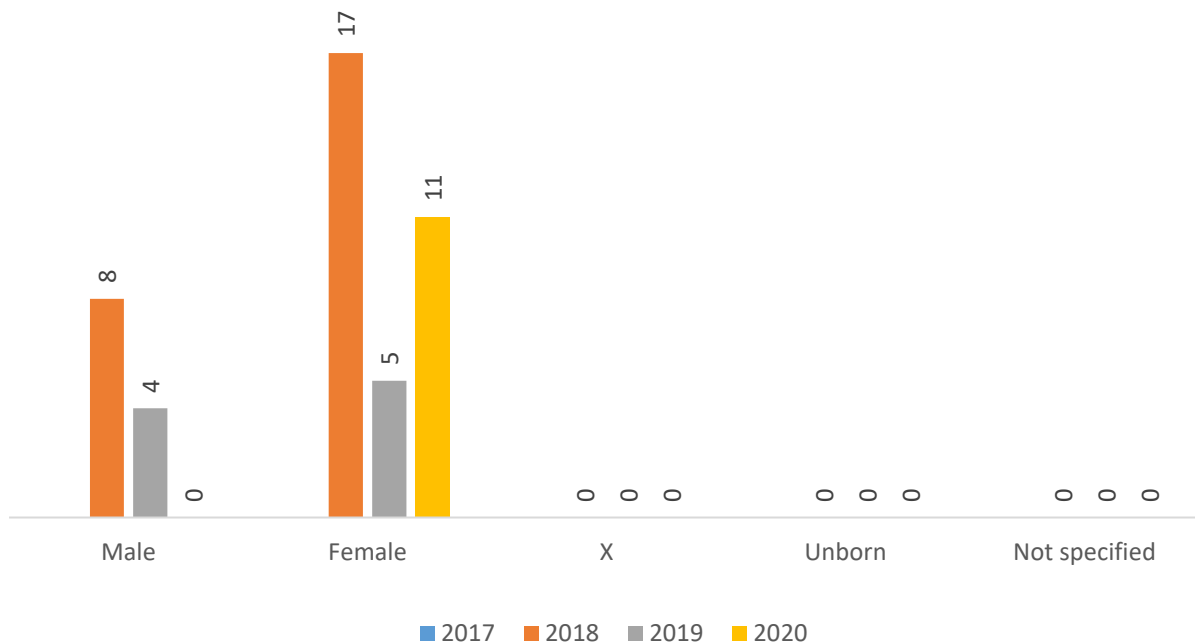
IFSS - HT: Number of referred, new & re-contact, new and closed cases by year



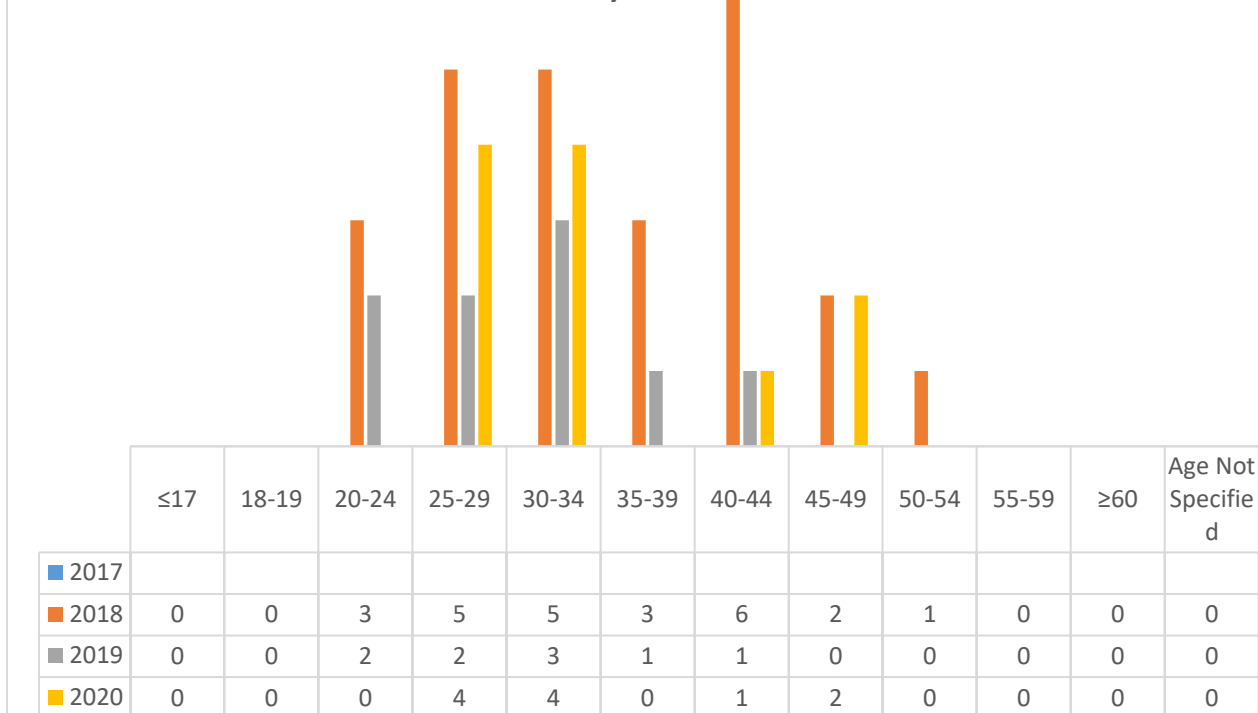
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases									25	10	7
New & recontact cases									25	9	11
New cases									25	9	7
Closed cases									9	35	13

Details Regarding New and Re-contact Cases Opened

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



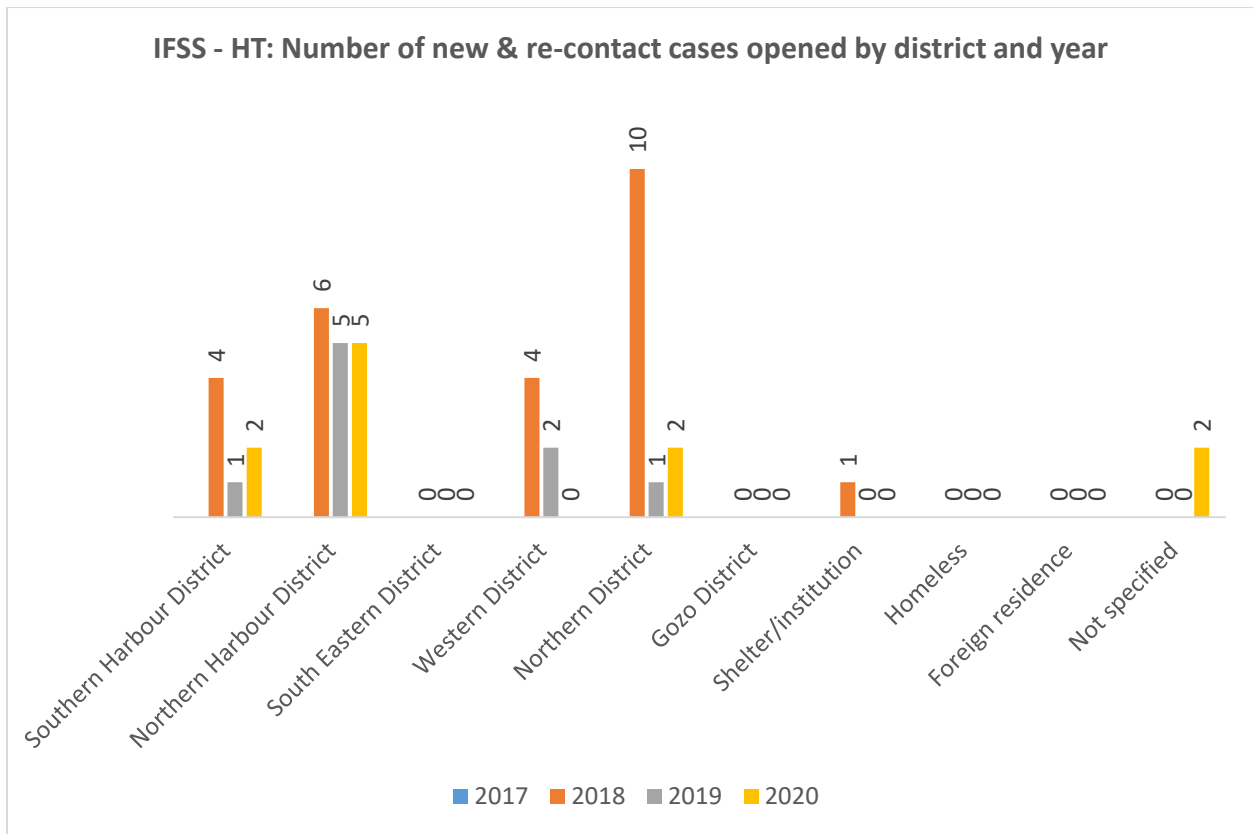
IFSS - HT: Number of new & re-contact cases opened by age category and year



IFSS - HT: New & re-contact cases by age and gender
January – December 2020

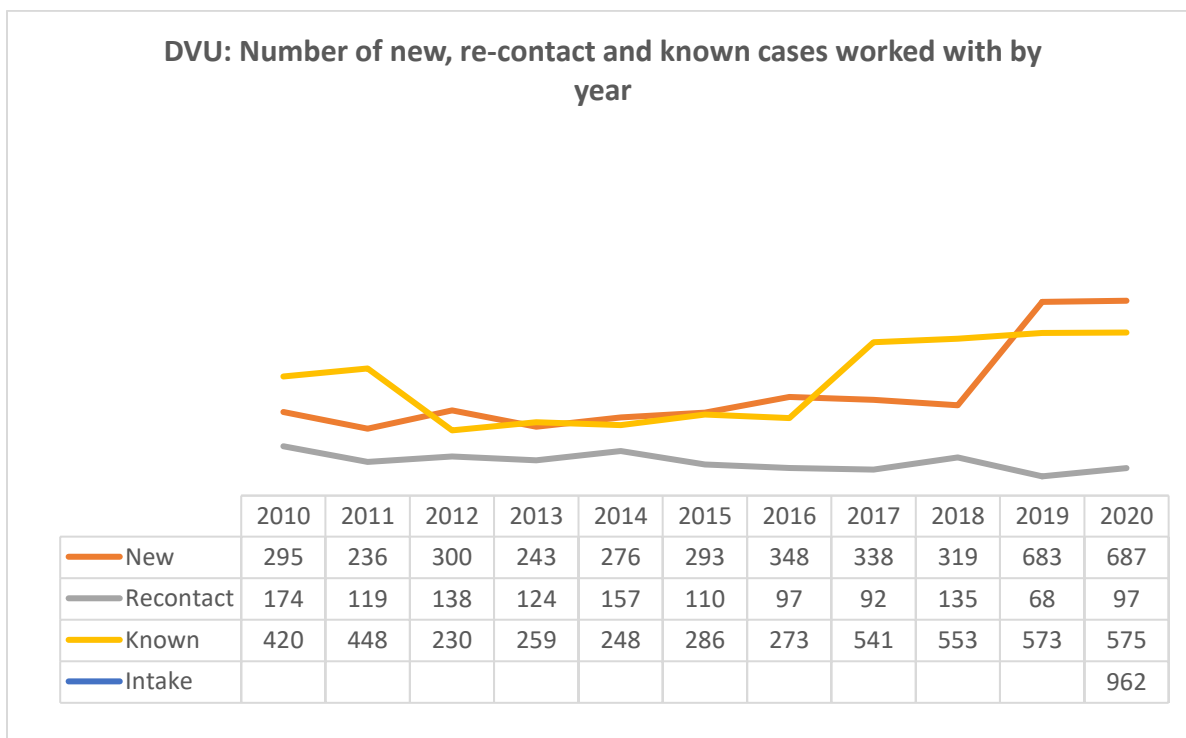
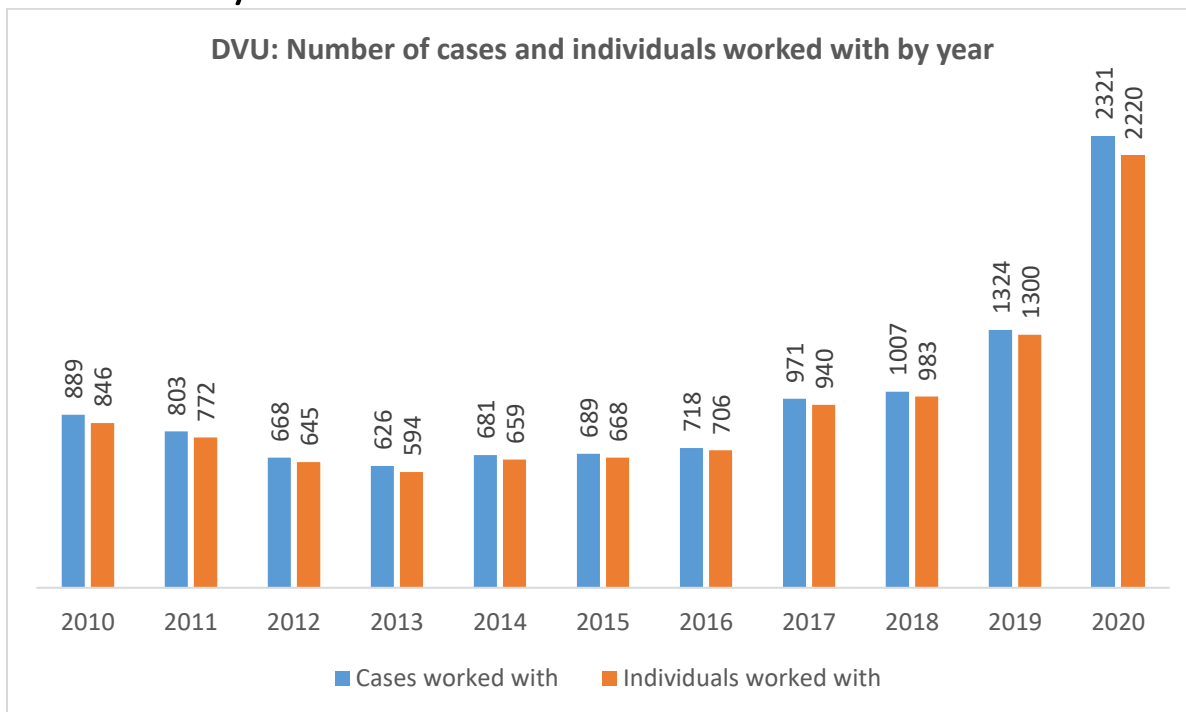
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	4	4
30-34	0	4	4
35-39	0	0	0
40-44	0	1	1
45-49	0	2	2
50-54	0	0	0
55-59	0	0	0
≥60	0	0	0
Not specified	0	0	0
Total	0	11	11

IFSS - HT: New & re-contact cases by type of alleged trafficking and gender January – December 2020			
	Male	Female	Total
Labour exploitation	0	8	8
Domestic servitude	0	2	2
Domestic servitude/sexual exploitation	0	4	4
Not specified	0	1	0
Total	0	11	11



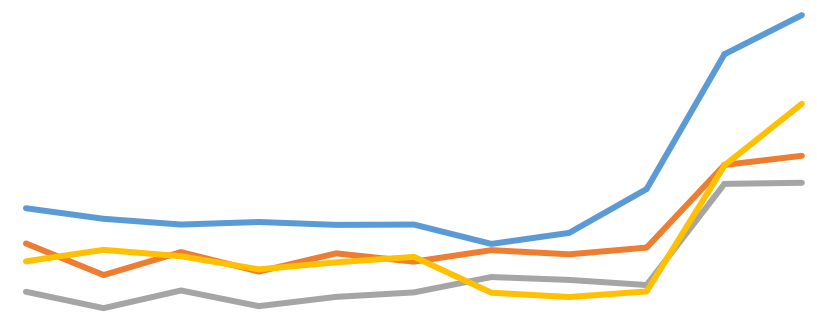
Domestic Violence Service (DVU)

Case Activity⁴



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

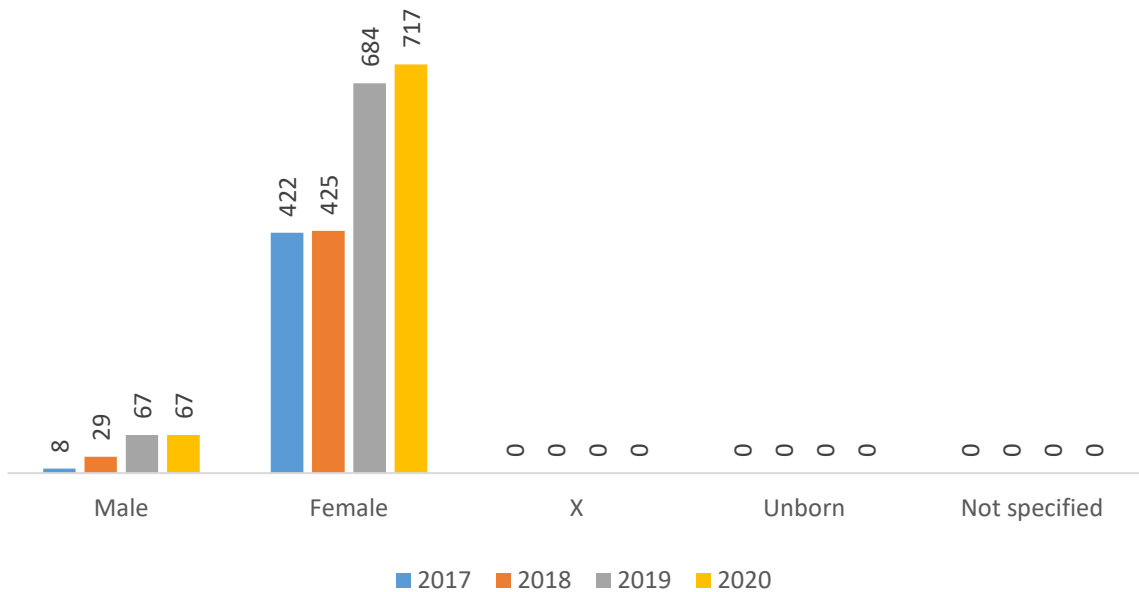
DVU: Number of referred, new & re-contact, new and closed cases by year



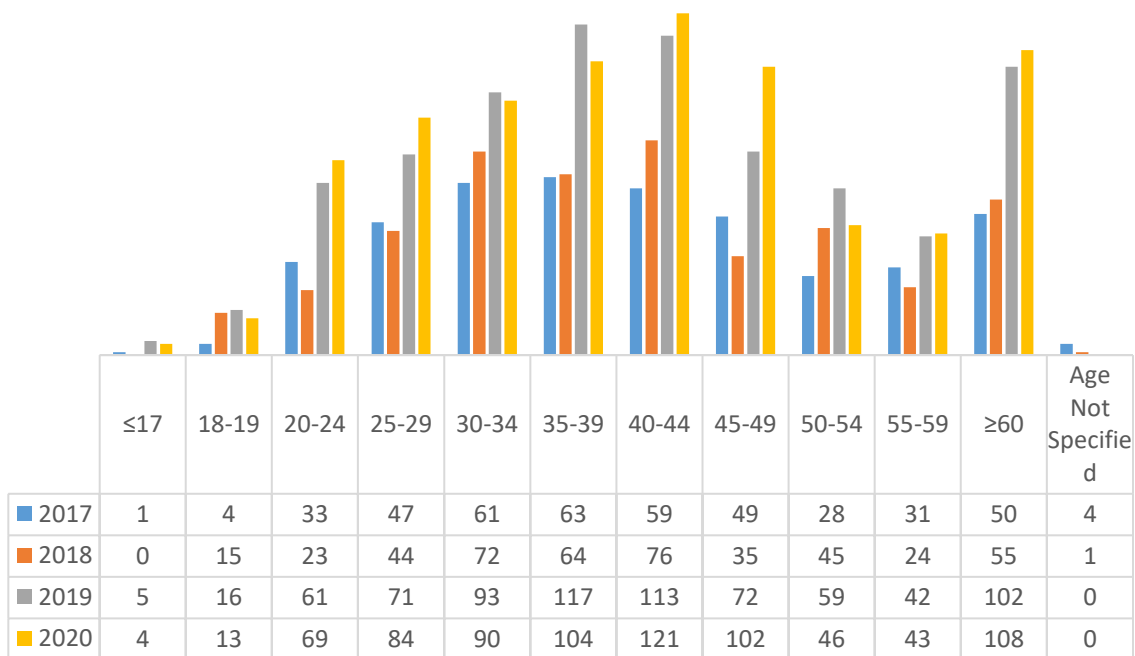
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	595	557	537	546	535	537	467	507	665	1149	1290
New & recontact cases	469	355	438	367	433	403	445	430	454	751	784
New cases	295	236	300	243	276	293	348	338	319	683	687
Closed cases	404	446	423	375	401	420	291	276	296	749	971

Details Regarding New and Re-contact Cases Opened

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

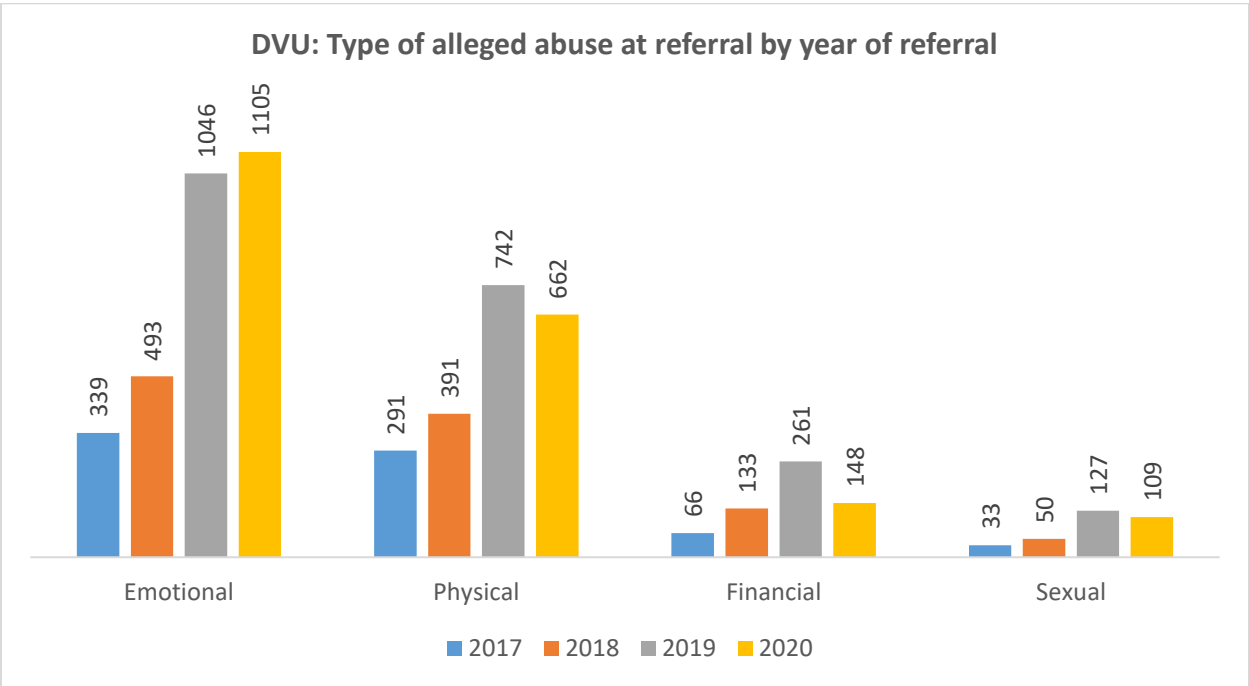
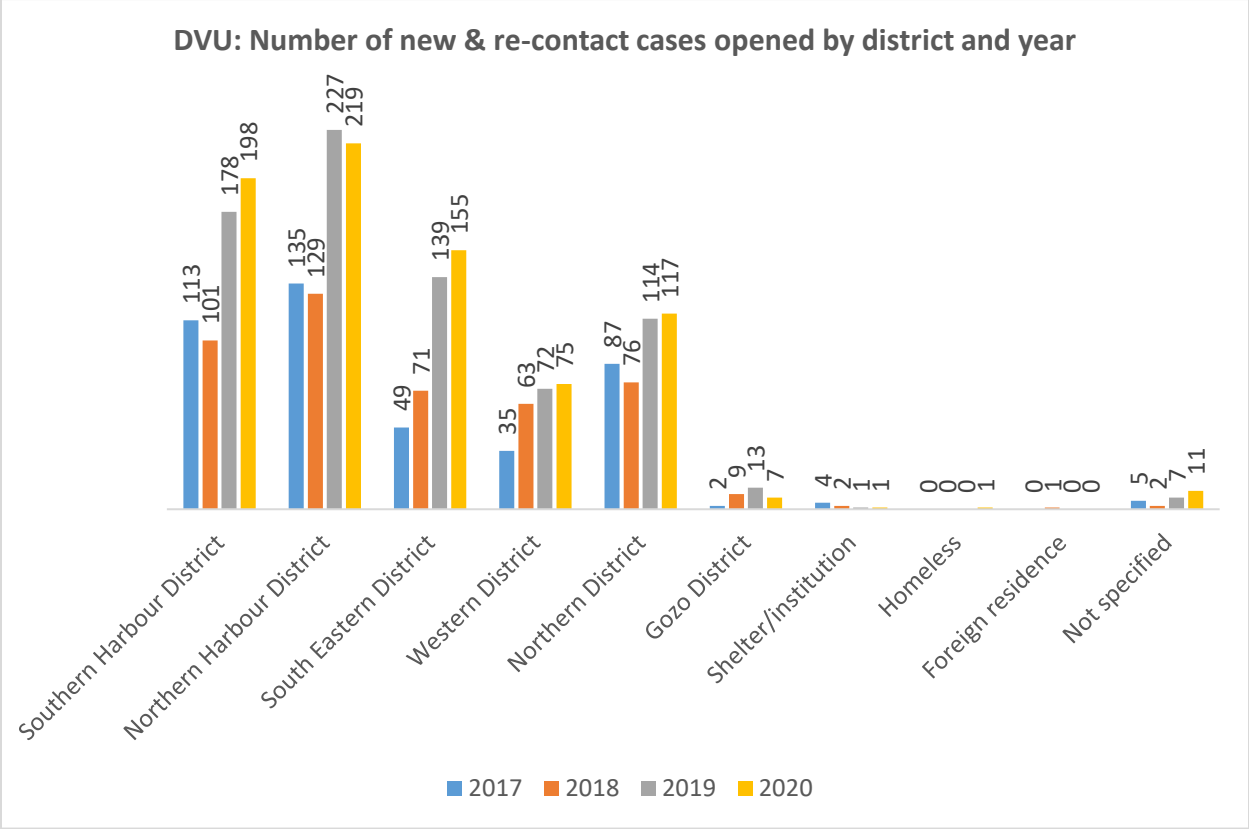


DVU: Number of new & re-contact cases opened by age category and year



**DVU: New & re-contact cases by age and gender
January – December 2020**

	Male	Female	Total
≤17	0	4	4
18-19	1	12	13
20-24	4	65	69
25-29	8	76	84
30-34	5	85	90
35-39	4	100	104
40-44	2	119	121
45-49	12	90	102
50-54	8	38	46
55-59	0	43	43
≥60	23	85	108
Not specified	0	0	0
Total	67	717	784

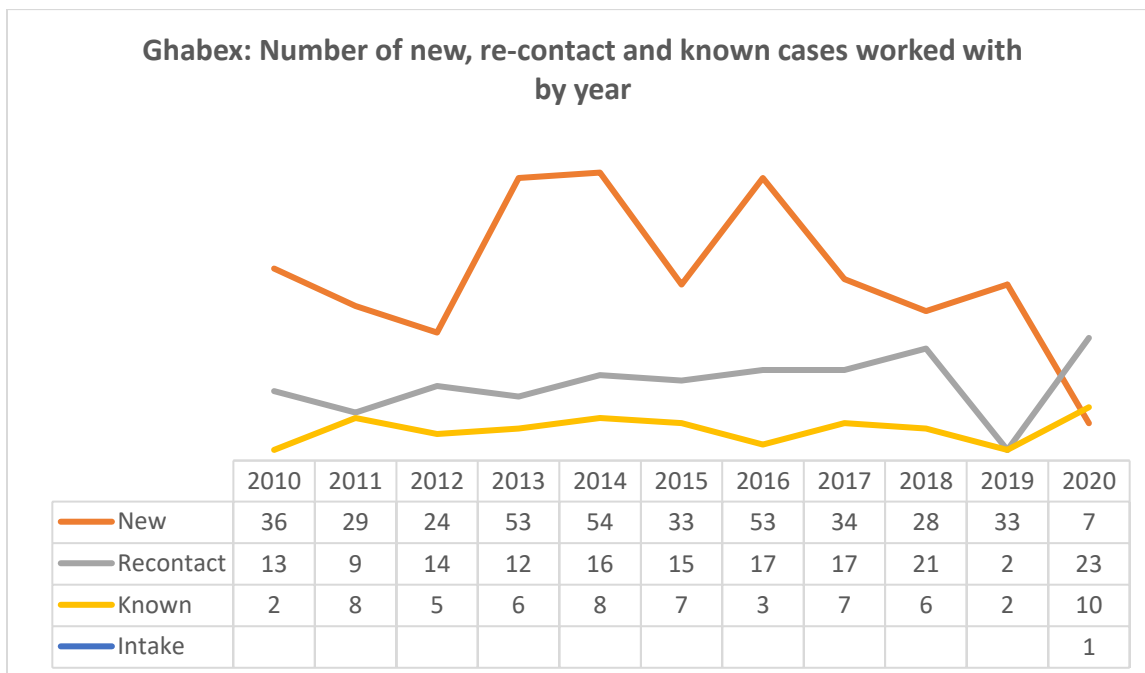
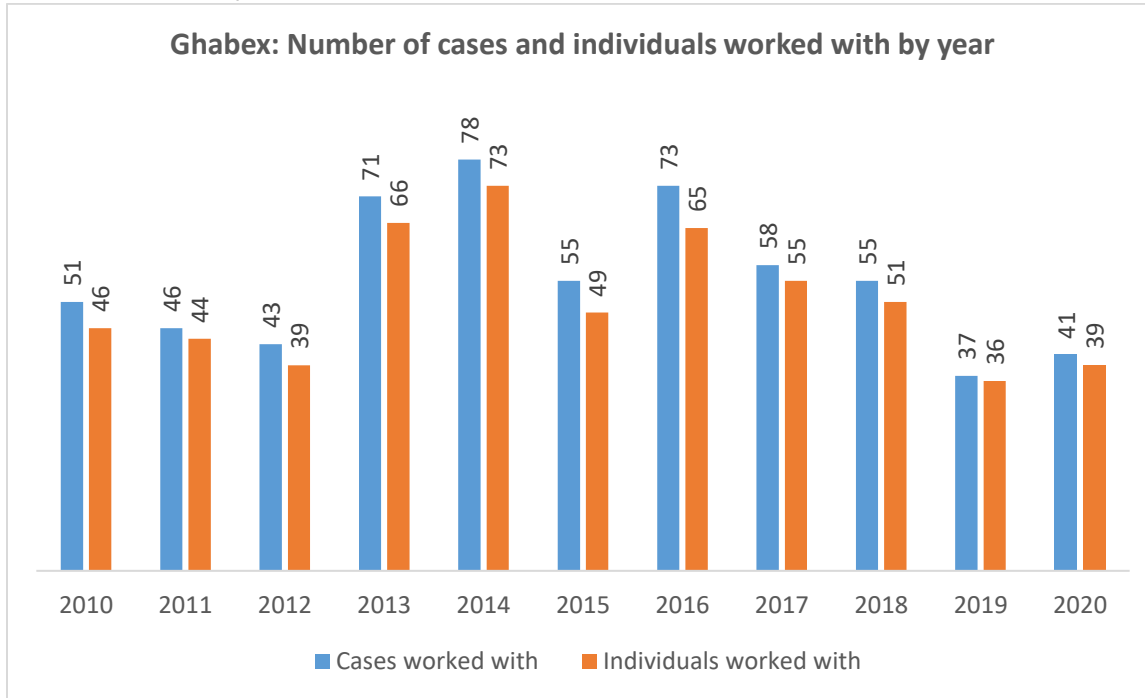


Note⁵

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

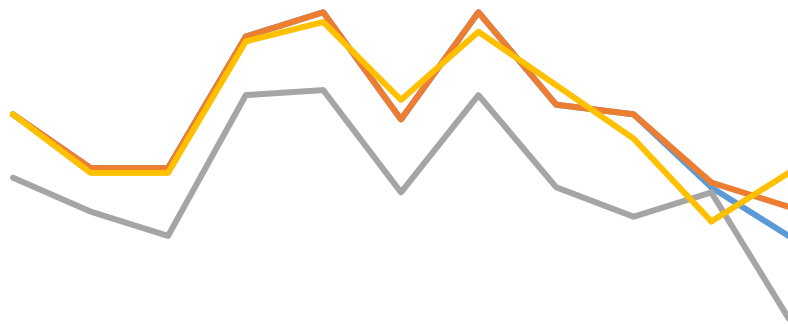
Ghabex Shelter

Case Activity⁶



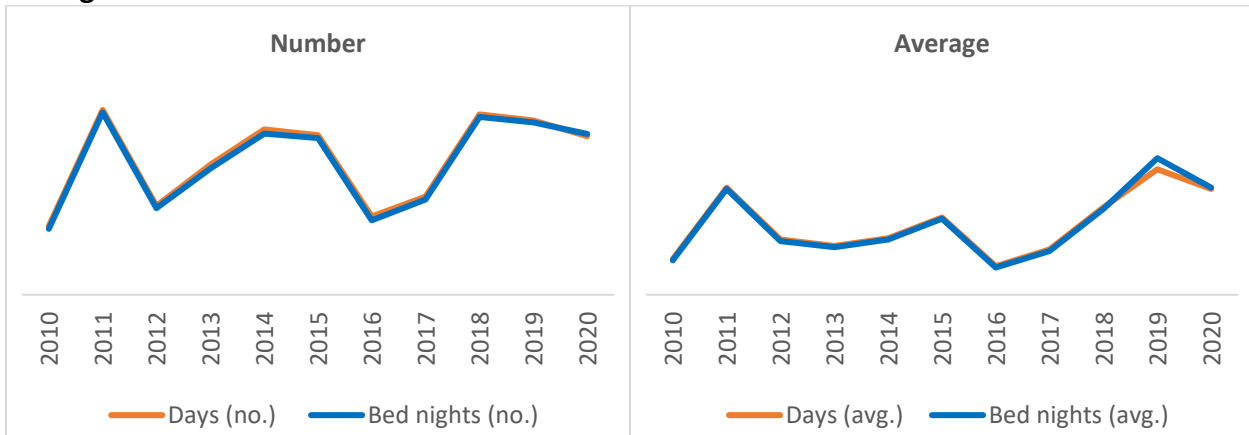
⁶ A new data collection system and reporting format was introduced in 2020.

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



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	49	38	38	65	70	48	70	51	49	34	24
New & recontact cases	49	38	38	65	70	48	70	51	49	35	30
New cases	36	29	24	53	54	33	53	34	28	33	7
Closed cases	49	37	37	64	68	52	66	55	44	27	37

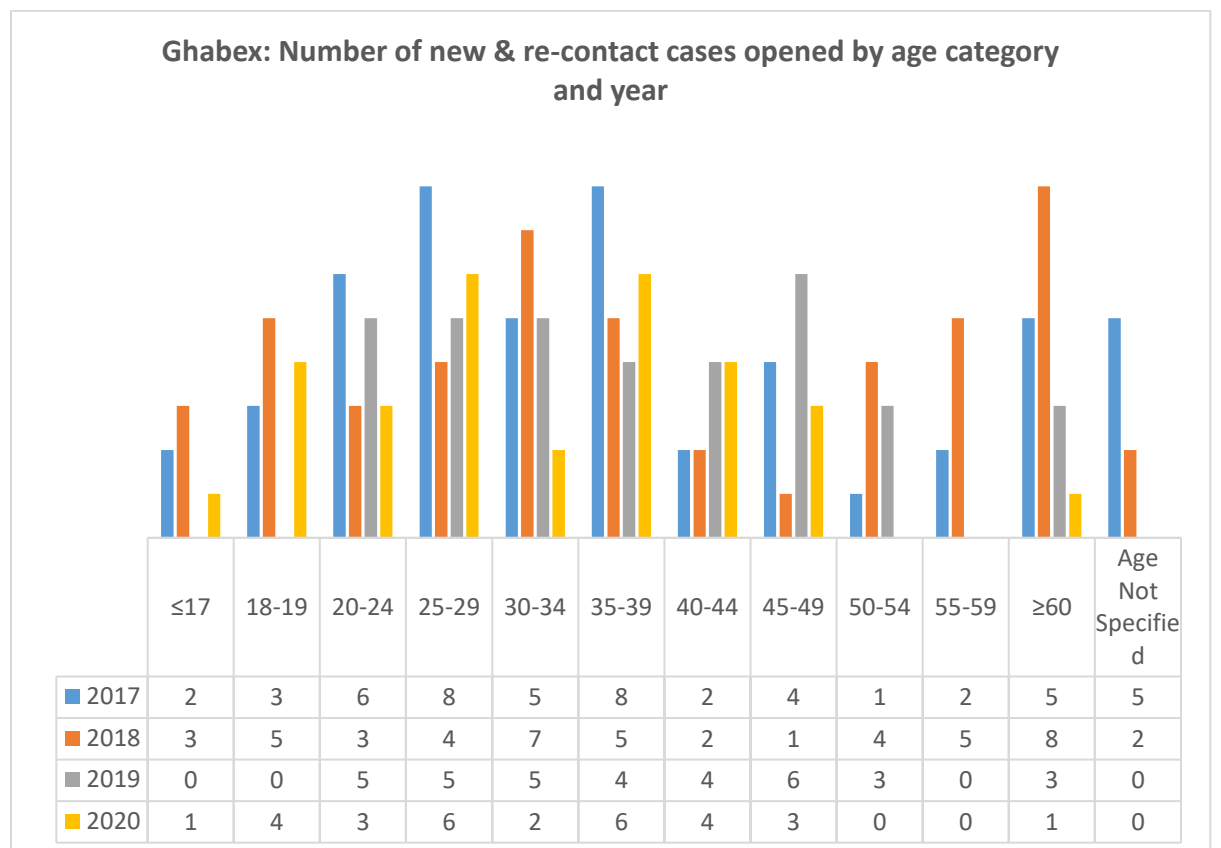
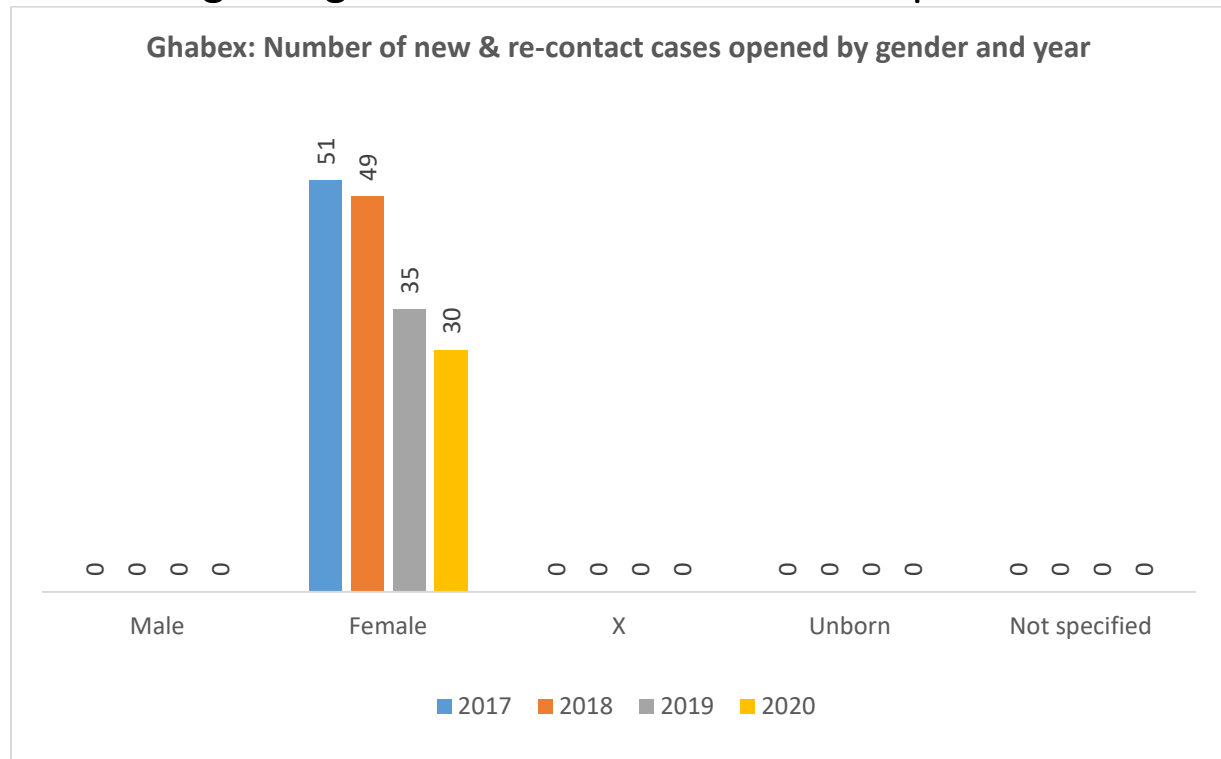
Ghabex: Days and nights stayed by service users who attended* Ghabex – Number and average



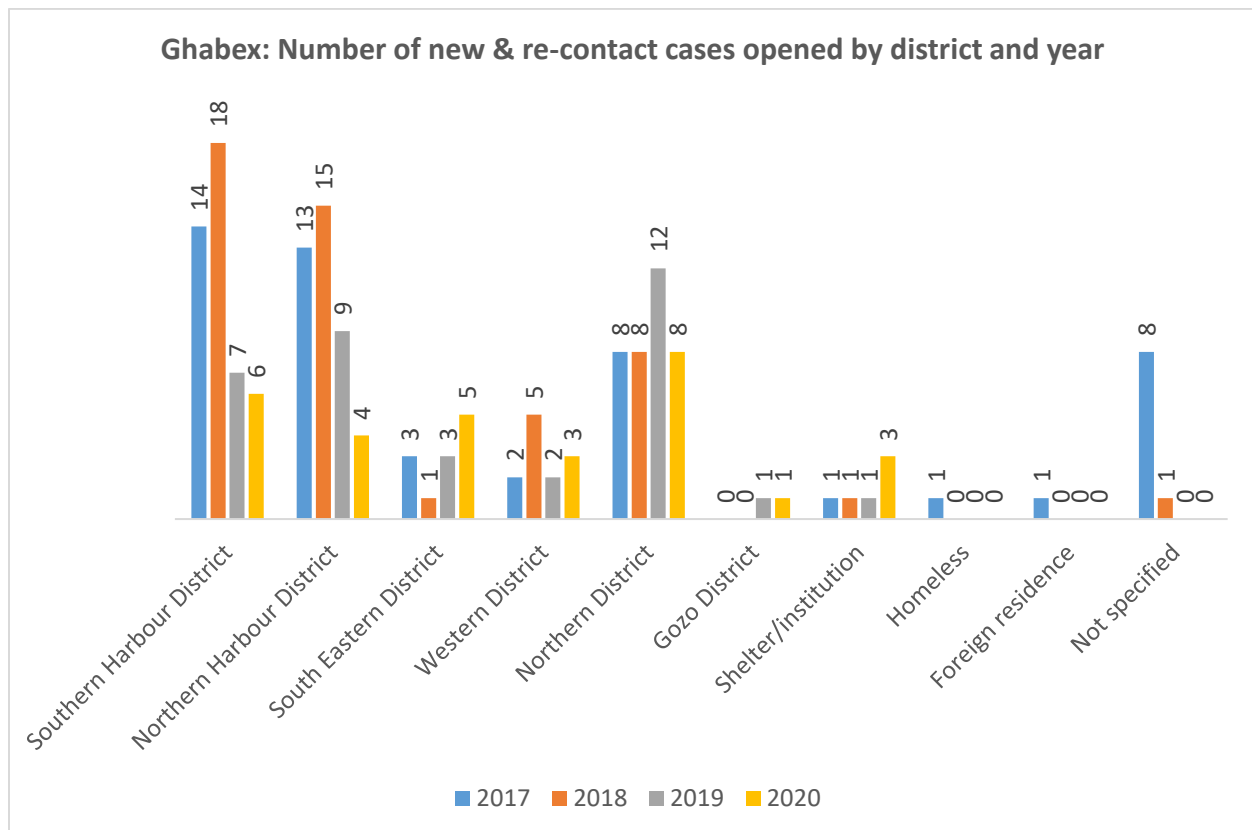
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Days (no.)	1323	3566	1716	2510	3189	3081	1508	1896	3483	3361	3062
Bed nights (no.)	1272	3520	1673	2439	3111	3026	1435	1838	3428	3324	3102
Days (avg.)	25.9	77.5	39.9	35.4	40.9	56	20.7	32.7	63.3	90.8	76.6
Bed nights (avg.)	24.9	76.5	38.9	34.4	39.9	55	19.7	31.7	62.3	98.8	77.6

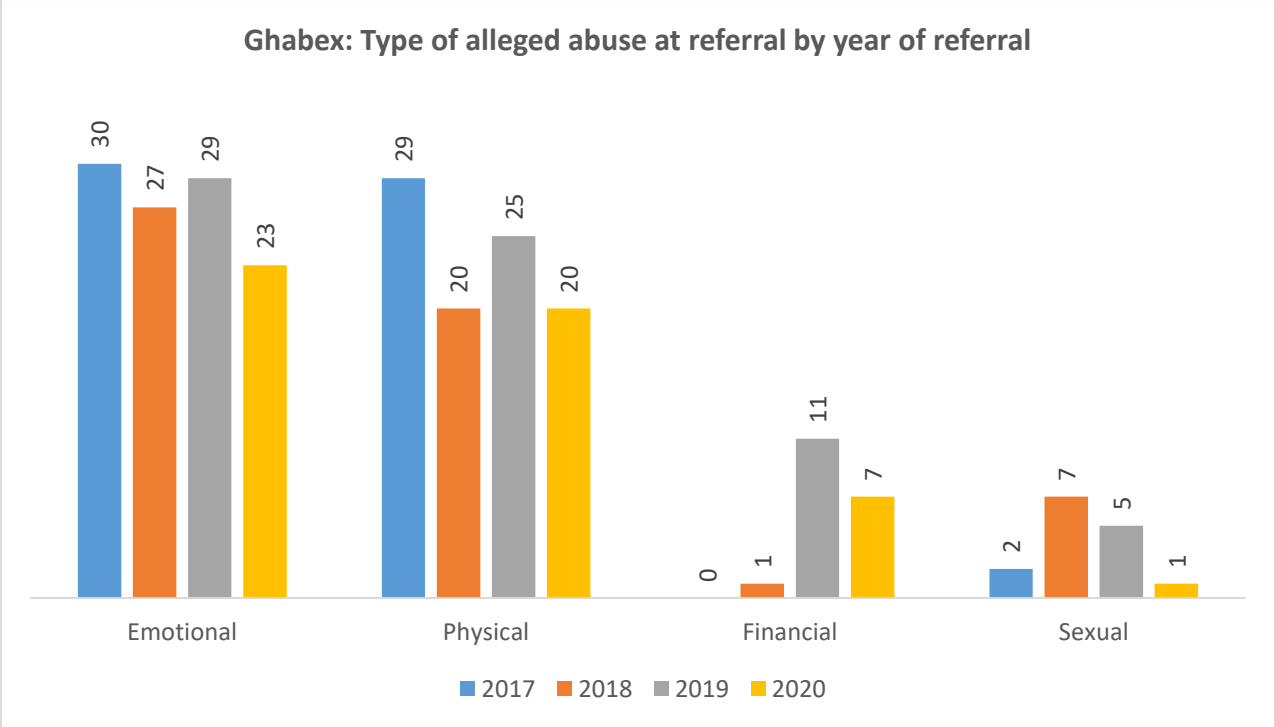
*attended = Active, on-hold or closed in the period

Details Regarding New and Re-contact Cases Opened



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



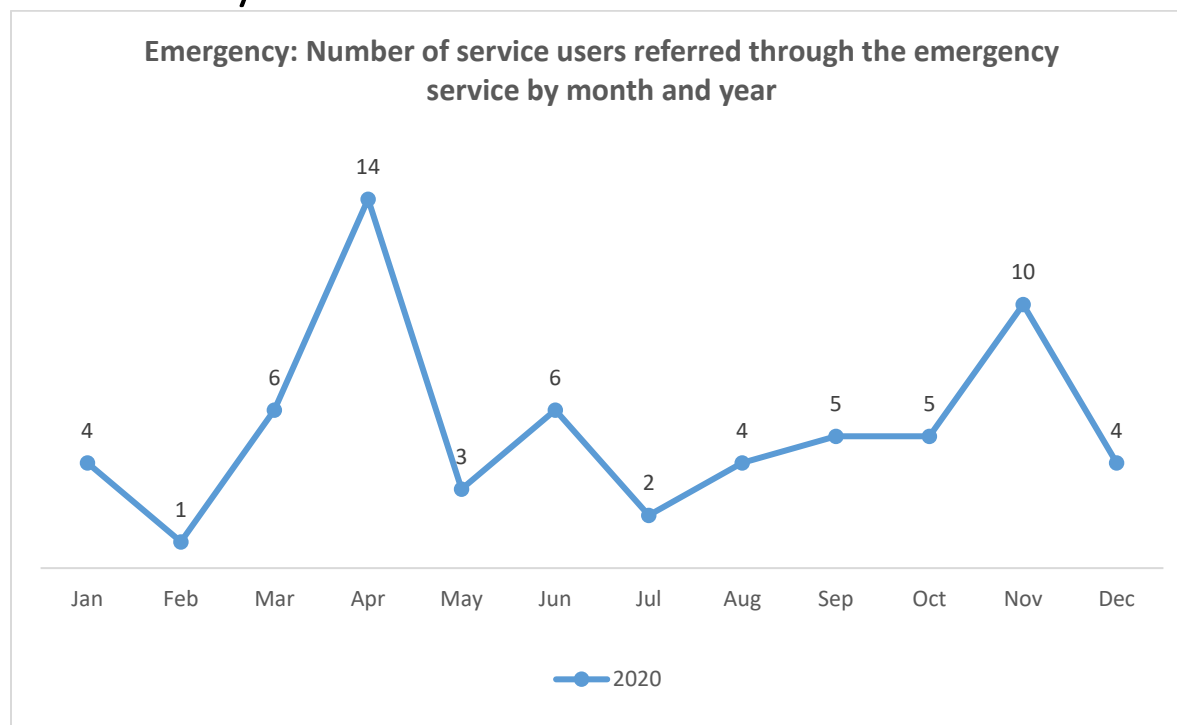


Note⁷

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

Emergency Service

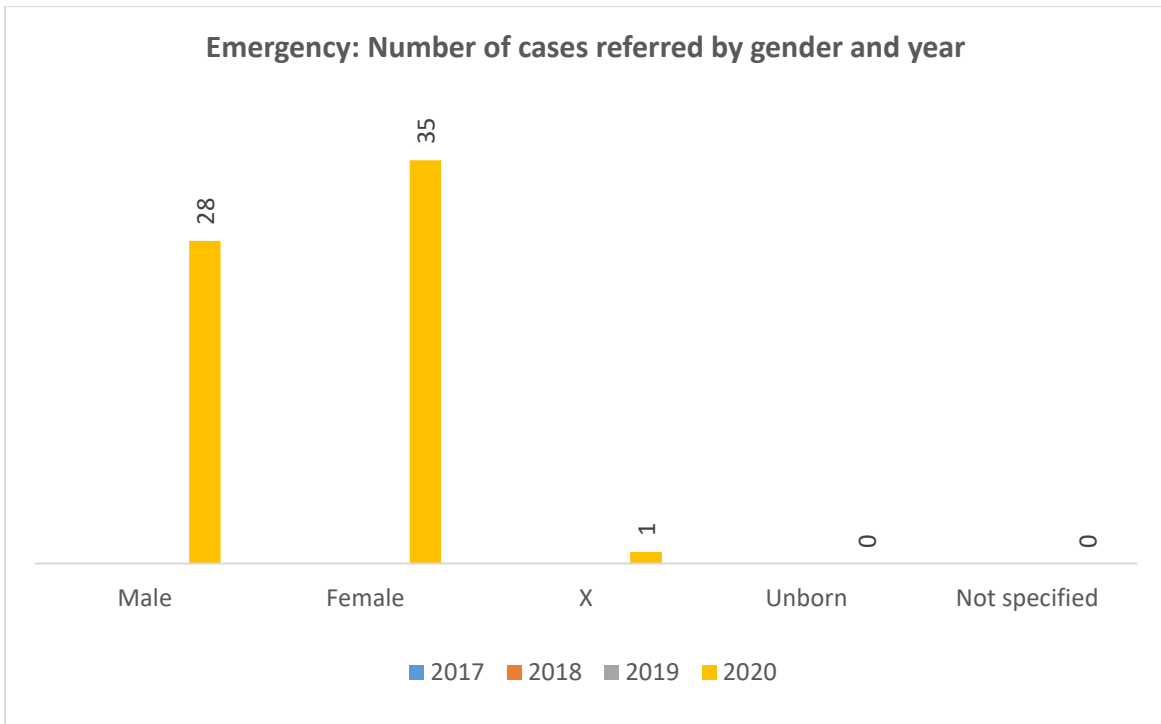
Case Activity⁸



Emergency: Case referred by service referred to and gender
January – December 2020

	Male	Female	X	Total
Addictions Community	2	0	0	2
Child Protection Investigation	7	11	0	18
Domestic Violence Unit	2	9	0	11
Fostering	1	0	0	1
Għabex	1	3	0	4
Mosta Community	0	1	0	1
Paulo Freire Institute	3	0	0	3
Prison Project	1	0	0	1
Southern Community	0	0	1	1
Valletta Community	0	1	0	1
Victoria Community Family Centre	10	10	0	20
Western Community	1	0	0	1
Total	28	35	1	64

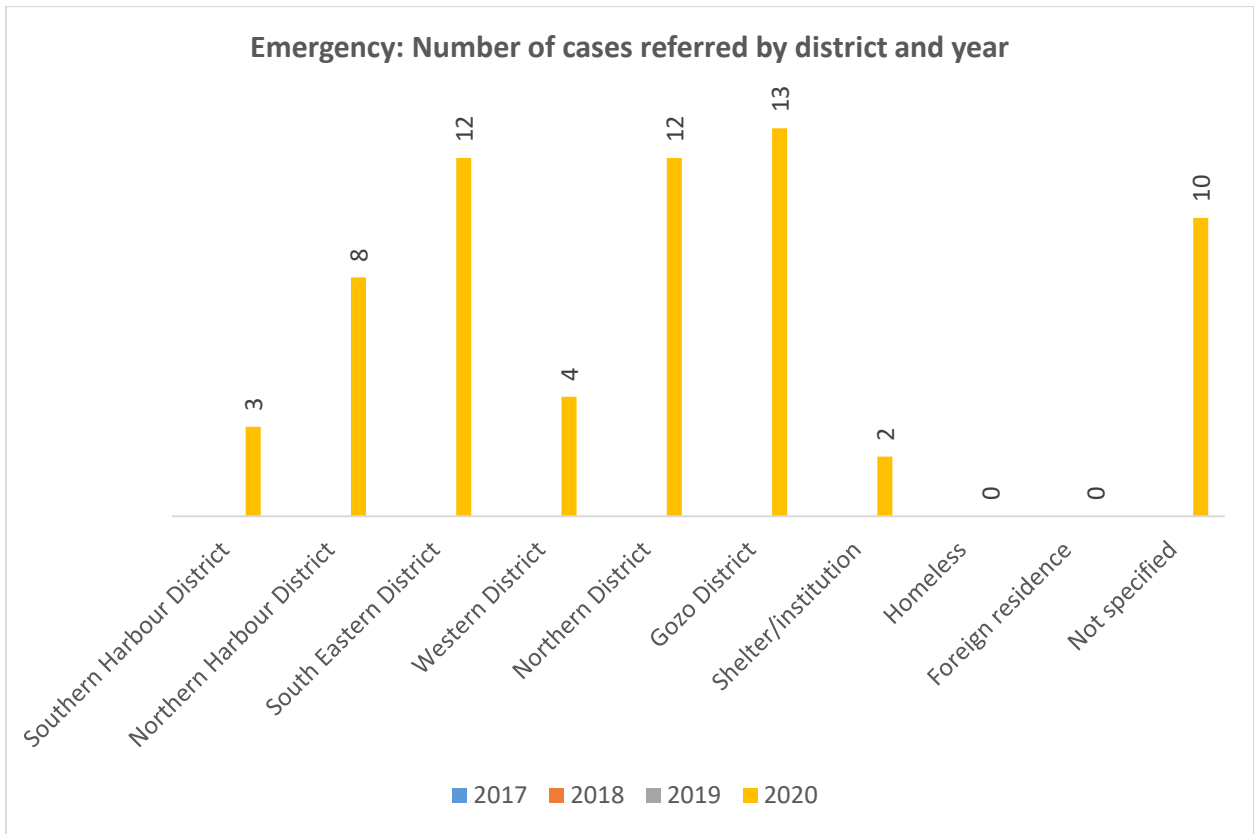
⁸ A new data collection system and reporting format was introduced in 2020.



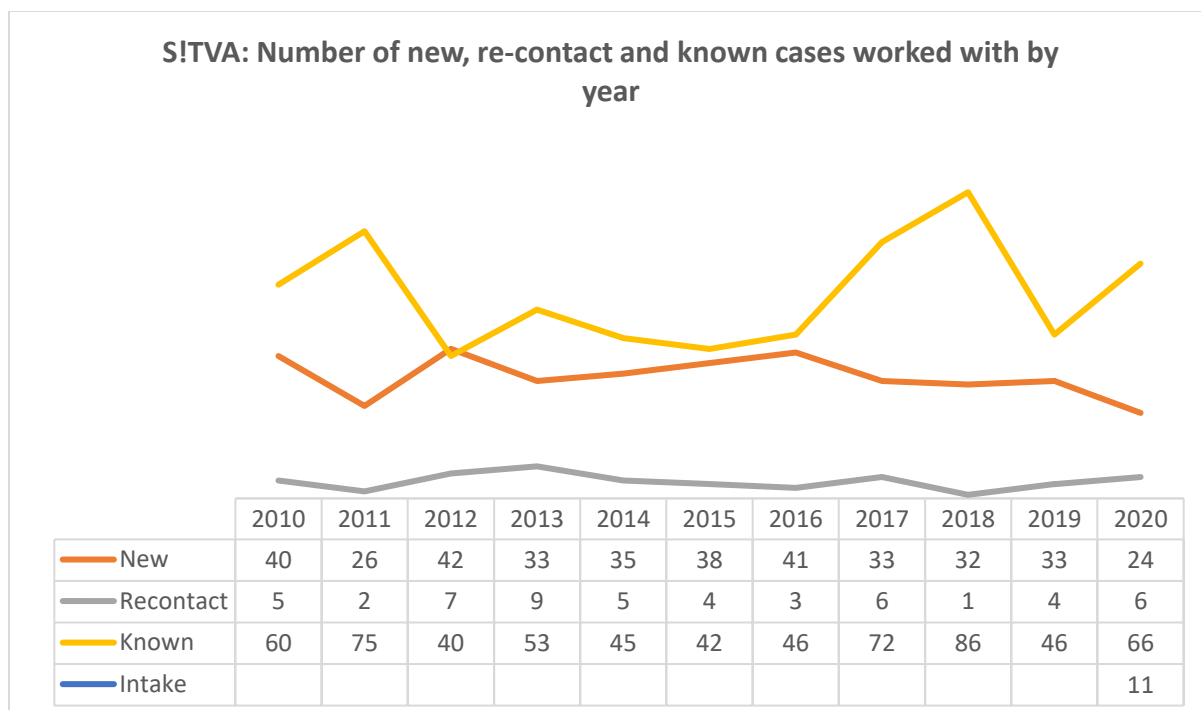
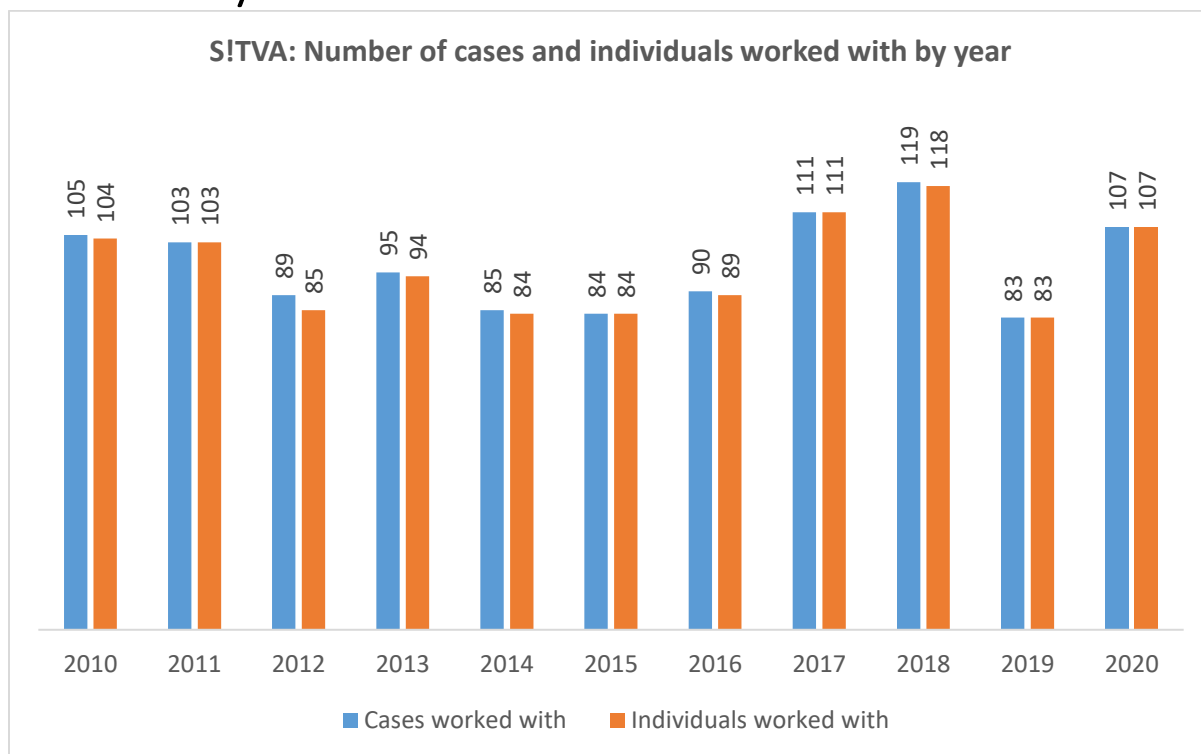
Emergency: Case referred by age and gender January – December 2020

	Male	Female	X	Total
≤17	8	11	0	19
18-19	2	2	0	4
20-24	2	3	0	5
25-29	3	1	0	4
30-34	1	1	0	2
35-39	0	3	0	3
40-44	4	3	0	7
45-49	3	4	0	7
50-54	0	0	0	0
55-59	2	1	1	4
≥60	3	6	0	9
Not specified	0	0	0	0
Total	28	35	1	64

Emergency: Number of cases referred by district and year

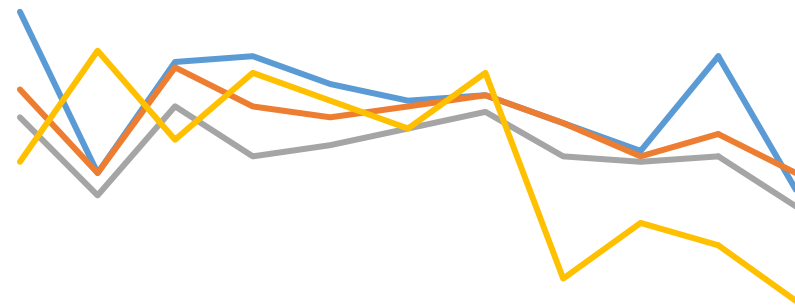


Stop! The Violence and Abuse Service (S!TVA) Case Activity⁹



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

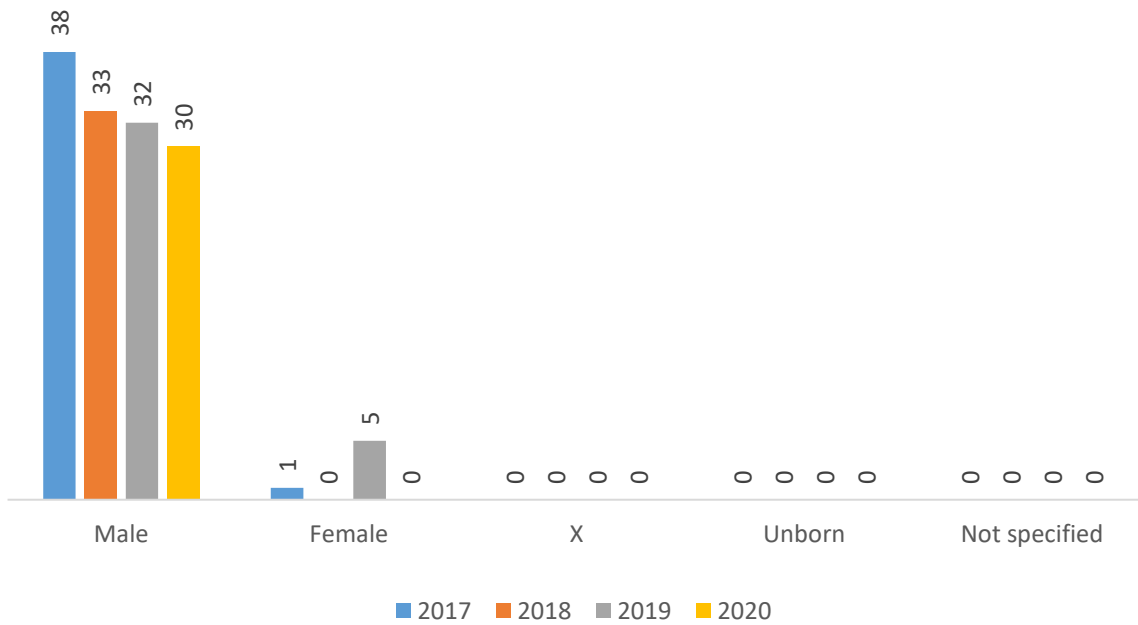
S!TVA: Number of referred, new & re-contact, new and closed cases by year



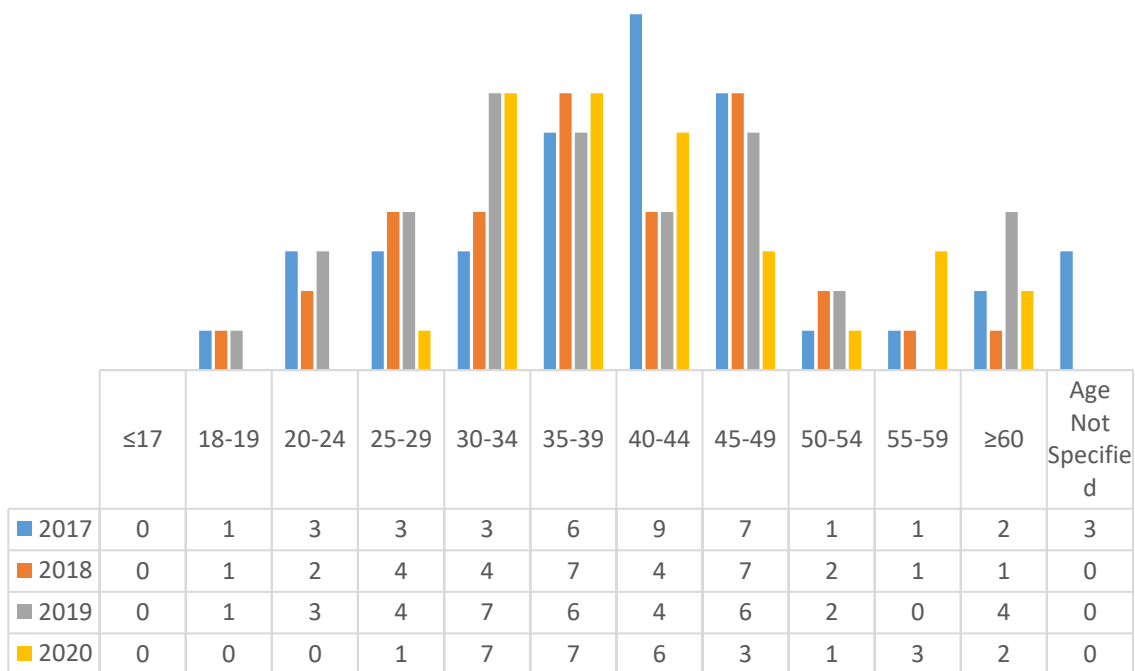
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	59	30	50	51	46	43	44	39	34	51	27
New & recontact cases	45	30	49	42	40	42	44	39	33	37	30
New cases	40	26	42	33	35	38	41	33	32	33	24
Closed cases	32	52	36	48	43	38	48	11	21	17	7

Details Regarding New and Re-contact Cases Opened

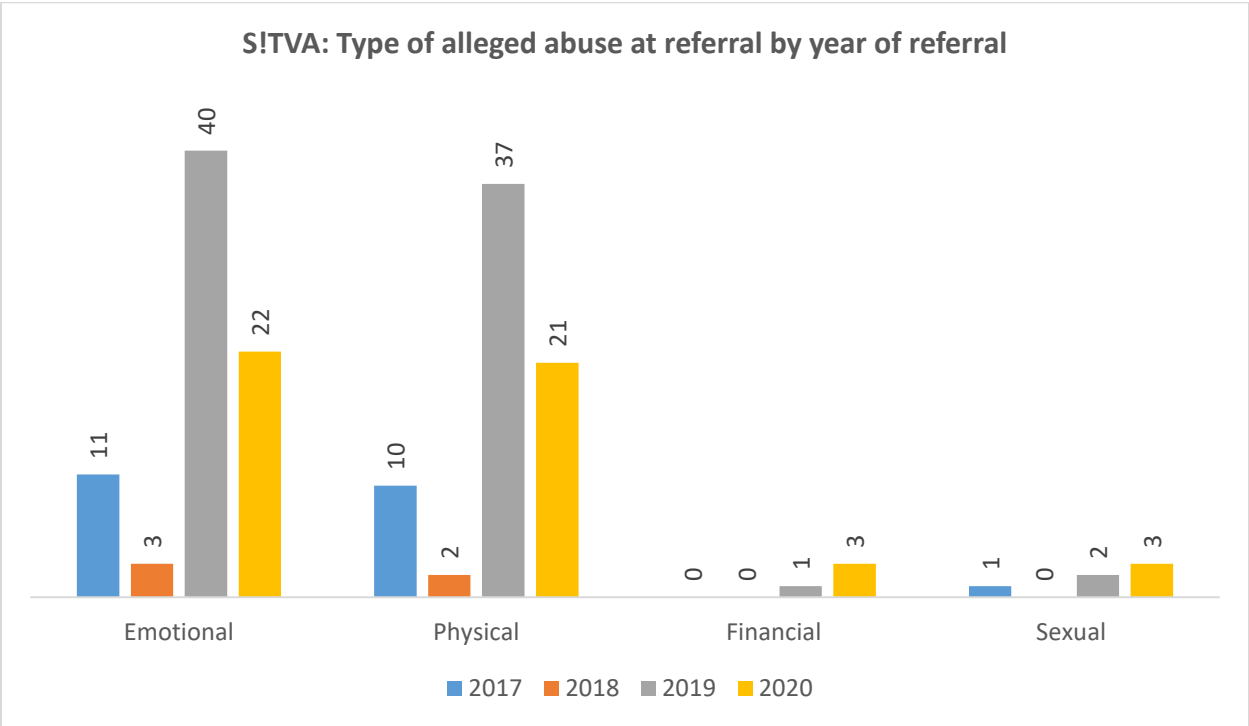
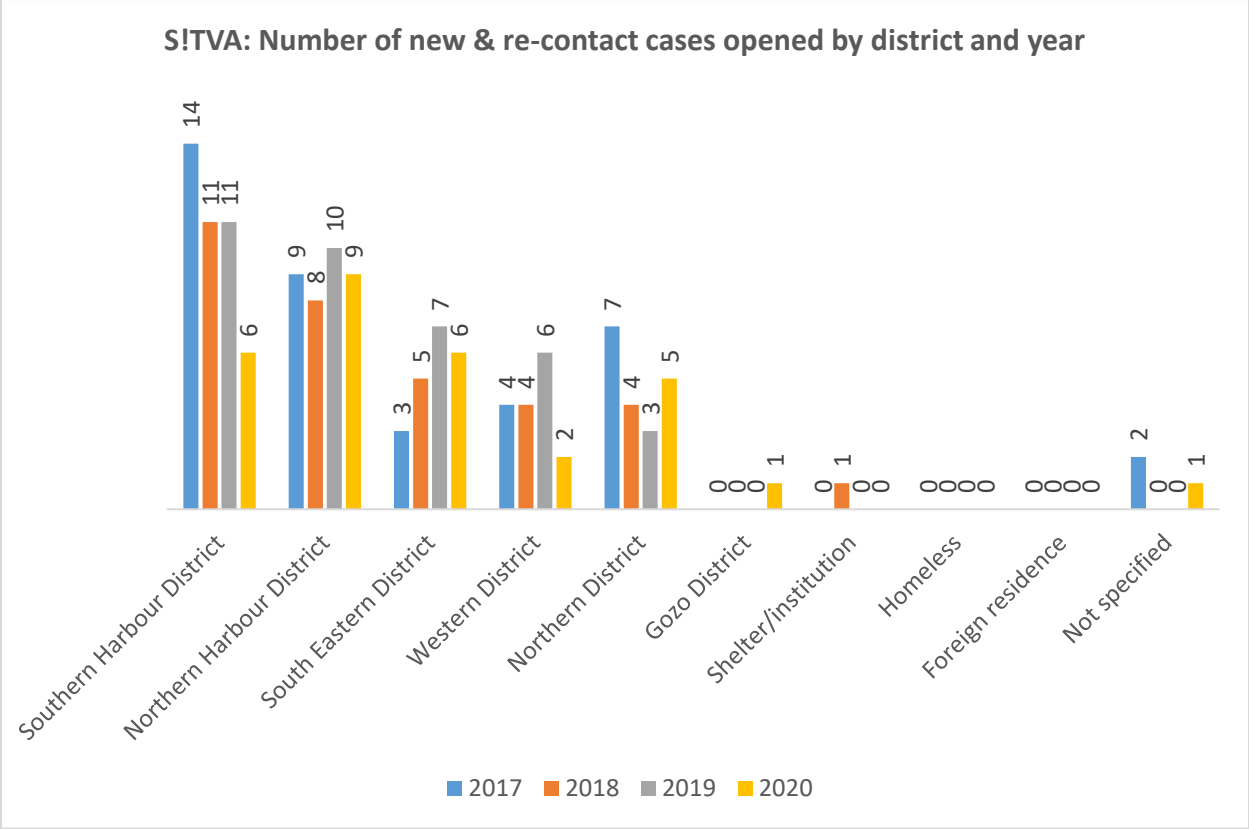
S!TVA: Number of new & re-contact cases opened by gender and year



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



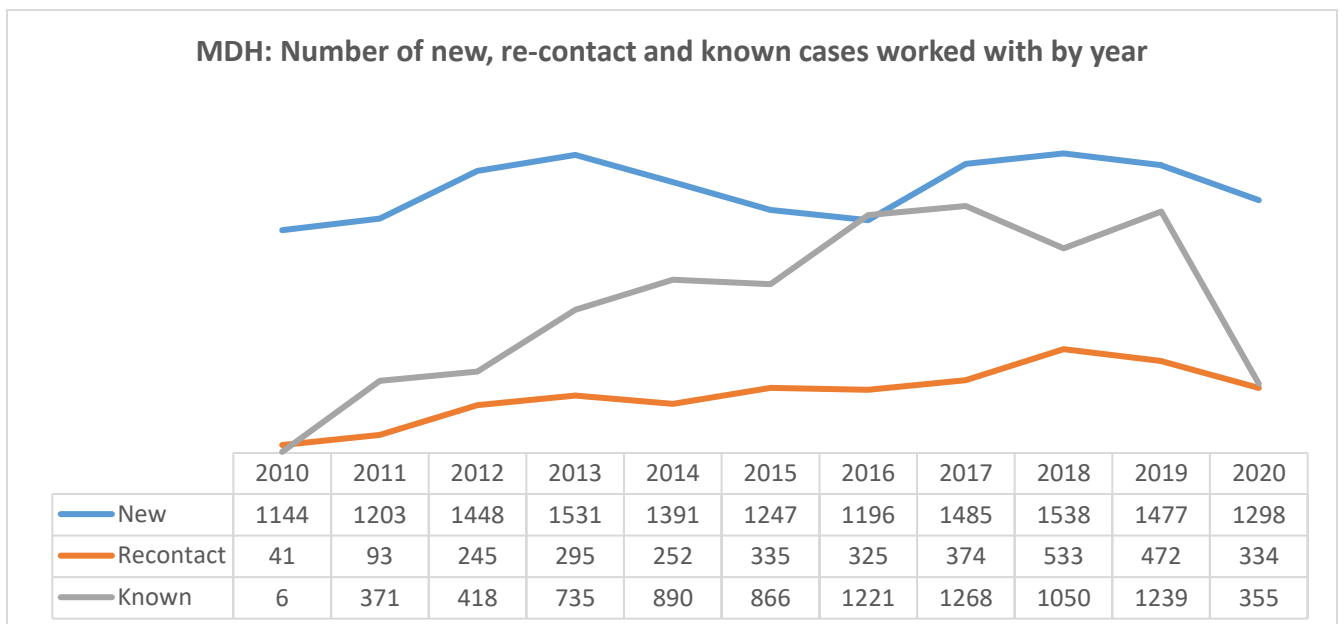
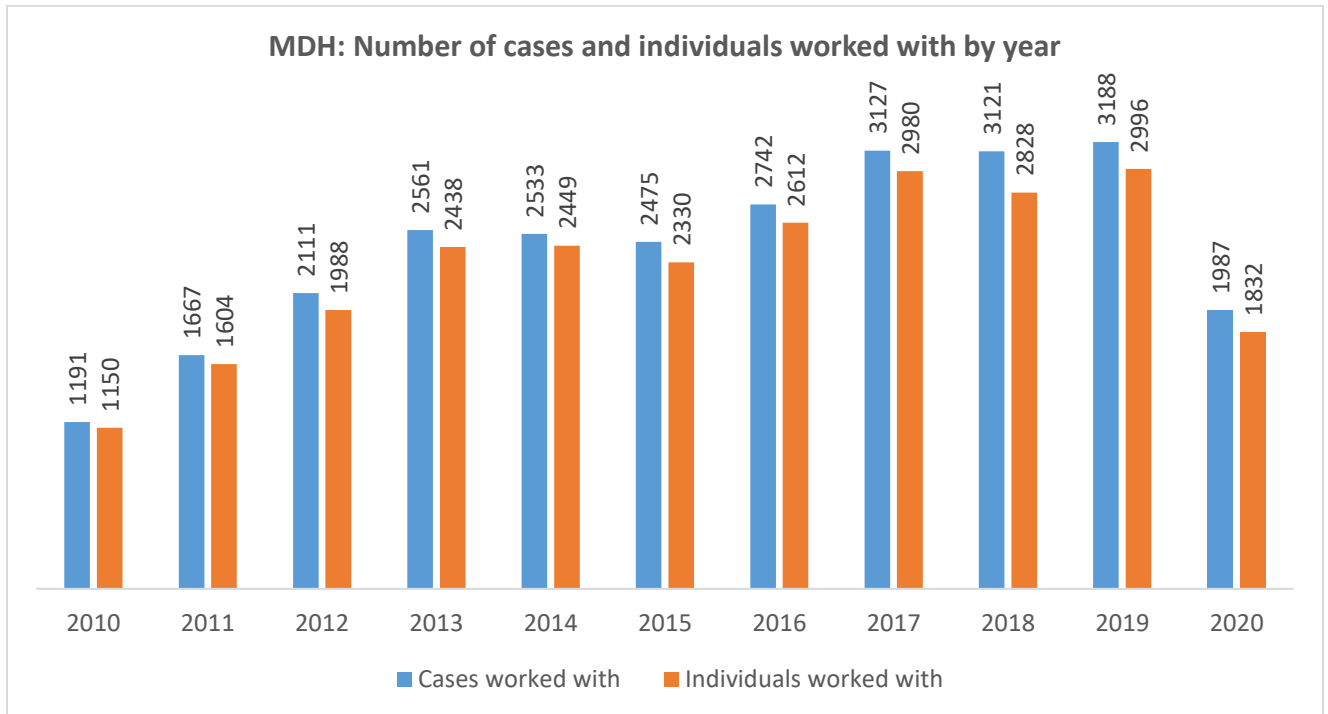
SITVA: New & re-contact cases by age and gender January – December 2020			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	1	0	1
30-34	7	0	7
35-39	7	0	7
40-44	6	0	6
45-49	3	0	3
50-54	1	0	1
55-59	3	0	3
≥60	2	0	2
Not specified	0	0	0
Total	30	0	30



Note¹⁰

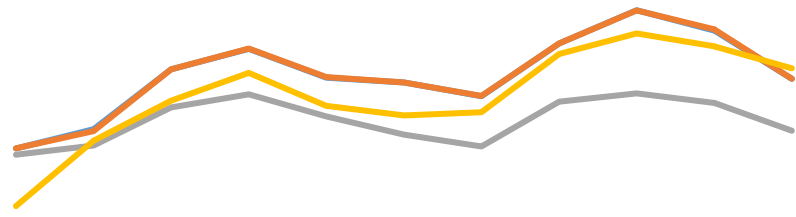
¹⁰ Service users may experience more than one form of abuse and thus the data cannot be summed.

Mater Dei Hospital Social Work Service (MDH) Case Activity¹¹



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

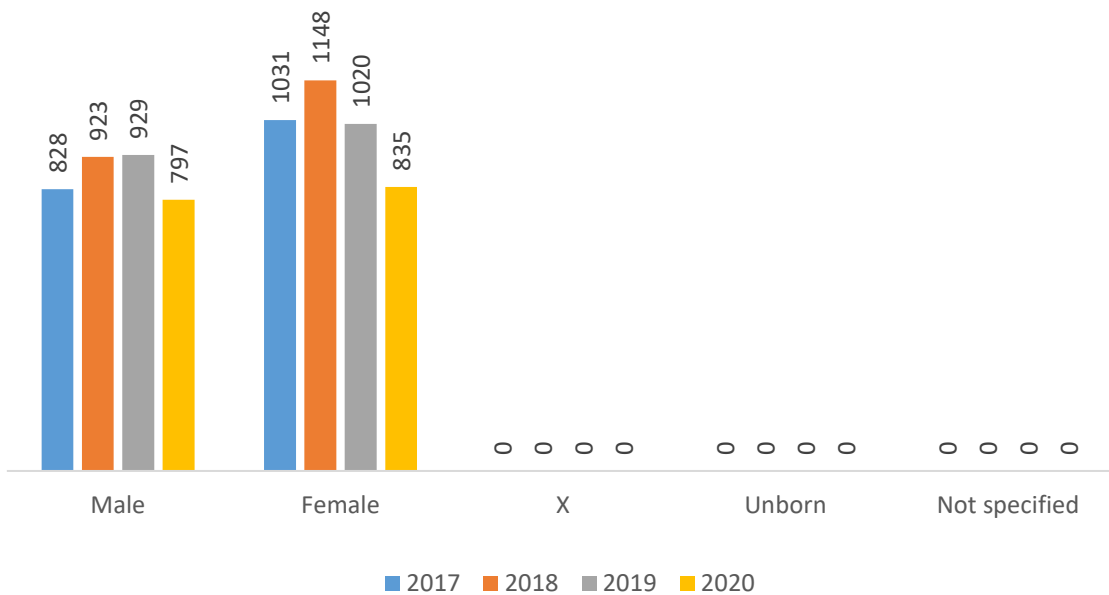
MDH: Number of referred, new & re-contact, new and closed cases by year



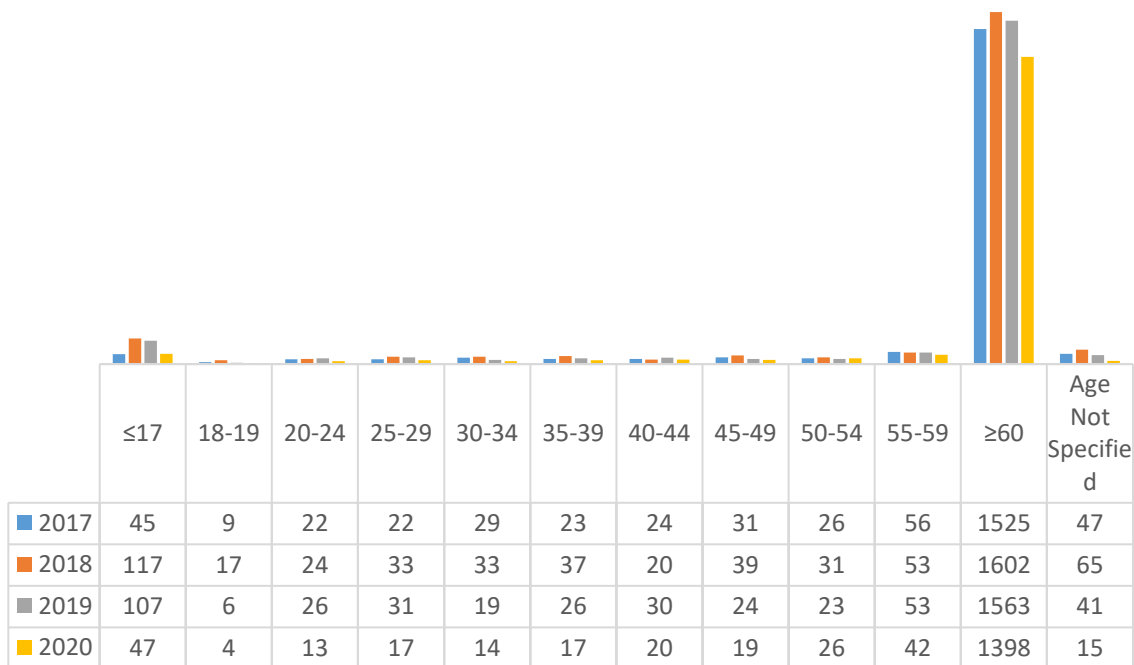
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	1184	1308	1693	1823	1638	1609	1519	1859	2072	1942	1631
New & recontact cases	1185	1296	1693	1826	1643	1609	1521	1859	2071	1949	1632
New cases	1144	1203	1448	1531	1391	1274	1196	1485	1538	1477	1298
Closed cases	814	1234	1490	1670	1458	1397	1417	1790	1923	1840	1699

Details Regarding New and Re-contact Cases Opened

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



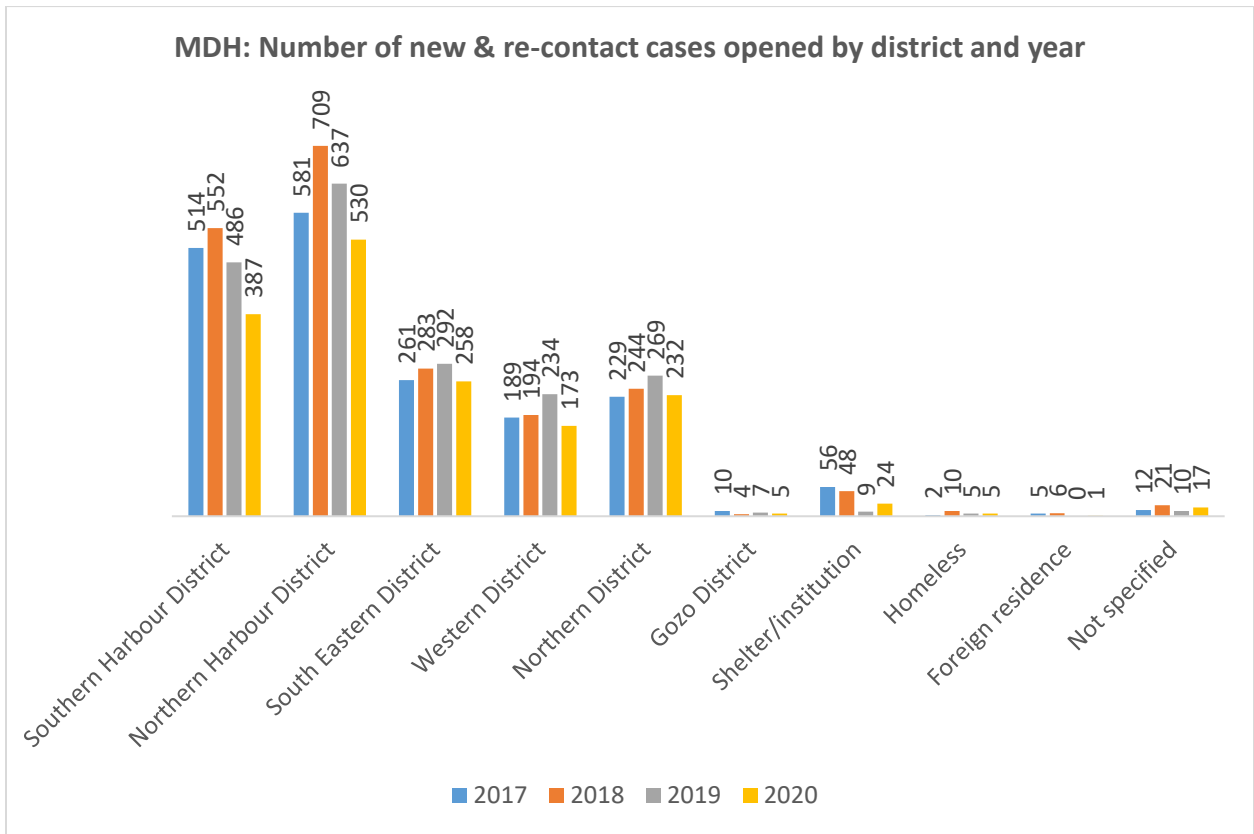
MDH: Number of new & re-contact cases opened by age category and year



MDH: New and re-contact cases by age and gender
January – December 2020

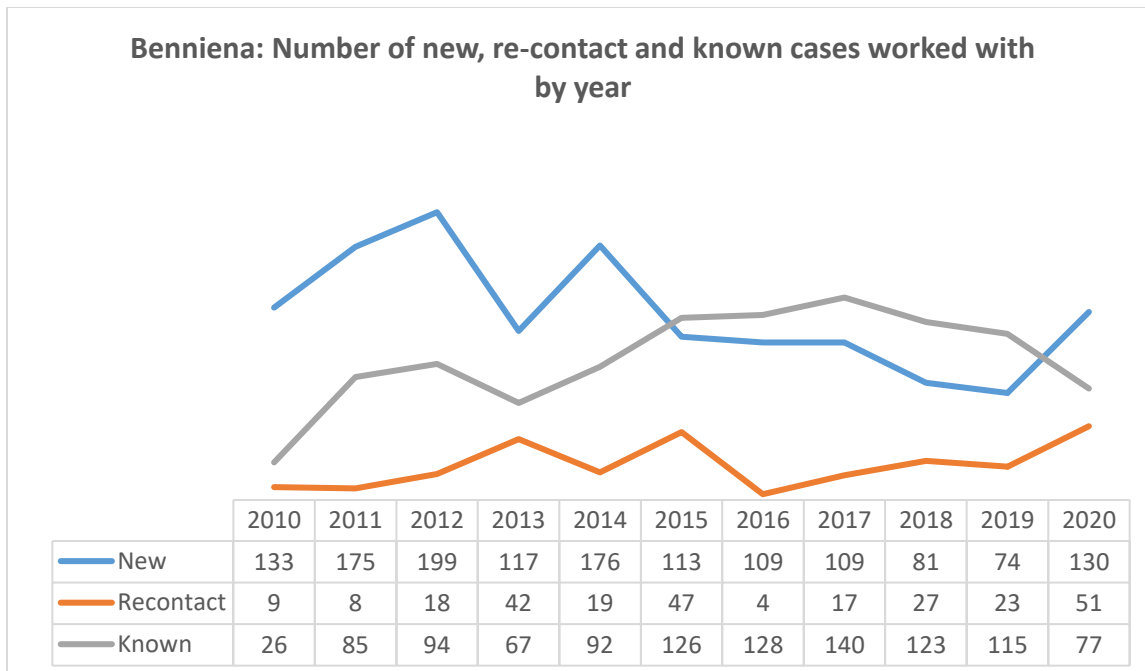
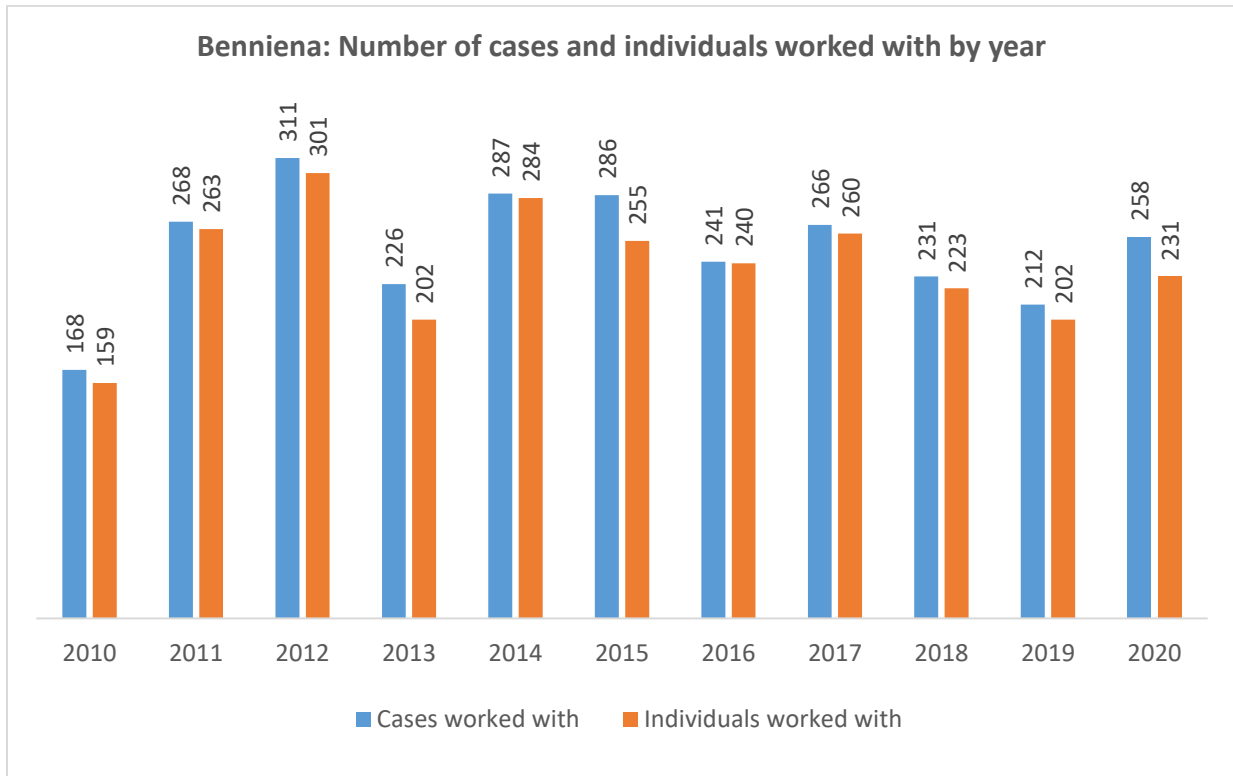
	Male	Female	Sex not specified	Total
≤17	22	25	0	47
18-19	2	2	0	4
20-24	8	5	0	13
25-29	12	5	0	17
30-34	8	6	0	14
35-39	10	7	0	17
40-44	11	9	0	20
45-49	11	8	0	19
50-54	19	7	0	26
55-59	23	19	0	42
≥60	661	737	0	1398
Not specified	10	5	0	15
Total	797	835	0	1632

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



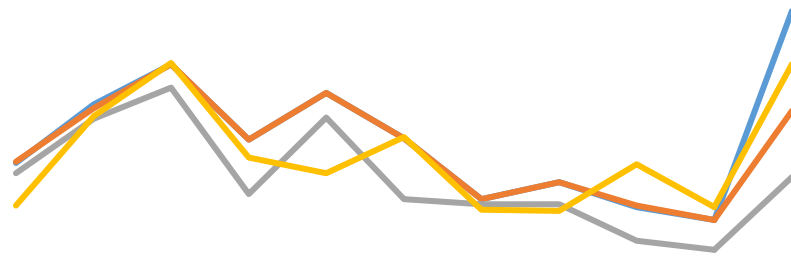
Benniena Service

Case Activity¹²



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

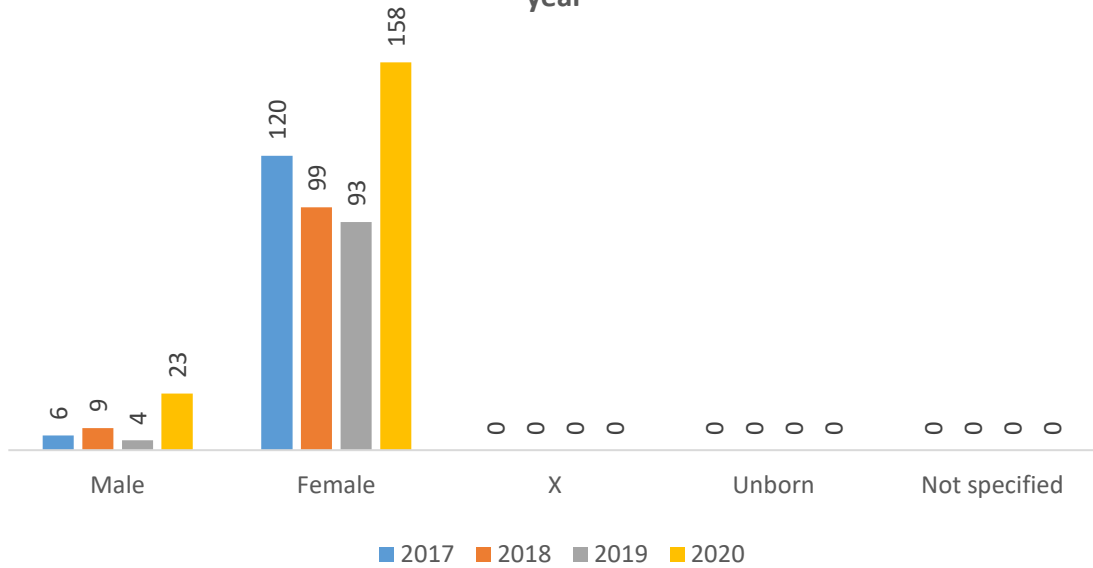
Benniena: Number of referred, new & re-contact, new and closed cases by year



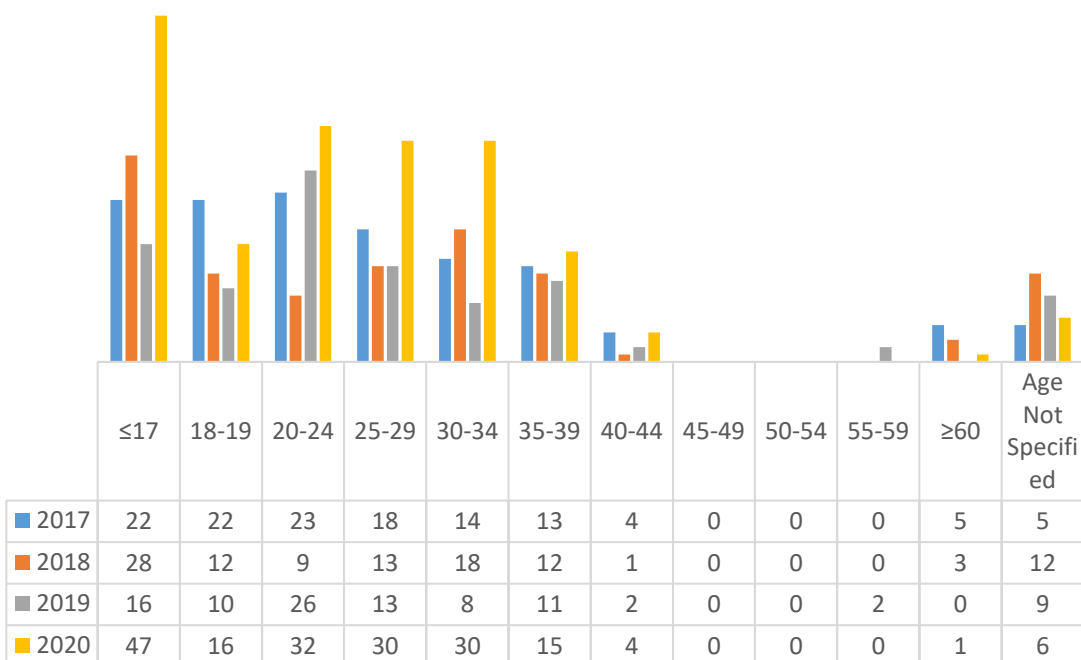
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	141	186	217	159	195	160	113	126	107	97	258
New & recontact cases	142	183	217	159	195	160	113	126	108	97	181
New cases	133	175	199	117	176	113	109	109	81	74	130
Closed cases	108	177	218	145	133	161	105	104	140	107	217

Details Regarding New and Re-contact Cases Opened

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



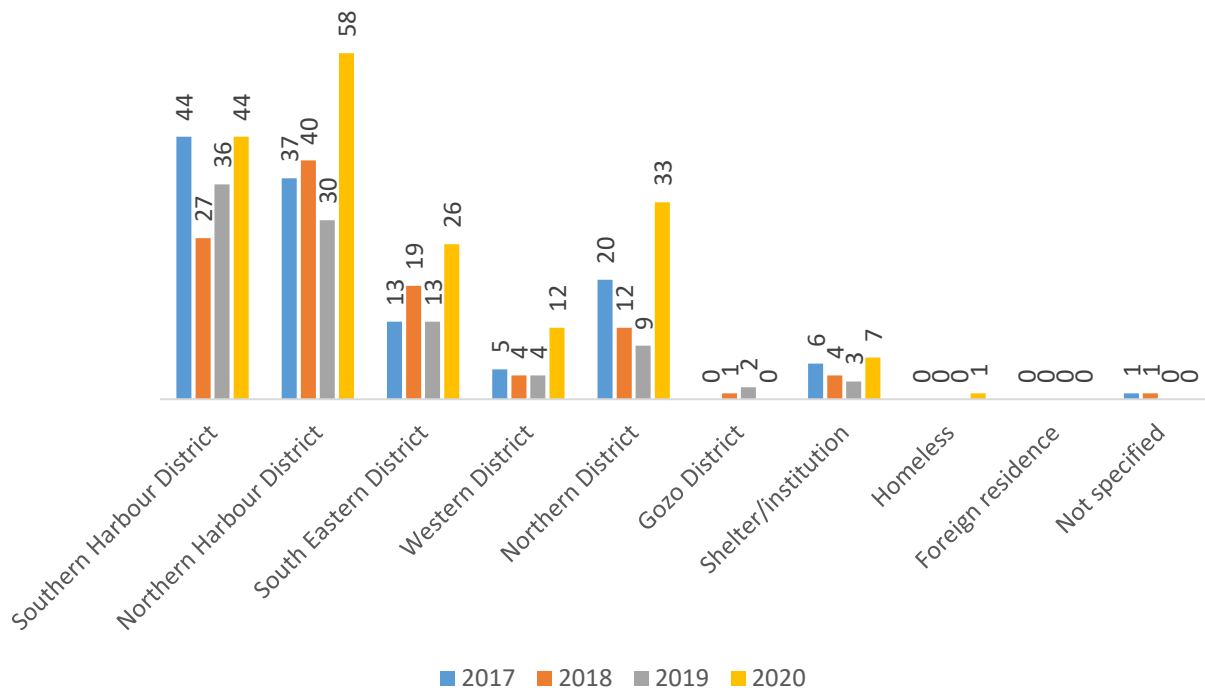
Benniena: Number of new & re-contact cases opened by age category and year



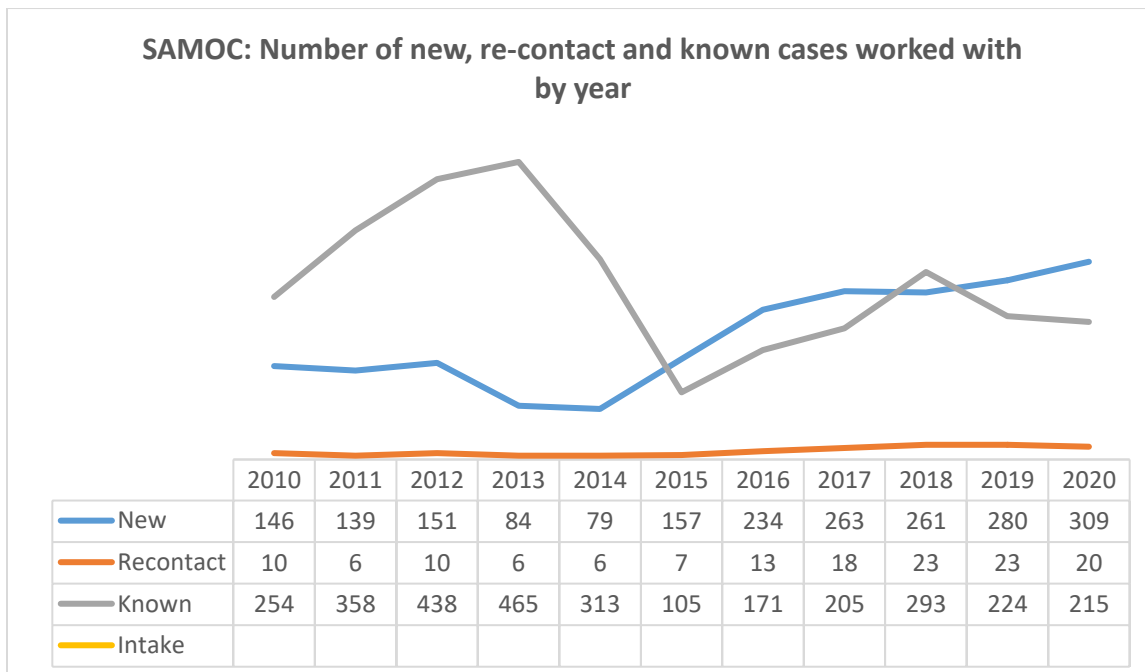
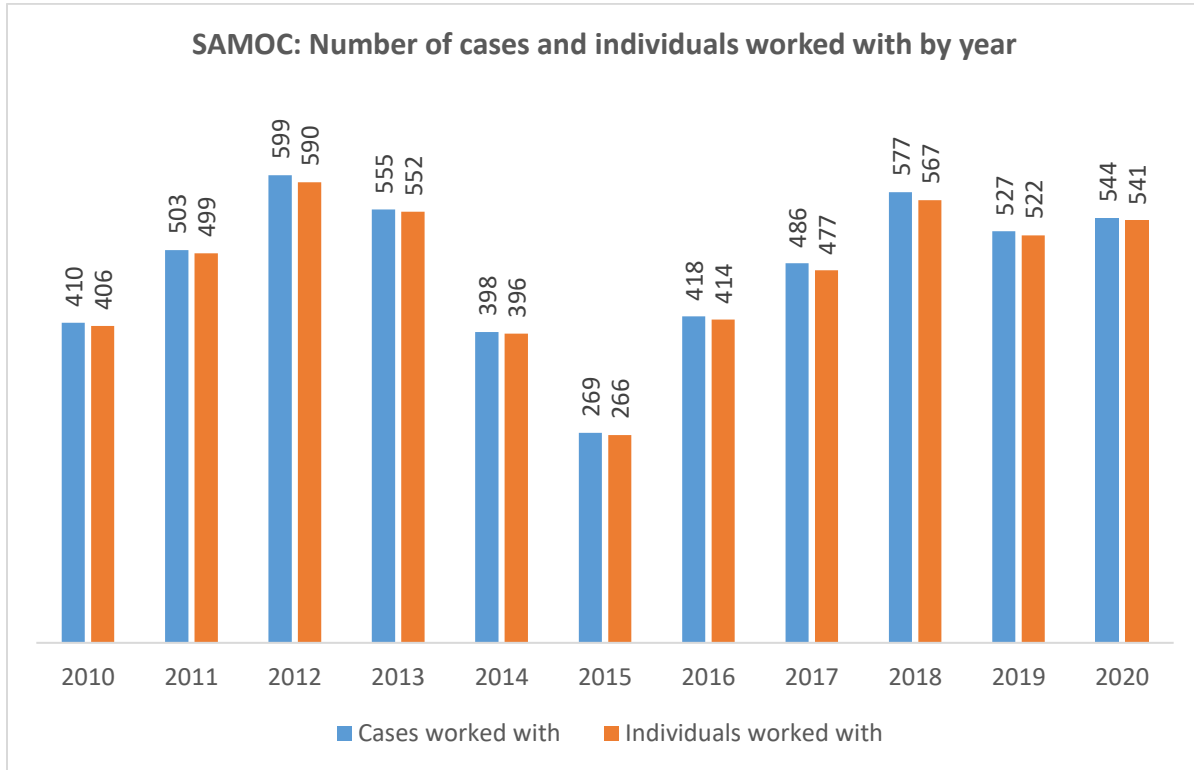
**Benniena: New and re-contact cases opened by age and gender
January – December 2020**

	Male	Female	Total
≤17	17	30	47
18-19	0	16	16
20-24	0	32	32
25-29	3	27	30
30-34	1	29	30
35-39	1	14	15
40-44	0	4	4
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	1	0	1
Not specified	0	6	6
Total	23	158	181

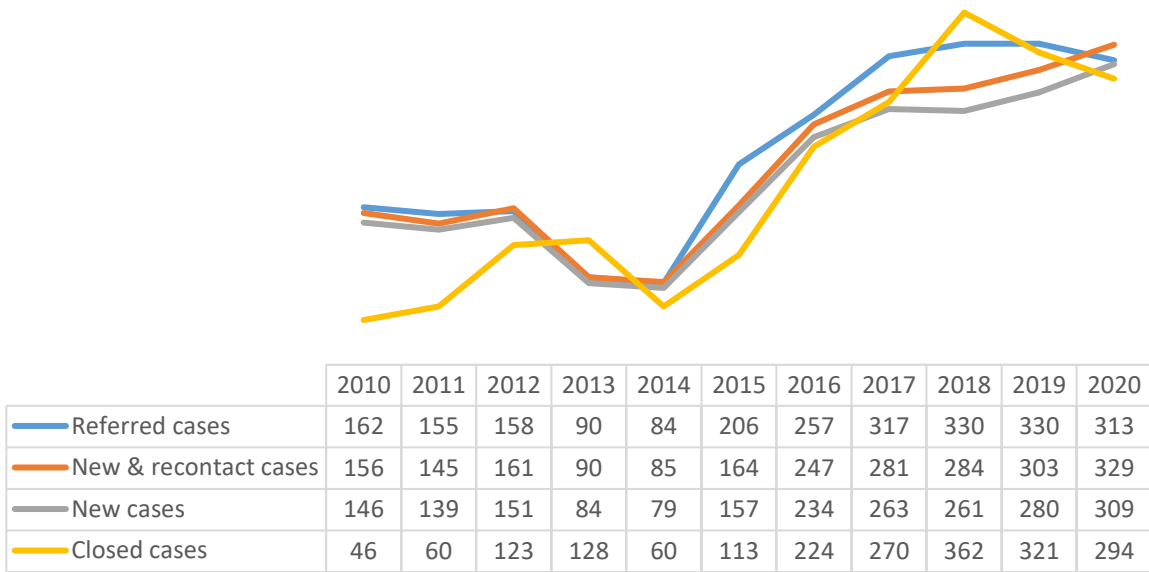
Benniena: Number of new & re-contact cases opened by district and year



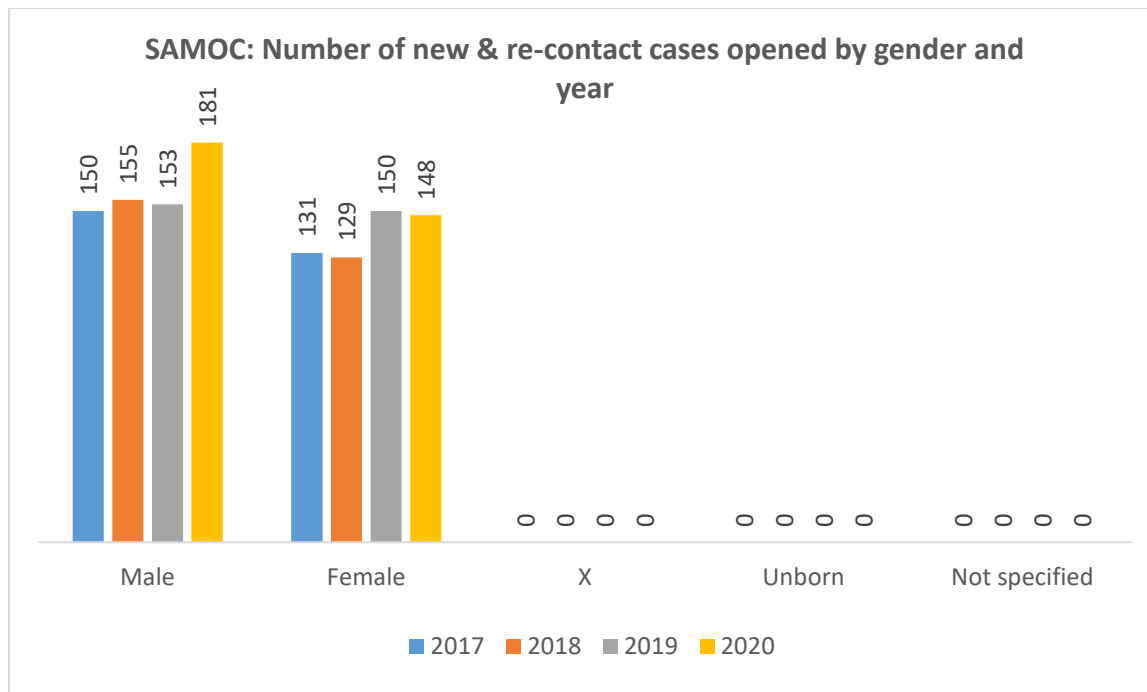
Oncology Social Work Service (SAMOC) Case Activity



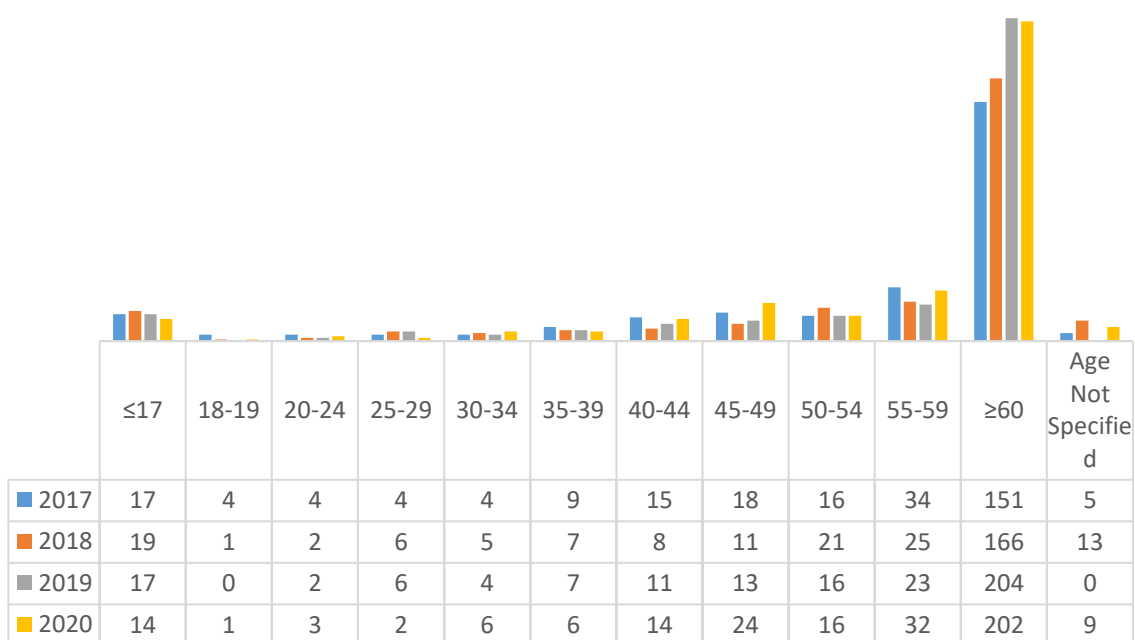
SAMOC: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened



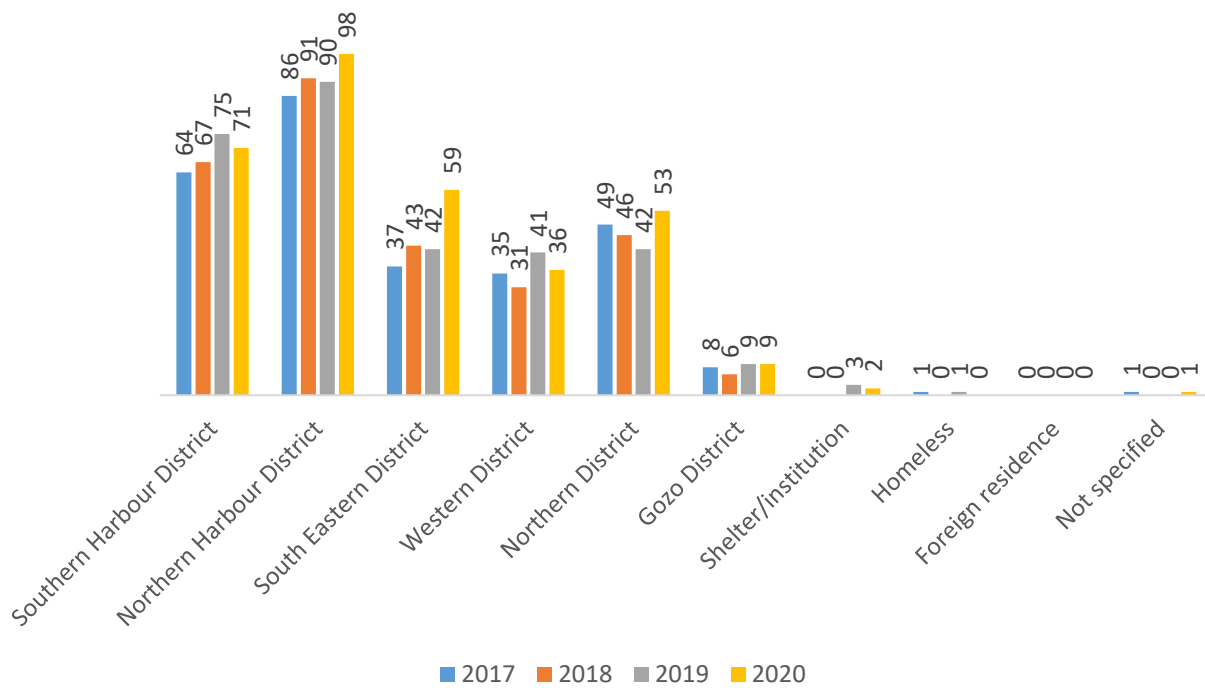
SAMOC: Number of new & re-contact cases opened by age category and year



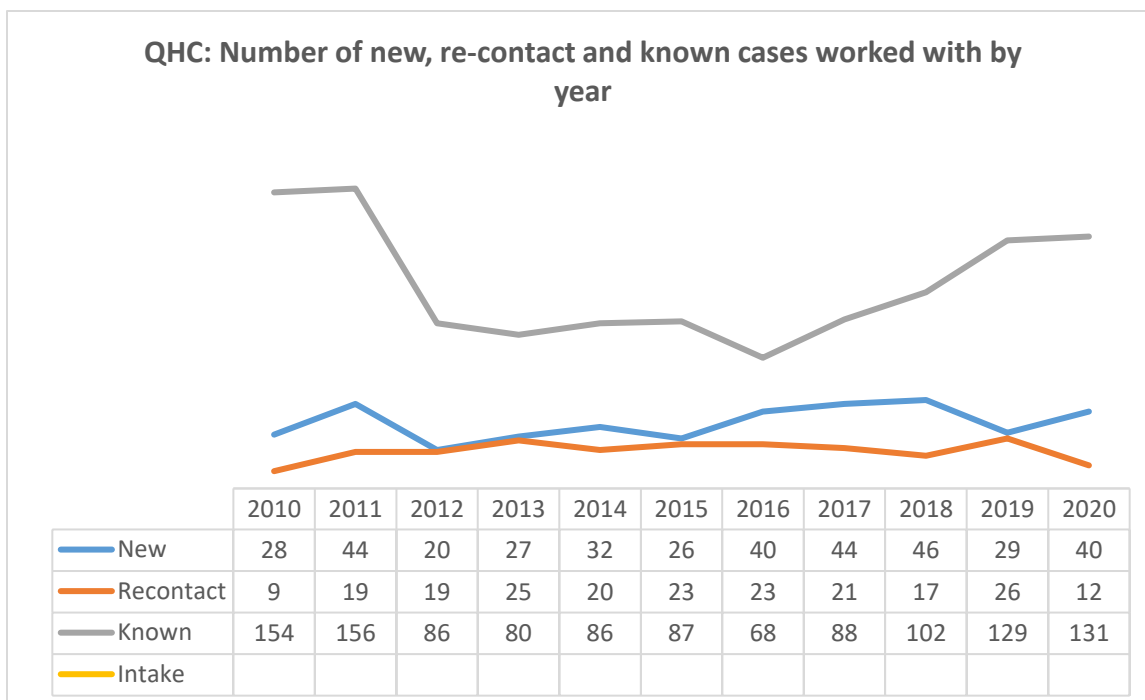
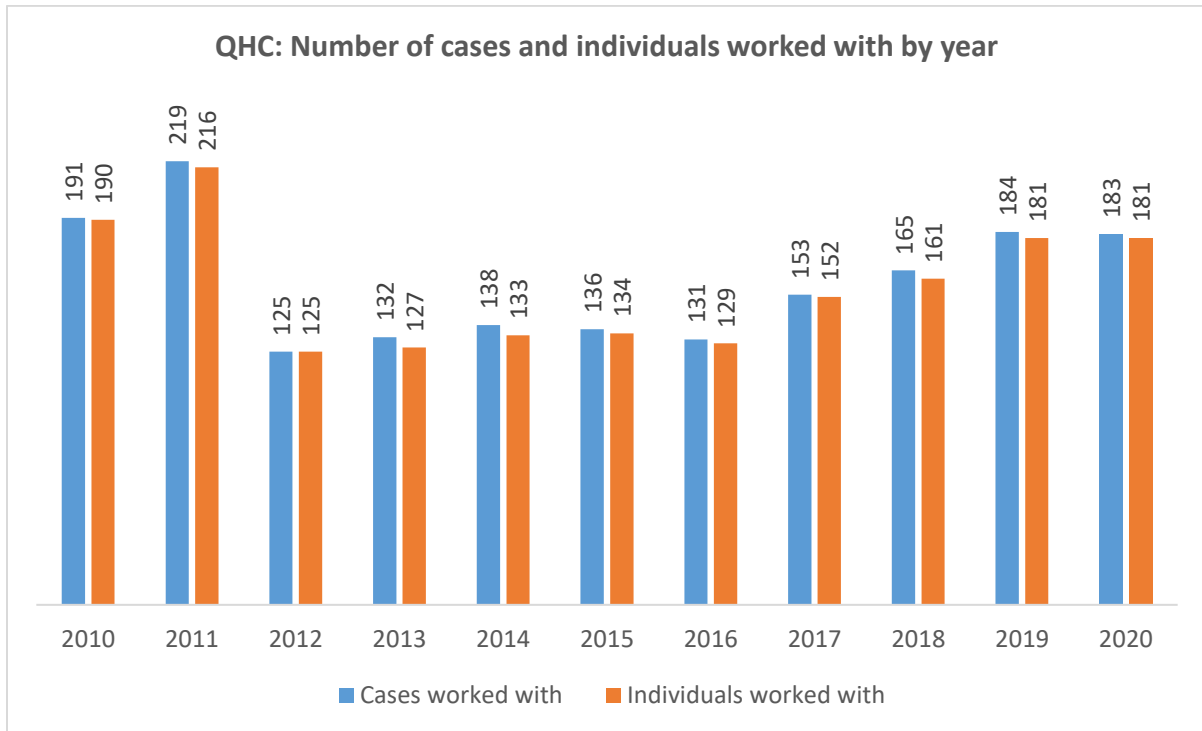
**SAMOC: New & re-contact cases by age and gender
January – December 2020**

	Male	Female	Total
≤17	7	7	14
18-19	1	0	1
20-24	1	2	3
25-29	1	1	2
30-34	4	2	6
35-39	3	3	6
40-44	5	9	14
45-49	10	14	24
50-54	8	8	16
55-59	16	16	32
≥60	121	81	202
Not specified	4	5	9
Total	181	148	329

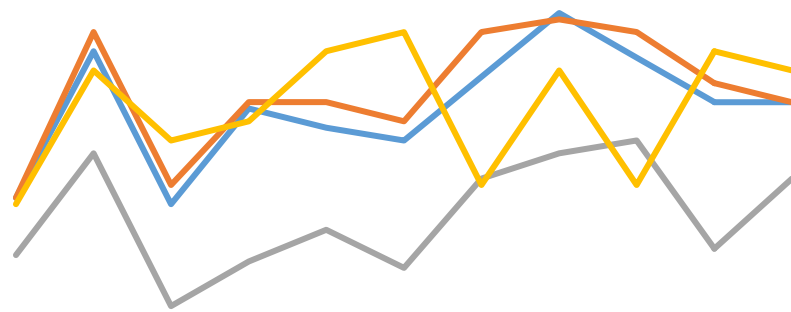
SAMOC: Number of new & re-contact cases opened by district and year



Qormi Health Centre Social Work Service (QHC) Case Activity



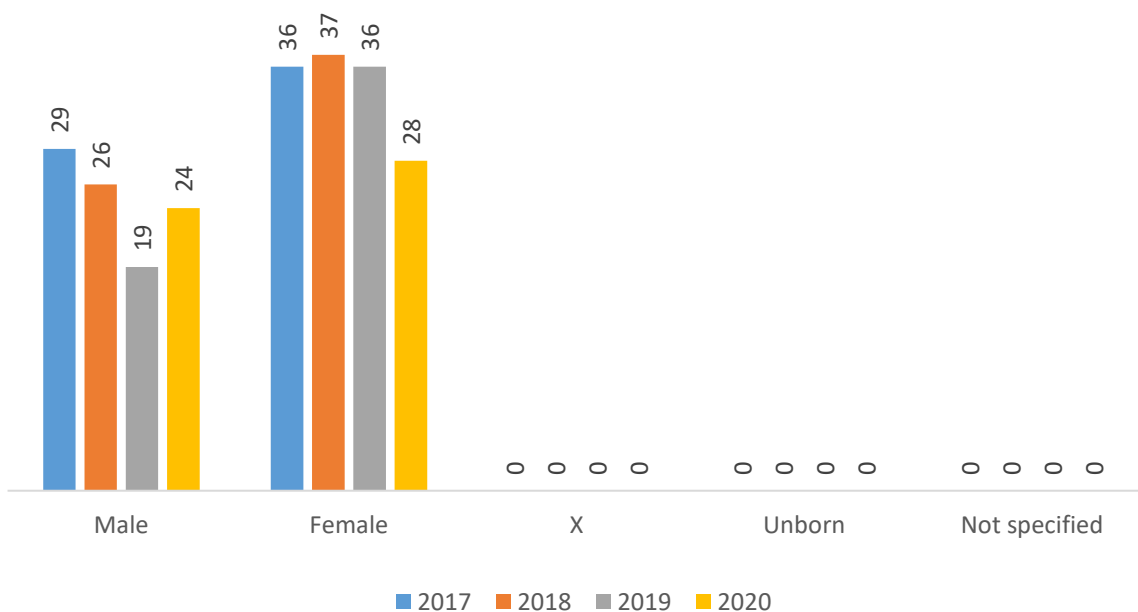
QHC: Number of referred, new & re-contact, new and closed cases by year



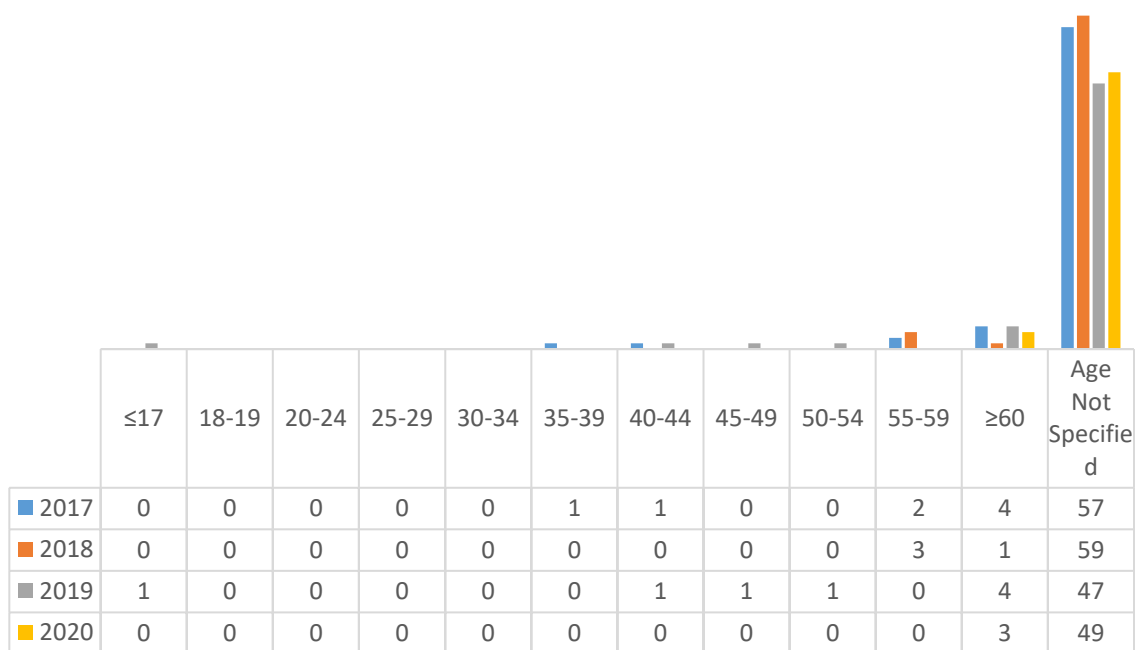
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	37	60	36	51	48	46	56	66	59	52	52
New & recontact cases	37	63	39	52	52	49	63	65	63	55	52
New cases	28	44	20	27	32	26	40	44	46	29	40
Closed cases	36	57	46	49	60	63	39	57	39	60	57

Details Regarding New and Re-contact Cases Opened

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

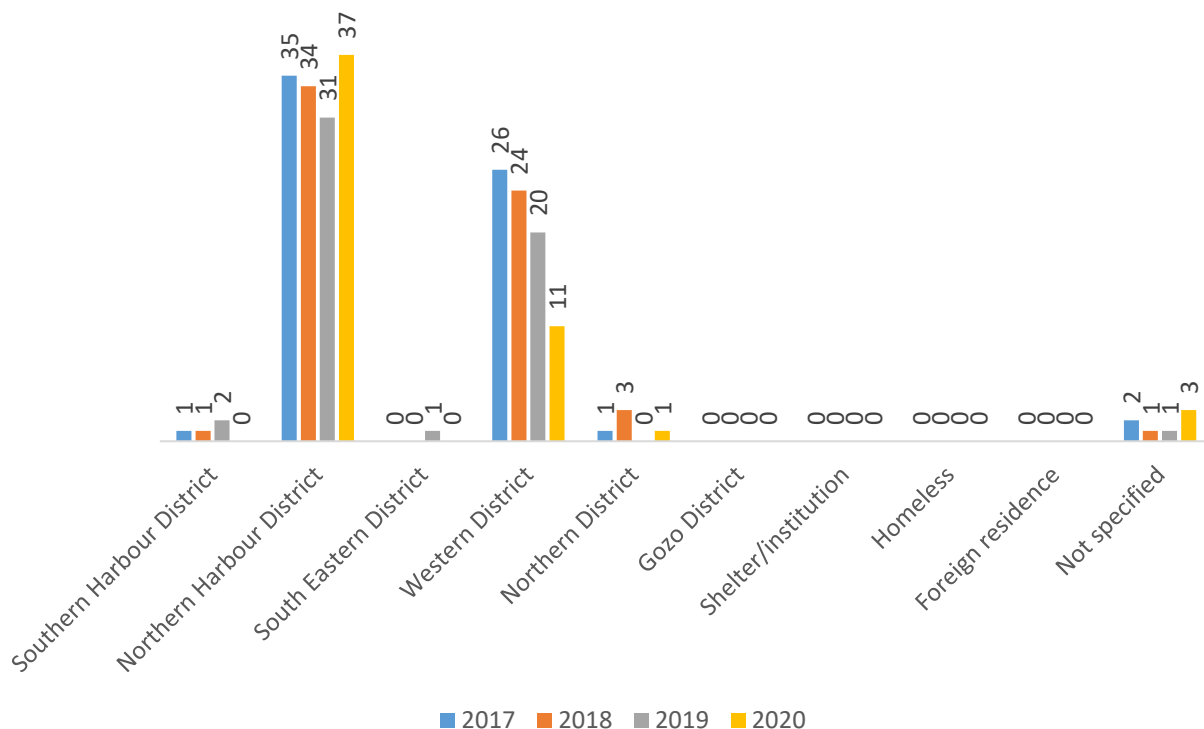


QHC: Number of new & re-contact cases opened by age category and year

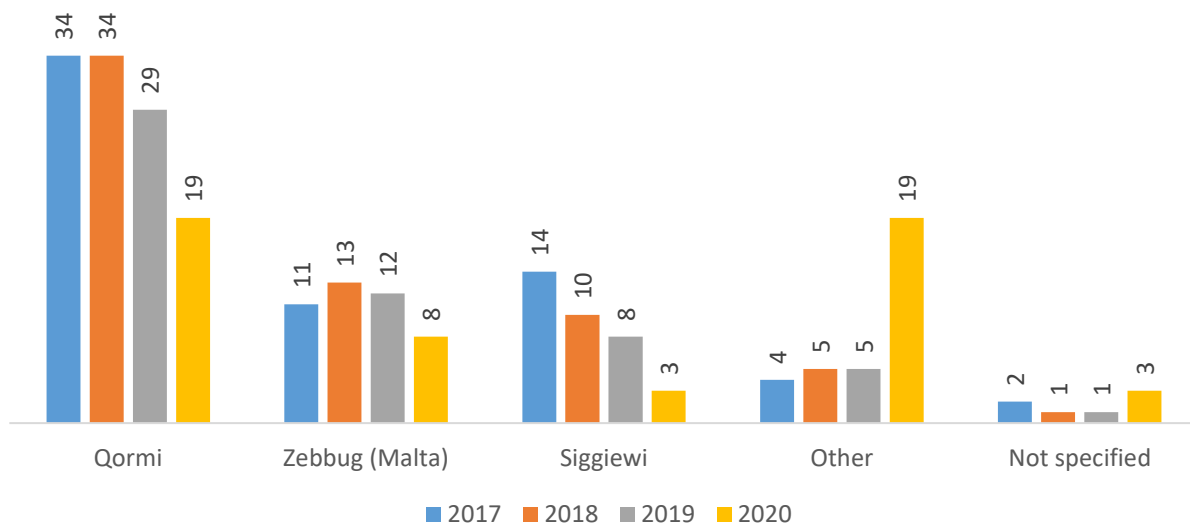


QHC: New & re-contact cases by age and gender January – December 2020			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	0	0	0
40-44	0	0	0
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	0	3	3
Not specified	24	25	49
Total	24	28	52

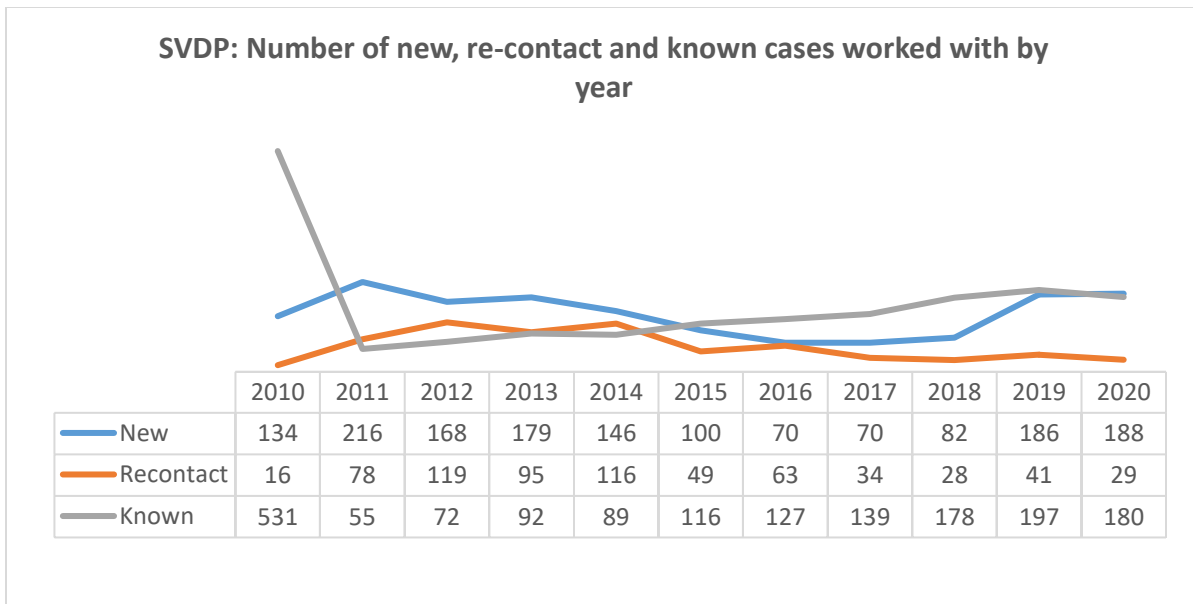
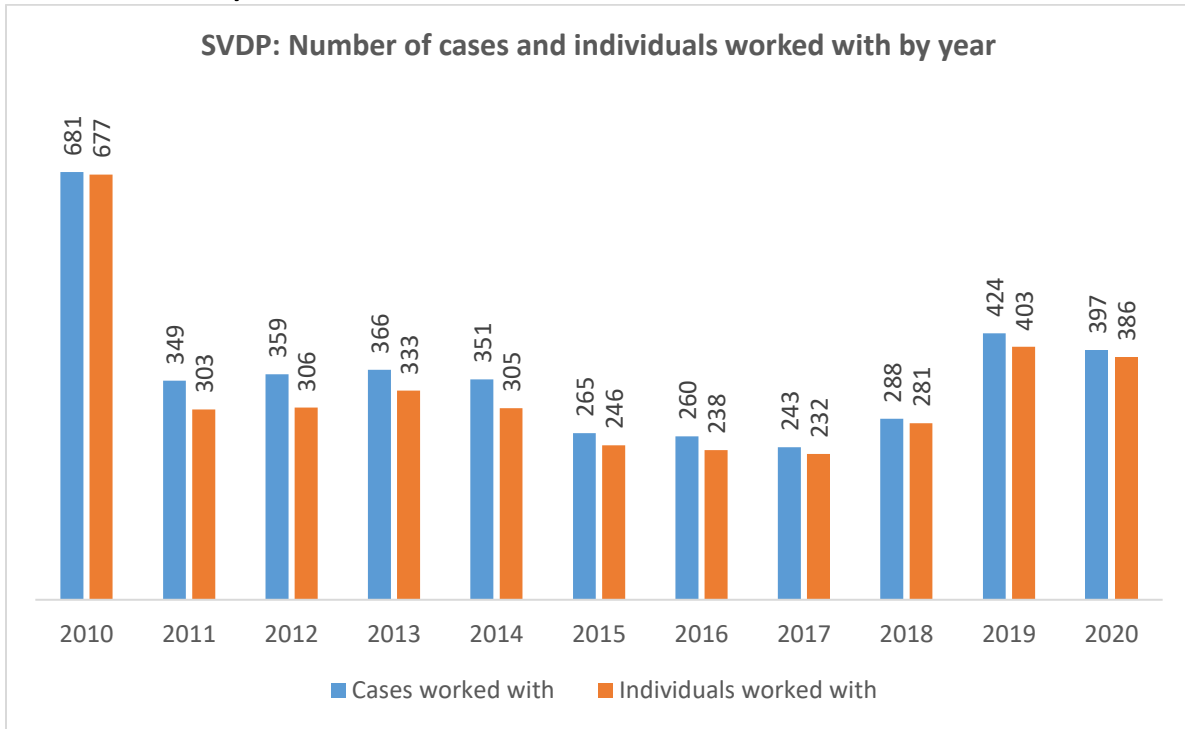
QHC: Number of new & re-contact cases opened by district and year



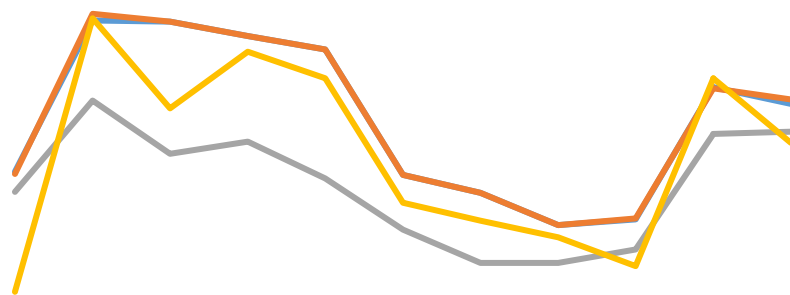
QHC: Number of new & re-contact cases opened by town of residence and year



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



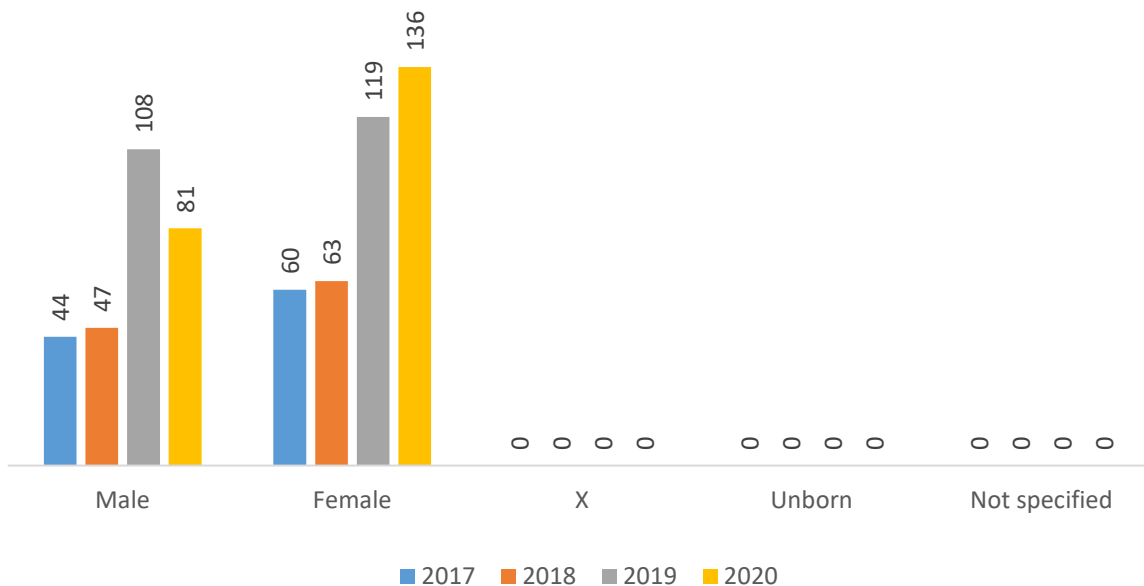
SVDP: Number of referred, new & re-contact, new and closed cases by year



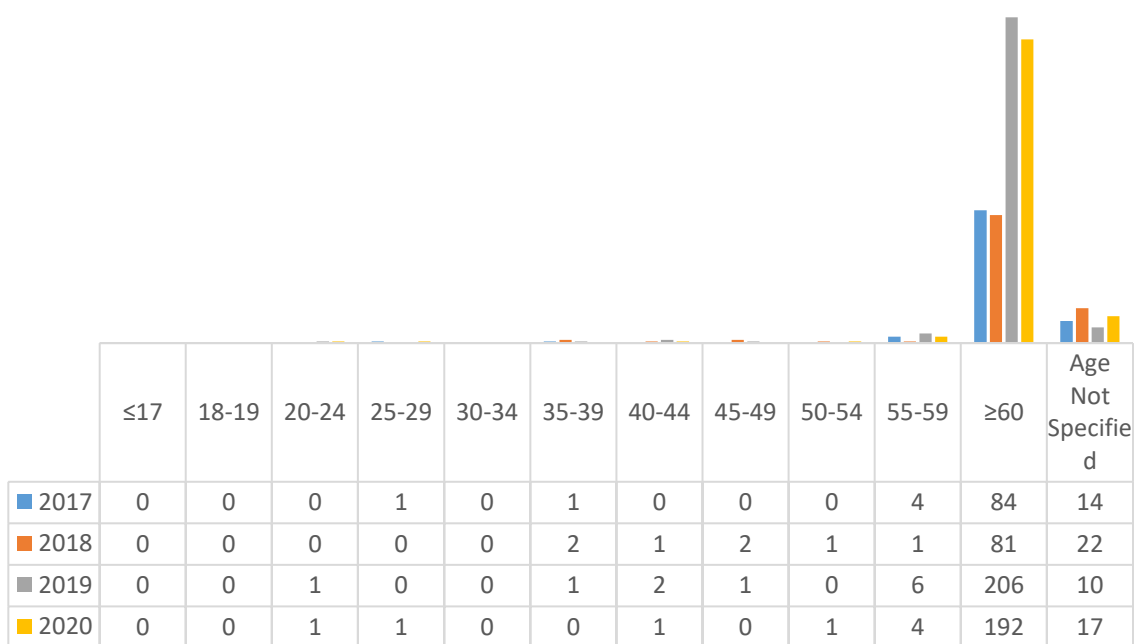
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases	152	288	287	274	262	149	133	104	109	228	213
New & recontact cases	150	294	287	274	262	149	133	104	110	227	217
New cases	134	216	168	179	146	100	70	70	82	186	188
Closed cases	44	290	209	260	236	124	108	93	67	236	178

Details Regarding New and Re-contact Cases Opened

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

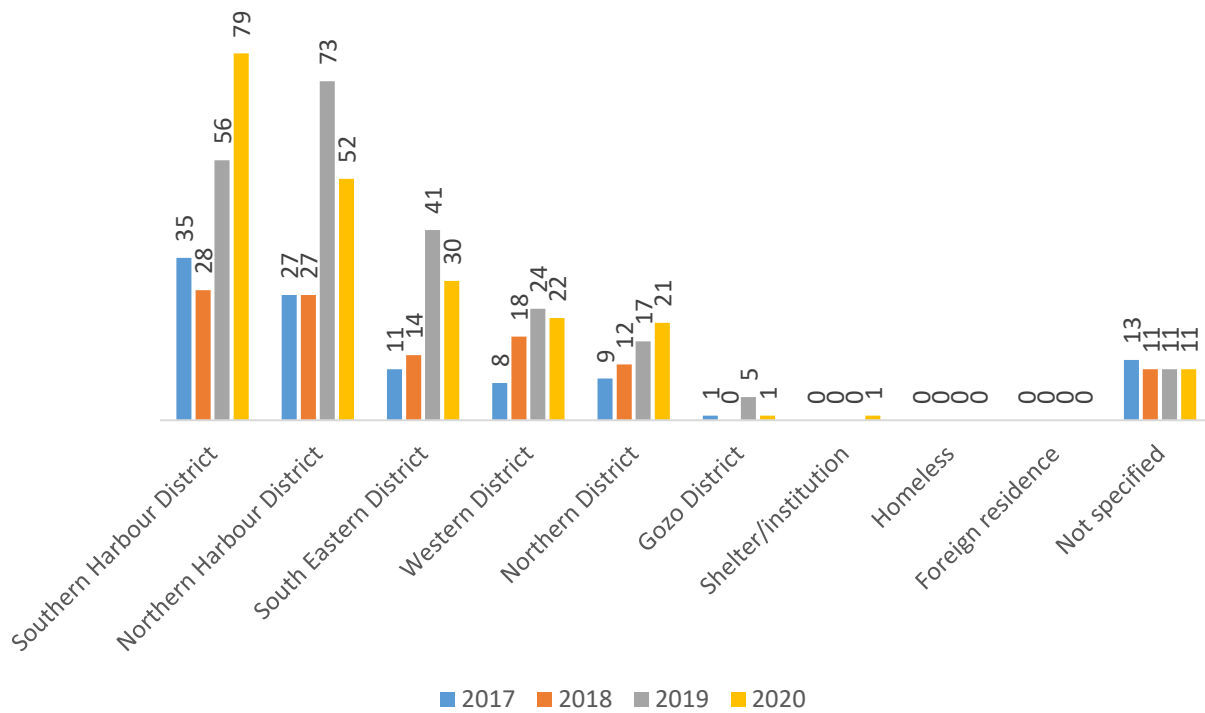


SVDP: Number of new & re-contact cases opened by age category and year

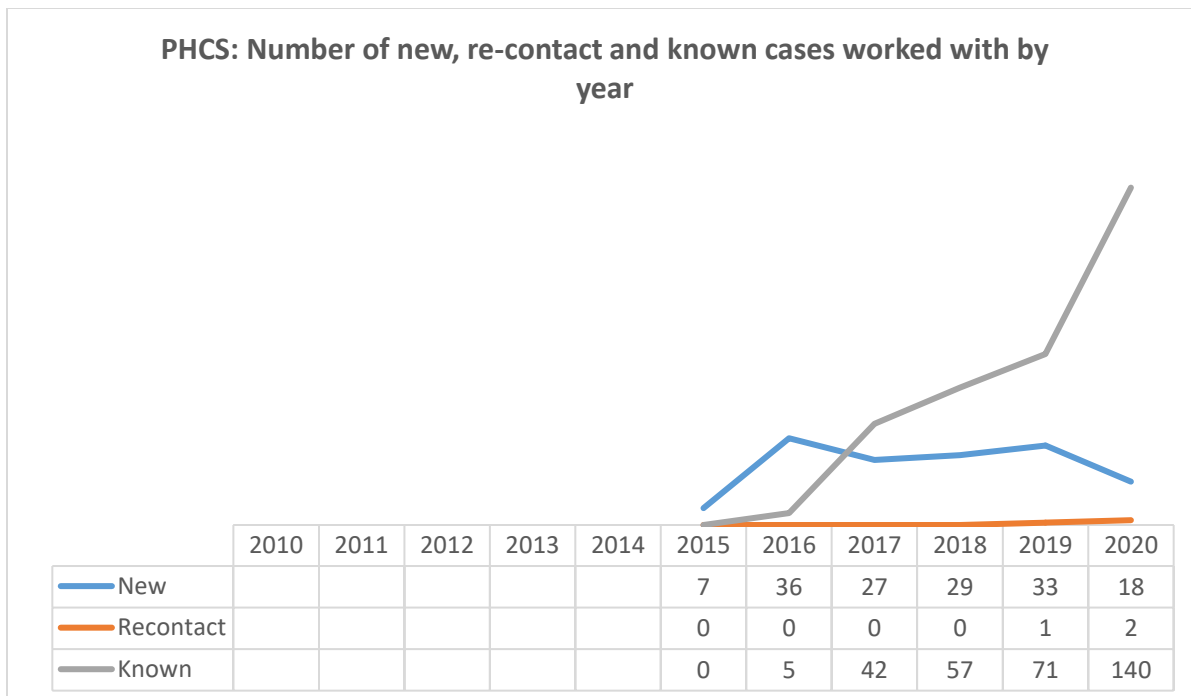
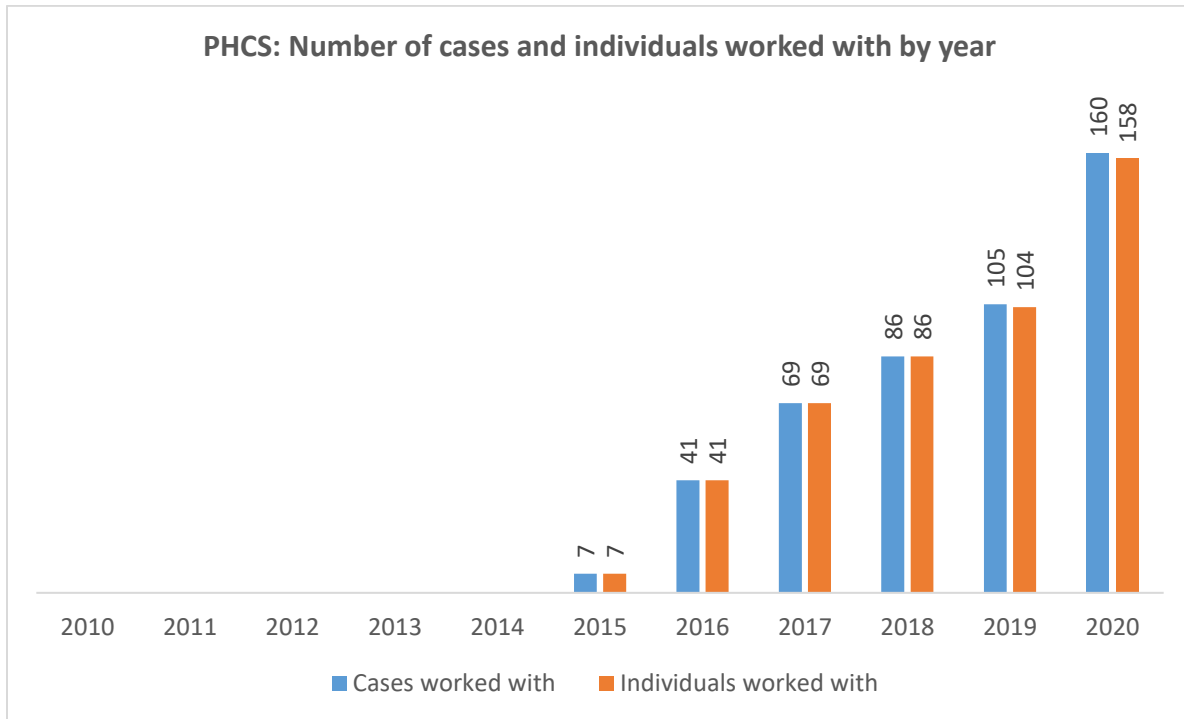


SVDP: New & re-contact cases by age and gender January – December 2020			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	1	0	1
25-29	1	0	1
30-34	0	0	0
35-39	0	0	0
40-44	1	0	1
45-49	0	0	0
50-54	1	0	1
55-59	4	0	4
≥60	68	124	192
Not specified	5	12	17
Total	81	136	217

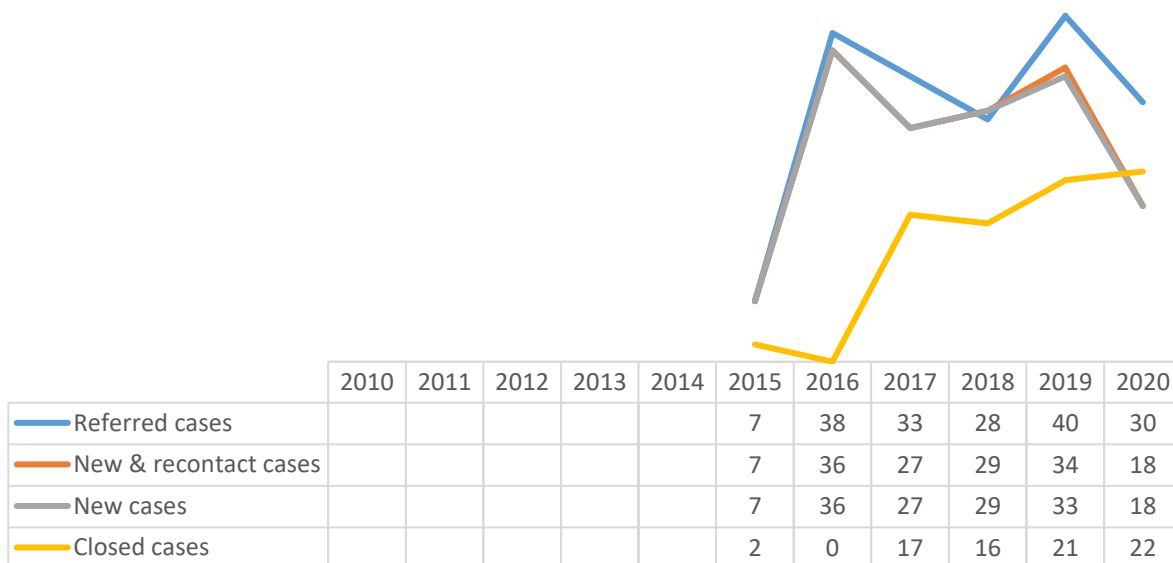
SVDP: Number of new & re-contact cases opened by district and year



Primary Health Care Service (PHC) Case Activity

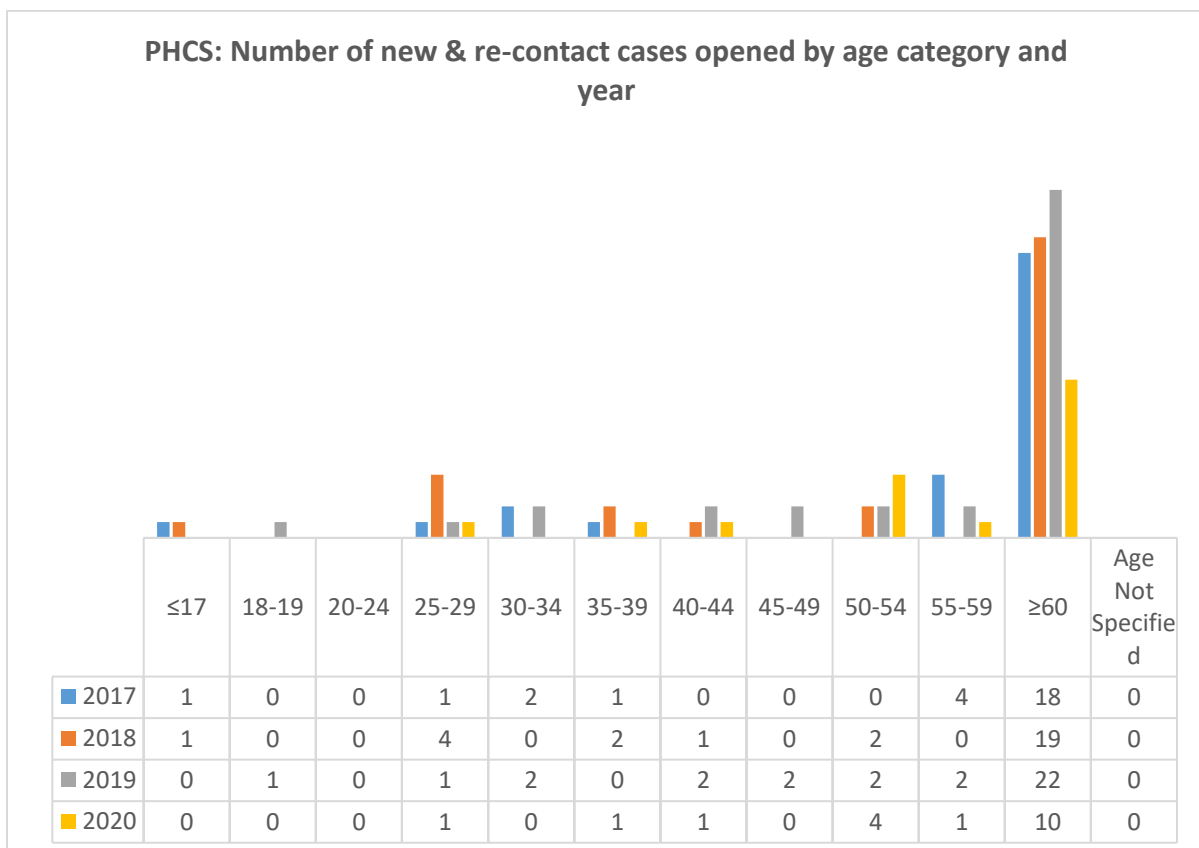
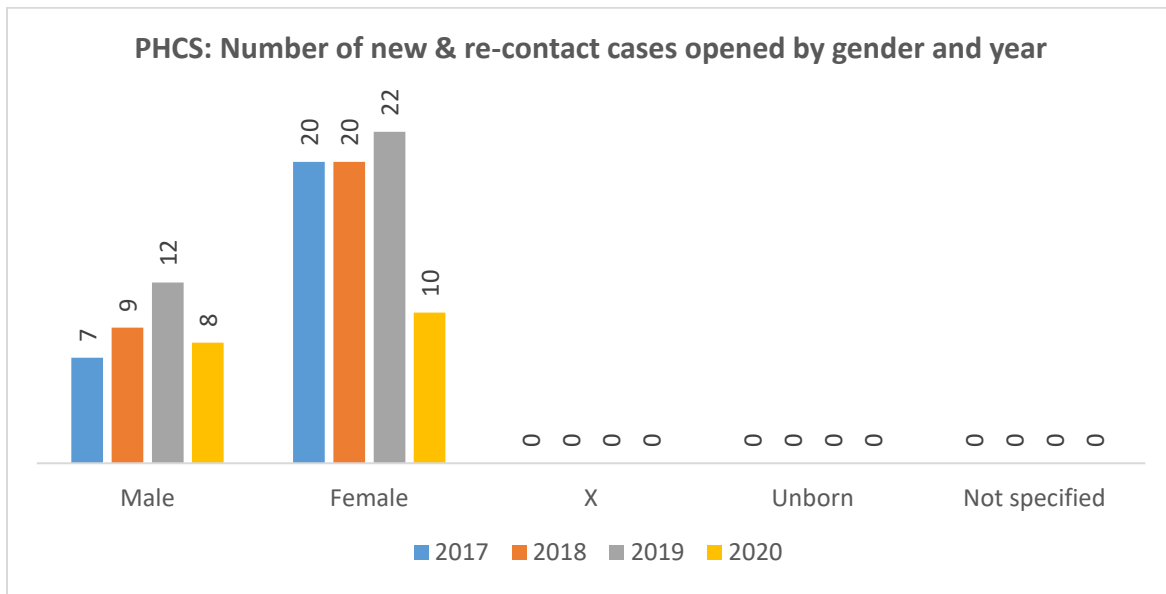


PHCS: Number of referred, new & re-contact, new and closed cases by year



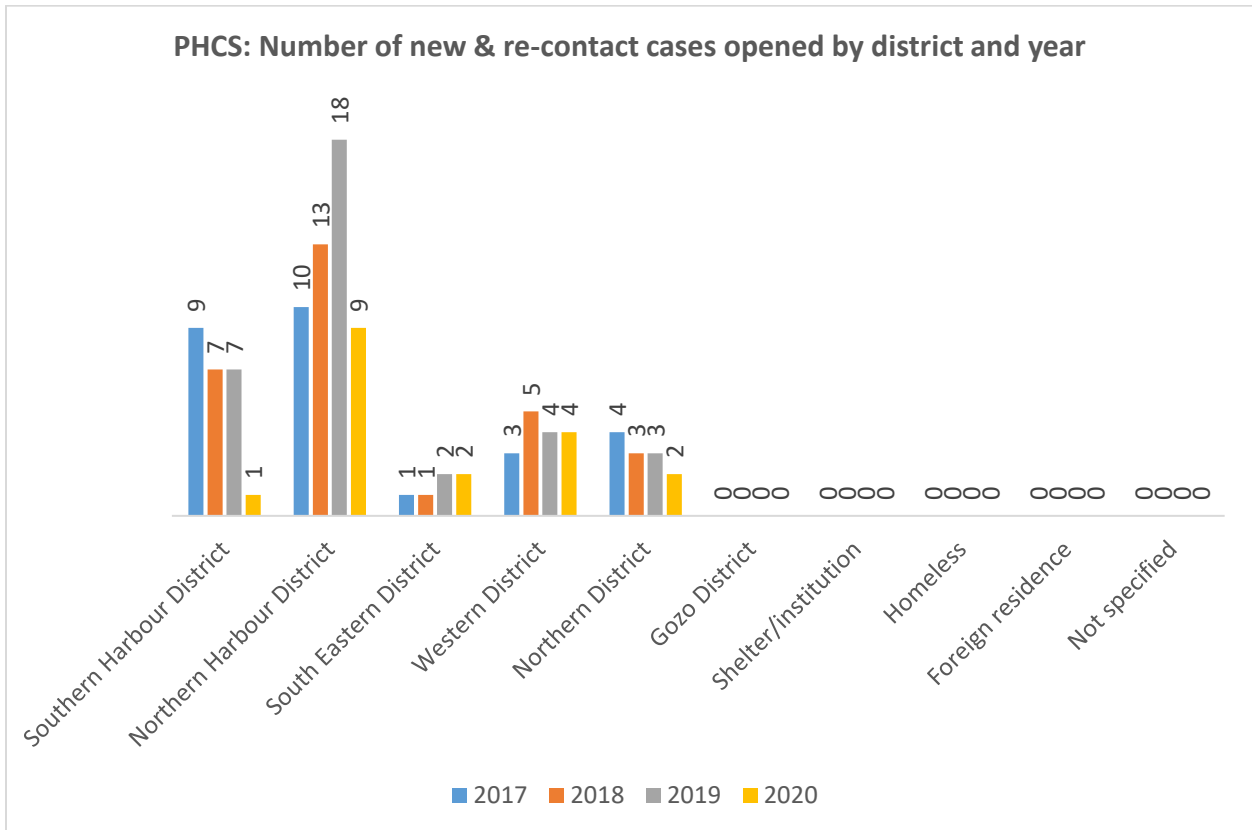
PHCS: Source of referral				
Number of cases referred and source of referral				
	2017	2018	2019	2020
Birkirkara health centre	16	17	27	18
Bormla (Cospicua) health centre	6	5	5	4
Floriana health centre	6	1	3	0
Mosta health centre	0	3	3	1
Paola health centre	2	0	2	4
Rabat (Malta) health centre	1	2	0	2
Gzira health centre	2	0	0	0
Qormi health centre	0	0	0	1
Total	33	28	40	30

Details Regarding New and Re-contact Cases Opened

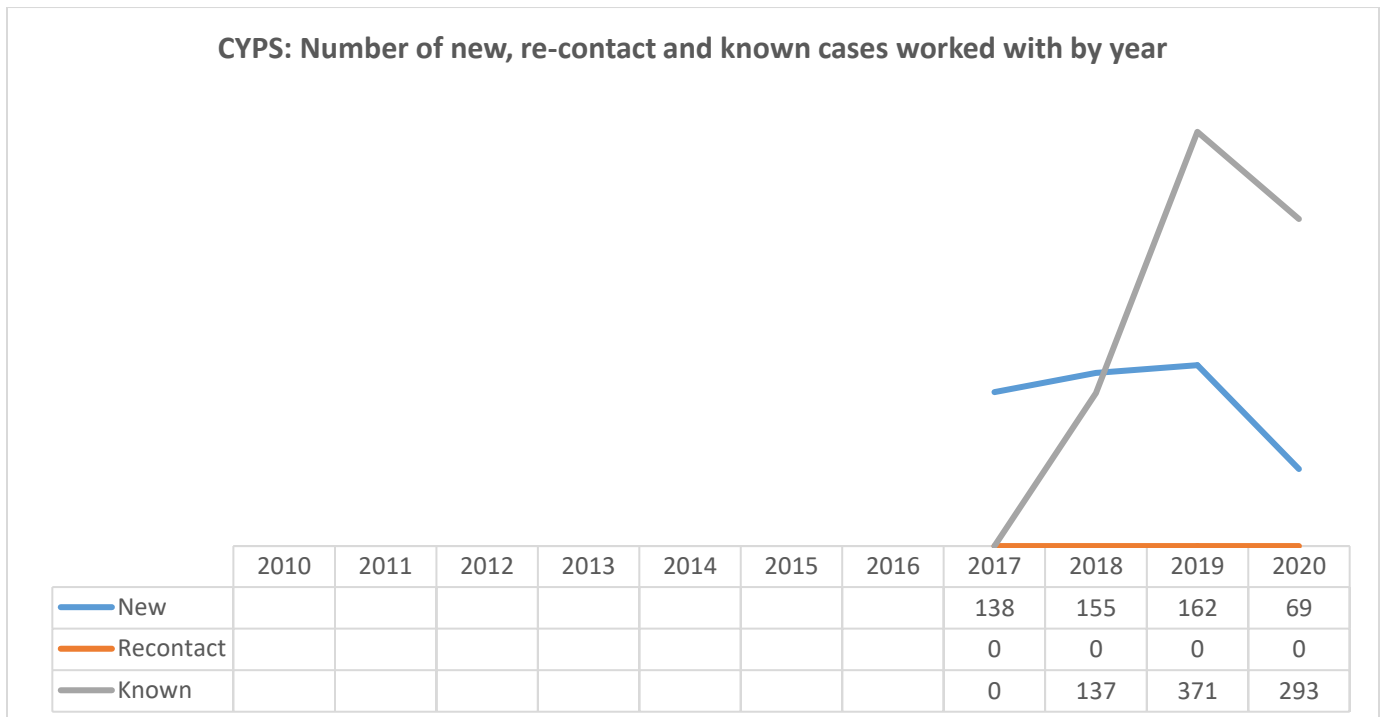
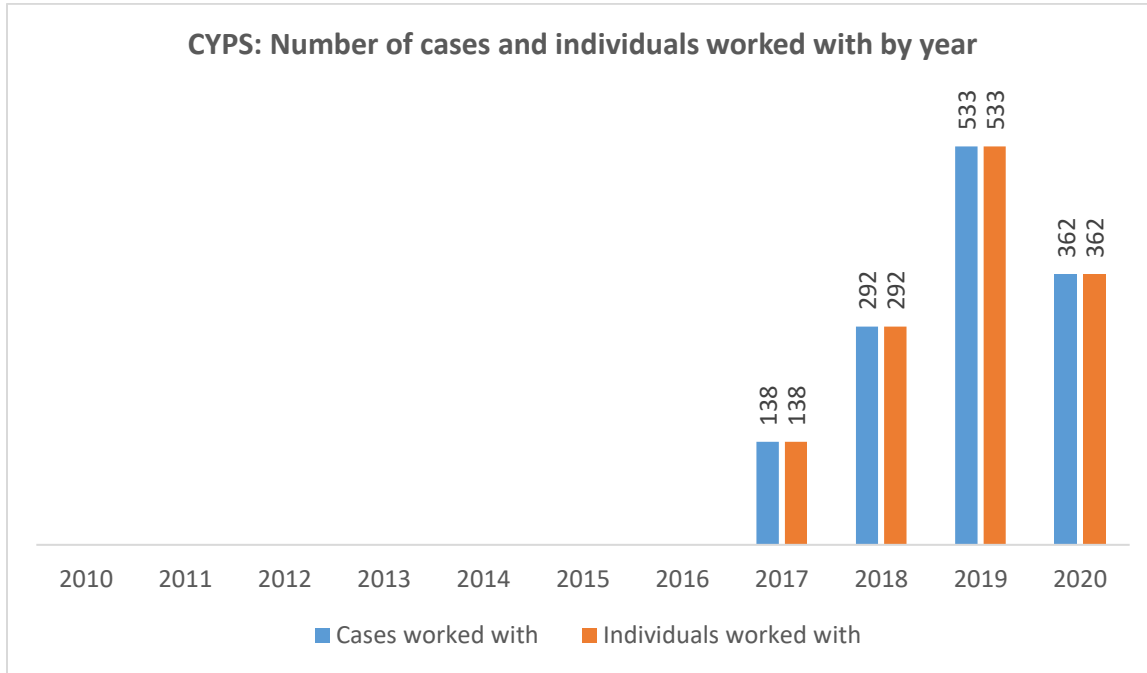


PHCS: New & re-contact cases by age and gender
January – December 2020

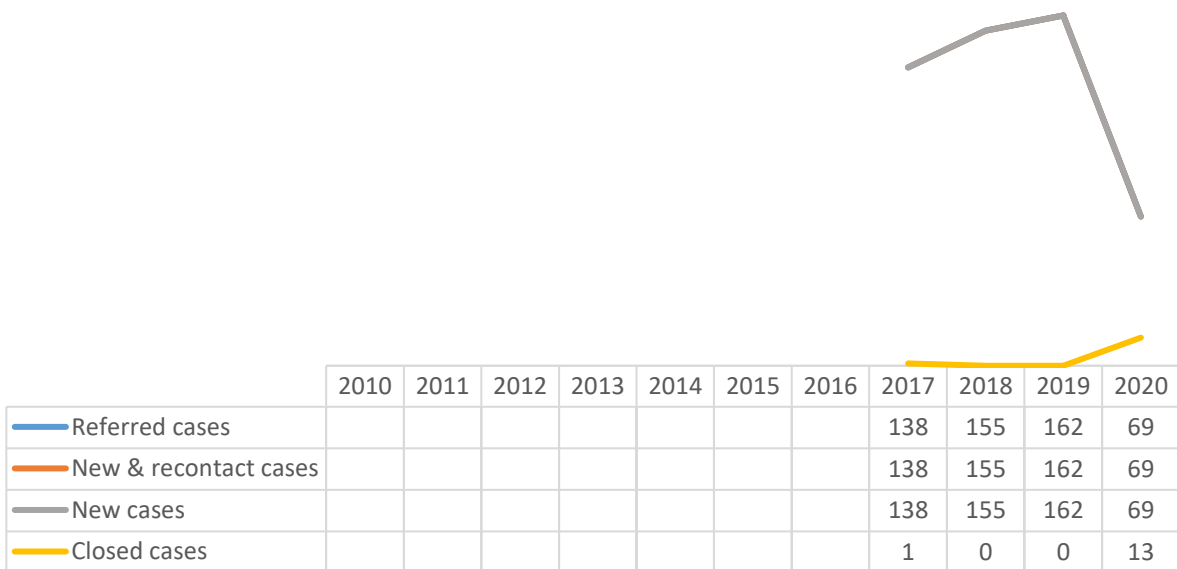
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	1	0	1
30-34	0	0	0
35-39	0	1	1
40-44	0	1	1
45-49	0	0	0
50-54	1	3	4
55-59	0	1	1
≥60	6	4	10
Not specified	0	0	0
Total	8	10	18



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

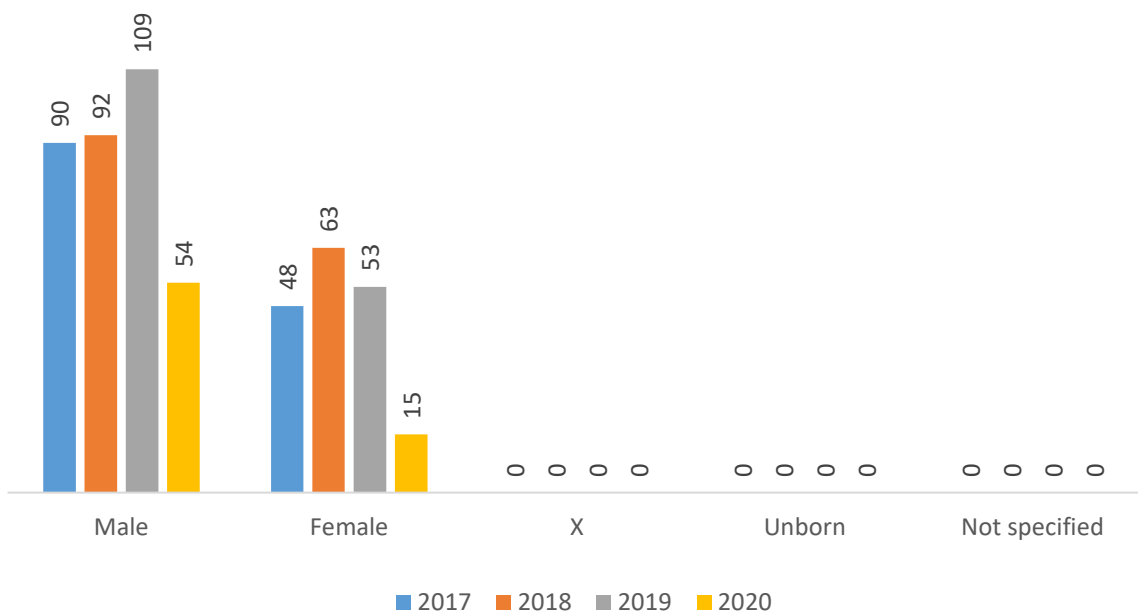


CYPS: Number of referred, new & re-contact, new and closed cases by year

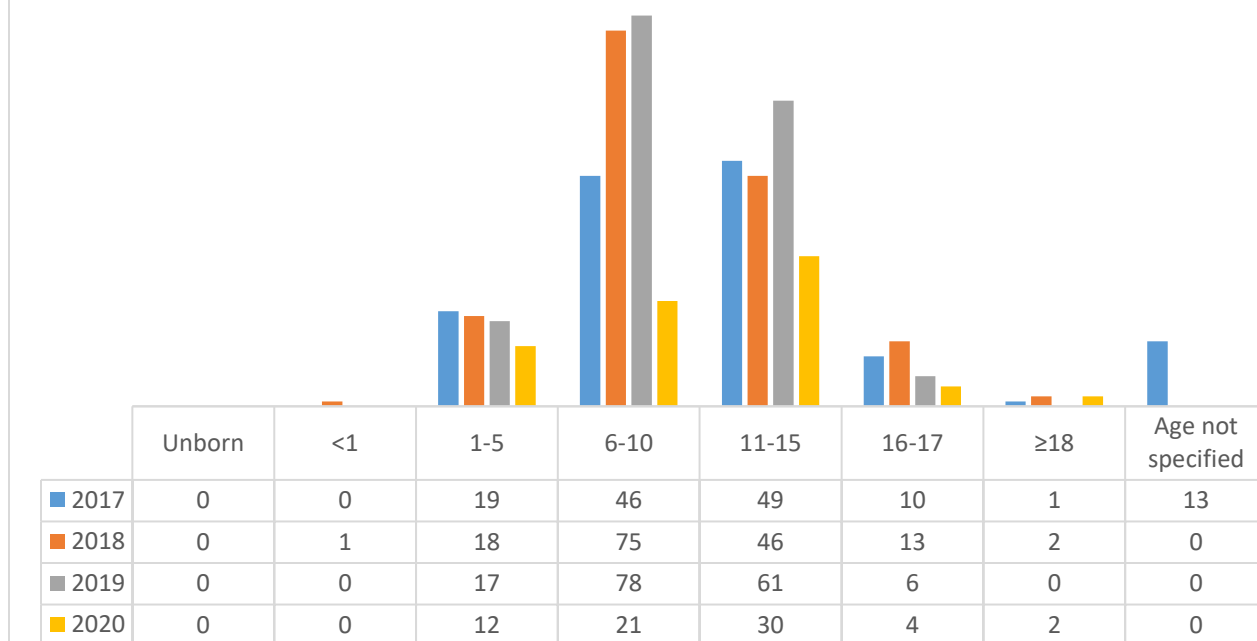


Details Regarding New and Re-contact Cases Opened

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



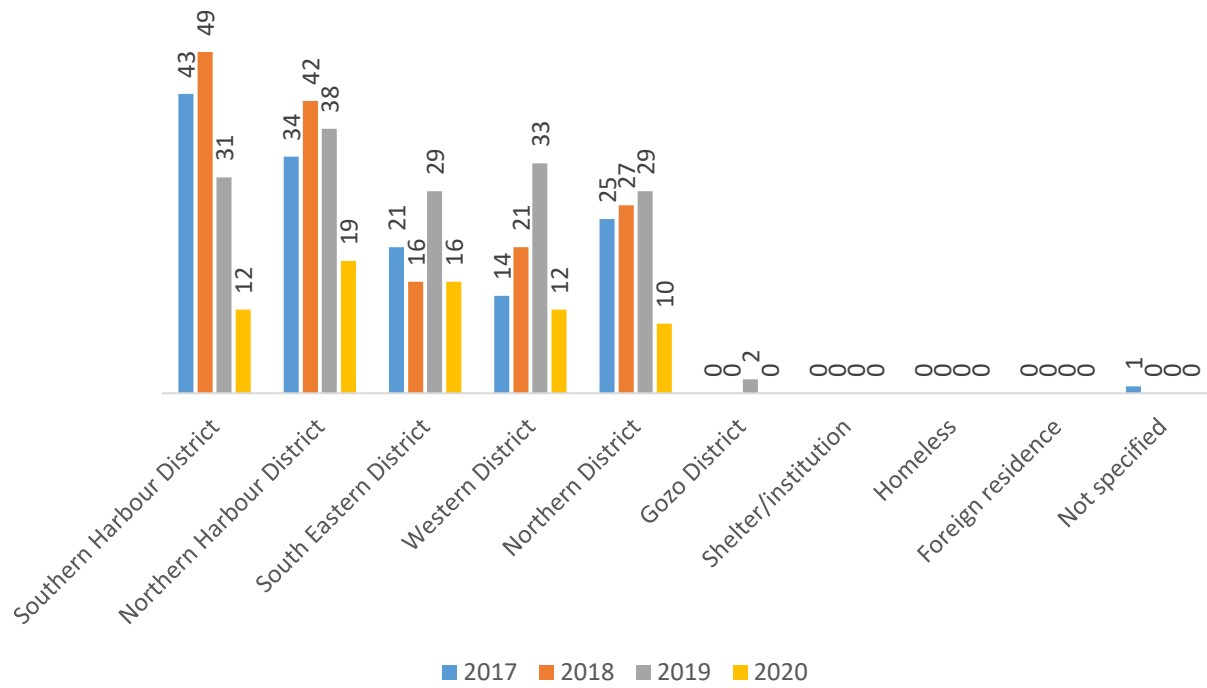
CYPS: Number of new & re-contact cases opened by age category and year



**CYPS: New & re-contact cases by age and gender
January – December 2020**

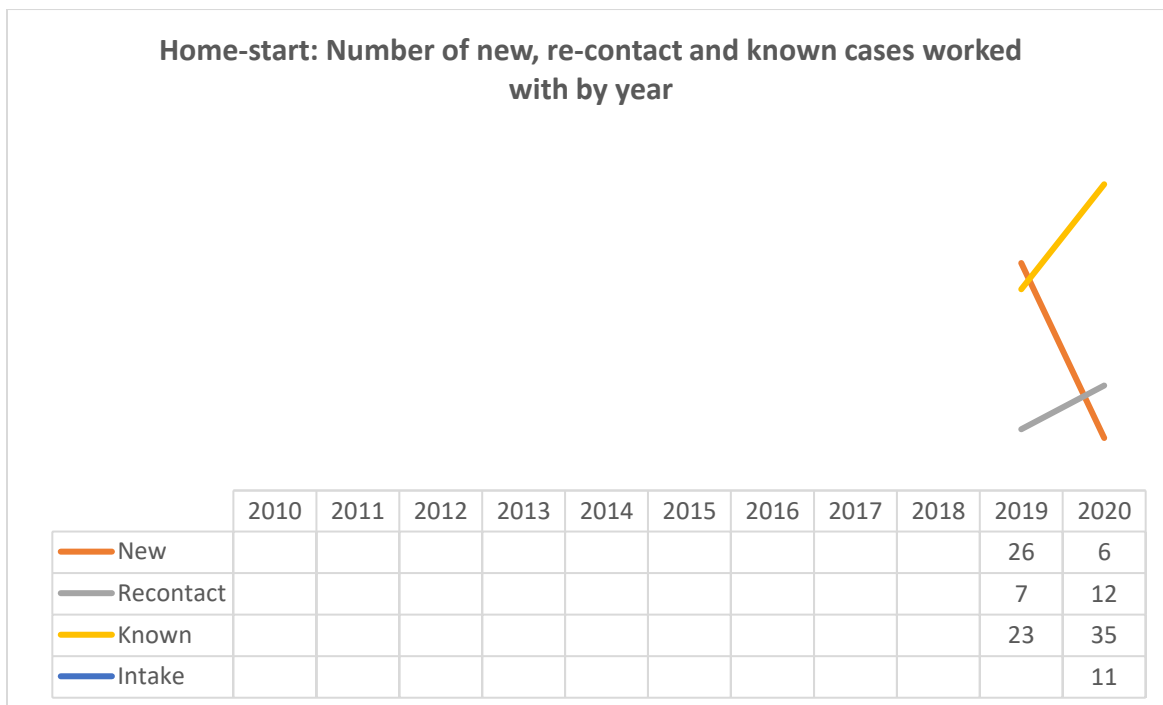
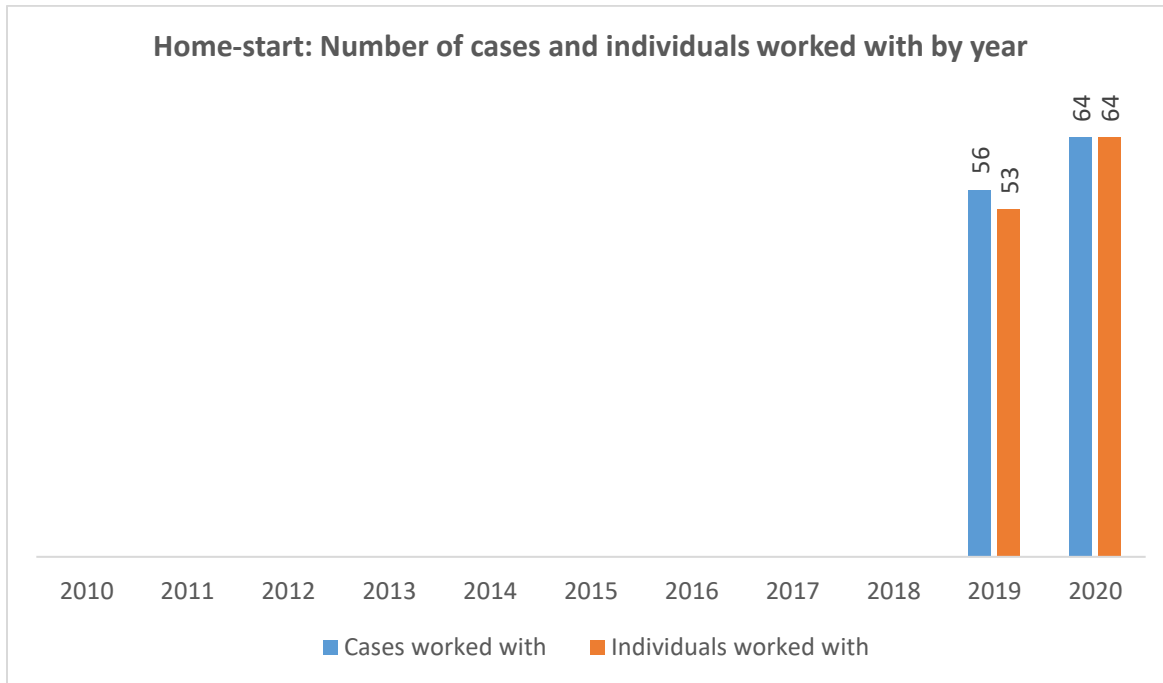
	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	11	1	12
6-10	19	2	21
11-15	20	10	30
16-17	2	2	4
≥18	2	0	2
Not specified	0	0	0
Total	54	15	69

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



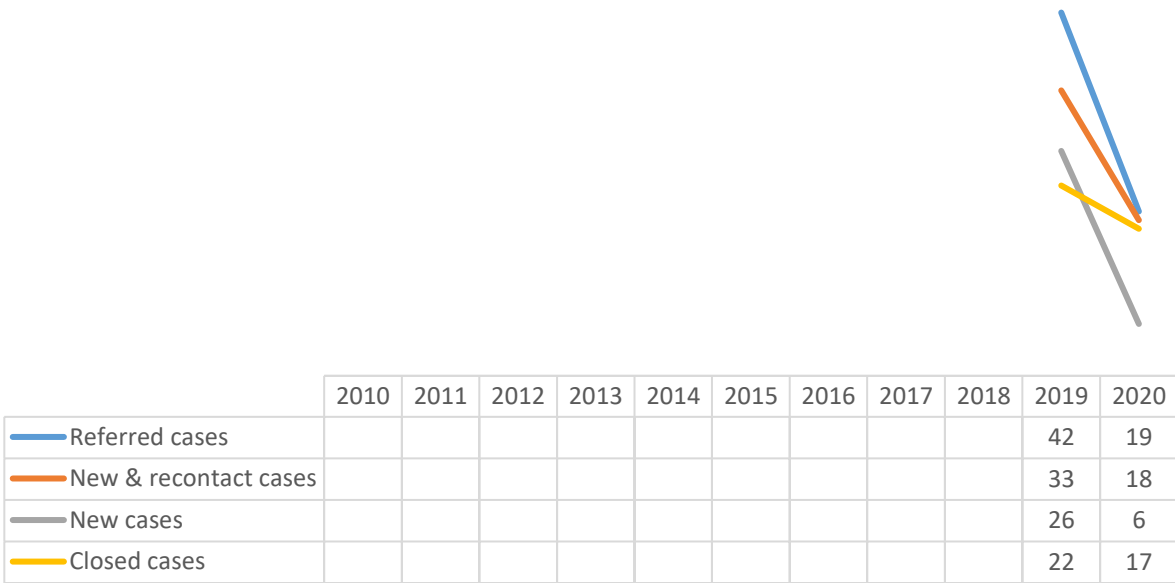
Home-Start Malta

Case Activity¹³

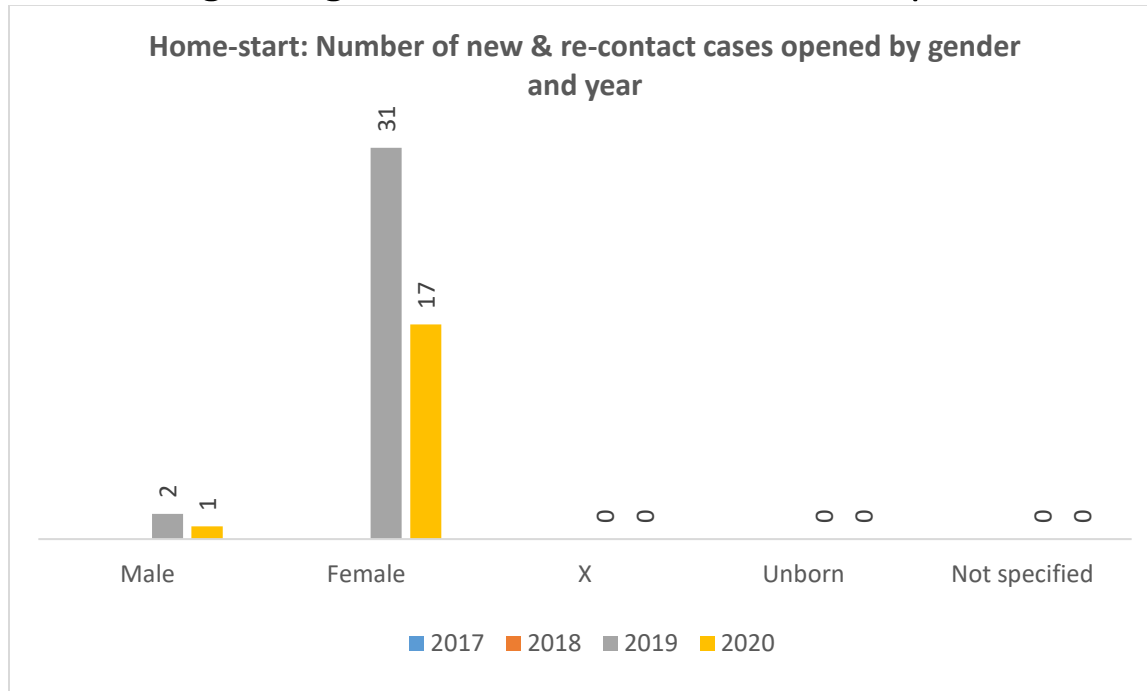


¹³ Service started reporting in 2019. A new data collection system and reporting format was introduced in 2020.

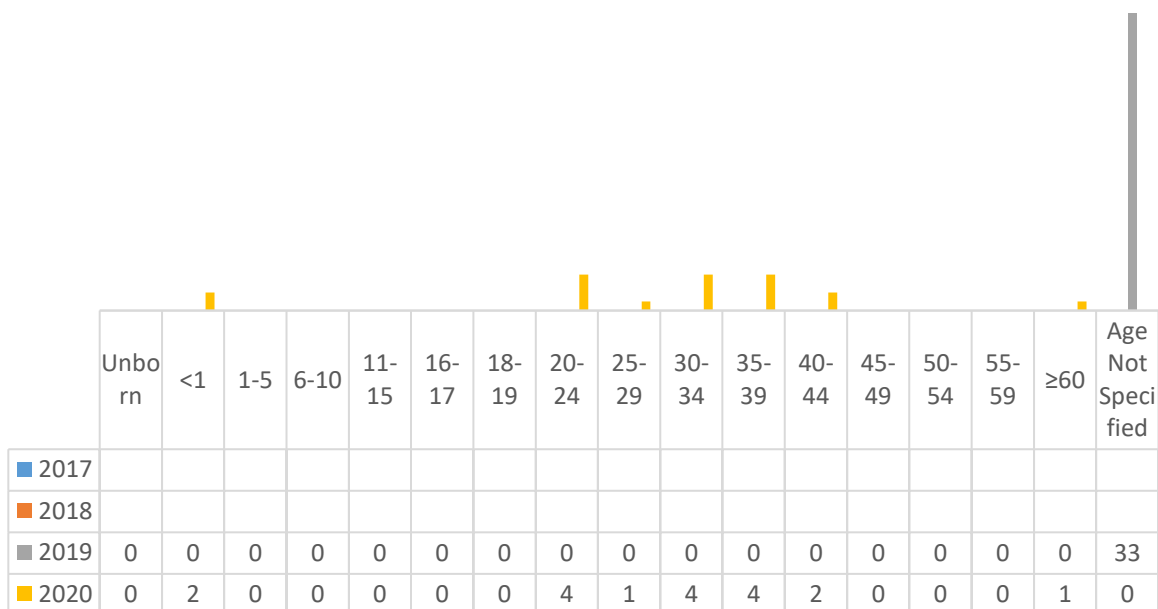
Home-start: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened



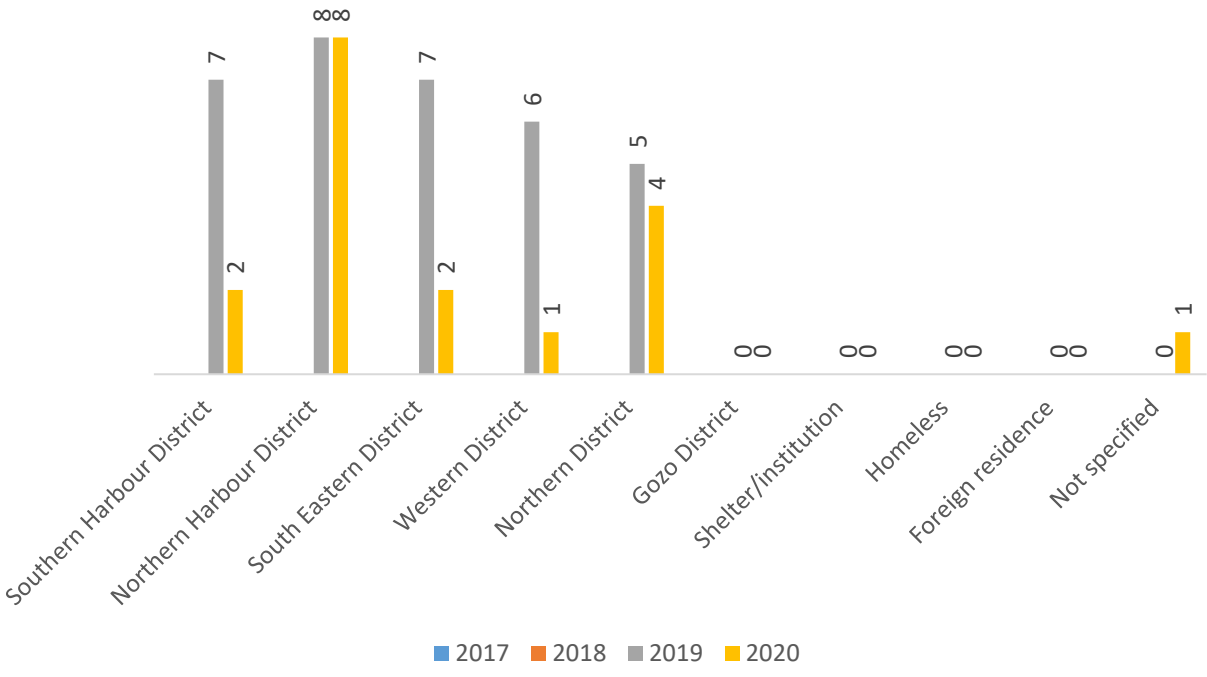
Home-start: Number of new & re-contact cases opened by age category and year



Home-Start: New & re-contact cases by age and gender January – December 2020

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

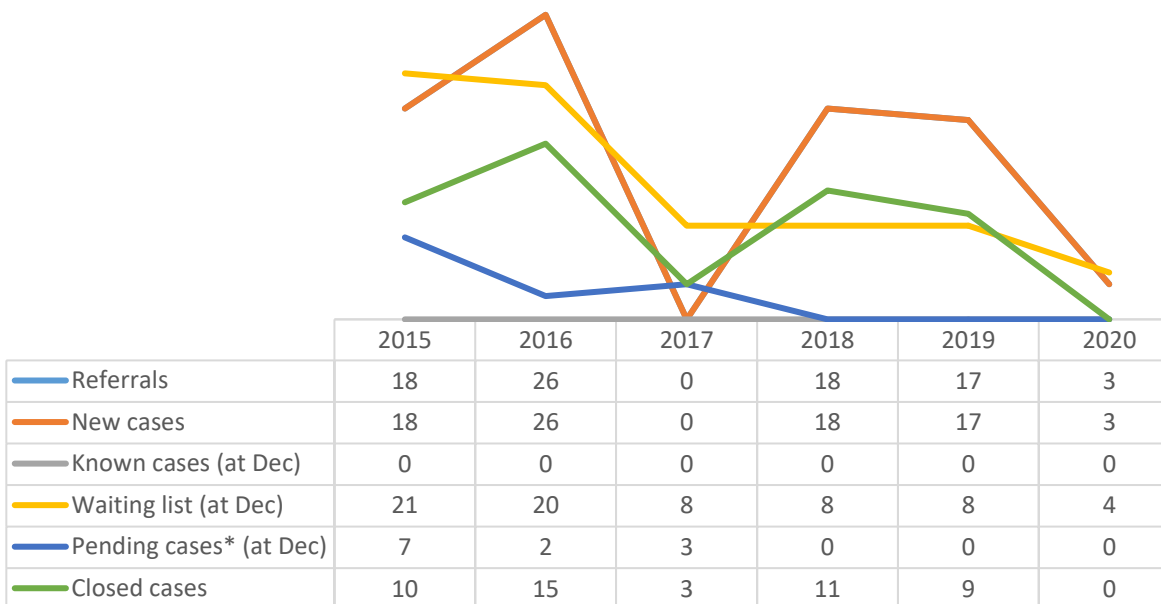
Home-start: Number of new & re-contact cases opened by district and year



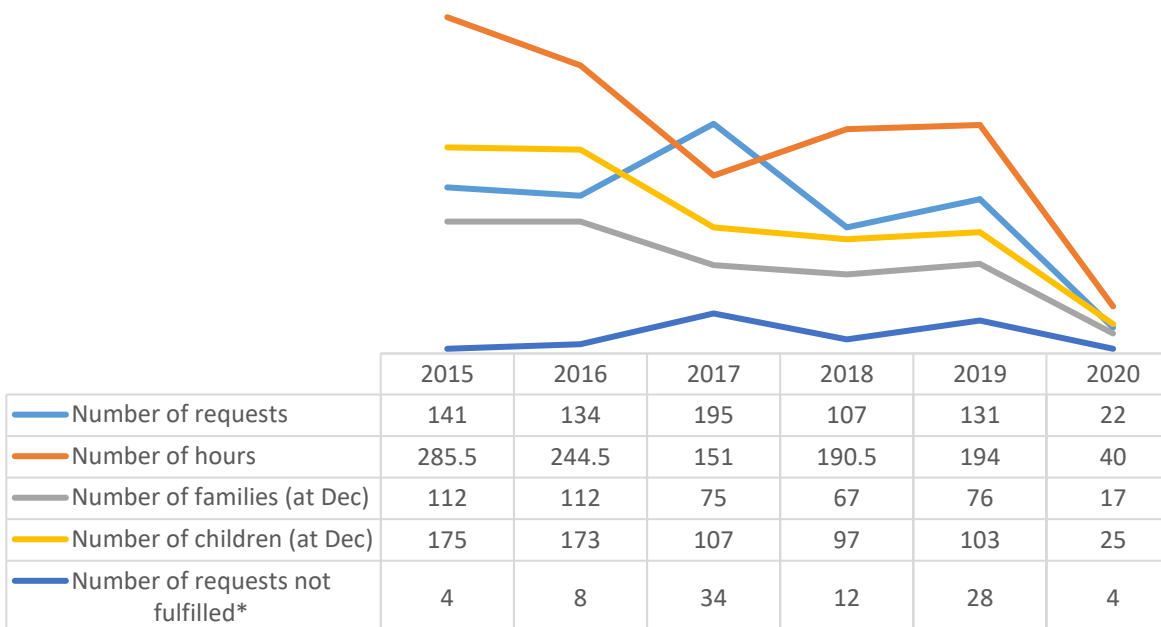
Programm Uljed Darna (PUD)

Generic Programme

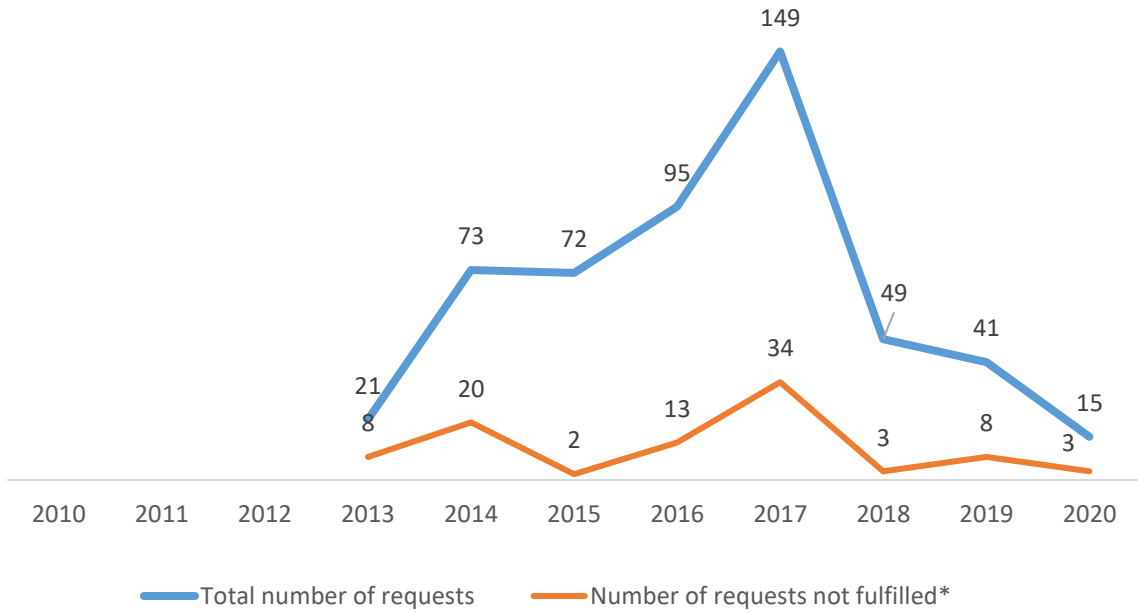
PUD-Generic: Case activity within PUD generic programme by year



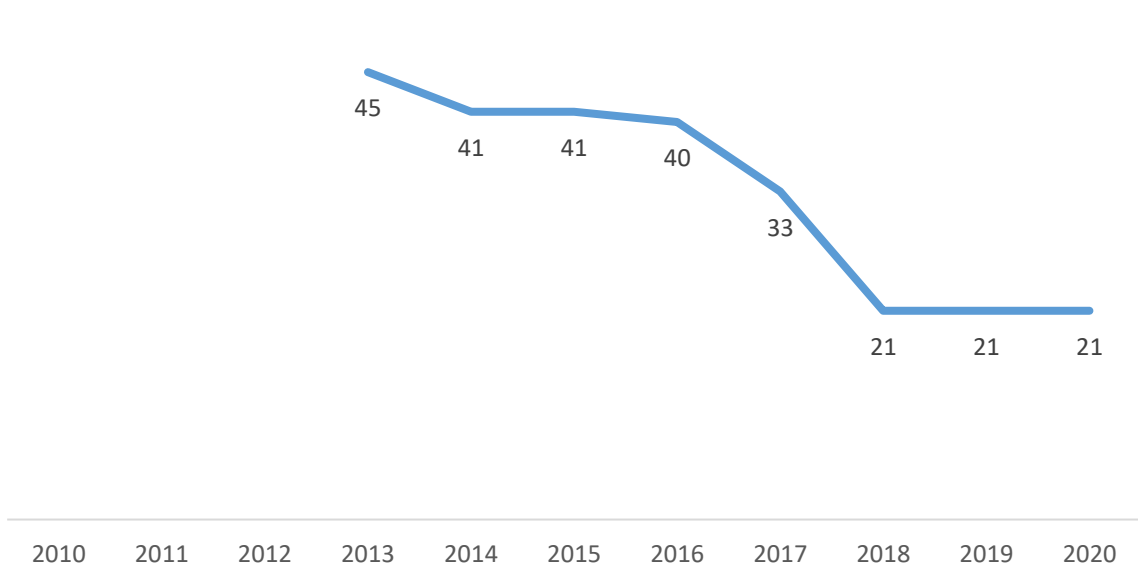
PUD-Generic: Case activity within child minding service by year



PUD-Generic: Transport services by year

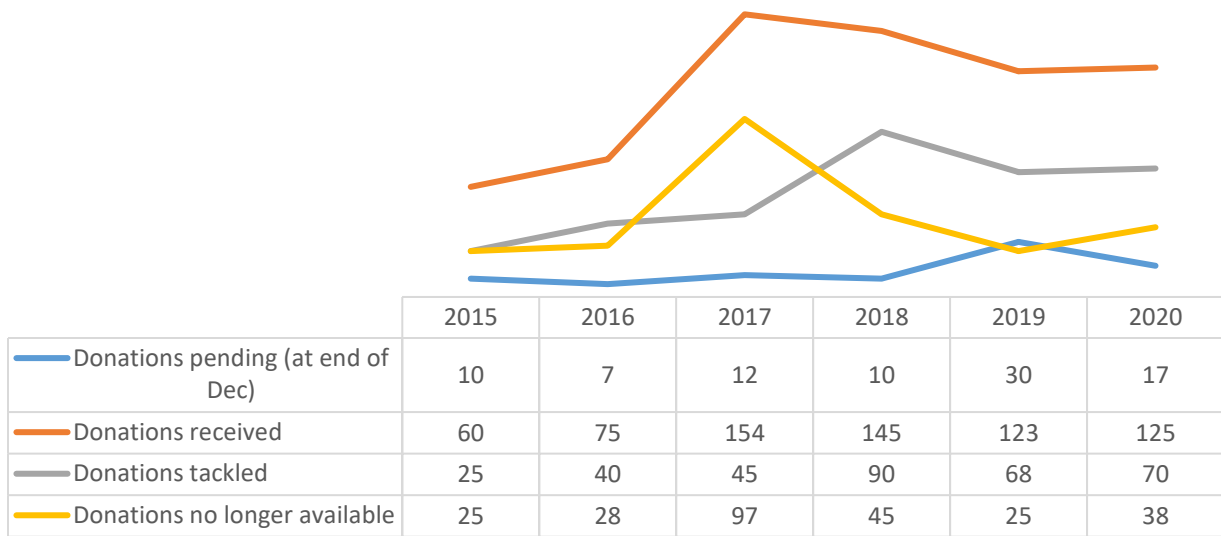


PUD-Generic: Volunteers registered by year

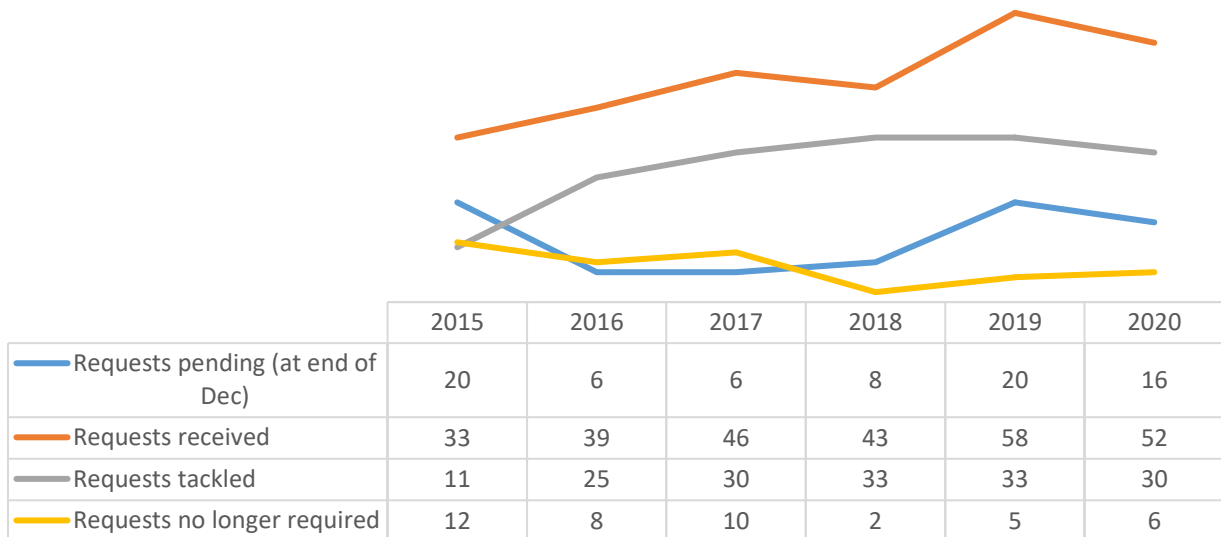


Progett Tereza

PUD-Tereza: Donations by donation status and year

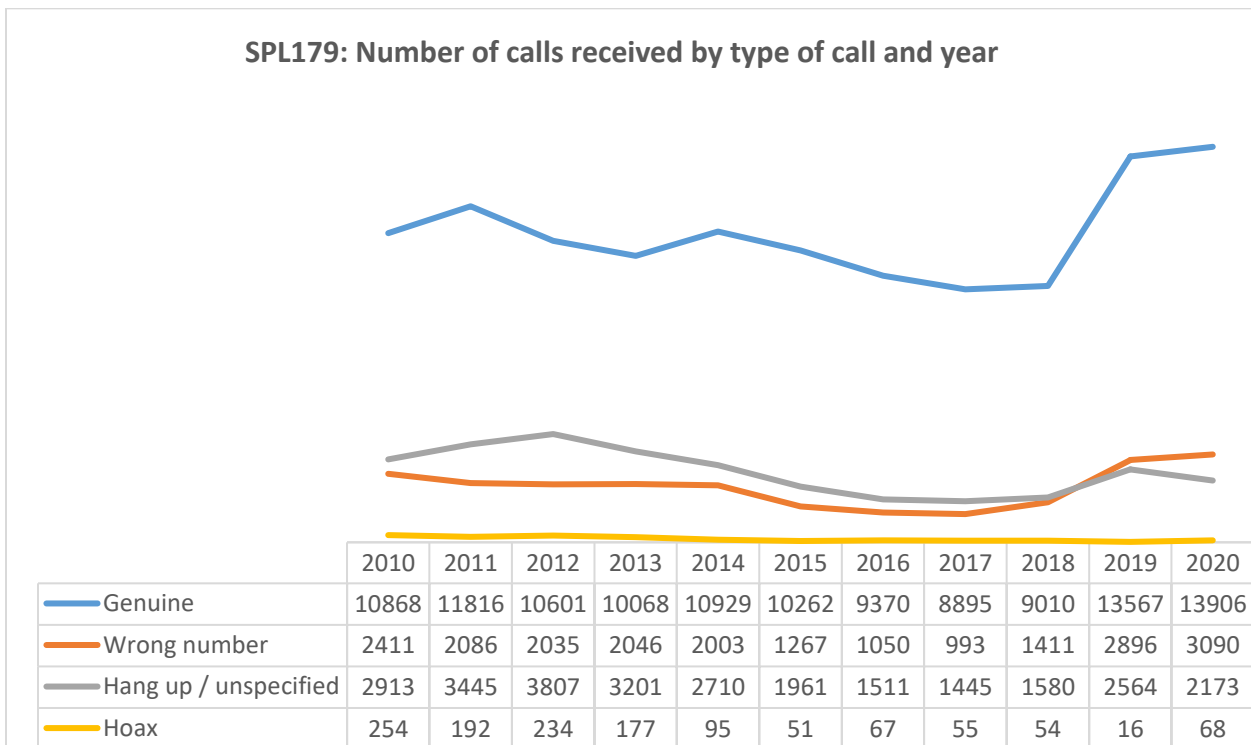
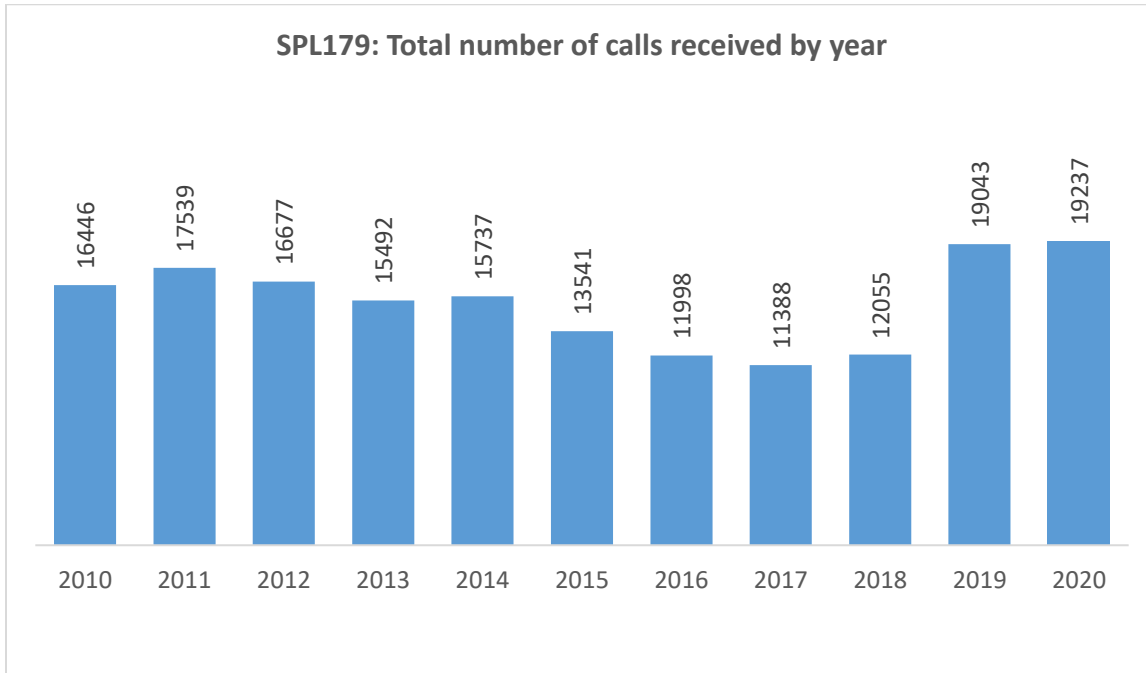


PUD-Tereza: Requests by request status and year

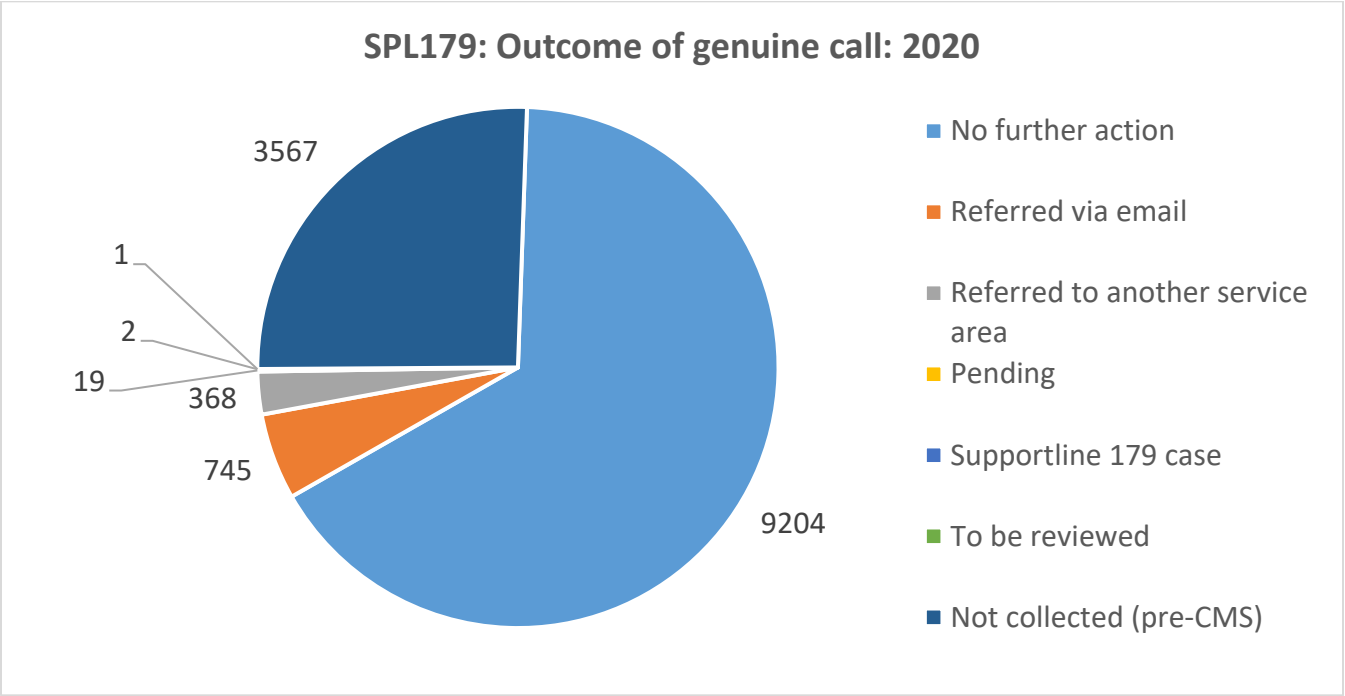
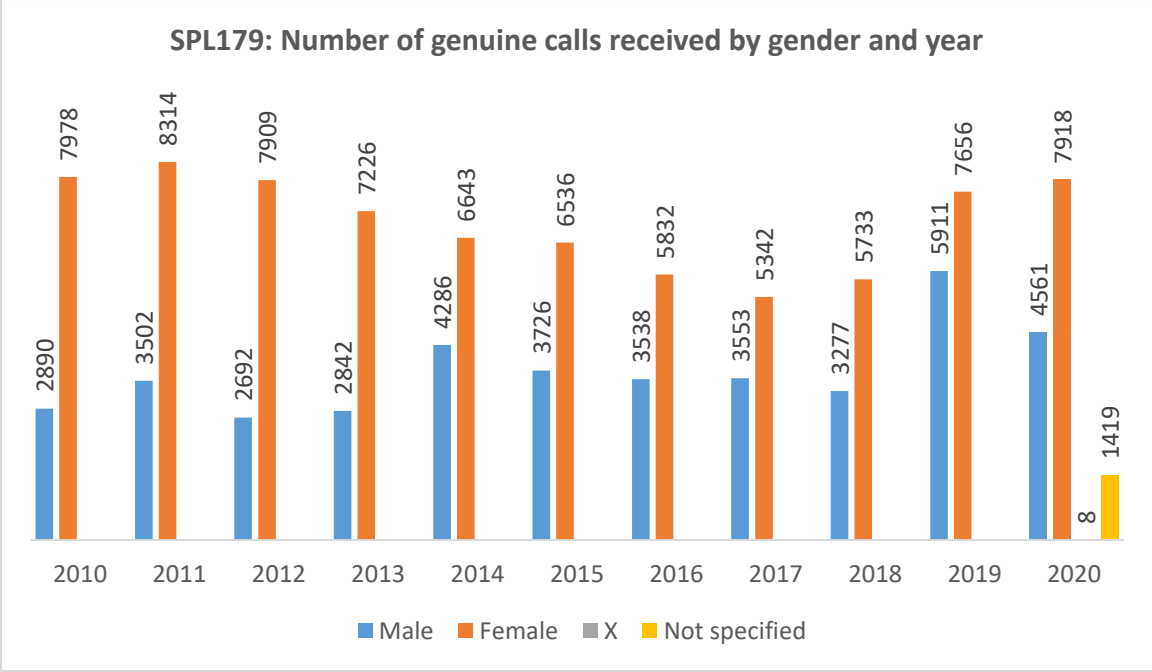


Supportline 179

Note¹⁴

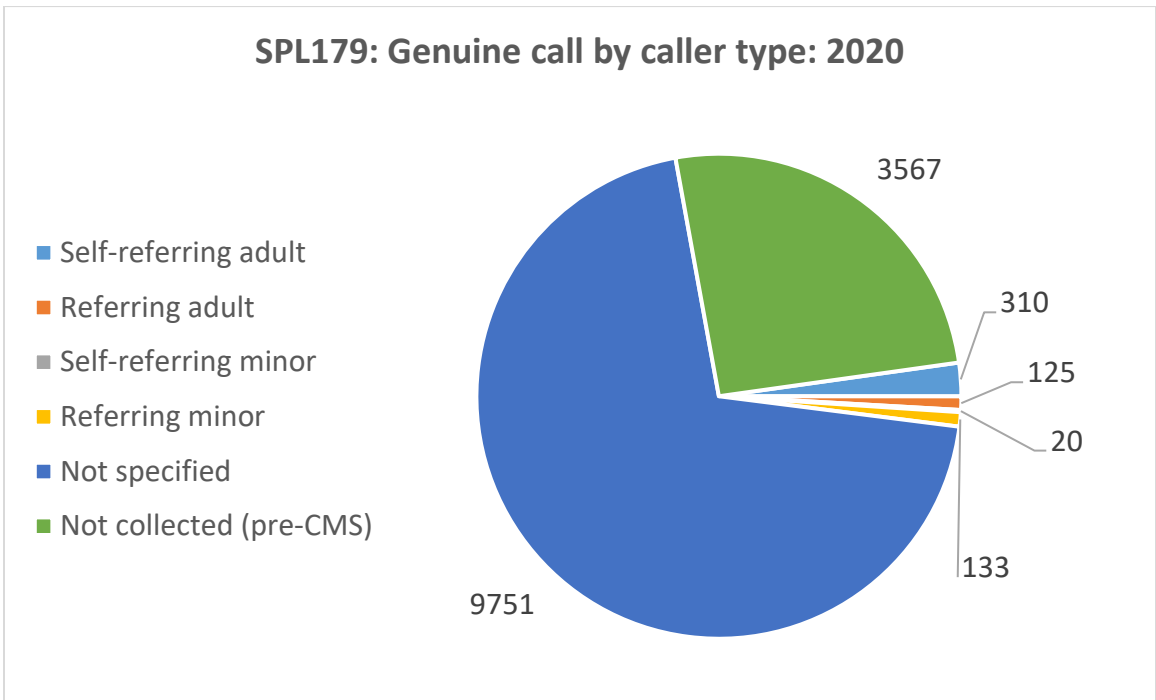


¹⁴ A new data collection system and reporting format was introduced in April 2020. The data incorporates calls to both 179 and 1772 together.



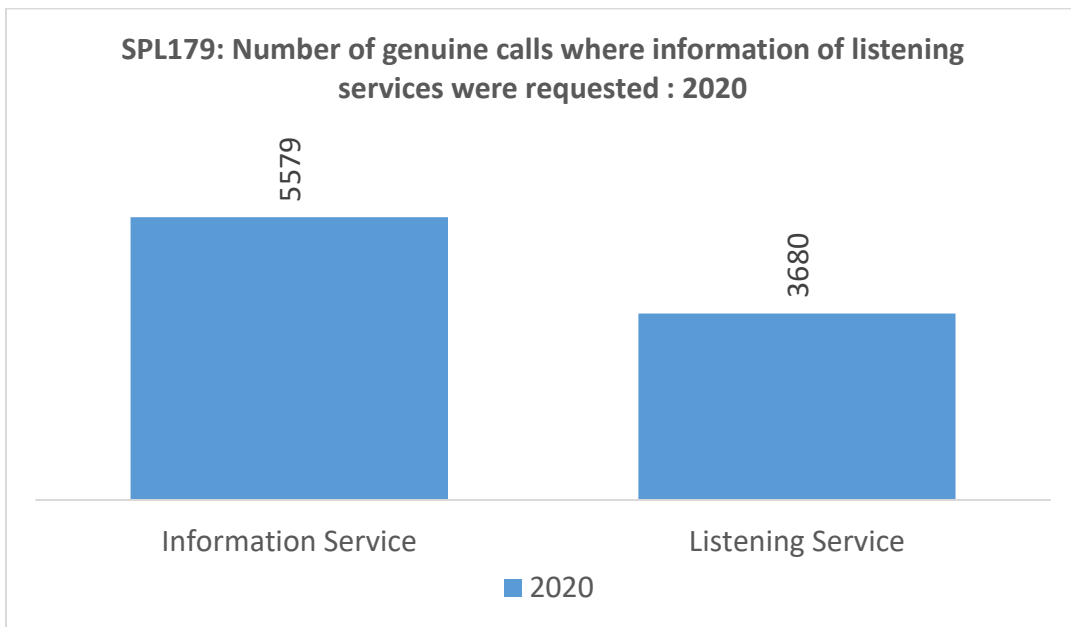
*not collected before April 2020.

SPL179: Genuine call by caller type: 2020



**not collected before April 2020.*

SPL179: Number of genuine calls where information of listening services were requested : 2020

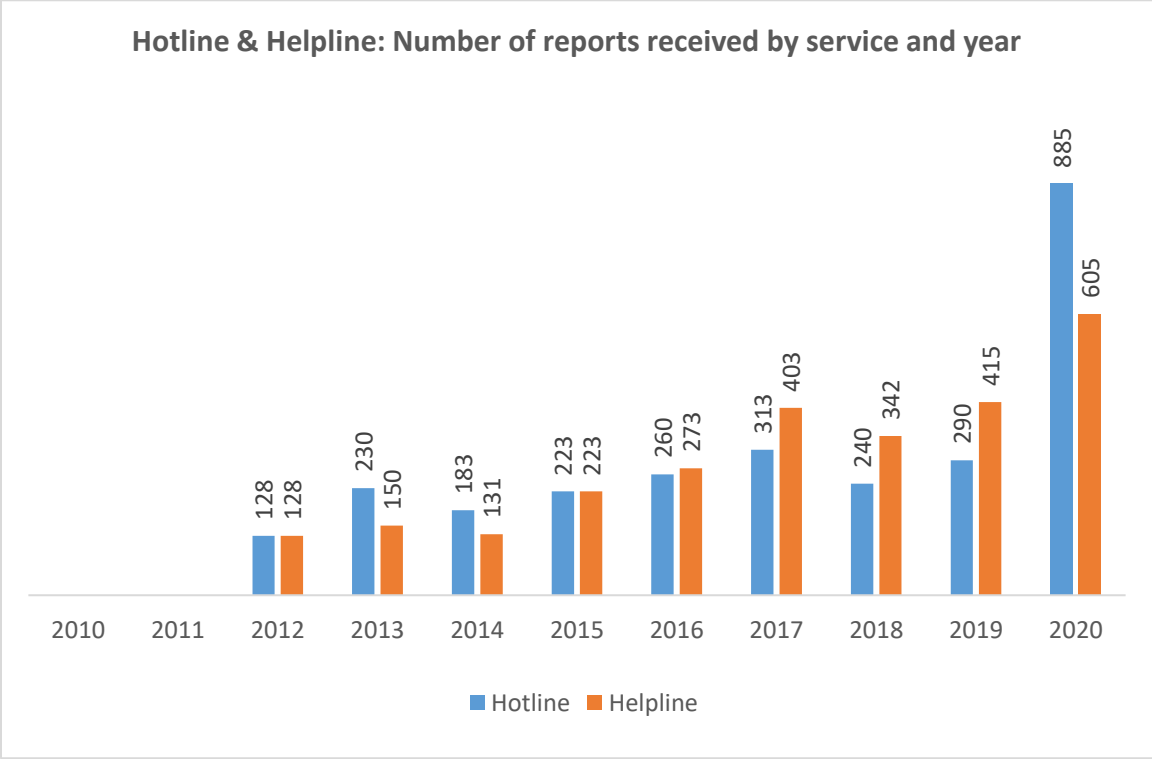


SPL179: Number of genuine calls by primary problem ¹⁵			
	2018	2019	2020
Abuse of an adult	0	0	42
Abuse of elderly persons	0	0	69
Adoption related	0	0	4
Aggressive\violent behavior	0	0	85
Alcohol	75	113	91
Bereavement	20	33	50
Bullying	49	41	32
Care of significant others	0	0	6
Child abuse – at risk	0	0	151
Child abuse – emotional	62	79	72
Child abuse – neglect	137	195	160
Child abuse – physical	130	114	105
Child abuse – sexual	9	30	15
Child abuse - internet	8	40	-
Child access	0	0	63
Child care	0	0	41
Communication issues in romantic relationship	0	0	13
Crime (adult)	0	0	10
Cyber-bullying	0	0	34
Delinquency (youth)	0	0	13
Disability related issues	52	84	57
Divorce	0	0	4
Domestic violence – at risk	0	0	208
Domestic violence – emotional	309	516	439
Domestic violence – financial	0	0	17
Domestic violence – neglect	4	65	4
Domestic violence – physical	287	414	353
Domestic violence – sexual	3	21	8
Drugs (prescription medication)	0	0	11
Drugs (illicit substances)	134	185	182
Eating disorder	0	0	4
Elderly needs	240	307	477
Employment problems	0	0	38
Financial problems	36	41	90
Foster placement	27	52	21
Gambling	18	22	22
Harassment	0	0	20
Homeless	308	376	645
Housing problems	46	39	54
Illegal content	0	0	10
Infidelity in romantic relationship	0	0	7
Information - internet	38	141	24
Information - services	882	1294	463

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

Language or cultural barriers	0	0	2
Legal issues	85	345	189
Listening	2208	4013	1098
Loneliness	648	1185	2626
Marital separation	138	160	176
Mental health	1419	1292	1505
Non-person directed behaviours	0	0	50
Parent child attachment issues	255	268	134
Parenting skills	33	8	24
Personal hygiene issues	0	0	1
Physical health	125	70	106
Pregnancy related issues	2	18	11
Relationship problems with reconstituted family	0	0	5
Relationship problem with extended family	0	0	56
Relationship problem with nuclear family	380	548	476
Residential care	7	16	34
Romantic relationship conflicts	136	174	216
Running away	0	0	21
School related problems	10	15	13
Self-injury behaviours	72	149	89
Sexting	0	0	1
Sexual assault/rape	3	11	6
Sexuality related issues	31	25	17
Social security benefits issues	0	0	68
Technology addiction	0	0	3
Undocumented migration issues	3	24	2
Unemployment	2	7	17
Usury	1	8	15
Unspecified behavioural problems	206	326	-
Other	372	703	2722
None specified	0	0	9
Totals	9010	13567	13906

Hotline & Helpline



Appendix

Glossary of Terms

Variable	Definition
Cases worked with	The total number of cases which were new, re-contact or known in the reporting year. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year. This excludes persons who were referred but their case was never opened.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
New case	A new case which was opened or activated for the first time ever within the reporting year and which was never previously worked with.
Re-contact case	A case which was worked with and closed in the past and it has been re-activated or re-opened within the current reporting year.
Known case	Cases which were activated or opened in the previous reporting years and they are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Intake	When a case is referred to the service it is placed on intake (intake is the initial status for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a case is not a known case or opened case within the reporting period it remains an intake case.
Referred cases	The period when a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
New & re-contact case	The period when a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
Closed case	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
Family cases	The service works with families. A family case may consist of: <ul style="list-style-type: none"> - Individuals: One individual who attends in the year on their own without any other family member, or - Family: A number of individuals identified as part of the same family attending in the year.
Primary problem	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified because of a lack of information or the service user was unwilling to provide the information
Other	Treatment, issue or location not elsewhere specified.

Maltese Districts

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

Service Descriptions

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

Oncology Social Work Service	The aim is to provide immediate social work support to patients receiving treatment from Sir Antony Mamo Oncology Centre and to their families
Qormi Health Centre Social Work Service	The aim is to provide community social work support to persons within the Qormi, Zebbug and Siggiewi localities
St. Vincent de Paule Social Work Service	This social work service was set up to cater for the psycho-social needs of residents at St. Vincent de Paul residence. The service also carries out assessments of elderly persons living in the community with the aim of referring them to other appropriate services
Primary Health Care Service	Social work services are offered from Bormla (Cospicua) and Birkirkara Health Centres. The social work service is voluntary and service users are not obliged to accept referrals to the Social Worker Clinic
Child and Young People's Service	Was previously known as Child Guidance Clinic. Social Workers form part of an inter-disciplinary team and focus on supporting children with behavioural and or mental health difficulties such as ADHD, autism, as well as supporting their families
Home-Start Malta	Offers support, friendship and practical help to families with young children under 5 years of age. To help give children the best possible start in life, the service supports parents as they grow in confidence, strengthen their relationships with their children and widen their links within the local community
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 regards to mental health issues, feeling lonely or in a great state of desolation.
Hotline & Helpline	Provide information regarding internet safety and investigates reports of harmful websites that host child sexual abuse material



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