

# Foundation for Social Welfare Services

**Appogg**

**Yearly**

**Statistical Report**

**2017**

**March**

**2018**

**Reporting on:**

**January to December**

**2017**



**Report prepared by:**

**Christine Marchand-Agius**

*Online version*

# Foundation for Social Welfare Services

## Appogg Yearly Statistical Report 2017

**Foundation for Social Welfare Services, Malta**  
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**Foundation for Social Welfare Services**  
212, Cannon Road, Santa Venera  
SVR 9034, Malta

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## Introduction

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This report provides, in tabular format, the statistical information regarding the services within Appogg. The tables include, but are 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.

The data contained in this report is based on information submitted by the services to the Research Team in February 2018. 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 up 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 Jessica Cutajar.

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

## List of Acronyms

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Acronym	Description
ADP	Adolescent Day Programme
BCS	Bkara Community Service
Benniena	Benniena Service
CCS	Cottonera Community Service
Court	Court Service
CPS	Child Protection Service
CYPS	Child and Young People's Service
DVU	Domestic Violence Unit
E4L	Embark for Life
Fostering	Fostering Service
Ghabex	Ghabex Shelter
HSS	High Support Service
IFSS	Intake & Family Support Service
LAC	Looked After Children
MABS	Managing Abusive Behaviour Service
MCS	Msida Community Service
MDH	Mater Dei Hospital Social Work Service
PFI	Paolo Freire Institute
PHCS	Primary Health Care Service
Post-adoption	Post-adoption service
Pre-adoption	Pre-adoption service
PUD	Progett Uljed Darna
PUD – Progett Tereza	Progett Uljed Darna – Progett Tereza
PUD-Generic	Progett Uljed Darna – Generic Programme
QCS	Qawra Community Service
QHC	Qormi Health Centre Social Work Service
RHS	Residential Home Service
SAMOC	Oncology Social Work Service
SAV	Supervised Access Visits
SPL179	Supportline 179
SVDP - community	St Vincent De Paule – Community
SVDP - Residential	St Vincent De Paule – Residential
VCS	Valletta Community Service
YIF	Youth In Focus Service

## Executive Summary

The following tables summarise the main statistics reported by the Appogg services.

	Total cases worked with	Individuals worked with
CPS	1166	1122
IFSS	1335	1278
DVU	971	940
Ghabex	58	55
Managing abusive behaviour	111	111
HSS	30	35
Warm Haven	4	4
Residential Home Service	11	10
MDH	3127	2980
Benniena	266	260
SAMOC	486	477
QHC	153	152
SVDP – Resid	243	232
SVDP – Comm	188	179
Primary Health Care Service	69	69
CYPS	138	138
CCS – SW	257	249
PFI	94	88
BKARA	139	134
MSIDA	91	82
QAWRA	165	164
VALLETTA	145	143
E4L	188	186
LAC	464	464
Court	139	-
SAV's	292	-
YIF	211	211
Adolescent Day Programme	14	14

Service	Other information
Fostering	230 children and 230 foster carers
Adoption	<b>Pre-adoption:</b> 139 new enquiries and 424 cases worked with <b>Post-adoption:</b> 5 new decree, 230 children and 170 families
PUD Tereza	<b>Donations:</b> 154 received and 45 tackled, <b>Requests:</b> 46 received and 30 tackled
Hotline	313 reports
Helpline	403 reports
SPL 179	Total of 11388 calls out of which 8895 were genuine
PUD general	Average of 2 new allocations and 0 known cases per month

## Child Protection Services

Child Protection Services (CPS) deal with cases of abuse and neglect of children, and are also involved when a child seems to be suffering from, or is at risk of, significant harm. Child Protection Services investigate referrals received from the general public, as well as from other professionals working with children or their families. Social workers carry out investigations and assessments whenever there are allegations that a child is suffering, or is at risk of suffering, from significant harm resulting from physical, sexual, emotional abuse and/ or neglect.

CPS: Number of cases worked with in the year January – December 2017	
	2017
New	398
Re-contact	182
Known	586
<b>Total cases worked with</b>	<b>1166</b>
Number of individuals worked with	1122

<b>CPS: Number of referrals</b>																
<b>Number of cases referred by month and year of referral</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	71	122	86	54	71	107	82	77	81	84	84	52	89	105	76	51
Feb	52	82	101	56	84	91	75	80	75	80	68	67	72	93	54	77
Mar	61	111	103	73	85	98	47	83	109	61	80	65	51	56	80	77
Apr	58	127	88	117	94	79	87	70	105	64	82	100	84	103	79	75
May	93	174	83	104	104	99	71	105	105	77	82	117	66	91	73	93
Jun	87	159	70	110	81	100	51	116	86	70	78	63	85	83	95	69
Jul	97	134	50	72	89	65	57	101	71	41	59	53	31	64	51	16
Aug	108	91	109	71	105	69	94	64	87	43	52	45	48	67	76	22
Sep	106	129	42	46	65	82	71	47	38	32	60	56	67	51	63	25
Oct	139	113	58	44	100	93	82	112	89	53	51	82	63	69	70	31
Nov	126	74	50	30	106	109	70	106	81	76	40	37	118	43	46	52
Dec	92	67	52	37	86	68	67	92	77	47	50	47	47	49	27	40
<b>Total</b>	<b>1090</b>	<b>1383</b>	<b>892</b>	<b>814</b>	<b>1070</b>	<b>1060</b>	<b>854</b>	<b>1053</b>	<b>1004</b>	<b>728</b>	<b>786</b>	<b>784</b>	<b>821</b>	<b>874</b>	<b>790</b>	<b>628</b>

<b>CPS: Number of new and re-contact cases</b>																
<b>Number of cases by month of service opened and year of service opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	16	186	62	33	62	96	77	44	54	86	103	18	77	111	32	60
Feb	12	90	122	21	84	70	60	81	63	40	73	19	46	69	98	76
Mar	37	77	87	20	79	78	38	28	66	41	99	12	34	78	97	77
Apr	81	132	57	13	85	74	72	90	89	34	37	108	81	28	40	49
May	50	100	61	17	95	93	41	47	81	31	90	113	17	117	64	56
Jun	46	104	42	24	81	83	26	65	27	24	47	14	105	71	25	30
Jul	43	115	36	16	83	51	50	62	34	36	89	28	51	34	42	36
Aug	42	71	71	45	79	50	50	35	55	20	96	4	142	56	47	100
Sep	48	83	64	27	80	48	30	32	61	4	36	95	81	45	26	31
Oct	193	126	54	21	89	60	26	103	50	14	33	17	21	94	85	18
Nov	179	70	30	19	87	33	17	59	83	19	21	2	87	88	18	29
Dec	65	62	46	22	76	50	14	51	13	8	34	74	13	30	22	18
<b>Total</b>	<b>812</b>	<b>1216</b>	<b>732</b>	<b>278</b>	<b>980</b>	<b>786</b>	<b>501</b>	<b>697</b>	<b>676</b>	<b>357</b>	<b>758</b>	<b>504</b>	<b>755</b>	<b>821</b>	<b>596</b>	<b>580</b>

**CPS: Year of referral by type of alleged abuse reported  
January – December 2017**

	2017
Cybercrime	0
Cybercrime, emotional & sexual	0
Cybercrime & sexual	4
Emotional	38
Emotional & neglect	4
Emotional, neglect & sexual	1
Emotional & physical	25
Emotional, physical & neglect	1
Emotional, physical, neglect & sexual	0
Emotional, physical & sexual	0
Emotional & sexual	1
Neglect	67
Neglect & sexual	0
Physical	50
Physical & neglect	16
Physical , neglect & sexual	1
Physical , neglect & cybercrime	0
Physical & sexual	6
At risk	147
At risk & cybercrime	0
At risk & emotional	28
At risk, emotional & neglect	17
At risk, emotional & physical	14
At risk, emotional, physical & neglect	2
At risk, emotional, physical & sexual	0
At risk, emotional, physical, neglect & sexual	0
At risk, emotional & sexual	3
At risk & neglect	62
At risk, neglect & sexual	3
At risk & physical	26
At risk, physical & neglect	10
At risk, physical, neglect & sexual	0
At risk & sexual	12
At risk, physical & sexual	2
Sexual	34
No issues of abuse	54
Not specified	0
<b>Total</b>	<b>628</b>

<b>CPS: Number of new cases</b>																
<b>Number of cases by month opened and year opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	15	139	29	24	59	76	76	28	46	77	83	16	57	89	25	36
Feb	9	65	84	15	84	63	49	30	60	33	56	13	33	57	71	56
Mar	31	51	52	18	78	70	37	22	64	32	77	9	18	59	66	51
Apr	70	92	35	7	84	69	69	12	82	27	25	76	55	23	32	36
May	36	58	32	8	94	80	53	17	72	25	75	94	11	82	36	41
Jun	40	72	12	20	81	66	39	9	25	16	39	12	84	63	16	26
Jul	27	73	22	15	62	51	40	43	28	32	62	25	37	30	27	27
Aug	27	54	37	38	73	53	42	34	49	15	73	1	103	40	33	59
Sep	31	52	21	21	57	44	26	22	59	4	23	74	63	40	16	23
Oct	147	83	11	15	64	66	17	79	45	10	15	14	15	71	58	13
Nov	151	45	15	10	76	28	10	61	78	14	15	1	60	70	11	24
Dec	42	43	11	24	74	50	6	53	10	4	22	52	9	21	12	6
<b>Total</b>	<b>626</b>	<b>827</b>	<b>361</b>	<b>215</b>	<b>886</b>	<b>716</b>	<b>464</b>	<b>410</b>	<b>618</b>	<b>289</b>	<b>565</b>	<b>387</b>	<b>545</b>	<b>645</b>	<b>403</b>	<b>398</b>

<b>CPS: Case opened by age and sex</b>					
<b>January – December 2017</b>					
	Male	Female	Unborn	Not specified	Total
<1	7	8	13	0	28
1-5	53	47	0	1	101
6-10	54	44	0	0	98
11-15	45	51	0	0	96
16-17	6	11	0	0	17
≥18	1	2	0	0	3
Not specified	24	24	0	7	55
<b>Total</b>	<b>190</b>	<b>187</b>	<b>13</b>	<b>8</b>	<b>398</b>

\* Sex not specified is generally unborn children

**CPS: Case opened by district  
January – December 2017**

	2017
Northern Harbour District	99
Southern Harbour District	98
Northern District	69
South Eastern District	51
Western District	30
Gozo and Comino	16
Shelter or institution	0
Foreign residence	0
Homeless	0
Not specified	35
<b>Total</b>	<b>398</b>

**CPS: Number of cases closed**

**Number of cases closed by month and year of closure**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	26	198	67	41	87	73	122	104	82	84	76	30	87	70	114	77
Feb	15	65	106	70	41	133	75	96	58	38	101	34	30	98	52	75
Mar	49	77	100	50	80	95	16	50	46	67	81	43	36	28	131	63
Apr	46	41	78	37	50	39	67	55	65	65	75	30	89	51	60	86
May	51	74	27	32	66	51	51	36	55	56	116	46	29	114	99	52
Jun	47	98	56	10	41	22	63	45	69	23	43	57	82	97	43	46
Jul	56	91	43	56	81	88	67	33	37	41	74	47	82	24	52	73
Aug	53	47	76	14	50	64	40	24	37	114	78	48	18	54	67	116
Sep	61	65	66	48	80	85	90	26	23	59	52	79	61	22	28	56
Oct	270	129	70	36	49	48	74	34	67	50	62	47	40	74	32	56
Nov	151	73	30	14	60	21	52	48	68	30	9	60	54	103	44	63
Dec	43	46	26	10	50	24	56	16	35	36	27	60	40	101	51	40
<b>Total</b>	<b>868</b>	<b>1004</b>	<b>745</b>	<b>418</b>	<b>735</b>	<b>743</b>	<b>773</b>	<b>567</b>	<b>642</b>	<b>663</b>	<b>794</b>	<b>581</b>	<b>648</b>	<b>836</b>	<b>773</b>	<b>803</b>

## Intake & Family Support Service

The Intake and Family Support Service (IFSS) is an amalgamation of services namely Generic Service, Initial Response Service and Family Workshops. This 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 both voluntary and non-voluntary service users. As a result, when service users are voluntary they agree to work in partnership with the social worker assigned

IFSS: Number of cases worked with in the year January – December 2017	
	2017
New	870
Re-contact	102
Known	363
<b>Total cases worked with</b>	<b>1335</b>
Number of individuals worked with	1278

<b>IFSS: Number of referrals</b>					
<b>Number of cases referred by month and year of referral</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	129	138	103	104	87
Feb	123	90	116	122	102
Mar	113	118	110	118	114
Apr	133	149	109	113	85
May	126	99	94	131	70
Jun	146	111	99	100	75
Jul	158	113	101	104	110
Aug	163	130	102	159	91
Sep	126	111	80	115	90
Oct	149	94	94	108	70
Nov	89	68	83	95	84
Dec	64	77	67	83	67
<b>Total</b>	<b>1519</b>	<b>1298</b>	<b>1158</b>	<b>1352</b>	<b>1045</b>

<b>IFSS: Number of new and re-contact cases</b>					
<b>Number of cases by month of service opened and year of service opened</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	125	137	109	107	80
Feb	121	98	104	127	100
Mar	114	117	107	112	125
Apr	131	150	118	96	69
May	129	98	84	133	62
Jun	126	105	88	92	68
Jul	154	110	113	101	80
Aug	161	138	139	159	83
Sep	120	114	85	112	47
Oct	131	85	96	111	99
Nov	85	65	74	98	70
Dec	56	66	60	65	89
<b>Total</b>	<b>1453</b>	<b>1283</b>	<b>1177</b>	<b>1313</b>	<b>972</b>

IFSS: Referrals by primary problem* January – December 2017	
	2017
Addiction	7
Anger management	0
Behaviour problems	37
Bereavement	0
Child abuse	26
Child care or access	40
Disability related issues	1
Domestic violence	22
Eating disorder	0
Elderly needs	6
Employment issues	9
Family relations/ relationships	192
Financial difficulties	37
Fostering or adoption	3
Health related issues	6
Homeless	252
Housing problems	77
Human trafficking	1
Lack of support or guidance	12
Legal issues	54
Marital problems	52
Mental health issues	87
Migrant related issues	2
Pregnancy related issues	3
Relationship problems	42
School related problems	13
Self-harm or suicide	15
Separation related issues	39
Sexual harassment or abuse	0
Sexuality related issues	0
Multiple issues	0
Other	10
Not specified	0
<b>Total</b>	<b>1045</b>

*\*Clients may have multiple problems but this table only reports the primary is-sue as reported by the client.*

**IFSS: Case service opened by age and sex  
January – December 2017**

	<b>Males</b>	<b>Female</b>	<b>Unborn child</b>	<b>Not specified</b>	<b>Total</b>
<1	5	3	8	5	3
1-5	24	19	43	24	19
6-10	27	23	50	27	23
11-15	31	36	67	31	36
16-17	14	17	31	14	17
18-19	15	16	31	15	16
20-24	37	40	77	37	40
25-29	43	49	92	43	49
30-34	39	53	92	39	53
35-39	57	67	124	57	67
40-44	44	62	106	44	62
45-49	32	45	77	32	45
50-54	25	39	64	25	39
55-59	14	26	40	14	26
≥60	29	25	54	29	25
Not specified	9	7	16	9	7
<b>Total</b>	<b>445</b>	<b>527</b>	<b>972</b>	<b>445</b>	<b>527</b>

**IFSS: Case service opened by district and sex  
January – December 2017**

	<b>2017</b>
Northern Harbour District	278
Southern Harbour District	181
South Eastern District	152
Northern District	119
Western District	114
Gozo	19
Homeless	0
Shelter or institution	0
Foreign residence	0
Not specified	109
<b>Total</b>	<b>972</b>

<b>IFSS: Number of new cases</b>					
<b>Number of cases by month opened and year opened</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	97	95	82	105	75
Feb	100	80	79	121	90
Mar	83	90	75	106	114
Apr	105	121	101	84	64
May	108	83	71	122	52
Jun	91	76	78	85	57
Jul	123	91	109	94	73
Aug	118	109	133	149	74
Sep	90	93	85	106	37
Oct	90	78	96	101	88
Nov	65	56	72	82	66
Dec	51	52	53	59	80
<b>Total</b>	<b>1121</b>	<b>1024</b>	<b>1034</b>	<b>1214</b>	<b>870</b>

<b>IFSS: Number of cases closed</b>					
<b>Number of cases closed by month and year of closure</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	205	347	111	97	154
Feb	65	260	445	100	70
Mar	6	28	132	93	99
Apr	47	63	82	123	103
May	72	75	89	131	127
Jun	121	205	66	70	77
Jul	210	201	19	120	65
Aug	129	164	58	98	165
Sep	131	32	87	100	48
Oct	101	65	101	136	81
Nov	58	77	77	105	56
Dec	120	1	66	15	44
<b>Total</b>	<b>1265</b>	<b>1518</b>	<b>1333</b>	<b>1188</b>	<b>1089</b>

## Domestic Violence Service

The Domestic Violence Service (DVU) was set up in 1994 to provide a service to adults who suffer abuse.

DVU: Number of cases worked with in the year January – December 2017	
	2017
New	338
Re-contact	92
Known	541
<b>Total cases worked with</b>	<b>971</b>
Number of individuals worked with	940

DVU: Number of referrals Number of cases referred by month and year of referral																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	43	40	52	35	42	52	49	57	42	30	52	42	49	40	34	36
Feb	31	55	37	37	49	46	51	35	38	45	26	46	44	35	41	42
Mar	49	35	44	41	52	56	35	43	42	47	39	36	36	42	39	26
Apr	66	45	42	27	43	43	40	31	40	39	48	48	49	47	42	32
May	50	85	47	41	40	50	32	39	55	52	54	67	42	49	38	51
Jun	57	60	47	36	44	34	29	36	56	29	59	52	46	56	38	63
Jul	62	44	50	36	58	57	46	51	60	49	44	49	63	63	52	43
Aug	48	51	39	35	58	58	53	30	68	64	43	55	51	50	60	41
Sep	51	33	35	39	48	23	55	33	61	43	35	39	45	40	35	47
Oct	74	64	36	39	52	43	33	46	45	55	53	40	42	35	32	52
Nov	46	40	31	39	57	33	34	32	43	58	45	31	36	45	36	40
Dec	36	38	38	26	47	29	22	21	45	46	39	41	32	35	20	34
<b>Total</b>	<b>613</b>	<b>590</b>	<b>498</b>	<b>431</b>	<b>590</b>	<b>524</b>	<b>479</b>	<b>454</b>	<b>595</b>	<b>557</b>	<b>537</b>	<b>546</b>	<b>535</b>	<b>537</b>	<b>467</b>	<b>507</b>

<b>DVU: Number of new and re-contact cases</b>																
<b>Number of cases by month of service opened and year of service opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	43	41	52	34	44	51	44	61	35	32	53	27	42	38	28	30
Feb	32	55	36	37	50	46	34	25	35	19	34	31	41	32	40	25
Mar	49	35	44	43	54	57	28	39	36	42	48	26	45	22	36	16
Apr	67	45	42	26	43	42	33	26	33	25	30	27	30	32	43	40
May	50	85	47	41	40	51	29	29	43	39	37	34	30	29	36	52
Jun	58	60	47	35	44	34	22	23	50	19	31	23	29	40	34	55
Jul	63	44	51	36	50	51	27	50	49	23	36	24	67	54	55	34
Aug	48	50	39	37	52	51	41	28	58	38	40	43	34	33	59	35
Sep	51	33	35	38	58	20	42	36	48	30	31	31	27	35	31	42
Oct	77	63	37	38	52	26	29	40	19	19	38	41	44	37	31	42
Nov	48	40	31	37	57	25	44	31	32	43	36	26	24	31	33	36
Dec	36	38	38	26	47	25	20	19	31	26	24	34	20	20	19	23
<b>Total</b>	<b>622</b>	<b>589</b>	<b>499</b>	<b>428</b>	<b>591</b>	<b>479</b>	<b>393</b>	<b>407</b>	<b>469</b>	<b>355</b>	<b>438</b>	<b>367</b>	<b>433</b>	<b>403</b>	<b>445</b>	<b>430</b>

<b>DVU: Number of new cases</b>																
<b>Number of cases by month opened and year opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	20	26	36	25	38	21	32	41	20	19	36	18	26	21	19	20
Feb	18	34	24	27	39	28	25	15	17	15	25	20	27	24	25	19
Mar	29	26	27	32	39	34	23	27	23	30	34	16	28	16	26	15
Apr	25	28	28	20	34	21	20	20	22	15	17	21	12	24	33	32
May	26	52	38	32	38	25	22	19	29	19	29	22	20	23	27	40
Jun	38	43	34	29	34	17	13	15	34	14	16	14	21	30	30	39
Jul	33	26	35	29	25	28	17	31	31	13	23	16	45	46	49	29
Aug	26	38	28	25	18	33	27	15	33	28	29	27	22	17	44	27
Sep	25	21	25	22	32	15	31	24	35	21	20	20	19	30	26	33
Oct	43	36	27	33	34	16	19	24	8	13	27	32	30	23	26	37
Nov	31	27	27	23	22	17	33	23	21	28	26	17	13	27	27	29
Dec	15	26	30	20	20	20	16	11	22	21	18	20	13	12	16	18
<b>Total</b>	<b>329</b>	<b>383</b>	<b>359</b>	<b>317</b>	<b>373</b>	<b>275</b>	<b>278</b>	<b>265</b>	<b>295</b>	<b>236</b>	<b>300</b>	<b>243</b>	<b>276</b>	<b>293</b>	<b>348</b>	<b>338</b>

DVU: Case opened by age and sex January – December 2017			
	Males	Female	Total
≤17	0	1	1
18-19	0	4	4
20-24	1	27	28
25-29	1	35	36
30-34	1	53	54
35-39	1	50	51
40-44	0	48	48
45-49	1	27	28
50-54	1	18	19
55-59	1	25	26
≥60	1	38	39
Not specified	0	4	4
<b>Total</b>	<b>8</b>	<b>330</b>	<b>338</b>

DVU: Case opened by district January – December 2017	
	2017
Northern Harbour District	103
Southern Harbour District	88
Northern District	66
South Eastern District	42
Western District	28
Gozo and Comino	2
Homeless, shelter or institution	4
Foreign residence	0
Not specified	5
<b>Total</b>	<b>338</b>

**DVU: Case opened by type of abuse and year case opened**  
**January – December 2017**

	2010	2011	2012	2013	2014	2015	2016	2017
Emotional	57	24	32	23	27	42	48	36
Emotional & neglect	2	8	1	4	0	0	0	17
Emotional & financial	0	0	10	14	8	28	20	7
Emotional & physical	124	67	109	74	87	103	123	91
Emotional & sexual	1	1	1	1	5	2	2	2
Emotional, physical & sexual	10	7	5	5	15	20	9	6
Emotional, physical & neglect	7	47	58	0	1	0	0	22
Emotional, physical & financial	-	-	-	52	23	55	54	28
Emotional, neglect & financial	-	-	-	0	14	0	0	0
Emotional, neglect & sexual	0	0	0	2	0	0	0	1
Emotional, financial & sexual	-	-	-	2	3	2	0	2
Emotional, physical, neglect & financial	-	-	-	0	30	0	0	0
Emotional, physical, neglect & sexual	0	7	11	7	0	1	0	7
Emotional, physical, financial & sexual	-	-	-	0	10	12	14	5
Emotional, neglect, financial & sexual	-	-	-	-	3	0	0	0
Emotional, physical, neglect, financial & sexual	-	-	-	13	6	0	0	0
Neglect	3	1	0	0	0	0	0	0
Neglect & financial	0	0	0	1	1	1	0	2
Neglect & sexual	0	0	0	0	0	0	0	0
Financial	-	-	-	0	1	0	3	0
Physical	51	7	6	9	11	16	19	19
Physical & neglect	2	2	1	1	0	0	0	0
Physical & financial	-	-	-	2	4	1	2	0
Physical & sexual	0	1	1	1	0	1	0	1
Physical, neglect & sexual	0	0	0	0	0	0	0	1
Physical, neglect & financial	-	-	-	-	1	0	0	0
Physical, financial & sexual	0	0	0	0	0	0	1	0
Prostitution	0	0	0	0	0	0	0	0
Rape	0	0	0	0	0	0	0	0
Sexual	0	2	3	0	0	0	0	0
Sexual harassment	0	0	0	0	0	0	0	0
Stalking	0	0	0	0	0	0	0	0
Human trafficking	-	-	-	-	1	0	0	3
None	-	-	-	0	2	0	0	1
Not specified	38	62	62	32	23	9	53	87
<b>Total</b>	<b>295</b>	<b>236</b>	<b>300</b>	<b>243</b>	<b>276</b>	<b>293</b>	<b>348</b>	<b>338</b>

**DVU: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	18	24	40	36	79	25	35	38	36	94	46	32	31	43	29	47
Feb	38	23	37	24	55	33	22	27	20	15	43	33	33	39	24	22
Mar	22	23	22	23	77	59	11	23	21	32	41	12	25	27	22	46
Apr	62	43	8	51	42	45	14	29	44	24	33	36	32	36	31	27
May	22	40	65	22	69	35	22	22	88	39	23	56	35	33	27	30
Jun	95	43	79	7	83	66	4	29	24	27	29	25	26	29	5	37
Jul	43	44	29	5	60	51	68	16	19	23	33	45	50	34	35	18
Aug	27	39	35	16	52	40	34	18	20	40	50	24	49	26	31	27
Sep	27	101	46	23	121	30	33	36	17	33	27	25	40	26	33	5
Oct	37	47	20	36	87	42	50	20	60	22	30	27	32	24	21	8
Nov	37	23	27	46	63	24	42	48	52	64	39	27	23	25	18	8
Dec	17	48	34	7	56	31	14	59	3	33	29	33	25	78	15	1
<b>Total</b>	<b>445</b>	<b>498</b>	<b>442</b>	<b>296</b>	<b>844</b>	<b>481</b>	<b>349</b>	<b>365</b>	<b>404</b>	<b>446</b>	<b>423</b>	<b>375</b>	<b>401</b>	<b>420</b>	<b>291</b>	<b>276</b>

## Ghabex Shelter

Ghabex Shelter is a service for victims of Domestic Violence and was set up in 2000 to provide emergency shelter to women and their children by offering them a safe place away from direct personal harm.

Ghabex: Number of cases* worked with in the year January – December 2017	
	2017
New	34
Re-contact	17
Known	7
<b>Total cases worked with</b>	<b>58</b>
Number of individuals worked with	55

*\*Cases reflect the primary family member receiving service but they may be accompanied by their children as well, which are not included in this total number of individuals or cases.*

Ghabex: Total number of cases worked with* by primary reason attending January – December 2017							
	Domestic violence	Human trafficking	Homeless	Minor	Child protection	Not specified	Total
No.	47	7	3	1	0	0	58

Ghabex: Total number of days and nights stayed by clients* who attended Ghabex January – December 2017		
	Days	Nights
Total number	1896	1838
Average per client	32.7	31.7

*\* 55 primary individuals, of which 2 attended more than once (3 re-admission) = 58 admissions*

<b>Ghabex: Number of cases worked with by number of accompanying children</b>				
<b>January – December 2017</b>				
	<b>New</b>	<b>Re-contact</b>	<b>Known</b>	<b>Total</b>
None	22	11	3	36
1 child	6	4	2	12
2 children	6	0	2	8
3 children	0	2	0	2
4 children	0	0	0	0
5 children	0	0	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>34</b>	<b>17</b>	<b>7</b>	<b>58</b>

<b>Ghabex: Number of referrals</b>																
<b>Number of cases referred by month and year of referral</b>																
	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	2	8	4	0	1	4	4	4	4	3	4	3	7	7	2	4
Feb	5	4	5	0	0	3	5	1	2	2	4	5	3	5	1	1
Mar	3	6	6	0	0	5	3	5	5	2	3	9	6	4	4	3
Apr	11	8	9	3	1	6	3	4	3	7	2	2	3	3	7	3
May	8	5	11	8	5	2	4	5	4	3	3	7	6	4	7	5
Jun	9	4	11	5	5	8	4	9	7	2	0	5	7	7	3	6
Jul	18	13	5	5	6	7	4	6	7	0	2	7	7	0	7	6
Aug	12	15	8	3	10	3	8	7	6	7	5	6	9	6	7	5
Sep	10	5	3	2	9	1	6	2	2	4	2	6	9	9	2	5
Oct	4	6	6	3	5	0	0	3	2	0	4	7	8	1	10	6
Nov	6	11	1	1	8	2	2	4	1	3	5	4	4	1	8	4
Dec	5	12	8	1	5	3	4	3	6	5	4	4	1	1	12	3
<b>Total</b>	<b>93</b>	<b>97</b>	<b>77</b>	<b>31</b>	<b>55</b>	<b>44</b>	<b>47</b>	<b>53</b>	<b>49</b>	<b>38</b>	<b>38</b>	<b>65</b>	<b>70</b>	<b>48</b>	<b>70</b>	<b>51</b>

<b>Ghabex: Number of new and re-contact cases</b>																
<b>Number of cases by month of service opened and year of service opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	2	8	4	5	1	4	4	4	4	3	4	3	7	7	2	4
Feb	5	4	5	5	0	5	5	1	2	2	4	5	3	5	1	1
Mar	3	6	6	5	1	5	3	5	5	2	3	9	6	4	4	3
Apr	11	8	9	5	1	7	4	4	3	7	2	2	3	3	7	3
May	8	5	11	8	21	4	4	5	4	3	2	7	6	4	7	5
Jun	9	4	11	7	11	8	4	8	7	2	0	5	7	7	3	6
Jul	18	13	5	10	10	6	4	6	7	0	3	7	7	0	7	6
Aug	12	14	8	5	12	5	8	7	6	7	5	6	8	6	7	5
Sep	10	5	3	5	9	2	6	2	2	4	2	6	10	9	2	5
Oct	4	7	6	4	6	0	0	3	2	0	4	7	8	1	10	6
Nov	6	11	1	3	8	2	2	4	1	3	5	4	4	1	8	4
Dec	5	11	9	10	10	5	4	2	6	5	4	4	1	1	12	3
<b>Total</b>	<b>93</b>	<b>96</b>	<b>78</b>	<b>72</b>	<b>90</b>	<b>53</b>	<b>48</b>	<b>51</b>	<b>49</b>	<b>38</b>	<b>38</b>	<b>65</b>	<b>70</b>	<b>48</b>	<b>70</b>	<b>51</b>

<b>Ghabex: Number of new cases</b>																
<b>Number of cases by month opened and year opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	1	7	4	4	0	3	3	4	3	3	3	3	6	5	1	3
Feb	5	3	4	3	0	3	2	1	0	2	3	2	2	4	0	0
Mar	2	6	2	3	0	5	3	5	3	1	2	9	3	1	2	0
Apr	11	8	7	3	1	4	5	3	2	6	1	2	3	2	6	2
May	7	5	3	5	5	2	4	5	3	1	2	5	4	3	5	4
Jun	7	3	4	4	4	5	3	6	6	2	0	5	4	5	2	4
Jul	13	11	4	4	6	5	2	3	6	0	2	7	6	0	4	3
Aug	9	9	7	2	5	4	6	6	6	6	2	6	7	5	6	4
Sep	8	4	4	3	4	1	5	0	1	3	1	2	8	6	1	4
Oct	2	5	3	3	3	0	0	0	1	0	4	6	7	0	8	5
Nov	4	10	1	2	4	2	2	3	1	2	2	3	4	1	6	2
Dec	5	7	5	5	4	3	2	0	4	3	2	3	0	1	12	3
<b>Total</b>	<b>74</b>	<b>78</b>	<b>48</b>	<b>41</b>	<b>36</b>	<b>37</b>	<b>37</b>	<b>36</b>	<b>36</b>	<b>29</b>	<b>24</b>	<b>53</b>	<b>54</b>	<b>33</b>	<b>53</b>	<b>34</b>

<b>Ghabex: Case opened by district January – December 2017</b>	
	<b>2017</b>
Southern Harbour District	9
Northern District	7
Northern Harbour District	6
South Eastern District	2
Western District	2
Gozo	0
Shelter or institution	0
Homeless	1
Foreign	1
Not specified	6
<b>Total</b>	<b>34</b>

<b>Ghabex: Case opened by age and type of abuse January – December 2017</b>				
	<b>New</b>	<b>Re-contact</b>	<b>Known</b>	<b>Total</b>
Emotional	1	2	0	3
Emotional & physical	14	11	4	29
Emotional & sexual	0	0	0	0
Emotional and financial neglect	0	0	0	0
Emotional and neglect	1	0	0	1
Emotional, physical & neglect	0	0	1	1
Emotional, physical & sexual	1	0	0	1
Emotional, physical, neglect & sexual	0	0	0	0
Neglect only	0	0	0	0
Physical only	0	2	0	2
Physical and neglect	0	0	0	0
Physical and sexual	0	1	0	1
Human trafficking	7	0	0	7
Not applicable	3	1	1	5
None specified	7	0	1	8
<b>Total</b>	<b>34</b>	<b>17</b>	<b>7</b>	<b>58</b>

**Ghabex: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	3	5	6	5	3	6	5	3	2	0	4	3	7	6	1	4
Feb	4	10	3	2	0	6	4	0	2	3	2	3	4	5	1	4
Mar	4	5	8	10	0	5	6	6	4	3	6	6	4	3	5	5
Apr	8	9	10	7	1	4	5	4	6	3	2	7	6	2	7	3
May	7	5	12	10	9	5	3	7	3	5	1	7	5	4	5	3
Jun	12	3	8	10	13	8	3	8	6	3	2	7	6	6	2	3
Jul	17	13	5	5	8	4	6	3	6	2	1	6	8	1	6	8
Aug	12	16	9	6	13	5	5	7	2	5	5	5	8	8	8	3
Sep	8	6	6	3	6	3	5	2	7	6	3	3	9	8	5	6
Oct	4	6	6	3	3	2	3	4	6	0	3	10	4	4	10	4
Nov	4	13	3	3	11	2	3	5	0	1	4	2	5	4	5	6
Dec	6	5	8	7	6	2	4	3	5	6	4	5	2	1	11	6
<b>Total</b>	<b>89</b>	<b>96</b>	<b>84</b>	<b>71</b>	<b>73</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>49</b>	<b>37</b>	<b>37</b>	<b>64</b>	<b>68</b>	<b>52</b>	<b>66</b>	<b>55</b>

## Managing Abusive Behaviour Service

Prior to 2015, this service was known as Men's Services. The aim of the Managing Abusive Behaviour Service (MABS) is to provide a structured program to the abusive partner who is willing to work on changing their abusive attitudes and behaviour.

MABS: Number of cases worked with in the year January – December 2017	
	2017
New	33
Re-contact	6
Known	72
<b>Total cases worked with</b>	<b>111</b>
Number of individuals worked with	111

MABS: Number of referrals														
Number of cases referred by month and year of referral														
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	8	4	3	2	2	7	4	3	3	4	2	4	2	4
Feb	7	9	1	6	2	8	2	3	1	6	2	0	5	4
Mar	1	4	0	1	1	5	5	3	3	3	2	5	6	1
Apr	2	1	0	8	1	5	7	2	13	7	9	6	5	1
May	1	5	0	6	2	4	4	0	4	5	1	7	7	4
Jun	3	1	0	3	0	6	5	4	7	5	5	3	3	4
Jul	7	0	7	1	4	4	9	0	2	6	4	4	5	5
Aug	6	3	8	4	8	2	4	4	2	1	3	2	2	4
Sep	3	4	5	5	1	4	6	2	3	4	3	4	4	4
Oct	3	2	6	4	2	4	4	1	6	3	6	2	5	4
Nov	2	3	3	5	0	1	7	6	4	4	6	2	0	1
Dec	2	3	3	3	0	3	2	2	2	3	3	4	0	3
<b>Total</b>	<b>45</b>	<b>39</b>	<b>36</b>	<b>48</b>	<b>23</b>	<b>53</b>	<b>59</b>	<b>30</b>	<b>50</b>	<b>51</b>	<b>46</b>	<b>43</b>	<b>44</b>	<b>39</b>

<b>MABS: Number of new and re-contact cases</b>														
<b>Number of cases by month of service opened and year of service opened</b>														
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	8	4	3	2	2	7	3	4	3	2	2	4	2	4
Feb	7	8	2	5	2	9	1	3	1	5	2	0	4	4
Mar	1	4	1	1	1	3	5	3	3	3	2	5	6	1
Apr	2	1	3	8	1	4	4	2	13	6	6	6	5	1
May	1	5	3	6	3	3	3	0	4	3	1	7	8	4
Jun	3	1	1	3	0	4	3	4	7	5	5	3	3	4
Jul	7	0	2	1	4	4	5	0	2	6	4	3	5	5
Aug	6	1	5	4	7	2	6	4	2	1	2	2	2	4
Sep	3	4	4	1	1	3	4	3	3	3	2	4	4	4
Oct	3	2	3	4	2	4	2	1	5	3	5	2	5	4
Nov	2	3	5	5	0	3	7	5	4	3	7	2	0	1
Dec	2	3	4	1	0	3	2	1	2	2	2	4	0	3
<b>Total</b>	<b>45</b>	<b>36</b>	<b>36</b>	<b>41</b>	<b>23</b>	<b>49</b>	<b>45</b>	<b>30</b>	<b>49</b>	<b>42</b>	<b>40</b>	<b>42</b>	<b>44</b>	<b>39</b>

<b>MABS: Number of new cases</b>														
<b>Number of cases by month opened and year opened</b>														
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	7	4	3	2	1	7	3	4	2	1	1	4	2	3
Feb	7	5	2	5	2	8	1	2	1	5	2	0	4	4
Mar	1	4	2	1	1	2	4	3	2	3	0	5	6	1
Apr	1	1	3	7	0	3	4	2	12	4	6	5	5	1
May	0	6	4	5	2	3	3	0	2	2	1	6	6	2
Jun	2	1	1	3	0	3	2	3	6	4	5	3	3	4
Jul	6	0	2	1	3	2	5	0	2	6	3	3	5	4
Aug	4	0	3	3	6	2	5	4	2	1	2	2	2	3
Sep	2	1	2	1	1	4	4	3	3	1	2	3	3	4
Oct	3	2	2	2	2	3	2	1	4	2	5	2	5	3
Nov	2	2	3	4	0	1	6	3	4	2	6	1	0	1
Dec	2	3	0	1	0	3	1	1	2	2	2	4	0	3
<b>Total</b>	<b>37</b>	<b>29</b>	<b>27</b>	<b>35</b>	<b>18</b>	<b>41</b>	<b>40</b>	<b>26</b>	<b>42</b>	<b>33</b>	<b>35</b>	<b>38</b>	<b>41</b>	<b>33</b>

MABS: Case opened by district January – December 2017	
	2017
Southern Harbour District	13
Northern Harbour District	7
Northern District	5
South Eastern District	3
Western District	3
Gozo and Comino	0
Foreign residence	0
Not specified	2
<b>Total</b>	<b>33</b>

MABS: Case opened by age January – December 2017			
	Male	Female	Total
≤17	0	0	0
18-19	1	0	1
20-24	2	1	3
25-29	2	0	2
30-34	2	0	2
35-39	4	0	4
40-44	7	0	7
45-49	7	0	7
50-54	1	0	1
55-59	1	0	1
≥60	2	0	2
Not specified	3	0	3
<b>Total</b>	<b>32</b>	<b>1</b>	<b>33</b>

**MABS: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	0	0	0	4	3	1	10	5	9	0	1	14	19	1
Feb	4	0	0	1	3	1	4	0	0	14	25	8	0	1
Mar	1	0	6	0	0	6	2	0	0	5	0	3	3	2
Apr	23	1	0	0	0	3	1	1	1	5	0	2	1	0
May	7	9	0	1	12	0	1	0	2	2	3	0	4	0
Jun	12	1	0	0	2	2	4	0	3	3	3	2	5	4
Jul	2	0	0	3	0	4	1	0	1	0	5	1	0	0
Aug	0	0	17	21	1	11	1	0	2	11	1	2	2	0
Sep	1	0	3	8	2	3	0	4	7	4	0	2	3	1
Oct	1	5	0	3	0	5	2	40	0	2	1	2	0	0
Nov	0	0	0	0	0	22	2	0	2	0	2	1	5	1
Dec	4	0	12	0	0	3	4	2	9	2	2	1	6	1
<b>Total</b>	<b>55</b>	<b>16</b>	<b>38</b>	<b>41</b>	<b>23</b>	<b>61</b>	<b>32</b>	<b>52</b>	<b>36</b>	<b>48</b>	<b>43</b>	<b>38</b>	<b>48</b>	<b>11</b>

## High Support Service

The High Support Services (HSS) provide one-to-one support to children living out of home, who require more in-depth intervention due to the challenging behaviour which they present. The service helps by sustaining the children through a high support programme, and assists them to integrate within the Residential Home or an alternative place of residence. The purpose of the service is to foster the child's independence and to nurture the child physically, emotionally and spiritually, as well as coaching them to develop social and educational skills. The service is offered to children who are under a Care Order and who present challenging behaviour special needs, and is part of the care plan for the said children.

### One to One Service

One to One: Number of cases worked with in the year January – December 2017	
	2017
New	10
Re-contact	3
Known	17
<b>Total cases worked with</b>	<b>30</b>
Number of individuals worked with (number of different individual children)	35

One to One: Number of cases worked with in the year January – December 2017	
	2017
Total number of referrals	20
Total number of children starting the service	13
Total number of children who terminated	14
Total number of children not provided hours	3
Total number of hours of service provided	-

**One to One: Number of individuals worked with (number of children in the service) by gender  
January – December 2017**

	<b>2017</b>
Male	19
Female	16
<b>Total</b>	<b>35</b>

**One to One: Number of individuals worked with (number of children in the service) by age category  
January – December 2017**

	<b>2017</b>
≤3	5
4-6	7
7-9	10
10-12	5
13-15	5
16-17	3
18+	0
<b>Total</b>	<b>35</b>

**Warm Haven**

**Warm Haven: Number of cases worked with in the year  
January – December 2017**

	<b>2017</b>
New	0
Re-contact	0
Known	4
<b>Total cases worked with</b>	<b>4</b>
Number of individuals worked with (number of different individual children)	<b>4</b>

Warm Haven: Number of cases worked with in the year January – December 2017	
	2017
Total number of referrals	0
Total number of children starting the service	0
Total number of children who terminated	0
Total number of children not provided hours	0
Total number of hours of service provided	19388.25

Warm Haven: Number of individuals worked with (number of children in the service) by gender January – December 2017	
	2017
Male	2
Female	2
<b>Total</b>	<b>4</b>

Warm Haven: Number of individuals worked with (number of children in the service) by age category January – December 2017	
	2017
≤3	0
4-6	0
7-9	0
10-12	2
13-15	1
16-17	1
18+	0
<b>Total</b>	<b>4</b>

## Residential Home Service

The Residential Home Service (RHS) (previously known as Santa Venera residence) provides a therapeutic service programme for young persons with childhood traumas who are facing homeless issues and aims to help them gain the necessary life skills to promote independent living.

RHS: Number of cases worked with in the year January – December 2017	
	2017
New	5
Re-contact	1
Known	5
<b>Total cases worked with</b>	<b>11</b>
Number of individuals worked with	10

RHS: Number of referrals Number of cases referred by month and year of referral			
	2015	2016	2017
Jan	0	1	0
Feb	2	2	3
Mar	8	0	0
Apr	1	0	0
May	3	0	0
Jun	0	1	0
Jul	1	0	1
Aug	2	0	0
Sep	1	1	0
Oct	2	0	0
Nov	0	1	0
Dec	0	0	0
<b>Total</b>	<b>20</b>	<b>6</b>	<b>4</b>

<b>RHS: Referral by primary problem January – December 2017</b>	
	<b>2017</b>
Behavioural problem	0
Family relationship problems	0
Substance use	0
Residential care issues	0
Mental health issues	0
Child abuse	0
Other	0
Not specified	4
<b>Total</b>	<b>4</b>

<b>RHS: Number of new and re-contact cases Number of cases by month of service opened and year of service opened</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	0	0	0
Feb	1	0	3
Mar	8	0	1
Apr	0	0	0
May	2	0	0
Jun	0	0	0
Jul	1	0	0
Aug	1	0	0
Sep	0	0	2
Oct	1	0	0
Nov	0	0	0
Dec	0	0	0
<b>Total</b>	<b>14</b>	<b>0</b>	<b>6</b>

<b>RHS: Number of new cases</b>			
<b>Number of cases by month opened and year opened</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	0	0	0
Feb	1	0	3
Mar	8	0	1
Apr	0	0	0
May	2	0	0
Jun	0	0	0
Jul	1	0	0
Aug	1	0	0
Sep	0	0	1
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
<b>Total</b>	<b>13</b>	<b>0</b>	<b>5</b>

<b>RHS: Case opened by district</b>	
<b>January – December 2017</b>	
	<b>2017</b>
Northern Harbour District	4
Southern Harbour District	1
South Eastern District	0
Western District	0
Northern District	0
Gozo	0
Shelter or institution	0
Not specified	0
<b>Total</b>	<b>5</b>

<b>RHS: Case opened by age and sex</b>				
<b>January – December 2017</b>				
	<b>Male</b>	<b>Female</b>	<b>Not specified</b>	<b>Total</b>
≤1	0	0	0	0
1-5	0	0	0	0
6-10	1	0	0	1
11-15	1	2	0	3
16-17	0	1	0	1
≥18	0	0	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>5</b>

<b>RHS: Number of cases closed</b>			
<b>Number of cases closed by month and year of closure</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	0	2	1
Feb	0	0	0
Mar	0	0	0
Apr	0	0	3
May	0	0	0
Jun	1	0	0
Jul	1	0	1
Aug	3	0	0
Sep	1	0	0
Oct	4	0	0
Nov	0	0	0
Dec	0	0	1
<b>Total</b>	<b>10</b>	<b>2</b>	<b>6</b>

## Adoption Service

The social workers within the Adoption Service provide training to and assess the prospective adoptive parent/s' suitability and offer them guidance and support through the adoption process. After children are adopted, post-adoption reports are required by law, and their frequency and duration will depend on the law of the country from where the children were adopted, whether this is Malta or another country. The Adoption Service is responsible for the submission of these reports.

### Prospective Adoptive Parents Statistics

Pre-adoption: Number of new enquiries January – December 2017													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Single applicant	2	4	3	4	2	1	2	5	0	2	1	1	27
Couple applicant	7	7	12	10	4	7	10	9	12	21	11	2	112
<b>Total</b>	<b>9</b>	<b>11</b>	<b>15</b>	<b>14</b>	<b>6</b>	<b>8</b>	<b>12</b>	<b>14</b>	<b>12</b>	<b>23</b>	<b>12</b>	<b>3</b>	<b>139</b>

Pre-adoption: Number of cases worked with in the year January – December 2017	
	2017
Total number of pre-adoption cases worked with	424
Number of individual pre-adoption cases worked with	404
Total number of enquiries processed	200
Number of cases closed in year	88

<b>Pre-adoption: Number of cases worked with by case type and district</b>		
<b>January – December 2017</b>		
	<b>Enquiry case</b>	<b>Pre-adoption case</b>
Northern Harbour District	17	78
Northern District	7	55
South Eastern District	7	52
Southern Harbour District	12	45
Western District	9	44
Gozo and Comino	4	9
Foreign residence	28	0
Not specified	116	141
<b>Total</b>	<b>200</b>	<b>424</b>

## **Post-Adoption Statistics**

<b>Post-adoption: Number of cases worked with in the year</b>	
<b>January – December 2017</b>	
	<b>2017</b>
Number of children	230
Number of families	170
Number of cases closed in year	4

<b>Post-adoption: Number of cases involving children worked with by age and sex</b>			
<b>January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
<1	0	1	1
1-5	31	19	50
6-10	48	42	90
11-15	32	49	81
16-17	3	4	7
≥18	0	1	1
Not specified	0	0	0
<b>Total</b>	<b>114</b>	<b>116</b>	<b>230</b>

<b>Post-adoption: Number of family cases worked with by district of adoptive parents</b>	
<b>January – December 2017</b>	
	<b>2017</b>
Northern Harbour District	52
Northern District	35
Western District	30
South Eastern District	22
Southern Harbour District	19
Gozo and Comino	9
Foreign residence	3
Not specified	0
<b>Total</b>	<b>170</b>

<b>Post-adoption: Number of decrees issued</b>						
<b>Number of decrees issued by month and year of decree</b>						
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	2	6	1	0	0	1
Feb	6	0	0	1	0	2
Mar	6	4	1	4	0	0
Apr	0	0	2	1	1	0
May	1	0	2	0	0	0
Jun	2	4	0	7	1	0
Jul	5	1	7	3	2	2
Aug	5	4	1	5	0	0
Sep	1	4	1	1	0	0
Oct	1	1	3	3	0	0
Nov	0	6	1	0	0	0
Dec	2	2	2	3	0	0
<b>Total</b>	<b>31</b>	<b>32</b>	<b>21</b>	<b>28</b>	<b>4</b>	<b>5</b>

*Please note that the decree date is based on the original country decree date recorded in the database. The data is according to decree dates forwarded to the Adoption Service and inputted at time of data analysis. In some cases decree dates may have been forwarded or updated after publication, leading to some discrepancy between later figures and the data in the reports. Furthermore, some of the decrees may not have been issued with the assistance of the Adoption Service since some service users adopt through private agencies and then they are followed by the Adoption Service for post adoption reports.*

<b>Post-adoption: Decree cases opened by country of birth and sex of the child</b>			
<b>January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Albania	0	0	0
Malta	0	0	0
Philippines	0	0	0
Portugal	1	0	1
Russian Federation	0	0	0
Slovakia	3	0	3
Not specified	0	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>

**Post-adoption: Post adoption reports due in the reporting year  
January – December 2017**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2013	30	28	19	16	28	17	17	14	9	21	35	25	259
2014	35	24	26	15	21	19	14	11	18	20	32	31	266
2015	32	19	27	13	24	22	17	20	11	22	37	25	269
2016	35	26	26	14	26	22	22	11	11	22	24	24	263
2017	148	10	25	14	22	5	8	0	0	0	0	2	234

**Post-adoption: Number of cases closed  
Number of cases closed by month and year of closure**

	2012	2013	2014	2015	2016	2017
Jan	0	6	0	6	1	0
Feb	6	1	1	1	4	2
Mar	3	1	2	2	1	0
Apr	8	0	5	0	2	1
May	3	0	2	2	0	0
Jun	0	3	0	3	4	1
Jul	1	1	3	1	0	0
Aug	6	3	8	4	6	0
Sep	1	1	2	2	0	0
Oct	1	0	3	0	2	0
Nov	0	0	2	0	1	0
Dec	0	4	1	4	3	0
<b>Total</b>	<b>29</b>	<b>20</b>	<b>29</b>	<b>25</b>	<b>24</b>	<b>4</b>

**Post-adoption: Number of cases remaining active at the end of the reporting period**

	Number of children	Number of families
December 2009	224	165
December 2010	276	159
December 2011	297	174
December 2012	221	164
December 2013	240	182
December 2014	232	178
December 2015	235	177
December 2016	214	159
December 2017	225	166

## Mater Dei Hospital Social Work Service

The service (MDH) caters for patients referred from the various wards of the general hospital and 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.

MDH: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	1485
Re-contact	374
Known	1268
<b>Total cases worked with</b>	<b>3127</b>
Number of individuals worked with	2980

MDH: Number of referrals Number of cases referred by month and year of referral																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	27	42	105	83	105	130	93	109	126	117	167	190	175	168	140	222
Feb	18	76	48	71	70	95	83	97	112	110	178	201	133	117	134	176
Mar	20	45	52	85	72	109	75	102	88	126	147	152	152	147	139	165
Apr	19	62	46	84	47	91	70	91	103	117	149	171	134	167	100	145
May	8	78	41	70	50	69	111	87	104	92	146	163	132	124	136	126
Jun	14	84	44	81	49	87	76	82	80	101	111	111	108	124	91	155
Jul	14	83	62	47	41	86	70	29	103	111	127	159	138	159	129	148
Aug	15	79	77	64	39	97	84	26	101	106	137	151	145	134	136	172
Sep	23	58	42	70	28	87	75	6	82	102	117	128	145	123	123	150
Oct	40	66	57	68	44	84	58	1	90	107	163	146	117	114	129	130
Nov	21	63	55	63	44	92	71	0	101	113	108	134	113	104	119	129
Dec	16	67	47	53	18	46	48	2	94	106	143	117	146	128	143	141
<b>Total</b>	<b>235</b>	<b>803</b>	<b>676</b>	<b>839</b>	<b>607</b>	<b>1073</b>	<b>914</b>	<b>632</b>	<b>1184</b>	<b>1308</b>	<b>1693</b>	<b>1823</b>	<b>1638</b>	<b>1609</b>	<b>1519</b>	<b>1859</b>

<b>MDH: Number of new and re-contact cases</b>																
<b>Number of cases by month of service opened and year of service opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	26	26	63	49	105	110	89	105	124	114	168	190	175	168	139	222
Feb	8	46	31	35	70	77	76	98	112	107	177	203	133	117	137	176
Mar	15	27	44	44	72	91	64	100	86	128	147	152	152	147	136	165
Apr	14	31	44	28	47	85	55	87	105	111	149	171	137	167	103	145
May	7	39	37	28	50	62	91	87	102	91	146	163	134	124	136	126
Jun	13	45	43	40	49	75	52	78	80	101	111	110	108	124	91	155
Jul	14	46	45	42	41	81	56	27	103	111	127	160	138	159	129	148
Aug	13	48	51	57	39	81	45	26	102	103	137	151	145	134	136	172
Sep	18	34	41	68	28	75	37	6	86	102	117	128	145	123	123	150
Oct	35	50	46	66	44	79	17	1	89	107	163	146	117	114	129	130
Nov	16	42	49	65	44	81	33	0	101	115	108	135	113	104	119	129
Dec	9	45	45	53	18	32	17	2	95	106	143	117	146	128	143	141
<b>Total</b>	<b>188</b>	<b>479</b>	<b>539</b>	<b>575</b>	<b>607</b>	<b>929</b>	<b>632</b>	<b>617</b>	<b>1185</b>	<b>1296</b>	<b>1693</b>	<b>1826</b>	<b>1643</b>	<b>1609</b>	<b>1521</b>	<b>1859</b>

<b>MDH: Number of new cases</b>																
<b>Number of cases by month opened and year opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	21	32	59	69	115	97	78	99	124	111	150	156	140	131	111	182
Feb	9	54	28	65	74	64	68	86	112	95	155	165	109	92	116	147
Mar	14	27	39	77	98	80	58	88	86	120	124	133	132	125	112	134
Apr	14	39	36	65	65	76	51	77	103	109	128	135	118	124	78	115
May	8	42	36	50	81	50	80	80	97	81	132	122	120	100	108	101
Jun	12	47	35	48	69	62	51	69	80	94	96	99	91	101	70	123
Jul	13	46	43	36	78	68	47	23	96	105	112	136	112	119	102	121
Aug	13	47	47	52	83	69	38	24	95	98	115	125	129	108	107	138
Sep	20	40	36	57	53	70	35	6	80	94	99	112	130	96	99	109
Oct	36	49	44	62	72	72	15	1	85	99	133	124	98	88	98	102
Nov	20	46	42	67	91	72	29	0	96	105	92	115	94	87	76	102
Dec	11	43	40	51	60	27	16	2	90	92	112	109	118	103	119	111
<b>Total</b>	<b>191</b>	<b>512</b>	<b>485</b>	<b>699</b>	<b>939</b>	<b>807</b>	<b>566</b>	<b>555</b>	<b>1144</b>	<b>1203</b>	<b>1448</b>	<b>1531</b>	<b>1391</b>	<b>1274</b>	<b>1196</b>	<b>1485</b>

MDH: Case opened by age and sex January – December 2017				
	Male	Female	Sex not specified	Total
≤17	10	30	40	10
18-19	0	8	8	0
20-24	4	13	17	4
25-29	9	9	18	9
30-34	7	18	25	7
35-39	5	15	20	5
40-44	11	11	22	11
45-49	16	10	26	16
50-54	14	8	22	14
55-59	21	15	36	21
≥60	532	685	1217	532
Not specified	16	18	34	16
<b>Total</b>	<b>645</b>	<b>840</b>	<b>1485</b>	<b>645</b>

MDH: Case opened by district January – December 2017	
	2017
Northern Harbour District	463
Southern Harbour District	401
South Eastern District	213
Northern District	180
Western District	157
Gozo and Comino	7
Shelter or institution	49
Foreign residence	4
Homeless	2
Not specified	9
<b>Total</b>	<b>1485</b>

**MDH: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	28	18	76	19	56	29	37	38	6	126	105	186	139	55	115	180
Feb	6	21	13	35	81	49	46	30	22	95	129	127	178	99	153	168
Mar	14	31	13	46	82	50	76	36	106	133	173	221	116	140	165	186
Apr	17	17	61	45	94	40	79	23	62	92	165	160	126	119	109	125
May	8	26	60	15	65	65	55	60	75	104	109	129	126	140	97	124
Jun	8	26	77	26	56	63	50	103	87	80	123	116	130	126	88	125
Jul	7	34	32	36	79	79	84	53	68	71	102	133	108	131	131	185
Aug	10	42	59	46	51	53	54	13	70	131	123	123	76	85	99	127
Sep	12	19	38	38	33	61	32	7	105	87	111	144	116	156	124	145
Oct	19	26	43	78	29	57	37	2	72	65	103	123	184	173	158	142
Nov	19	35	36	43	62	199	37	2	91	144	126	114	96	78	112	181
Dec	33	80	55	60	54	19	9	0	50	106	121	94	63	95	66	102
<b>Total</b>	<b>181</b>	<b>375</b>	<b>563</b>	<b>487</b>	<b>742</b>	<b>764</b>	<b>596</b>	<b>367</b>	<b>814</b>	<b>1234</b>	<b>1490</b>	<b>1670</b>	<b>1458</b>	<b>1397</b>	<b>1417</b>	<b>1790</b>

## 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.

Benniena: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	109
Re-contact	17
Known	140
<b>Total cases worked with</b>	<b>266</b>
Number of individuals worked with	260

Benniena: Number of referrals Number of cases referred by month and year of referral																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	3	43	39	28	13	25	19	1	16	12	14	11	17	17	9	10
Feb	3	28	22	22	19	18	15	0	11	10	19	10	9	8	11	11
Mar	5	24	22	31	33	18	12	0	15	13	19	11	8	21	17	15
Apr	38	27	26	35	24	15	31	1	6	16	22	20	19	21	10	12
May	56	23	24	19	30	24	28	0	6	12	29	33	9	11	6	8
Jun	48	20	33	23	20	32	19	1	9	15	29	7	15	13	5	10
Jul	37	31	34	11	32	28	24	0	16	19	22	12	24	23	9	10
Aug	65	53	29	9	18	12	17	1	17	18	24	14	10	23	7	13
Sep	45	35	38	14	19	16	11	4	12	20	13	9	21	7	9	14
Oct	35	25	27	3	11	20	23	6	8	17	5	11	23	4	13	10
Nov	29	26	15	10	12	15	14	8	14	21	10	16	25	7	9	10
Dec	30	25	19	0	11	8	6	6	11	13	11	5	15	5	8	3
<b>Total</b>	<b>394</b>	<b>360</b>	<b>328</b>	<b>205</b>	<b>242</b>	<b>231</b>	<b>219</b>	<b>28</b>	<b>141</b>	<b>186</b>	<b>217</b>	<b>159</b>	<b>195</b>	<b>160</b>	<b>113</b>	<b>126</b>

<b>Benniena: Number of new and re-contact cases</b>																
<b>Number of cases by month of service opened and year of service opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	3	43	20	27	13	22	10	1	17	10	14	11	17	17	9	10
Feb	3	30	43	20	19	17	10	0	11	10	19	10	9	8	11	11
Mar	4	22	23	28	33	18	1	0	15	13	19	11	8	21	17	15
Apr	39	27	24	32	24	15	6	1	6	17	22	20	19	21	10	12
May	56	24	24	18	30	19	6	0	6	12	29	33	9	11	6	8
Jun	50	20	36	22	20	32	7	1	9	14	29	7	15	13	5	10
Jul	37	31	36	20	32	24	2	0	16	19	22	12	24	23	9	10
Aug	65	32	32	27	18	9	2	1	17	17	24	14	10	23	7	13
Sep	45	48	41	37	19	16	3	4	12	21	13	9	21	7	9	14
Oct	34	26	28	28	11	20	6	6	8	16	5	11	23	4	13	10
Nov	29	28	15	27	12	14	9	8	14	21	10	16	25	7	9	10
Dec	31	27	19	17	11	8	2	5	11	13	11	5	15	5	8	3
<b>Total</b>	<b>396</b>	<b>358</b>	<b>341</b>	<b>303</b>	<b>242</b>	<b>214</b>	<b>64</b>	<b>27</b>	<b>142</b>	<b>183</b>	<b>217</b>	<b>159</b>	<b>195</b>	<b>160</b>	<b>113</b>	<b>126</b>

<b>Benniena: Number of new cases</b>																
<b>Number of cases by month opened and year opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	3	40	20	27	13	19	6	1	16	10	11	11	12	15	9	9
Feb	3	28	42	20	19	17	8	0	11	10	18	8	6	6	10	11
Mar	3	23	23	28	32	16	1	0	15	12	17	9	6	20	16	14
Apr	34	25	22	32	24	13	5	1	6	16	21	16	15	14	10	10
May	50	23	24	18	29	18	6	0	5	12	27	13	9	10	6	7
Jun	47	20	29	22	21	28	7	1	9	13	27	5	15	10	5	10
Jul	36	31	32	20	32	22	2	0	14	17	20	11	24	12	9	8
Aug	61	31	31	27	18	9	2	1	16	16	24	13	10	11	7	11
Sep	42	48	38	37	20	14	3	4	11	19	10	8	20	5	9	11
Oct	34	24	25	28	11	19	7	6	8	16	5	8	20	3	12	8
Nov	27	27	13	27	12	12	9	8	12	21	9	13	25	5	8	7
Dec	27	27	19	17	10	7	1	5	10	13	10	2	14	2	8	3
<b>Total</b>	<b>367</b>	<b>347</b>	<b>318</b>	<b>303</b>	<b>241</b>	<b>194</b>	<b>57</b>	<b>27</b>	<b>133</b>	<b>175</b>	<b>199</b>	<b>117</b>	<b>176</b>	<b>113</b>	<b>109</b>	<b>109</b>

<b>Benniena: Case opened by age and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	1	19	20
18-19	1	21	22
20-24	0	17	17
25-29	0	14	14
30-34	1	12	13
35-39	0	10	10
40-44	1	3	4
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	2	3	5
Not specified	0	4	4
<b>Total</b>	<b>6</b>	<b>103</b>	<b>109</b>

<b>Benniena: Case opened by district January – December 2017</b>	
	<b>2017</b>
Southern Harbour District	36
Northern Harbour District	33
Northern District	18
South Eastern District	11
Western District	5
Gozo and Comino	0
Shelter or institution	5
Foreign residence	0
Not specified	1
<b>Total</b>	<b>109</b>

**Benniena: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	7	41	40	7	0	10	0	6	10	26	9	11	12	2	2	8
Feb	0	65	50	12	1	19	0	3	9	20	13	15	7	5	7	8
Mar	7	35	30	20	17	16	0	5	7	8	8	11	15	3	9	10
Apr	2	34	24	21	15	7	0	0	0	8	15	27	8	23	3	14
May	5	22	24	21	17	12	0	0	3	4	33	11	11	8	6	11
Jun	17	24	5	24	10	19	0	0	1	4	16	4	8	22	8	4
Jul	36	14	10	15	23	12	0	8	30	13	19	11	1	22	8	6
Aug	59	22	2	25	22	19	1	0	7	25	15	9	19	29	12	11
Sep	38	22	66	17	4	13	0	1	3	11	32	13	20	6	8	9
Oct	45	48	17	26	22	20	0	0	27	15	45	10	2	19	16	7
Nov	38	14	65	40	12	1	0	1	6	33	4	9	27	6	26	15
Dec	36	40	4	16	21	1	0	0	5	10	9	14	3	16	0	1
<b>Total</b>	<b>290</b>	<b>381</b>	<b>337</b>	<b>244</b>	<b>164</b>	<b>149</b>	<b>1</b>	<b>24</b>	<b>108</b>	<b>177</b>	<b>218</b>	<b>145</b>	<b>133</b>	<b>161</b>	<b>105</b>	<b>104</b>

## Oncology Social Work Service

The aim of the Oncology Social Work Service is to provide immediate social work support to patients receiving treatment from Sir Antony Mamo Oncology Centre (SAMOC<sup>1</sup>) and to their families.

SAMOC: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	263
Re-contact	18
Known	205
<b>Total cases worked with</b>	<b>486</b>
Number of individuals worked with	477

SAMOC: Number of referrals																
Number of cases referred by month and year of referral																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	7	9	7	8	8	13	18	15	18	19	19	8	3	15	23	23
Feb	4	9	11	11	10	17	22	15	11	21	13	10	9	14	37	24
Mar	6	3	8	16	10	15	13	12	15	26	24	14	2	16	21	28
Apr	6	4	4	7	9	14	18	10	19	11	17	12	4	15	25	25
May	8	10	10	2	6	19	17	7	14	19	11	5	6	12	21	34
Jun	10	6	7	0	16	10	14	12	17	19	17	6	6	23	21	28
Jul	5	6	7	6	7	5	11	11	15	15	16	7	22	14	22	30
Aug	7	5	15	0	11	5	13	17	10	10	14	4	10	15	15	35
Sep	2	3	8	7	8	3	8	11	9	8	8	3	3	26	18	24
Oct	6	5	2	10	7	6	16	17	7	2	6	7	8	22	20	27
Nov	9	3	10	8	8	5	6	9	14	3	9	7	10	19	16	19
Dec	5	1	10	5	3	4	15	4	13	2	4	7	1	15	18	20
<b>Total</b>	<b>75</b>	<b>64</b>	<b>99</b>	<b>80</b>	<b>103</b>	<b>116</b>	<b>171</b>	<b>140</b>	<b>162</b>	<b>155</b>	<b>158</b>	<b>90</b>	<b>84</b>	<b>206</b>	<b>257</b>	<b>317</b>

<sup>1</sup> In the past statistical reports it was listed as Boffa Service

**SAMOC: Number of new and re-contact cases**

**Number of cases by month of service opened and year of service opened**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	6	18	7	9	14	13	17	14	13	19	19	7	2	8	16	31
Feb	6	16	11	12	32	17	21	13	14	10	13	11	9	5	31	25
Mar	6	4	8	16	37	15	13	13	15	30	22	13	2	12	24	25
Apr	5	9	4	7	30	13	18	10	19	12	18	14	4	15	23	28
May	8	18	11	2	20	19	17	7	13	17	14	5	6	7	19	30
Jun	10	13	7	0	13	10	14	11	18	17	14	6	6	25	25	15
Jul	5	10	9	5	5	6	10	12	12	14	19	6	22	15	19	33
Aug	7	10	18	0	11	5	13	17	11	12	9	5	10	11	14	29
Sep	2	4	8	7	6	2	8	10	9	7	9	3	4	14	17	13
Oct	6	7	2	10	8	6	15	18	7	3	11	7	8	21	20	22
Nov	9	11	9	9	9	6	5	9	13	2	9	7	10	16	23	17
Dec	6	4	9	5	3	4	14	4	12	2	4	6	2	15	16	13
<b>Total</b>	<b>76</b>	<b>124</b>	<b>103</b>	<b>82</b>	<b>188</b>	<b>116</b>	<b>165</b>	<b>138</b>	<b>156</b>	<b>145</b>	<b>161</b>	<b>90</b>	<b>85</b>	<b>164</b>	<b>247</b>	<b>281</b>

**SAMOC: Number of new cases**

**Number of cases by month opened and year opened**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	10	7	7	8	22	13	17	12	12	19	18	7	3	6	13	28
Feb	3	9	11	11	42	17	21	15	11	10	11	11	7	5	27	24
Mar	6	4	8	17	47	15	12	11	15	29	19	11	2	12	23	25
Apr	5	9	5	7	39	13	19	11	19	11	18	13	4	15	23	27
May	7	8	11	2	26	19	18	7	12	15	14	5	5	7	19	28
Jun	10	7	7	0	29	10	12	9	17	17	12	6	5	23	24	12
Jul	5	6	8	5	6	6	10	12	10	13	19	6	22	15	18	32
Aug	6	7	16	0	11	5	12	15	11	12	8	5	9	11	13	27
Sep	2	4	8	7	8	2	9	10	7	6	9	1	4	13	16	11
Oct	6	6	2	10	8	6	15	18	10	3	11	7	8	20	20	21
Nov	8	7	9	8	8	6	5	9	11	2	9	7	10	16	22	16
Dec	5	2	9	5	3	4	13	4	11	2	3	5	0	14	16	12
<b>Total</b>	<b>73</b>	<b>76</b>	<b>101</b>	<b>80</b>	<b>249</b>	<b>116</b>	<b>163</b>	<b>133</b>	<b>146</b>	<b>139</b>	<b>151</b>	<b>84</b>	<b>79</b>	<b>157</b>	<b>234</b>	<b>263</b>

<b>SAMOC: Case opened by district January – December 2017</b>	
	<b>2017</b>
Northern Harbour District	82
Southern Harbour District	61
Northern District	48
South Eastern District	35
Western District	29
Gozo and Comino	6
Shelter or institution	0
Homeless	1
Not specified	1
<b>Total</b>	<b>263</b>

<b>SAMOC: Case opened by age and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	9	8	17
18-19	2	2	4
20-24	2	2	4
25-29	3	1	4
30-34	3	1	4
35-39	2	5	7
40-44	4	9	13
45-49	8	10	18
50-54	6	7	13
55-59	21	10	31
≥60	77	67	144
Not specified	2	2	4
<b>Total</b>	<b>139</b>	<b>124</b>	<b>263</b>

**SAMOC: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	2	3	1	9	9	4	10	15	6	0	4	21	2	11	11	40
Feb	7	5	9	3	3	1	14	2	5	3	7	9	14	13	12	10
Mar	2	2	1	18	18	5	12	4	17	15	5	10	7	3	3	24
Apr	1	11	2	7	7	6	28	8	0	1	8	7	0	8	12	21
May	1	3	1	5	5	5	7	0	0	6	2	17	1	6	17	17
Jun	4	6	19	0	0	14	6	4	10	2	26	5	8	9	79	27
Jul	4	8	7	0	2	8	14	2	1	6	12	14	2	4	8	22
Aug	5	5	0	0	2	1	12	10	1	2	7	4	4	1	9	38
Sep	4	2	0	0	0	8	8	4	5	5	12	14	5	32	16	23
Oct	2	2	13	0	3	6	10	9	1	19	7	2	10	1	15	12
Nov	2	2	2	11	0	4	11	6	0	0	11	9	7	8	21	17
Dec	6	5	1	0	1	2	11	11	0	1	22	16	0	17	21	19
<b>Total</b>	<b>40</b>	<b>54</b>	<b>56</b>	<b>53</b>	<b>50</b>	<b>64</b>	<b>143</b>	<b>75</b>	<b>46</b>	<b>60</b>	<b>123</b>	<b>128</b>	<b>60</b>	<b>113</b>	<b>224</b>	<b>270</b>

## Qormi Health Centre Social Work Service

The aim of the Qormi Health Centre Social Work Service (QHC) is to provide community social work support to persons within the Qormi, Zebbug and Siggiewi localities.

QHC: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	44
Re-contact	21
Known	88
<b>Total cases worked with</b>	<b>153</b>
Number of individuals worked with	152

QHC: Number of referrals Number of cases referred by month and year of referral																	
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	3	4	0	4	4	8	5	3	2	1	8	6	3	9	4	8	15
Feb	10	8	3	6	5	10	4	3	2	3	4	3	3	5	8	5	3
Mar	10	4	1	3	5	1	10	2	2	7	4	3	4	6	3	2	4
Apr	10	13	1	6	4	3	4	2	3	2	8	4	5	6	5	5	3
May	8	3	3	8	5	4	1	3	1	2	2	2	4	4	4	4	5
Jun	8	8	6	7	5	1	1	3	4	4	4	2	2	3	5	6	7
Jul	8	4	3	6	2	5	2	4	0	5	6	4	1	3	3	6	8
Aug	5	1	3	6	3	7	4	3	0	3	11	4	3	2	4	5	3
Sep	5	6	4	6	3	4	1	1	3	4	4	2	5	4	4	4	7
Oct	2	5	3	6	7	6	2	2	1	0	3	2	12	3	3	4	5
Nov	4	4	4	4	4	4	2	3	1	4	6	2	9	3	3	6	4
Dec	2	7	4	5	5	8	0	2	2	2	0	2	0	0	0	1	2
<b>Total</b>	<b>75</b>	<b>67</b>	<b>35</b>	<b>67</b>	<b>52</b>	<b>61</b>	<b>36</b>	<b>31</b>	<b>21</b>	<b>37</b>	<b>60</b>	<b>36</b>	<b>51</b>	<b>48</b>	<b>46</b>	<b>56</b>	<b>66</b>

<b>QHC: Number of new and re-contact cases</b>																	
<b>Number of cases by month of service opened and year of service opened</b>																	
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	3	4	1	8	11	8	7	3	2	1	8	6	3	10	2	5	14
Feb	9	10	4	11	8	9	2	1	3	3	4	3	3	4	5	11	3
Mar	10	4	1	5	12	4	8	9	2	7	4	3	3	2	3	4	3
Apr	12	13	5	11	11	5	3	2	2	2	8	1	5	8	8	0	4
May	8	4	3	16	8	4	1	3	1	2	2	4	4	5	2	8	5
Jun	7	7	11	12	9	1	1	1	4	4	3	3	1	3	7	7	6
Jul	14	5	7	7	5	6	1	2	0	5	8	2	1	1	0	7	8
Aug	9	1	6	9	8	10	4	0	0	3	13	7	3	3	4	5	4
Sep	6	4	5	6	10	5	1	1	3	4	4	2	7	5	4	3	6
Oct	7	2	6	9	14	7	2	1	1	0	3	3	12	8	6	5	5
Nov	5	7	6	6	6	4	3	3	1	4	6	3	8	3	7	3	6
Dec	3	5	7	7	10	8	0	4	2	2	0	2	2	0	1	5	1
<b>Total</b>	<b>93</b>	<b>66</b>	<b>62</b>	<b>107</b>	<b>112</b>	<b>71</b>	<b>33</b>	<b>30</b>	<b>21</b>	<b>37</b>	<b>63</b>	<b>39</b>	<b>52</b>	<b>52</b>	<b>49</b>	<b>63</b>	<b>65</b>

<b>QHC: Number of new cases</b>																	
<b>Number of cases by month opened and year opened</b>																	
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	1	3	1	4	4	5	6	1	0	1	6	4	3	7	2	3	11
Feb	7	9	2	5	5	5	4	1	1	2	3	3	2	3	2	9	2
Mar	8	4	1	3	5	1	5	7	1	5	1	0	1	0	1	3	2
Apr	10	11	1	6	4	3	4	1	2	1	5	0	3	6	5	0	3
May	7	2	2	8	5	4	0	2	1	1	2	3	3	3	0	4	3
Jun	4	6	6	7	5	0	1	1	3	3	1	1	0	0	4	5	4
Jul	5	3	3	6	2	6	1	2	0	5	5	2	1	1	0	1	4
Aug	4	1	3	7	3	6	3	0	0	2	12	3	3	0	2	4	3
Sep	5	4	4	3	3	3	1	1	2	4	3	2	3	3	1	1	2
Oct	5	2	3	6	7	6	2	1	1	0	3	1	5	6	4	3	3
Nov	4	4	4	3	3	3	2	3	0	2	3	1	1	3	4	3	6
Dec	2	5	4	7	6	7	0	3	1	2	0	0	2	0	1	4	1
<b>Total</b>	<b>62</b>	<b>54</b>	<b>34</b>	<b>65</b>	<b>52</b>	<b>49</b>	<b>29</b>	<b>23</b>	<b>12</b>	<b>28</b>	<b>44</b>	<b>20</b>	<b>27</b>	<b>32</b>	<b>26</b>	<b>40</b>	<b>44</b>

<b>QHC: Case service opened by district and sex</b>			
<b>January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Qormi	15	19	34
Siggiewi	7	7	14
Zebbug (Malta)	2	9	11
Other	3	1	4
Not specified	2	0	2
<b>Total</b>	<b>29</b>	<b>36</b>	<b>65</b>

<b>QHC: Number of cases closed</b>																	
<b>Number of cases closed by month and year of closure</b>																	
	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	7	10	2	4	19	2	12	1	2	5	10	8	8	2	3	2	1
Feb	2	7	9	2	14	4	0	1	0	4	3	3	10	1	10	2	13
Mar	7	5	6	6	6	8	9	2	2	1	4	1	3	10	1	5	4
Apr	2	6	10	7	8	4	2	3	1	3	3	2	1	23	2	5	0
May	11	7	4	13	17	3	2	10	0	1	5	4	4	6	1	1	3
Jun	3	6	4	3	13	1	3	6	1	8	2	4	4	2	1	6	11
Jul	7	7	4	9	4	8	2	9	8	6	5	0	0	7	7	1	3
Aug	5	4	10	5	7	5	3	3	4	2	8	4	3	2	1	6	9
Sep	3	2	2	19	1	2	3	3	7	1	3	7	4	0	6	3	0
Oct	5	6	7	16	5	7	5	0	0	1	3	2	7	1	7	1	10
Nov	4	10	1	13	5	4	2	2	1	3	8	7	4	6	13	3	1
Dec	6	2	3	10	7	7	5	2	2	1	3	4	1	0	11	4	2
<b>Total</b>	<b>62</b>	<b>72</b>	<b>62</b>	<b>107</b>	<b>106</b>	<b>55</b>	<b>48</b>	<b>42</b>	<b>28</b>	<b>36</b>	<b>57</b>	<b>46</b>	<b>49</b>	<b>60</b>	<b>63</b>	<b>39</b>	<b>57</b>

## St. Vincent De Paul Social Work Service

The St. Vincent De Paul Social Work Service (SVDP) was set up in August 2000 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.

### Residential Services

SVDP-Residential: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	70
Re-contact	34
Known	139
<b>Total cases worked with</b>	<b>243</b>
Number of individuals worked with	232

SVDP-Residential: Number of referrals																
Number of cases referred by month and year of referral																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	31	17	18	17	22	29	11	17	13	34	30	27	30	15	15	17
Feb	39	24	24	22	21	8	9	12	8	12	38	16	24	20	9	15
Mar	18	31	29	20	18	12	6	7	12	16	22	48	16	18	7	10
Apr	39	13	20	23	20	16	8	1	12	20	39	23	20	7	20	6
May	24	16	22	18	14	31	15	1	9	35	17	21	20	10	15	12
Jun	24	21	23	22	17	20	9	2	9	40	12	22	25	12	10	3
Jul	25	25	19	23	20	19	9	14	15	22	22	23	21	18	9	6
Aug	0	23	8	12	18	19	19	10	15	16	22	24	20	9	16	7
Sep	0	11	14	10	10	18	15	17	7	30	30	28	35	13	13	8
Oct	4	17	20	13	11	14	20	21	21	34	25	13	19	13	11	7
Nov	10	7	17	13	12	22	16	23	12	28	11	17	18	6	6	5
Dec	21	6	18	19	13	13	16	15	19	1	19	12	14	8	2	8
<b>Total</b>	<b>235</b>	<b>211</b>	<b>232</b>	<b>212</b>	<b>196</b>	<b>221</b>	<b>153</b>	<b>140</b>	<b>152</b>	<b>288</b>	<b>287</b>	<b>274</b>	<b>262</b>	<b>149</b>	<b>133</b>	<b>104</b>

SVDP-Residential: Number of new and re-contact cases																
Number of cases by month of service opened and year of service opened																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	34	23	30	17	23	26	11	17	13	36	30	25	29	15	14	17
Feb	46	25	22	22	21	8	8	12	8	13	38	18	24	20	10	15
Mar	28	32	30	21	18	11	7	7	12	16	22	48	16	18	7	10
Apr	39	12	21	25	21	16	8	1	12	21	39	23	21	6	20	6
May	26	17	24	18	16	41	15	1	9	37	17	21	20	11	15	12
Jun	25	20	27	26	16	39	19	2	9	40	12	22	24	12	10	3
Jul	31	27	17	24	21	24	20	14	15	23	22	23	21	18	9	6
Aug	0	24	8	12	17	20	18	10	14	15	22	24	21	9	16	7
Sep	0	14	12	11	7	20	22	17	7	31	30	28	35	13	13	8
Oct	4	20	19	13	6	18	20	20	20	34	25	13	19	13	11	7
Nov	10	7	17	14	6	22	25	22	12	27	11	17	18	6	6	5
Dec	21	20	18	19	14	19	26	15	19	1	19	12	14	8	2	8
<b>Total</b>	<b>264</b>	<b>241</b>	<b>245</b>	<b>222</b>	<b>186</b>	<b>264</b>	<b>199</b>	<b>138</b>	<b>150</b>	<b>294</b>	<b>287</b>	<b>274</b>	<b>262</b>	<b>149</b>	<b>133</b>	<b>104</b>

SVDP-Residential: Number of new cases																
Number of cases by month opened and year opened																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	31	20	27	17	21	27	11	16	13	29	19	13	14	14	6	11
Feb	37	24	22	22	20	8	7	11	8	11	28	12	18	18	5	11
Mar	27	31	28	19	18	11	7	7	12	14	14	41	13	12	4	6
Apr	37	12	22	22	21	16	6	1	12	18	34	13	14	3	14	4
May	32	15	21	19	15	30	13	1	8	23	8	11	15	7	5	10
Jun	25	21	24	22	16	19	9	1	9	26	6	16	14	10	6	1
Jul	33	23	17	25	20	19	9	14	12	16	9	9	6	10	5	6
Aug	0	22	9	14	18	19	19	10	12	13	13	16	10	7	10	5
Sep	1	12	11	10	9	18	15	16	7	19	8	20	13	7	6	4
Oct	4	15	20	10	11	14	20	20	17	26	16	7	12	7	7	4
Nov	10	6	17	15	12	22	16	22	8	21	4	12	11	1	1	3
Dec	21	15	14	20	14	13	16	15	16	0	9	9	6	4	1	5
<b>Total</b>	<b>258</b>	<b>216</b>	<b>232</b>	<b>215</b>	<b>195</b>	<b>216</b>	<b>148</b>	<b>134</b>	<b>134</b>	<b>216</b>	<b>168</b>	<b>179</b>	<b>146</b>	<b>100</b>	<b>70</b>	<b>70</b>

SVDP-Residential: Case opened by district and sex January – December 2017			
	Male	Female	Total
Northern Harbour District	10	10	20
Southern Harbour District	7	13	20
Northern District	2	6	8
South Eastern District	5	2	7
Western District	3	3	6
Gozo	1	0	1
Not specified	3	5	8
<b>Total</b>	<b>31</b>	<b>39</b>	<b>70</b>

SVDP-Residential: Number of cases closed Number of cases closed by month and year of closure																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	34	19	32	14	0	0	9	17	8	32	25	22	24	10	5	21
Feb	47	24	22	20	15	0	12	12	5	21	35	18	19	17	9	9
Mar	31	32	29	15	18	1	5	7	10	18	12	18	14	17	11	6
Apr	39	11	23	20	21	0	4	1	8	14	22	46	15	5	8	5
May	27	14	22	18	15	0	20	1	8	31	1	21	23	20	8	10
Jun	20	21	19	17	16	0	16	2	4	42	4	17	18	6	21	5
Jul	31	22	17	22	0	26	11	10	1	30	9	21	15	11	8	8
Aug	1	22	10	11	0	25	15	0	0	17	16	23	21	10	12	5
Sep	0	12	12	8	0	28	17	3	0	28	35	23	36	8	11	1
Oct	4	14	15	9	0	24	15	8	0	31	16	26	16	11	1	11
Nov	10	11	10	9	0	25	15	0	0	17	21	15	21	6	6	3
Dec	18	14	15	16	0	27	16	0	0	9	13	10	14	3	8	9
<b>Total</b>	<b>262</b>	<b>216</b>	<b>226</b>	<b>179</b>	<b>85</b>	<b>156</b>	<b>155</b>	<b>61</b>	<b>44</b>	<b>290</b>	<b>209</b>	<b>260</b>	<b>236</b>	<b>124</b>	<b>108</b>	<b>93</b>

## Community Services

SVDP-Community: Number of cases worked with in the year January – December 2017	
	2017
New	130
Re-contact	27
Known	31
<b>Total cases worked with</b>	<b>188</b>
Number of individuals worked with	179

SVDP-Community: Cases worked with in the year by reason January – December 2017				
	New case	Re-contact case	Known case	Total
Home help	84	14	10	108
Social case	44	12	20	76
Long term care	2	0	1	3
Discharge	0	1	0	1
<b>Total</b>	<b>130</b>	<b>27</b>	<b>31</b>	<b>188</b>

SVDP-Community: Number of referrals Number of cases referred by month and year of referral					
	2013	2014	2015	2016	2017
Jan	13	22	22	16	16
Feb	42	20	14	3	6
Mar	13	28	14	4	10
Apr	35	15	25	1	14
May	43	26	30	3	16
Jun	55	22	21	3	13
Jul	19	33	37	19	9
Aug	41	18	24	21	14
Sep	28	11	14	15	4
Oct	30	20	41	8	20
Nov	7	55	33	8	12
Dec	14	13	1	4	10
<b>Total</b>	<b>340</b>	<b>283</b>	<b>276</b>	<b>105</b>	<b>144</b>

**SVDP-Community: Number of new and re-contact cases**  
**Number of cases by month of service opened and year of service opened**

	2013	2014	2015	2016	2017
Jan	26	24	23	14	24
Feb	36	18	13	9	10
Mar	13	30	14	4	7
Apr	32	11	24	1	16
May	39	29	27	3	9
Jun	55	22	24	3	10
Jul	17	34	36	19	14
Aug	41	18	25	21	14
Sep	24	10	14	11	8
Oct	30	18	41	12	11
Nov	7	57	32	8	24
Dec	14	14	2	4	10
<b>Total</b>	<b>334</b>	<b>285</b>	<b>275</b>	<b>109</b>	<b>157</b>

**SVDP-Community: Number of new cases**  
**Number of cases by month opened and year opened**

	2013	2014	2015	2016	2017
Jan	22	22	17	12	19
Feb	31	14	11	5	12
Mar	10	29	13	2	6
Apr	24	10	19	1	15
May	35	27	18	1	7
Jun	49	21	19	1	11
Jul	14	26	32	15	13
Aug	34	14	18	17	10
Sep	21	5	11	5	6
Oct	28	16	36	11	8
Nov	6	46	23	6	15
Dec	14	9	2	4	8
<b>Total</b>	<b>288</b>	<b>239</b>	<b>219</b>	<b>80</b>	<b>130</b>

<b>SVDP-Community: Case opened by district January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Northern Harbour District	51	75	126
Southern Harbour District	0	1	1
Western District	0	1	1
Northern District	0	0	0
Gozo District	0	0	0
South Eastern District	0	0	0
Shelter	0	0	0
Not specified	1	1	2
<b>Total</b>	<b>52</b>	<b>78</b>	<b>130</b>

<b>SVDP-Community: Number of cases closed Number of cases closed by month and year of closure</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	22	18	40	16	7
Feb	33	26	13	29	10
Mar	17	24	7	2	12
Apr	20	14	23	5	8
May	40	22	25	1	6
Jun	42	26	28	4	7
Jul	25	20	26	13	10
Aug	36	29	20	21	11
Sep	26	14	2	18	2
Oct	43	30	48	6	16
Nov	4	46	38	13	15
Dec	15	15	10	13	8
<b>Total</b>	<b>323</b>	<b>284</b>	<b>280</b>	<b>141</b>	<b>112</b>

## Primary Health Care Service

Primary Health social work services (PHCS) 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.

*This service started in August 2015.*

PHCS: Number of cases worked with in the year January – December 2017	
	2017
New	27
Re-contact	0
Known	42
<b>Total cases worked with</b>	<b>69</b>
Number of individuals worked with	69

PHCS: Number of referrals Number of cases referred by month and year of referral			
	2015	2016	2017
Jan	-	6	3
Feb	-	7	4
Mar	-	1	1
Apr	-	4	3
May	-	1	1
Jun	-	1	4
Jul	-	3	3
Aug	2	3	3
Sep	2	4	3
Oct	2	2	8
Nov	1	2	0
Dec	0	4	0
<b>Total</b>	<b>7</b>	<b>38</b>	<b>33</b>

<b>PHCS: Source of referral</b>	
<b>Number of cases referred and source of referral</b>	
	<b>2017</b>
Birkirkara health centre	16
Bormla (Cospicua) health centre	6
Floriana health centre	6
Paola health centre	2
Gzira health centre	2
Rabat (Malta) health centre	1
Qormi health centre	0
<b>Total</b>	<b>33</b>

<b>PHCS: Number of new and re-contact cases</b>			
<b>Number of cases by month of service opened and year of service opened</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	6	3
Feb	-	6	4
Mar	-	1	1
Apr	-	4	1
May	-	1	1
Jun	-	1	4
Jul	-	3	4
Aug	2	2	2
Sep	2	4	2
Oct	2	2	4
Nov	1	2	1
Dec	0	4	0
<b>Total</b>	<b>7</b>	<b>36</b>	<b>27</b>

<b>PHCS: Case service opened by age and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	0	1	1
18-19	0	0	0
20-24	0	0	0
25-29	0	1	1
30-34	1	1	2
35-39	0	1	1
40-44	0	0	0
45-49	0	0	0
50-54	0	0	0
55-59	1	3	4
≥60	5	13	18
Not specified	0	0	0
<b>Total</b>	<b>7</b>	<b>20</b>	<b>27</b>

<b>PHCS: Case service opened by district January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Northern Harbour District	2	8	10
Southern Harbour District	3	6	9
Northern District	1	3	4
Western District	1	2	3
South Eastern District	0	1	1
Gozo	0	0	0
Not specified	0	0	0
<b>Total</b>	<b>7</b>	<b>20</b>	<b>27</b>

<b>PHCS: Number of new cases</b>			
<b>Number of cases by month opened and year opened</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	6	3
Feb	-	6	4
Mar	-	1	1
Apr	-	4	1
May	-	1	1
Jun	-	1	4
Jul	-	3	4
Aug	2	2	2
Sep	2	4	2
Oct	2	2	4
Nov	1	2	1
Dec	0	4	0
<b>Total</b>	<b>7</b>	<b>36</b>	<b>27</b>

<b>PHCS: Number of cases closed</b>			
<b>Number of cases closed by month and year of closure</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	0	0
Feb	-	0	5
Mar	-	0	5
Apr	-	0	0
May	-	0	0
Jun	-	0	0
Jul	-	0	7
Aug	0	0	0
Sep	0	0	0
Oct	1	0	0
Nov	0	0	0
Dec	1	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>17</b>

## Child and Young People's Service

Child and Young People's Service (CYPS) was previously known as Child Guidance Clinic.

*This service started reporting data in 2017.*

CYPS: Number of cases worked with in the year January – December 2017	
	2017
New	138
Re-contact	0
Known	0
<b>Total cases worked with</b>	<b>138</b>
Number of individuals worked with	138

CYPS: Number of referrals Number of cases referred by month and year of referral	
	2017
Jan	9
Feb	9
Mar	16
Apr	13
May	24
Jun	11
Jul	18
Aug	12
Sep	12
Oct	6
Nov	4
Dec	4
<b>Total</b>	<b>138</b>

<b>CYPS: Number of new and re-contact cases</b>	
<b>Number of cases by month of service opened and year of service opened</b>	
	<b>2017</b>
Jan	8
Feb	8
Mar	17
Apr	13
May	21
Jun	11
Jul	13
Aug	12
Sep	21
Oct	5
Nov	5
Dec	4
<b>Total</b>	<b>138</b>

<b>CYPS: Case service opened by age and sex</b>			
<b>January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
<1	0	0	0
1-5	14	5	19
6-10	34	12	46
11-15	29	20	49
16-17	5	5	10
≥18	0	1	1
Not specified	8	5	13
<b>Total</b>	<b>90</b>	<b>48</b>	<b>138</b>

<b>CYPS: Case service opened by district January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Southern Harbour District	32	11	43
Northern Harbour District	26	8	34
Northern District	12	13	25
South Eastern District	10	11	21
Western District	10	4	14
Gozo	0	0	0
Not specified	0	1	1
<b>Total</b>	<b>90</b>	<b>48</b>	<b>138</b>

<b>CYPS: Number of new cases Number of cases by month opened and year opened</b>	
	<b>2017</b>
Jan	8
Feb	8
Mar	17
Apr	13
May	21
Jun	11
Jul	13
Aug	12
Sep	21
Oct	5
Nov	5
Dec	4
<b>Total</b>	<b>138</b>

CYPS: Number of cases closed	
Number of cases closed by month and year of closure	
	2017
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	1
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
<b>Total</b>	<b>1</b>

## Fostering Service

The aim of the Fostering Service is to promote fostering, to train and licence potential foster carers and to assist foster carers in their requirements.

**Fostering: The number of children in foster care by year and sex**

	Period	Male	Female	Total
2009	Jan-Dec	92	103	195
2010	Jan-Dec	106	106	212
2011	Jan-Dec	132	127	259
2012	Jan-Dec	140	141	281
2013	Jan-Dec	117	122	239
2014	Jan-Dec	112	127	239
2015	Jan-Dec	95	121	216
2016	Jan-Dec	132	111	243
2017	Jan-Dec	107	123	230

**Fostering: The number of foster carers by year and foster care type**

	Non-related foster carers	Kinship foster care	Total
2006	92	67	159
2007	98	57	155
2008	95	65	160
2009	133	54	187
2010	135	63	198
2011	164	64	228
2012	152	80	232
2013	163	80	243
2014	163	76	239
2015	145	71	216
2016	134	59	193
2017	161	69	230

## Fostering: Case activities by month

January – December 2017

	Inquiry calls	Home study Assessment	Initial training	Awaiting approval	Terminated
Jan	3	0	7	2	1
Feb	4	7	0	1	0
Mar	5	0	0	3	0
Apr	5	0	0	2	4
May	5	0	0	1	8
Jun	1	0	0	1	0
Jul	7	7	7	1	0
Aug	12	7	10	2	0
Sept	5	5	6	2	0
Oct	10	3	14	3	0
Nov	8	6	0	0	0
Dec	9	0	0	0	0

## Cottonera Community Service – Social Work Service

The aim of the Cottonera Community Service (CCS) is to provide generic social work interventions to the Cottonera and Kalkara communities.

CCS: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	74
Re-contact	46
Known	137
<b>Total cases worked with</b>	<b>257</b>
Number of individuals worked with	249

CCS: Number of referrals Number of cases referred by month and year of referral																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	19	15	12	4	17	10	8	16	20	17	8	9	7	8	9	14
Feb	4	21	7	6	11	15	16	18	19	24	12	11	16	20	12	7
Mar	3	10	11	8	14	12	12	17	15	20	8	3	13	10	25	10
Apr	3	12	7	16	12	20	28	15	15	24	12	9	10	11	10	19
May	6	11	8	9	11	9	16	16	17	34	2	19	5	7	10	6
Jun	9	15	10	6	14	11	14	10	10	17	7	6	6	11	8	13
Jul	3	3	9	8	8	16	8	13	18	9	8	8	12	11	16	8
Aug	4	8	7	5	4	12	15	11	18	20	16	14	5	11	11	15
Sep	1	10	16	4	13	6	11	35	11	21	6	7	7	11	11	6
Oct	7	17	9	4	13	24	9	66	17	13	4	16	27	5	14	6
Nov	7	8	6	4	13	11	18	13	22	11	6	5	20	10	8	3
Dec	11	9	5	6	7	2	9	7	11	7	11	10	7	6	7	14
<b>Total</b>	<b>77</b>	<b>139</b>	<b>107</b>	<b>80</b>	<b>137</b>	<b>148</b>	<b>164</b>	<b>237</b>	<b>193</b>	<b>217</b>	<b>100</b>	<b>117</b>	<b>135</b>	<b>121</b>	<b>141</b>	<b>121</b>

<b>CCS: Number of new and re-contact cases</b>																
<b>Number of cases by month of service opened and year of service opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	13	32	31	17	7	7	10	19	21	17	8	9	7	8	9	14
Feb	4	19	14	13	10	18	26	25	19	24	12	12	16	20	12	7
Mar	3	7	27	10	11	11	15	12	14	20	8	3	13	10	25	10
Apr	4	8	5	27	9	13	22	15	14	23	12	9	10	11	10	19
May	4	6	11	13	8	9	16	11	16	35	2	19	5	7	11	6
Jun	6	16	12	7	8	11	9	7	9	17	7	6	6	11	8	13
Jul	3	2	13	18	6	17	10	16	14	9	8	8	12	11	16	8
Aug	4	8	6	6	6	13	17	9	17	20	16	14	5	11	11	15
Sep	0	9	21	7	14	14	8	30	11	21	6	7	7	11	11	6
Oct	5	14	12	4	10	14	7	80	15	11	4	16	26	5	14	6
Nov	1	6	13	5	9	11	17	24	19	9	6	5	20	10	8	3
Dec	2	8	6	4	6	3	9	10	10	7	11	10	7	6	7	13
<b>Total</b>	<b>49</b>	<b>135</b>	<b>171</b>	<b>131</b>	<b>104</b>	<b>141</b>	<b>166</b>	<b>258</b>	<b>179</b>	<b>213</b>	<b>100</b>	<b>118</b>	<b>134</b>	<b>121</b>	<b>142</b>	<b>120</b>

<b>CCS: Number of new cases</b>																
<b>Number of cases by month opened and year opened</b>																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	11	20	28	9	7	7	7	9	11	7	6	5	7	5	7	9
Feb	4	13	12	6	6	19	22	18	10	8	8	2	3	11	5	4
Mar	2	6	21	9	7	8	14	7	7	8	5	1	6	4	12	5
Apr	4	6	7	17	4	13	22	10	8	11	6	3	5	8	7	16
May	3	6	9	8	7	9	15	5	9	20	0	11	2	5	8	3
Jun	4	13	10	2	3	12	7	3	6	8	4	5	3	5	2	7
Jul	2	6	10	12	11	12	11	9	12	6	3	2	8	4	5	3
Aug	3	11	5	4	8	5	16	3	10	9	10	10	2	8	4	11
Sep	1	8	17	4	14	9	6	7	7	12	0	2	4	6	7	5
Oct	1	15	12	3	11	2	7	19	8	5	3	8	15	1	8	2
Nov	1	6	12	5	6	5	15	9	10	6	3	2	17	6	1	3
Dec	4	6	4	3	5	2	6	2	5	6	8	6	6	3	4	6
<b>Total</b>	<b>40</b>	<b>116</b>	<b>147</b>	<b>82</b>	<b>89</b>	<b>103</b>	<b>148</b>	<b>101</b>	<b>103</b>	<b>106</b>	<b>56</b>	<b>57</b>	<b>78</b>	<b>66</b>	<b>70</b>	<b>74</b>

<b>CCS: Case opened by entity making the referral January – December 2017</b>	
	<b>2017</b>
Self	45
Appogg	10
Family	4
LEAP	6
SPL 179	0
Church/ parish	3
Police/ CCF/ probation service	1
Sedqa	1
Other NGO	2
School	1
Friend	0
Hospital/ medical/ psychiatric	0
Support	0
Other	1
Not specified	0
<b>Total</b>	<b>74</b>

<b>CCS: Case opened by town of residence and sex January – December 2017</b>				
	<b>Male</b>	<b>Female</b>	<b>Not specified</b>	<b>Total</b>
Bormla (Cospicua)	16	24	0	40
Birgu (Vittoriosa)	5	9	0	14
Kalkara	1	9	0	10
Isla (Senglea)	2	3	0	5
Other town	0	3	0	3
Homeless	0	0	0	0
Shelter or institution	0	1	0	1
Not specified	0	1	0	1
<b>Total</b>	<b>24</b>	<b>50</b>	<b>0</b>	<b>74</b>

## CCS: Number of cases closed

### Number of cases closed by month and year of closure

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	4	31	25	21	6	4	13	22	13	25	18	27	14	14	18	11
Feb	13	7	3	10	3	13	8	25	18	14	11	7	8	9	8	9
Mar	1	6	20	3	10	6	7	21	9	18	9	9	5	11	3	9
Apr	4	3	10	26	2	8	9	12	20	13	5	8	10	8	12	6
May	11	3	12	12	3	7	9	9	27	22	24	10	6	10	20	20
Jun	7	1	23	5	24	11	8	12	14	1	11	7	10	13	9	7
Jul	4	7	27	18	3	21	10	18	11	22	7	8	6	17	24	15
Aug	8	4	14	12	2	11	5	13	37	16	29	4	8	9	7	24
Sep	4	15	19	4	5	5	8	24	5	12	9	8	5	15	14	6
Oct	5	8	17	6	3	25	7	45	13	24	20	16	16	28	13	10
Nov	6	3	3	8	3	29	14	13	7	9	18	6	11	9	13	8
Dec	1	2	20	6	2	7	7	9	8	14	20	10	4	4	2	22
<b>Total</b>	<b>68</b>	<b>90</b>	<b>193</b>	<b>131</b>	<b>66</b>	<b>147</b>	<b>105</b>	<b>223</b>	<b>182</b>	<b>190</b>	<b>181</b>	<b>120</b>	<b>103</b>	<b>147</b>	<b>143</b>	<b>147</b>

## Paulo Freire Institute

The Paulo Freire Institute (PFI) which is based in Zejtun, was set up by the Maltese Jesuits. As part of its work within the community, Agenzija Appogg offers supervision and support to the social workers providing a service within the PFI. Paulo Freire Institute has developed into a holistic service for members of the community of Zejtun and the neighbouring communities, providing literacy classes for adults and children, educational and recreational activities for children as well as a social work service in the community.

PFI: Number of cases worked with in the year January – December 2017	
	2017
New	30
Re-contact	16
Known	48
<b>Total cases worked with</b>	<b>94</b>
Number of individuals worked with	
	88

PFI: Number of referrals Number of cases referred by month and year of referral						
	2012	2013	2014	2015	2016	2017
Jan	1	0	1	1	11	4
Feb	5	2	6	2	1	2
Mar	0	2	5	4	3	1
Apr	0	4	1	3	5	5
May	2	1	0	4	6	0
Jun	5	6	10	5	2	3
Jul	2	1	0	4	4	6
Aug	1	0	2	2	2	2
Sep	3	0	3	3	1	2
Oct	4	3	3	0	1	5
Nov	0	6	1	1	0	11
Dec	1	2	1	0	0	5
<b>Total</b>	<b>24</b>	<b>27</b>	<b>33</b>	<b>29</b>	<b>36</b>	<b>46</b>

<b>PFI: Number of new and re-contact cases</b>						
<b>Number of cases by month of service opened and year of service opened</b>						
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	1	0	1	1	11	4
Feb	5	2	6	2	1	2
Mar	0	2	5	4	3	1
Apr	0	4	1	3	5	5
May	2	0	0	4	6	0
Jun	5	6	10	5	2	3
Jul	2	1	0	4	4	6
Aug	1	0	2	2	2	2
Sep	3	0	3	3	1	2
Oct	4	3	3	0	1	5
Nov	0	6	1	1	0	11
Dec	1	2	1	0	0	5
<b>Total</b>	<b>24</b>	<b>26</b>	<b>33</b>	<b>29</b>	<b>36</b>	<b>46</b>

<b>PFI: Number of new cases</b>						
<b>Number of cases by month opened and year opened</b>						
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	1	0	1	1	8	1
Feb	2	2	4	2	1	2
Mar	0	1	3	4	2	1
Apr	0	3	1	3	4	3
May	2	0	0	2	3	0
Jun	4	6	5	4	2	3
Jul	2	1	0	4	4	4
Aug	1	0	2	2	1	2
Sep	2	0	2	1	1	2
Oct	2	1	2	0	1	4
Nov	0	3	1	1	0	3
Dec	1	2	1	0	0	5
<b>Total</b>	<b>17</b>	<b>19</b>	<b>22</b>	<b>24</b>	<b>27</b>	<b>30</b>

<b>PFI: Case opened by age and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	2	1	3
30-34	0	0	0
35-39	1	1	2
40-44	0	3	3
45-49	0	0	0
50-54	0	0	0
55-59	0	1	1
≥60	0	1	1
Not specified	7	13	20
<b>Total</b>	<b>10</b>	<b>20</b>	<b>30</b>

<b>PFI: Case service opened by town of residence and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Zejtun	6	14	20
Fgura	1	0	1
Marsaskala	1	2	3
Birzebbugia	0	0	0
Other	2	3	5
Not specified	0	1	1
<b>Total</b>	<b>10</b>	<b>20</b>	<b>30</b>

**PFI: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2012	2013	2014	2015	2016	2017
Jan	0	0	1	3	1	2
Feb	0	0	0	0	0	3
Mar	0	2	4	0	5	2
Apr	0	0	13	4	10	0
May	1	1	2	0	0	0
Jun	0	1	0	9	6	4
Jul	12	5	0	0	2	4
Aug	0	2	1	0	0	4
Sep	3	2	4	13	4	0
Oct	2	1	1	0	9	19
Nov	0	3	1	4	0	1
Dec	1	0	0	1	0	9
<b>Total</b>	<b>19</b>	<b>17</b>	<b>27</b>	<b>34</b>	<b>37</b>	<b>48</b>

## Birkirkara Community Service

The aim of the Birkirkara Community Service (BCS) is to provide generic social work interventions to the Birkirkara community.

BCS: Number of cases worked with in the year January – December 2017	
	2017
New	39
Re-contact	7
Known	93
<b>Total cases worked with</b>	<b>139</b>
Number of individuals worked with	134

BCS: Number of referrals Number of cases referred by month and year of referral							
	2011	2012	2013	2014	2015	2016	2017
Jan	9	9	12	8	5	4	7
Feb	13	5	9	10	7	5	14
Mar	7	6	8	7	4	6	6
Apr	2	9	5	6	5	3	7
May	4	5	10	3	7	2	2
Jun	4	4	9	7	2	4	0
Jul	6	9	3	9	5	5	2
Aug	7	12	5	10	4	3	1
Sep	7	2	7	3	4	4	4
Oct	6	10	4	5	4	8	1
Nov	2	9	1	2	4	3	0
Dec	3	5	5	6	5	4	1
<b>Total</b>	<b>70</b>	<b>85</b>	<b>78</b>	<b>76</b>	<b>56</b>	<b>51</b>	<b>45</b>

<b>BCS: Number of new and re-contact cases</b>							
<b>Number of cases by month of service opened and year of service opened</b>							
	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	9	7	9	8	2	6	6
Feb	9	11	12	9	9	3	10
Mar	6	11	6	8	7	6	5
Apr	1	6	7	4	5	3	3
May	2	9	7	6	4	2	3
Jun	2	6	10	7	5	4	4
Jul	5	9	4	6	3	4	2
Aug	9	12	6	4	4	5	2
Sep	5	3	7	12	6	3	3
Oct	1	8	4	5	4	8	5
Nov	2	20	1	2	4	6	2
Dec	4	11	5	4	2	4	1
<b>Total</b>	<b>55</b>	<b>113</b>	<b>78</b>	<b>75</b>	<b>55</b>	<b>54</b>	<b>46</b>

<b>BCS: Number of new cases</b>					
<b>Number of cases by month opened and year opened</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	10	6	2	5	6
Feb	10	6	6	2	8
Mar	6	6	6	4	5
Apr	7	4	5	3	2
May	7	4	4	2	3
Jun	10	7	5	3	3
Jul	4	6	1	3	2
Aug	6	4	4	5	2
Sep	6	9	5	3	2
Oct	4	4	4	8	4
Nov	2	2	3	3	2
Dec	3	4	2	3	0
<b>Total</b>	<b>75</b>	<b>62</b>	<b>47</b>	<b>44</b>	<b>39</b>

<b>BCS: Case service opened by age and sex January – December 2017</b>				
	<b>Male</b>	<b>Female</b>	<b>Not specified</b>	<b>Total</b>
≤17	0	0	0	0
18-19	0	0	0	0
20-24	0	0	0	0
25-29	0	0	0	0
30-34	0	0	0	0
35-39	0	0	0	0
40-44	0	0	0	0
45-49	0	0	0	0
50-54	0	0	0	0
55-59	0	0	0	0
≥60	0	0	0	0
Not specified	2	1	43	46
<b>Total</b>	<b>2</b>	<b>1</b>	<b>43</b>	<b>46</b>

<b>BCS: Case service opened by town of residence and sex January – December 2017</b>				
	<b>Male</b>	<b>Female</b>	<b>Not specified</b>	<b>Total</b>
Birkirkara	2	1	0	3
Other town	0	0	0	0
Shelter or institution	0	0	0	0
Not specified	0	0	43	43
<b>Total</b>	<b>2</b>	<b>1</b>	<b>43</b>	<b>46</b>

**BCS: Case service opened by presenting problem\***  
**January – December 2017**

	2012	2013	2014	2015	2016	2017
Addiction	1	2	0	2	0	0
Behavioural problems	12	12	4	6	6	1
Child abuse	5	2	1	0	1	2
Child care or child access	12	4	3	4	3	0
Domestic violence	2	1	2	0	2	1
Disability related issue	0	0	0	0	0	0
Elderly needs	0	2	0	0	0	0
Employment issues	0	2	1	2	1	0
Family relations	24	12	14	7	3	1
Financial difficulties	16	7	4	3	6	1
Health issues	3	1	0	1	1	0
Homeless	6	5	3	0	0	6
Housing problem	8	1	6	4	7	0
Legal matters	6	6	8	3	7	1
Marital problems	0	4	2	1	3	0
Mental health issues	3	4	6	3	2	3
Pregnancy related issue	0	0	1	0	0	0
Relationship problems	9	1	2	5	1	1
Lack of support and guidance	3	10	7	1	3	1
School related issues	1	0	2	0	1	0
Suicide/ self-harm	-	-	1	0	3	0
Other	2	0	5	0	3	0
Not specified	0	2	3	13	1	28
<b>Total</b>	<b>113</b>	<b>78</b>	<b>75</b>	<b>55</b>	<b>54</b>	<b>46</b>

*\*Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

**BCS: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2011	2012	2013	2014	2015	2016	2017
Jan	6	2	1	12	8	3	4
Feb	13	5	2	4	4	0	2
Mar	7	10	4	7	7	2	0
Apr	6	7	5	8	7	3	3
May	8	6	2	2	3	6	4
Jun	3	5	12	2	5	4	1
Jul	4	3	11	5	7	3	1
Aug	7	2	6	2	5	4	2
Sep	3	12	6	9	8	0	1
Oct	0	1	7	9	3	6	2
Nov	4	17	5	6	3	9	3
Dec	8	3	2	5	6	0	5
<b>Total</b>	<b>69</b>	<b>73</b>	<b>63</b>	<b>71</b>	<b>66</b>	<b>40</b>	<b>28</b>

## Msida Community Service

The aim of the Msida Community Service (MCS) is to provide generic social work interventions to the Msida community. The facility began to provide service to clients in the latter half of 2012.

MCS: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	31
Re-contact	13
Known	47
<b>Total cases worked with</b>	<b>91</b>
Number of individuals worked with	82

MCS: Number of referrals Number of cases referred by month and year of referral						
	2012	2013	2014	2015	2016	2017
Jan	-	4	4	1	3	2
Feb	-	6	3	1	3	5
Mar	-	6	1	2	4	6
Apr	-	0	2	3	5	3
May	-	4	2	9	2	7
Jun	-	1	4	2	10	1
Jul	1	3	4	5	2	3
Aug	0	10	3	6	6	1
Sep	0	2	6	5	1	5
Oct	6	3	2	2	3	9
Nov	4	3	3	5	1	0
Dec	4	2	1	3	1	0
<b>Total</b>	<b>15</b>	<b>44</b>	<b>35</b>	<b>44</b>	<b>41</b>	<b>42</b>

<b>MCS: Number of new and re-contact cases</b>						
<b>Number of cases by month of service opened and year of service opened</b>						
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	6	4	1	4	1
Feb	-	5	1	2	1	3
Mar	-	5	2	2	3	4
Apr	-	2	2	3	3	6
May	-	4	3	5	4	6
Jun	-	0	4	5	8	0
Jul	0	3	4	5	2	3
Aug	0	9	3	3	4	3
Sep	0	4	3	9	8	3
Oct	7	2	6	1	1	13
Nov	3	4	3	3	3	1
Dec	2	2	1	4	2	1
<b>Total</b>	<b>12</b>	<b>46</b>	<b>36</b>	<b>43</b>	<b>43</b>	<b>44</b>

<b>MCS: Number of new cases</b>					
<b>Number of cases by month opened and year opened</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	6	4	1	4	0
Feb	5	1	2	1	3
Mar	4	1	2	3	4
Apr	2	1	3	3	2
May	4	3	4	4	3
Jun	0	4	5	7	0
Jul	3	4	5	2	3
Aug	7	3	3	4	2
Sep	4	3	7	7	3
Oct	2	6	1	1	9
Nov	3	2	3	2	1
Dec	2	1	4	2	1
<b>Total</b>	<b>42</b>	<b>33</b>	<b>40</b>	<b>40</b>	<b>31</b>

**MCS: Case service opened by town of residence and sex  
January – December 2017**

	Male	Female	Total
Msida	22	20	42
Other town	0	0	0
Shelter or institution	1	0	1
Foreign residence	0	0	0
Not specified	1	0	1
<b>Total</b>	<b>24</b>	<b>20</b>	<b>44</b>

**MCS: Case service opened by age and sex  
January – December 2017**

	Male	Female	Total
≤17	1	2	3
18-19	1	0	1
20-24	1	0	1
25-29	5	1	6
30-34	3	1	4
35-39	3	1	4
40-44	2	4	6
45-49	2	0	2
50-54	2	3	5
55-59	0	2	2
≥60	2	1	3
Not specified	2	5	7
<b>Total</b>	<b>24</b>	<b>20</b>	<b>44</b>

**MCS: Case service opened by presenting problem\***  
**January – December 2017**

	2013	2014	2015	2016	2017
Addiction	3	0	0	1	0
Behavioural problems	3	2	0	3	0
Child abuse	2	3	1	1	0
Child care or child access	3	4	9	3	1
Domestic violence	0	3	0	1	0
Disability related issue	0	0	0	1	0
Elderly needs	1	0	0	0	0
Employment issues	1	1	3	1	1
Family relations	13	3	6	2	0
Financial difficulties	5	3	4	3	1
Fostering or adoption	1	0	0	0	0
Health issues	0	0	0	1	0
Homeless	3	3	6	9	4
Housing problem	1	4	4	5	0
Legal matters	7	2	3	3	2
Marital problems	0	1	1	0	0
Mental health issues	1	2	3	4	1
Pregnancy related issue	0	1	0	0	0
Relationship problems	0	0	0	0	0
Lack of support and guidance	1	3	0	0	0
School related issues	0	0	0	1	0
Suicide/ self-harm	0	0	0	1	0
Other	1	1	0	0	0
Not specified	0	0	3	3	34
<b>Total</b>	<b>46</b>	<b>36</b>	<b>43</b>	<b>43</b>	<b>44</b>

*\*Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

<b>MCS: Number of cases closed</b>						
<b>Number of cases closed by month and year of closure</b>						
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	0	2	4	6	1
Feb	-	3	4	1	1	0
Mar	-	1	1	1	0	0
Apr	-	1	1	1	1	2
May	-	3	3	1	5	2
Jun	-	3	2	1	8	0
Jul	0	3	3	2	4	0
Aug	0	4	4	3	5	1
Sep	0	0	4	4	4	0
Oct	0	2	9	1	4	6
Nov	4	1	4	2	3	2
Dec	0	1	2	1	1	1
<b>Total</b>	<b>4</b>	<b>22</b>	<b>39</b>	<b>22</b>	<b>42</b>	<b>15</b>

## Qawra Community Service

The aim of the Qawra Community Service (QCS) is to provide generic social work interventions to the San Pawl il-Bahar Community.

QCS: Number of cases worked with in the year January – December 2017	
	2017
New	23
Re-contact	11
Known	131
<b>Total cases worked with</b>	<b>165</b>
Number of individuals worked with	164

QCS: Number of referrals Number of cases referred by month and year of referral							
	2011	2012	2013	2014	2015	2016	2017
Jan	8	8	11	4	11	7	6
Feb	9	5	5	12	6	12	5
Mar	6	11	8	14	10	6	8
Apr	15	13	10	14	8	12	3
May	12	15	10	9	10	4	0
Jun	10	9	9	9	9	6	0
Jul	13	15	7	8	13	5	0
Aug	10	11	13	8	9	3	0
Sep	7	7	7	9	6	2	0
Oct	9	10	14	9	14	16	3
Nov	9	10	9	12	14	1	3
Dec	6	6	4	8	4	2	4
<b>Total</b>	<b>114</b>	<b>120</b>	<b>107</b>	<b>116</b>	<b>114</b>	<b>76</b>	<b>32</b>

<b>QCS: Number of new and re-contact cases</b>							
<b>Number of cases by month of service opened and year of service opened</b>							
	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	9	6	9	6	6	8	8
Feb	10	8	5	14	7	12	4
Mar	7	13	10	11	9	7	9
Apr	15	13	12	13	10	11	3
May	10	15	9	9	20	4	0
Jun	9	9	10	10	11	6	0
Jul	14	10	6	10	12	4	0
Aug	9	8	12	7	6	3	0
Sep	5	7	7	7	14	1	0
Oct	6	8	10	7	17	16	2
Nov	10	8	8	11	21	1	3
Dec	6	7	3	10	6	4	5
<b>Total</b>	<b>110</b>	<b>112</b>	<b>101</b>	<b>115</b>	<b>139</b>	<b>77</b>	<b>34</b>

<b>QCS: Number of new cases</b>					
<b>Number of cases by month opened and year opened</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	9	4	5	6	6
Feb	4	11	5	8	2
Mar	10	10	7	5	3
Apr	12	9	10	8	3
May	9	6	16	1	0
Jun	8	6	7	4	0
Jul	5	7	10	2	0
Aug	11	7	4	3	0
Sep	6	6	13	0	0
Oct	5	5	14	10	2
Nov	7	9	16	1	3
Dec	3	8	6	3	4
<b>Total</b>	<b>89</b>	<b>88</b>	<b>113</b>	<b>51</b>	<b>23</b>

<b>QCS: Case service opened by age and sex</b>			
<b>January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	0	0	0
18-19	0	0	0
20-24	1	2	3
25-29	0	1	1
30-34	1	5	6
35-39	1	3	4
40-44	0	3	3
45-49	4	3	7
50-54	0	1	1
55-59	1	1	2
≥60	1	3	4
Not specified	0	3	3
<b>Total</b>	<b>9</b>	<b>25</b>	<b>34</b>

<b>QCS: Case service opened by town of residence and sex</b>			
<b>January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
San Pawl il Bahar	4	13	17
Qawra	0	5	5
Bugibba	2	7	9
Xemxija	0	0	0
Pwales	0	0	0
Burmarrad	0	0	0
Other town	0	0	0
Homeless	2	0	2
Shelter or institution	0	0	0
Not residing in Malta	0	0	0
Not specified	1	0	1
<b>Total</b>	<b>9</b>	<b>25</b>	<b>34</b>

**QCS: Case service opened by presenting problem\***  
**January – December 2017**

	2013	2014	2015	2016	2017
Addiction	0	1	2	1	0
Behavioural problems	0	3	1	0	0
Bereavement	0	0	4	0	0
Child abuse	3	5	4	0	0
Child care or child access	11	5	8	0	2
Disability related issue	0	1	0	1	0
Domestic violence	5	2	2	3	0
Elderly needs or abuse	0	2	1	1	1
Employment issues	5	4	4	2	1
Family relations	16	14	15	5	4
Financial difficulties	11	23	17	15	10
Health issues	1	1	4	1	2
Homeless	10	13	15	13	5
Housing problem	1	5	8	8	1
Legal matters	10	12	6	4	2
Marital problems	5	1	5	0	0
Mental health issues	12	8	9	4	0
Pregnancy related issue	1	2	4	1	0
Relationship problems	3	3	0	0	0
Residential care issues	0	0	0	1	0
School related problems	2	0	7	1	1
Sexuality related issue	1	0	0	0	0
Suicide	0	0	0	0	0
Lack of support and guidance	2	0	0	0	0
Other	2	4	4	1	1
Not specified	0	6	19	15	4
<b>Total</b>	<b>101</b>	<b>115</b>	<b>139</b>	<b>77</b>	<b>34</b>

*\*Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

**QCS: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2011	2012	2013	2014	2015	2016	2017
Jan	7	5	3	9	6	3	9
Feb	10	14	5	8	6	6	4
Mar	15	7	12	17	10	6	0
Apr	4	4	13	6	4	8	4
May	1	7	11	19	12	10	0
Jun	4	4	7	11	6	5	0
Jul	6	14	9	14	12	8	0
Aug	4	3	6	14	6	3	0
Sep	31	7	7	21	15	2	0
Oct	6	10	16	8	12	4	0
Nov	5	3	6	12	5	5	0
Dec	1	8	3	2	5	11	0
<b>Total</b>	<b>94</b>	<b>86</b>	<b>98</b>	<b>141</b>	<b>99</b>	<b>71</b>	<b>17</b>

## Valetta Community Service

The aim of the Valetta Community Service (VCS) is to provide generic social work interventions to the Valetta community.

VCS: Number of cases worked with in the year January – December 2017	
	2017
New	36
Re-contact	19
Known	90
<b>Total cases worked with</b>	<b>145</b>
Number of individuals worked with	143

VCS: Number of referrals Number of cases referred by month and year of referral						
	2012	2013	2014	2015	2016	2017
Jan	11	5	4	19	10	5
Feb	3	3	10	9	5	4
Mar	4	4	6	8	3	4
Apr	11	10	13	4	9	4
May	11	7	6	6	3	4
Jun	6	2	13	7	3	7
Jul	2	8	18	5	6	1
Aug	5	12	15	7	8	2
Sep	4	9	9	6	6	4
Oct	9	17	12	8	7	10
Nov	6	7	10	9	4	6
Dec	4	6	2	2	3	4
<b>Total</b>	<b>76</b>	<b>90</b>	<b>118</b>	<b>90</b>	<b>67</b>	<b>55</b>

<b>VCS: Number of new and re-contact cases</b>						
<b>Number of cases by month of service opened and year of service opened</b>						
	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	3	4	3	30	5	5
Feb	2	3	5	9	0	4
Mar	2	9	9	6	1	4
Apr	4	7	8	3	10	4
May	5	2	5	6	0	4
Jun	5	1	19	8	12	7
Jul	1	27	15	3	14	1
Aug	4	12	12	6	8	2
Sep	3	40	6	4	5	4
Oct	7	15	6	9	8	10
Nov	5	6	7	6	4	5
Dec	2	1	5	3	3	5
<b>Total</b>	<b>43</b>	<b>127</b>	<b>100</b>	<b>93</b>	<b>70</b>	<b>55</b>

<b>VCS: Number of new cases</b>					
<b>Number of cases by month opened and year opened</b>					
	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	2	3	15	2	4
Feb	3	5	8	1	3
Mar	8	8	3	0	3
Apr	5	7	3	8	3
May	2	4	6	0	2
Jun	1	15	8	10	6
Jul	22	12	1	11	0
Aug	8	7	5	6	0
Sep	32	4	2	3	3
Oct	13	5	8	8	5
Nov	5	6	4	3	4
Dec	1	1	3	2	3
<b>Total</b>	<b>102</b>	<b>77</b>	<b>66</b>	<b>54</b>	<b>36</b>

<b>VCS: Case service opened by age and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
≤17	2	1	3
18-19	0	0	0
20-24	3	4	7
25-29	2	3	5
30-34	0	6	6
35-39	1	0	1
40-44	3	6	9
45-49	3	3	6
50-54	1	2	3
55-59	0	2	2
≥60	3	6	9
Not specified	2	2	4
<b>Total</b>	<b>20</b>	<b>35</b>	<b>55</b>

<b>VCS: Case service opened by town of residence and sex January – December 2017</b>			
	<b>Male</b>	<b>Female</b>	<b>Total</b>
Valletta	12	30	42
Floriana	3	5	8
Other	1	0	1
Homeless	4	0	4
Shelter or institution	0	0	0
Not specified	0	0	0
<b>Total</b>	<b>20</b>	<b>35</b>	<b>55</b>

**VCS: Case service opened by presenting problem\***  
**January – December 2017**

	2017
Addiction	1
Behavioural problems	1
Bereavement	0
Child abuse	5
Child care or child access	3
Disability related issue	2
Domestic violence	0
Elderly needs or abuse	2
Employment issues	1
Family relations	4
Financial difficulties	8
Health issues	1
Homeless	9
Housing problem	11
Legal matters	0
Marital problems	2
Mental health issues	3
Pregnancy related issue	0
Relationship problems	1
School related problems	0
Sexuality related issue	0
Suicide	0
Lack of support and guidance	1
Other	0
Not specified	0
<b>Total</b>	<b>55</b>

*\*Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

**VCS: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2012	2013	2014	2015	2016	2017
Jan	9	13	5	9	14	7
Feb	1	7	3	9	3	2
Mar	1	4	10	4	8	2
Apr	4	9	9	2	14	7
May	7	9	7	9	5	2
Jun	5	8	16	4	2	4
Jul	2	6	16	3	4	5
Aug	1	4	15	2	3	7
Sep	2	15	21	10	6	2
Oct	5	19	8	6	5	4
Nov	1	10	16	7	9	0
Dec	2	8	4	3	2	7
<b>Total</b>	<b>40</b>	<b>112</b>	<b>130</b>	<b>68</b>	<b>75</b>	<b>49</b>

## Programm Uljed Darna

Programm Uljed Darna (PUD) offers time, skills, guidance, assistance, information and practical help to facilitate the life of families who are under stress. Families may face many situations which threaten to disrupt the stability of the family. In such cases, social workers or other professionals who are already working with the family and with their consent refer them to Programm Uljed Darna.

### Generic Programme

PUD-Generic: Cases worked with January – December 2017												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Referrals	2	1	2	3	2	3	2	1	3	1	1	0
New cases	2	1	2	3	2	3	2	1	3	1	1	0
Known cases	0	0	0	0	0	0	0	0	0	0	0	0
Pending cases*	3	3	3	3	3	3	3	3	3	3	3	3
Closed cases	4	5	2	1	5	2	0	0	0	5	3	3

\*Pending cases are cases that were active but either the volunteer left or a change in situation meant that cases fell back to the waiting list for a volunteer

PUD-Generic: Child minding service January – December 2017												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Number of requests	12	17	13	7	14	21	23	17	21	16	18	16
Number of hours	16	22	17	11.5	13	32	31	29.5	30	34.5	35	21.5
Number of families	2	5	6	4	4	9	9	6	9	11	7	7
Number of children	2	9	11	9	6	16	15	7	12	16	7	8
Number of requests not fulfilled*	4	3	1	0	4	6	5	3	3	1	3	1

\*requests may be not fulfilled because of the availability of volunteers e.g. none available at the time

PUD-Generic: Child minding service January – December 2017	
	2016
Number of requests	195
Number of hours	151
Number of families	75
Number of children	107
Number of requests not fulfilled*	34

*\*requests may be not fulfilled because of the availability of volunteers e.g. none available at the time*

PUD-Generic: Transport service January – December 2017	
	2016
Total number of requests	149
Number of requests not fulfilled*	34

*\*requests may be not fulfilled because of the availability of volunteers e.g. none available at the time*

PUD-Generic: Volunteers registered January – December 2017	
	2016
Total number of volunteers registered	33

## Progett Tereza

Progett Tereza forms part of Programm Uljed Darna, and was officially launched in 2003. It seeks to provide families in need with goods in kind and donations received by the Service.

PUD – Progett Tereza: Number of donations and requests received, tackled, pending or no longer available by year January – December 2017												
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Donations received	99	146	116	105	62	99	71	65	52	60	75	154
Donations tackled	83	107	90	81	38	63	69	36	22	25	40	45
Donations pending (at end of Dec)	15	59	24	13	17	30	13	7	2	10	7	12
Donations no longer available	16	16	32	32	23	6	30	33	28	25	28	97
Requests received	111	138	97	144	83	95	59	53	36	33	39	46
Requests tackled	114	113	108	120	53	66	51	27	22	11	25	30
Requests pending (at end of Dec)	55	6	31	47	61	25	6	7	10	20	6	6
Requests no longer required	12	26	45	39	13	4	15	21	4	12	8	10

## Embark for Life

The aim of the Embark for Life (E4L) project is to provide support to young people, aged between 16 and 24 years, who need assistance to integrate better within the workforce and society.

E4L: Number of cases worked with in the year January – December 2017	
	2017
New	38
Re-contact	6
Known	144
<b>Total cases worked with</b>	<b>188</b>
Number of individuals worked with	186

E4L: Number of referrals Number of cases referred by month and year of referral				
	2014	2015	2016	2017
Jan	19	7	3	9
Feb	9	17	3	3
Mar	13	10	10	2
Apr	5	1	11	5
May	17	14	17	2
Jun	11	5	8	8
Jul	9	7	2	5
Aug	4	3	3	7
Sep	3	16	0	2
Oct	4	8	3	3
Nov	11	7	7	4
Dec	9	4	3	2
<b>Total</b>	<b>114</b>	<b>99</b>	<b>70</b>	<b>52</b>

<b>E4L: Number of new and re-contact cases</b>				
<b>Number of cases by month of service opened and year of service opened</b>				
	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	2	3	6	15
Feb	3	5	1	8
Mar	3	2	1	1
Apr	0	0	16	6
May	0	25	7	1
Jun	1	4	0	1
Jul	0	23	0	1
Aug	0	19	0	4
Sep	1	9	4	6
Oct	26	2	4	1
Nov	15	10	3	0
Dec	9	15	4	0
<b>Total</b>	<b>60</b>	<b>117</b>	<b>46</b>	<b>44</b>

<b>E4L: Number of new cases</b>				
<b>Number of cases by month opened and year opened</b>				
	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	2	3	4	12
Feb	3	4	1	7
Mar	2	1	1	1
Apr	0	0	13	6
May	0	21	6	1
Jun	1	3	0	0
Jul	0	20	0	0
Aug	0	19	0	4
Sep	1	8	4	6
Oct	26	2	4	1
Nov	15	10	2	0
Dec	9	14	4	0
<b>Total</b>	<b>59</b>	<b>105</b>	<b>39</b>	<b>38</b>

**E4L: Case opened by district and sex  
January – December 2017**

	Male	Female	Total
Northern Harbour District	13	5	18
Southern Harbour District	5	4	9
South Eastern District	2	2	4
Northern District	1	2	3
Western District	2	1	3
Gozo and Comino	0	0	0
Shelter or institution	0	1	1
Not specified	0	0	0
<b>Total</b>	<b>23</b>	<b>15</b>	<b>38</b>

**E4L: Number of cases closed  
Number of cases closed by month and year of closure**

	2014	2015	2016	2017
Jan	5	11	5	3
Feb	0	2	3	1
Mar	4	6	2	0
Apr	0	17	4	0
May	15	12	1	0
Jun	0	4	2	1
Jul	0	2	14	0
Aug	0	8	5	2
Sep	0	4	3	0
Oct	0	3	0	15
Nov	7	12	5	0
Dec	0	2	0	1
<b>Total</b>	<b>31</b>	<b>83</b>	<b>44</b>	<b>23</b>

## Looked After Children

The Looked After Children service (LAC) was established at the beginning of 2001. Its main objective is to provide social work intervention to children who are in the out of home care system i.e. those in residential and foster care.

LAC: Number of cases worked with in the year January – December 2017	
	2017
New	54
Re-contact	0
Known	410
<b>Total cases worked with</b>	<b>464</b>
Number of individuals worked with	464

LAC: Number of referrals Number of cases referred by month and year of referral																
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	
Jan	3	3	33	23	43	12	0	4	4	12	5	4	11	0	1	
Feb	14	3	2	2	0	15	4	4	0	3	3	3	3	5	10	
Mar	18	27	58	30	32	0	4	10	8	2	2	0	5	5	2	
Apr	10	3	5	4	0	6	5	7	4	8	12	2	1	3	4	
May	16	4	19	45	11	5	2	12	4	8	0	1	0	9	9	
Jun	5	14	38	0	5	3	0	0	12	14	6	0	10	12	1	
Jul	35	11	30	15	39	12	7	5	2	2	6	2	4	5	3	
Aug	7	69	60	13	29	9	0	0	14	6	1	12	1	5	3	
Sep	12	18	36	21	4	11	18	14	1	2	3	3	5	2	6	
Oct	55	39	8	17	41	21	0	17	4	1	7	4	8	0	1	
Nov	19	17	54	0	23	6	1	0	15	3	8	2	3	2	0	
Dec	23	14	2	2	14	7	0	0	8	0	4	9	1	1	2	
<b>Total</b>	<b>217</b>	<b>222</b>	<b>345</b>	<b>172</b>	<b>241</b>	<b>107</b>	<b>41</b>	<b>73</b>	<b>76</b>	<b>61</b>	<b>57</b>	<b>42</b>	<b>52</b>	<b>49</b>	<b>42</b>	

<b>LAC: Number of new and re-contact cases</b>															
<b>Number of cases by month of service opened and year of service opened</b>															
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	2	3	5	10	22	13	0	4	4	12	0	0	2	0	0
Feb	4	0	3	1	0	15	4	4	3	3	0	1	0	16	5
Mar	14	27	24	11	5	0	4	10	0	3	8	0	10	0	0
Apr	10	3	3	1	0	7	5	7	4	1	1	0	9	1	9
May	13	4	1	13	0	4	2	12	0	11	0	1	0	2	2
Jun	5	0	19	1	1	3	0	0	1	0	2	0	0	0	2
Jul	11	3	7	3	2	12	0	5	1	0	12	13	0	0	11
Aug	3	30	21	12	3	9	0	0	0	2	0	0	0	0	0
Sep	13	8	1	1	0	11	2	14	6	0	0	0	0	29	0
Oct	20	11	3	21	0	21	0	17	10	0	0	32	4	1	8
Nov	18	11	26	1	0	6	1	0	2	0	22	0	0	0	0
Dec	23	11	0	1	0	7	0	0	4	0	1	2	0	0	17
<b>Total</b>	<b>136</b>	<b>111</b>	<b>113</b>	<b>76</b>	<b>33</b>	<b>108</b>	<b>18</b>	<b>73</b>	<b>35</b>	<b>32</b>	<b>46</b>	<b>49</b>	<b>25</b>	<b>49</b>	<b>54</b>

<b>LAC: Number of new cases</b>															
<b>Number of cases by month opened and year opened</b>															
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	2	3	2	9	16	4	0	4	4	12	0	0	2	0	0
Feb	3	0	3	1	0	1	4	4	3	3	0	1	0	16	5
Mar	12	4	24	12	5	0	4	9	0	3	8	0	6	0	0
Apr	11	3	3	1	0	0	4	7	4	1	1	0	8	1	9
May	13	4	1	13	0	5	2	12	0	11	0	1	0	2	2
Jun	5	0	20	0	1	3	0	0	1	0	2	0	0	0	2
Jul	11	2	8	3	2	12	0	5	1	0	12	13	0	0	11
Aug	3	32	22	12	12	0	0	0	0	2	0	0	0	0	0
Sep	13	8	1	1	2	5	2	12	6	0	0	0	0	29	0
Oct	20	11	3	20	0	16	0	15	10	0	0	30	4	1	8
Nov	18	11	25	1	0	6	1	0	2	0	22	0	0	0	0
Dec	22	9	0	2	0	7	0	0	4	0	1	2	0	0	17
<b>Total</b>	<b>133</b>	<b>87</b>	<b>112</b>	<b>75</b>	<b>38</b>	<b>59</b>	<b>17</b>	<b>68</b>	<b>35</b>	<b>32</b>	<b>46</b>	<b>47</b>	<b>20</b>	<b>49</b>	<b>54</b>

**LAC: Case opened by district and sex  
January – December 2017**

	Male	Female	Total
Northern District	3	7	10
South Eastern District	6	1	7
Northern Harbour District	2	2	4
Western District	0	2	2
Gozo and Comino	0	1	1
Southern Harbour District	0	0	0
Shelter or institution	12	15	27
Not specified	3	0	3
<b>Total</b>	<b>26</b>	<b>28</b>	<b>54</b>

**LAC: Case opened by sex and legal status  
January – December 2017**

	Voluntary	Care order	Court order	Not specified	Total
Male	14	5	4	3	26
Female	13	12	3	0	28
<b>Total</b>	<b>27</b>	<b>17</b>	<b>7</b>	<b>3</b>	<b>54</b>

**LAC: Number of cases closed  
Number of cases closed by month and year of closure**

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	1	10	5	2	4	3	2	4	0	9	25	8	2	0	4
Feb	2	5	1	3	2	2	6	2	0	4	0	1	0	24	2
Mar	2	25	5	6	2	4	0	2	0	5	6	0	13	0	7
Apr	12	3	1	4	3	0	0	0	0	0	1	1	25	4	1
May	5	3	9	8	3	0	0	0	1	3	3	7	1	0	6
Jun	2	6	2	6	1	0	0	0	0	0	1	1	0	0	1
Jul	6	5	11	5	7	1	0	0	0	1	3	1	0	4	3
Aug	0	23	6	10	10	10	0	0	0	0	3	6	1	1	3
Sep	33	2	5	6	3	0	0	0	0	2	0	0	1	6	1
Oct	14	3	5	7	5	1	0	0	1	0	1	0	0	0	16
Nov	14	10	7	6	0	0	0	0	1	0	3	3	0	5	3
Dec	11	0	5	9	3	2	0	0	5	0	0	0	1	1	5
<b>Total</b>	<b>102</b>	<b>95</b>	<b>62</b>	<b>72</b>	<b>43</b>	<b>23</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>24</b>	<b>46</b>	<b>28</b>	<b>44</b>	<b>45</b>	<b>52</b>

## Court Services

The court service was developed during the year 2002. It focuses mostly in presenting social work court reports as requested by the Courts of Malta.

Court: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New or re-contact	20
Known	119
<b>Total cases worked with</b>	<b>139</b>

Court: Number of referrals Number of cases referred by month and year of referral												
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	1	1	8	9	2	6	3	2	5	0	1	6
Feb	2	9	11	4	8	5	1	1	4	4	2	5
Mar	1	1	7	4	5	3	0	2	7	5	3	4
Apr	4	3	10	3	3	8	3	6	4	1	5	3
May	3	4	5	2	5	7	2	1	2	8	3	2
Jun	1	7	8	3	1	4	4	2	4	5	3	0
Jul	1	6	5	1	2	3	2	1	2	5	0	0
Aug	1	10	6	6	3	6	1	0	3	1	0	0
Sep	6	14	0	3	3	2	0	3	1	6	0	0
Oct	1	18	0	8	4	2	4	1	0	4	0	0
Nov	5	4	0	5	7	4	0	1	1	3	0	0
Dec	1	7	0	1	4	2	0	0	6	0	0	0
<b>Total</b>	<b>27</b>	<b>84</b>	<b>60</b>	<b>49</b>	<b>47</b>	<b>52</b>	<b>20</b>	<b>20</b>	<b>39</b>	<b>42</b>	<b>17</b>	<b>20</b>

Court: Number of new and re-contact cases												
Number of cases by month of service opened and year of service opened												
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	6	1	8	10	1	4	3	2	8	7	1	6
Feb	7	11	9	4	4	3	1	1	3	4	2	5
Mar	1	3	7	4	9	6	0	2	9	6	3	4
Apr	3	4	10	4	3	8	1	4	2	2	4	3
May	4	3	5	2	6	6	3	3	4	4	3	2
Jun	11	7	8	4	1	5	0	1	2	3	3	0
Jul	4	6	5	1	0	1	5	0	1	4	0	0
Aug	6	10	6	6	2	6	1	0	3	0	0	0
Sep	8	14	0	2	3	4	0	2	1	1	0	0
Oct	8	18	0	8	6	2	1	1	2	2	0	0
Nov	5	8	0	9	5	3	4	1	2	4	0	0
Dec	8	7	0	3	7	4	0	0	2	2	0	0
<b>Total</b>	<b>71</b>	<b>92</b>	<b>58</b>	<b>57</b>	<b>47</b>	<b>52</b>	<b>19</b>	<b>17</b>	<b>39</b>	<b>39</b>	<b>16</b>	<b>20</b>

Court: Number of cases closed												
Number of cases closed by month and year of closure												
	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	1	0	0	3	0	0	0	0	0	0	0	0
Feb	22	25	0	1	0	0	0	0	0	7	0	0
Mar	14	1	0	0	1	0	0	0	0	0	0	0
Apr	0	0	20	0	8	0	0	0	0	2	0	0
May	0	0	0	0	0	0	0	0	0	1	0	0
Jun	1	4	0	0	0	0	0	0	0	0	0	0
Jul	0	3	0	2	0	0	0	0	0	1	0	0
Aug	0	2	0	0	0	0	0	0	211	0	0	0
Sep	5	0	0	6	0	0	0	0	0	1	0	0
Oct	16	7	0	3	0	0	0	1	3	2	0	0
Nov	16	10	0	1	0	0	0	0	0	0	0	0
Dec	4	0	0	5	1	0	0	0	0	7	0	0
<b>Total</b>	<b>79</b>	<b>52</b>	<b>20</b>	<b>21</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>214</b>	<b>21</b>	<b>0</b>	<b>0</b>

*Note: In August 2014, the service underwent an administrative exercise whereby a large number of ghost cases were removed from the database and as a result, a large number of closures were registered in August 2014.*

## Supervised Access Visits

The aim of the Supervised Access Visits Service (SAV) is to provide supervised access visits to non-custodial parents and relatives. These visits are held on a regular basis and are very often regulated by a Court decree or requested by the Children and Young Persons Advisory Board.

SAV: Number of cases worked with in the year January – December 2017	
	<b>2017</b>
New	69
Re-contact	20
Known	203
<b>Total cases worked with</b>	<b>292</b>

SAV: Number of new and re-contact cases																
Number of cases by month of service opened and year of service opened																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	8	2	6	9	4	0	2	2	5	10	4	6	8	12	4	6
Feb	4	7	4	1	1	1	1	5	6	5	6	2	2	11	8	8
Mar	2	4	4	0	0	2	1	3	5	2	8	6	4	7	7	3
Apr	3	13	8	1	0	0	7	3	2	2	3	5	6	13	9	6
May	5	4	3	6	2	0	1	1	6	6	1	0	4	7	6	18
Jun	3	11	5	2	3	2	1	0	7	8	6	0	7	4	6	8
Jul	8	7	3	3	0	2	1	4	3	9	4	4	5	9	7	0
Aug	10	6	1	0	0	1	0	0	5	2	2	7	2	8	6	13
Sep	6	2	2	0	0	0	4	2	1	12	3	1	5	0	14	5
Oct	9	4	1	1	2	1	5	4	2	0	1	7	1	4	7	4
Nov	2	6	1	2	2	0	1	9	5	2	5	4	5	7	1	11
Dec	6	2	1	0	1	0	1	3	5	4	5	1	6	5	2	7
<b>Total</b>	<b>66</b>	<b>68</b>	<b>39</b>	<b>25</b>	<b>15</b>	<b>9</b>	<b>25</b>	<b>36</b>	<b>52</b>	<b>62</b>	<b>48</b>	<b>43</b>	<b>55</b>	<b>87</b>	<b>77</b>	<b>89</b>

SAV: Number of new cases																
Number of cases by month opened and year opened																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	7	15	12	9	4	6	1	1	5	10	4	6	8	9	3	5
Feb	3	9	4	1	1	4	1	4	6	4	6	2	2	8	9	6
Mar	6	3	3	0	1	9	1	3	5	2	7	6	4	5	5	3
Apr	1	11	3	1	0	3	7	3	2	2	3	5	6	10	8	5
May	4	2	3	7	3	3	1	1	6	6	1	0	3	7	5	16
Jun	4	10	1	3	3	6	1	0	6	8	6	0	6	4	4	8
Jul	8	2	1	6	1	3	1	3	3	9	4	4	5	9	7	0
Aug	8	5	3	8	2	2	0	0	4	2	2	7	2	6	5	5
Sep	9	3	1	5	2	6	4	2	1	12	2	1	5	0	11	3
Oct	5	4	4	4	4	0	5	3	2	0	1	7	2	4	5	3
Nov	2	3	1	4	4	2	1	7	5	2	5	2	4	7	1	10
Dec	6	0	0	2	4	3	1	3	5	4	5	1	5	3	0	5
<b>Total</b>	<b>63</b>	<b>67</b>	<b>36</b>	<b>50</b>	<b>29</b>	<b>47</b>	<b>24</b>	<b>30</b>	<b>50</b>	<b>61</b>	<b>46</b>	<b>41</b>	<b>52</b>	<b>72</b>	<b>63</b>	<b>69</b>

SAV: Number of cases closed																
Number of cases closed by month and year of closure																
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Jan	6	3	7	2	7	3	4	0	3	3	1	0	4	3	6	13
Feb	4	1	2	0	4	1	0	4	3	1	0	0	0	47	9	21
Mar	0	4	2	2	4	9	1	4	1	1	0	4	0	2	5	6
Apr	4	6	2	0	0	4	7	3	4	1	1	2	0	9	8	9
May	3	8	3	2	5	3	0	5	1	0	0	0	5	6	11	9
Jun	8	5	3	1	3	3	1	0	0	0	0	0	3	2	7	12
Jul	3	5	7	1	4	0	0	1	0	1	0	0	15	6	5	0
Aug	5	2	4	0	2	0	1	1	1	0	0	1	2	1	3	22
Sep	2	6	9	0	2	7	0	0	2	1	0	7	7	0	9	6
Oct	4	2	4	1	5	0	2	5	1	0	0	0	5	0	7	5
Nov	2	3	1	0	3	8	1	2	1	0	0	2	4	14	4	1
Dec	7	3	0	1	23	5	1	2	1	0	8	8	1	7	3	3
<b>Total</b>	<b>48</b>	<b>48</b>	<b>44</b>	<b>10</b>	<b>62</b>	<b>43</b>	<b>18</b>	<b>27</b>	<b>18</b>	<b>8</b>	<b>10</b>	<b>24</b>	<b>46</b>	<b>97</b>	<b>77</b>	<b>107</b>

## Youth in Focus Service

The Youth in Focus Service (YIF) was set up with the aims to deliver a comprehensive service to promote the physical, emotional and social well-being of adolescents.

YIF: Number of cases worked with in the year January – December 2017	
	2017
New	68
Re-contact	2
Known	141
<b>Total cases worked with</b>	<b>211</b>
Number of individuals worked with	211

YIF: Number of referrals Number of cases referred by month and year of referral								
	2010	2011	2012	2013	2014	2015	2016	2017
Jan	15	13	10	12	3	8	4	13
Feb	4	19	10	15	8	11	9	3
Mar	12	13	6	7	6	6	6	4
Apr	13	9	9	11	8	8	6	3
May	4	10	6	9	6	6	0	4
Jun	6	11	12	8	18	5	7	5
Jul	8	11	4	9	10	8	9	5
Aug	9	13	5	4	9	7	3	8
Sep	10	8	6	5	6	4	3	5
Oct	8	9	5	13	4	7	6	4
Nov	17	6	7	4	4	7	7	9
Dec	11	12	3	6	5	5	0	4
<b>Total</b>	<b>117</b>	<b>134</b>	<b>83</b>	<b>103</b>	<b>87</b>	<b>82</b>	<b>60</b>	<b>67</b>

YIF: Number of new and re-contact cases								
Number of cases by month of service opened and year of service opened								
	2010	2011	2012	2013	2014	2015	2016	2017
Jan	17	12	7	0	3	7	5	22
Feb	3	24	7	4	18	4	7	4
Mar	10	14	3	2	1	15	14	7
Apr	8	3	10	20	4	4	0	11
May	2	15	2	5	13	1	0	5
Jun	2	14	10	4	20	5	0	2
Jul	11	5	2	1	16	15	3	9
Aug	6	3	3	7	2	6	5	2
Sep	15	1	4	8	0	10	0	2
Oct	3	0	5	2	0	5	0	1
Nov	5	3	2	1	8	23	0	3
Dec	0	3	1	1	9	7	4	2
<b>Total</b>	<b>82</b>	<b>97</b>	<b>56</b>	<b>55</b>	<b>94</b>	<b>102</b>	<b>38</b>	<b>70</b>

YIF: Number of new cases								
Number of cases by month opened and year opened								
	2010	2011	2012	2013	2014	2015	2016	2017
Jan	13	11	5	0	3	8	5	22
Feb	3	23	4	4	15	3	7	4
Mar	6	13	3	2	1	14	14	7
Apr	5	2	9	20	4	4	0	11
May	1	14	2	2	13	1	0	5
Jun	1	12	7	3	10	5	0	2
Jul	9	4	2	0	14	14	3	9
Aug	5	3	3	7	2	6	5	1
Sep	12	1	3	8	0	8	0	2
Oct	3	0	5	1	0	5	0	1
Nov	5	3	2	0	7	22	0	2
Dec	0	3	1	1	9	7	4	2
<b>Total</b>	<b>63</b>	<b>89</b>	<b>46</b>	<b>48</b>	<b>78</b>	<b>97</b>	<b>38</b>	<b>68</b>

YIF: Case opened by district January – December 2017	
	2017
Northern Harbour District	23
Southern Harbour District	20
Northern District	8
South Eastern District	7
Western District	7
Gozo	1
Shelter or institution	1
Not specified	1
<b>Total</b>	<b>68</b>

YIF: Case opened by age and sex January – December 2017				
	Male	Female	Not specified	Total
≤1	0	0	0	0
1-5	0	0	0	0
6-10	1	0	0	1
11-15	11	17	0	28
16-17	18	8	0	26
≥18	3	0	0	3
Not specified	7	3	0	10
<b>Total</b>	<b>40</b>	<b>28</b>	<b>0</b>	<b>68</b>

YIF: Case opened by primary problem January – December 2017	
	2017
Substance use	34
Challenging behaviour	20
Computer addiction	2
Self harm/ suicide attempts	1
Support issues	0
Behavioural problem	0
Aggressive behaviour	0
Other	3
Not specified	8
<b>Total</b>	<b>68</b>

**YIF: Case opened by primary problematic substance and sex  
January – December 2017**

	Male	Female	Not specified	Total
Cannabis	9	4	0	13
Cigarettes	3	2	0	5
Synthetic substance	2	0	0	2
Cocaine	0	1	0	1
Ecstasy	0	0	0	0
None reported	26	21	0	47
<b>Total</b>	<b>40</b>	<b>28</b>	<b>0</b>	<b>68</b>

**YIF: Number of cases closed**

**Number of cases closed by month and year of closure**

	2010	2011	2012	2013	2014	2015	2016	2017
Jan	8	9	7	7	3	10	3	3
Feb	7	3	10	12	9	24	2	5
Mar	17	0	10	8	10	10	14	9
Apr	10	1	2	17	2	6	12	0
May	4	11	2	16	7	5	1	4
Jun	7	3	80	2	27	4	2	2
Jul	7	4	17	9	15	5	3	20
Aug	10	4	9	6	3	4	3	18
Sep	8	7	7	10	6	4	5	1
Oct	4	2	14	2	5	6	0	5
Nov	9	3	4	2	7	1	1	9
Dec	2	2	3	1	12	3	0	3
<b>Total</b>	<b>93</b>	<b>49</b>	<b>165</b>	<b>92</b>	<b>106</b>	<b>82</b>	<b>46</b>	<b>79</b>

## Adolescent Day Programme

The Adolescent Day Programme Service (ADP) is for vulnerable adolescents aged between 14 and 18. The Day Programme runs for three to four months and can cater for 8 young people at a time. The ultimate aim of the programme is to provide participants skills, learning experiences and opportunities for them to eventually enter employment.

ADP: Number of cases worked with in the year January – December 2017	
	2017
New	10
Re-contact	0
Known	4
<b>Total cases worked with</b>	<b>14</b>
Number of individuals worked with	14

ADP: Number of referrals Number of cases referred by month and year of referral			
	2015	2016	2017
Jan	-	0	6
Feb	-	2	2
Mar	-	7	1
Apr	-	2	1
May	6	6	1
Jun	3	4	2
Jul	9	3	4
Aug	0	2	4
Sep	0	1	1
Oct	6	4	3
Nov	0	2	0
Dec	0	3	0
<b>Total</b>	<b>24</b>	<b>36</b>	<b>25</b>

<b>ADP: Number of new and re-contact cases</b>			
<b>Number of cases by month of service opened and year of service opened</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	0	2
Feb	-	0	2
Mar	-	0	0
Apr	-	8	1
May	-	0	0
Jun	-	0	0
Jul	6	0	0
Aug	0	0	1
Sep	0	0	1
Oct	3	1	3
Nov	4	0	0
Dec	0	0	0
<b>Total</b>	<b>13</b>	<b>9</b>	<b>10</b>

<b>ADP: Number of new cases</b>			
<b>Number of cases by month opened and year opened</b>			
	<b>2015</b>	<b>2016</b>	<b>2017</b>
Jan	-	0	2
Feb	-	0	2
Mar	-	0	0
Apr	-	8	1
May	-	0	0
Jun	-	0	0
Jul	6	0	0
Aug	0	0	1
Sep	0	0	1
Oct	3	1	3
Nov	4	0	0
Dec	0	0	0
<b>Total</b>	<b>13</b>	<b>9</b>	<b>10</b>

ADP: Case service opened by age and sex January – December 2017				
	Male	Female	Not specified	Total
≤1	0	0	0	0
1-5	0	0	0	0
6-10	0	0	0	0
11-15	4	2	0	6
16-17	4	0	0	4
≥18	0	0	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>10</b>

ADP: Case service opened by district and sex January – December 2017			
	Male	Female	Total
Northern Harbour District	2	1	3
Southern Harbour District	2	1	3
Western District	2	0	2
Northern District	1	0	1
South Eastern District	0	0	0
Gozo	0	0	0
Not specified	1	0	1
<b>Total</b>	<b>8</b>	<b>2</b>	<b>10</b>

ADP: Presenting problem Case service opened by presenting problem*			
	2015	2016	2017
Behavioural problems	2	3	0
Challenging behaviours	0	2	0
Child abuse	1	0	0
Lack of skills	1	0	0
Lack of structure	3	1	10
Mental health issues	1	0	0
Probation issues	0	1	0
School related issues	0	1	0
Substance misuse	1	1	0
Other	0	0	0
Not specified	0	0	0
<b>Total</b>	<b>9</b>	<b>9</b>	<b>10</b>

\*Clients may have multiple problems but this table only reports the primary issue as reported by the client.

**ADP: Number of cases closed**  
**Number of cases closed by month and year of closure**

	2015	2016	2017
Jan	-	0	0
Feb	-	7	1
Mar	-	0	0
Apr	-	0	0
May	-	0	0
Jun	-	4	0
Jul	0	4	0
Aug	1	0	0
Sep	5	0	0
Oct	0	0	0
Nov	1	0	0
Dec	0	0	0
<b>Total</b>	<b>7</b>	<b>15</b>	<b>1</b>

## Supportline 179

Supportline 179 (SPL179) is a national helpline providing immediate help to those seeking information, support and referrals to social welfare entities.

SPL 179: Total number of calls received by month of call January – December 2017													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
2005	1825	1516	1757	1740	1868	1880	2038	1987	1989	1911	2000	1739	22250
2006	1903	1734	1706	1666	1716	1487	1821	1573	1739	1719	1764	1743	20571
2007	1446	1532	1759	1533	1532	1694	1827	1817	1566	1689	1532	1391	19318
2008	1620	1557	1553	1765	878	1497	1418	1716	1764	1643	1625	1408	18444
2009	1123	1549	947	1017	1136	1351	1302	1298	1935	1666	1306	962	15592
2010	490	1259	1425	1497	754	1688	1539	1717	1447	1678	1809	1143	16446
2011	1334	1294	1389	1133	1396	1508	1310	1532	1685	1576	1453	1929	17539
2012	956	1227	1365	1348	1423	1806	1232	1555	1536	1412	1526	1291	16677
2013	864	1106	1347	1381	1410	1345	982	1455	1446	1392	1509	1255	15492
2014	1352	1109	1352	1310	1423	1476	1462	1383	1251	978	1309	1332	15737
2015	1152	1272	1318	1029	1173	1097	1126	1321	1026	1091	1012	924	13541
2016	990	988	1040	1016	1057	989	975	1002	1048	921	959	1013	11998
2017	925	873	1056	883	873	1178	1013	863	1060	626	1109	929	11388

SPL 179: Type of call by month of call January – December 2017													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Genuine	710	762	876	679	704	901	748	743	742	468	886	676	8895
Hang up	117	23	106	107	94	158	150	6	166	88	125	130	1270
Hoax	7	2	2	2	1	1	11	0	16	0	8	5	55
Unspecified	10	10	12	9	13	19	23	20	23	10	13	13	175
Wrong number	81	76	60	86	61	99	81	94	113	60	77	105	993
<b>Total</b>	<b>925</b>	<b>873</b>	<b>1056</b>	<b>883</b>	<b>873</b>	<b>1178</b>	<b>1013</b>	<b>863</b>	<b>1060</b>	<b>626</b>	<b>1109</b>	<b>929</b>	<b>11388</b>

SPL 179: Sex of caller by month of genuine calls January – December 2017													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Male	420	489	517	405	401	513	436	499	459	285	503	415	3553
Female	290	273	359	274	303	388	312	244	283	183	383	261	5342
<b>Total</b>	<b>710</b>	<b>762</b>	<b>876</b>	<b>679</b>	<b>704</b>	<b>901</b>	<b>748</b>	<b>743</b>	<b>742</b>	<b>468</b>	<b>886</b>	<b>676</b>	<b>8895</b>

**SPL 179: Presenting problem\* by month of genuine call**  
**January – December 2017**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Aids or HIV	0	0	0	0	0	1	0	0	0	0	0	0	1
Alcohol	3	9	10	5	10	9	10	10	7	3	7	3	86
Anxiety	5	11	6	11	3	11	8	8	10	6	12	5	96
Behavioural problems	7	5	6	6	5	26	18	8	16	3	13	5	118
Bereavement	0	0	0	0	1	1	1	1	0	0	0	0	4
Bullying	10	11	5	5	3	1	2	1	3	5	1	5	52
Child abuse – emotional	2	6	2	7	2	14	4	4	2	0	4	6	53
Child abuse – internet	2	1	3	0	1	0	0	1	2	0	0	0	10
Child abuse – neglect	3	5	12	7	10	20	16	3	6	10	12	7	111
Child abuse – physical	7	4	5	3	5	6	8	11	11	13	2	7	82
Child abuse – sexual	1	0	1	0	0	3	1	1	5	0	2	0	14
Depression	28	32	54	36	24	23	27	23	22	22	58	20	369
Disability related issues	2	6	5	1	1	7	2	3	1	4	2	5	39
Domestic Abuse – emotional	13	16	19	9	17	27	13	22	25	15	27	40	243
Domestic Abuse – neglect	2	0	0	1	0	4	2	3	0	0	2	2	16
Domestic Abuse – physical	18	20	11	6	17	15	20	18	16	11	20	16	188
Domestic Abuse – sexual	0	0	0	0	0	0	0	0	1	0	0	0	1
Drugs	11	7	11	11	10	14	12	15	13	10	12	12	138
Elderly	23	51	40	26	22	34	25	29	24	12	43	37	366
Financial	4	0	0	5	4	2	0	4	0	0	3	3	25
Fostering	2	5	3	3	2	1	3	2	2	2	0	1	26
Gambling	2	0	3	0	2	3	0	2	2	0	2	0	16
Homeless	25	13	23	12	5	34	32	33	14	11	20	14	236
Housing related issues	3	7	6	4	0	0	3	7	1	2	5	1	39
Information – internet	2	2	3	1	0	0	2	1	0	4	6	3	24
Information – services	60	59	71	34	37	71	69	74	67	46	83	75	746
Legal issues	1	1	3	1	5	1	5	4	10	5	9	8	53
Listening	216	204	258	216	211	243	209	217	190	140	262	191	2557
Loneliness	64	76	47	66	75	64	51	50	74	26	48	43	684
Marital or partners	4	6	7	4	14	7	4	9	3	1	7	3	69
Medical or terminal illnesses	13	18	19	8	9	10	13	17	14	10	25	17	173
Mental health	67	86	115	114	104	110	72	67	75	54	99	77	1040
Others	58	43	33	35	38	45	55	23	57	31	26	33	477
Parent-child relationship	14	19	38	18	30	31	32	16	19	5	17	13	252
Persons in separation process	4	7	2	2	1	11	4	6	7	2	4	4	54
Pregnancy related issues	0	0	0	0	1	1	0	2	0	0	0	0	4
Rape	0	0	0	0	0	0	0	0	0	0	0	0	0
Refugees	0	0	0	0	0	1	0	0	0	1	0	0	2
Relationship problems and family problems	16	18	23	12	25	34	17	35	26	9	23	11	249
Residential homes	2	2	3	0	1	2	0	2	1	0	0	0	13
School related issues	1	3	7	2	2	0	0	0	1	0	4	0	20
Sexuality related issues	3	2	0	2	1	0	4	2	3	1	1	0	19
Single parents	2	1	6	0	1	3	0	4	1	2	2	0	22
Single persons	1	0	4	0	0	0	0	0	0	1	0	0	6
Suicide	5	3	5	3	4	6	4	4	6	0	9	5	54
Unemployment	1	0	1	0	0	0	0	1	0	0	0	0	3
Usury	1	0	1	0	0	0	0	0	1	1	5	1	10
Volunteer called	2	3	5	3	1	5	0	0	4	0	9	3	35
<b>Totals</b>	<b>710</b>	<b>762</b>	<b>876</b>	<b>679</b>	<b>704</b>	<b>901</b>	<b>748</b>	<b>743</b>	<b>742</b>	<b>468</b>	<b>886</b>	<b>676</b>	<b>8895</b>

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

## Hotline & Helpline

The Hotline provides information regarding internet safety and investigates reports of harmful internet sites.

Hotline: Number of reports						
Number of reports received by the Hotline by month and year of report						
	2012	2013	2014	2015	2016	2017
Jan	9	27	6	28	16	105
Feb	20	11	20	22	17	3
Mar	15	27	18	10	25	37
Apr	12	18	21	15	14	22
May	20	14	11	20	17	25
Jun	18	18	19	16	35	22
Jul	11	16	15	15	25	21
Aug	7	14	13	21	17	20
Sep	3	17	21	32	15	22
Oct	5	21	12	17	0	9
Nov	5	28	19	14	26	16
Dec	3	19	8	13	53	11
<b>Total</b>	<b>128</b>	<b>230</b>	<b>183</b>	<b>223</b>	<b>260</b>	<b>313</b>

Helpline: Number of reports						
Number of reports received by the Helpline by month and year of report						
	2012	2013	2014	2015	2016	2017
Jan	9	8	7	18	22	22
Feb	20	7	5	16	27	28
Mar	15	6	8	18	45	47
Apr	12	4	5	30	18	4
May	20	12	11	19	31	70
Jun	18	7	6	36	20	79
Jul	11	7	12	18	22	38
Aug	7	16	7	12	22	22
Sep	3	19	18	12	18	15
Oct	5	22	22	16	22	21
Nov	5	24	16	13	12	37
Dec	3	18	14	15	14	20
<b>Total</b>	<b>128</b>	<b>150</b>	<b>131</b>	<b>223</b>	<b>273</b>	<b>403</b>

# Glossary of Terms

Variable	Definition
Year of referral	The year when a case was referred to the unit. 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.
Year Service Opened (or Case Service Opened)	The year in which a case was opened or allocated. This includes new cases and re-opened cases and so the same case may be seen more than once in a year.
Year Service Closed	The year 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.
Year of Opening (or Case opening)	The year when a case was new to the unit. Cases can only be termed a new case once. If the case is re-opened then it will not be recorded here but it is recorded under Year of Service Opening.
New	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	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	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.
Index person/ primary person	A person identified as the primary or main person to be provided service to. They may be accompanied by other family members or persons who would be considered as significant others or secondary service users.
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 and excludes persons who were referred but their case was never opened.

Cases worked with	The 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.
Primary Problem/ Primary Abuse	Clients often present with a complexity of issues. The primary issue is the only, or main, or first issue recorded.
At Risk	Situations where there is risk of any form of abuse. This is most commonly found in re-contact situations where the family is monitored so that abuse does not re-occur. It can be found in combination with another form of abuse e.g. "At risk & Emotional" which means that there is the indicated abuse, in this case emotional abuse, and risk of another form of abuse.
Emotional Abuse	This is also referred to as psychological abuse/ violence and involves insults, put-downs, injuring or harming the victim's pets, harming the victim's objects, ignoring the victim, refraining from communicating with the victim, verbal threats, humiliation, etc.
Physical Abuse	Any unwanted physical abuse e.g. pushing, punching, burns and bruises, fractures, throwing of objects, stabbing, use of weapons, etc.
Neglect	Refers to neglecting basic needs of the victim e.g. financial neglect, neglecting to feed the person, neglecting basic hygiene requirements etc.
Sexual abuse	Refers to unwanted sexual activity ranging from forcing the individual to watch pornography to rape. Example, forcing the victim to participate in sexual activities against their will, forcing them to watch the perpetrator engage in sexual activity with another person, etc.

## Maltese Districts

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

# **FSWS**

## **Research Team**

**This data report was  
designed by**

**Christine Marchand-Agius  
Senior Research Executive**

**Research Team**

**FSWS**



**Foundation for Social Welfare Services**

**FSWS**

212, Cannon Road, Santa Venera, SVR 9034

Tel: 356 2258 8900 – Fax: 356 2258 8939

[www.fsws.gov.mt](http://www.fsws.gov.mt)

E-mail: [research.fsws-headoffice@gov.mt](mailto:research.fsws-headoffice@gov.mt)