



**Child Protection Directorate**  
**Yearly Statistical Report**  
January to December 2023

**March 2024**



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# Introduction

This report provides statistical information regarding Child Protection Directorate (CP), which falls under the Foundation for Social Welfare Services (FSWS). This report provides global data on a directorate level followed by data for each service under the directorate. The data includes, but is not limited to, the number of: cases worked with, individuals worked with, referrals, new and re-contact cases, and cases closed. Data regarding new and re-contact cases is also stratified by key socio-demographic variables in order to look at trends. All the information provided in this report gives an indication of service users attending the various services and some information about service performance. For this report, the term 'service users' refers to persons using the service from intake or referral until case closure. Service descriptions along with definitions regarding key terms used within this report (e.g., *cases worked with*) can be found in the appendix. For further information regarding the aims and activities of the services, please refer to the website: [fsws.gov.mt](http://fsws.gov.mt).

The data contained in this report is based on information submitted by the services to the FSWS Research Team in mid-February 2024. Where applicable, the report provides data on an individual service user level (i.e., number of individuals) as well as on multiple service users attending multiple times level (i.e., number of cases). It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting period and/or may be attending one or more services concurrently within the reporting period (i.e., have multiple cases recorded). To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. With the online data collection system, we are now able to identify and report the true number of individual service users across the entire directorate.

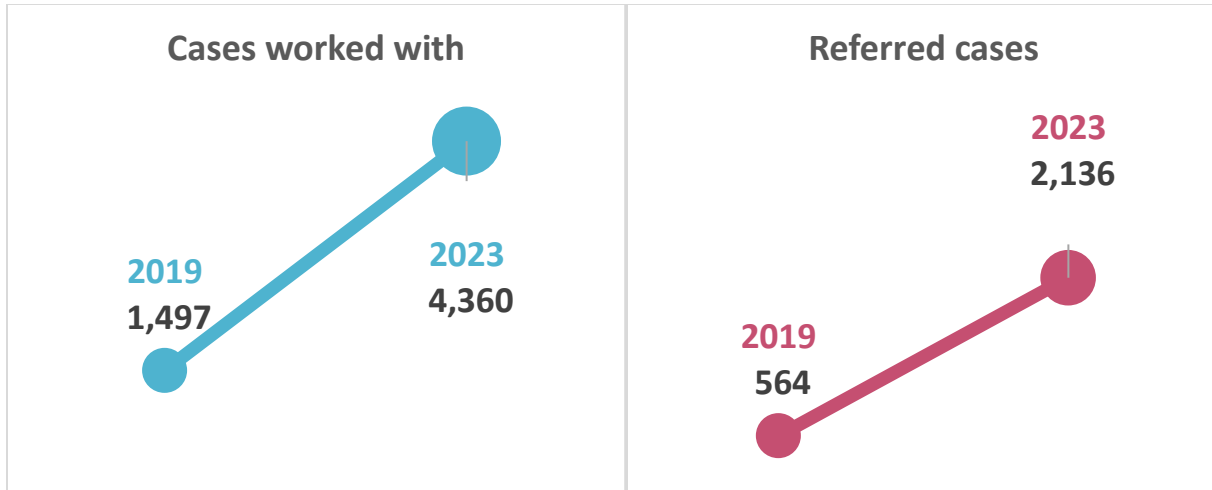
Over time, there can be changes in what, how and when data is collected (e.g., with the introduction of the new data collection system). Relevant information about aspects which may have impacted the data and influence trends can be found as footnotes throughout the report.

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

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

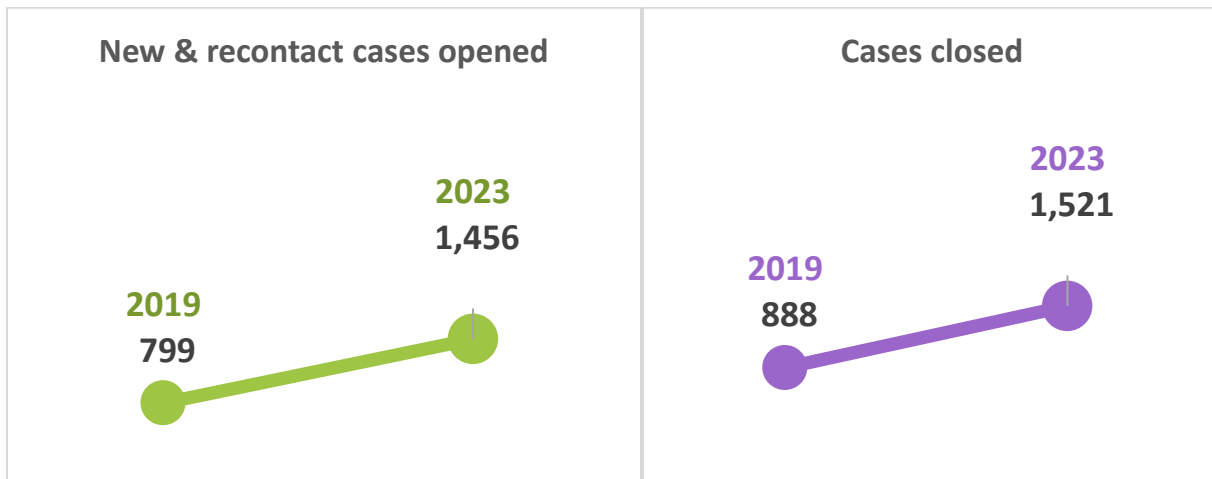
# Executive summary

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



191% increase

279% increase



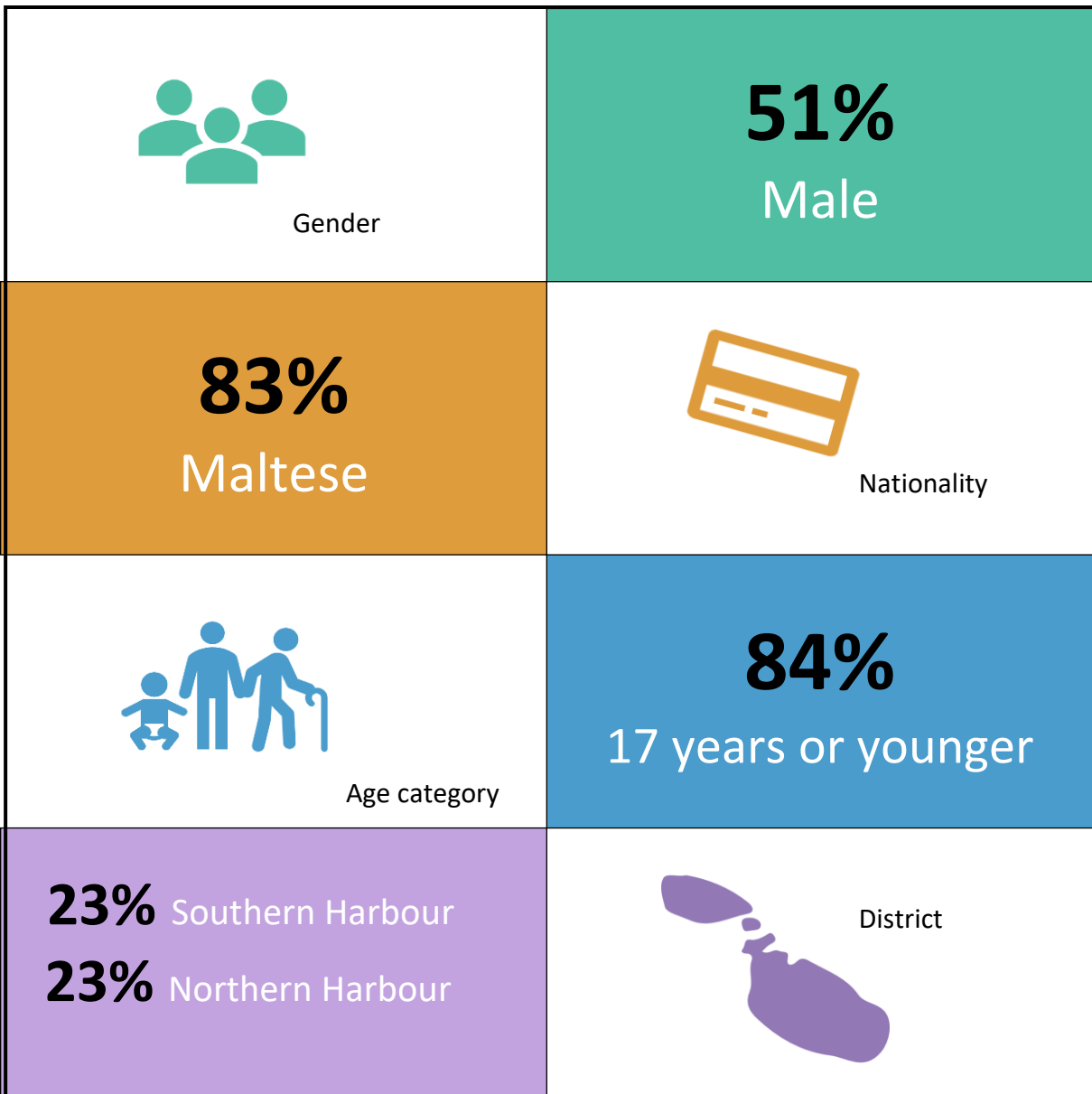
82% increase

71% increase

Cases worked with Jan-Dec 2023:

**4,360**

*Out of the 4,360 cases worked with between Jan-Dec 2023:*



# Directorate level data

This section provides information on a Directorate level.

A new online data collection system and reporting format were introduced in 2020. The Court Service was moved from the Alternative Care Directorate to the Child Protection Directorate in 2020 and all data transferred to the Child Protection Directorate portfolio.

## Case activity

### Total number of cases and individuals worked with at CP by year

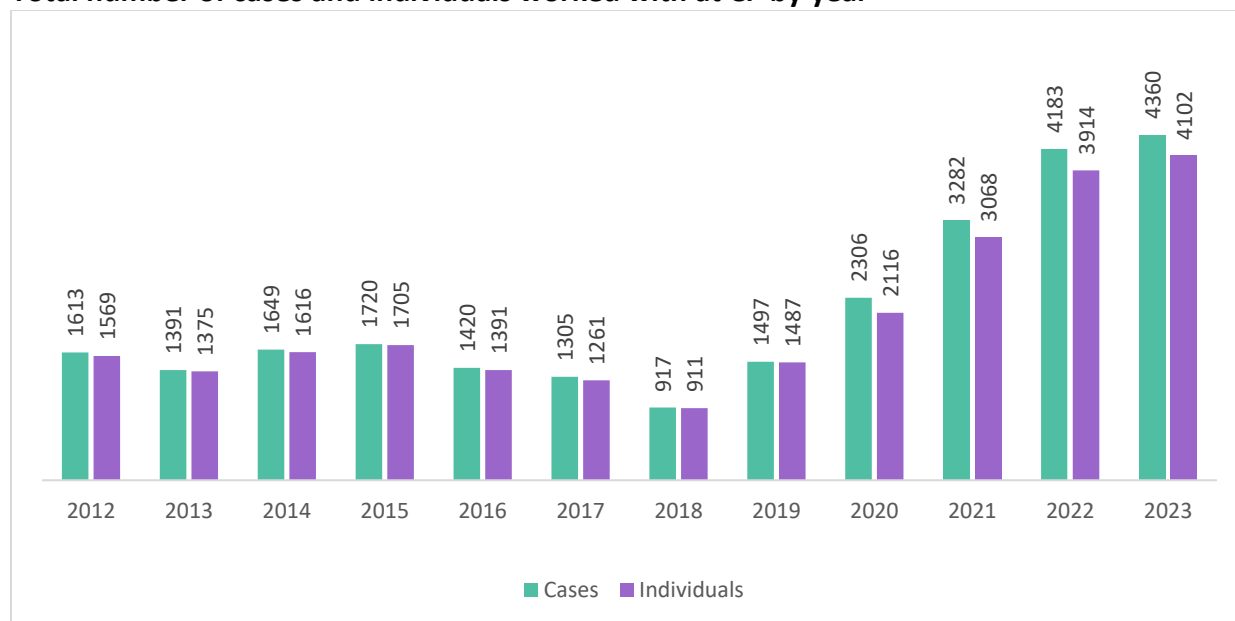


Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. As of 2022, the number of individuals is the true number of individuals across the entire directorate as duplicate cases are identified and excluded through their identifying number. Prior to 2022 the number of individuals on a directorate level was a sum of the individuals reported by each service and was thus only an approximation. In 2023, 4360 cases and 4102 individuals were worked with compared to 4183 and 3914 respectively in 2022.

### Case activity: Jan-Dec 2023

	Total cases worked with	Individuals worked with	Waiting list end of Dec 2023
Child Protection Service	3958	3720	634
Court Services	402	389	0
<b>Total</b>	<b>4360</b>	<b>-</b>	<b>634</b>

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

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

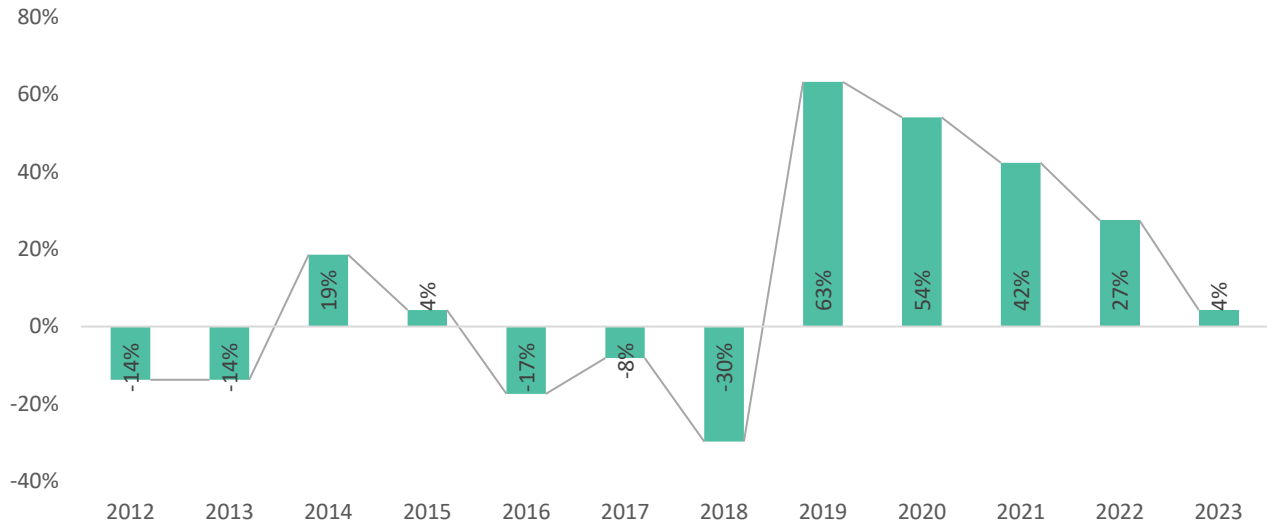


Figure 3: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 27% in 2022 over 2021. The introduction of new services, the discontinuation of existing services, the expansion or contraction of the personnel base, increased public awareness of services, changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

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

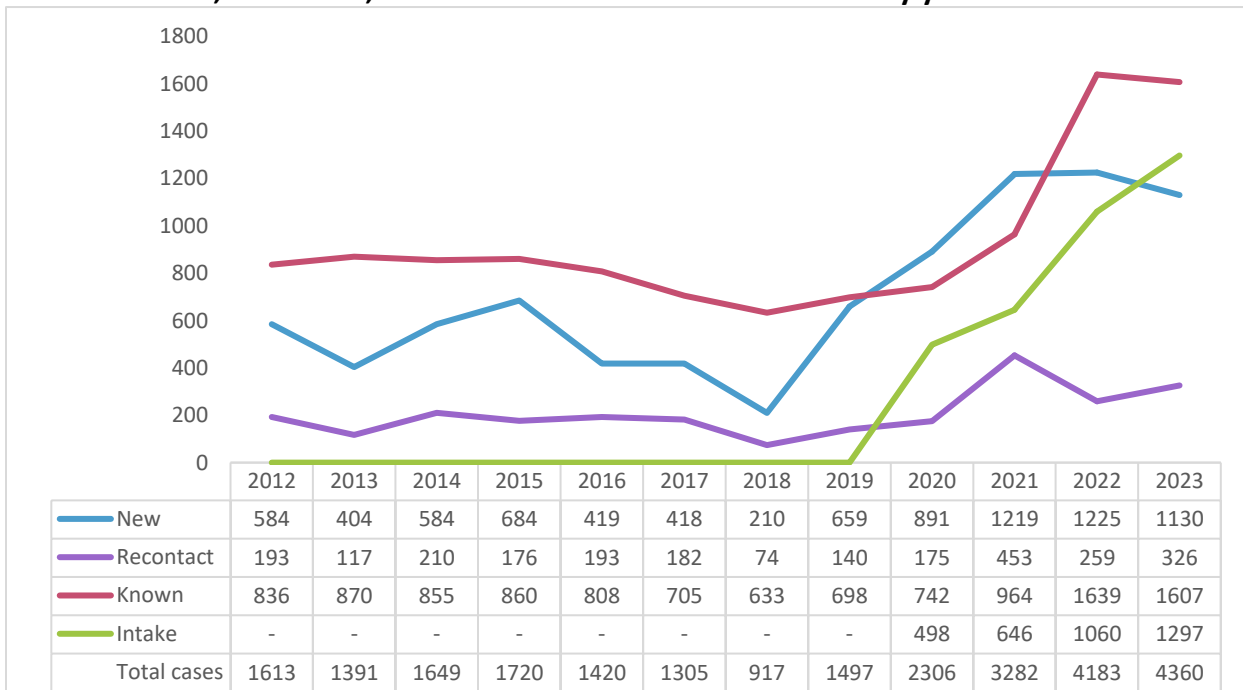


Figure 4: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, as of 2023, the number of new cases is the number of new cases across the entire Agency/Directorate. Prior to 2023 the number of new cases on an Agency/Directorate level was a sum of the new cases reported by each service.

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

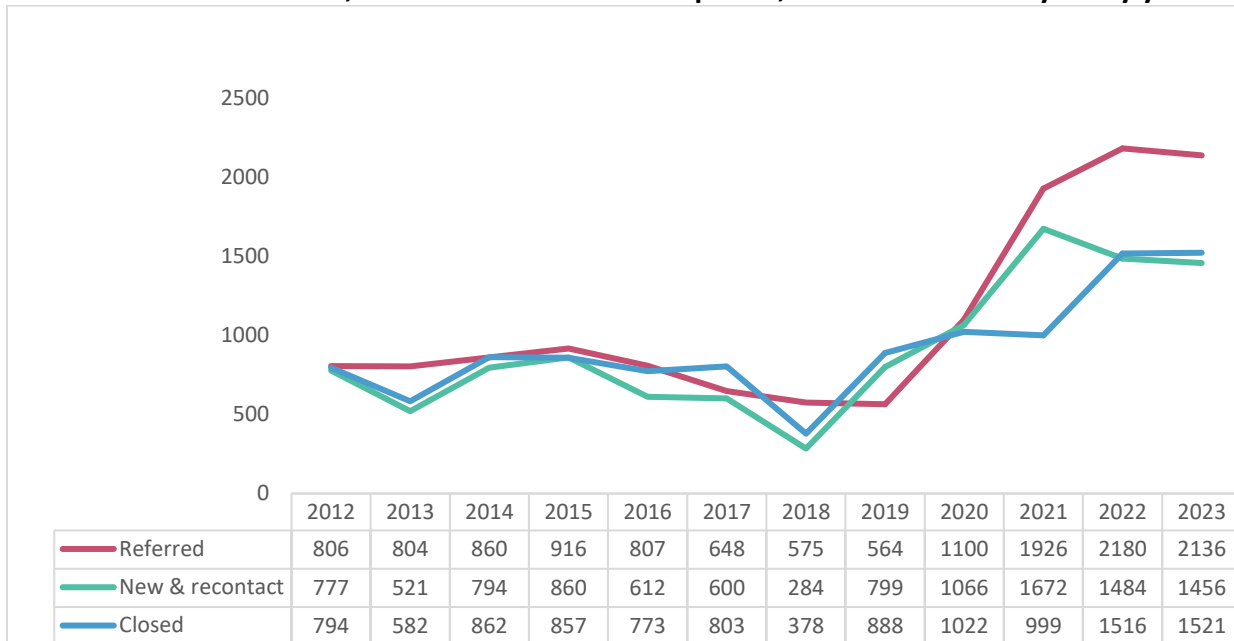


Figure 5: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 4 for breakdown of new & recontact cases). In 2023, 2136 cases were referred, 1456 new & recontact cases opened, and 1521 cases closed.

## Details regarding cases worked with at CP January - December 2023

A total of **4,360** cases were worked with between January and December 2023.

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

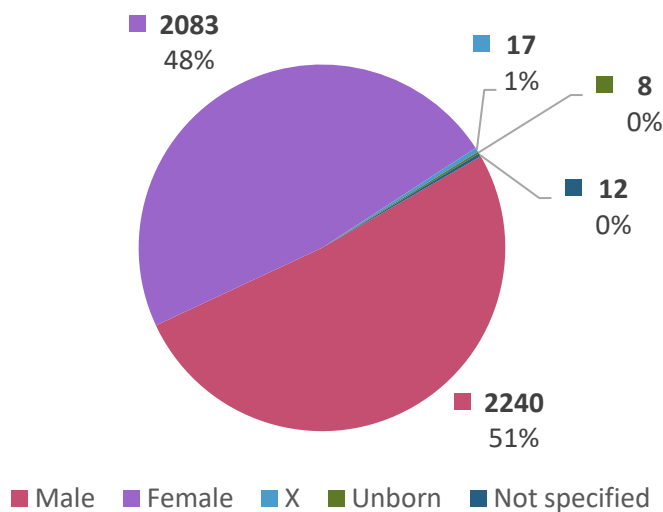


Figure 6: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (51%).

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

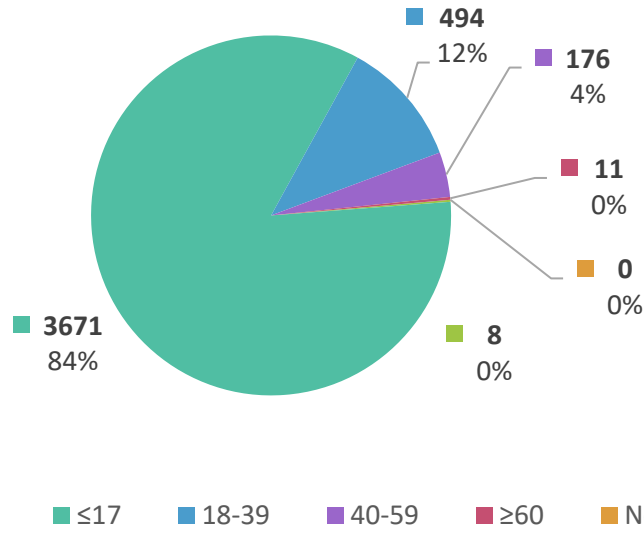


Figure 7: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 17 or younger (84%).

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

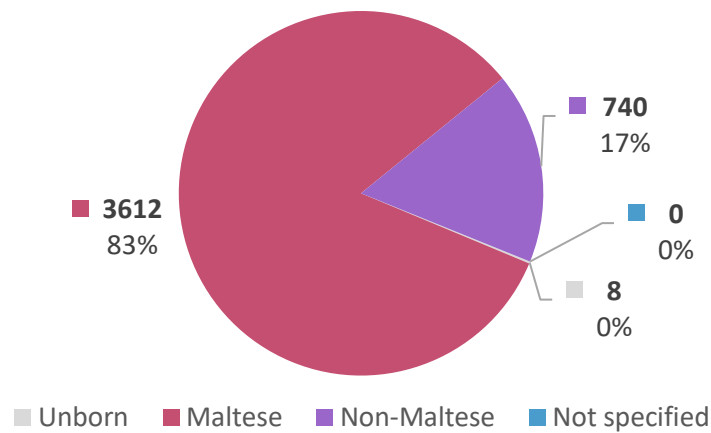


Figure 8: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 83% of the cases worked with were Maltese while non-Maltese made up 17% of cases.

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

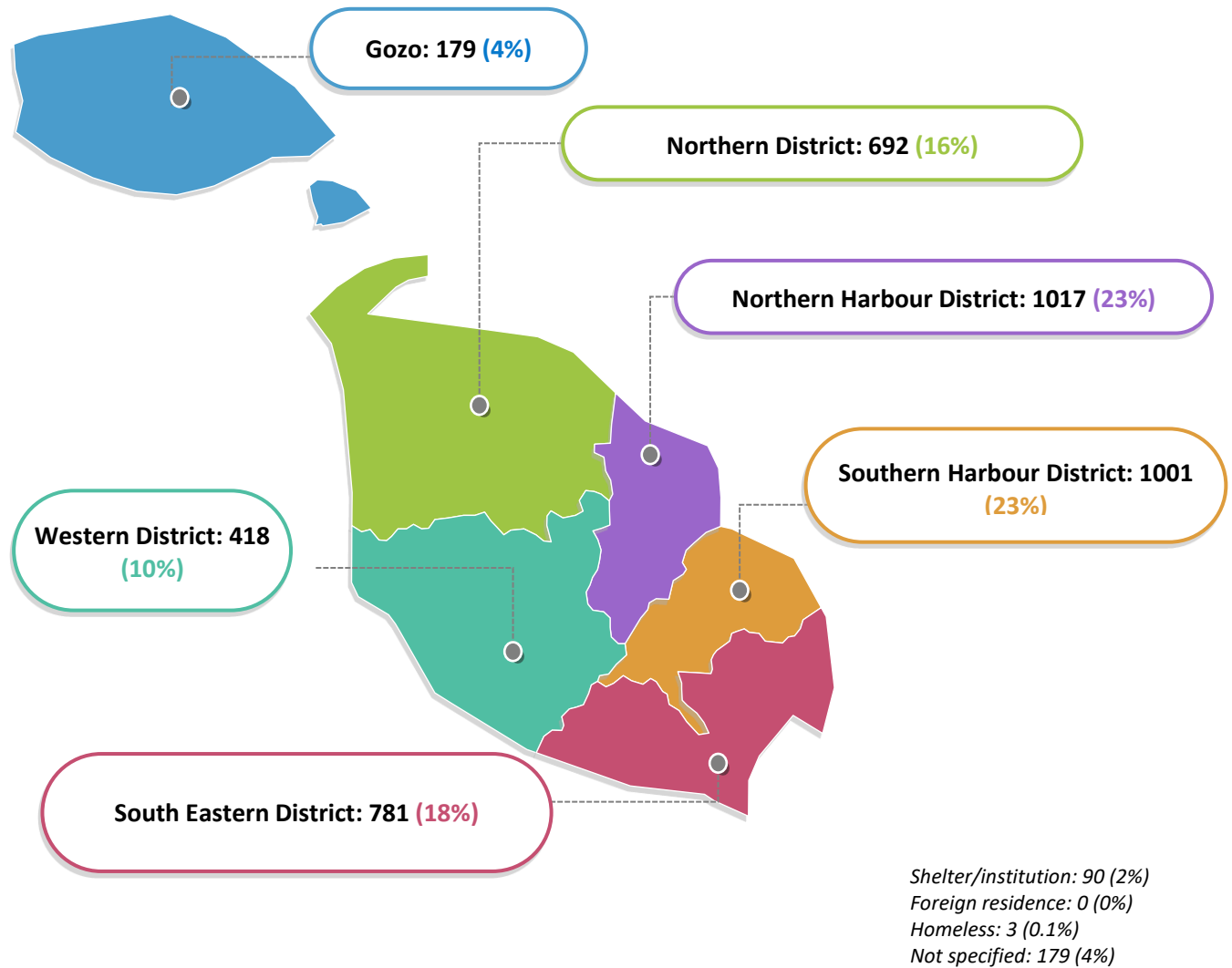


Figure 9: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (23%) and Northern Harbour District (23%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

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

A total of **1,456** cases were opened between January and December 2023.

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

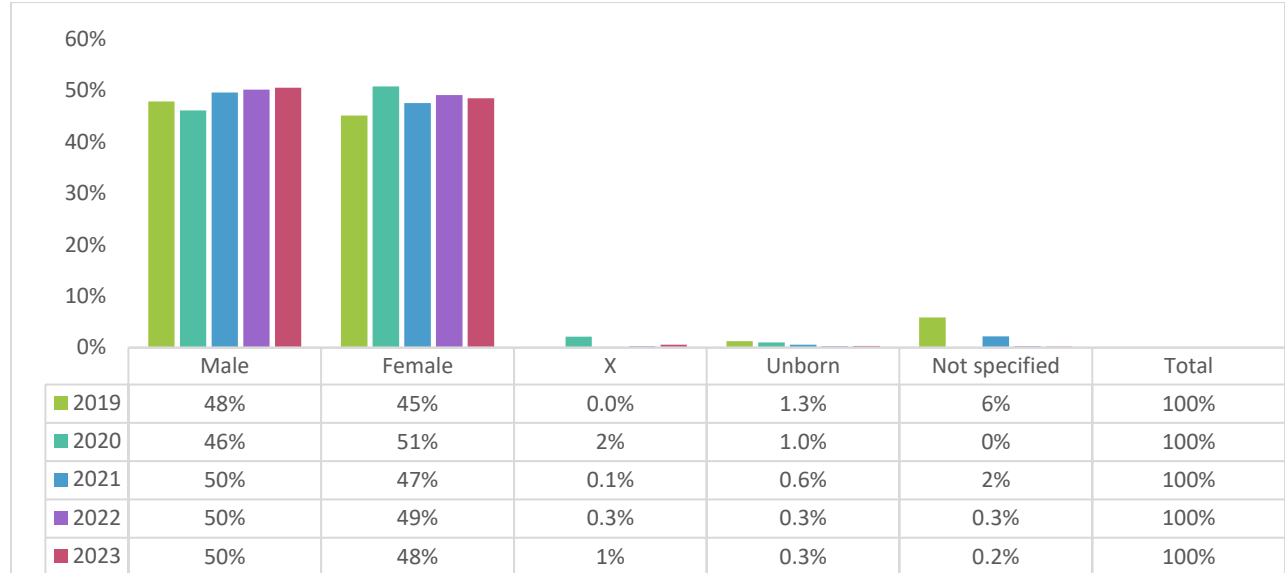


Figure 10: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the percentage of cases opened were male (50%).

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

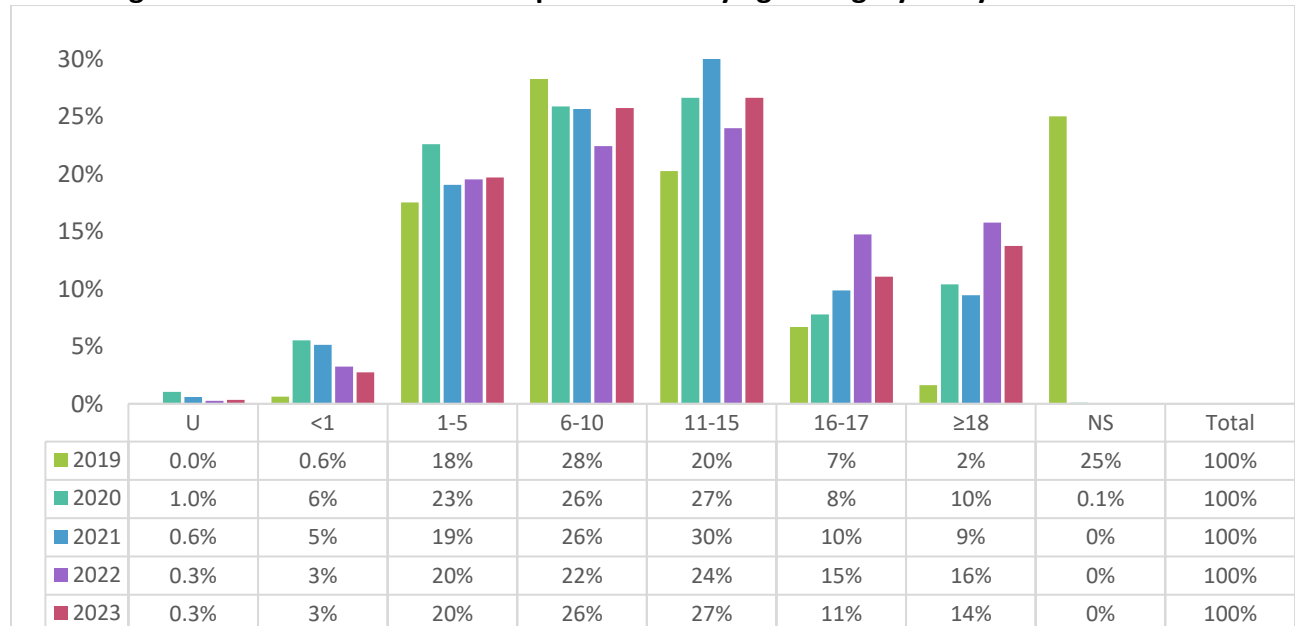


Figure 11: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest percentage of cases opened were ages 11 to 15 (27%).

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

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

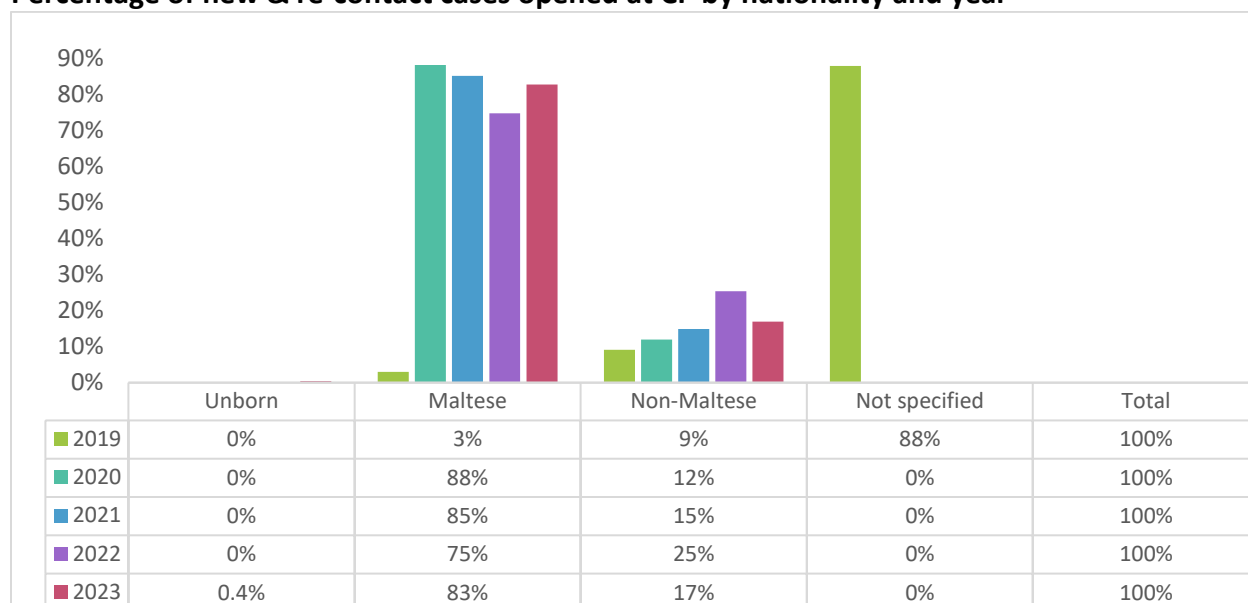


Figure 12: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 83% of cases opened in 2023 were Maltese while 17% of cases were non-Maltese.

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

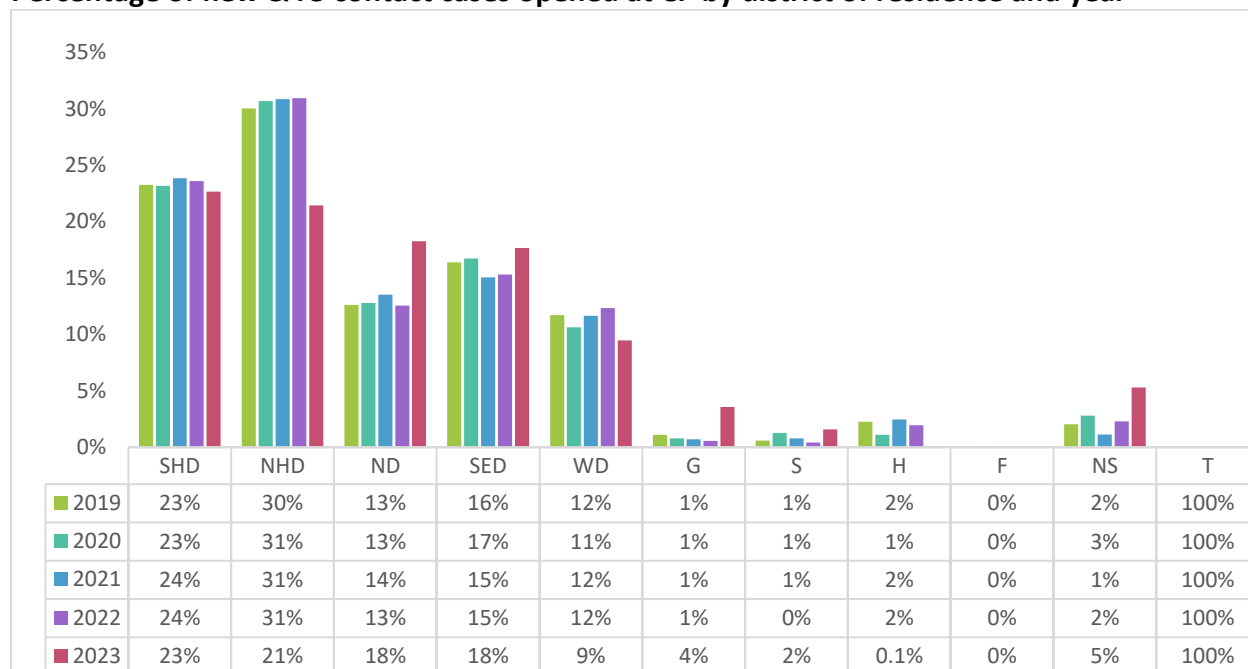


Figure 13: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. Southern Harbour Districts (23%) had the highest percentage of cases worked with in 2023.

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

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

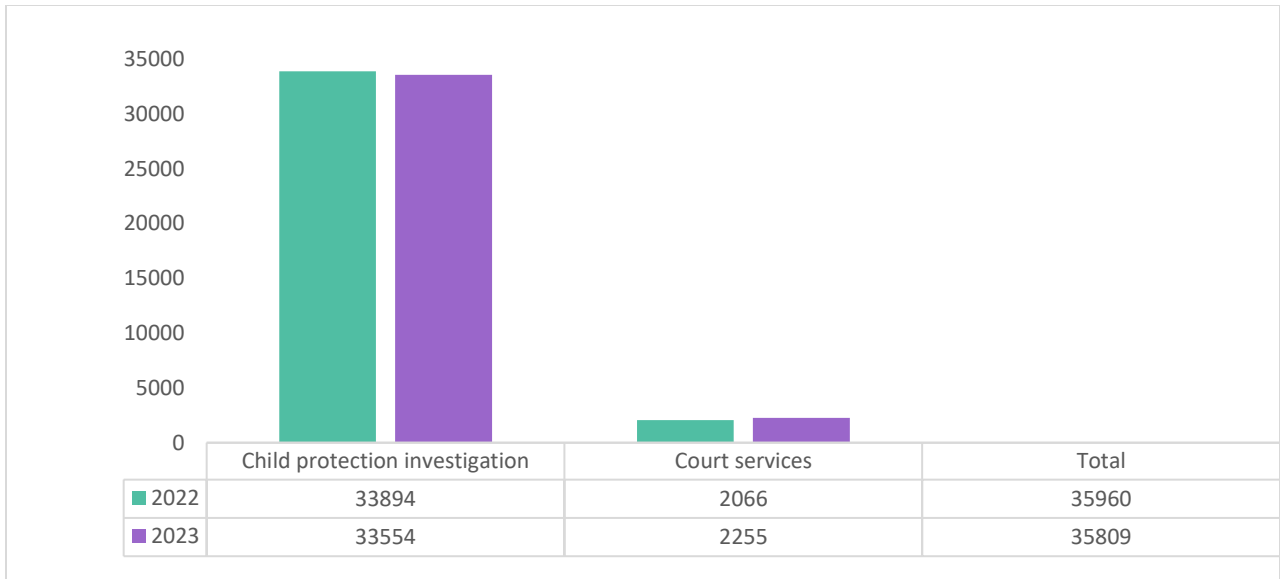


Figure 14: The figure above only provides the number of interventions that have been recorded within the online data collection system as completed or conducted. Interventions are actions taken with, or on behalf of, the service user with the goal to empower and help the person e.g., psychotherapy, assessments,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

# Service level data

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

## Child Protection Services (CPS)

### Case activity

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

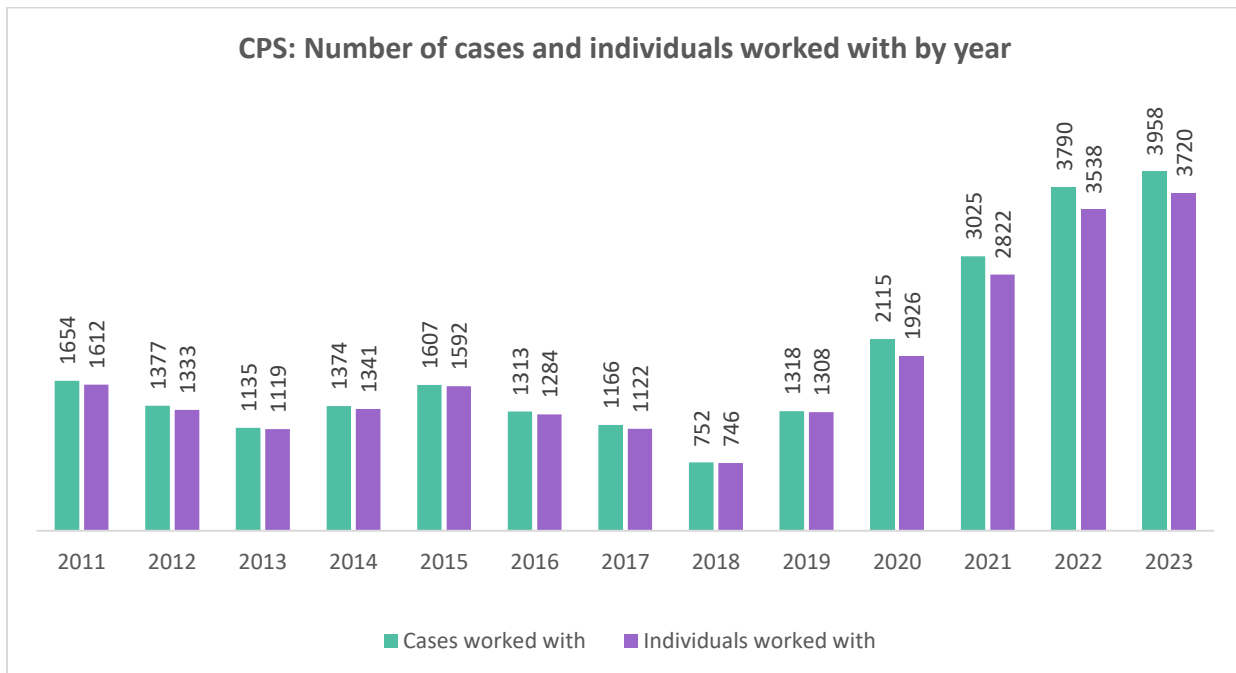


Figure 15: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 3958 cases and 3720 individuals were worked with compared to 3790 and 3538 respectively in 2022.

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

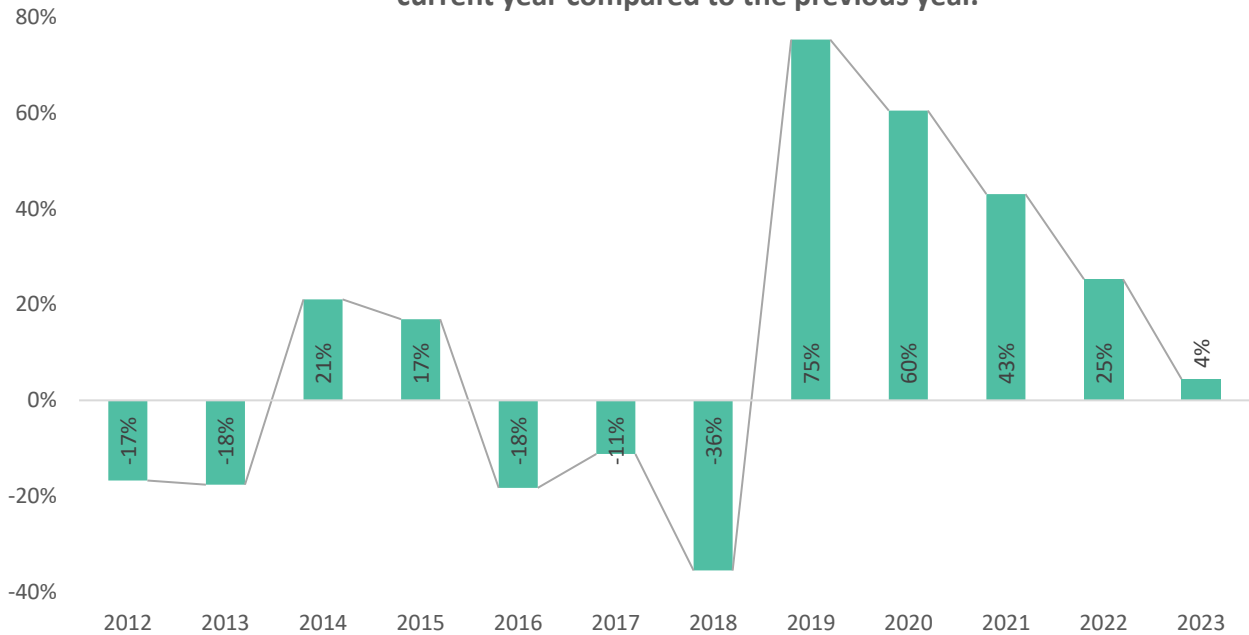


Figure 16: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 25% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

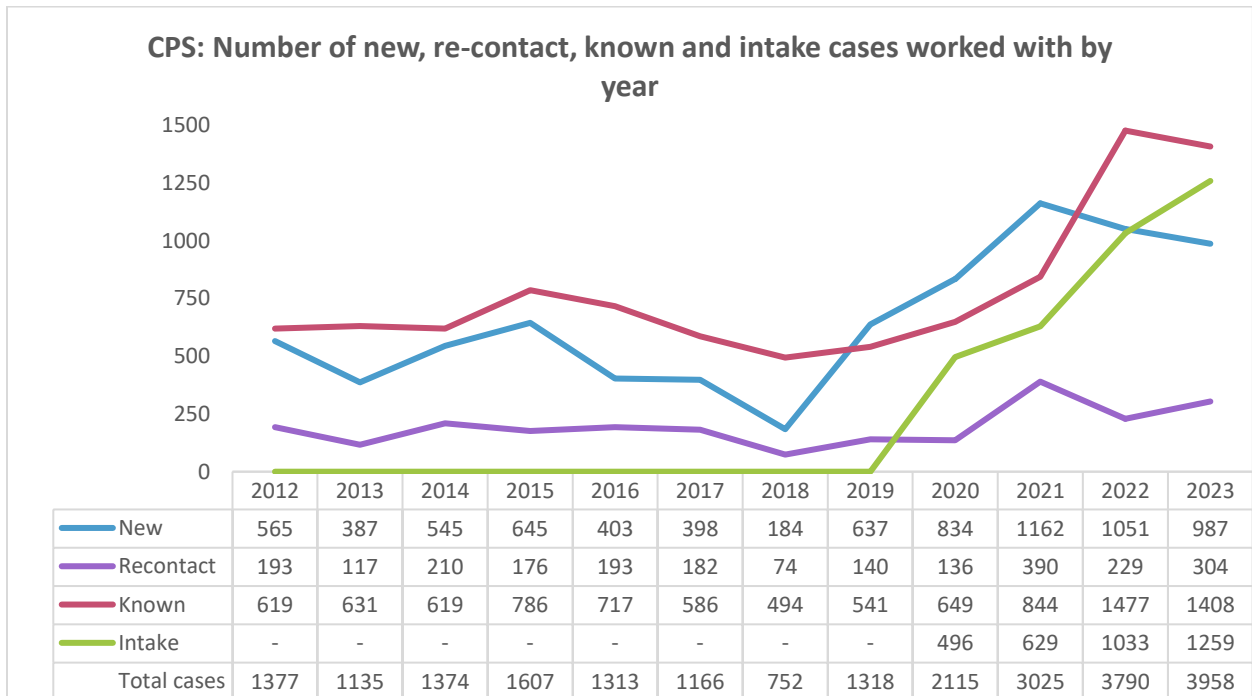


Figure 17: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online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

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

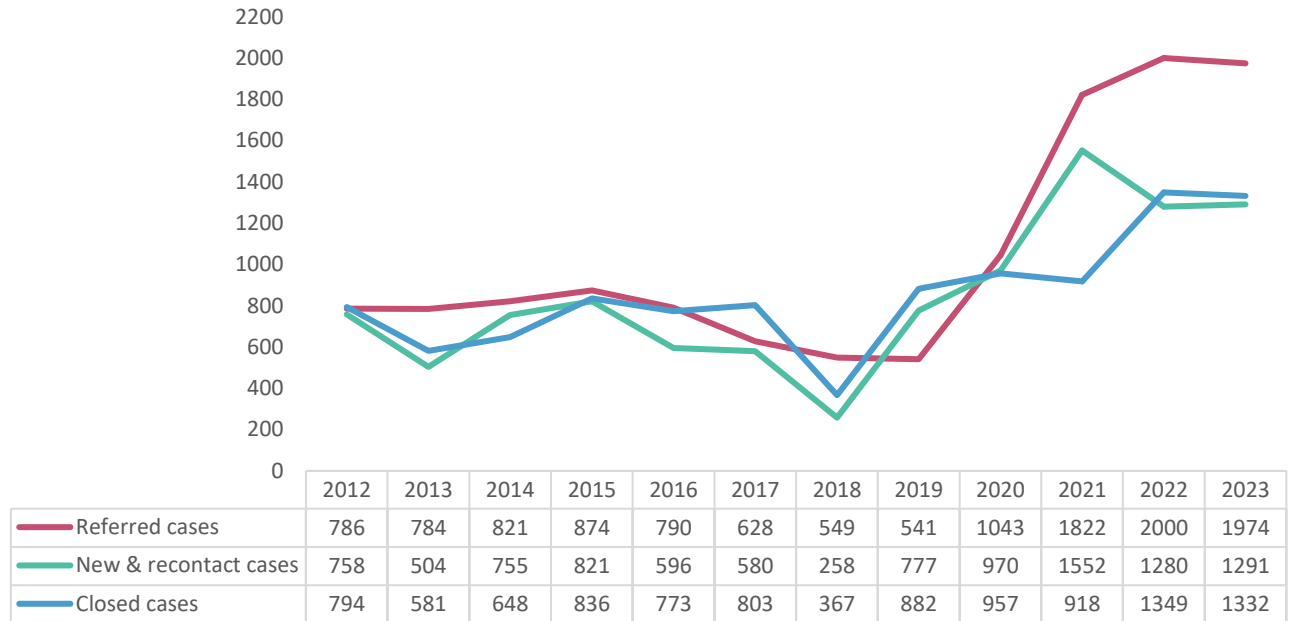


Figure 18: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 17 for breakdown of new & recontact cases). In 2023, 1974 cases were referred, 1291 new & recontact cases opened, and 1332 cases closed.

### CPS: Waiting list at the end of the reporting period

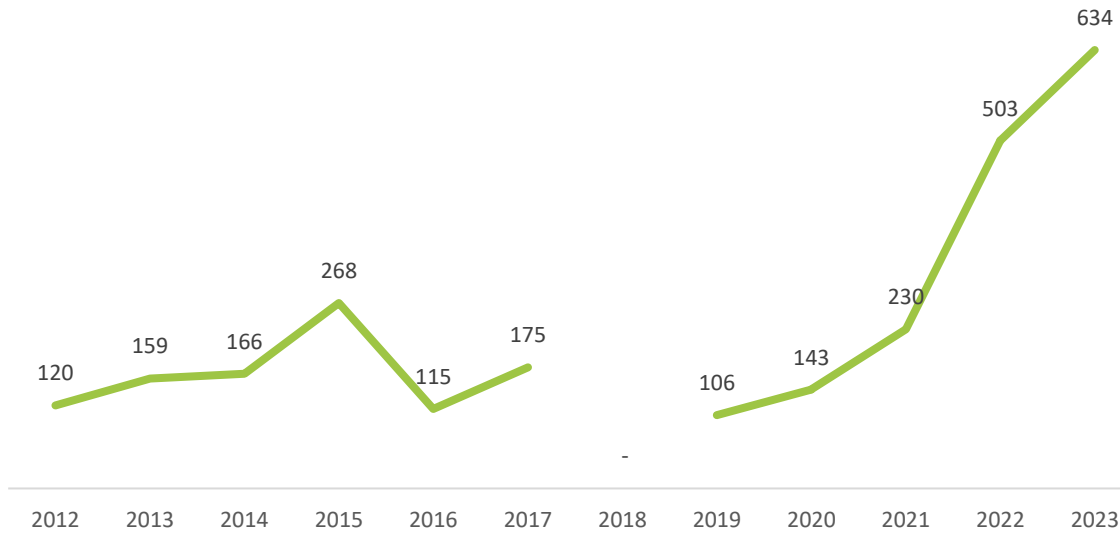


Figure 19: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case. In 2018, no data was available. As of 2021 the data was extracted from the new online data collection system which report on a service user level rather than grouping service users under a case.

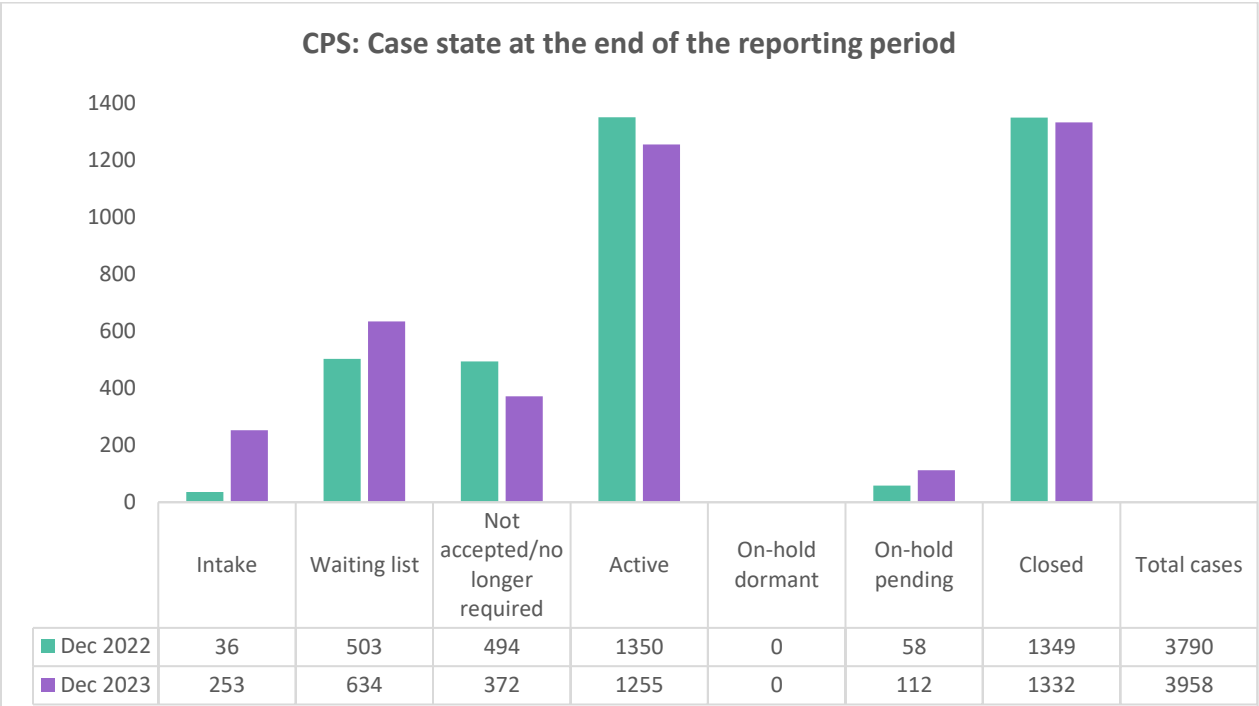


Figure 20: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 32% (1255) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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



Figure 21: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 1974 referrals in 2023, 1295 reported being at risk and out of 1974 referrals in 2023, 488 reported physical abuse.

At risk factors are characteristics that may increase the likelihood of experiencing child abuse and neglect, but they may or may not be direct causes e.g., substance use disorders, and intimate partner violence (IPV), drug trafficking, mental health, and/or bullying. Neglect is the ongoing failure to meet a child's basic needs and the most common forms includes lack of hygiene and/or abandonment. Cybercrime are abuses committed through an online platform. Parental alienation is a strategy whereby one parent intentionally displays to the child unjustified negativity aimed at the other parent with the aim to damage the child's relationship with the other parent and to turn the child's emotions against that other parent. Unaccompanied minors are monitored as they may have been exposed to risks and possibly witnessed extreme forms of violence, abuse or exploitation as well as being at risk of being marginalised and drawn into criminal activity or radicalisation.

# Details regarding cases worked with January - December 2023

A total of 3,958 cases were worked with between January and December 2023.

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

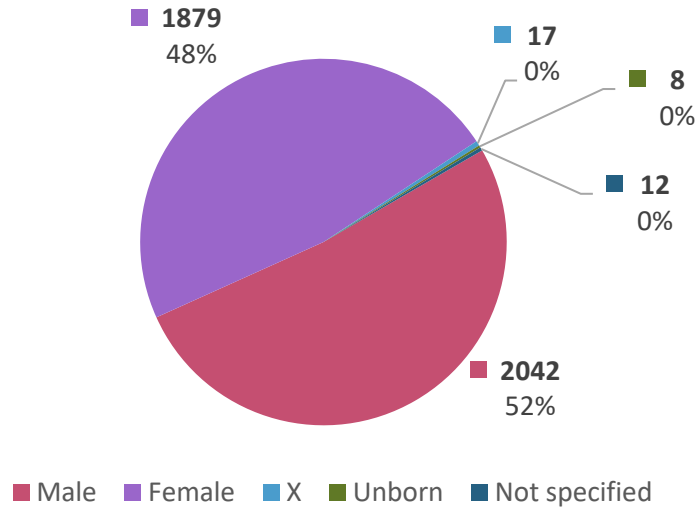


Figure 22: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In some cases, an anonymous report is made, and no details are available, and no victim is identifiable and thus the gender information is recorded as not specified. In 2023, the highest percentage of cases worked with were male (52%).

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

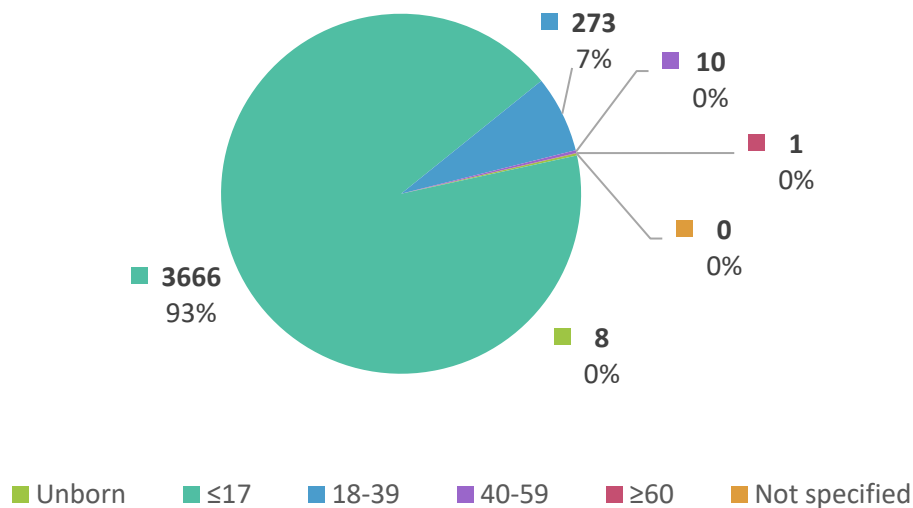
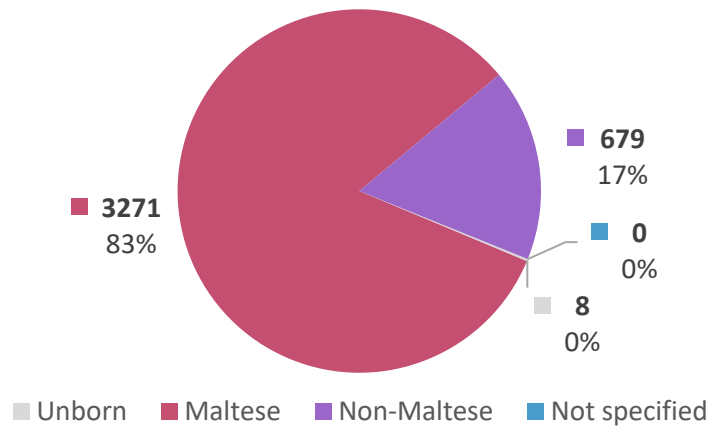


Figure 23: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 17 or younger (93%).

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



*Figure 24: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 83% of the cases worked with were Maltese while non-Maltese made up 17% of cases.*

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

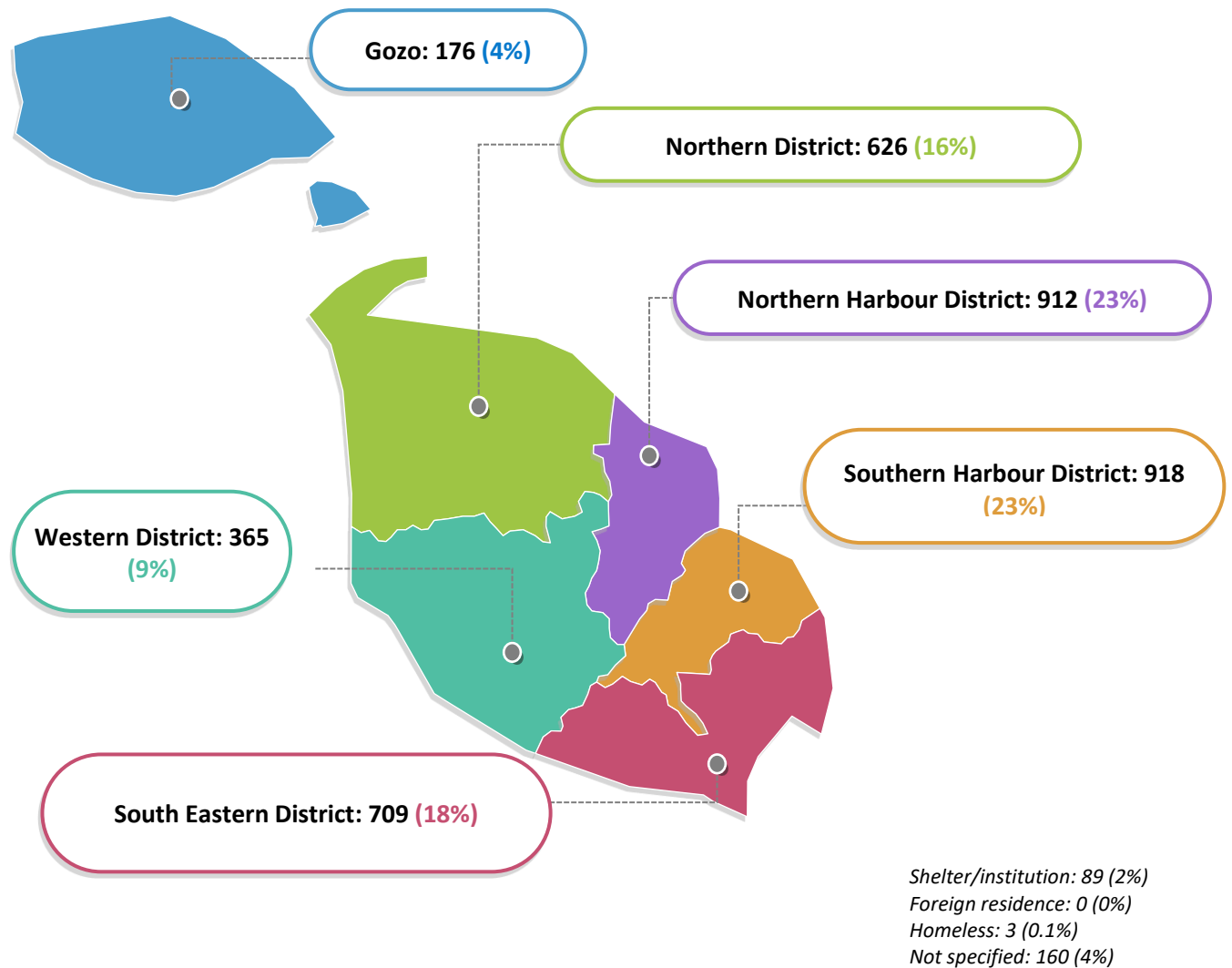


Figure 25: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (23%) and Southern Harbour District (23%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

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

A total of **1,291** cases were opened between January and December 2023.

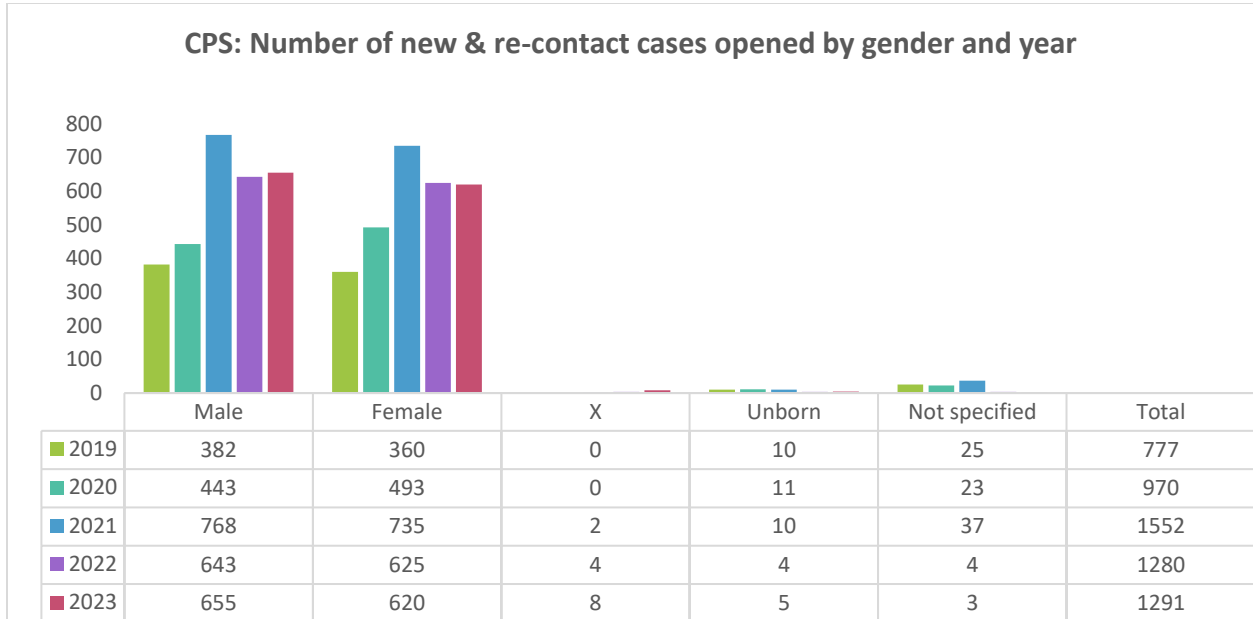


Figure 26: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (655).

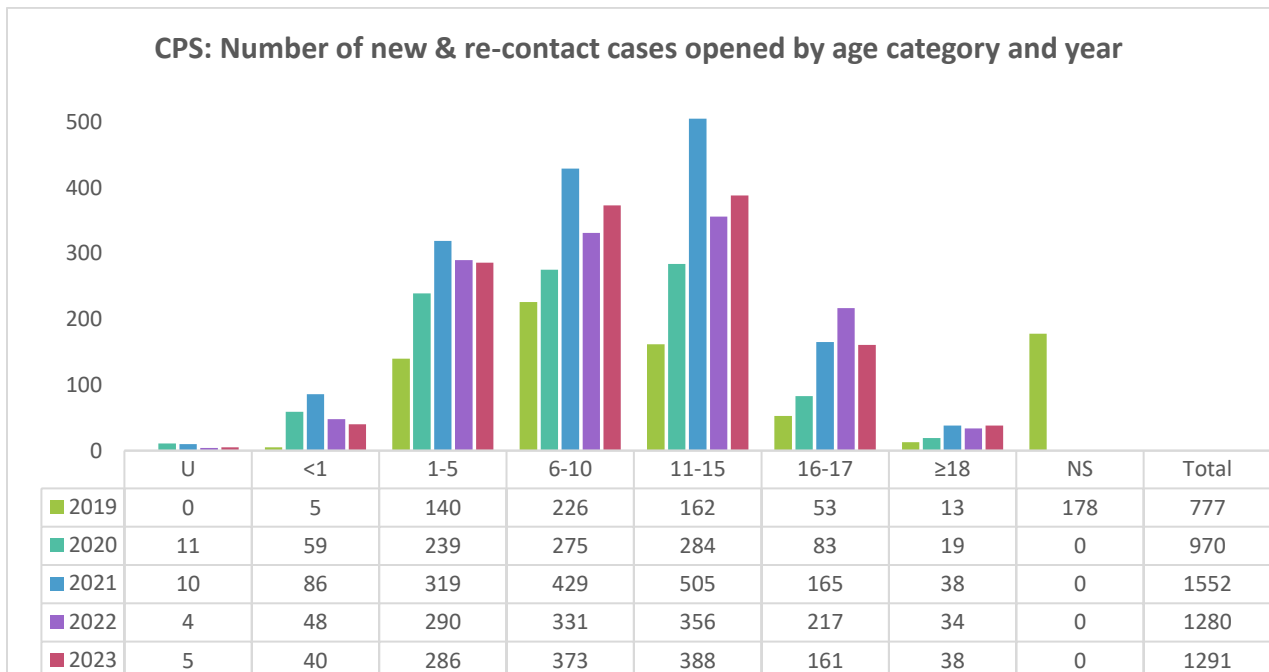


Figure 27: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 11 to 15 (388).

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

CPS: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	5	0	5
<1	14	21	2	0	3	40
1-5	155	131	0	0	0	286
6-10	197	173	3	0	0	373
11-15	190	196	2	0	0	388
16-17	81	79	1	0	0	161
≥18	18	20	0	0	0	38
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>655</b>	<b>620</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>1291</b>

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

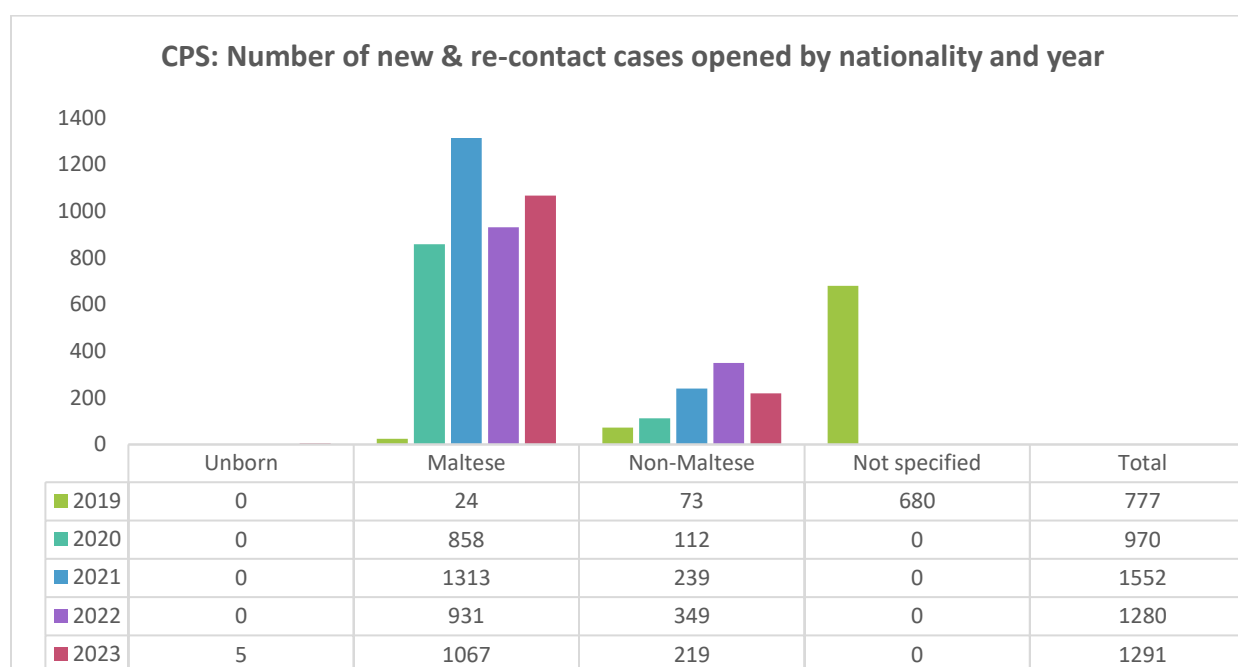


Figure 29: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 1067 cases opened in 2023 were Maltese while 219 cases were non-Maltese.

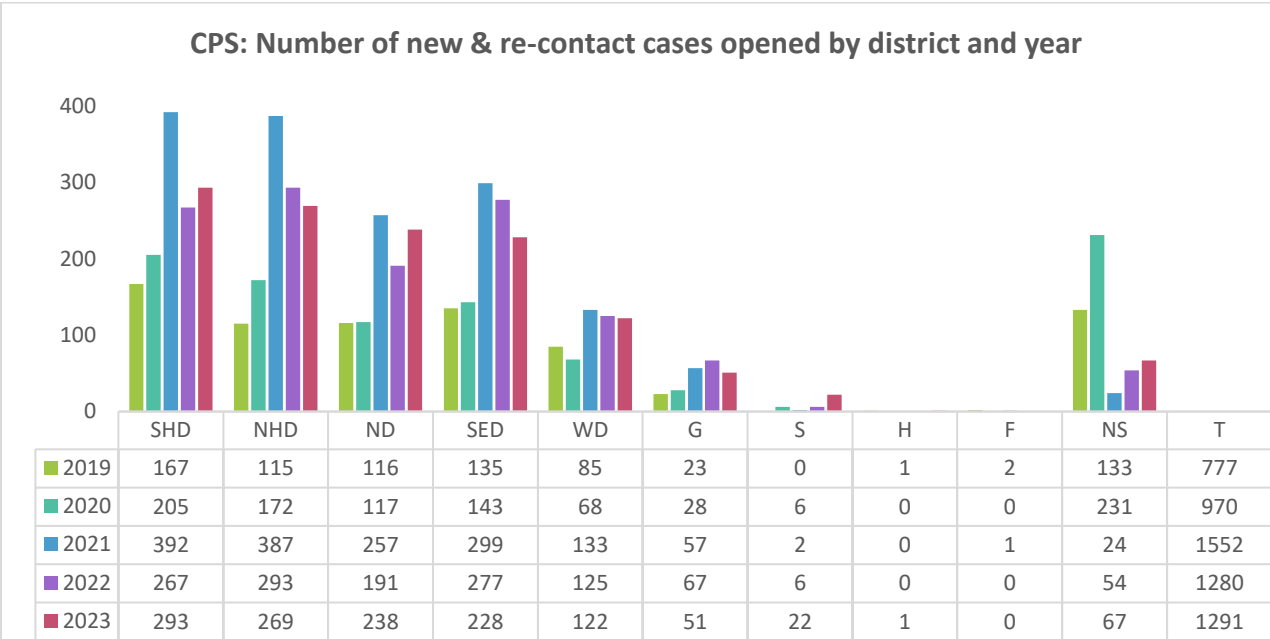


Figure 30: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (293) had the highest number of cases opened in 2023.

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

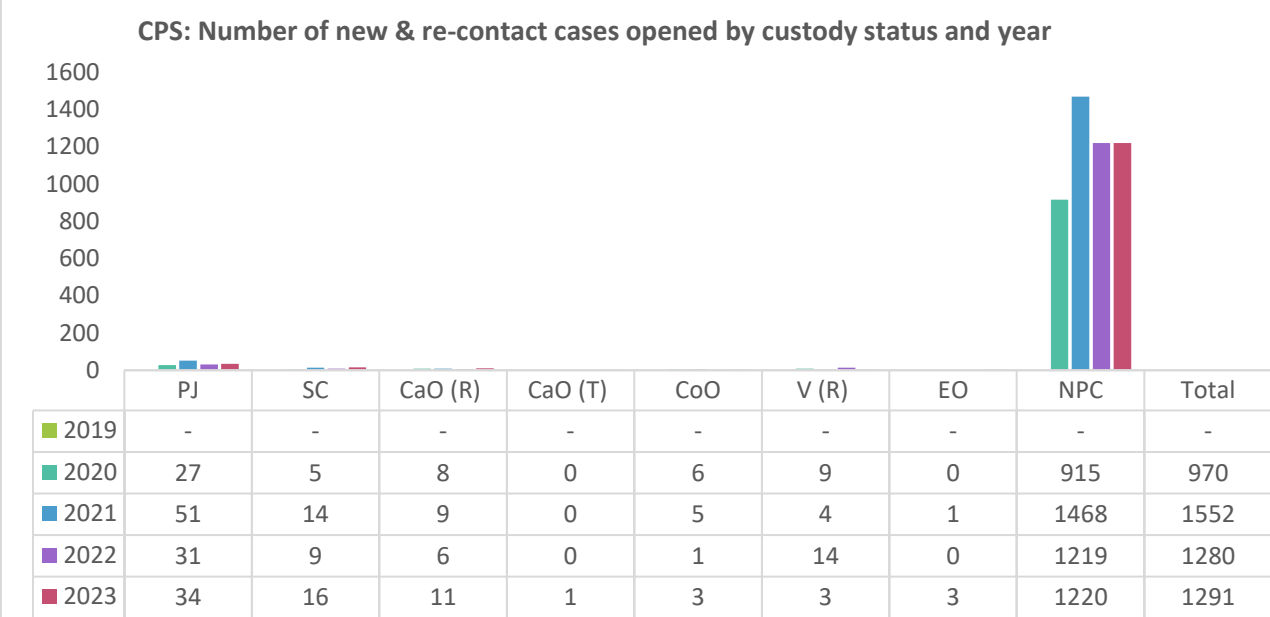


Figure 31: The figure above classifies the custody status, as per legal definitions<sup>1</sup>, within the reporting year. It is the status as reported by the service user, known by the case worker, or based on documentation. Only data for new & re-contact cases opened in the reported period are provided. The variable is reported for children with a special custody status or it is normal parental custody. The custody status variable was first reported in 2020.

Graph Key: PJ= Parental joint; SC= Sole Custody; CaO (R) = Care order (regular); CaO (T) = Care order (temporary); CoO = Court order; V (R)= Voluntary (Regular); EO= Emergency order; NPC= Normal parental custody.

<sup>1</sup> Laws of Malta, chapter 602, Minor Protection (Alternative Care) Act

# Court Services

## Case activity

A new online data collection system and reporting format were introduced in 2020. In 2021, the Service was moved from the Alternative Care Directorate to the Child Protection Directorate.

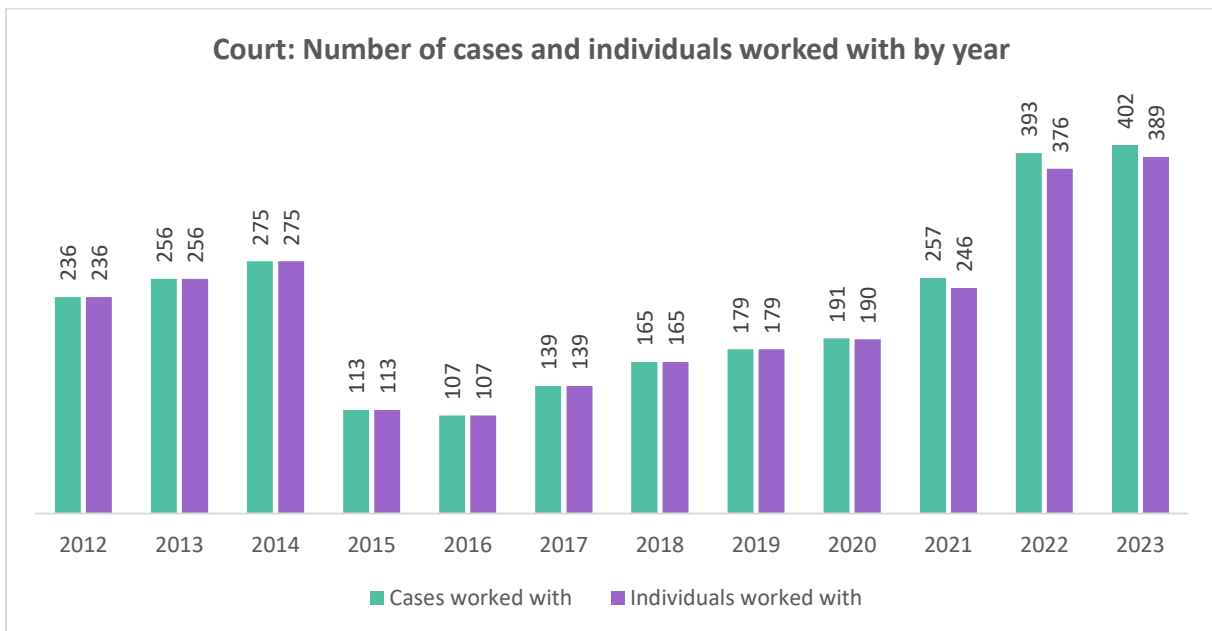


Figure 32: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 402 cases and 389 individuals were worked with compared to 393 and 376 respectively in 2022.

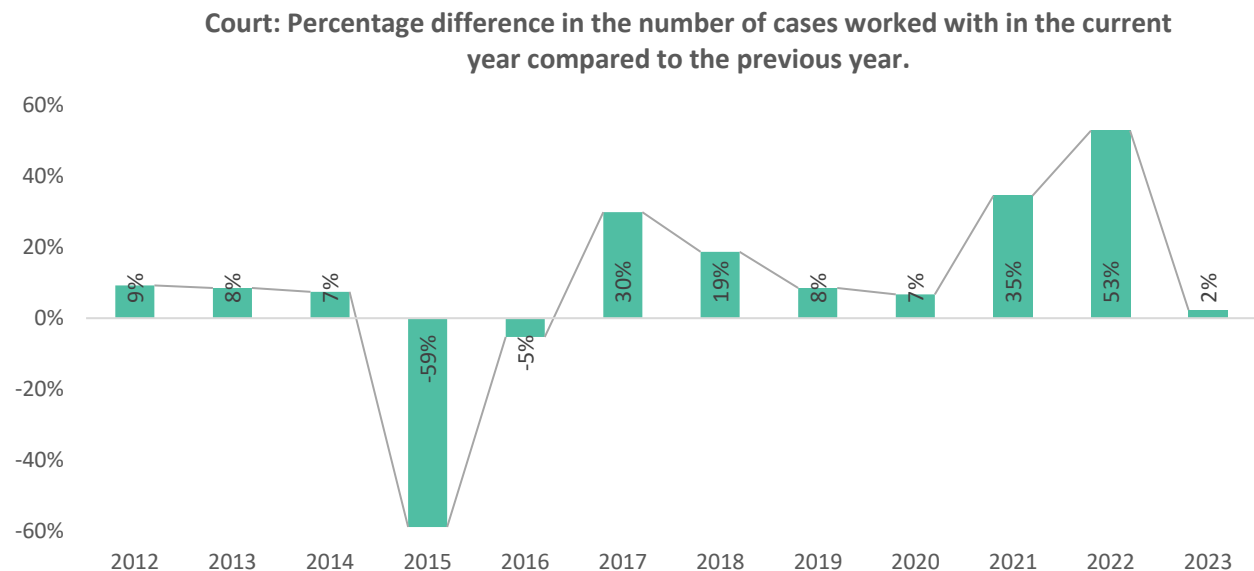


Figure 33: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 53% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

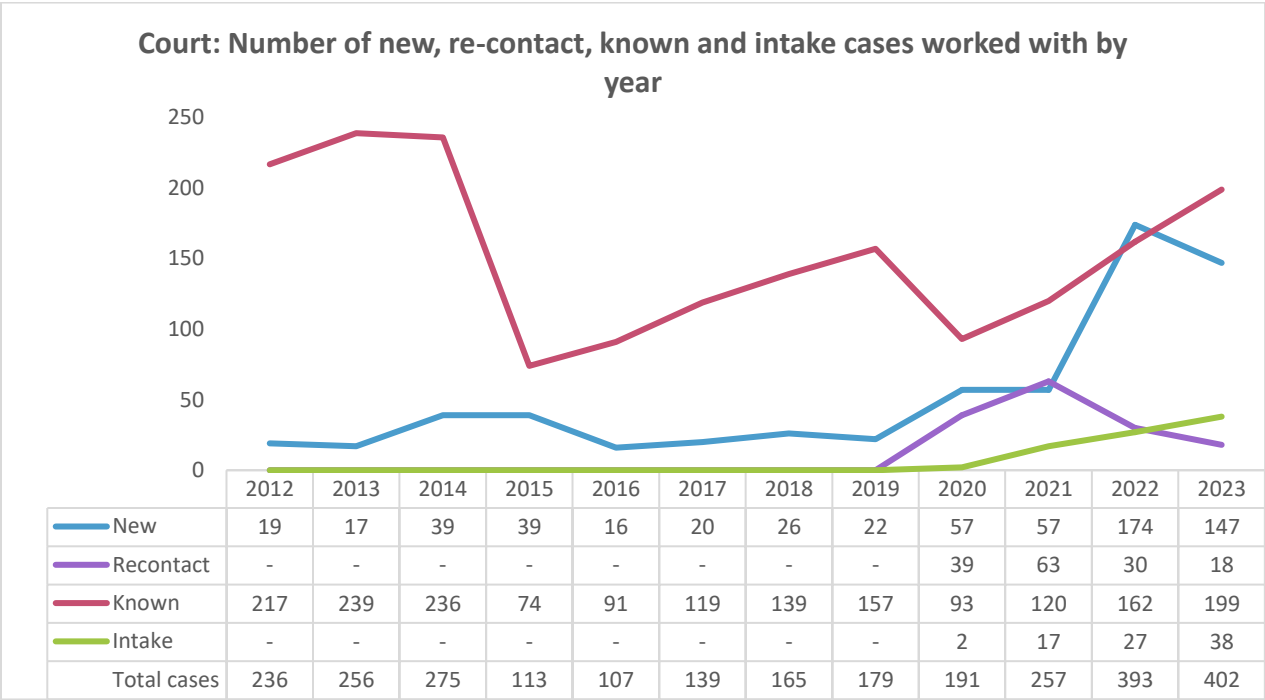


Figure 34: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Between 2010 and 2019 new and recontact cases could not be distinguished due to the data system utilised whereby all cases were recorded as new cases.

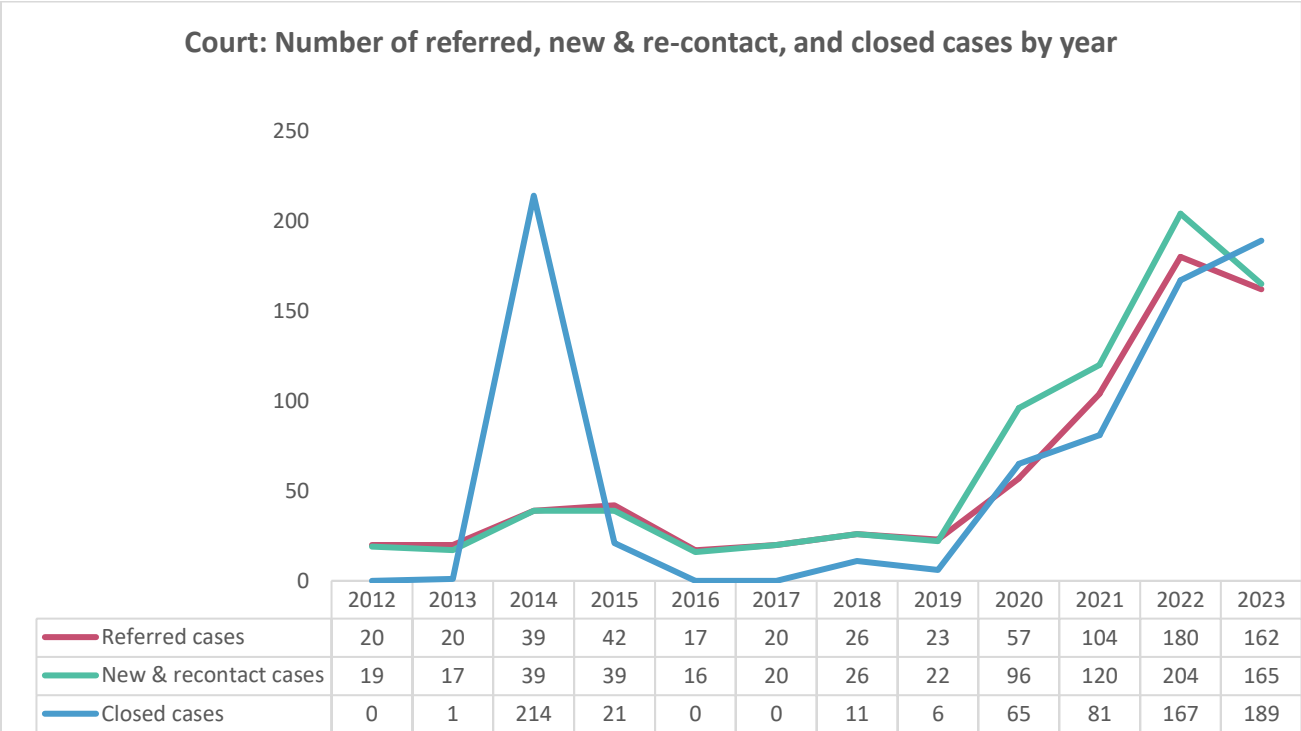


Figure 35: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 34 for breakdown of new & recontact cases). In 2023, 162 cases were referred, 165 new & recontact cases opened, and 189 cases closed.

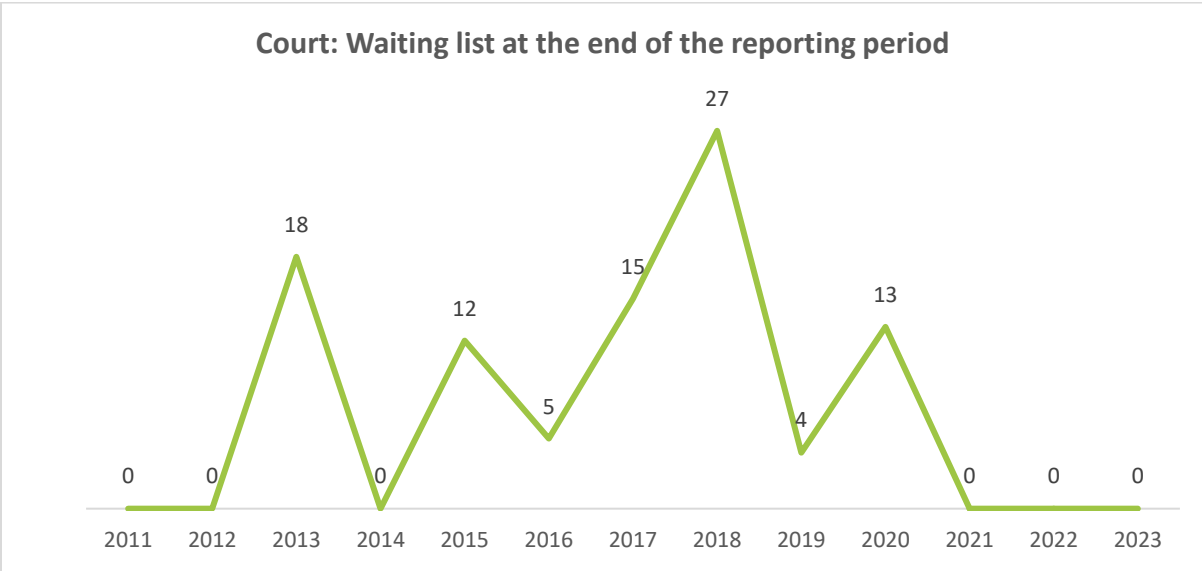


Figure 36: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

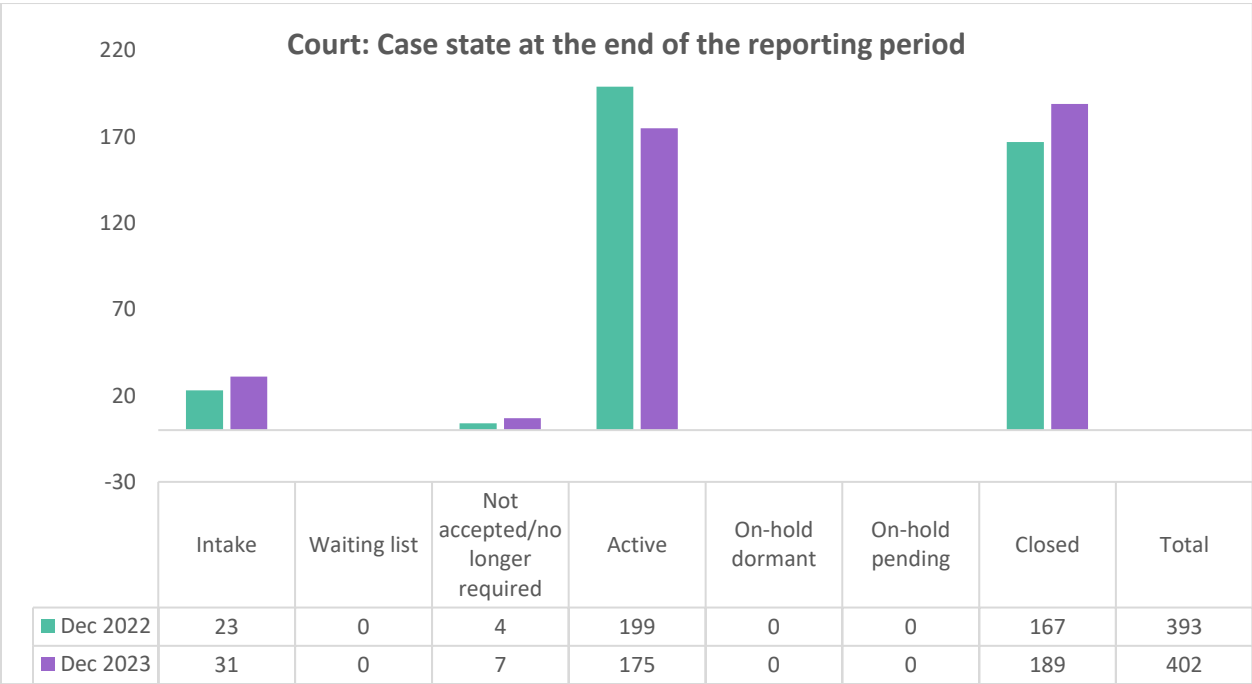


Figure 37: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 44% (175) of the cases worked with were still active by the end of the year. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

# Details regarding cases worked with January - December 2023

A total of **402** cases were worked with between January and December 2023.

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

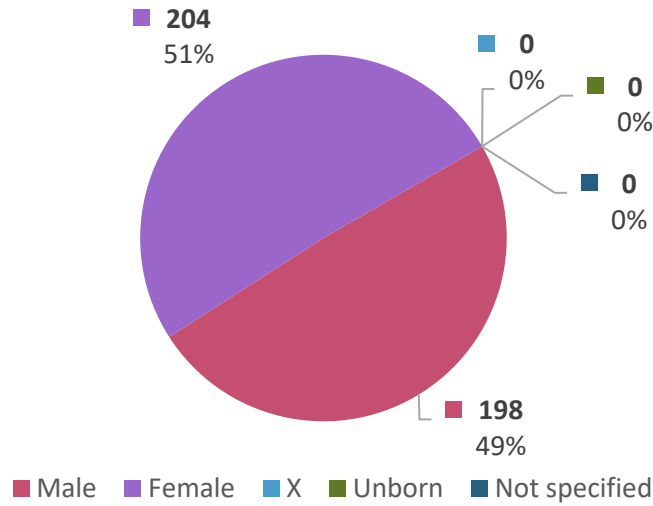


Figure 38: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (51%).

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

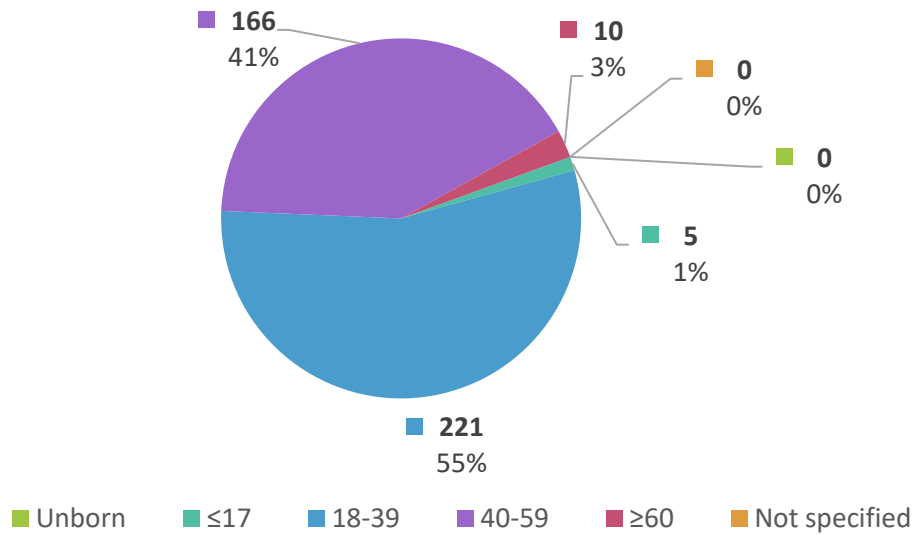
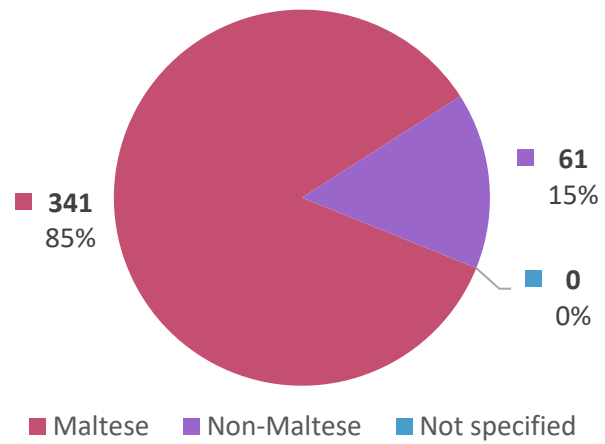


Figure 39: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (55%).

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



*Figure 40: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 85% of the cases worked with were Maltese while non-Maltese made up 15% of cases.*

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

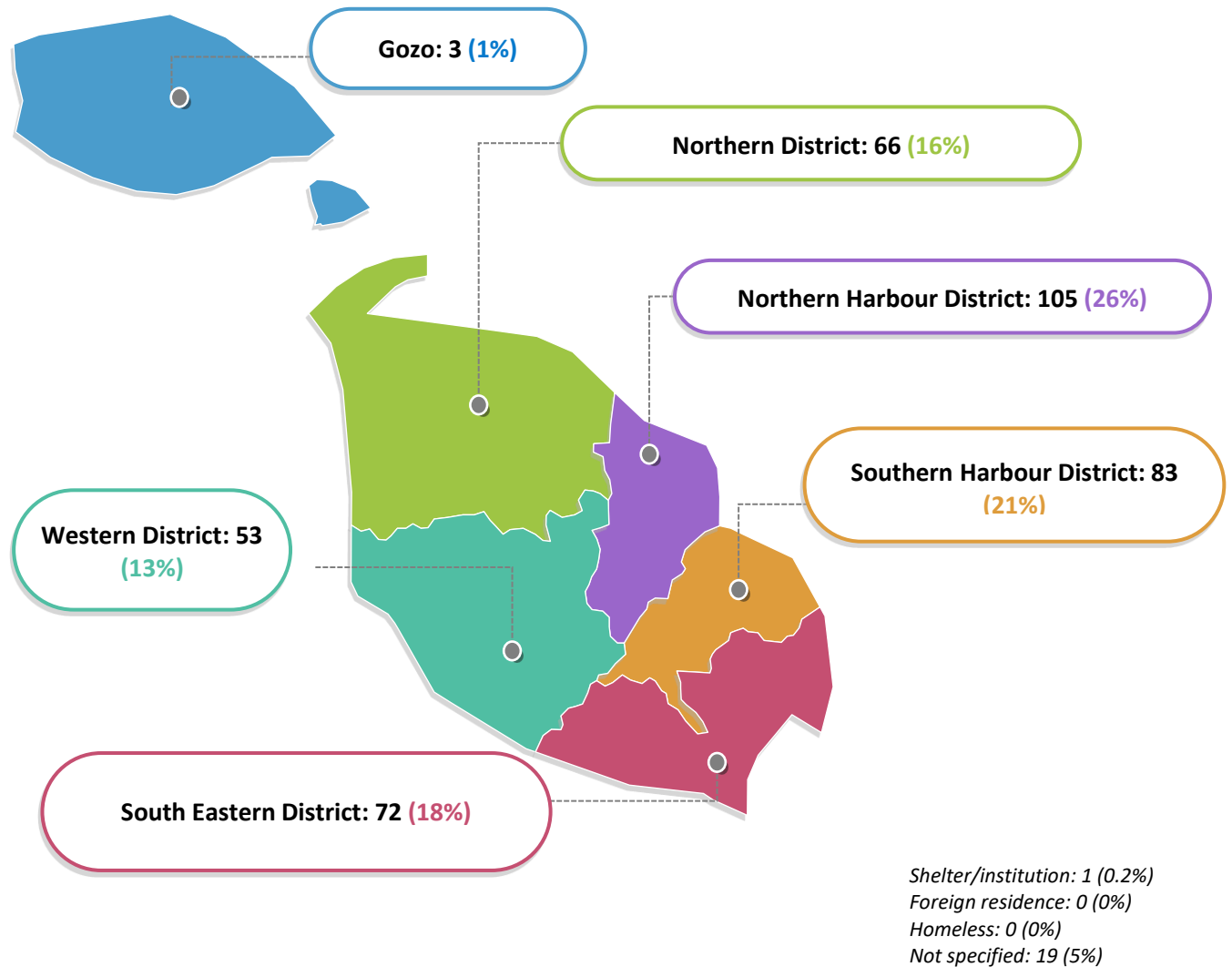


Figure 41: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (26%) had the highest percentage of cases worked with in 2023.

## Details regarding new and re-contact cases opened

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

A total of **165** cases were opened between January and December 2023.

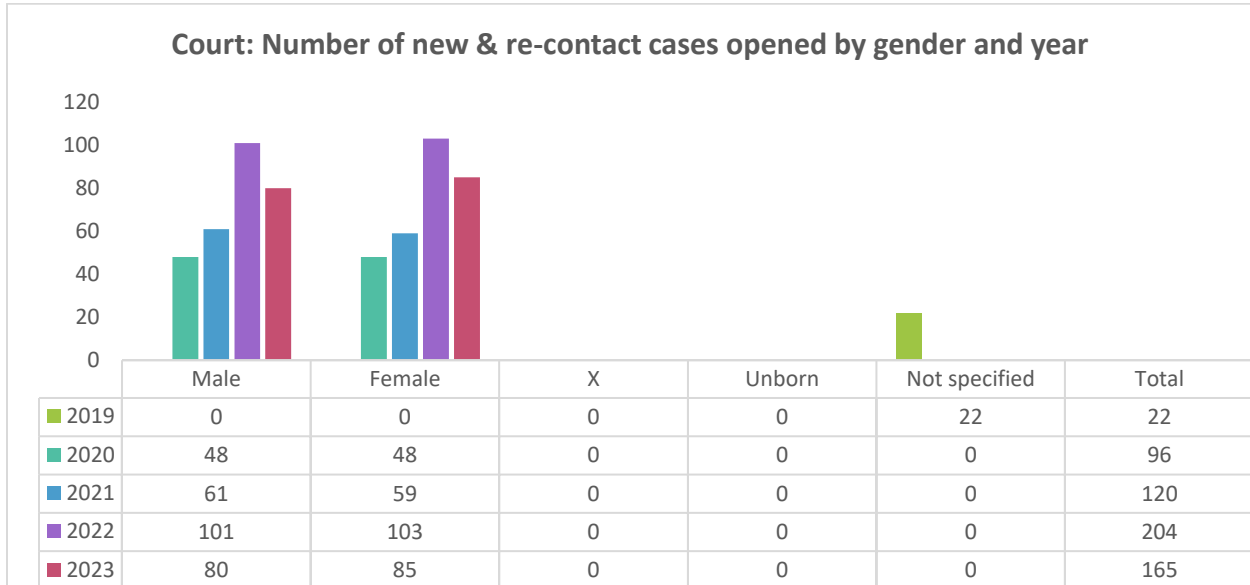


Figure 42: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (85).

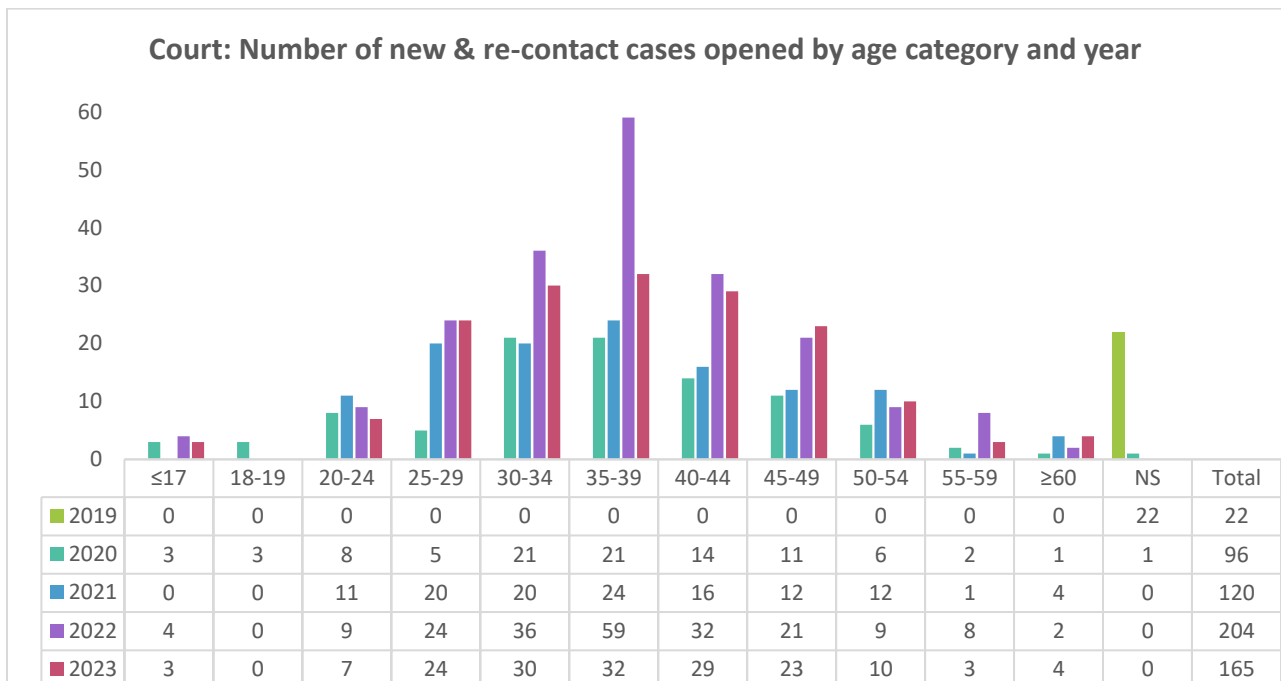


Figure 43: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (32).

Graph Key: NS = Not Specified.

Court: Number of new & re-contact cases opened by age category and gender						
January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	3	0	0	0	3
18-19	0	0	0	0	0	0
20-24	2	5	0	0	0	7
25-29	8	16	0	0	0	24
30-34	16	14	0	0	0	30
35-39	13	19	0	0	0	32
40-44	15	14	0	0	0	29
45-49	15	8	0	0	0	23
50-54	6	4	0	0	0	10
55-59	3	0	0	0	0	3
≥60	2	2	0	0	0	4
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>80</b>	<b>85</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>165</b>

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

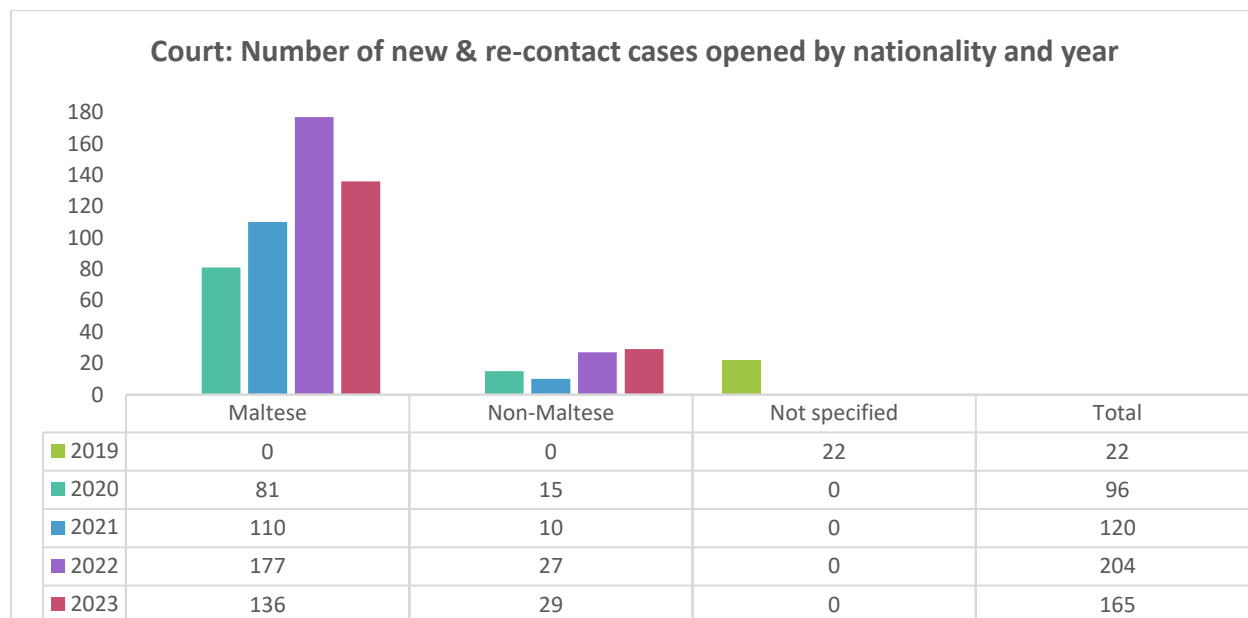


Figure 45: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 136 cases opened in 2023 were Maltese while 29 cases were non-Maltese.

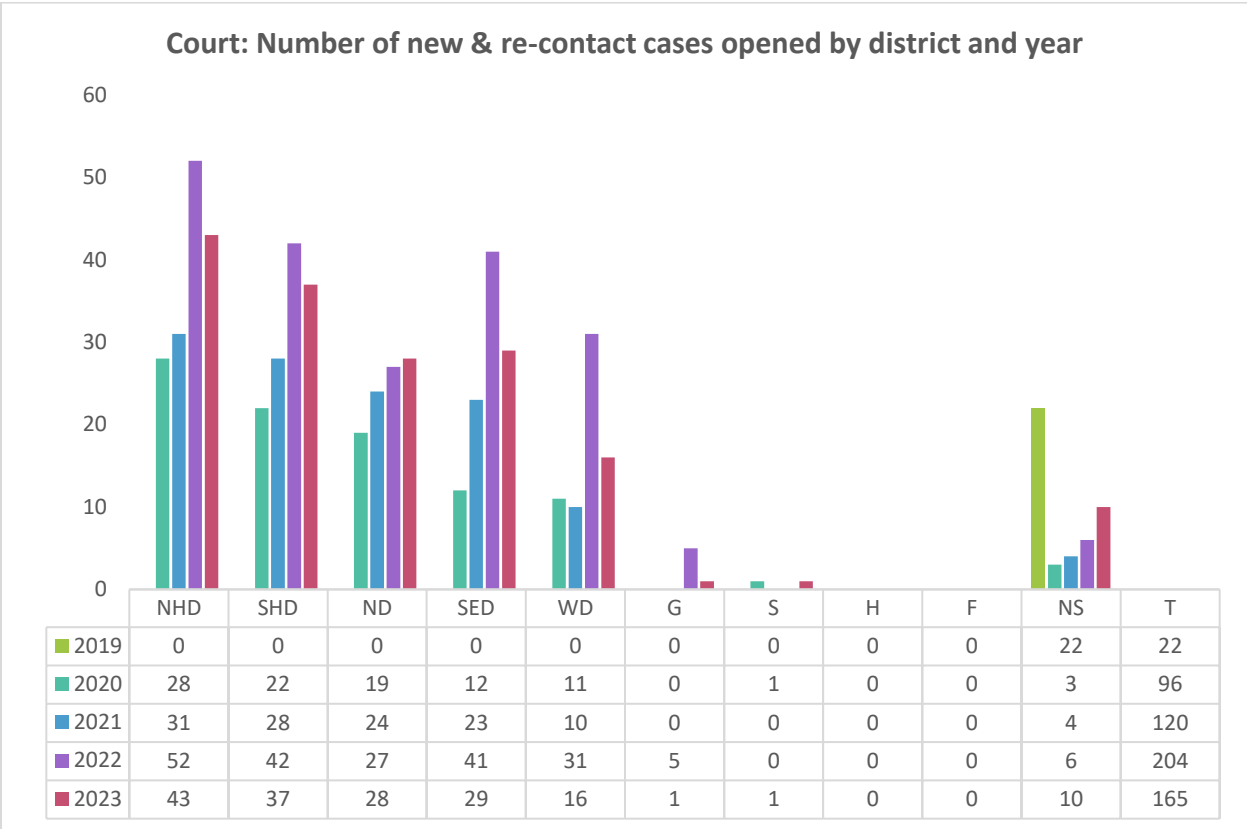


Figure 46: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (43) had the highest number of cases opened in 2023.

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

# Appendix

## Service descriptions

Service	Description
Child Protection Service (CPS)	The service deals with cases of abuse and neglect of children and is also involved when a child seems to be suffering from, or is at risk of, significant harm.
Court Service	The Court Service focuses mostly on presenting social work court reports as requested by the Courts of Malta.

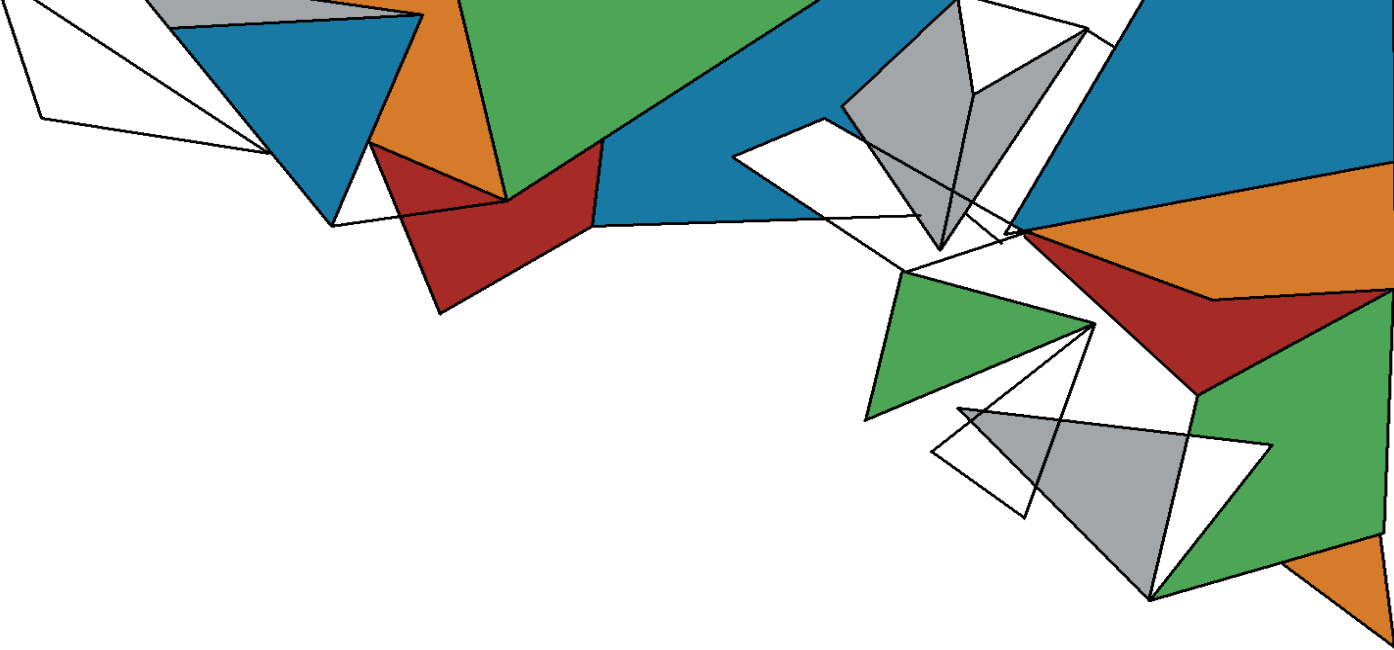
## Glossary of terms

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

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

## Maltese districts

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



# FSWS Research Team

## ***Vision Statement***

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

## ***Mission Statement***

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



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*Report designed by Christine Marchand-Agius*