



FSWS Gozo Branch Operations

Yearly Statistical Report

January to December 2021

February 2022

Christine Marchand-Agius



Foundation for Social Welfare Services, Malta
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Introduction

This report provides statistical information regarding the services within the Foundation for Social Welfare Services Gozo Branch Operations (FSWS Gozo). The data includes, but is not limited to, the number of cases worked with, individuals worked with, number of referrals, new and re-contact cases, cases closed, and key demographic details. This information provides an indication of service performance and is used to determine the profile of service users attending the various services. For further information regarding the aims and activities of the services, please refer to the website: fsws.gov.mt

The data contained in this report is based on information submitted by the services to the Research Team of the Foundation for Social Welfare Services by January 2022. Where applicable, the report provides data on an individual service user level as well as on a multiple service user level. It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting year and/or may be attending one or more services concurrently within the reporting period. As a result, the summing of data from services may lead to an over-estimation of the number of individuals attending the agency or directorate.

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

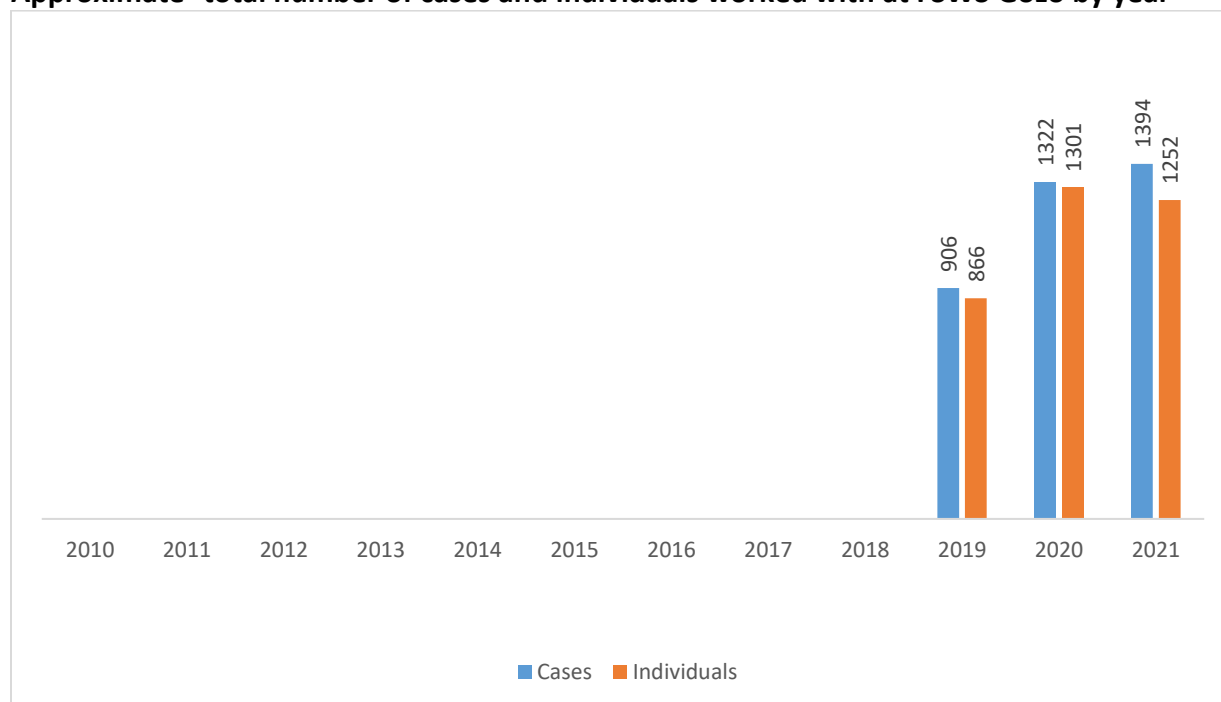
This report would not have been possible without the kind assistance of each worker who diligently provided the data and of the people who keyed in all the data. This report was compiled with the assistance of Valentina Galdes.

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

Executive Summary

Note¹

Approximate² total number of cases and individuals worked with at FSWS Gozo by year



Case activity³: Jan-Dec 2021

	Total cases worked with	Individuals worked with
Generic Social Work Service	268	246
Marsalforn Community Service	92	92
Victoria Community Family Centre	35	35
Home Based Therapeutic Services - Gozo	28	28
Psychotherapeutic Services - Gozo	33	33
Looked After Children – Gozo	21	21
Fostering – Gozo	26	33
Home-Start Gozo	82	82
Courts & Supervised Access Visits - Gozo	23	-
Gozo Prison Project	30	28
Gozo General Hospital Social Work Service	653	552
Gozo General Hospital - Psychiatric Unit Social Work Service	103	102

¹ Most services began reporting data in 2019.

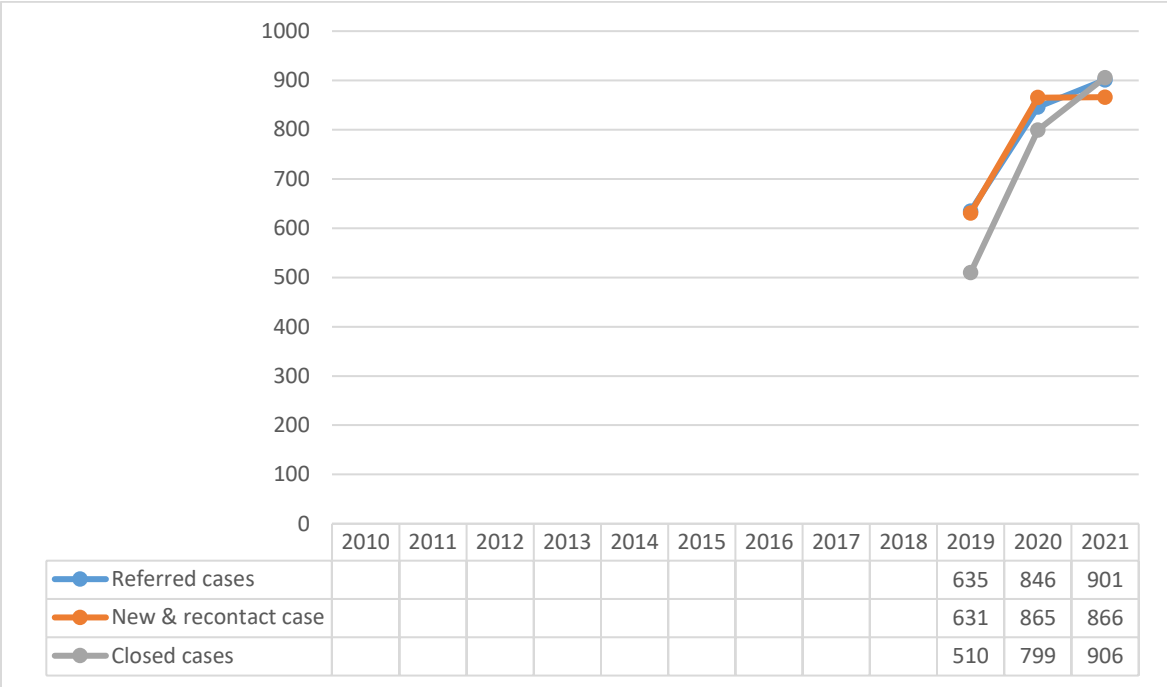
² Since individuals can attend more than one unit at the same time, summing the number of cases worked with will over-estimate the actual number of persons worked with. Therefore, the following data reported on multiple unit levels can only provide an approximation of the number of cases and the figures provided are higher than the actual numbers.

³ A new data collection system and reporting format was introduced in 2020.

Prevention programs	<u>TFAL 3</u> : 12 schools and 404 participants. <u>TFAL 5</u> : 15 schools and 530 participants. <u>SkolaSajf</u> : 7 schools and 53 participants. <u>Teen Outside the Box</u> : 1 school and 158 participant
Emergency on-Call	237 interventions and 333 hours.

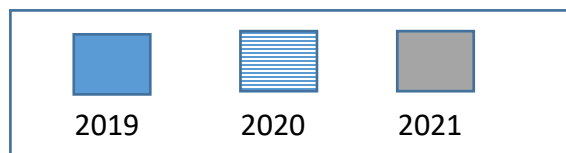
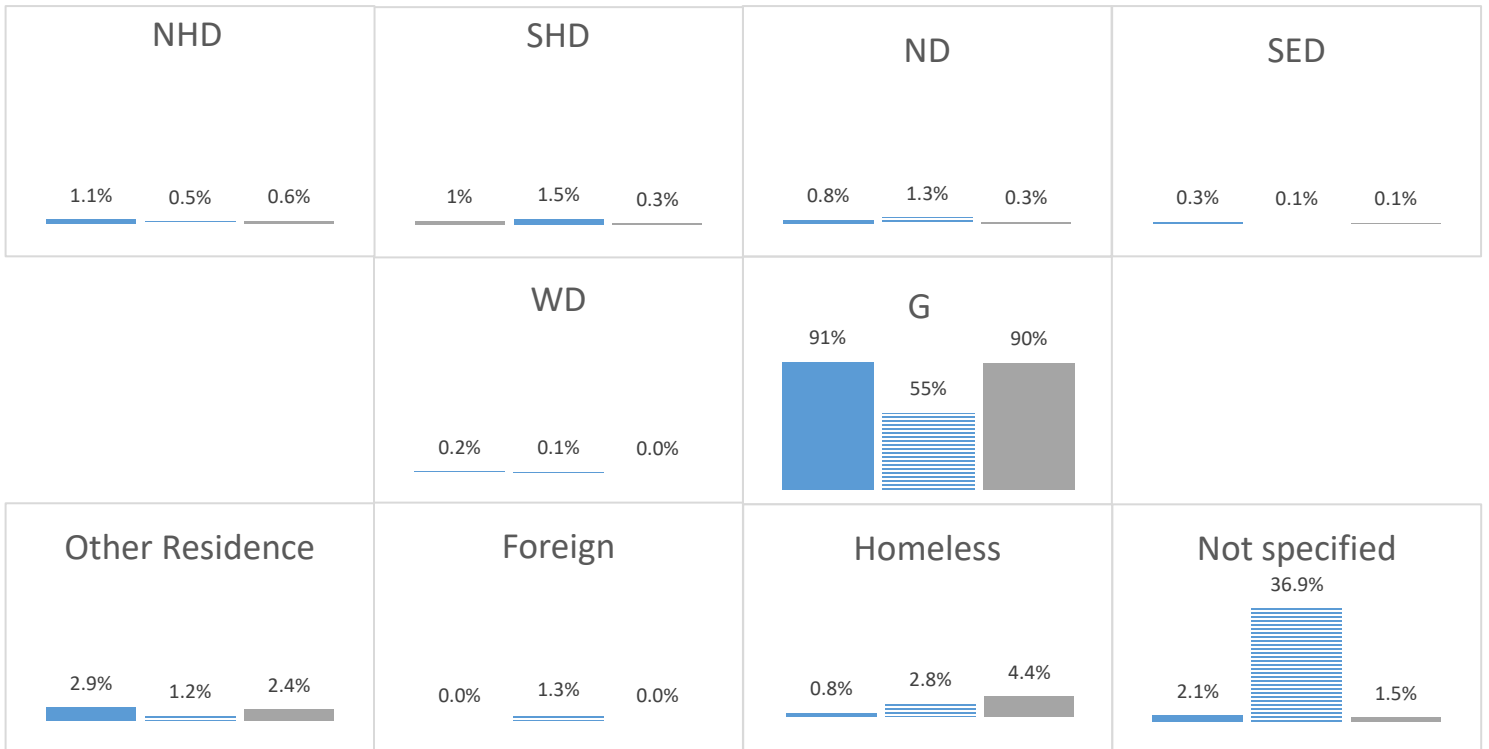
Note⁴

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



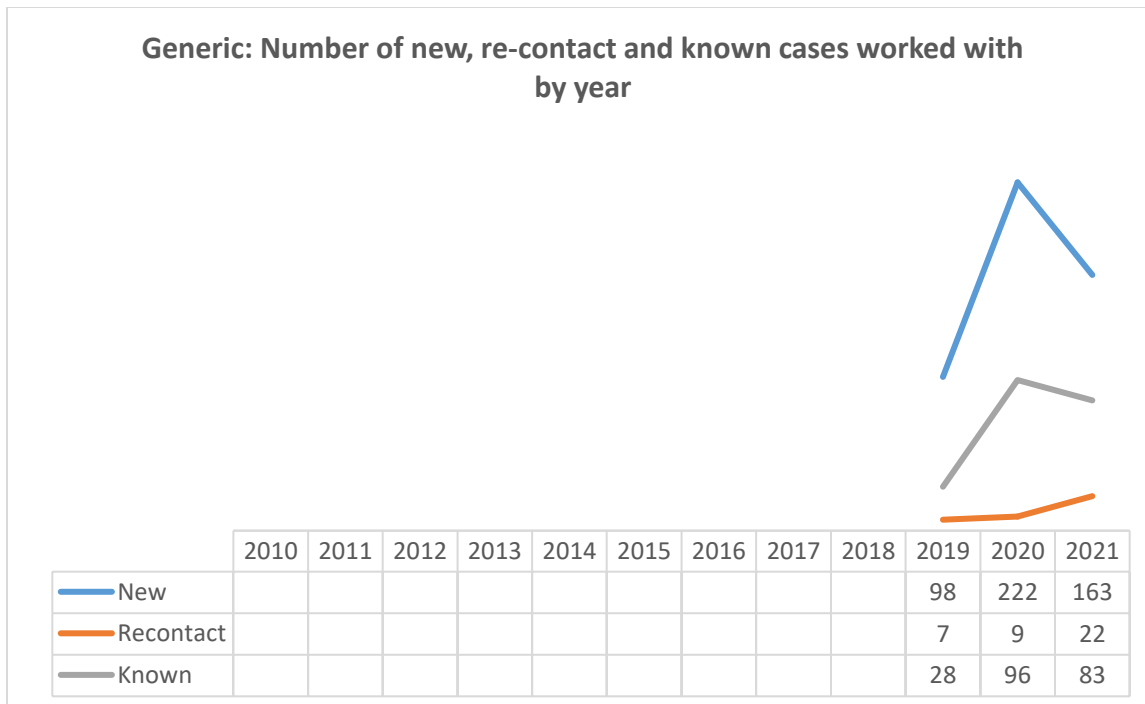
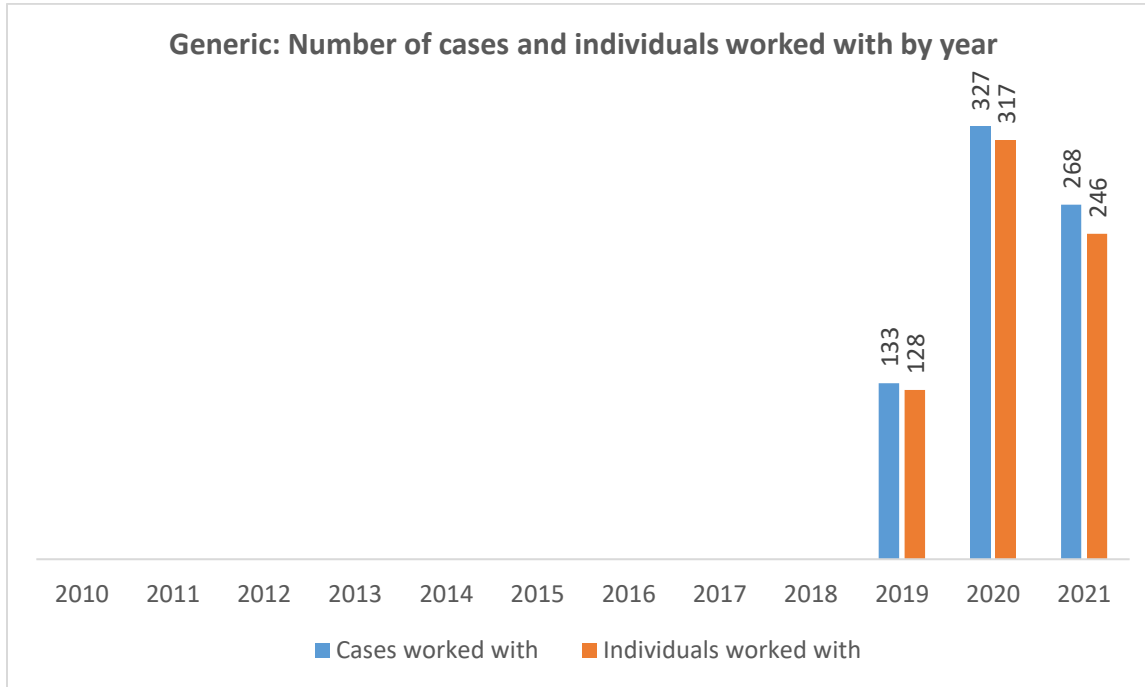
⁴ The FSWS Gozo Branch provides some services which are overlapping with services reported in other statistical reports from other FSWS agencies or directorates. For example, Home Based Therapeutic Services provided in Gozo are reported within the Agency for Community and Therapeutic Services report. Some of the data within this report can also be combined with data from the other FSWS agencies or directorates to get totals for the Maltese Islands e.g., Home-Start Services.

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



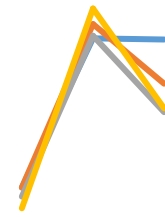
Generic Social Work Service

Case Activity⁵



⁵ Service started reporting in 2019.

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

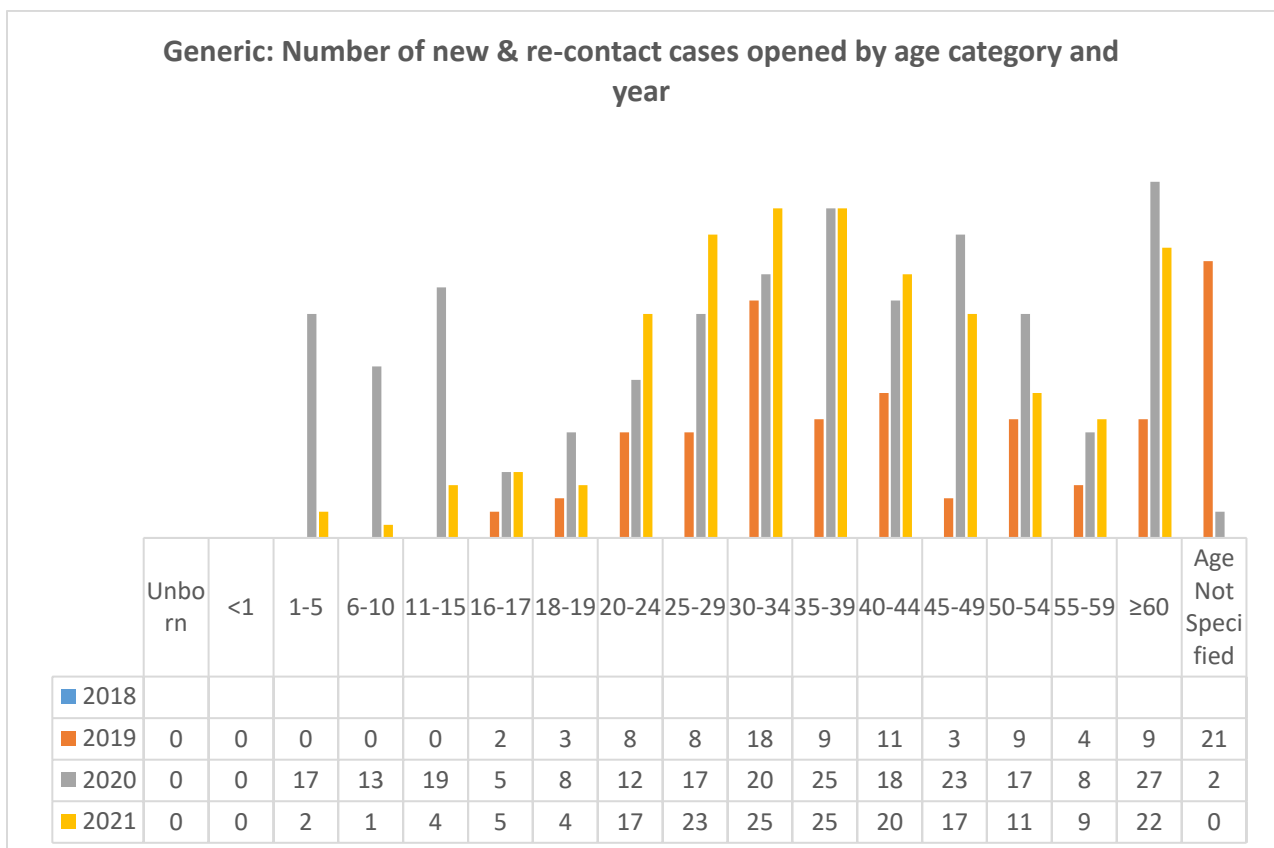
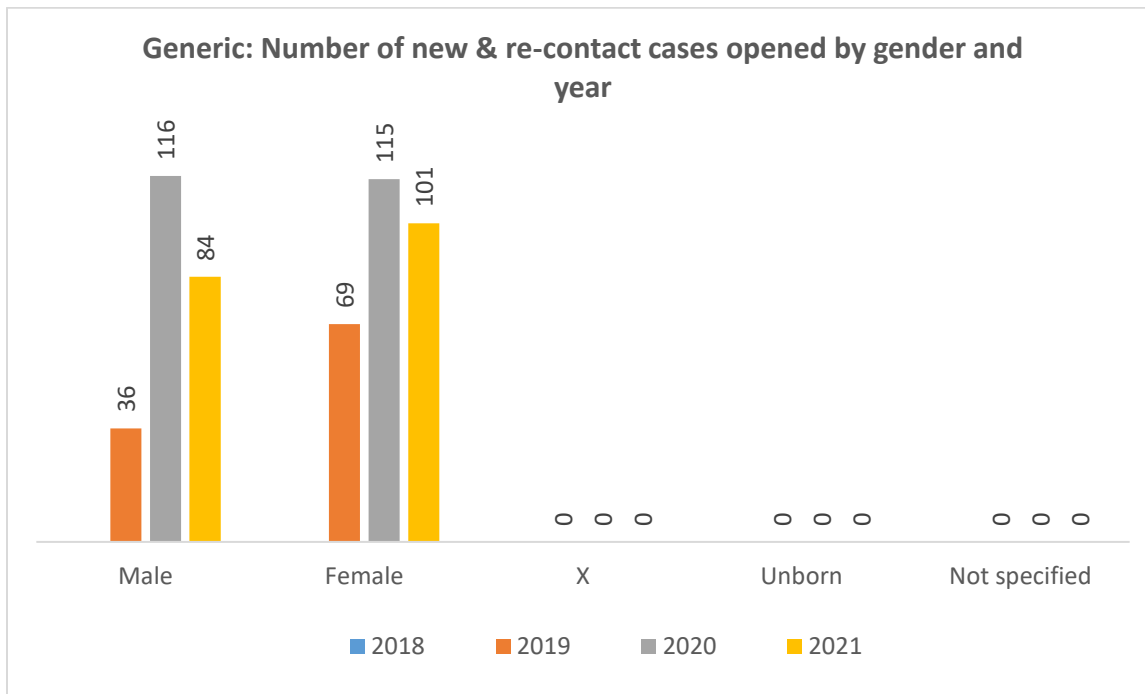


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases										105	220	219
New & recontact cases										105	231	185
New cases										98	222	163
Closed cases										89	243	166

Generic: Referrals by primary problem ⁶ and year			
	2019	2020	2021
Addiction	0	1	14
Anger management	0	0	0
Behaviour problems	0	0	5
Bereavement	0	0	0
Child abuse	7	7	2
Child care or access	1	9	10
Disability related issues	0	0	1
Domestic violence	22	43	41
Eating disorder	0	0	0
Elderly needs	0	0	3
Employment issues	5	8	6
Family relations/relationships	15	20	10
Financial difficulties	8	43	16
Fostering or adoption	0	0	0
Health related issues	0	6	2
Homeless	22	65	52
Housing problems	5	0	14
Human trafficking	0	0	0
Lack of support or guidance	0	7	9
Legal issues	2	0	0
Marital problems	0	0	1
Mental health issues	3	2	20
Migrant related issues	0	0	1
Pregnancy related issues	0	0	1
Relationship problems	0	1	0
School related problems	0	0	0
Self-harm or suicide	1	1	0
Separation related issues	0	5	2
Sexual harassment or abuse	0	0	1
Sexuality related issues	0	0	0
Other	6	0	5
Not specified	8	2	3
Total	105	220	219

⁶ Service users may have multiple problems, but this table only reports the primary issue as reported by the service user.

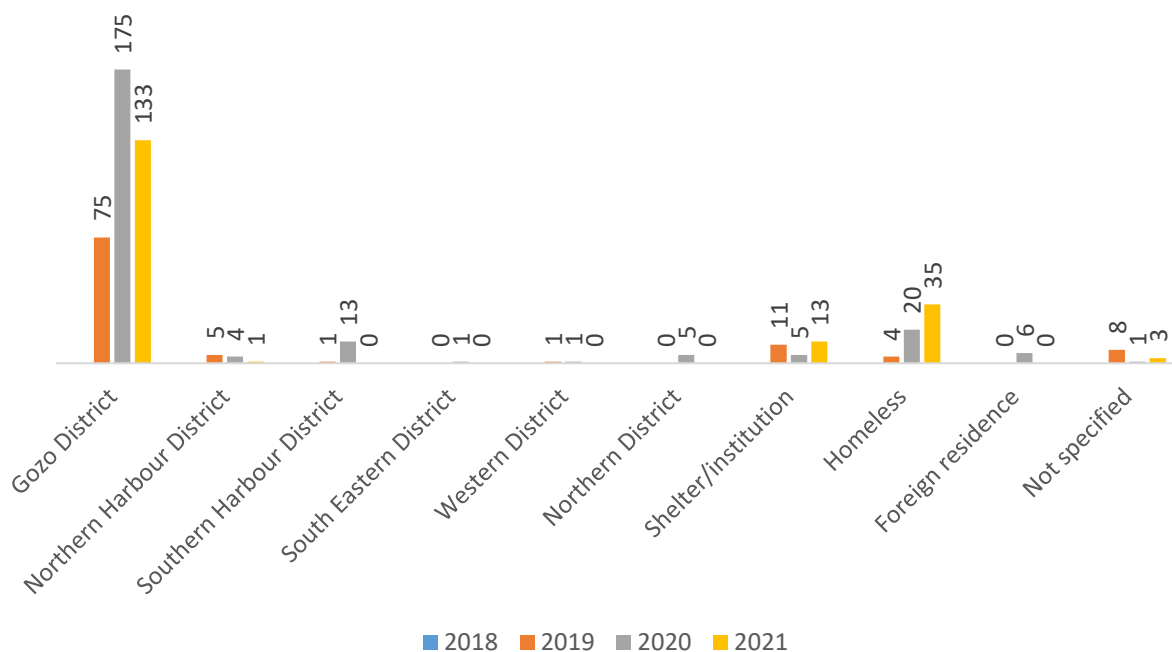
Details Regarding New and Re-contact Cases Opened



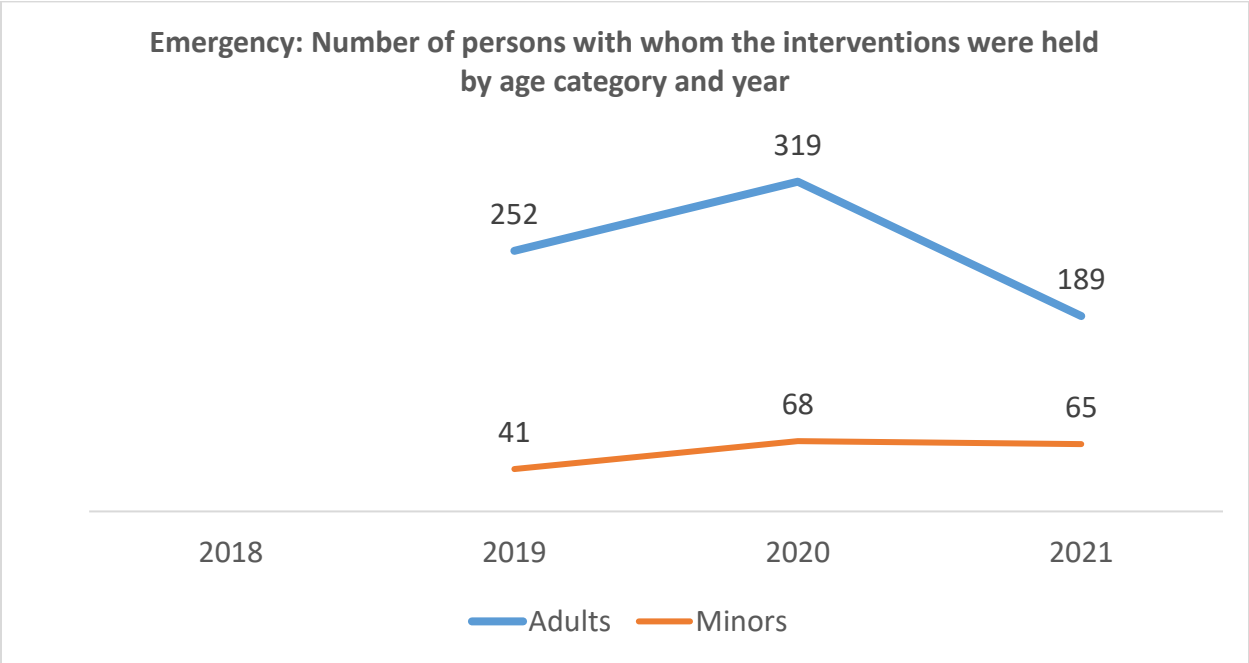
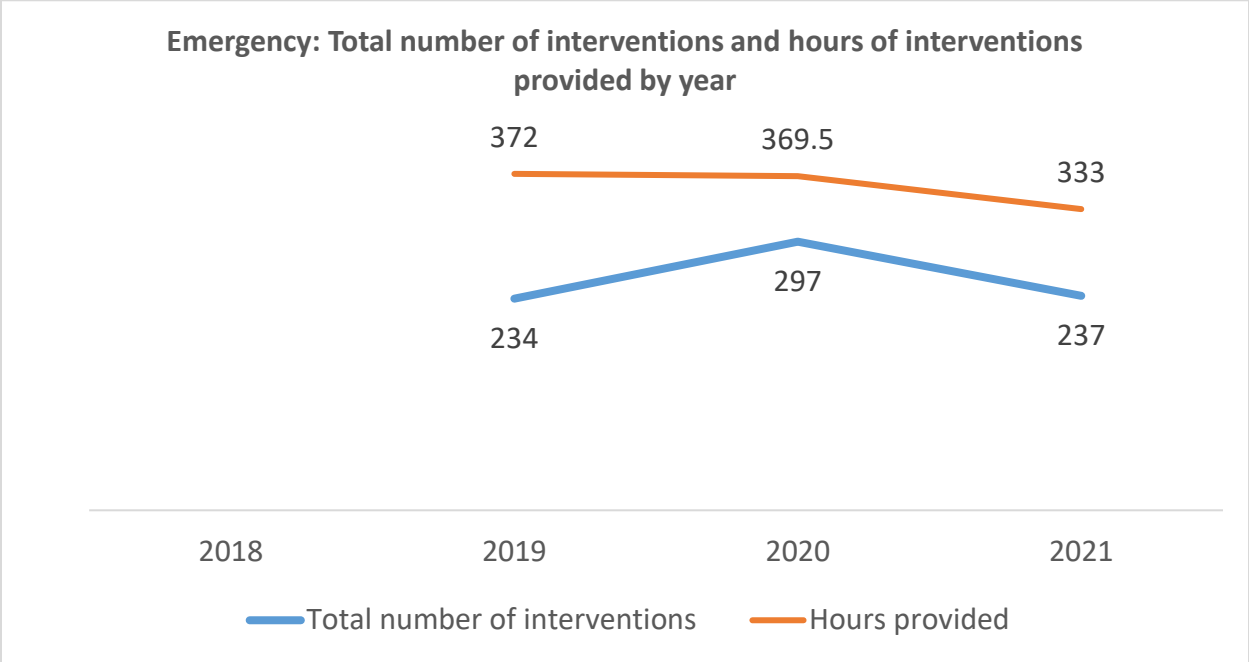
Generic: Number of new & re-contact cases opened by age and gender
January – December 2021

	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	1	1	2
6-10	0	1	1
11-15	0	4	4
16-17	2	3	5
18-19	1	3	4
20-24	8	9	17
25-29	12	11	23
30-34	10	15	25
35-39	12	13	25
40-44	11	9	20
45-49	6	11	17
50-54	5	6	11
55-59	5	4	9
≥60	11	11	22
Not specified	0	0	0
Total	84	101	185

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



Emergency On-Call Service

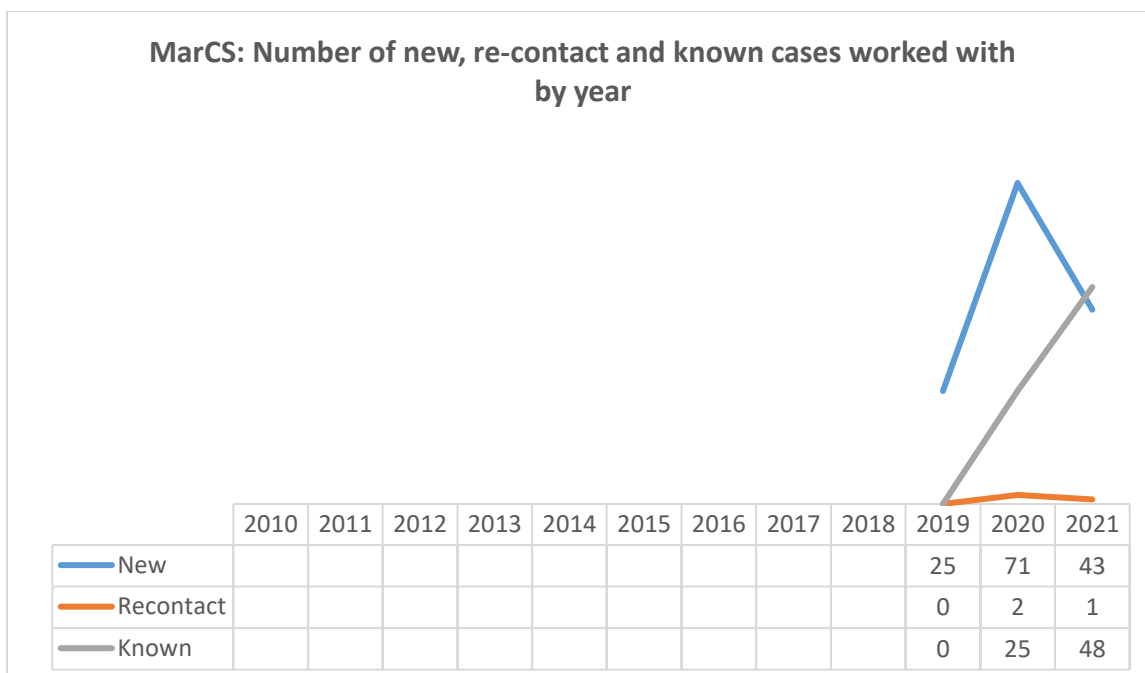
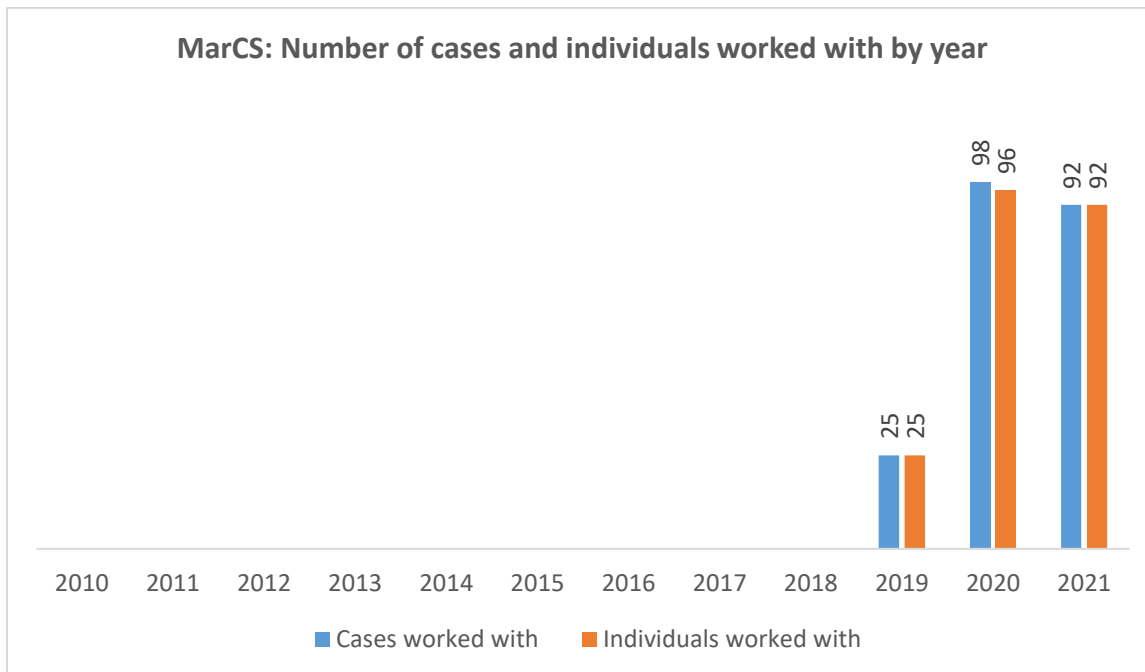


Note⁷

⁷ Service started reporting in 2019.

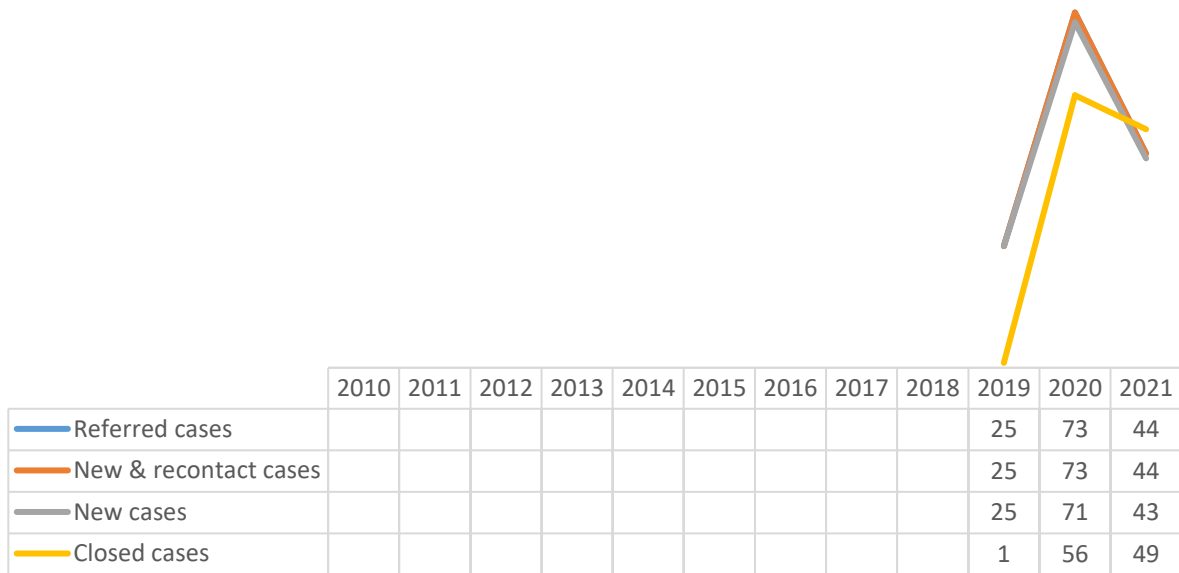
Marsalforn Community Service (MarCS)

Case Activity⁸



⁸ Service started reporting in 2019.

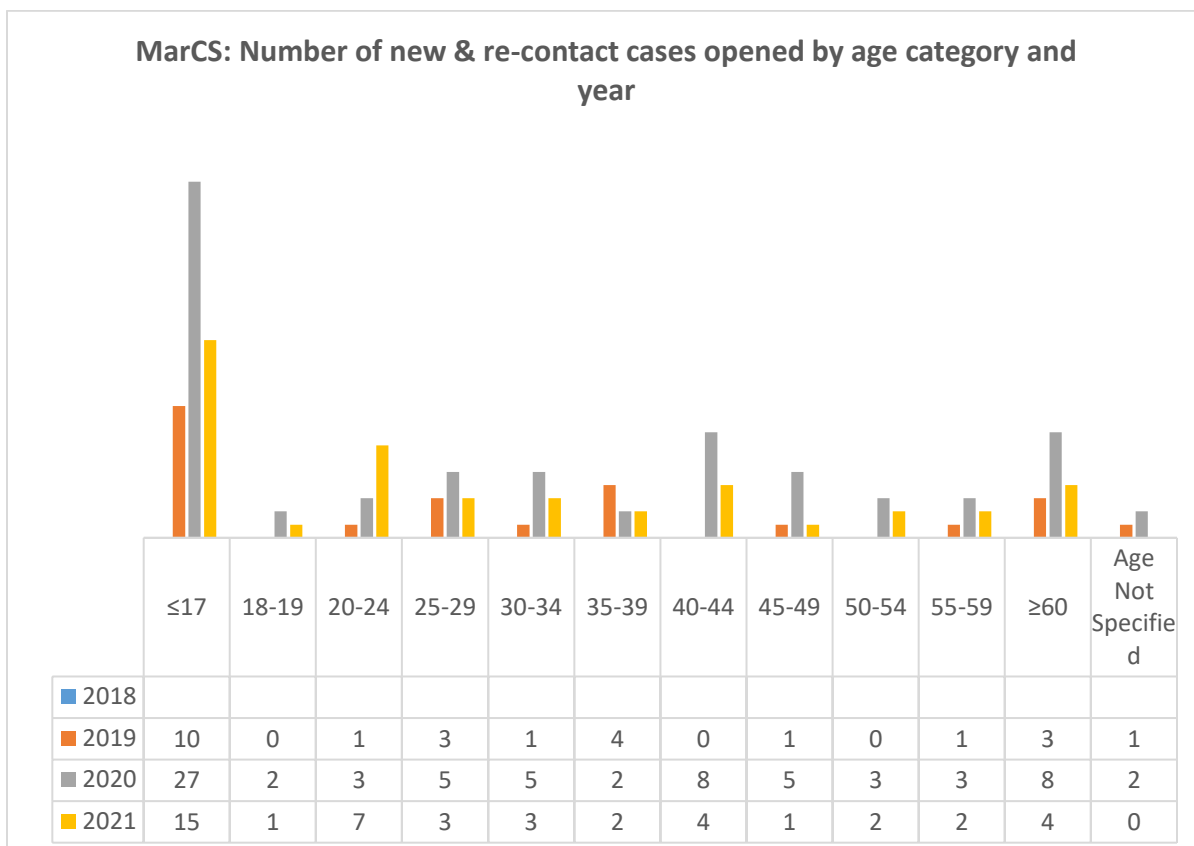
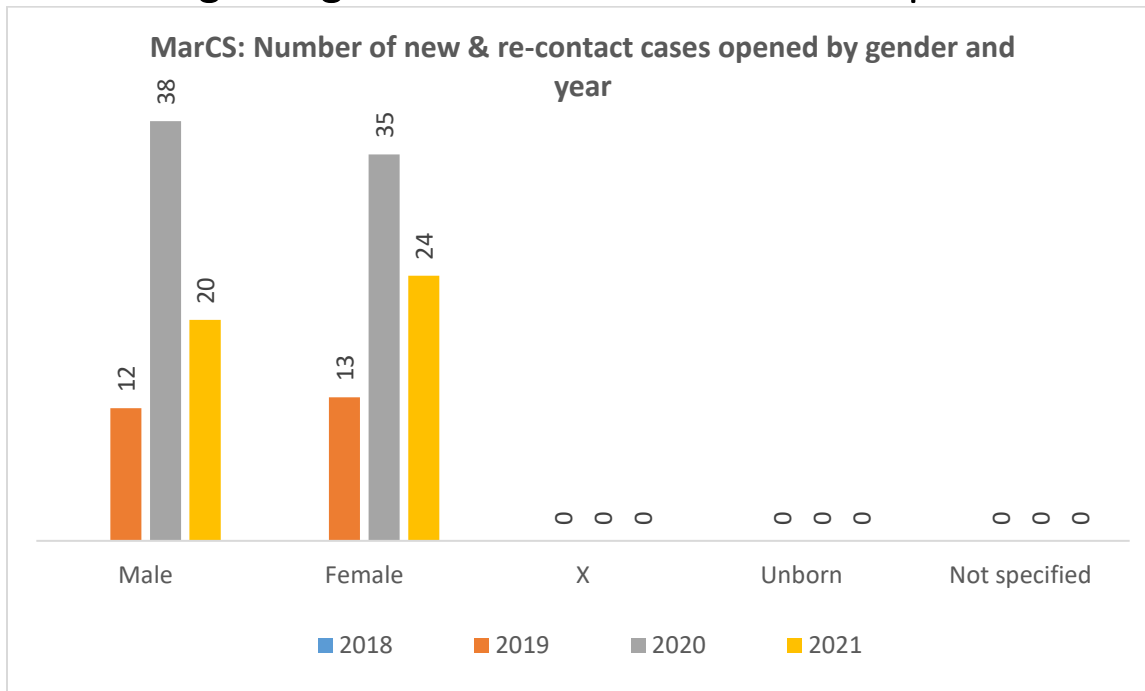
MarCS: Number of referred, new & re-contact, new and closed cases by year



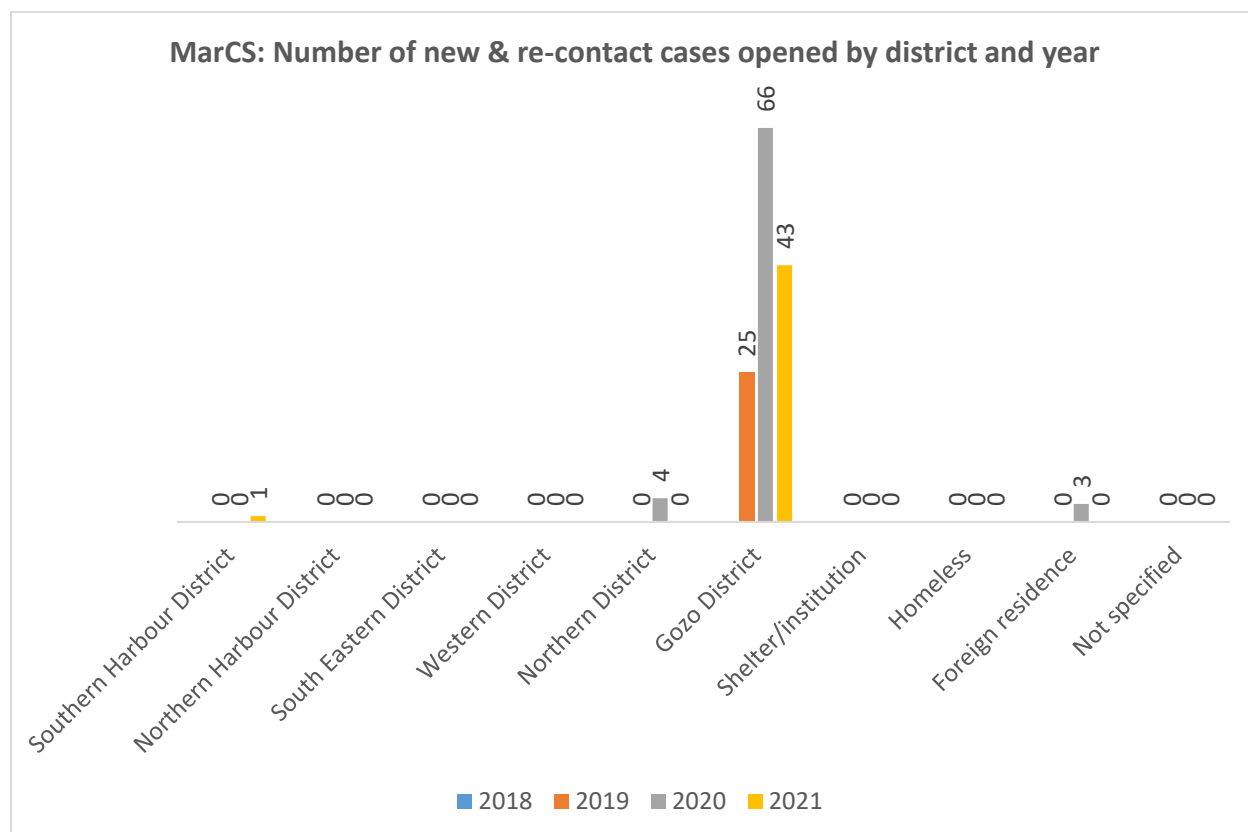
MarCS: Referrals by primary problem ⁹ and Service			
	2019	2020	2021
Addiction	0	0	0
Assault/harassment	0	0	0
Behaviour problems	0	0	0
Bereavement	0	0	0
Child abuse	5	0	0
Child care or access	1	2	1
Disability related issues	1	0	0
Domestic violence	1	7	0
Eating disorder	0	0	0
Elderly needs	2	1	0
Employment issues	2	8	9
Family relations	0	0	4
Financial difficulties	1	20	6
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	0	0	0
Homeless	0	4	3
Housing problems	7	5	9
Human trafficking	0	0	0
Lack of support or guidance	1	7	3
Legal issues	0	0	0
Marital problems	1	0	0
Mental health issues	0	0	2
Migrant related issues	0	0	0
Pregnancy related issues	1	0	0
Relationship problems	0	0	0
School related problems	2	13	7
Self-harm or suicide	0	0	0
Separation related issues	0	0	0
Sexual harassment or abuse	0	0	0
Other	0	6	0
Not specified	0	0	0
Total	25	73	44

⁹ Service users may have multiple problems, but this table only reports the primary issue as reported by the client.

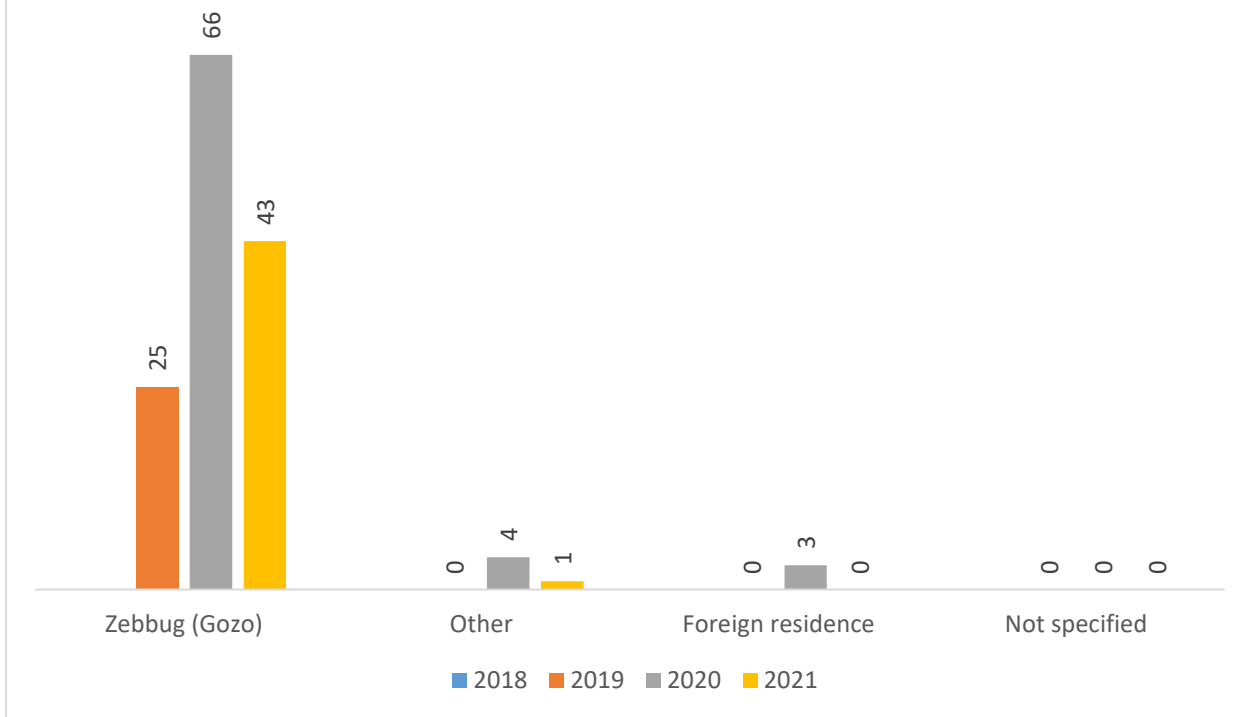
Details Regarding New and Re-contact Cases Opened



MarCS: Number of new & re-contact cases opened by age and gender January – December 2021			
	Male	Female	Total
≤17	6	9	15
18-19	1	0	1
20-24	4	3	7
25-29	1	2	3
30-34	2	1	3
35-39	1	1	2
40-44	2	2	4
45-49	0	1	1
50-54	0	2	2
55-59	1	1	2
≥60	2	2	4
Not specified	0	0	0
Total	20	24	44

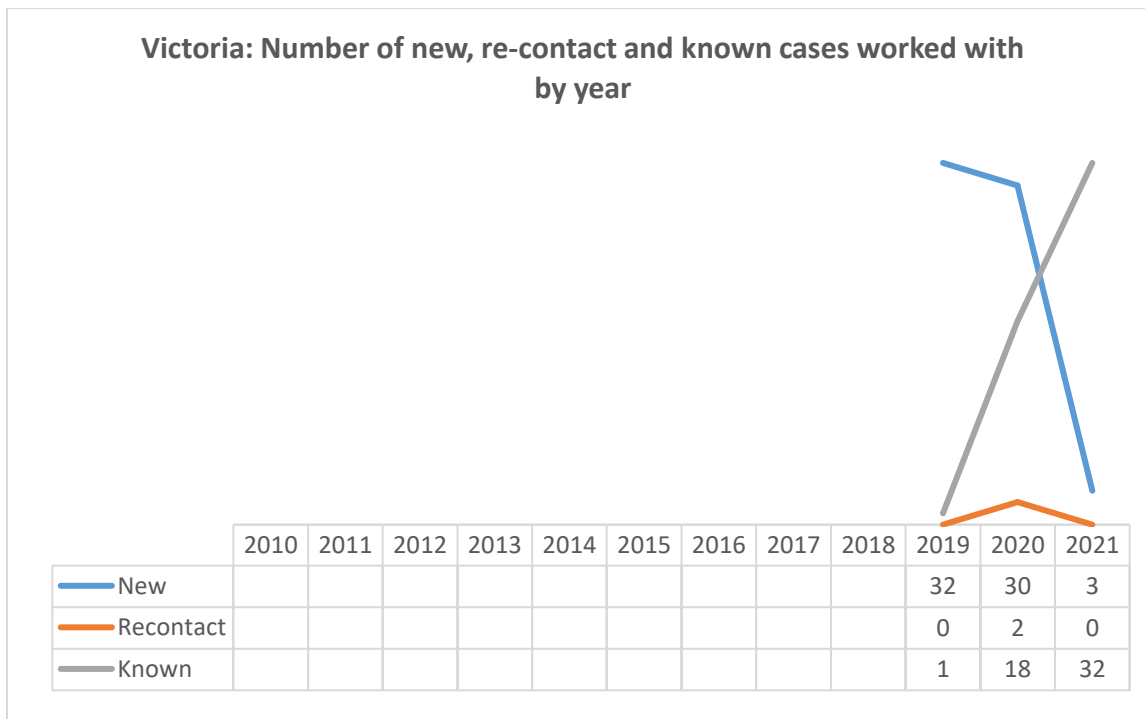
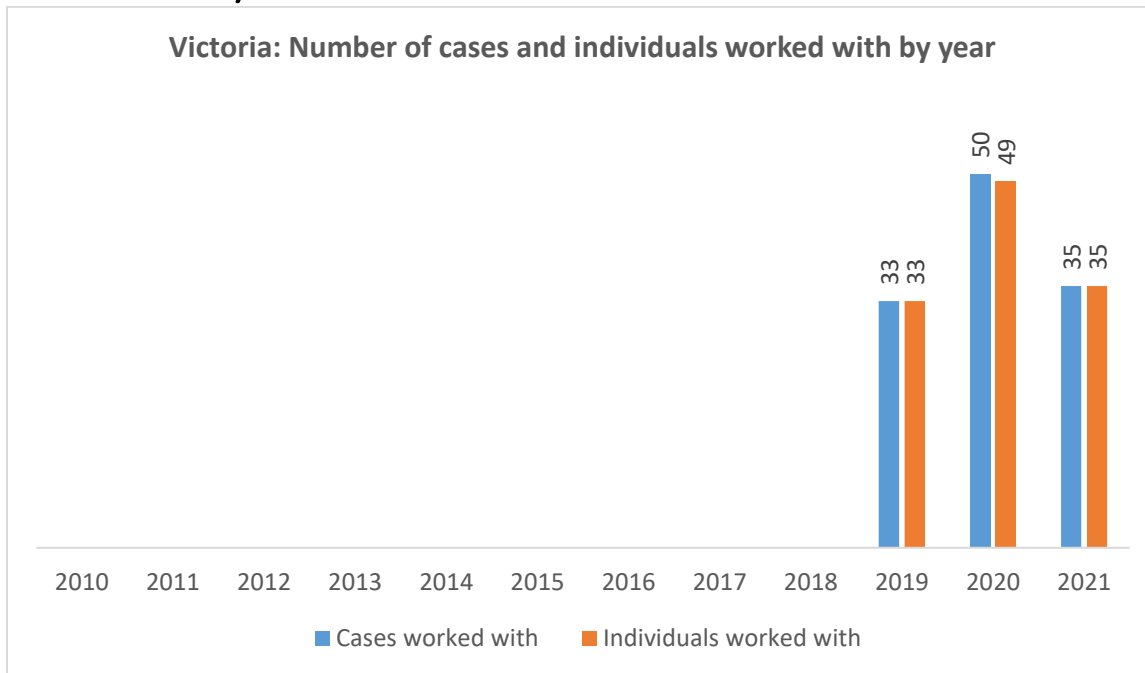


MarCS: Number of new & re-contact cases opened by town of residence and year



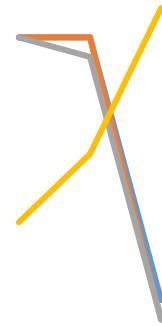
Victoria Community Family Centre

Case Activity¹⁰



¹⁰ Service started reporting in 2019 and was discontinued June 2021 as it was amalgamated into the community and generic service.

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

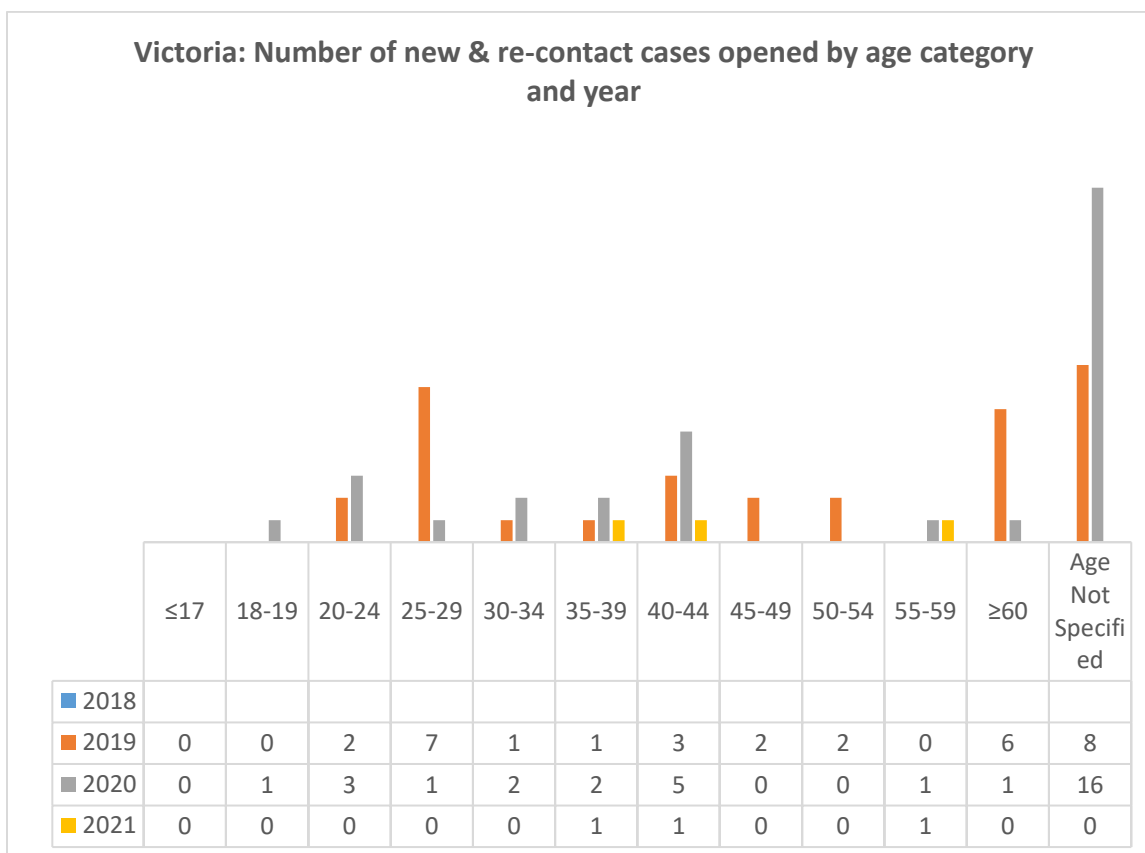
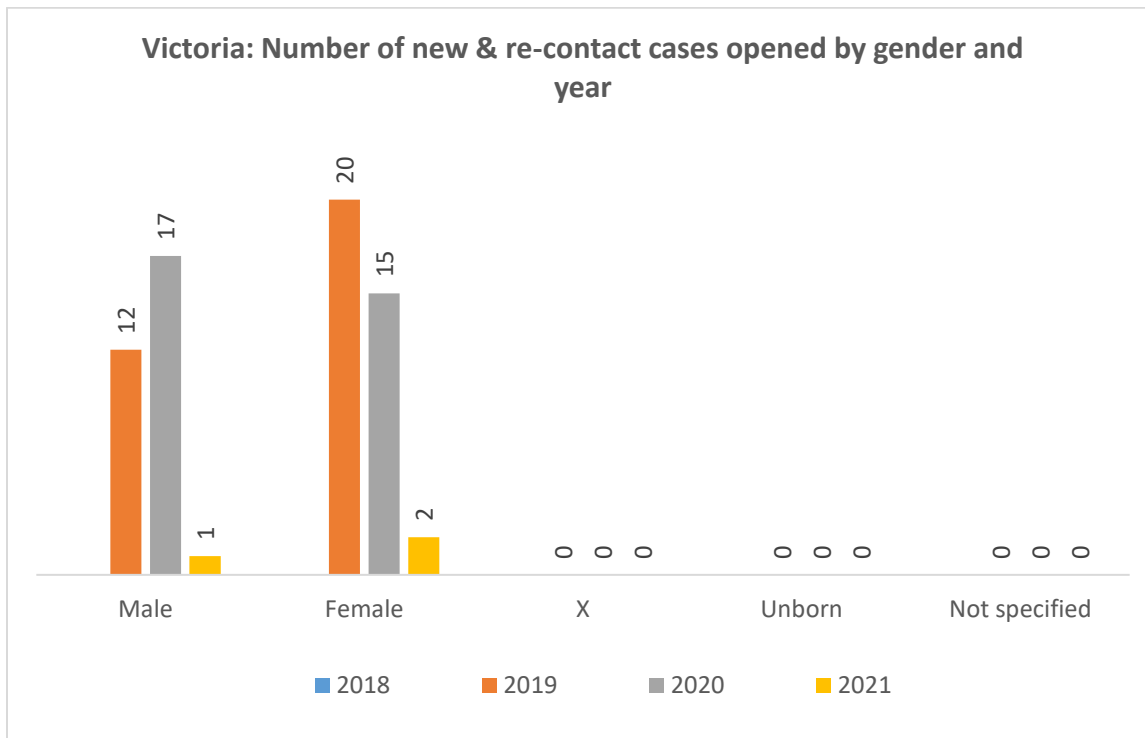


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases										32	32	5
New & recontact cases										32	32	3
New cases										32	30	3
Closed cases										13	20	35

Victoria: Referrals by primary problem ¹¹ and Service			
	2019	2020	2021
Addiction	0	0	0
Assault/harassment	0	0	0
Behaviour problems	0	1	0
Bereavement	0	0	0
Child abuse	0	0	0
Child care or access	0	0	0
Delinquency	0	0	0
Disability related issues	0	0	0
Domestic violence	1	1	0
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	7	10	0
Family relations	1	0	0
Financial difficulties	19	13	2
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	1	0	0
Homeless	1	2	0
Housing problems	0	1	2
Human trafficking	0	0	0
Lack of support or guidance	1	0	0
Legal issues	0	0	0
Marital problems	0	0	0
Mental health issues	0	3	0
Migrant related issues	0	1	0
Pregnancy related issues	0	0	0
Relationship problems	0	0	0
School related problems	1	0	0
Self-harm or suicide	0	0	0
Separation related issues	0	0	0
Sexual harassment or abuse	0	0	0
Other	0	0	1
Not specified	0	0	0
Total	32	32	5

¹¹ Service users may have multiple problems, but this table only reports the primary issue as reported by the service user.

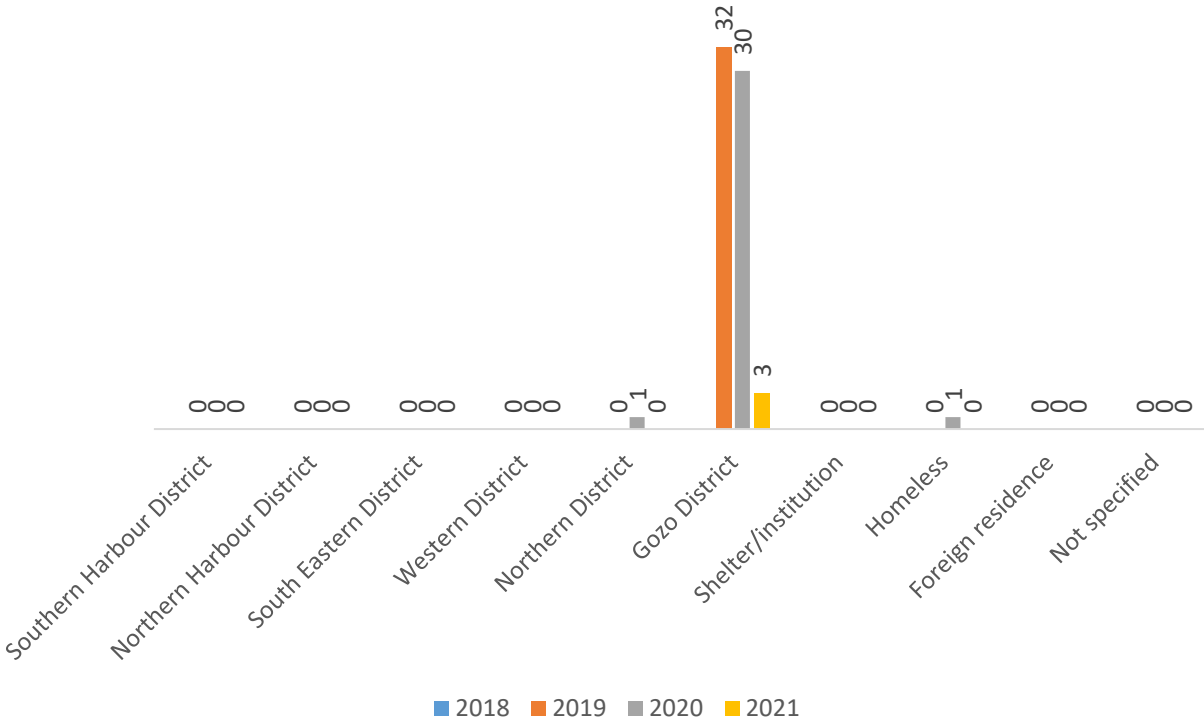
Details Regarding New and Re-contact Cases Opened



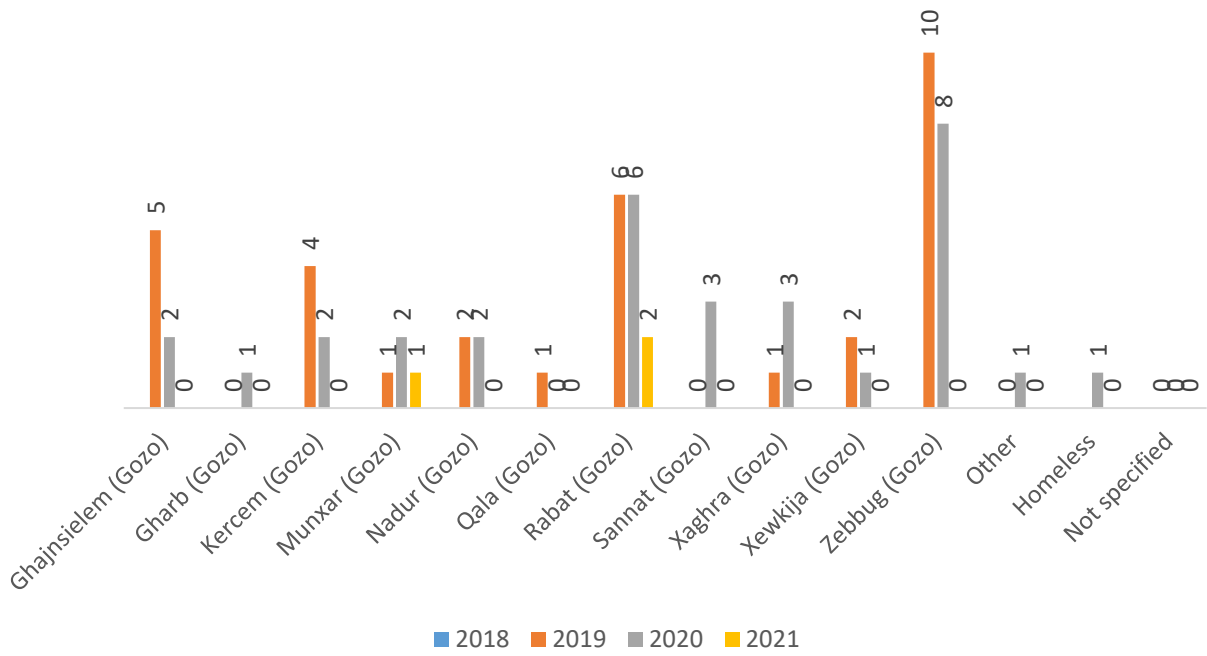
**Victoria: Number of new & re-contact cases opened by age and gender
January – December 2021**

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

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



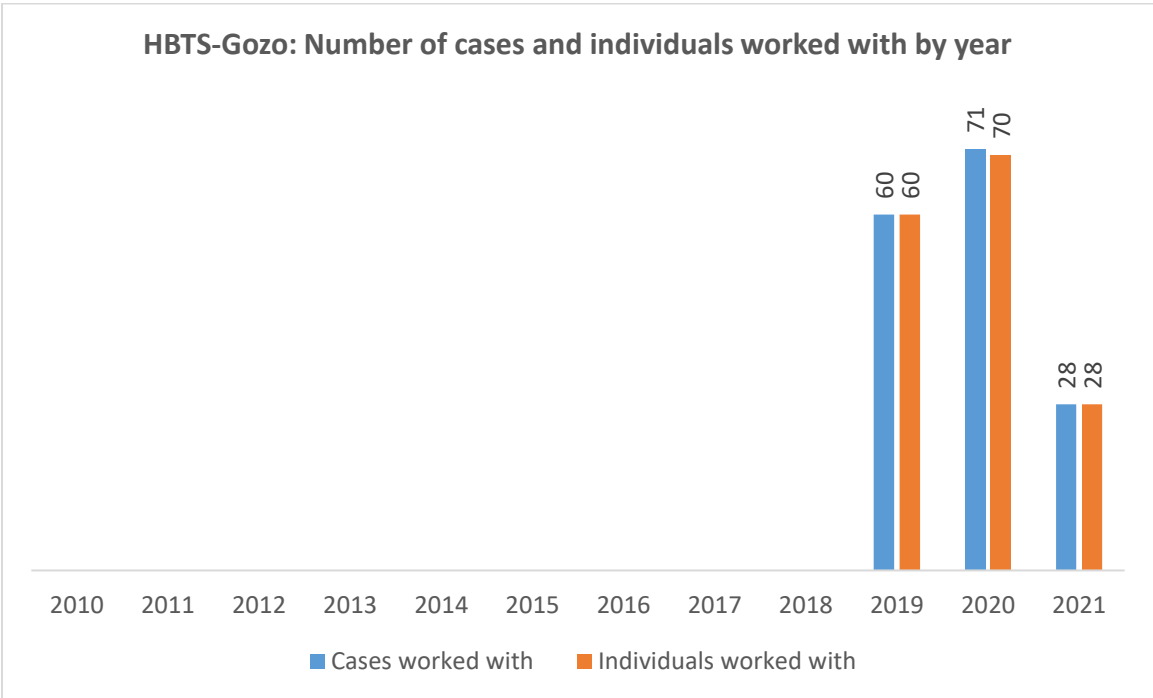
Victoria: Number of new & re-contact cases opened by town of residence and year



Home Based Therapeutic Services – Gozo cases (HBTS – Gozo)

Case Activity¹²

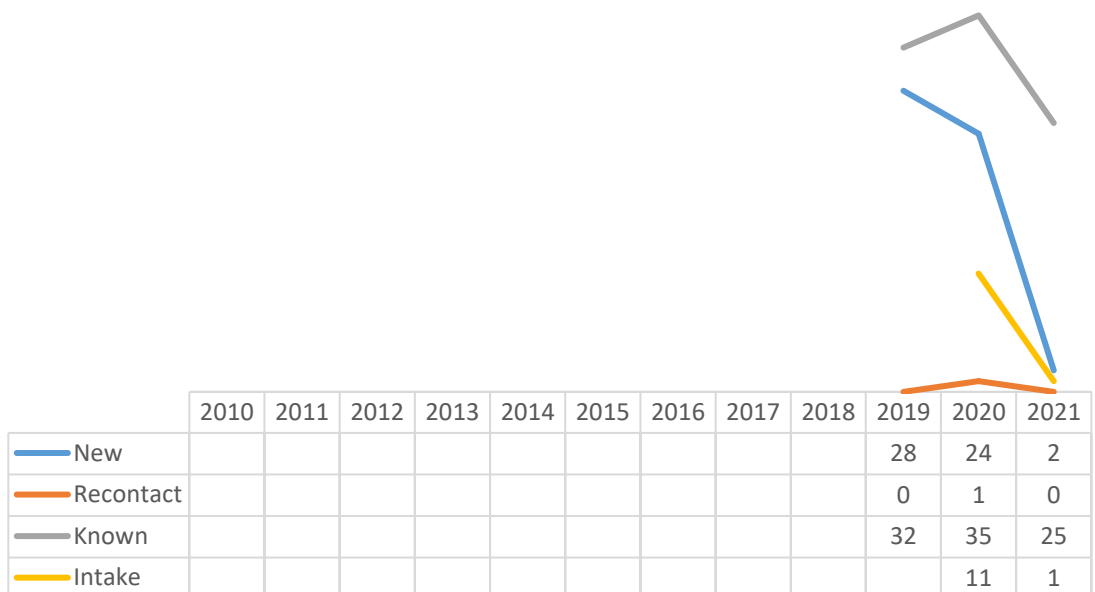
Note¹³



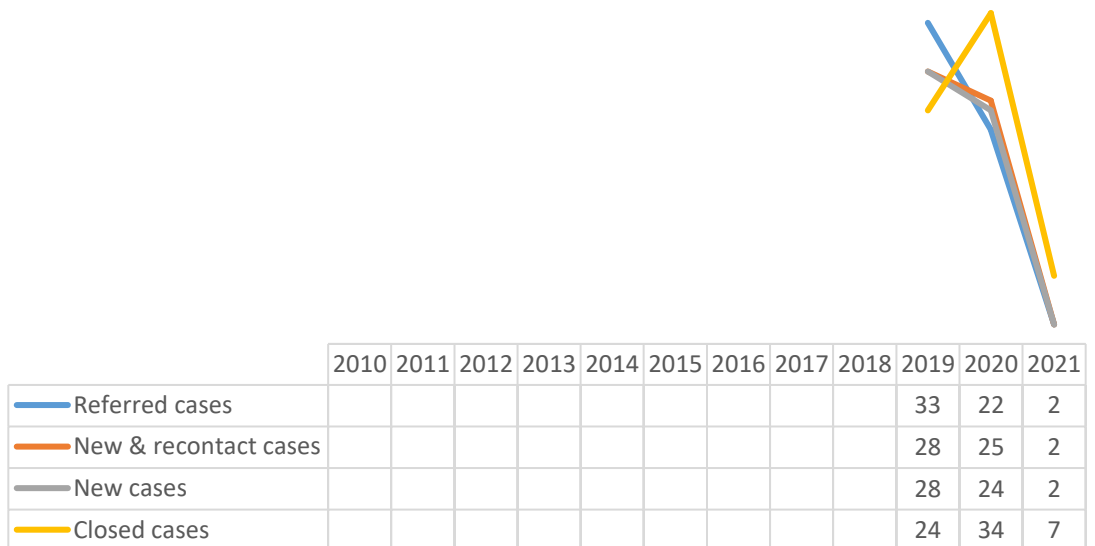
¹² Service started reporting in 2019.

¹³ The HBTS service data for the Maltese Islands is reported within the Agency for Community & Therapeutic Services (ACTS) Statistical report. The cases from Gozo were extracted from the ACTS report and again provided within the FSWS Gozo Branch report for ease of reference. In order to obtain the total number of HBTS cases for the Maltese Islands one should refer to the ACTS report and not sum the figures from the FSWS Gozo Branch with the figures from the ACTS report.

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

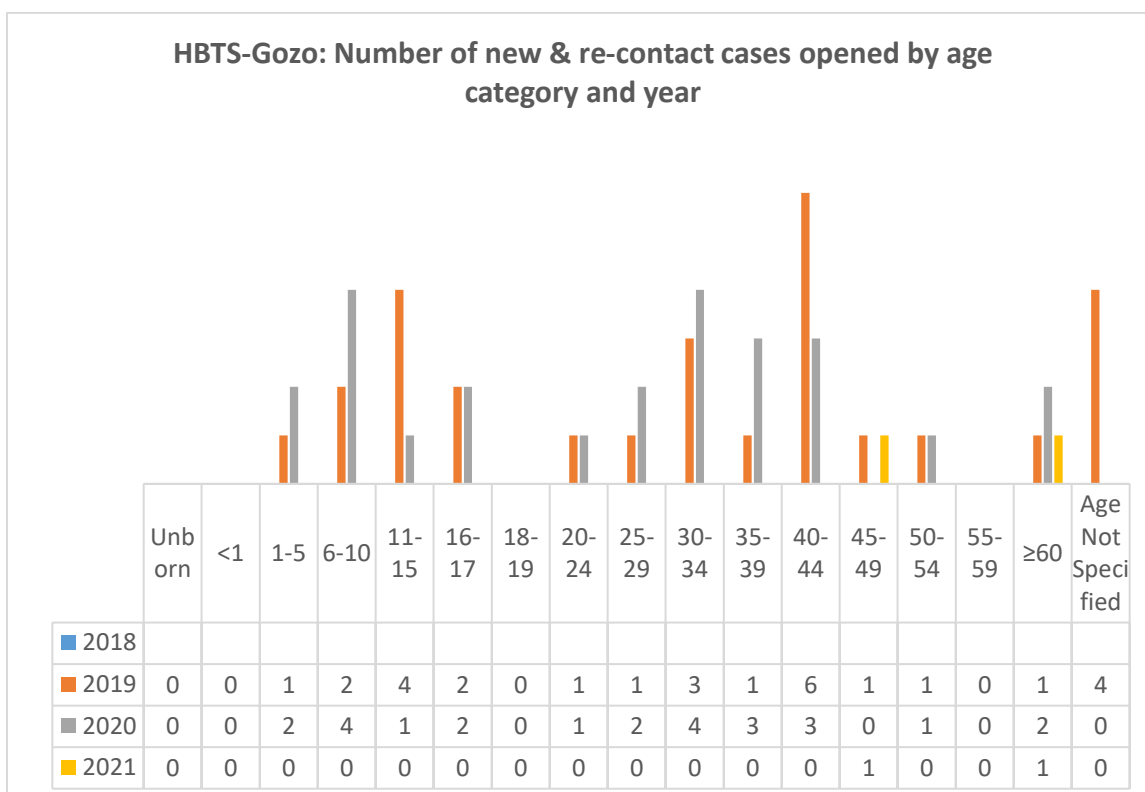
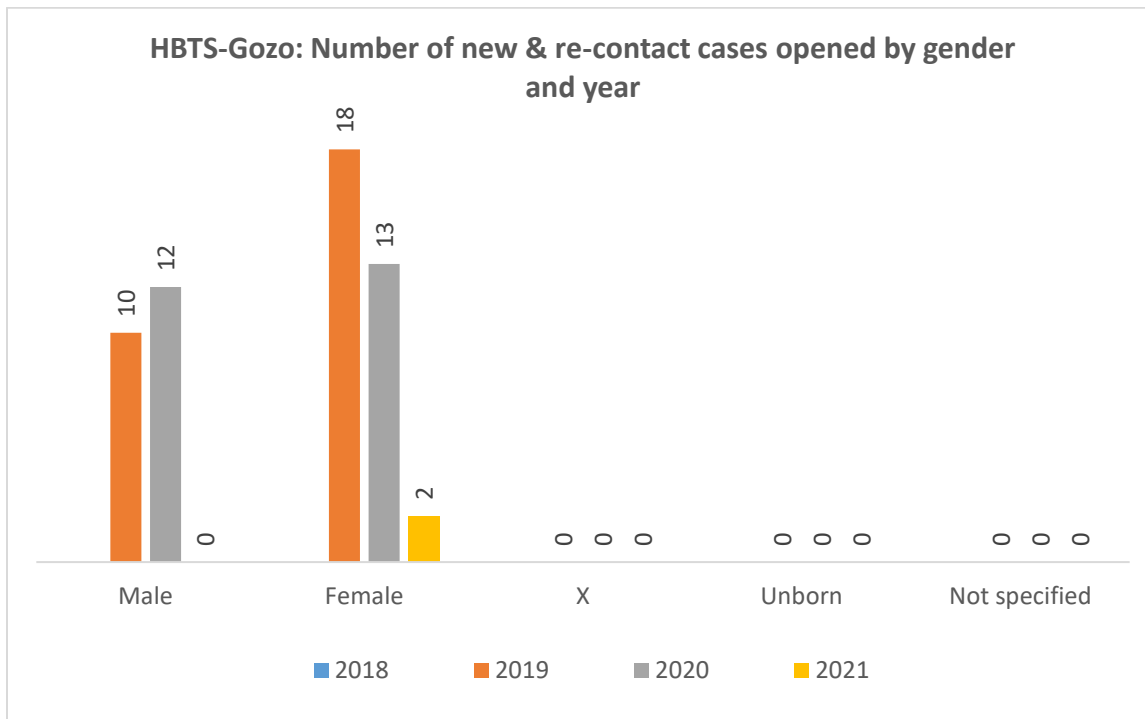


HBTS-Gozo: Number of referred, new & re-contact, new and closed cases by year

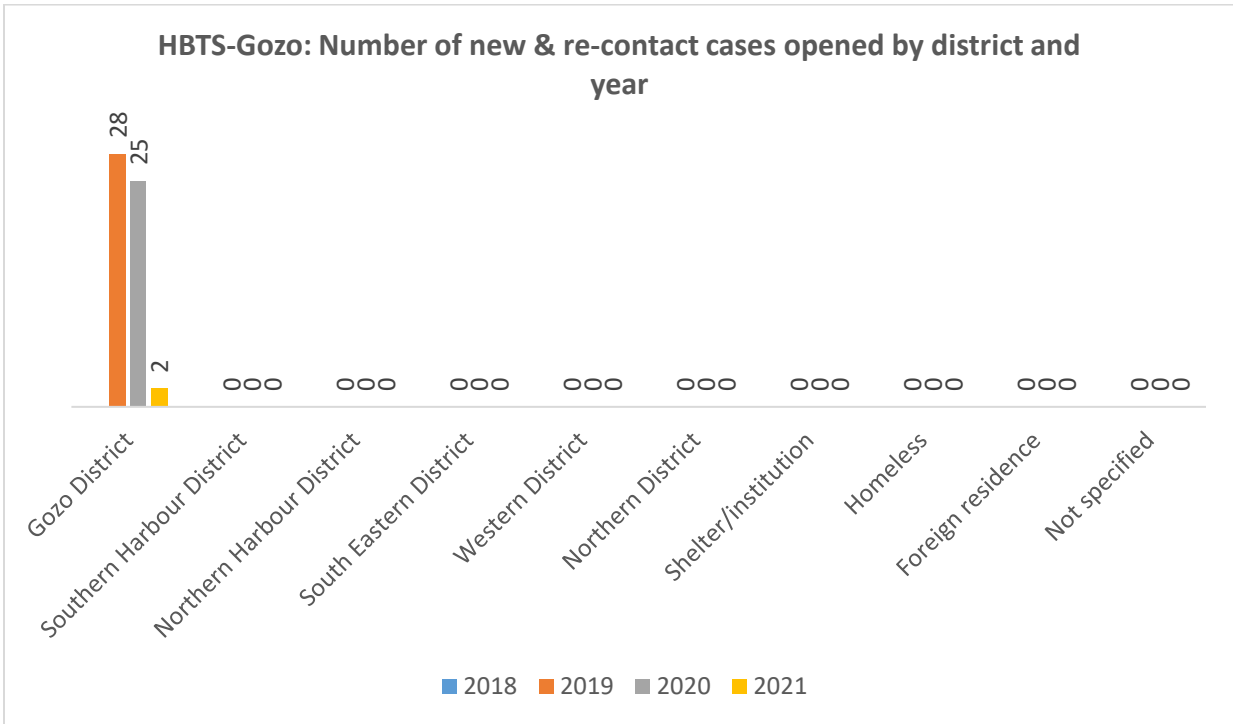


HBTS-Gozo: Year of referral by source of referral			
	2019	2020	2021
FSWS Gozo Branch	11	6	0
Child Protection Services	-	4	0
Other ACTS service	1	4	0
Appogg service	9	3	0
Hospital, other medical service or GP	0	3	0
Alternative Care Service	-	2	1
School	7	0	1
Psychiatric services, MCH	5	0	0
Sedqa service	0	0	0
Courts, CCF, police or probation	0	0	0
Other FSWS service	0	0	0
Self-referred	0	0	0
Family	0	0	0
Friend or acquaintance	0	0	0
Parish or other church organisation	0	0	0
Place of employment	0	0	0
Other NGO	0	0	0
Other	0	0	0
Total	33	22	2

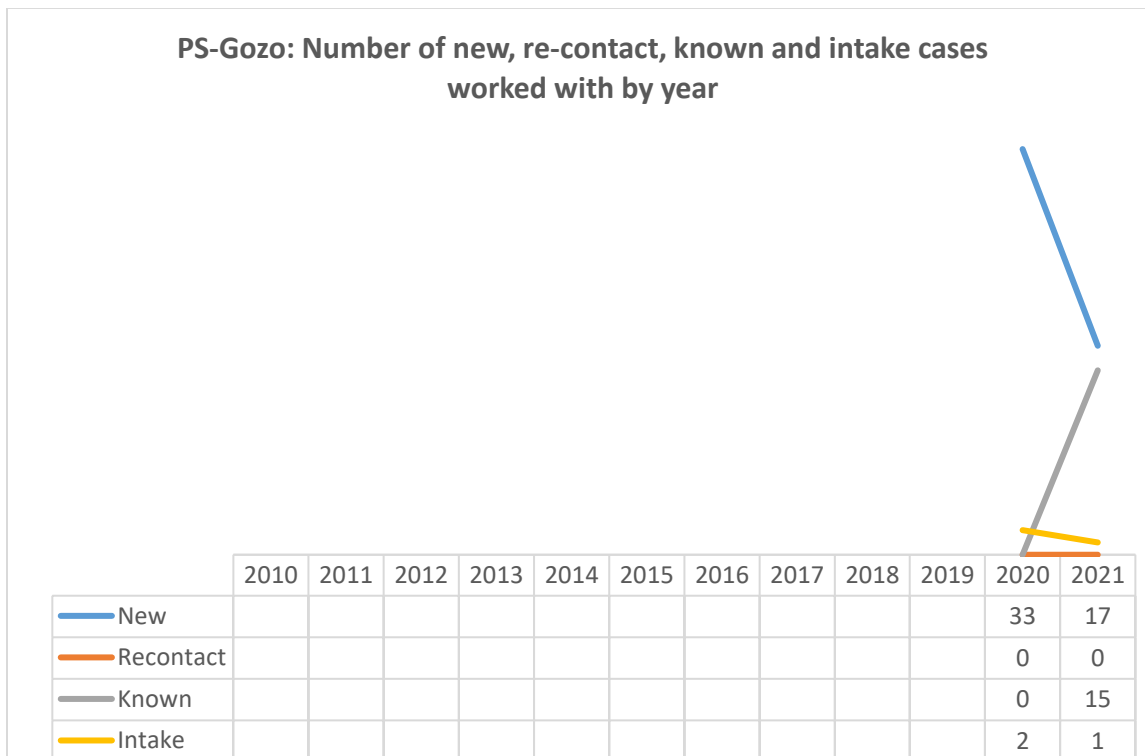
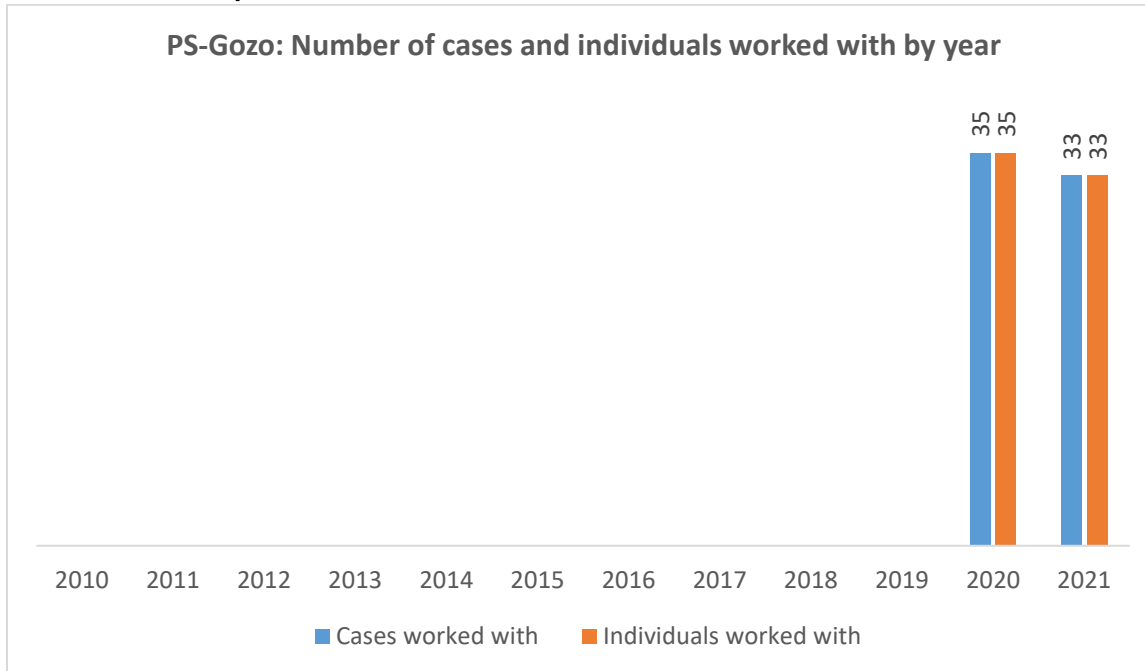
Details Regarding New and Re-contact Cases Opened



HBTS-Gozo: Number of new & re-contact cases opened by age and gender January – December 2021					
	Male	Female	Unborn	Not specified	Total
Unborn	0	0	0	0	0
<1	0	0	0	0	0
1-5	0	0	0	0	0
6-10	0	0	0	0	0
11-15	0	0	0	0	0
16-17	0	0	0	0	0
18-19	0	0	0	0	0
20-24	0	0	0	0	0
25-29	0	0	0	0	0
30-34	0	0	0	0	0
35-39	0	0	0	0	0
40-44	0	0	0	0	0
45-49	0	1	0	0	1
50-54	0	0	0	0	0
55-59	0	0	0	0	0
>60	0	1	0	0	1
Not specified	0	0	0	0	0
Total	0	2	0	0	2

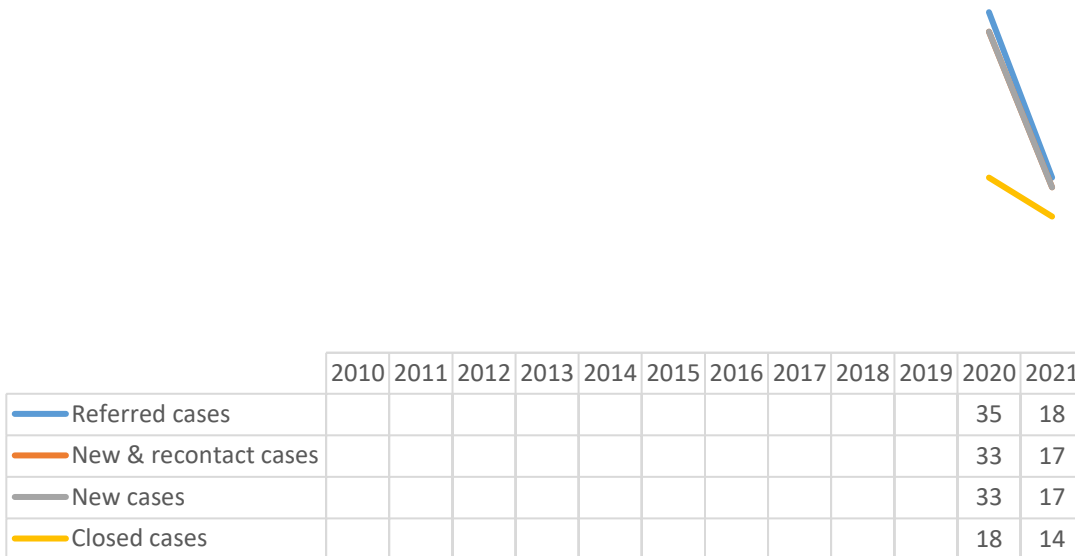


Psychotherapeutic Services- Gozo (PS-Gozo) Case Activity¹⁴

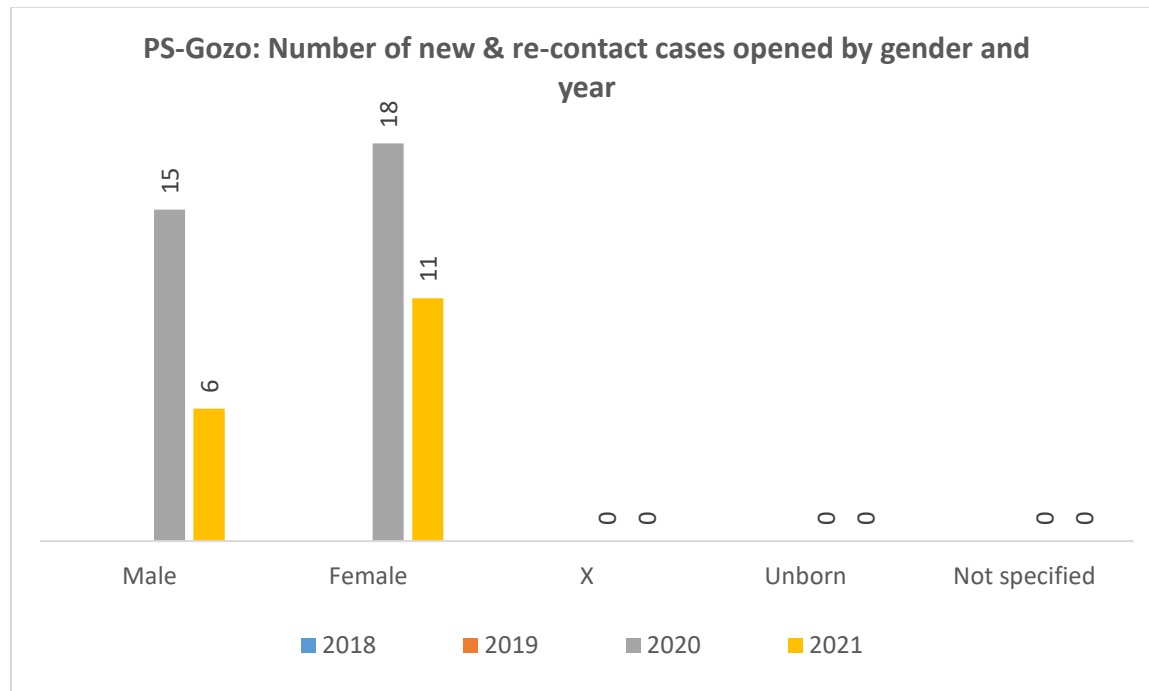


¹⁴ Service started reporting in 2020.

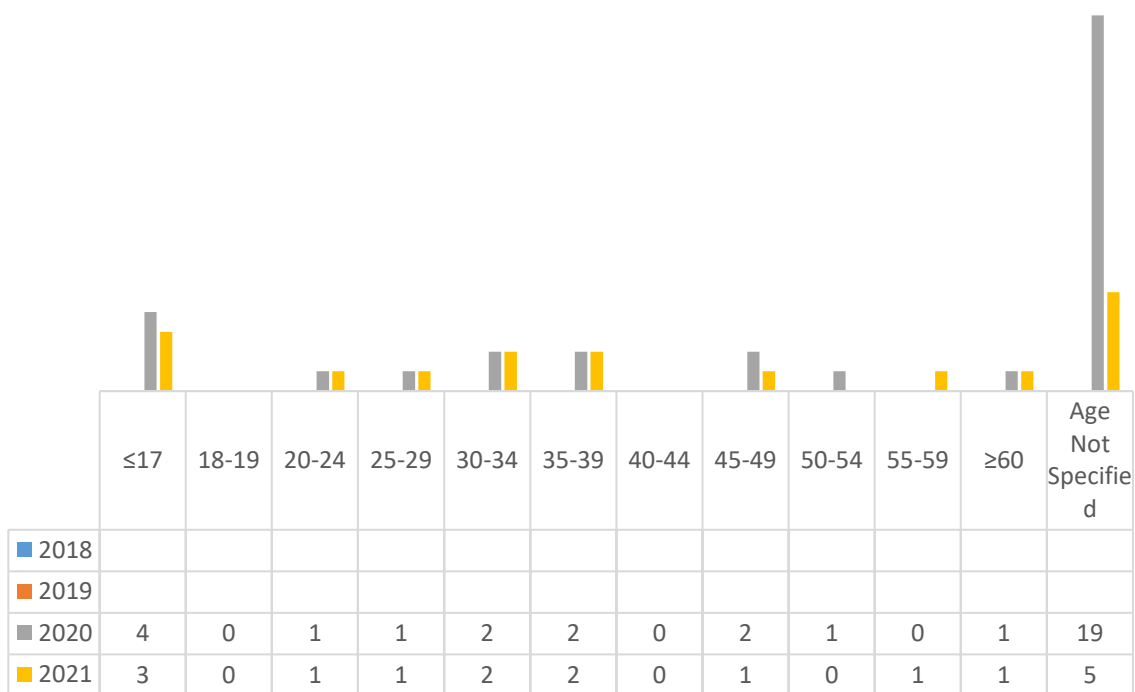
PS-Gozo: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened



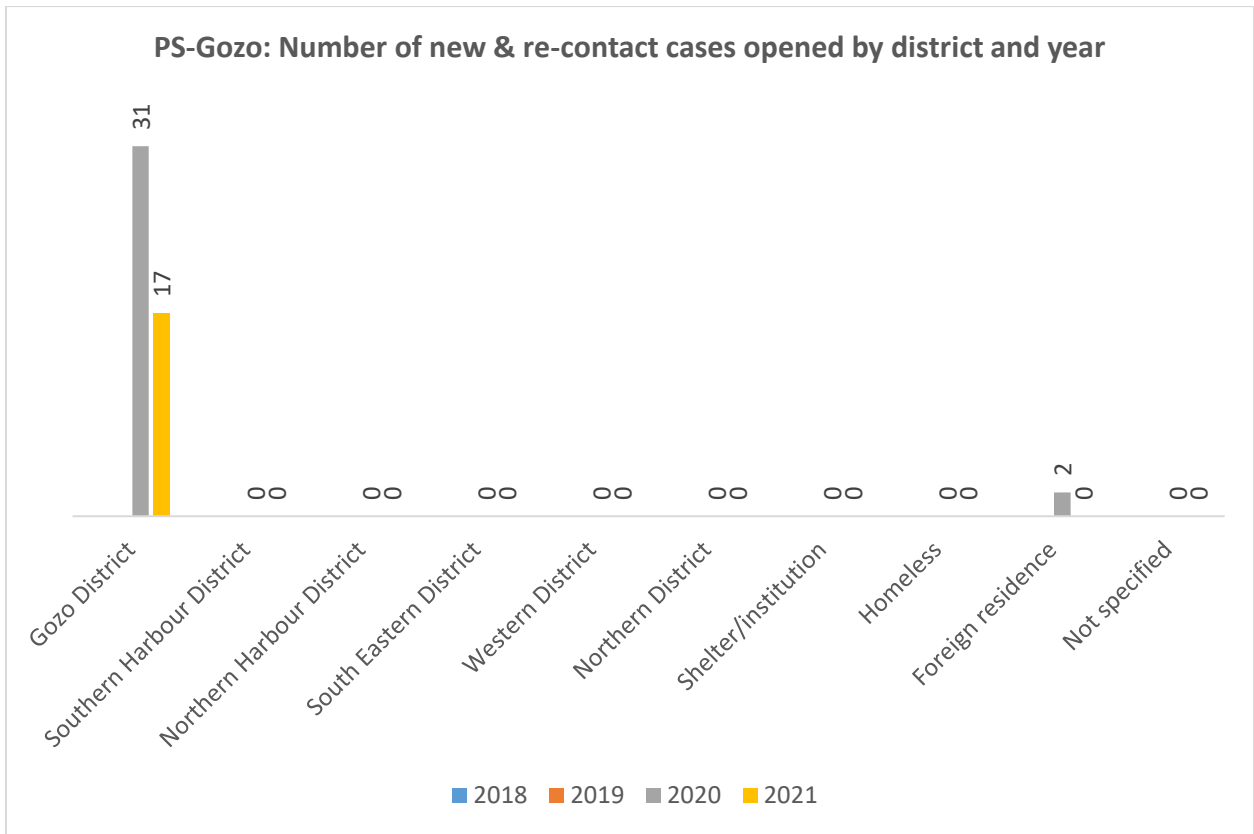
PS-Gozo: Number of new & re-contact cases opened by age category and year



PS-Gozo: Number of new & re-contact cases opened by age and gender
January – December 2021

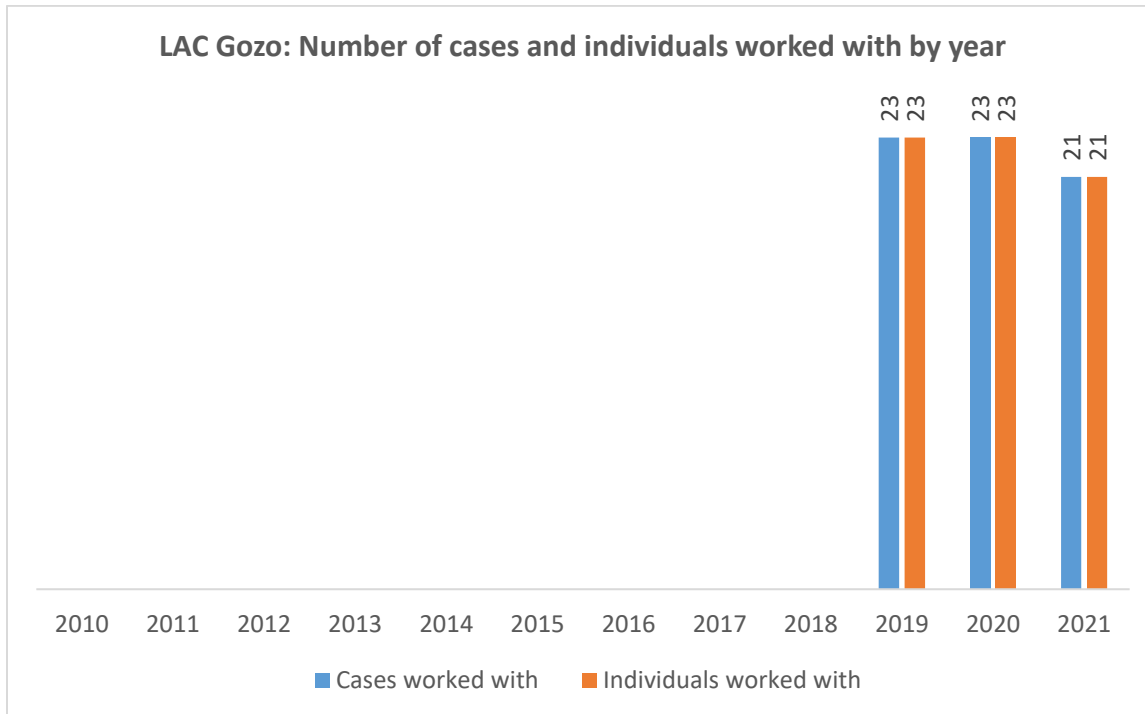
	Male	Female	Total
≤17	1	2	3
18-19	0	0	0
20-24	1	0	1
25-29	0	1	1
30-34	0	2	2
35-39	1	1	2
40-44	0	0	0
45-49	0	1	1
50-54	0	0	0
55-59	1	0	1
≥60	0	1	1
Not specified	2	3	5
Total	6	11	17

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



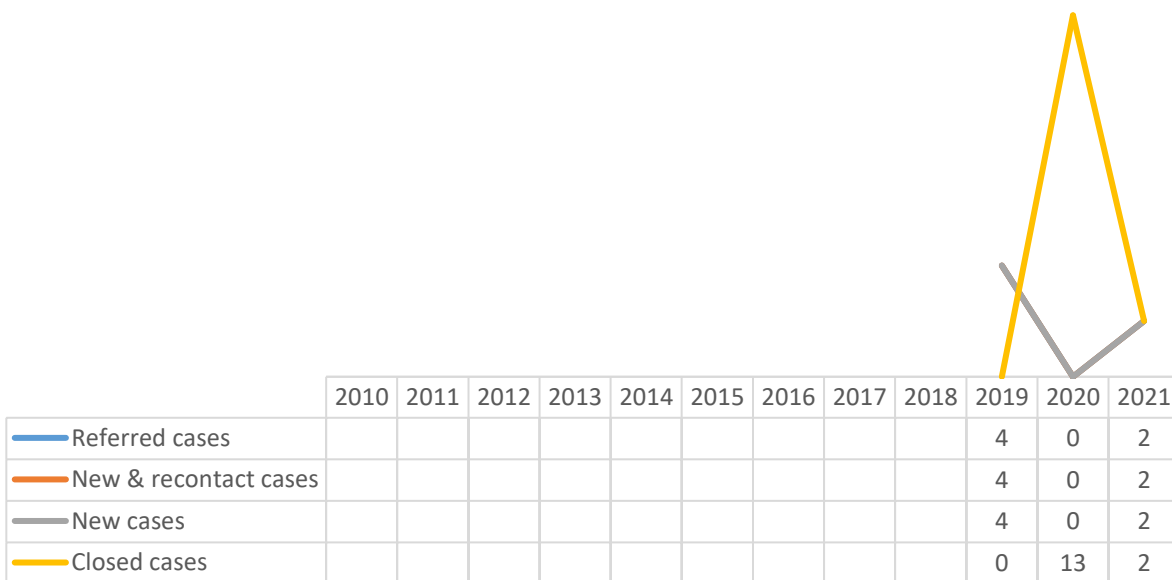
Looked After Children – Gozo (LAC-Gozo)

Case Activity¹⁵

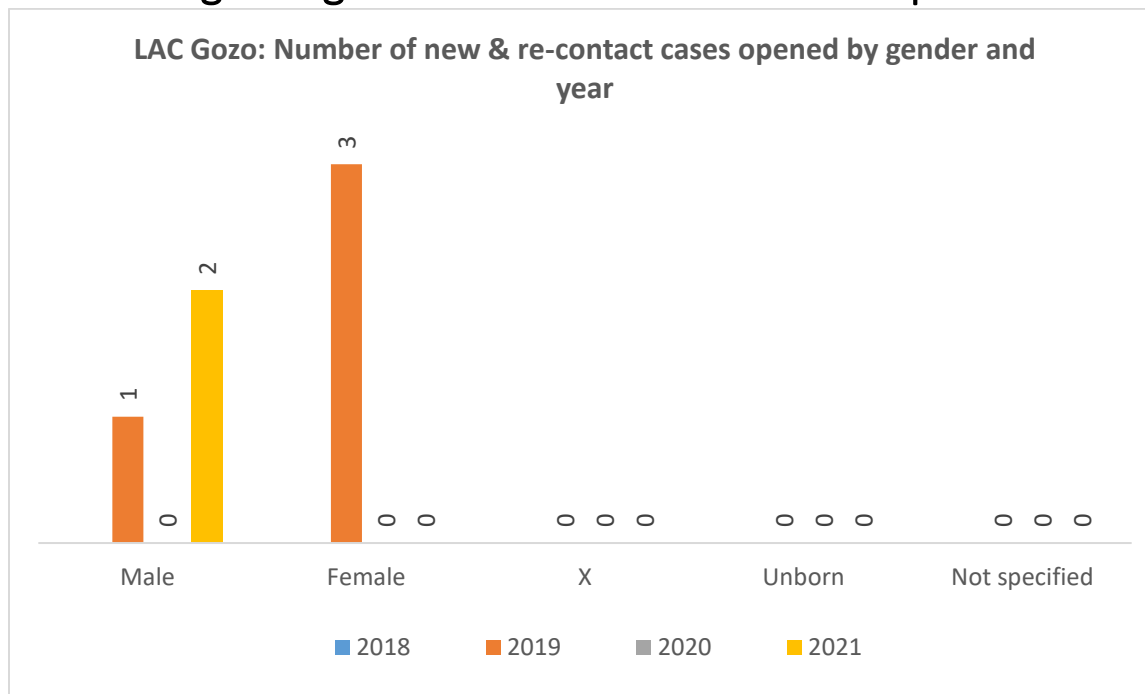


¹⁵ Service started reporting in 2019.

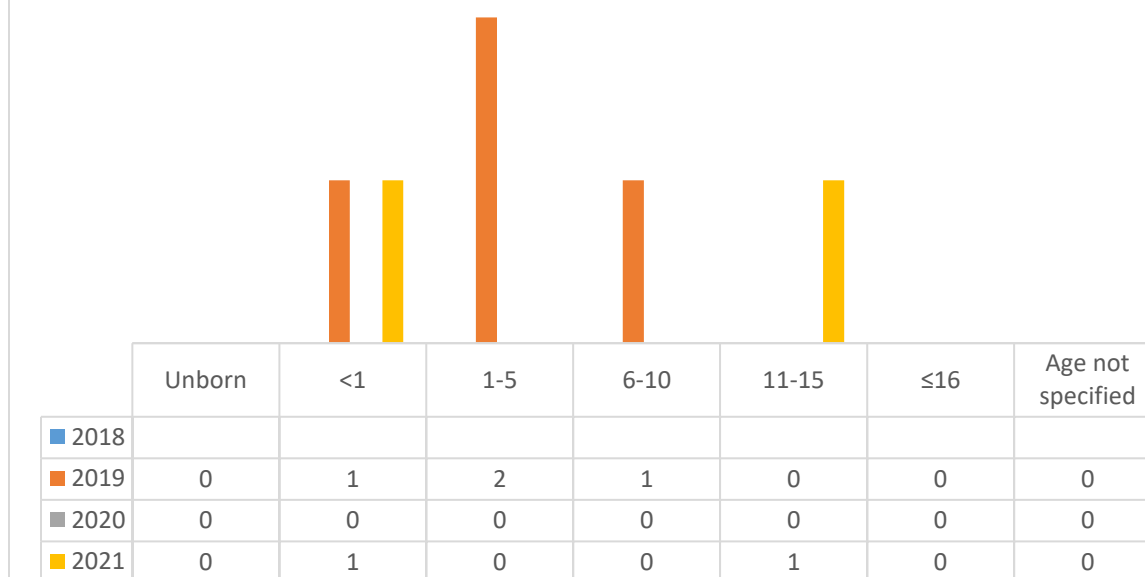
LAC Gozo: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened

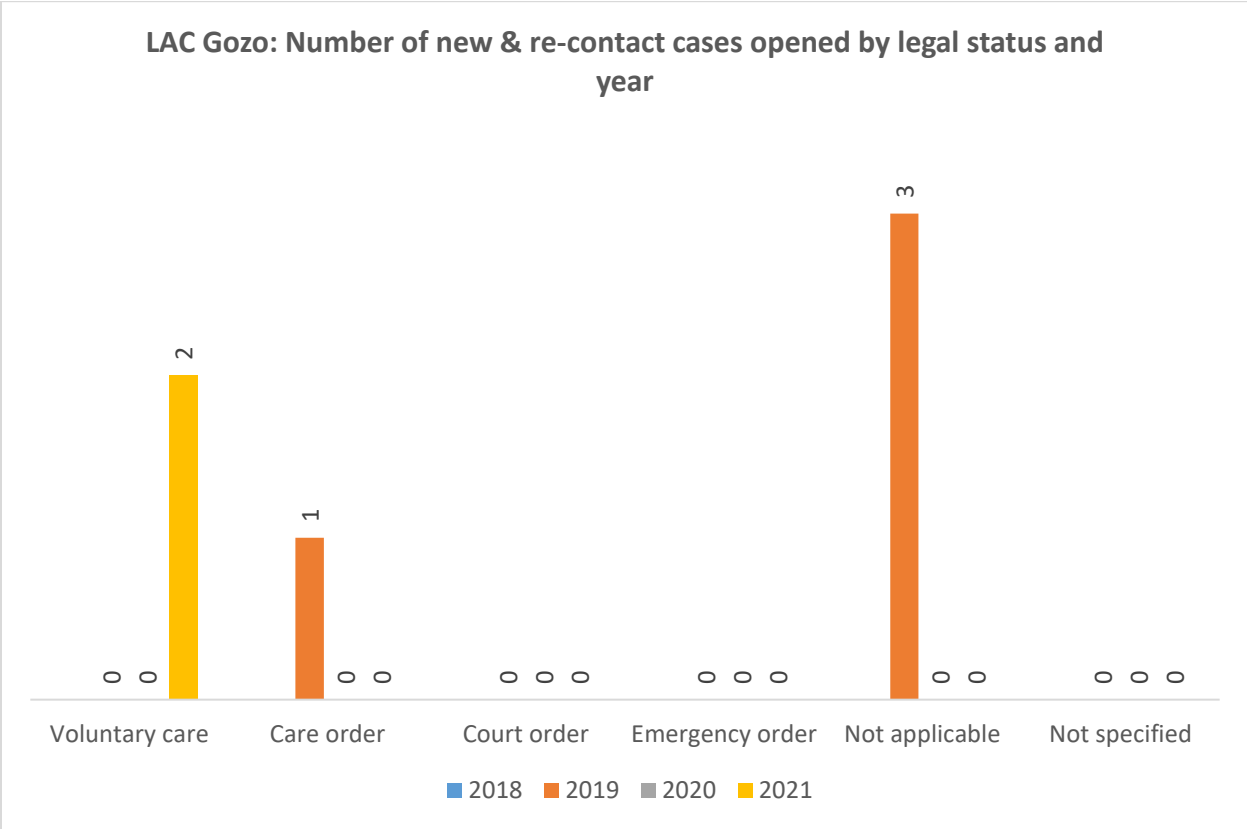
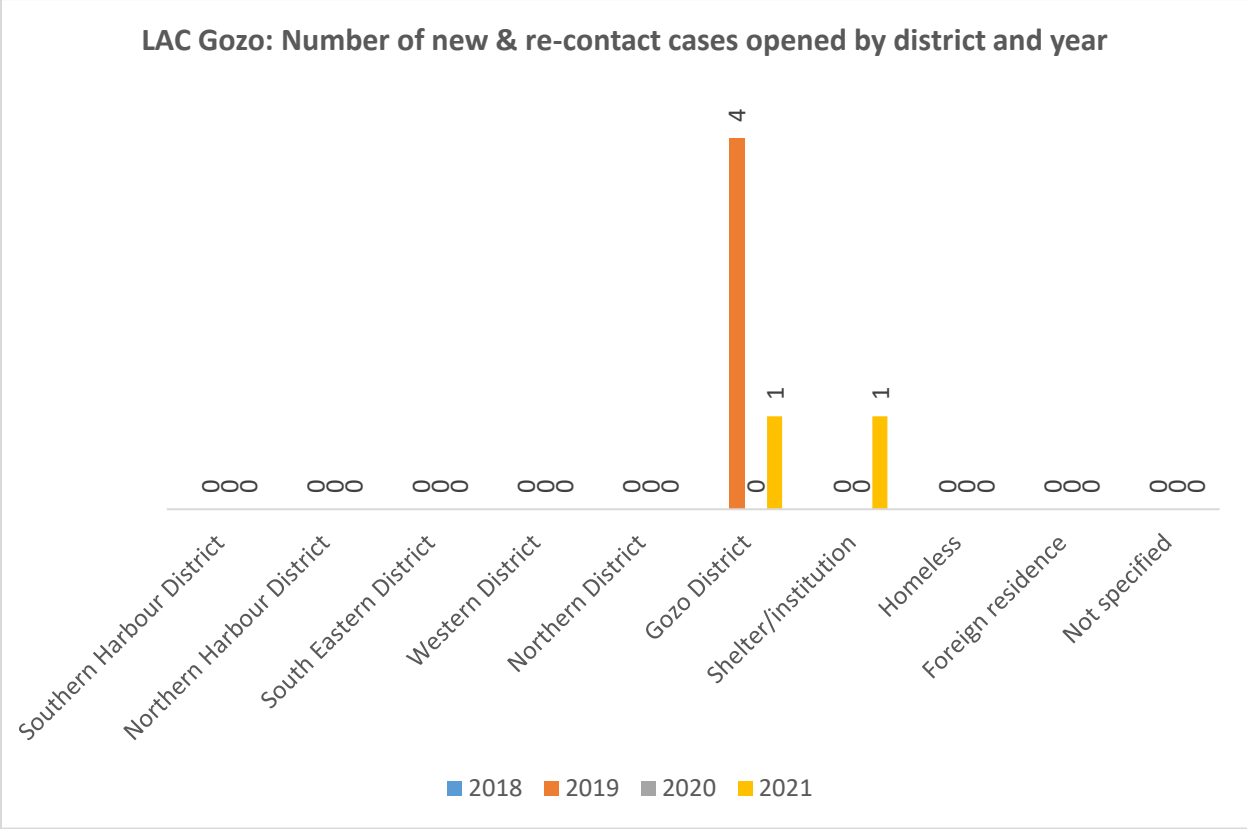


LAC Gozo: Number of new & re-contact cases opened by age category and year



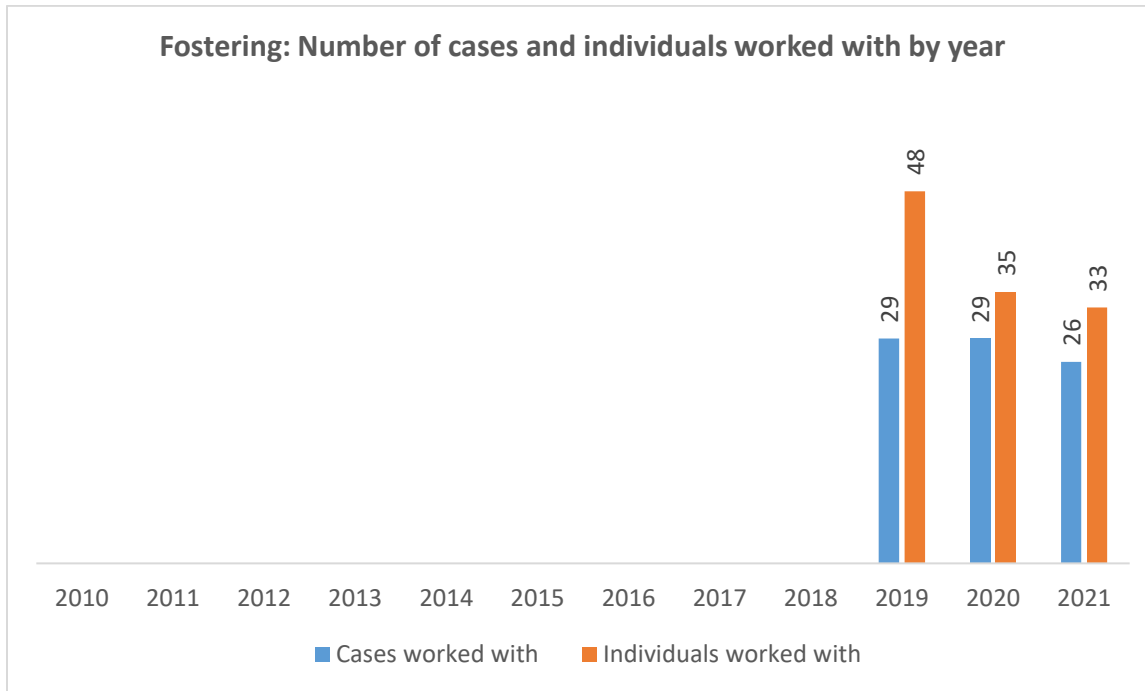
LAC Gozo: Number of new & re-contact cases opened by age and gender
January – December 2021

	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	1	0	0	0	0	1
1-5	0	0	0	0	0	0
6-10	0	0	0	0	0	0
11-15	1	0	0	0	0	1
16-17	0	0	0	0	0	0
≥18	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
Total	2	0	0	0	0	2

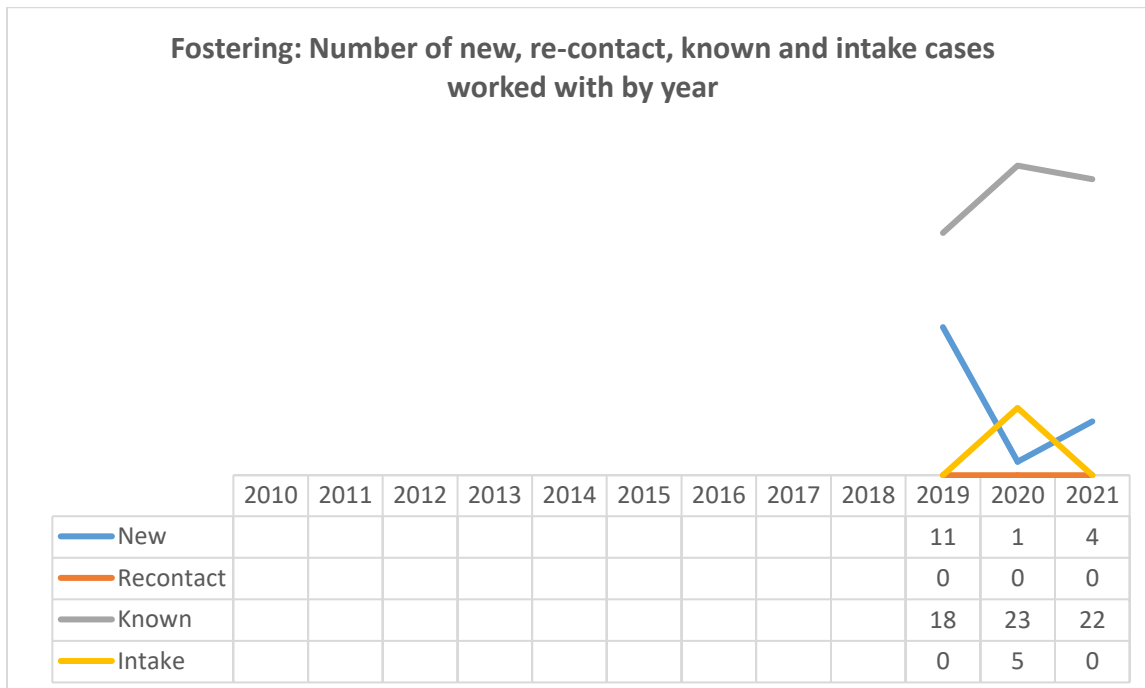


Fostering - Gozo

Case Activity¹⁶



Note¹⁷



¹⁶ Service started reporting in 2019.

¹⁷ Cases = approved or potential foster carer families. Individuals = approved foster care parents.

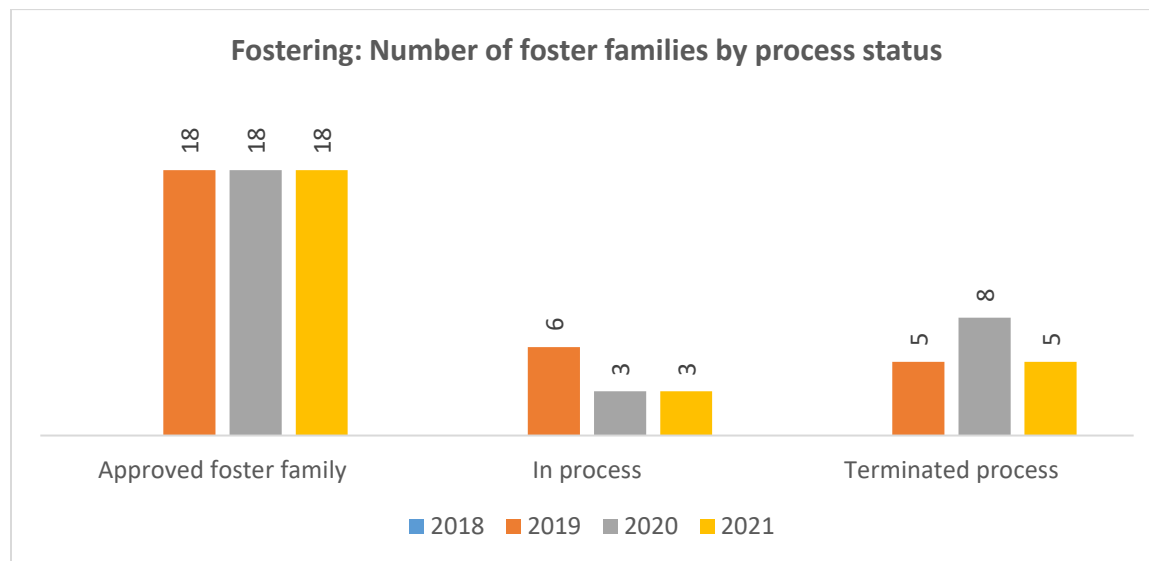
Fostering: Number of referred, new & re-contact, new and closed cases by year



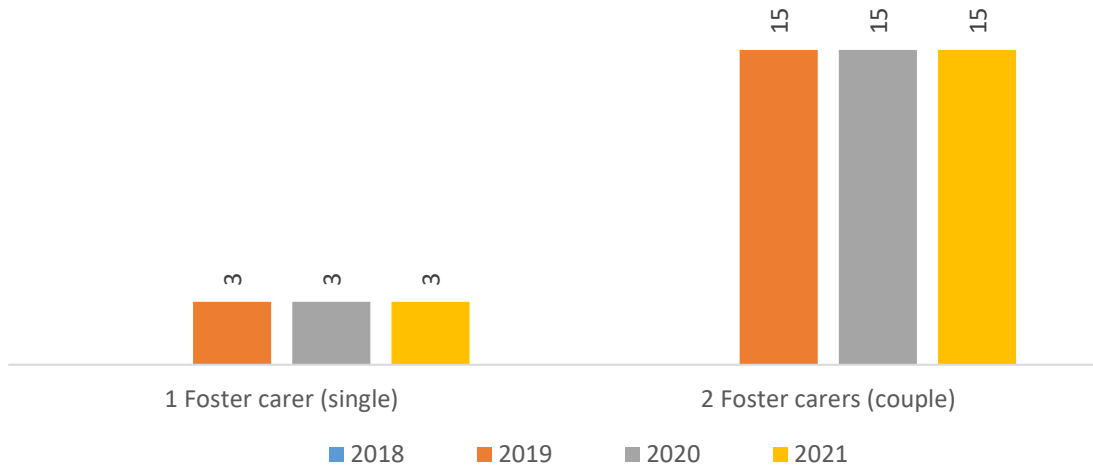
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases										11	5	4
New & recontact cases										11	1	4
New cases										11	1	4
Closed cases										5	8	5

Details Regarding Cases

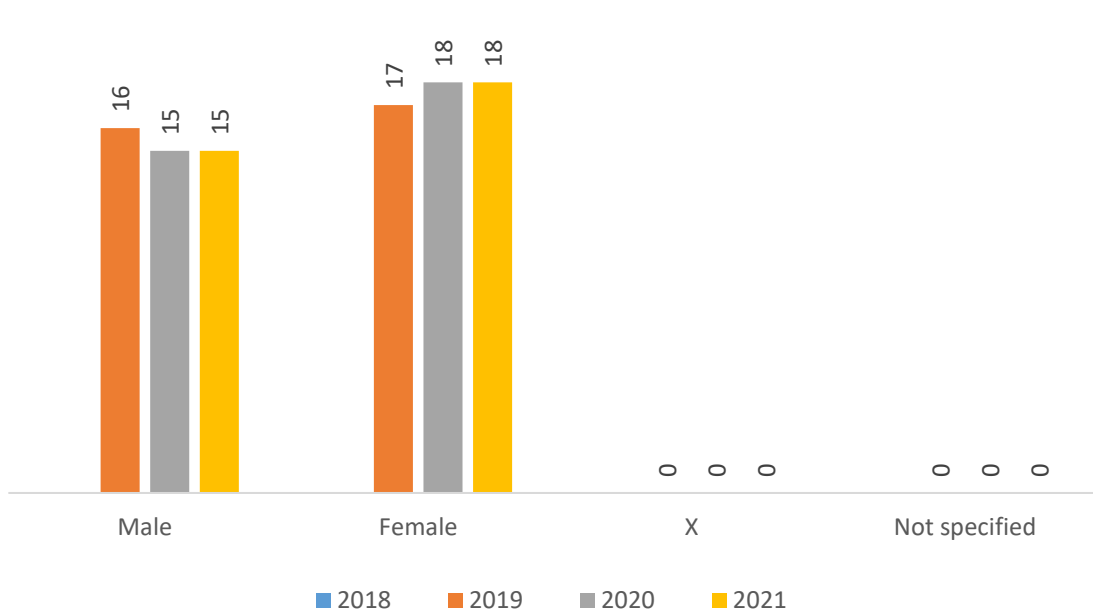
Fostering: Number of foster families by process status



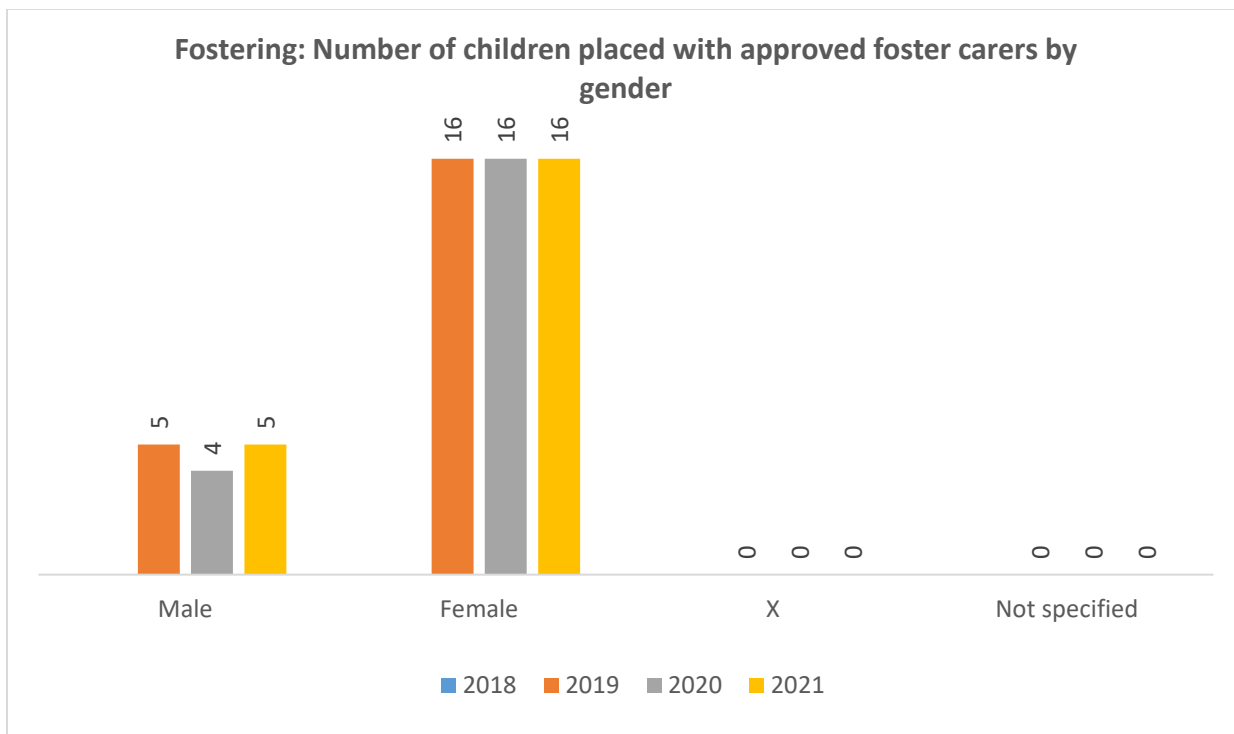
Fostering: Number of approved foster families by number of foster carers in the family



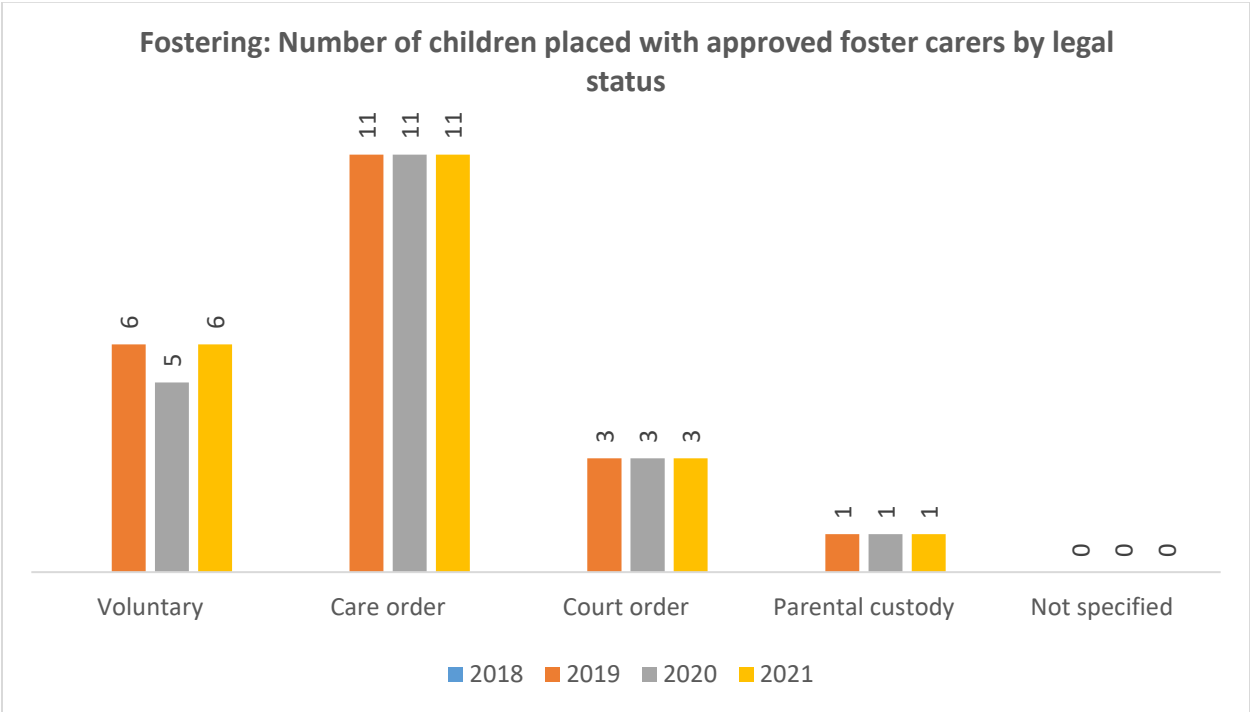
Fostering: Number of approved individual foster carers by gender



Fostering: Approved individual foster carers by age and gender January – December 2021			
	Male	Female	Total
<17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	1	1
35-39	2	0	2
40-44	1	2	3
45-49	2	2	4
50-54	1	3	4
55-59	4	2	6
>60	5	8	13
Not specified	0	0	0
Total	15	18	33

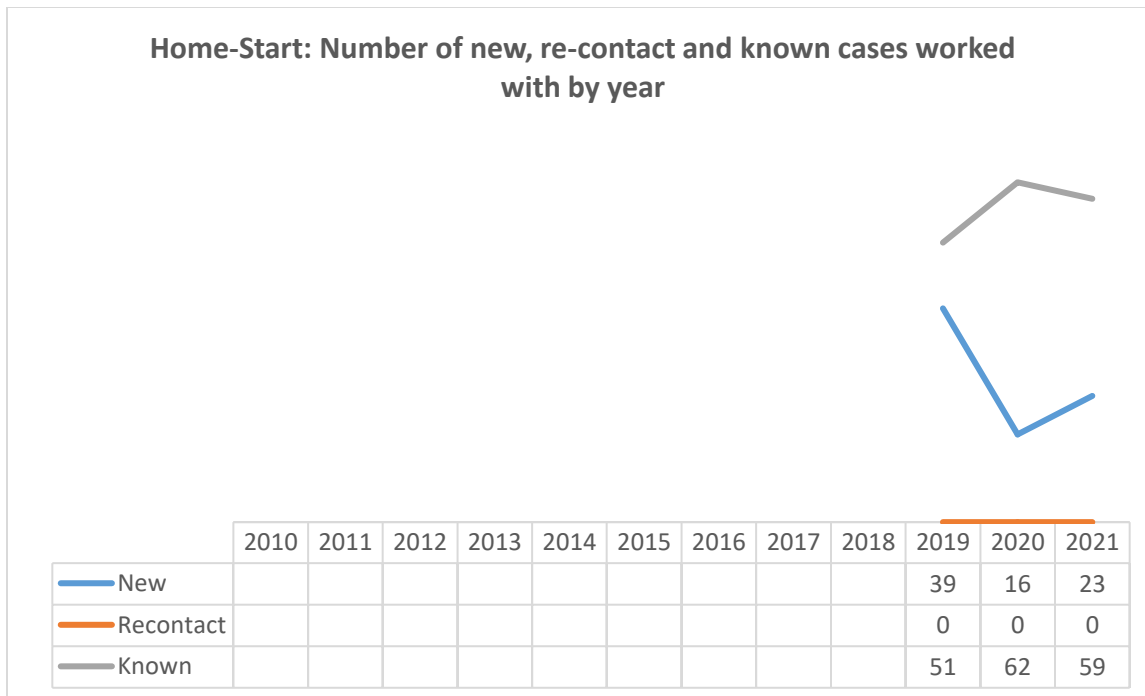
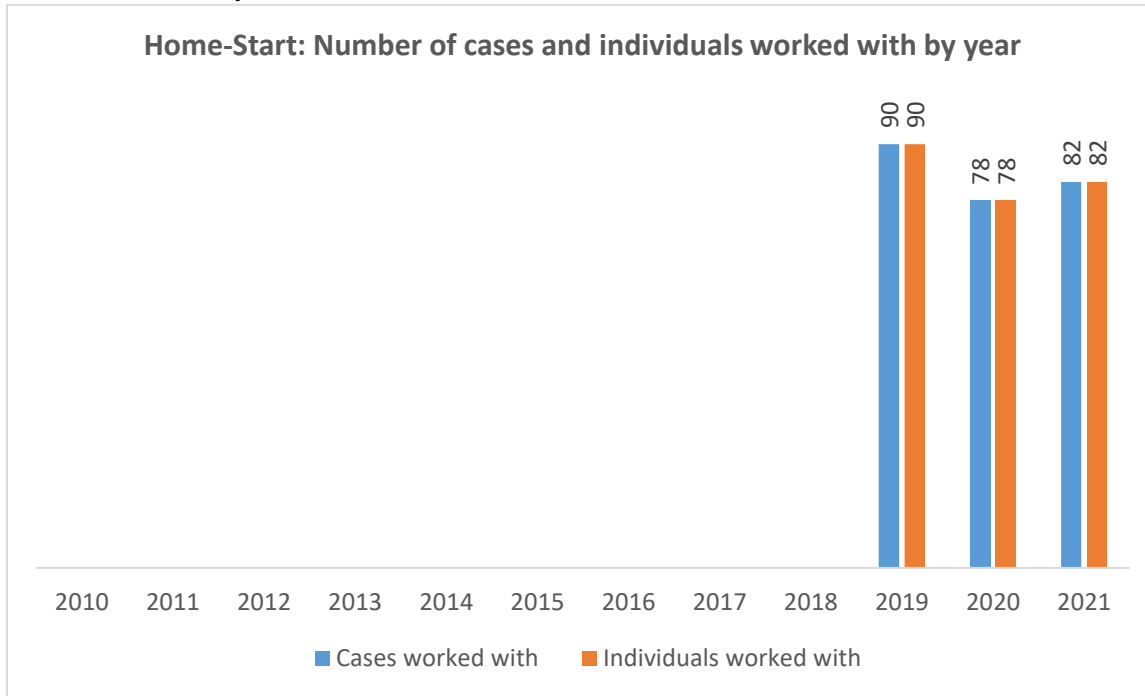


Fostering: Children placed with approved foster carers by age and gender January – December 2021			
	Male	Female	Total
<1	1	0	1
1-5	0	1	1
6-10	0	4	4
11-15	1	9	10
16-17	0	0	0
≥18	3	2	5
Not specified	0	0	0
Total	5	16	21



Home-Start Gozo

Case Activity¹⁸



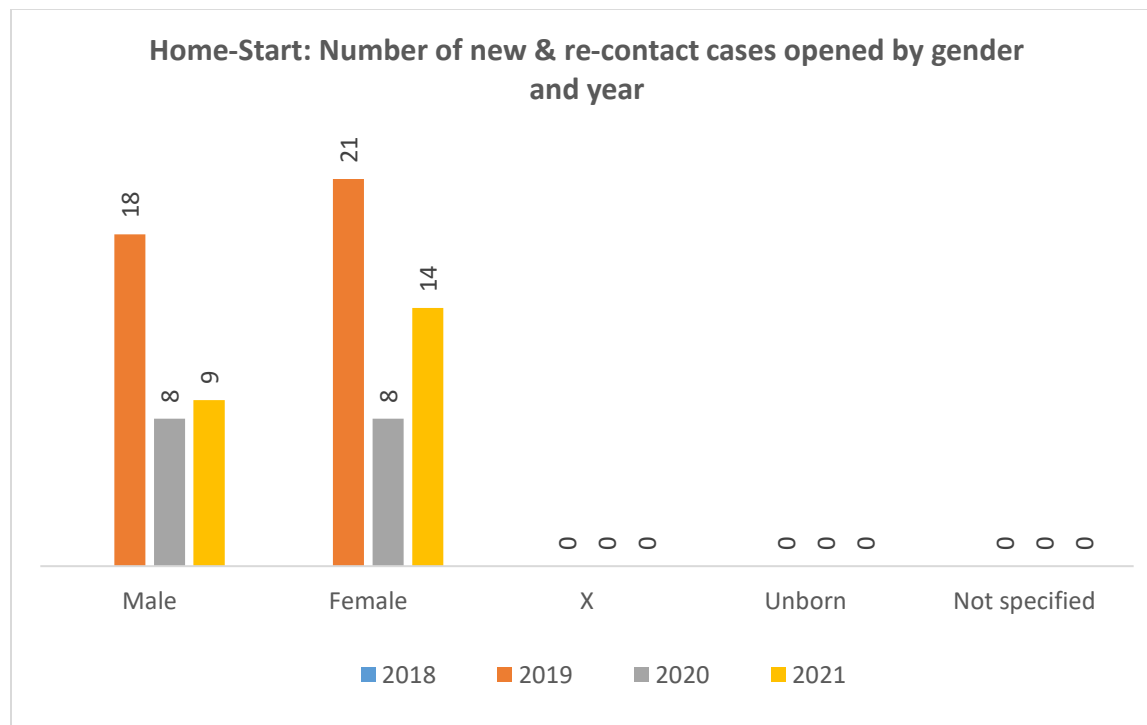
¹⁸ Service started reporting in 2019.

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

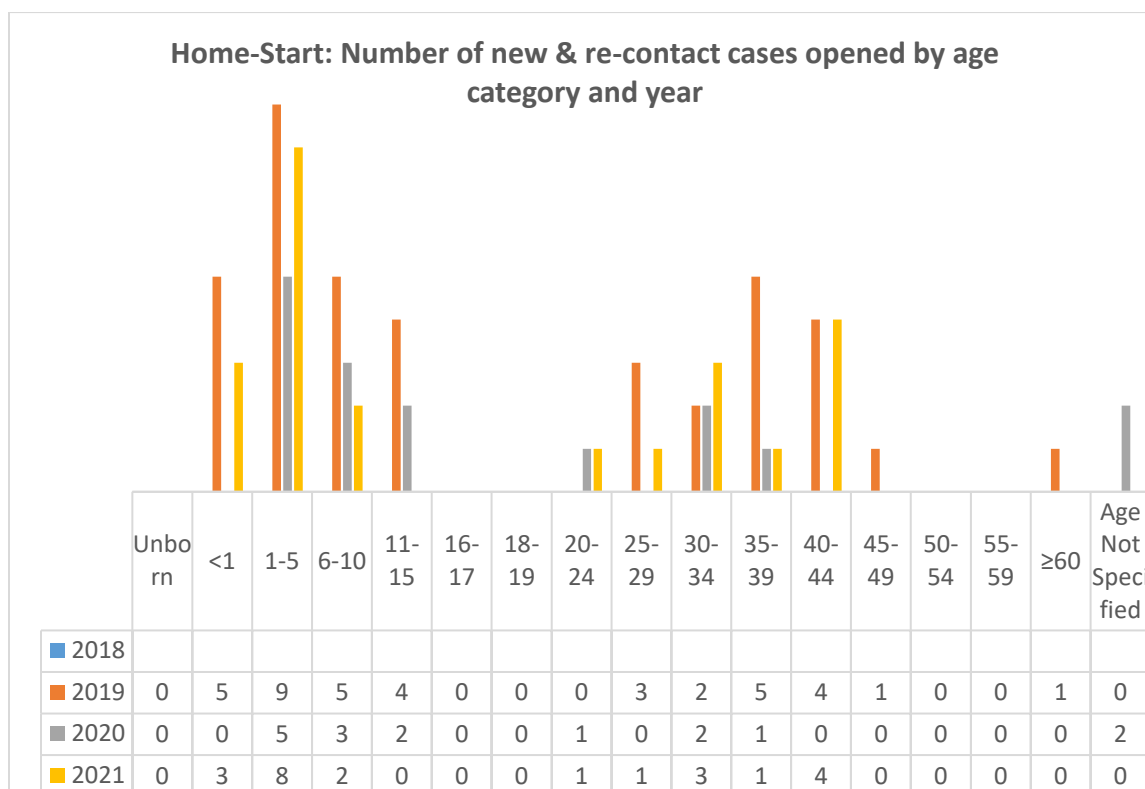


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases										39	16	23
New & recontact cases										39	16	23
New cases										39	16	23
Closed cases										26	23	35

Details Regarding New and Re-contact Cases Opened



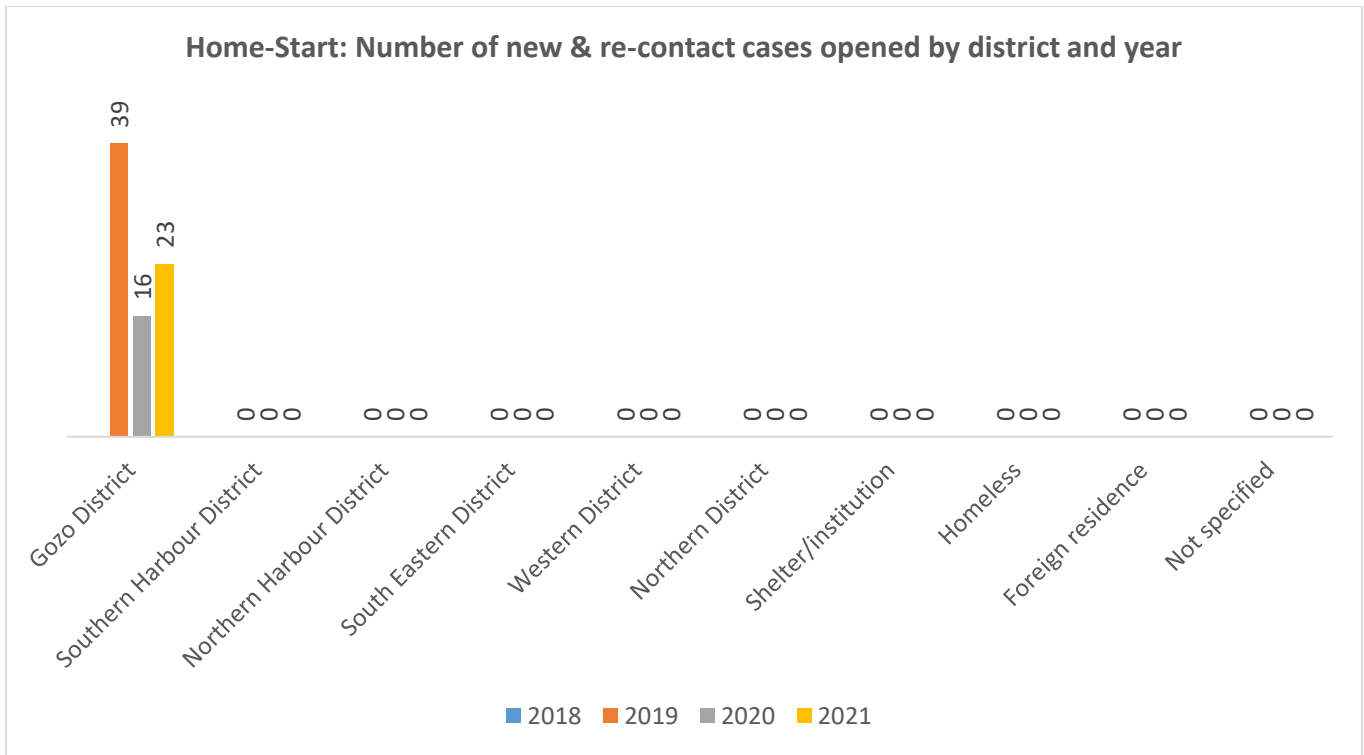
Home-Start: Number of new & re-contact cases opened by age category and year



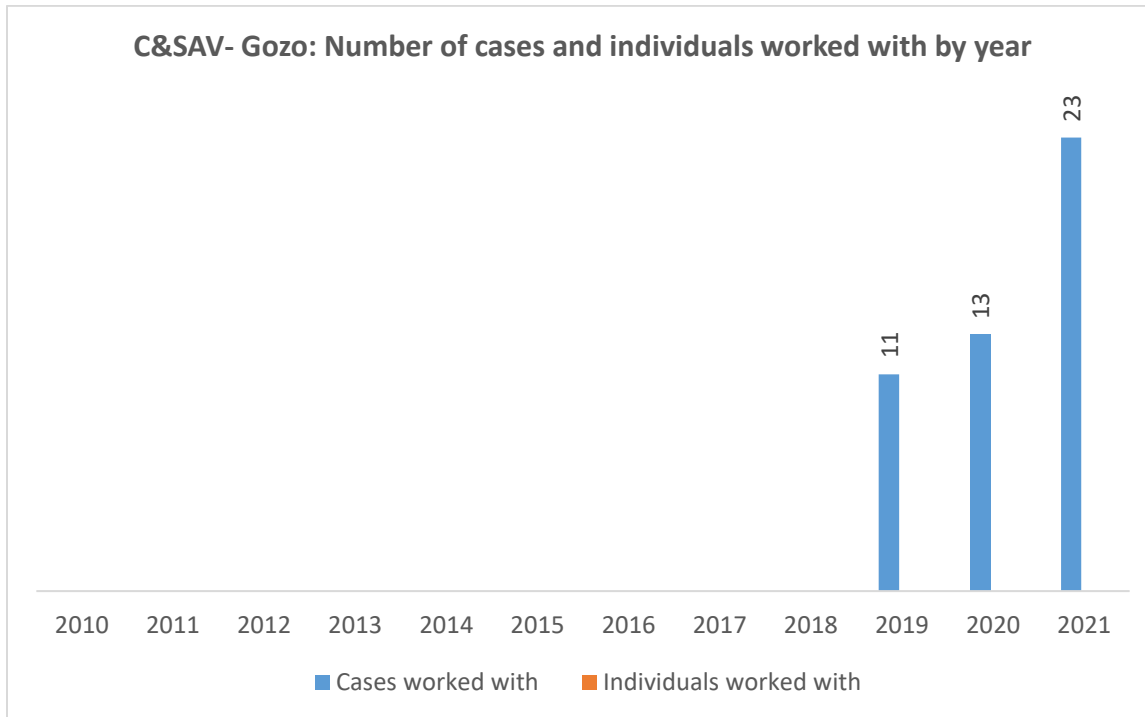
Home-Start: Number of new & re-contact cases opened by age and gender
January – December 2021

	Male	Female	Total
Unborn	0	0	0
<1	1	2	3
1-5	3	5	8
6-10	1	1	2
11-15	0	0	0
16-17	0	0	0
18-19	0	0	0
20-24	0	1	1
25-29	0	1	1
30-34	1	2	3
35-39	0	1	1
40-44	3	1	4
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	0	0	0
Not specified	0	0	0
Total	9	14	23

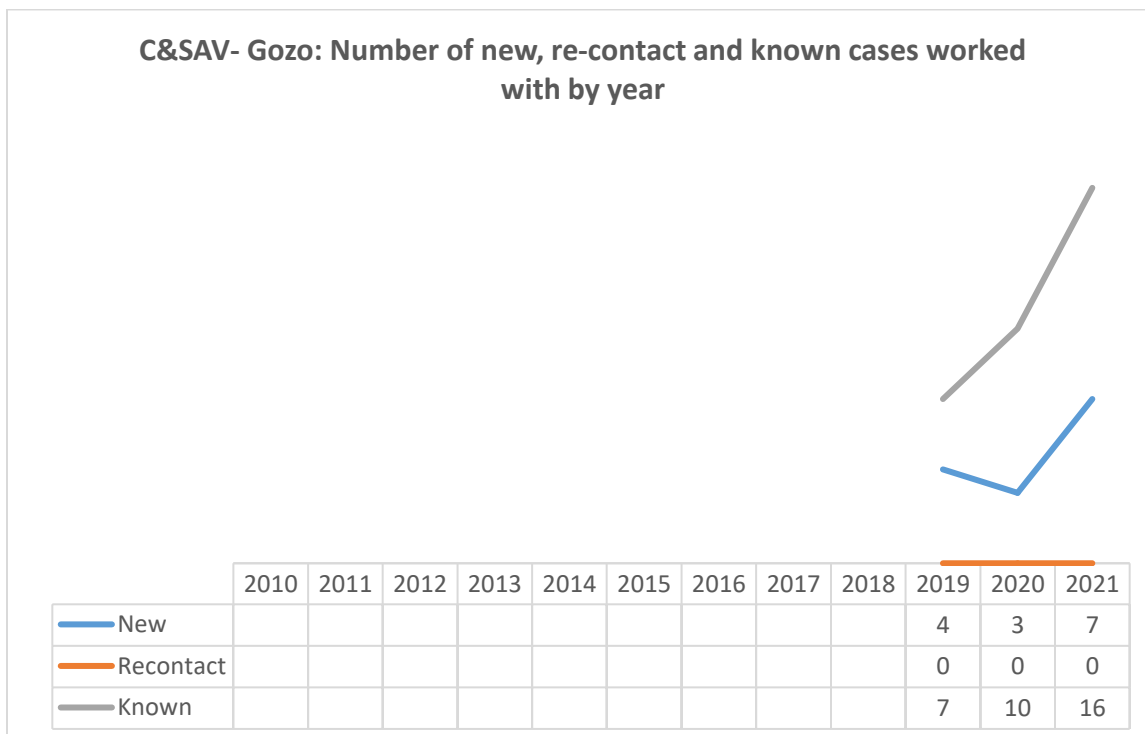
Home-Start: Number of new & re-contact cases opened by district and year



Courts & Supervised Access Visits (C&SAV-Gozo) Case Activity¹⁹



Note²⁰



¹⁹ Service started reporting in 2019.

²⁰ Some of the cases reported within SAV Gozo were worked with concurrently within the SAV Malta. As a result, there is some overlap with the numbers reported within the Alternative Care Report.

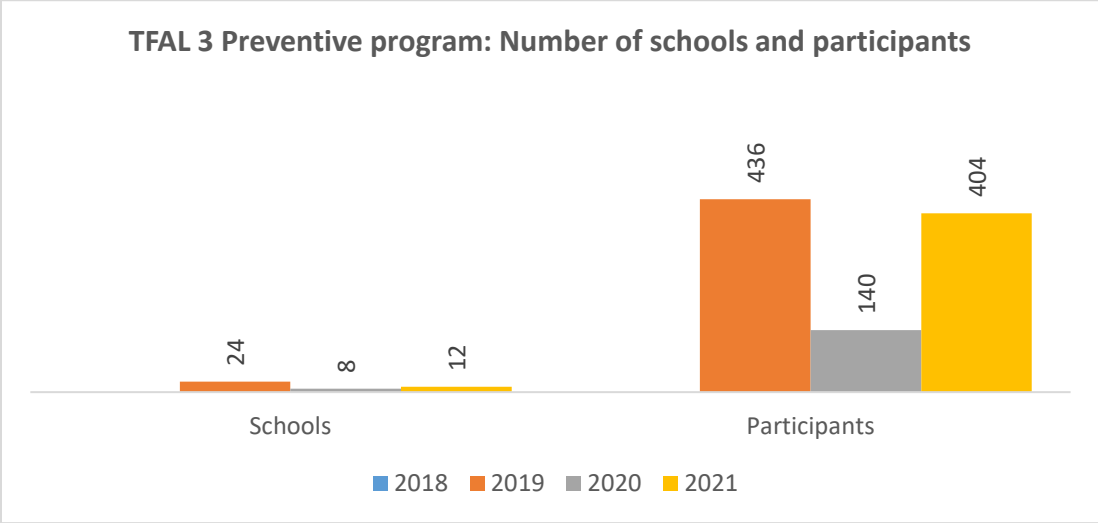
C&SAV- Gozo: Number of referred, new & re-contact, new and closed cases by year



Prevention Services – Gozo

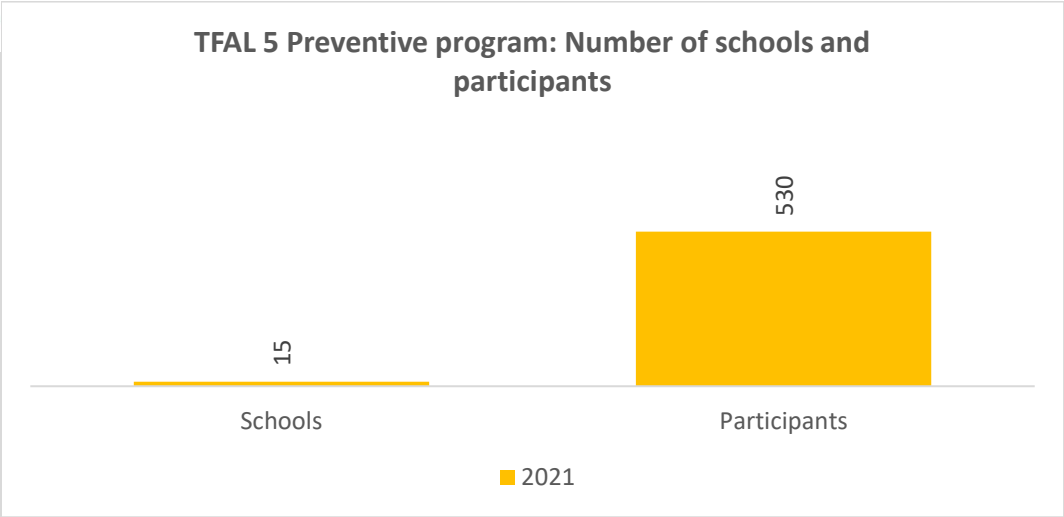
Note²¹

TFAL Program – Gozo



Out of the total participant reported above, **146** were reached through online sessions and **183** were reached through video-recordings of the program. A further **236** books were distributed within **8** schools.

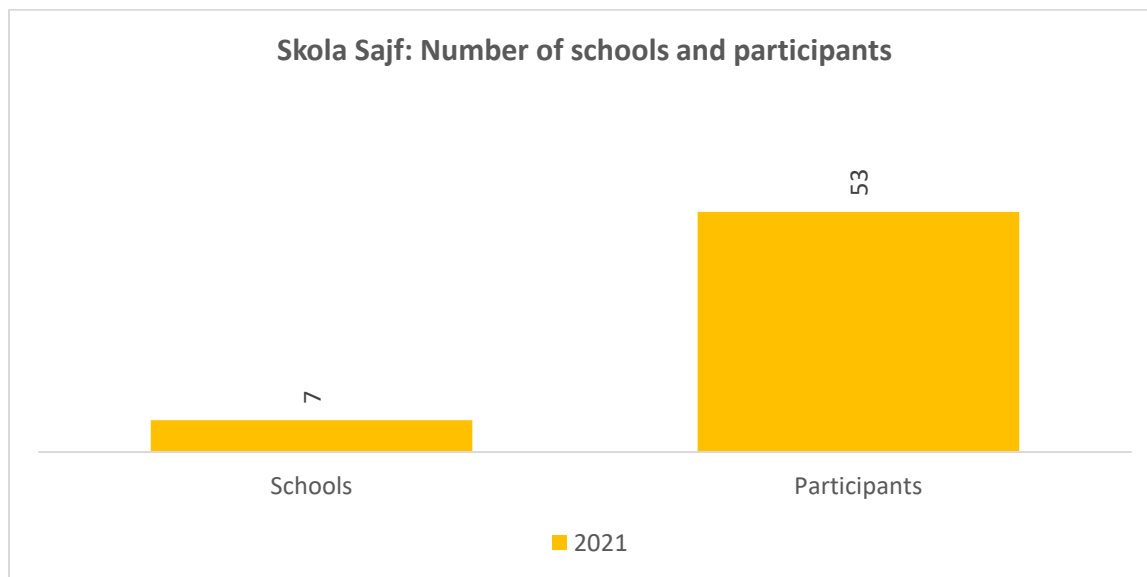
NEW



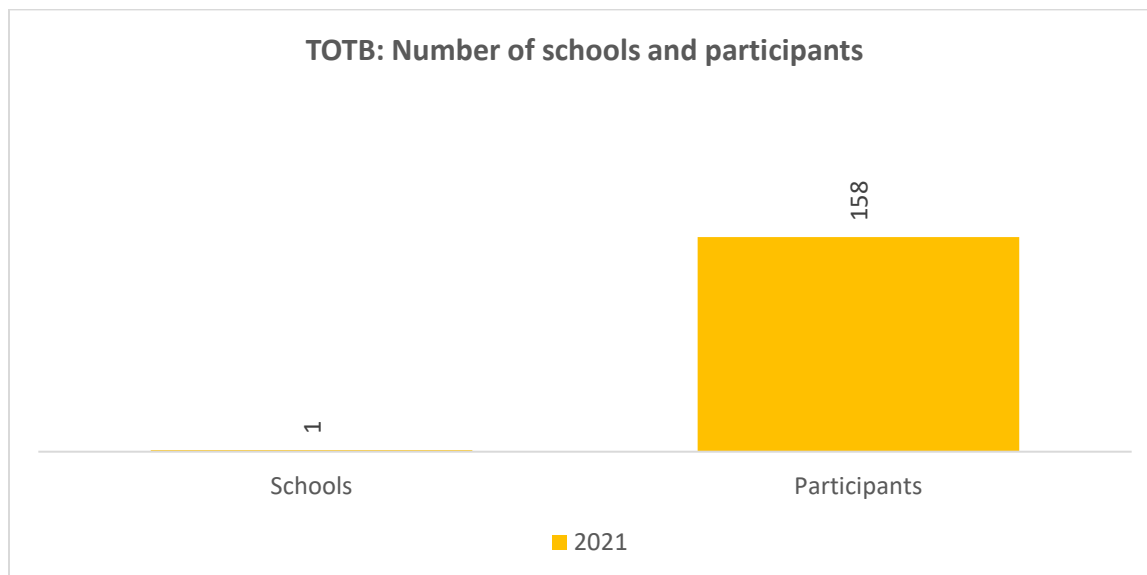
Out of the total participant reported above, **192** were reached through online sessions and **264** were reached through video-recordings of the program. A further **315** books were distributed within **15** schools.

²¹ Preventions service data for the Maltese Islands is reported within the Sedqa Statistical report. To obtain the total number of interventions for the Maltese Islands one should refer to the Sedqa report and not sum the figures from the FSWS Gozo Branch with the data from the Sedqa report.

NEW Skola Sajf – Gozo

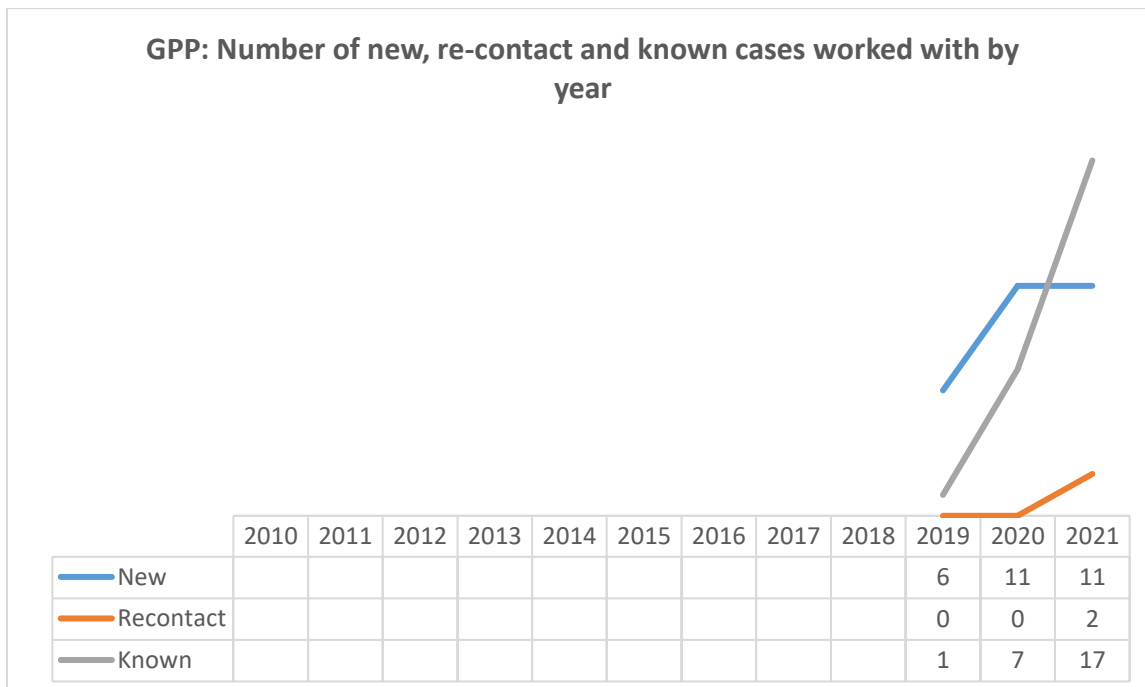
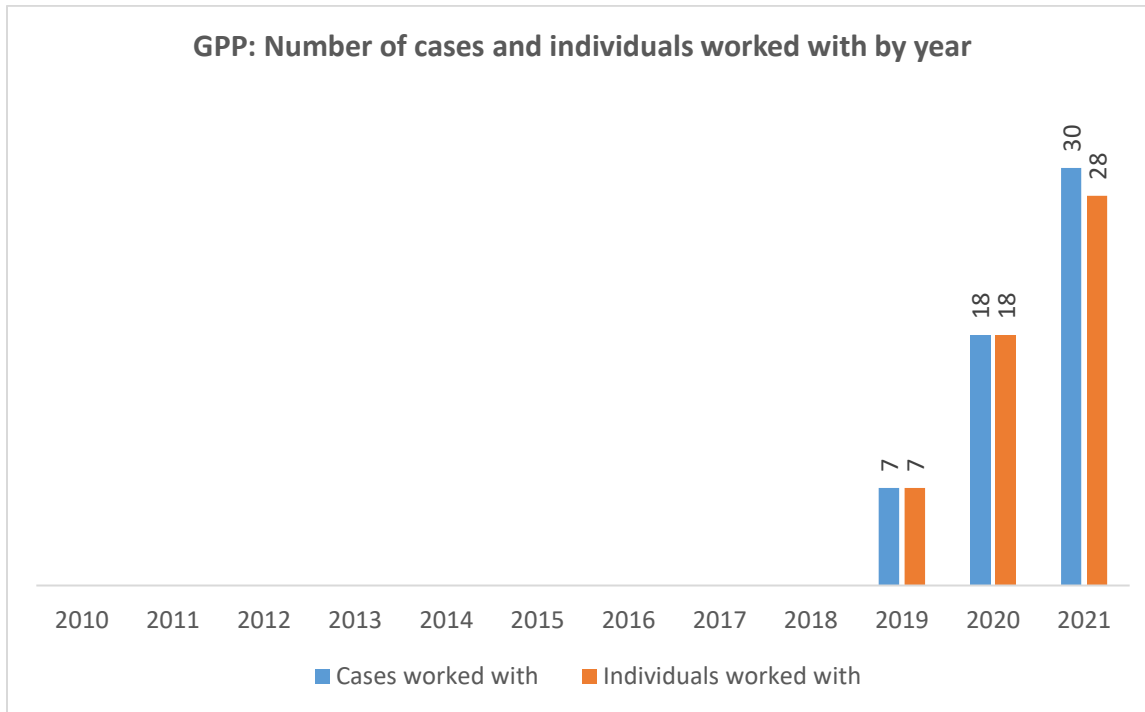


NEW Teen Outside the Box – Gozo



Gozo Prison Project (GPP)

Case Activity²²



²² Service started reporting in 2019.

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

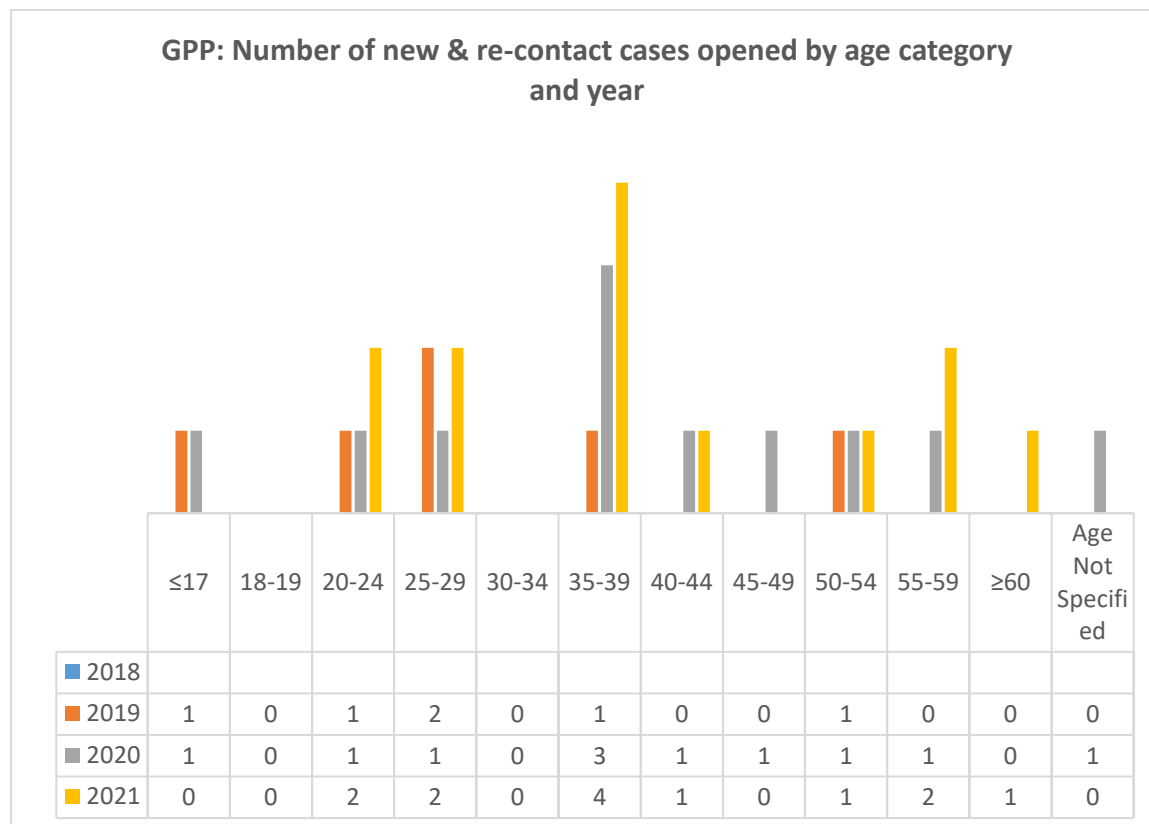
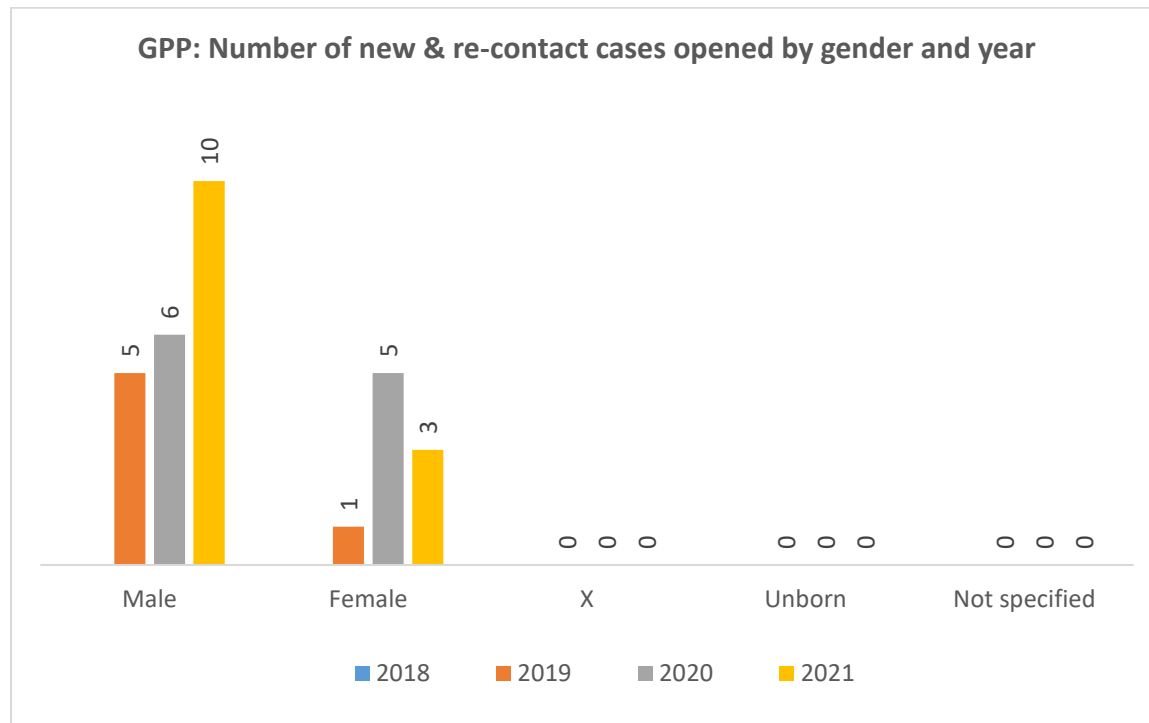


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases										6	11	13
New & recontact cases										6	11	13
New cases										6	11	11
Closed cases										2	1	19

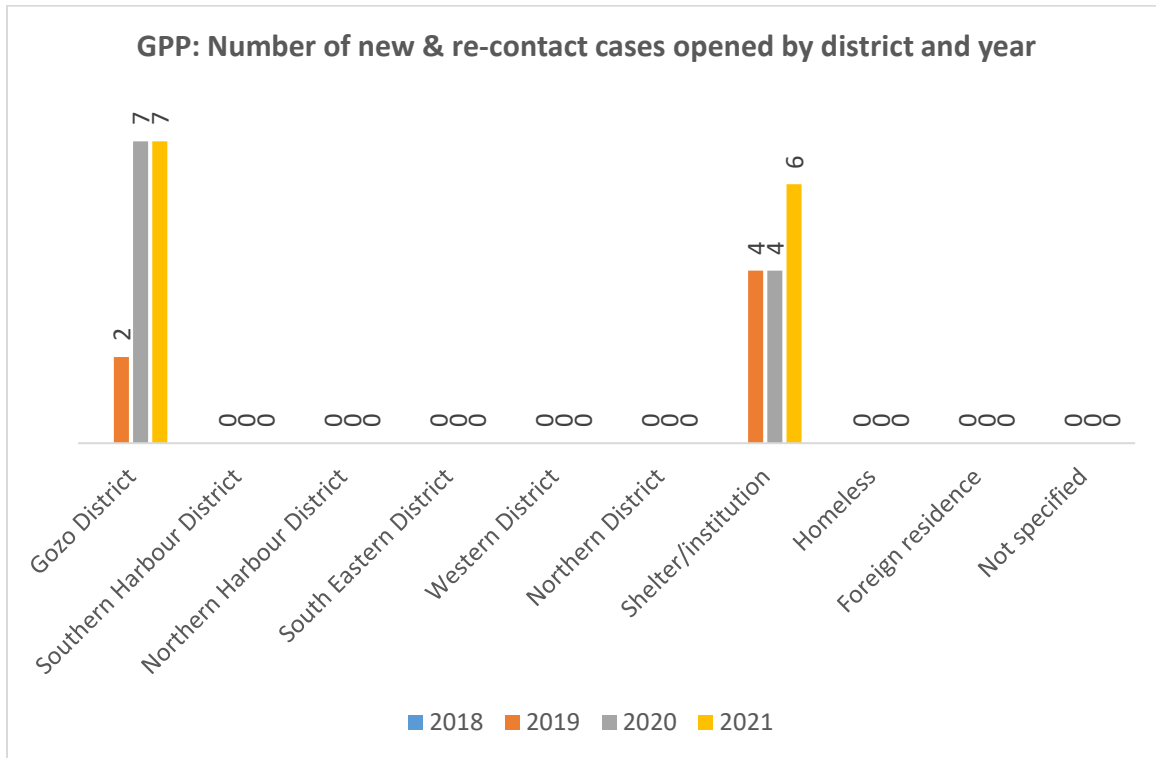
GPP: Referrals by primary problem ²³ and Service			
	2019	2020	2021
Addiction	0	3	6
Assault/harassment	0	0	0
Behaviour problems	2	0	0
Bereavement	0	0	0
Child abuse	0	0	0
Child care or access	0	0	0
Disability related issues	0	0	0
Domestic violence	0	0	0
Eating disorder	0	0	0
Elderly needs	0	0	0
Employment issues	0	0	0
Family relations	0	0	0
Financial difficulties	1	0	1
Fostering or adoption	0	0	0
Gender related issues	0	0	0
Health related issues	1	0	0
Homeless	2	0	0
Housing problems	0	0	1
Human trafficking	0	0	0
Lack of support or guidance	0	8	3
Legal issues	0	0	0
Marital problems	0	0	0
Mental health issues	0	0	1
Migrant related issues	0	0	0
Pregnancy related issues	0	0	0
Relationship problems	0	0	0
School related problems	0	0	0
Self-harm or suicide	0	0	0
Separation related issues	0	0	0
Sexual harassment or abuse	0	0	0
Other	0	0	1
Not specified	0	0	0
Total	6	11	13

²³ Service users may have multiple problems, but this table only reports the primary issue as reported by the service user.

Details Regarding New and Re-contact Cases Opened

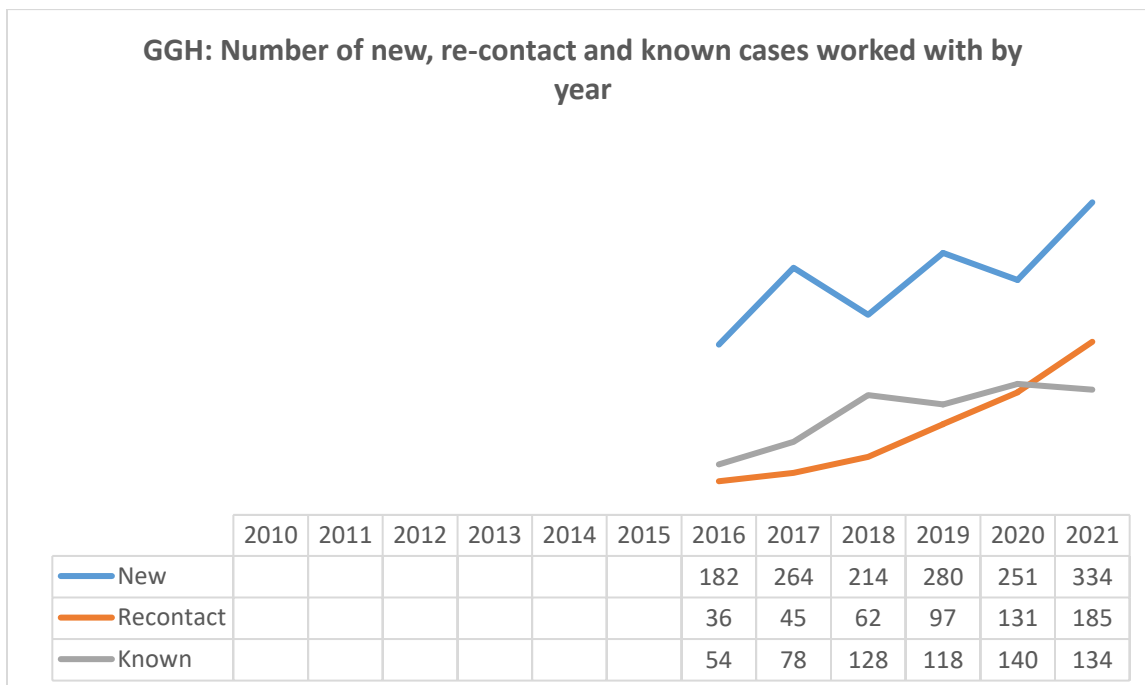
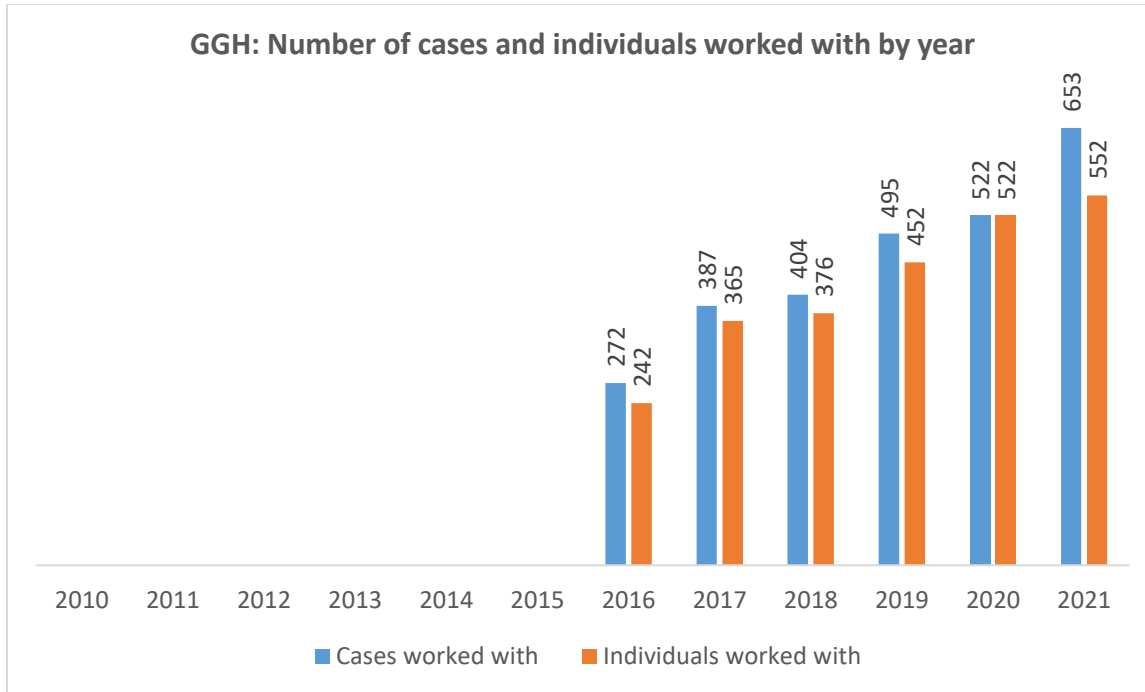


Gozo Prison: Number of new & re-contact cases opened by age and gender January – December 2021					
	Male	Female	X	Not specified	Total
≤17	0	0	0	0	0
18-19	0	0	0	0	0
20-24	2	0	0	0	2
25-29	1	1	0	0	2
30-34	0	0	0	0	0
35-39	4	0	0	0	4
40-44	0	1	0	0	1
45-49	0	0	0	0	0
50-54	1	0	0	0	1
55-59	1	1	0	0	2
≥60	1	0	0	0	1
Not specified	0	0	0	0	0
Total	10	3	0	0	13



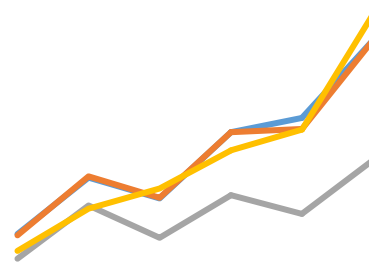
Gozo General Hospital Social Work Service (GGH)

Case Activity²⁴



²⁴ Service started reporting in 2016.

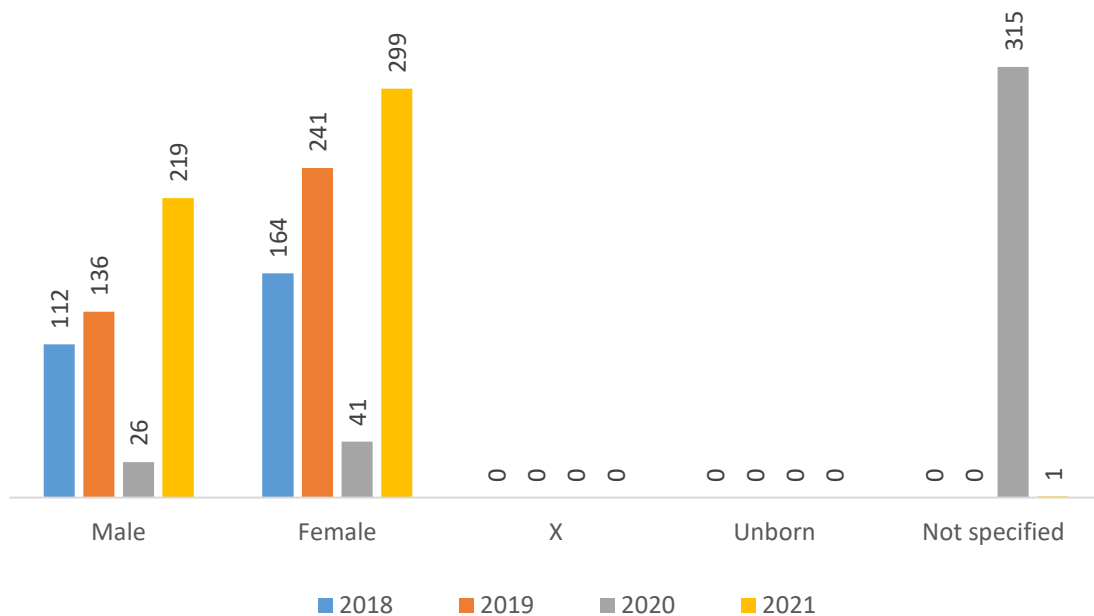
GGH: Number of referred, new & re-contact, new and closed cases by year



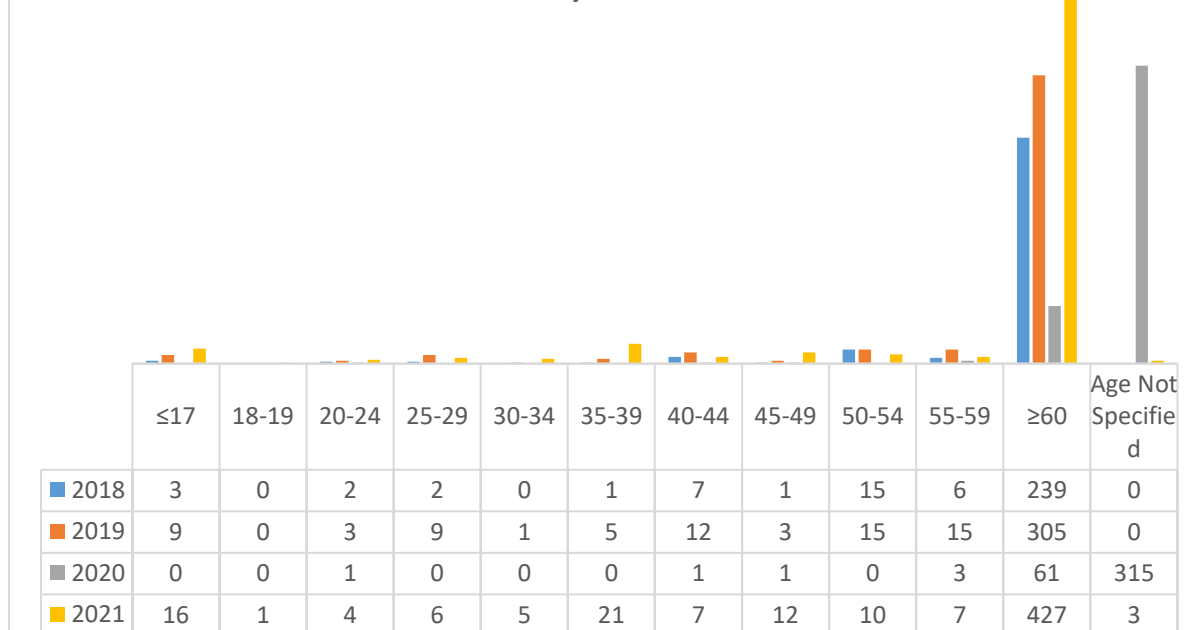
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Referred cases							220	307	275	377	399	519
New & recontact cases							218	309	276	377	382	519
New cases							182	264	214	280	251	334
Closed cases							194	259	290	349	381	559

Details Regarding New and Re-contact Cases Opened

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



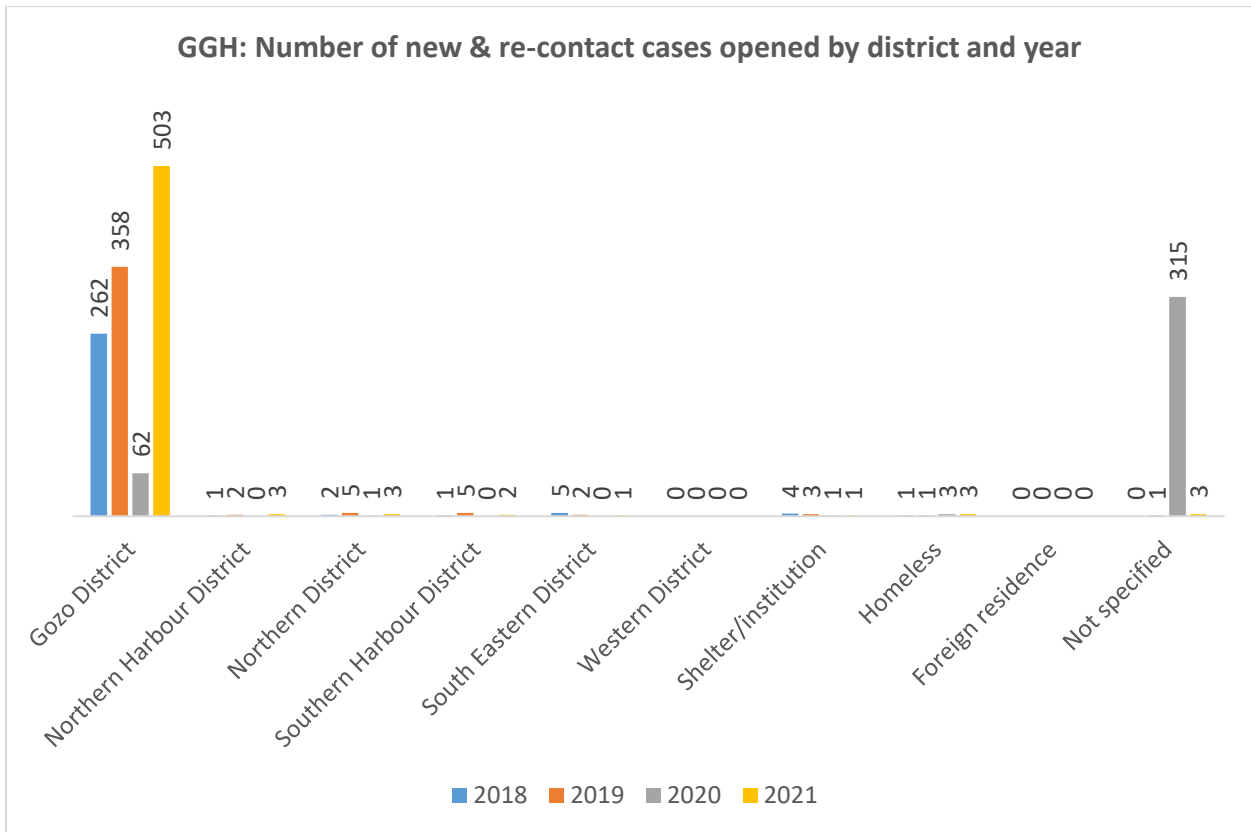
GGH: Number of new & re-contact cases opened by age category and year



GGH: Number of new & re-contact cases opened by age and gender
January – December 2021

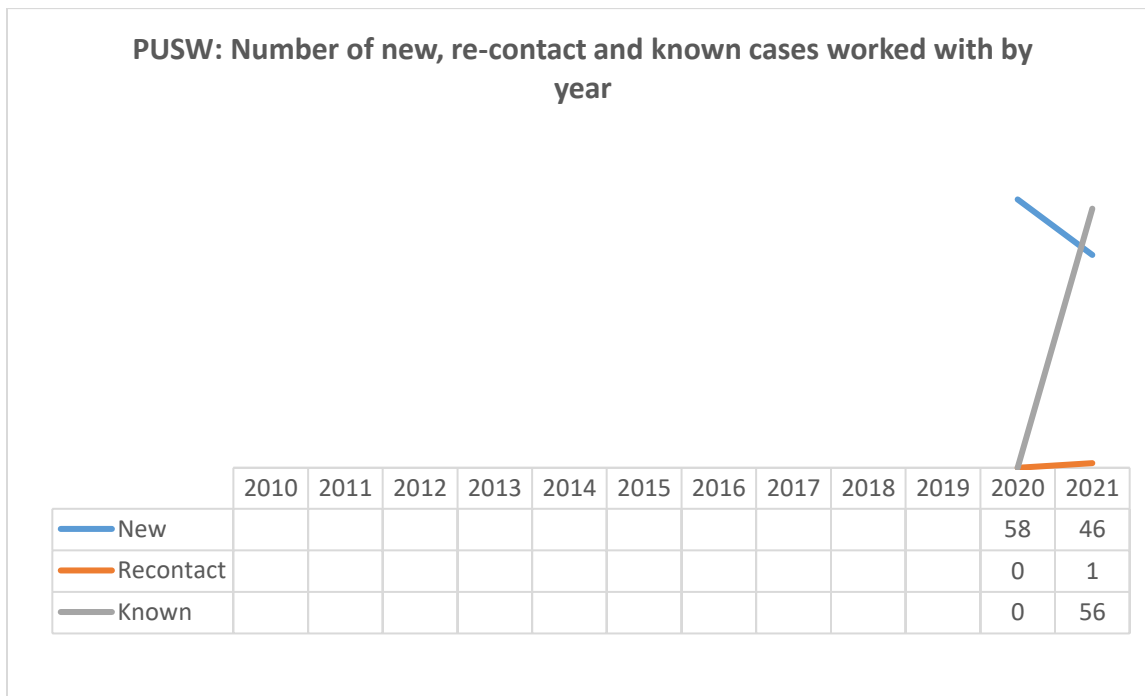
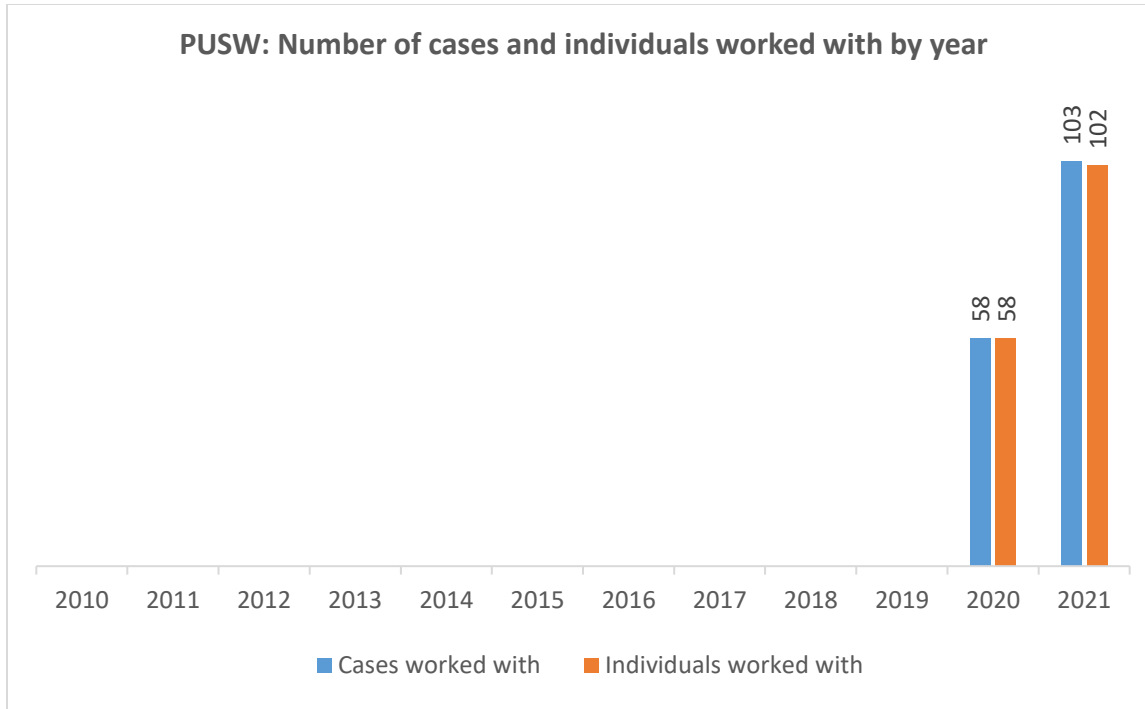
	Male	Female	Not specified	Total
≤17	9	7	0	16
18-19	1	0	0	1
20-24	0	4	0	4
25-29	3	3	0	6
30-34	3	2	0	5
35-39	11	10	0	21
40-44	6	1	0	7
45-49	7	5	0	12
50-54	4	6	0	10
55-59	5	2	0	7
≥60	169	258	0	427
Not specified	1	1	1	3
Total	219	299	1	519

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



Gozo General Hospital - Psychiatric Unit Social Work Service (PUSW)

Case Activity²⁵

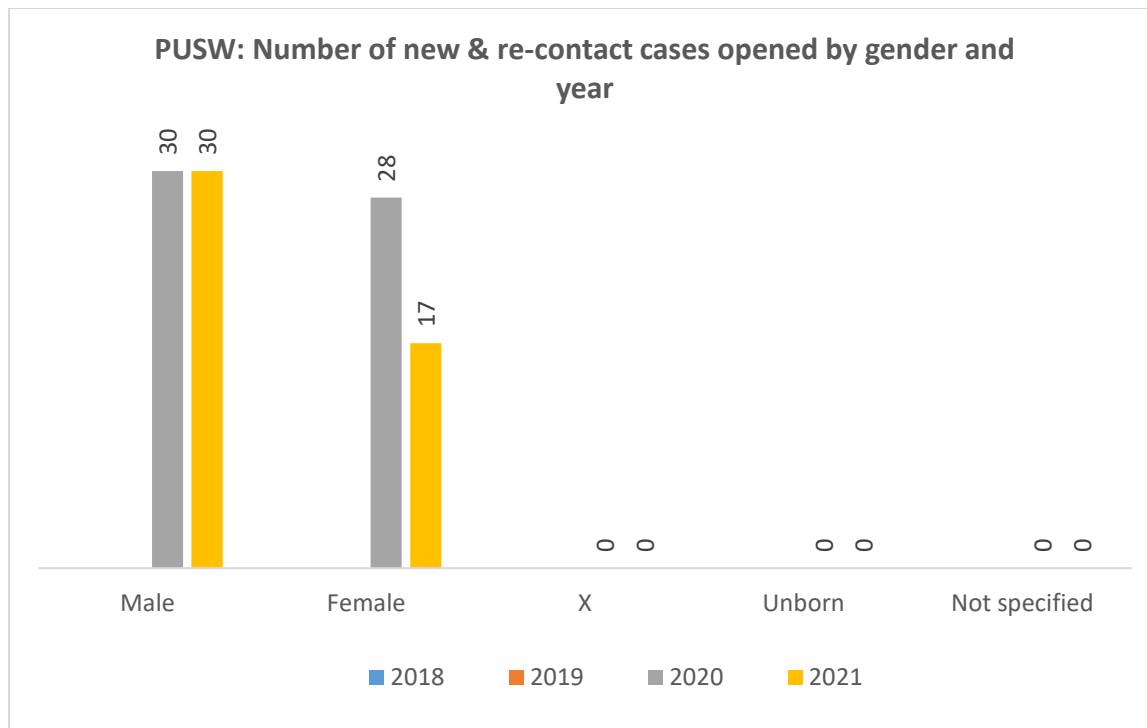


²⁵ Service started reporting in 2020.

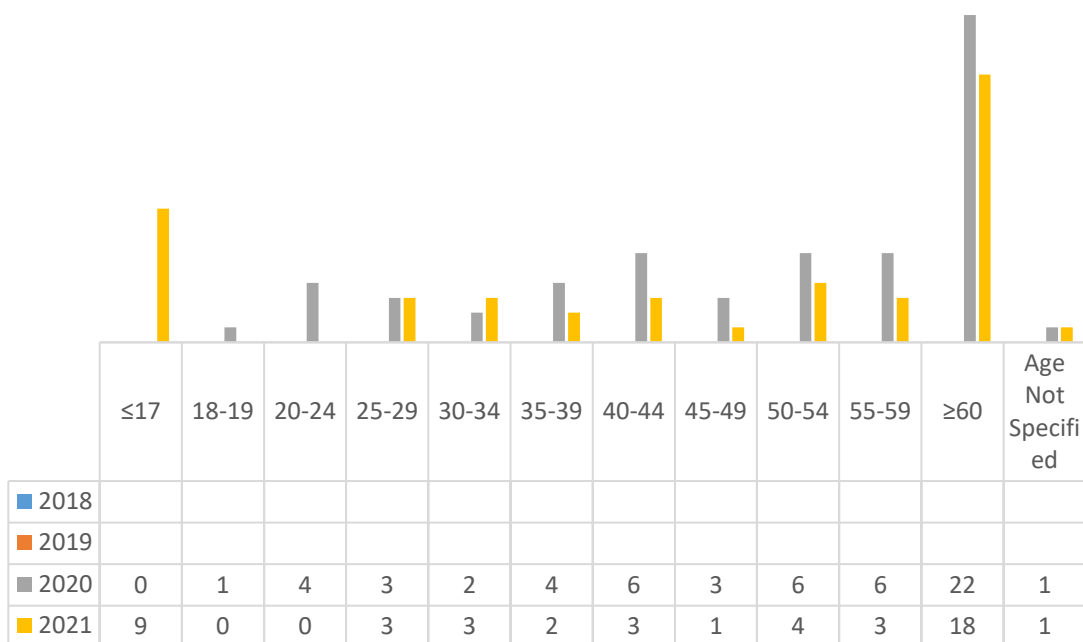
PUSW: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened

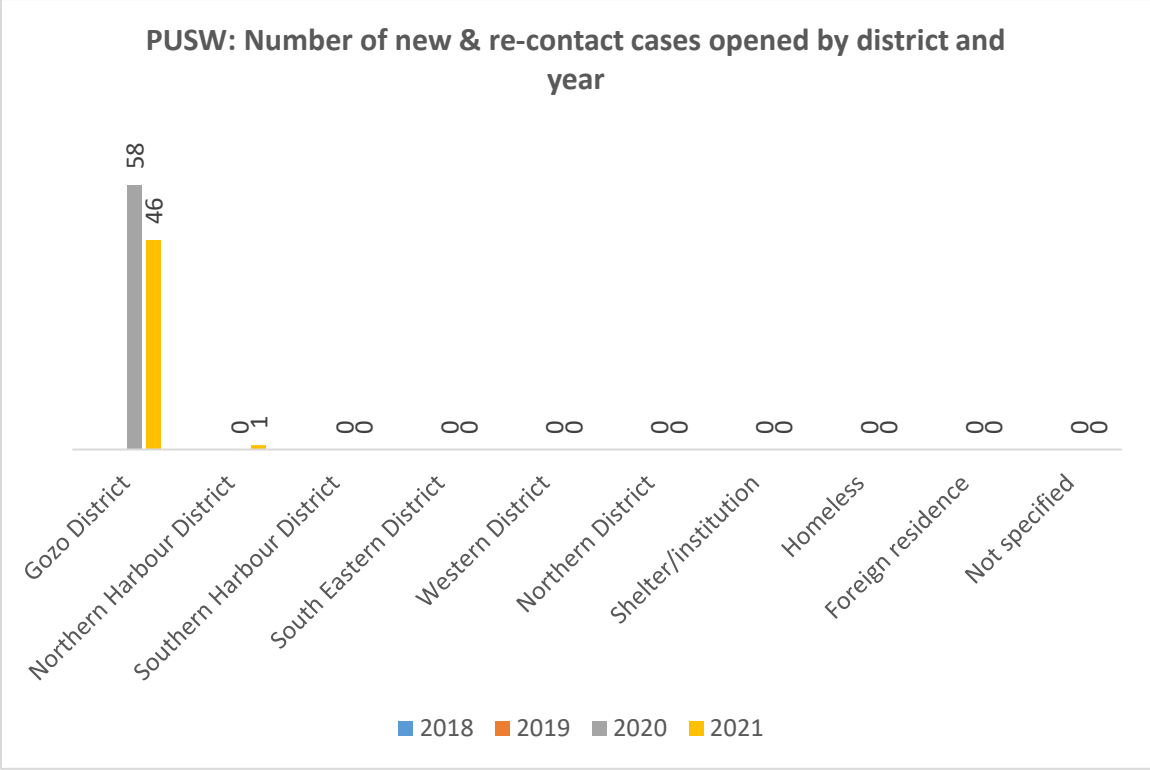


PUSW: Number of new & re-contact cases opened by age category and year



**PUSW: Number of new & re-contact cases opened by age and gender
January – December 2021**

	Male	Female	Total
≤17	7	2	9
18-19	0	0	0
20-24	0	0	0
25-29	1	2	3
30-34	2	1	3
35-39	1	1	2
40-44	1	2	3
45-49	0	1	1
50-54	3	1	4
55-59	1	2	3
≥60	13	5	18
Not specified	1	0	1
Total	30	17	47



Appendix

Glossary of Terms

Variable	Definition
Cases worked with	The total number of cases that were new, re-contact or known in the reporting year. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example, 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year. This excludes persons who were referred but their case was never opened.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
New case	A new case that was opened or activated for the first time ever within the reporting year and that was never previously worked with.
Re-contact case	A case that was worked with and closed in the past and has been re-activated or re-opened within the current reporting year.
Known case	Cases that were activated or opened in the previous reporting years and they are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Intake	When a case is referred to the service it is placed on intake (intake is the initial status for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a case is not a known case or opened case within the reporting period it remains an intake case.
Waiting list	Intake cases are placed on the waiting list when it is determined that the person would benefit from accessing the service, but service cannot be provided immediately. This can be due to various factors such as, but not limited to, space limitations, further assessments required or further feedback from the service user is required.
Referred cases	The period when a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
New & re-contact case	The period when a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
Closed case	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
Gender	Gender is reported as male, female, X, unborn or not specified. "X" means a gender that is not exclusively male nor female. Unborn refers to service users still existing in the mother's womb.
Family cases	The service works with families. A family case may consist of: <ul style="list-style-type: none"> - 1 service user: One individual who attends in the year on their own without any other family member, or - 2 or more service users: A number of individuals identified as part of the same family attending in the year.
Primary problem	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified since the information is not available or the service user was unwilling to provide the information.
Other	Treatment, issue or location not elsewhere specified.

Maltese Districts

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

Service Descriptions

Generic Social Work Service	Provides social work support to individuals and families on a wide range of issues.
Emergency On-Call Service	Provides assistance to persons requesting emergency assistance after office hours including weekends and public holidays. The Team assists and accompanies individuals facing emergency social situations such as domestic violence, homelessness, family disputes, sexual abuse of minors, child protection, neglect, shortage of food and mental health issues.
Marsalforn Community Service	The aim of the services is to provide generic social work interventions to the Marsalforn communities.
Victoria Community Family Centre	This centre was previously the LEAP Project which began as an EU project regarding 'Building the future together, promoting social mobility'. The Project's main aim was "Building Regional Networks to empower social cohesion and the setting up of Social Development Centres and Family Resource Centres" to establish local partnerships and create better policy implementation structures.
Home-Based Therapeutic Service	This is an outreach service offering therapeutic support and parenting to multi-stressed families within their communities.
Psychotherapeutic Service	Provides service users and their significant others with psychotherapeutic interventions.
Looked After Children - Gozo	The main objective of the service is to provide social work intervention to children who are in the out of home care system in Gozo i.e., those in residential and foster care.
Fostering Service – Gozo	The aim of this service is to promote fostering, to train and licence potential foster carers and to assist foster carers in their requirements. Their focus is on persons residing in Gozo.
Home-Start – Gozo	Offers support, friendship, and practical help to families with young children under 5 years of age. To help give children the best possible start in life, Home-Start Gozo supports parents as they

	grow in confidence, strengthen their relationships with their children and widen their links within the local community.
Supervised Access Visits Service	The aim of the service 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.
Prevention Services	The programs are offered to children and youths and aim to help them develop positive life skills. Programmes are delivered by trained Sedqa facilitators during which children and youths learn about their self-image and feelings, decision making, peer pressure, coping skills, alcohol, tobacco, wise use of medicinals and getting help.
Gozo Prison Project	The service aims to support Gozitian inmate to be integrated back to society, to function better within the community, to build support networks and to make use of services available. The service also aims to support and guide the Gozitian inmate's family when facing difficulties in society.
Gozo General Hospital Social Work Service	The service 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.
Gozo General Hospital – Psychiatric Unit Social Work Service	Social workers assist the service users attending the psychiatric unit at the Gozo General Hospital with any social issues faced.



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.



Foundation for Social Welfare Services
Here for you

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