



FSWS Gozo Branch Operations

Statistical Report

January to December 2020

March 2021

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Foundation for Social Welfare Services, Malta
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Introduction

This report provides the 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 profiles of service users attending the various services. For further information regarding the aims and activities of the services, please refer to the website: fsws.gov.mt

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

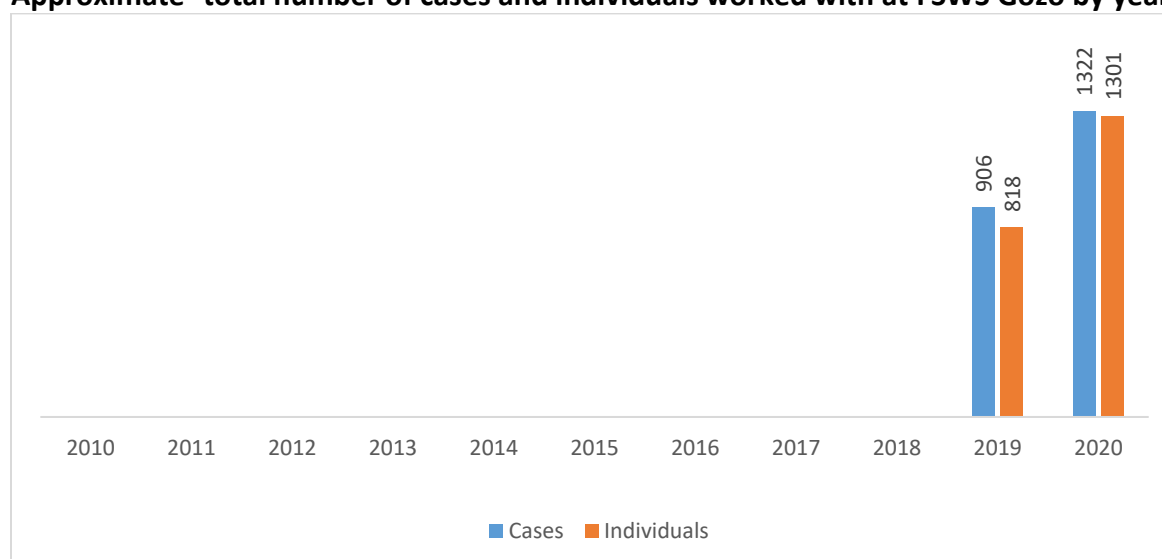
This report would not have been possible without the kind assistance of each worker who diligently provided the data and of the people who keyed in all the data. This report was compiled with the assistance of Stephanie Dimech.

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 2020

	Total cases worked with	Individuals worked with
Generic Social Work Service	327	317
Marsalforn Community Service	98	96
Victoria Community Family Centre	50	49
Home Based Therapeutic Services - Gozo	71	70
Psychotherapeutic Services - Gozo	35	35
Looked After Children – Gozo	23	23
Fostering – Gozo	29	35
Home-Start Gozo	78	78
Courts & Supervised Access Visits - Gozo	13	-
Gozo Prison Project	18	18
Gozo General Hospital Social Work Service	522	522
Gozo General Hospital - Psychiatric Unit Social Work Service	58	58

TFAL 3 Program – Gozo	8 schools and 140 participants.
Skola-sajf Program- Gozo	7 schools and 30 participants.
Emergency on-Call	297 interventions and 369.5 hours.

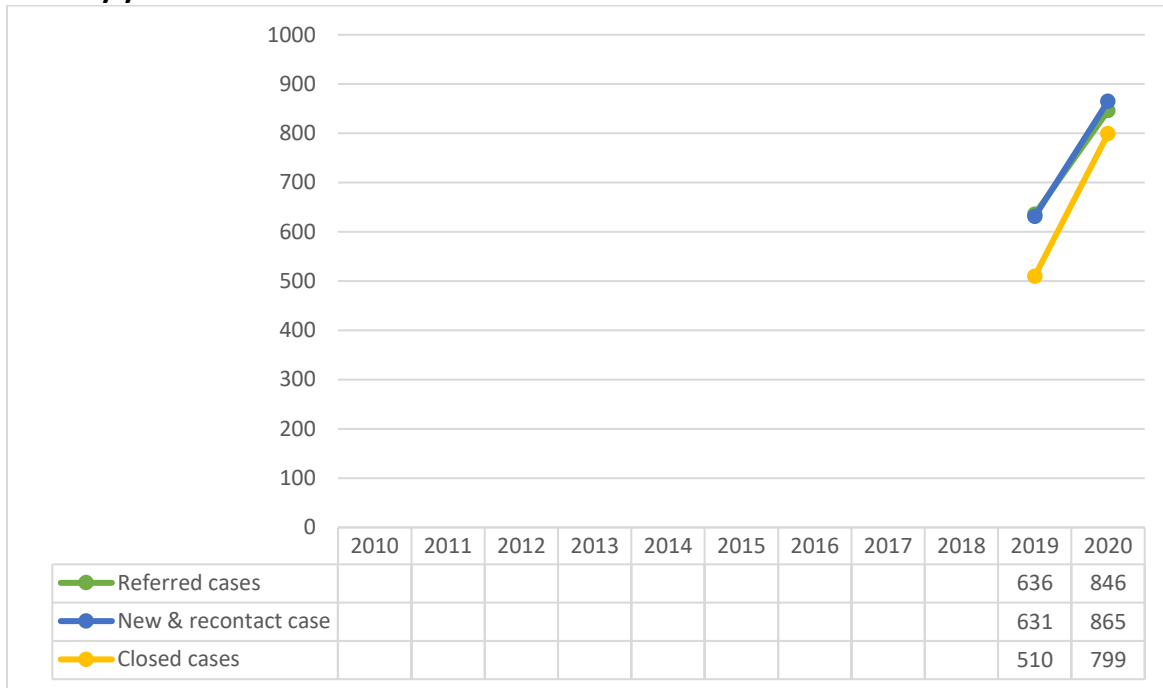
¹ The majority of services began reporting data in 2019

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.

Please note that FSWS Gozo Branch provides other services not listed in the previous table as they are reported within other statistical reports from other FSWS Agencies. For example, Home Based Therapeutic Services provided in Gozo are reported within the Agency for Community and Therapeutic Services reports. The data within this report can be combined with data from the other FSWS Agencies in order to get totals for the Maltese Islands.

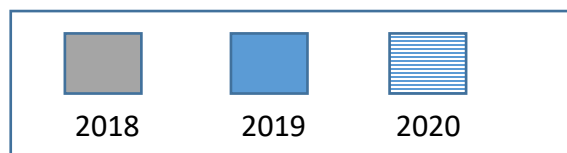
Approximate number of referrals, new and re-contact cases opened, cases closed by FSWS Gozo by year



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

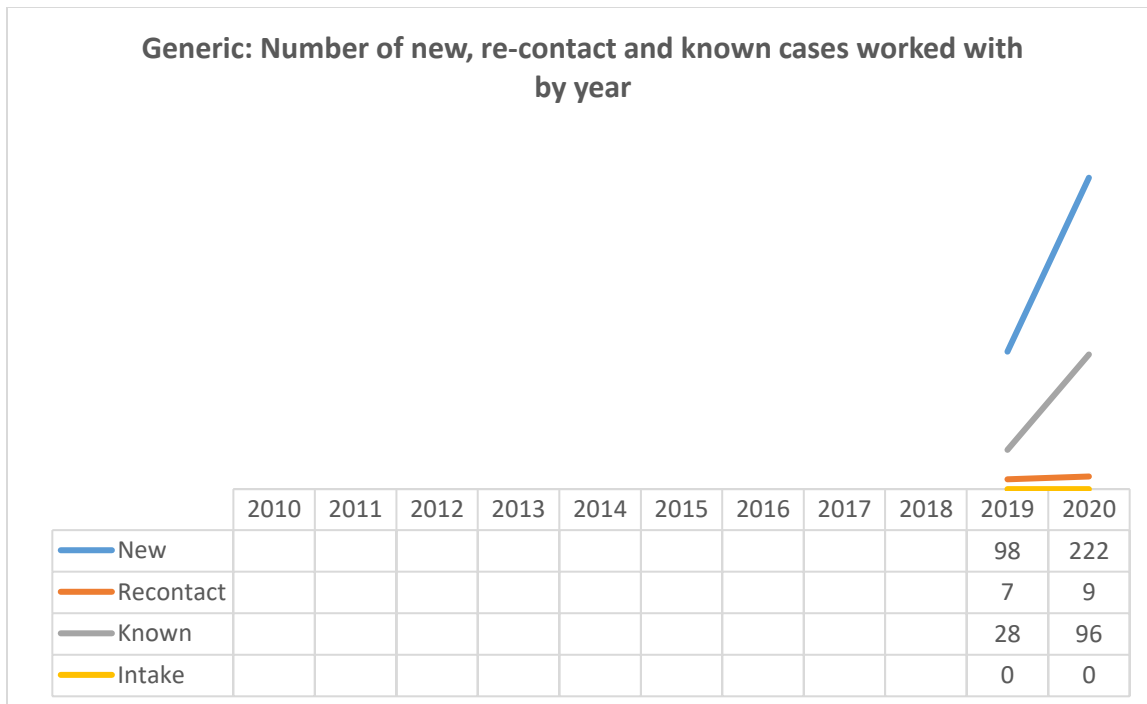
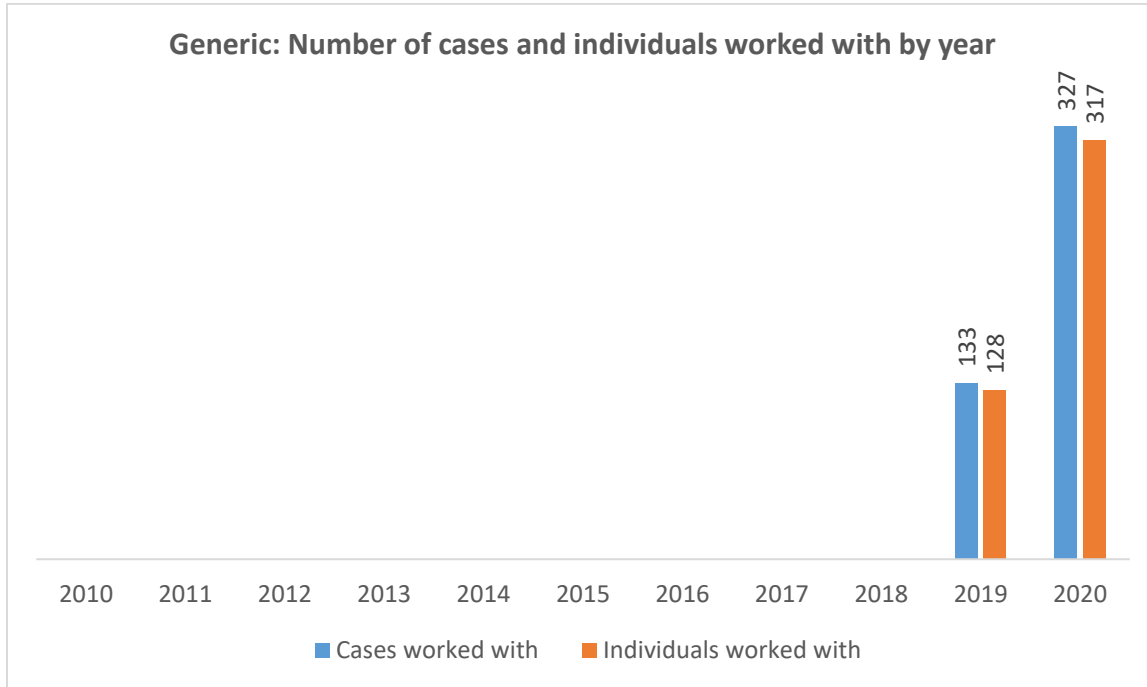


NHD	SHD	ND	SED
1.1% 0.5%	1.0% 1.5%	0.8% 1.3%	0.3% 0.1%
	WD	G	
	0.2% 0.1%	81% 55%	
Other Residence	Foreign	Homeless	Not specified
2.9% 1.2%	0.0% 1.3%	0.8% 2.8%	2.1% 36.9%



Generic Social Work Service

Case Activity⁴



⁴ Service started reporting in 2019.

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

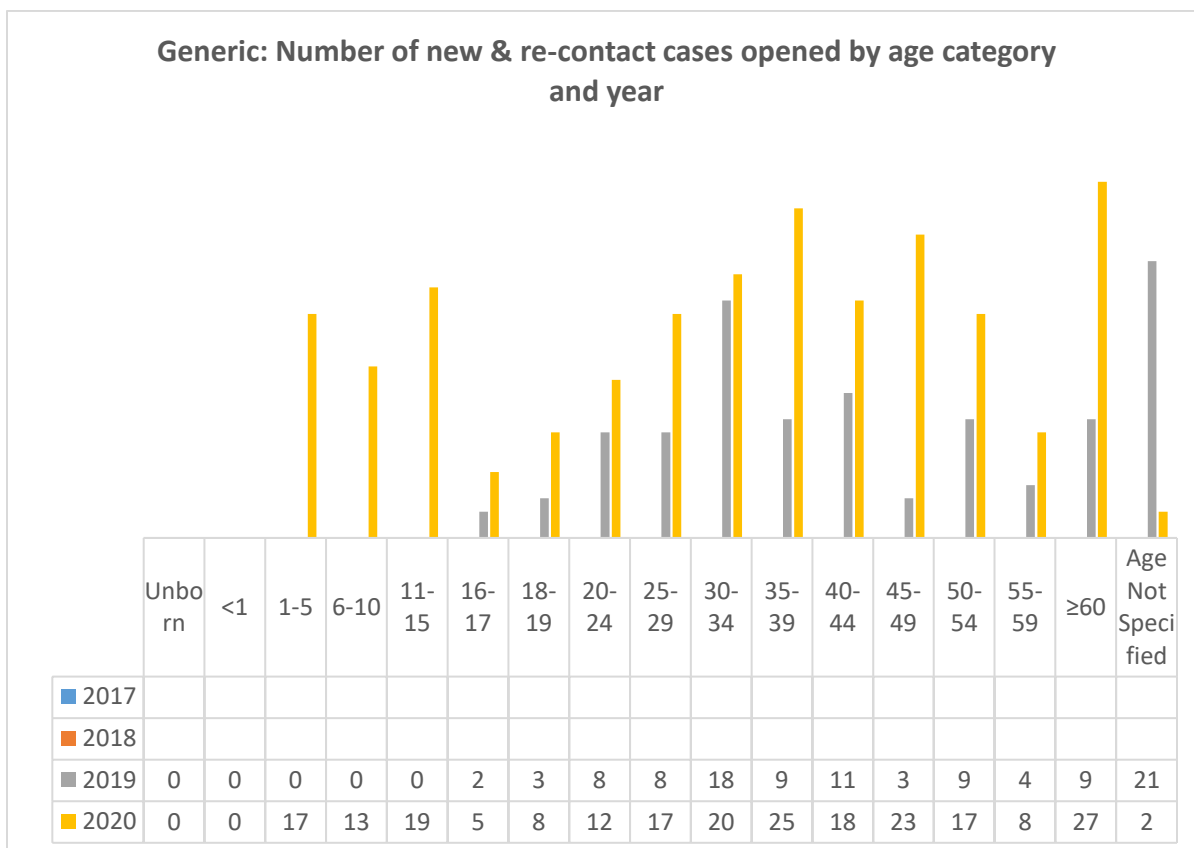
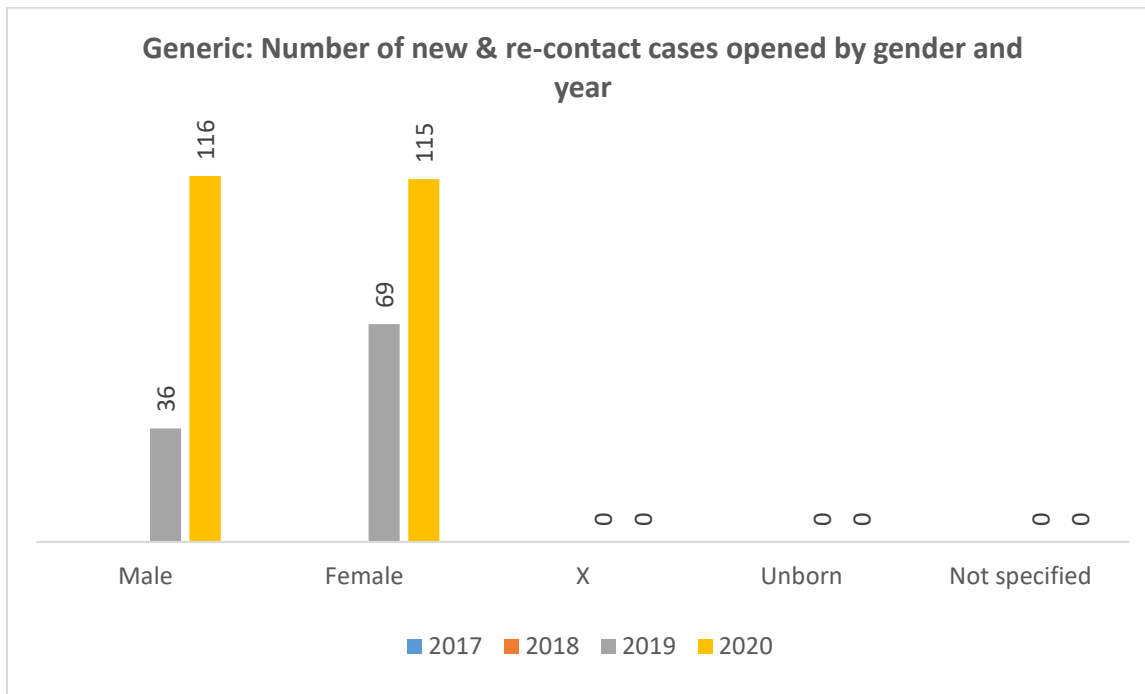


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										105	220
New & recontact cases										105	231
New cases										98	222
Closed cases										89	243

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

⁵ Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

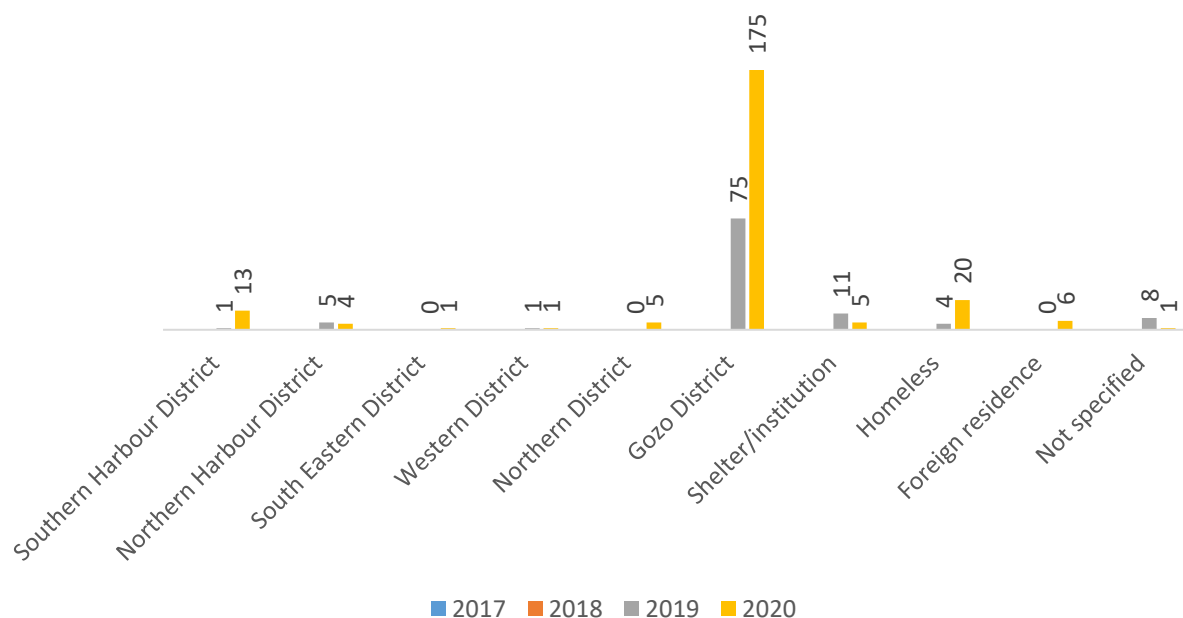
Details Regarding New and Re-contact Cases Opened



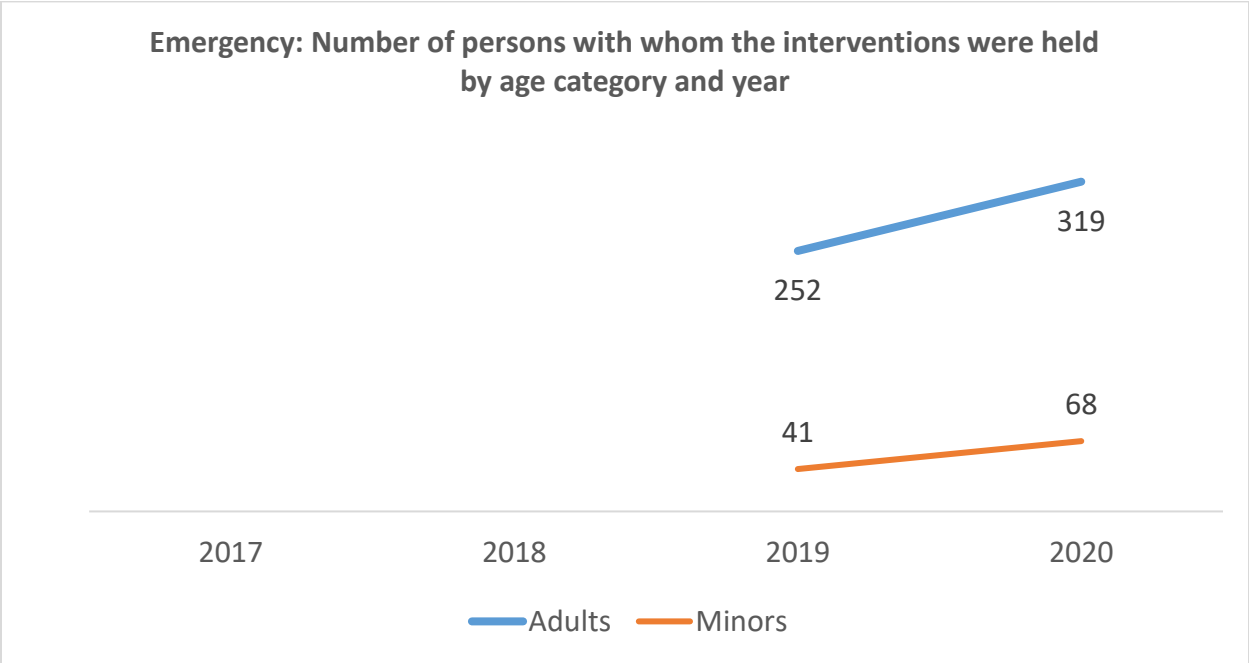
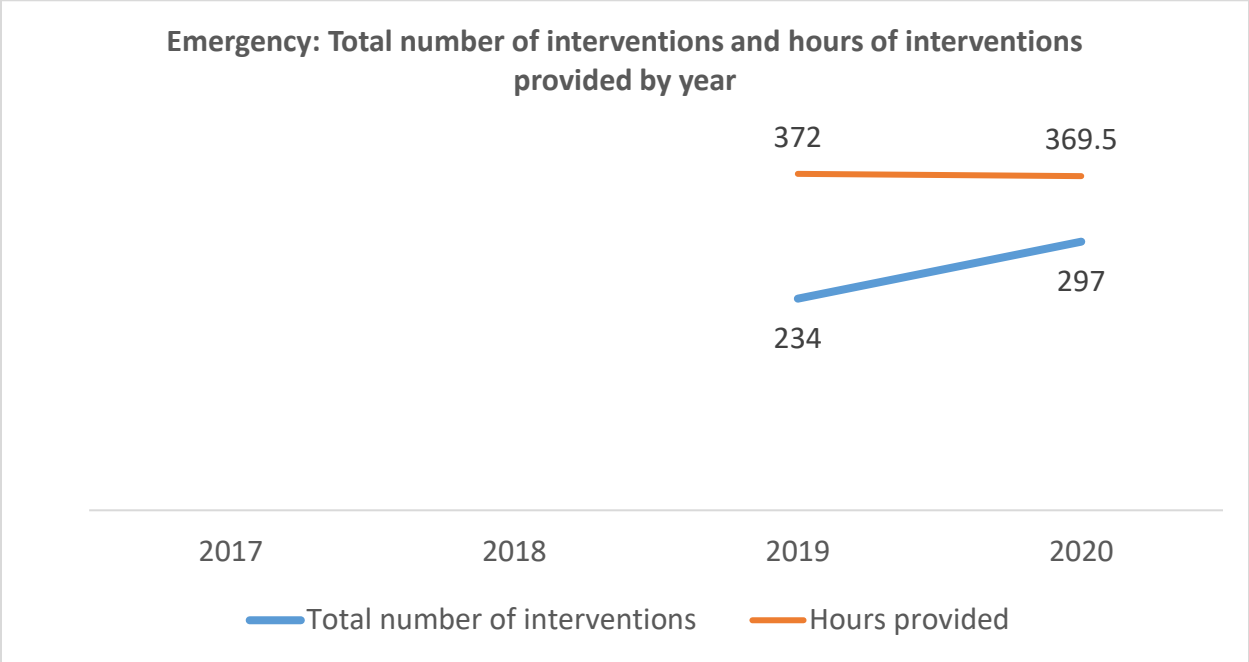
Generic: Number of new & re-contact cases opened by age and gender
January – December 2020

	Male	Female	Total
Unborn	0	0	0
<1	0	0	0
1-5	8	9	17
6-10	7	6	13
11-15	10	9	19
16-17	2	3	5
18-19	7	1	8
20-24	7	5	12
25-29	9	8	17
30-34	7	13	20
35-39	16	9	25
40-44	9	9	18
45-49	9	14	23
50-54	8	9	17
55-59	6	2	8
≥60	9	18	27
Not specified	2	0	2
Total	116	115	231

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



Emergency On-Call Service

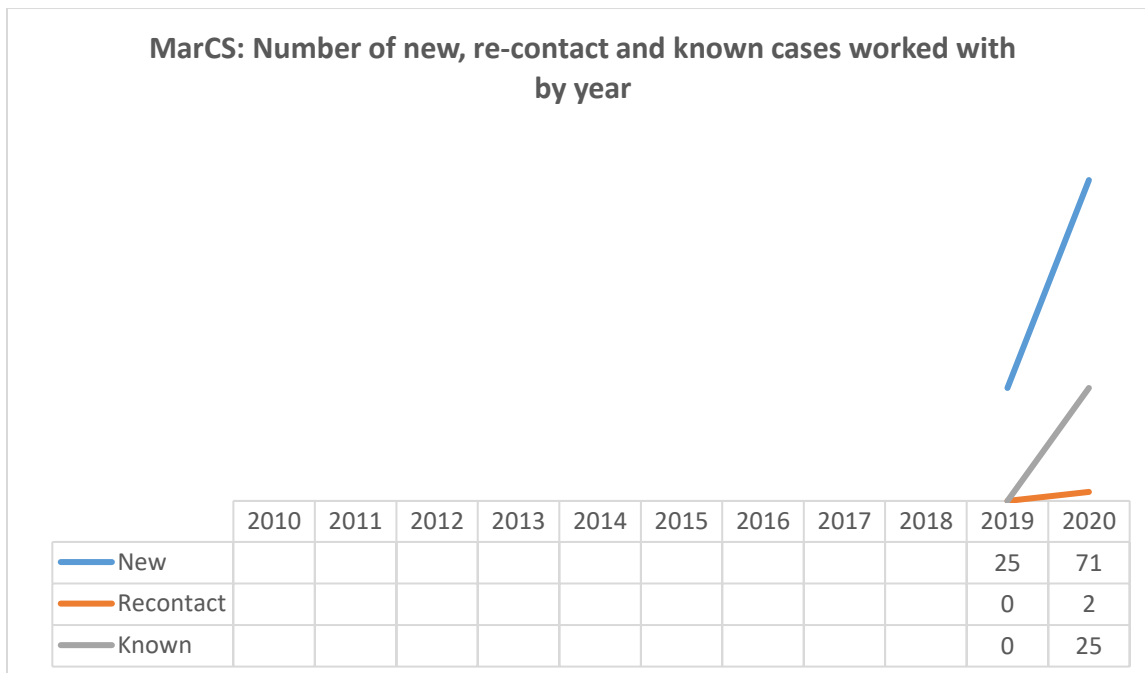
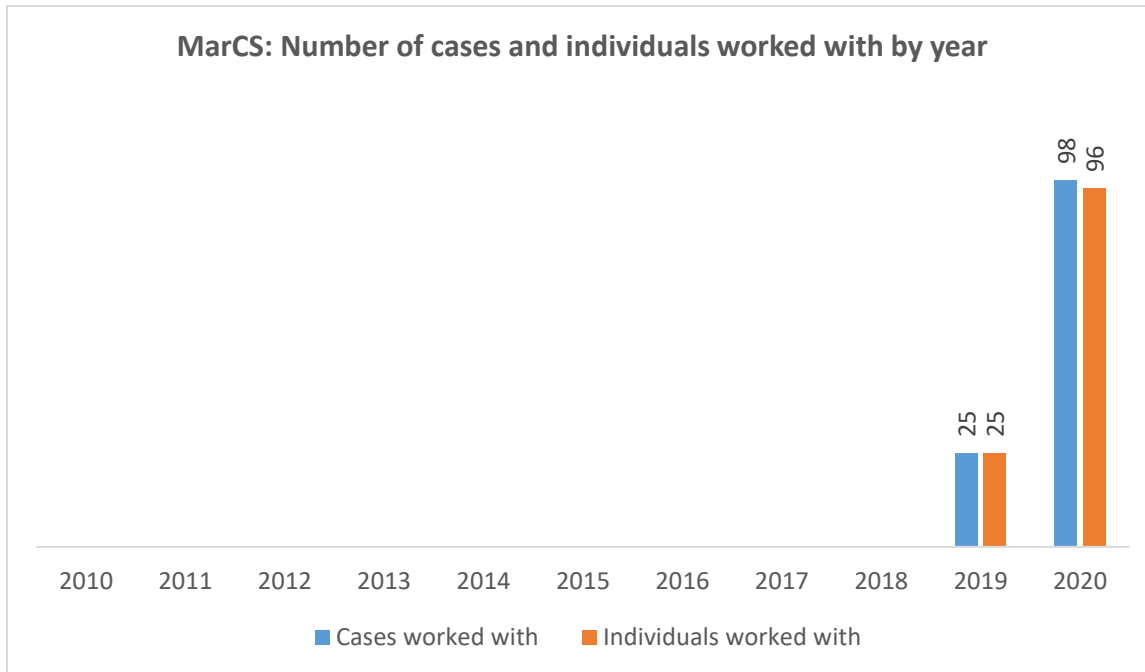


Note⁶

⁶ Service started reporting in 2019.

Marsalforn Community Service (MarCS)

Case Activity⁷



⁷ Service started reporting in 2019.

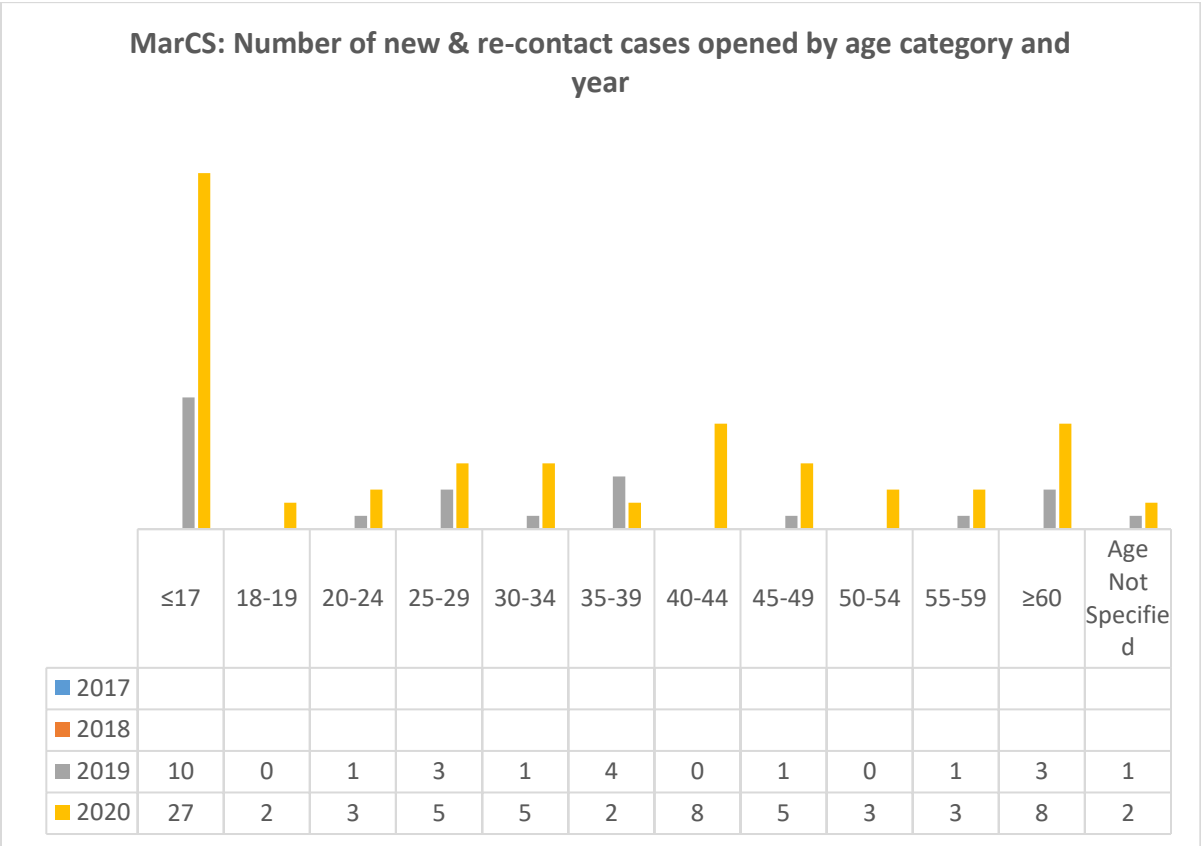
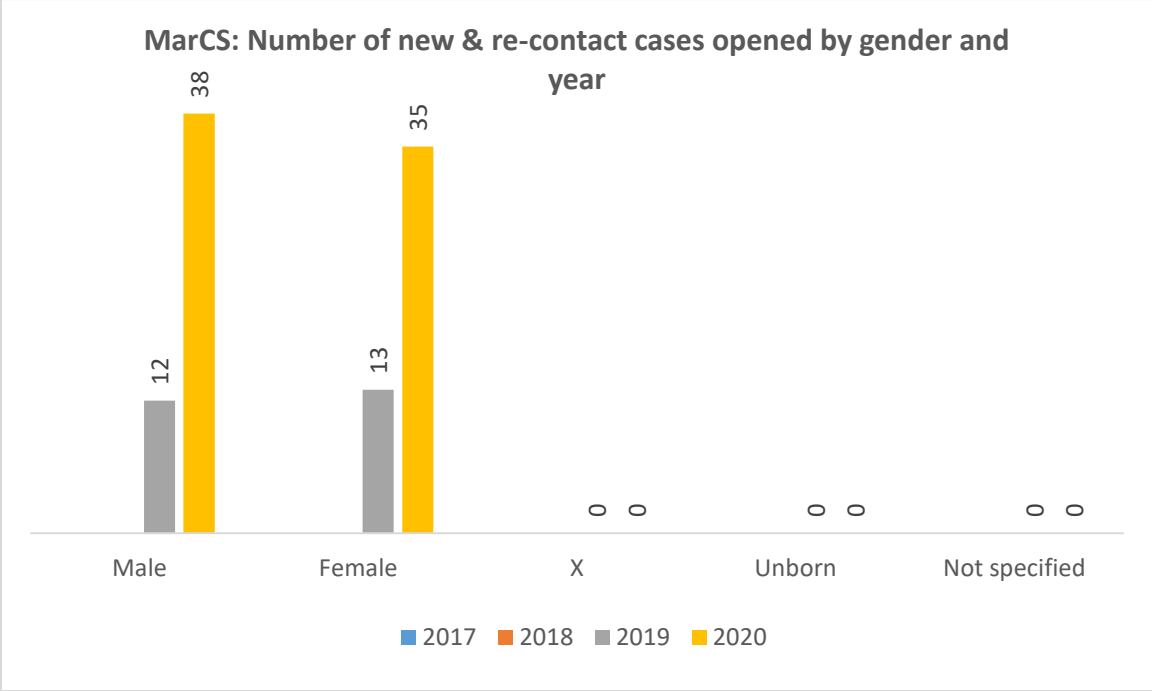
MarCS: Number of referred, new & re-contact, new and closed cases by year

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										25	73
New & recontact cases										25	73
New cases										25	71
Closed cases										1	56

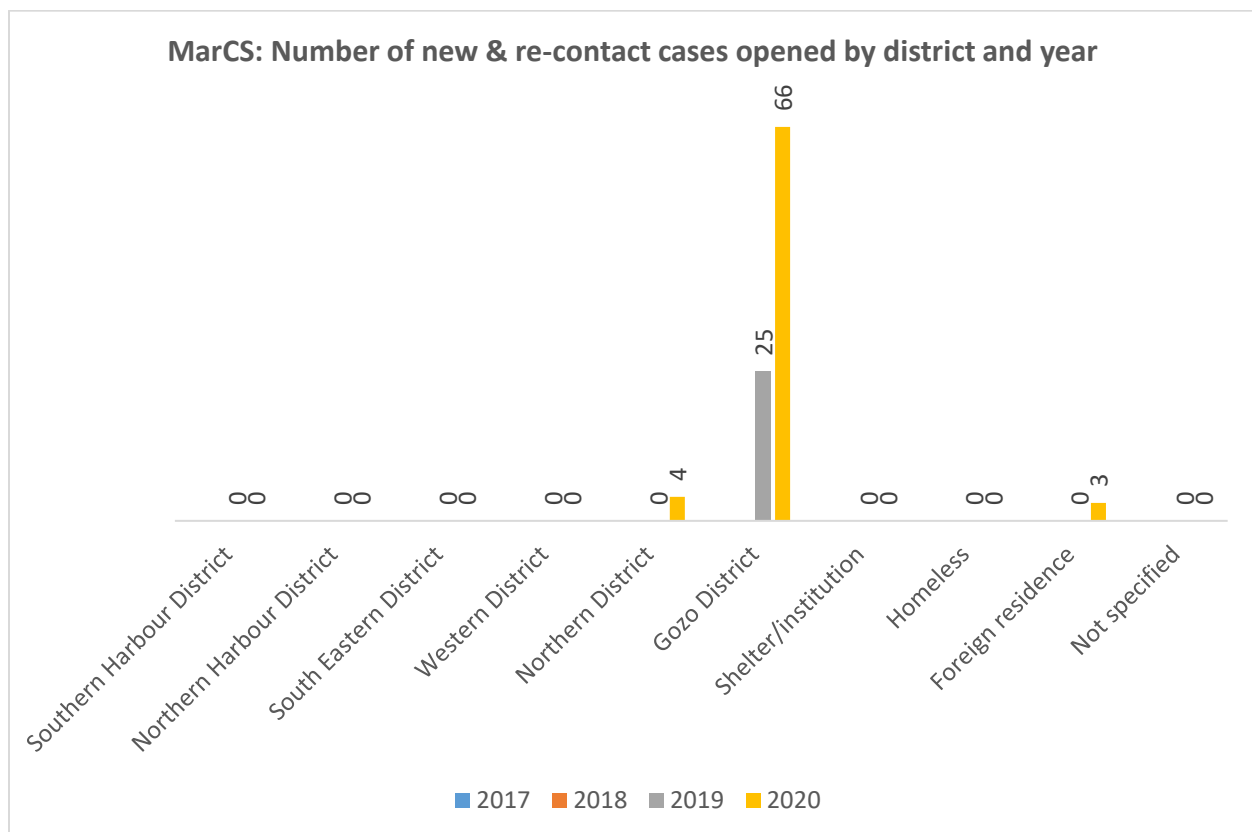
MarCS: Referrals by primary problem ⁸ and Service		
	2019	2020
Addiction	0	0
Assault/harassment	0	0
Behaviour problems	0	0
Bereavement	0	0
Child abuse	5	0
Child care or access	1	2
Disability related issues	1	0
Domestic violence	1	7
Eating disorder	0	0
Elderly needs	2	1
Employment issues	2	8
Family relations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

Details Regarding New and Re-contact Cases Opened

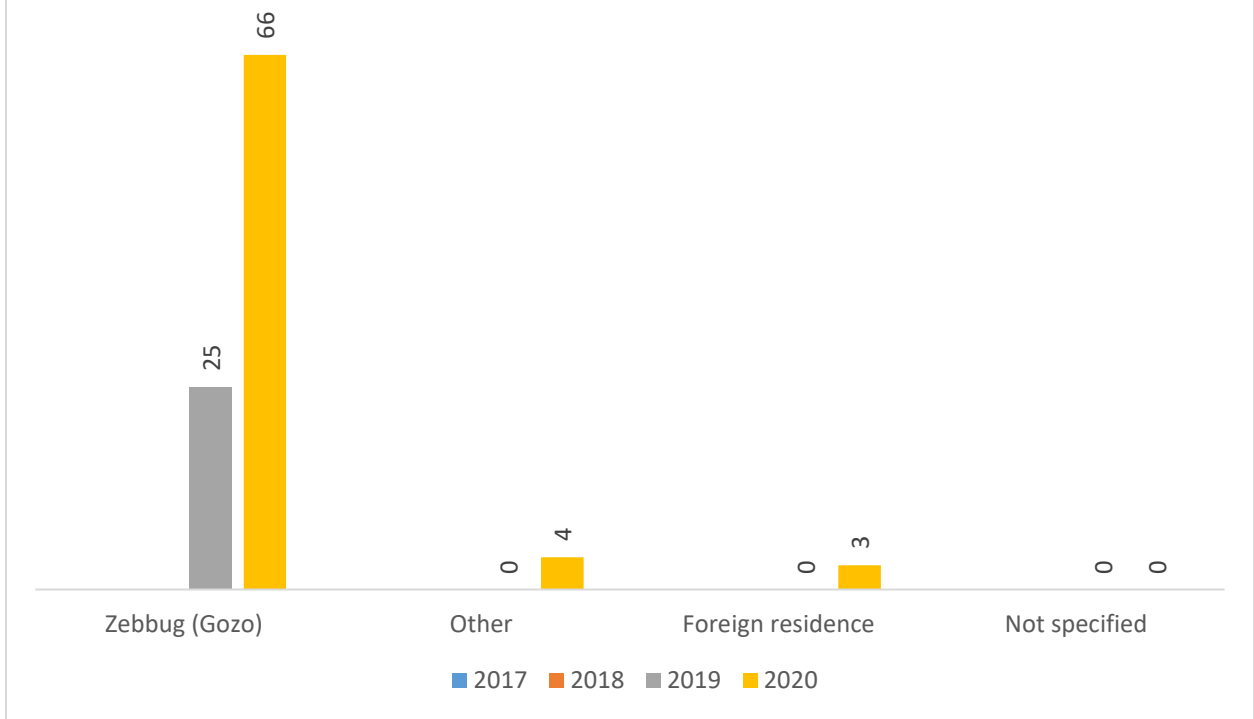
⁸ Clients may have multiple problems but this table only reports the primary issue as reported by the client.



MarCS: Number of new & re-contact cases opened by age and gender January – December 2020			
	Male	Female	Total
≤17	15	12	27
18-19	2	0	2
20-24	1	2	3
25-29	4	1	5
30-34	3	2	5
35-39	0	2	2
40-44	2	6	8
45-49	2	3	5
50-54	1	2	3
55-59	2	1	3
≥60	5	3	8
Not specified	1	1	2
Total	38	35	73

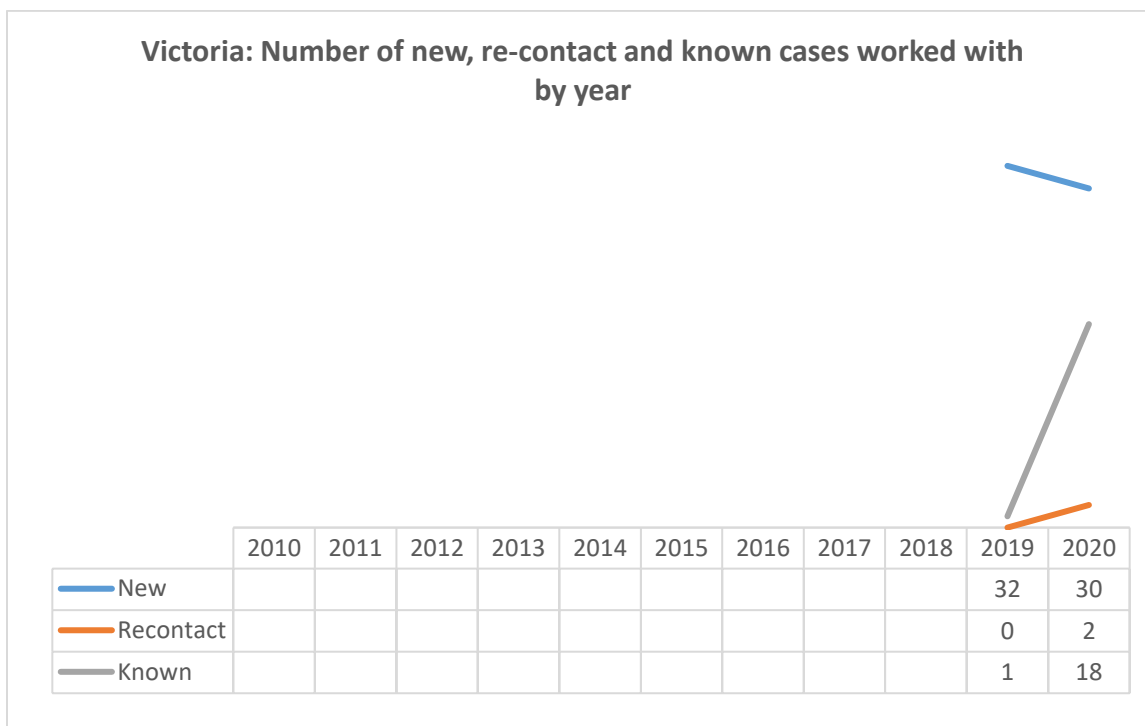
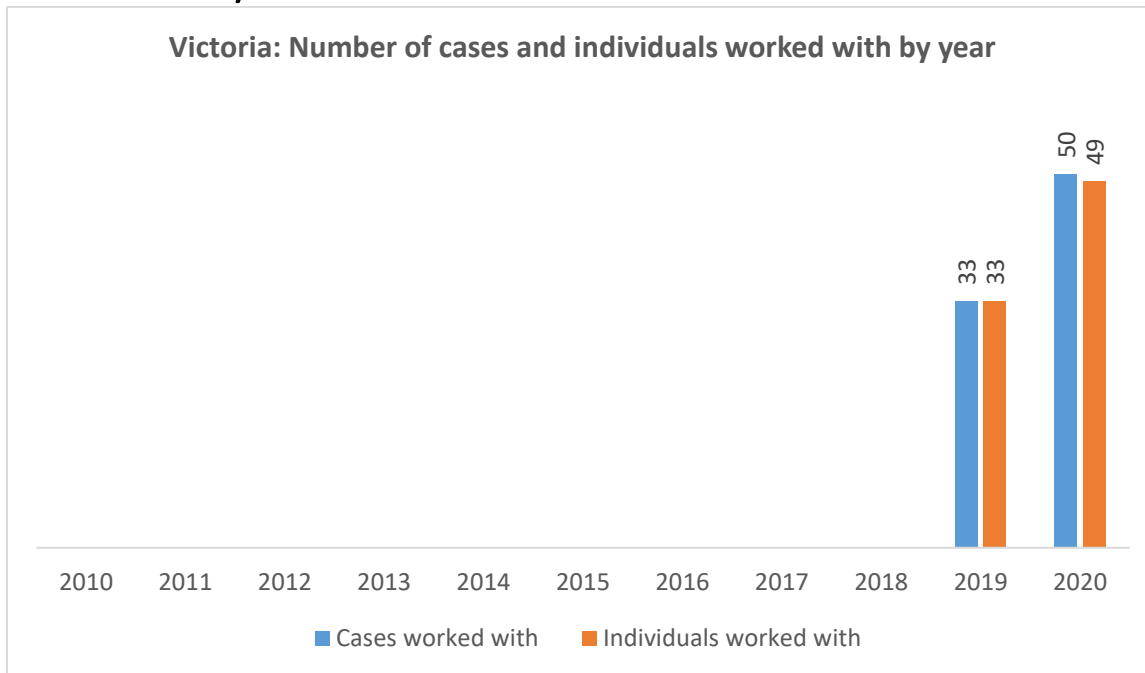


MarCS: Number of new & re-contact cases opened by town of residence and year



Victoria Community Family Centre

Case Activity⁹



⁹ Service started reporting in 2019.

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



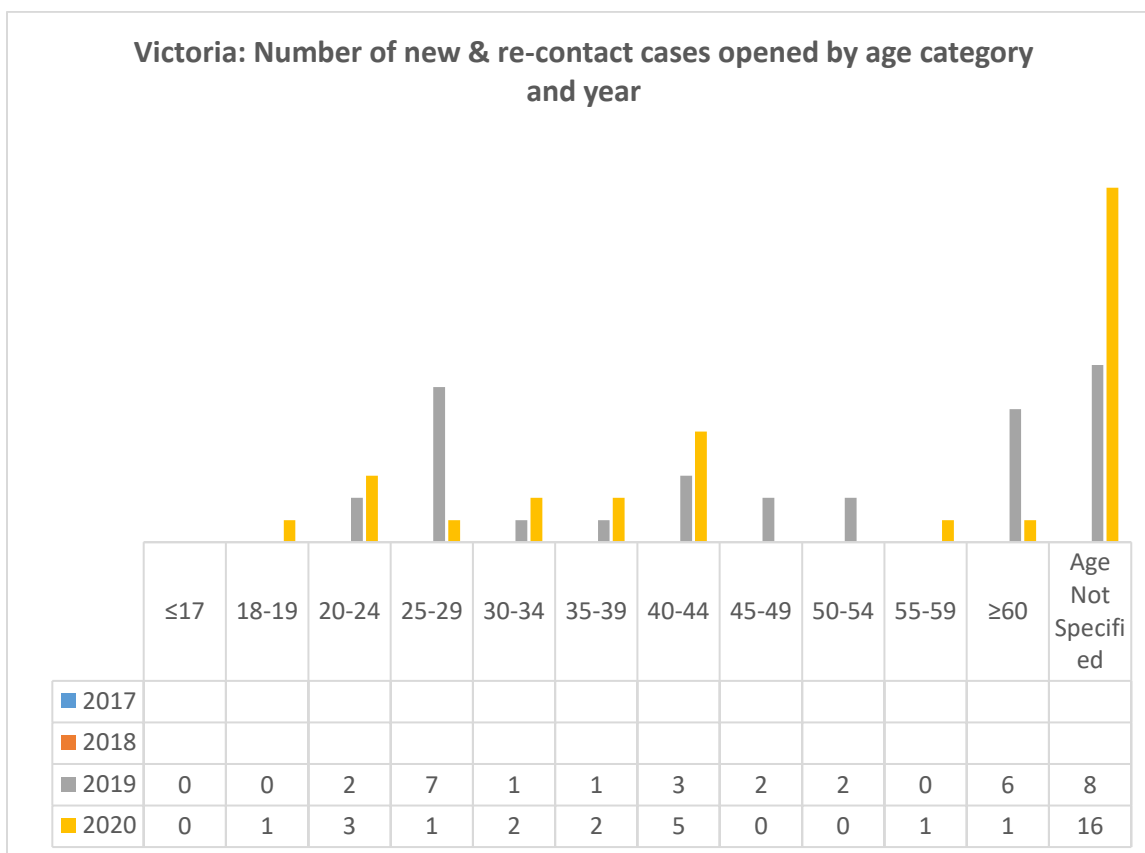
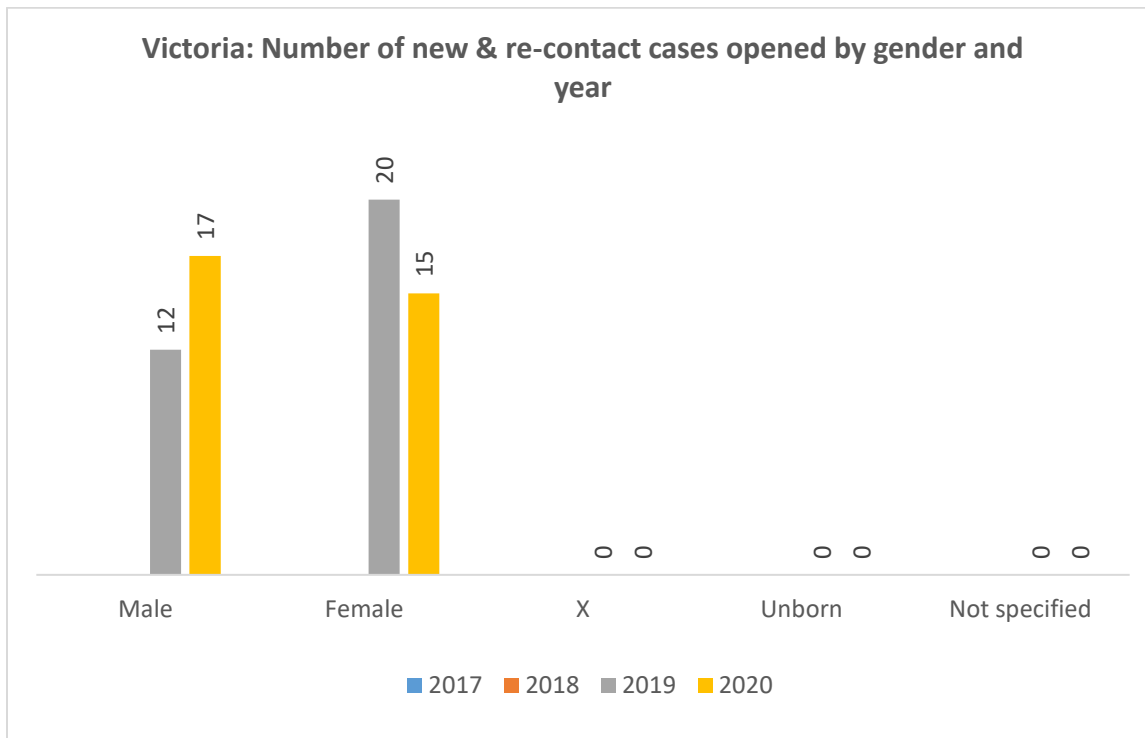
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										32	32
New & recontact cases										32	32
New cases										32	30
Closed cases										13	20

Victoria: Referrals by primary problem¹⁰ and Service
January – December 2020

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

¹⁰ Service users may have multiple problems but this table only reports the primary issue as reported by the service user.

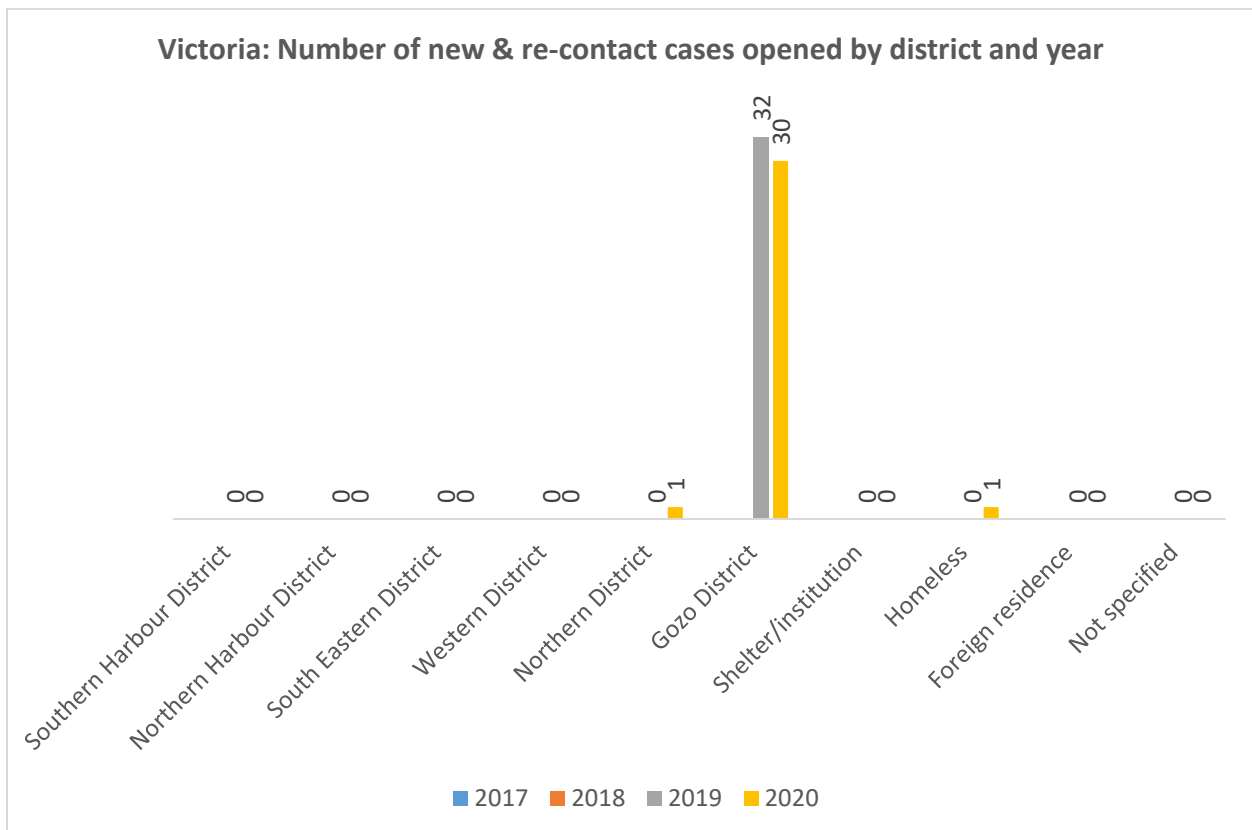
Details Regarding New and Re-contact Cases Opened



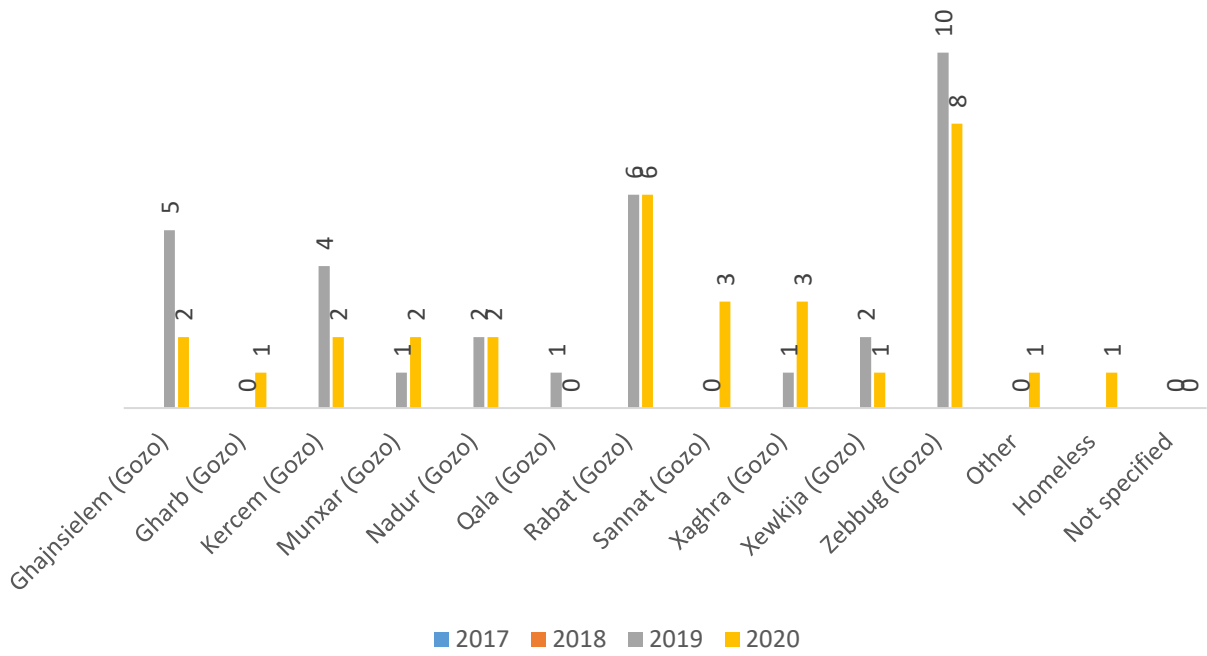
**Victoria: Number of new & re-contact cases opened by age and gender
January – December 2020**

	Male	Female	Total
≤17	0	0	0
18-19	1	0	1
20-24	2	1	3
25-29	1	0	1
30-34	2	0	2
35-39	1	1	2
40-44	4	1	5
45-49	0	0	0
50-54	0	0	0
55-59	1	0	1
≥60	0	1	1
Not specified	5	11	16
Total	17	15	32

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



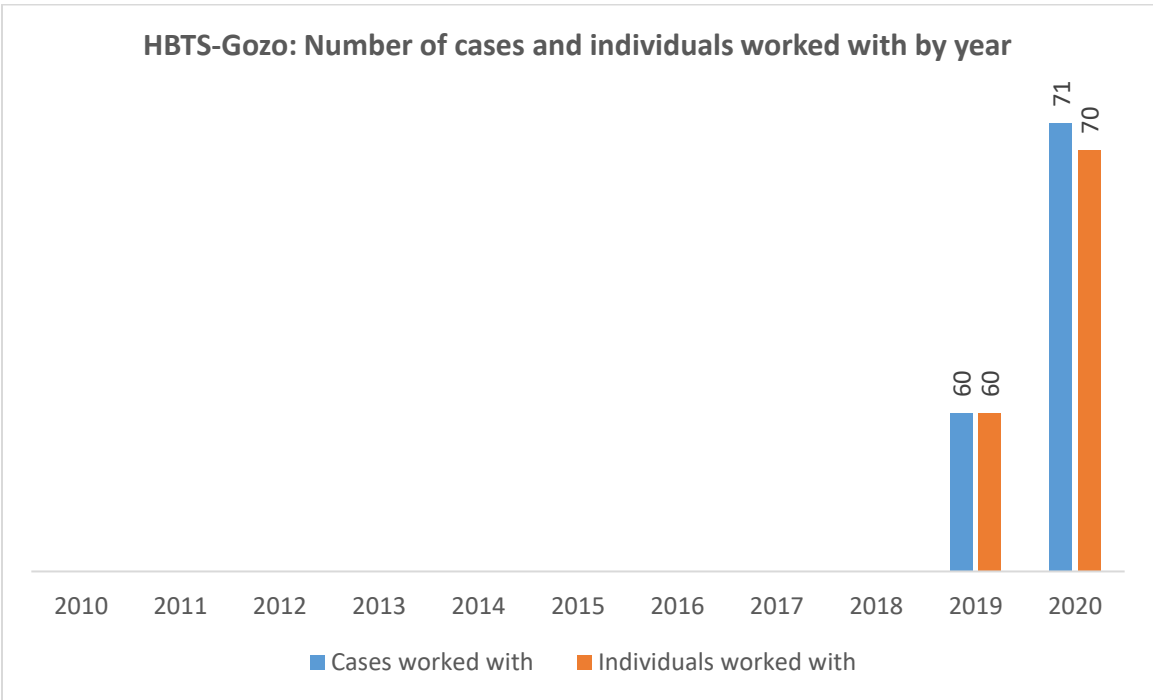
Victoria: Number of new & re-contact cases opened by town of residence and year



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

NOTE: 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.

Case Activity¹¹



¹¹ Service started reporting in 2019.

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



	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
New										28	24
Recontact										0	1
Known										32	35
Intake											11

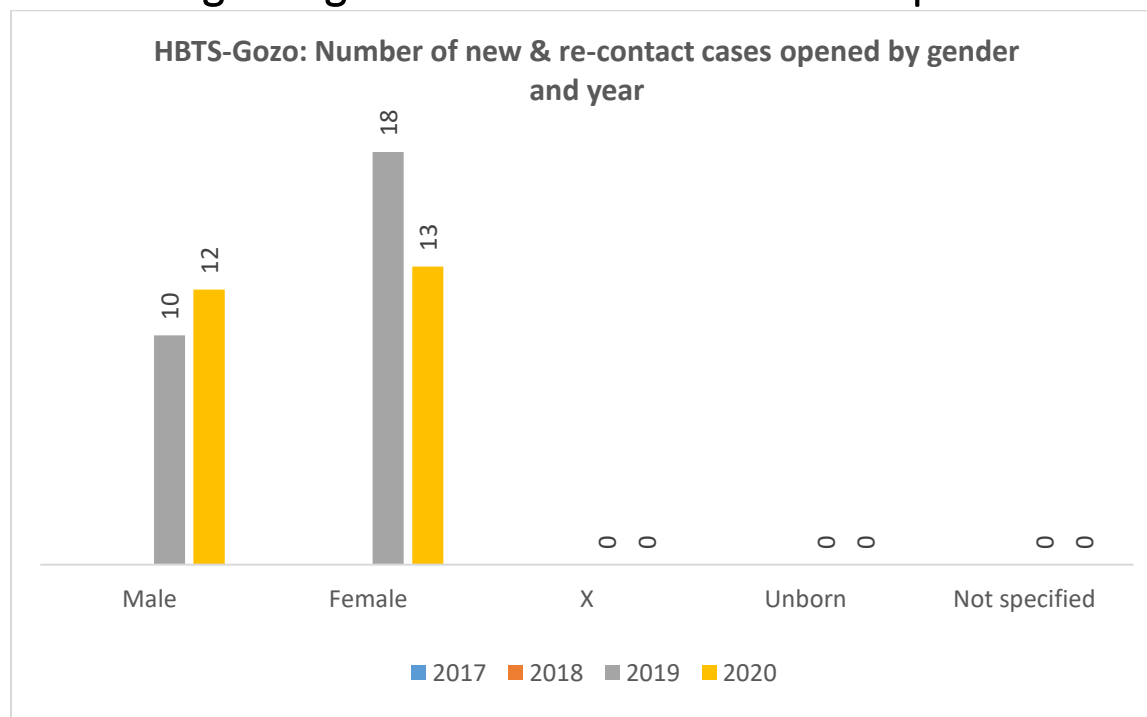
HBTS-Gozo: Number of referred, new & re-contact, new and closed cases by year



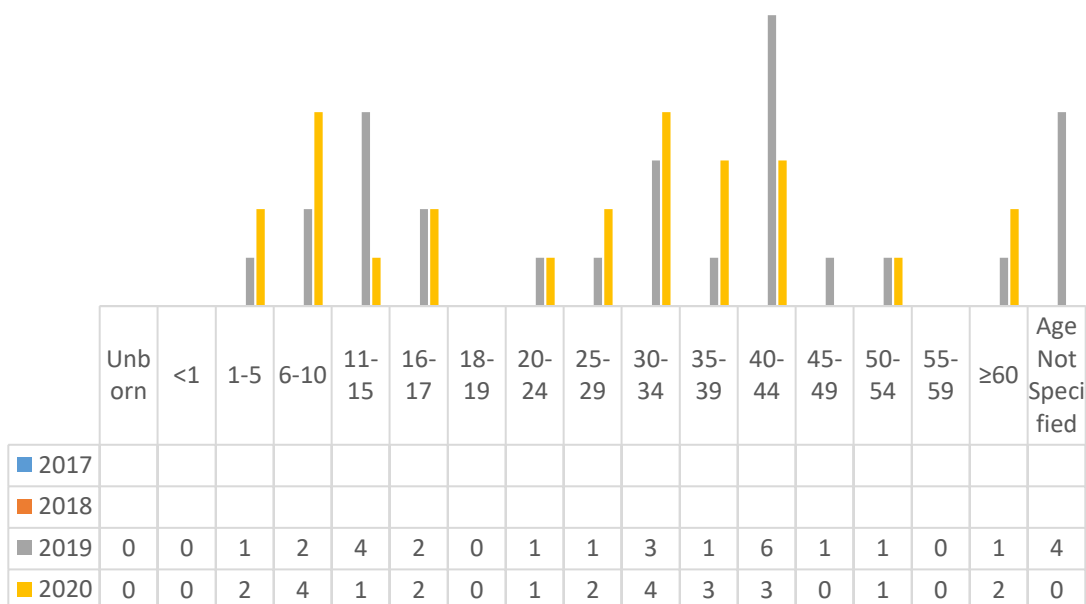
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										33	22
New & recontact cases										28	25
New cases										28	24
Closed cases										24	34

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

Details Regarding New and Re-contact Cases Opened

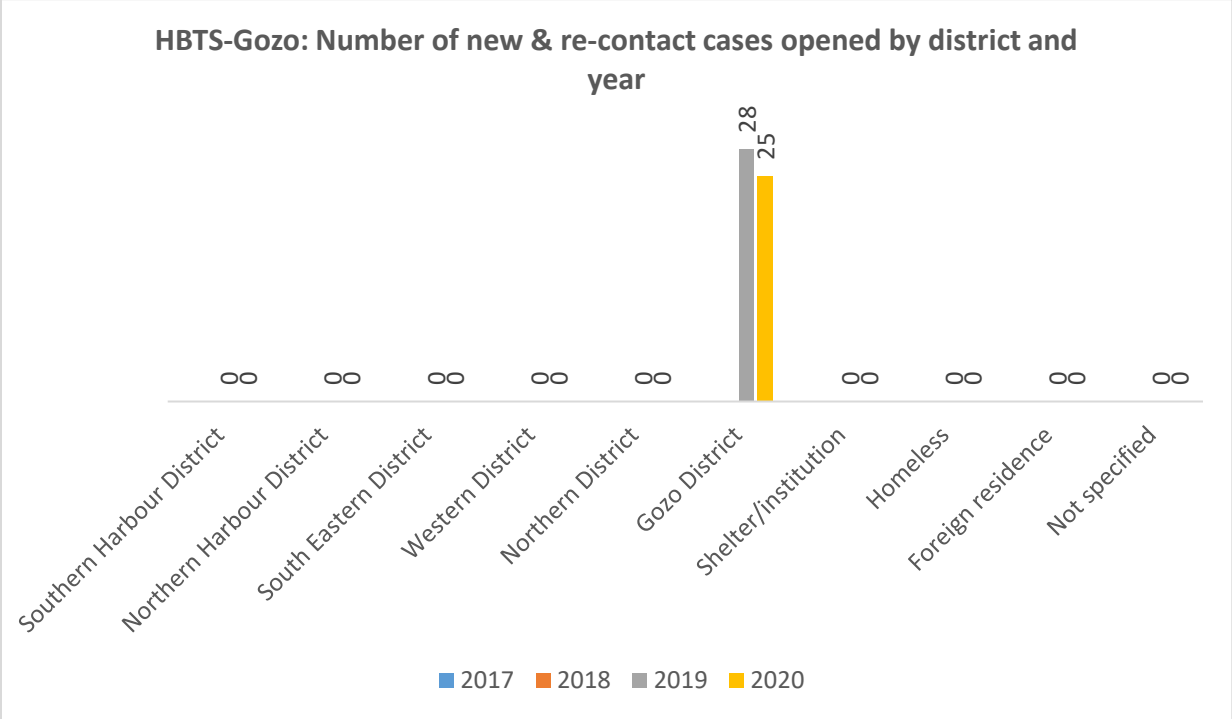


HBTS-Gozo: Number of new & re-contact cases opened by age category and year

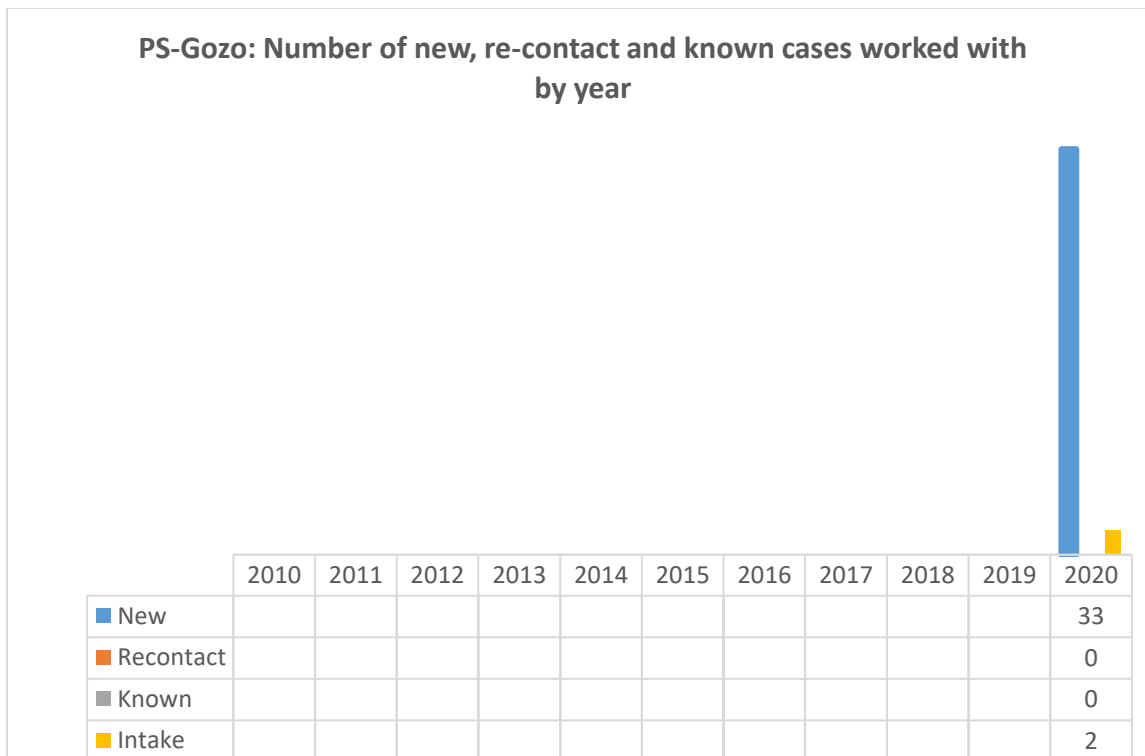
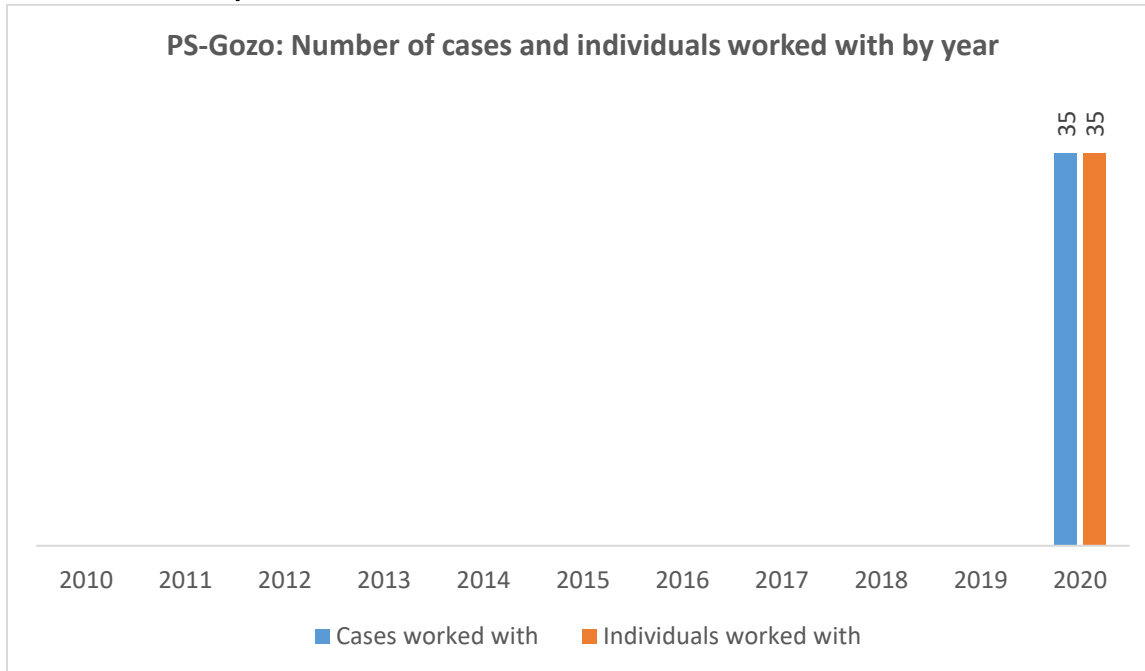


HBTS-Gozo: Number of new & re-contact cases opened by age and gender
January – December 2020

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

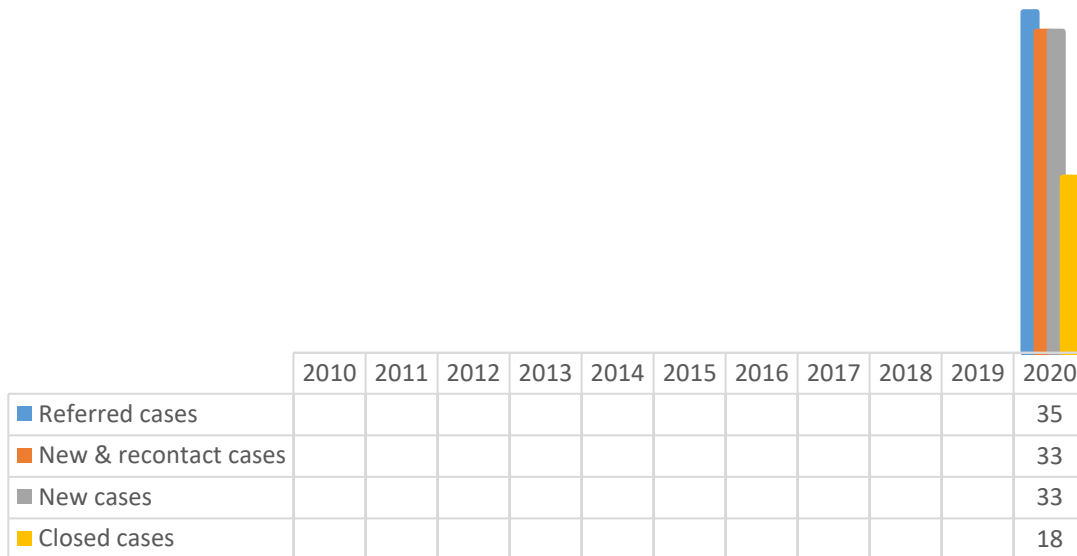


Psychotherapeutic Services- Gozo (PS-Gozo) Case Activity¹²

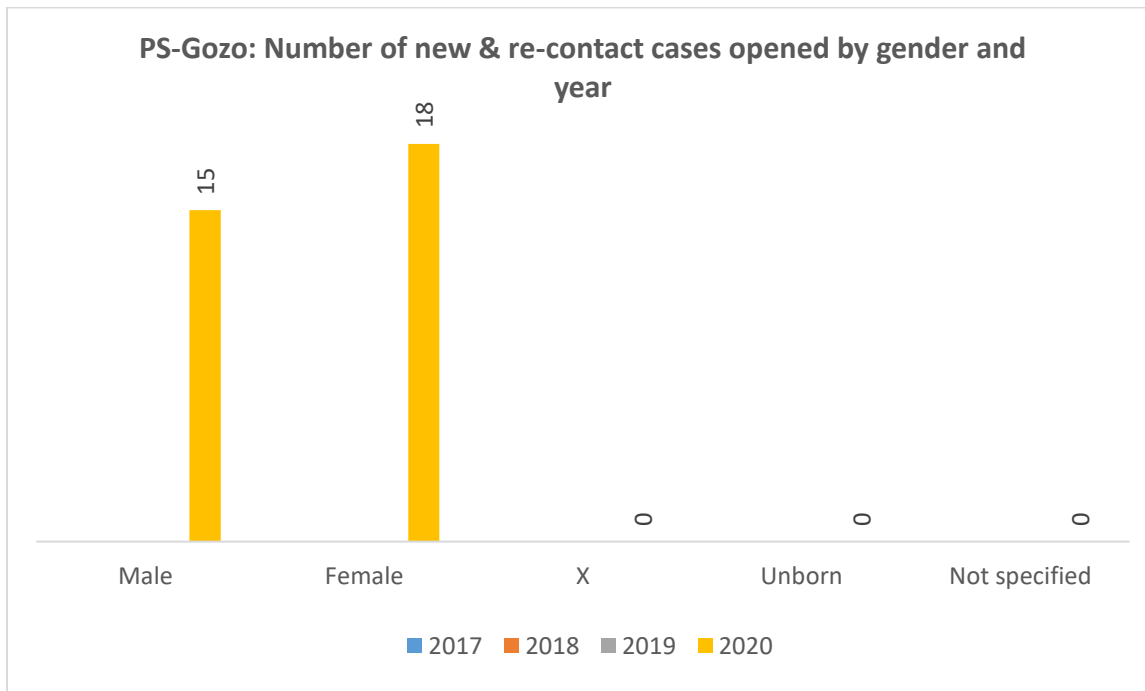


¹² Service started reporting in 2020.

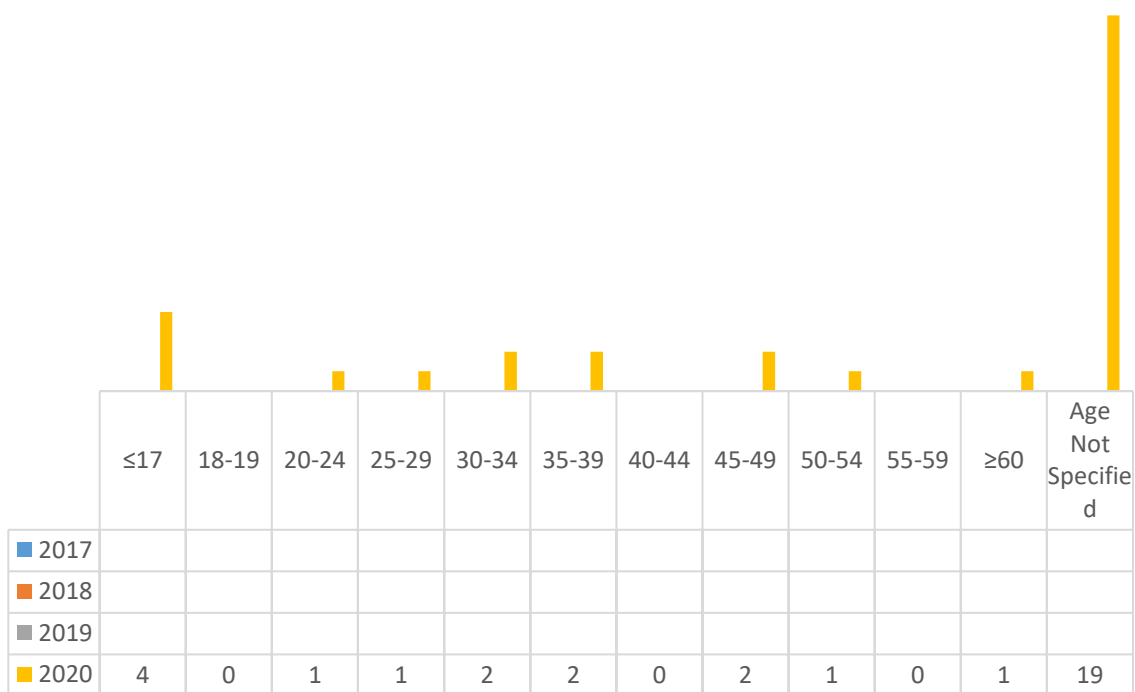
PS-Gozo: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened



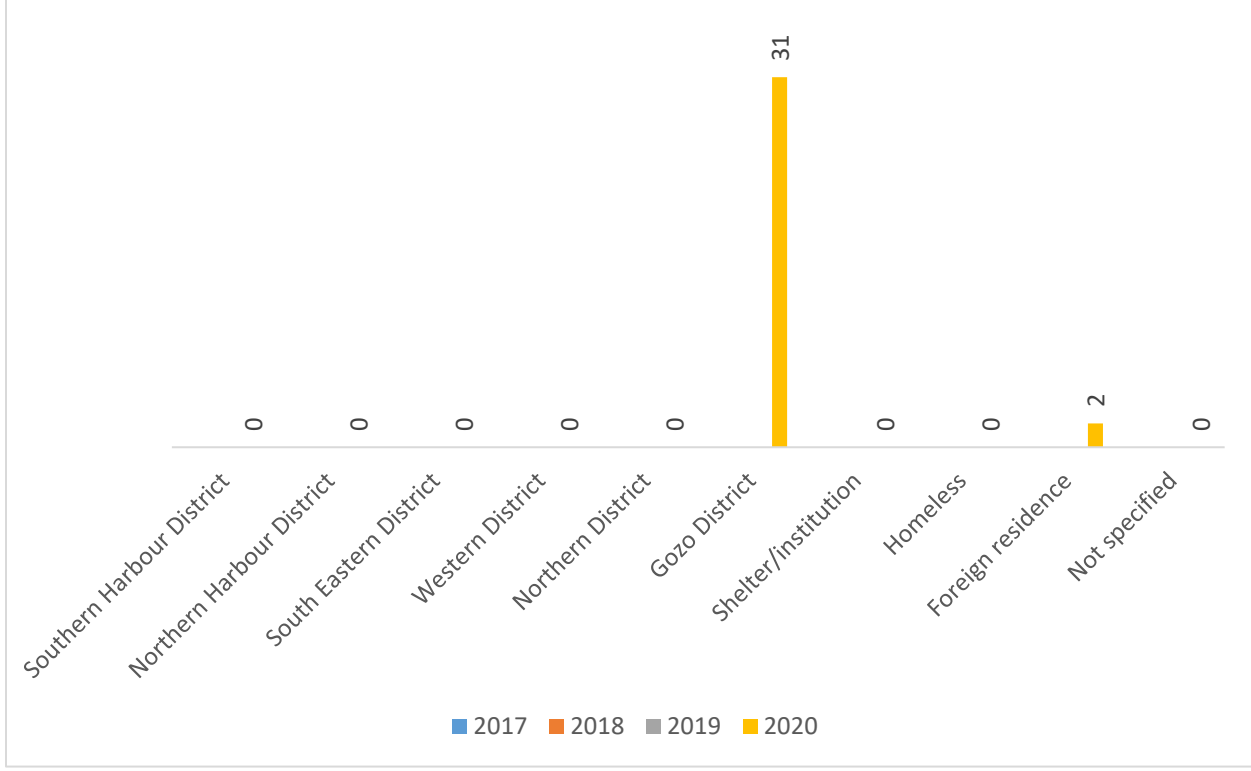
PS-Gozo: Number of new & re-contact cases opened by age category and year



PS-Gozo: Number of new & re-contact cases opened by age and gender
January – December 2020

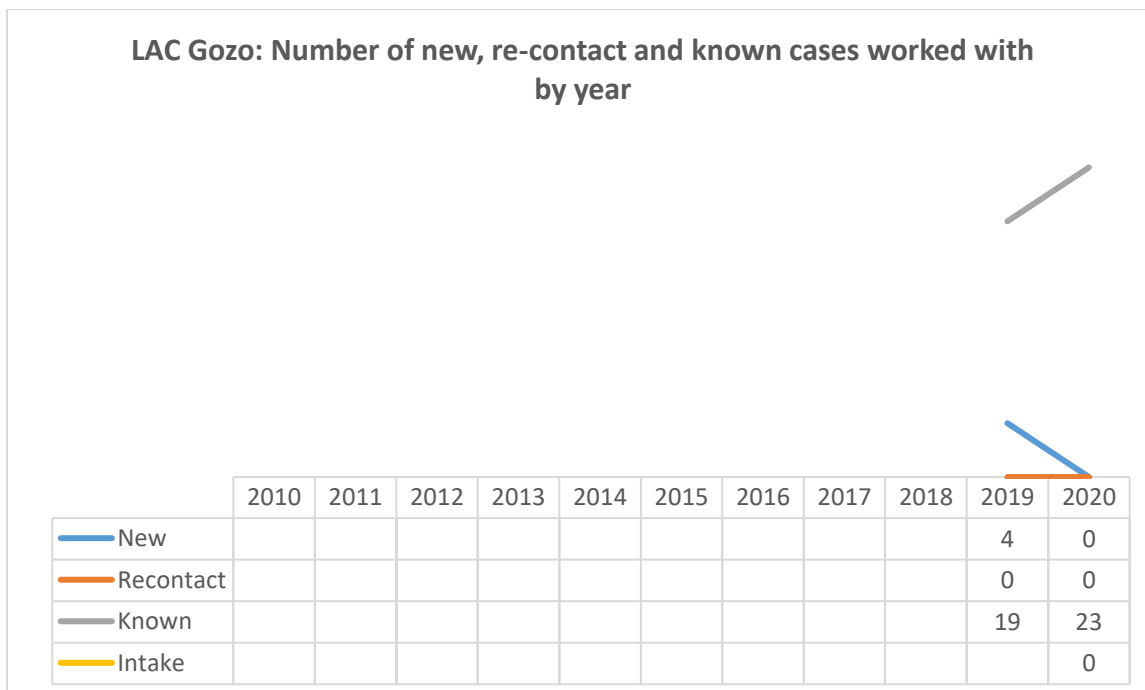
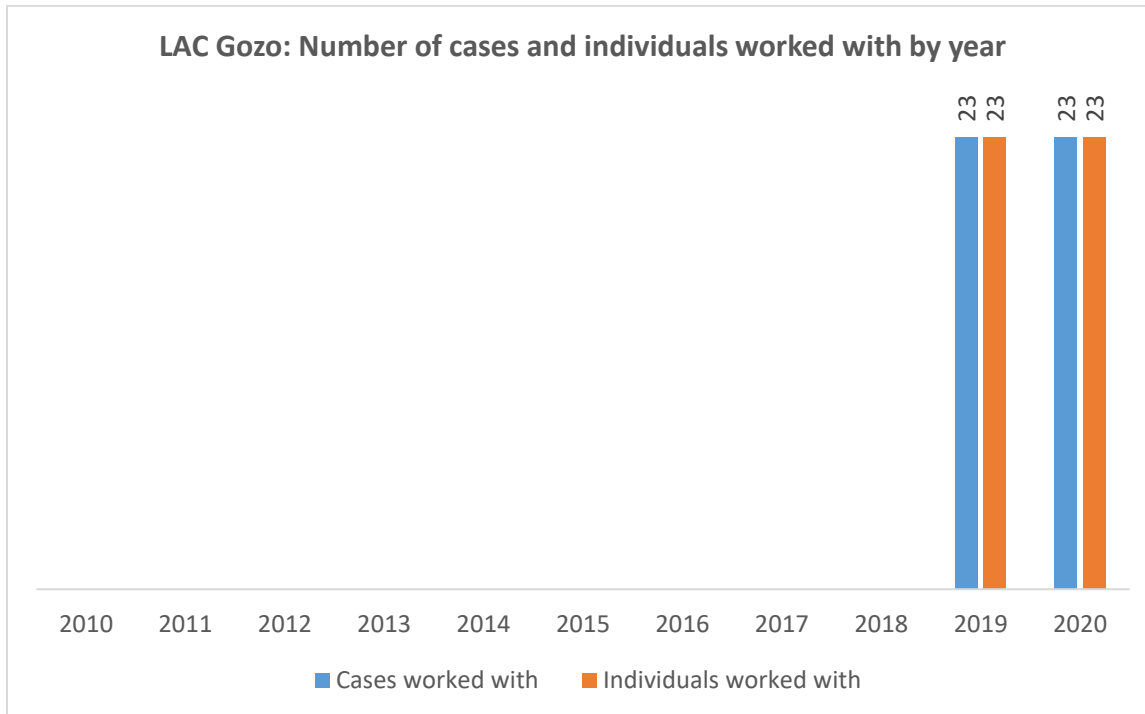
	Male	Female	Total
≤17	2	2	4
18-19	0	0	0
20-24	0	1	1
25-29	0	1	1
30-34	0	2	2
35-39	0	2	2
40-44	0	0	0
45-49	1	1	2
50-54	1	0	1
55-59	0	0	0
≥60	1	0	1
Not specified	10	9	19
Total	15	18	33

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



Looked After Children – Gozo (LAC-Gozo)

Case Activity¹³

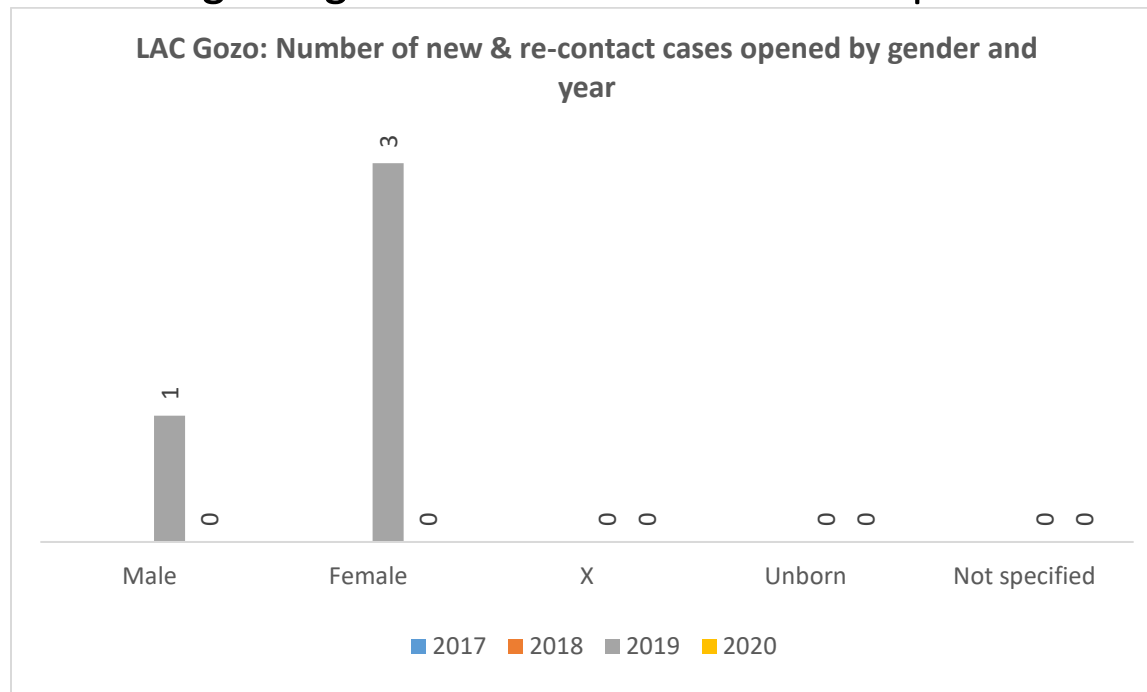


¹³ Service started reporting in 2019.

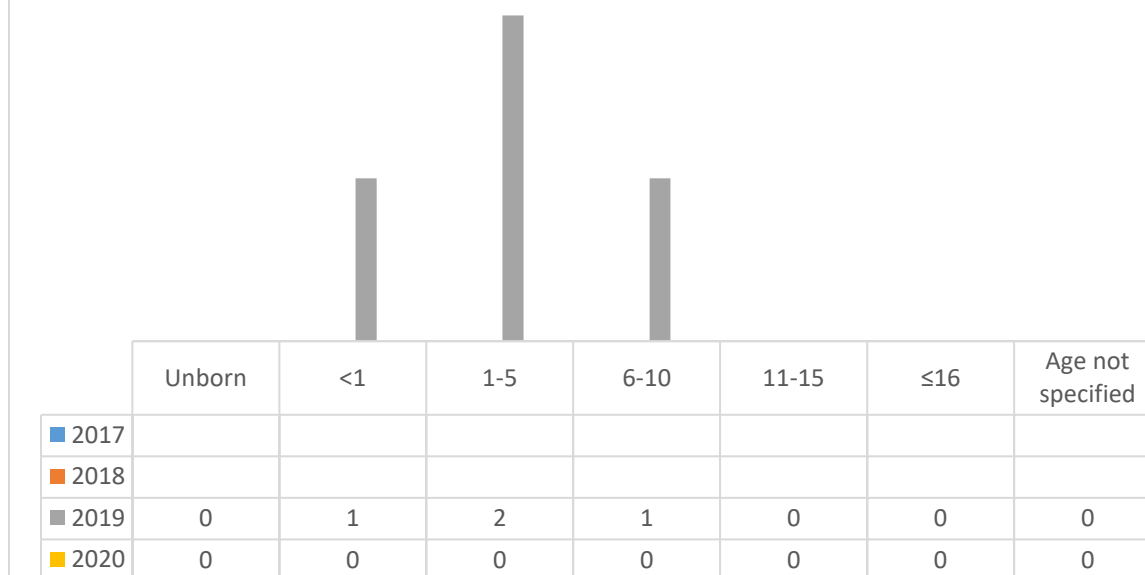
LAC Gozo: Number of referred, new & re-contact, new and closed cases by year

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										4	0
New & recontact cases										4	0
New cases										4	0
Closed cases										0	13

Details Regarding New and Re-contact Cases Opened

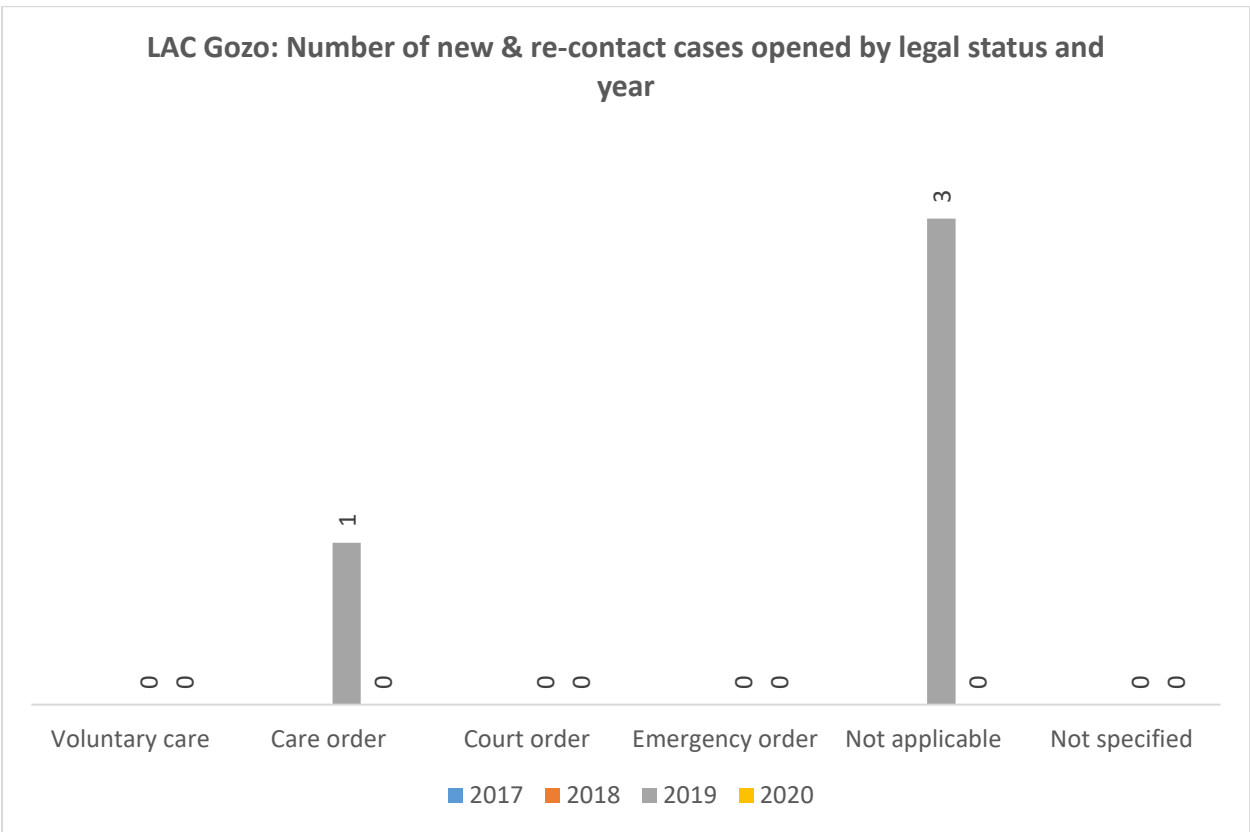
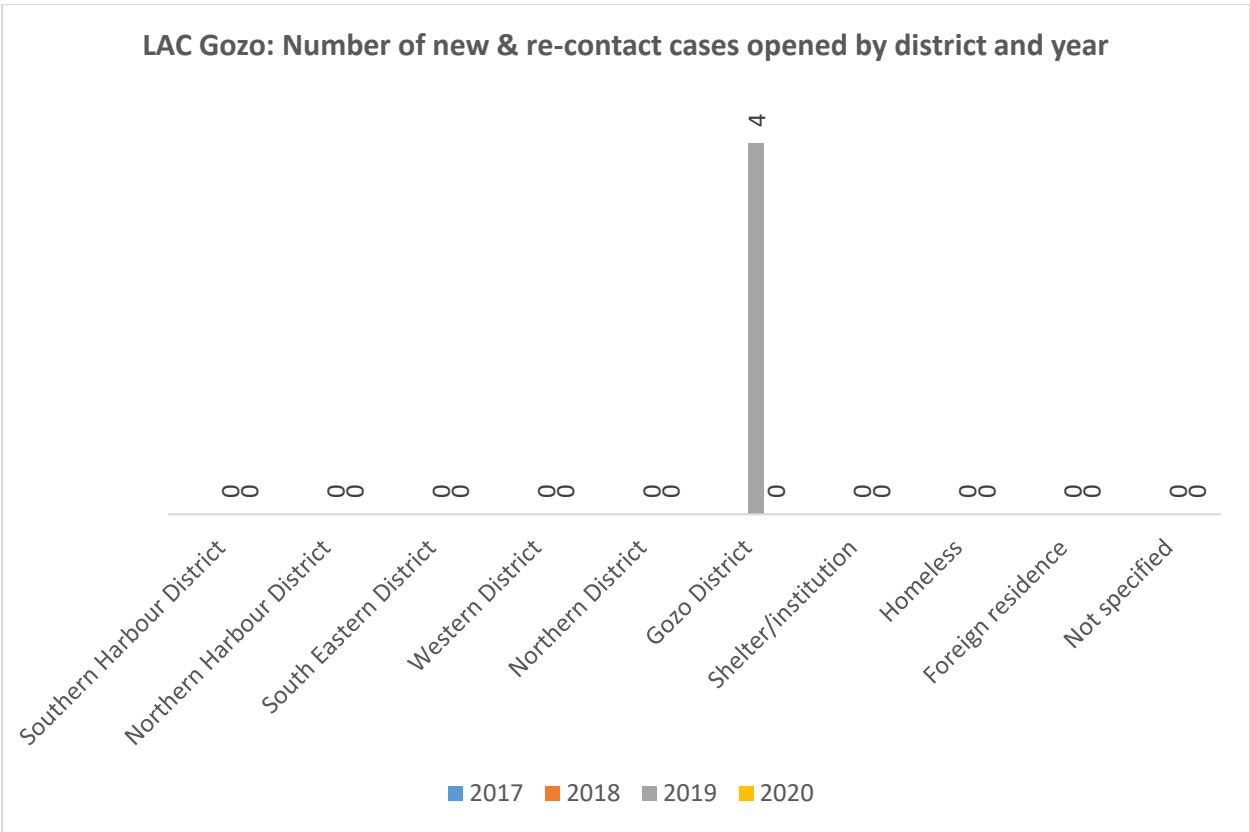


LAC Gozo: Number of new & re-contact cases opened by age category and year



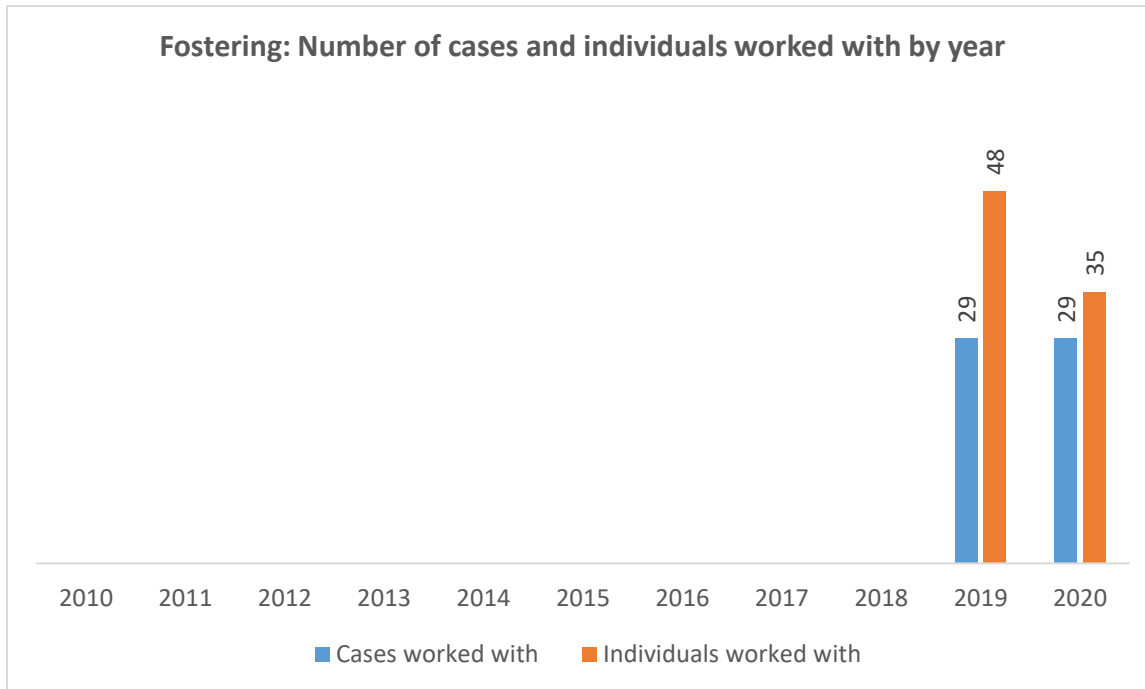
LAC Gozo: Number of new & re-contact cases opened by age and gender
January – December 2020

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

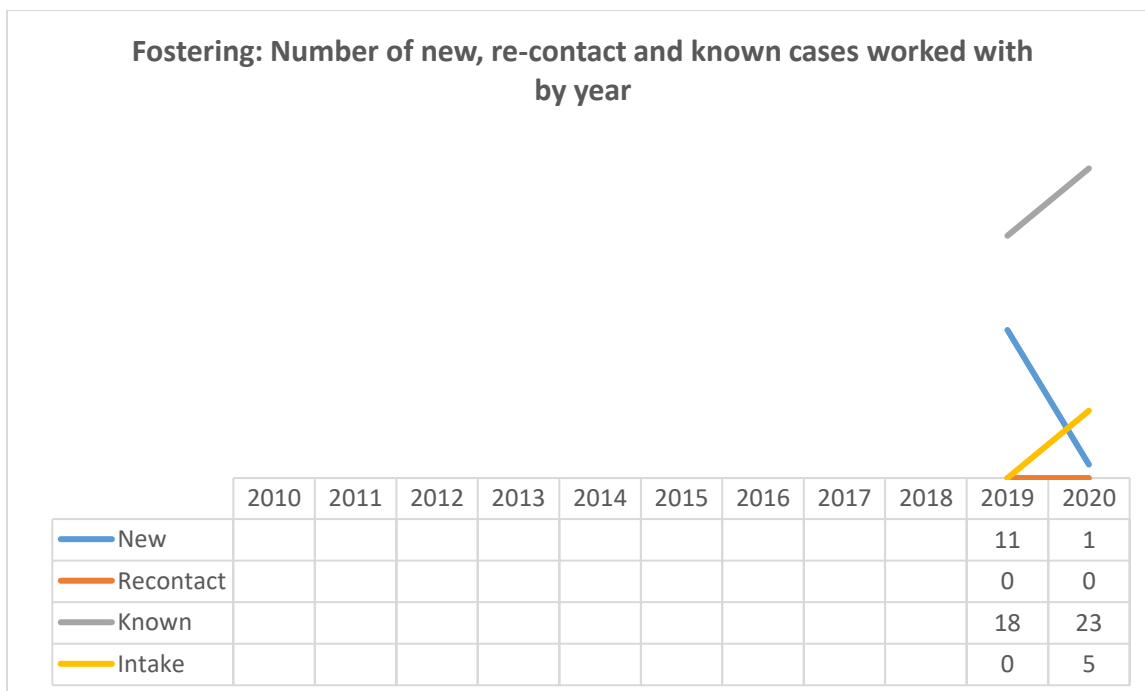


Fostering - Gozo

Case Activity¹⁴



Note: Cases = approved or potential foster carer families. Individuals = approved or potential foster carer parents



¹⁴ Service started reporting in 2019.

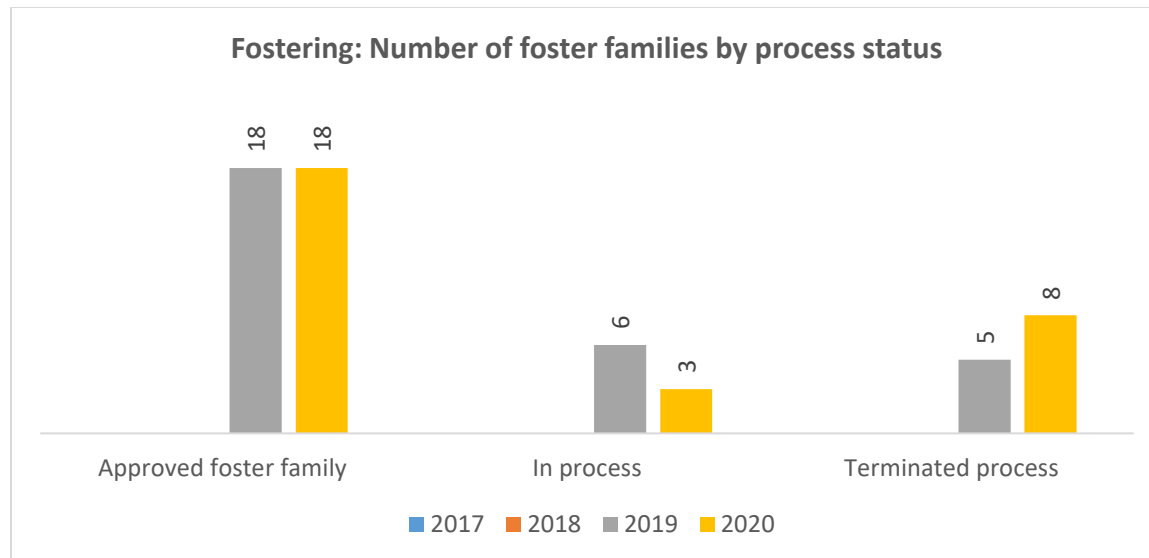
Fostering: Number of referred, new & re-contact, new and closed cases by year



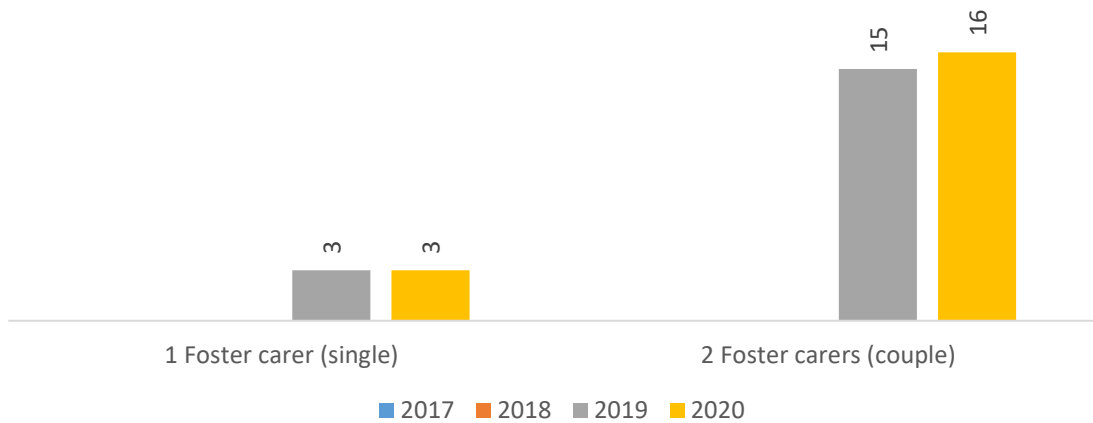
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases										11	5
New & recontact cases										11	1
New cases										11	1
Closed cases										5	8

Details Regarding Cases

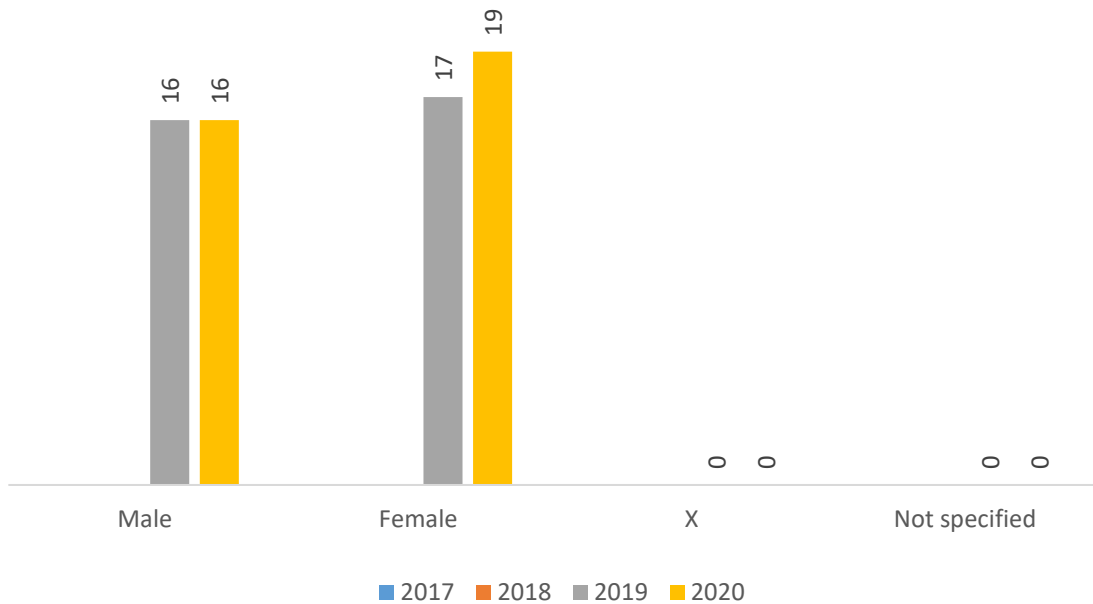
Fostering: Number of foster families by process status



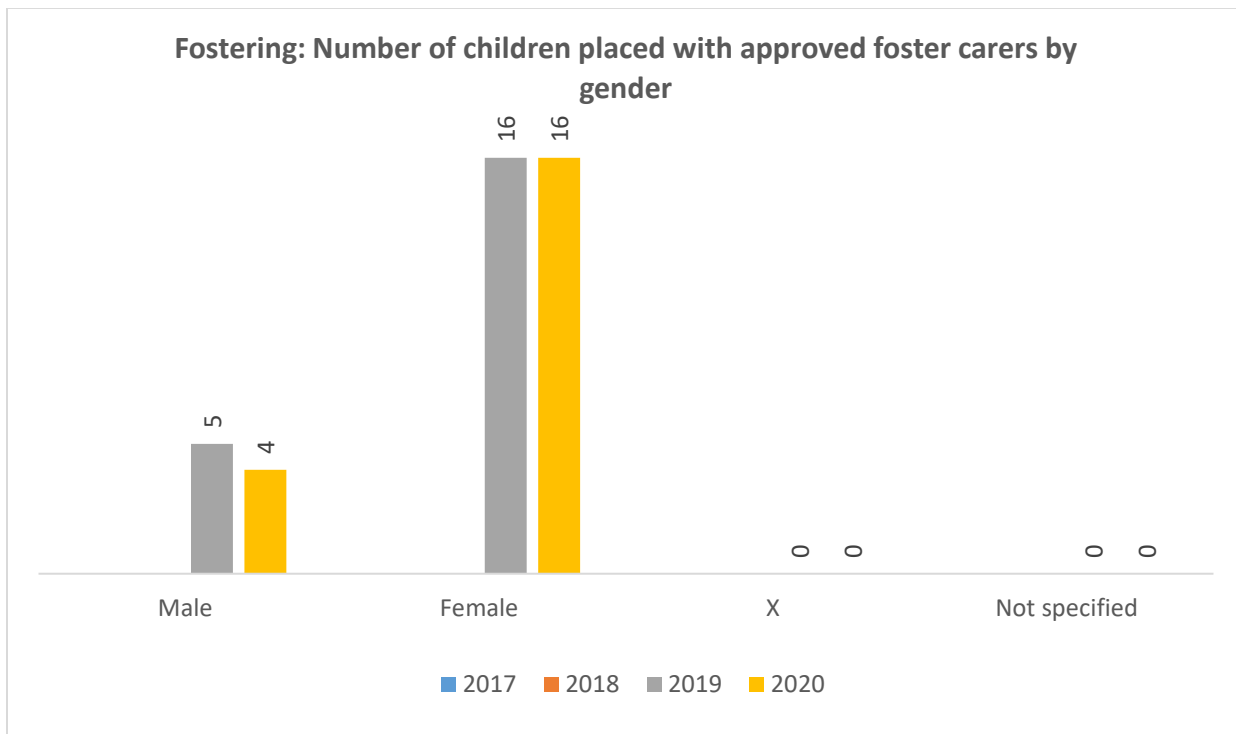
Fostering: Number of approved foster families by number of foster carers in the family



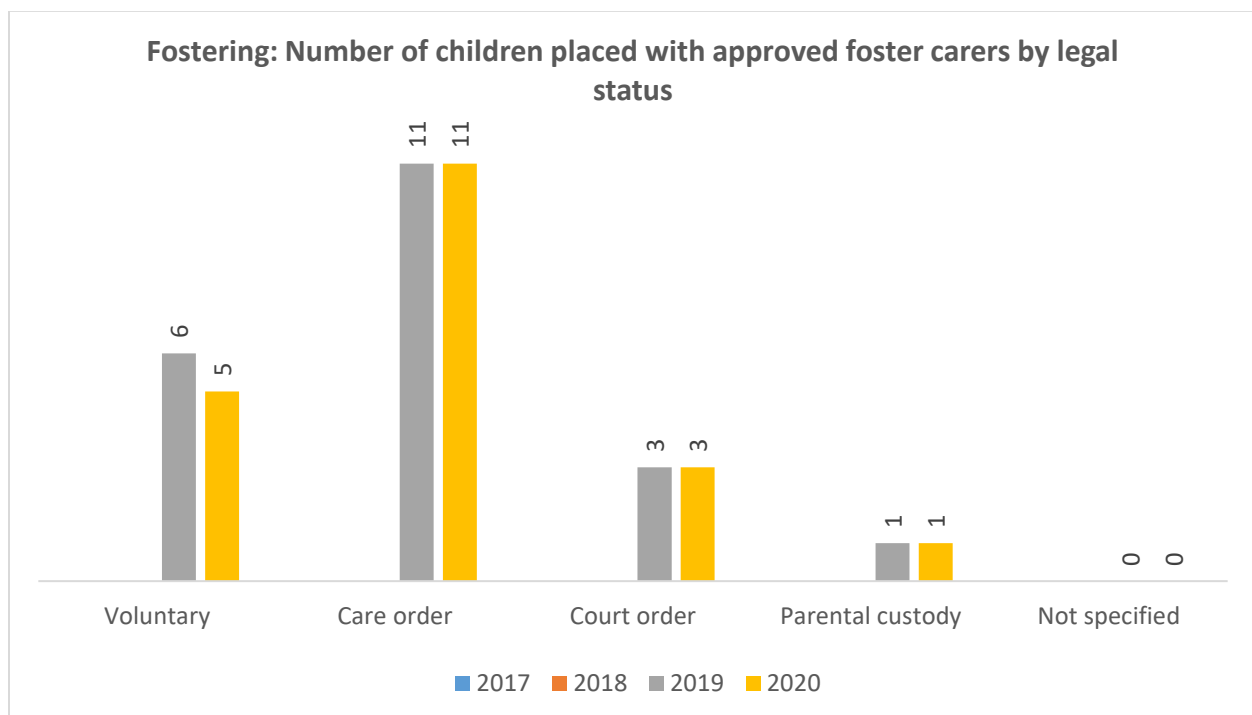
Fostering: Number of approved individual foster carers by gender



Fostering: Approved individual foster carers by age and gender January – December 2020			
	Male	Female	Total
<17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	1	1
35-39	2	0	2
40-44	1	2	3
45-49	2	3	5
50-54	2	3	5
55-59	4	2	6
>60	5	8	13
Not specified	0	0	0
Total	16	19	35

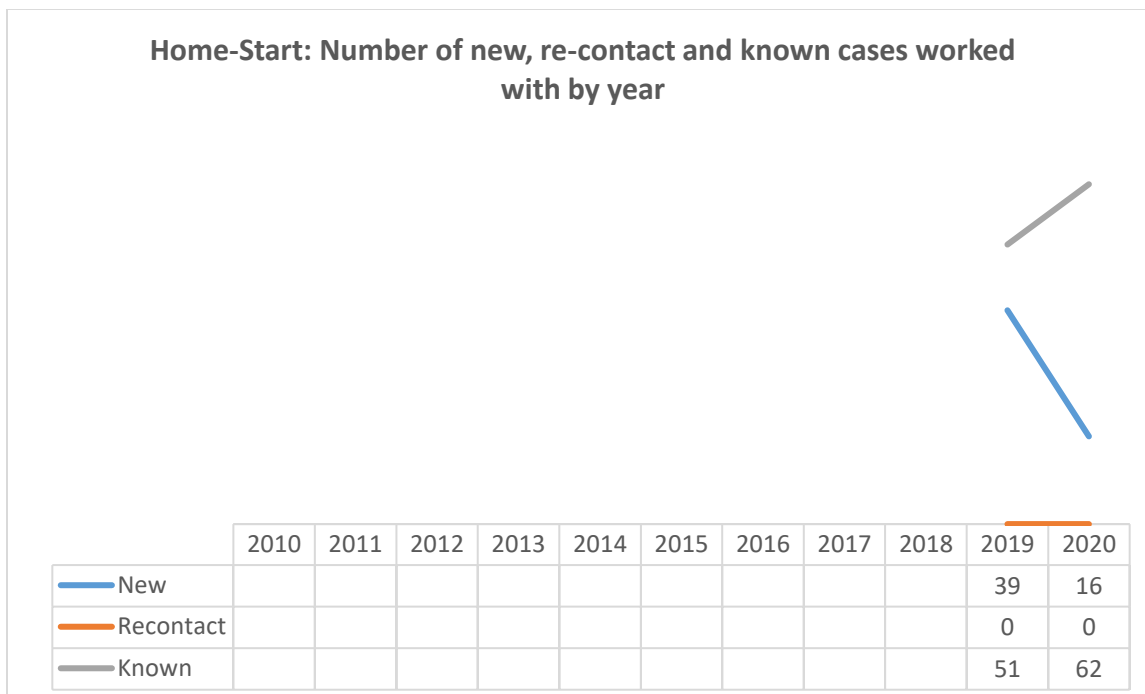
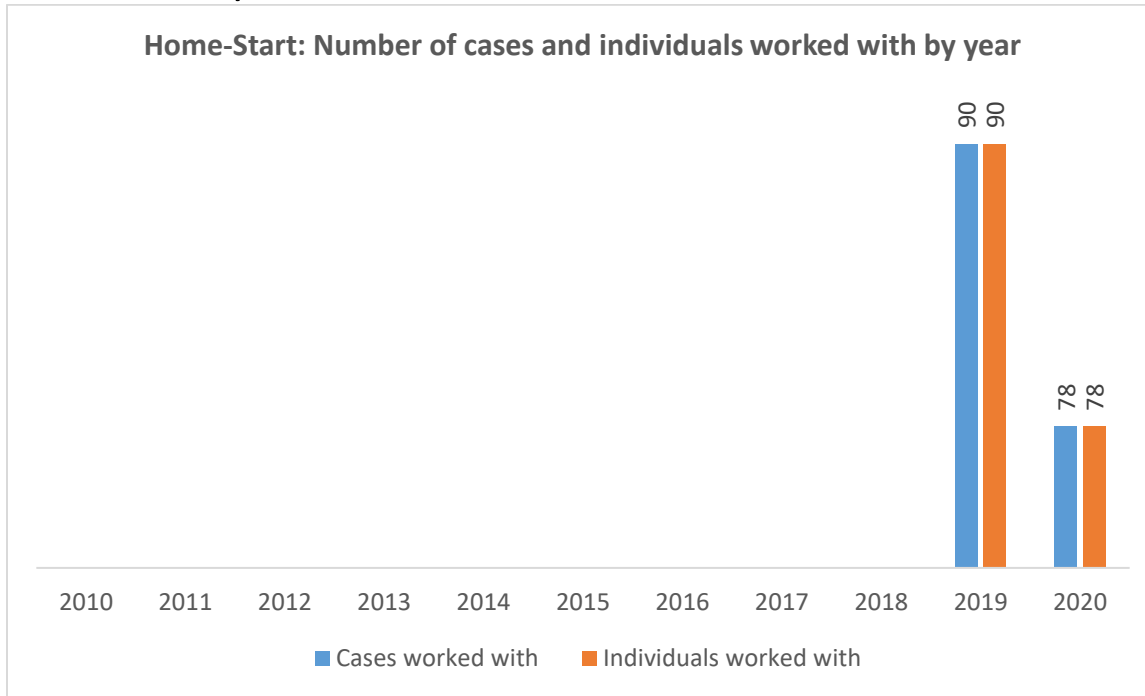


Fostering: Children placed with approved foster carers by age and gender January – December 2020			
	Male	Female	Total
<1	0	0	0
1-5	0	1	1
6-10	0	6	6
11-15	1	7	8
16-17	3	0	3
≥18	0	2	2
Not specified	0	0	0
Total	4	16	20



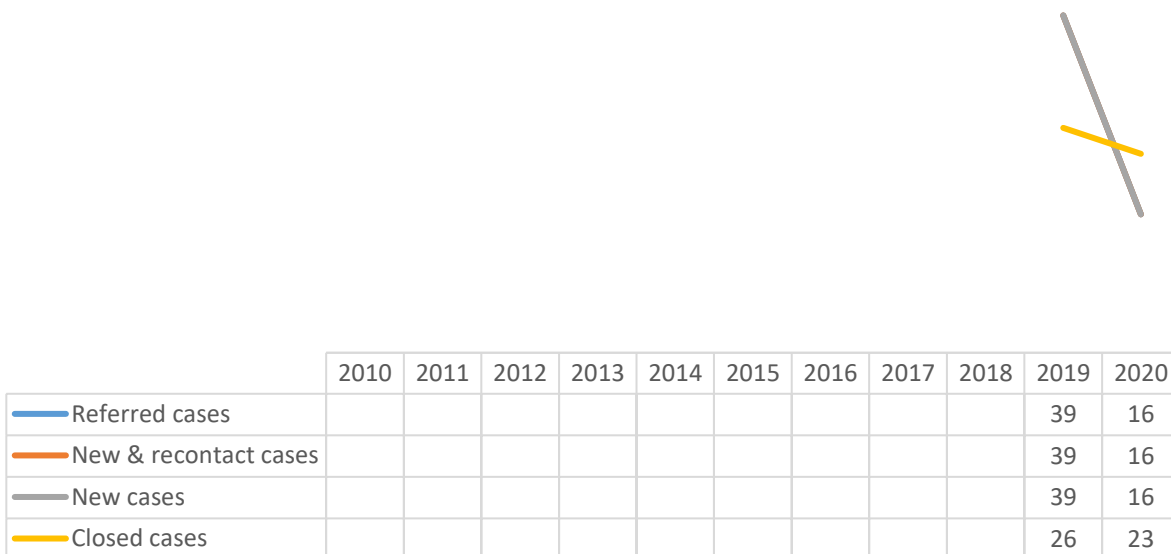
Home-Start Gozo

Case Activity¹⁵

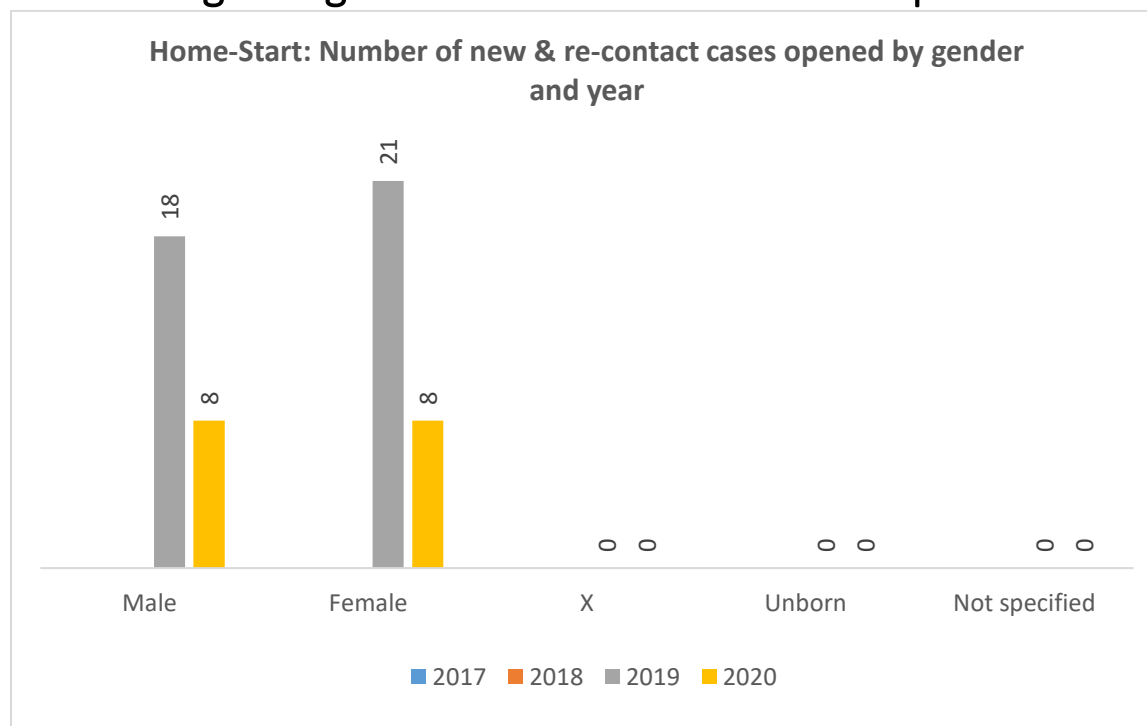


¹⁵ Service started reporting in 2019.

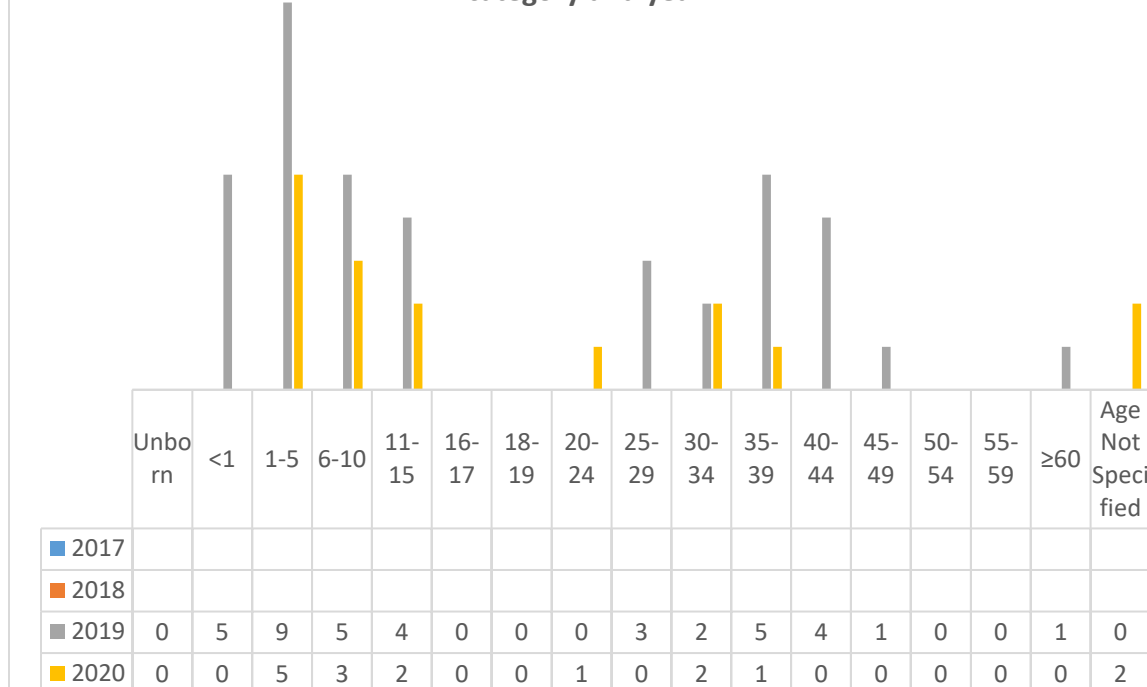
Home-Start: Number of referred, new & re-contact, new and closed cases by year



Details Regarding New and Re-contact Cases Opened



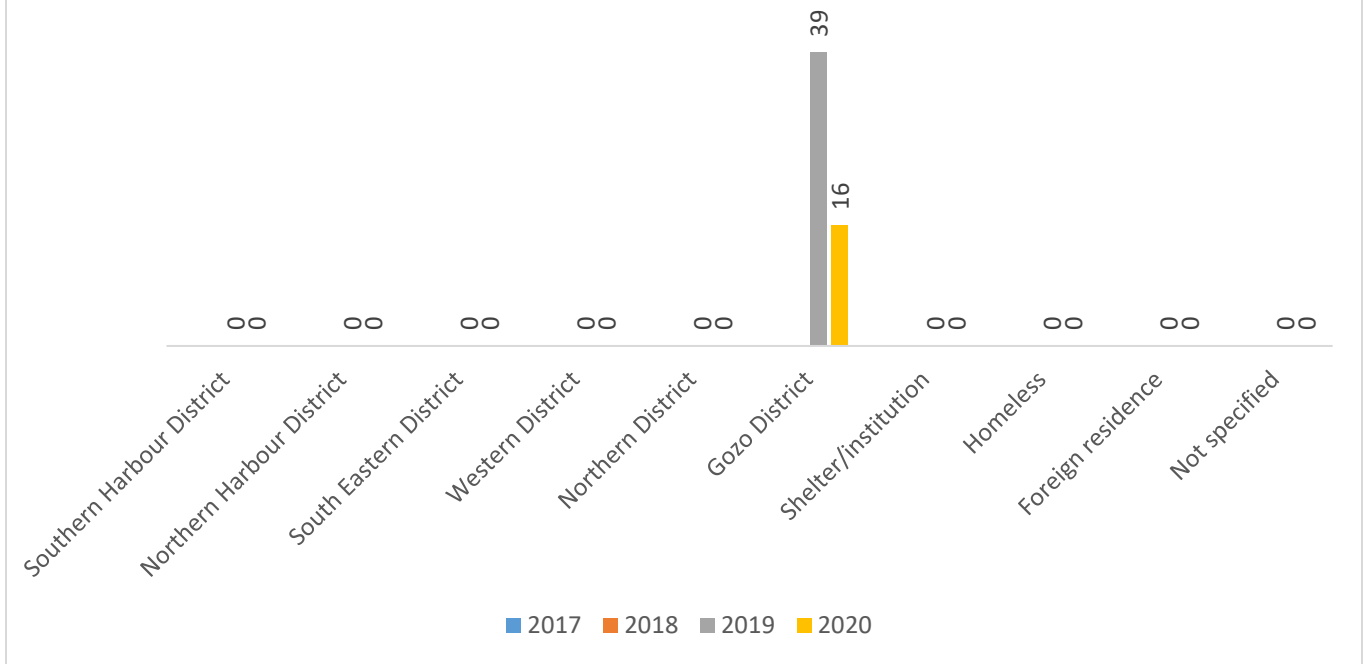
Home-Start: Number of new & re-contact cases opened by age category and year



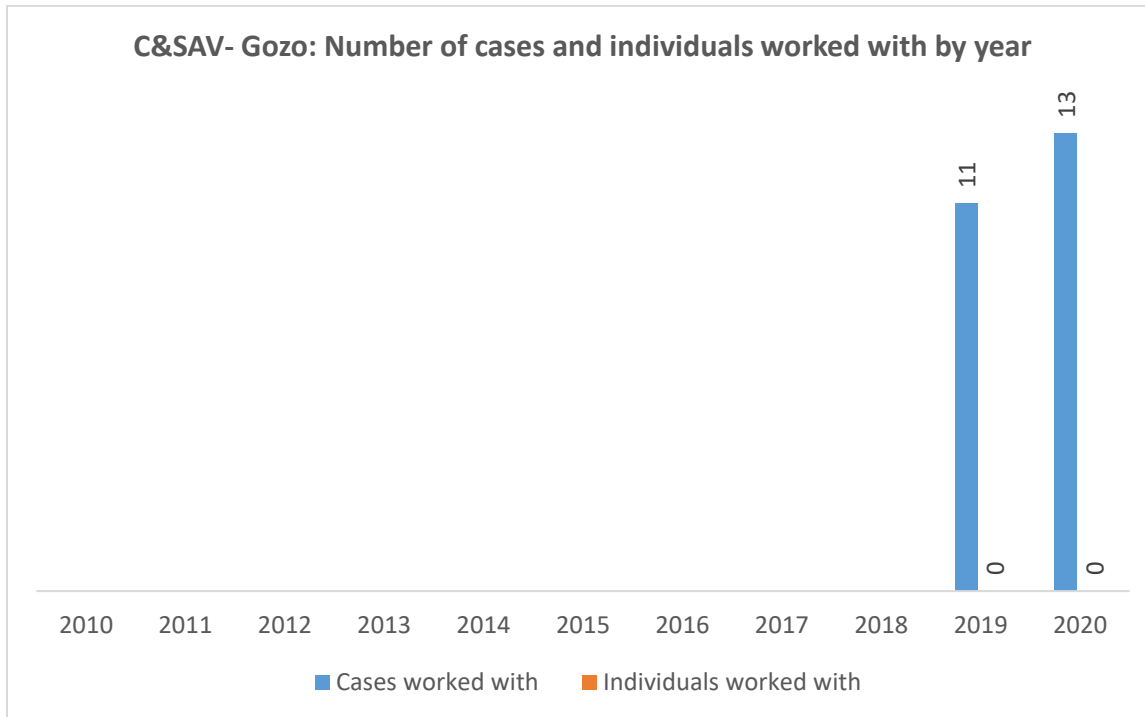
Home-Start: Number of new & re-contact cases opened by age and gender
January – December 2020

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

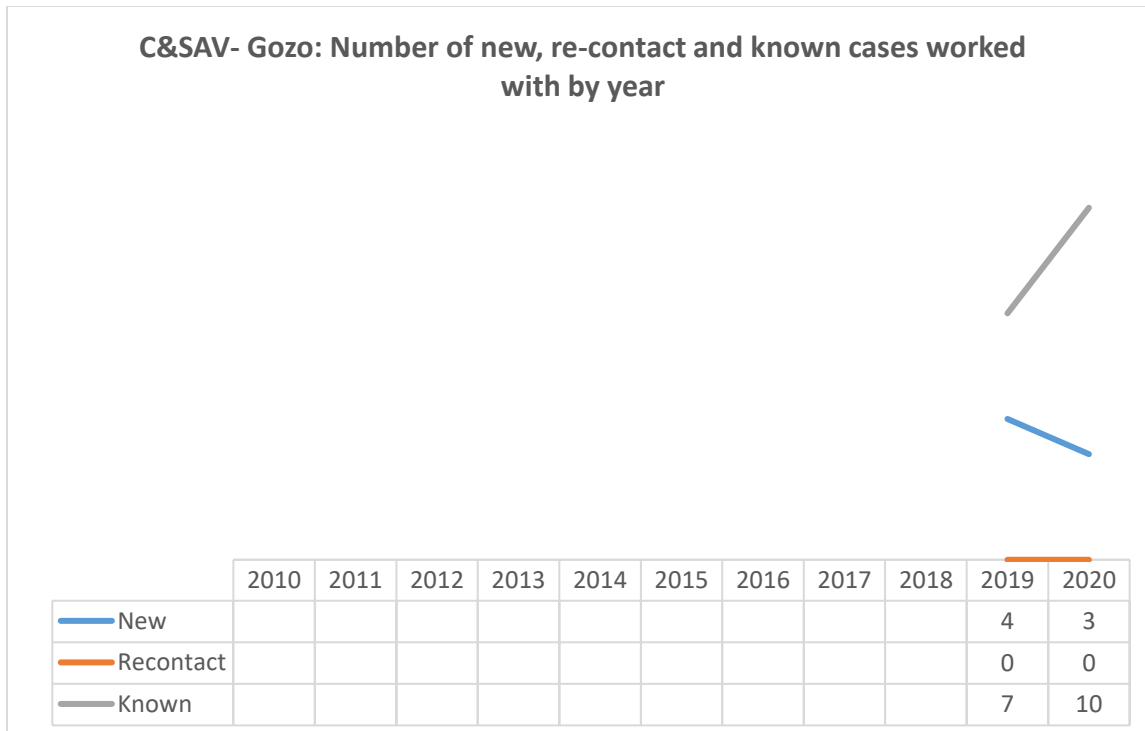
Home-Start: Number of new & re-contact cases opened by district and year



Courts & Supervised Access Visits (C&SAV-Gozo) Case Activity¹⁶



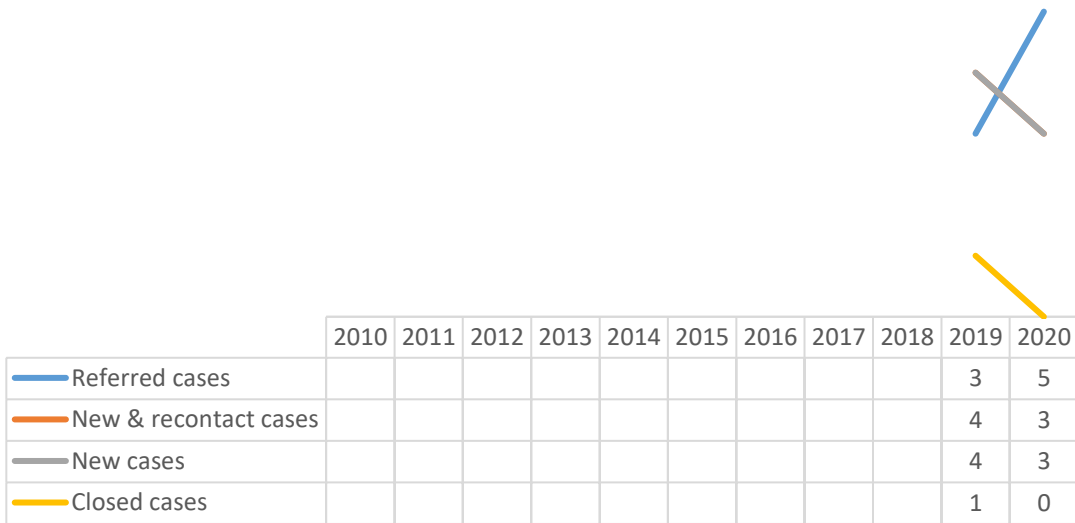
Note¹⁷



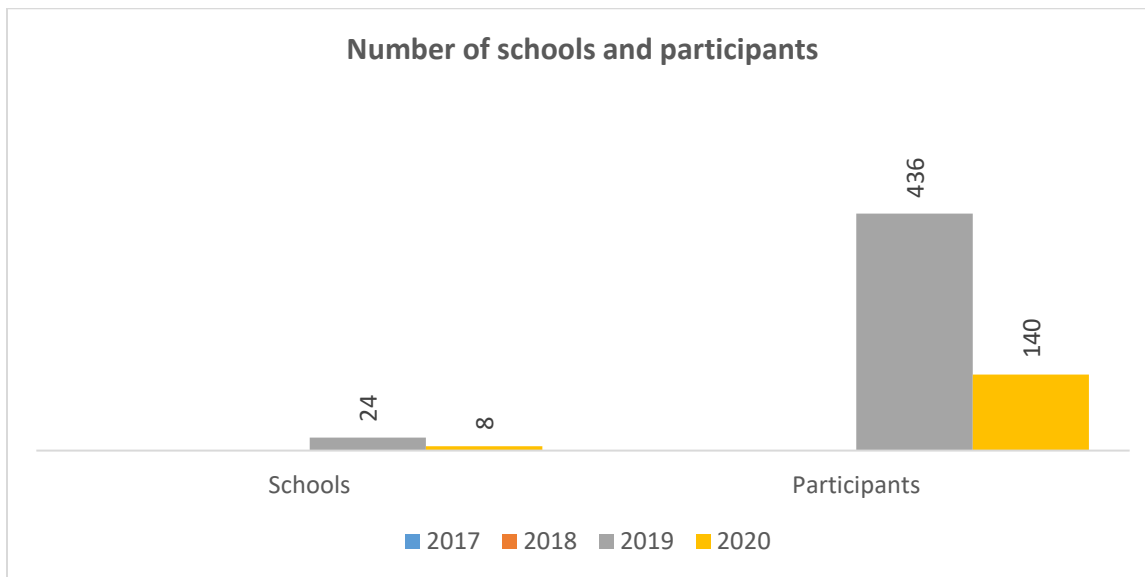
¹⁶ Service started reporting in 2019.

¹⁷ Please note that 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

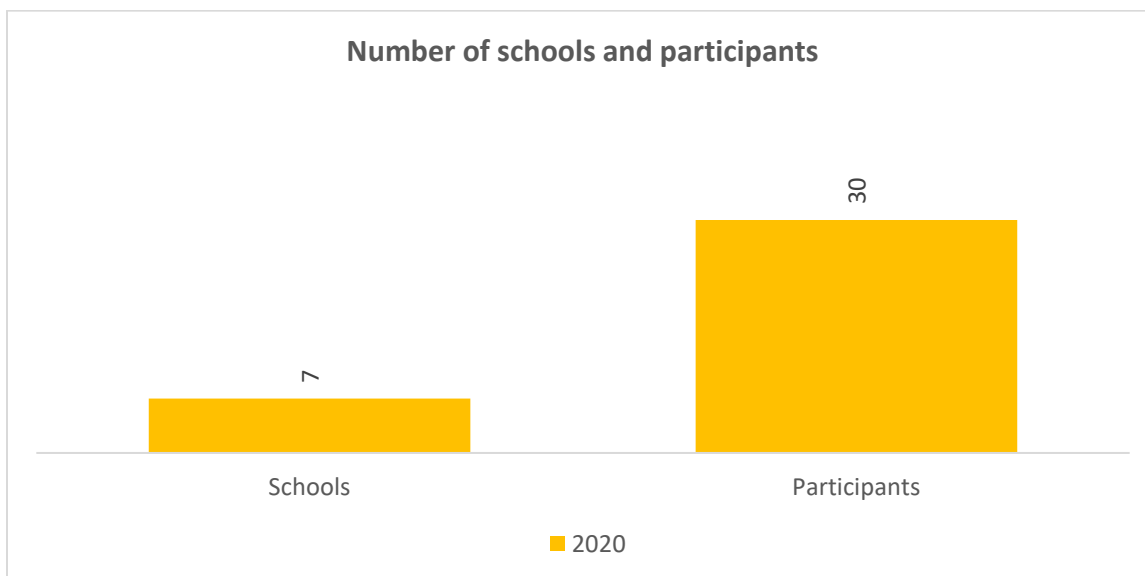


TFAL 3 Program – Gozo



Note¹⁸

Skola-Sajf Program – Gozo



Note¹⁹

¹⁸ The TFAL 3 service data for the Maltese Islands is reported within the Sedqa Statistical report. In order 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 Sedqa report.

¹⁹ Service started reporting in 2020.

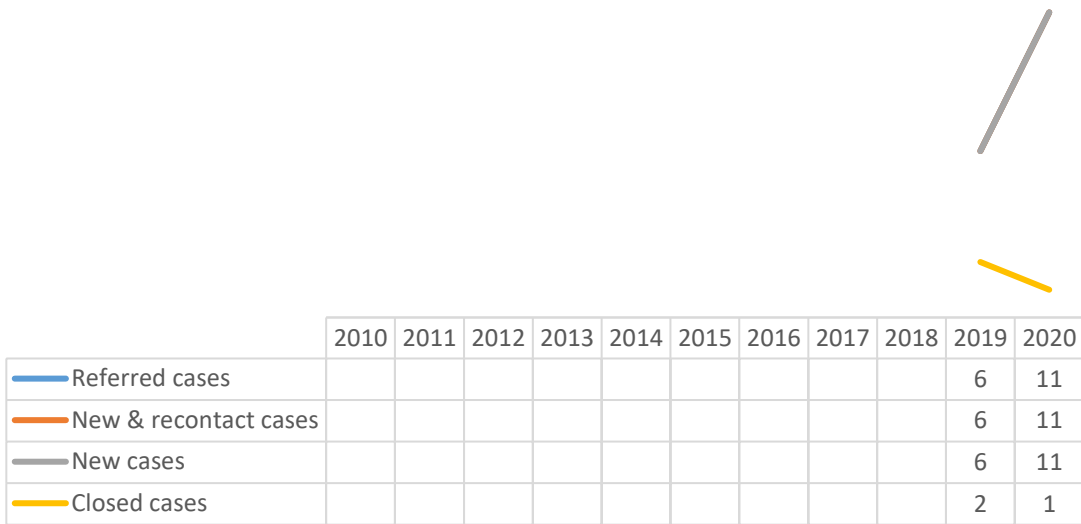
Gozo Prison Project (GPP)

Case Activity²⁰



²⁰ Service started reporting in 2019.

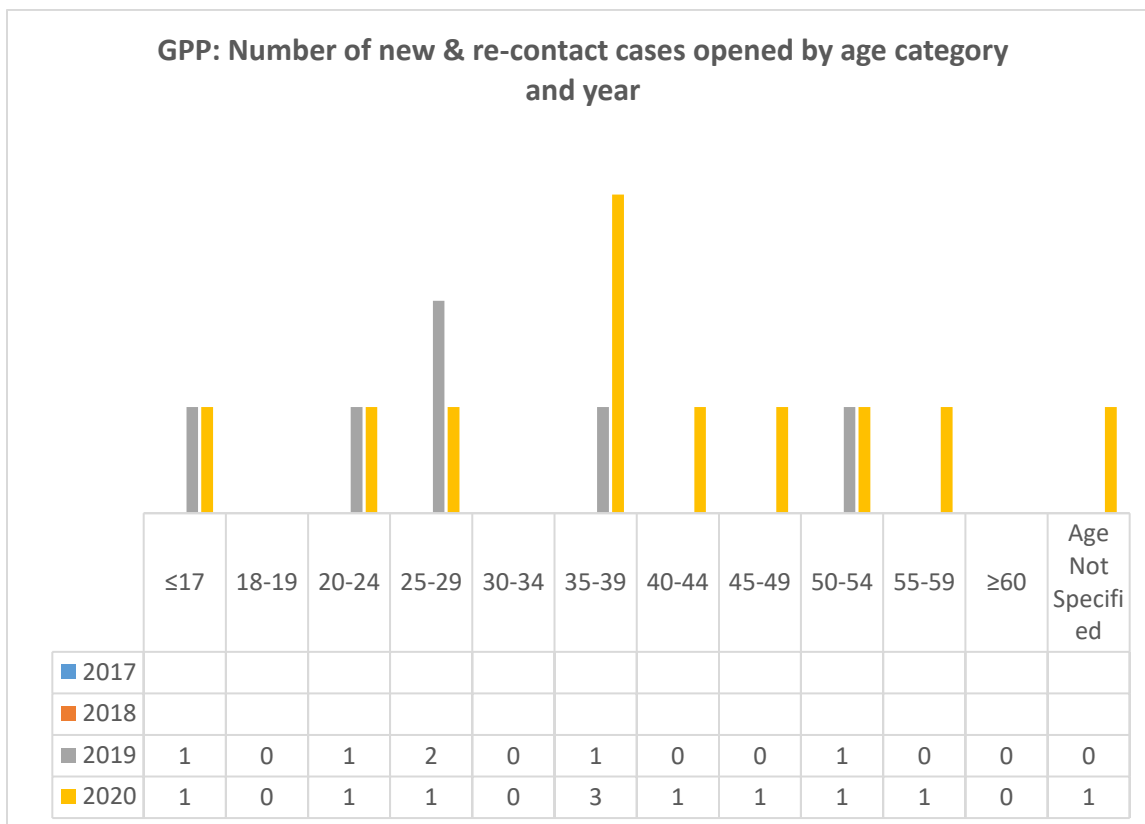
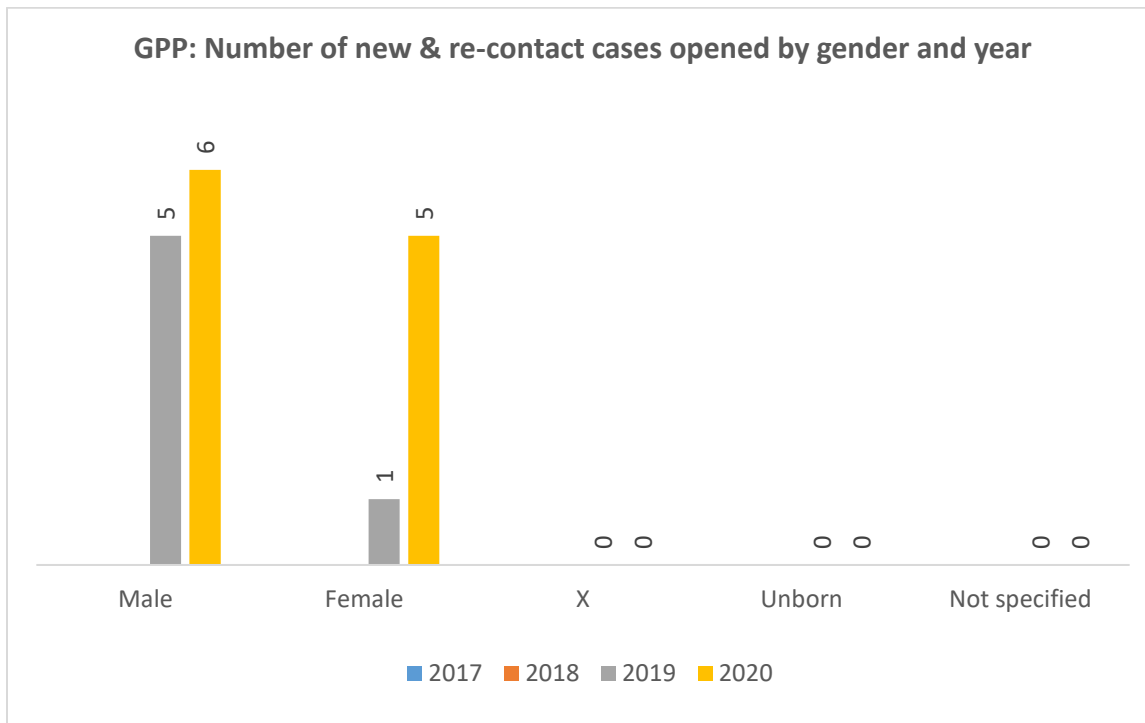
GPP: Number of referred, new & re-contact, new and closed cases by year



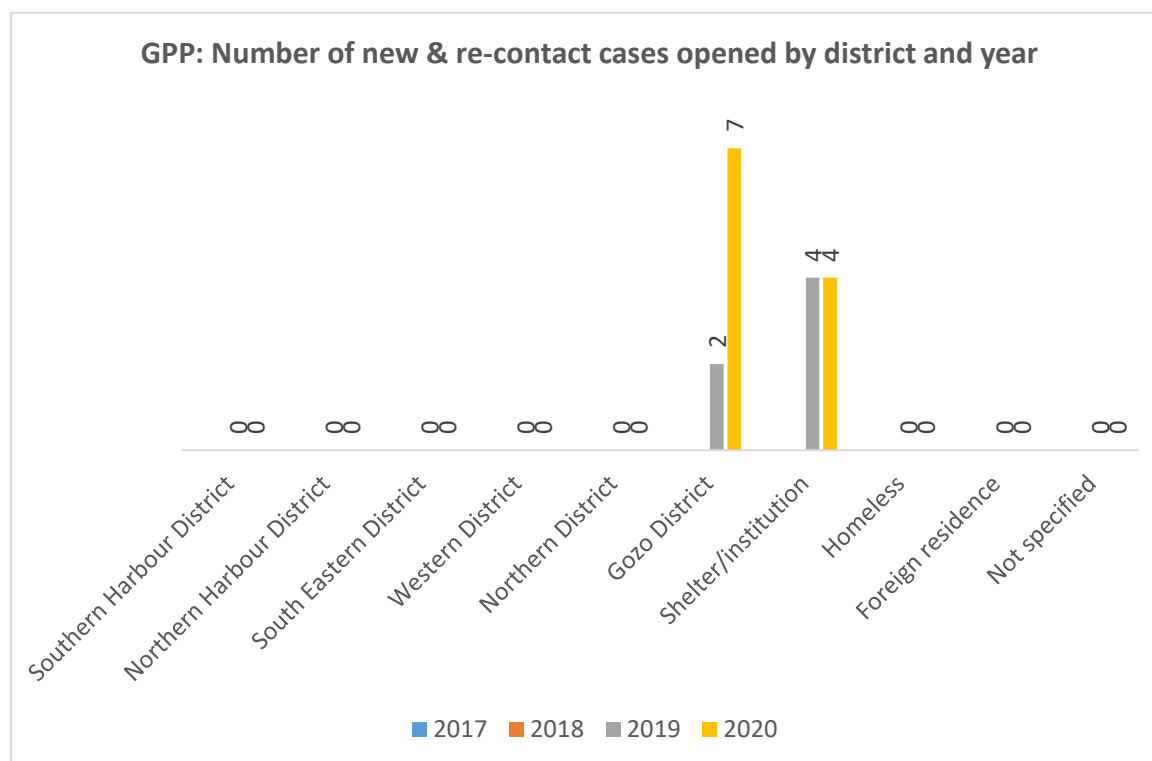
GPP: Referrals by primary problem ²¹ and Service		
	2019	2020
Addiction	0	3
Assault/harassment	0	0
Behaviour problems	2	0
Bereavement	0	0
Child abuse	0	0
Child care or access	0	0
Disability related issues	0	0
Domestic violence	0	0
Eating disorder	0	0
Elderly needs	0	0
Employment issues	0	0
Family relations	0	0
Financial difficulties	1	0
Fostering or adoption	0	0
Gender related issues	0	0
Health related issues	1	0
Homeless	2	0
Housing problems	0	0
Human trafficking	0	0
Lack of support or guidance	0	8
Legal issues	0	0
Marital problems	0	0
Mental health issues	0	0
Migrant related issues	0	0
Pregnancy related issues	0	0
Relationship problems	0	0
School related problems	0	0
Self-harm or suicide	0	0
Separation related issues	0	0
Sexual harassment or abuse	0	0
Other	0	0
Not specified	0	0
Total	6	11

²¹ 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

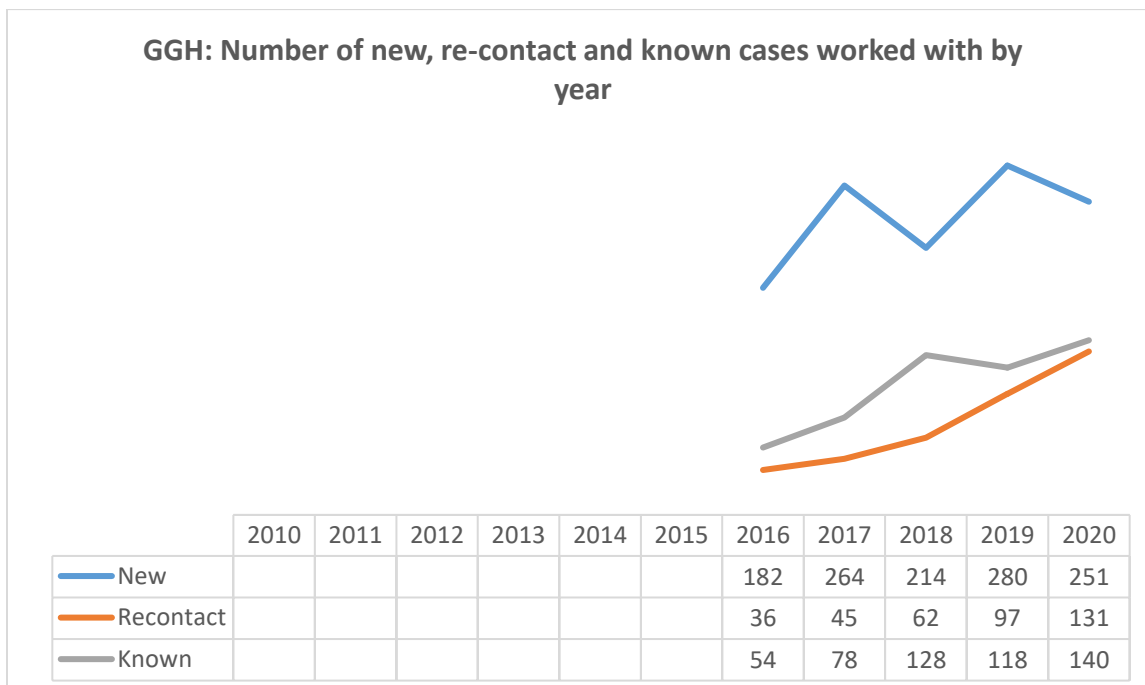
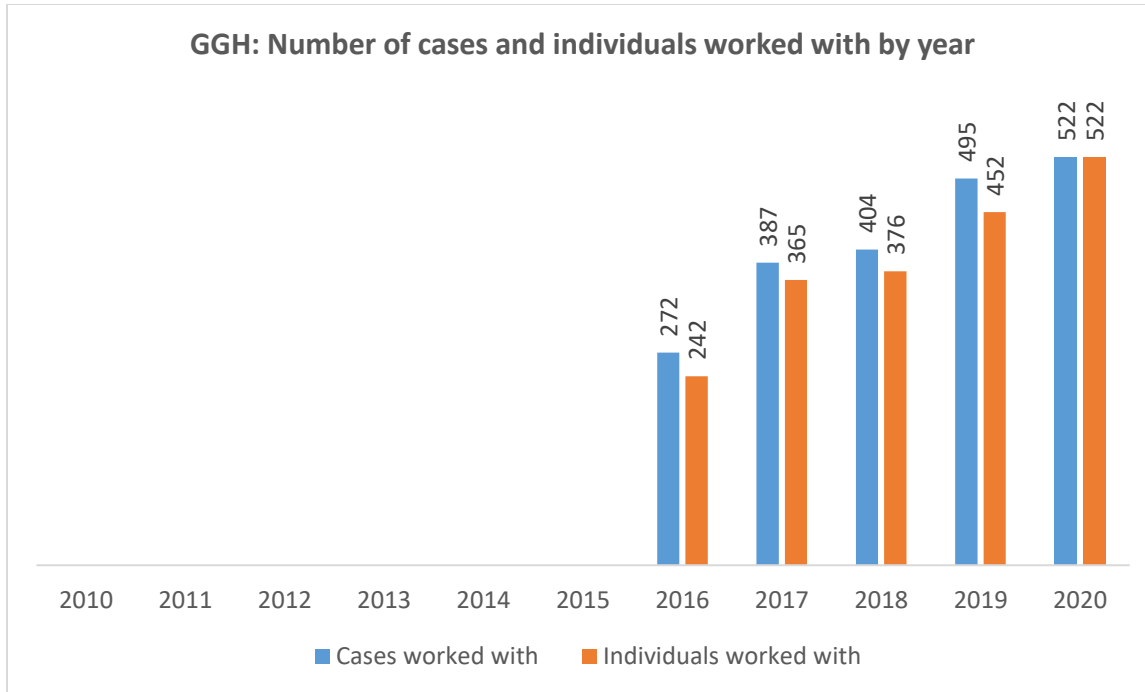


Gozo Prison: Number of new & re-contact cases opened by age and gender January – December 2020						
	Male	Female	X	Unborn child	Not specified	Total
≤17	1	0	0	0	0	1
18-19	0	0	0	0	0	0
20-24	1	0	0	0	0	1
25-29	1	0	0	0	0	1
30-34	0	0	0	0	0	0
35-39	1	2	0	0	0	3
40-44	1	0	0	0	0	1
45-49	0	1	0	0	0	1
50-54	1	0	0	0	0	1
55-59	0	1	0	0	0	1
≥60	0	0	0	0	0	0
Not specified	0	1	0	0	0	1
Total	6	5	0	0	0	11



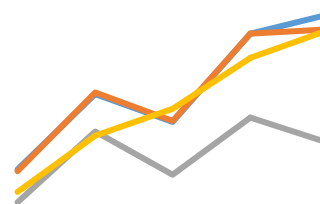
Gozo General Hospital Social Work Service (GGH)

Case Activity²²



²² Service started reporting in 2016.

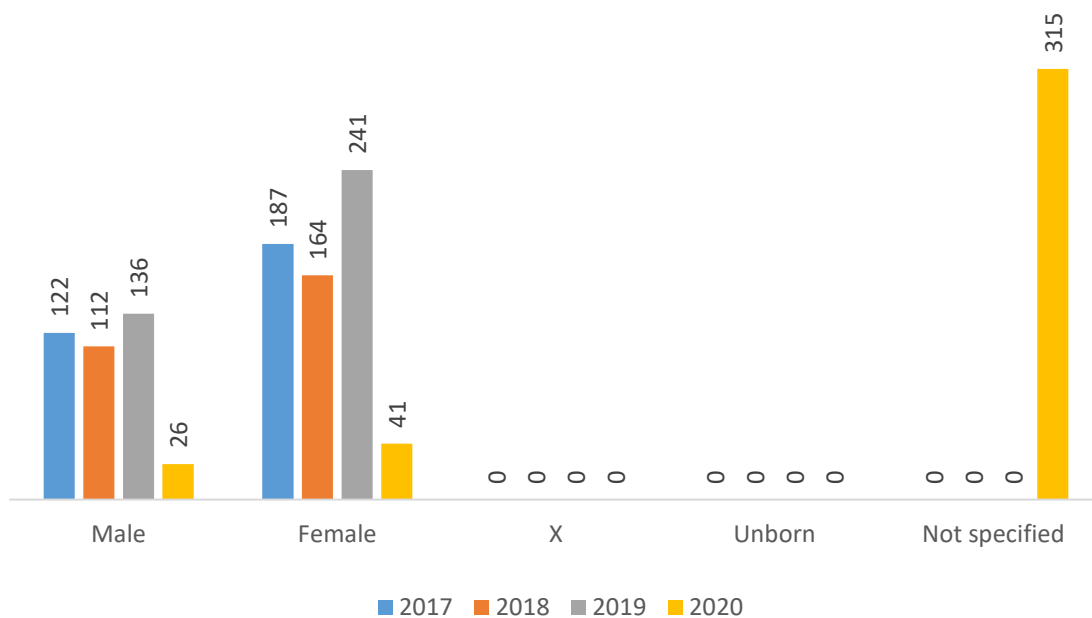
GGH: Number of referred, new & re-contact, new and closed cases by year



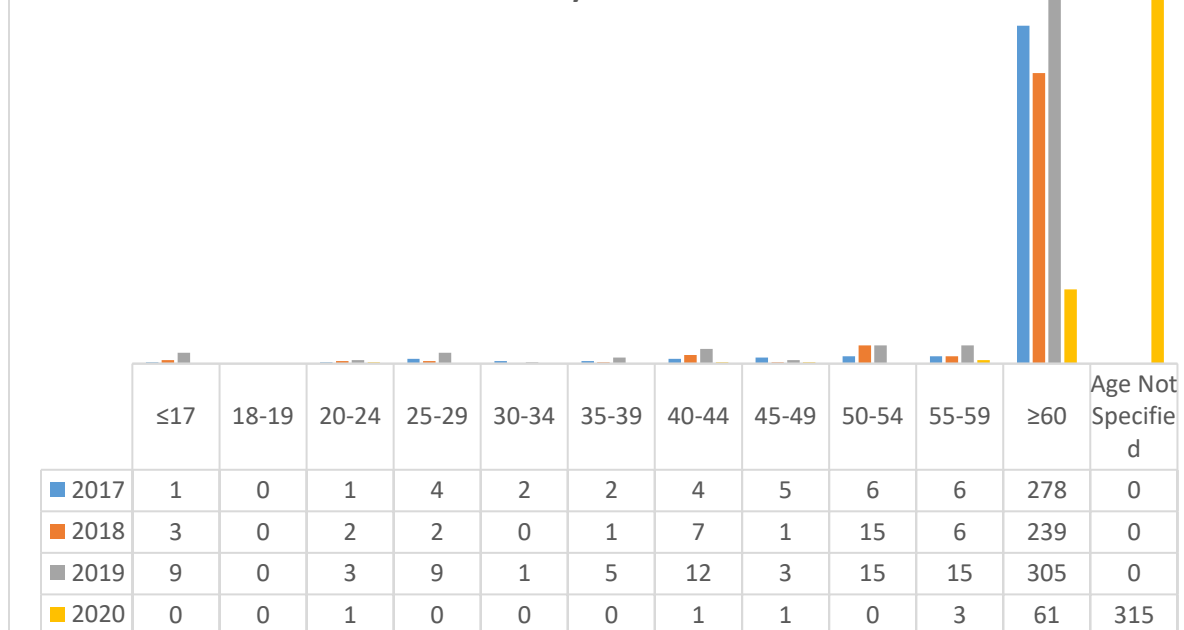
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Referred cases							220	307	275	377	399
New & recontact cases							218	309	276	377	382
New cases							182	264	214	280	251
Closed cases							194	259	290	349	381

Details Regarding New and Re-contact Cases Opened

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



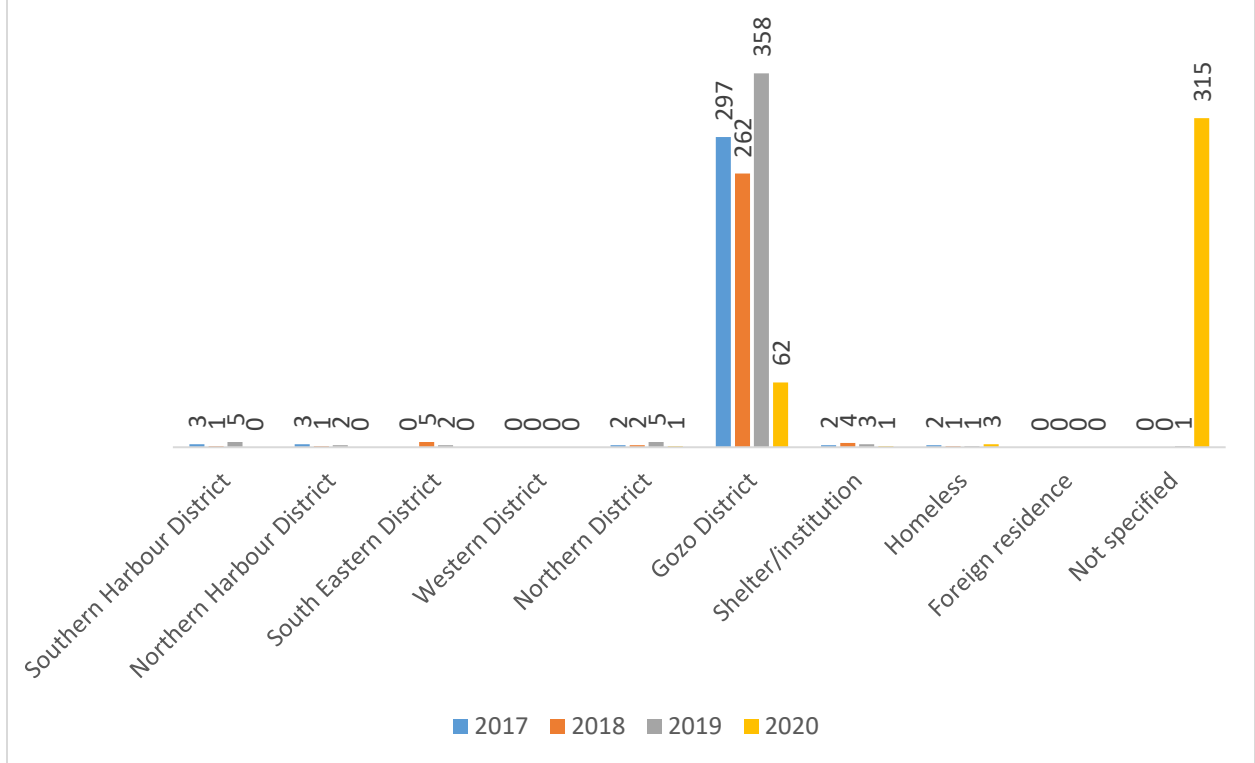
GGH: Number of new & re-contact cases opened by age category and year



GGH: Number of new & re-contact cases opened by age and gender
January – December 2020

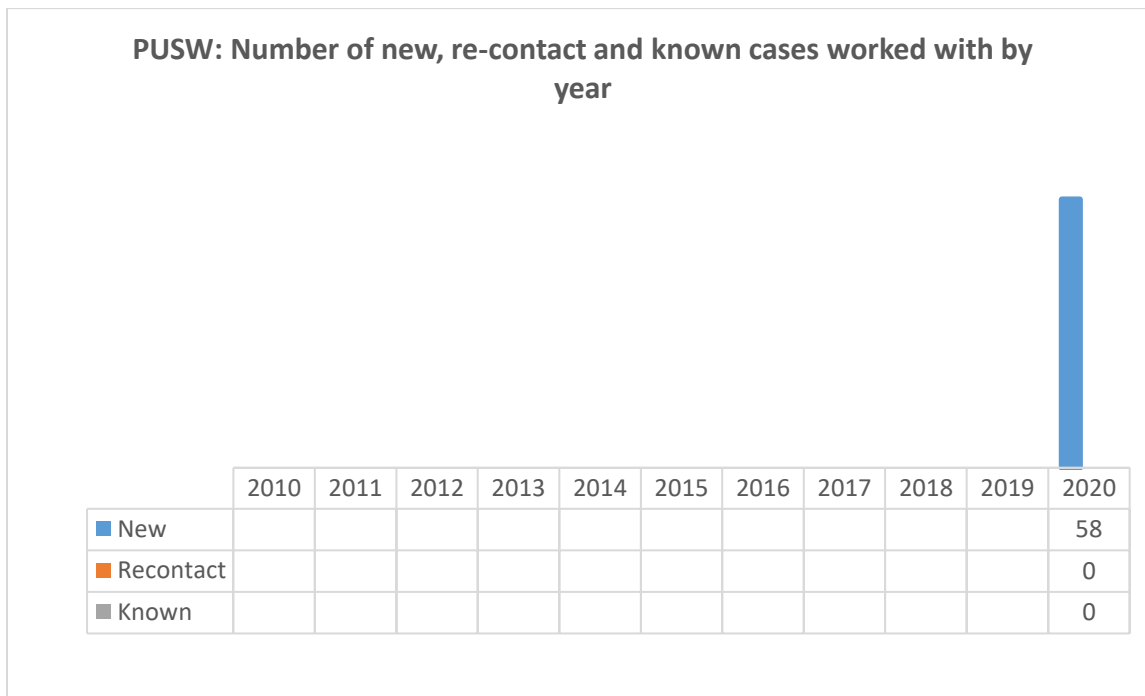
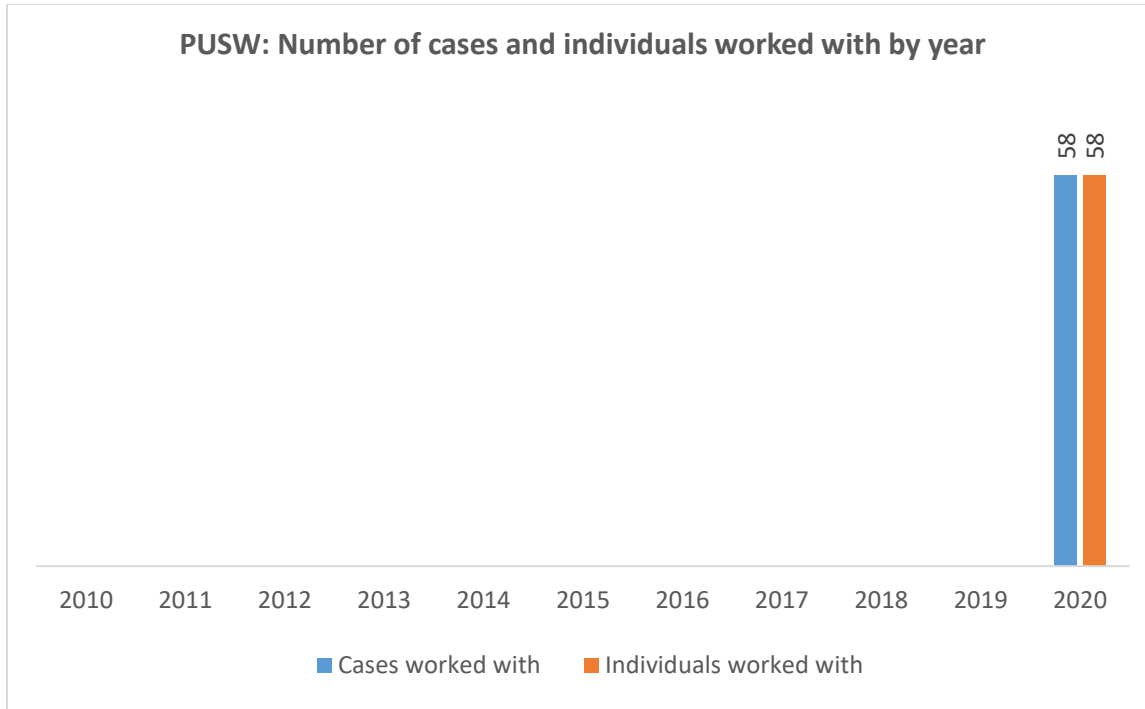
	Male	Female	Not specified	Total
≤17	0	0	0	0
18-19	0	0	0	0
20-24	0	1	0	1
25-29	0	0	0	0
30-34	0	0	0	0
35-39	0	0	0	0
40-44	0	1	0	1
45-49	0	1	0	1
50-54	0	0	0	0
55-59	3	0	0	3
≥60	23	38	0	61
Not specified	0	0	315	315
Total	26	41	315	382

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

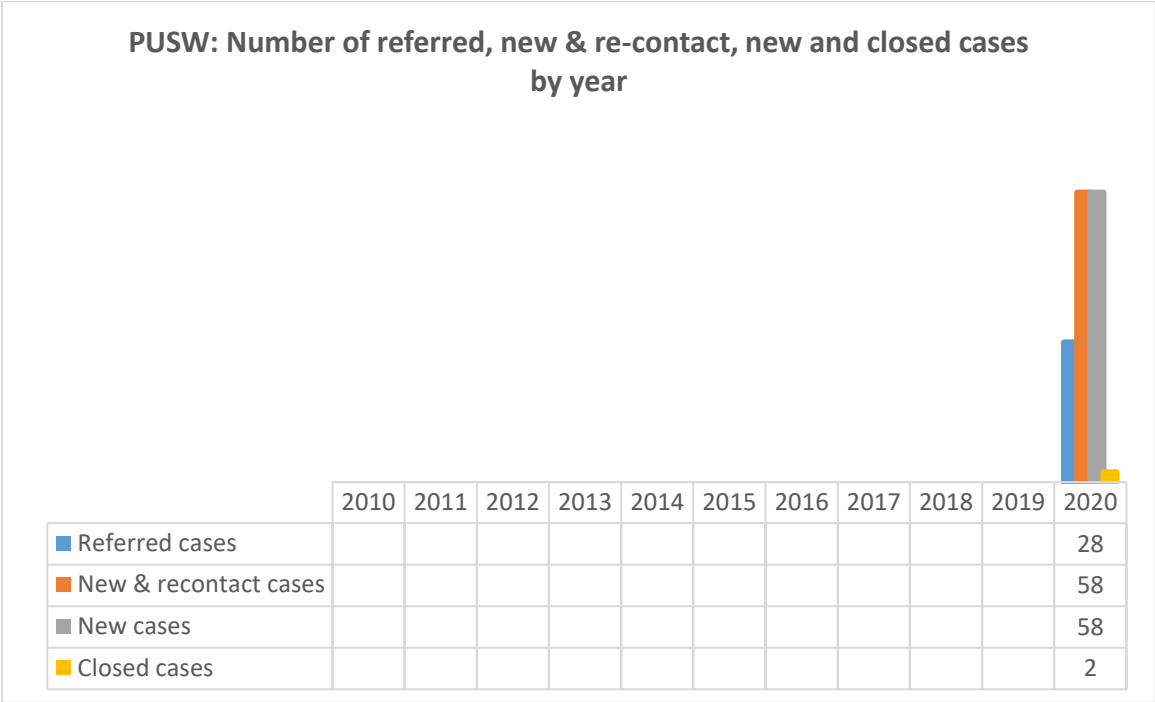


Gozo General Hospital - Psychiatric Unit Social Work Service (PUSW)

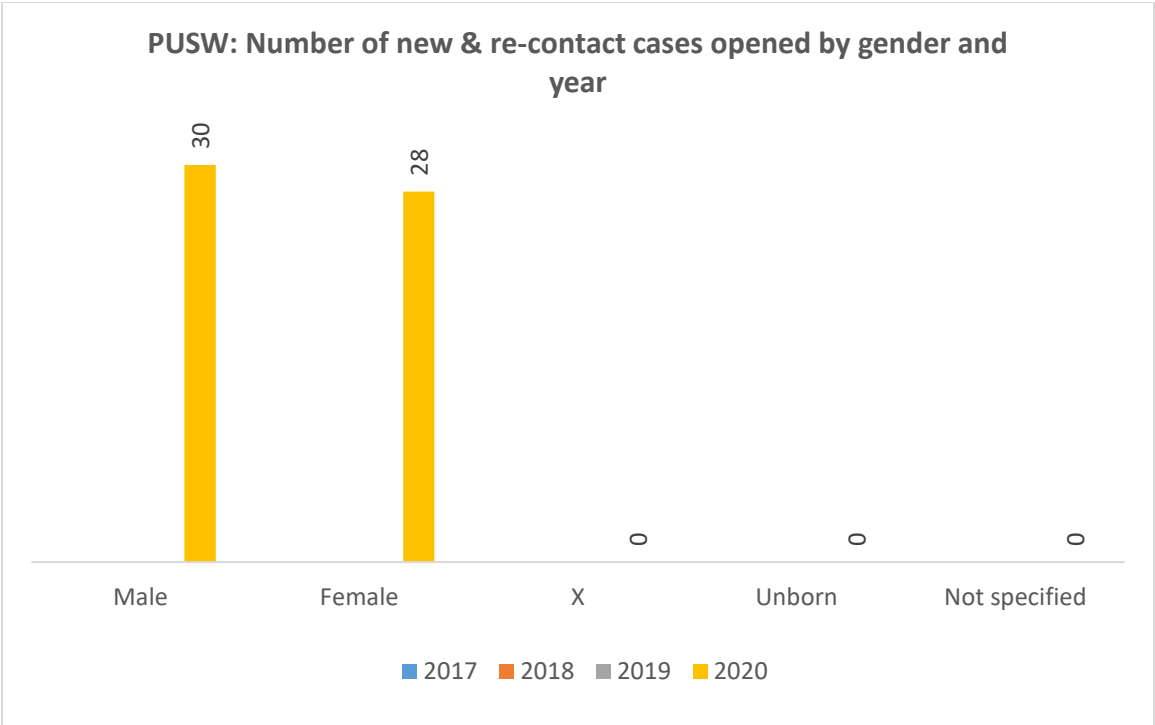
Case Activity²³



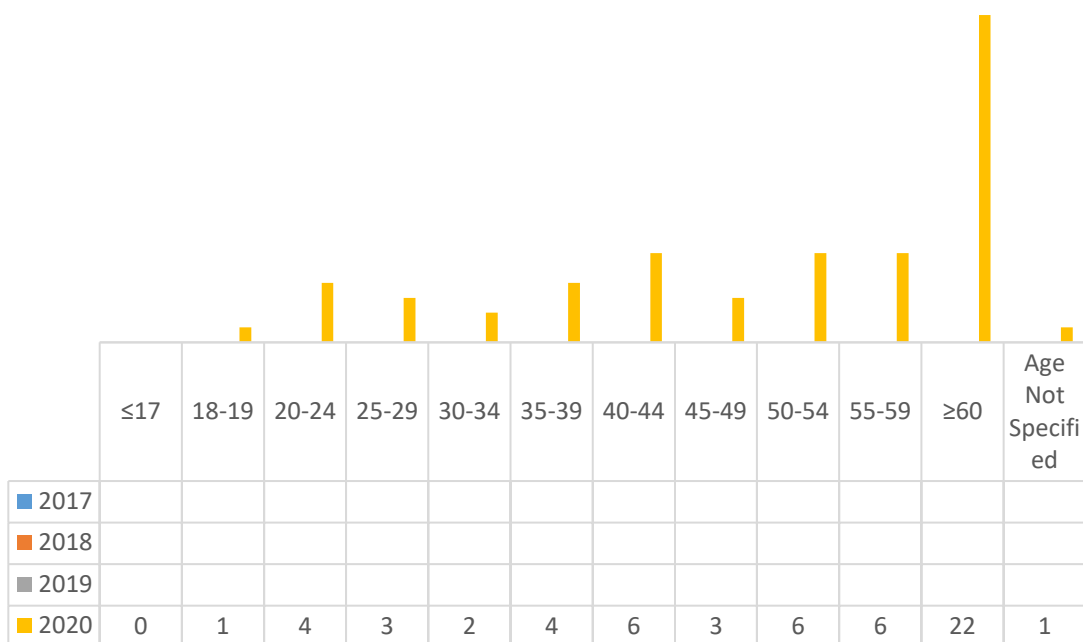
²³ Service started reporting in 2020.



Details Regarding New and Re-contact Cases Opened

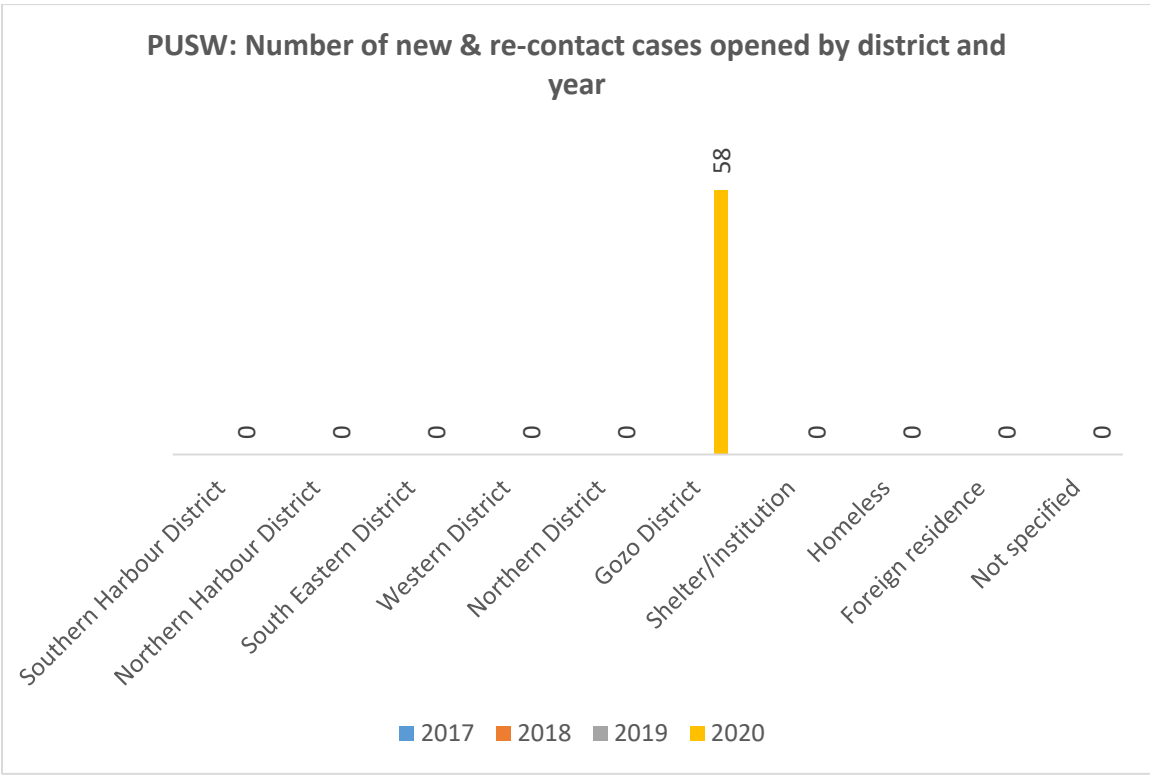


PUSW: Number of new & re-contact cases opened by age category and year



**PUSW: Number of new & re-contact cases opened by age and gender
January – December 2020**

	Male	Female	Total
≤17	0	0	0
18-19	1	0	1
20-24	0	4	4
25-29	1	2	3
30-34	1	1	2
35-39	2	2	4
40-44	5	1	6
45-49	2	1	3
50-54	2	4	6
55-59	3	3	6
≥60	13	9	22
Not specified	0	1	1
Total	30	28	58



Appendix

Glossary of Terms

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

Maltese Districts

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

Service Descriptions

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
TFAL 3 Program – Gozo	The program is offered to children in Year 3 (7 to 8 years old), and is aimed to help them develop positive life skills. This six-lesson programme is delivered by trained Sedqa facilitators during which children learn about their self image and feelings, decision making, peer pressure, coping skills, alcohol, tobacco, wise use of medicinals and getting help.
Skola-Sajf Program - Gozo	Is an 8 week programme for children between 3 and 16 years of age, offered during the summer holidays. Children are engaged in a structured programme of activities that range from arts and crafts, games and sports, amateur dramatics, storytelling and singing, and cookery. There are also a number of educational talks, organised in collaboration with a number of stakeholders.
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



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