

**FSWS Gozo Branch Operations**  
**Yearly Statistical Report**  
January to December 2023

**March 2024**



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# Table of content

Introduction .....	6
Executive summary .....	7
Directorate level data .....	9
Case activity .....	9
Details regarding cases worked with at FSWS Gozo January - December 2023 .....	12
Details regarding new and re-contact cases opened .....	15
Service level data .....	18
Generic Social Work Service .....	18
Case activity .....	18
Details regarding cases worked with January - December 2023.....	22
Details regarding new and re-contact cases opened .....	25
Emergency On-Call Service .....	28
 Domestic Violence Service – Gozo (DV-Gozo) .....	31
Case activity .....	31
Details regarding cases worked with January - December 2023.....	35
Details regarding new and re-contact cases opened .....	38
 Homeless Service - Gozo (H-Gozo) .....	41
Case activity .....	41
Details regarding cases worked with January - December 2023.....	43
Details regarding new and re-contact cases opened .....	46
Marsalforn Community Service (MarCS) .....	49
Case activity .....	49
Details regarding cases worked with January - December 2023.....	53
Details regarding new and re-contact cases opened .....	56
Psychological Services- Gozo (PS-Gozo) .....	59
Case activity .....	59
Details regarding cases worked with January - December 2023.....	62
Details regarding new and re-contact cases opened .....	65

Looked After Children – Gozo (LAC-Gozo).....	68
Case activity .....	68
Details regarding cases worked with January - December 2023.....	71
Details regarding new and re-contact cases opened .....	74
Fostering – Gozo .....	77
Case activity .....	77
Details regarding cases worked with January - December 2023.....	80
Details regarding new and re-contact cases opened .....	83
Home-Start Gozo .....	86
Case activity .....	86
Details regarding cases worked with January - December 2023.....	89
Details regarding new and re-contact cases opened .....	92
Court Service (C-Gozo).....	95
Case activity .....	95
Details regarding cases worked with January - December 2023.....	98
Details regarding new and re-contact cases opened .....	101
Supervised Access Visits (SAV-Gozo) .....	104
Case activity .....	104
Details regarding cases worked with January - December 2023.....	107
Details regarding new and re-contact cases opened .....	110
Prevention Services – Gozo .....	113
TFAL Programme – Gozo.....	113
Skola Sajf (Summer School Programme) – Gozo .....	115
Teen Outside the Box – Gozo.....	116
Gozo Prison Project (GPP).....	117
Case activity .....	117
Details regarding cases worked with January - December 2023.....	121
Details regarding new and re-contact cases opened .....	124
Gozo General Hospital Social Work Service (GGH).....	127
Case activity .....	127
Details regarding cases worked with January - December 2023.....	130
Details regarding new and re-contact cases opened .....	133

Gozo General Hospital – Psychiatric Unit Social Work Service (PUSW) .....	136
Case activity .....	136
Details regarding cases worked with January - December 2023.....	139
Details regarding new and re-contact cases opened .....	142
Appendix .....	145
Service descriptions .....	145
Glossary of terms .....	146
Maltese districts.....	147

# Introduction

This report provides statistical information regarding the services within the Foundation for Social Welfare Services Gozo Branch Operations (FSWS Gozo), 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.

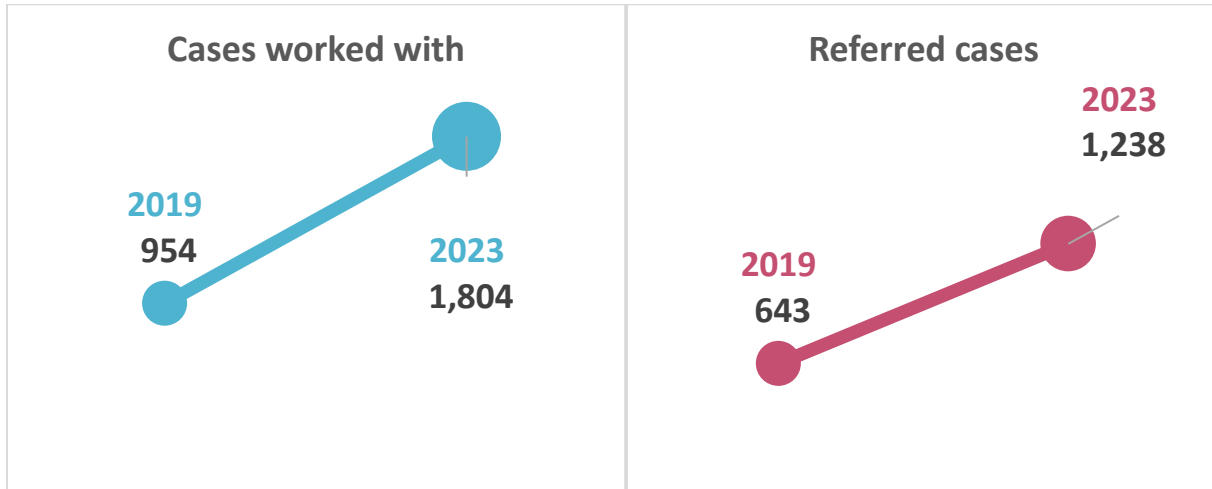
Over time, there can be changes in what, how and when data is collected (e.g., with the introduction of the new data collection system). Relevant information about aspects which may have impacted the data and influence trends can be found as footnotes throughout the report.

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.*

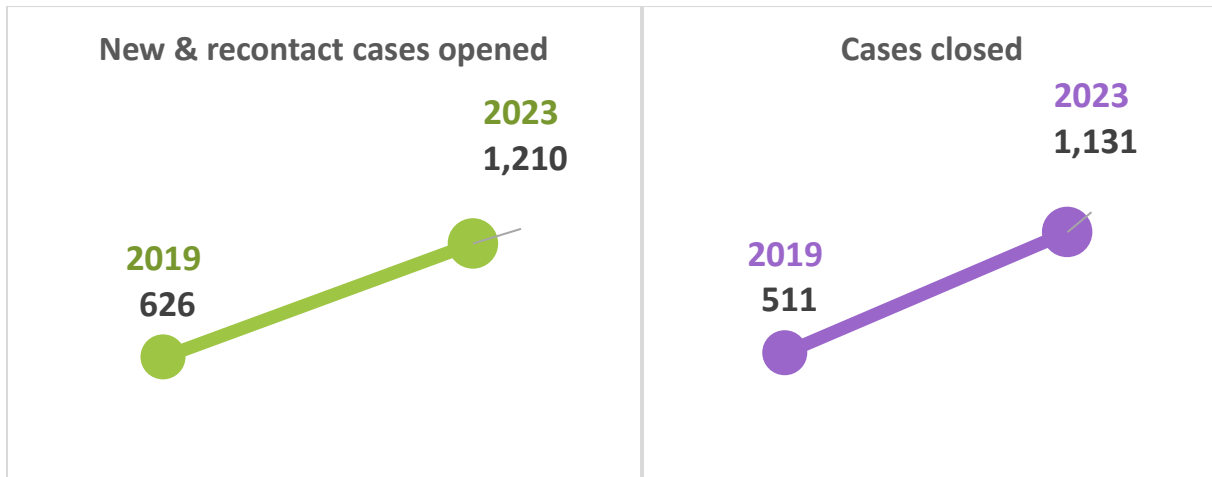
# Executive summary

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



89% increase

93% increase



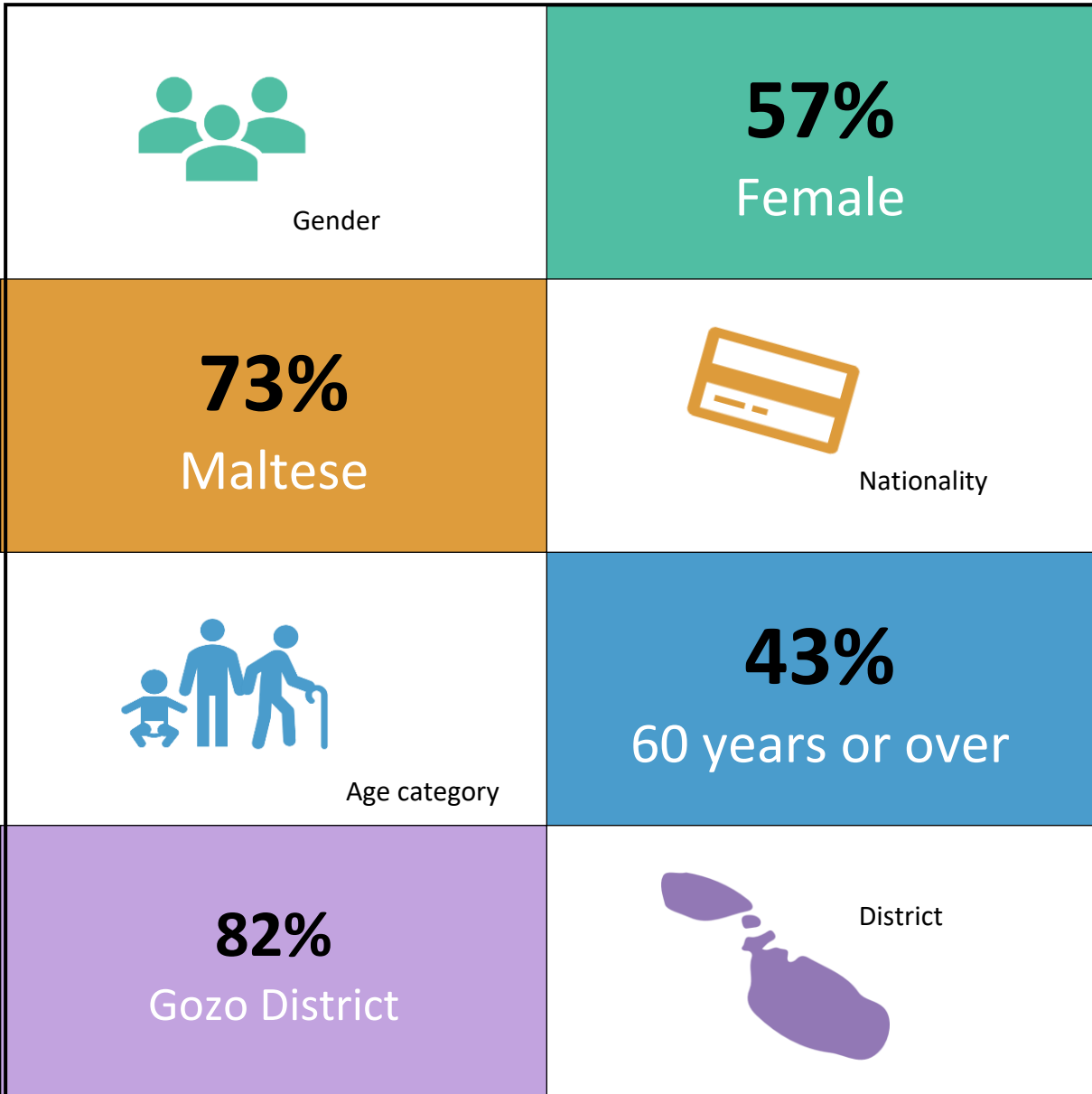
93% increase

121% increase

Cases worked with Jan-Dec 2023:

**1,804**

*Out of the 1,804 cases worked with between Jan-Dec 2023:*



# Directorate level data

This section provides information on a Directorate level.

## Case activity

A new online data collection system and reporting format were introduced in 2020. Various services were added to the portfolio along the years and information on when services included can be found under the Service section. As a result of changes in the portfolio, all data prior to 2023 within the directorate was revised. As a result, past data up to 2022 reported will not match past data reported in past FSWS Gozo Branch reports.

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

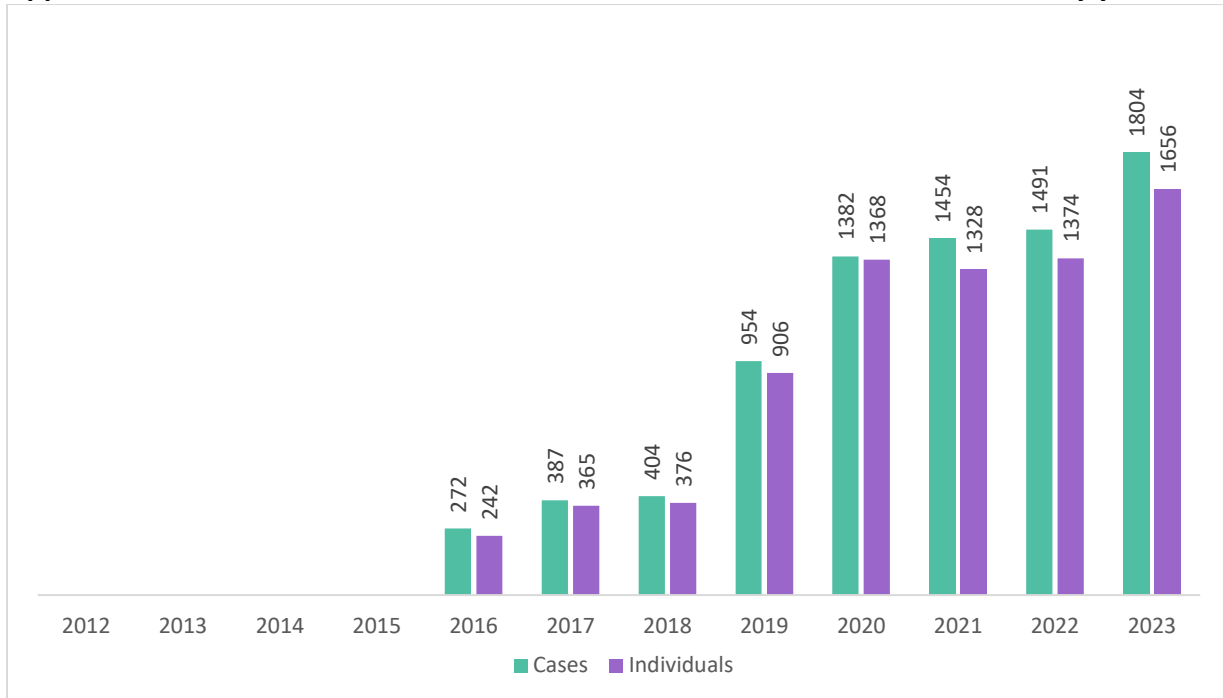


Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the 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. In 2023, 1804 cases and 1656 individuals were worked with compared to 1491 and 1374 respectively in 2022.

### Case activity: Jan-Dec 2023

	Total cases worked with	Individuals worked with	Waiting list end Dec 2023
Generic Social Work Service	339	318	0
Domestic Violence – Gozo	77	73	0
Homelessness Service – Gozo	206	169	1
Marsalforn Community Service	82	77	0
Psychological Services – Gozo	55	52	0
Looked After Children – Gozo	23	23	0
Fostering – Gozo	65	65	0
Home-Start Gozo	84	84	0
Courts – Gozo	6	6	0
Supervised Access Visits – Gozo	21	20	0
Gozo Prison Project	8	8	0
Gozo General Hospital Social Work Service	675	602	0
Gozo General Hospital – Psychiatric Unit Social Work Service	163	159	0
<b>Total</b>	<b>1804</b>	<b>1656</b>	<b>1</b>

Service	Additional information
Prevention programmes	<u>TFAL 3</u> : 12 schools and 318 participants. <u>TFAL 5</u> : 11 schools and 306 participants. <u>SkolaSajf</u> : 6 schools and 120 participants. <u>Teen Outside the Box</u> : 3 schools and 305 participants.
Emergency On-Call Service	205 interventions and 269 hours.

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. Skola Sajf is only provided in the later half of the year and thus data is not available within the half-yearly report.

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

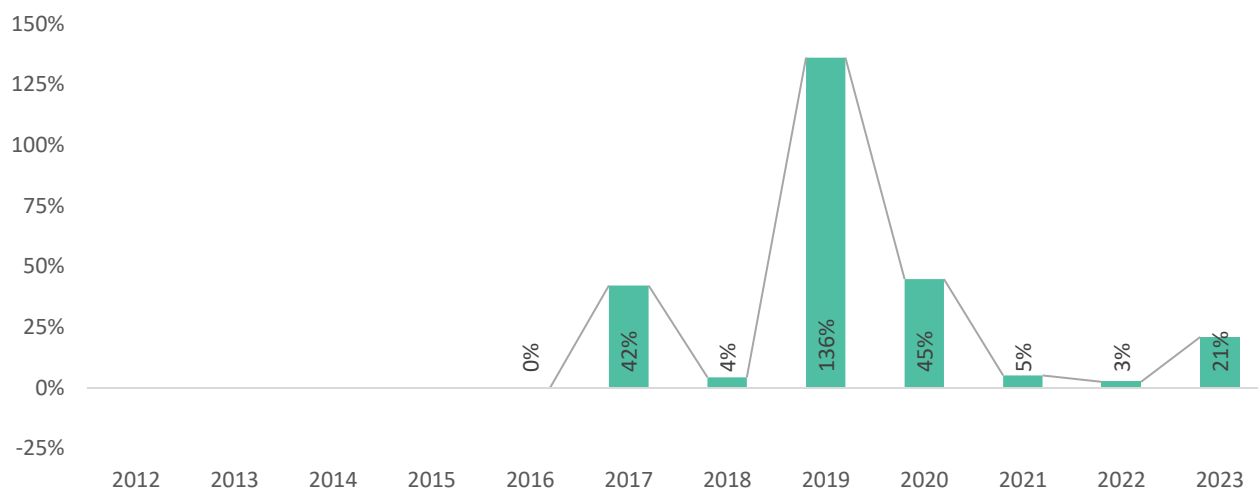


Figure 3: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 3% in 2022 over 2021. The introduction of new services, the discontinuation of existing services, 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

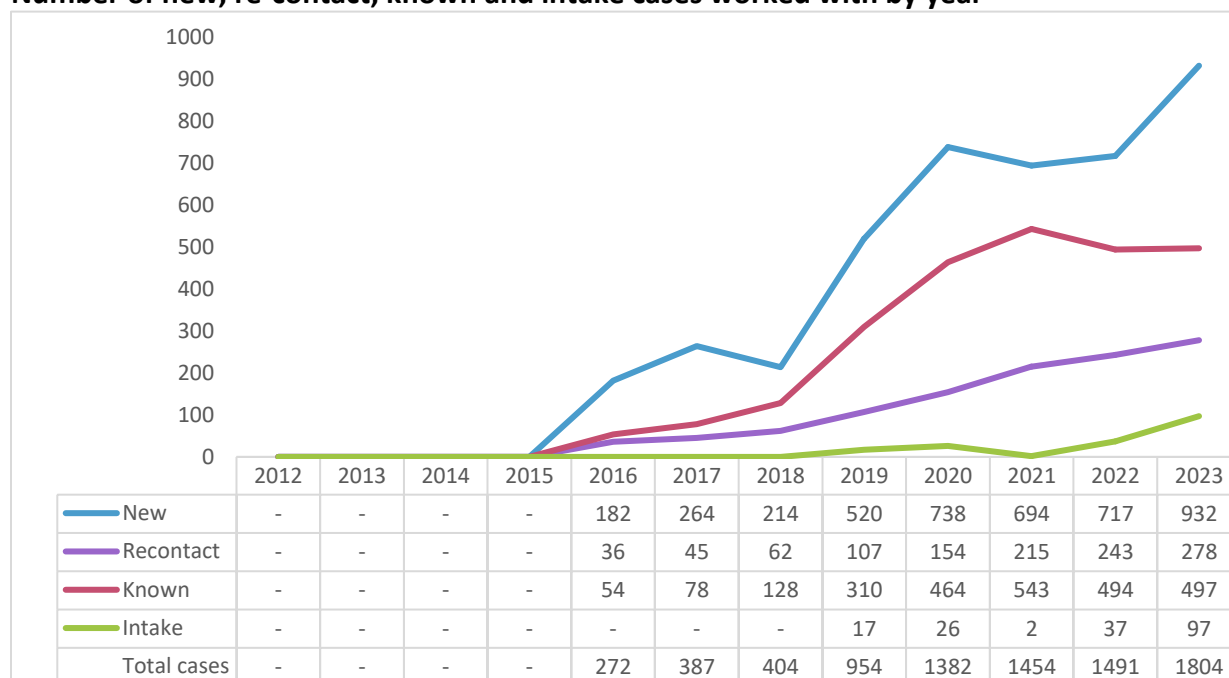


Figure 4: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2019 due to the implementation of an online data collection system.

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

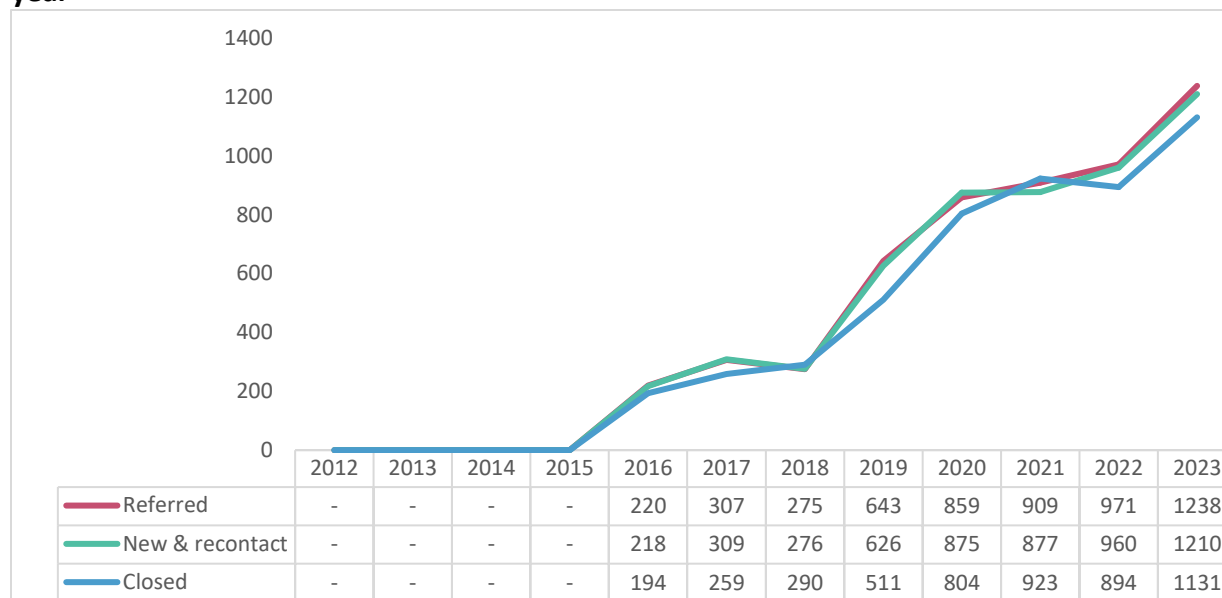


Figure 5: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 4 for breakdown of new & recontact cases). In 2023, 1238 cases were referred, 1210 new & recontact cases opened, and 1131 cases closed.

## Details regarding cases worked with at FSWS Gozo January - December 2023

A total of **1,804** cases were worked with between January and December 2023.

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

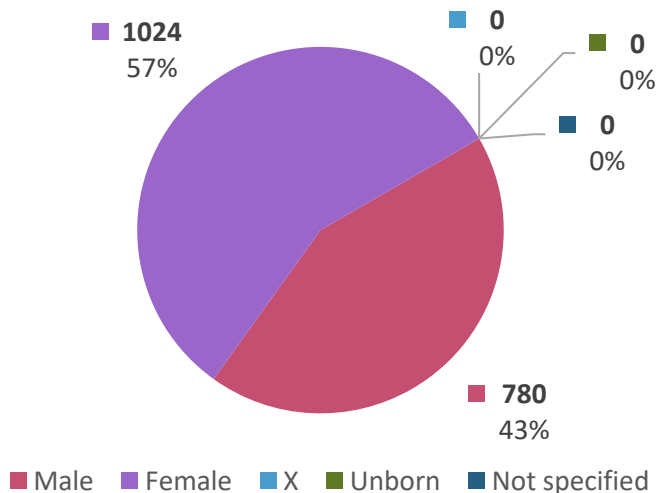


Figure 6: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (57%).

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

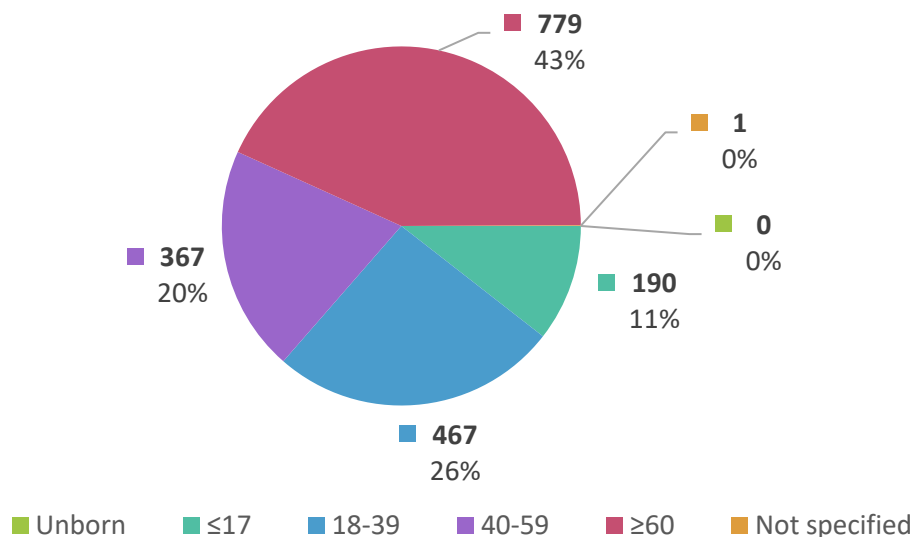


Figure 7: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (43%).

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

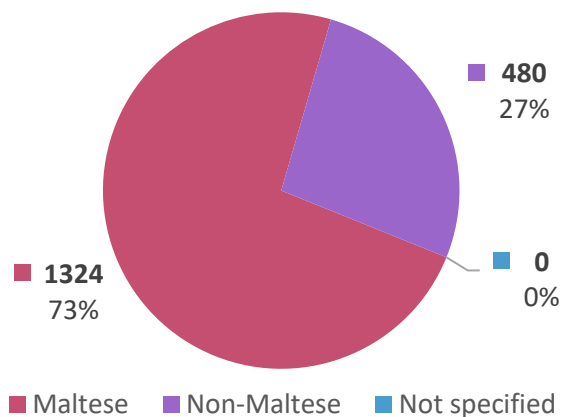


Figure 8: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 73% of the cases worked with were Maltese while non-Maltese made up 27% of cases.

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

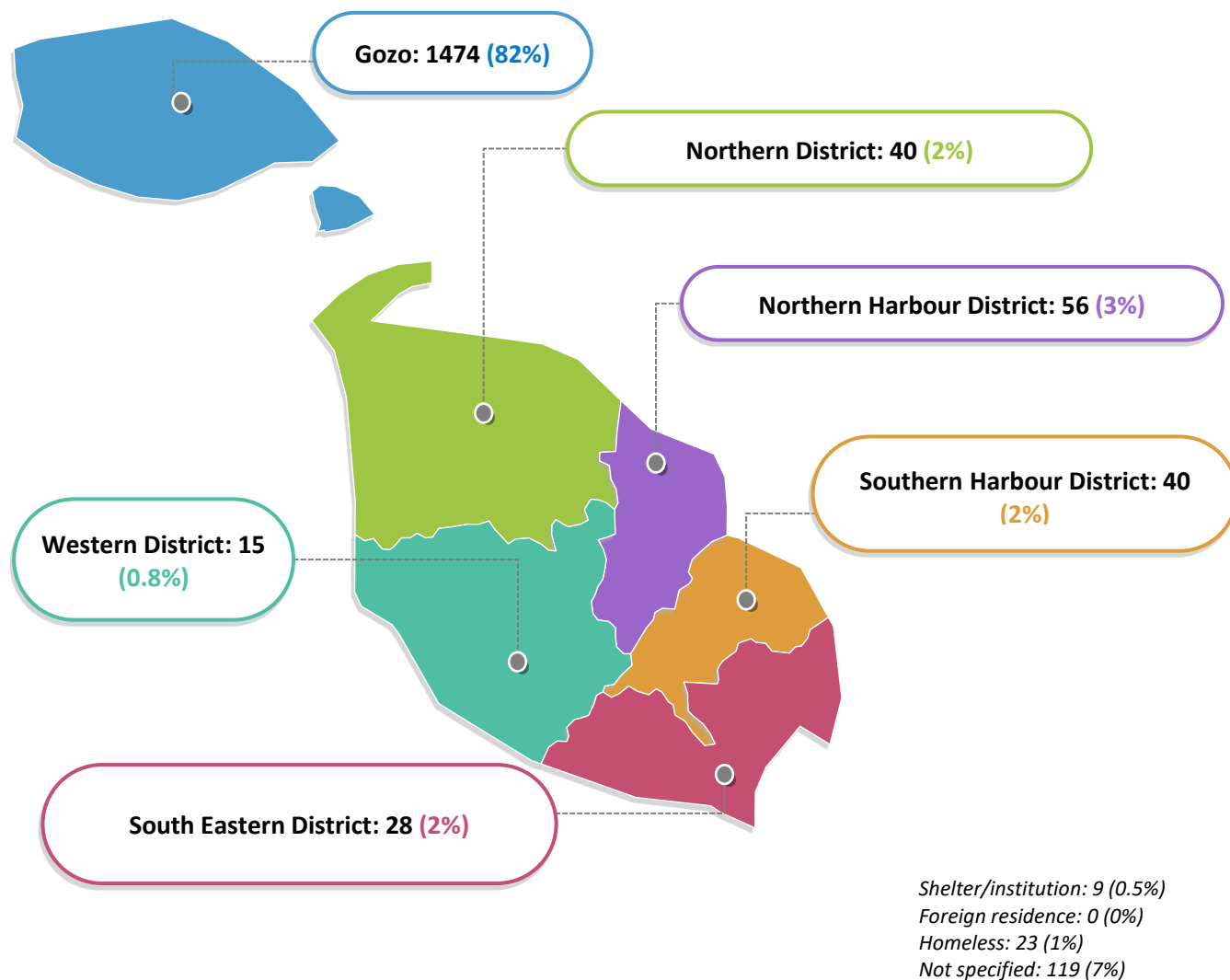


Figure 9: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (82%) 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 **1,210** cases were opened between January and December 2023.

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

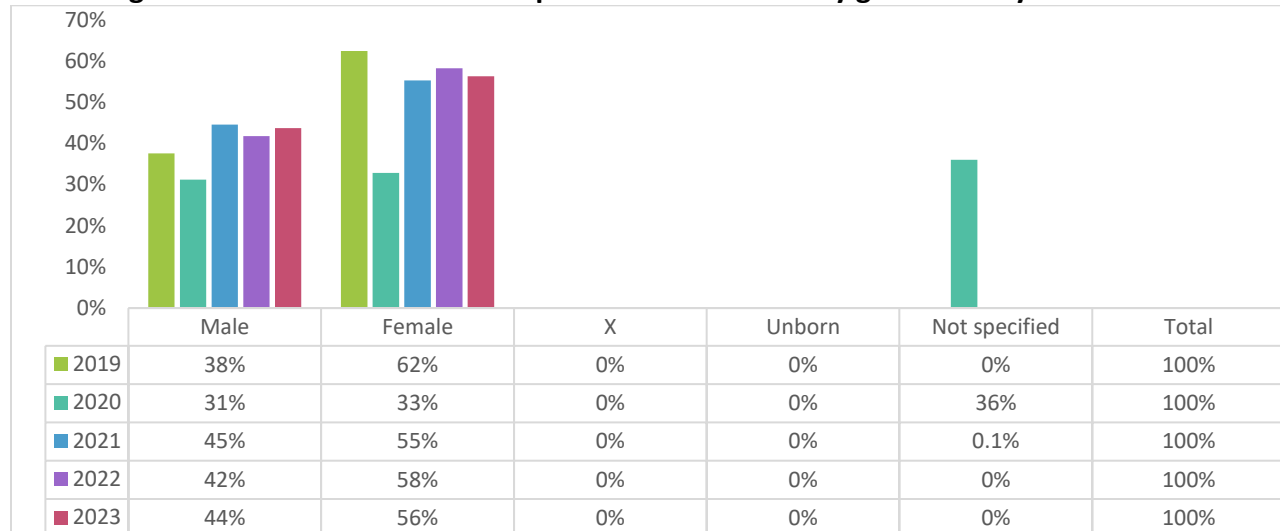


Figure 10: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases opened were female (56%).

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

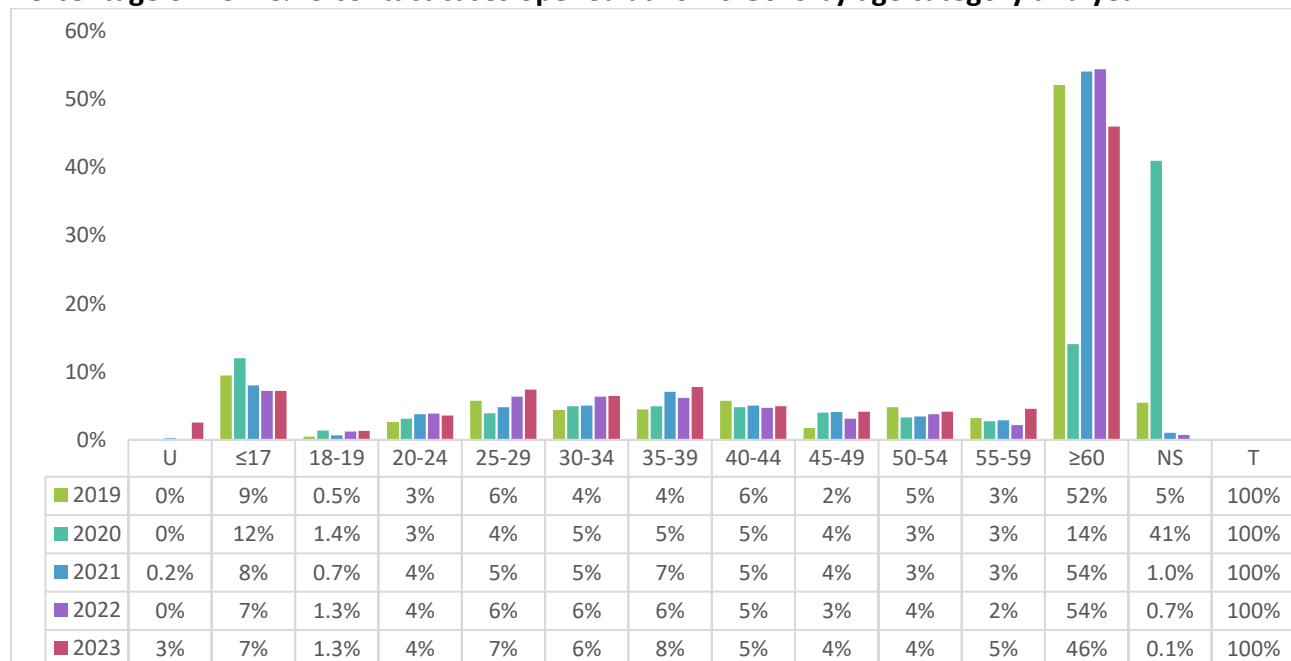


Figure 11: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest percentage of cases opened were ages 60 or over (46%).

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

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

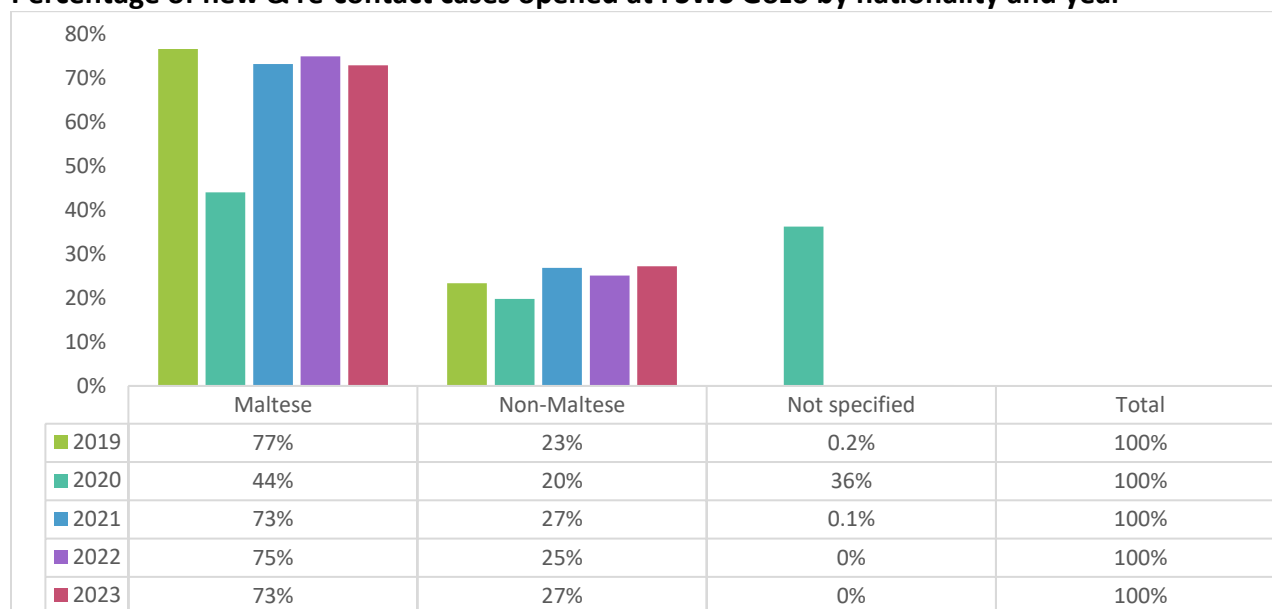


Figure 12: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 73% of the cases opened in 2023 were Maltese while non-Maltese made up 27% of cases.

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

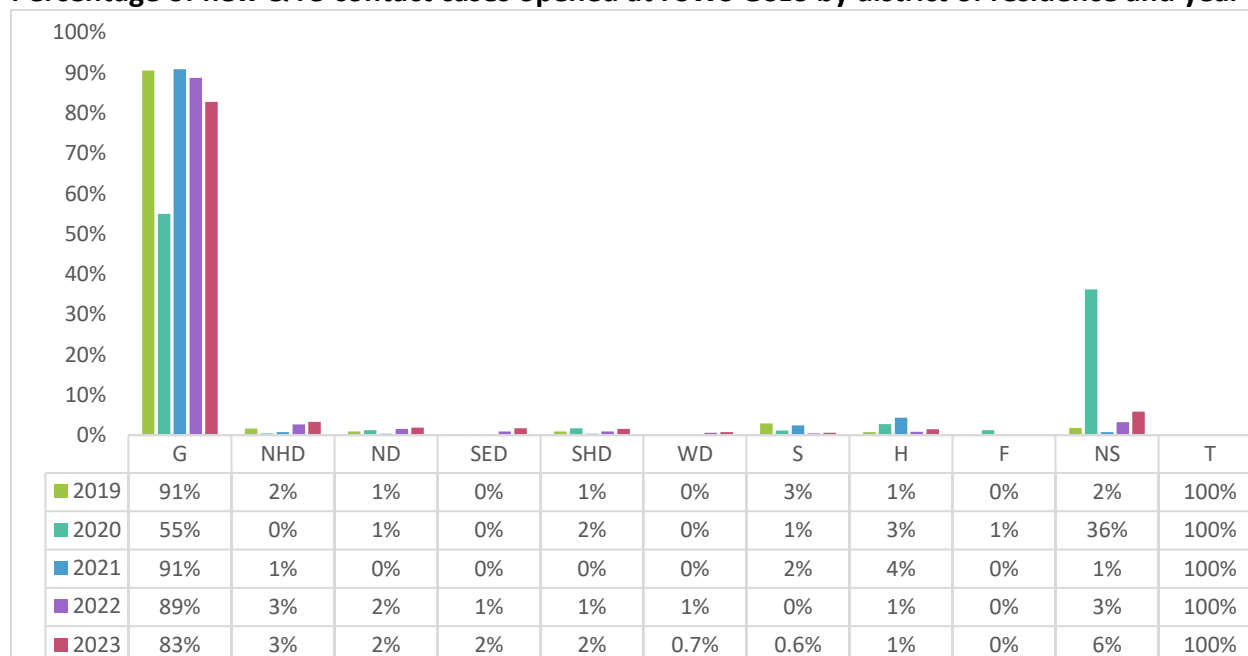


Figure 13: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within "shelter/institution" (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. The Gozo District (83%) had the highest percentage 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.

### Number of interventions conducted by FSWS Gozo service and year

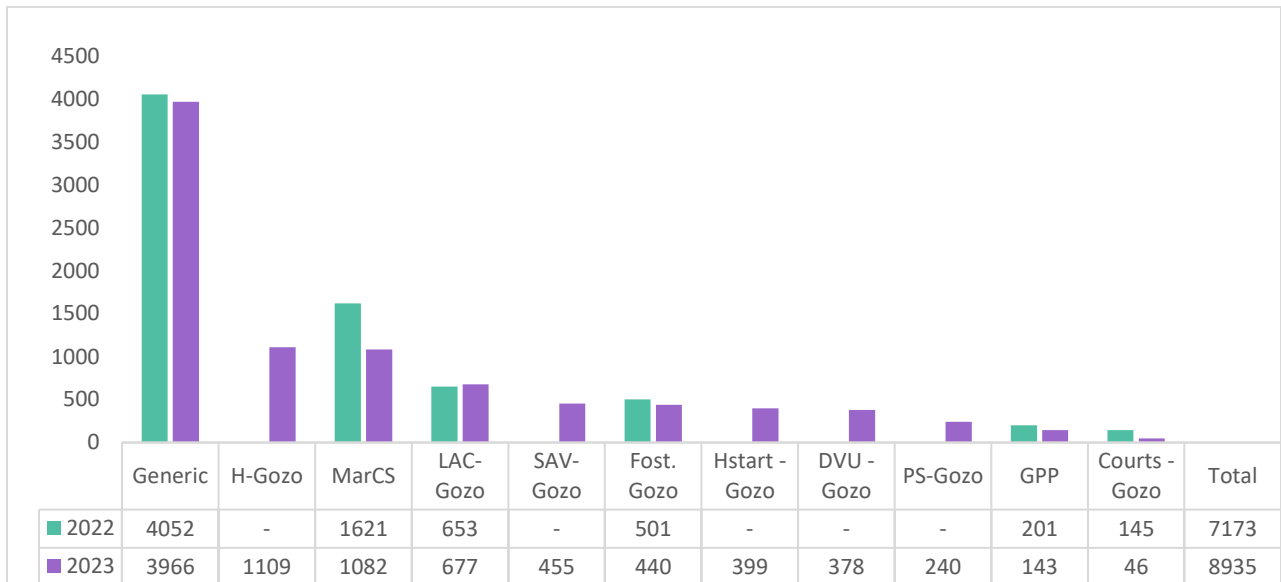


Figure 14: The figure above only provides the number of interventions that have been recorded within the online data collection system as completed or conducted. Interventions are actions taken with, or on behalf of, the service user with the goal to empower and help the person e.g., psychotherapy, assessments,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

Graph Key: Generic = Generic Social Work Service; MarCS = Marsalforn Community Service; LAC-Gozo = Looked After Children Gozo; H-Gozo = Homeless Gozo; Fost. Gozo = Fostering Gozo; SAV-Gozo = Supervised Access Visits Gozo; Hstart-Gozo = Homestart Gozo; PS-Gozo = Psychological Services Gozo; GPP = Gozo Prison Project; DVU-Gozo = Domestic Violence Unit Gozo; Courts-Gozo = Court Services Gozo.

# 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.

## Generic Social Work Service

### Case activity

Service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2020.

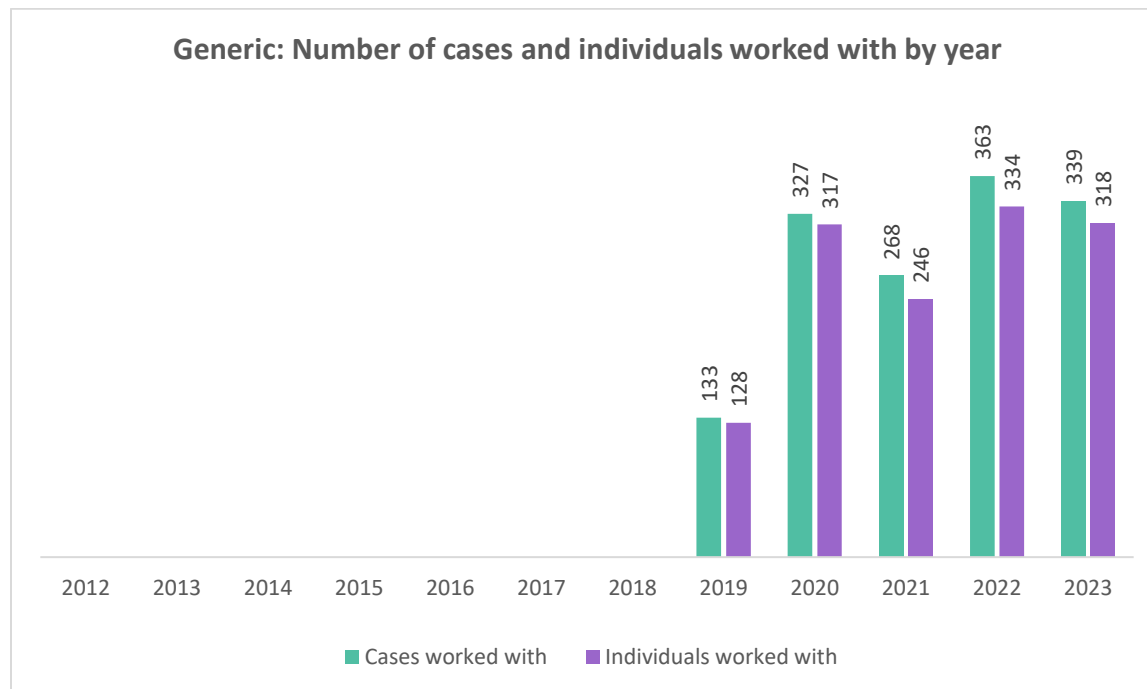


Figure 15: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 339 cases and 318 individuals were worked with compared to 363 and 334 respectively in 2022.

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

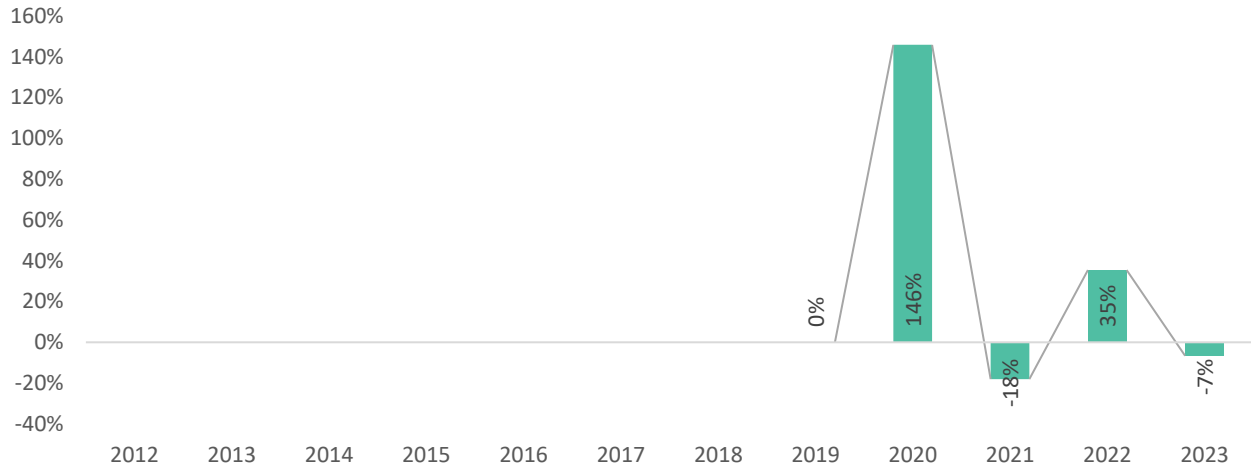


Figure 16: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 35% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

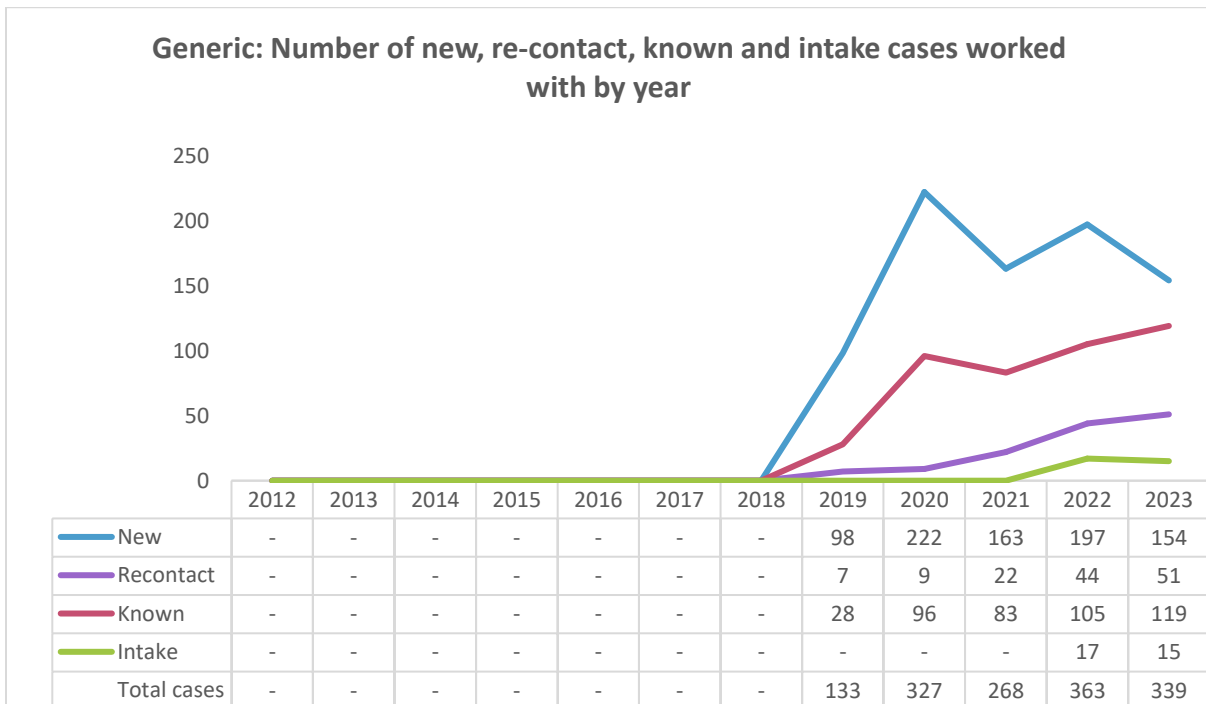


Figure 17: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

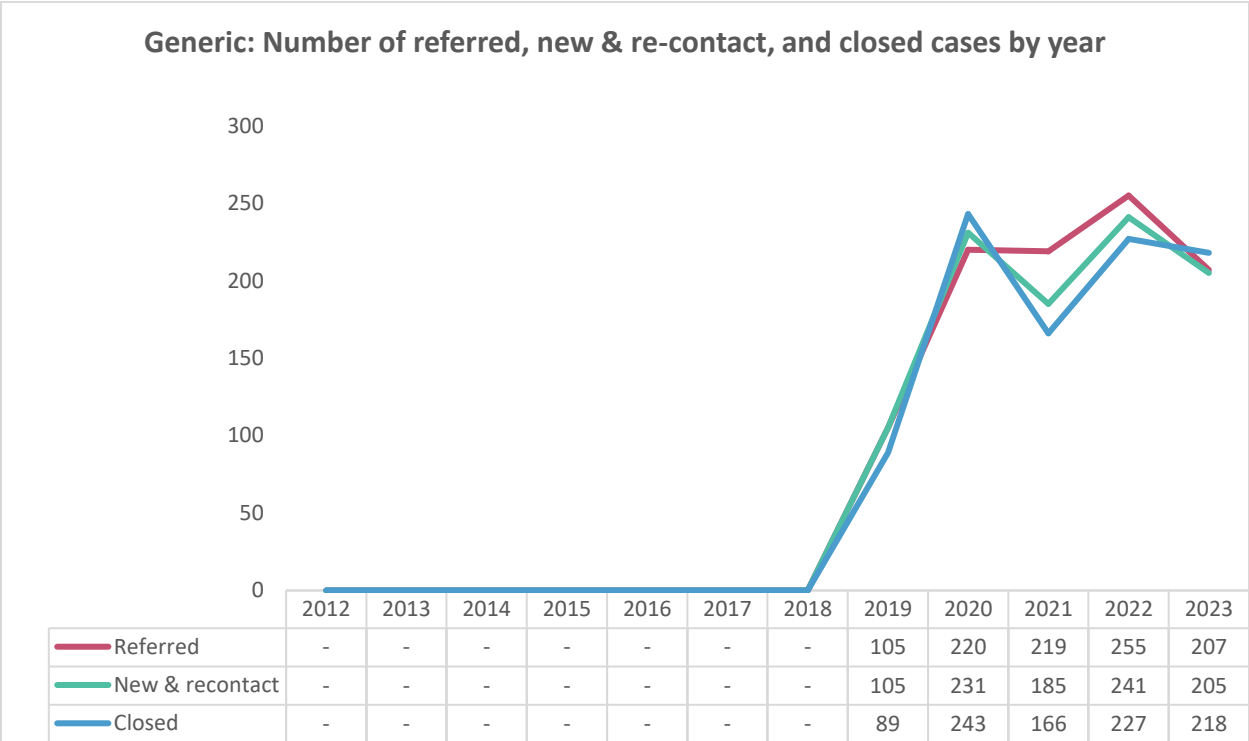


Figure 18: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 17 for breakdown of new & recontact cases). In 2023, 207 cases were referred, 205 new & recontact cases opened, and 218 cases closed.

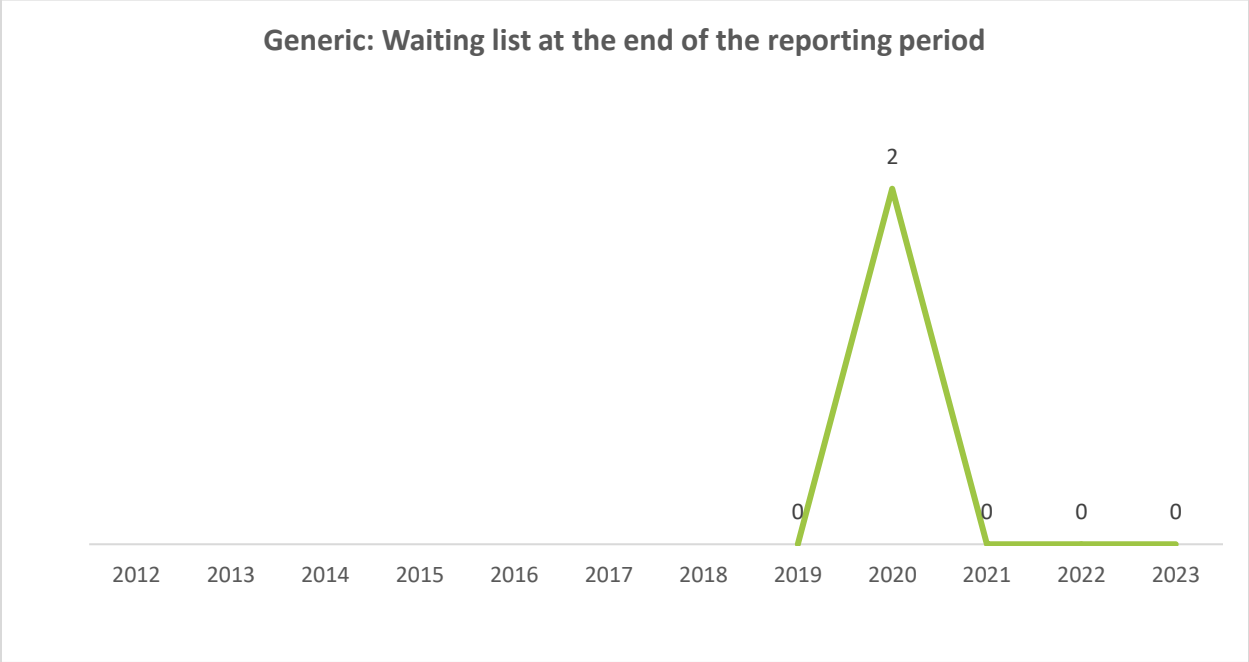


Figure 19: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>Generic: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	1	14	3	7
Assault/rape/harassment/sexual abuse	0	1	1	0
Behaviour problems	0	5	-	-
Bereavement	0	0	2	1
Child abuse	7	2	3	6
Child care or access	9	10	6	3
Delinquency	0	0	0	1
Disability related issues	0	1	2	5
Domestic violence	43	41	57	25
Eating disorder	0	0	0	0
Elderly needs	0	3	3	2
Employment issues	8	6	4	11
Family relations/relationships	20	10	20	5
Financial difficulties	43	16	26	47
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	6	2	2	3
Homeless	65	52	63	42
Housing problems	0	14	14	12
Human trafficking	0	0	0	0
Lack of support or guidance	7	9	4	8
Legal issues	0	0	7	2
Loneliness	0	0	0	0
Marital problems	0	1	2	0
Mental health issues	2	20	17	5
Migrant related issues	0	1	1	1
Oppositional defiant behaviours	-	-	1	0
Parenting skills/child-parent relationship	-	-	9	8
Personality related issues	0	0	0	0
Pregnancy related issues	0	1	0	1
Relationship problems	1	0	3	0
School related problems	0	0	0	1
Self-harm or suicide	1	0	0	0
Separation related issues	5	2	1	2
Sex work related issues	0	0	0	0
Other	0	5	4	9
Not specified	2	3	0	0
<b>Total</b>	<b>220</b>	<b>219</b>	<b>255</b>	<b>207</b>

Figure 20: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

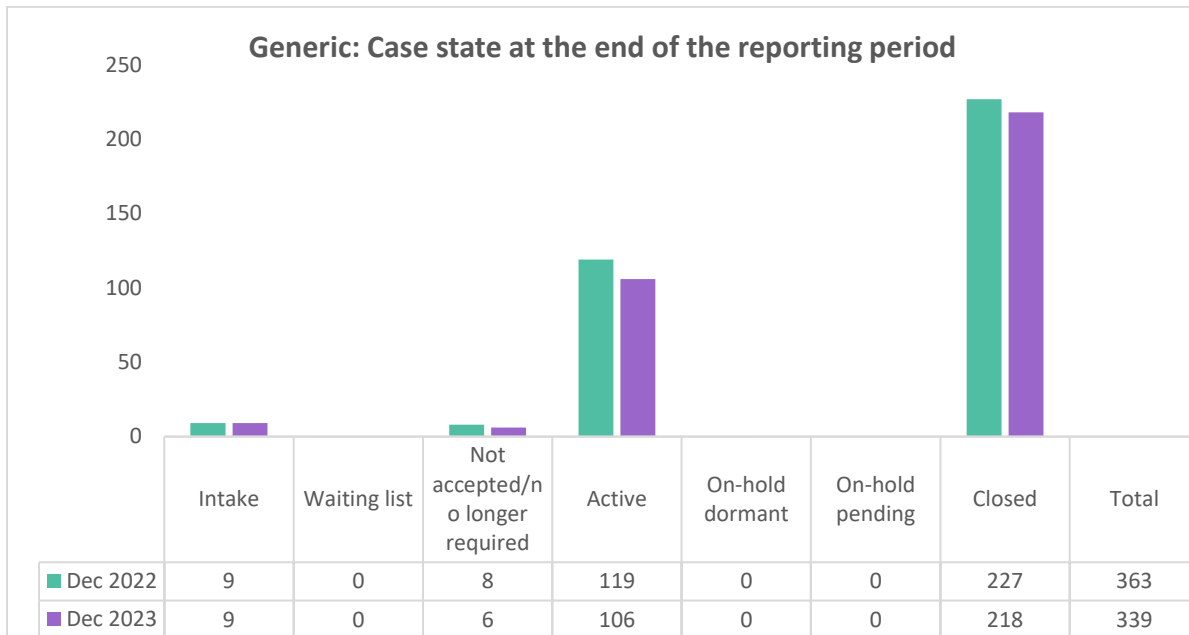


Figure 21: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 31% (106) of the cases worked 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 **339** cases were worked with between January and December 2023.

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

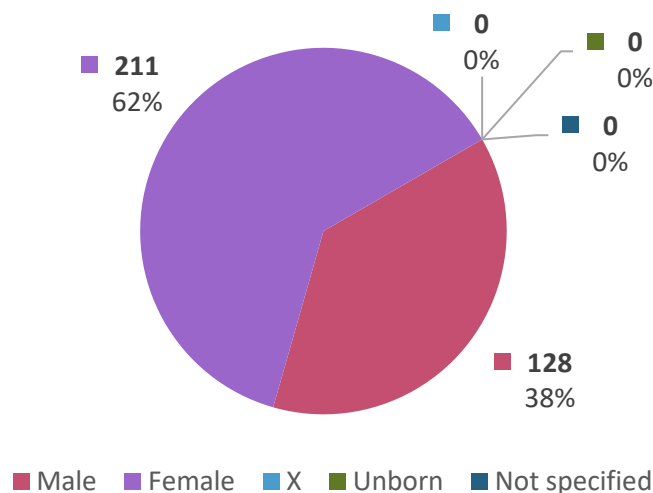


Figure 22: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (62%).

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

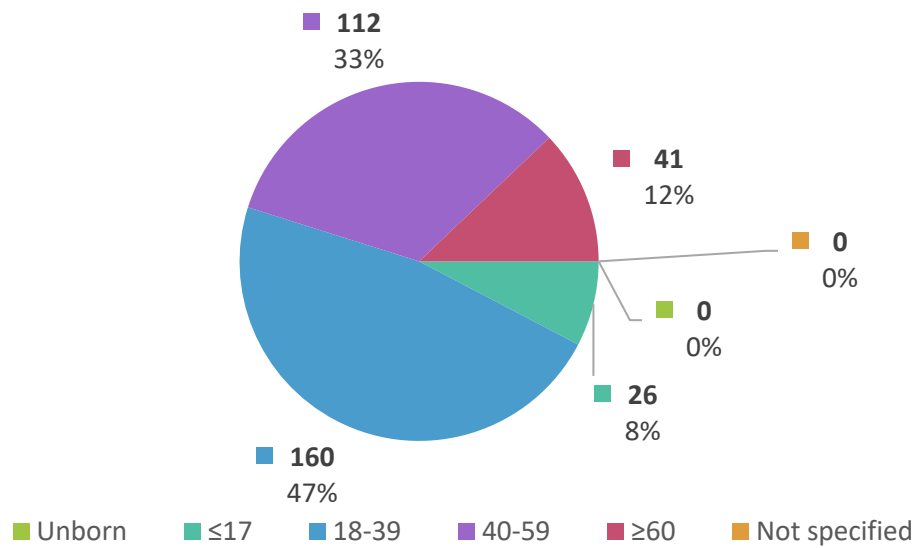


Figure 23: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (47%).

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

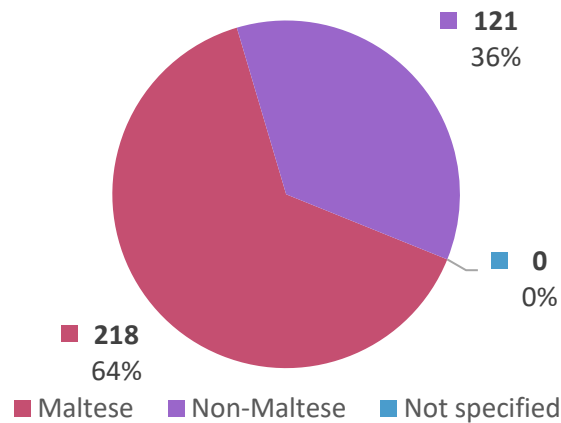


Figure 24: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 64% of the cases worked with were Maltese while non-Maltese made up 36% of cases.

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

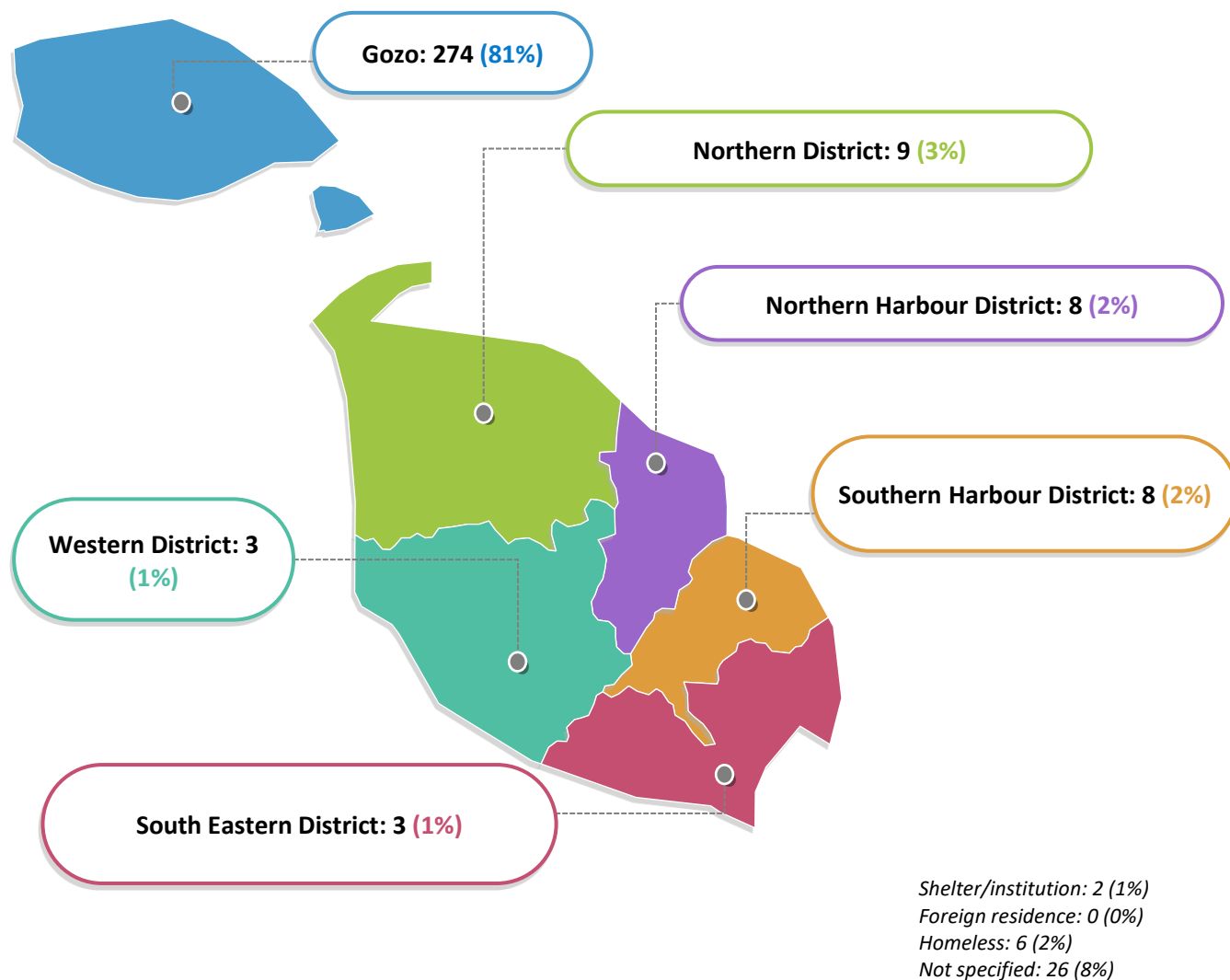


Figure 25: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (81%) 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 **205** cases were opened between January and December 2023.

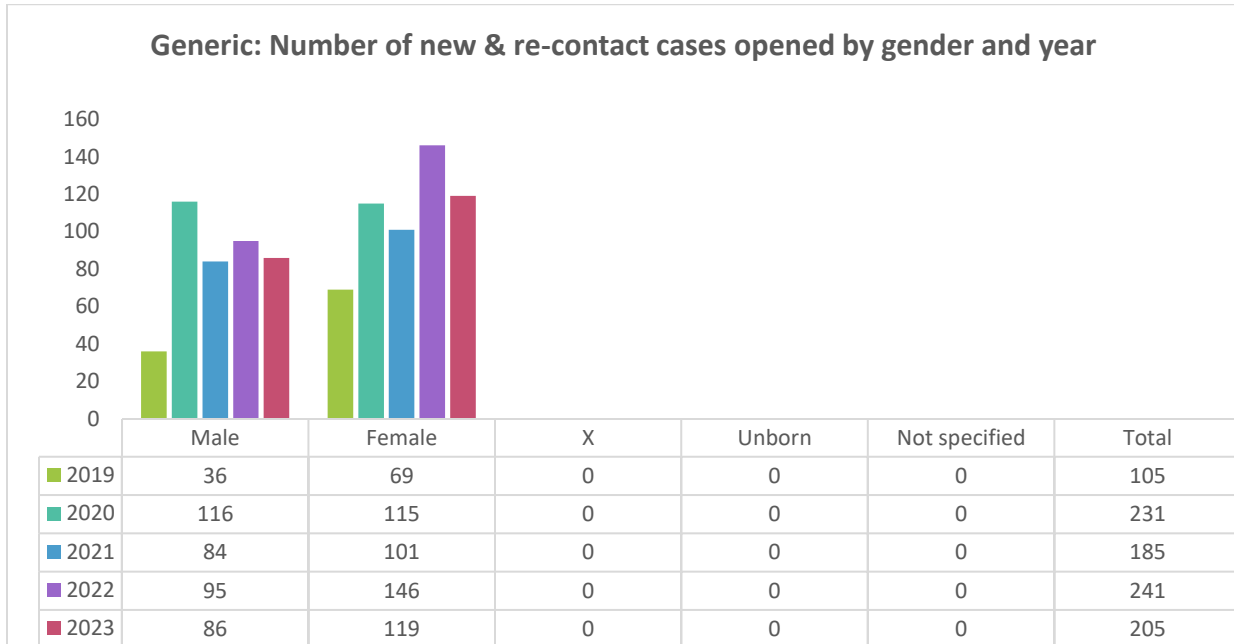


Figure 26: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (119).

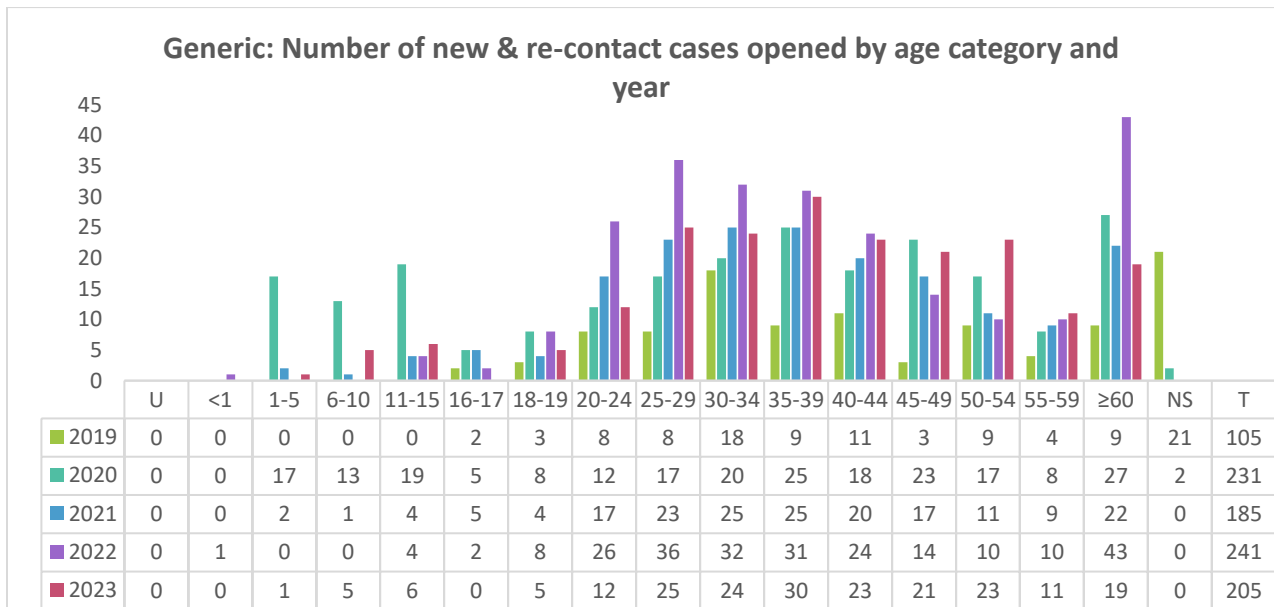


Figure 27: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (30).

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

Generic: 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	0	0	0
<1	0	0	0	0	0	0
1-5	1	0	0	0	0	1
6-10	3	2	0	0	0	5
11-15	2	4	0	0	0	6
16-17	0	0	0	0	0	0
18-19	1	4	0	0	0	5
20-24	8	4	0	0	0	12
25-29	12	13	0	0	0	25
30-34	5	19	0	0	0	24
35-39	10	20	0	0	0	30
40-44	9	14	0	0	0	23
45-49	8	13	0	0	0	21
50-54	15	8	0	0	0	23
55-59	3	8	0	0	0	11
≥60	9	10	0	0	0	19
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>86</b>	<b>119</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>205</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.

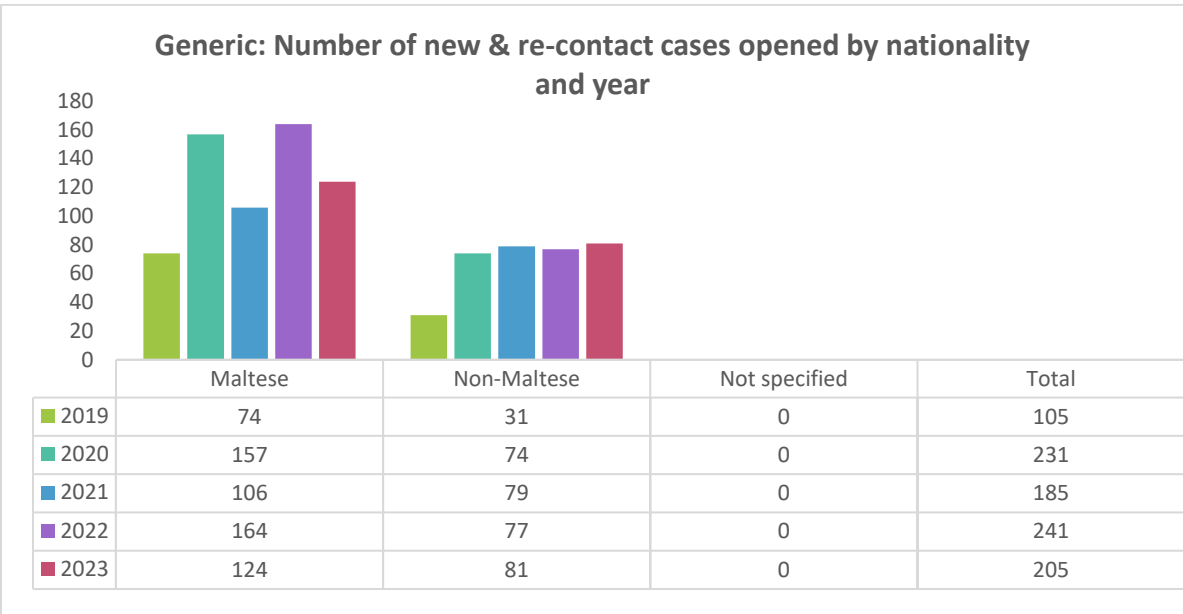


Figure 29: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 124 cases opened in 2023 were Maltese while 81 cases were non-Maltese.

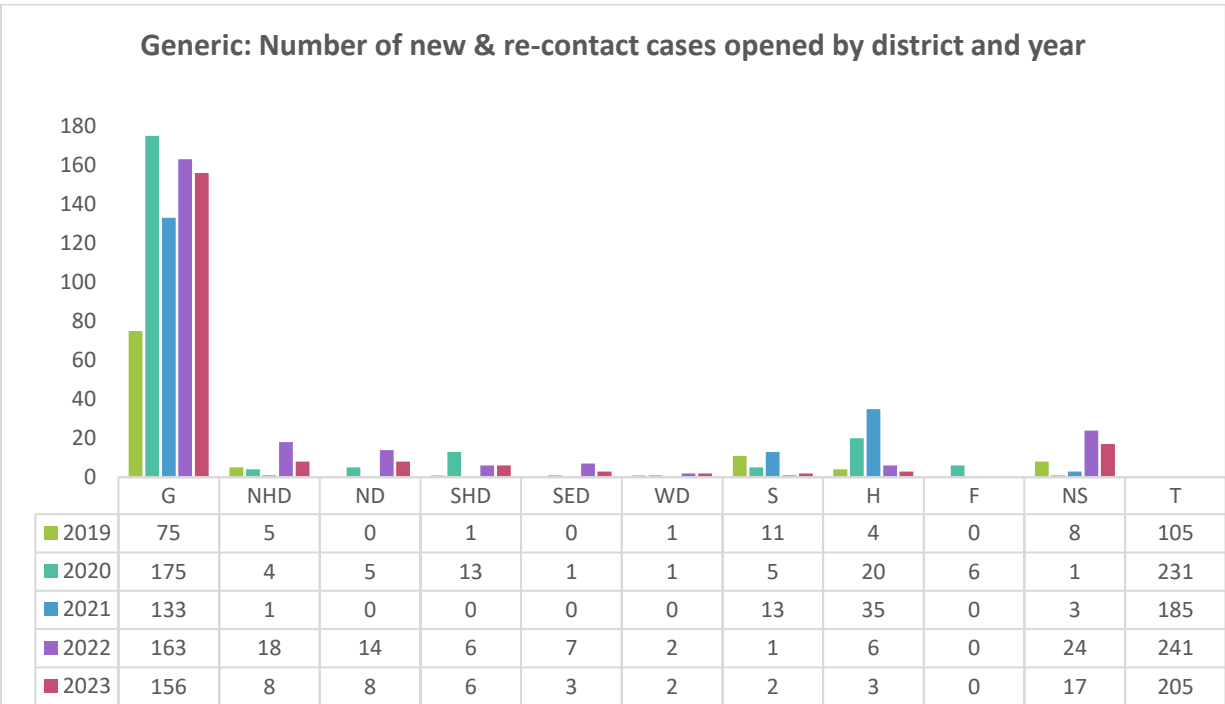


Figure 30: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (156) 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.

# Emergency On-Call Service

Service started reporting data in 2019.

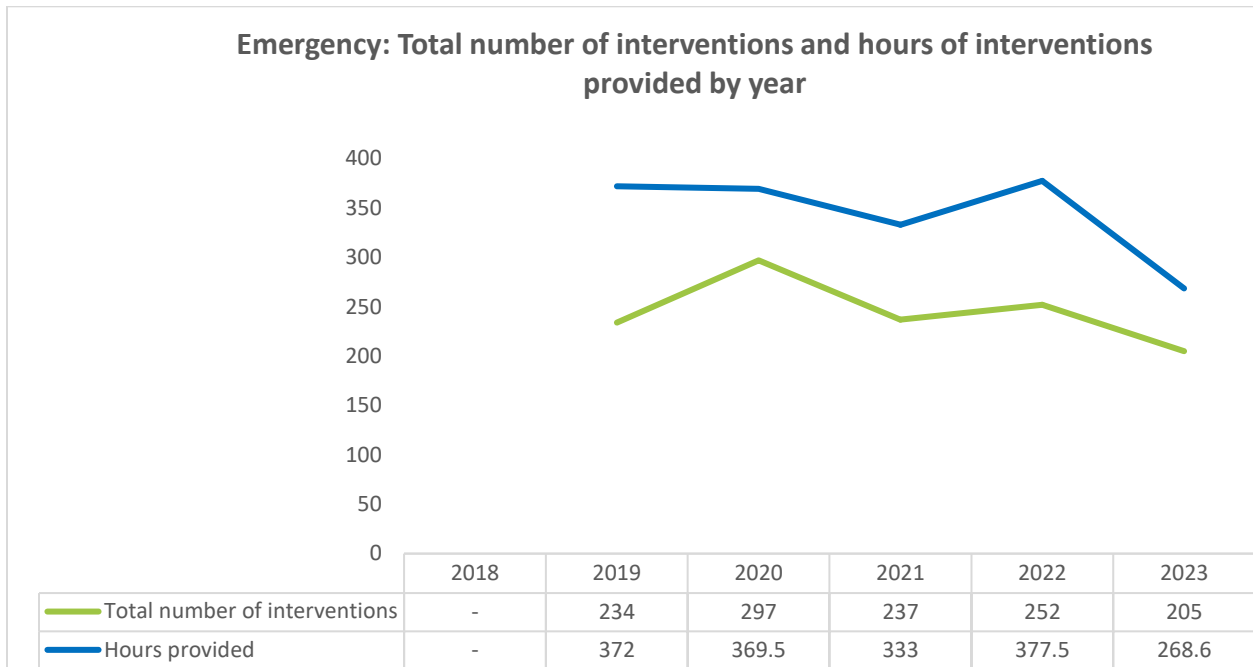


Figure 31: The service provides emergency interventions, and the figure provides the number conducted as well as the hours provided for these interventions.

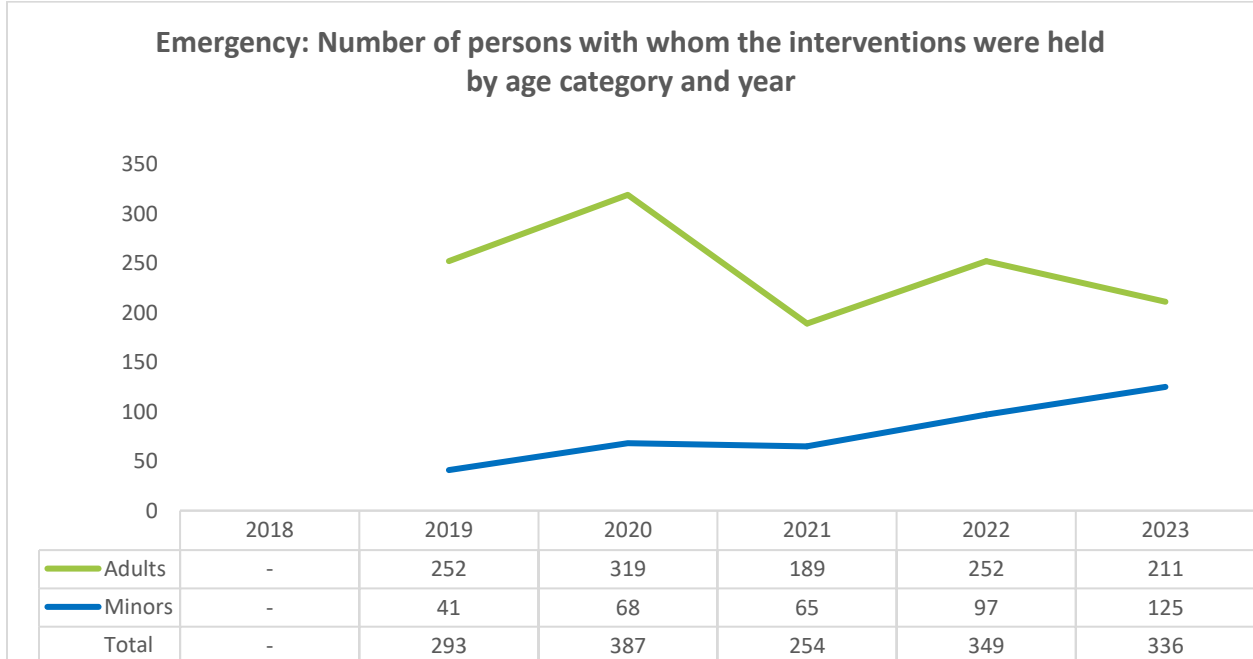


Figure 32: The figure provides the total number of persons who participated in the provided interventions.

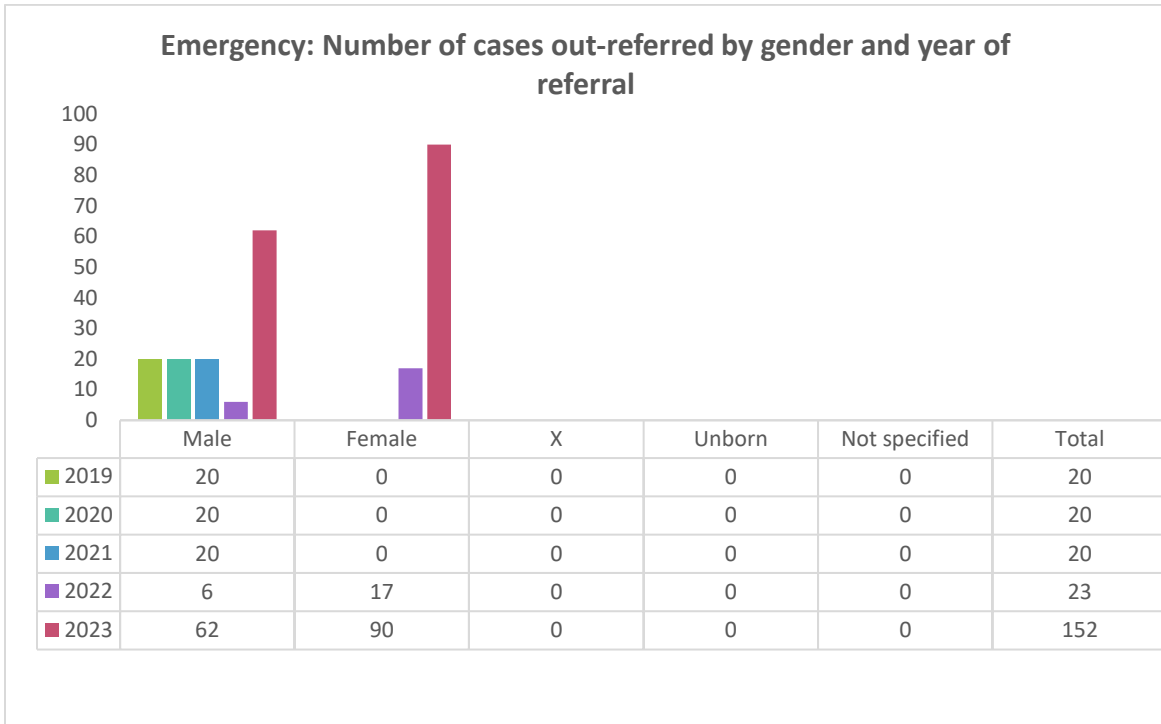


Figure 33: The Emergency On-Call Service is often a first contact point for service users during an emergency contact and the Emergency On-Call Service will refer the case to the appropriate FSWS service for further interventions through out-referrals describe. In 2023, 90 females and 62 males were out-referred to another FSWS service.

<b>Emergency: Number of cases out-referred by service referred to and gender</b>						
<b>January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
Homeless Service – Gozo	42	37	0	0	0	79
DVU Gozo	13	36	0	0	0	49
Generic Social Work Service	6	14	0	0	0	20
Child Protection Service	1	2	0	0	0	3
DVU Malta	0	1	0	0	0	1
Marsalforn Community Service	0	0	0	0	0	0
<b>Total</b>	<b>62</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>152</b>

Figure 34: The Emergency On-Call Service is often a first contact point for service users during an emergency contact and the Emergency On-Call Service will refer the case to the appropriate FSWS service for further interventions through out-referrals. In 2023, the highest number of cases were referred to the Homeless Service in Gozo (79).

<b>Emergency: Number of cases out-referred by age category and gender January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
≤17	8	16	0	0	0	24
18-19	0	2	0	0	0	2
20-24	3	4	0	0	0	7
25-29	11	7	0	0	0	18
30-34	4	17	0	0	0	21
35-39	7	10	0	0	0	17
40-44	8	7	0	0	0	15
45-49	2	6	0	0	0	8
50-54	4	9	0	0	0	13
55-59	2	3	0	0	0	5
≥60	13	9	0	0	0	22
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>62</b>	<b>90</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>152</b>

Figure 35: 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 cases out-referred in the reported period are provided.

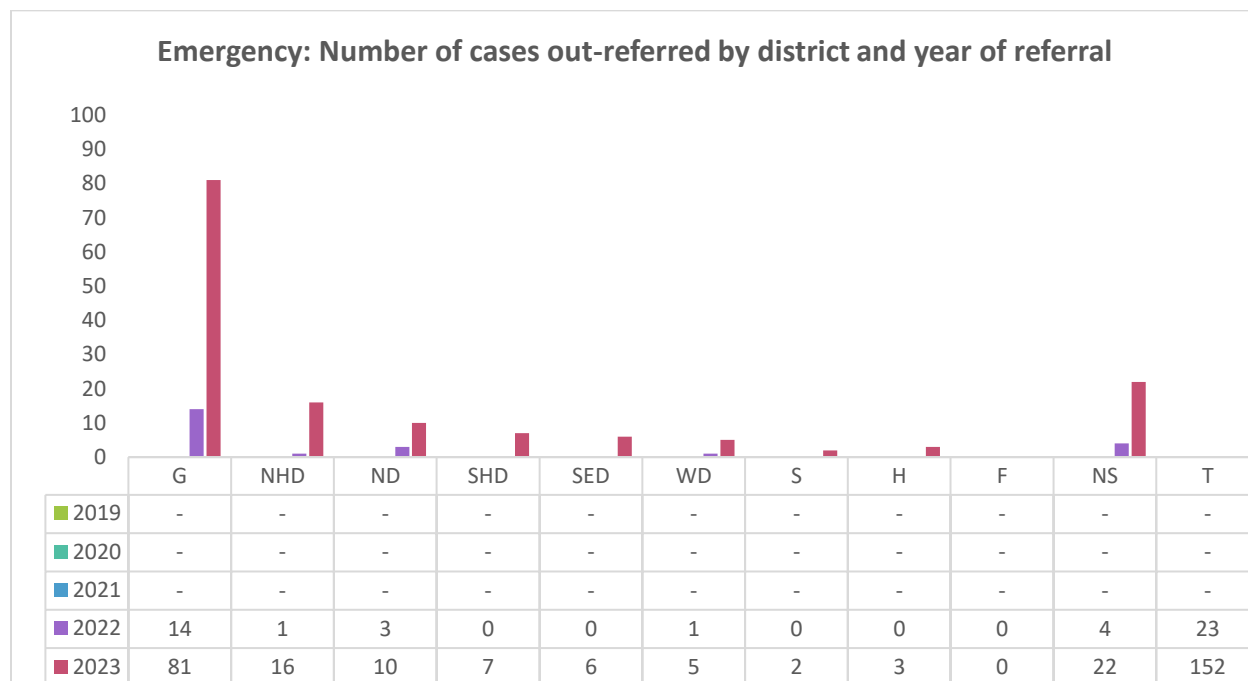


Figure 36: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. In 2023, the highest number of cases out-referred resided in the Gozo District (81).

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.

# **NEW Domestic Violence Service – Gozo (DV-Gozo)**

## **Case activity**

Prior to 2023, the service provided domestic violence related interventions to service users attending the Generic Social Work Service. In April 2023 the service branched out from the Generic Social Work Service into a separate specialised Domestic Violence Service and started reporting data in 2023.

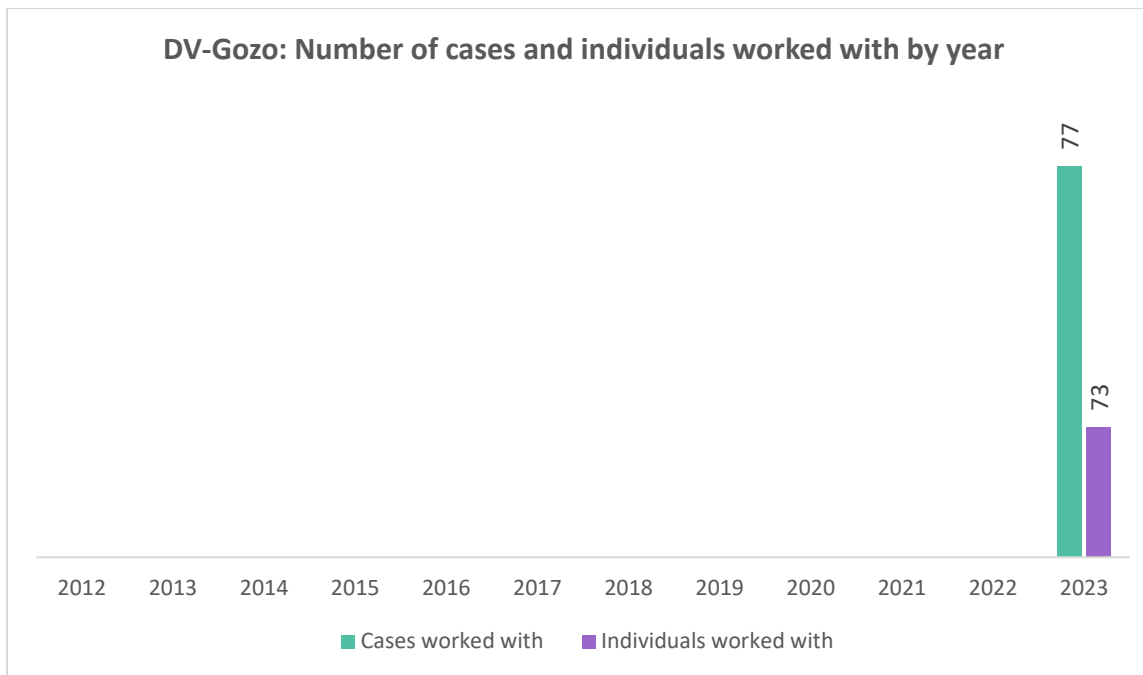


Figure 37: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 77 cases and 73 individuals were worked with.

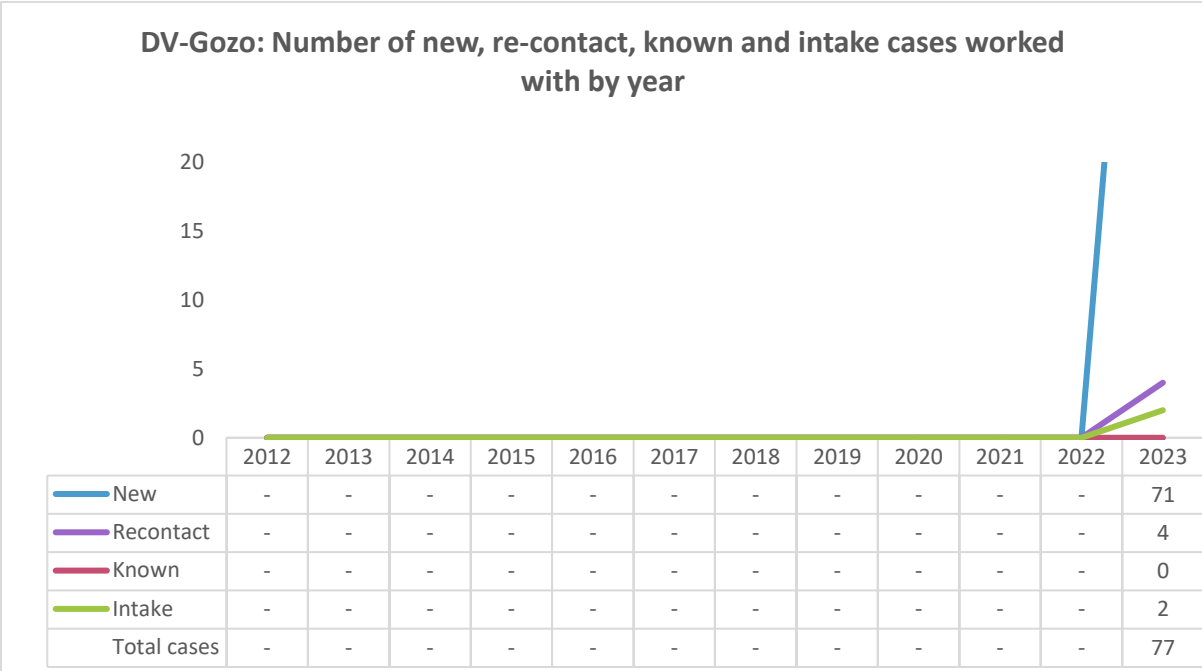


Figure 38: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary.

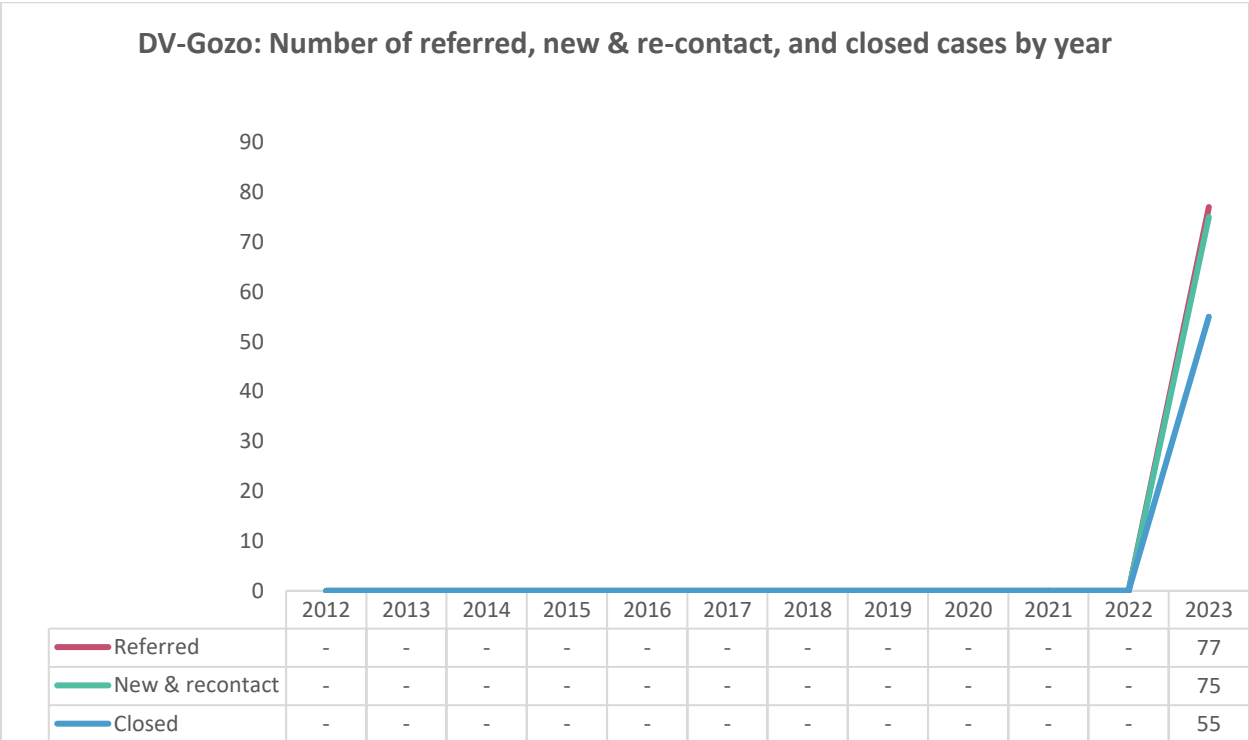


Figure 39: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 38 for breakdown of new & recontact cases). In 2023, 77 cases were referred, 75 new & recontact cases opened, and 55 cases closed.

### DV-Gozo: Waiting list at the end of the reporting period



Figure 40: 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.

### DV-Gozo: Case state at the end of the reporting period

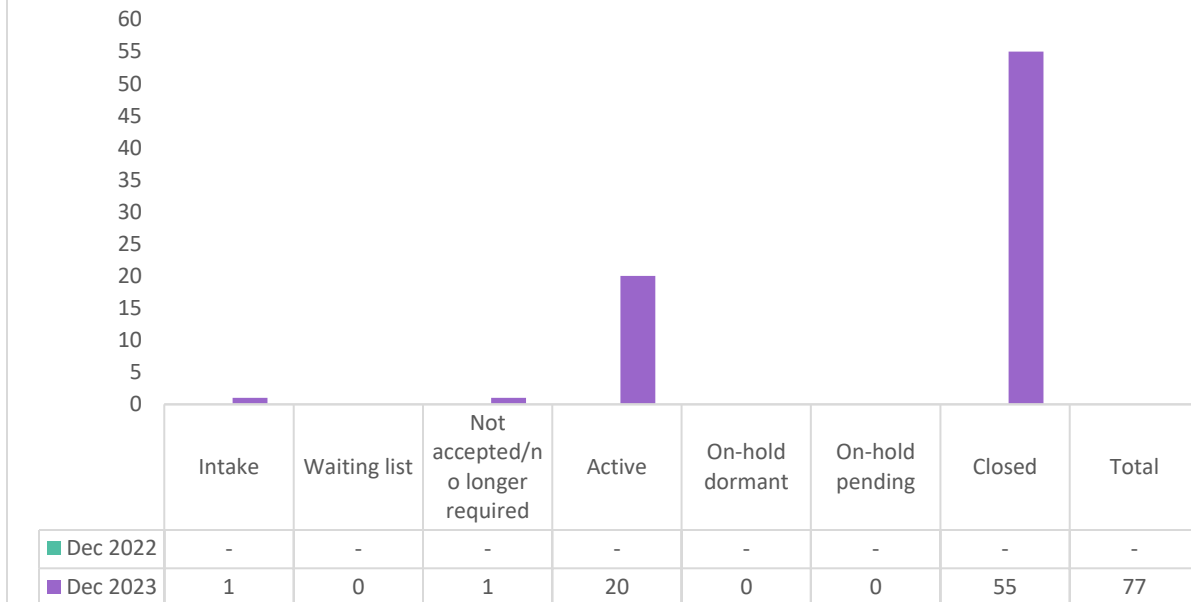


Figure 41: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 26% (20) of the cases worked 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.

DV-Gozo: number of referred cases by type of alleged abuse category January - December 2023			
	Yes	No	Total
Domestic violence	74	3	77
Gender-based violence	2	75	77
Honour-based violence	8	69	77
No abuse	2	75	77

Figure 42: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

### DV-Gozo: number of referred cases by type of alleged abuse and year of referral

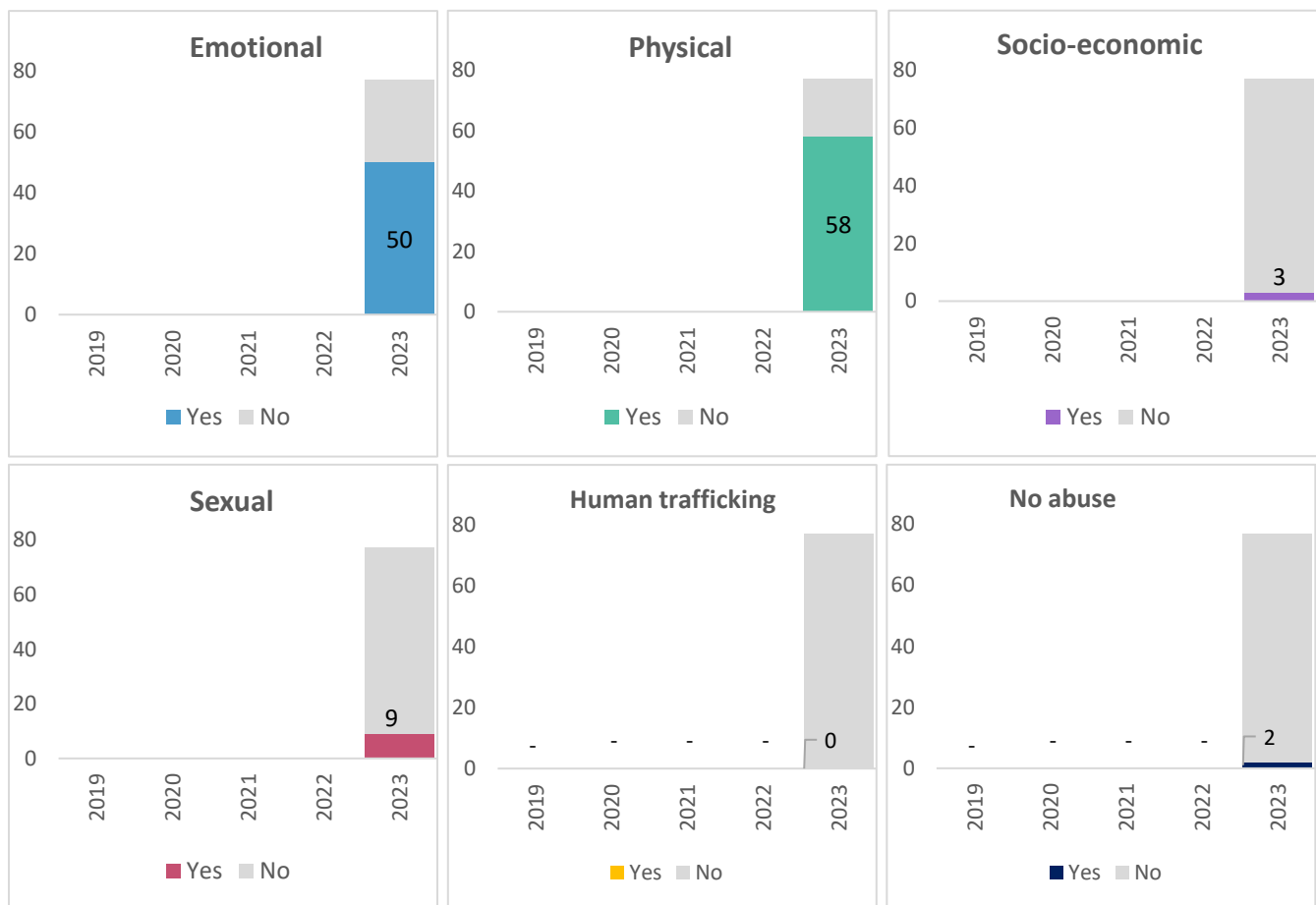


Figure 43: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 77 referrals in 2023, 50 reported emotional abuse and out of 77 referrals in 2023, 58 reported physical abuse.

## Details regarding cases worked with January - December 2023

A total of 77 cases were worked with between January and December 2023.

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

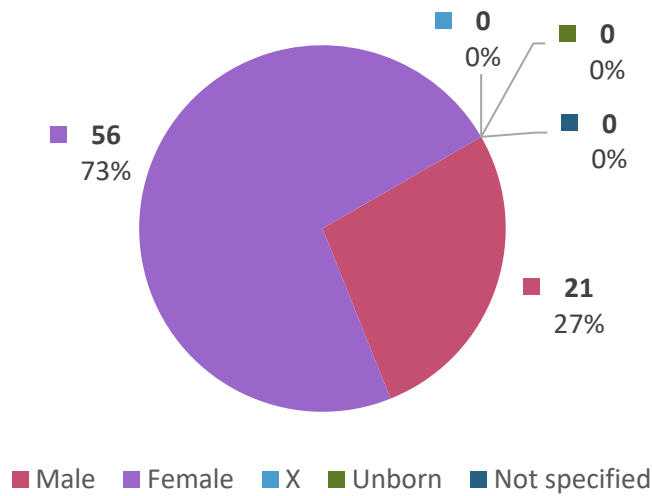


Figure 44: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (73%).

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

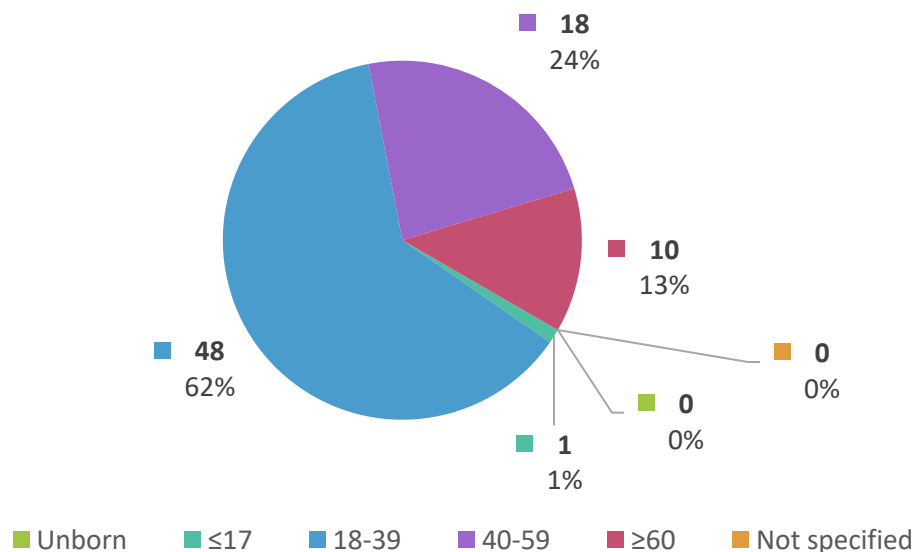
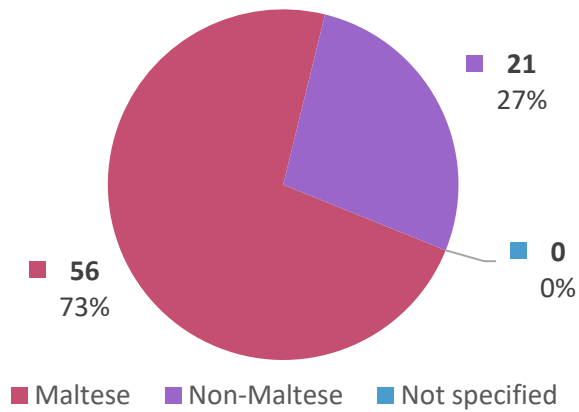


Figure 45: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (62%).

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



*Figure 46: 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, 73% of the cases worked with were Maltese while non-Maltese made up 27% of cases.*

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

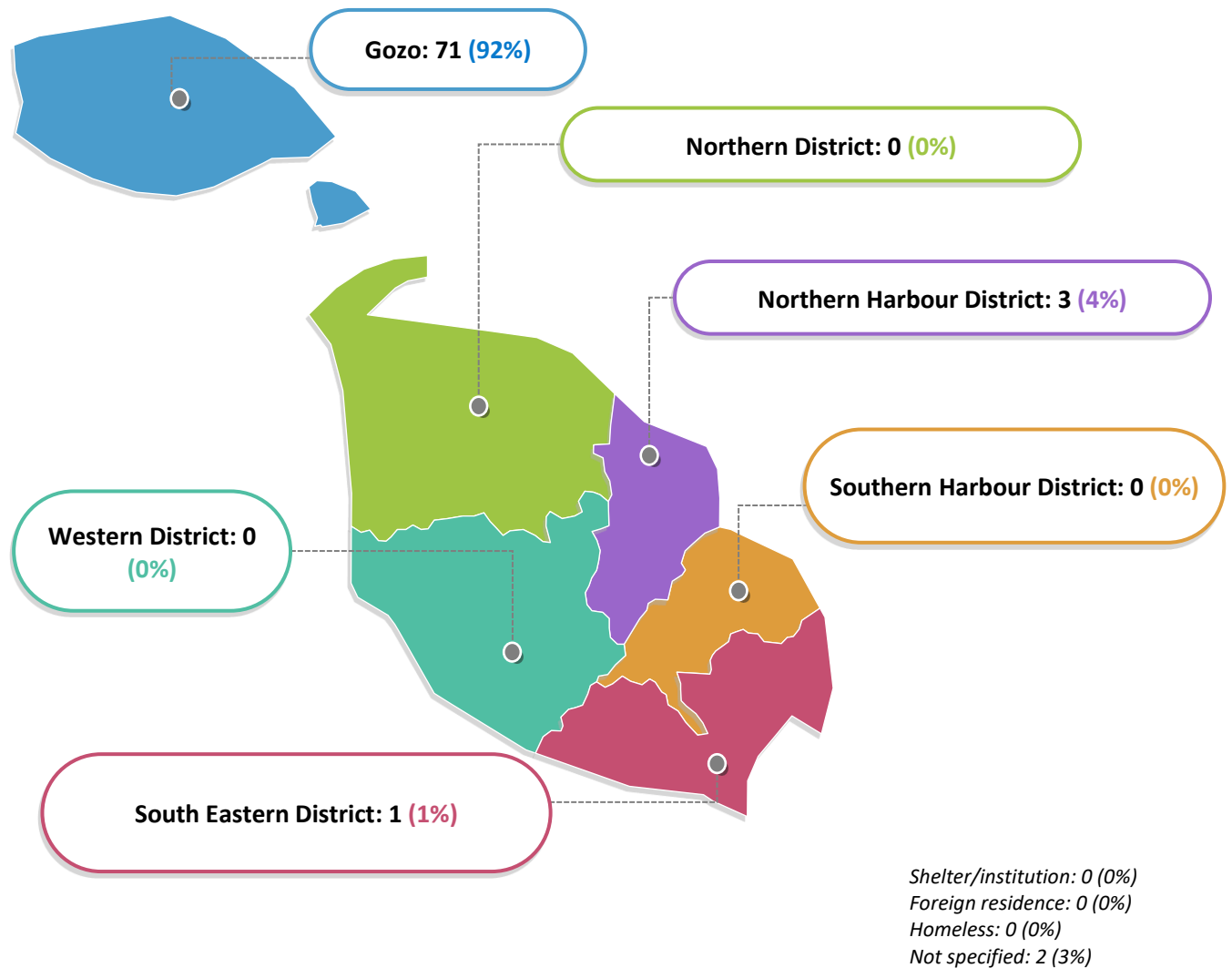


Figure 47: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (92%) 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 75 cases were opened between January and December 2023.

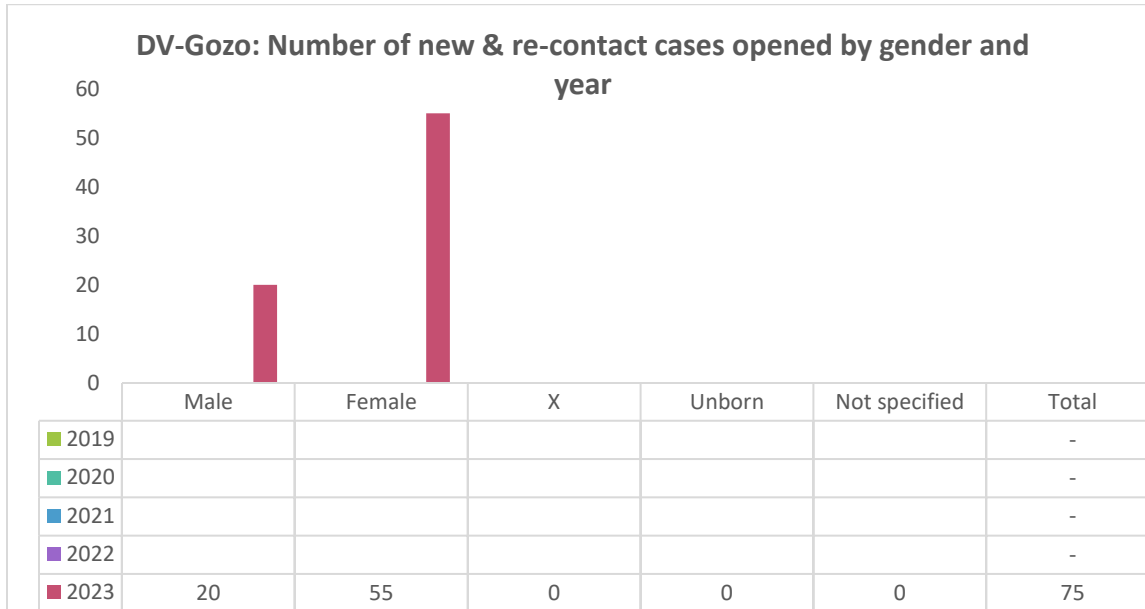


Figure 48: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (55).

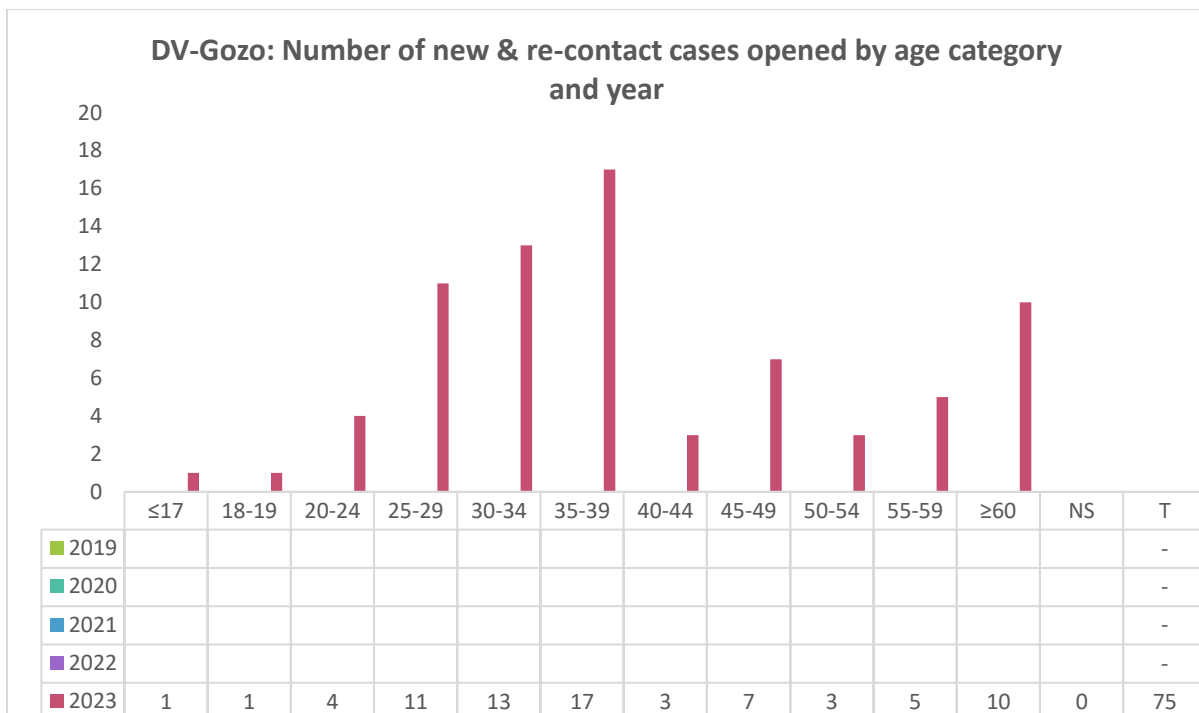


Figure 49: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 35 to 39 (17).

Graph Key: NS = Not Specified; T = Total.

**DV-Gozo: Number of new & re-contact cases opened by age category and gender  
January – December 2023**

	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	0	0	1
18-19	0	1	0	0	0	1
20-24	1	3	0	0	0	4
25-29	4	7	0	0	0	11
30-34	3	10	0	0	0	13
35-39	5	12	0	0	0	17
40-44	1	2	0	0	0	3
45-49	2	5	0	0	0	7
50-54	1	2	0	0	0	3
55-59	0	5	0	0	0	5
≥60	3	7	0	0	0	10
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>20</b>	<b>55</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>75</b>

Figure 50: 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.

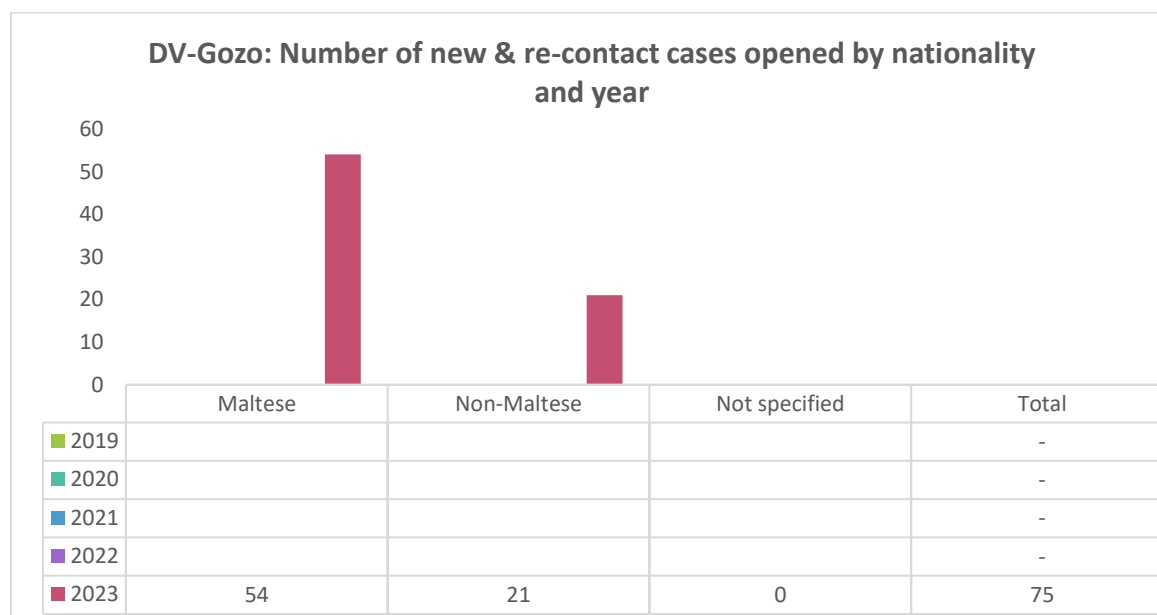


Figure 51: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 54 cases opened in 2023 were Maltese while 21 cases were non-Maltese.

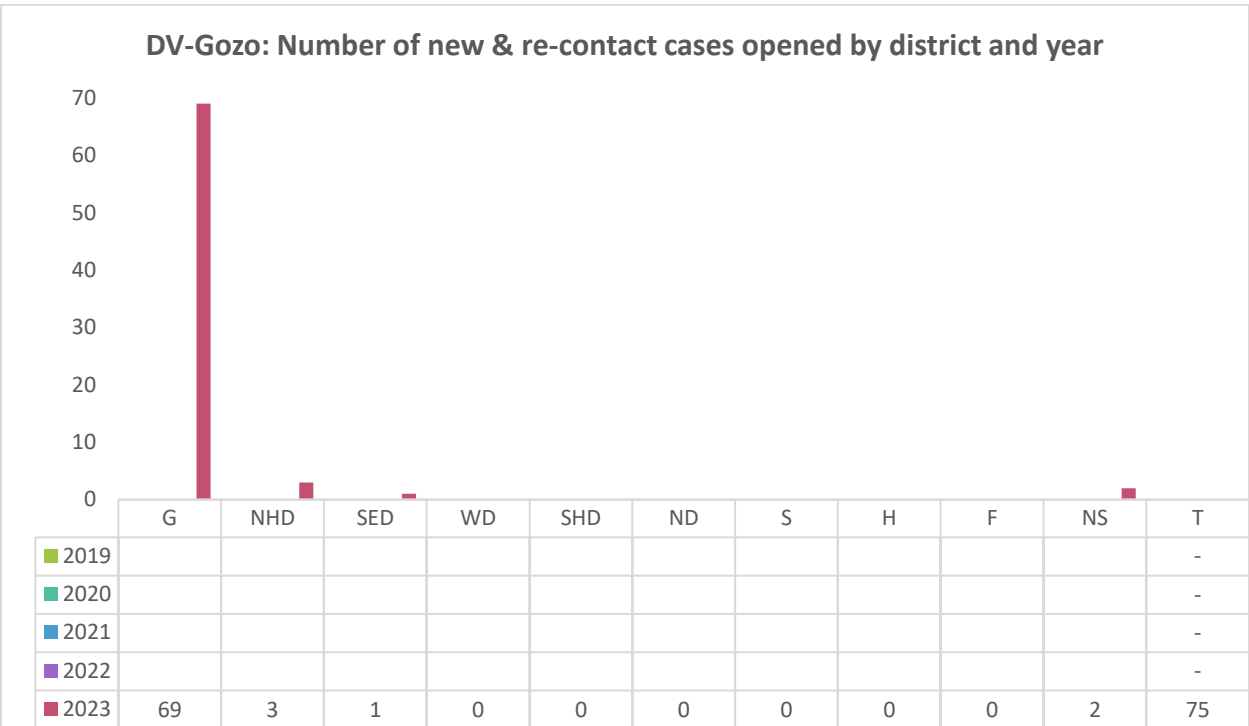


Figure 52: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (69) 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.



# Homeless Service - Gozo (H-Gozo)

## Case activity

Prior to 2023, the service provided homelessness related interventions to service users attending the Generic Social Work Service. In April 2023 the service branched out from the Generic Social Work Service into a separate specialised Homeless Service and started reporting data in 2023. Unlike the service in Malta, the service in Gozo also receives referrals for assessment and admission to the homeless shelter Dar Emmaus.

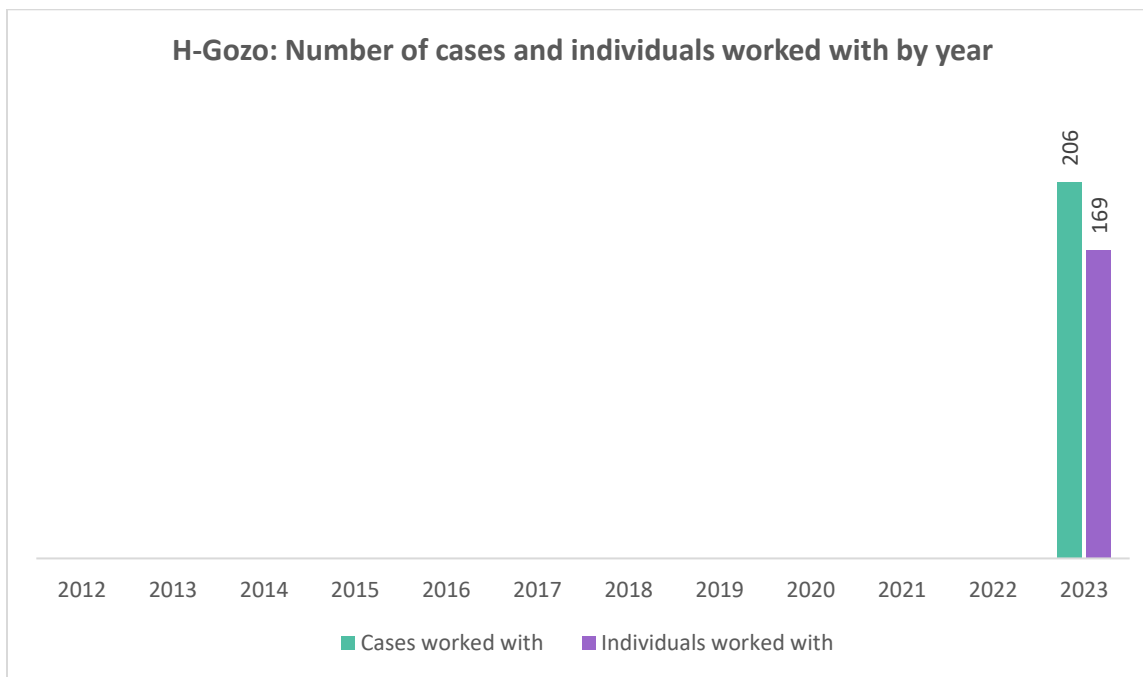


Figure 53: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 206 cases and 169 individuals were worked with.



Figure 54: 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.

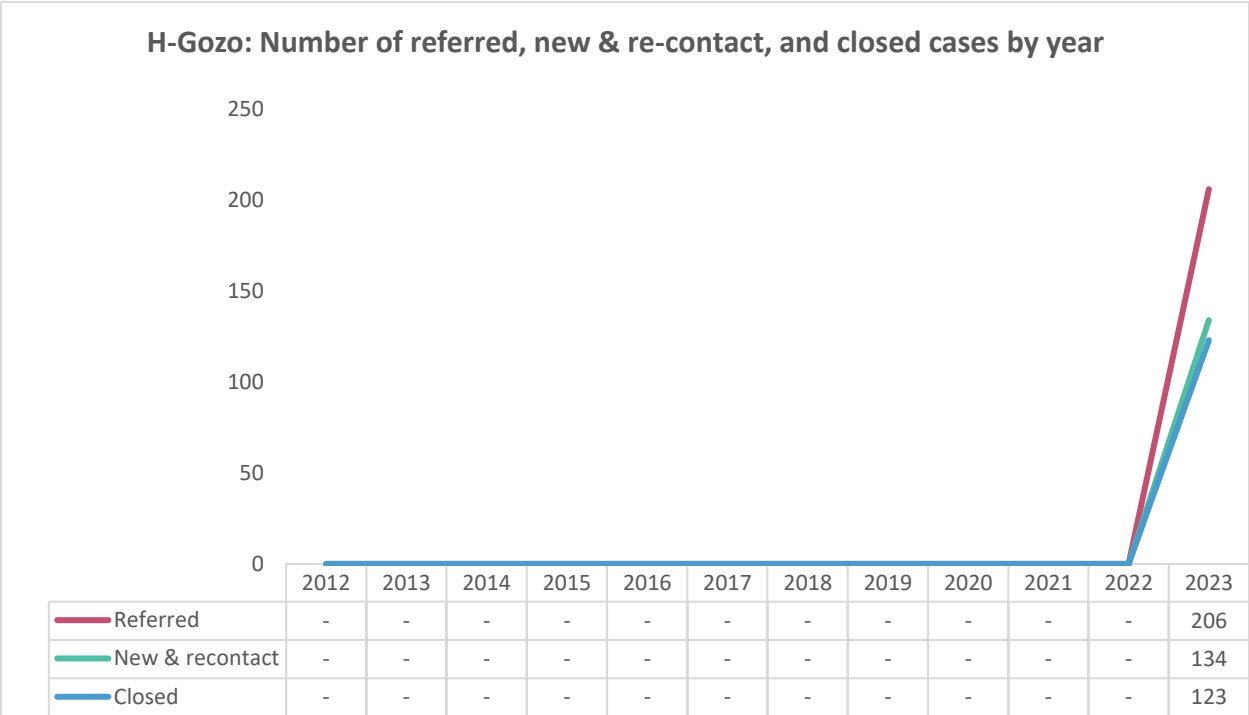


Figure 55: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 53 for breakdown of new & recontact cases). In 2023, 206 cases were referred, 134 new & recontact cases opened, and 123 cases closed.

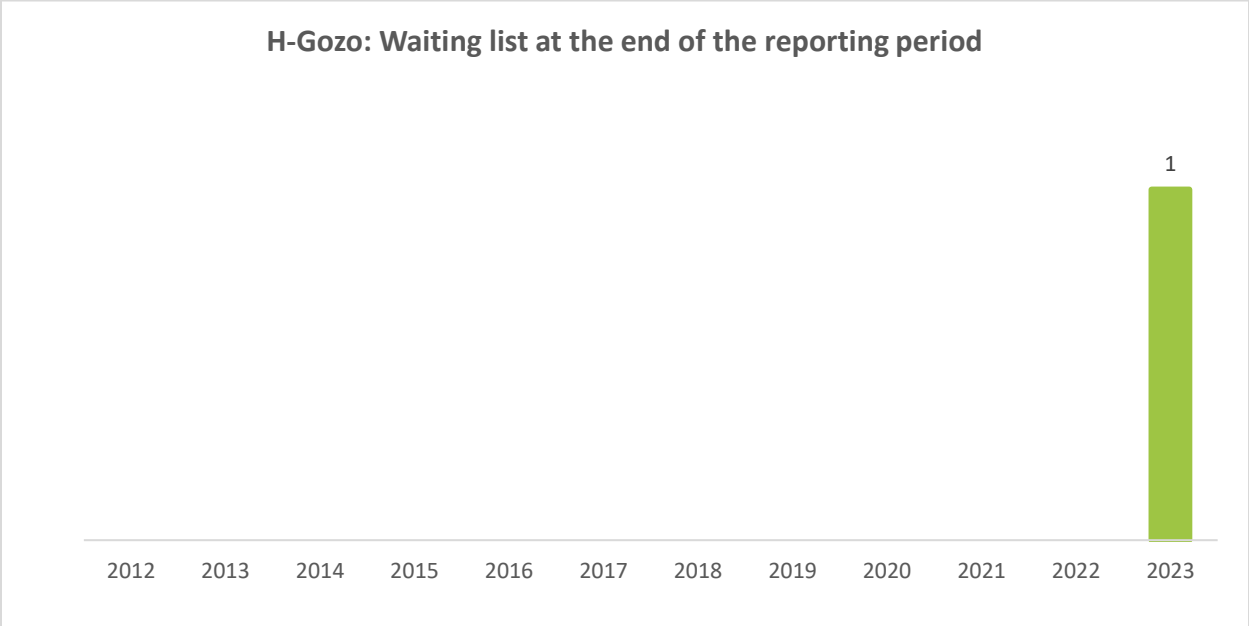


Figure 56: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

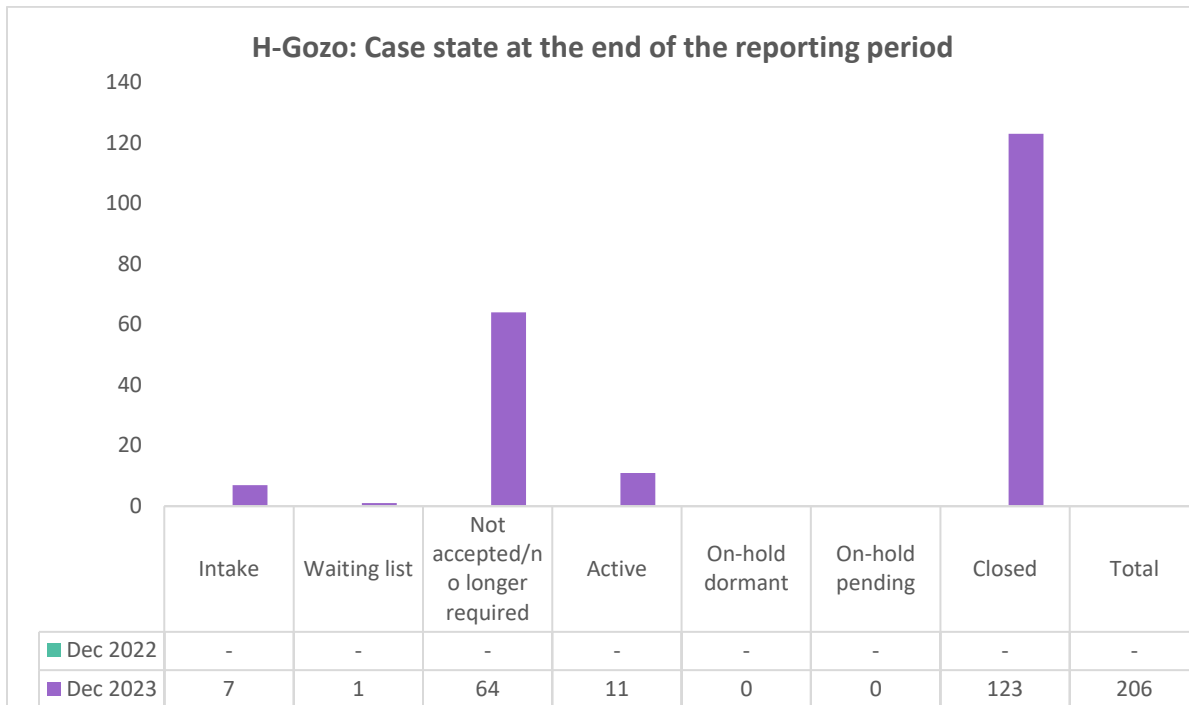


Figure 57: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 5% (11) of the cases worked 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 **206** cases were worked with between January and December 2023.

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

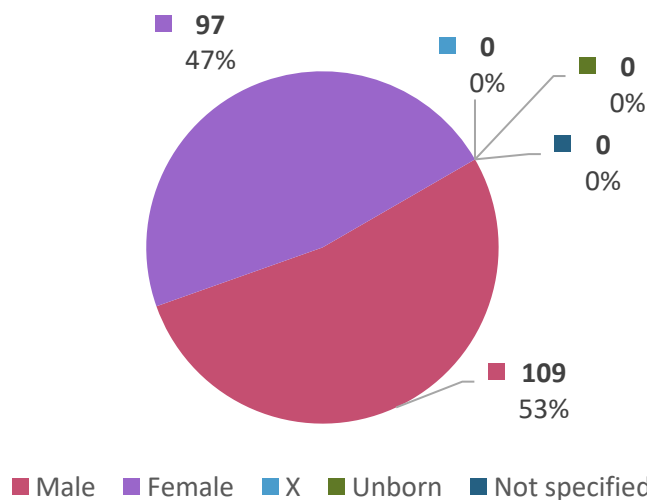


Figure 58: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (53%).

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

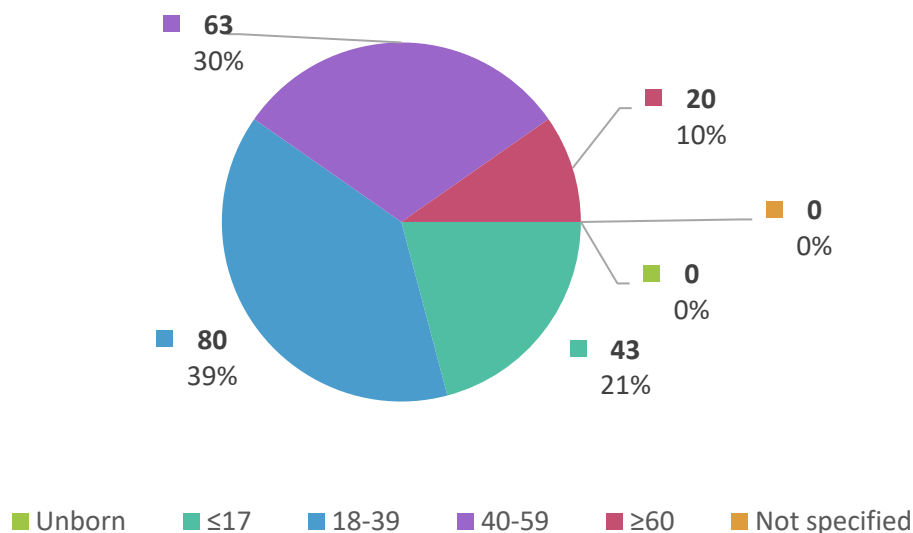


Figure 59: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (39%).

### H-Gozo: Cases worked with Jan-Dec 2023 by nationality (no. & %)

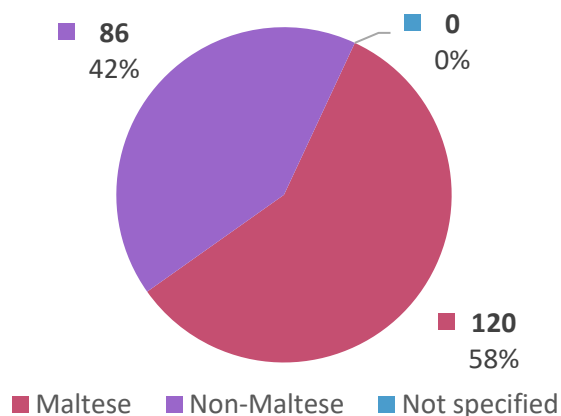


Figure 60: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 58% of the cases worked with were Maltese while non-Maltese made up 42% of cases.

## H-Gozo: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

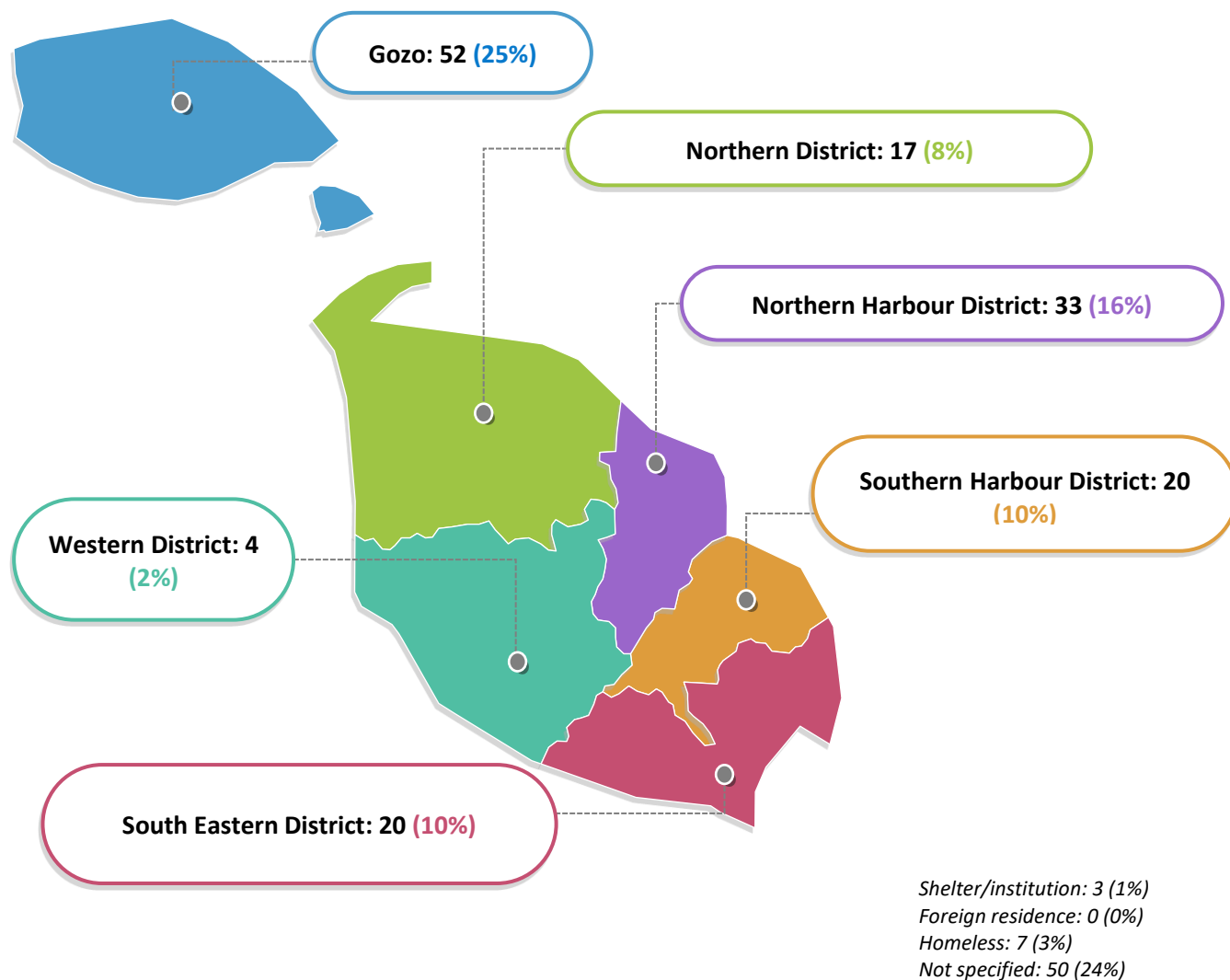


Figure 61: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (25%) had the highest percentage of cases worked with in 2023 but there were many ‘not specified’ cases (24%).

## 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 **134** cases were opened between January and December 2023.

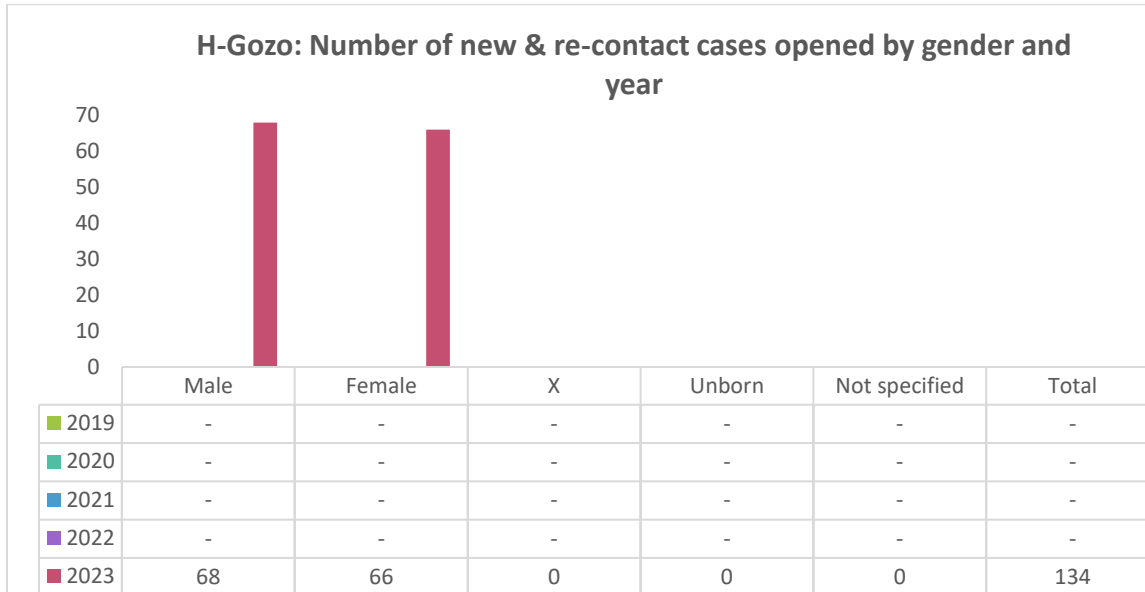


Figure 62: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (68).

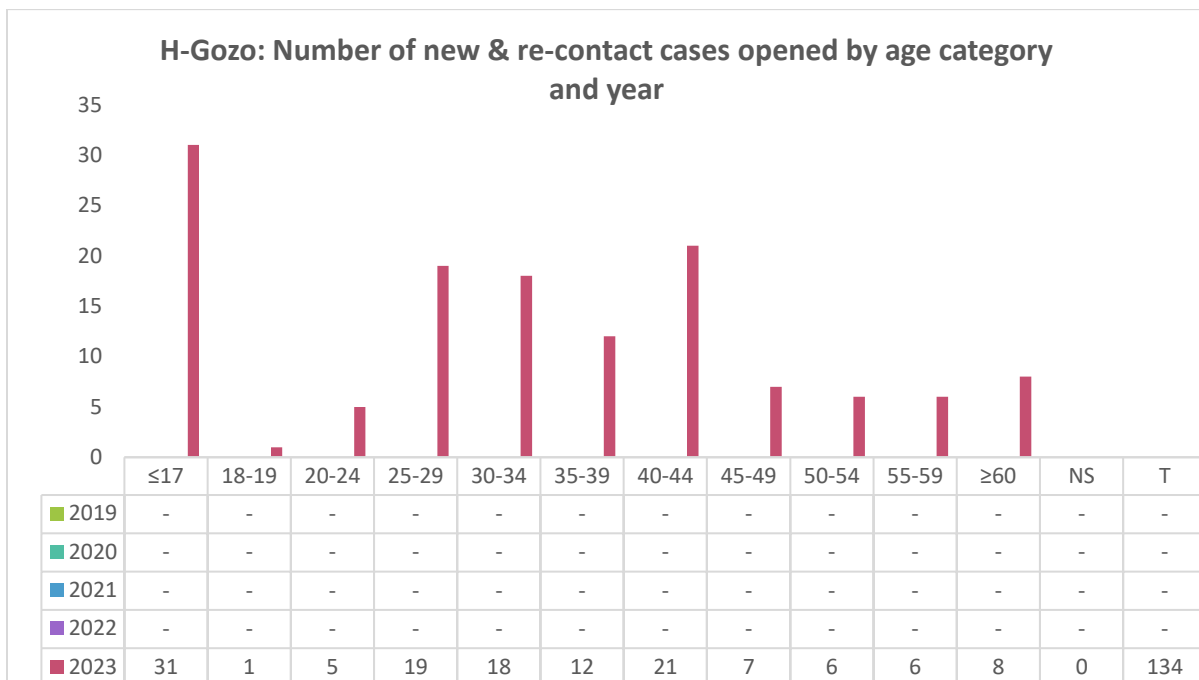


Figure 63: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 17 or younger (31).

Graph Key: NS = Not Specified; T = Total.

<b>H-Gozo: Number of new &amp; re-contact cases opened by age category and gender January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
≤17	15	16	0	0	0	31
18-19	0	1	0	0	0	1
20-24	3	2	0	0	0	5
25-29	8	11	0	0	0	19
30-34	6	12	0	0	0	18
35-39	7	5	0	0	0	12
40-44	14	7	0	0	0	21
45-49	4	3	0	0	0	7
50-54	2	4	0	0	0	6
55-59	3	3	0	0	0	6
≥60	6	2	0	0	0	8
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>68</b>	<b>66</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>134</b>

Figure 64: 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.

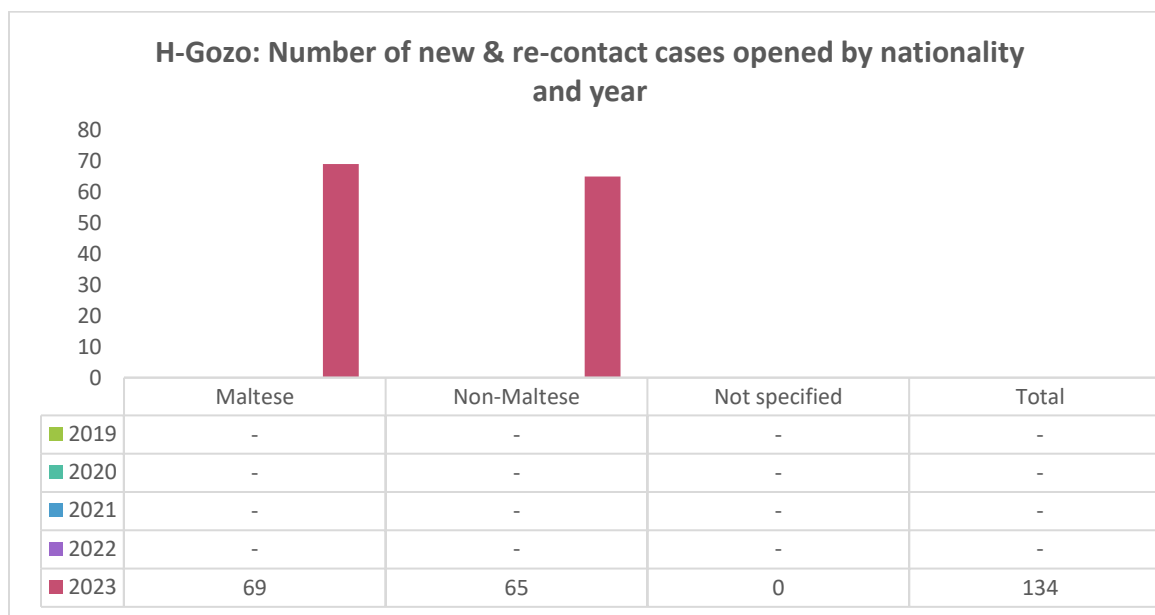


Figure 65: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 69 cases opened in 2023 were Maltese while 65 cases were non-Maltese.

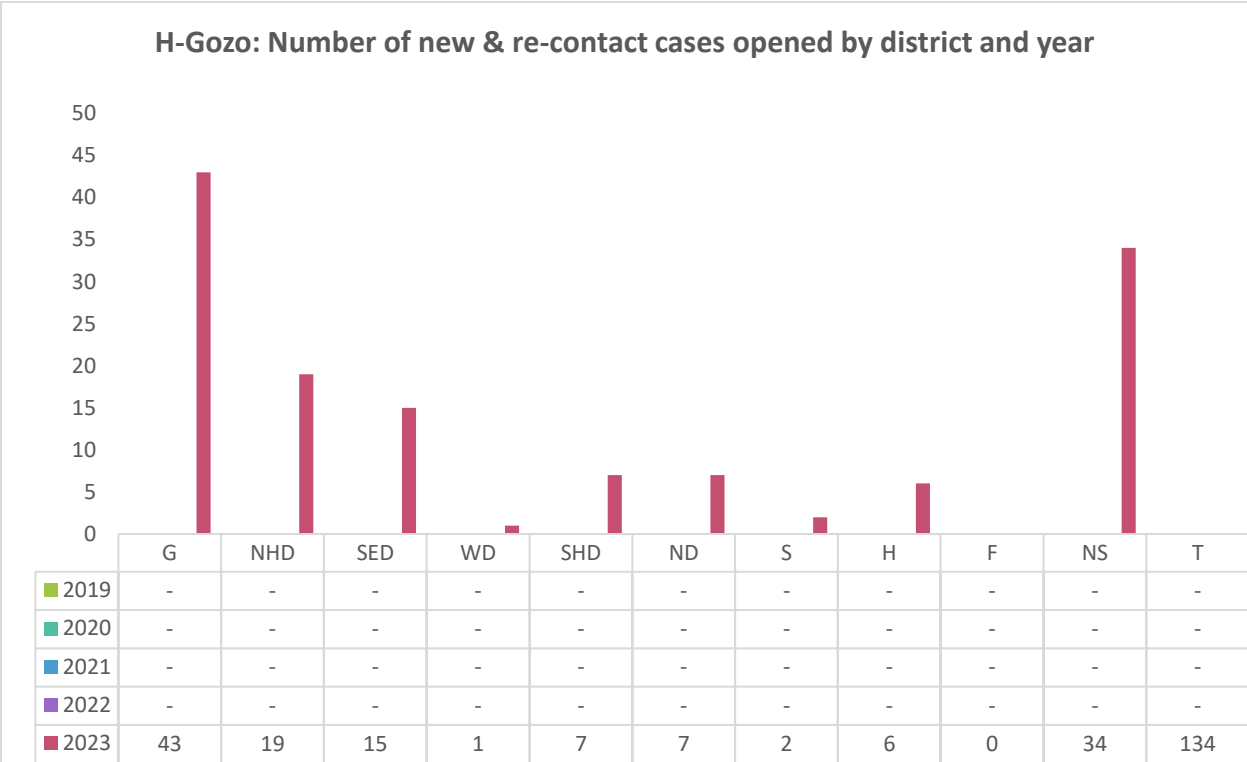


Figure 66: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (43) had the highest number of cases opened in 2023 but there were many ‘not specified’ cases (34).

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.

# Marsalforn Community Service (MarCS)

## Case activity

Service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2020.

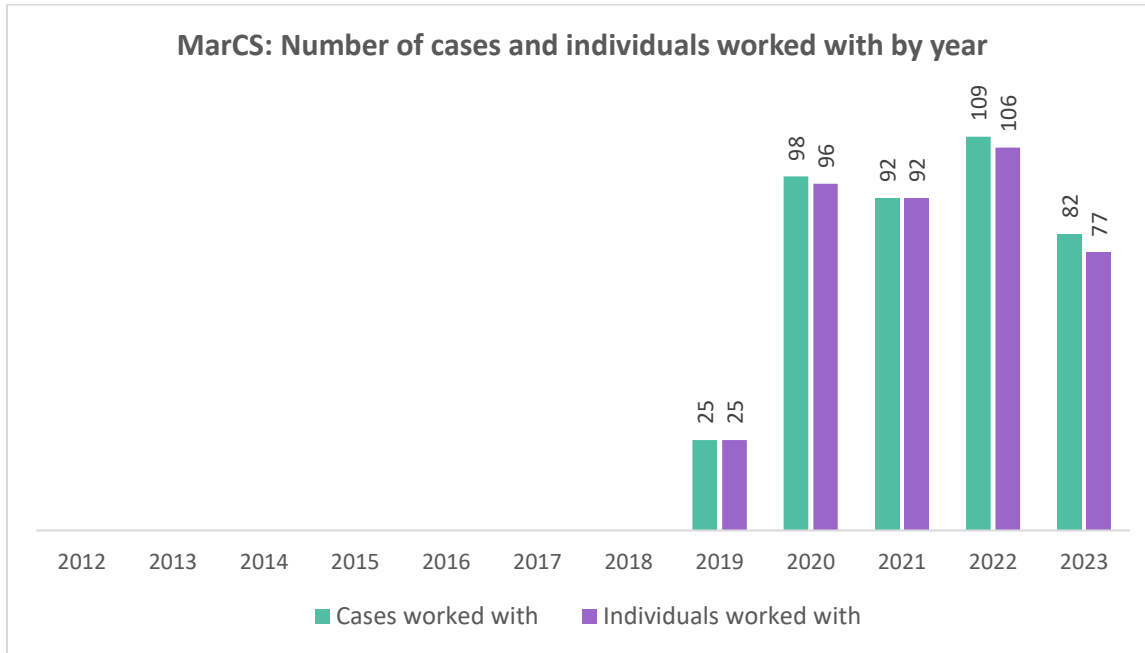


Figure 67: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 82 cases and 77 individuals were worked with compared to 109 and 106 respectively in 2022.

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

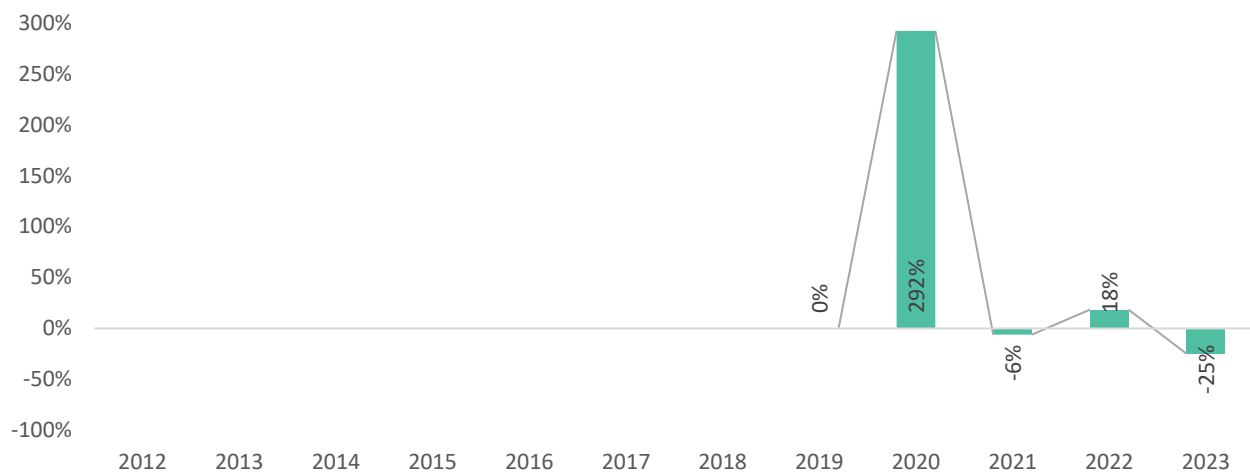


Figure 68: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 18% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

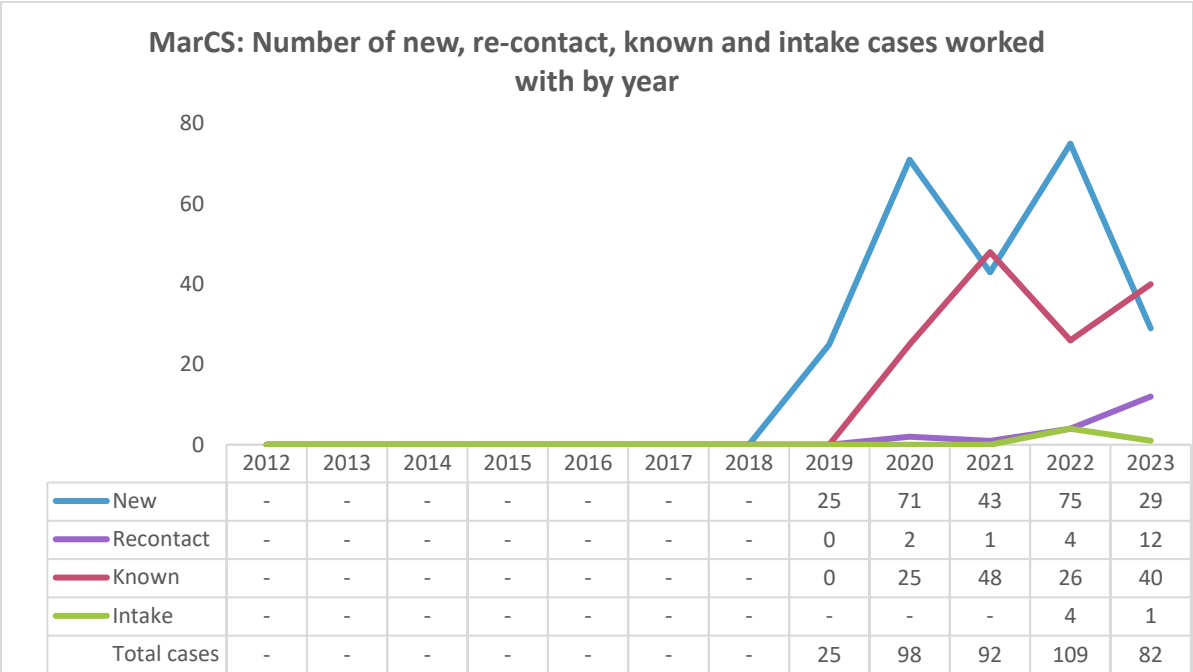


Figure 69: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

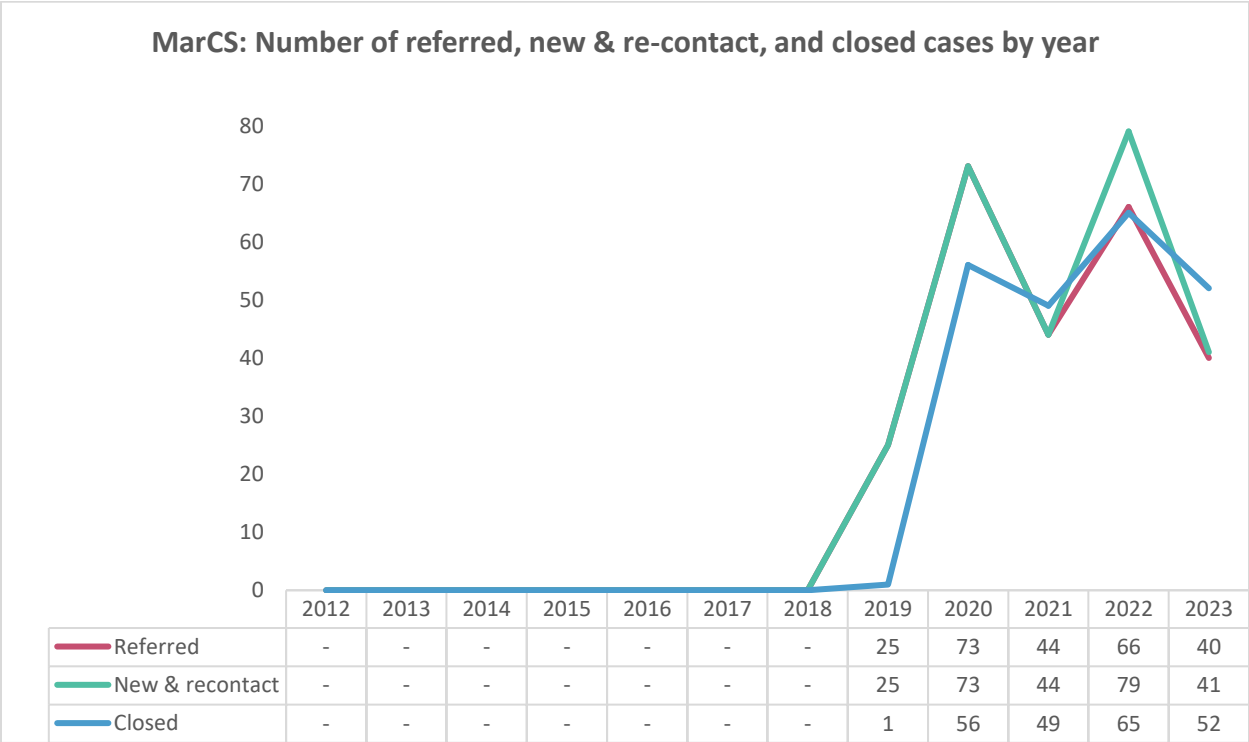


Figure 70: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 68 for breakdown of new & recontact cases). In 2023, 40 cases were referred, 41 new & recontact cases opened, and 52 cases closed.

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

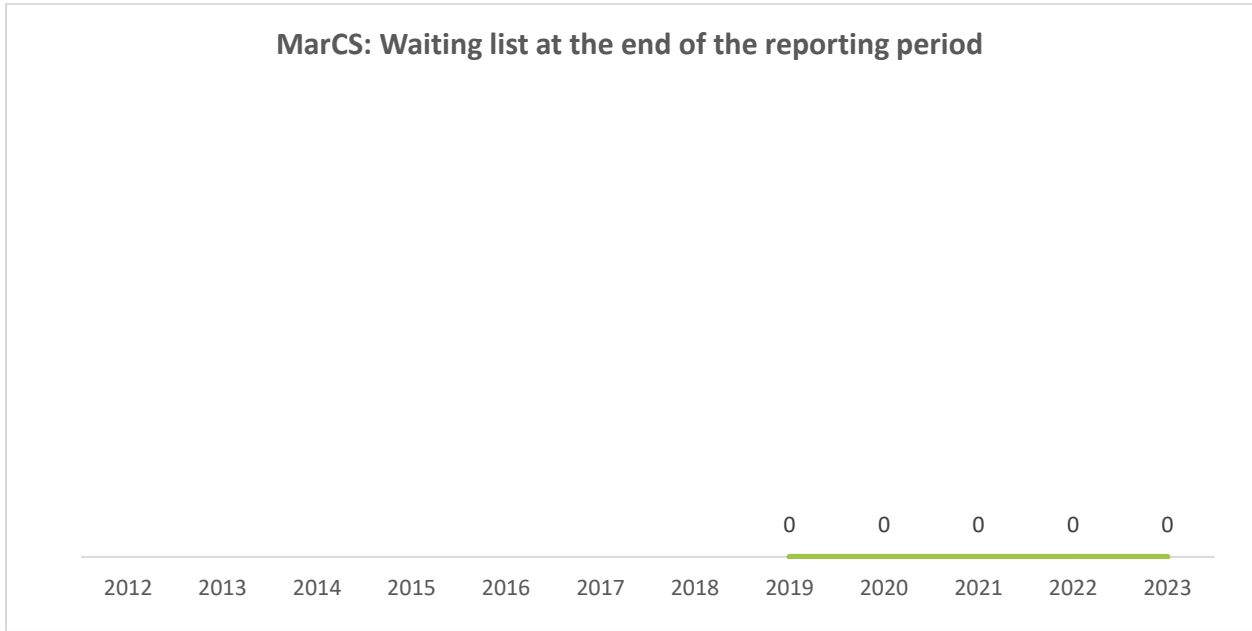


Figure 71: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

<b>MarCS: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	0	0	5	1
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	0	0	-	-
Bereavement	0	0	0	0
Child abuse	0	0	2	3
Child care or access	2	1	0	0
Delinquency	0	0	0	0
Disability related issues	0	0	1	1
Domestic violence	7	0	4	0
Eating disorder	0	0	0	0
Elderly needs	1	0	2	3
Employment issues	8	9	4	2
Family relations/relationships	0	4	8	2
Financial difficulties	20	6	18	14
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	0	2	2
Homeless	4	3	1	0
Housing problems	5	9	6	7
Human trafficking	0	0	0	0
Lack of support or guidance	7	3	0	0
Legal issues	0	0	1	0
Loneliness	0	0	0	0
Marital problems	0	0	0	0
Mental health issues	0	2	6	1
Migrant related issues	0	0	3	0
Oppositional defiant behaviours	-	-	2	0
Parenting skills/child-parent relationship	-	-	0	2
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	0	0	0
School related problems	13	7	0	2
Self-harm or suicide	0	0	0	0
Separation related issues	0	0	0	0
Sex work related issues	0	0	0	0
Other	6	0	1	0
Not specified	0	0	0	0
<b>Total</b>	<b>73</b>	<b>44</b>	<b>66</b>	<b>40</b>

Figure 72: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

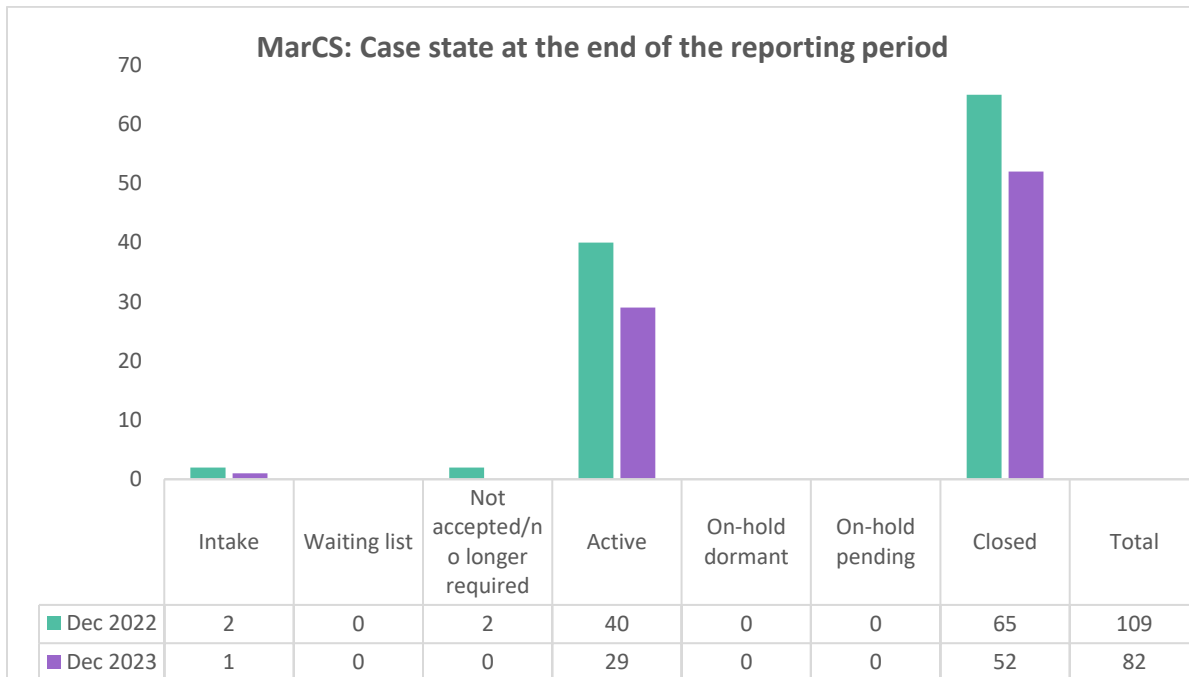


Figure 73: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 35% (29) of the cases worked 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 **82** cases were worked with between January and December 2023.

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

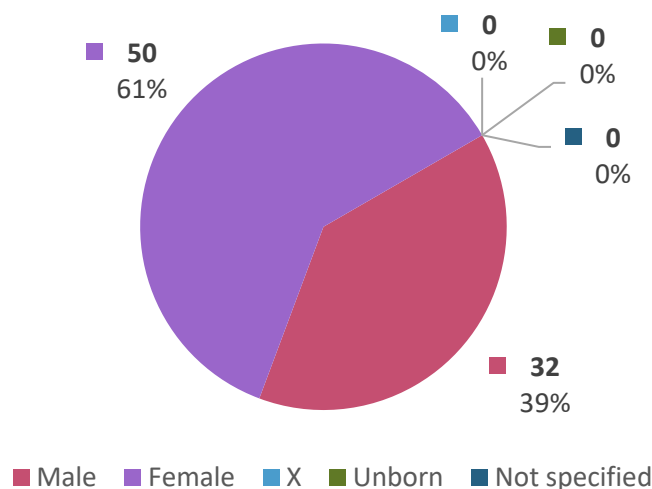


Figure 74: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (61%).

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

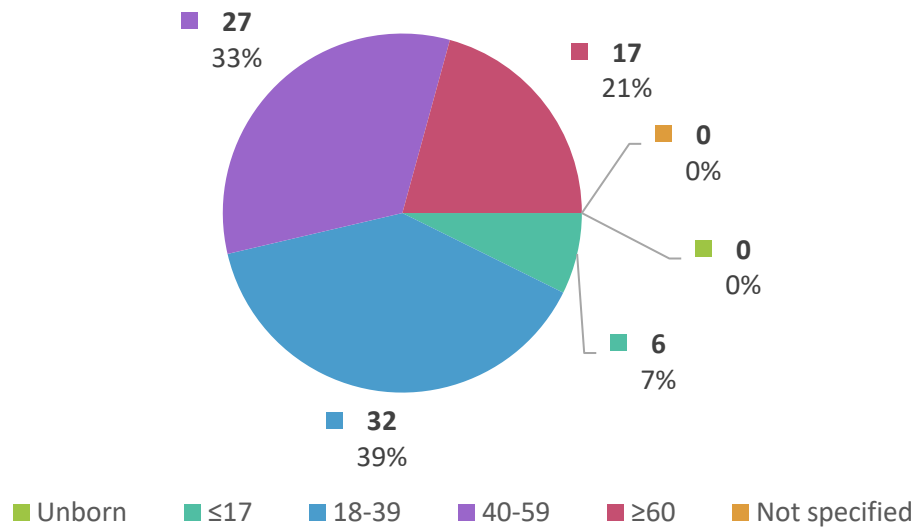


Figure 75: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (39%).

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

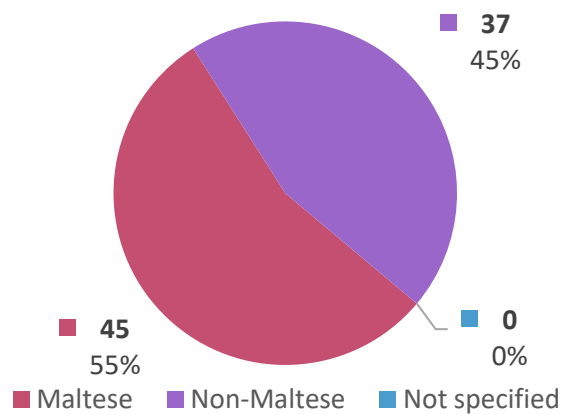


Figure 76: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 55% of the cases worked with were Maltese while non-Maltese made up 45% of cases.

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

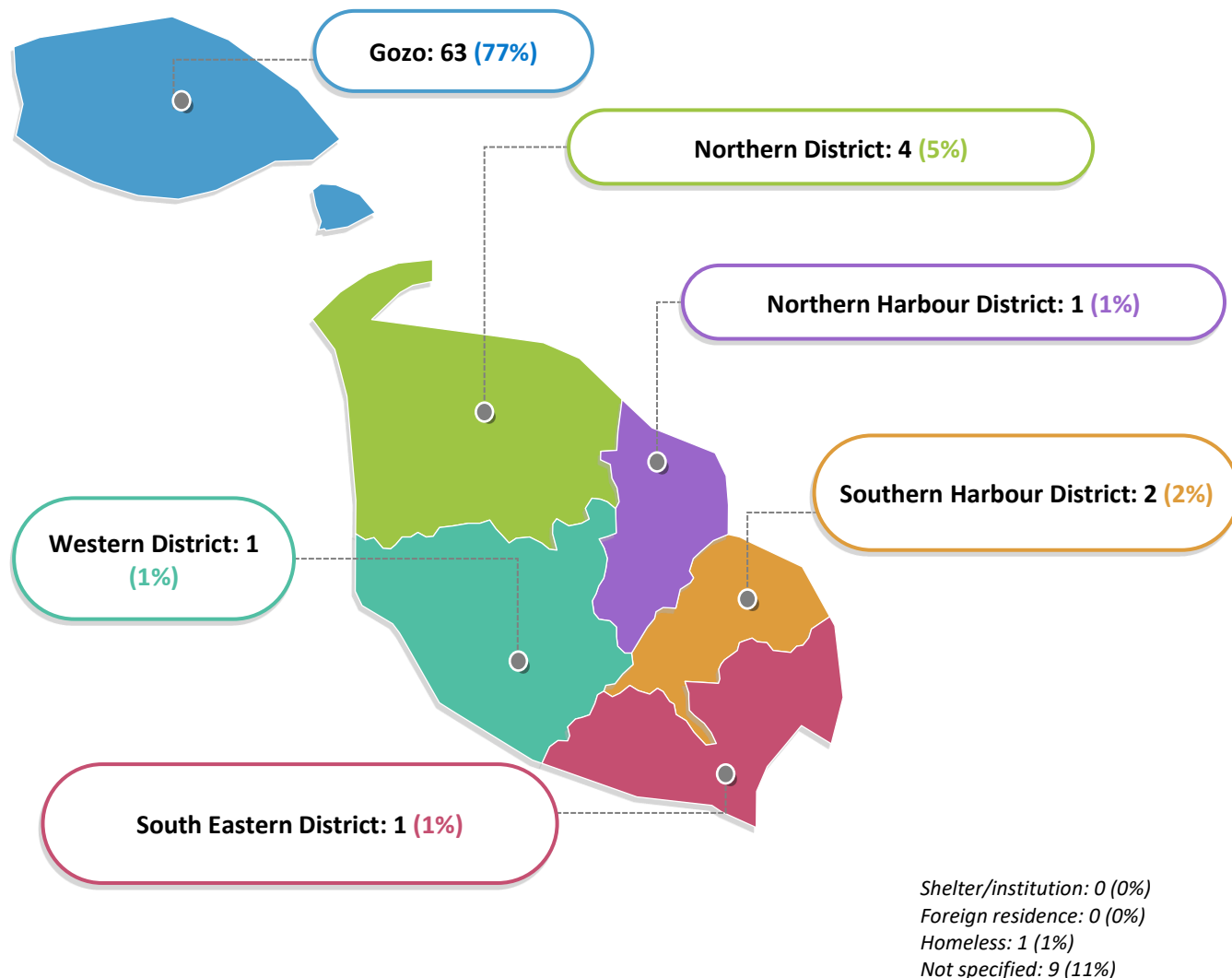


Figure 77: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (77%) 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 **41** cases were opened between January and December 2023.

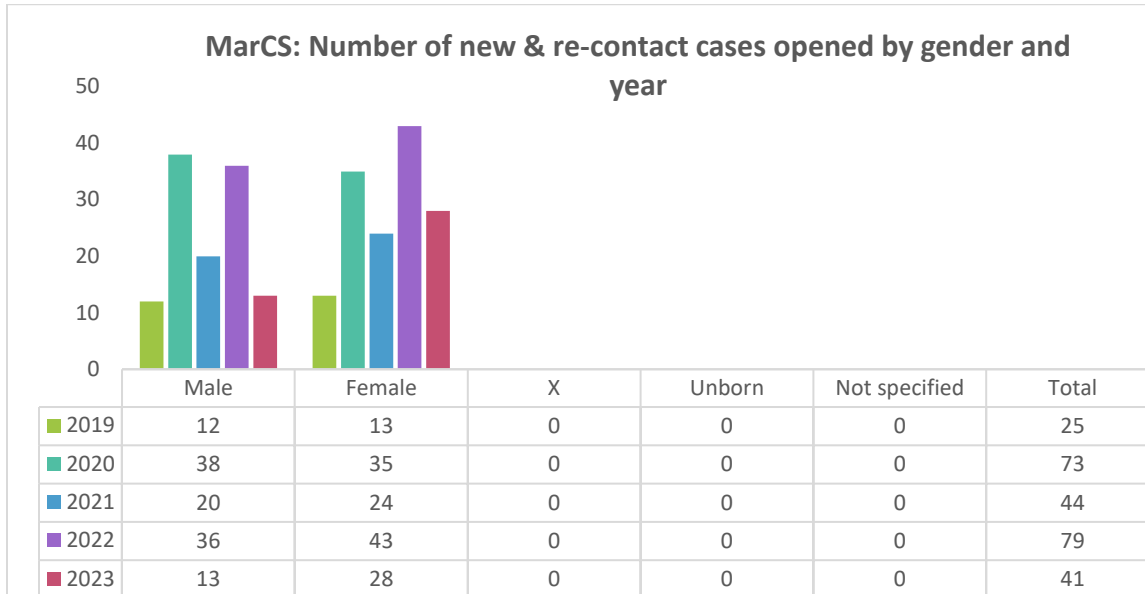


Figure 78: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (28).

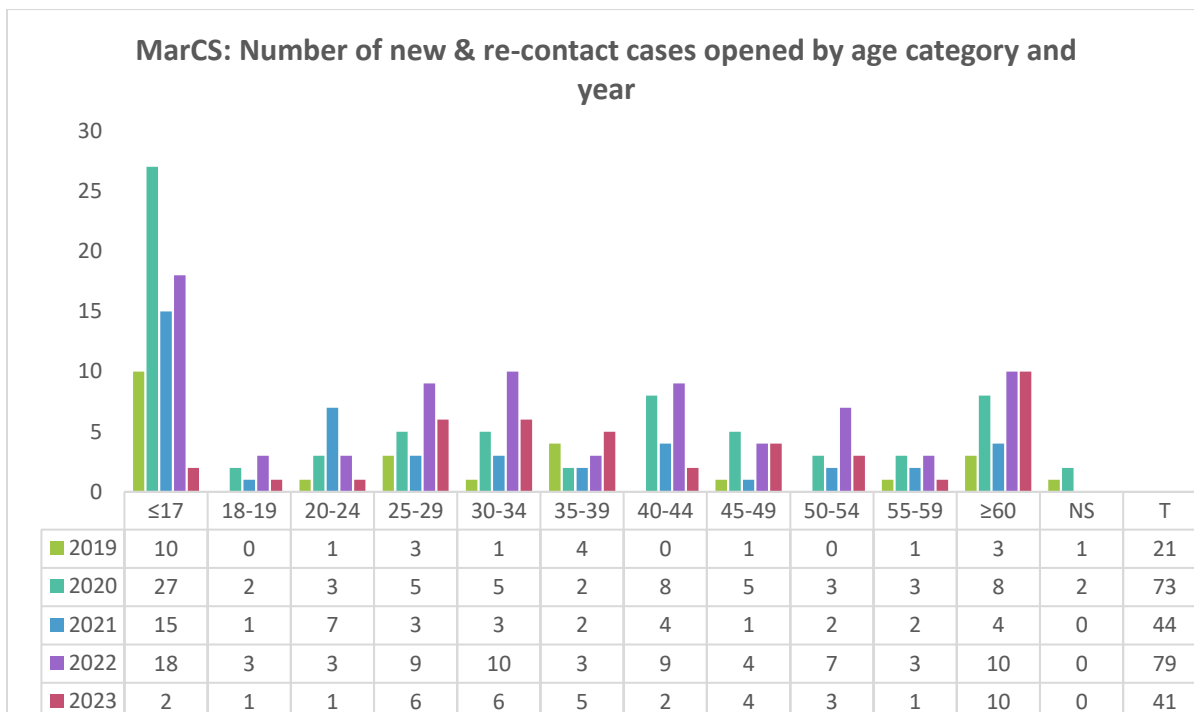


Figure 79: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (10).

Graph Key: NS = Not Specified; T = Total.

**MarCS: Number of new & re-contact cases opened by age category and gender  
January – December 2023**

	Male	Female	X	Unborn	Not specified	Total
≤17	0	2	0	0	0	2
18-19	1	0	0	0	0	1
20-24	0	1	0	0	0	1
25-29	0	6	0	0	0	6
30-34	3	3	0	0	0	6
35-39	2	3	0	0	0	5
40-44	0	2	0	0	0	2
45-49	2	2	0	0	0	4
50-54	0	3	0	0	0	3
55-59	0	1	0	0	0	1
≥60	5	5	0	0	0	10
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>13</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>

Figure 80: 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.

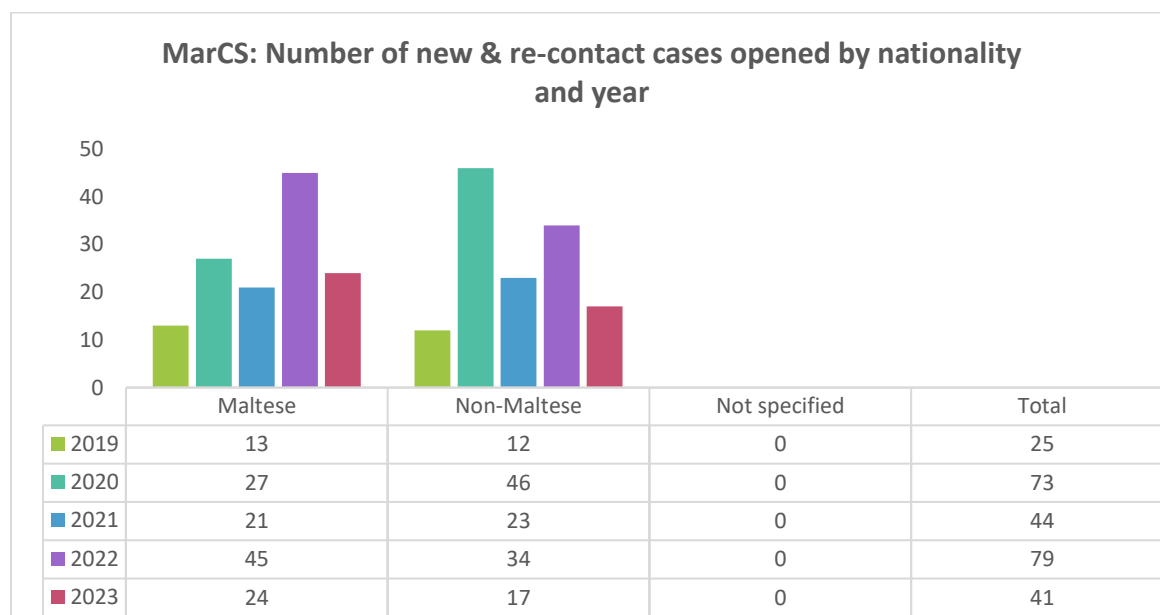


Figure 81: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 24 cases opened in 2023 were Maltese while 17 cases were non-Maltese.

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

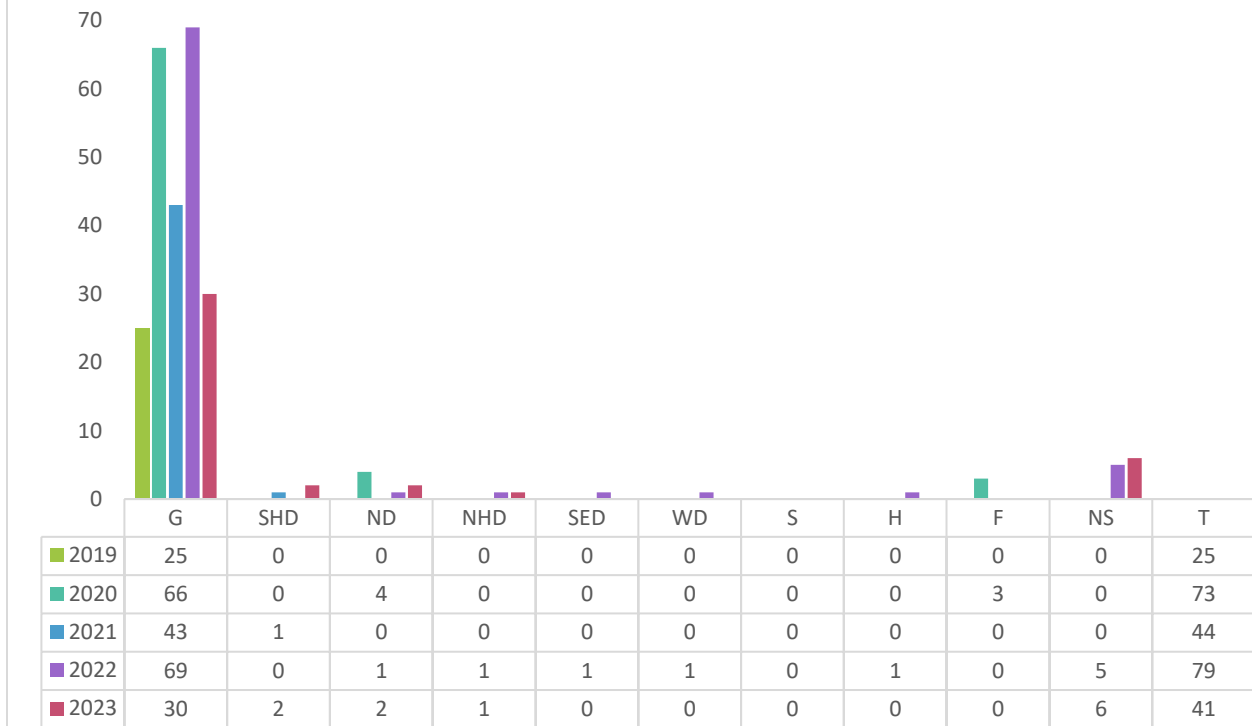


Figure 82: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (30) 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.

# Psychological Services- Gozo (PS-Go)

## Case activity

Service started reporting data in 2020. A new online data collection system and reporting format were introduced in 2023.

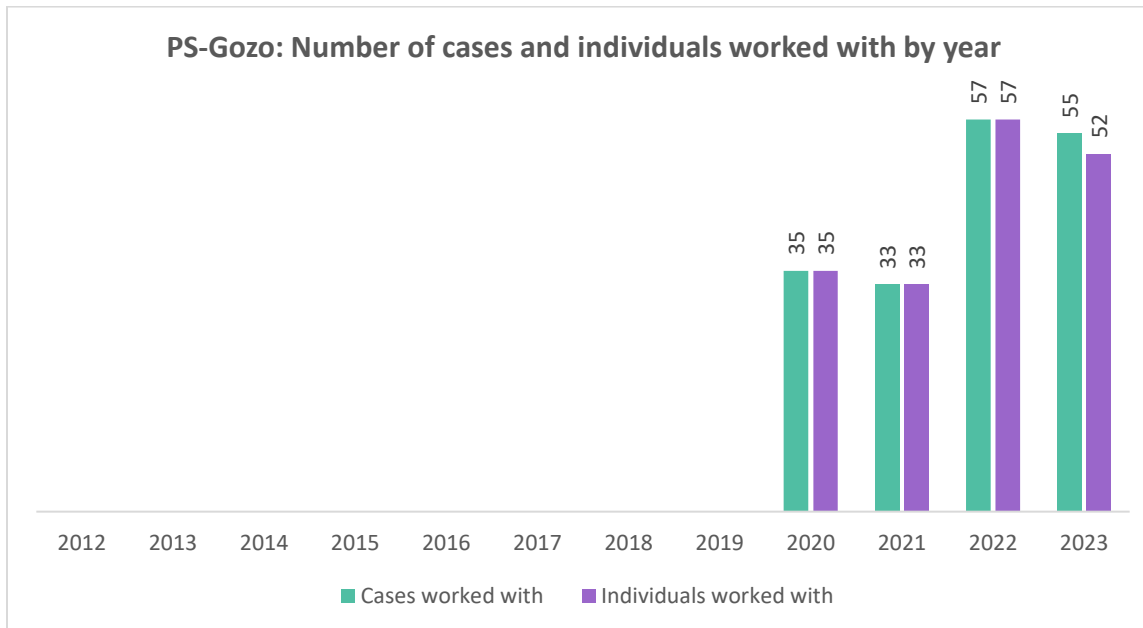


Figure 83: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 55 cases and 52 individuals were worked with compared to 57 and 57 respectively in 2022.

### PS-Go: Percentage difference in the number of cases worked with in the current year compared to the previous year.



Figure 84: 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 73% 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.

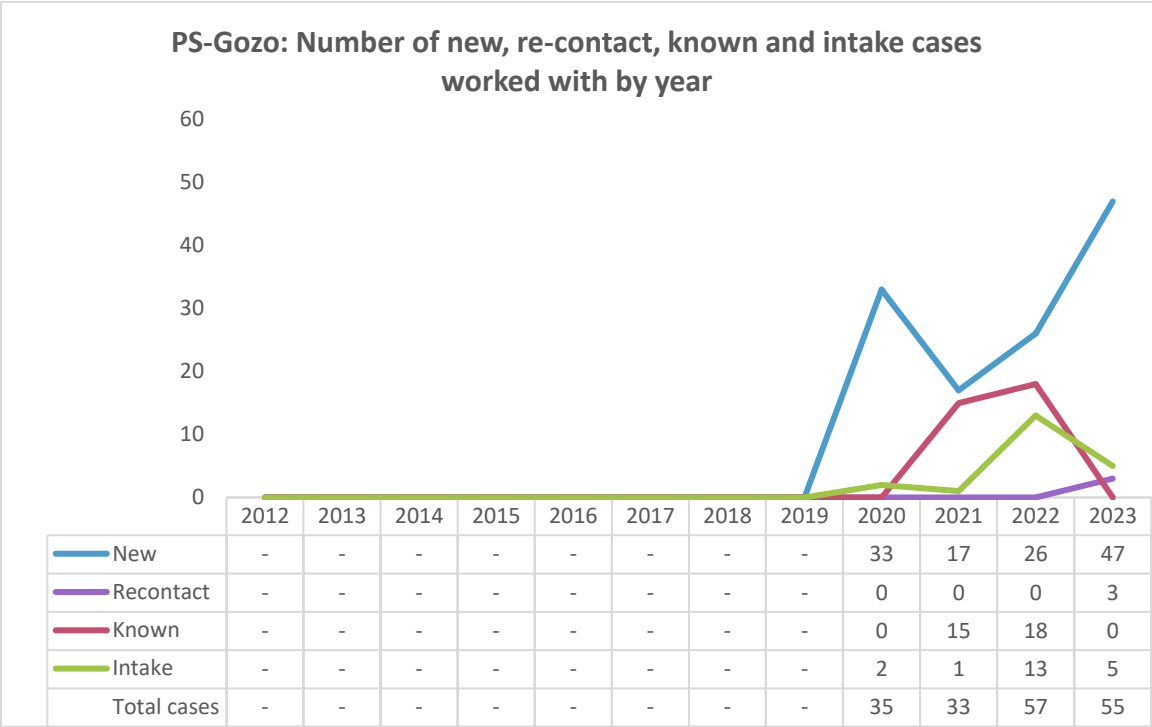


Figure 85: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

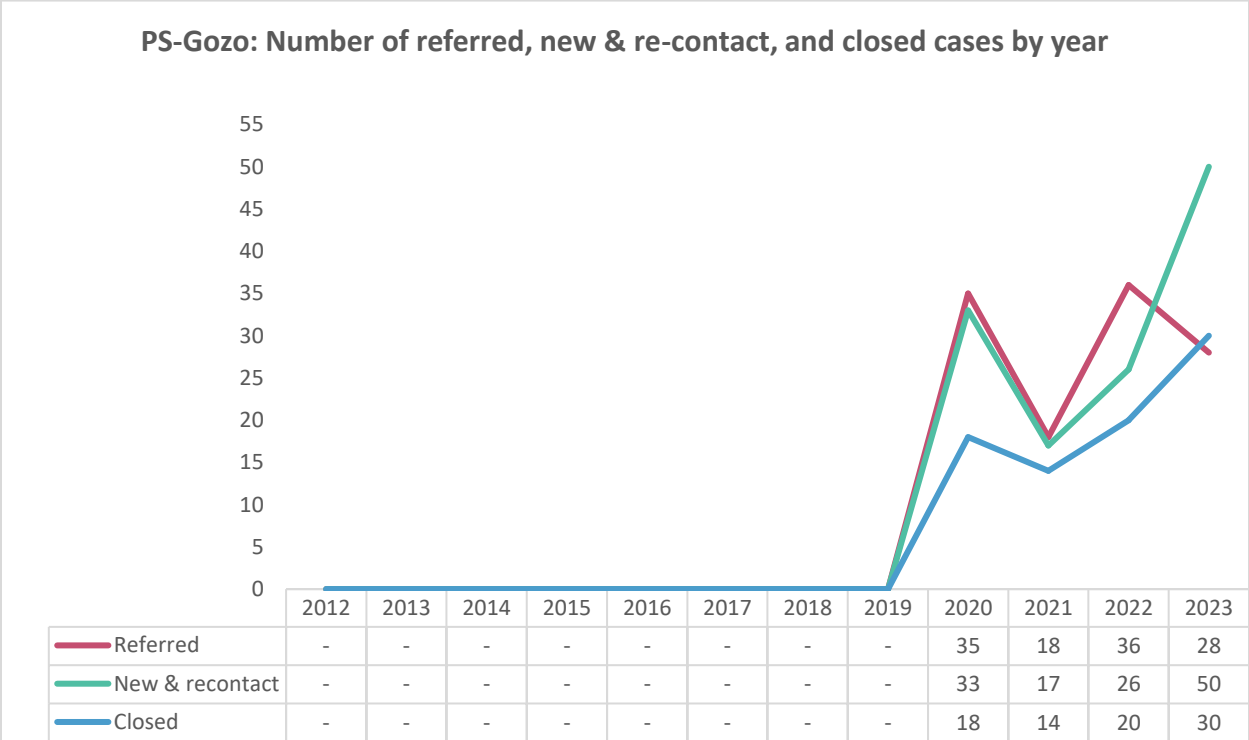


Figure 86: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 100 for breakdown of new & recontact cases). In 2023, 28 cases were referred, 50 new & recontact cases opened, and 30 cases closed.

### PS-Gozo: Waiting list at the end of the reporting period



Figure 87: 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.

### PS-Gozo: Case state at the end of the reporting period

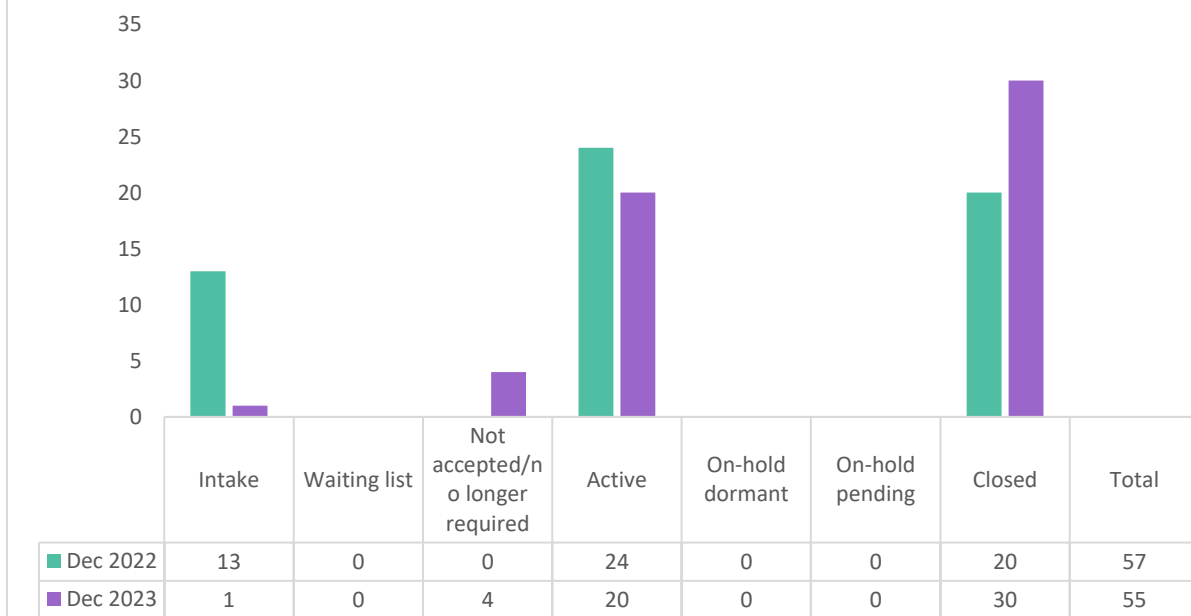


Figure 88: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 36% (20) of the cases worked 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 55 cases were worked with between January and December 2023.

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

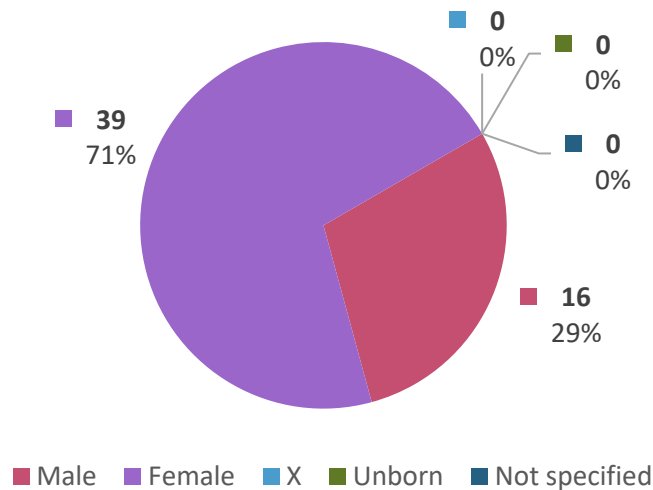


Figure 89: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (71%).

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

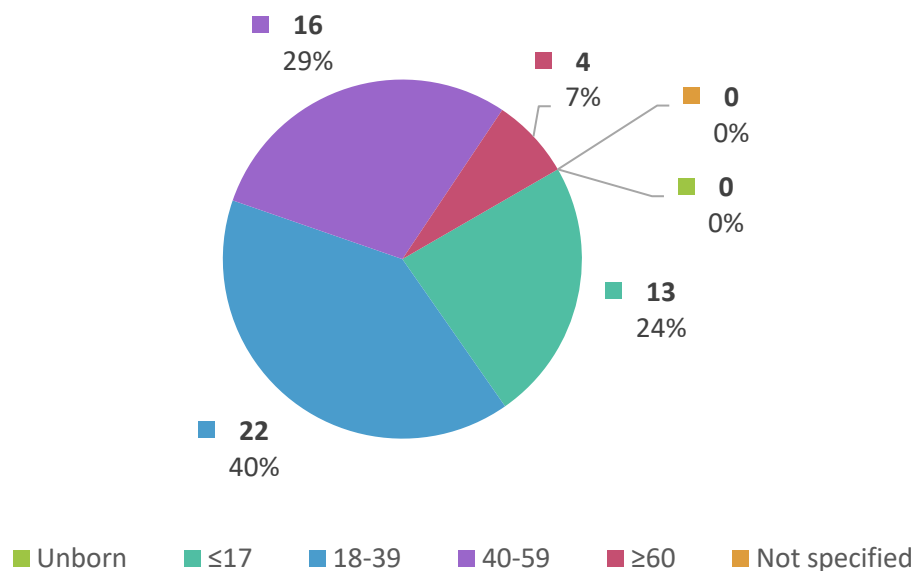
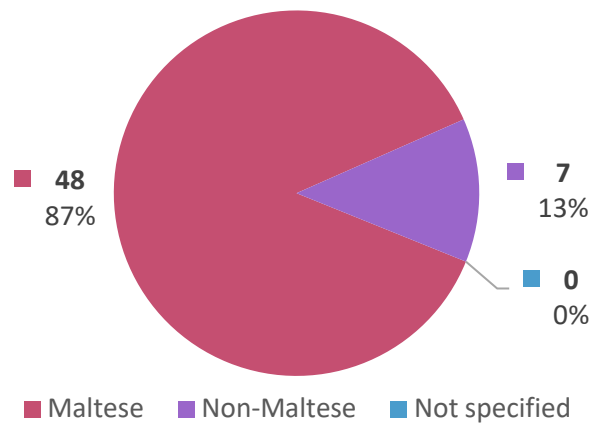


Figure 90: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (40%).

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



*Figure 91: 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, 87% of the cases worked with were Maltese while non-Maltese made up 13% of cases.*

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

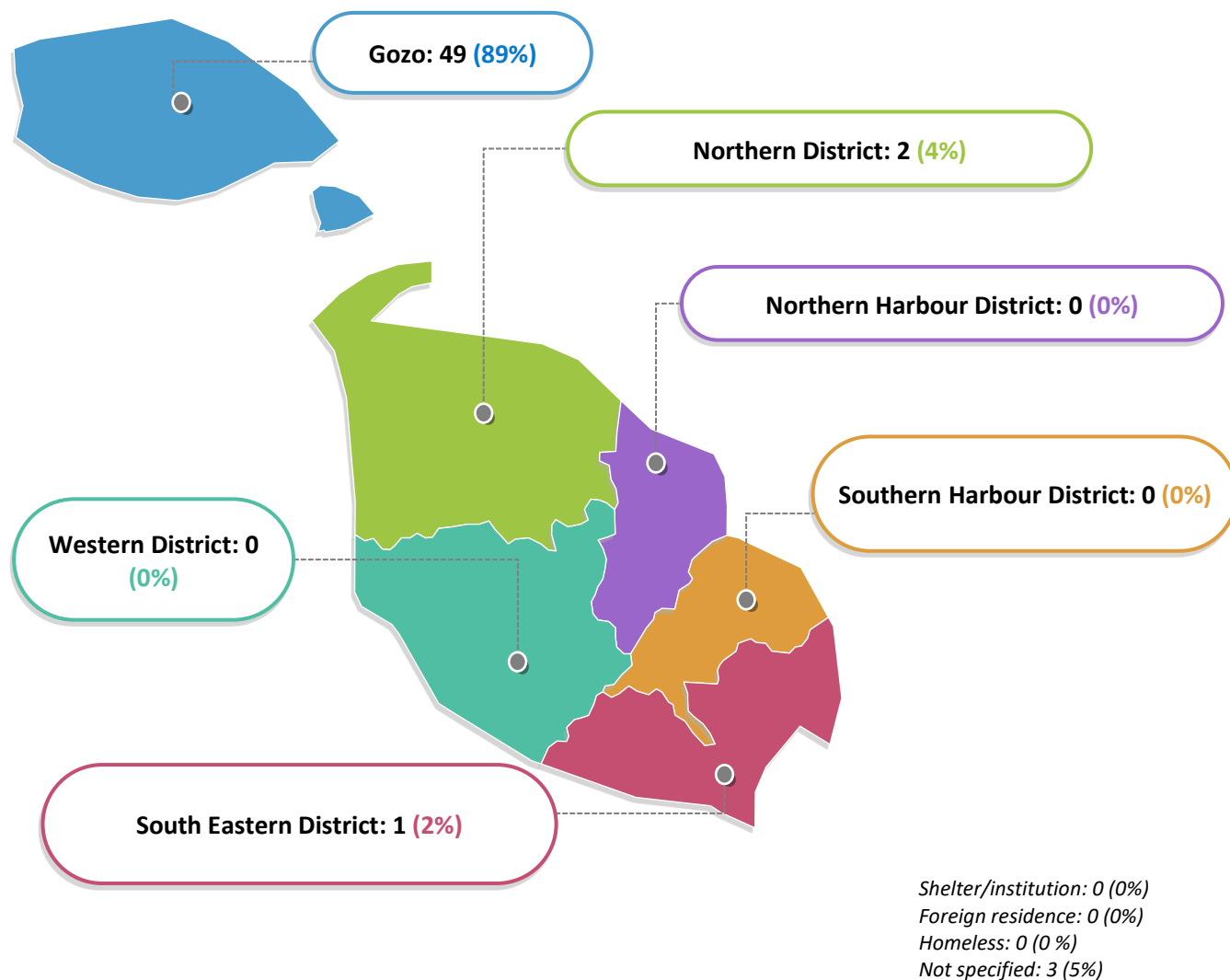


Figure 92: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (89%) 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 50 cases were opened between January and December 2023.

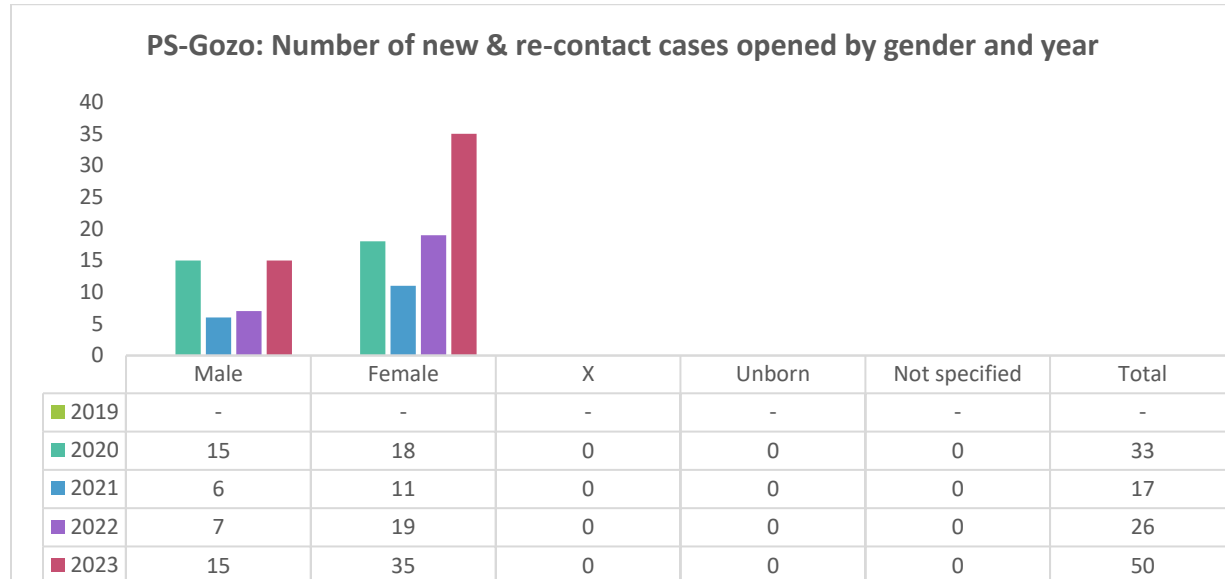


Figure 93: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (35).

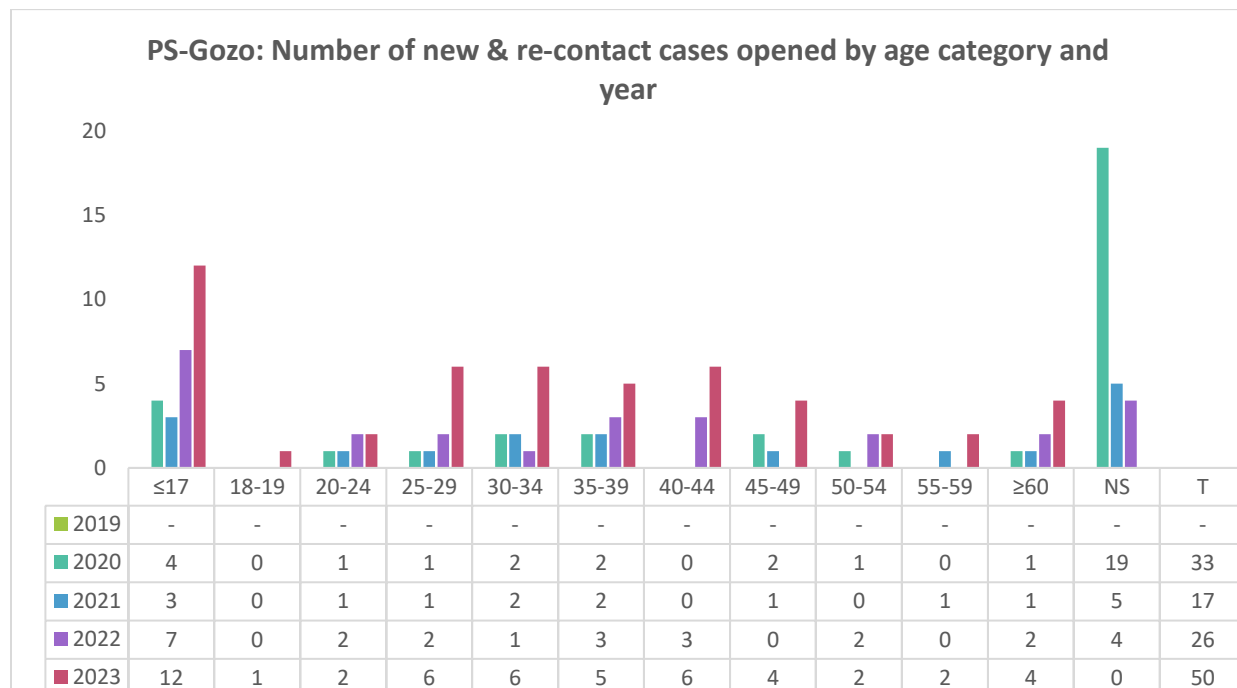


Figure 94: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 17 or younger (12).

Graph Key: NS = Not Specified; T = Total.

PS-Gozo: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	7	5	0	0	0	12
18-19	0	1	0	0	0	1
20-24	0	2	0	0	0	2
25-29	0	6	0	0	0	6
30-34	2	4	0	0	0	6
35-39	1	4	0	0	0	5
40-44	1	5	0	0	0	6
45-49	2	2	0	0	0	4
50-54	0	2	0	0	0	2
55-59	1	1	0	0	0	2
≥60	1	3	0	0	0	4
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>15</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>

Figure 95: 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.

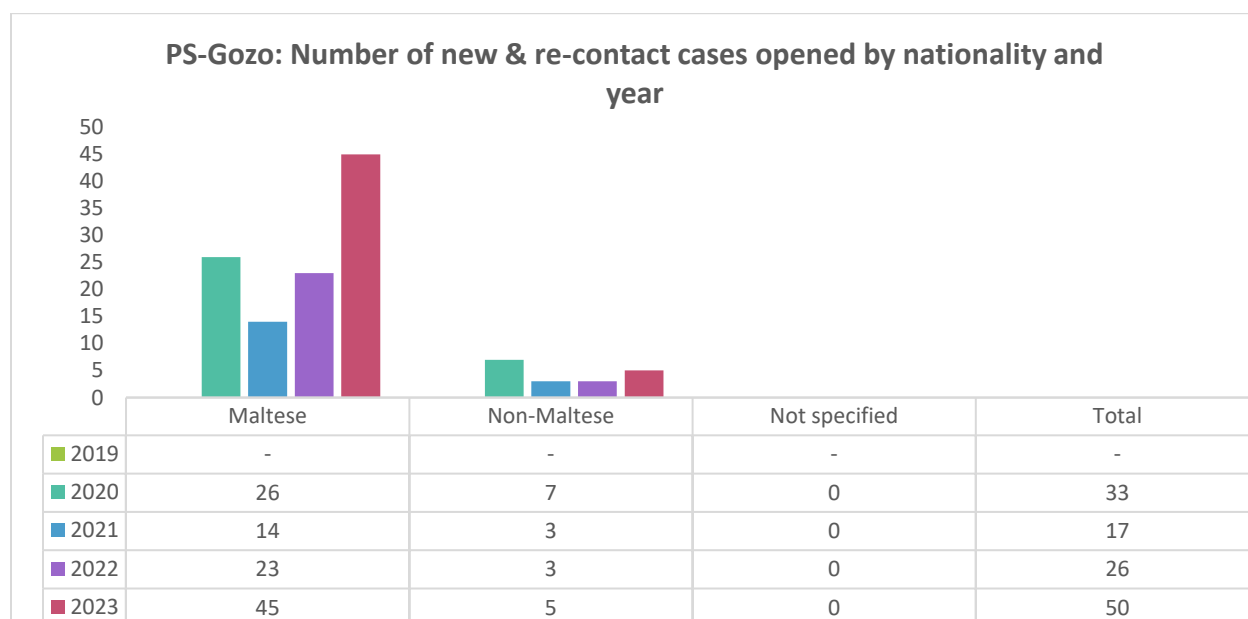


Figure 96: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 45 cases opened in 2023 were Maltese while 5 cases were non-Maltese.

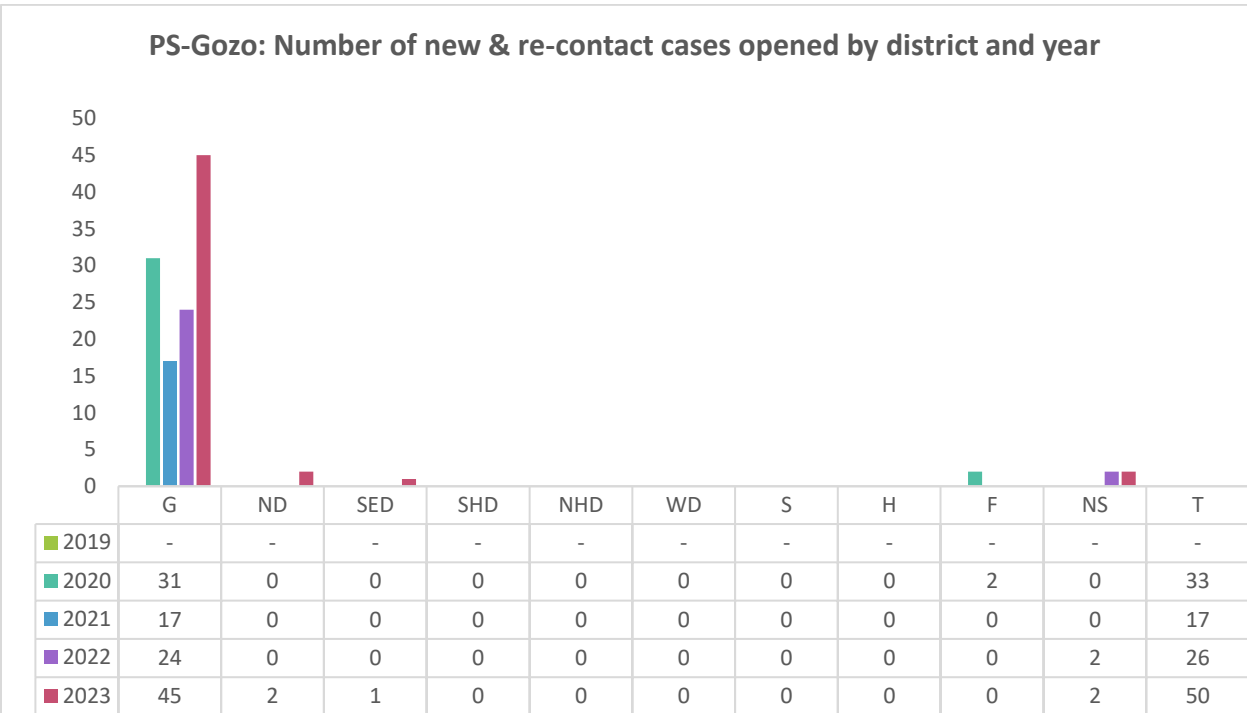


Figure 97: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (45) 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.

# Looked After Children – Gozo (LAC-Go)

## Case activity

Service started reporting data in 2019. A new online data collection system and reporting format were introduced in 2020.

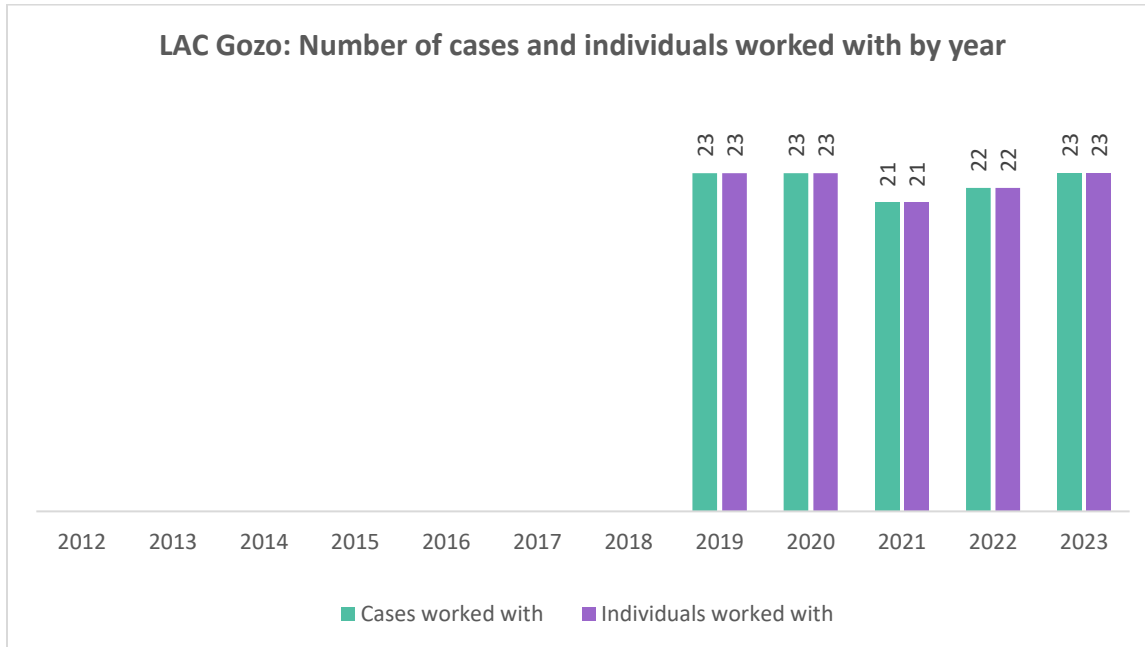


Figure 98: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 23 cases and 23 individuals were worked with compared to 22 and 22 respectively in 2022.

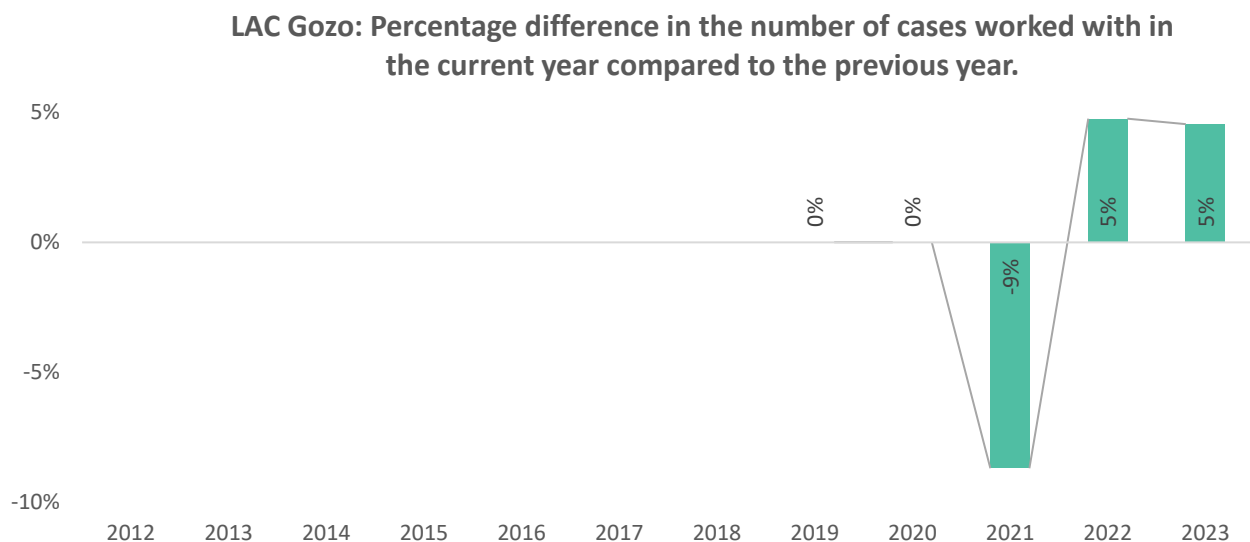


Figure 99: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 5% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

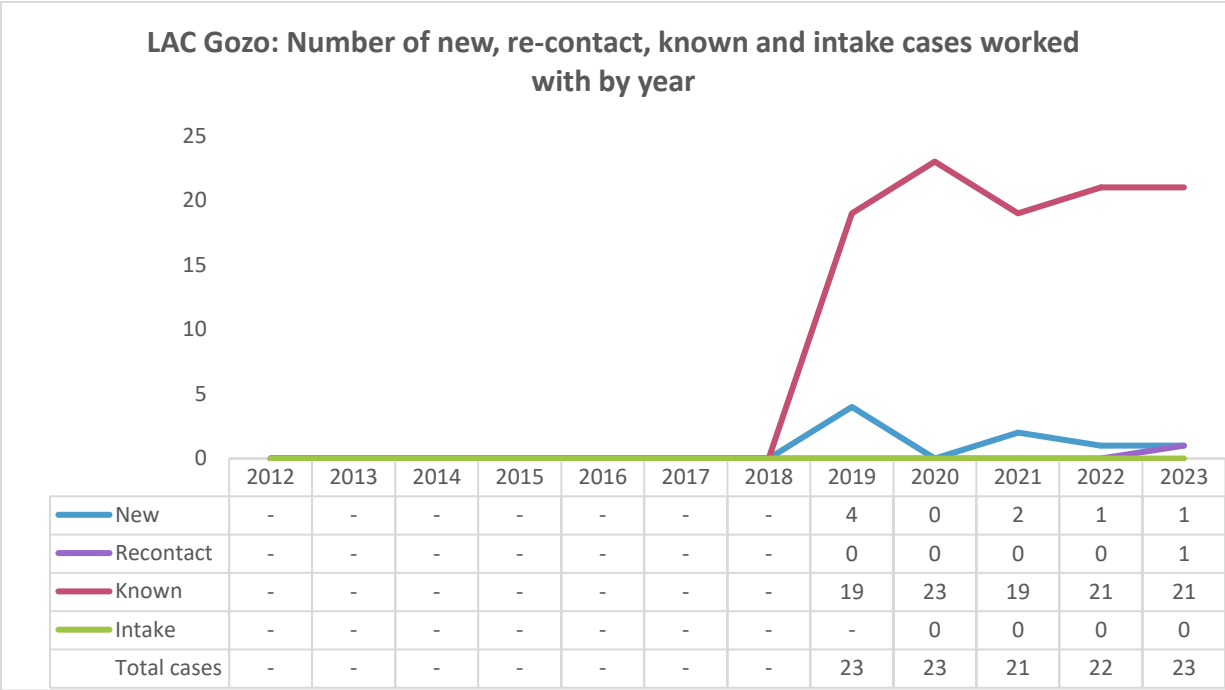


Figure 100: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2019 due to the implementation of an online data collection system.

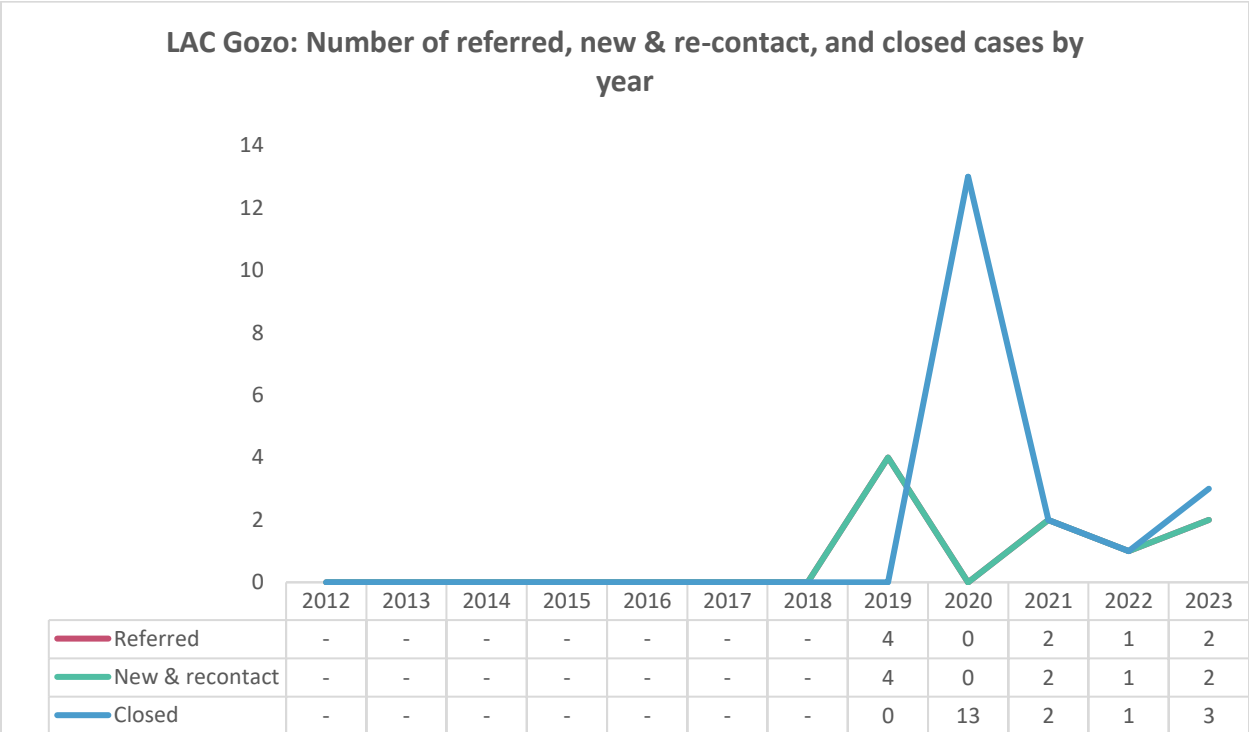


Figure 101: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 115 for breakdown of new & recontact cases). In 2023, 2 cases were referred, 2 new & recontact cases opened, and 3 cases closed.

### LAC Gozo: Waiting list at the end of the reporting period

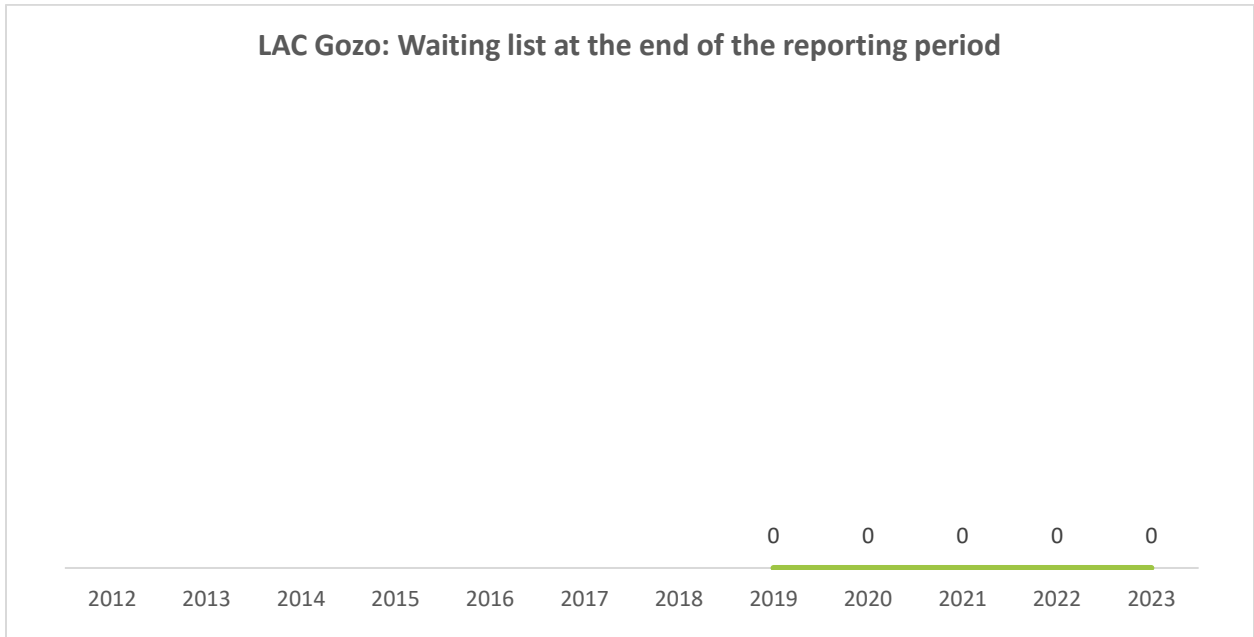


Figure 102: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

### LAC Gozo: Case state at the end of the reporting period

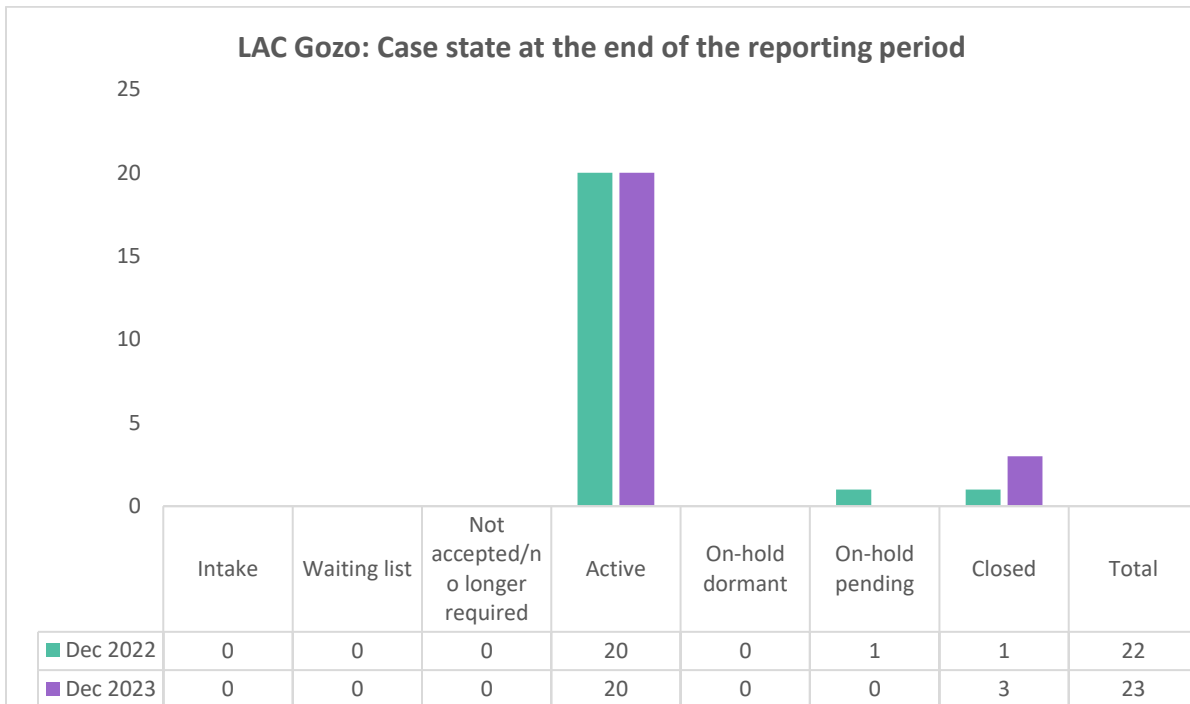


Figure 103: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 87% (20) of the cases worked 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 23 cases were worked with between January and December 2023.

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

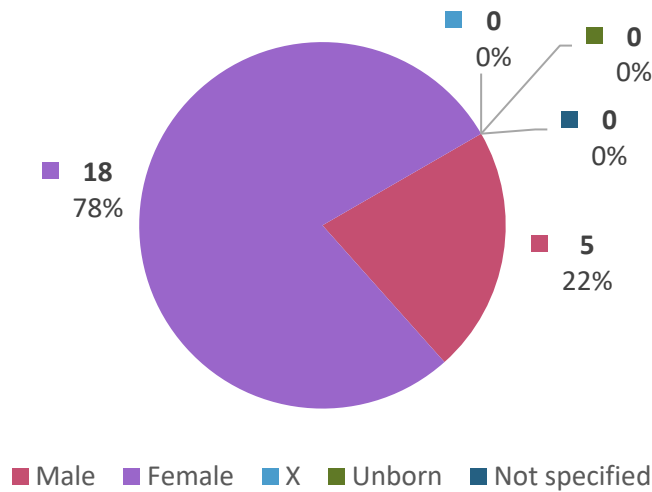


Figure 104: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (78%).

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

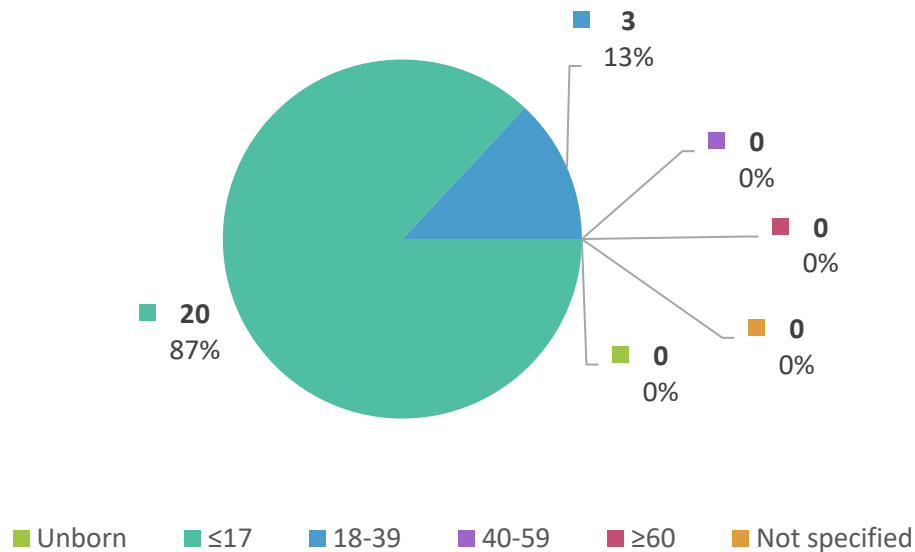
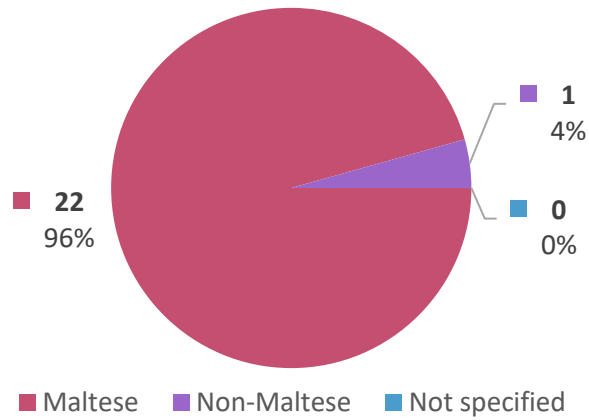


Figure 105: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were 17 or younger (87%).

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



*Figure 106: 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, 96% of the cases worked with were Maltese while non-Maltese made up 4% of cases.*

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

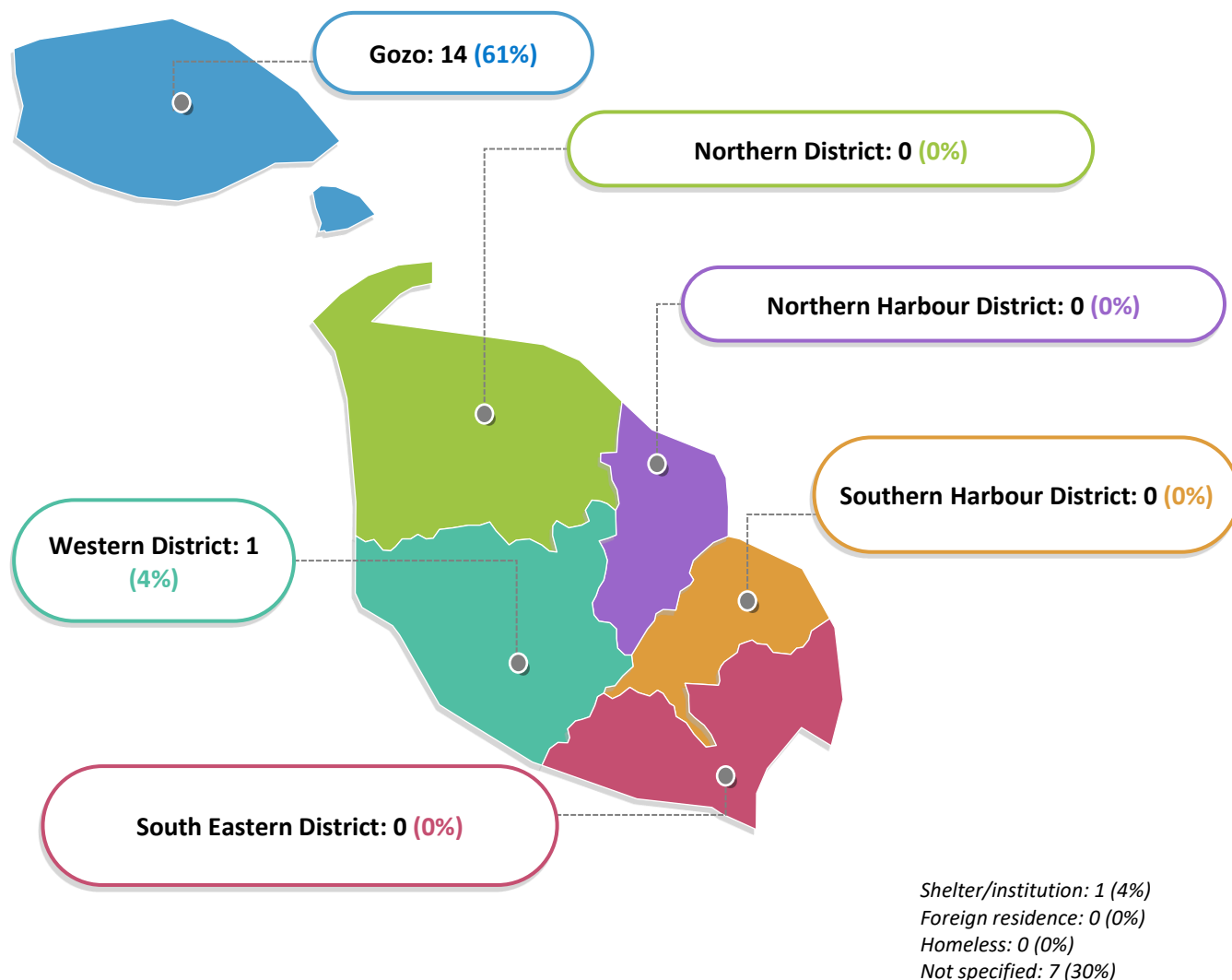


Figure 107: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (61%) had the highest percentage of cases worked with in 2023 but there were many ‘not specified’ cases (30%).

## 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 2 cases were opened between January and December 2023.

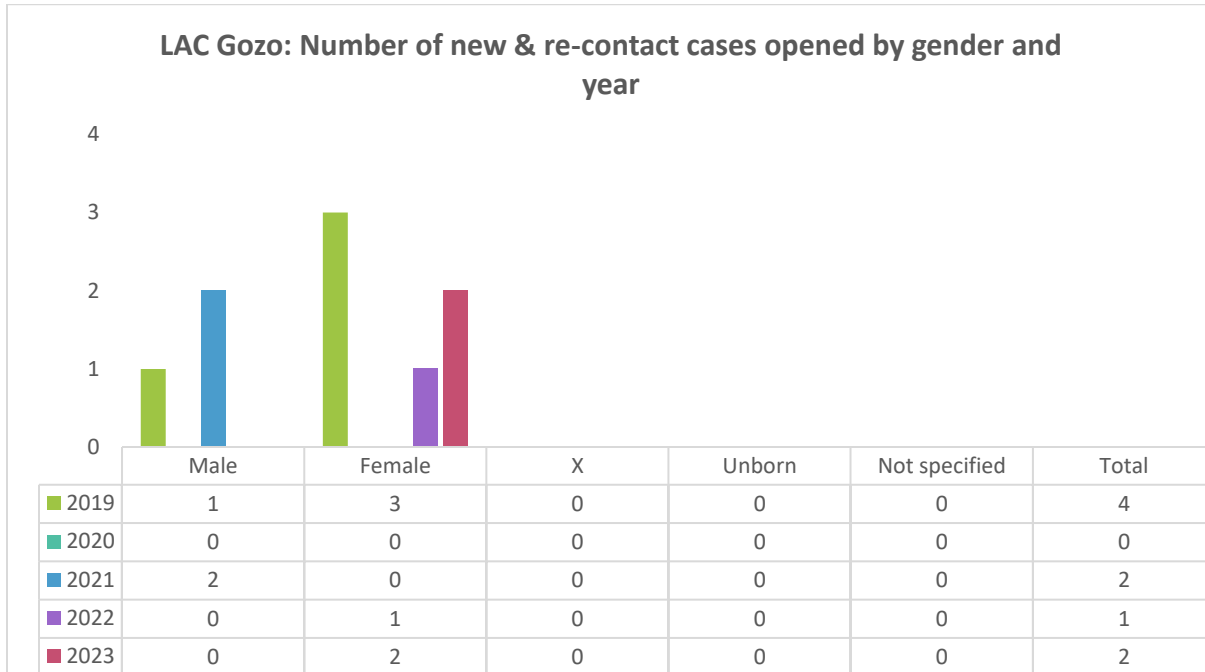


Figure 108: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, all cases opened were female (2).

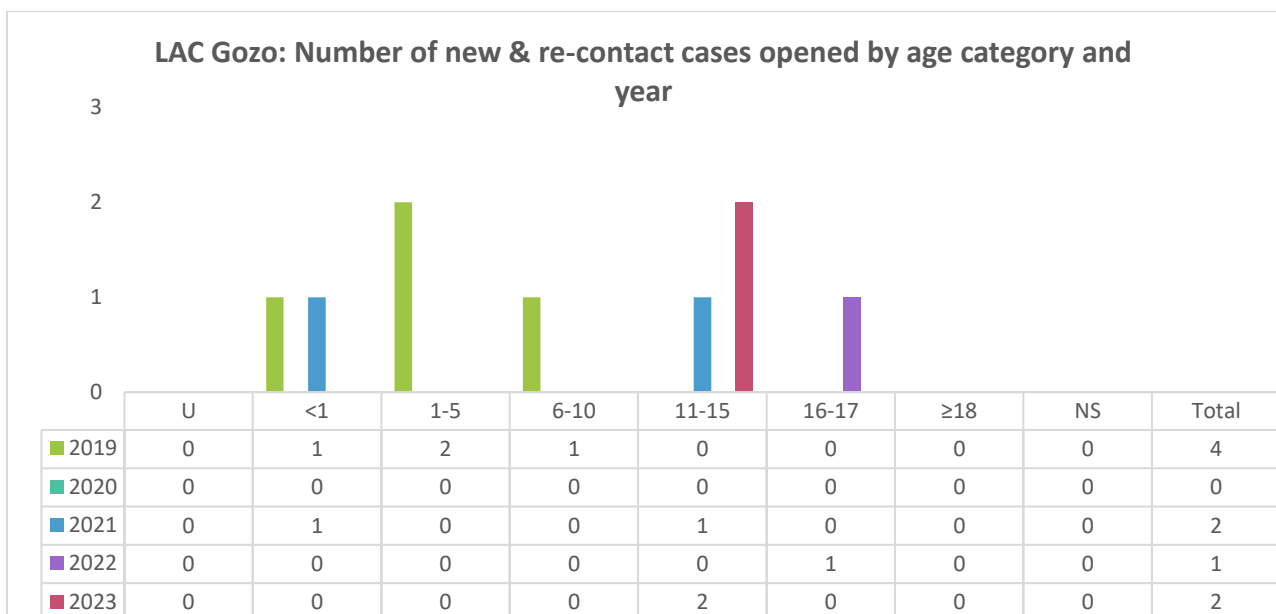


Figure 109: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, all cases opened were ages 11 to 15 (2).

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

LAC Gozo: 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	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	2	0	0	0	2
16-17	0	0	0	0	0	0
≥18	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

Figure 110: 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.

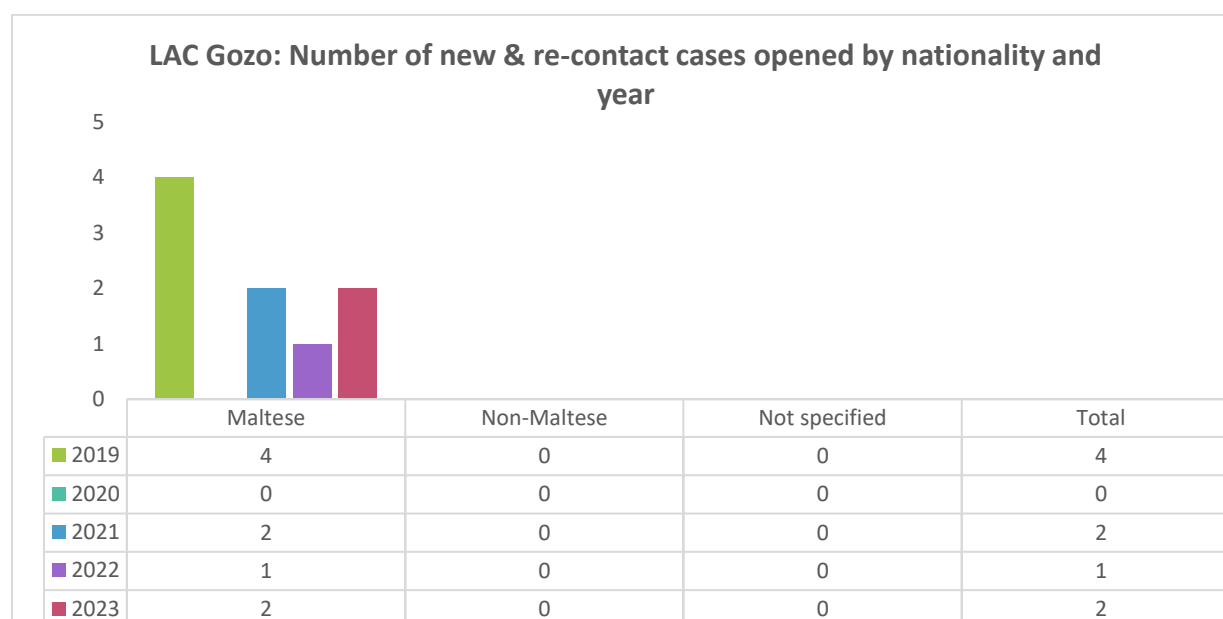


Figure 111: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, all cases opened were Maltese (2).

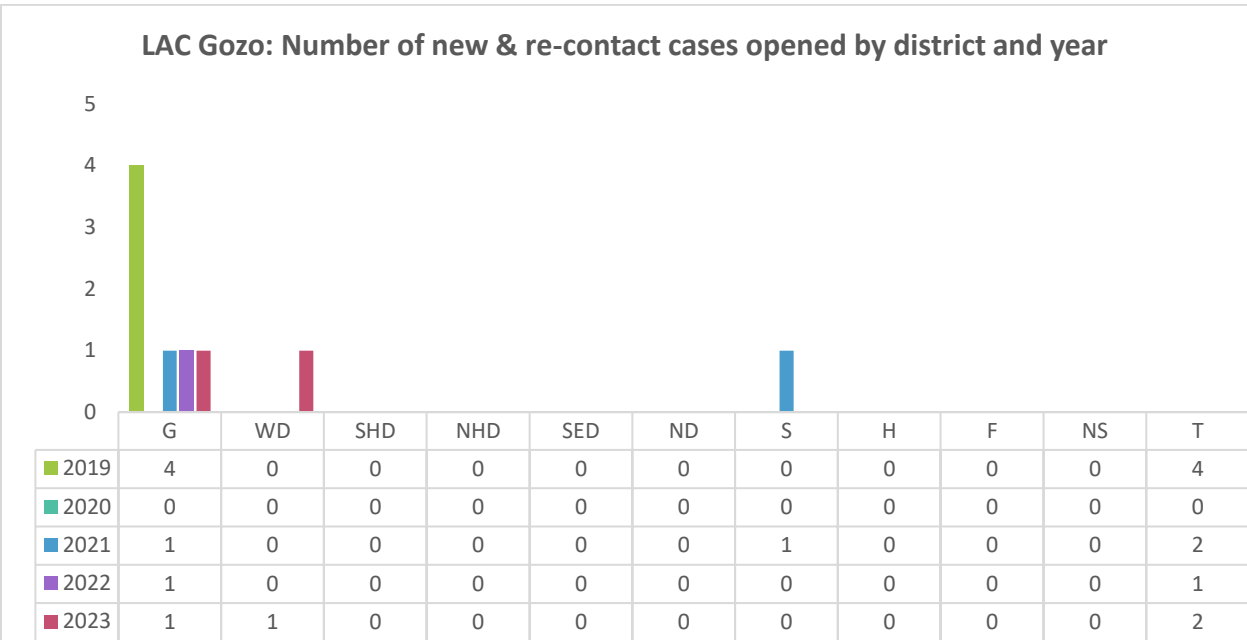


Figure 112: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. In 2023, the cases opened were from Gozo district (1) and Western district (1).

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.

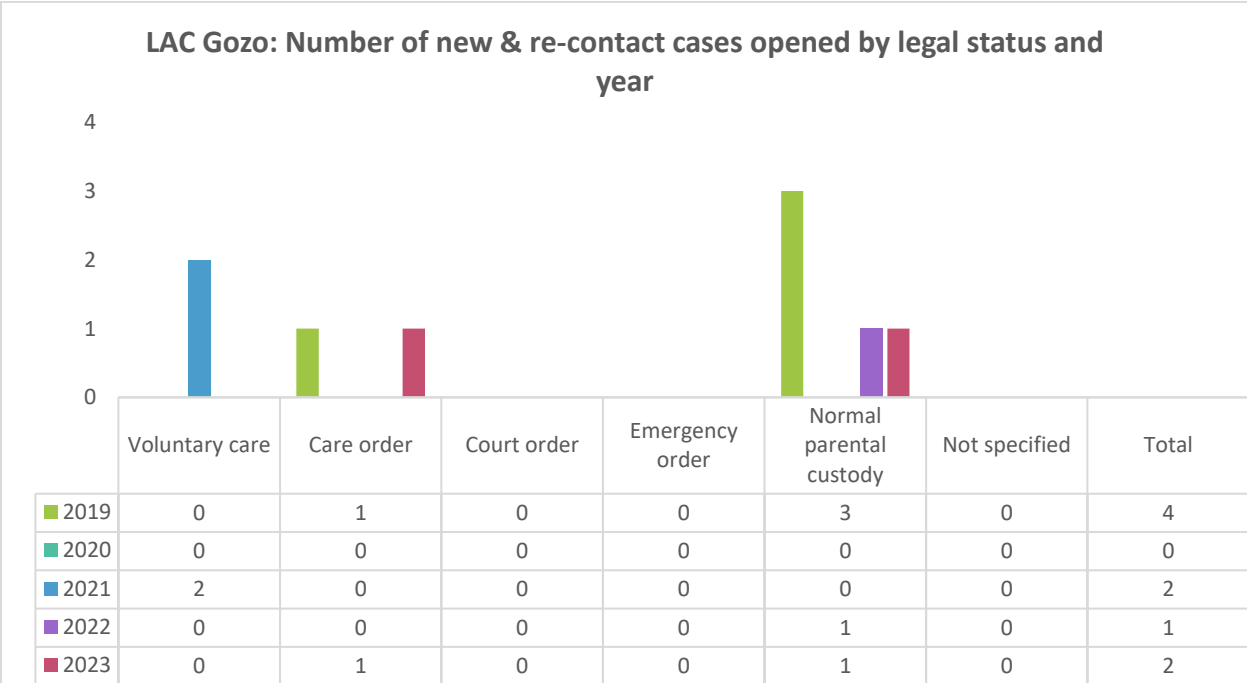


Figure 113: The figure above classifies the legal custody status, as per legal definitions<sup>1</sup>, within the reporting year. It is the status as reported by the service user, known by the case worker, or based on documentation. Only data for new & re-contact cases opened in the reported period are provided. The variable is reported for children with a special custody status otherwise it is normal parental custody. In 2023, the cases opened were under a care order (1) or normal parental custody (1).

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

# Fostering – Gozo

## Case activity

Service started reporting data in 2019. A new online data collection system and reporting format were introduced in 2022 and the 2019 to 2021 data was re-analysed for compatibility. The data reports on both adults and minor service users accessing the service.

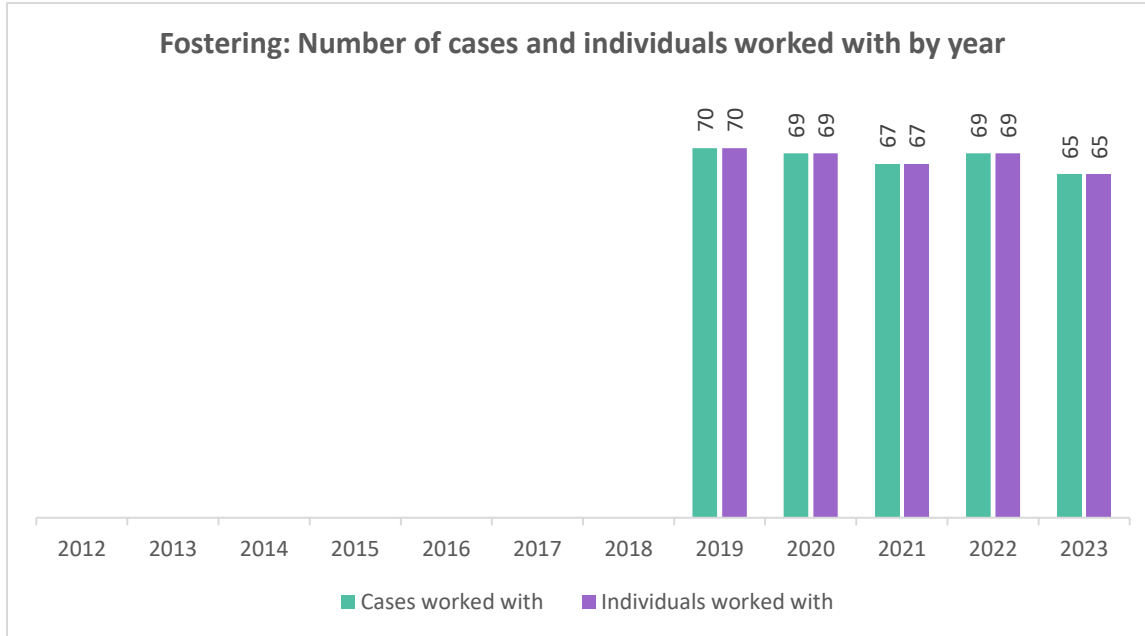


Figure 114: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 65 cases and 65 individuals were worked with compared to 69 and 69 respectively in 2022.

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

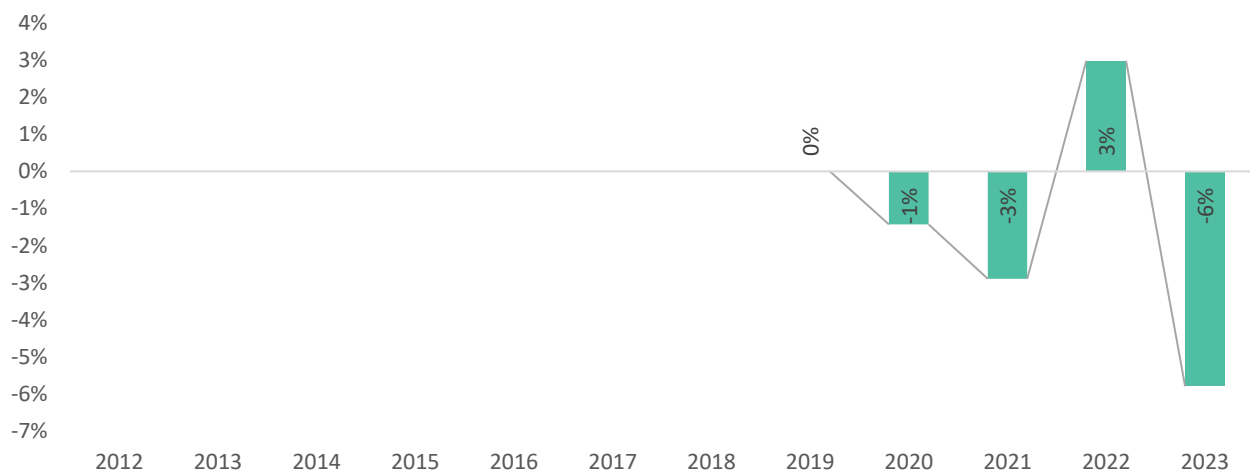


Figure 115: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 3% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

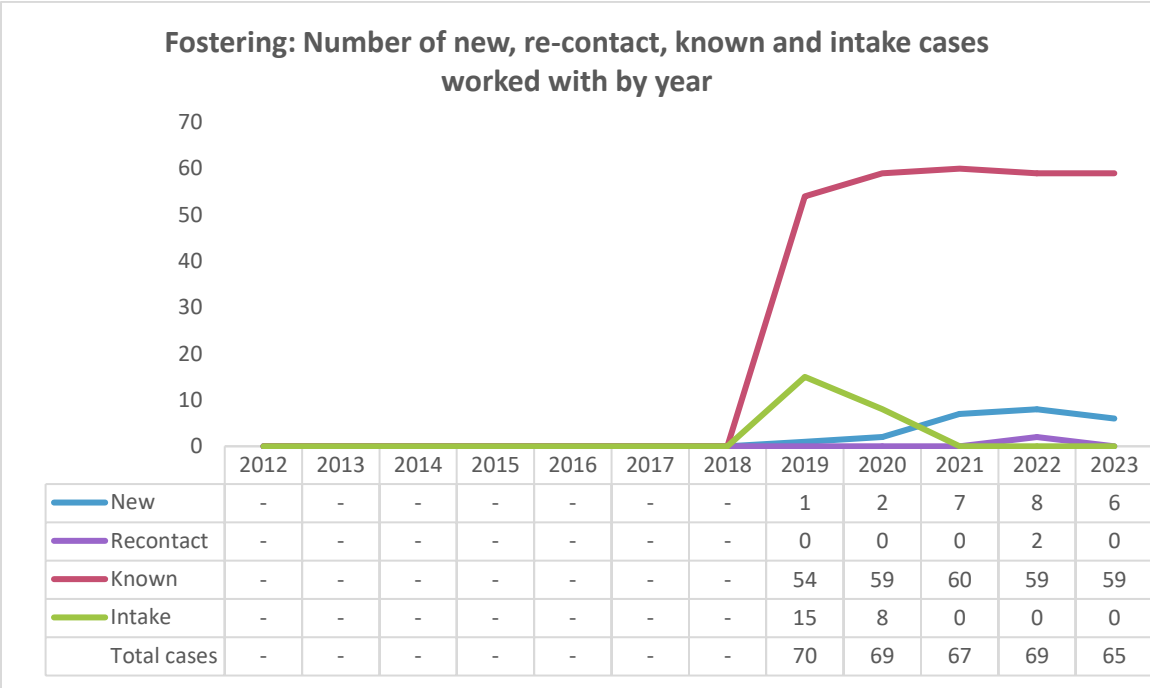


Figure 116: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2019 due to the implementation of an online data collection system.

<b>Fostering: Cases worked with by type of service user</b>					
<b>January – December 2023</b>					
	<b>New</b>	<b>Recontact</b>	<b>Known</b>	<b>Intake</b>	<b>Total</b>
Foster carer – next of kin	1	0	10	0	11
Foster carer – non-related	0	0	25	0	25
Fostered child – long term	0	0	20	0	20
Fostered child – respite	0	0	2	0	2
Prospective foster carer	5	0	2	0	7
Referred child	0	0	0	0	0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>59</b>	<b>0</b>	<b>65</b>

Figure 117: The service’s focus is adults with the aim of being or becoming foster carers. Prospective foster carers go through the service with the aim of becoming a next of kin foster carer (closest living relative by blood or by law) or non-related foster carer. The service also maintains records on children who are fostered with the service’s foster carer families. They also record “referred children” that is a term for a child that is referred for fostering and is in the process of being matched with appropriate foster carer/s. In 2023, 25 non-related and 11 next of kin foster carers were worked with along with a further 7 prospective foster carers who were in the process of becoming approved carers.

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

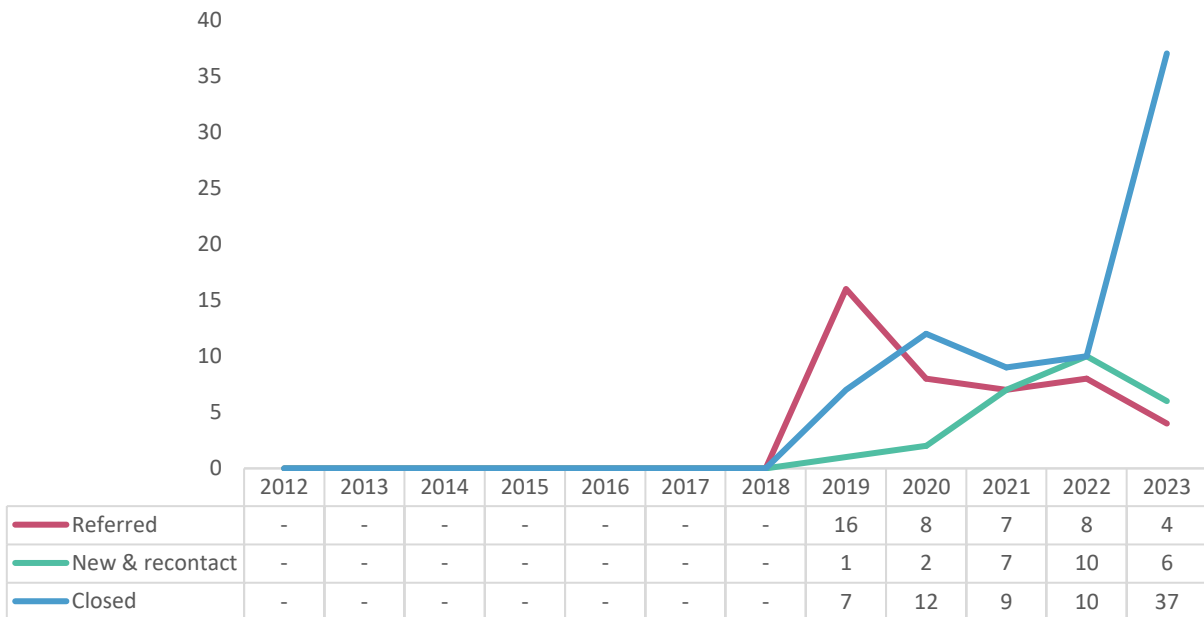


Figure 118: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 132 for breakdown of new & recontact cases). In 2023, 4 cases were referred, 6 new & recontact cases opened, and 37 cases closed.

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



Figure 119: 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.

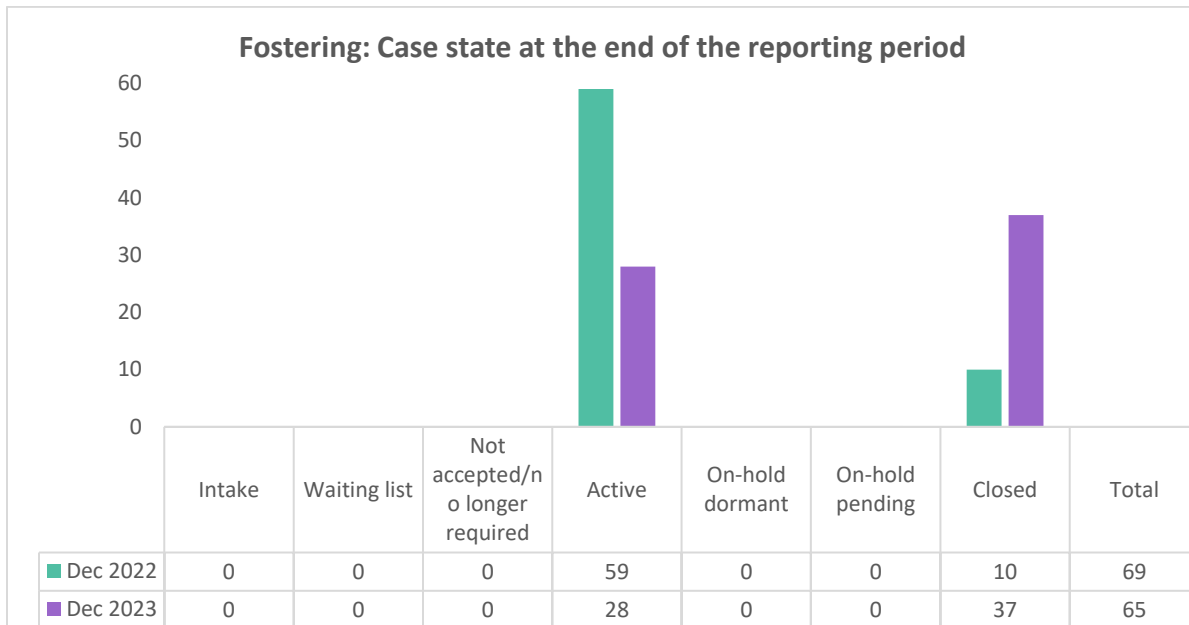


Figure 120: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 43% (28) of the cases worked 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 **65** cases were worked with between January and December 2023.

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

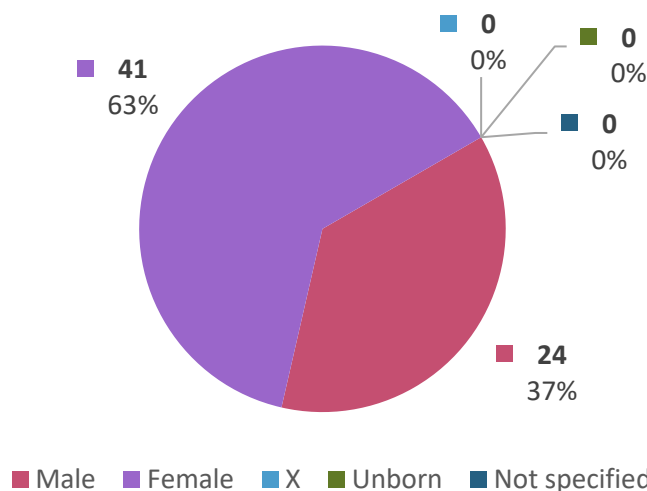


Figure 121: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (63%).

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

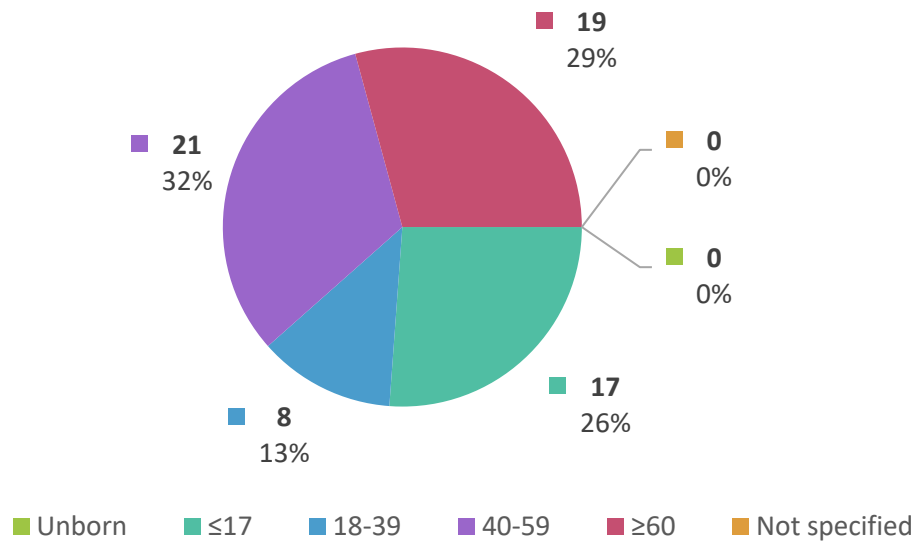


Figure 122: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 40 to 59 (32%).

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

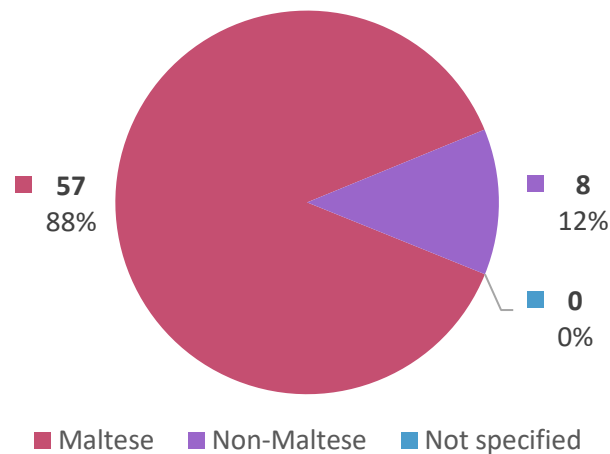


Figure 123: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 88% of the cases worked with were Maltese while non-Maltese made up 12% of cases.

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

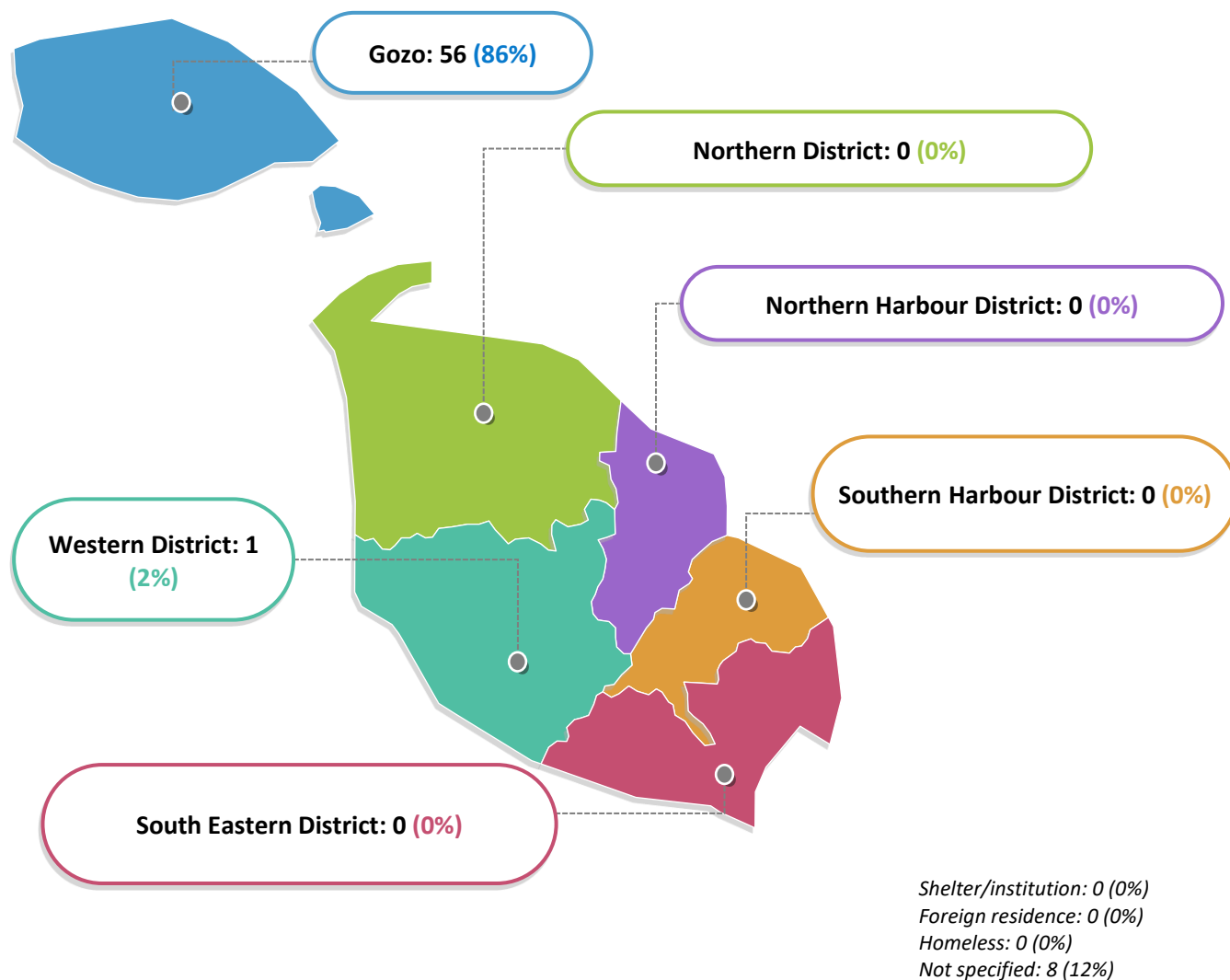


Figure 124: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (86%) 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 6 cases were opened between January and December 2023.

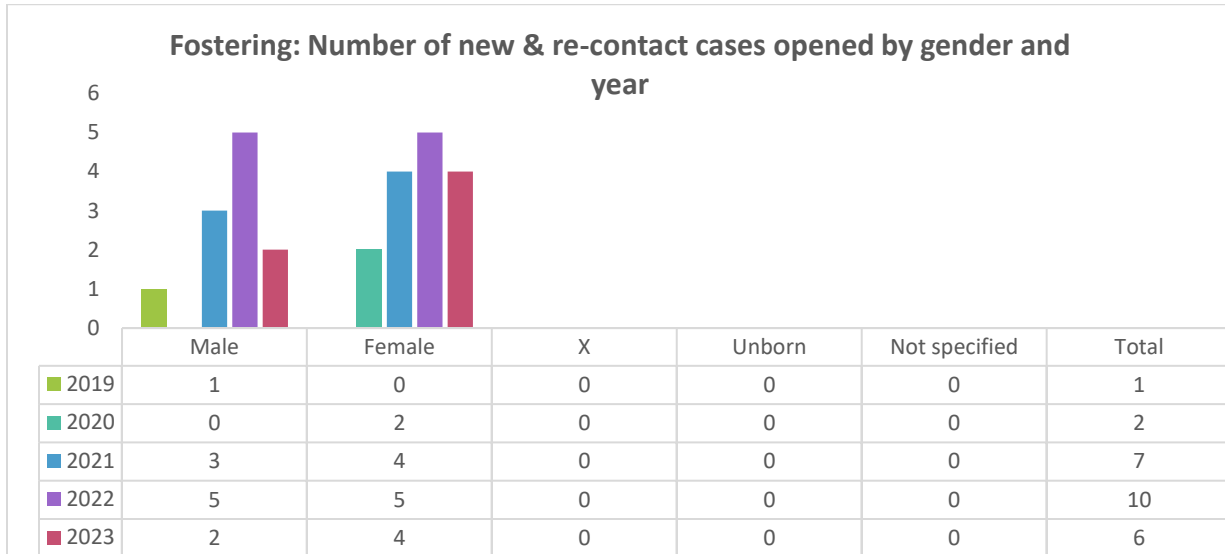


Figure 125: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (4).

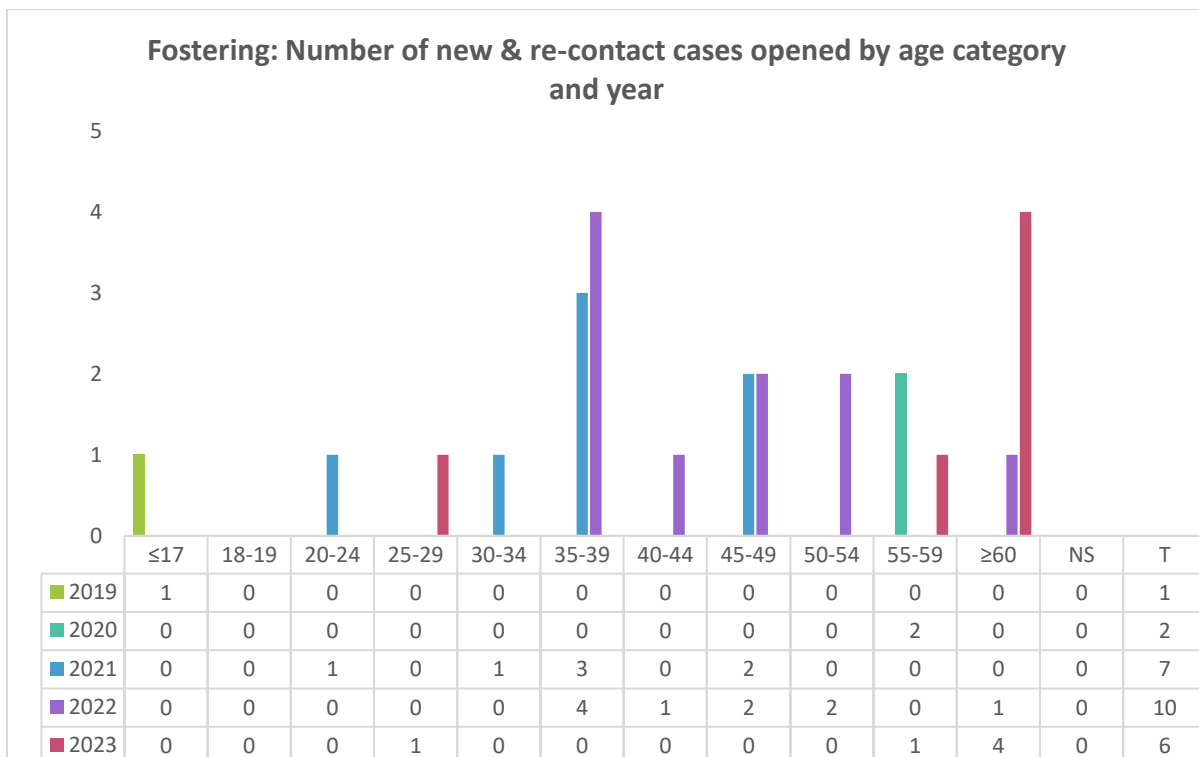


Figure 126: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (4).

Graph Key: NS = Not Specified; T = Total.

**Fostering: Number of new & re-contact cases opened by age category and gender  
January – December 2023**

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

Figure 127: 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.

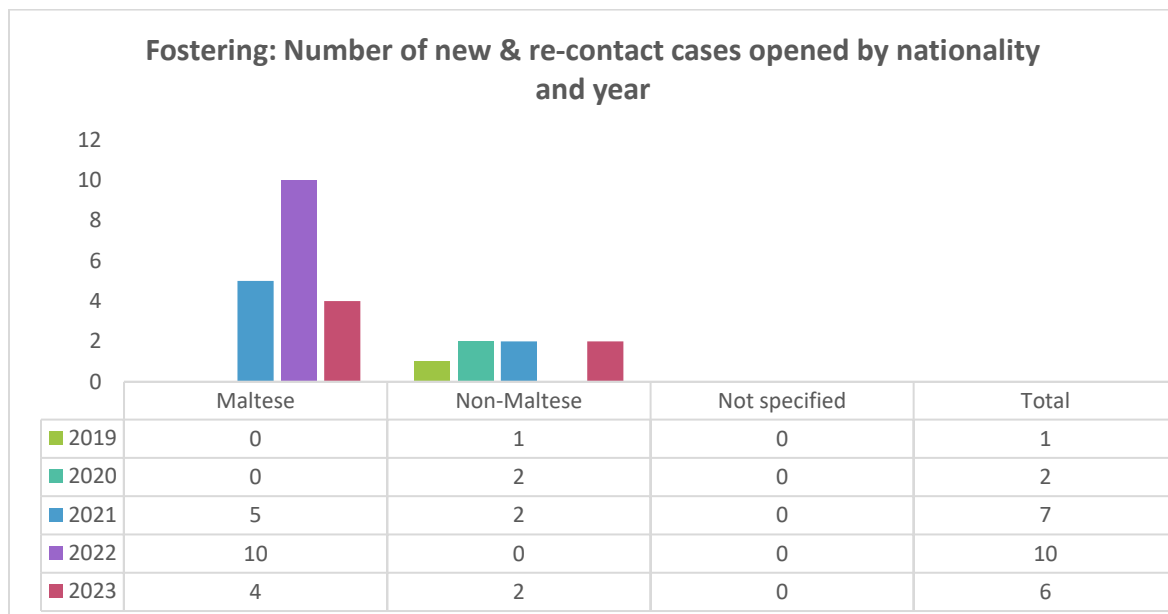


Figure 128: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 4 case opened in 2023 were Maltese while 2 cases were non-Maltese.

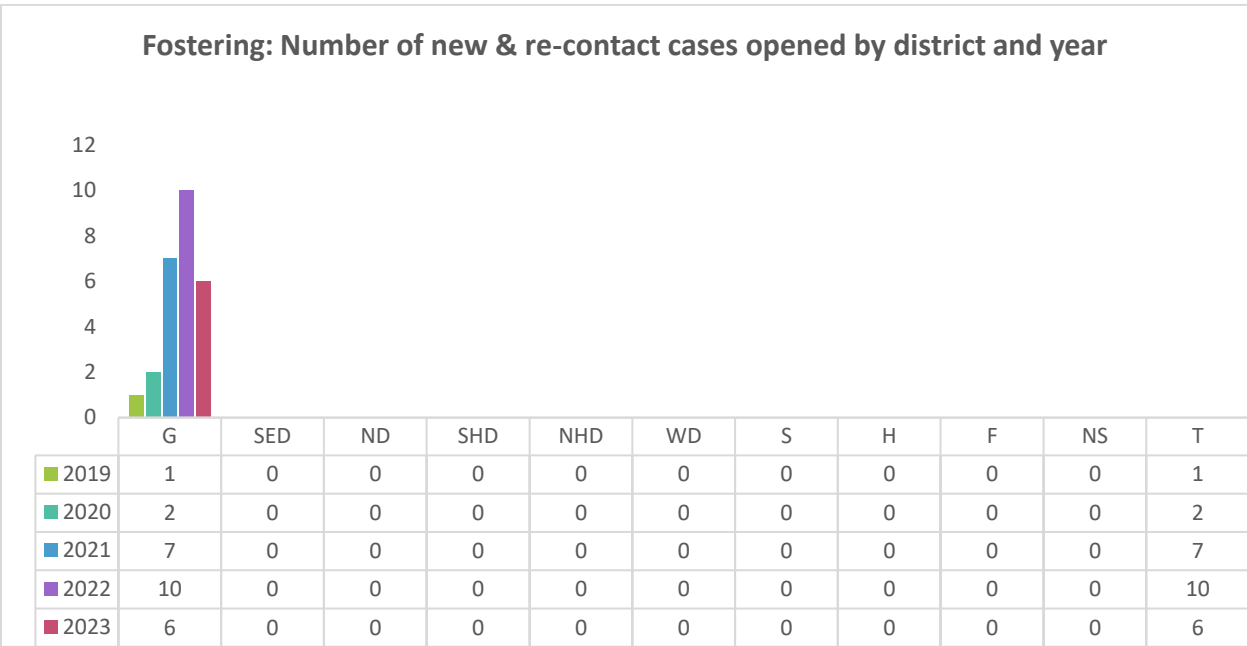


Figure 129: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. All cases opened in 2023 were from the Gozo District (6).

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.

# Home-Start Gozo

## Case activity

Service started reporting data in 2019. A new online data collection system and reporting format were introduced in 2020.

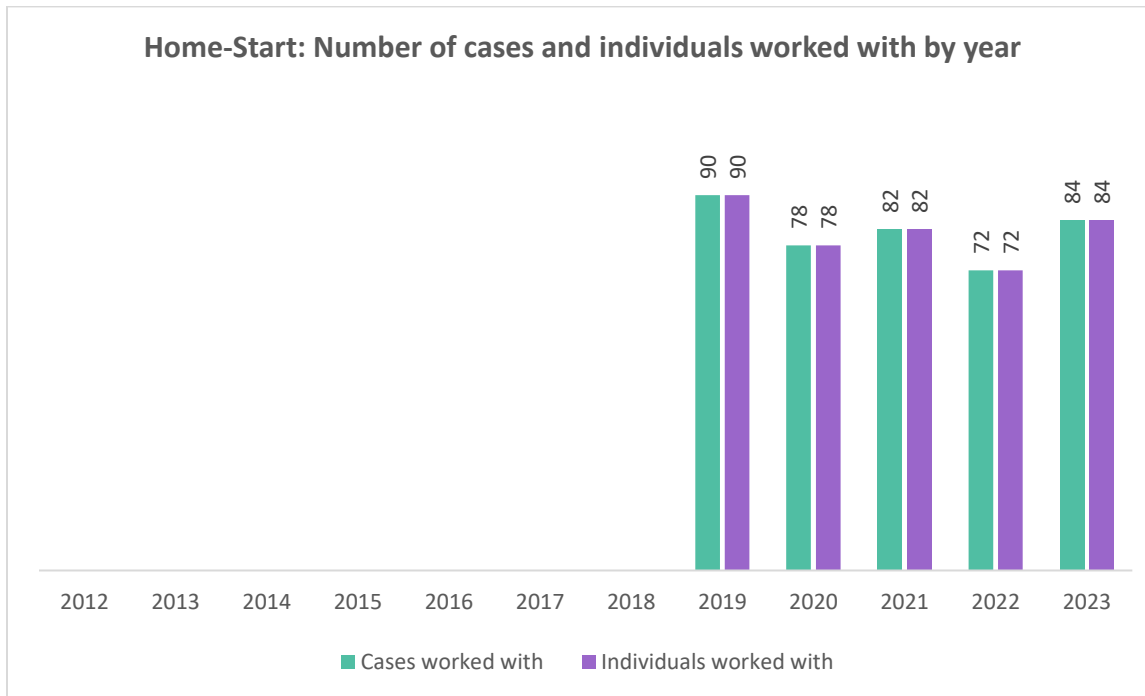


Figure 130: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 84 cases and 84 individuals were worked with compared to 72 and 72 respectively in 2022.

### Home-Start: Percentage difference in the number of cases worked with in the current year compared to the previous year.

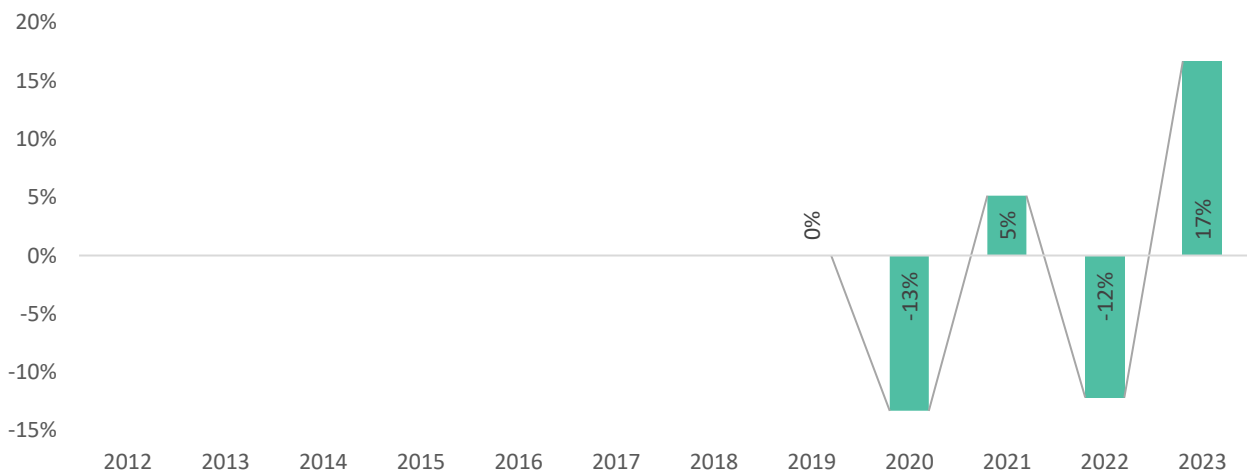


Figure 131: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 12% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

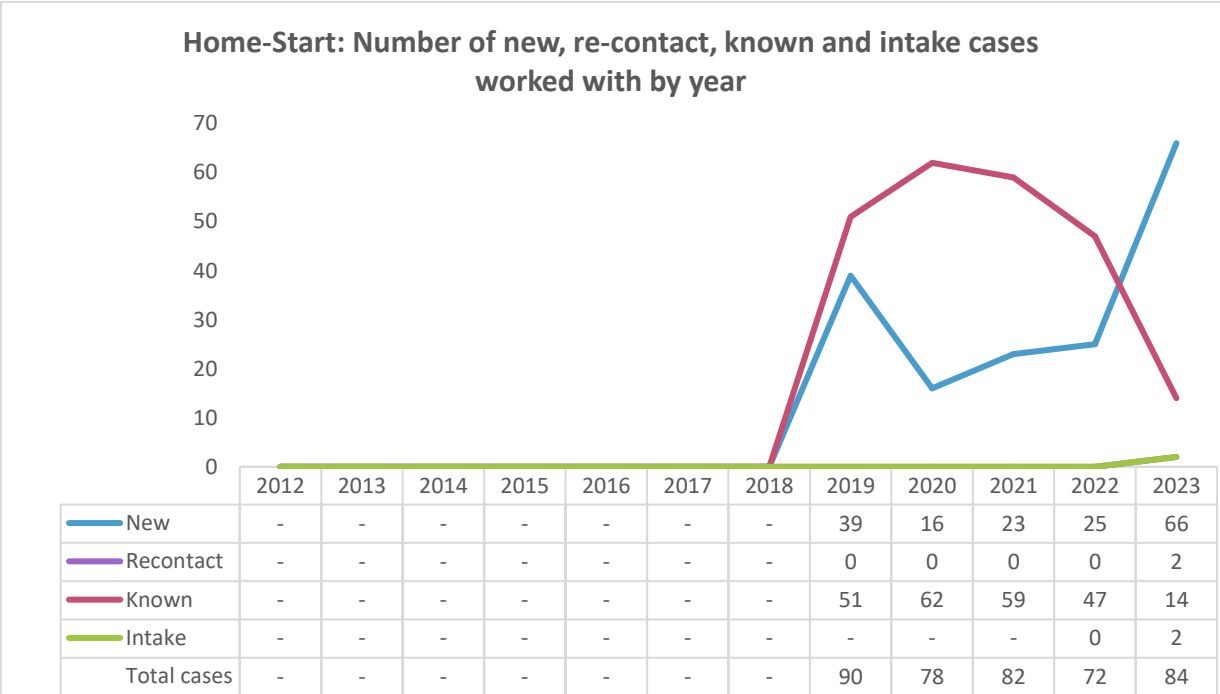


Figure 132: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

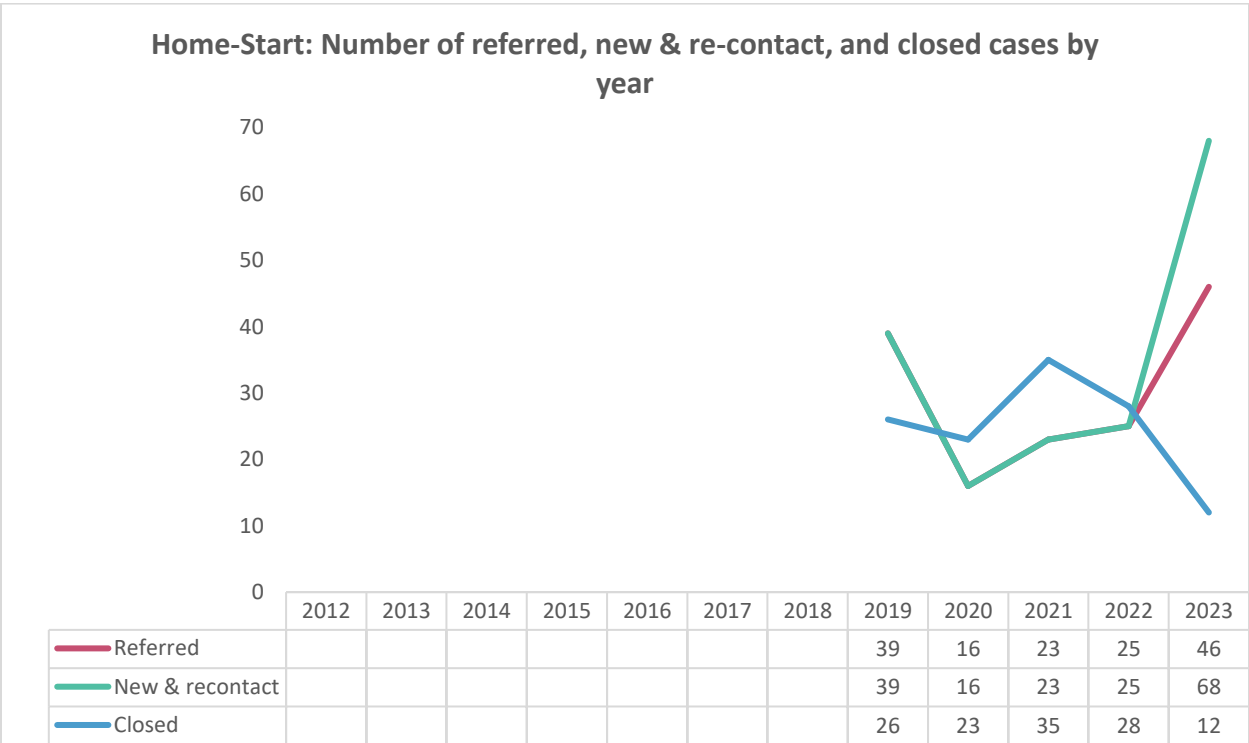


Figure 133: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 147 for breakdown of new & recontact cases). In 2023, 46 cases were referred, 68 new & recontact cases opened, and 12 cases closed.

### Home-Start: Waiting list at the end of the reporting period



Figure 134: 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.

### Home-Start: Case state at the end of the reporting period

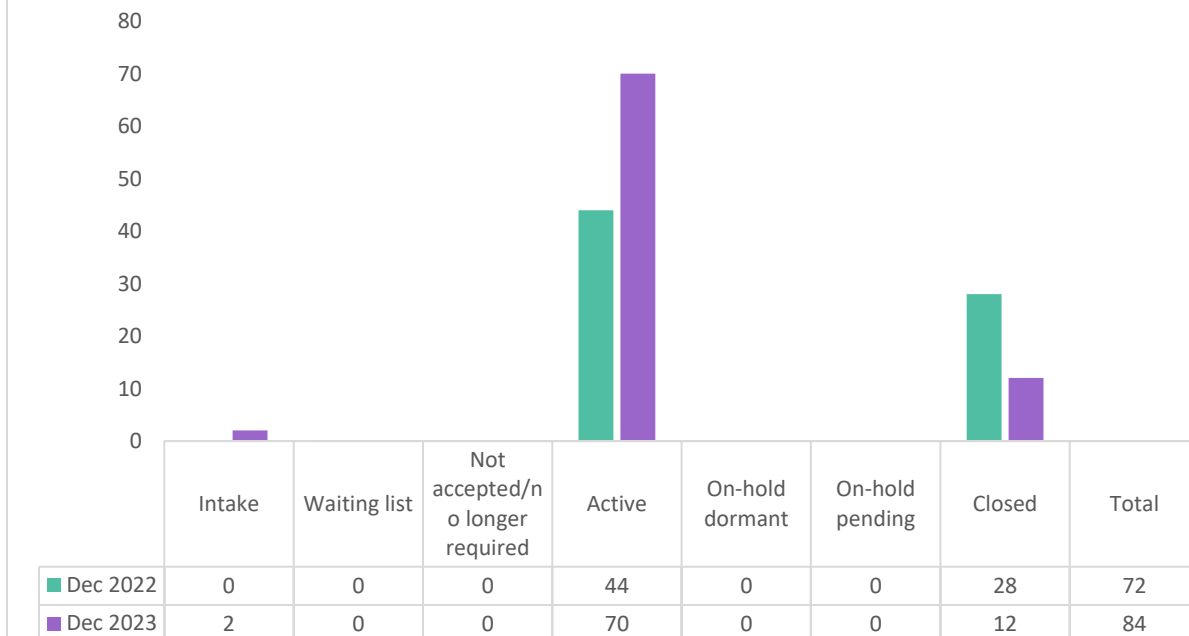


Figure 135: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 83% (70) of the cases worked 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 **84** cases were worked with between January and December 2023.

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

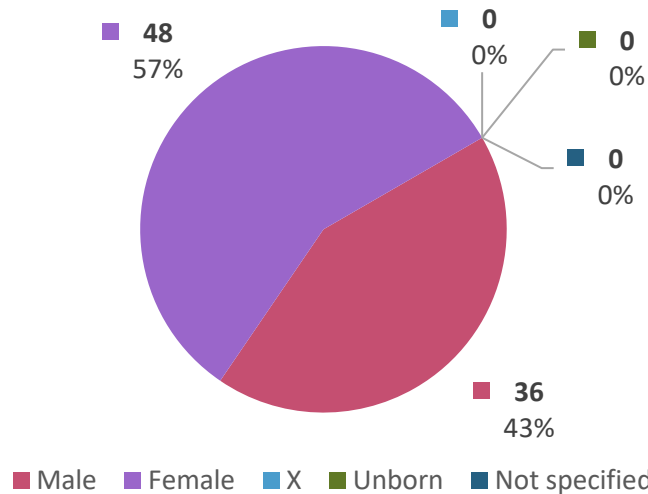


Figure 136: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (57%).

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

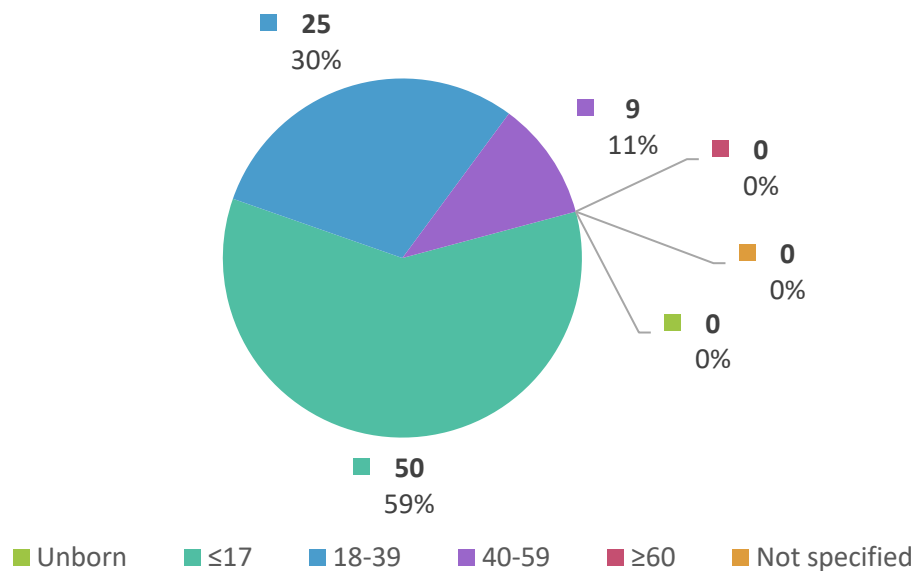
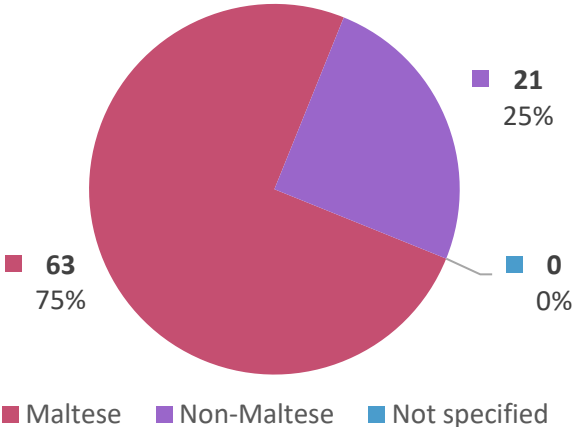


Figure 137: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were 17 or younger (59%).

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



*Figure 138: 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, 75% of the cases worked with were Maltese while non-Maltese made up 25% of cases.*

## Home-Start: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

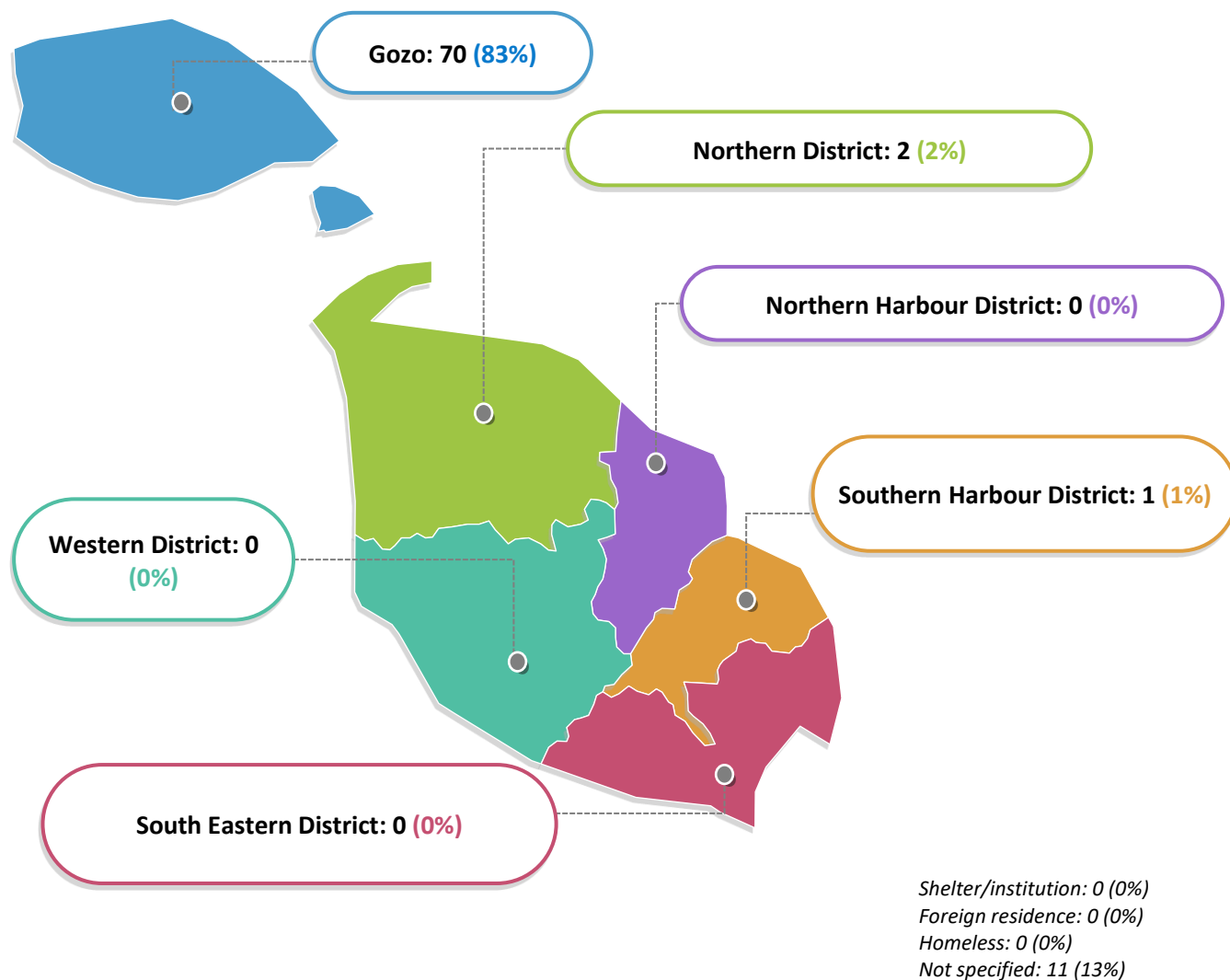


Figure 139: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (83%) 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 **68** cases were opened between January and December 2023.

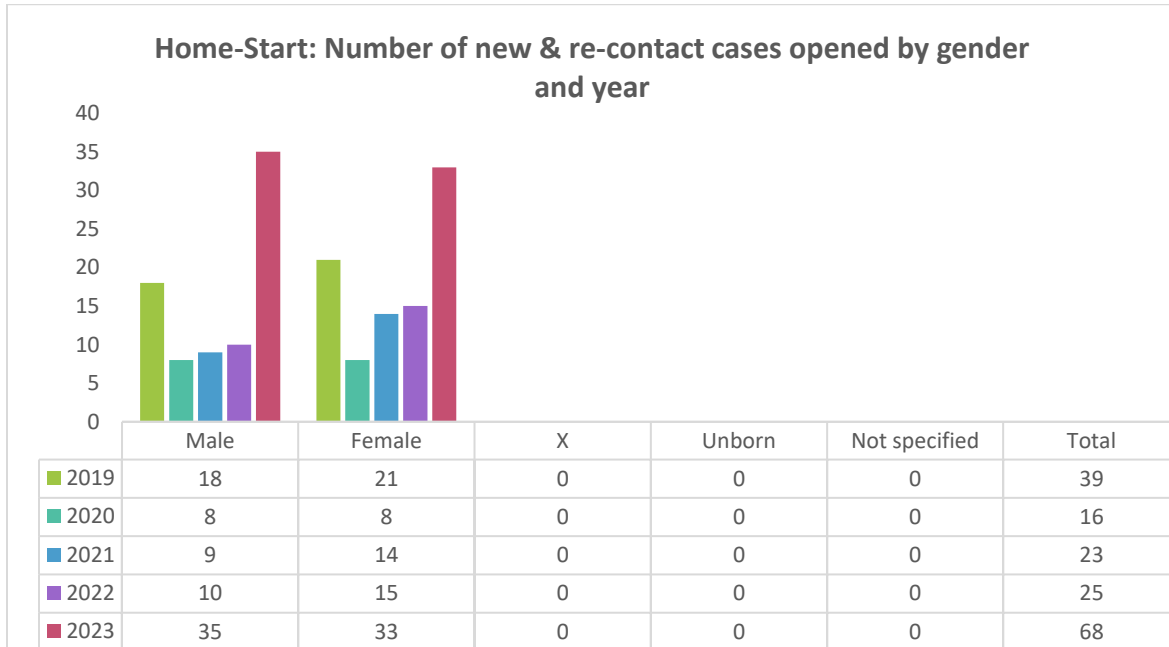


Figure 140: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (35).

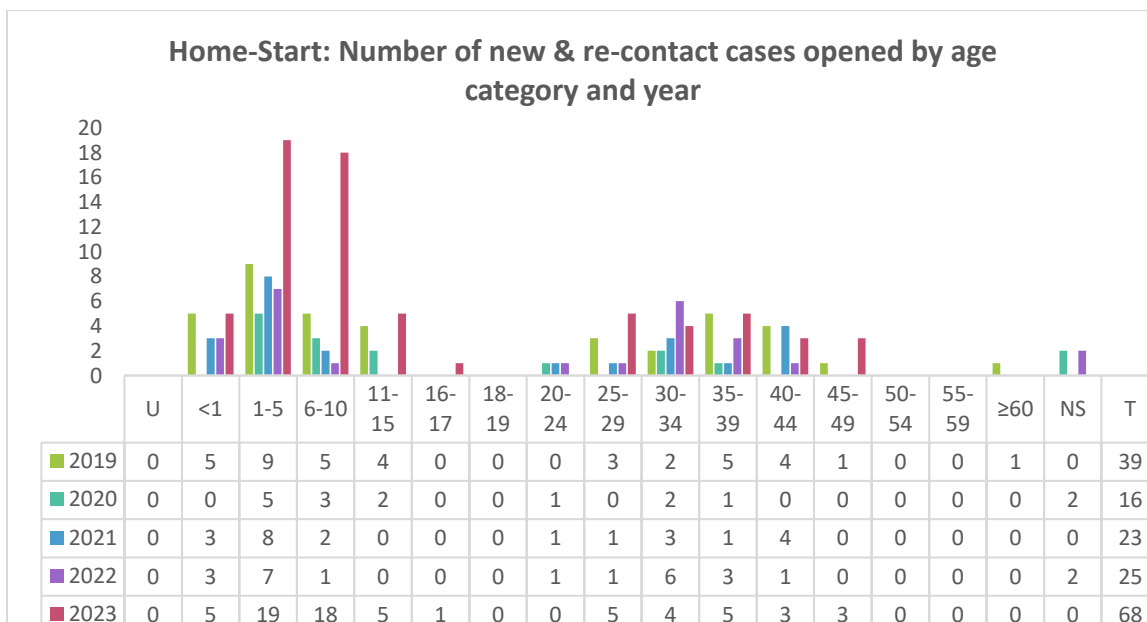


Figure 141: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the cases opened were ages 1 to 5 (19) and 6 to 10 (18).

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

**Home-Start: 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	0	0	0
<1	3	2	0	0	0	5
1-5	8	11	0	0	0	19
6-10	11	7	0	0	0	18
11-15	4	1	0	0	0	5
16-17	1	0	0	0	0	1
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	1	4	0	0	0	5
30-34	1	3	0	0	0	4
35-39	3	2	0	0	0	5
40-44	1	2	0	0	0	3
45-49	2	1	0	0	0	3
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>35</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>68</b>

Figure 142: 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.

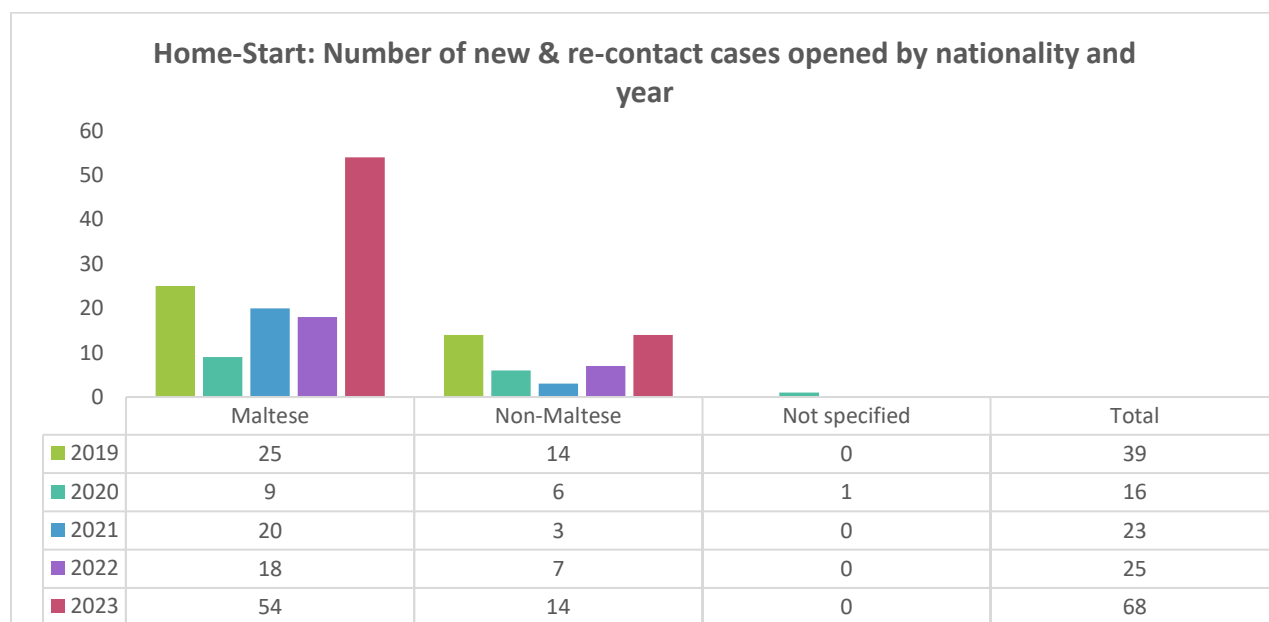


Figure 143: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 54 cases opened in 2023 were Maltese while 14 cases were non-Maltese.

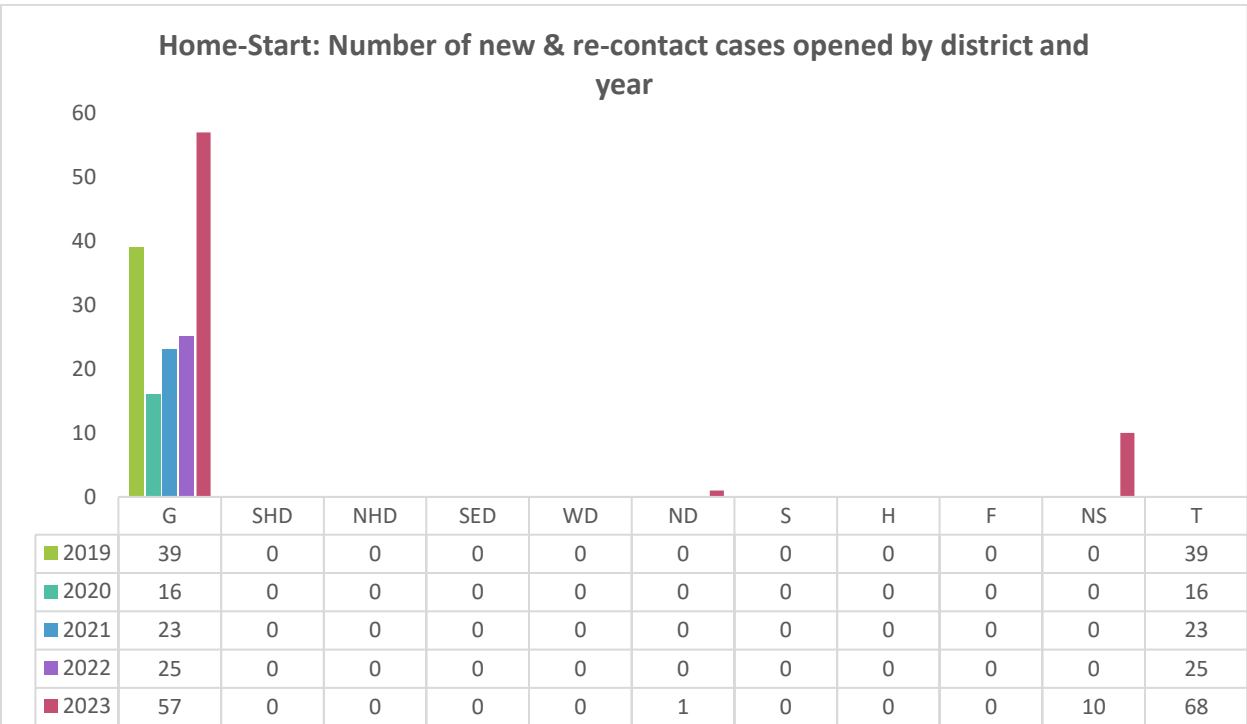


Figure 144: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (57) 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.

# Court Service (C-Gozo)

## Case activity

The service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2020. Prior to 2022, the Court Services formed part of the Court & Supervised Access Visit Service. In 2022 the services of Courts and Supervised Access Visit (SAV) were separated into two distinct services and the 2019-2021 data was revised so that data between 2019 and 2022 is comparable.

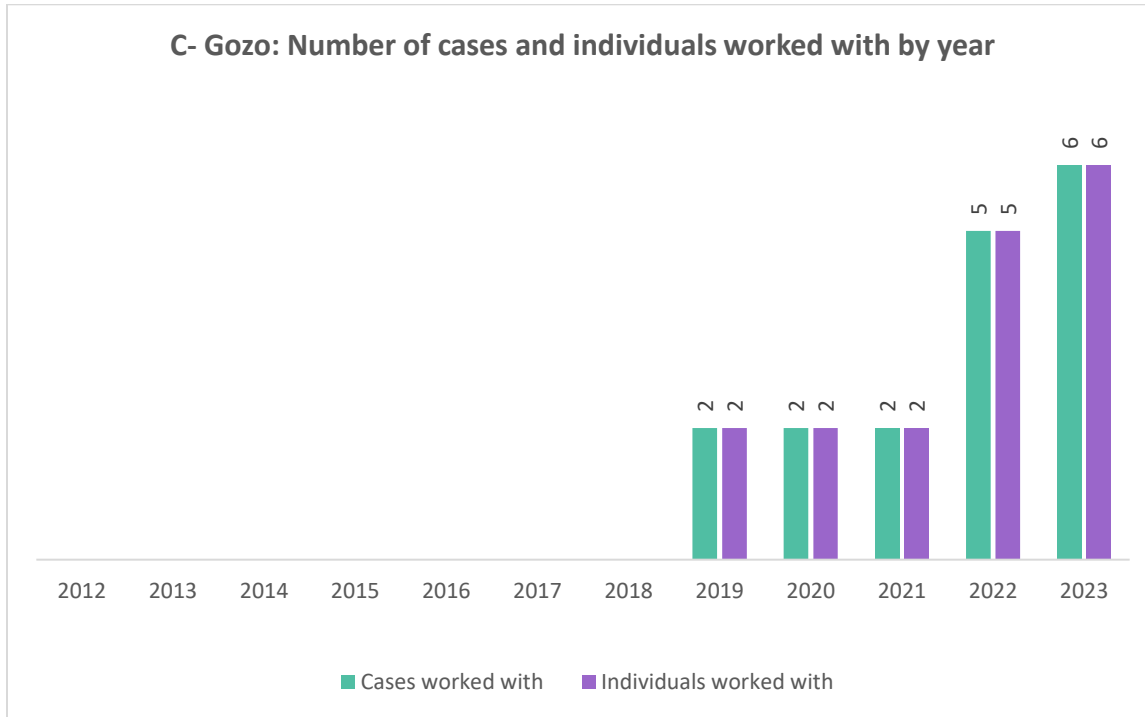


Figure 145: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 6 cases and 6 individuals were worked with compared to 5 and 5 respectively in 2022.

### C- Gozo: Percentage difference in the number of cases worked with in the current year compared to the previous year.



Figure 146: 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 150% 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.

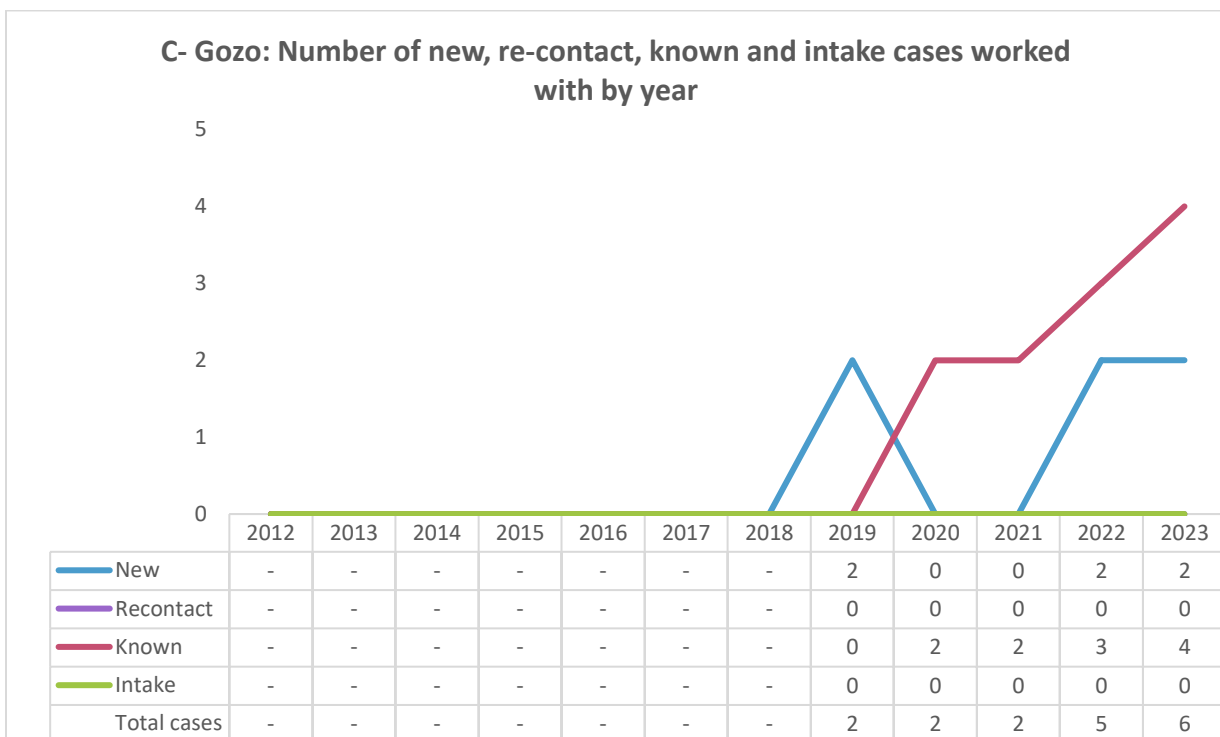


Figure 147: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary.

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

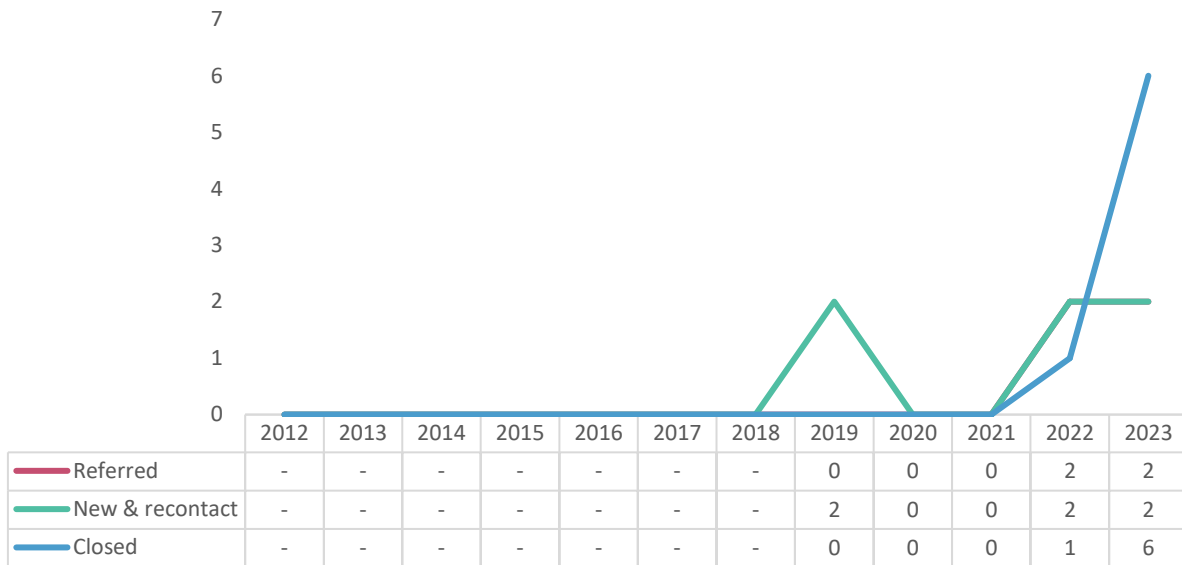


Figure 148: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 162 for breakdown of new & recontact cases). In 2023, 2 cases were referred, 2 new & recontact cases opened, and 6 case closed.

### C- Gozo: Waiting list at the end of the reporting period



Figure 149: 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.

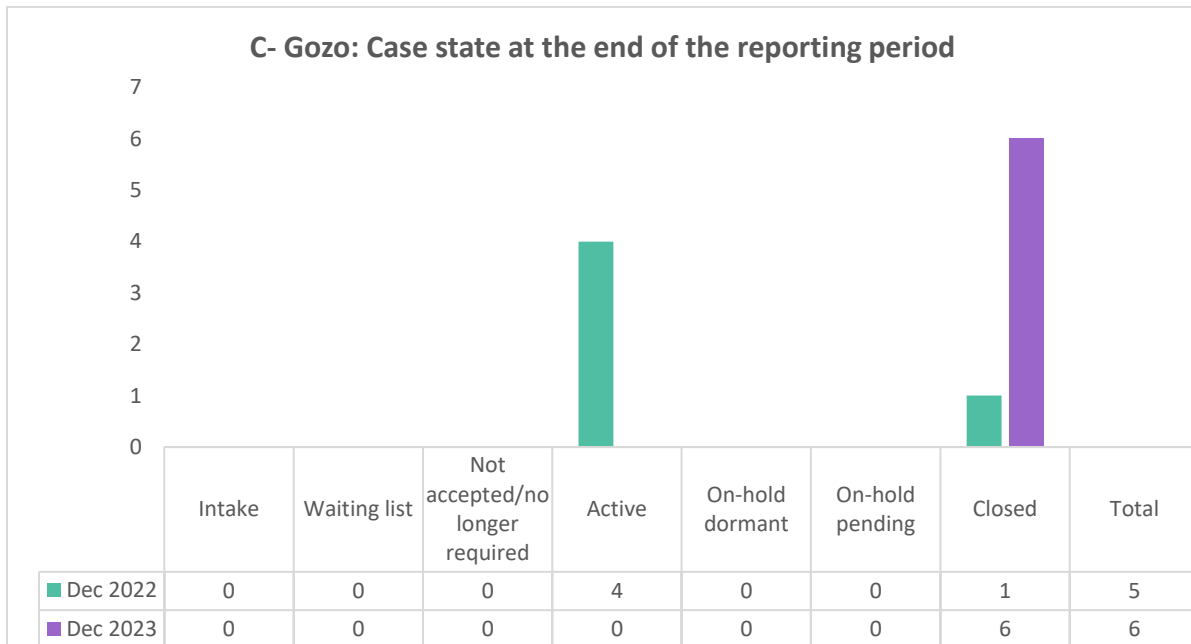


Figure 150: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 0% (0) of the cases worked 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 6 cases were worked with between January and December 2023.

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

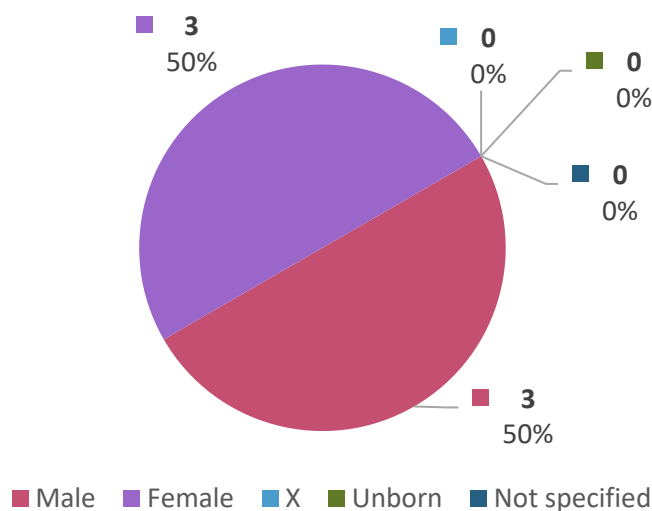


Figure 151: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, there was an equal percentage of cases worked with which were male (50%) and female (50%).

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

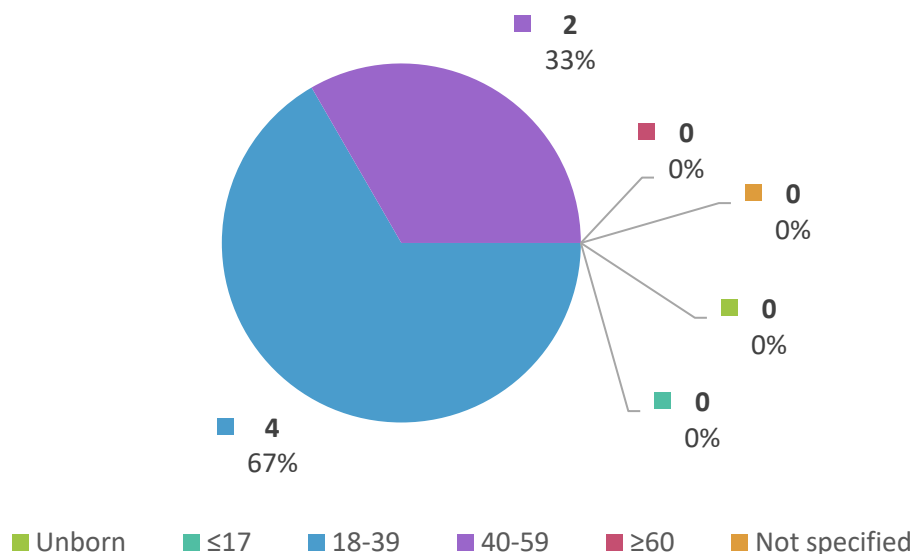


Figure 152: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (67%).

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

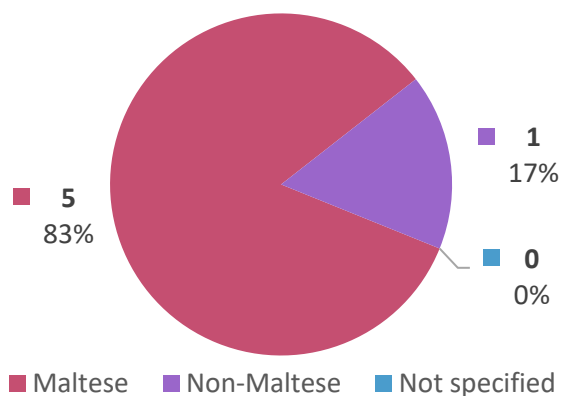


Figure 153: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 83% of the cases worked with were Maltese while non-Maltese made up 17% of cases.

### C- Gozo: Cases worked with Jan-Dec 2023 by district of residence (no. & %)

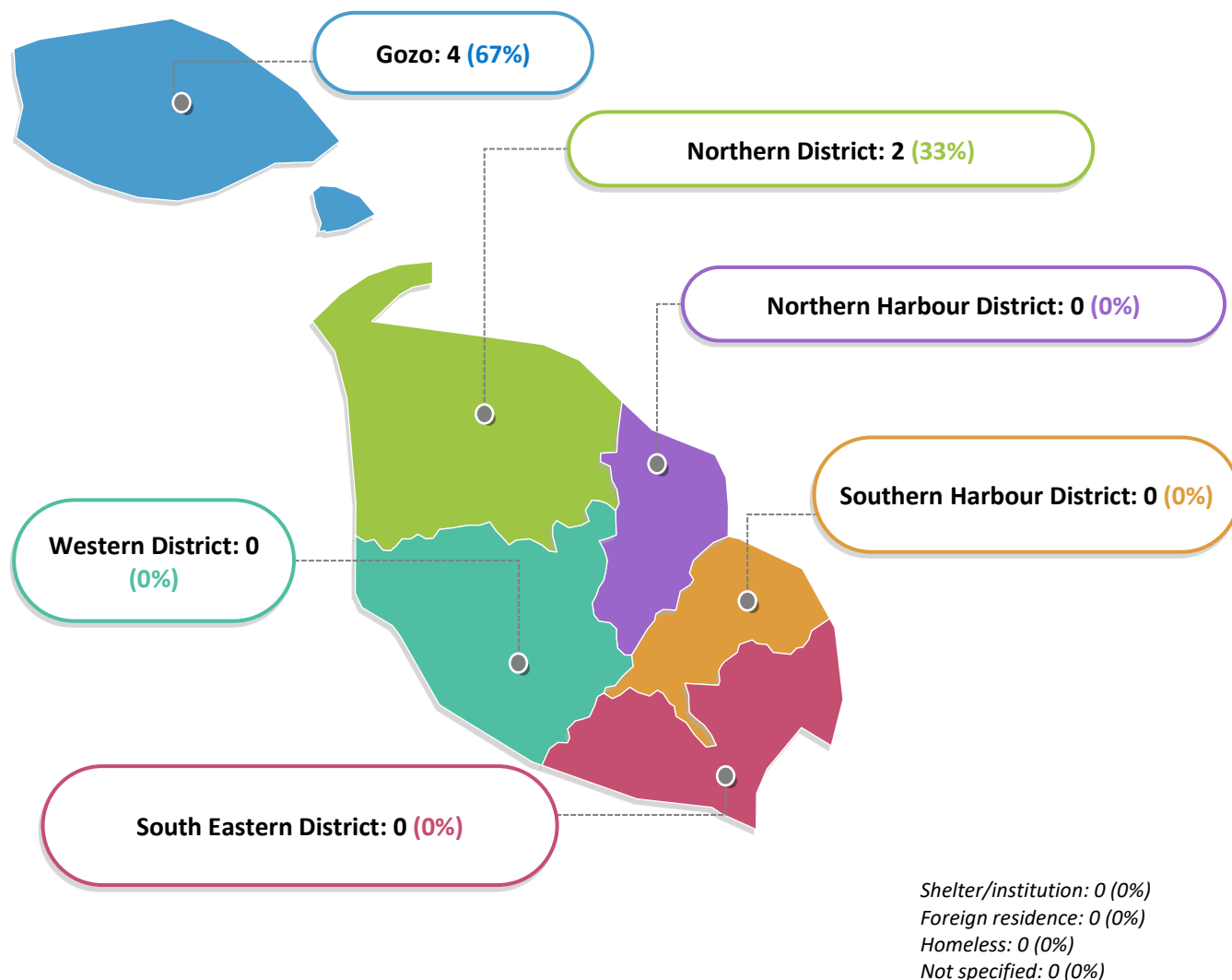


Figure 154: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (67%) 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 2 cases were opened between January and December 2023.

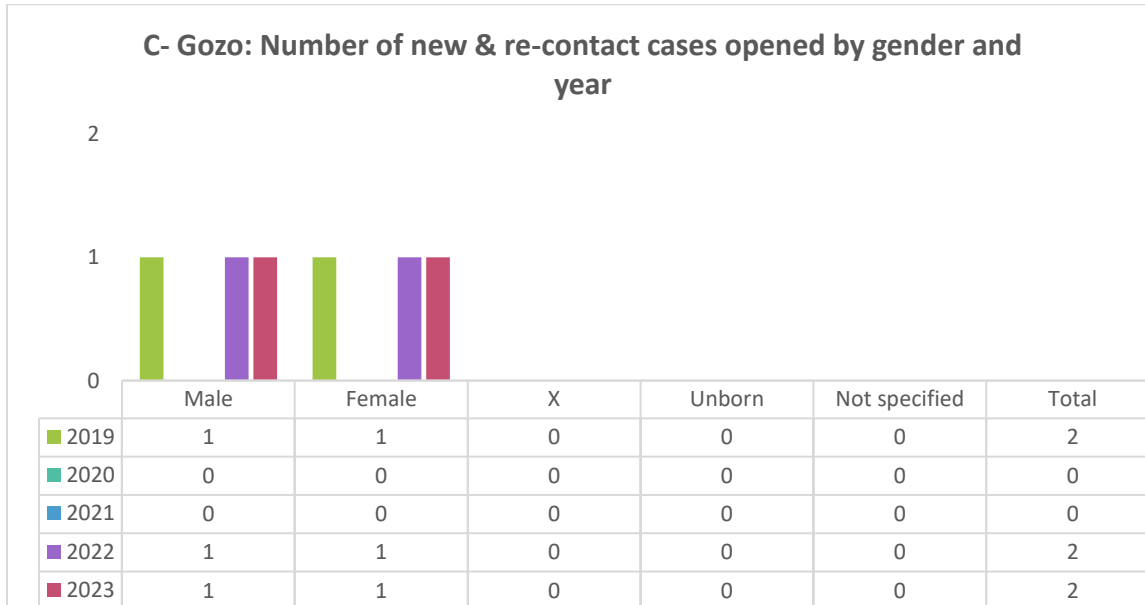


Figure 155: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, an equal number of cases consisting of males (1) and females (1) were opened.

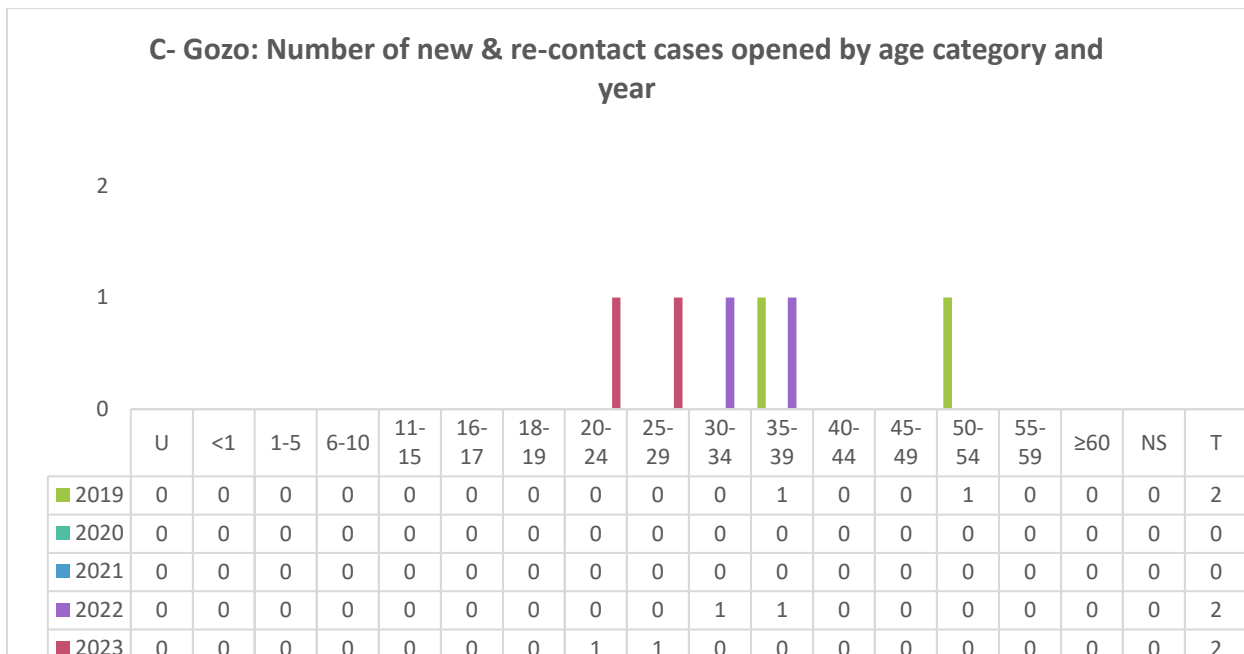


Figure 156: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the cases opened were ages 20 to 24 (1) and 25 to 29 (1).

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

### C- Gozo: 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	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
18-19	0	0	0	0	0	0
20-24	0	1	0	0	0	1
25-29	1	0	0	0	0	1
30-34	0	0	0	0	0	0
35-39	0	0	0	0	0	0
40-44	0	0	0	0	0	0
45-49	0	0	0	0	0	0
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

Figure 157: 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.

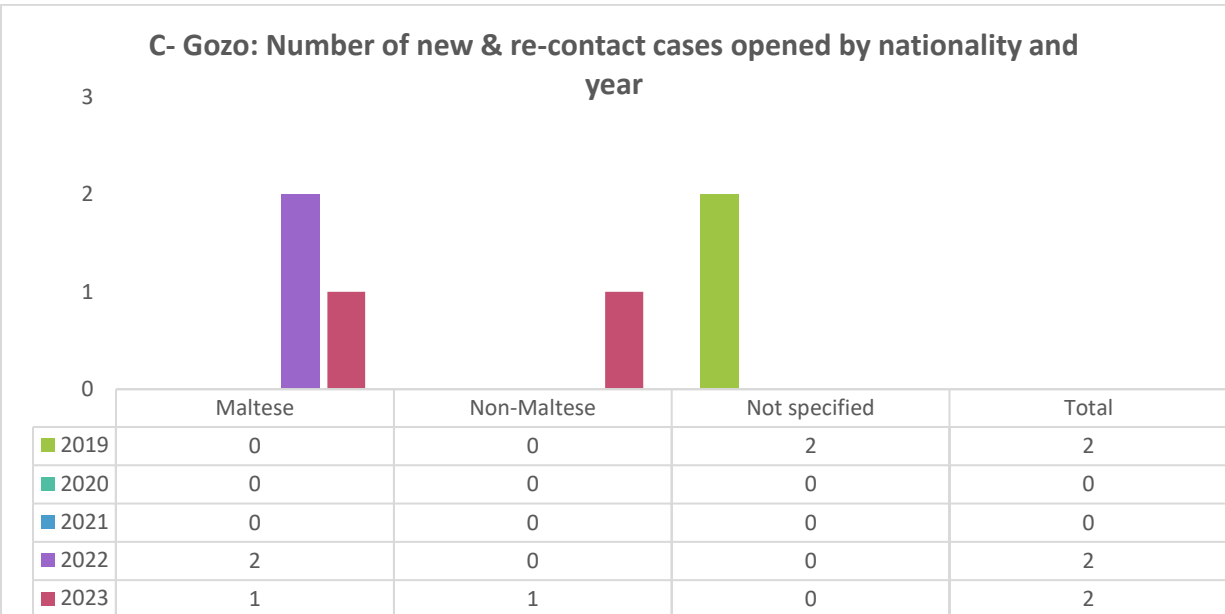


Figure 158: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 1 case opened in 2023 was Maltese while 1 case was non-Maltese.

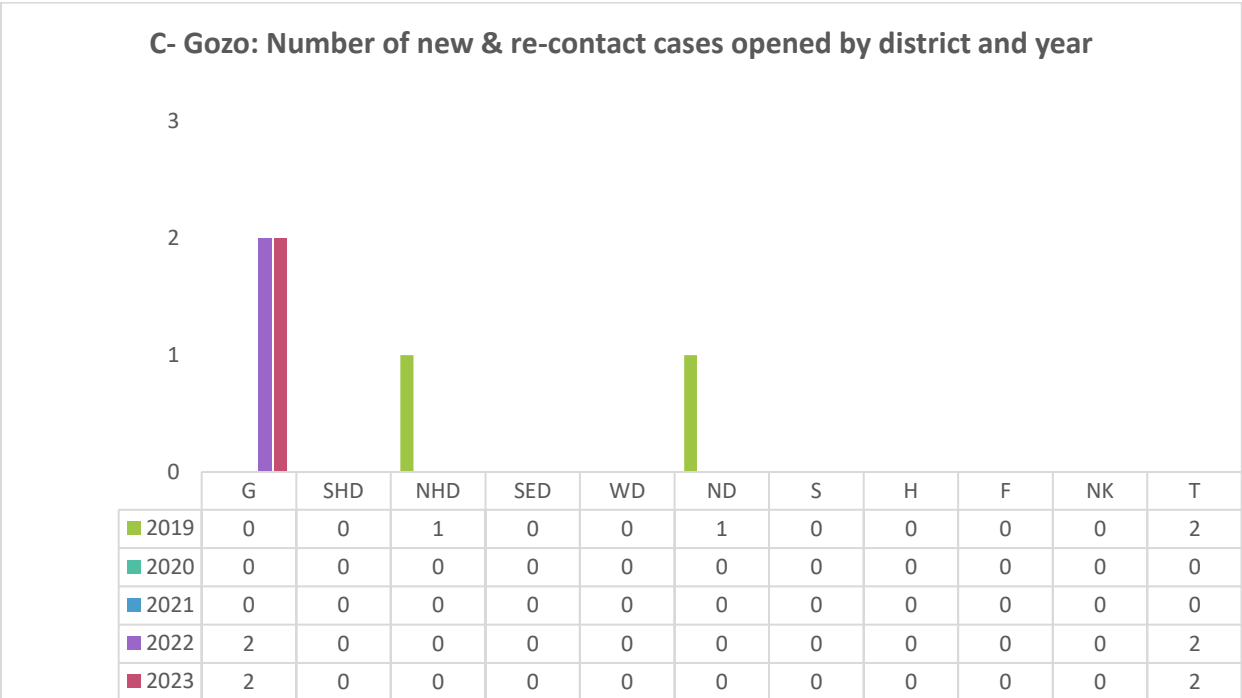


Figure 159: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. All cases opened in 2023 were from the Gozo District (2).

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.

# Supervised Access Visits (SAV-Gozo)

## Case activity

The service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2020. Prior to 2022, the Supervised Access Visit Services formed part of the Court & Supervised Access Visit Service. In 2022 the services of Courts and Supervised Access Visit (SAV) were separated into two distinct services and the 2019-2021 data was revised so that data between 2019 and 2022 is comparable.

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

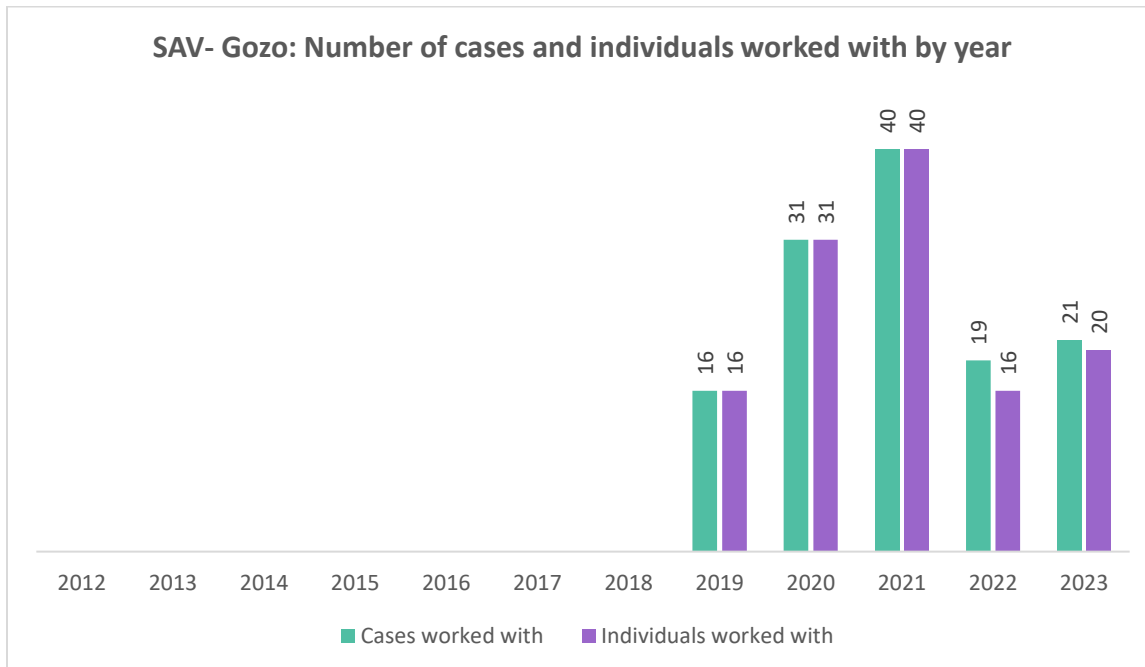


Figure 160: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 21 cases and 20 individuals were worked with compared to 19 and 16 respectively in 2022.

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

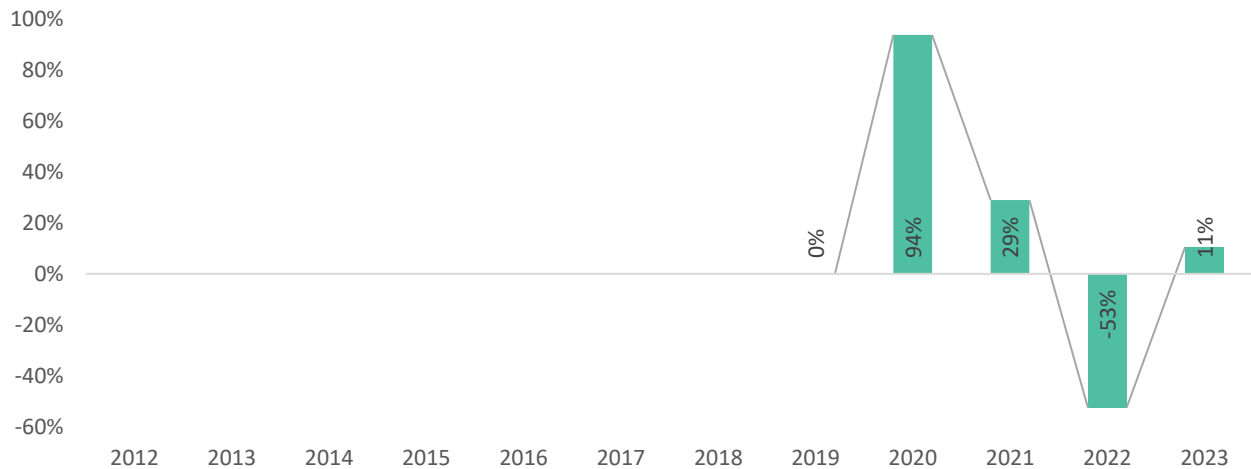


Figure 161: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 53% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

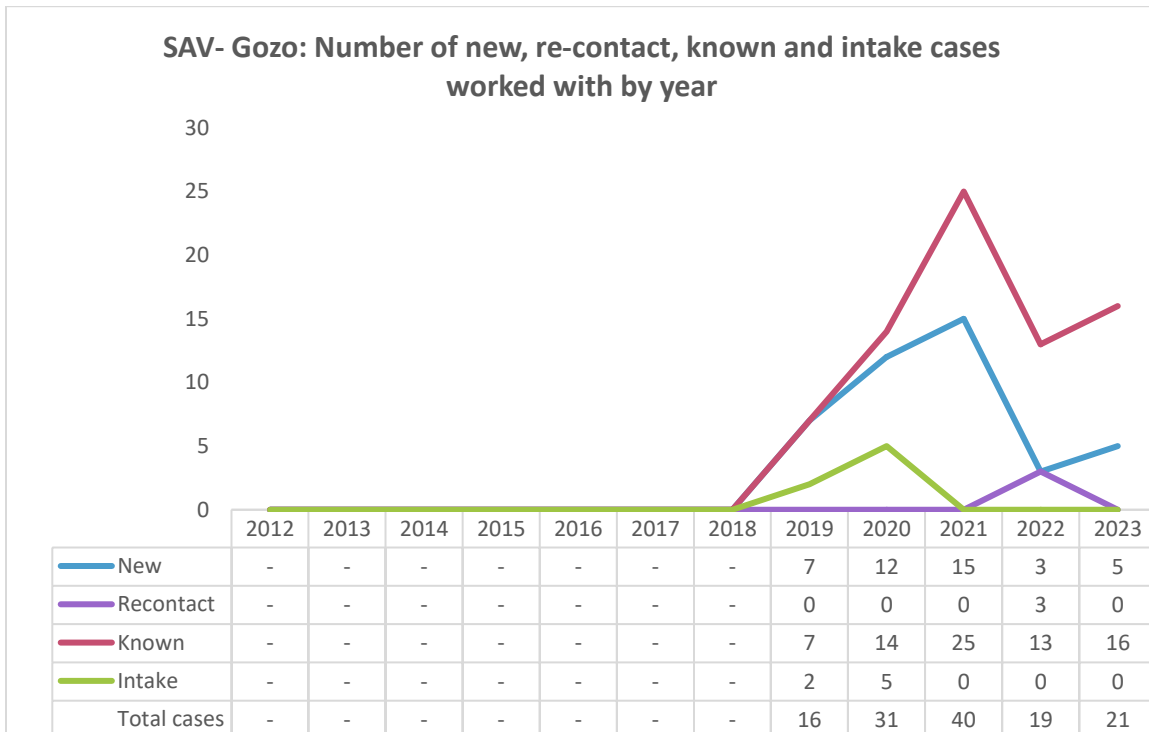


Figure 162: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. Prior to 2022, the data could not differentiate between new or re-contact cases and all cases were registered as new.

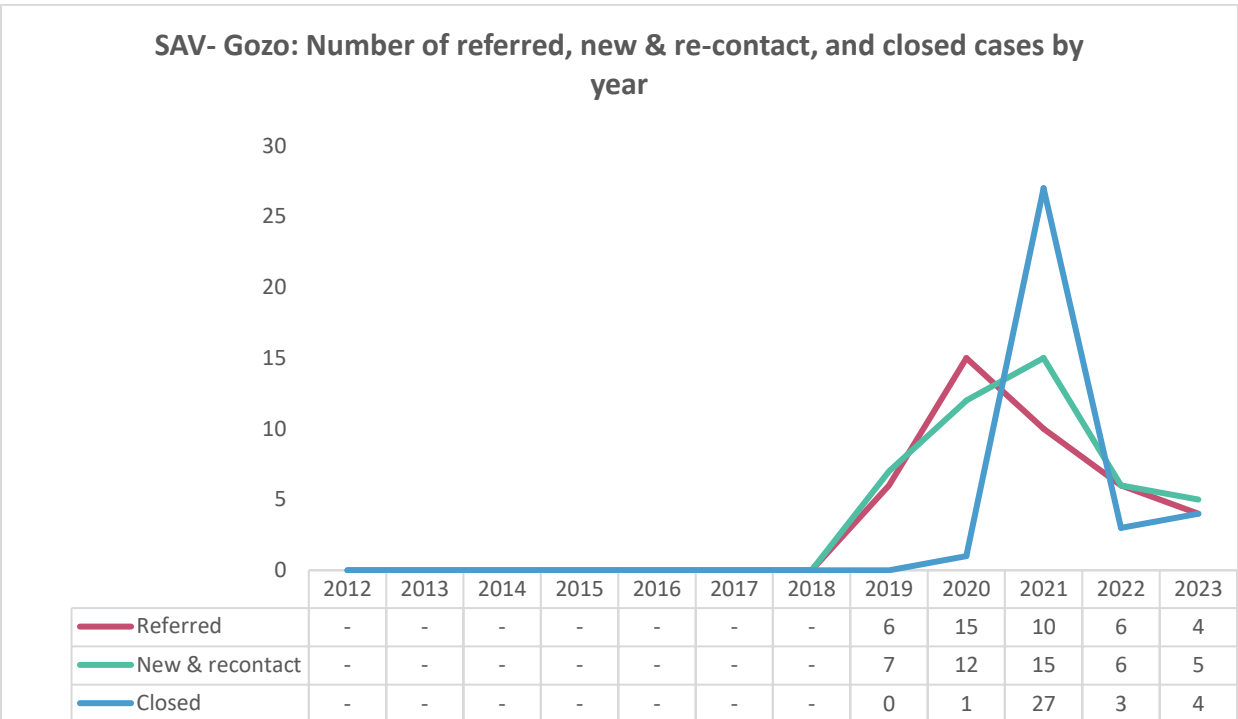


Figure 163: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 177 for breakdown of new & recontact cases). In 2023, 4 cases were referred, 5 new & recontact cases opened, and 4 cases closed.

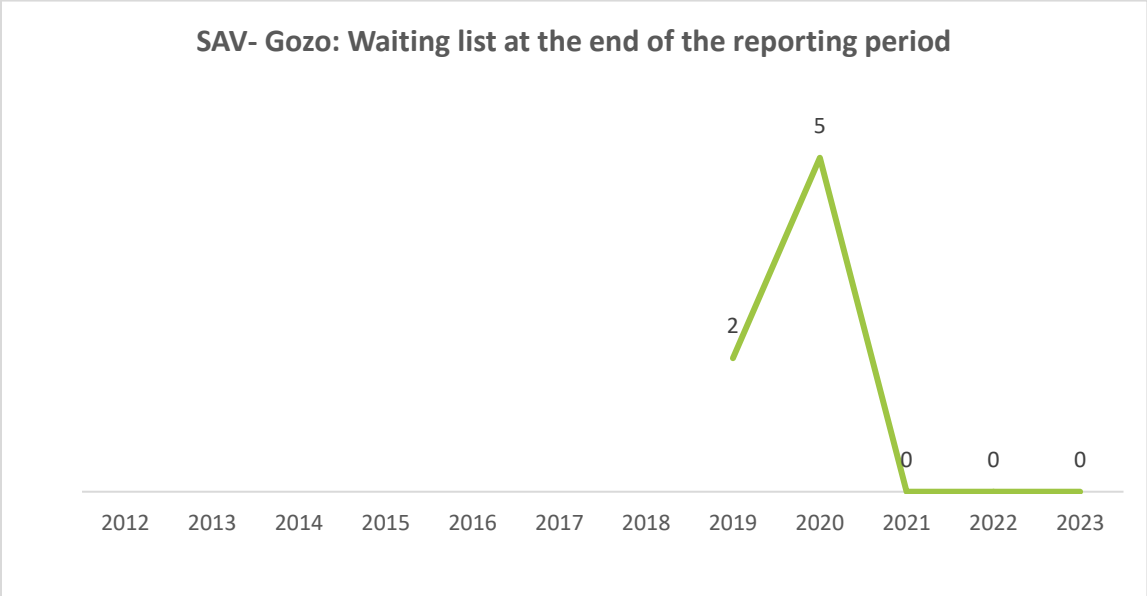


Figure 164: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

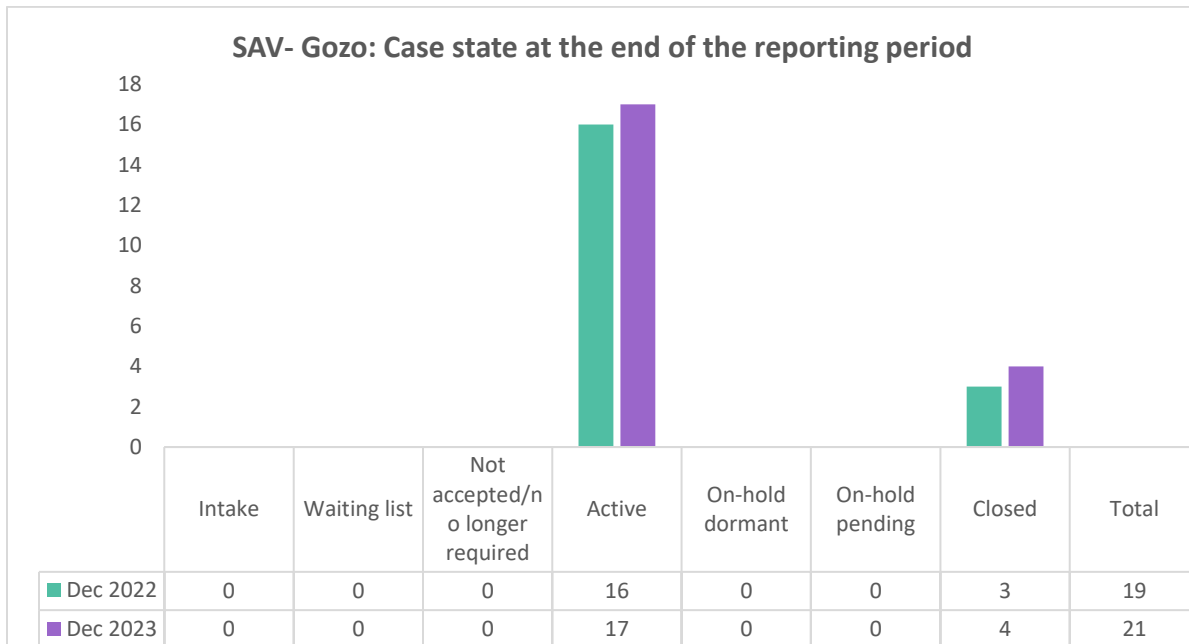


Figure 165: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 81% (17) of the cases worked 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 **21** cases were worked with between January and December 2023.

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

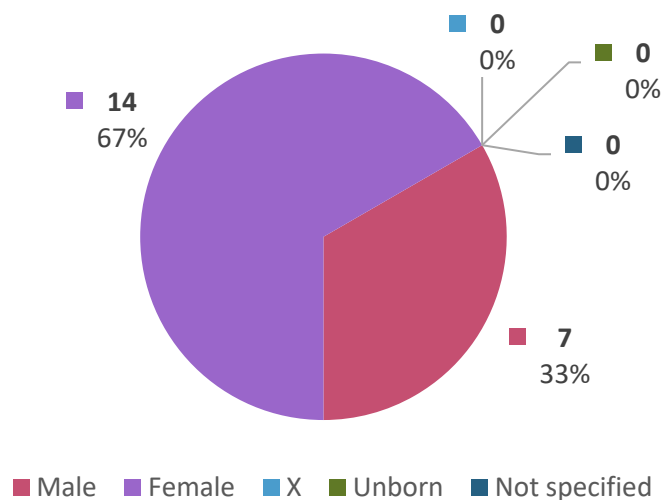


Figure 166: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (67%).

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

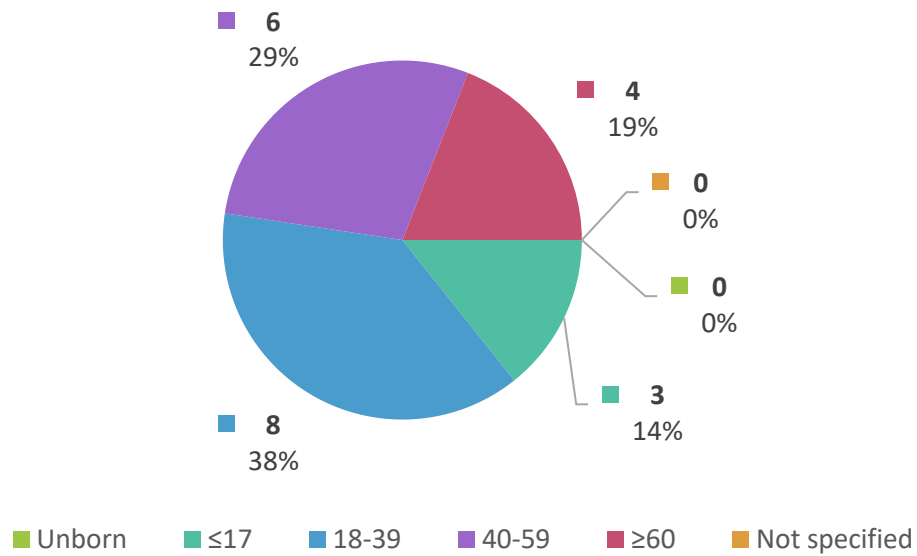


Figure 167: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (38%).

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

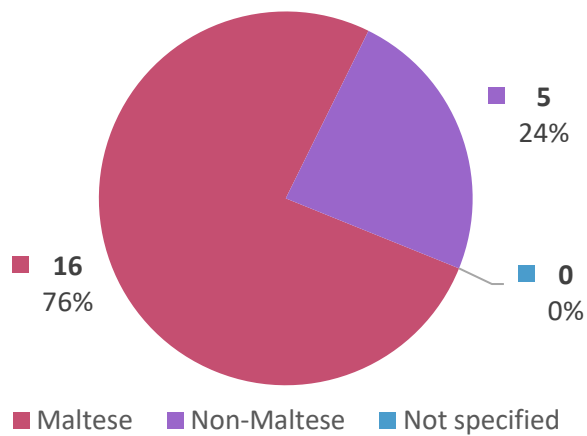


Figure 168: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 76% of the cases worked with were Maltese while non-Maltese made up 24% of cases.

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

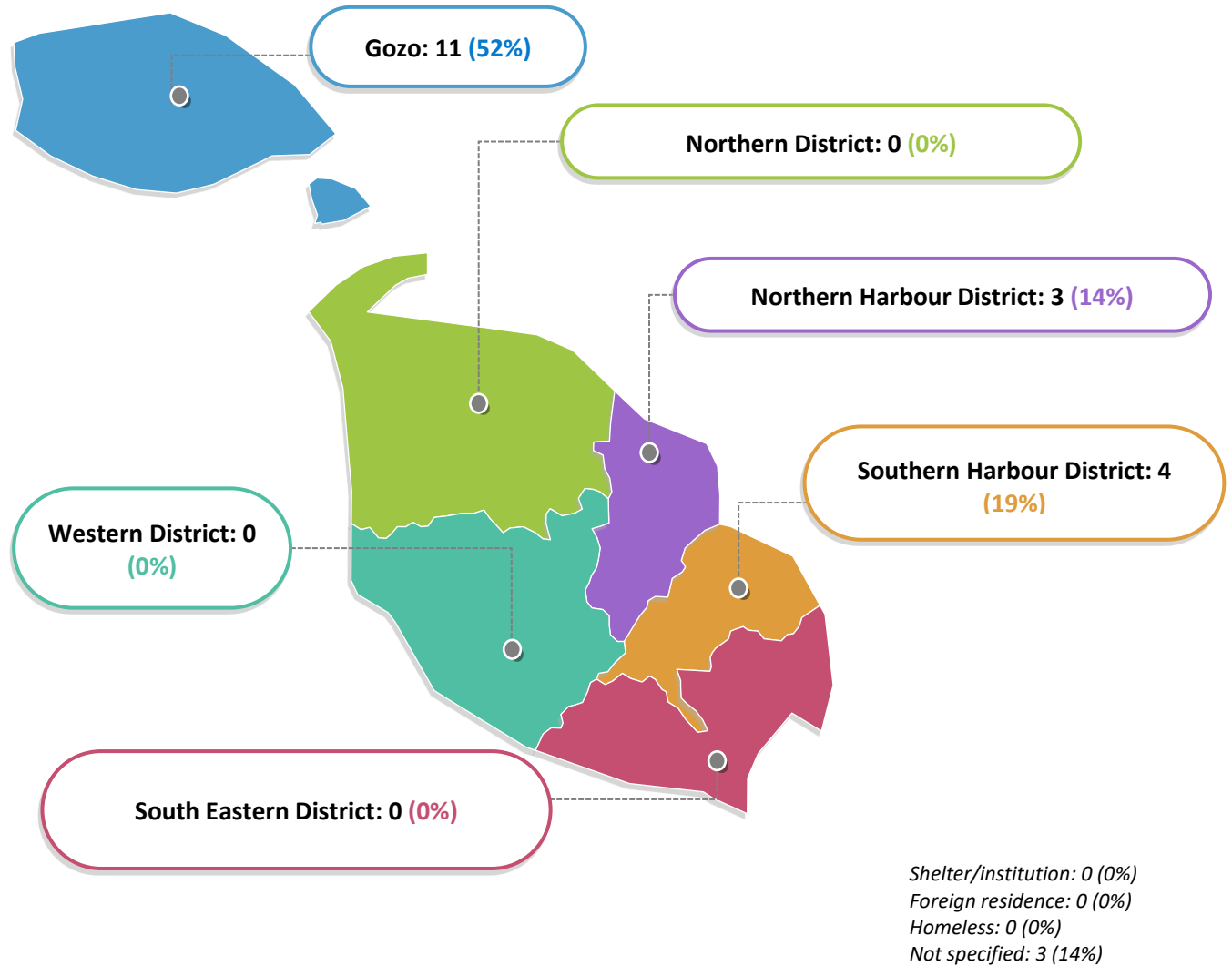


Figure 169: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (52%) 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 5 case was opened between January and December 2023.

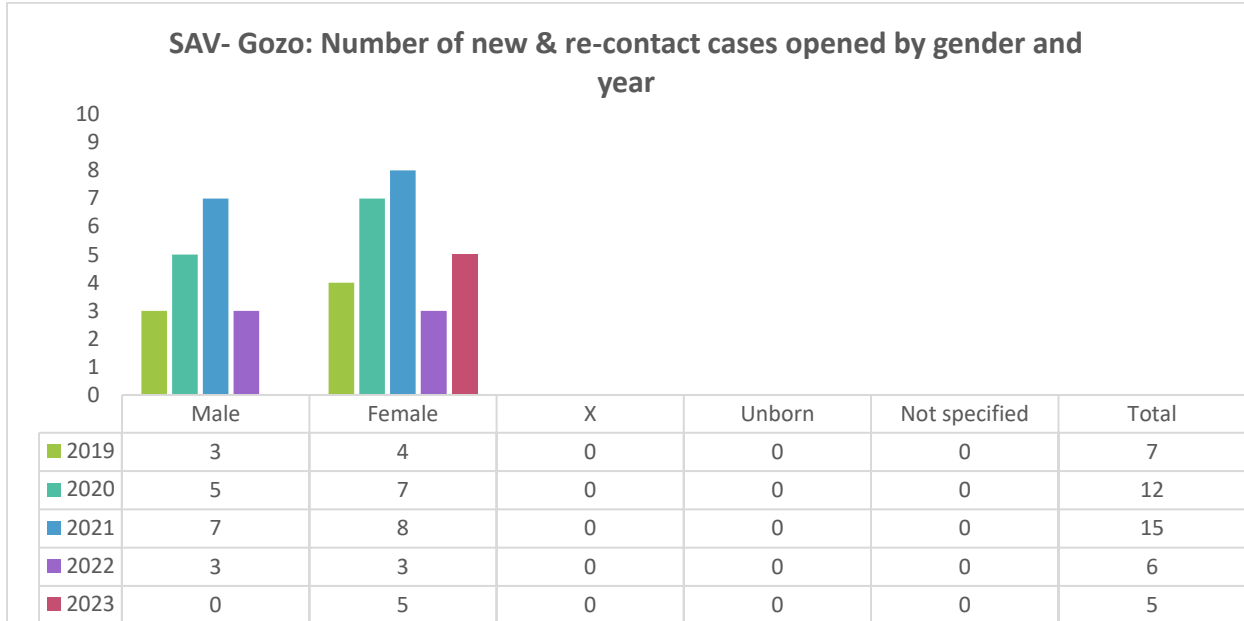


Figure 170: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, all cases opened were female (5).

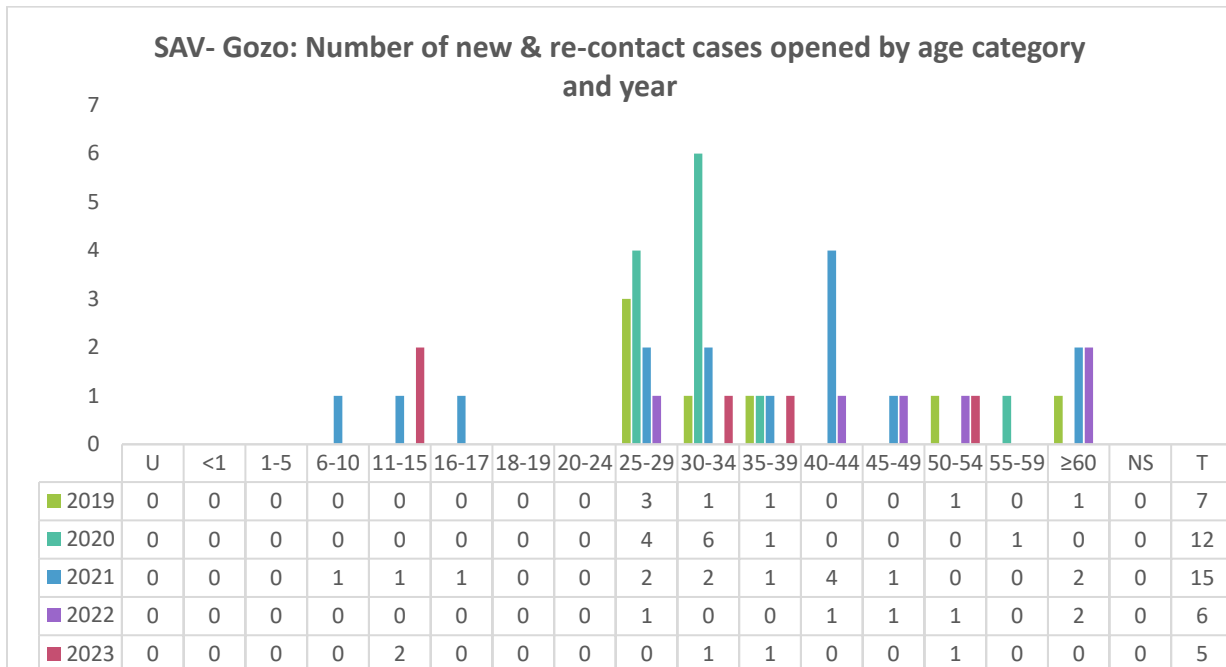


Figure 171: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the majority of cases opened were ages 11 to 15 (2).

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

**SAV- Gozo: 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	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	2	0	0	0	2
16-17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	0	0	0	0	0	0
30-34	0	1	0	0	0	1
35-39	0	1	0	0	0	1
40-44	0	0	0	0	0	0
45-49	0	0	0	0	0	0
50-54	0	1	0	0	0	1
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>

*Figure 172: 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.*

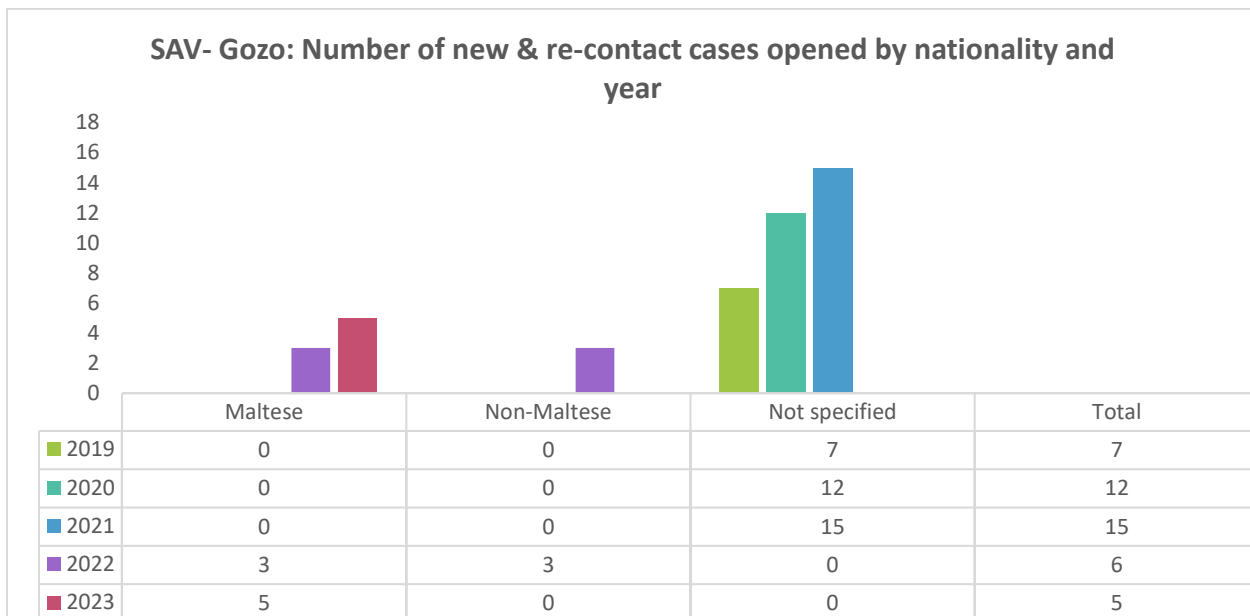


Figure 173: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 5 cases opened in 2023 were Maltese while 0 cases were non-Maltese.

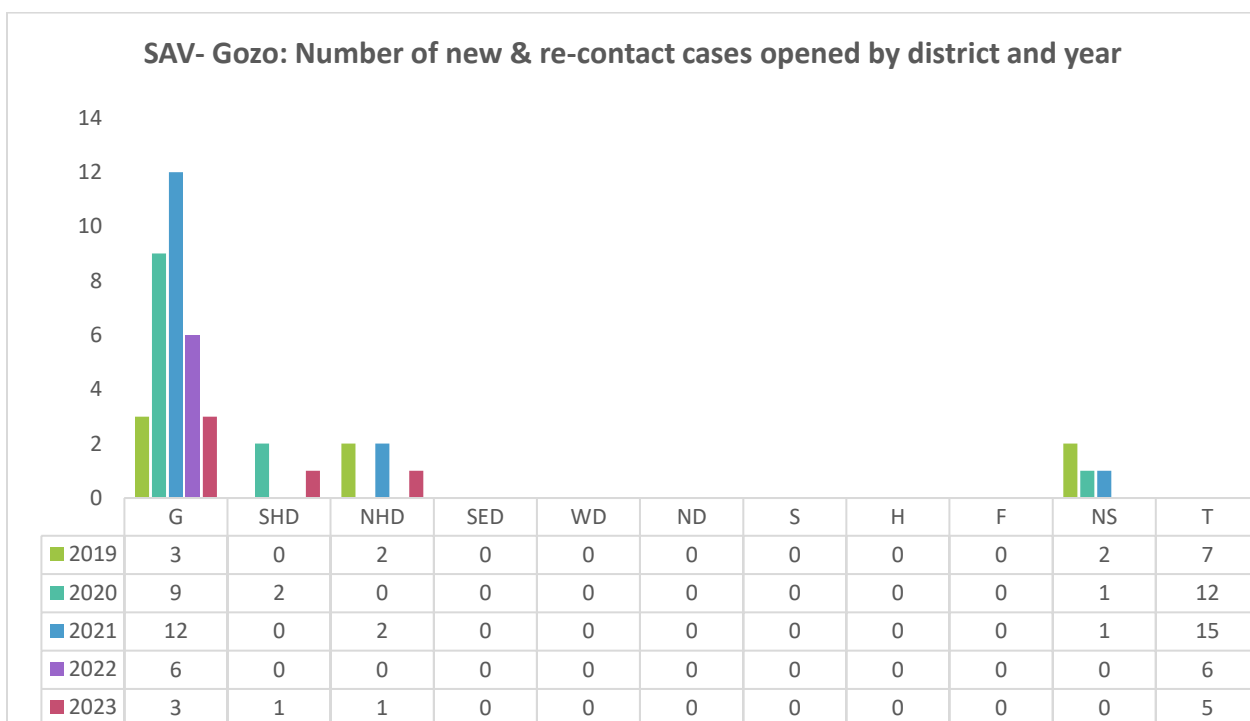


Figure 174: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. In 2023, the majority of cases opened were from the Gozo district (3).

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.

# Prevention Services – Gozo

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 report with the data from the Sedqa report.

The prevention service provides diverse programmes for different cohorts of the general population. The programmes provided consist of the TFAL 3 Programme which generally provides 6 sessions, TFAL 5 Programme which provides 5 sessions, Skola Sajf (Summer School Programme) which provides 4 sessions, and Teen Outside the Box Programme provides 3 sessions. Further information can be found on [www.fsws.gov.mt](http://www.fsws.gov.mt).

## TFAL Programme – Gozo

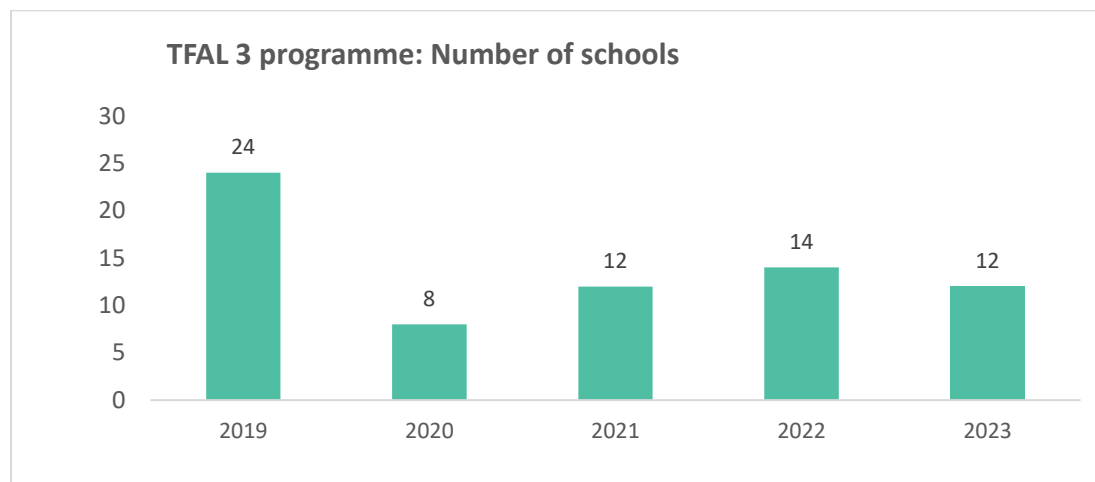


Figure 175: The programme is provided within schools and 12 schools were reached in 2023.

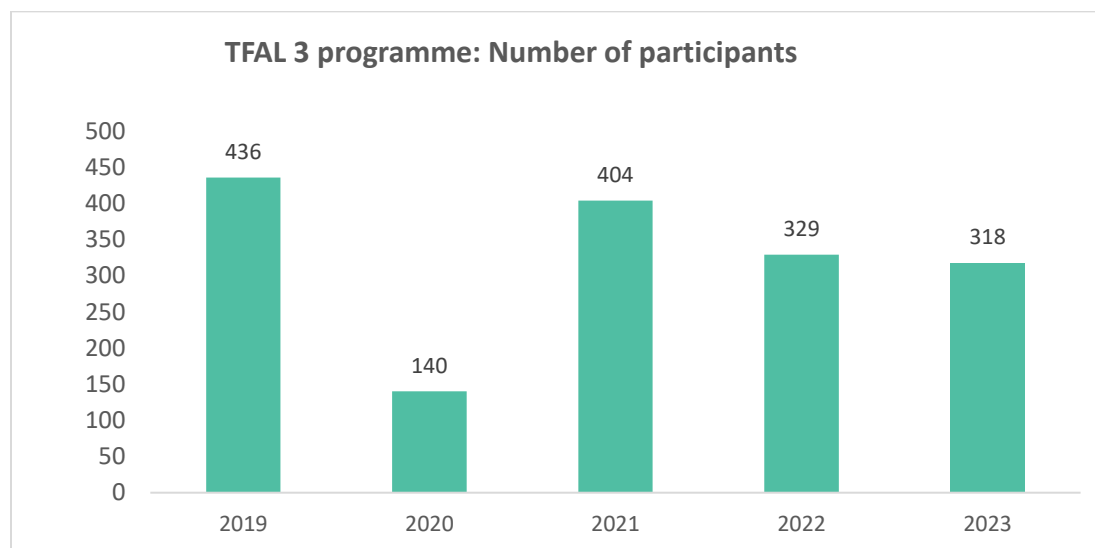


Figure 176: The service counts total number of participants attending and not individuals since the same individuals may attend multiple sessions. A total of 318 participants attended the programme in 2023.

A further **305** books were distributed within **10** schools and **318** other materials were distributed in **12** schools.

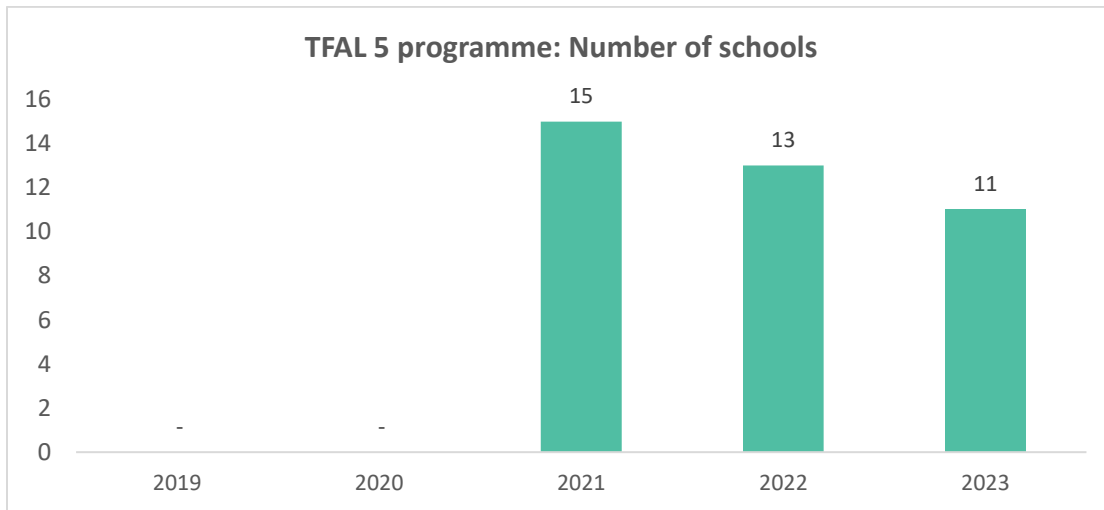


Figure 177: The programme is provided within schools and 11 schools were reached in 2023.

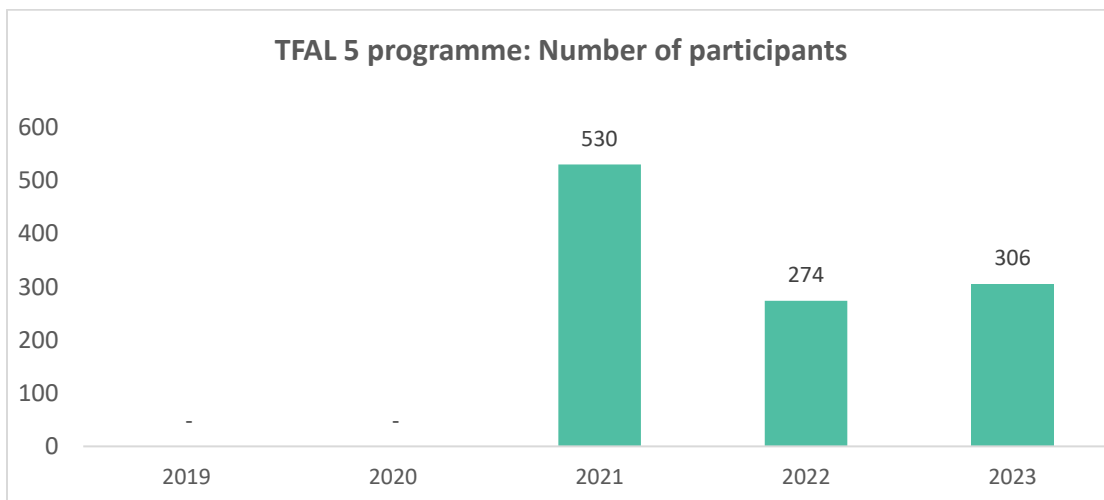


Figure 178: The service counts participants attending and not individuals since the same individuals may attend multiple sessions. A total of 306 participants attended the programme in 2023.

A further **260** books were distributed within **10** schools and **307** other materials were distributed in **11** schools.

# Skola Sajf (Summer School Programme) – Gozo

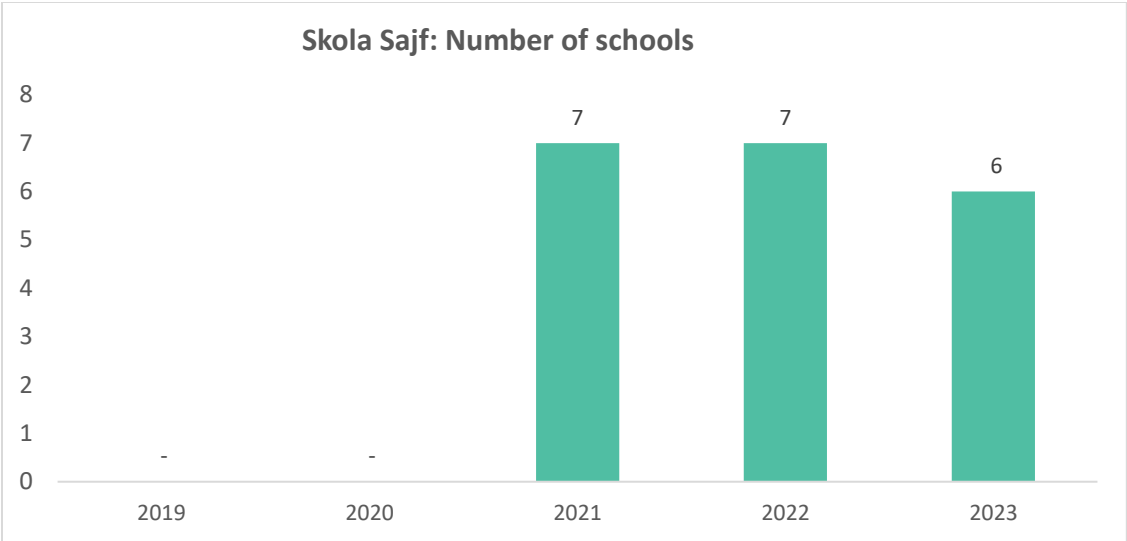


Figure 179: This programme is only provided between July and September.

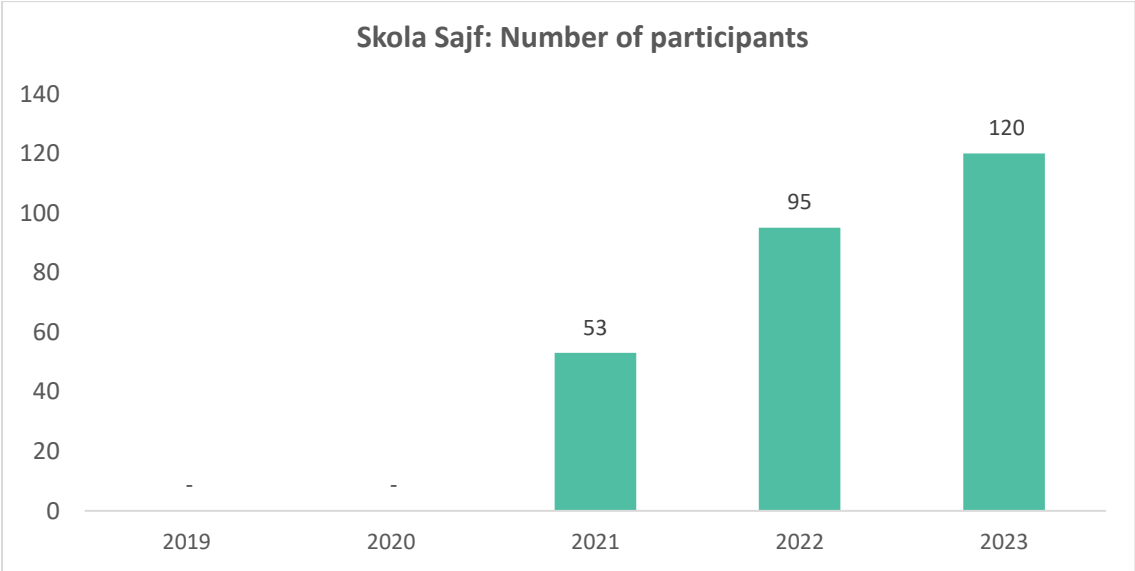


Figure 180: This programme only provided between July and September.

## Teen Outside the Box – Gozo

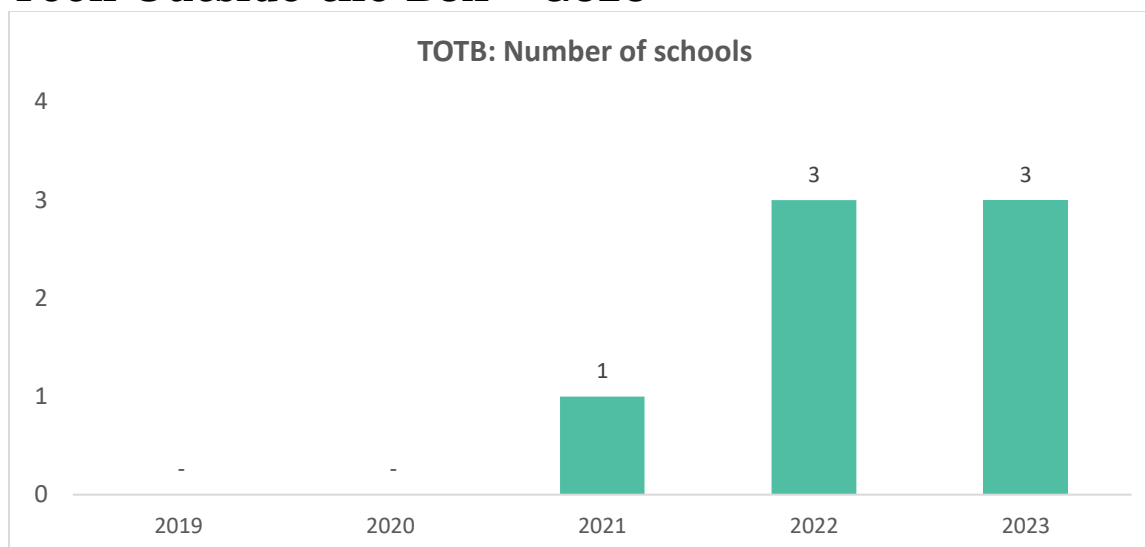


Figure 181: The programme is provided within schools and 3 schools were reached in 2023.

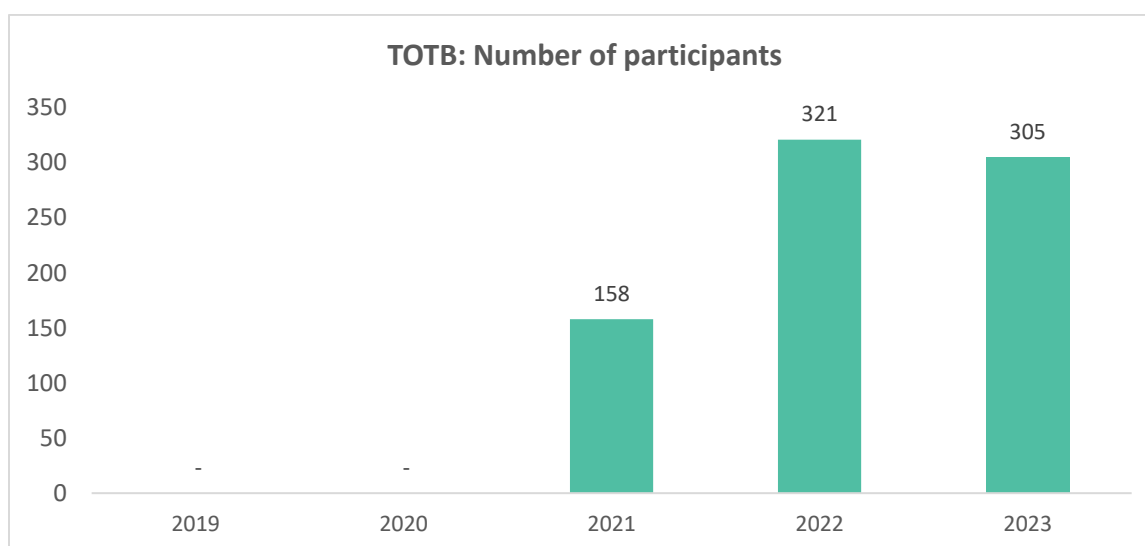


Figure 182: The service counts participants attending and not individuals since the same individuals may attend multiple sessions. A total of 305 participants attended the programme in 2023.

A further **305** books were distributed within **3** schools and **305** other materials were distributed in **3** schools.

# Gozo Prison Project (GPP)

## Case activity

Service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2022. This service is being phased out as of January 2023.

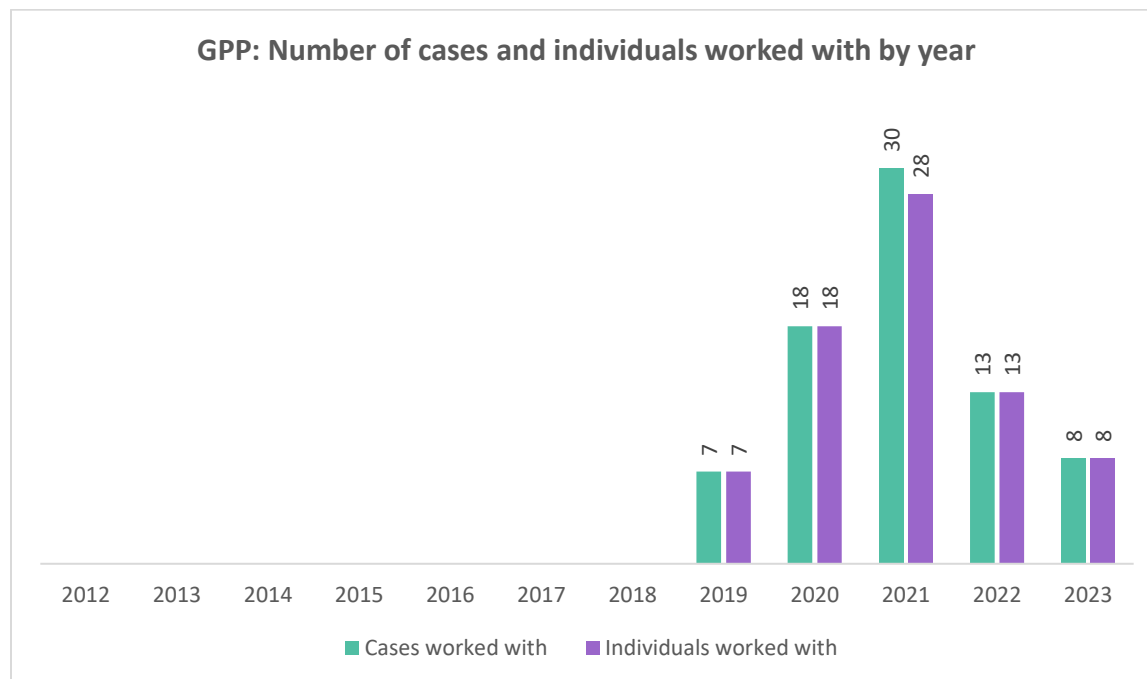


Figure 183: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 8 cases and 8 individuals were worked with compared to 13 and 13 respectively in 2022.

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

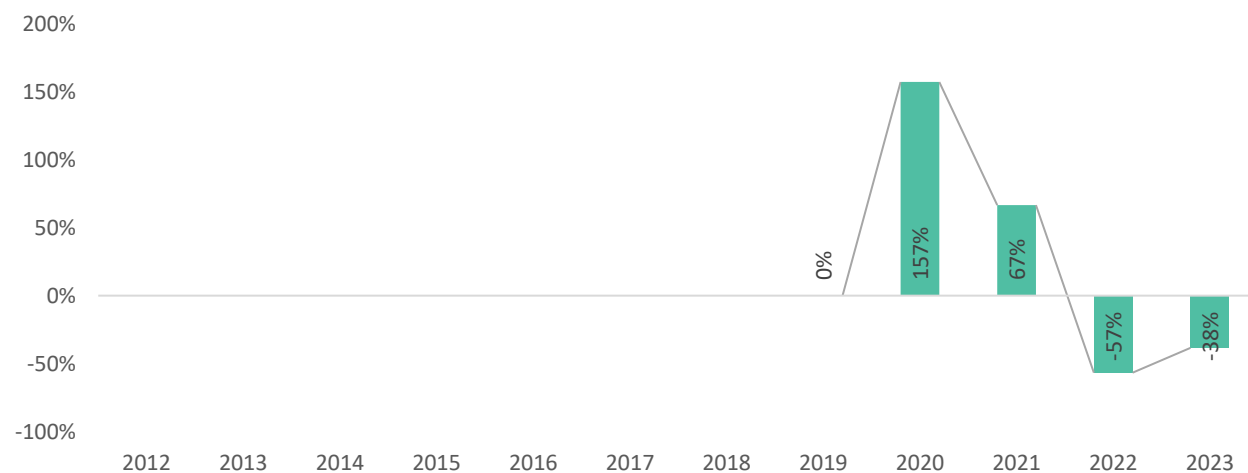


Figure 184: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 57% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

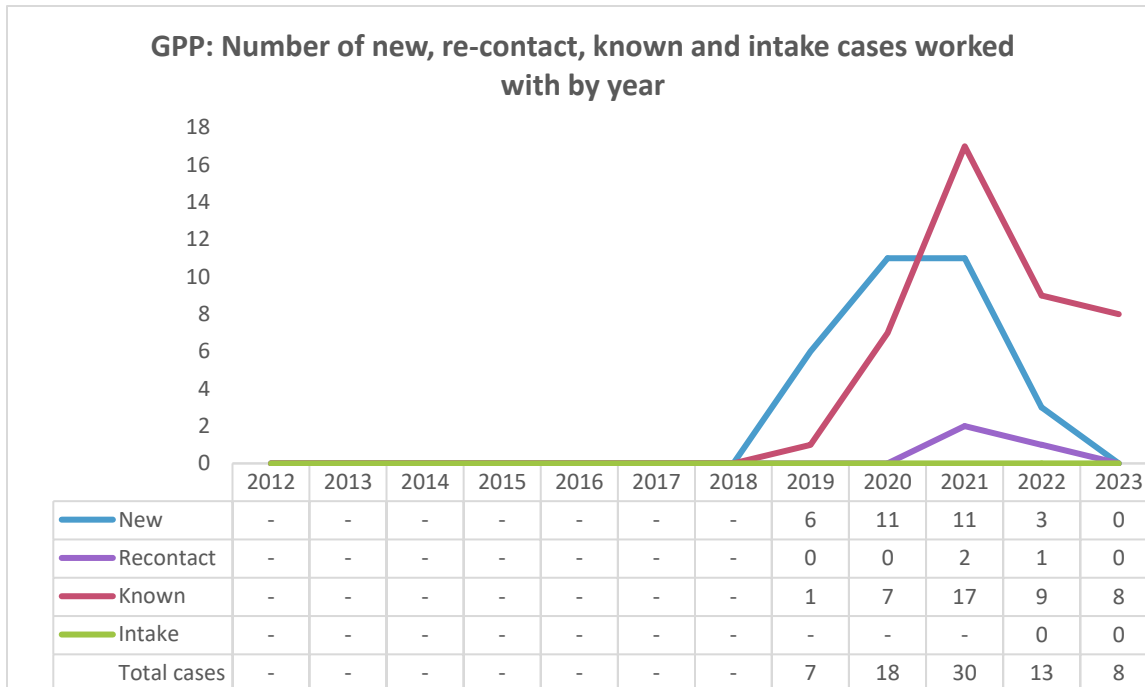


Figure 185: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

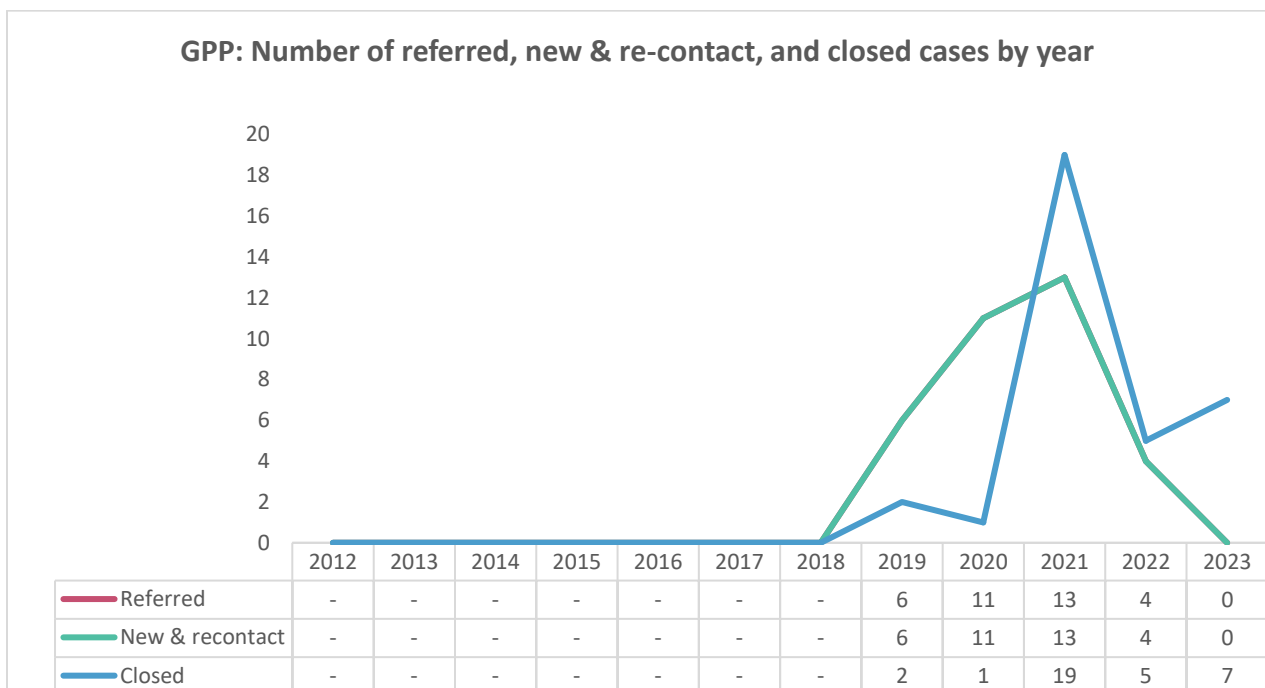
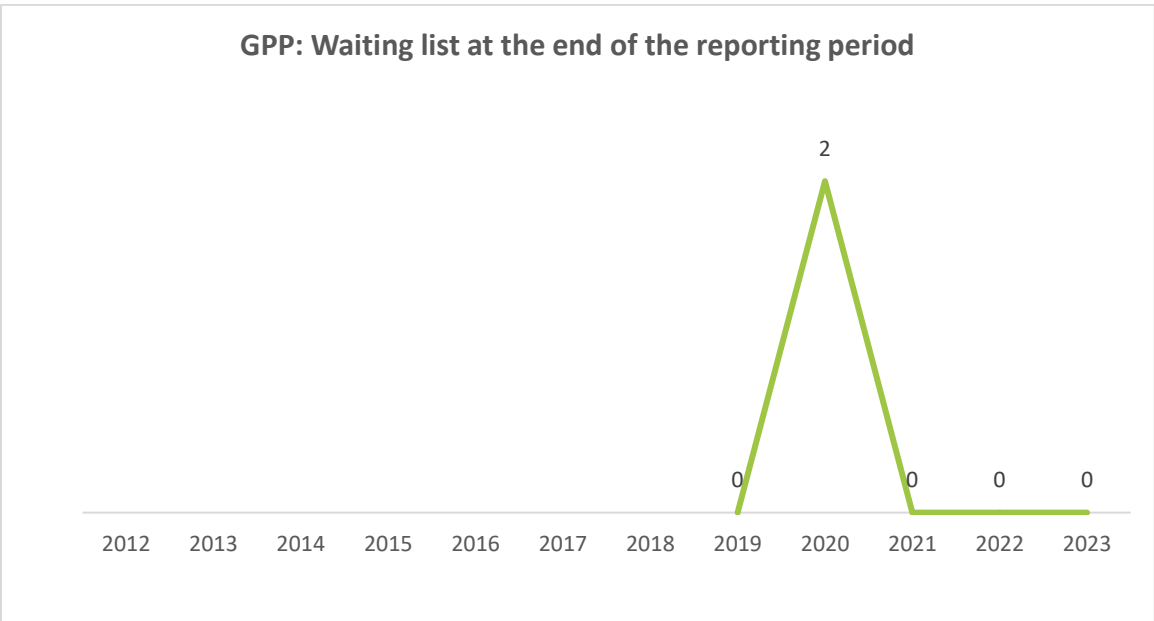


Figure 186: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 200 for breakdown of new & recontact cases). In 2023, 0 (nil) cases were referred, 0 (nil) new & recontact cases opened, and 7 cases closed.



*Figure 187: 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.*

<b>GPP: Number of referred cases by primary problem and year</b>				
	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Addictive behaviour problems	3	6	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0
Behaviour problems	0	0	-	-
Bereavement	0	0	0	0
Child abuse	0	0	0	0
Child care or access	0	0	1	0
Delinquency	0	0	0	0
Disability related issues	0	0	0	0
Domestic violence	0	0	0	0
Eating disorder	0	0	0	0
Elderly needs	0	0	0	0
Employment issues	0	0	0	0
Family relations/relationships	0	0	0	0
Financial difficulties	0	1	0	0
Fostering or adoption	0	0	0	0
Gender related issues	0	0	0	0
Health related issues	0	0	0	0
Homeless	0	0	1	0
Housing problems	0	1	0	0
Human trafficking	0	0	0	0
Lack of support or guidance	8	3	1	0
Legal issues	0	0	1	0
Loneliness	0	0	0	0
Marital problems	0	0	0	0
Mental health issues	0	1	0	0
Migrant related issues	0	0	0	0
Oppositional defiant behaviours	-	-	0	0
Parenting skills/child-parent relationship	-	-	0	0
Personality related issues	0	0	0	0
Pregnancy related issues	0	0	0	0
Relationship problems	0	0	0	0
School related problems	0	0	0	0
Self-harm or suicide	0	0	0	0
Separation related issues	0	0	0	0
Sex work related issues	0	0	0	0
Other	0	1	0	0
Not specified	0	0	0	0
<b>Total</b>	<b>11</b>	<b>13</b>	<b>4</b>	<b>0</b>

Figure 188: Service users may mention one or more issues during a referral, and they will designate which one is of the highest importance (primary issue). A list of typical issues is available in the online data collection system for workers to record the issues raised during referral and they also rank the issues. Any issue that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named.

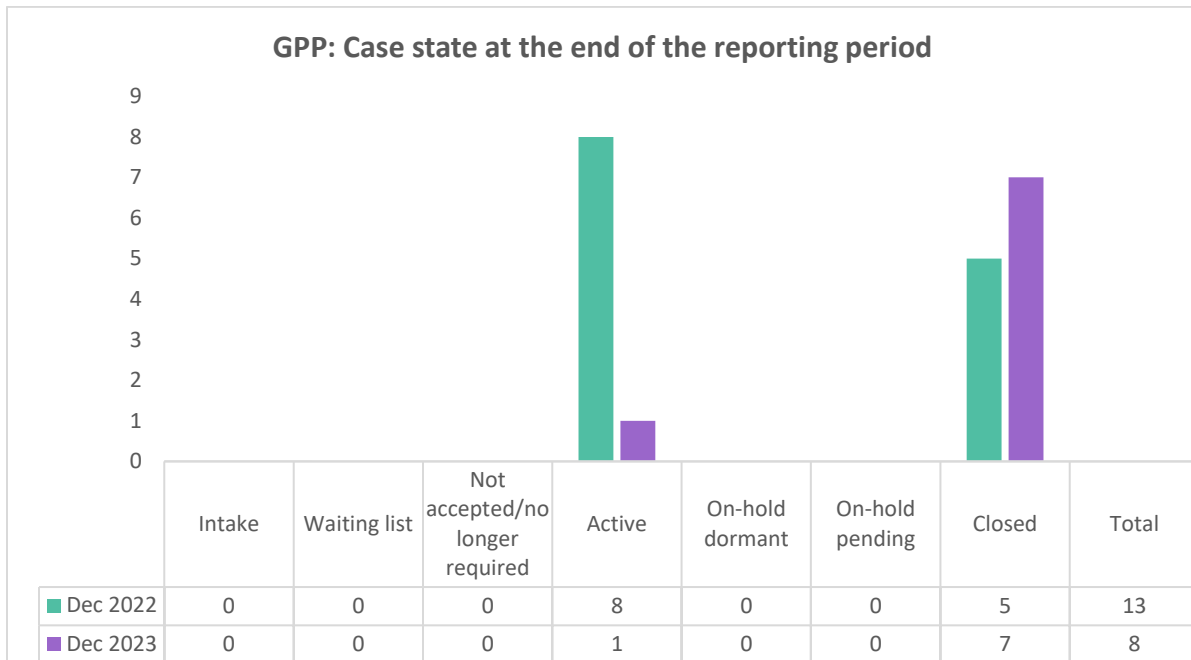


Figure 189: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 13% (1) of the cases worked 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 8 cases were worked with between January and December 2023.

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

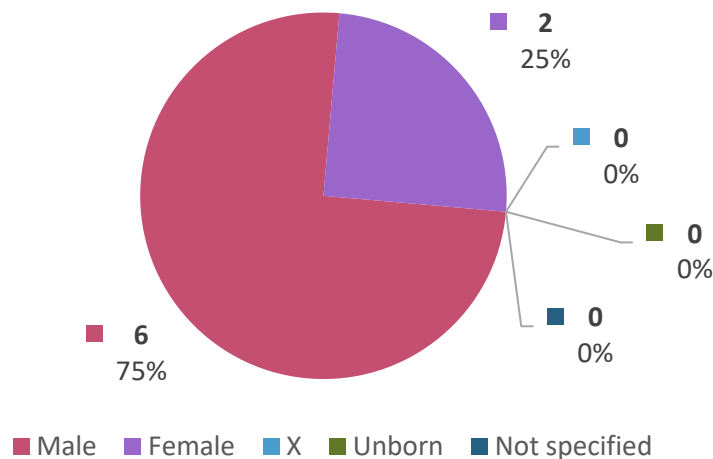


Figure 190: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (75%).

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

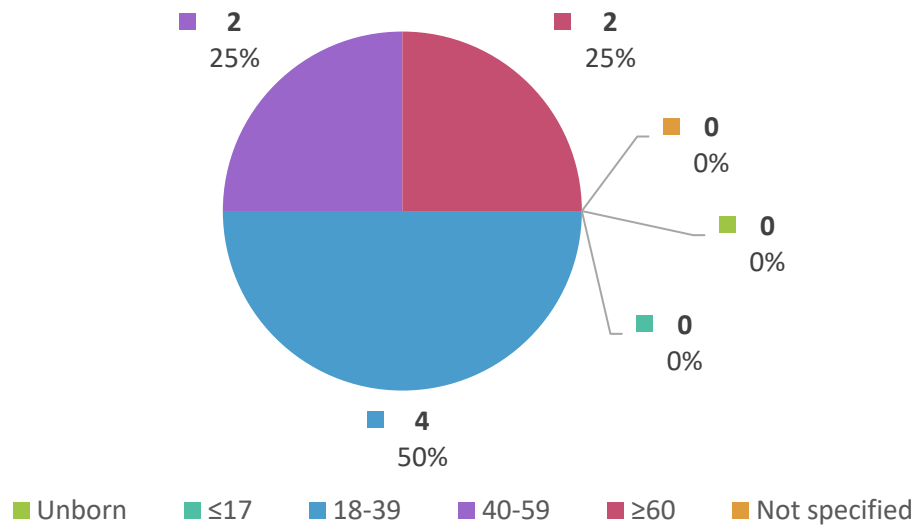


Figure 191: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 18 to 39 (50%).

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

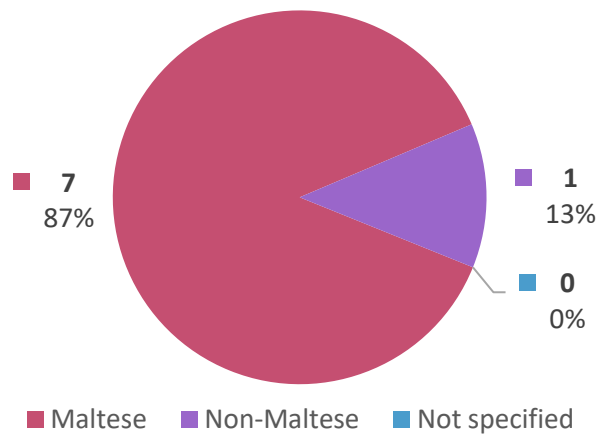


Figure 192: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2023, 87% of the cases worked with were Maltese while non-Maltese made up 13% of cases.

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

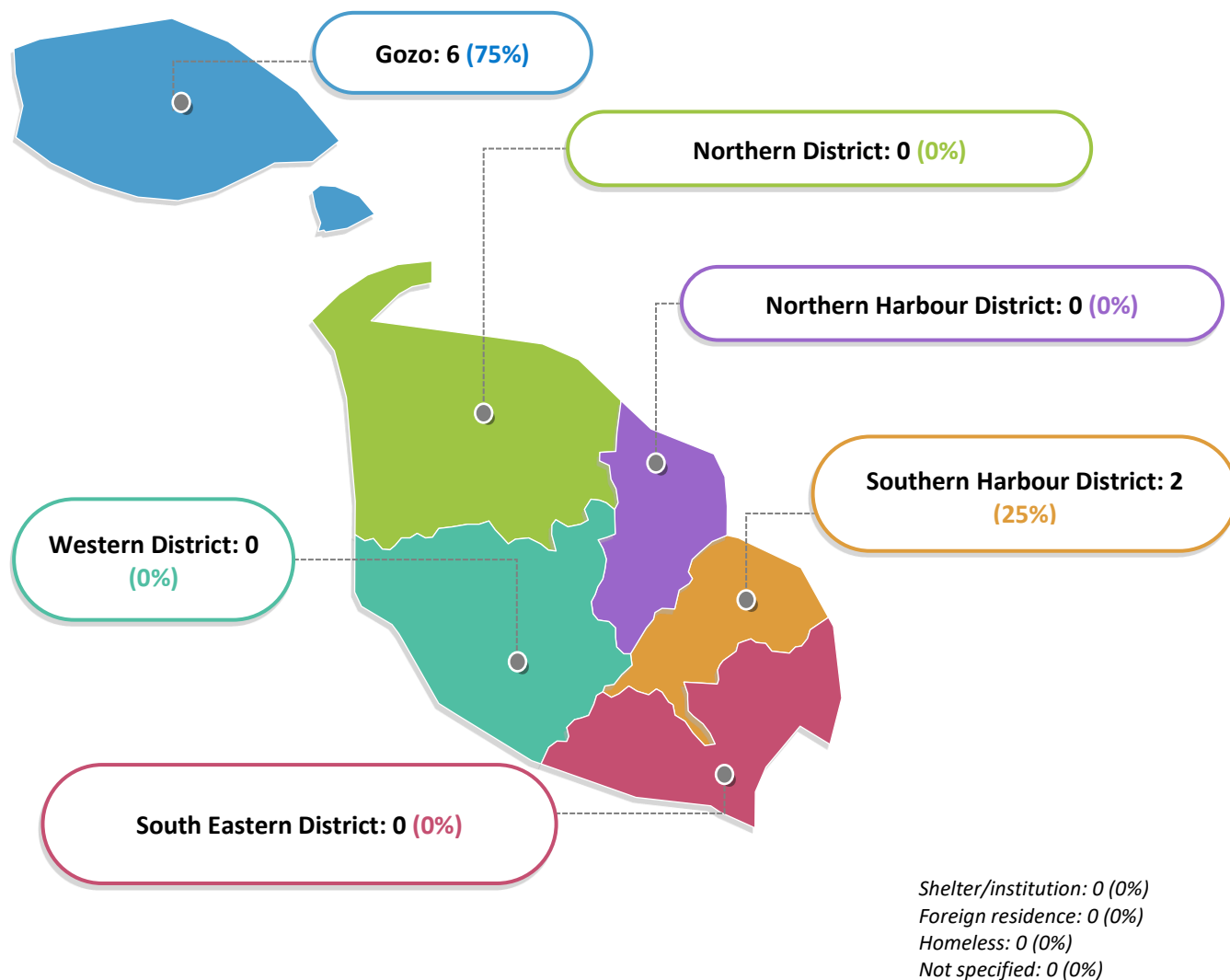


Figure 193: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (75%) 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 **nil (0)** cases were opened between January and December 2023.

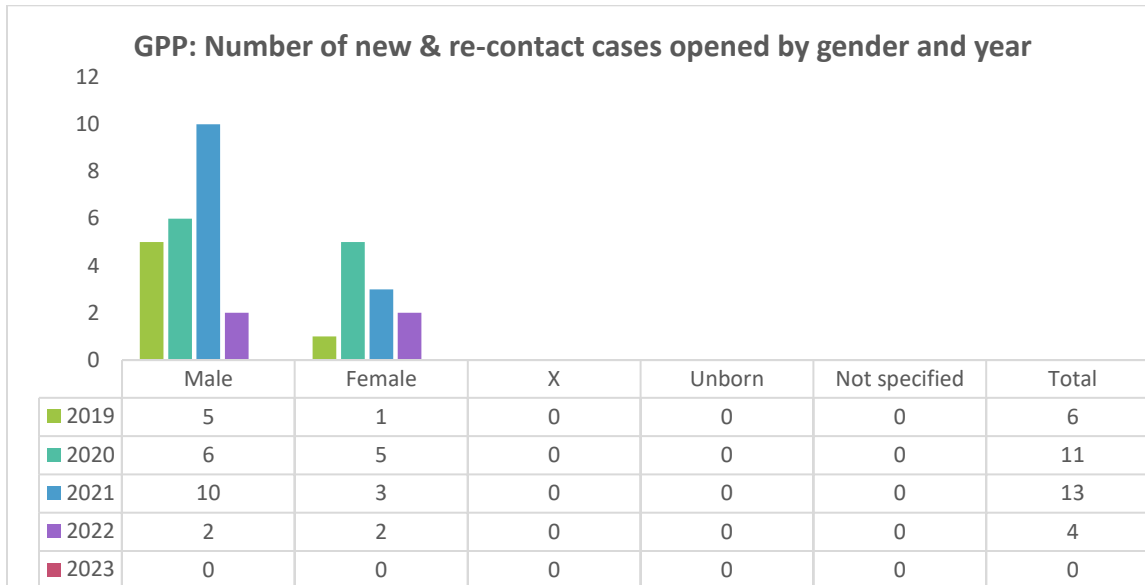


Figure 194: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, nil (0) cases were opened.

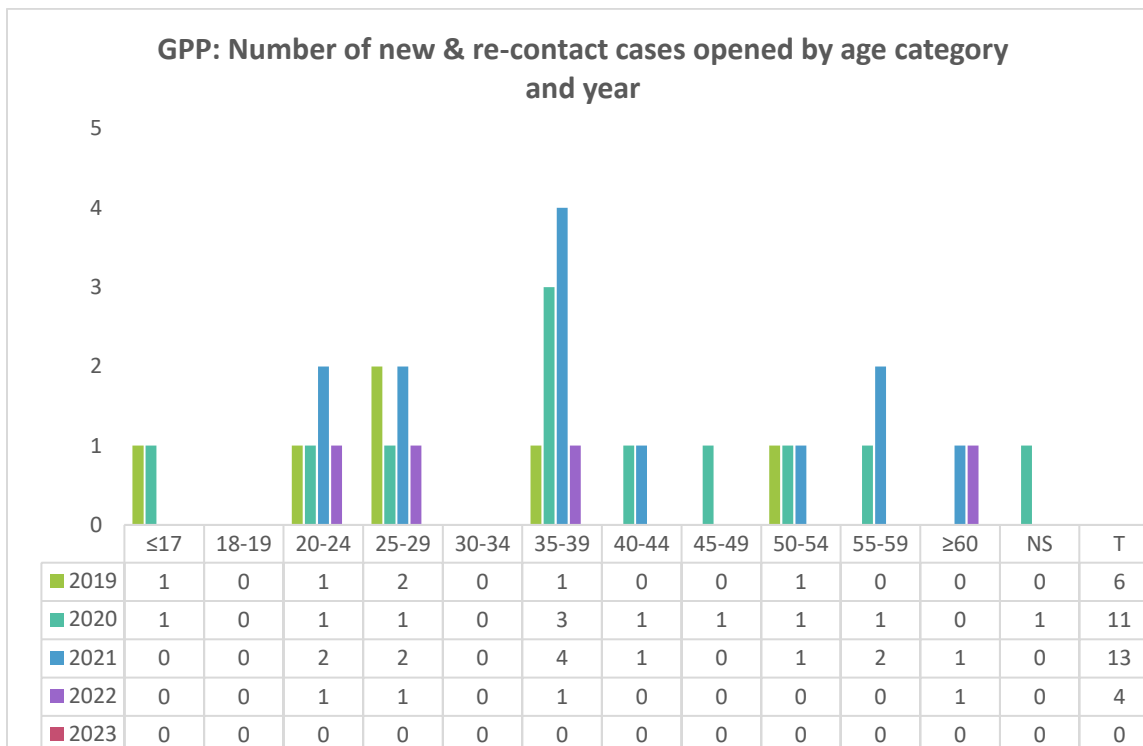


Figure 195: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, nil (0) cases were opened.

Graph Key: NS = Not Specified; T = Total.

<b>GPP: Number of new &amp; re-contact cases opened by age category and gender January – December 2023</b>						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	0	0	0	0	0	0
30-34	0	0	0	0	0	0
35-39	0	0	0	0	0	0
40-44	0	0	0	0	0	0
45-49	0	0	0	0	0	0
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Figure 196: 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. In 2023, nil (0) cases were opened.

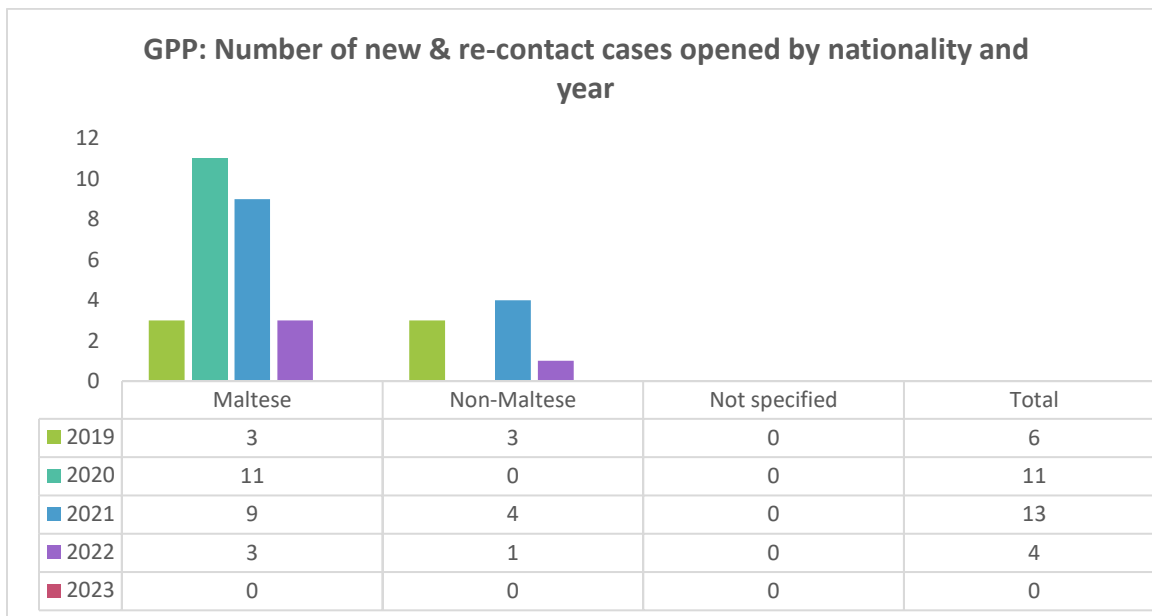


Figure 197: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, nil (0) cases were opened.

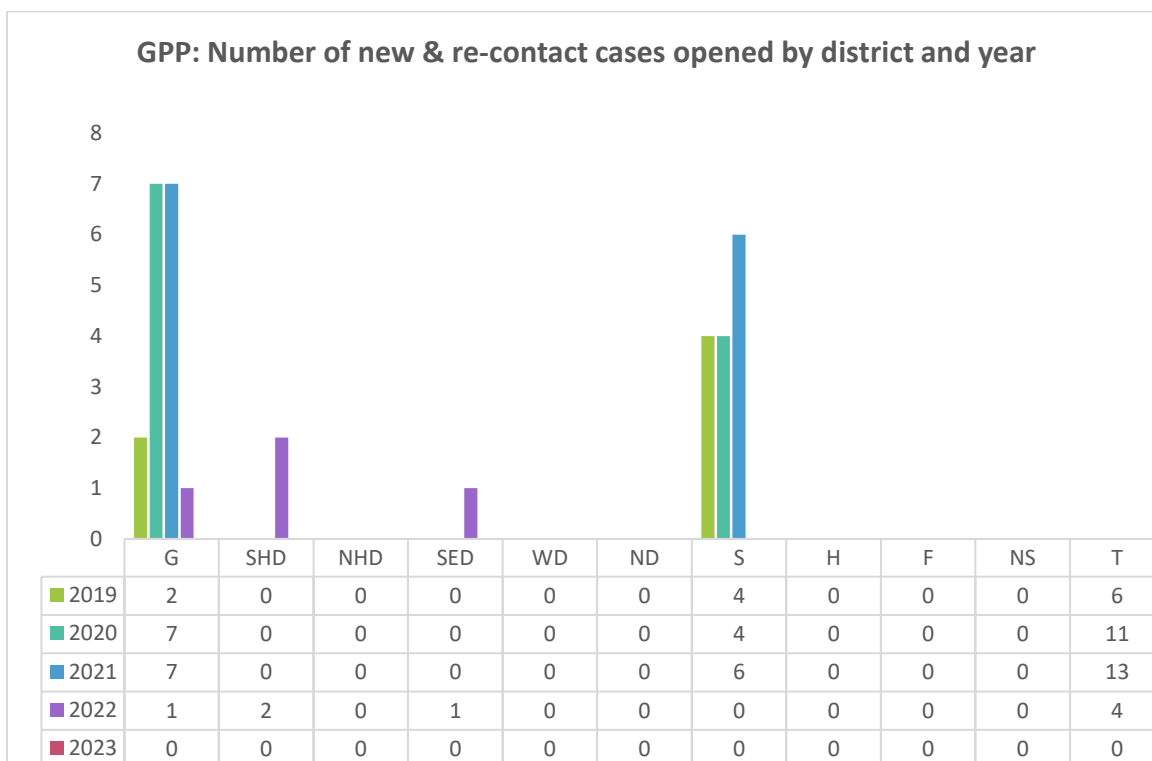


Figure 198: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. In 2023, nil (0) cases were opened.

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.

# Gozo General Hospital Social Work Service (GGH)

## Case activity

Service started collecting data in 2016 but began reporting data in 2019.

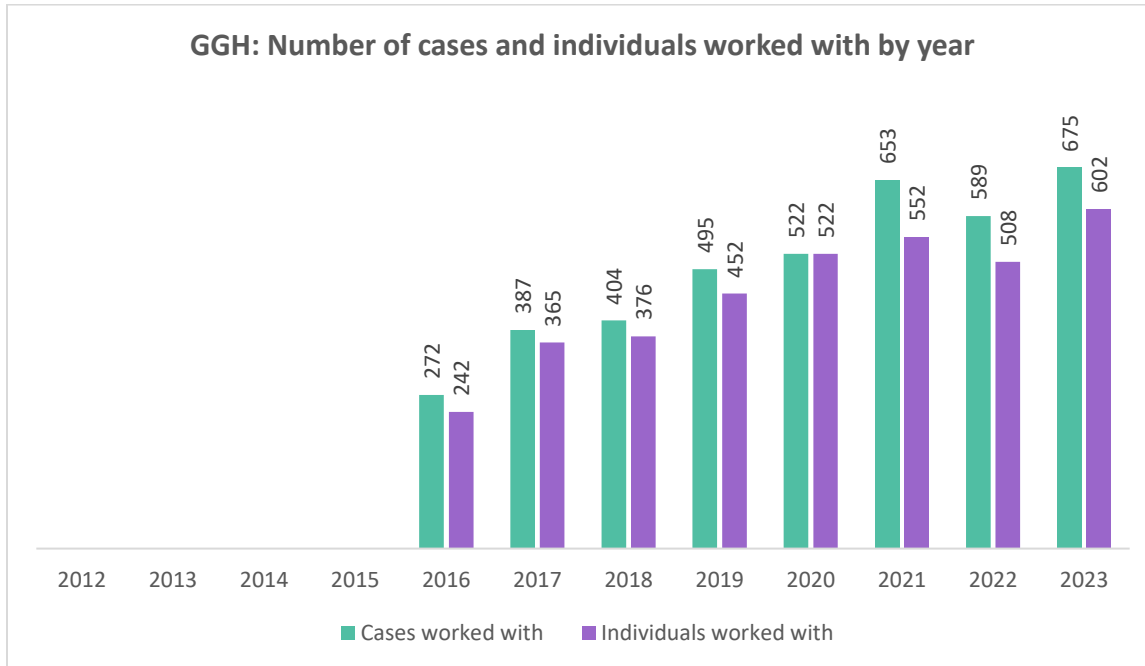


Figure 199: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 675 cases and 602 individuals were worked with compared to 589 and 508 respectively in 2022.

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

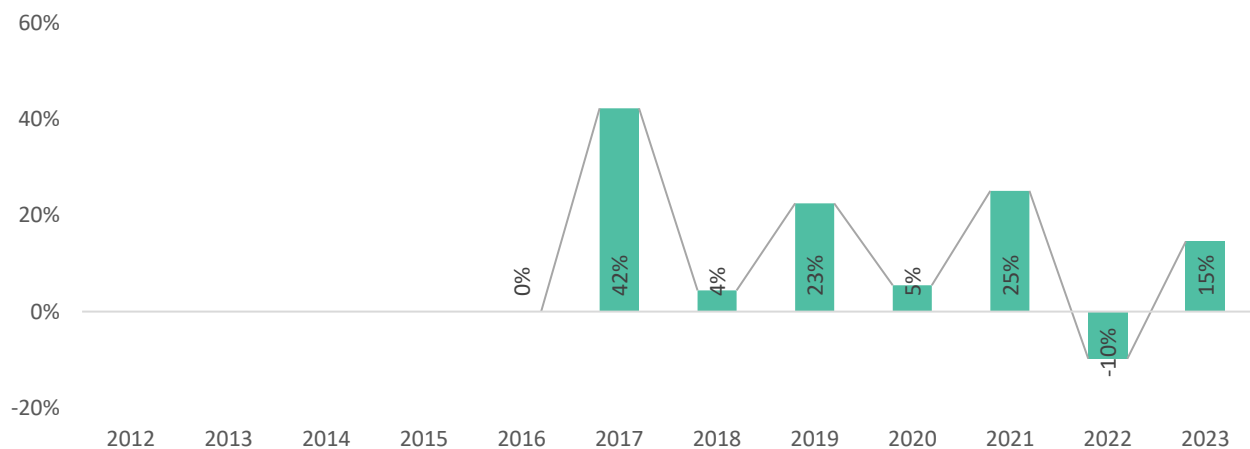


Figure 200: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 10% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

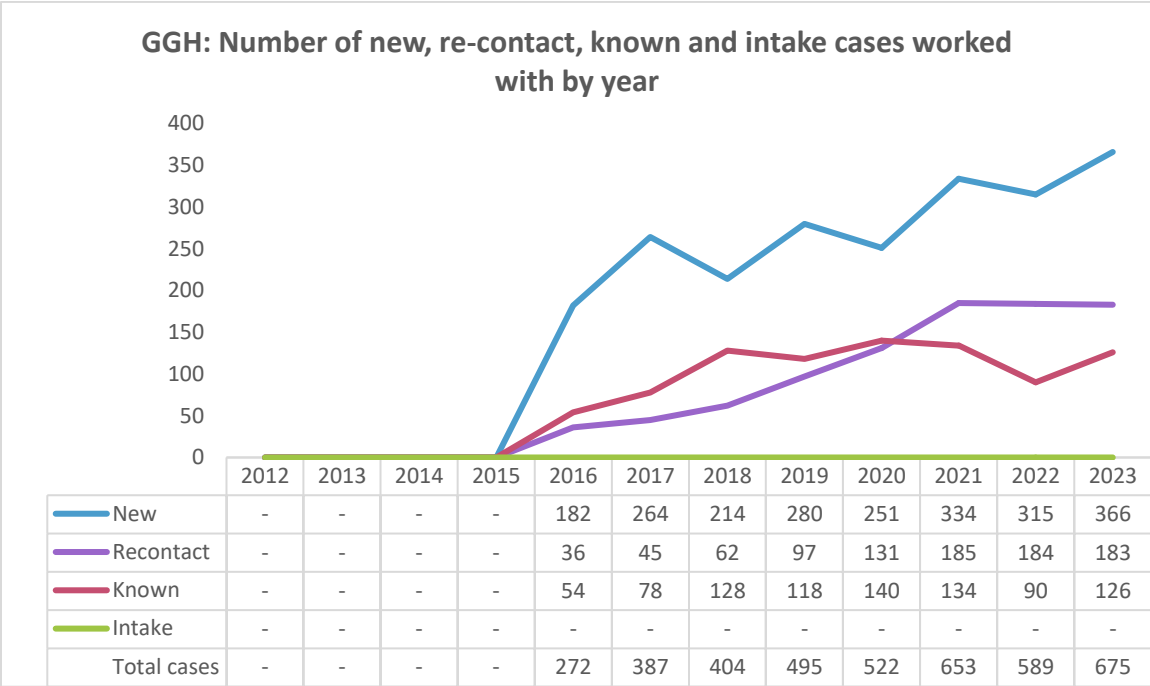


Figure 201: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. Intake is not collected within the current data collection system.

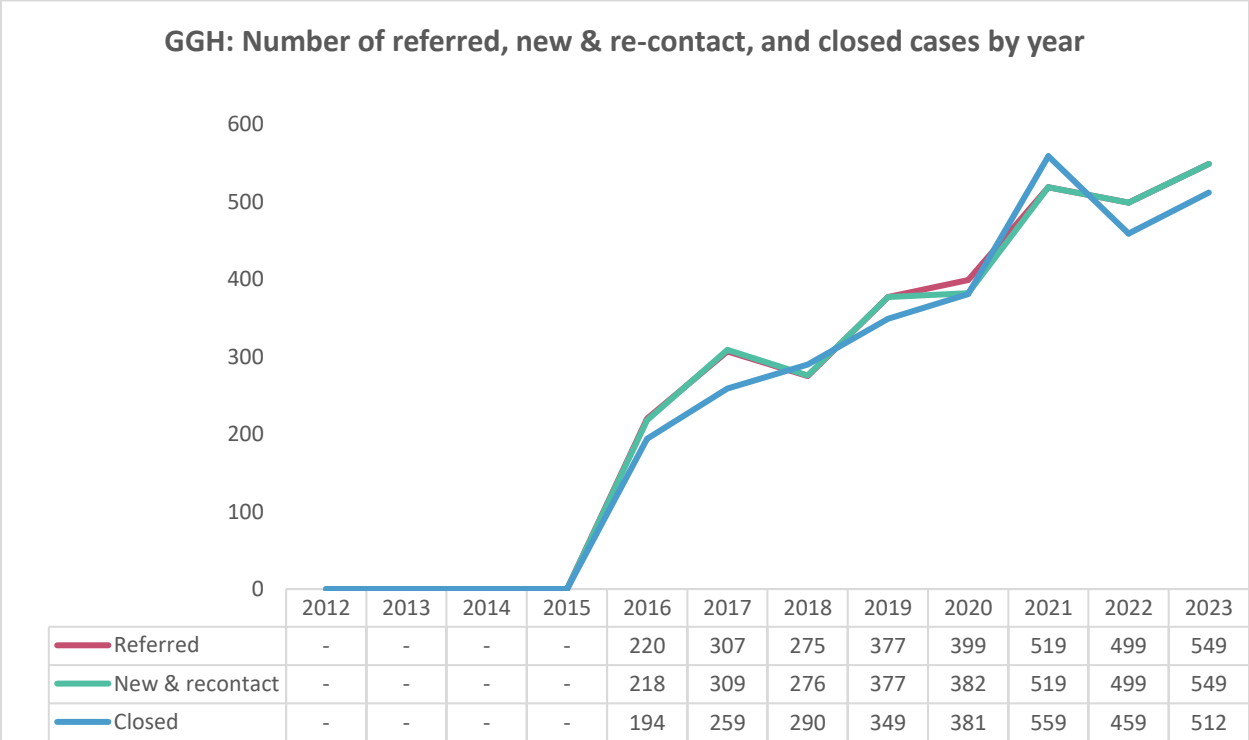


Figure 202: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 216 for breakdown of new & recontact cases). In 2023, 549 cases were referred, 549 new & recontact cases opened, and 512 cases closed.

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

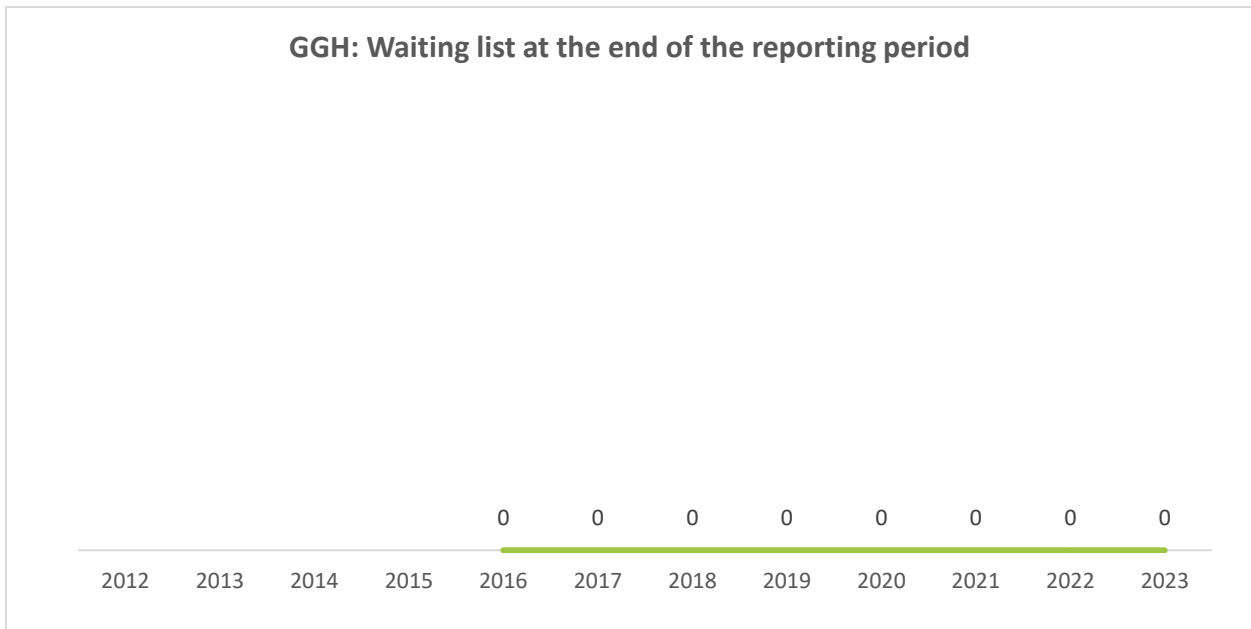


Figure 203: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

### GGH: Case state at the end of the reporting period

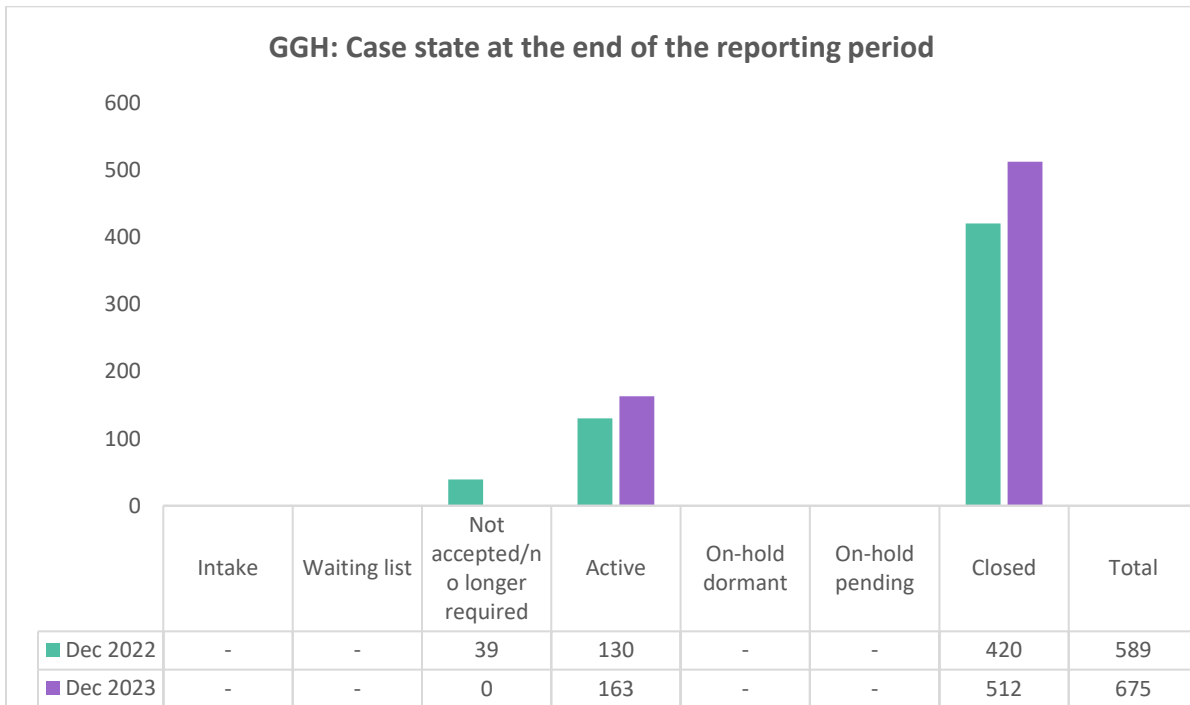


Figure 204: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 24% (163) of the cases worked 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 675 cases were worked with between January and December 2023.

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

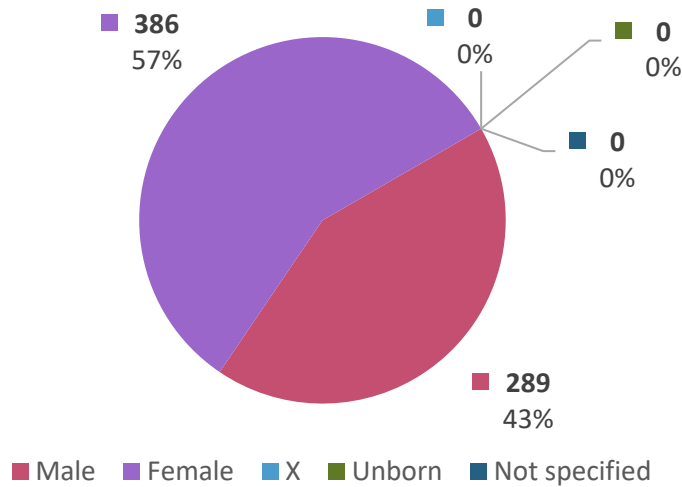


Figure 205: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were female (57%).

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

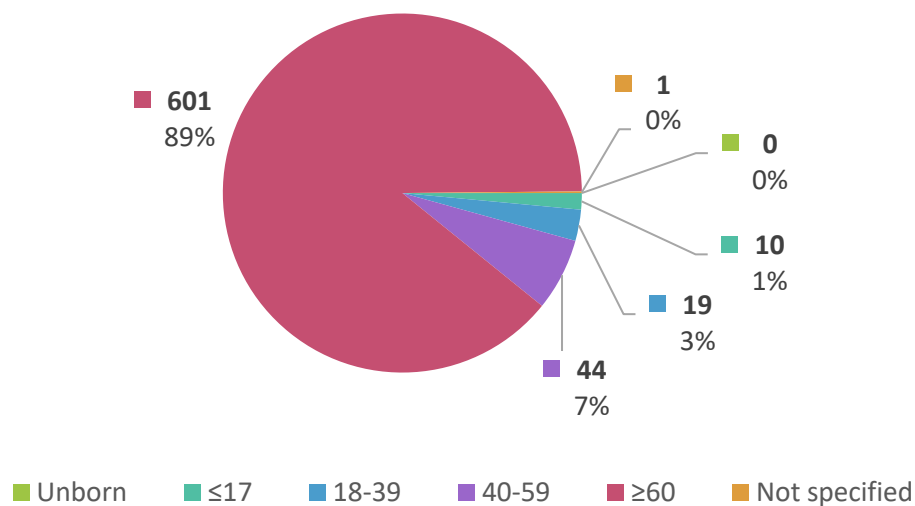
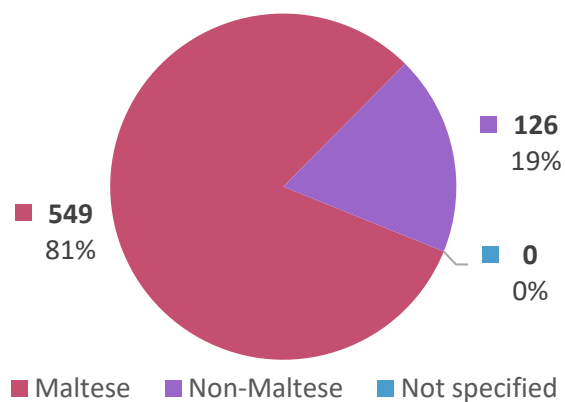


Figure 206: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (89%).

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



*Figure 207: 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, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.*

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

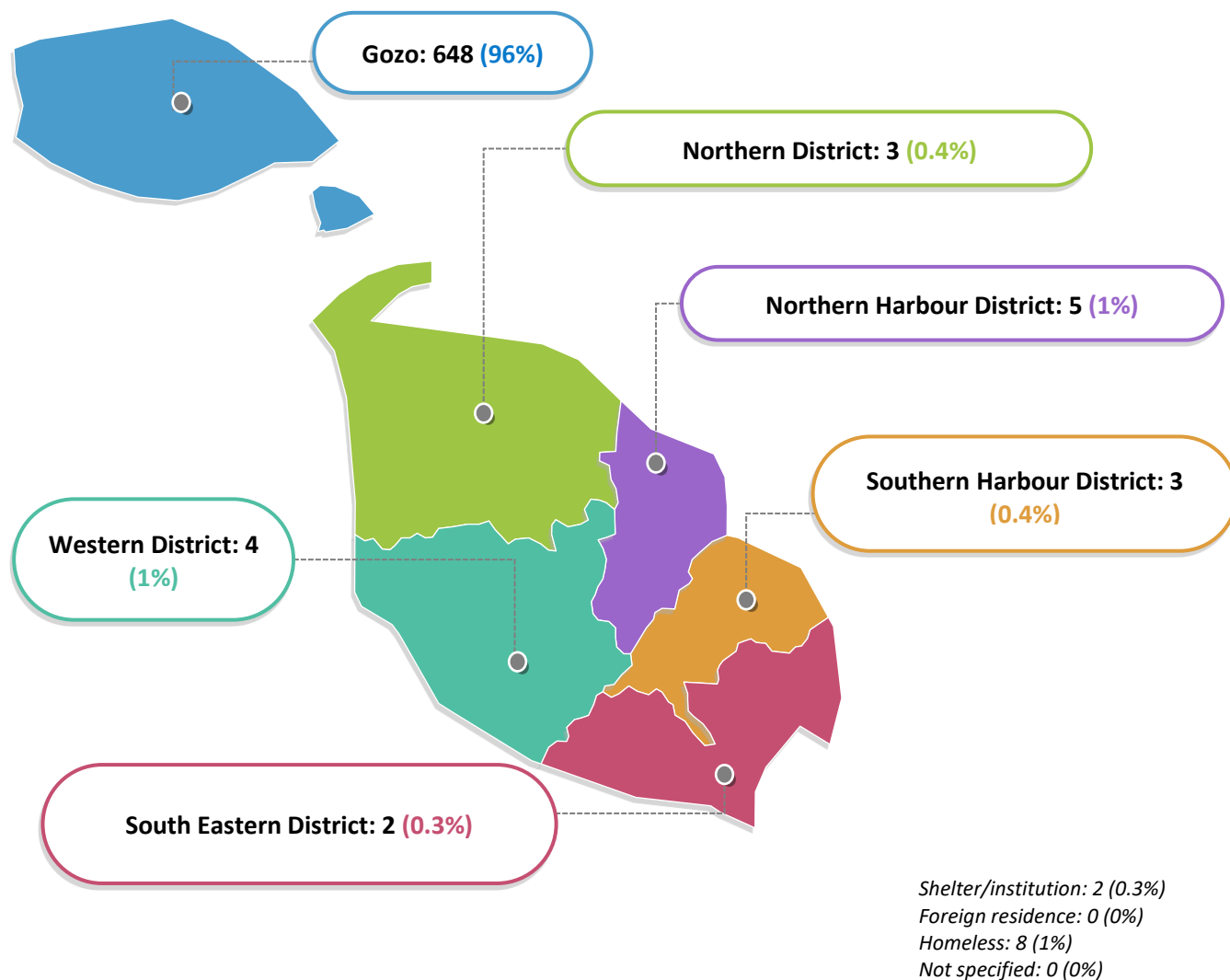


Figure 208: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (96%) 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 **549** cases were opened between January and December 2023.

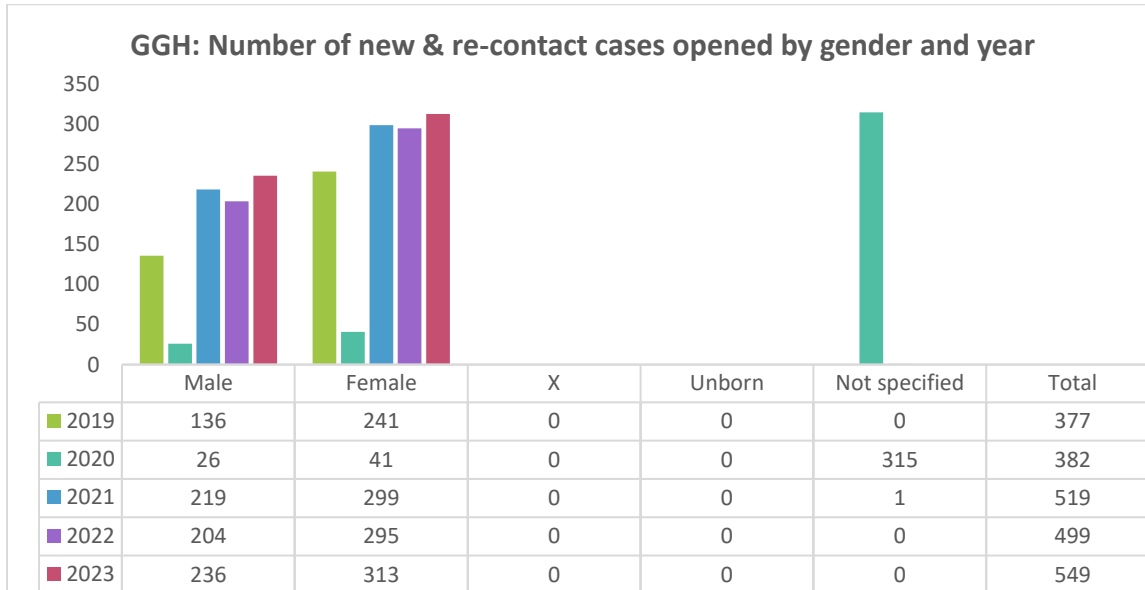


Figure 209: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were female (313).

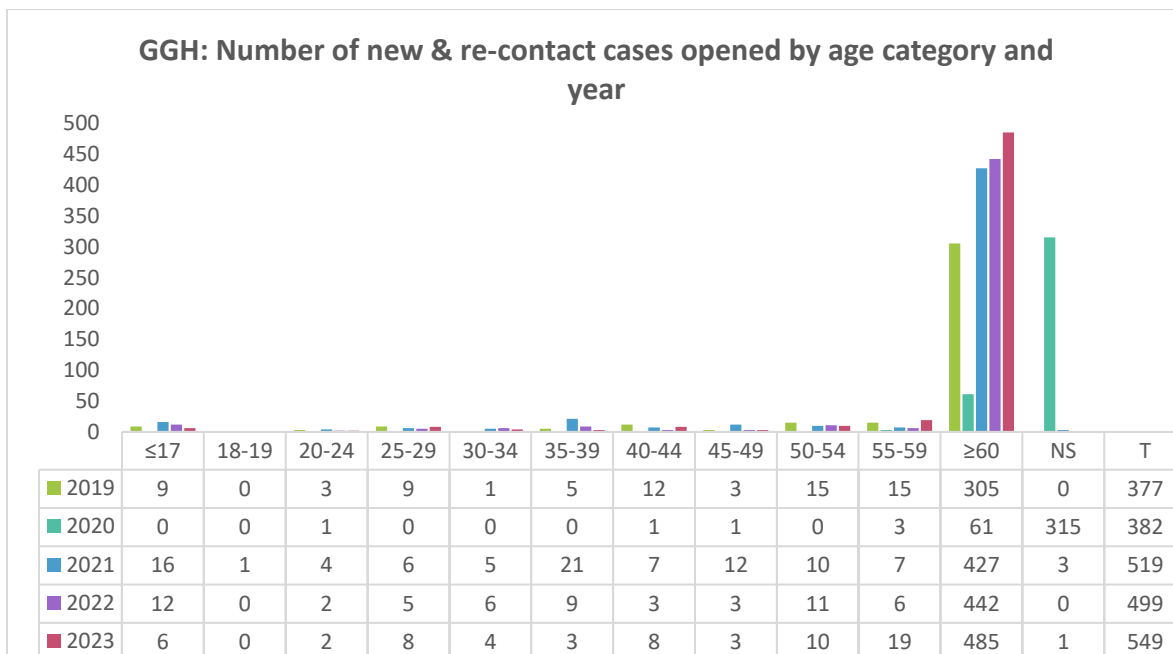


Figure 210: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (485).

Graph Key: NS = Not Specified; T = Total.

GGH: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	6	0	0	0	6
18-19	0	0	0	0	0	0
20-24	2	0	0	0	0	2
25-29	5	3	0	0	0	8
30-34	2	2	0	0	0	4
35-39	2	1	0	0	0	3
40-44	5	3	0	0	0	8
45-49	2	1	0	0	0	3
50-54	5	5	0	0	0	10
55-59	10	9	0	0	0	19
≥60	203	282	0	0	0	485
Not specified	0	1	0	0	0	1
<b>Total</b>	<b>236</b>	<b>313</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>549</b>

Figure 211: 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.

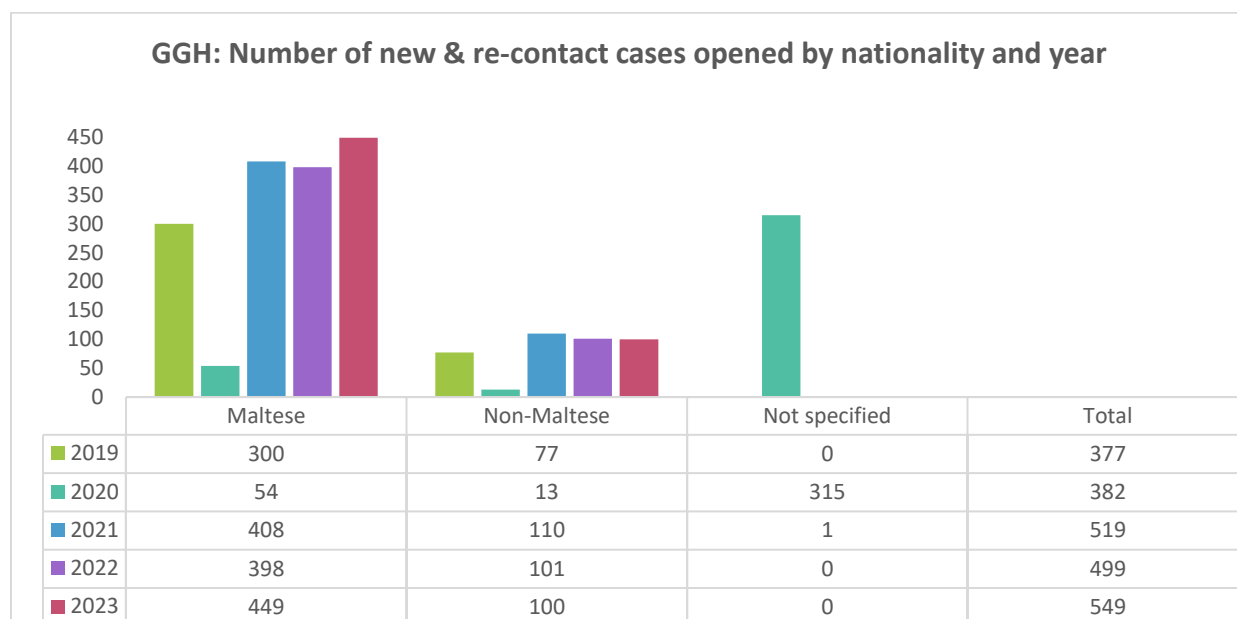


Figure 212: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 449 cases opened in 2023 were Maltese while 100 cases were non-Maltese.

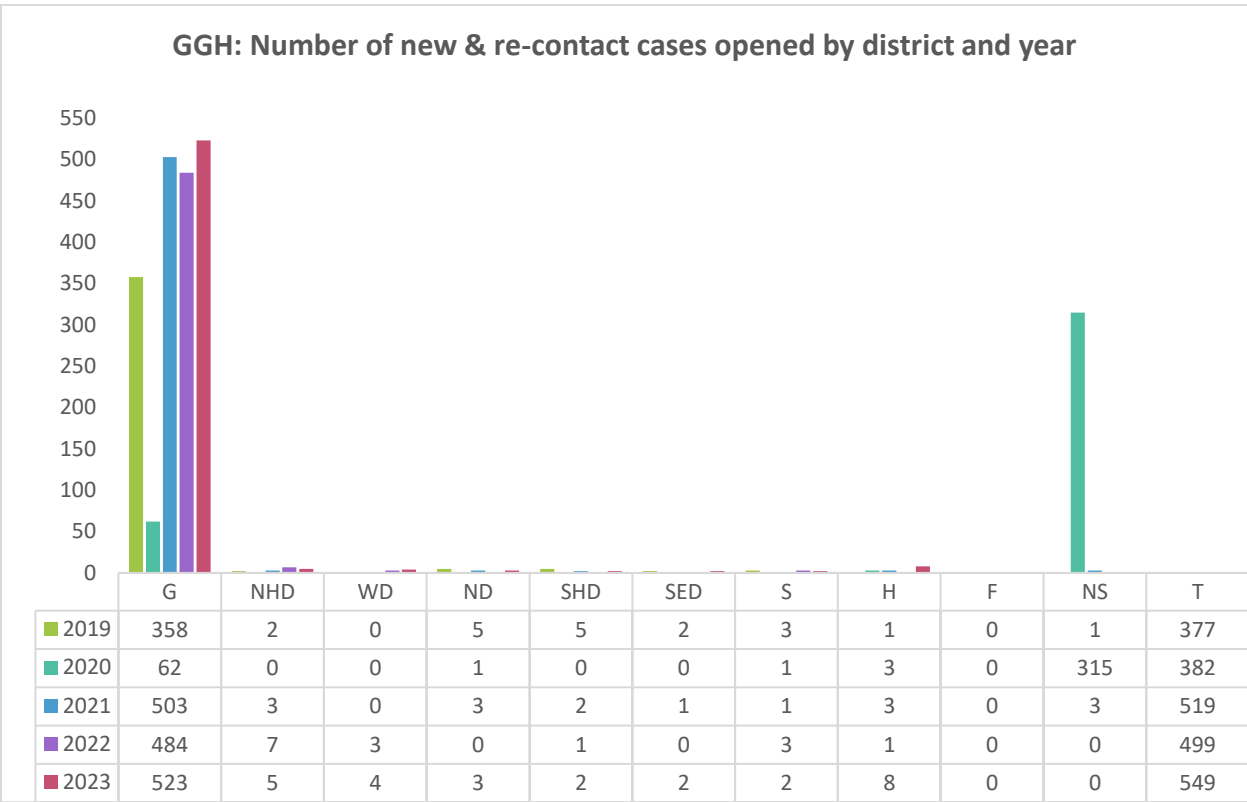


Figure 213: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (523) 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.

# Gozo General Hospital – Psychiatric Unit Social Work Service (PUSW)

## Case activity

Service started reporting data in 2020.

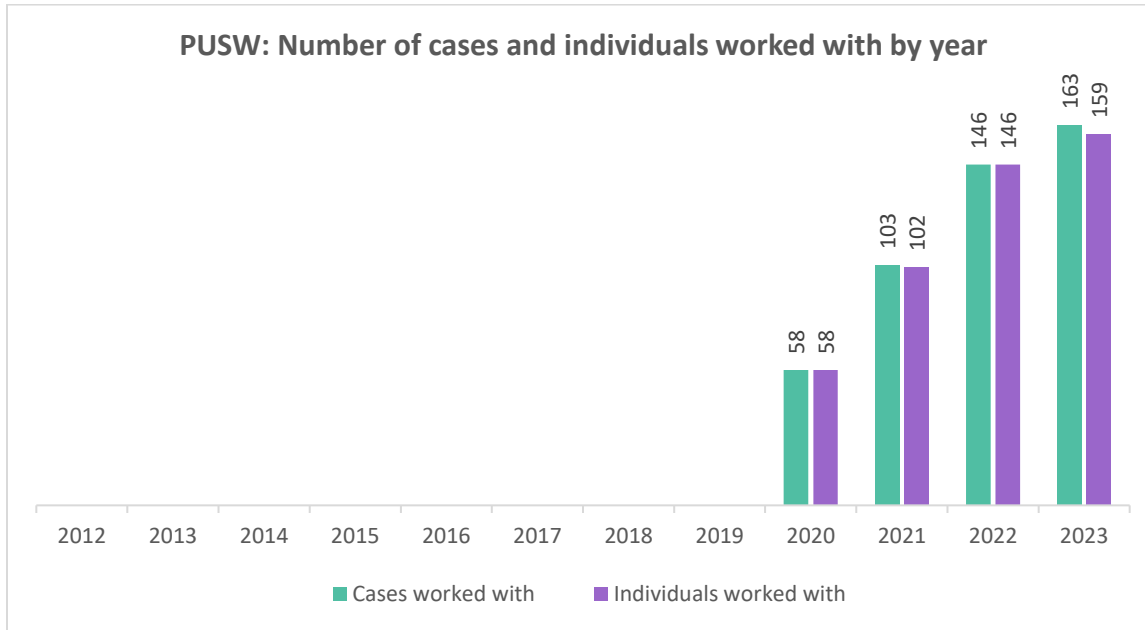


Figure 214: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2023, 163 cases and 159 individuals were worked with compared to 146 and 146 respectively in 2022.

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

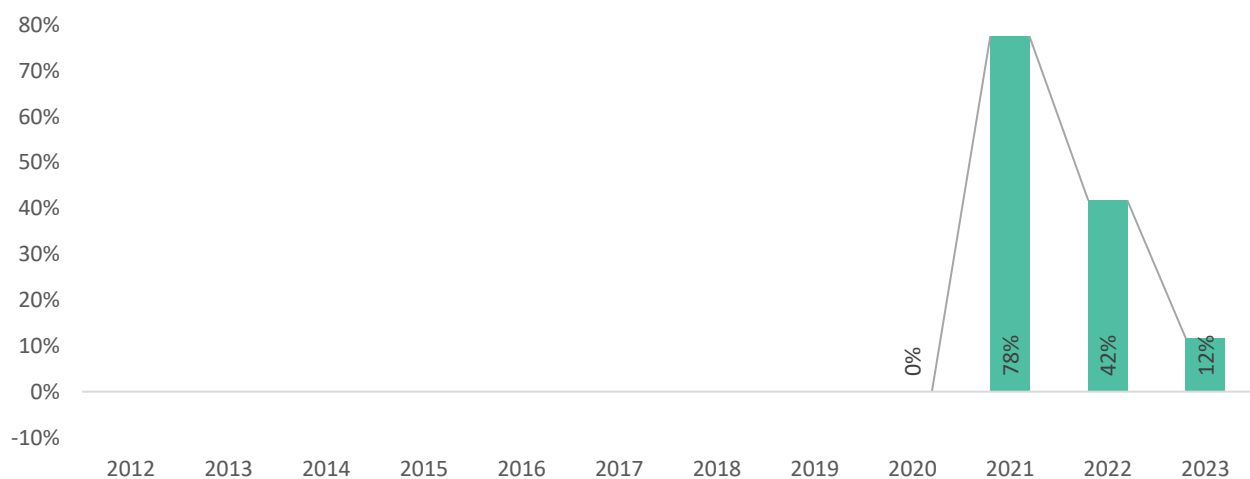


Figure 215: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 42% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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 216: 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 2022.

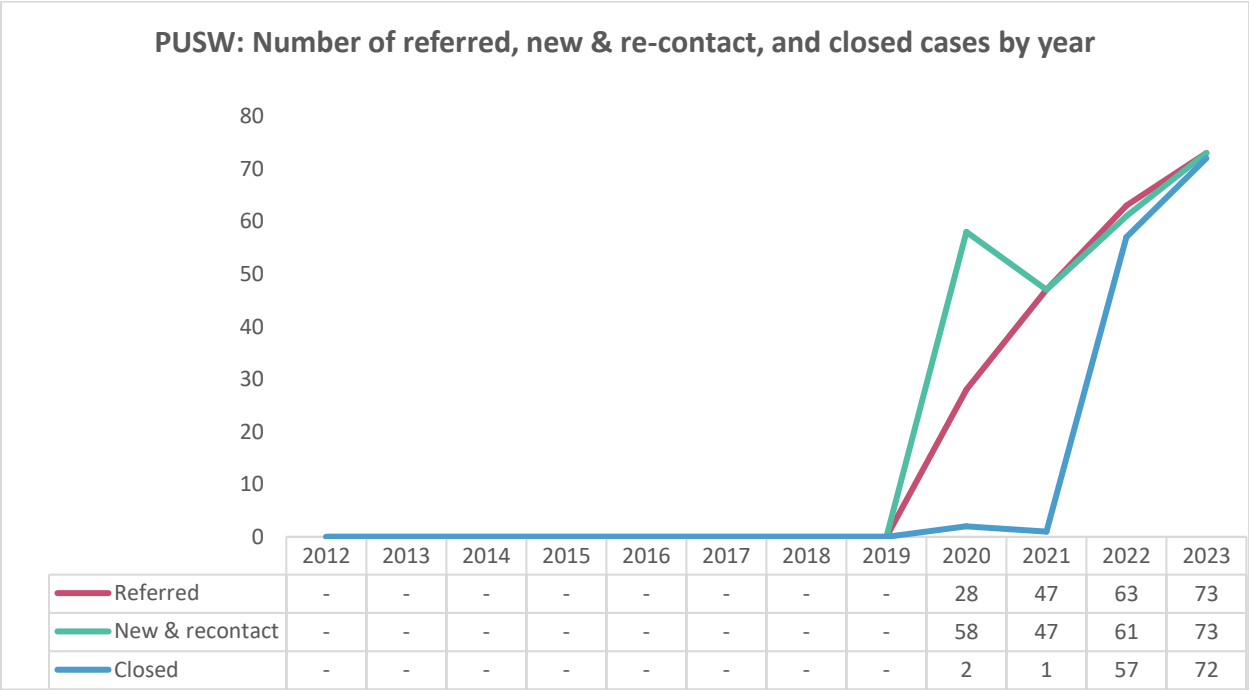


Figure 217: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 231 for breakdown of new & recontact cases). In 2023, 73 cases were referred, 73 new & recontact cases opened, and 72 cases closed.

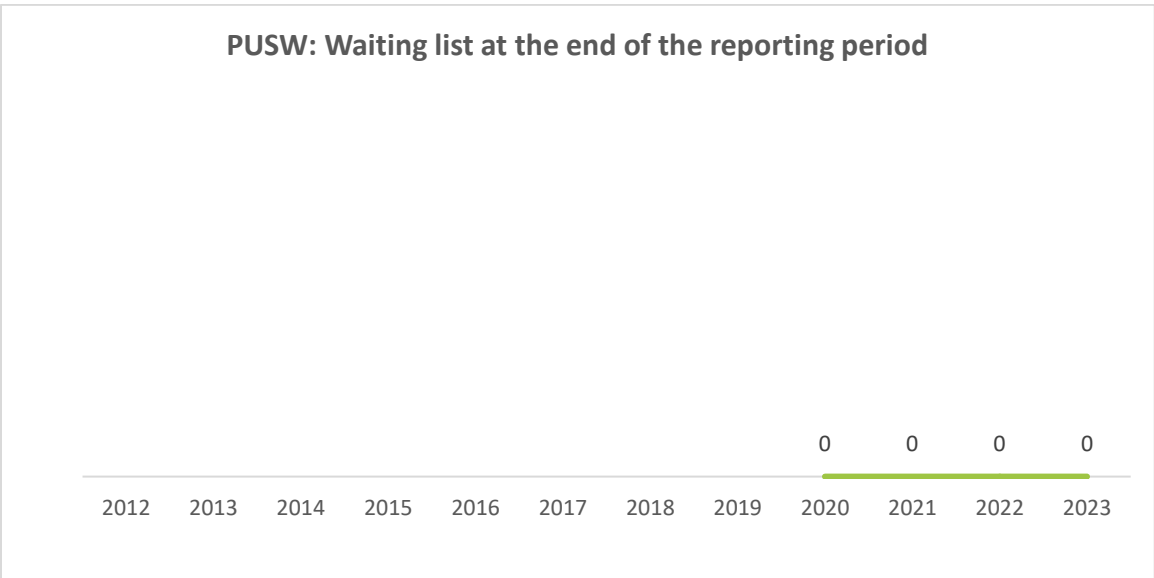


Figure 218: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

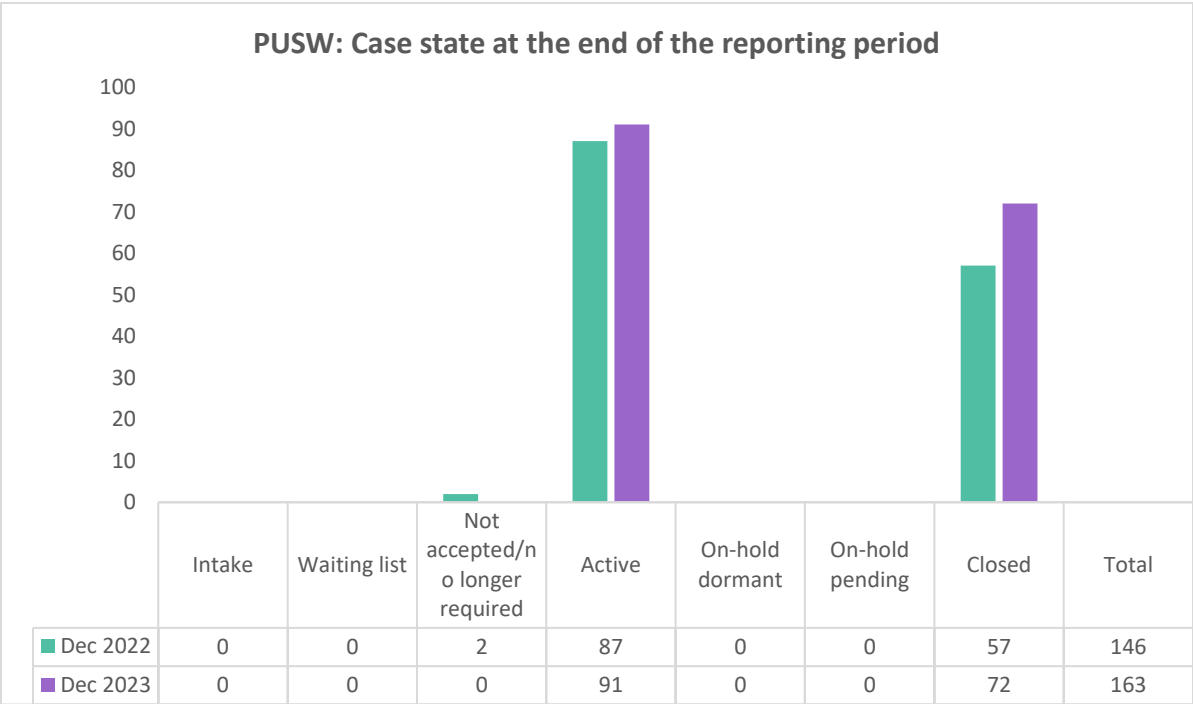


Figure 219: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. In 2023, 56% (91) of the cases worked 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 **163** cases were worked with between January and December 2023.

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

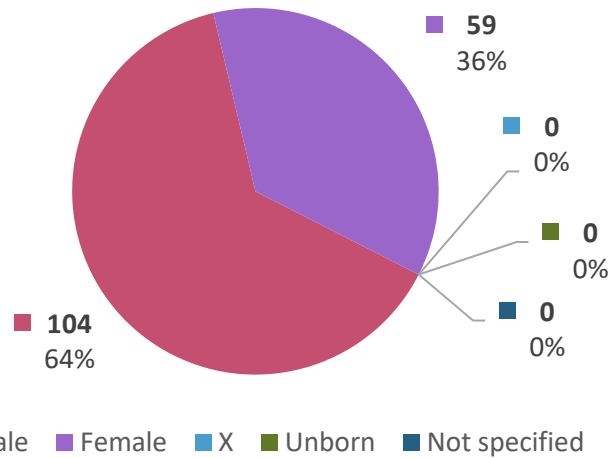


Figure 220: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest percentage of cases worked with were male (64%).

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

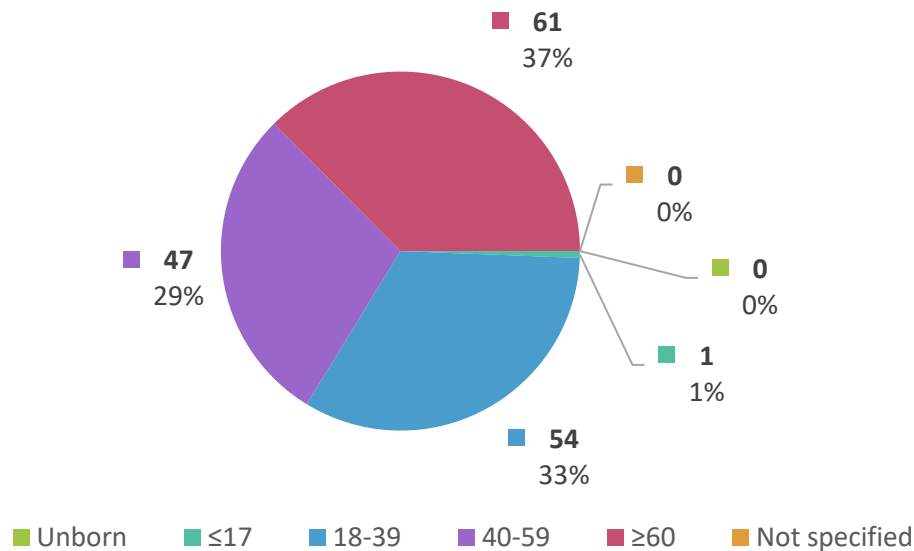
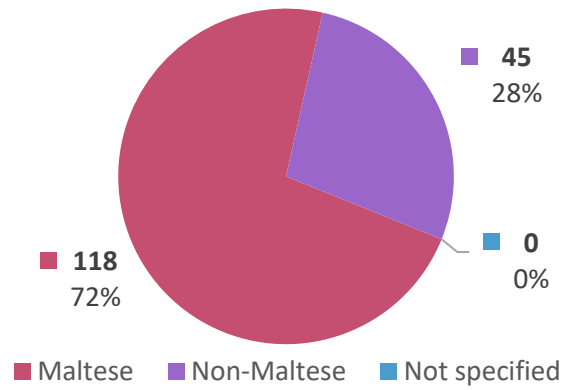


Figure 221: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2023, the highest percentage of cases worked with were ages 60 or over (37%).

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



*Figure 222: 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, 72% of the cases worked with were Maltese while non-Maltese made up 28% of cases.*

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

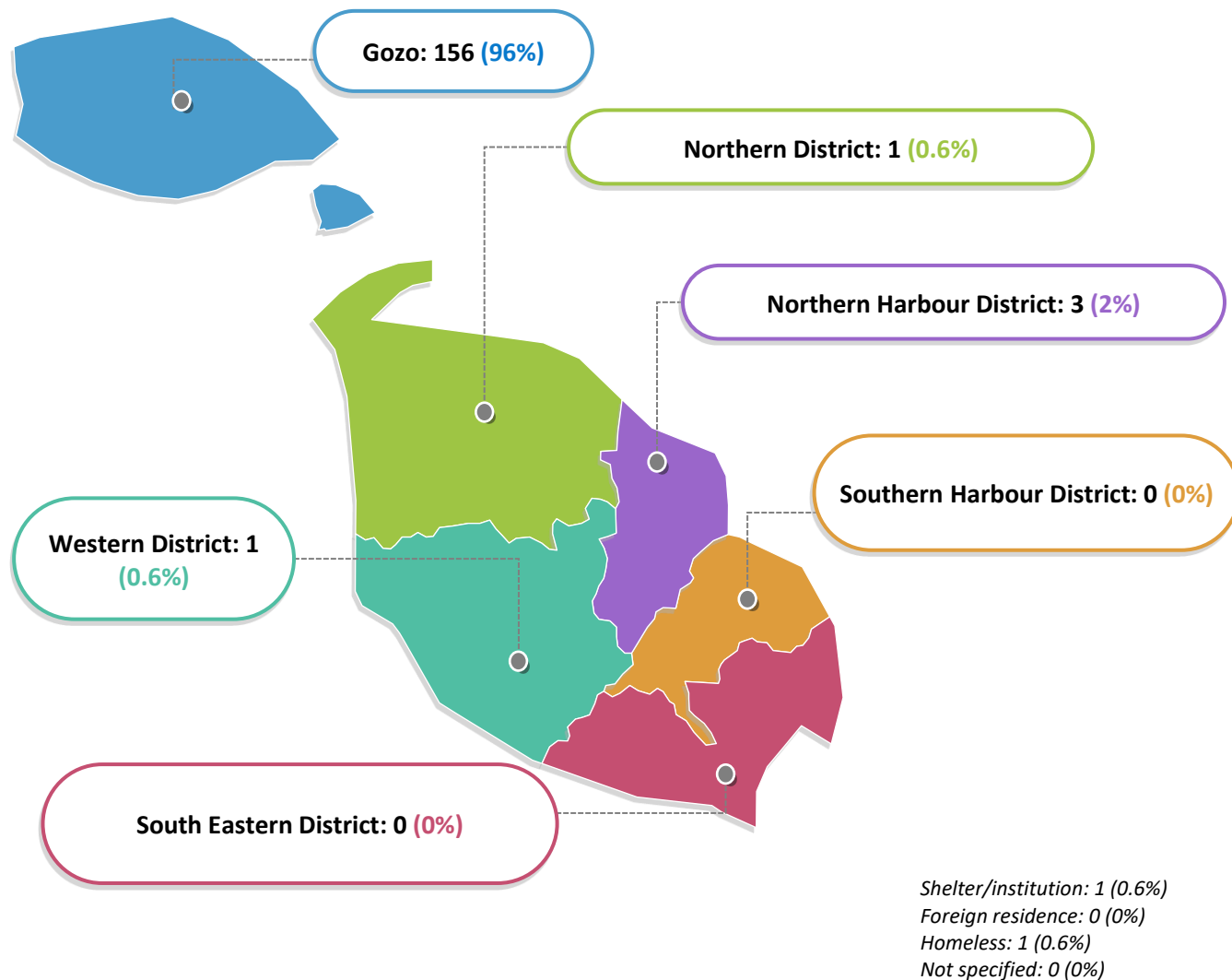


Figure 223: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (96%) had the highest percentage of cases worked with in 2023.

Note<sup>2</sup>

<sup>2</sup> Because of rounding, the sum of the percentages may be smaller/greater than 100%

## 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 **73** cases were opened between January and December 2023.

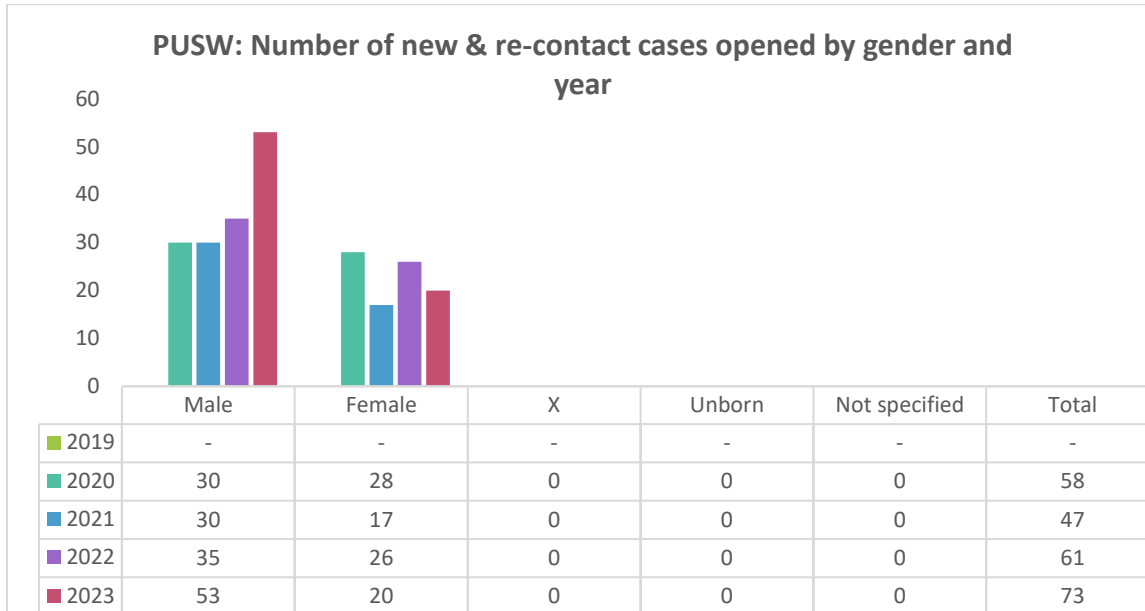


Figure 224: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2023, the highest number of cases opened were male (53).

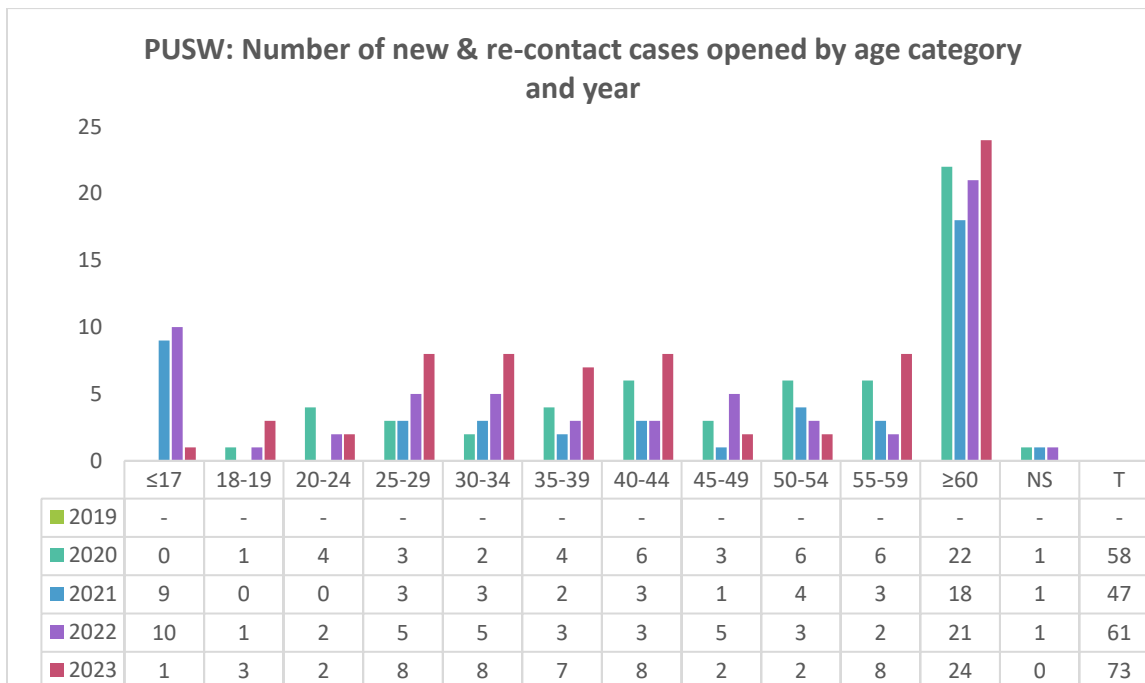


Figure 225: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Only data for new & re-contact cases opened in the reported period are provided. In 2023, the highest number of cases opened were ages 60 or over (24).

Graph Key: NS = Not Specified; T = Total.

PUSW: Number of new & re-contact cases opened by age category and gender January – December 2023						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	0	0	0	0	1
18-19	3	0	0	0	0	3
20-24	2	0	0	0	0	2
25-29	7	1	0	0	0	8
30-34	5	3	0	0	0	8
35-39	4	3	0	0	0	7
40-44	6	2	0	0	0	8
45-49	1	1	0	0	0	2
50-54	2	0	0	0	0	2
55-59	5	3	0	0	0	8
≥60	17	7	0	0	0	24
Not specified	0	0	0	0	0	0
<b>Total</b>	<b>53</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>73</b>

Figure 226: 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.

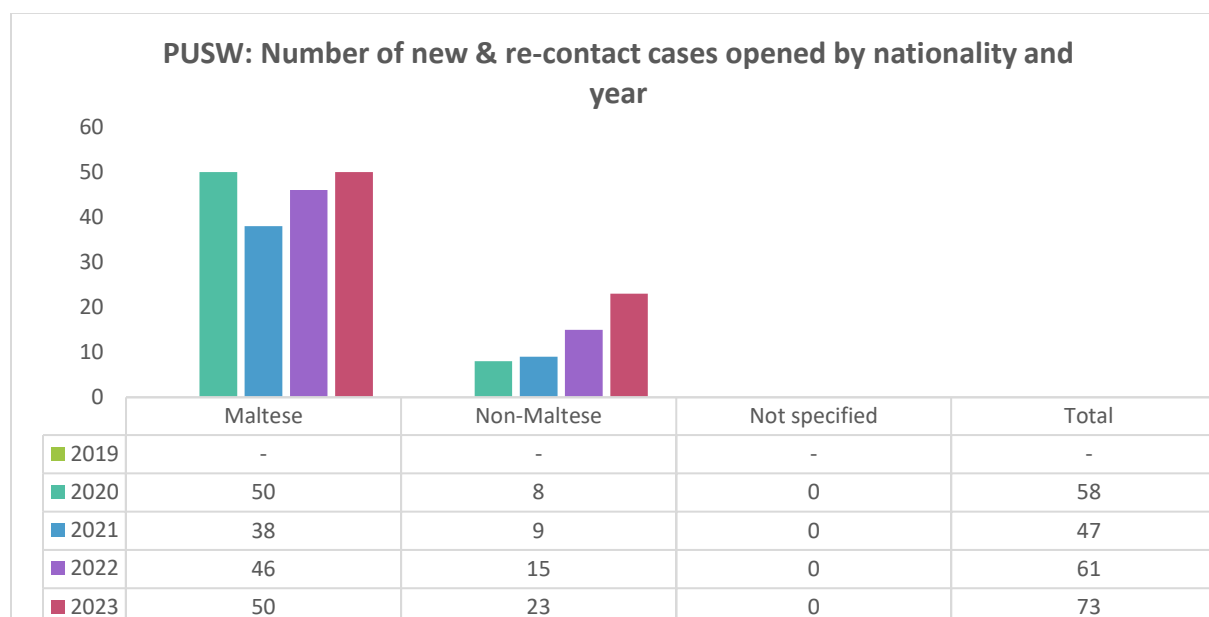


Figure 227: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2023, 50 cases opened in 2023 were Maltese while 23 cases were non-Maltese.

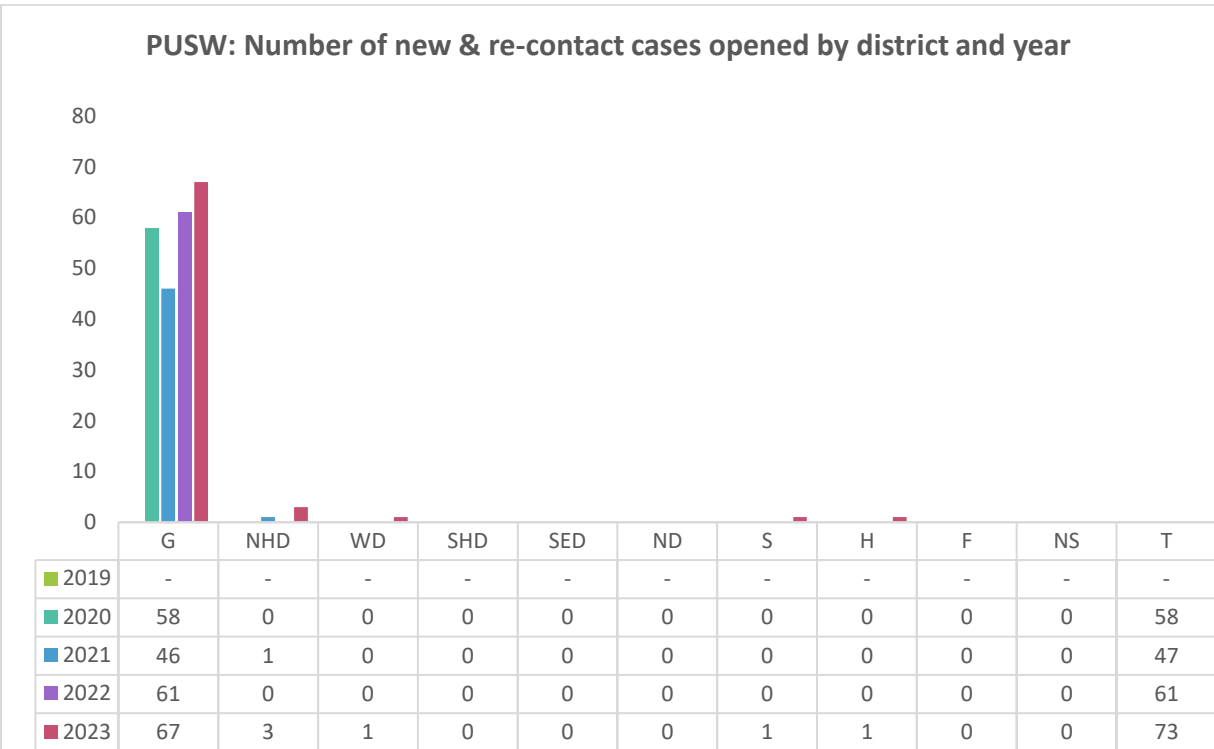


Figure 228: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Gozo District (67) 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
<b>Generic Social Work Service</b>	Provides social work support to individuals and families on a wide range of issues.
<b>Emergency On-Call Service</b>	Assists and accompanies individuals facing emergency social situations after office hours including weekends and public holidays. Such situations include domestic violence, homelessness, family disputes, sexual abuse of minors, child protection, neglect, shortage of food and mental health issues.
<b>Domestic Violence Service - Gozo</b>	Provides a service to adults who suffer abuse within the family and intimate relationships.
<b>Homeless Service - Gozo</b>	Provides a service to families who are either homeless or at risk of becoming so. Social workers assess and evaluate the situation, liaises with the various accommodations if required, and develop care plans towards returning to independent living.
<b>Marsalforn Community Service</b>	Provides generic social work interventions to the Marsalforn communities.
<b>Home-Based Therapeutic Service</b>	Provides therapeutic support and parenting to multi-stressed families within their communities.
<b>Psychological Service</b>	Provides psychological interventions to service users and their significant others.
<b>Looked After Children - Gozo</b>	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.
<b>Fostering Service – Gozo</b>	Promotes fostering, trains and licences potential foster carers and assists foster carers in their requirements. Their focus is on persons residing in Gozo.
<b>Home-Start – Gozo</b>	Offers support, friendship, and practical help to families with young children under 5 years of age. It supports parents as they grow in confidence, strengthen their relationships with their children and widen their links within the local community.
<b>Court Service</b>	The focus is mostly on presenting social work court reports as requested by the Courts of Gozo.
<b>Supervised Access Visits Service</b>	Provides 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.
<b>Prevention Services</b>	Offer programmes to children and youths aimed 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.
<b>Gozo Prison Project</b>	The service aims to support inmates from Gozo to integrate 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 inmate’s family when facing difficulties in society.
<b>Gozo General Hospital Social Work Service</b>	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 their transition from hospital to home or to other services.

<b>Gozo General Hospital – Psychiatric Unit Social Work Service</b>	Social workers assist the service users attending the Psychiatric Unit at the Gozo General Hospital with any social issues faced.
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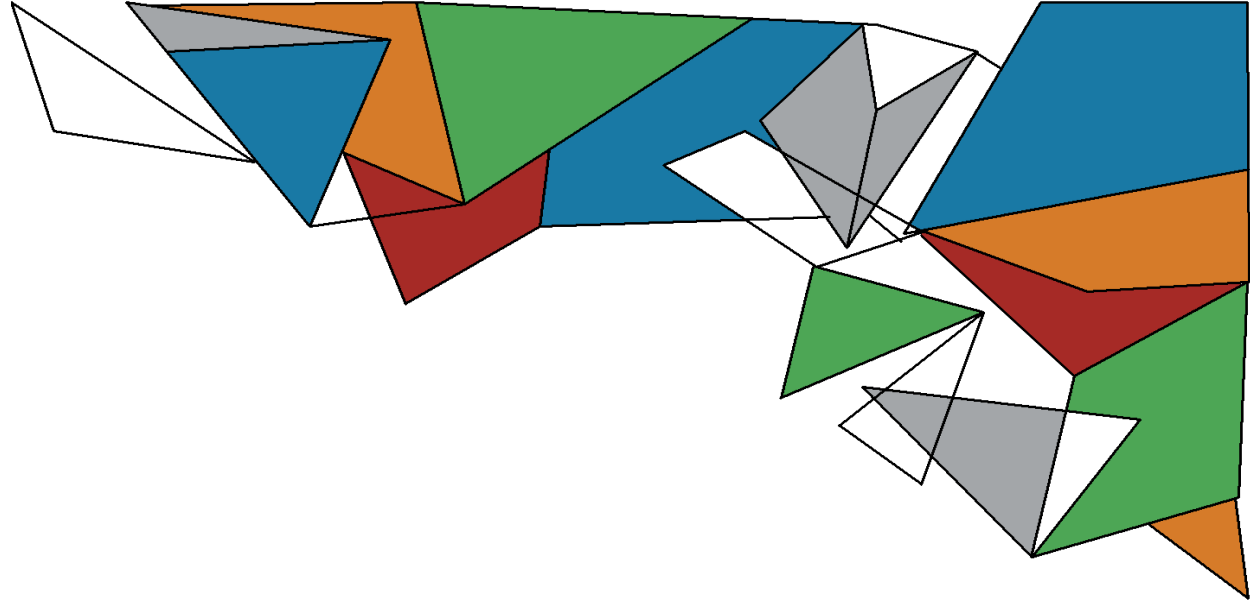
## Glossary of terms

<b>Variable</b>	<b>Definition</b>
<b>Cases worked with</b>	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.
<b>Individuals worked with</b>	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.
<b>New case</b>	A case that was opened or activated for the first time ever within the reporting year and that was never previously worked with.
<b>Re-contact case</b>	A case that was worked with and closed in the past and has been re-activated or re-opened within the current reporting year.
<b>Known case</b>	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.
<b>Intake case</b>	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.
<b>Waiting list</b>	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.
<b>Referred case</b>	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.
<b>New &amp; re-contact case</b>	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.
<b>Closed case</b>	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.
<b>Case state</b>	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, Xaghjra, 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*