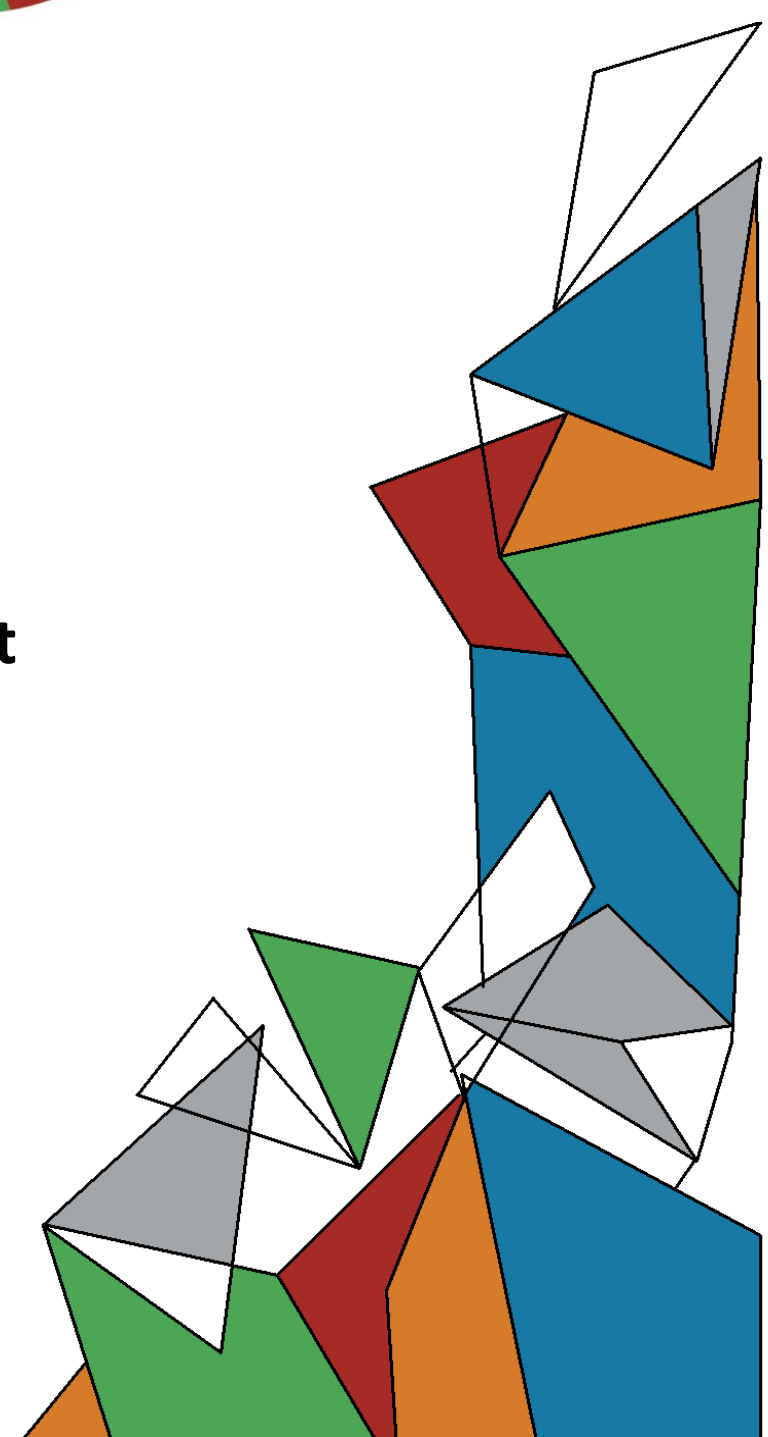
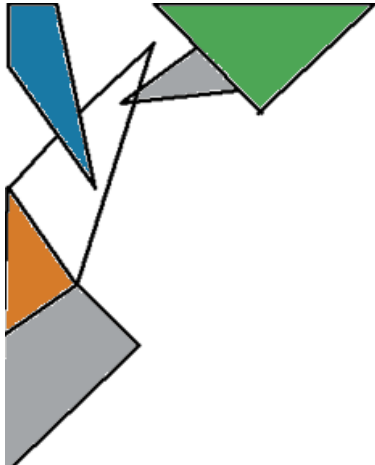




**Agency for Community &
Therapeutic Services**
Yearly Statistical Report
January to December 2024

March 2025



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Data analysis, design, and editing.

Foundation for Social Welfare Services, Malta
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Introduction

This report provides statistical information regarding the services within the Agency for Community and Therapeutic Services (ACTS), which falls under the Foundation for Social Welfare Services (FSWS). This report provides global data on an agency level followed by data for each service under the agency. 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.

The data contained in this report is based on information submitted by the services to the FSWS Research Team in mid-January 2025. Where applicable, the report provides data on an individual service user level (i.e., number of individuals) as well as on multiple service users attending multiple times level (i.e., number of cases). It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting period and/or may be attending one or more services concurrently within the reporting period (i.e., have multiple cases recorded). To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. With the online data collection system, we are now able to identify and report the true number of individual service users across the entire agency. Also, because of rounding, the sum of the percentages within the report may be smaller/greater than 100%.

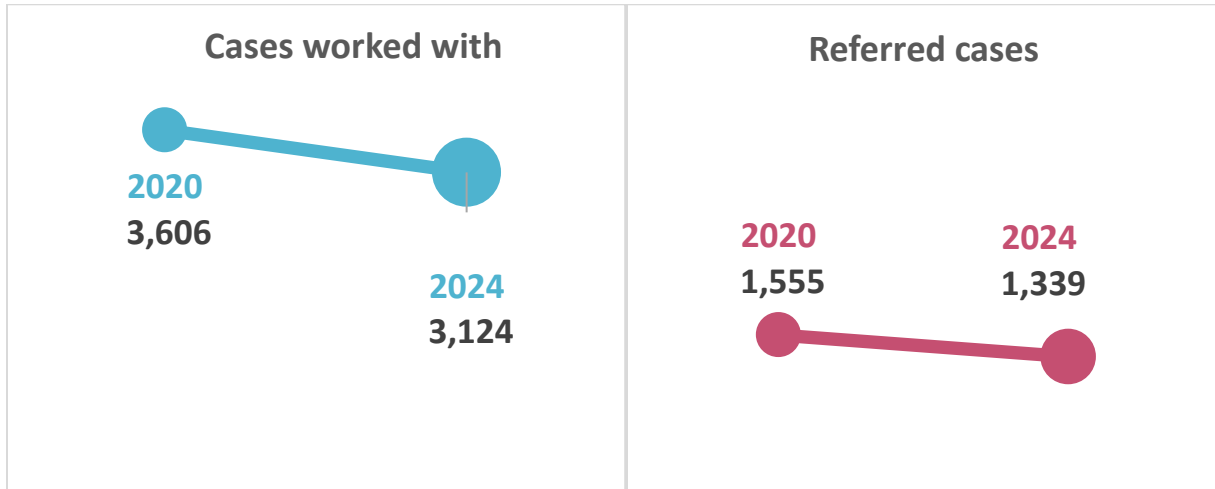
Over time, there can be changes in what, how and when data is collected (e.g., with the introduction of the new data collection system). Relevant information about aspects which may have impacted the data and influence trends can be found as footnotes throughout the report.

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.

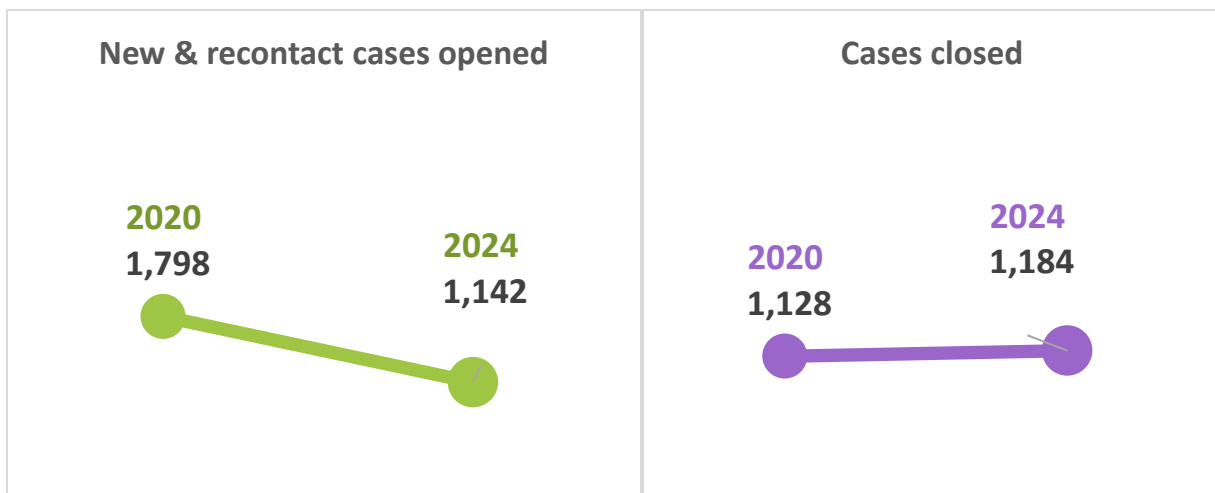
Executive summary

5-year comparison of case activity between 2020 and 2024:



13% decrease

14% decrease



36% decrease

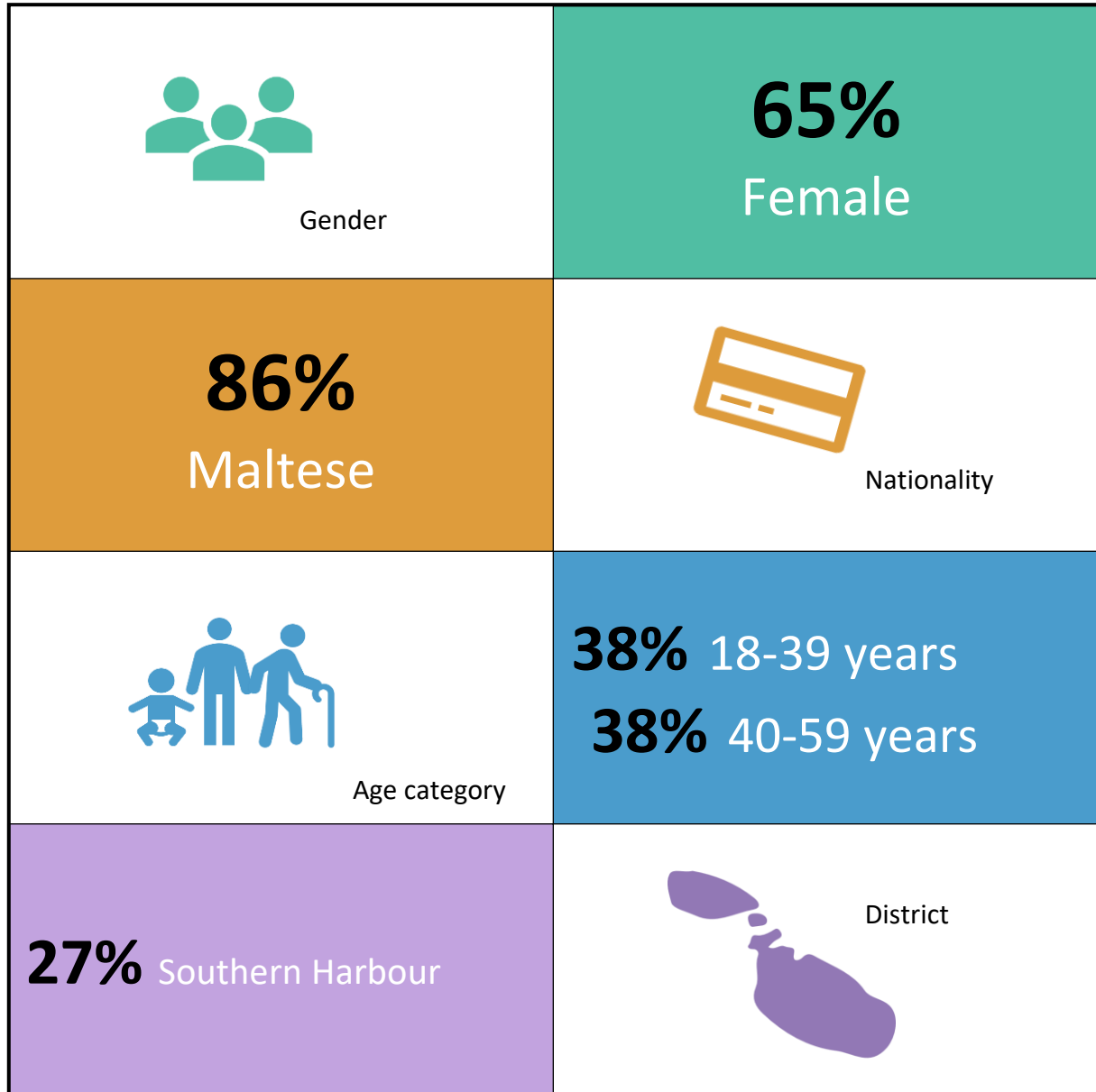
5% increase

Note: data on the number of cases in 2020 and 2024 is presented to display changes over a complete five-year period.

Cases worked with Jan-Dec 2024:

3,124

Out of the 3,124 cases worked with between Jan-Dec 2024:



Agency level data

This section provides information on an Agency level.

Case activity

A new online data collection system and reporting format began being introduced in 2019 with further services being added along the years. In 2023 the portfolio of the Agency changed to now include the Psychological Services (which previously formed part of Agenzija Sedqa). As a result of this move, all data prior to 2023 within ACTS was revised to now include the past data from Psychological Services as well. As a result, past data up to 2022 reported will not match the past data reported in past ACTS reports.

Total number of cases and individuals worked with at ACTS by year

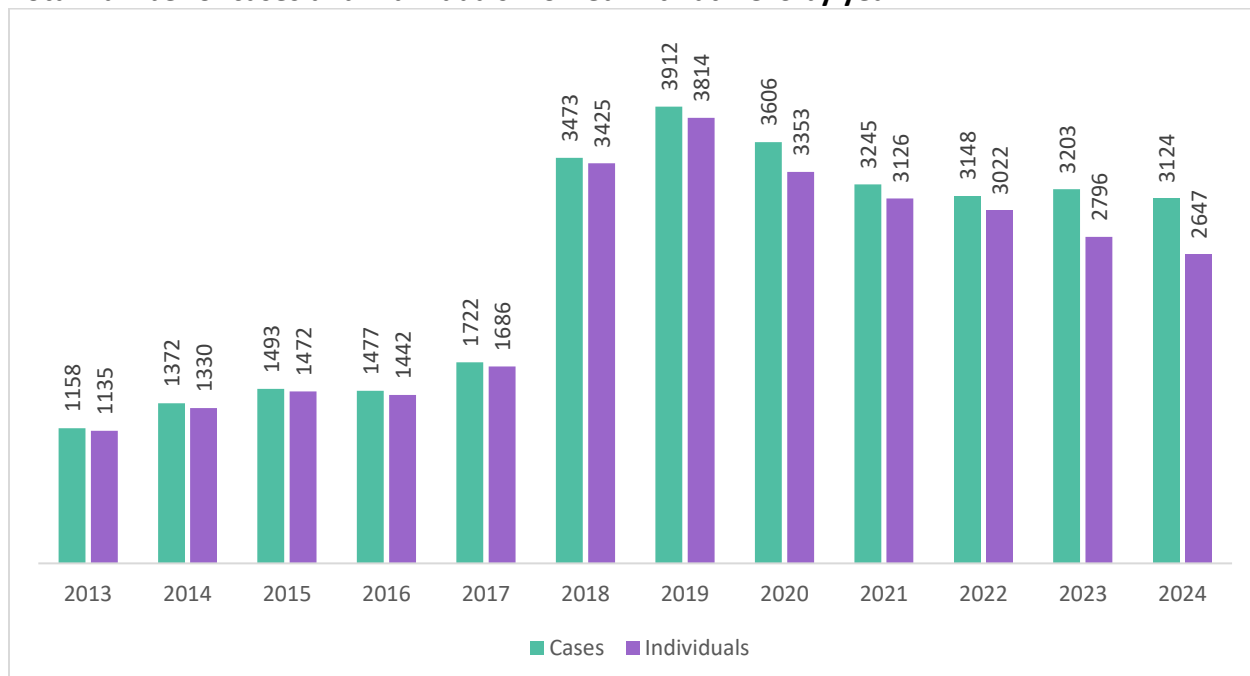


Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the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

In 2024, 3124 cases and 2647 individuals were worked with compared to 3203 and 2796 respectively in 2023.

Case activity: Jan-Dec 2024

	Total cases worked with	Individuals worked with	Waiting list end Dec 2024
Home Based Therapeutic Service	523	510	14
Therapeutic Services	1131	1070	112
Incredible Years Programme	238	237	28
Community Services	1232	1205	4
Total	3124	-	158

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 cases of individuals across services cannot be extracted.

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

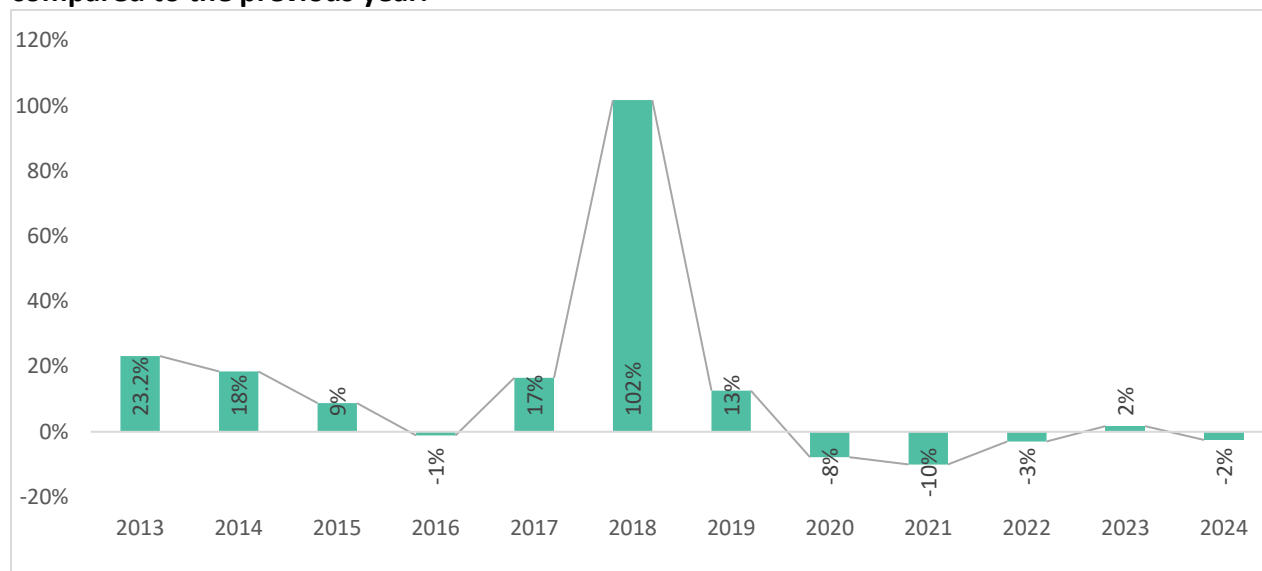


Figure 3: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 3% in 2022 over 2021. The introduction of new services, the discontinuation of existing services,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

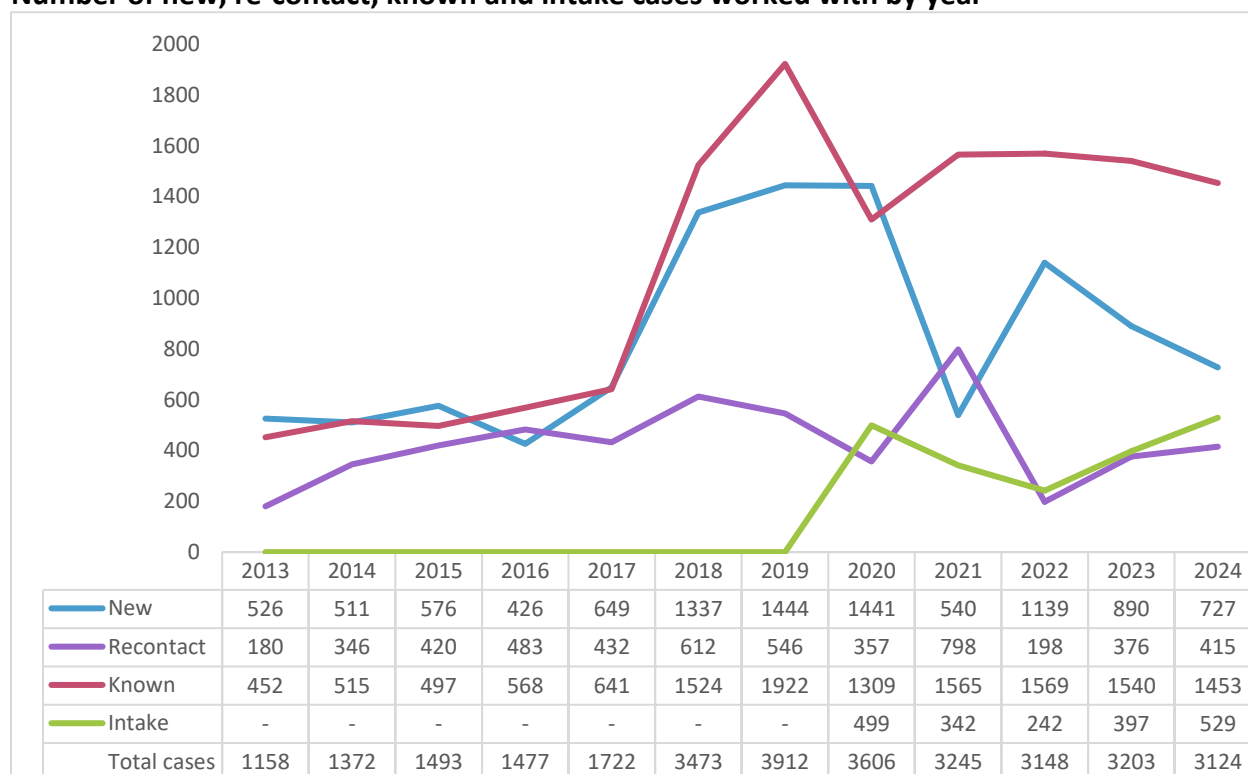


Figure 4: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online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

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

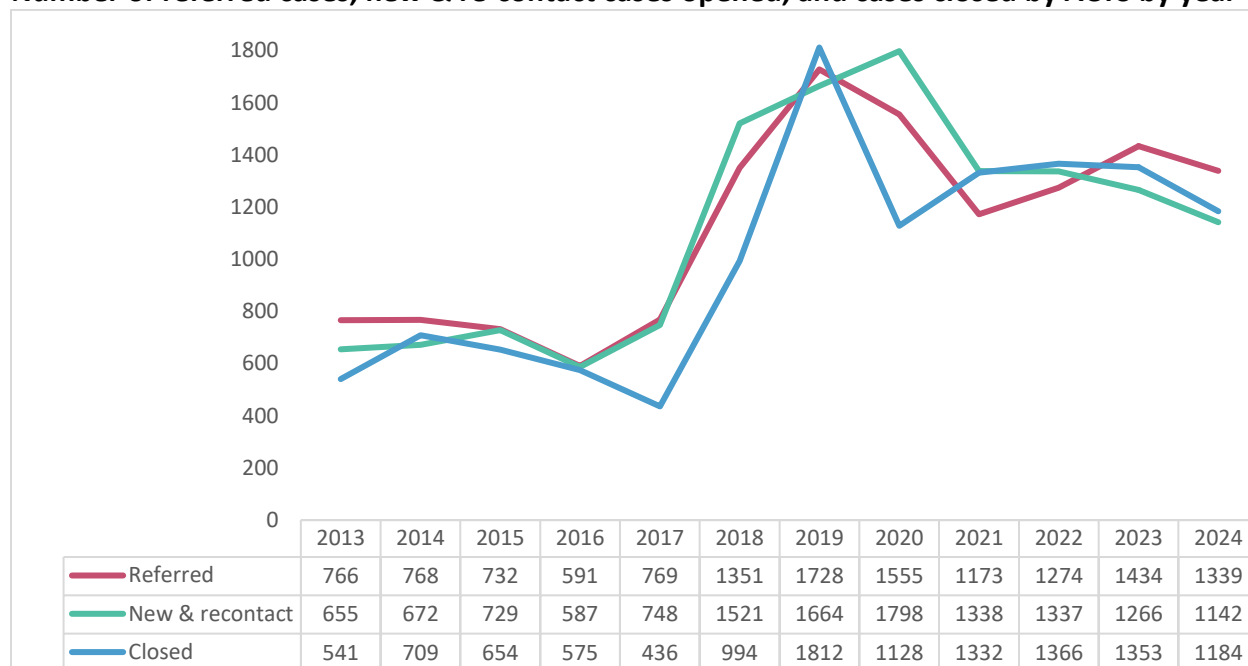


Figure 5: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 4 for breakdown of new & recontact cases). In 2024, 1339 cases were referred, 1142 new & recontact cases opened, and 1184 cases closed.

Details regarding cases worked with at ACTS January – December 2024

A total of 3,124 cases were worked with between January and December 2024.

ACTS: Cases worked with Jan-Dec 2024 by gender (no. & %)

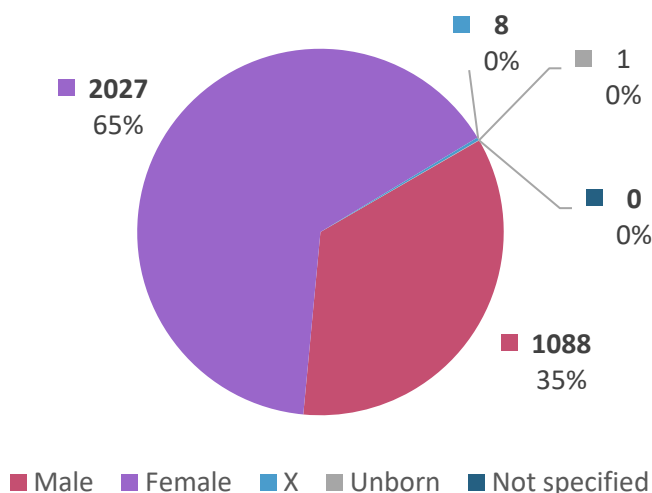


Figure 6: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (65%).

ACTS: Cases worked with Jan-Dec 2024 by age category (no. & %)

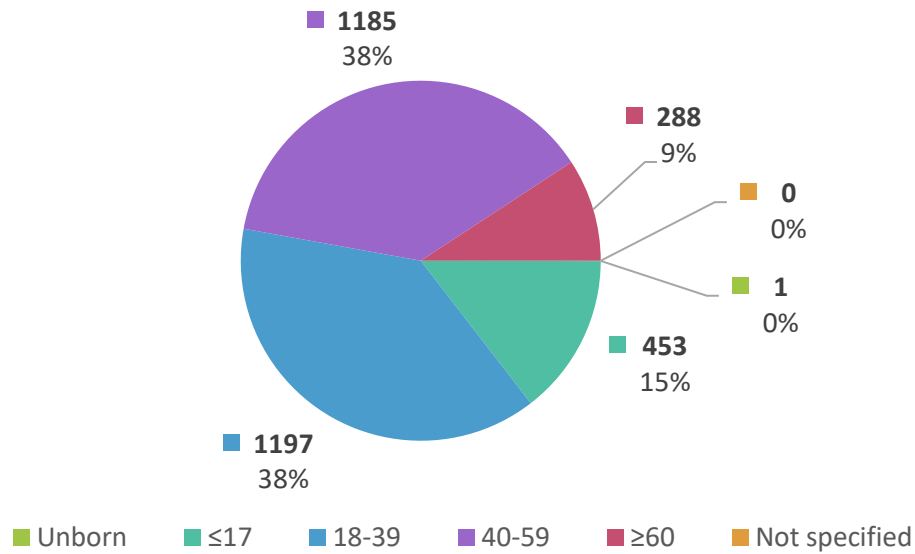


Figure 7: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (38%) and 40 to 59 (38%).

ACTS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

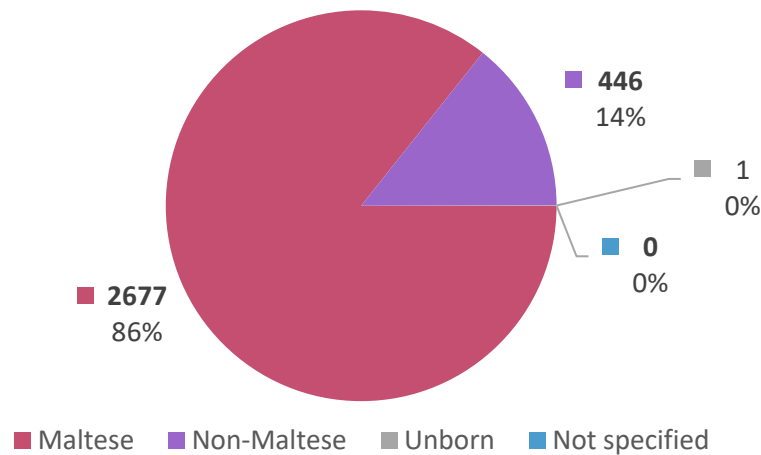


Figure 8: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 86% of the cases worked with were Maltese while non-Maltese made up 14% of cases.

ACTS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

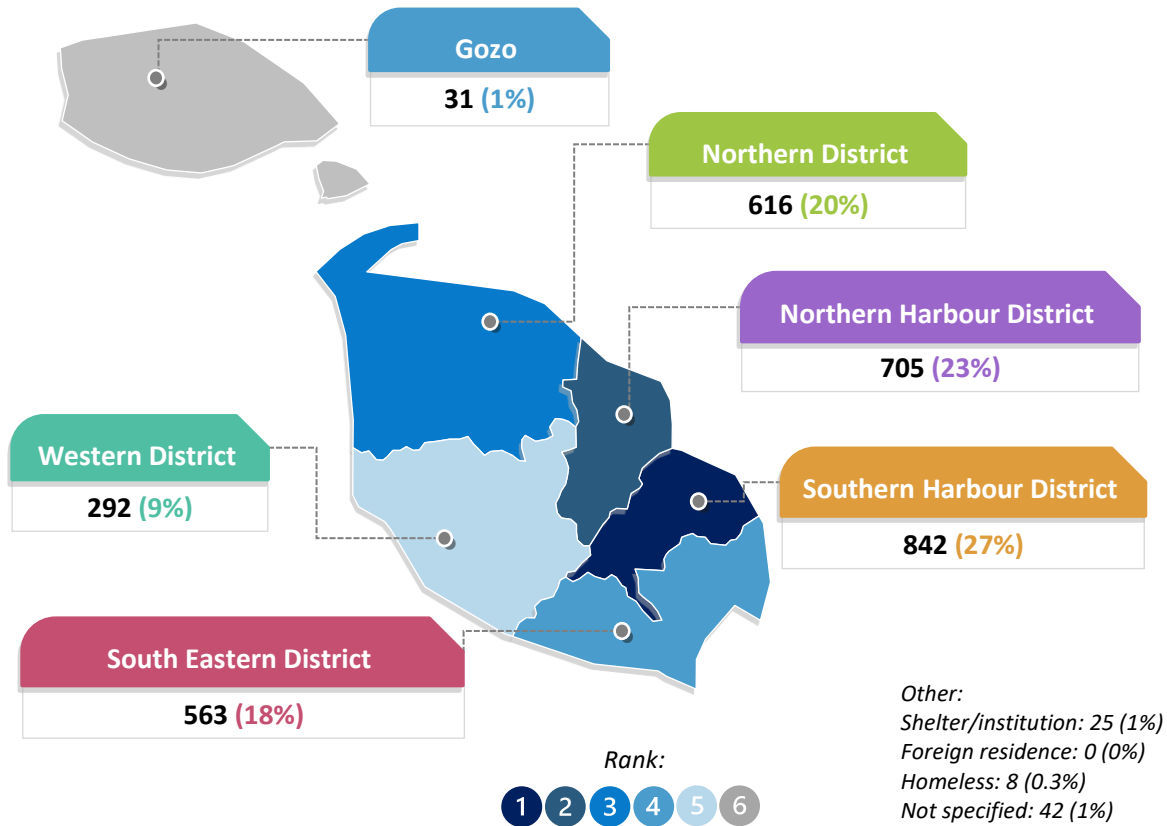


Figure 9: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (27%) had the highest percentage of cases worked with in 2024.

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 **1,142** cases were opened between January and December 2024.

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

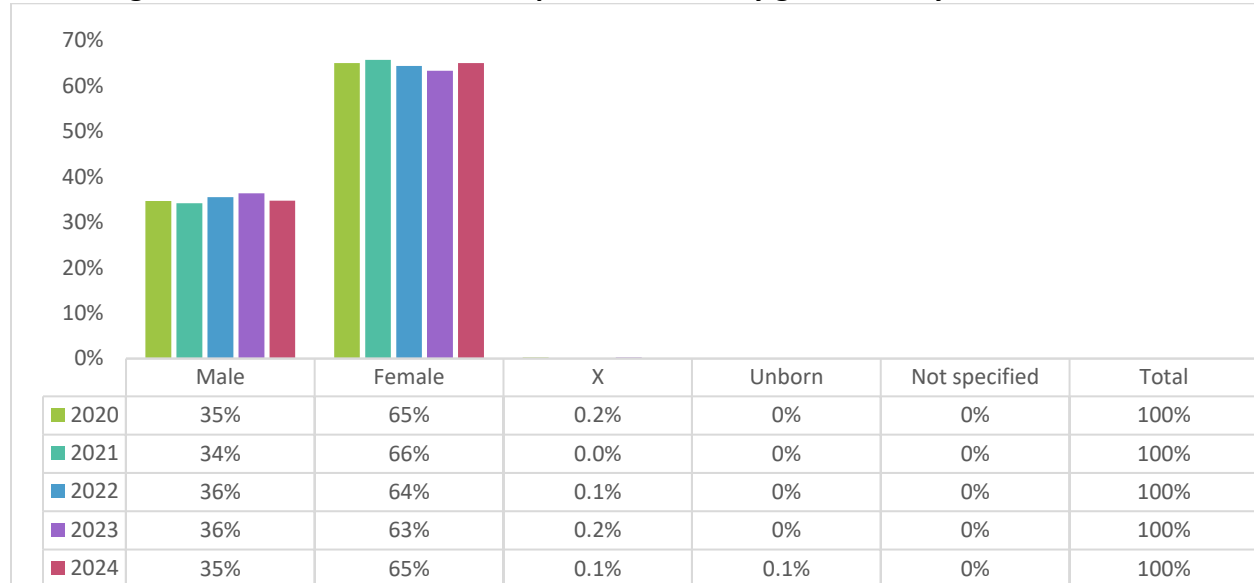
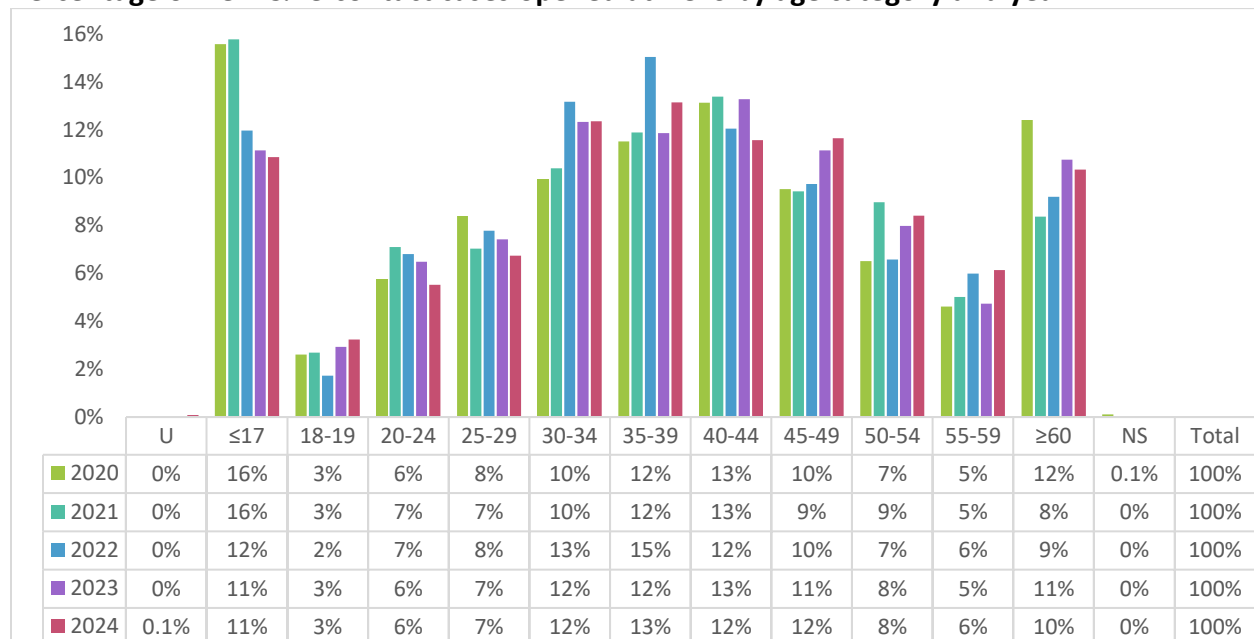


Figure 10: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases opened were female (65%).

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



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

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 2024, the highest percentage of cases opened were ages 35 to 39 (13%).

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

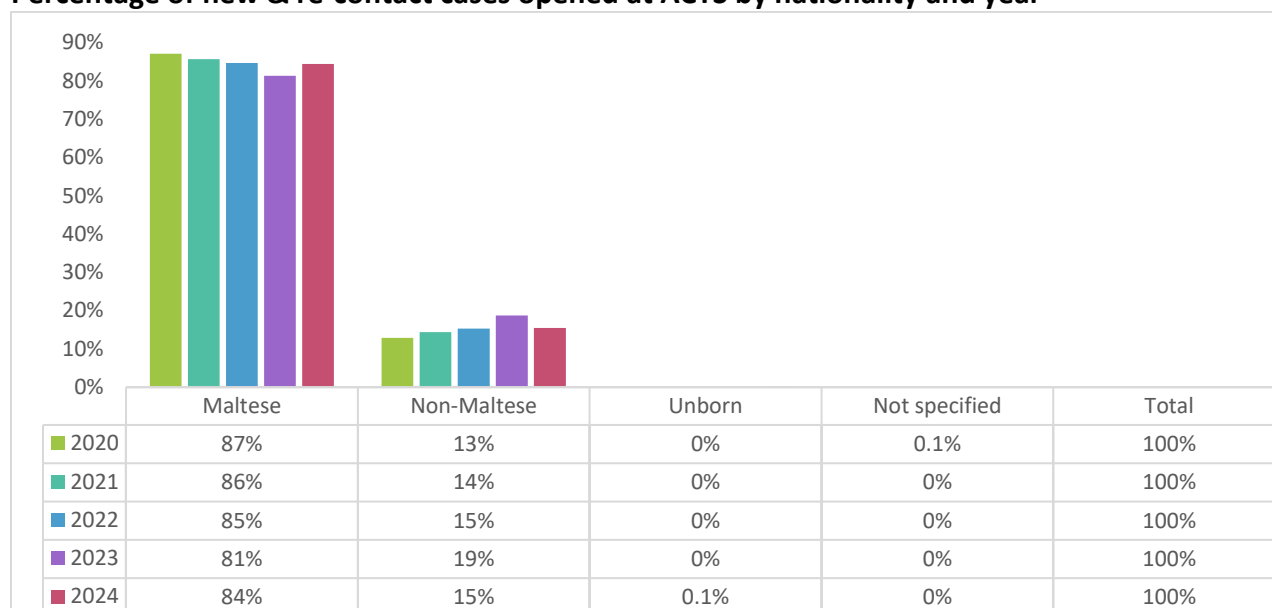
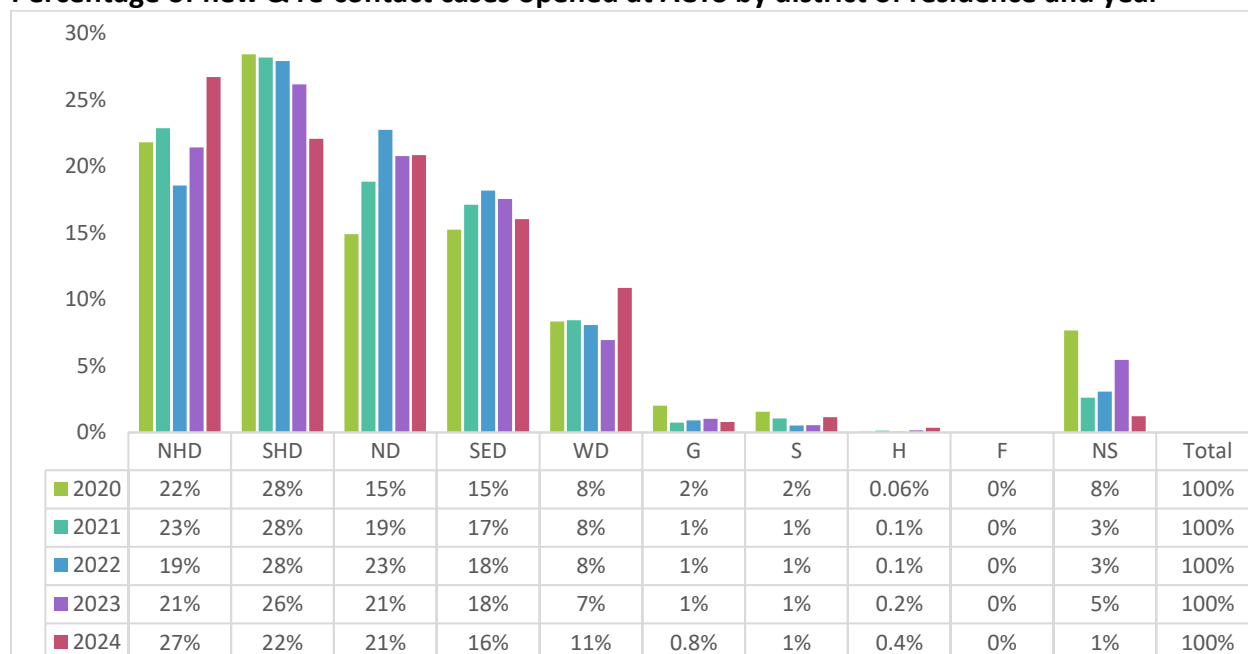


Figure 12: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 84% of the cases worked with were Maltese while non-Maltese made up 15% of cases.

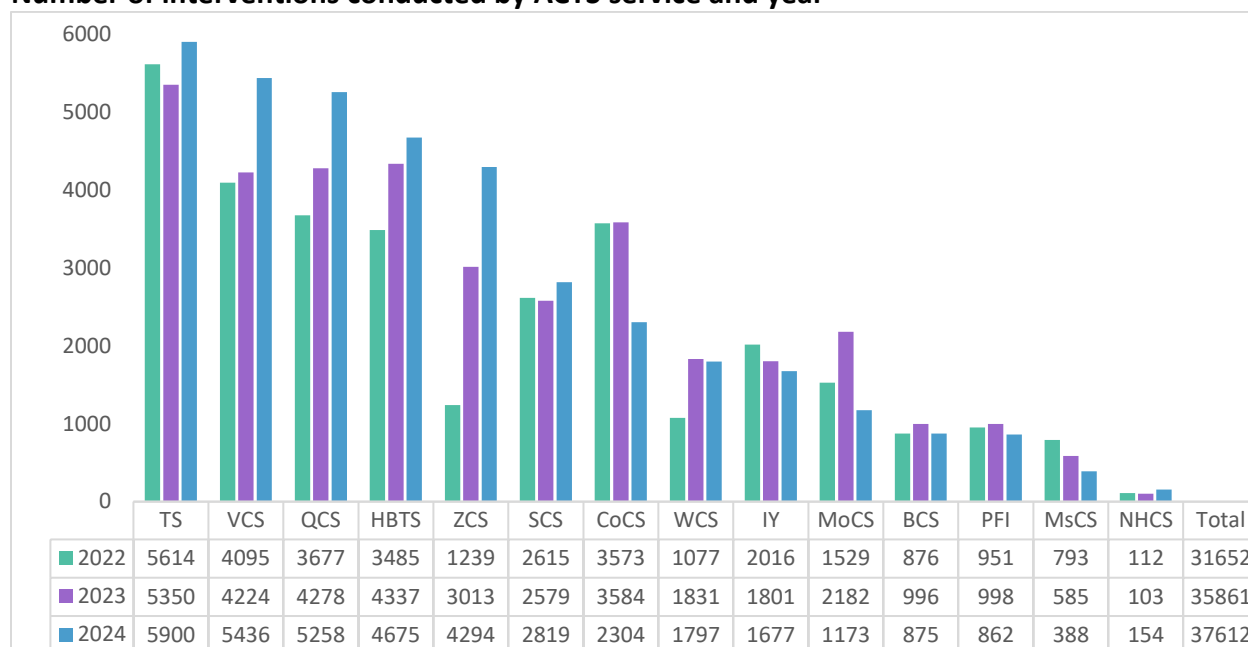
Percentage of new & re-contact cases opened at ACTS by district of residence and year



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 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 Northern Harbour District (27%) had the highest percentage of cases opened in 2024.

Number of interventions conducted by ACTS service and year



Graph Key: BCS = Bkara Community Service; CoCS = Cottonera Community Service; HBTS = Home-Based Therapeutic Services; IY = The Incredible Years; MoCS = Mosta Community Service; MsCS = Msida Community Service; NHCS = Northern Harbour Community Service; PFI = Paulo Freire Institute; TS = Therapeutic Services; QCS = Qawra Community Service; SCS = Southern Community Service; VCS = Valletta Community Service; WCS = Western Community Service; ZCS = Zabbar Community Service.

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

Service level data

Each service under the Agency 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.

Home Based Therapeutic Services (HBTS)

Case activity

Service started reporting data in 2017 and the service started using the online data collection system in 2020.

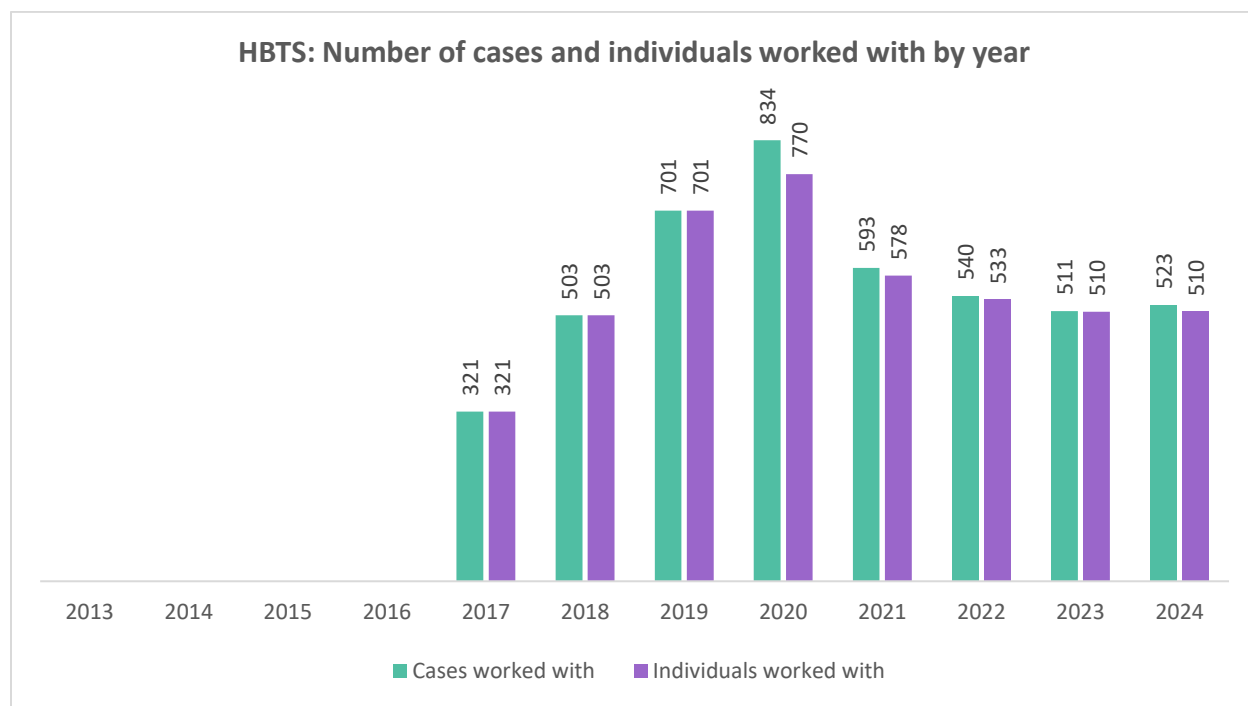


Figure 15: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 523 cases and 510 individuals were worked with compared to 511 and 510 respectively in 2023.

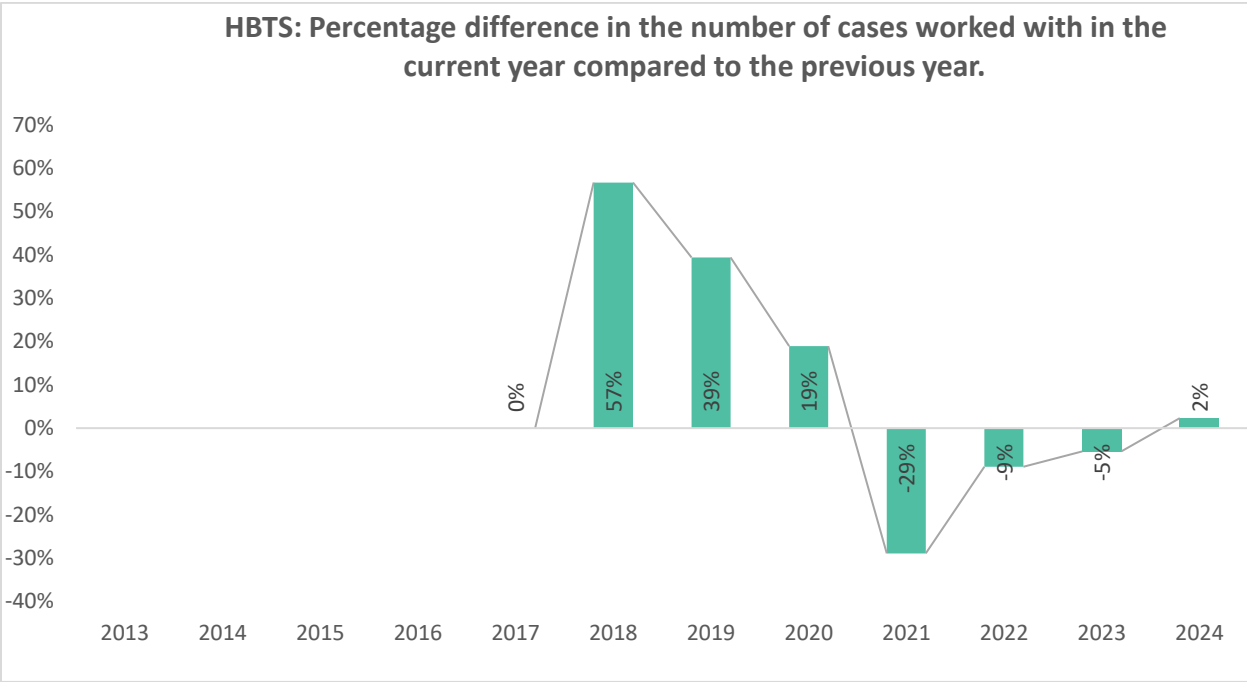


Figure 16: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 9% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

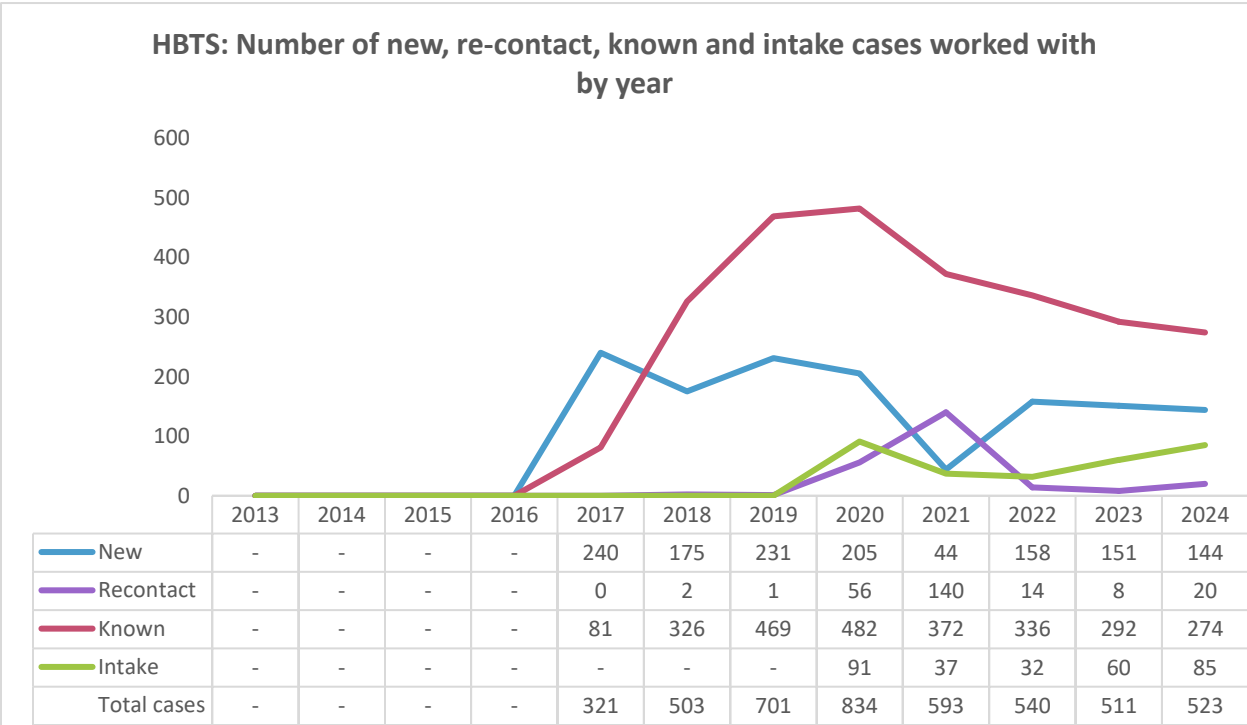


Figure 17: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online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

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

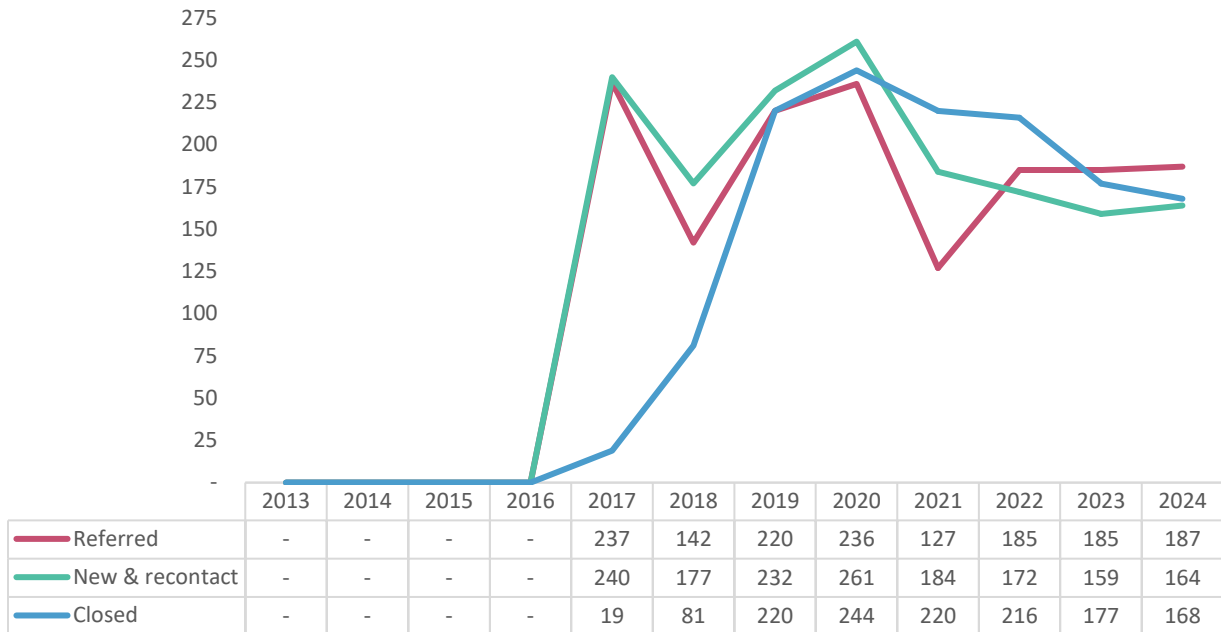


Figure 18: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 17 for breakdown of new & recontact cases). In 2024, 187 cases were referred, 164 new & recontact cases opened, and 168 cases closed.

HBTS: Waiting list at the end of the reporting period

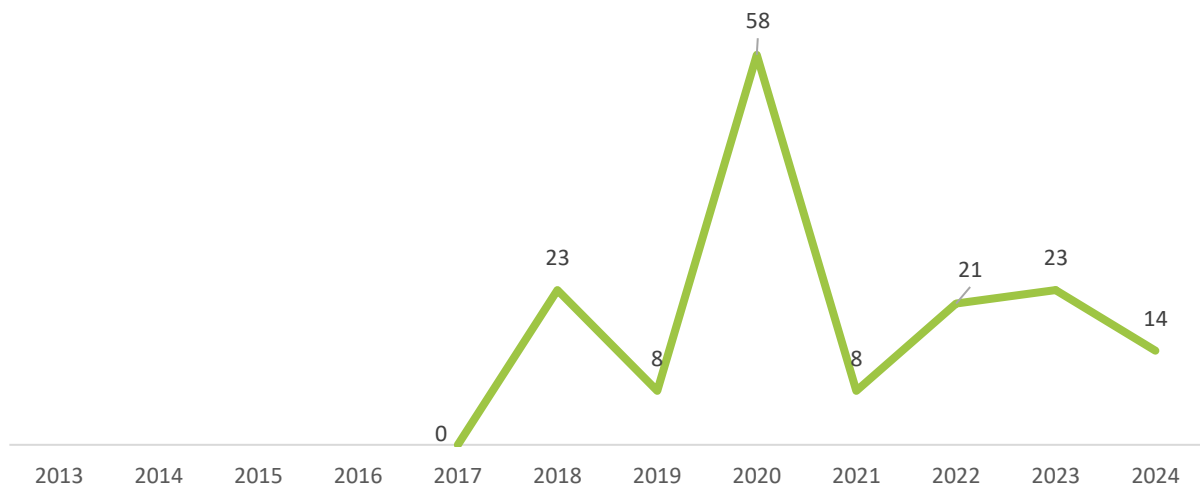


Figure 19: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

HBTS: Year of referral by source of referral						
	2019	2020	2021	2022	2023	2024
Other ACTS service	26	41	31	48	42	48
Directorate for Child Protection	-	39	49	78	91	38
Appogg service	141	96	12	18	11	29
Alternative Care service	-	46	32	20	28	23
Self-referred	0	1	0	0	2	20
School or education department	33	1	2	12	11	16
Sedqa service	2	0	0	1	0	7
Agenzija Sapport	-	-	-	6	0	2
Family	0	1	0	1	0	2
FSWS Gozo branch service	11	8	0	1	0	0
Hospital, other medical service or GP	0	3	0	0	0	0
Psychiatric services, MCH	5	0	0	0	0	0
Courts, CoRRS, police or probation	1	0	0	0	0	0
Other FSWS service	0	0	1	0	0	0
Friend or acquaintance	0	0	0	0	0	0
Parish or other church organisation	0	0	0	0	0	0
Place of employment	0	0	0	0	0	0
Other NGO	0	0	0	0	0	0
Other	1	0	0	0	0	2
Total	220	236	127	185	185	187

Figure 20: Service users will be referred to HBTS through other services or entity working with the service users. The figure above provides the number of referrals HBTS received from the various services or entities e.g., in 2022 HBTS received 78 referrals through Directorate for Child Protection.

HBTS: Number of global/family cases worked with in the year by number of service users attached to the global/family case						
	2019	2020	2021	2022	2023	2024
1 service user	99	105	88	68	67	116
2 or more service users	178	206	182	472	444	407
Total number of global/family cases	277	311	270	540	511	523

Figure 21: 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: (a) One service user case: One individual who attends in the year on their own without any other family member, or (b) two or more service users' cases: Several individuals identified as part of the same family attending in the year. For example, in 2022, 68 cases consisted of one service user only whilst 472 family cases consisted of two or more service users.

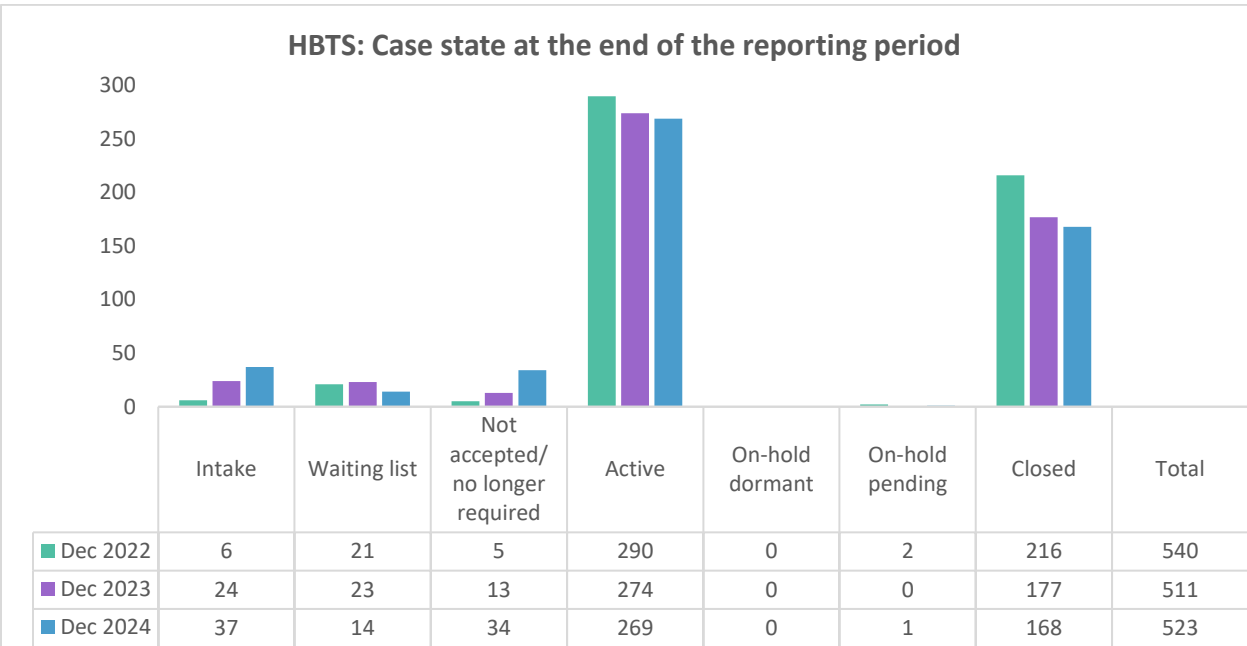


Figure 22: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2024, 51% (269) of the cases worked with were still active. 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 2024

A total of 523 cases were worked with between January and December 2024.

HBTS: Cases worked with Jan-Dec 2024 by gender (no. & %)

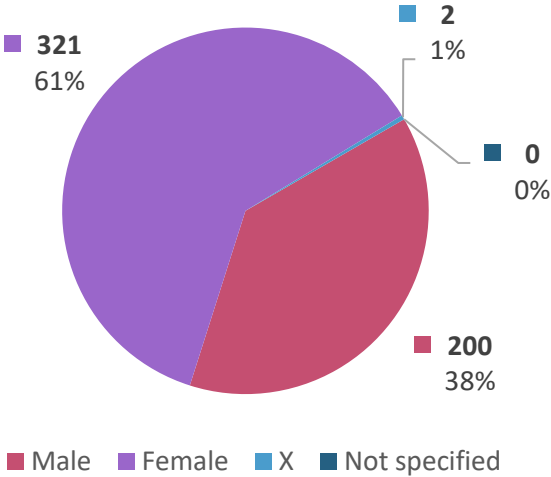


Figure 23: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (61%).

HBTS: Cases worked with Jan-Dec 2024 by age category (no. & %)

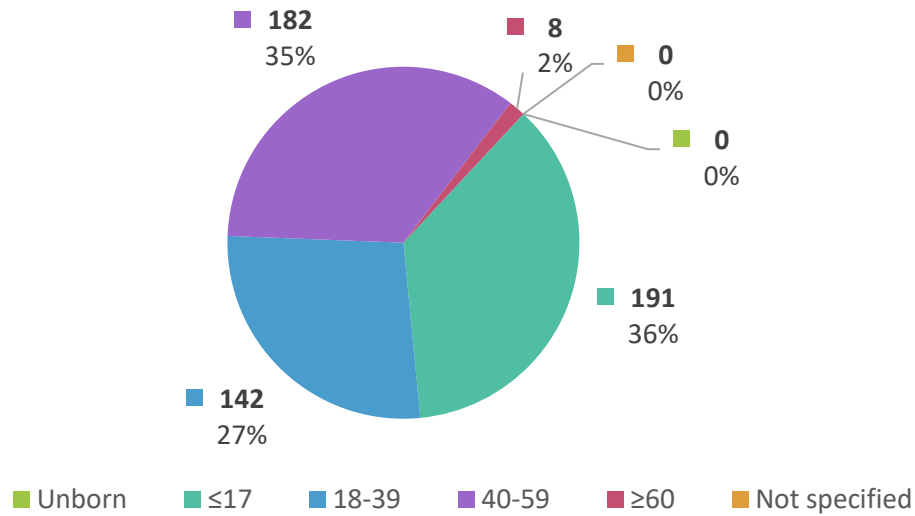


Figure 24: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 17 or younger (36%).

HBTS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

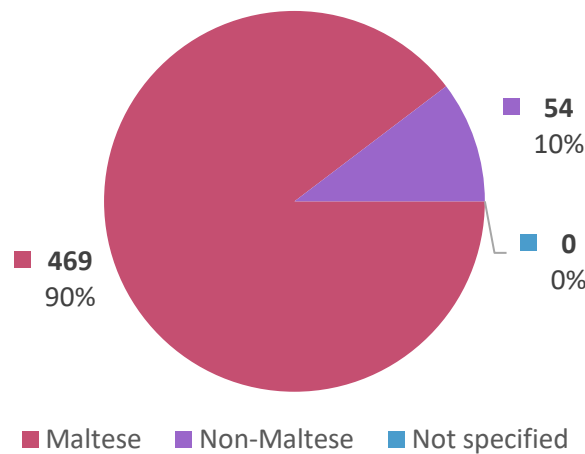


Figure 25: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 90% of the cases worked with were Maltese while non-Maltese made up 10% of cases.

HBTS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

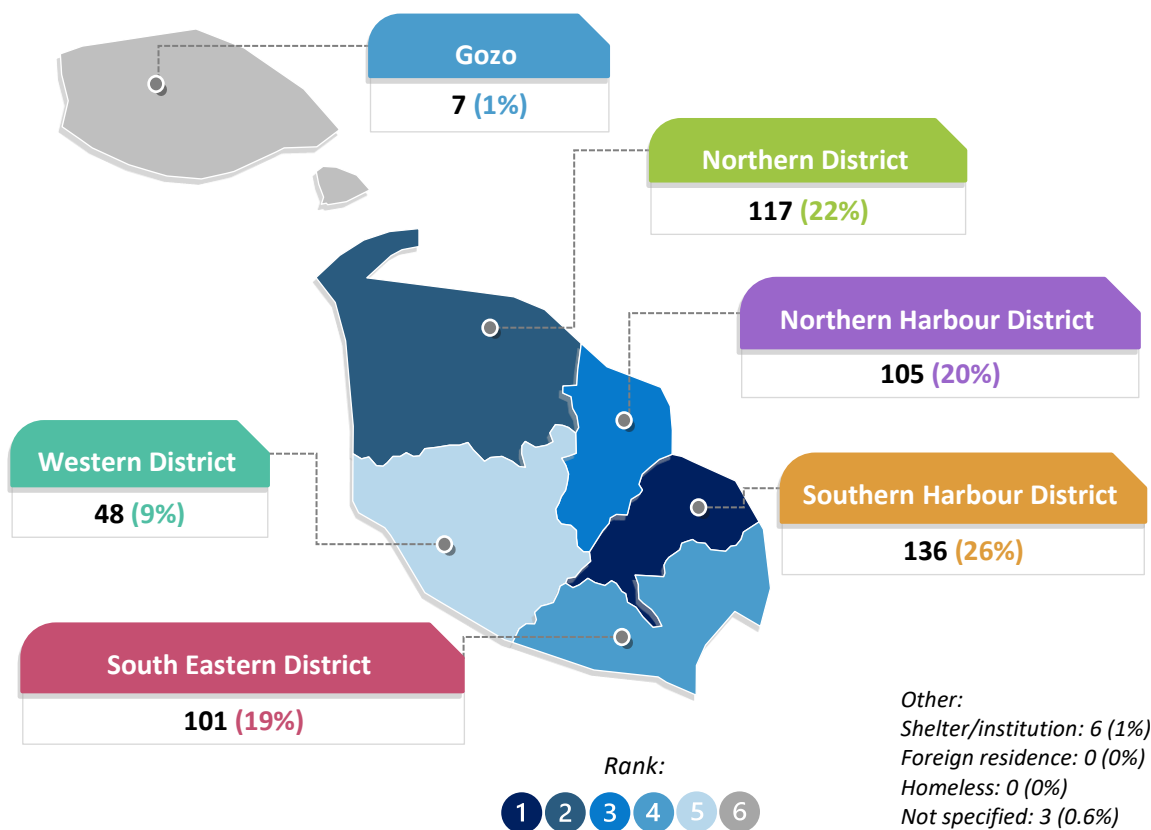


Figure 26: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (26%) had the highest percentage of cases worked with in 2024.

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 **164** cases were opened between January and December 2024.

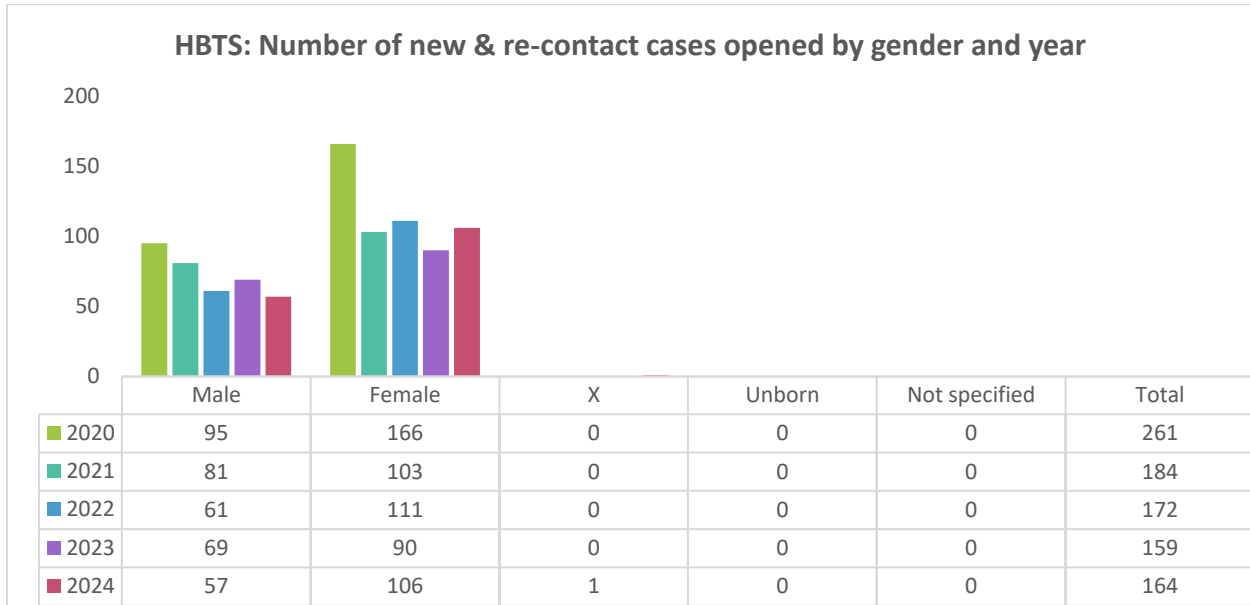
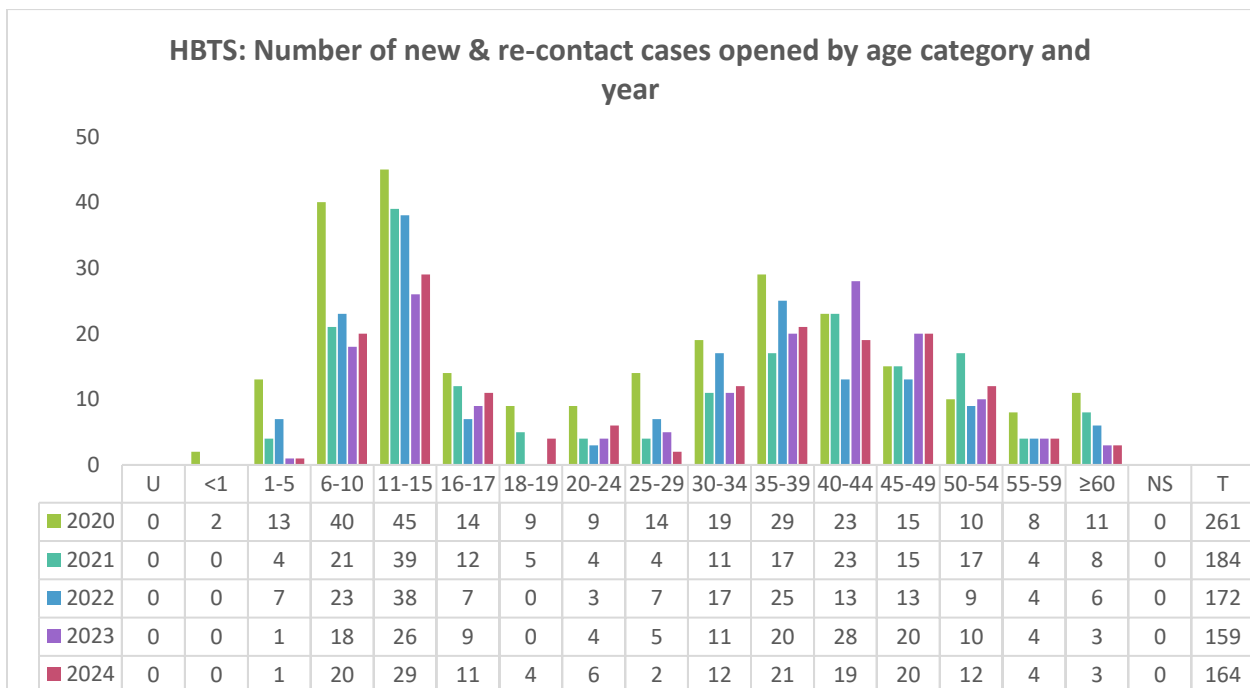


Figure 27: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (106).



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

Figure 28: 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 2024, the highest number of cases opened were ages 11 to 15 (29).

HBTS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	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	13	7	0	0	0	20
11-15	15	14	0	0	0	29
16-17	4	7	0	0	0	11
18-19	1	2	1	0	0	4
20-24	2	4	0	0	0	6
25-29	0	2	0	0	0	2
30-34	2	10	0	0	0	12
35-39	4	17	0	0	0	21
40-44	4	15	0	0	0	19
45-49	3	17	0	0	0	20
50-54	4	8	0	0	0	12
55-59	2	2	0	0	0	4
≥60	2	1	0	0	0	3
Not specified	0	0	0	0	0	0
Total	57	106	1	0	0	164

Figure 29: 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.

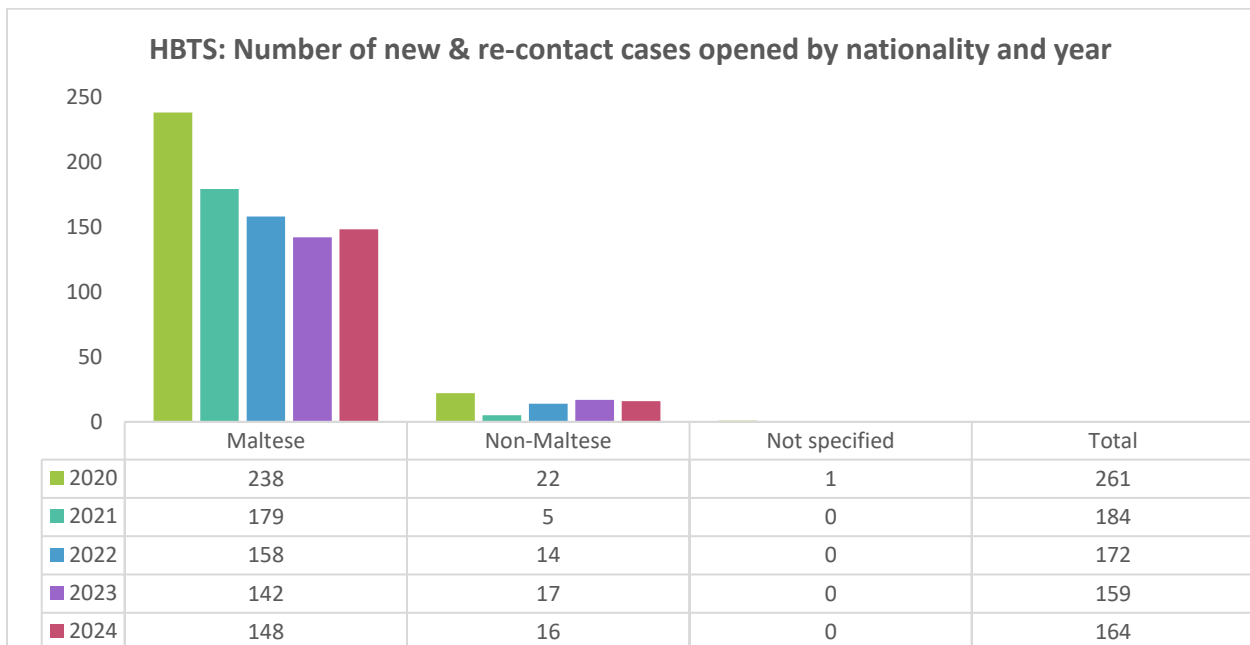
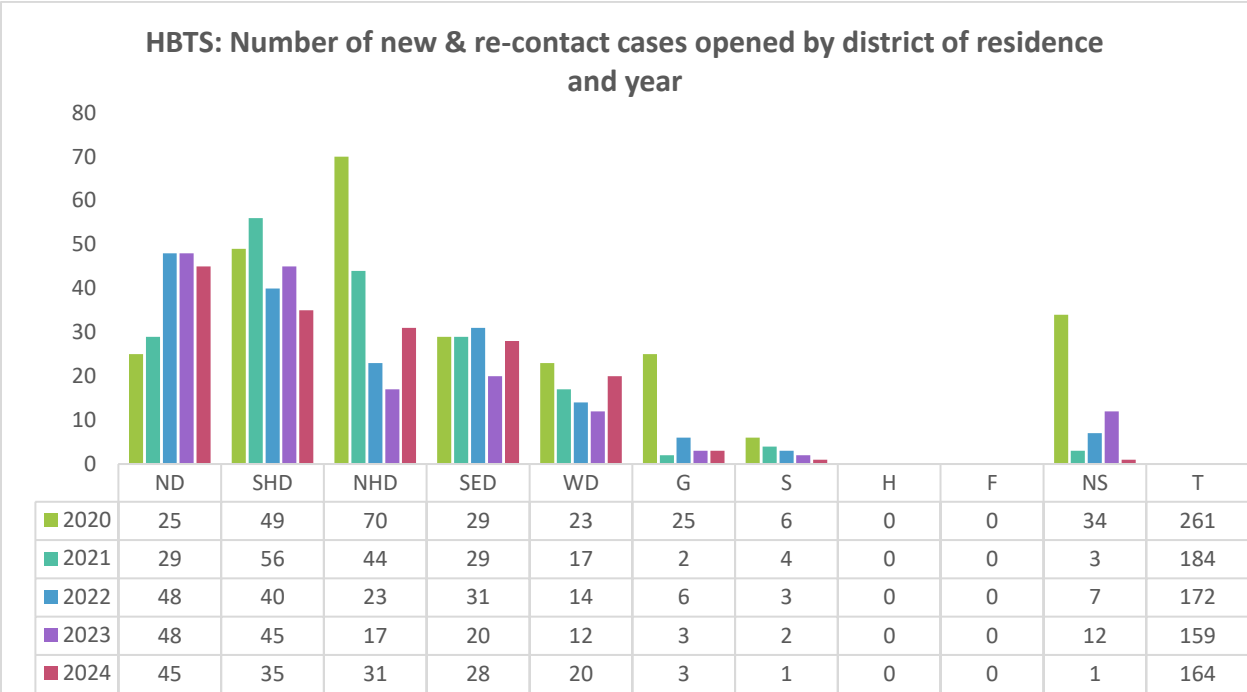


Figure 30: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 148 cases opened were Maltese while 16 cases were non-Maltese.



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

Figure 31: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern District (45) had the highest number of cases opened in 2024.

Therapeutic Services (TS)

Case activity

Note: In 2020, The Therapeutic Service (TS), previously known as Psychological Services (PS) amalgamated the Psychological Service (PSS) with the Family Therapy Service (FTS) in 2020 and in 2023 the Psychological Services (which previously formed part of Agenzija Sedqa) migrated to the ACTS portfolio.

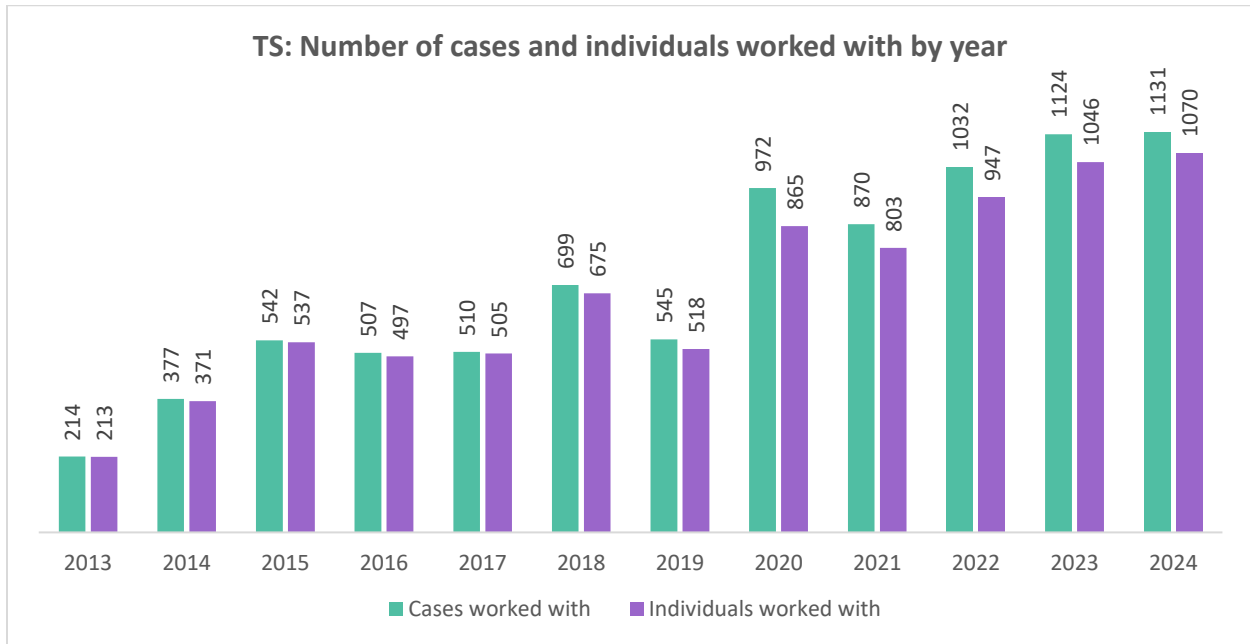


Figure 32: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 1131 cases and 1070 individuals were worked with compared to 1124 and 1046 respectively in 2023.

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



Figure 33: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 19% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness of services, or changes in the demand for services (such as the

implementation of new legislation or removal of a policy) or changes in procedure (e.g., data collection methods) may impact differences observed between the years.

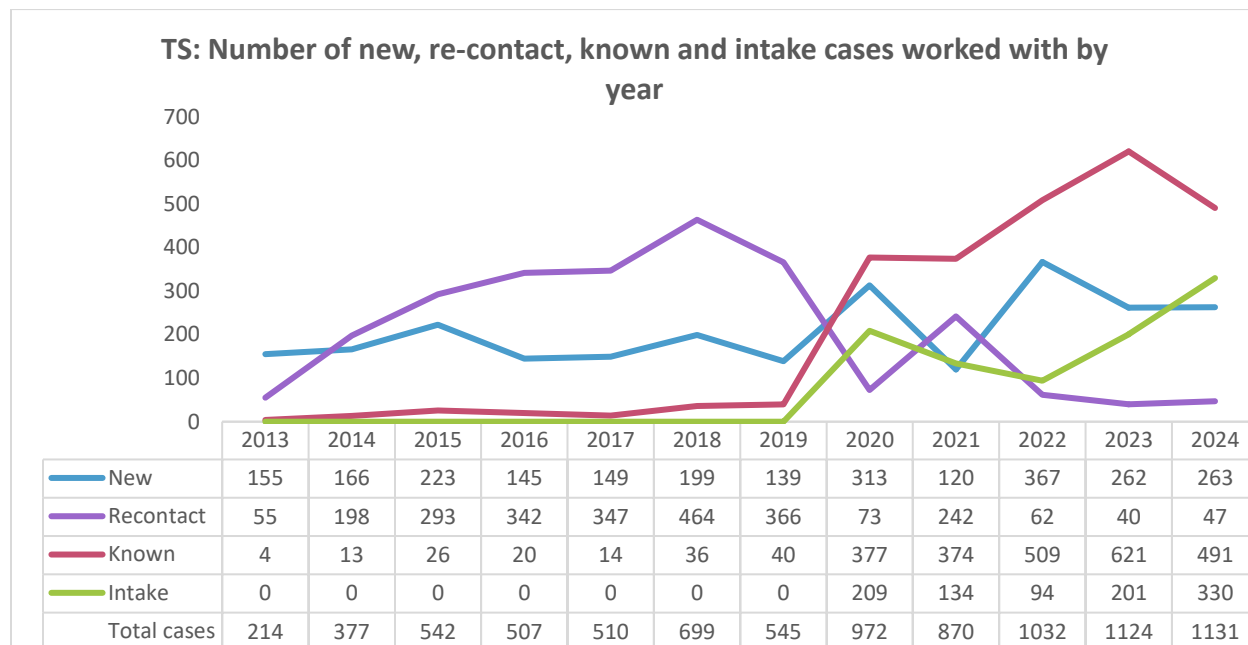


Figure 34: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

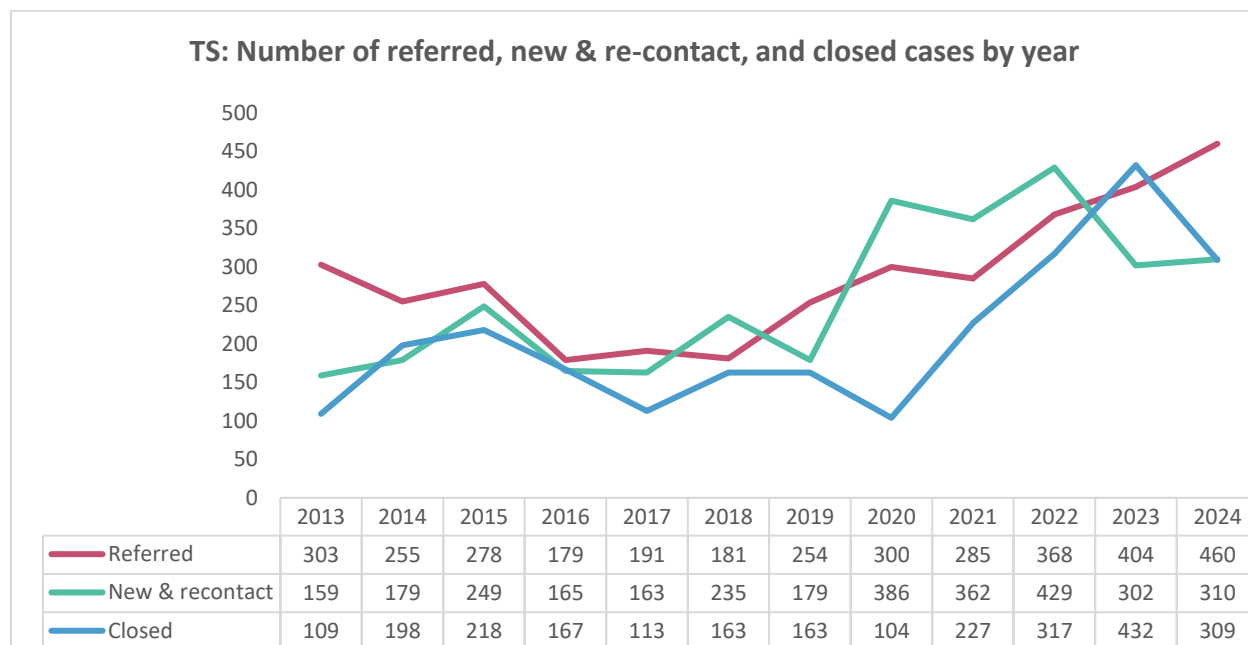


Figure 35: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 34 for breakdown of new & recontact cases). In 2024, 460 cases were referred, 310 new & recontact cases opened, and 309 cases closed.

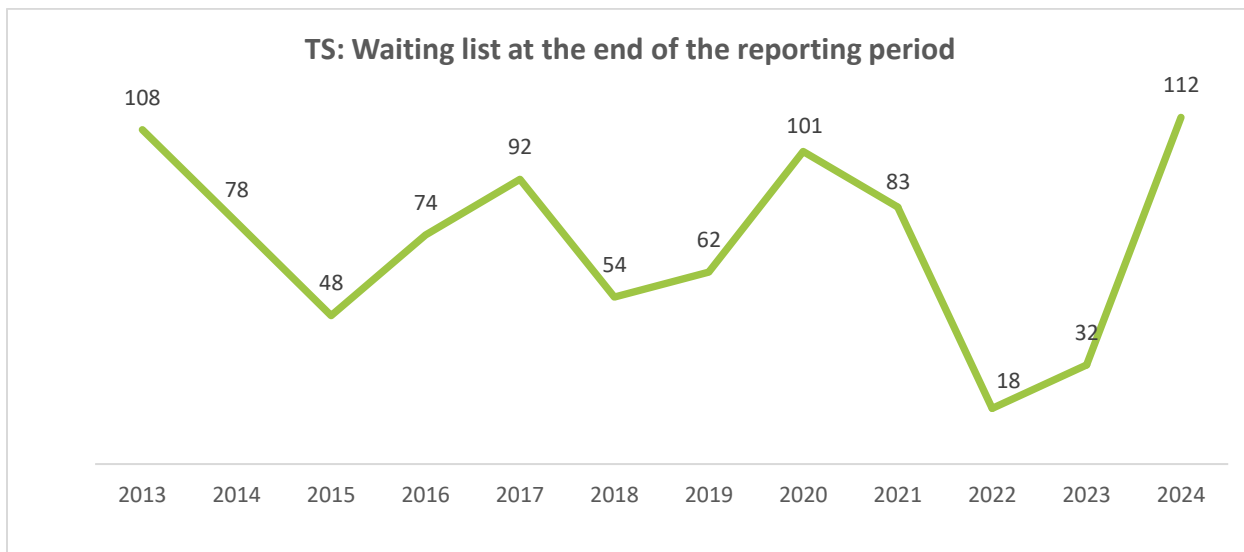


Figure 36: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case. Prior to 2020, the waiting list was calculated as the sum of the Psychological Service and the Family Therapy Service list. In 2021 one waiting list for the Therapeutic Services was introduced and the data was extracted from the new online data collection system which reports on a service user level.

TS: Year of referral by source of referral		
	2023	2024
Other ACTS service	82	93
Sedqa service	86	84
Alternative Care service	24	75
Appogg service	56	69
Directorate for Child Protection	48	54
Self-referred	87	50
School or education department	8	18
Other NGO	0	9
Hospital, other medical service or GP	1	2
Parish or other church organisation	0	2
Courts, CoRRS, police or probation	2	0
Agenzija Sapport	0	0
FSWS Gozo branch service	0	0
Family	0	0
Psychiatric services, MCH	0	0
Other FSWS service	0	0
Friend or acquaintance	0	0
Place of employment	0	0
Other	6	4
Not specified	4	0
Total	404	460

Figure 37: Service users will be referred to PS through other services or entity working with the service users. The figure above provides the number of referrals PS received from the various services or entities e.g., in 2023 PS received 86 referrals through Sedqa.

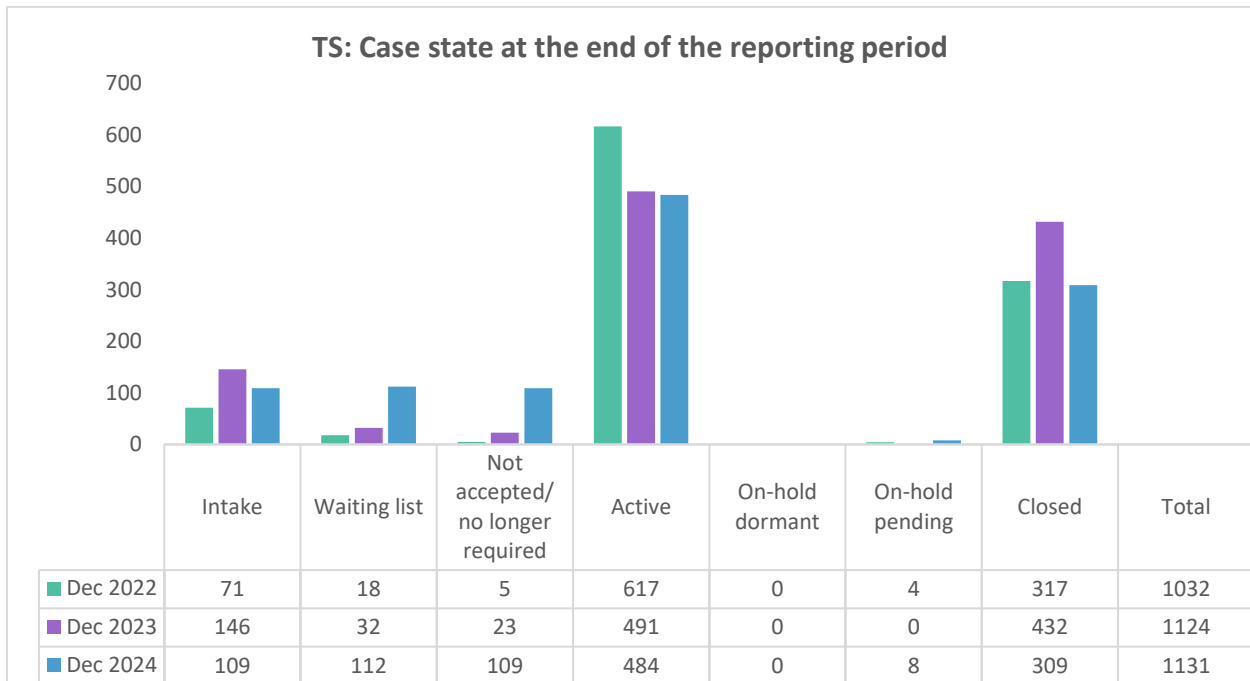


Figure 38: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 43% (484) of the cases worked with were still active. 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 2024

A total of **1,131** cases were worked with between January and December 2024.

TS: Cases worked with Jan-Dec 2024 by gender (no. & %)

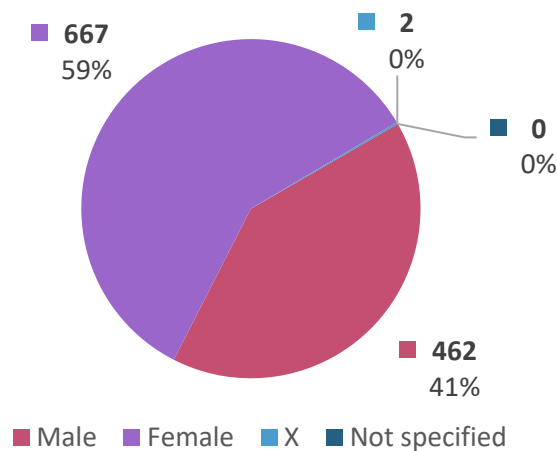


Figure 39: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (59%).

TS: Cases worked with Jan-Dec 2024 by age category (no. & %)

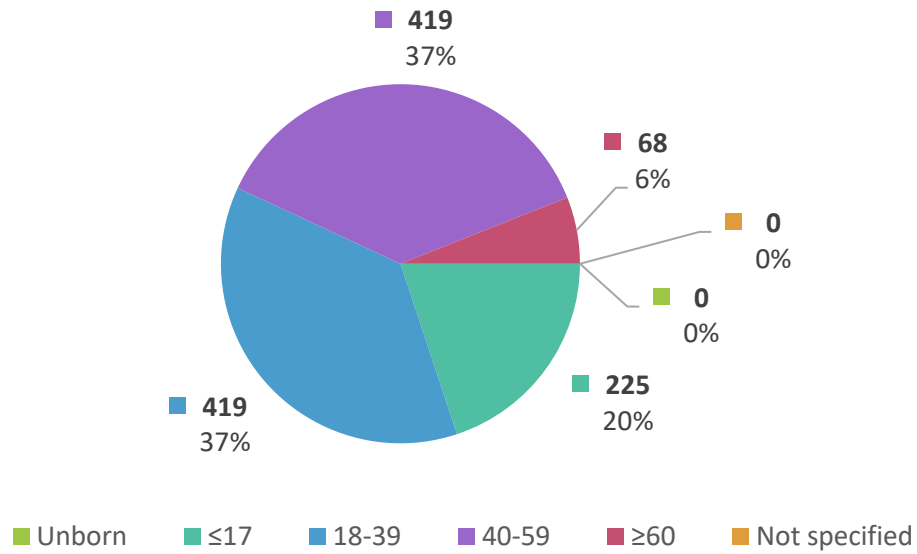


Figure 40: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (37%) and 40 to 59 (37%).

TS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

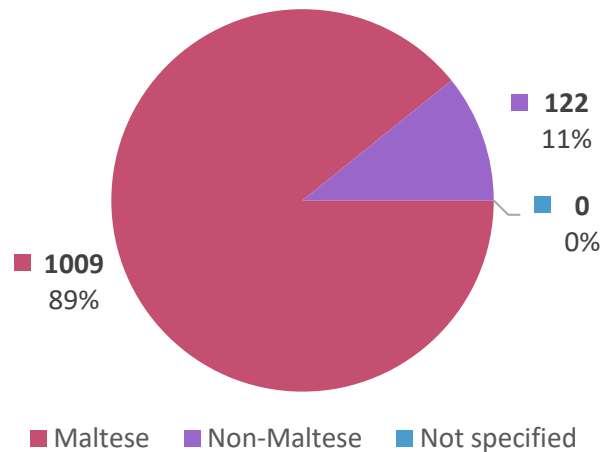


Figure 41: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 89% of the cases worked with were Maltese while non-Maltese made up 11% of cases.

TS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

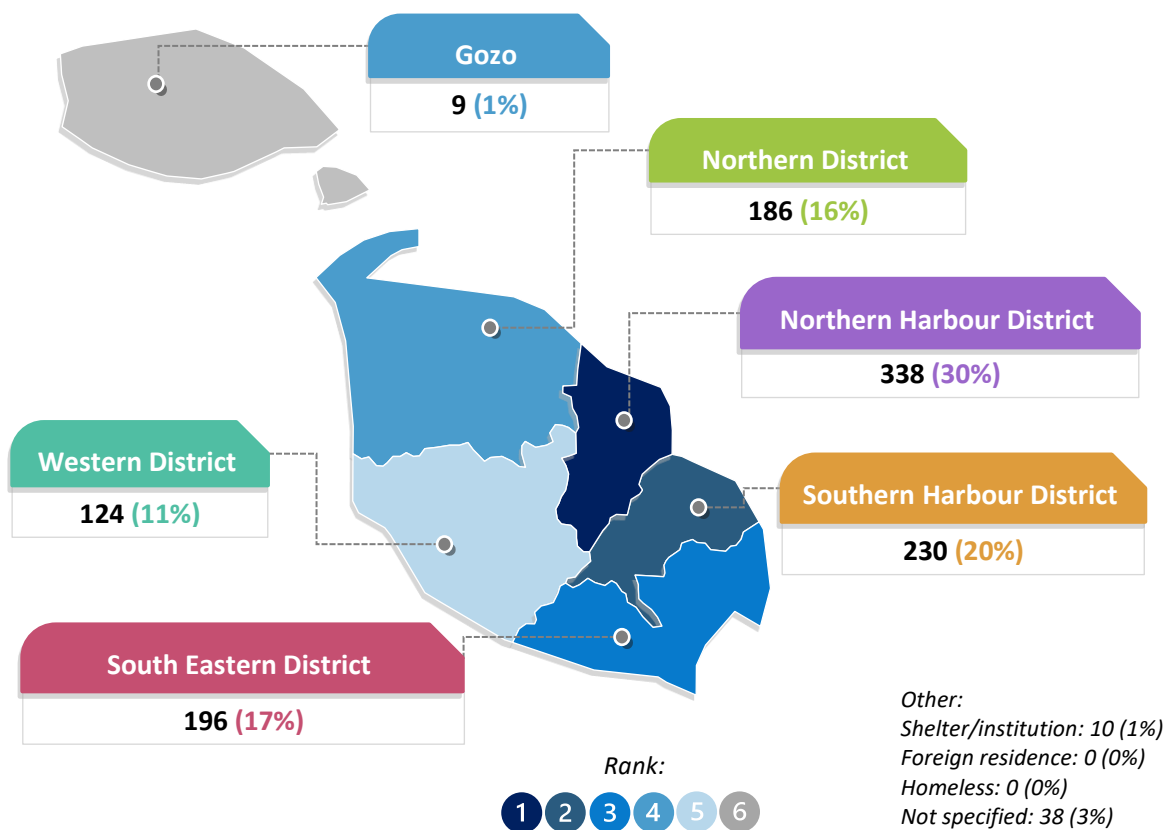


Figure 42: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (30%) had the highest percentage of cases worked with in 2024.

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 **310** cases were opened between January and December 2024.

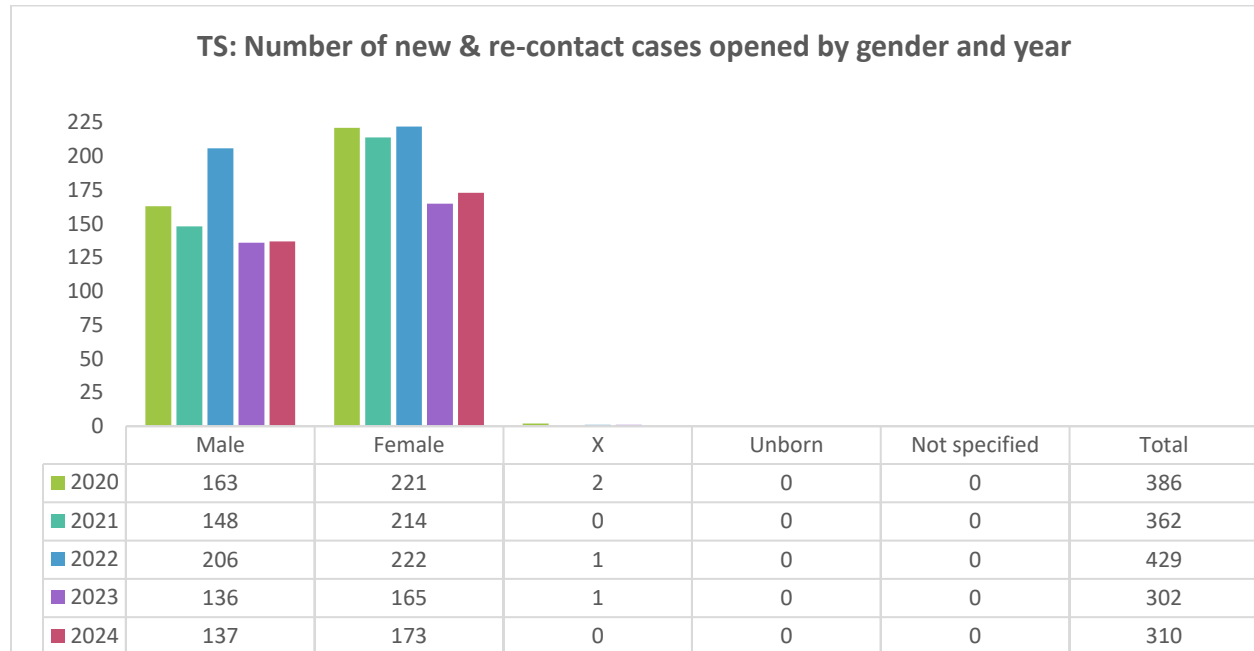
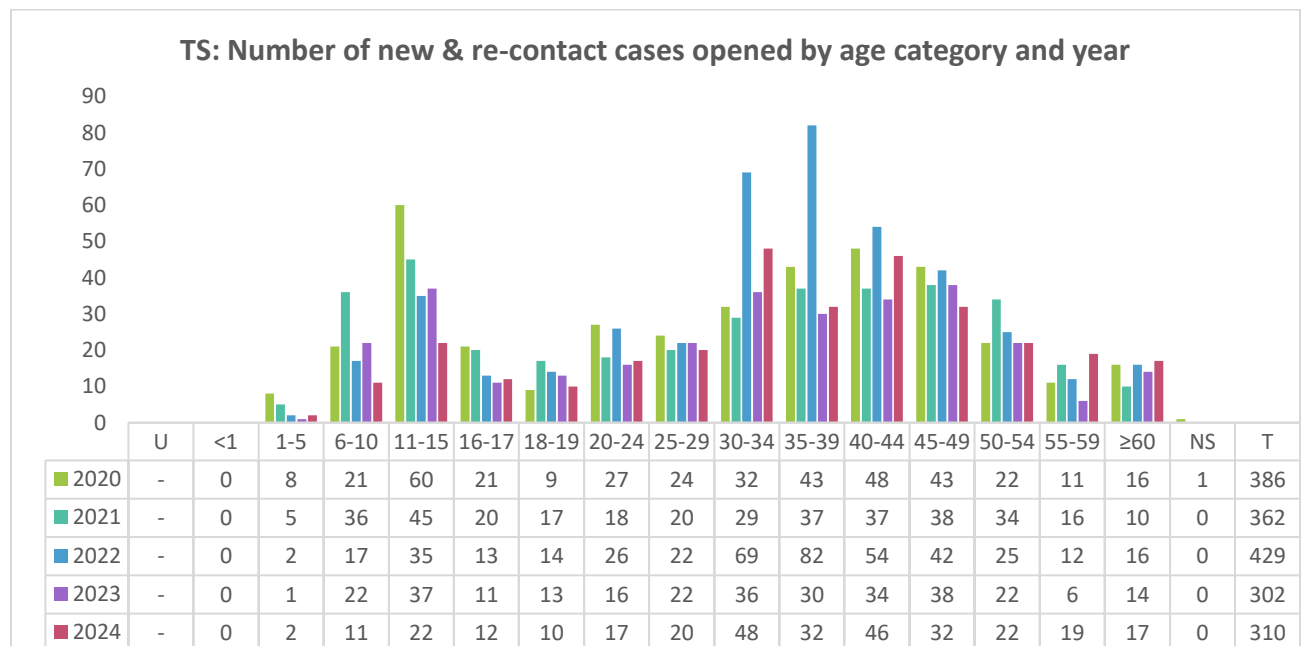


Figure 43: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (173).



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

Figure 44: 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 2024, the highest number of cases opened were ages 30 to 34 (48).

TS: Number of new and re-contact cases opened by gender and age January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	0	2	0	0	0	2
6-10	6	5	0	0	0	11
11-15	7	15	0	0	0	22
16-17	2	10	0	0	0	12
18-19	6	4	0	0	0	10
20-24	6	11	0	0	0	17
25-29	9	11	0	0	0	20
30-34	27	21	0	0	0	48
35-39	17	15	0	0	0	32
40-44	23	23	0	0	0	46
45-49	10	22	0	0	0	32
50-54	9	13	0	0	0	22
55-59	10	9	0	0	0	19
≥60	5	12	0	0	0	17
Not specified	0	0	0	0	0	0
Total	137	173	0	0	0	310

Figure 45: 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.

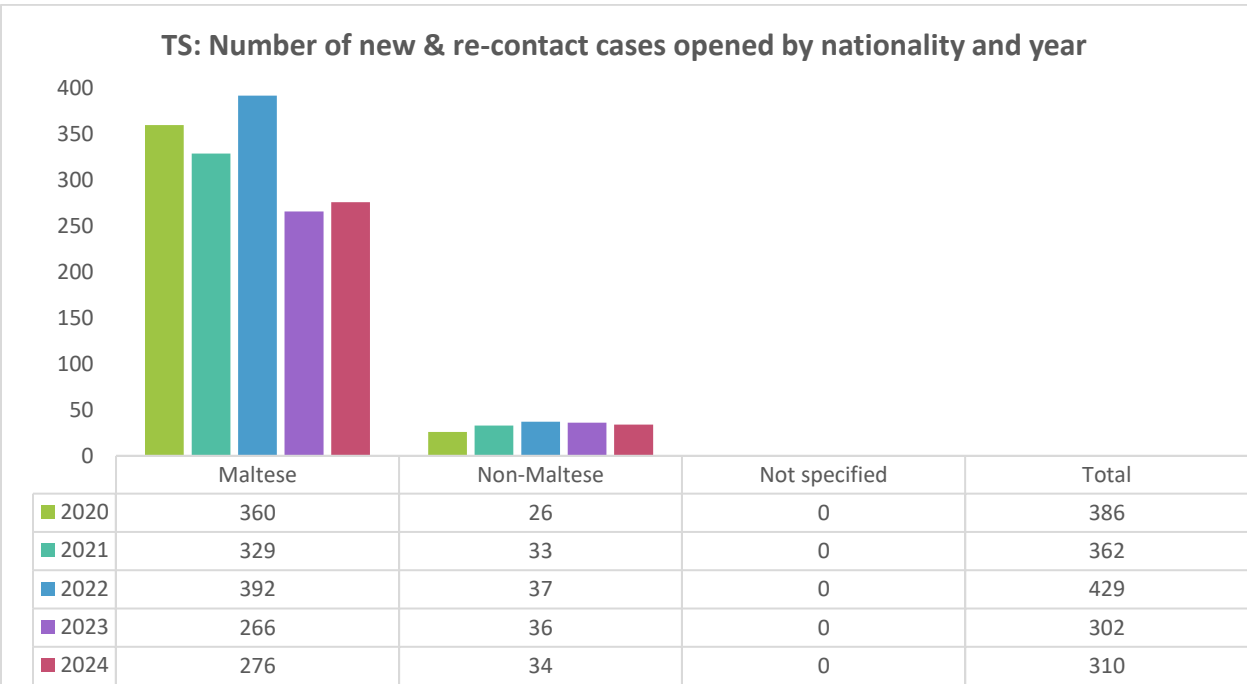
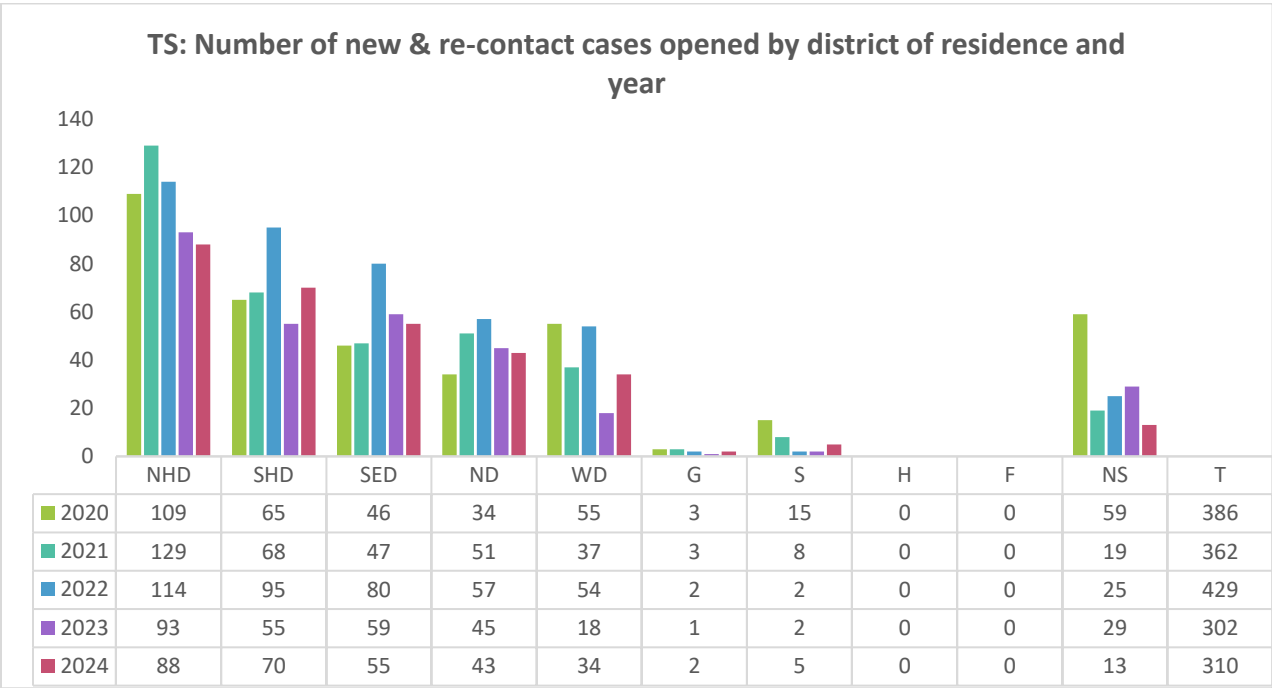


Figure 46: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 276 cases opened were Maltese while 34 cases were non-Maltese.



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 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. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (88) had the highest number of cases opened in 2024.

Incredible Years Programme (IY)

Case activity

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

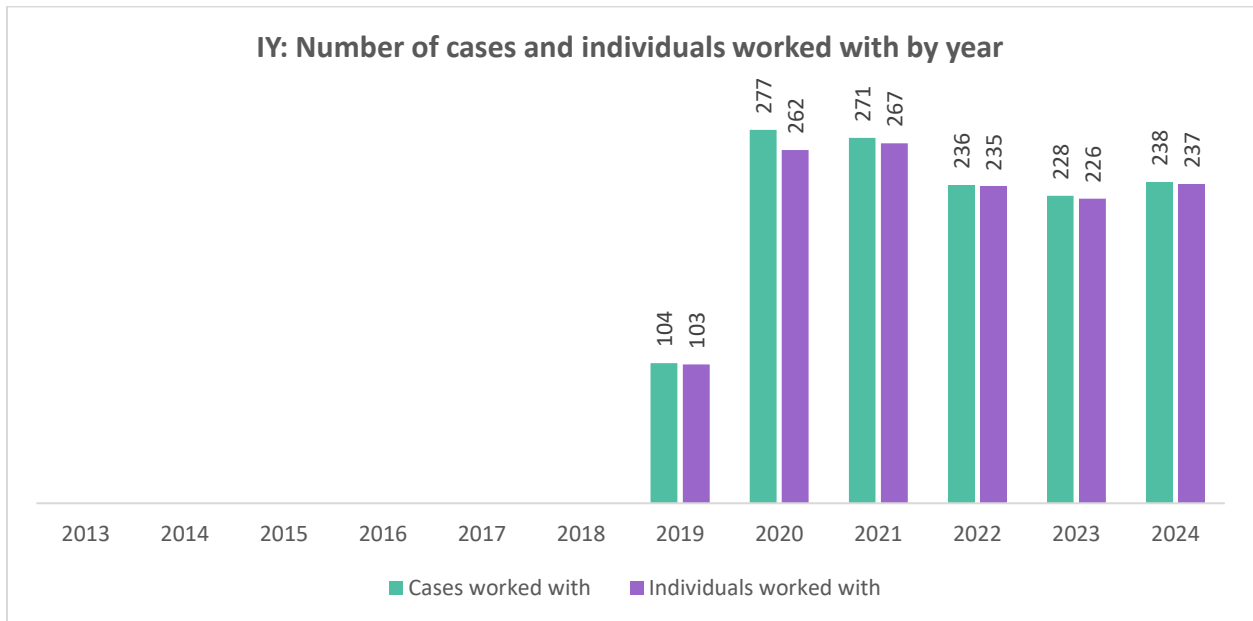


Figure 48: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 238 cases and 237 individuals were worked with compared to 228 and 226 respectively in 2023.

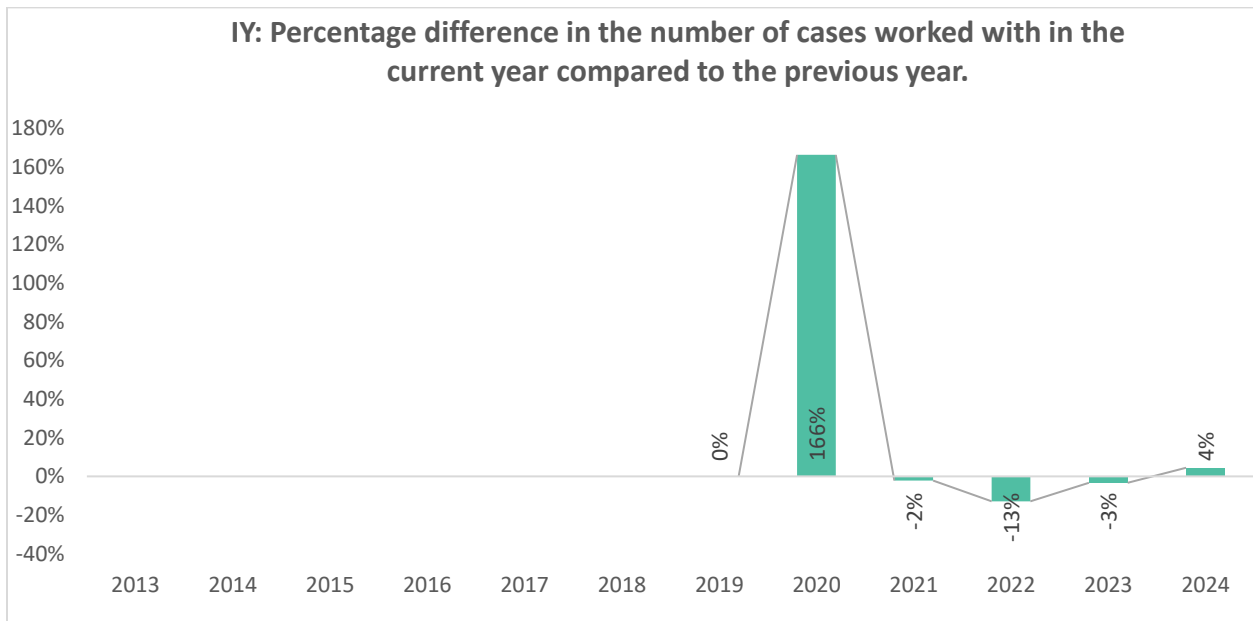


Figure 49: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 13% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

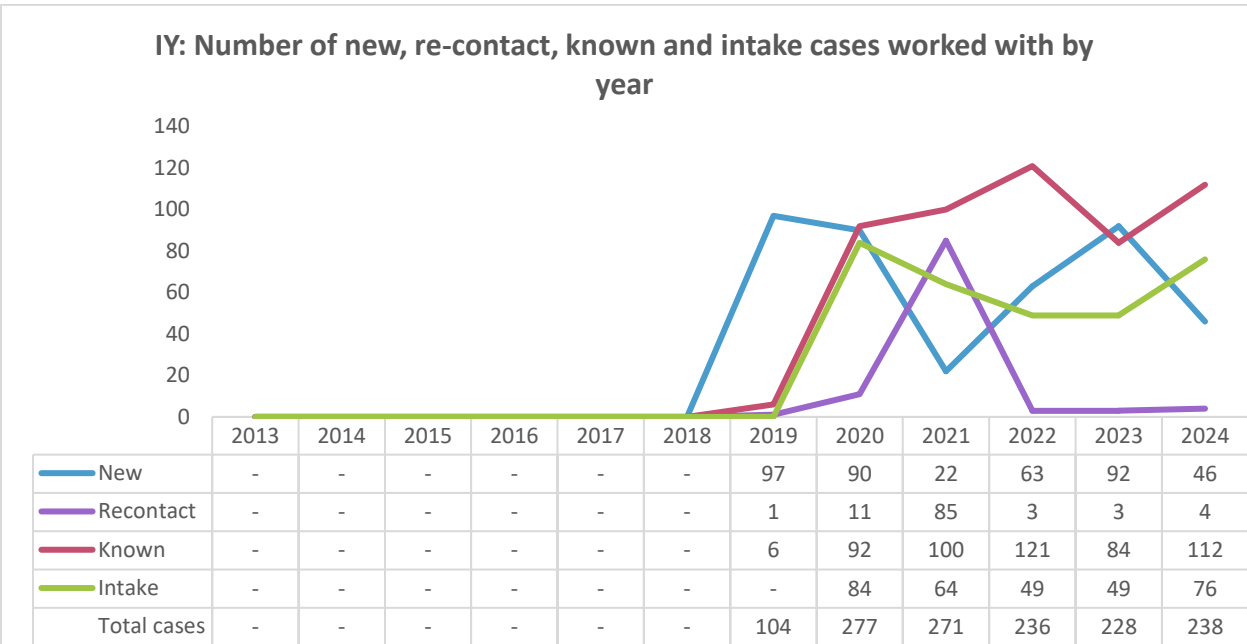


Figure 50: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

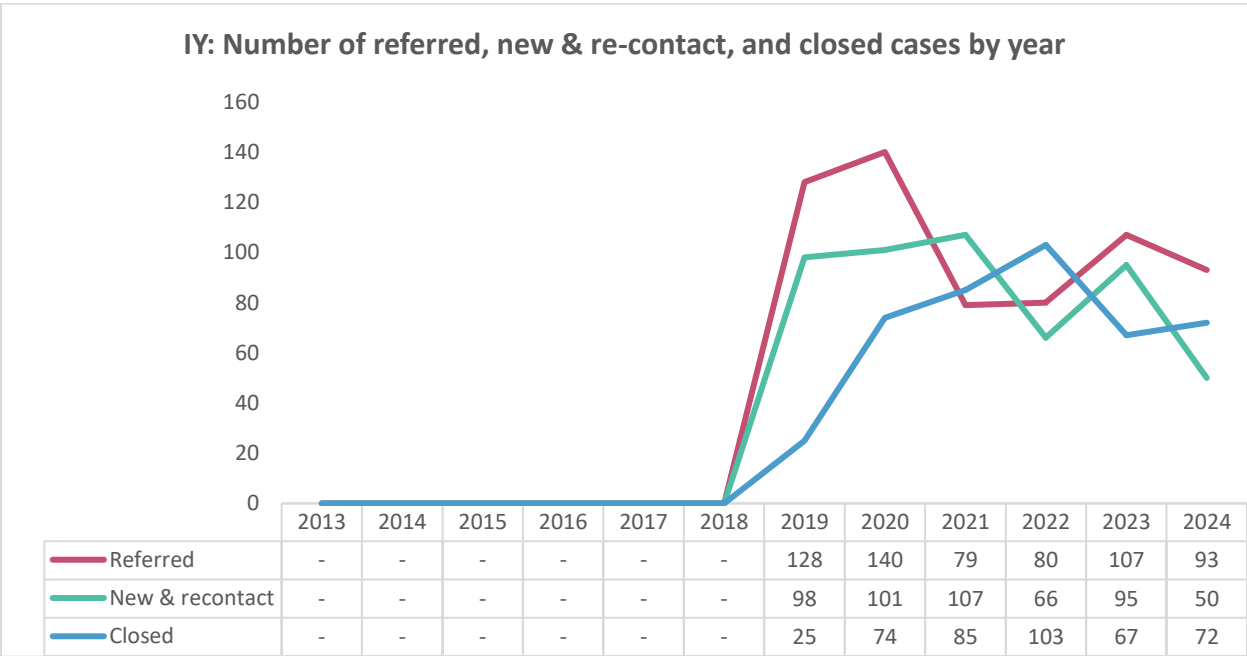


Figure 51: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 50 for breakdown of new & recontact cases). In 2024, 93 cases were referred, 50 new & recontact cases opened, and 72 cases closed.

IY: Waiting list at the end of the reporting period

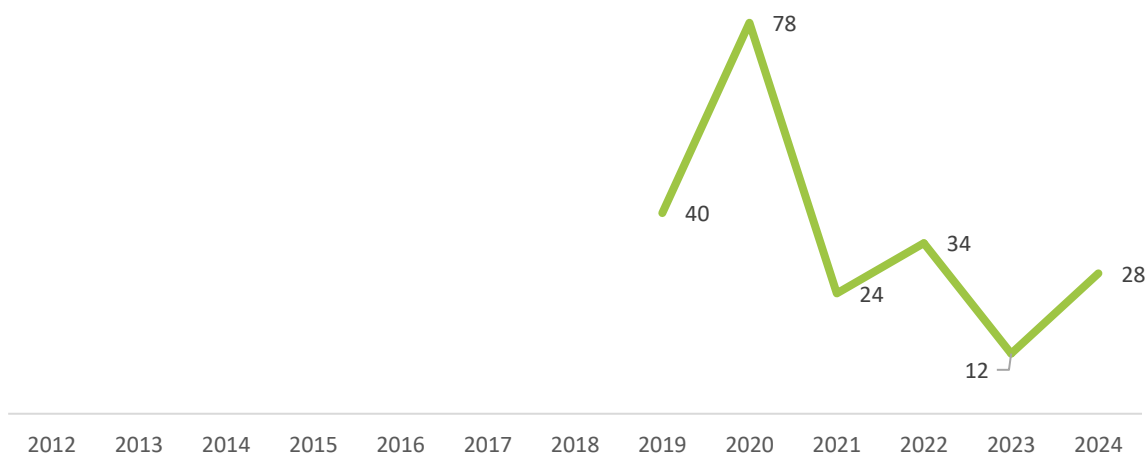


Figure 52: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

IY: Year of referral by source of referral						
	2019	2020	2021	2022	2023	2024
Directorate for Child Protection	-	24	33	26	53	37
Other ACTS service	62	61	23	19	18	25
Alternative Care	-	25	15	8	18	13
Appogg service	50	23	7	11	11	10
School or education department	1	2	0	7	6	5
Other NGO	0	0	0	0	0	2
Hospital, other medical service or GP	0	0	0	1	1	0
Courts, CoRRS, police or probation	13	0	0	7	0	0
Self-referred	0	0	1	1	0	0
Family	0	0	0	0	0	0
Friend or acquaintance	0	0	0	0	0	0
FSWS Gozo	0	2	0	0	0	0
Other FSWS service	0	0	0	0	0	0
Parish or other church organisation	0	0	0	0	0	0
Place of employment	0	0	0	0	0	0
Psychiatric services, MCH	0	0	0	0	0	0
Sedqa service	1	2	0	0	0	0
Other	1	1	0	0	0	1
Total	128	140	79	80	107	93

Figure 53: Service users will be referred to IY through other services or entity working with the service users. The figure above provides the number of referrals IY received from the various services or entities e.g., in 2022 IY received 26 referrals through Directorate for Child Protection.

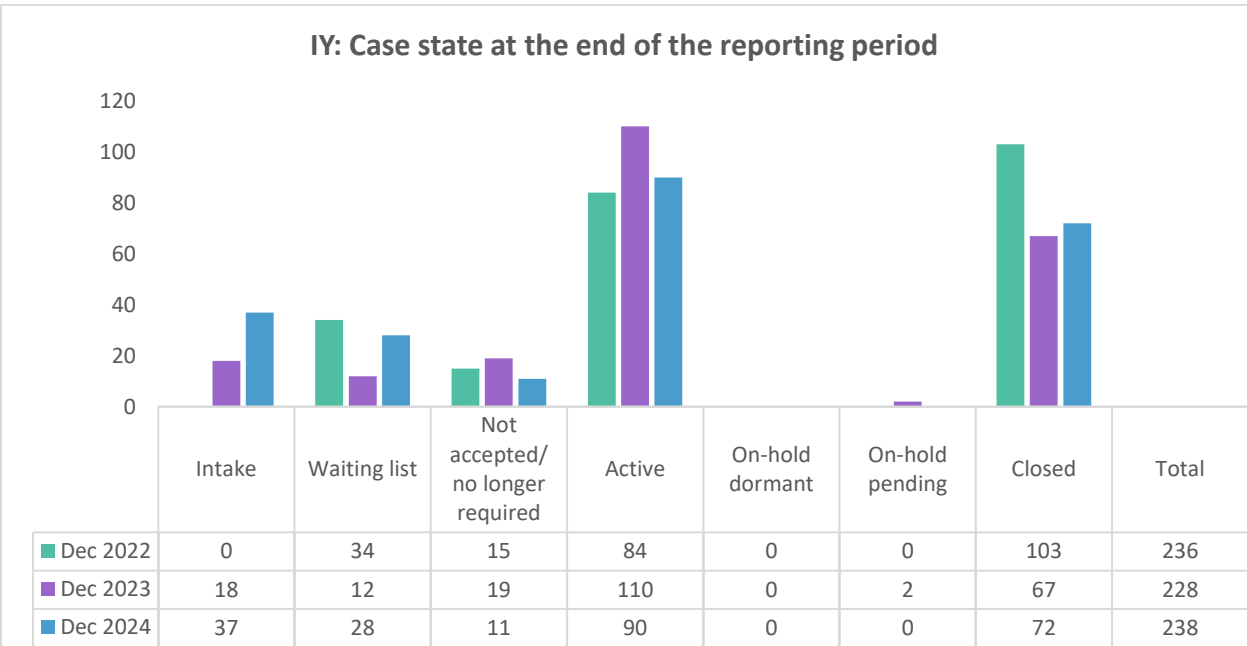


Figure 54: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 38% (90) of the cases worked with were still active. 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 2024

A total of **238** cases were worked with between January and December 2024.

IY: Cases worked with Jan-Dec 2024 by gender (no. & %)

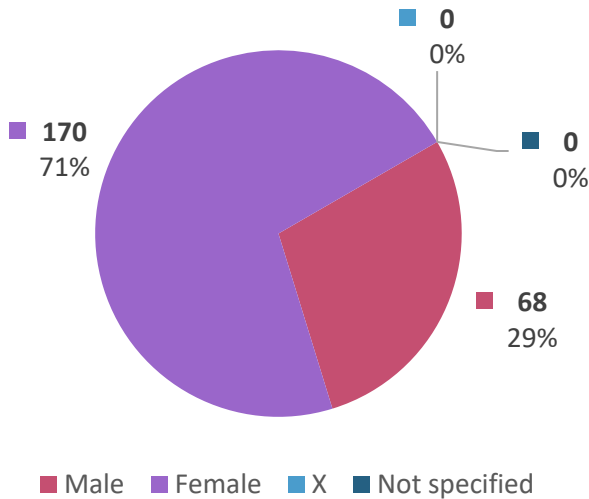


Figure 55: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (71%).

IY: Cases worked with Jan-Dec 2024 by age category (no. & %)

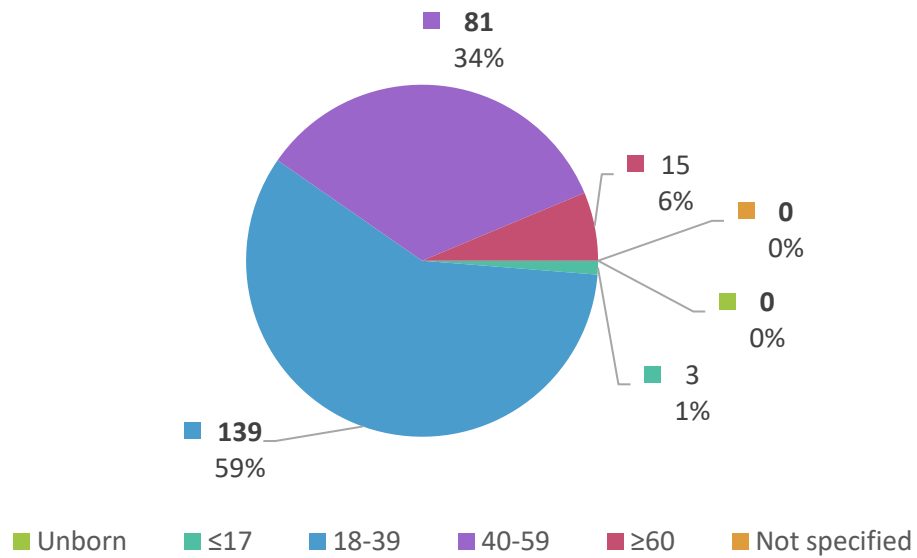


Figure 56: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (59%).

IY: Cases worked with Jan-Dec 2024 by nationality (no. & %)

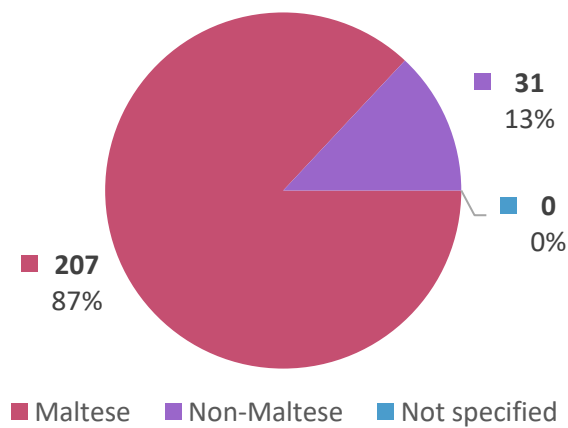


Figure 57: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 87% of the cases worked with were Maltese while non-Maltese made up 13% of cases.

IY: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

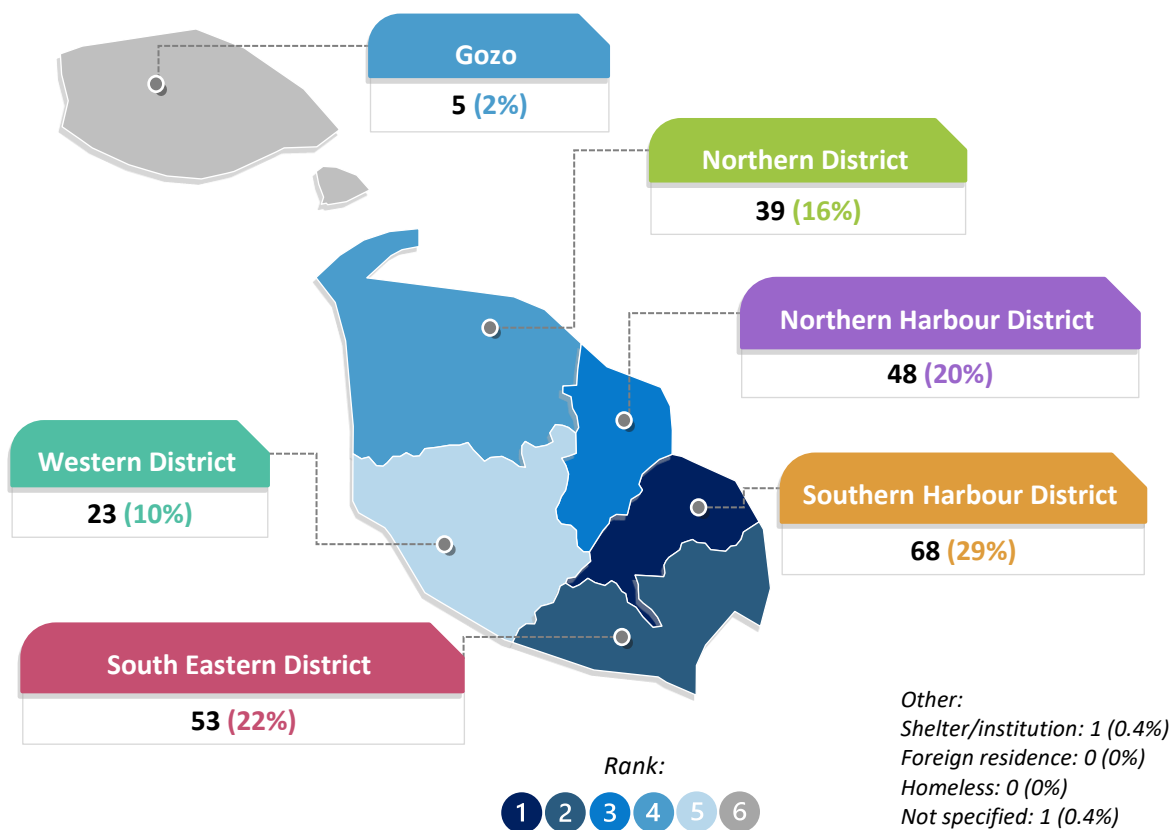


Figure 58: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (29%) had the highest percentage of cases worked with in 2024.

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 2024.

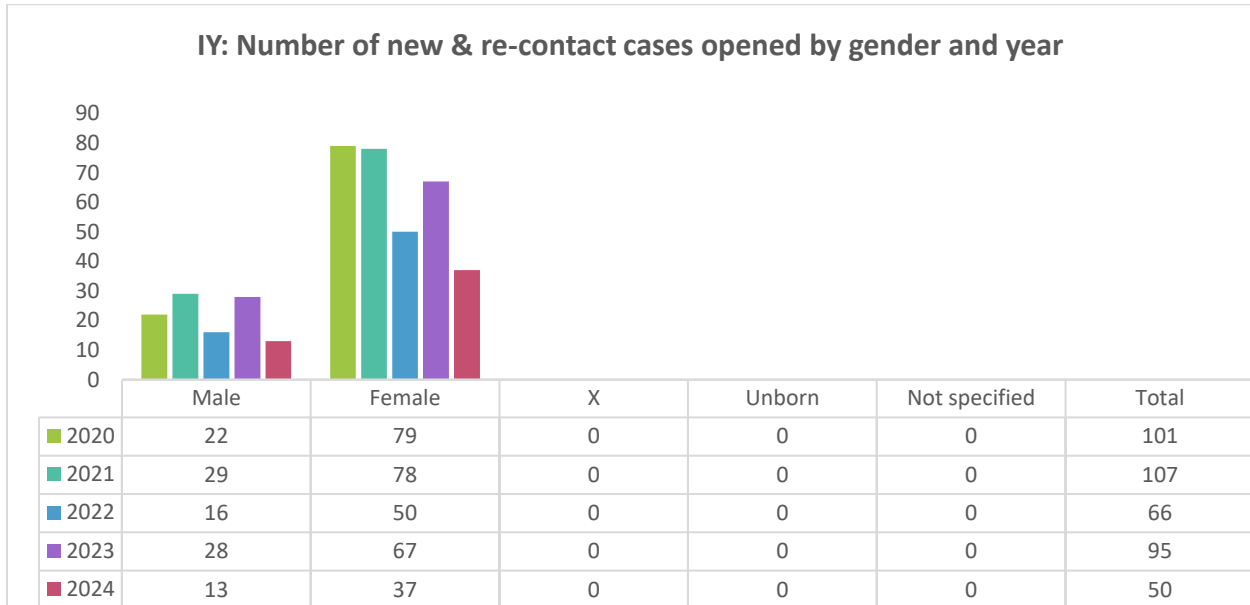
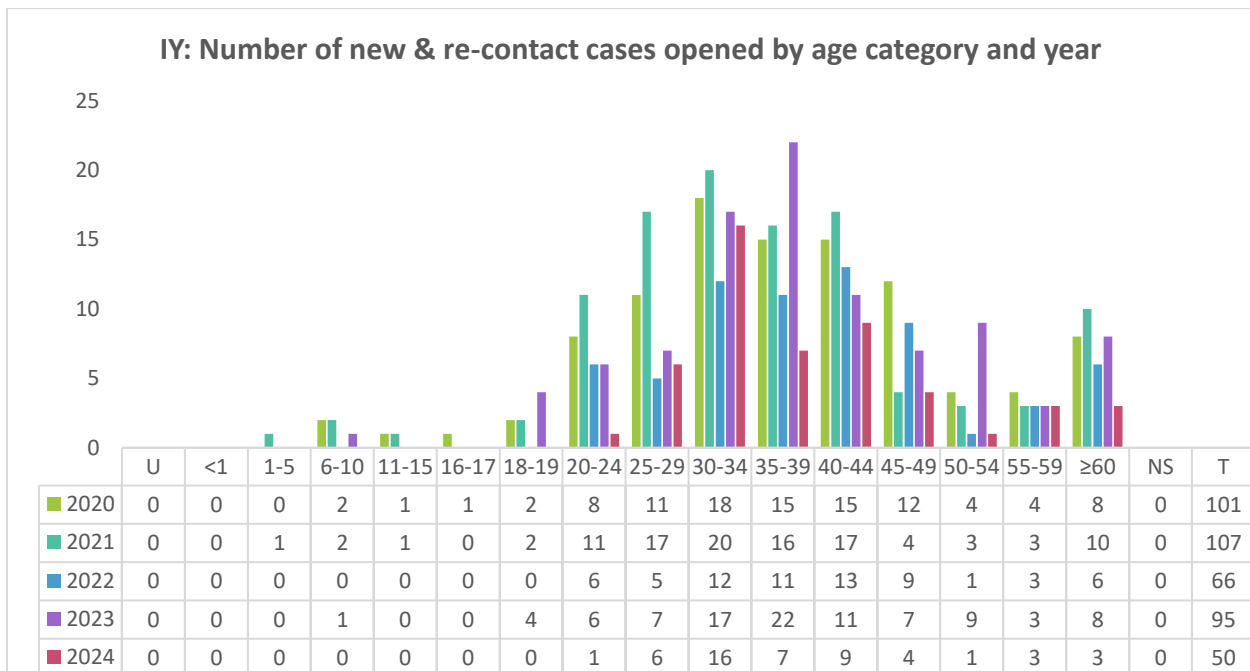


Figure 59: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (37).



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

Figure 60: 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 2024, the highest number of cases opened were ages 30 to 34 (16).

IV: Number of new & re-contact cases opened by age category and gender January – December 2024						
	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	5	0	0	0	6
30-34	5	11	0	0	0	16
35-39	2	5	0	0	0	7
40-44	2	7	0	0	0	9
45-49	0	4	0	0	0	4
50-54	0	1	0	0	0	1
55-59	1	2	0	0	0	3
≥60	2	1	0	0	0	3
Not specified	0	0	0	0	0	0
Total	13	37	0	0	0	50

Figure 61: 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.

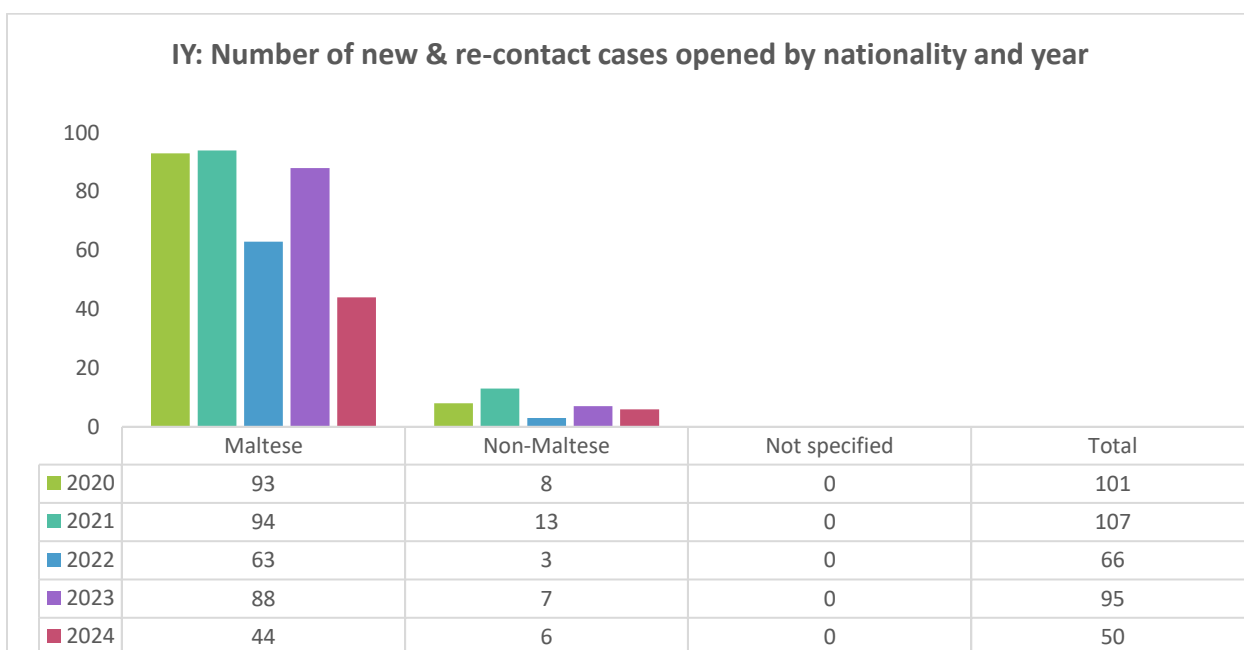
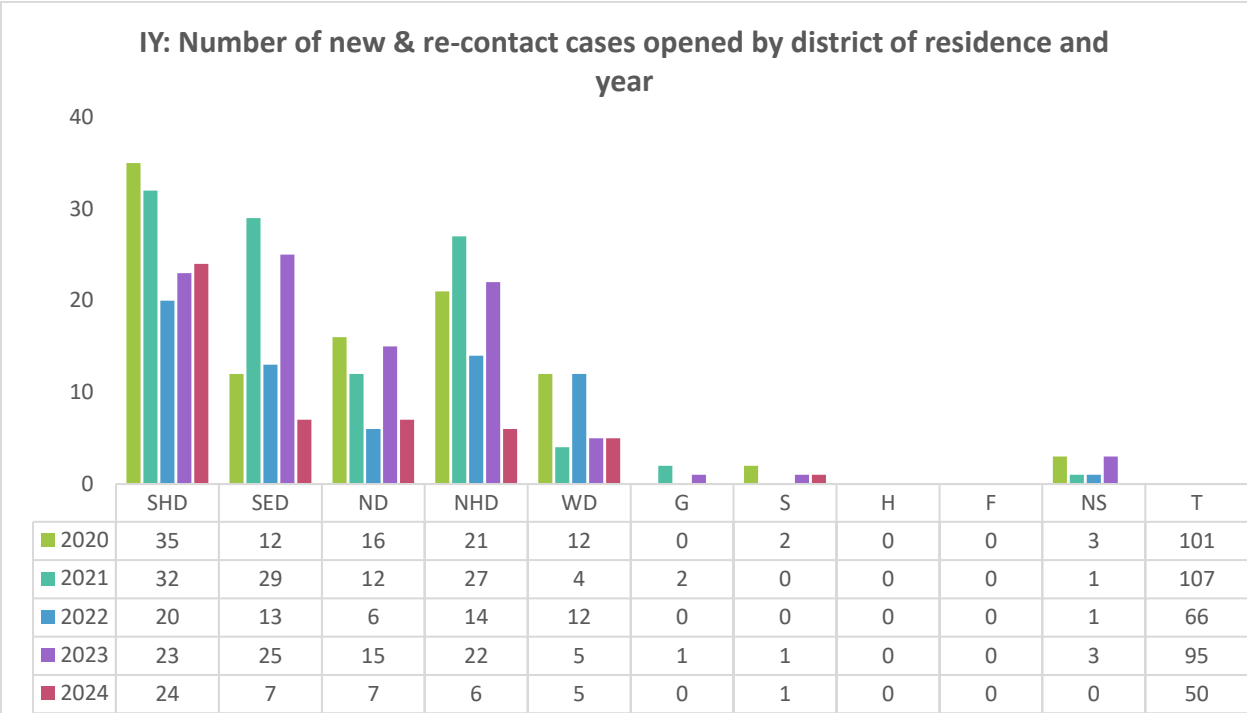


Figure 62: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 44 cases opened were Maltese while 6 cases were non-Maltese.



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 63: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (24) had the highest number of cases opened in 2024.

Community Development (CD)

Case activity

Data first reported from July 2022.

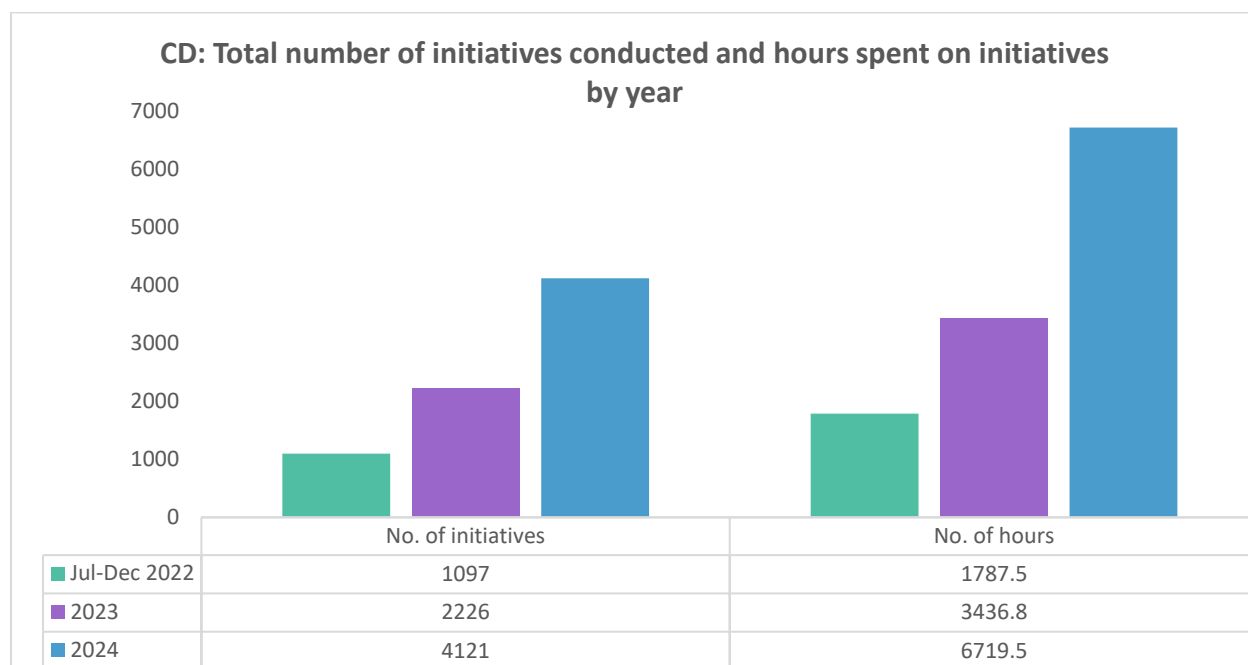


Figure 64: In 2024, the service conducted 4121 initiatives with a total of 6719.5 hours.

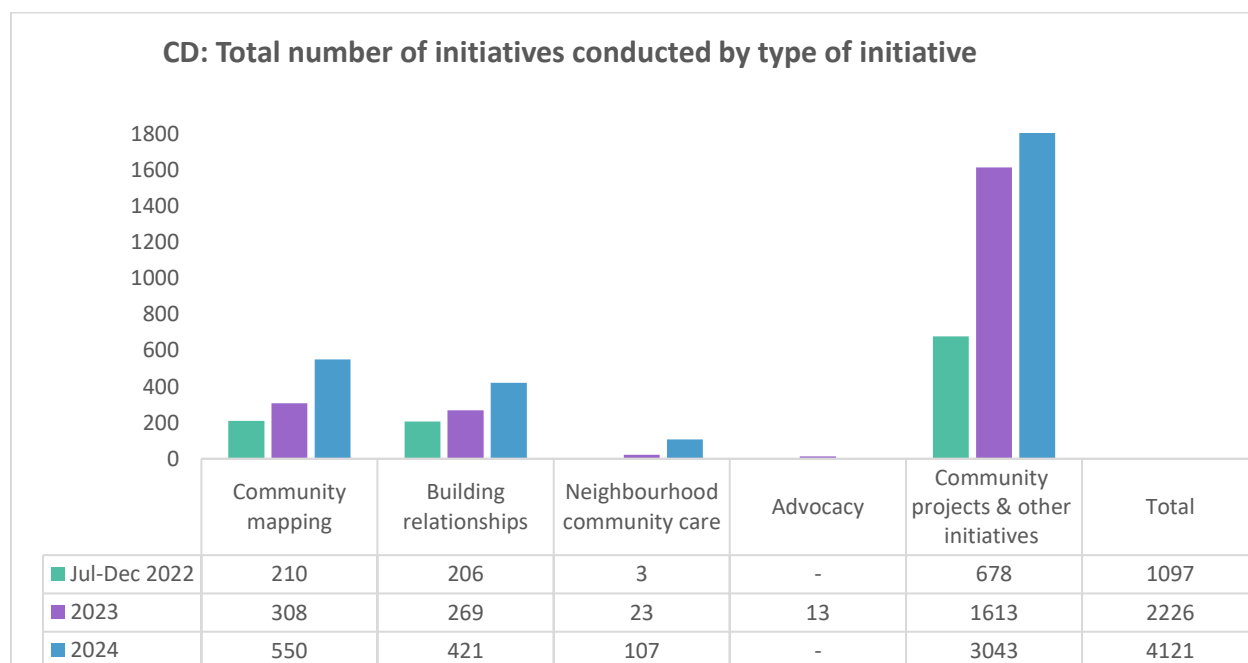


Figure 65: The initiatives conducted are split into different targeted initiatives e.g., community mapping is a process of empowering locals in identifying various assets, barriers, and intangible resources. Building relationships involves community engagement, leadership, and collaboration. Neighbourhood community care (which includes support to the community) connects persons to the assets that are available within their own communities and neighbourhoods. The initiatives also require advocacy and other projects or initiative (reported as community projects and other initiatives) including project planning, outreach, training and evaluations.

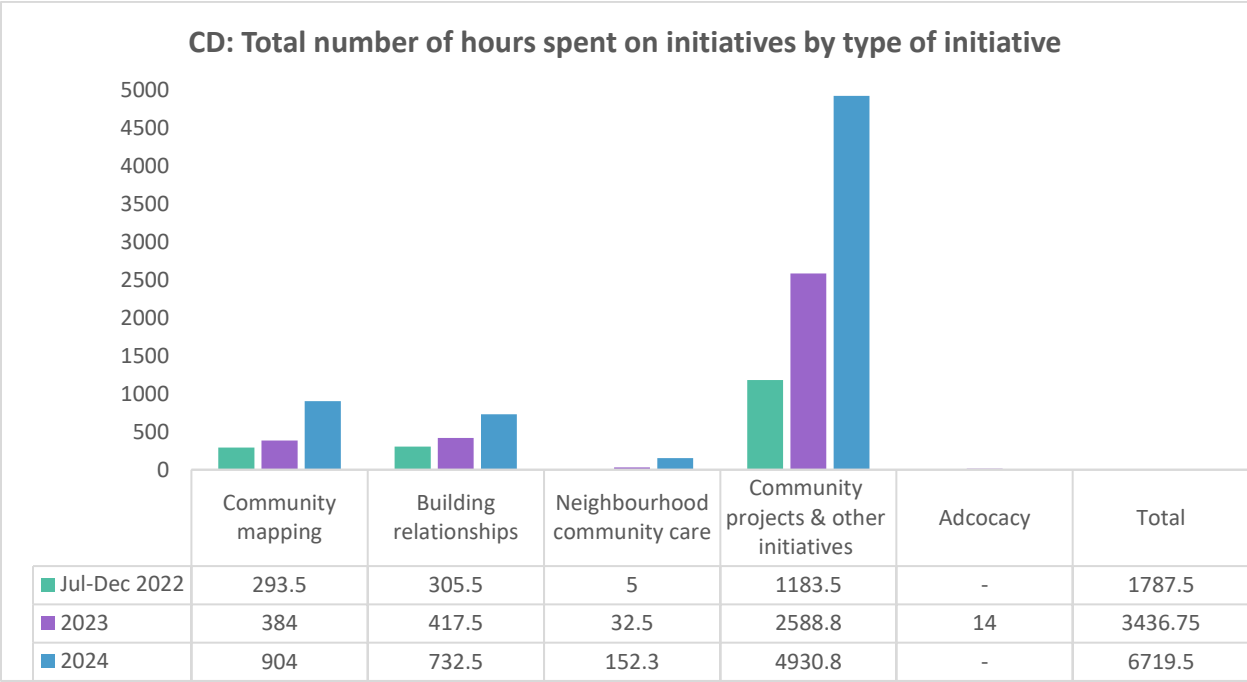


Figure 66: The figure above provides the total number of hours spent on the initiatives broken down by type of initiative. The descriptions regarding the initiative types can be found in figure 65.

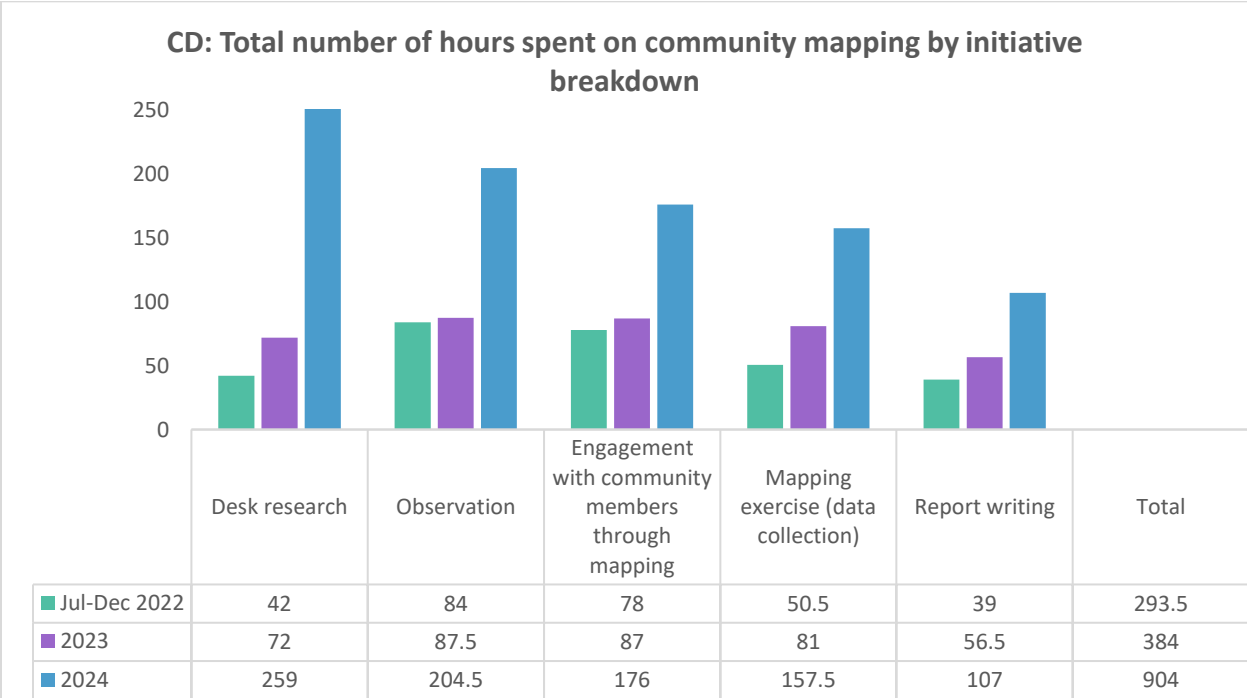


Figure 67: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within the community mapping initiative conducted in 2022, 78 hours were spent on engagement with community members through mapping.

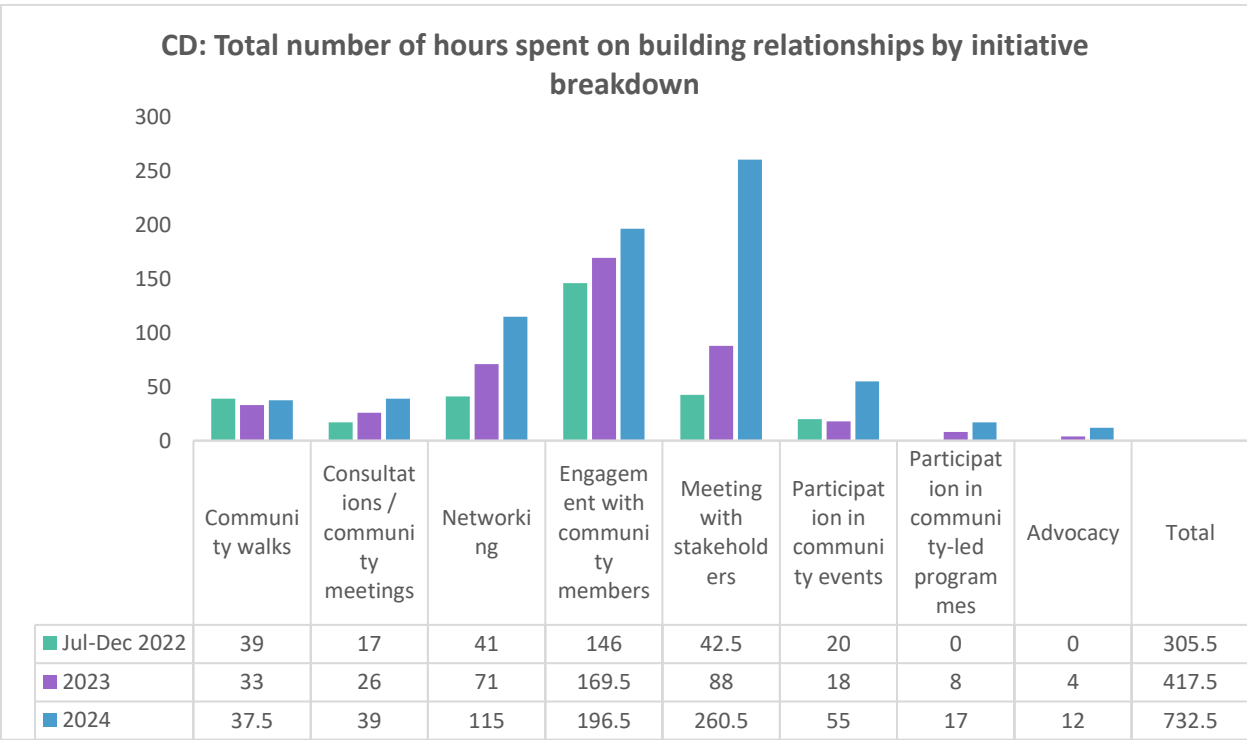


Figure 68: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within the building relationships activity conducted in 2022, 146 hours were spent on engagement with community members.

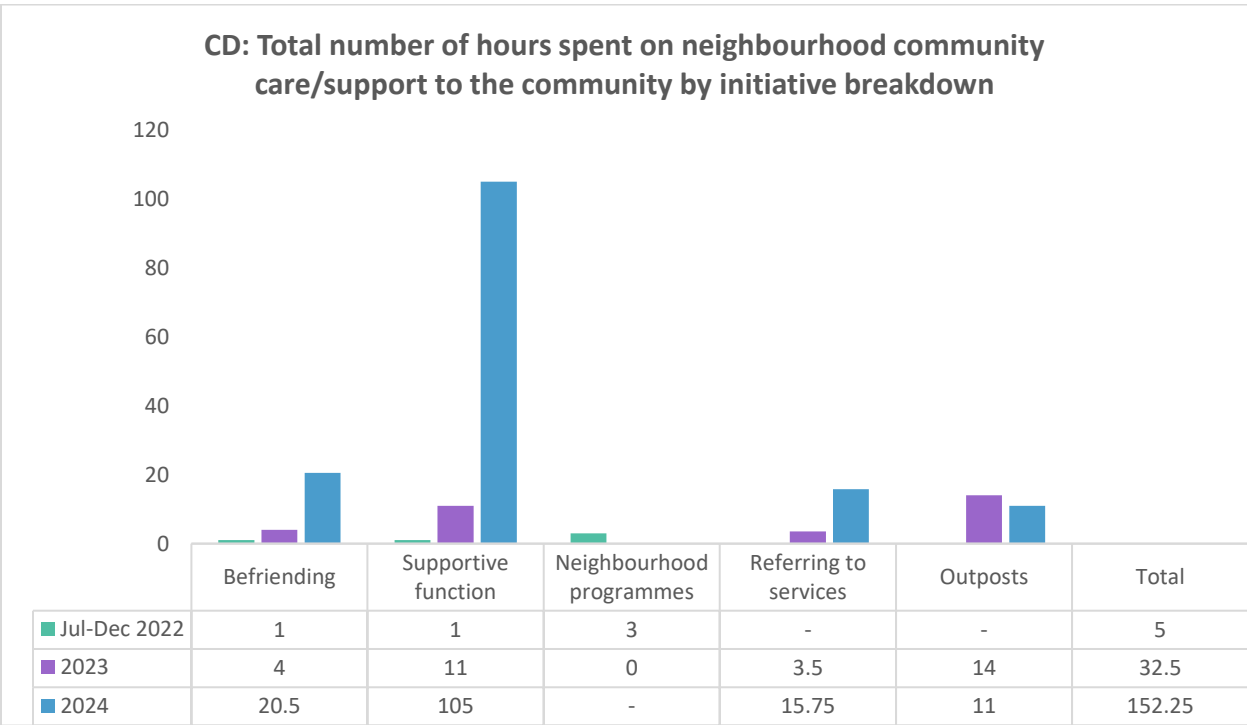


Figure 69: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within the neighbourhood community care/support to the community activity conducted in 2023, 11 hours were spent on supportive function.

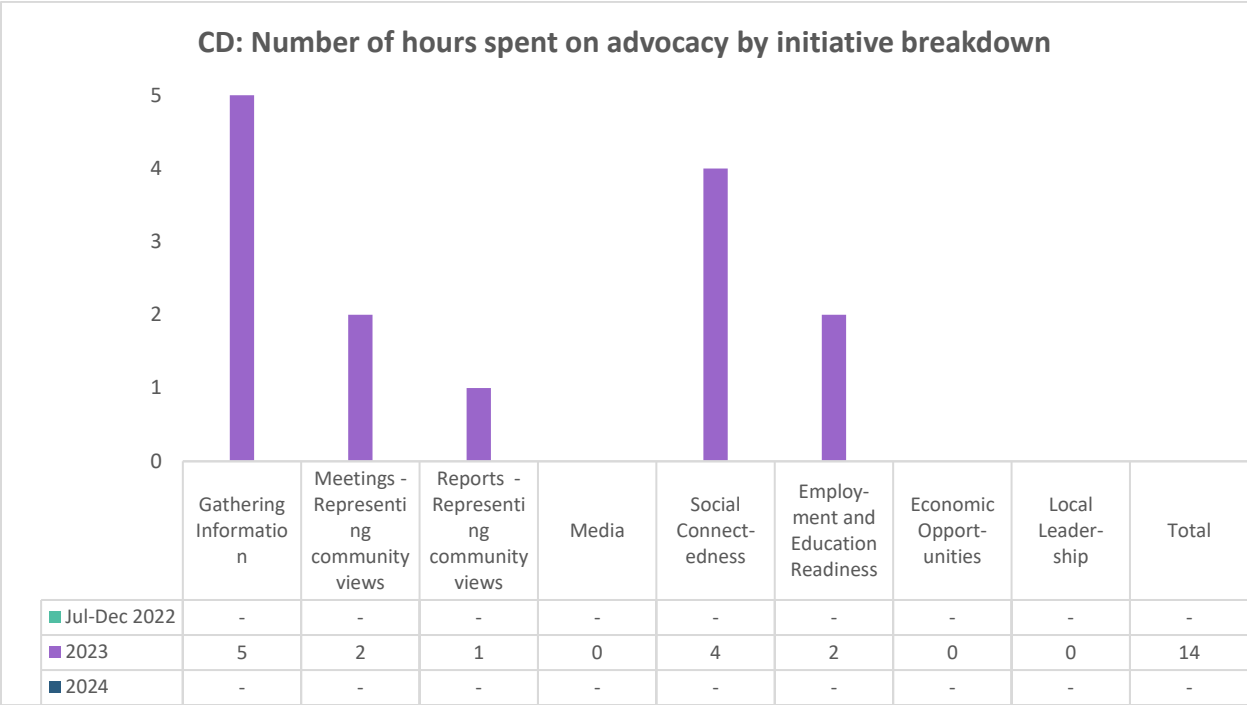


Figure 70: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. In 2024 this initiative was not provided.

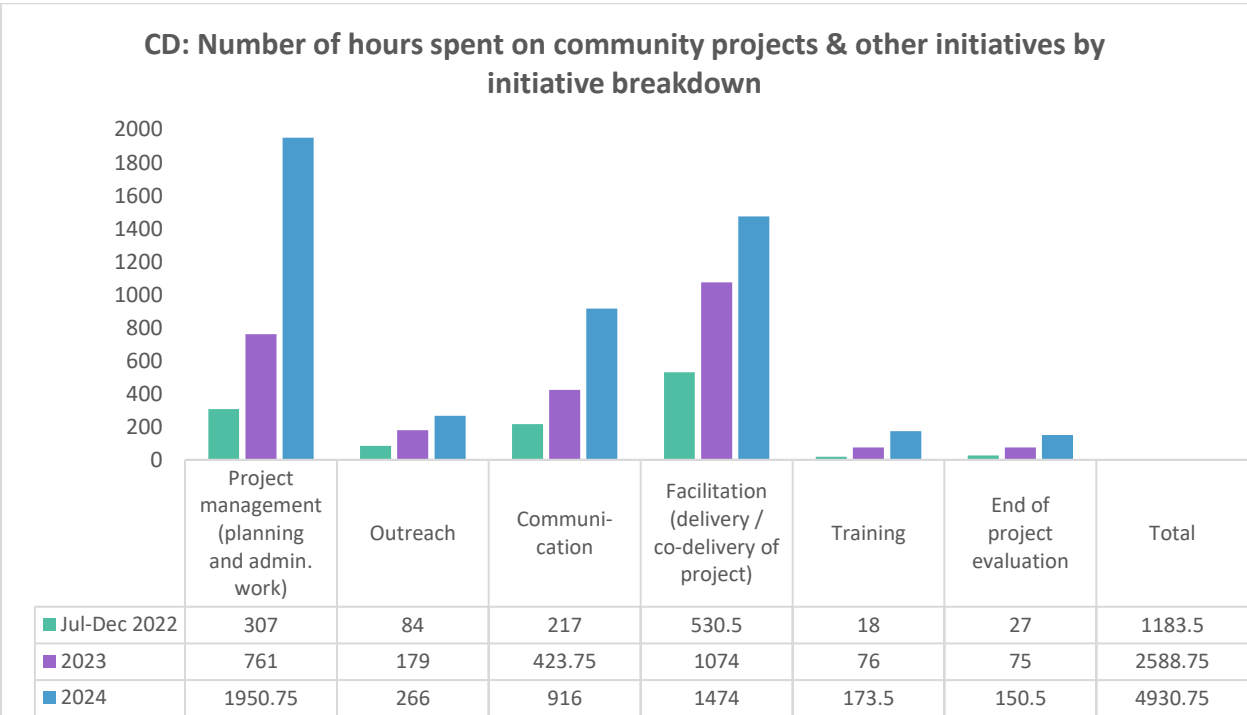


Figure 71: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the initiative type. For example, within community projects & other initiatives tasks conducted in 2022, 530.5 hours were spent on facilitation.

Community Services (CS)

Case activity

Further services were added to the Community Service portfolio along the years and any changes in trends are likely to be influenced by these additional services. See individual services for timeframes when they were added to the Community Service portfolio.

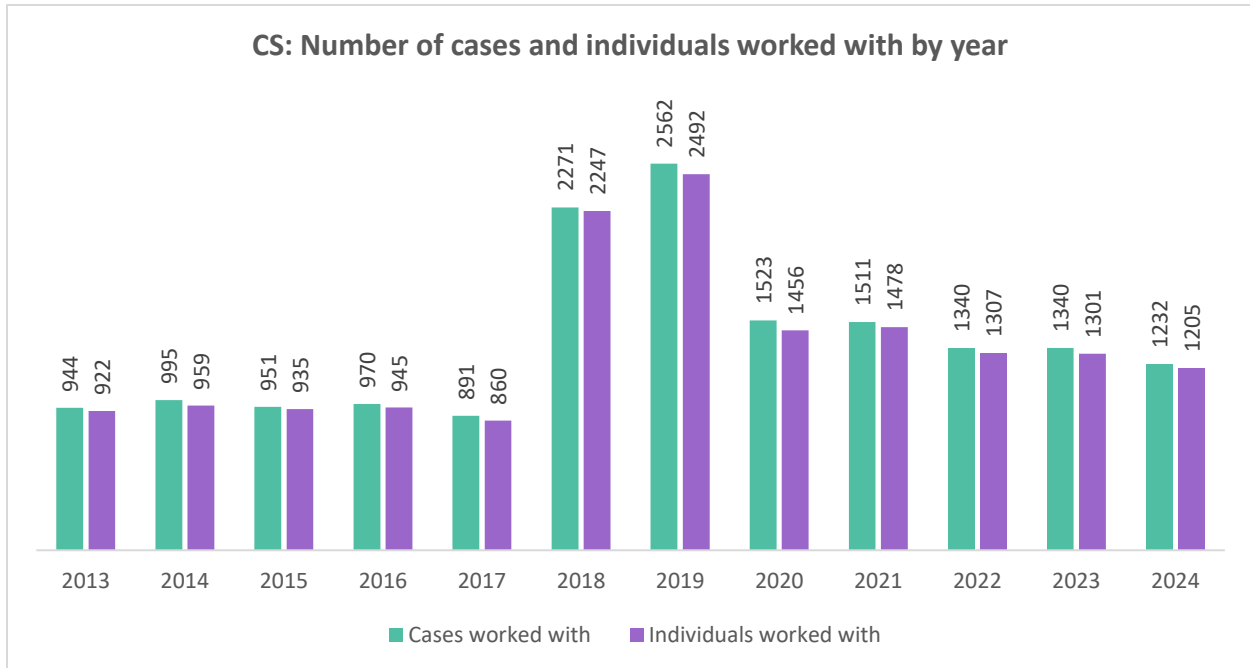


Figure 72: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. As of 2023, the number of individuals reported is the true number of individuals across all Community Services since duplicate cases are identified and excluded through their identifying number. Prior to 2023 the number of individuals on a Community Services level was a sum of the individuals reported by each service and was thus only an approximation. In 2024, 1232 cases and 1205 individuals were worked with compared to 1340 and 1301 respectively in 2023.

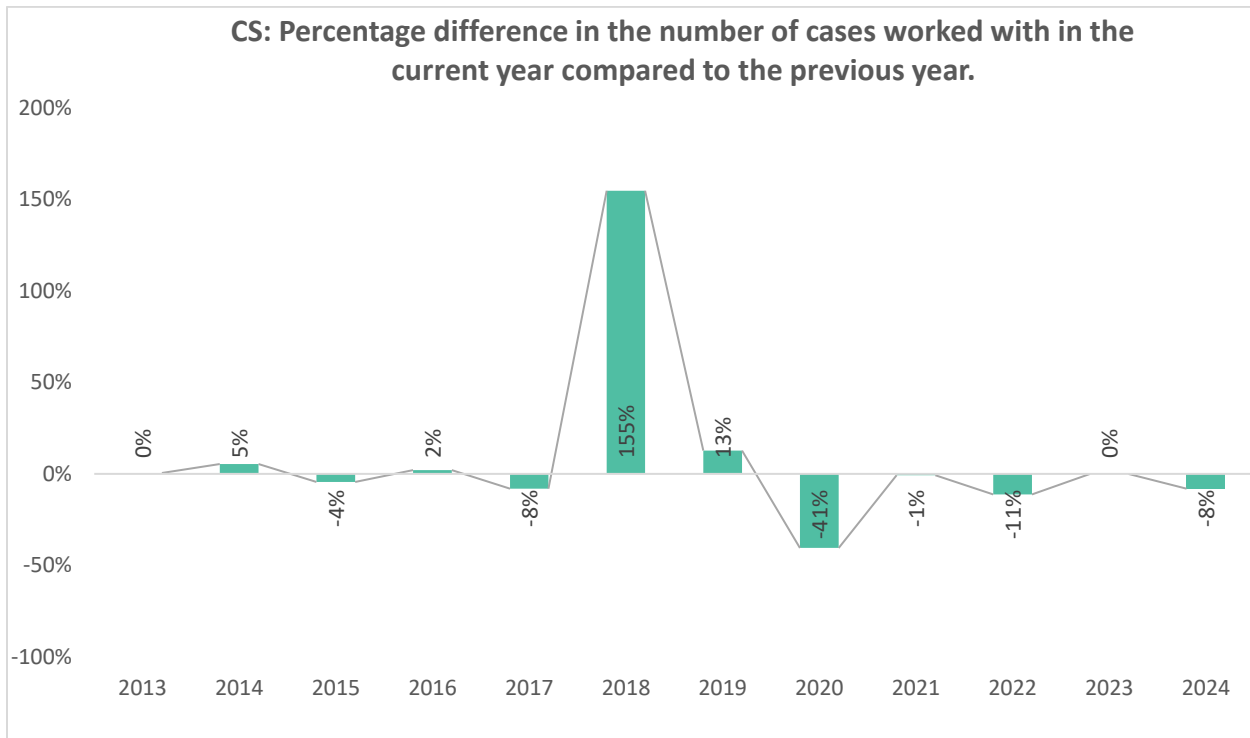


Figure 73: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 11% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

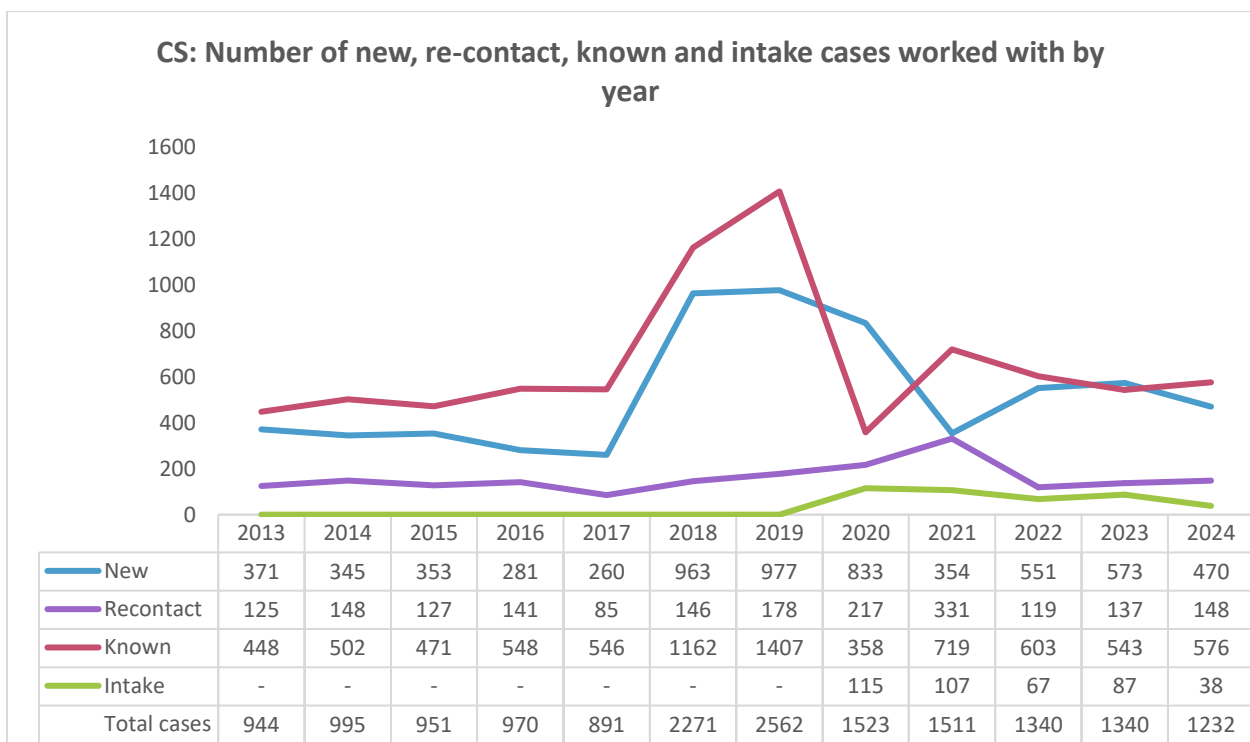


Figure 74: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

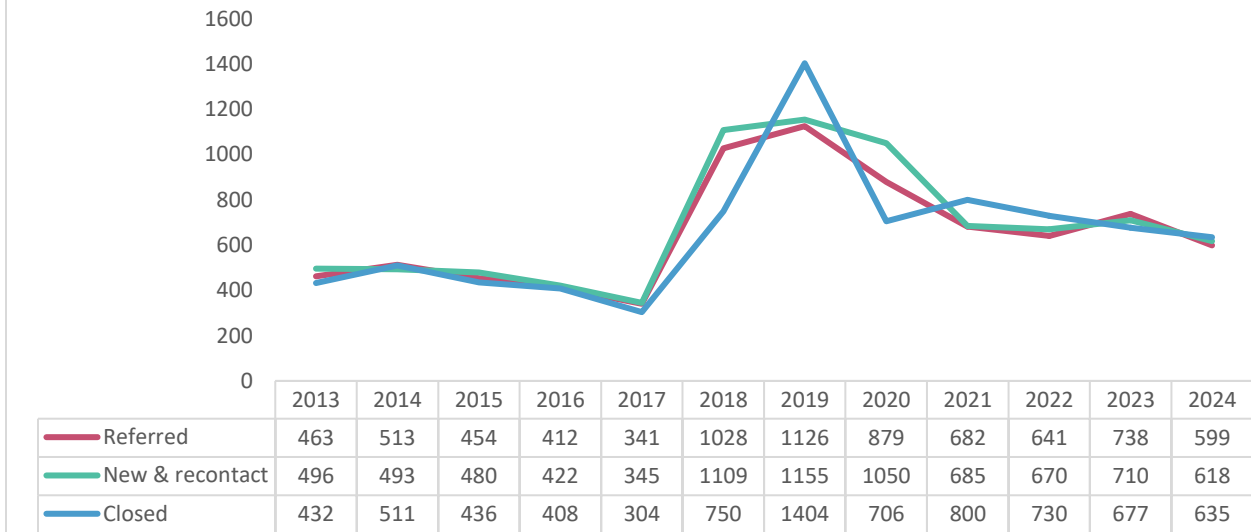


Figure 75: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 74 for breakdown of new & recontact cases). In 2024, 599 cases were referred, 618 new & recontact cases opened, and 635 cases closed.

CS: Waiting list at the end of the reporting period

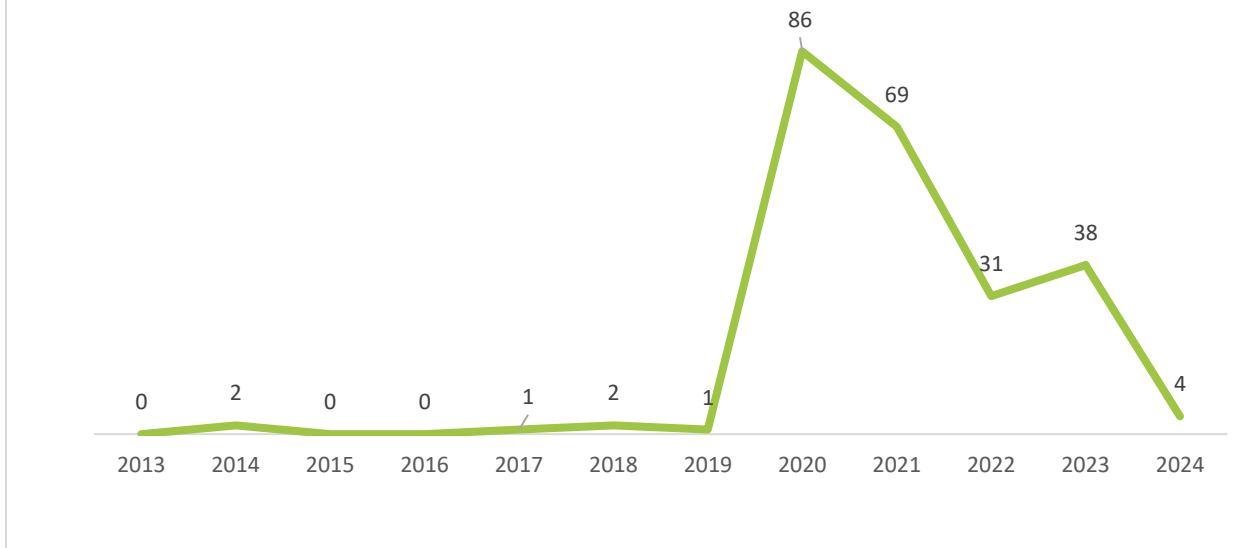


Figure 76: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

CS: Number of referred cases by primary problem and year						
	2019	2020	2021	2022	2023	2024
Addictive behaviour problems	19	7	7	2	3	4
Assault/rape/harassment/sexual abuse	1	4	1	1	4	1
Behaviour problems	16	19	7	-	-	-
Bereavement	7	0	0	1	0	1
Child abuse	8	8	17	11	9	3
Child care or access	29	9	8	9	1	11
Delinquency	11	0	0	0	0	0
Disability related issues	25	9	6	7	4	8
Domestic violence	16	12	13	7	4	13
Eating disorder	0	0	0	0	0	0
Elderly needs	27	11	6	9	20	11
Employment issues	101	76	52	37	56	54
Family relations/relationships	63	64	56	22	24	24
Financial difficulties	262	276	188	166	165	153
Fostering or adoption	0	1	1	0	2	1
Gender related issues	2	1	1	0	3	0
Health related issues	21	19	14	15	16	15
Homeless	59	56	43	50	85	45
Housing problems	113	75	53	74	75	64
Human trafficking	0	0	0	0	0	0
Lack of support or guidance	67	81	69	91	83	79
Legal issues	14	12	9	8	11	6
Loneliness	-	7	19	11	15	7
Marital problems	12	12	5	9	13	7
Mental health issues	76	64	52	34	57	35
Migrant related issues	9	0	2	10	6	4
Oppositional defiant behaviours	-	-	-	7	13	3
Parenting skills/child-parent relationship	-	-	-	24	25	26
Personality related issues	-	1	0	0	0	0
Pregnancy related issues	7	1	2	0	0	0
Relationship problems	27	9	9	10	13	7
School related problems	5	3	9	9	12	9
Self-harm or suicide	2	2	4	1	6	1
Separation related issues	19	9	7	8	8	4
Sex work related issues	0	0	0	0	0	0
Other	21	30	17	7	5	3
None specified	87	1	5	1	0	0
Total	1126	879	682	641	738	599

Figure 77: 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.

CS: Year of referral by source of referral												
January – December 2024												
	BCS	CCS	MoCS	MsCS	NHCS	PFI	QCS	SCS	VCS	WCS	ZCS	T
Self-referred	15	48	28	12	3	23	59	25	37	39	37	326
Other ACTS service	9	2	6	7	2	0	7	5	1	8	0	47
Parish or other church organisation	26	5	0	0	0	0	0	5	0	0	5	41
Appogg service	1	3	2	2	3	0	4	3	1	0	12	31
Directorate for Child Protection	6	1	1	1	1	3	10	1	1	1	2	28
School or education department	1	0	4	0	0	1	2	2	0	12	1	23
Hospital, other medical service or GP	4	1	0	2	0	1	6	2	2	3	1	22
Other NGO	2	0	0	0	0	3	0	1	0	5	2	13
Alternative Care service	0	0	0	2	1	2	3	0	2	0	2	12
Other Government entity	1	1	0	0	0	0	0	7	2	1	0	12
Courts, CoRRS, police or probation	0	1	1	0	1	0	4	2	1	1	1	12
Agenzija Sapport	0	0	0	3	0	0	1	1	0	4	0	9
Family	0	0	1	0	0	4	0	0	0	0	1	6
Psychiatric services, MCH	0	0	0	0	0	1	4	0	0	0	0	5
FSWS Gozo branch service	0	0	0	0	2	0	1	0	0	0	0	3
Other FSWS service	0	0	0	0	0	0	0	1	0	1	0	2
Friend or acquaintance	0	0	0	0	0	0	0	0	0	2	0	2
Sedqa service	0	0	0	0	0	0	0	0	0	0	2	2
Place of employment	0	0	0	0	0	1	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0	0
Not specified	0	0	0	0	0	1	0	1	0	0	0	2
Total	65	62	43	29	13	40	101	56	47	77	66	599

Graph Key: BCS = Birkirkara; CCS = Cottonera; MoCS = Mosta; MsCS = Msida; NHCS = Northern Harbour; PFI = Paolo Freire; QCS = Qawra; SCS = Southern; VCS = Valletta; WCS = Western; ZCS = Zabbar; T = Total.

Figure 78: Service users will be referred to CS through other services or entity working with the service users. The figure above provides the number of referrals CS received from the various services or entities e.g., in 2024, the CS received a total of 31 referrals through Appogg.

**CS: Number of cases worked with and the waiting list at the end of the reporting period by Community Service
January – December 2024**

	New	Re-contact	Known	Intake	Total cases worked with	Waiting list 2024
Birkirkara	51	17	30	0	98	0
Cottonera	34	31	100	0	165	0
Mosta	36	4	36	3	79	0
Msida	26	3	14	1	44	0
Northern Harbour	11	0	9	2	22	0
Paolo Freire	32	11	45	0	88	0
Qawra	79	30	78	16	203	0
Southern	45	13	70	1	129	0
Valletta	31	17	69	1	118	0
Western	65	13	50	1	129	0
Zabbar	60	9	75	13	157	4
Total	470	148	576	38	1232	4

Figure 79: 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. The figure also 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.

**CS: Number of referred cases, new & re-contacts cases, and closed cases by Community Service
January – December 2024**

	Referred	New & re-contact	Closed
Birkirkara Community Service	65	68	62
Cottonera Community Service	62	65	100
Mosta Community Service	43	40	36
Msida Community Service	29	29	21
Northern Harbour Community Service	13	11	13
Paolo Freire Institute	40	43	40
Qawra Community Service	101	109	88
Southern Community Service	56	58	62
Valletta Community Service	47	48	46
Western Community Service	77	78	95
Zabbar Community Service	66	69	72
Total	599	618	635

Figure 80: The figure above stratifies the cases referred, new & re-contact cases opened, and the cases closed in the reporting period by Community Service.

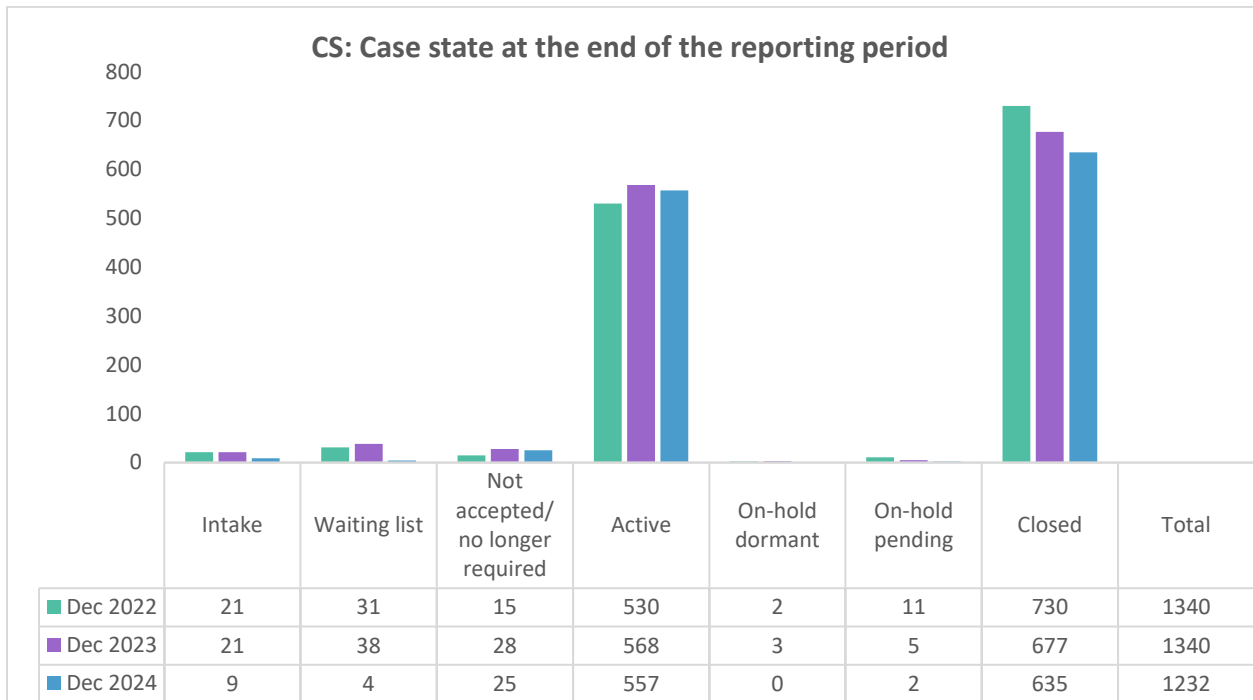


Figure 81: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 45% (557) of the cases worked with were still active. 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 2024

A total of **1,232** cases were worked with between January and December 2024.

CS: Cases worked with Jan-Dec 2024 by gender (no. & %)

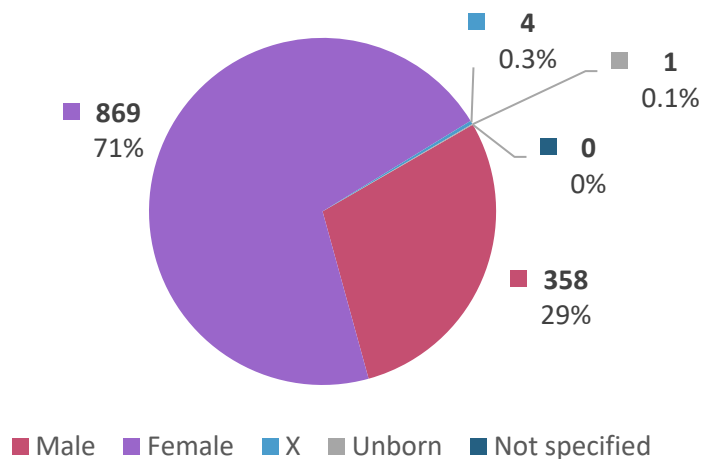


Figure 82: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (71%).

CS: Cases worked with Jan-Dec 2024 by age category (no. & %)

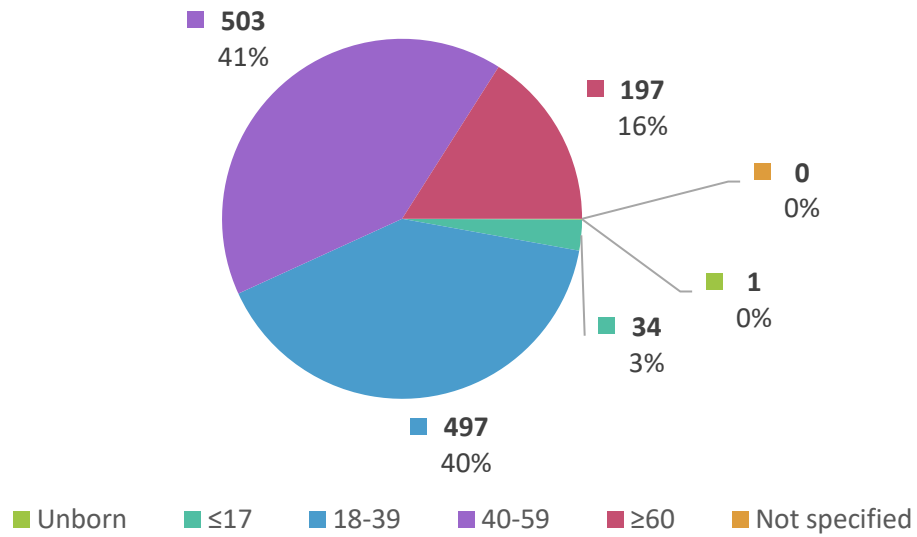


Figure 83: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 40 to 59 (41%).

CS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

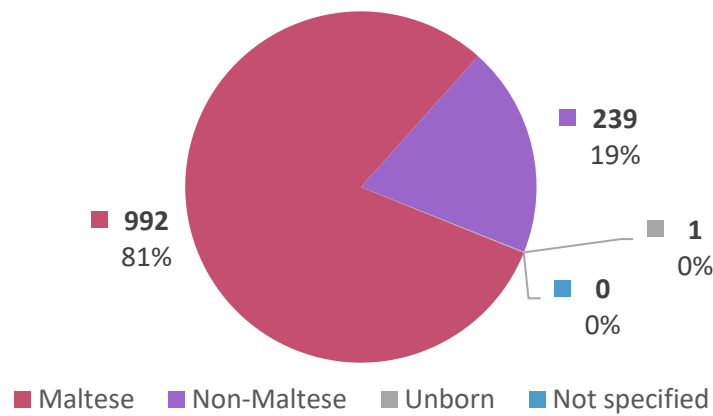


Figure 84: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

CS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

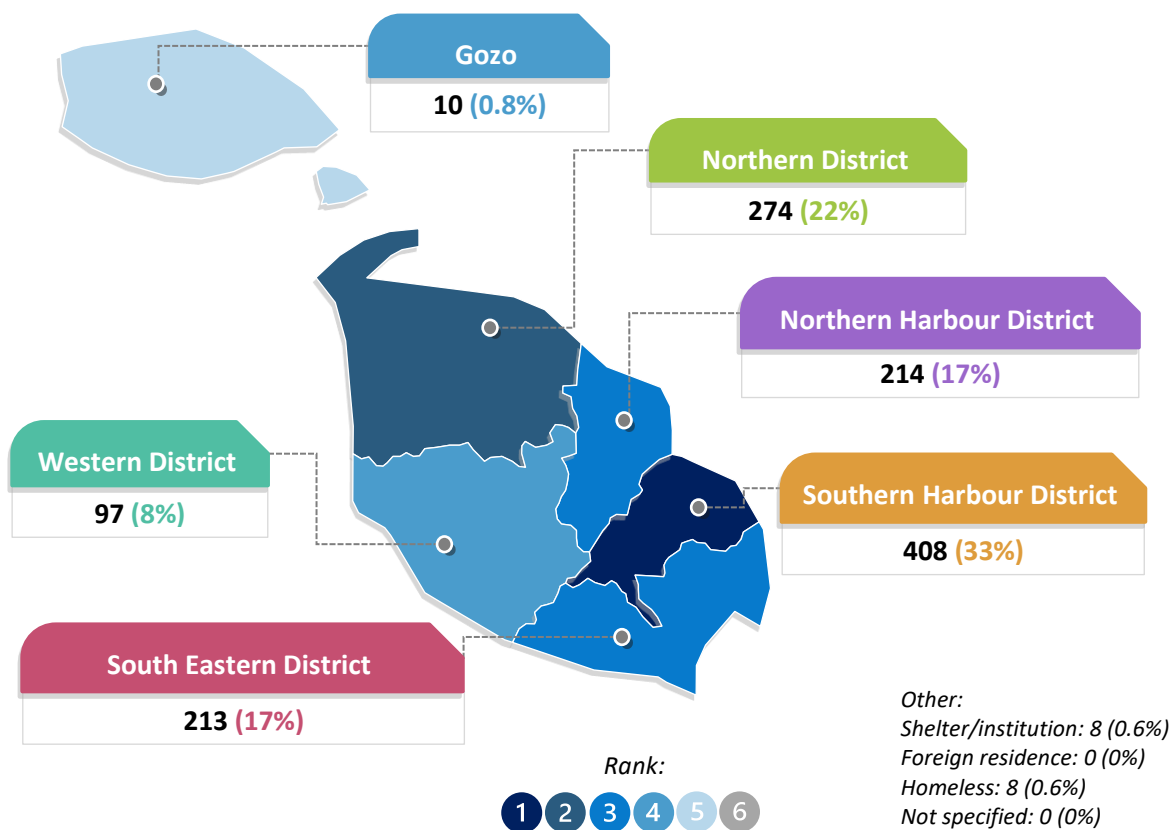


Figure 85: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (33%) had the highest percentage of cases worked with in 2024.

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 **618** cases were opened between January and December 2024.

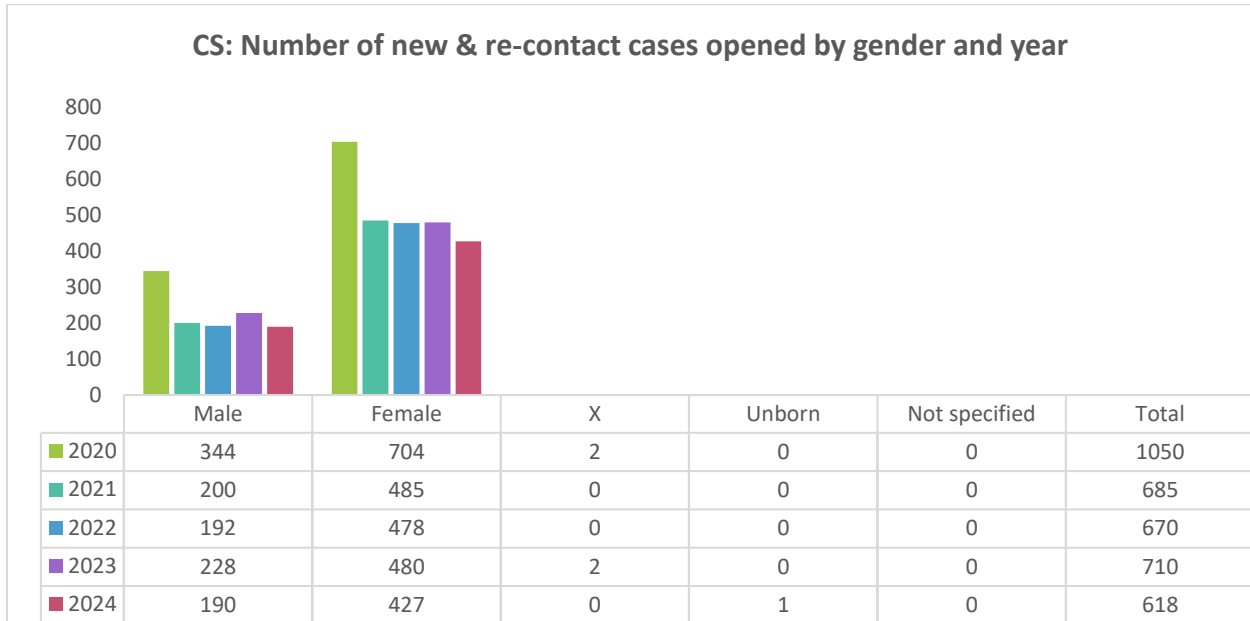
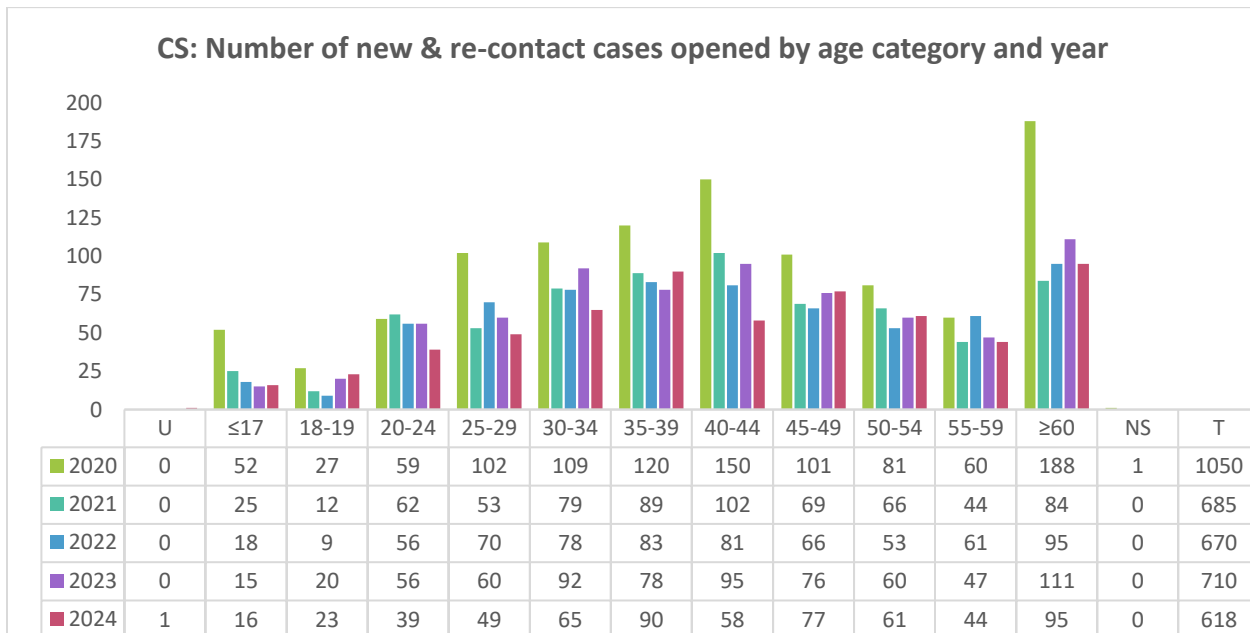


Figure 86: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (427).



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

Figure 87: 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 2024, the highest number of cases opened were ages 60 or over (95).

CS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	1	0	1
≤17	8	8	0	0	0	16
18-19	5	18	0	0	0	23
20-24	6	33	0	0	0	39
25-29	16	33	0	0	0	49
30-34	14	51	0	0	0	65
35-39	23	67	0	0	0	90
40-44	21	37	0	0	0	58
45-49	25	52	0	0	0	77
50-54	21	40	0	0	0	61
55-59	18	26	0	0	0	44
≥60	33	62	0	0	0	95
Not specified	0	0	0	0	0	0
Total	190	427	0	1	0	618

Figure 88: 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.

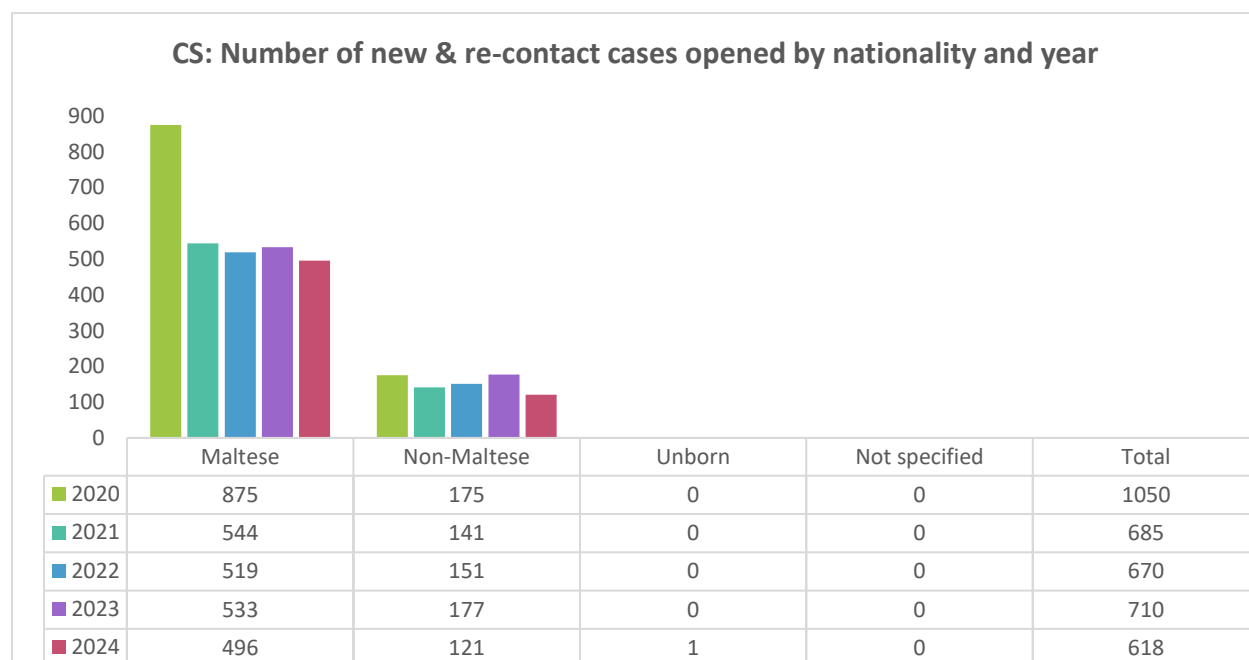
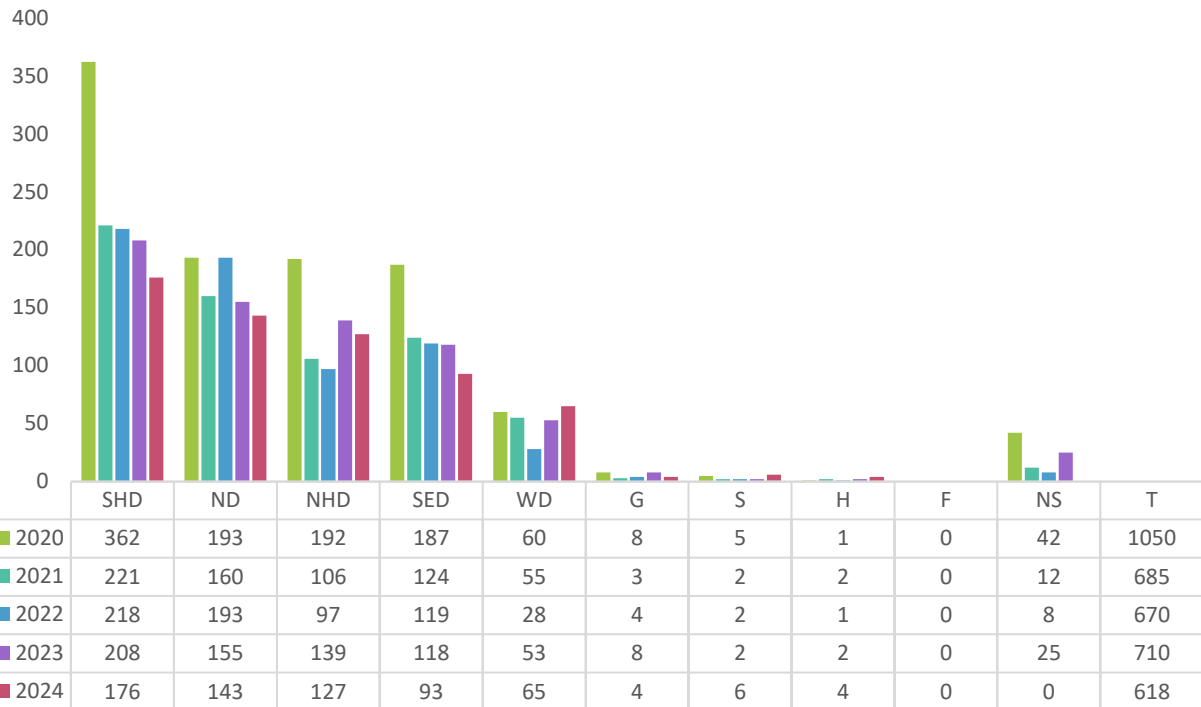


Figure 89: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 496 cases opened were Maltese while 121 cases were non-Maltese.

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



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 90: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (176) had the highest number of cases opened in 2024.

Community Services: Birkirkara (BCS)

Case activity

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

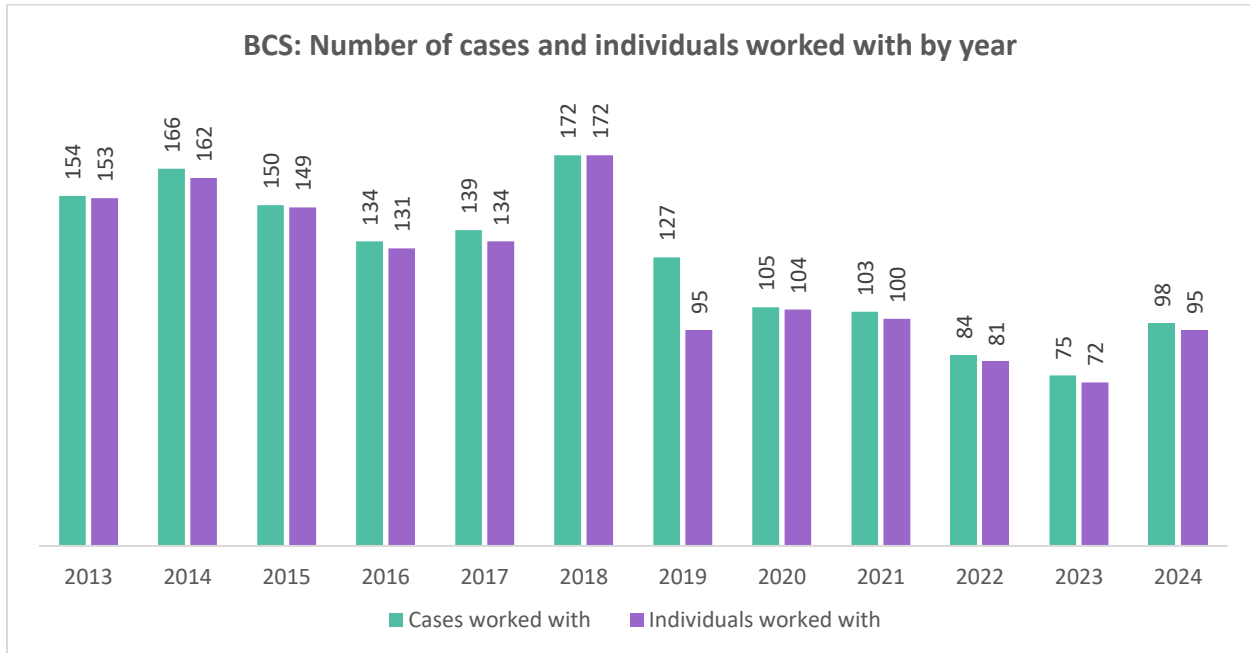


Figure 91: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 98 cases and 95 individuals were worked with compared to 75 and 72 respectively in 2022.

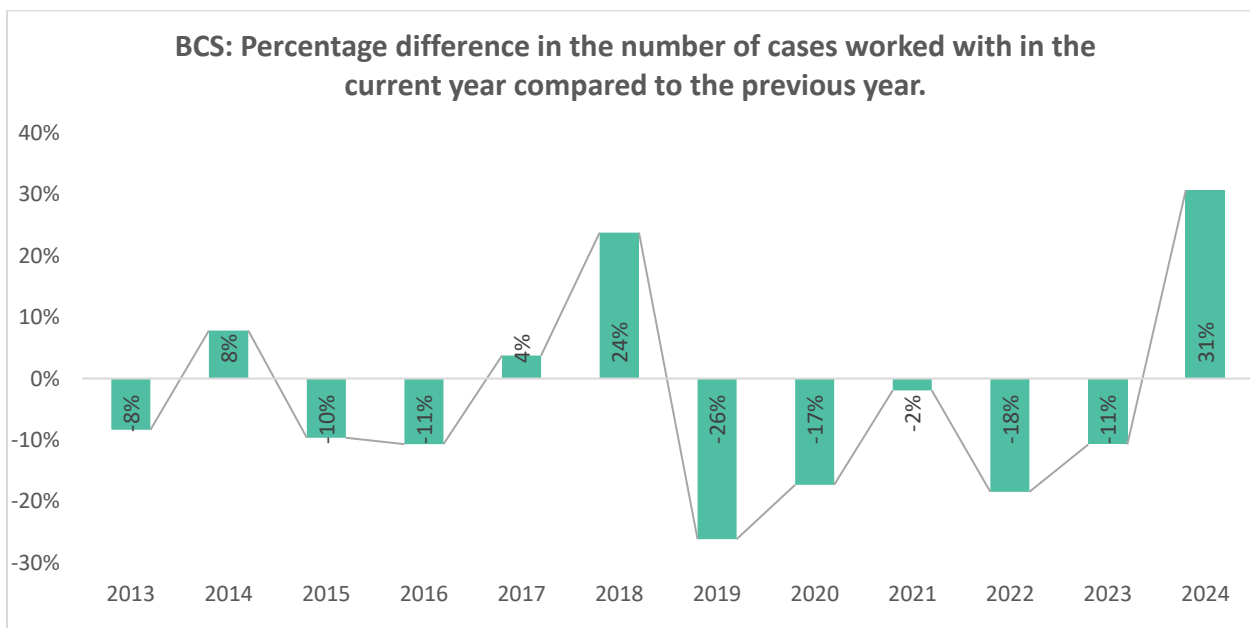


Figure 92: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 18% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

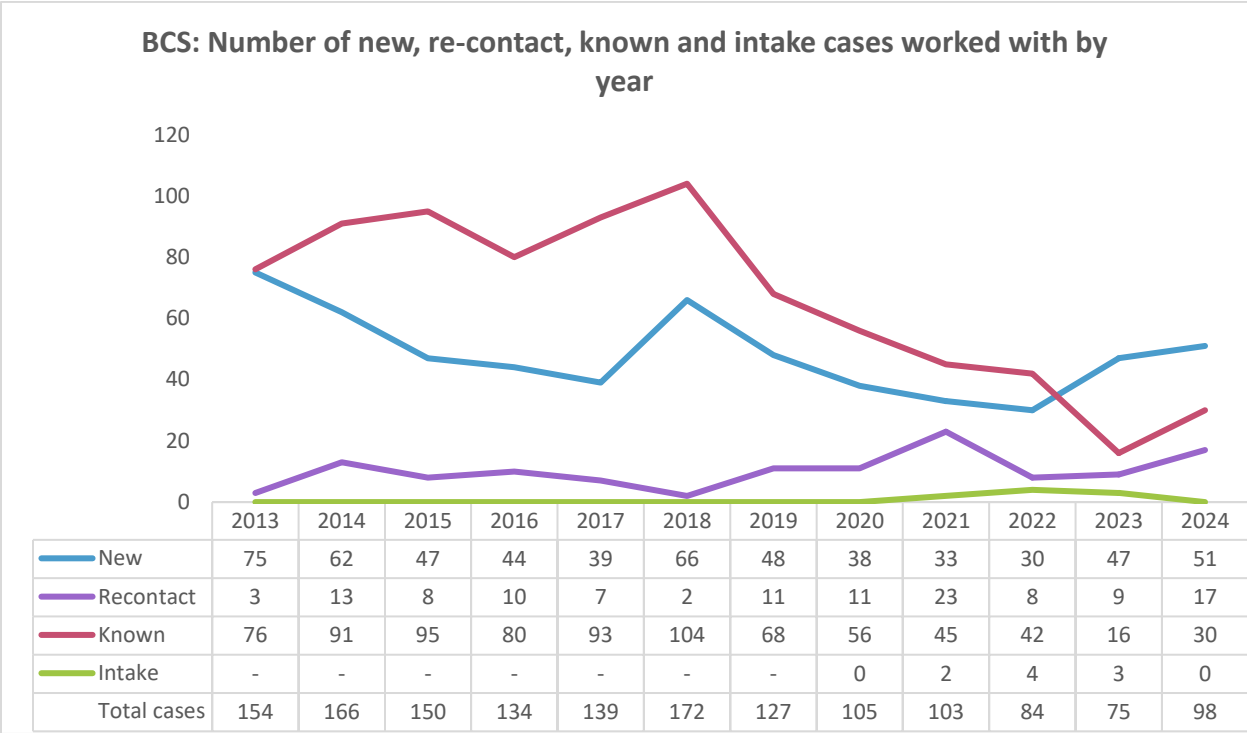


Figure 93: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

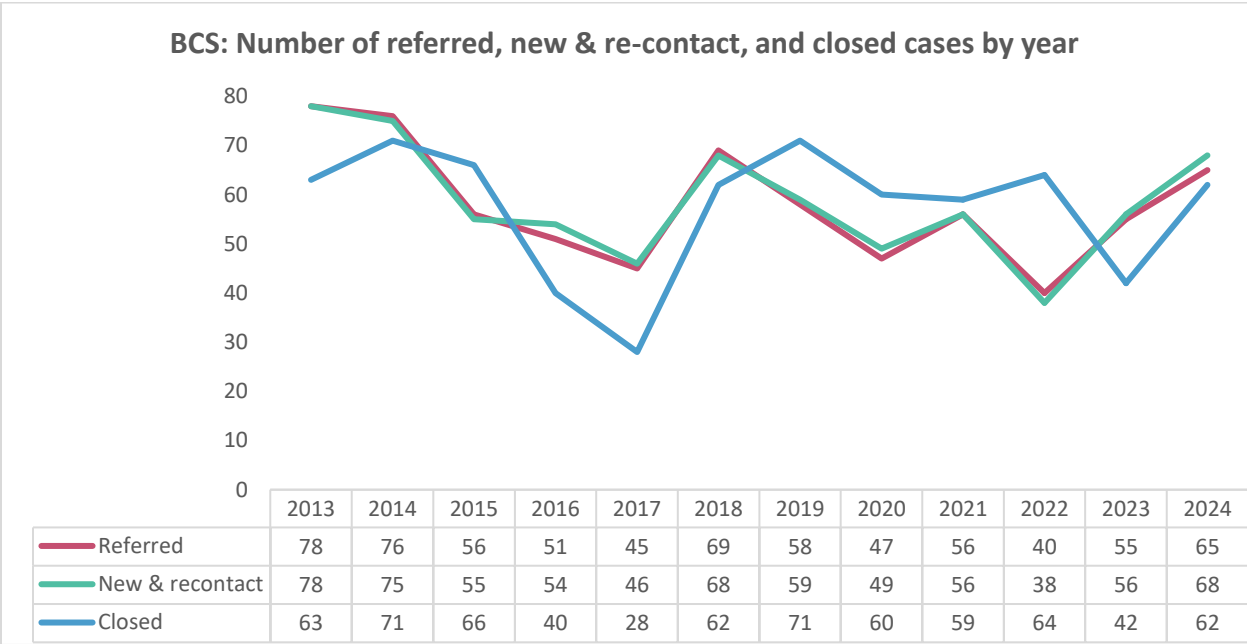


Figure 94: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 93 for breakdown of new & recontact cases). In 2024, 65 cases were referred, 68 new & recontact cases opened, and 62 cases closed.

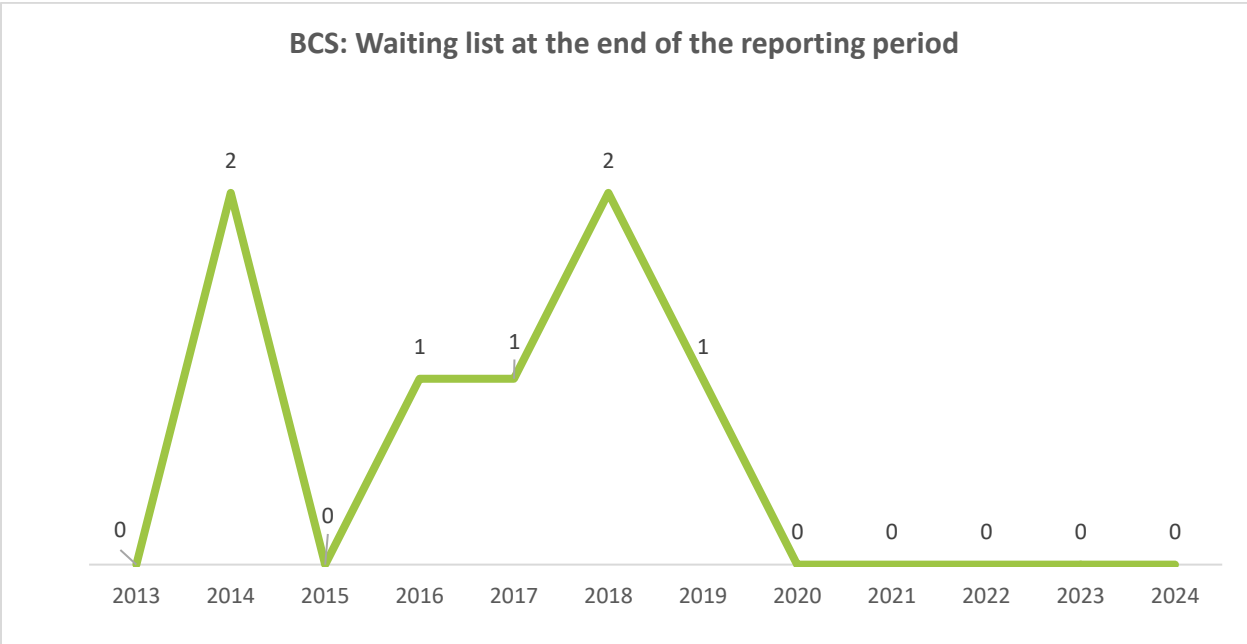


Figure 95: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

BCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	1	0	0	2	1
Assault/rape/harassment/sexual abuse	0	0	1	0	0
Behaviour problems	2	1	-	-	-
Bereavement	0	0	0	0	0
Child abuse	0	0	0	0	0
Child care or access	0	1	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	0
Domestic violence	0	1	0	0	2
Eating disorder	0	0	0	0	0
Elderly needs	0	1	0	2	0
Employment issues	2	4	4	1	3
Family relations/relationships	5	3	3	3	6
Financial difficulties	11	12	10	8	23
Fostering or adoption	0	0	0	2	0
Gender related issues	0	1	0	0	0
Health related issues	0	0	0	1	3
Homeless	7	7	8	15	6
Housing problems	4	6	2	5	5
Human trafficking	0	0	0	0	0
Lack of support or guidance	8	6	2	1	7
Legal issues	2	0	0	3	0
Loneliness	0	0	0	2	0
Marital problems	1	0	1	1	1
Mental health issues	4	9	4	2	6
Migrant related issues	0	2	0	0	0
Oppositional defiant behaviours	-	-	0	0	0
Parenting skills/child-parent relationship	-	-	4	3	1
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	0	1	2	0
School related problems	0	0	0	0	0
Self-harm or suicide	0	0	0	1	0
Separation related issues	0	1	0	1	1
Sex work related issues	0	0	0	0	0
Other	0	1	0	0	0
None specified	0	0	0	0	0
Total	47	56	40	55	65

Figure 96: 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.

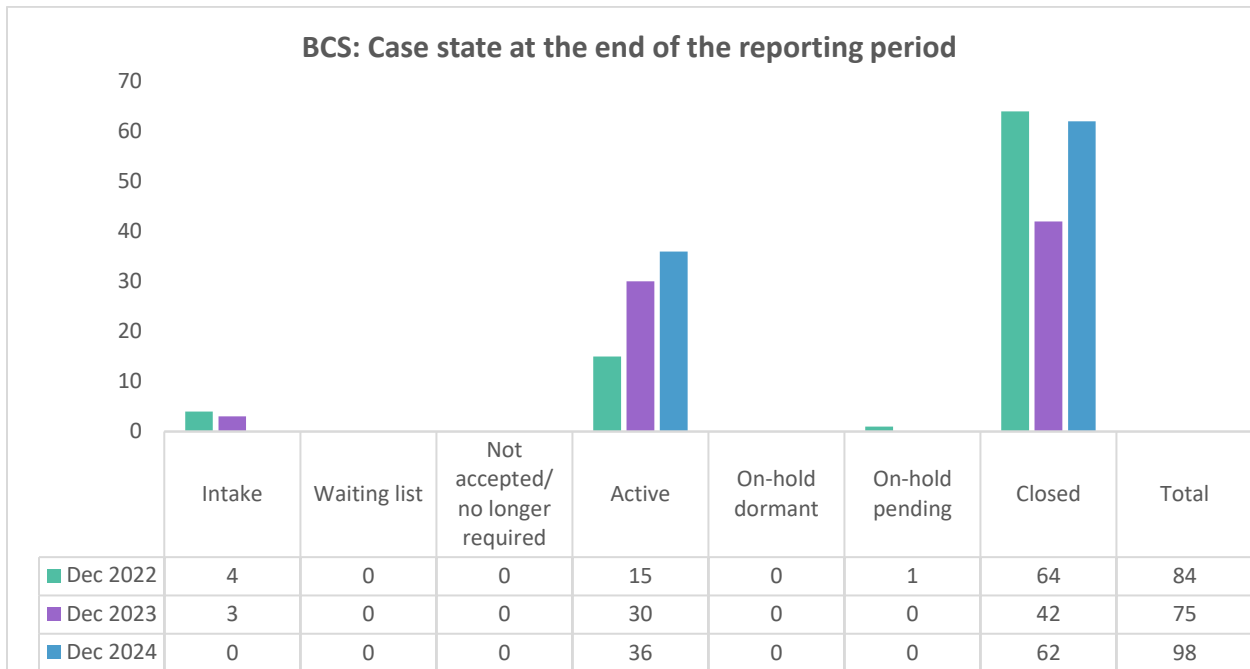


Figure 97: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 37% (36) of the cases worked with were still active. 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 2024

A total of **98** cases were worked with between January and December 2024.

BCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

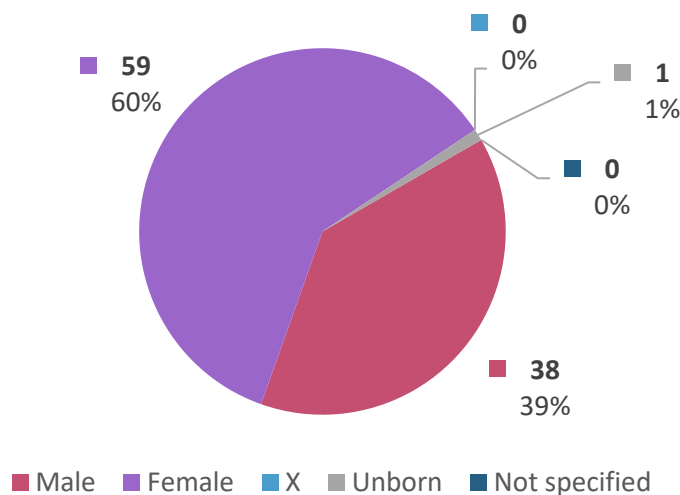


Figure 98: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (60%).

BCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

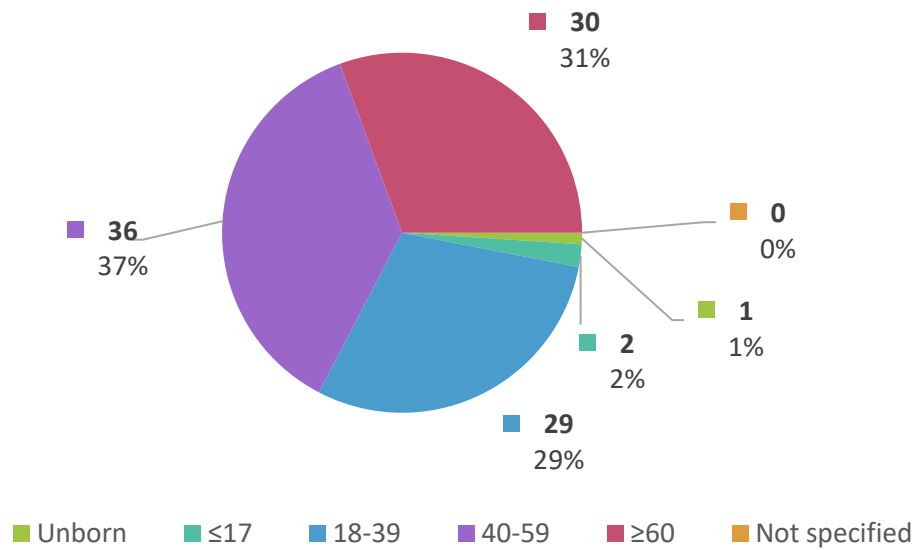


Figure 99: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 40 to 59 (37%).

BCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

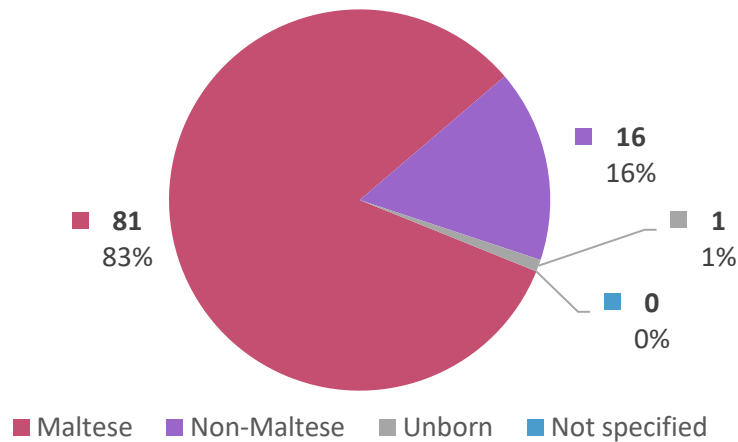


Figure 100: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 83% of the cases worked with were Maltese while non-Maltese made up 16% of cases.

BCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

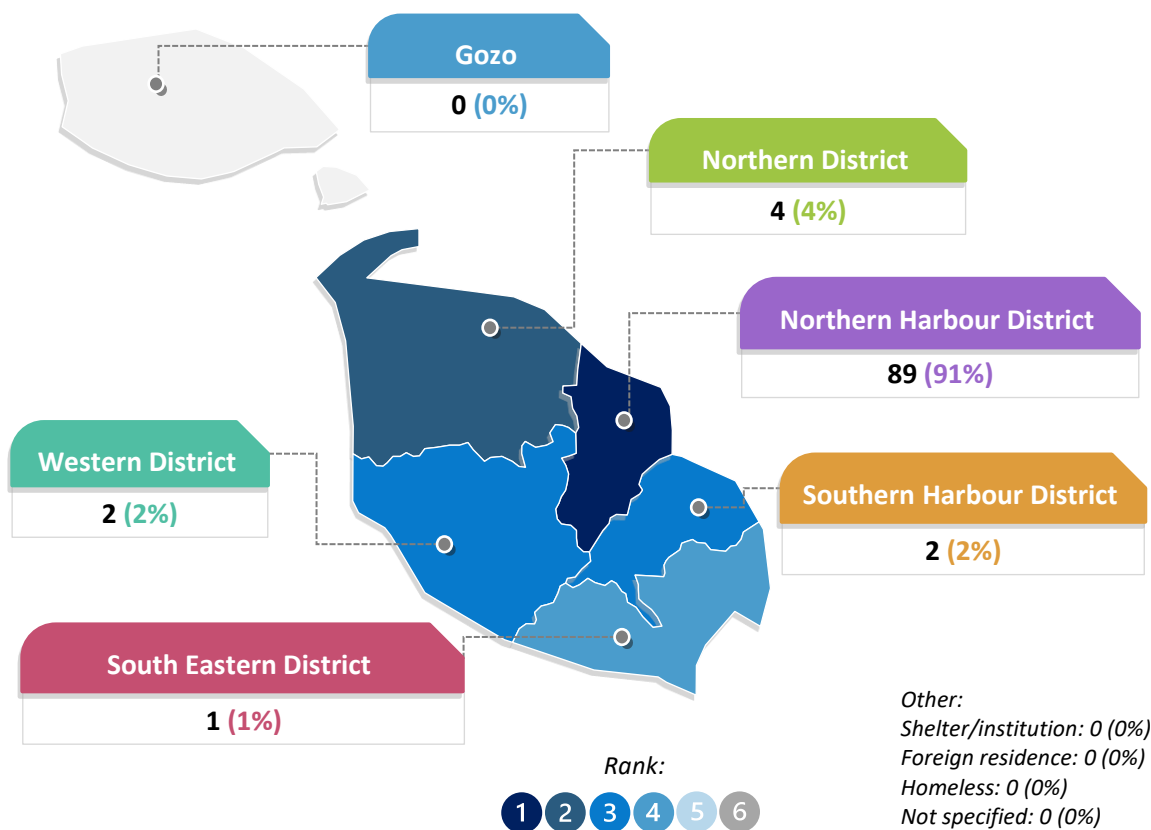


Figure 101: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (91%) had the highest percentage of cases worked with in 2024.

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 2024.

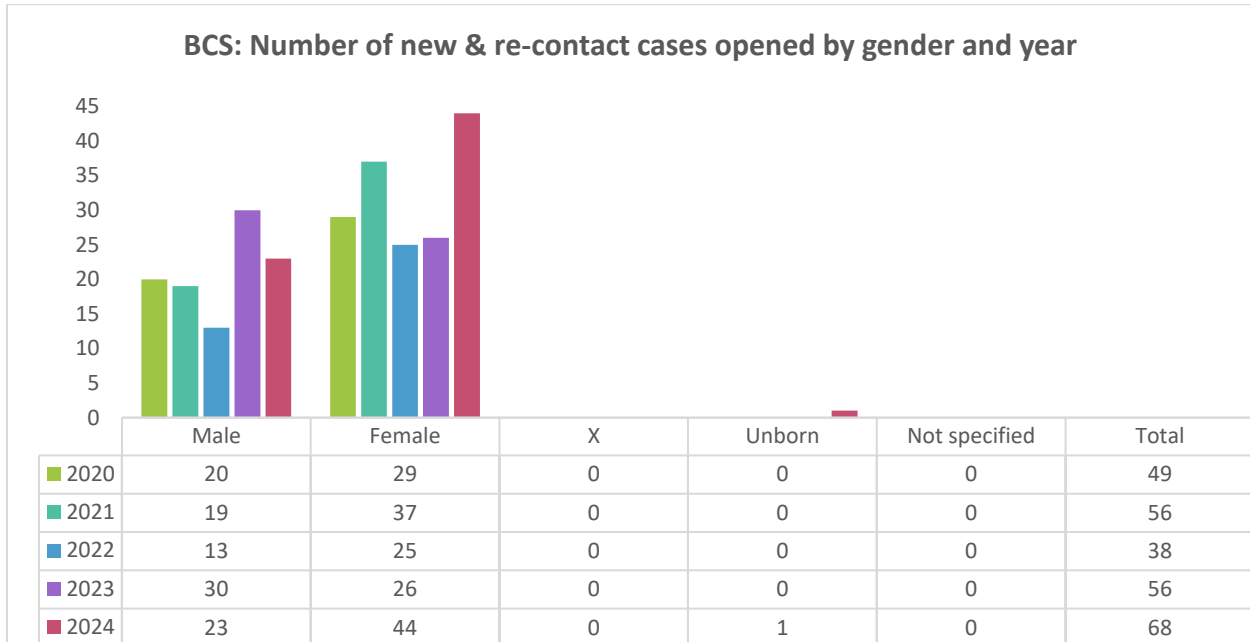
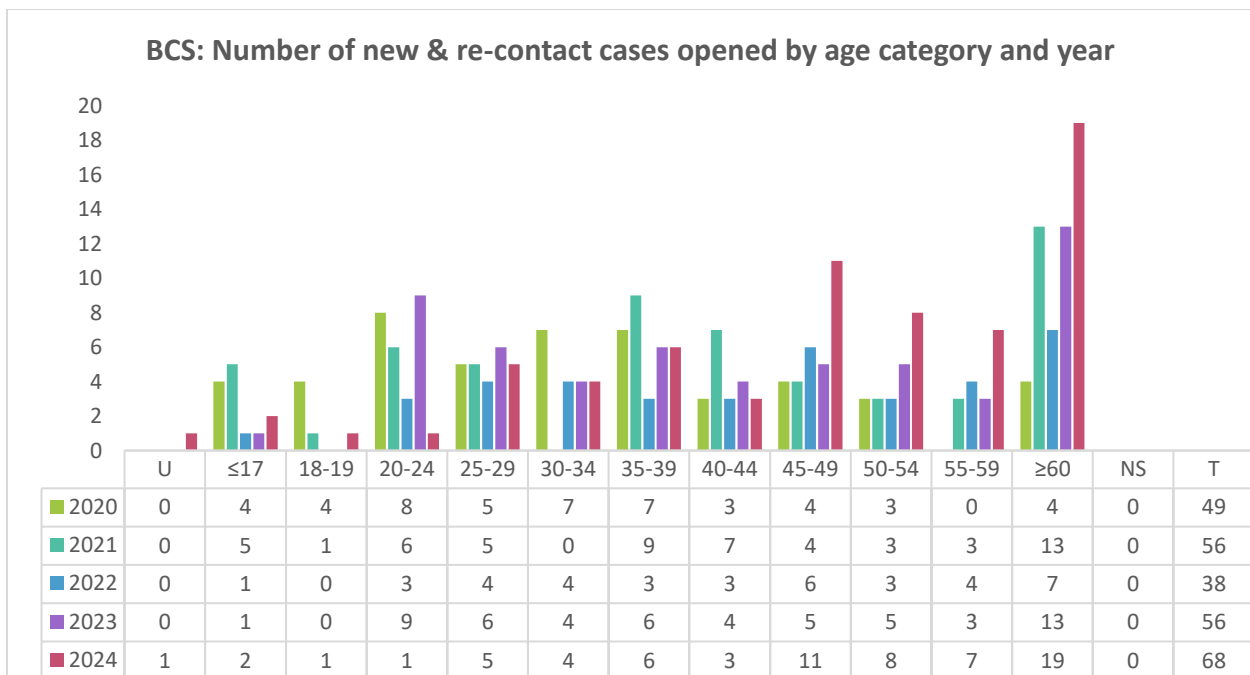


Figure 102: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (44).



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

Figure 103: 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 2024, the highest number of cases opened were ages 60 or over (19).

BCS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	1	0	1
≤17	1	1	0	0	0	2
18-19	0	1	0	0	0	1
20-24	0	1	0	0	0	1
25-29	1	4	0	0	0	5
30-34	2	2	0	0	0	4
35-39	3	3	0	0	0	6
40-44	1	2	0	0	0	3
45-49	4	7	0	0	0	11
50-54	3	5	0	0	0	8
55-59	3	4	0	0	0	7
≥60	5	14	0	0	0	19
Not specified	0	0	0	0	0	0
Total	23	44	0	1	0	68

Figure 104: 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.

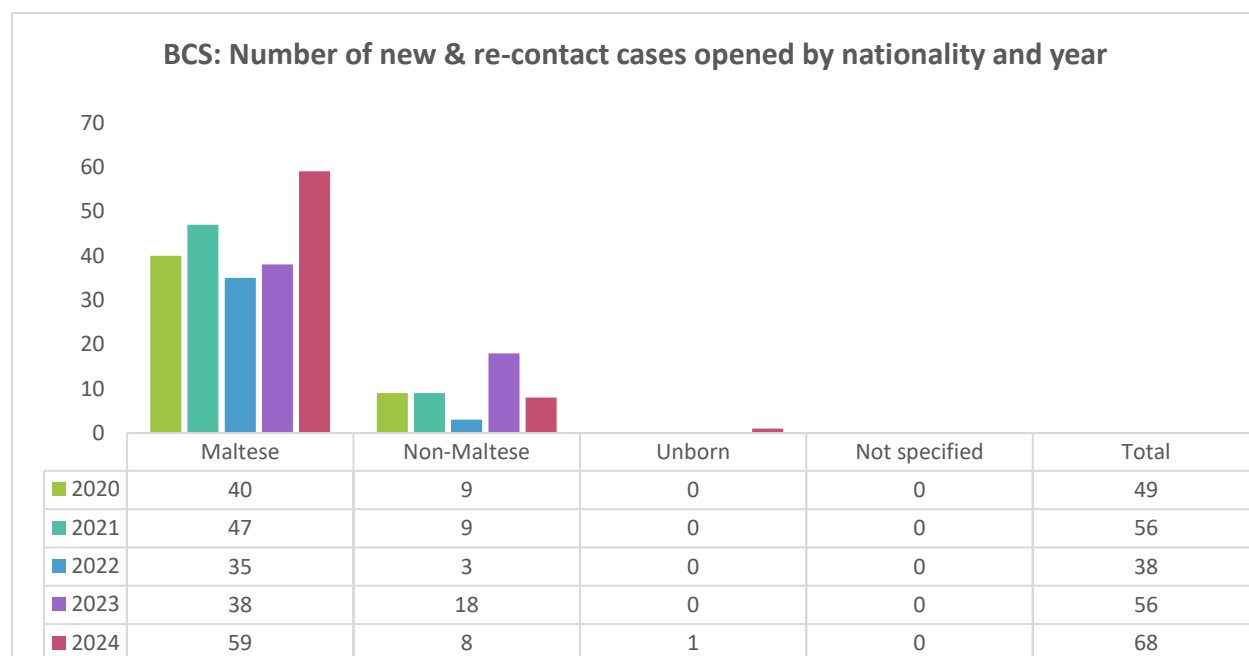
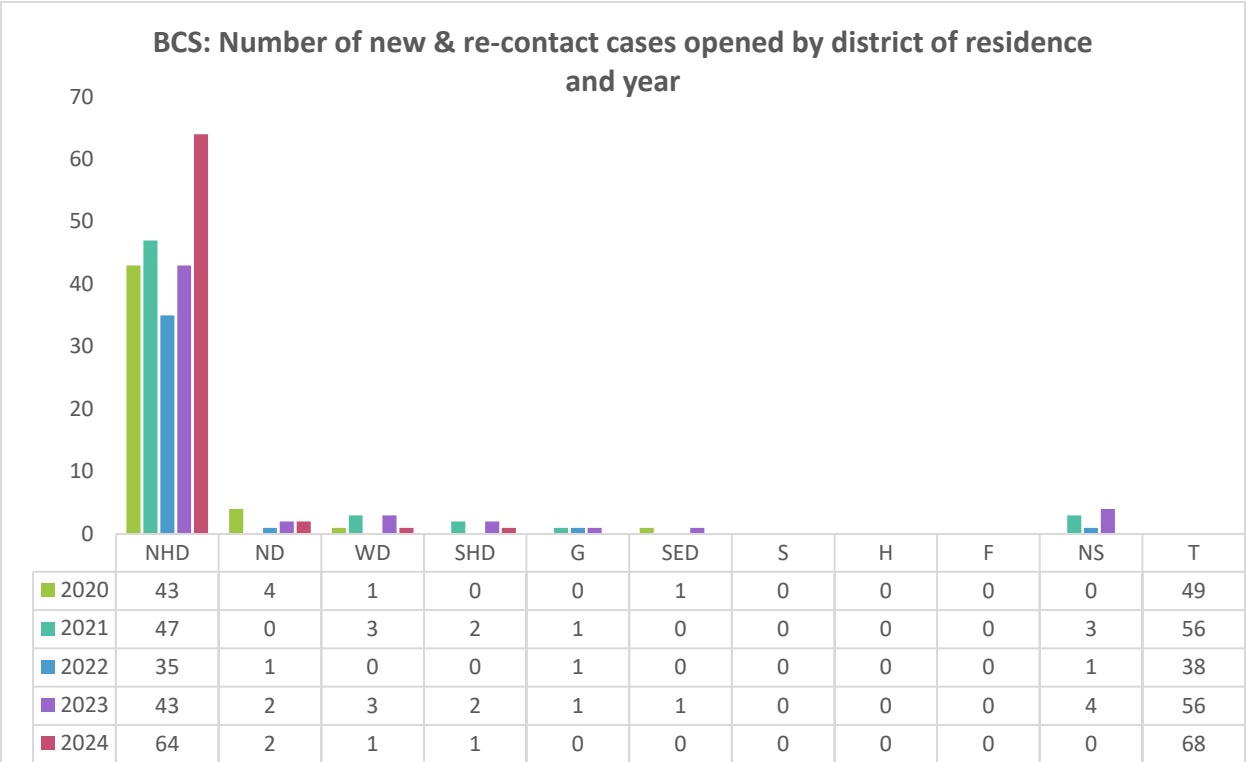


Figure 105: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 59 cases opened were Maltese while 8 cases were non-Maltese.



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 106: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (64) had the highest number of cases opened in 2024.

Community Services: Cottonera (CoCS)

Case activity

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

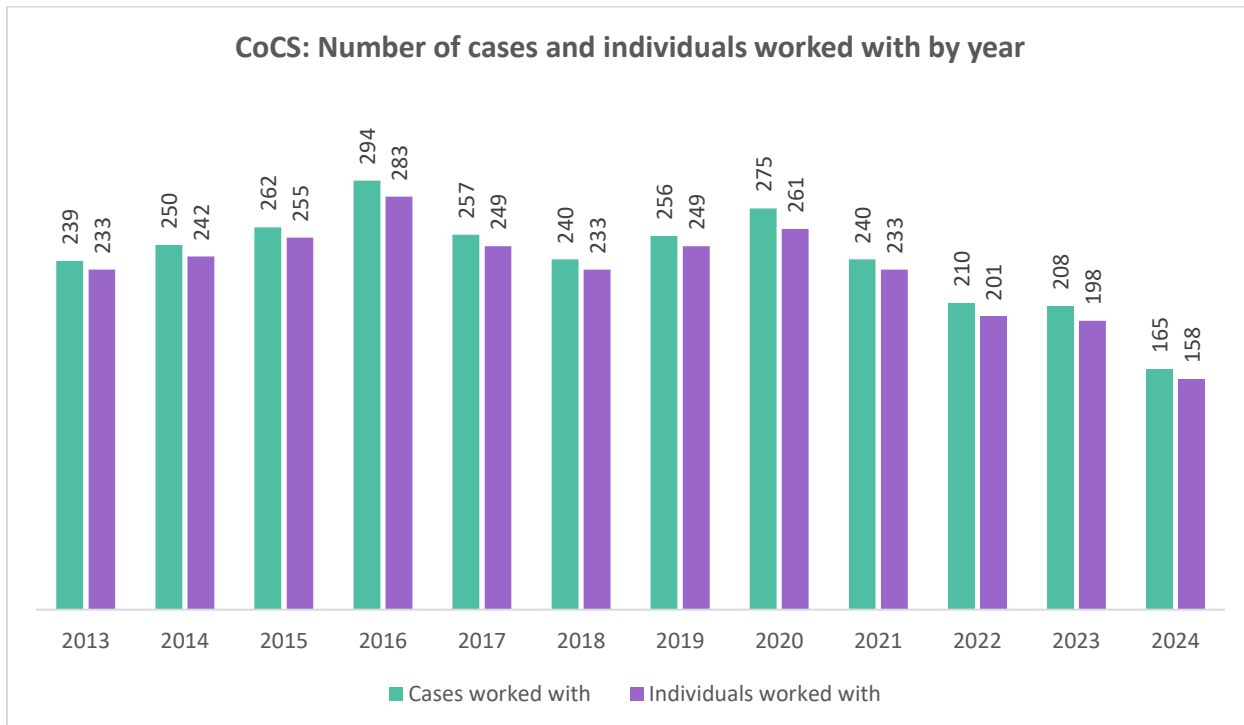


Figure 107: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 165 cases and 158 individuals were worked with compared to 208 and 198 respectively in 2023.

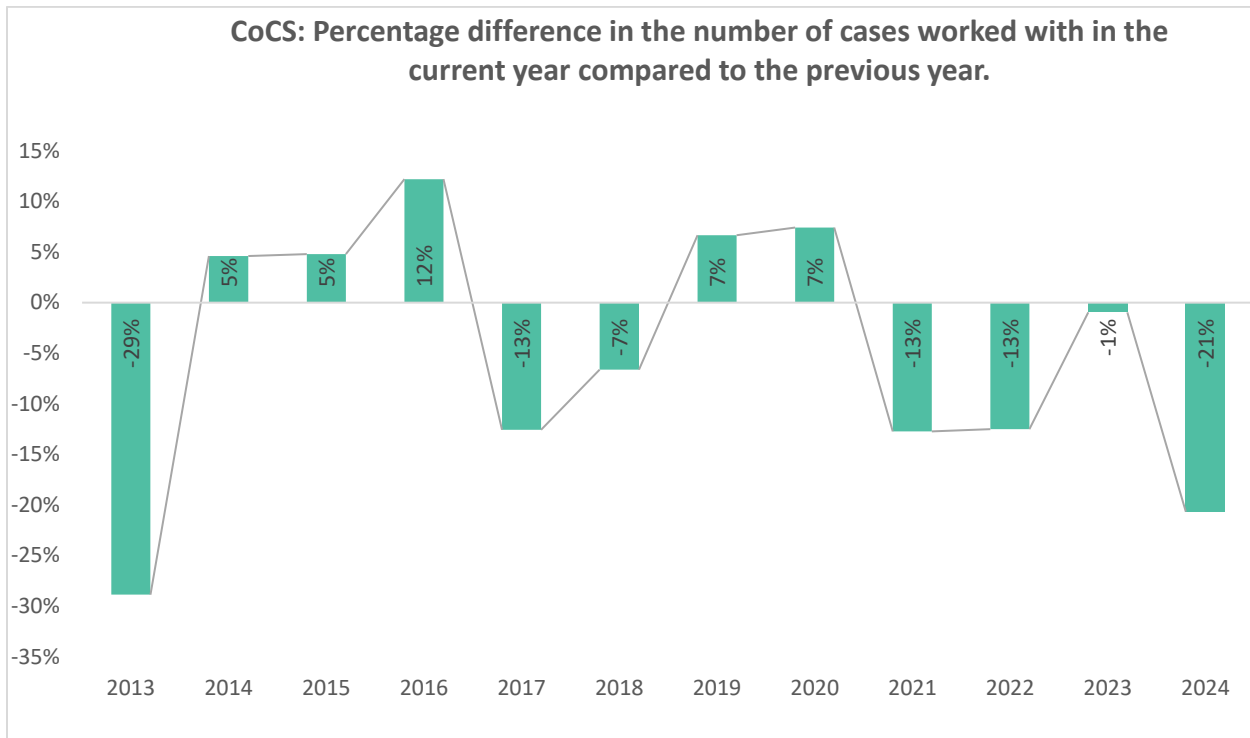


Figure 108: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 13% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

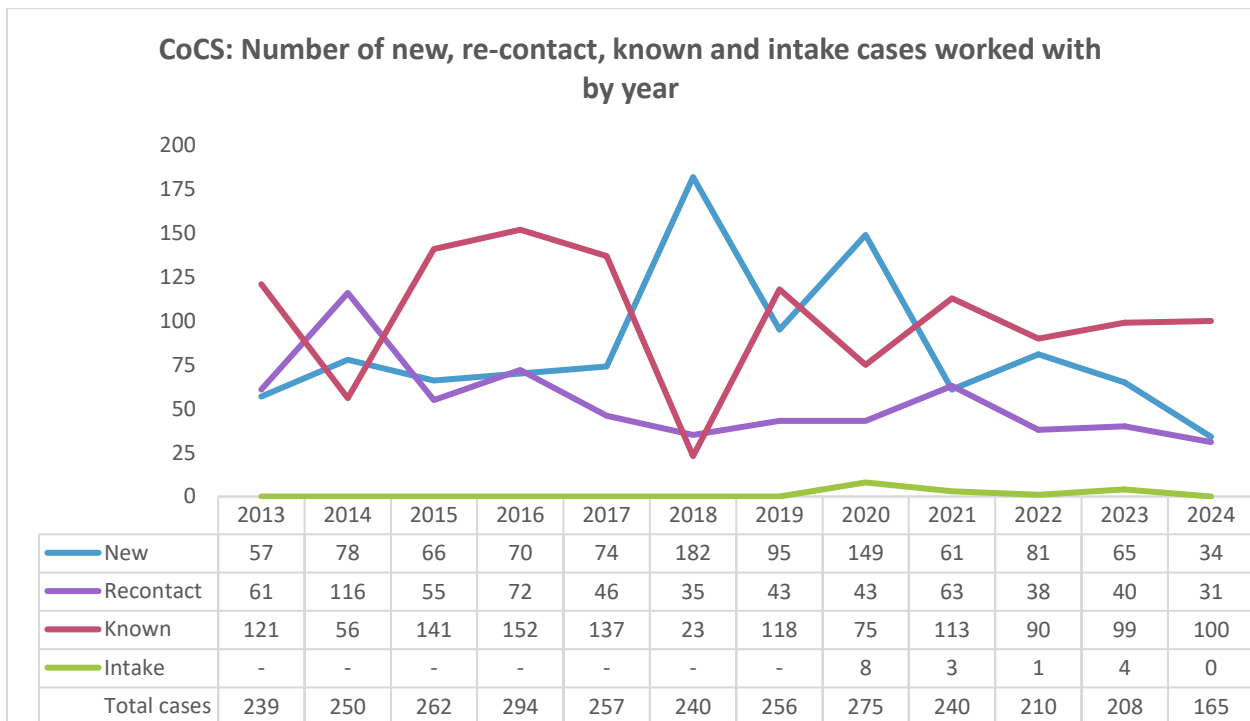


Figure 109: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

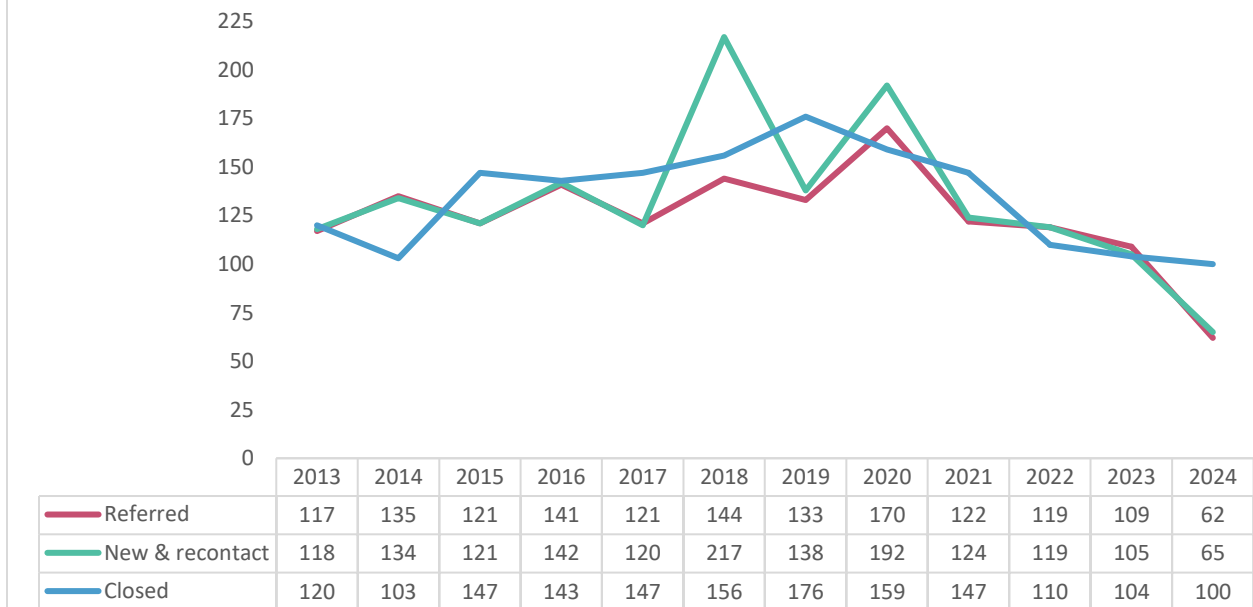


Figure 110: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 109 for breakdown of new & recontact cases). In 2024, 62 cases were referred, 65 new & recontact cases opened, and 100 cases closed.

CoCS: Waiting list at the end of the reporting period

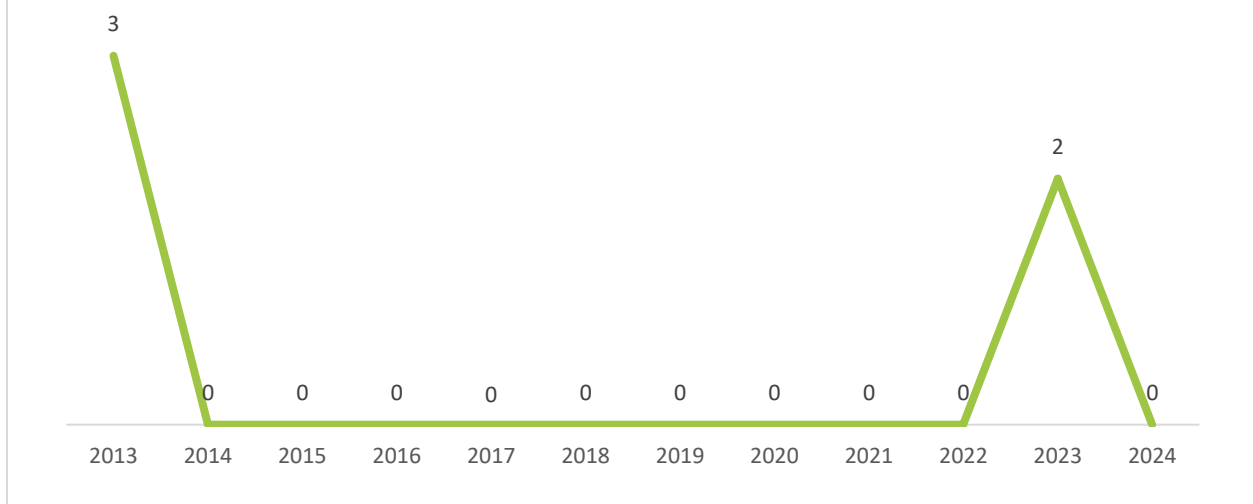


Figure 111: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

CoCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	1	0	0	0	0
Assault/rape/harassment/sexual abuse	1	1	0	2	0
Behaviour problems	3	1	-	-	-
Bereavement	0	0	0	0	0
Child abuse	2	3	3	4	0
Child care or access	3	9	2	0	3
Delinquency	0	0	0	0	0
Disability related issues	1	0	0	1	0
Domestic violence	1	2	1	2	2
Eating disorder	0	0	0	0	0
Elderly needs	3	0	0	0	0
Employment issues	16	14	8	8	5
Family relations/relationships	11	3	3	4	0
Financial difficulties	57	38	28	17	14
Fostering or adoption	0	0	0	0	0
Gender related issues	1	0	0	0	0
Health related issues	3	3	3	4	2
Homeless	3	1	5	5	1
Housing problems	18	12	27	22	11
Human trafficking	0	0	0	0	0
Lack of support or guidance	12	16	22	21	14
Legal issues	3	1	2	0	0
Loneliness	0	3	0	2	0
Marital problems	2	1	0	3	1
Mental health issues	13	7	5	6	3
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	-	1	4	1
Parenting skills/child-parent relationship	-	-	1	1	3
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	4	2	3	2	1
School related problems	1	0	1	0	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	1	1	2	1	0
Sex work related issues	0	0	0	0	0
Other	10	3	1	0	1
None specified	0	1	1	0	0
Total	170	122	119	109	62

Figure 112: 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.

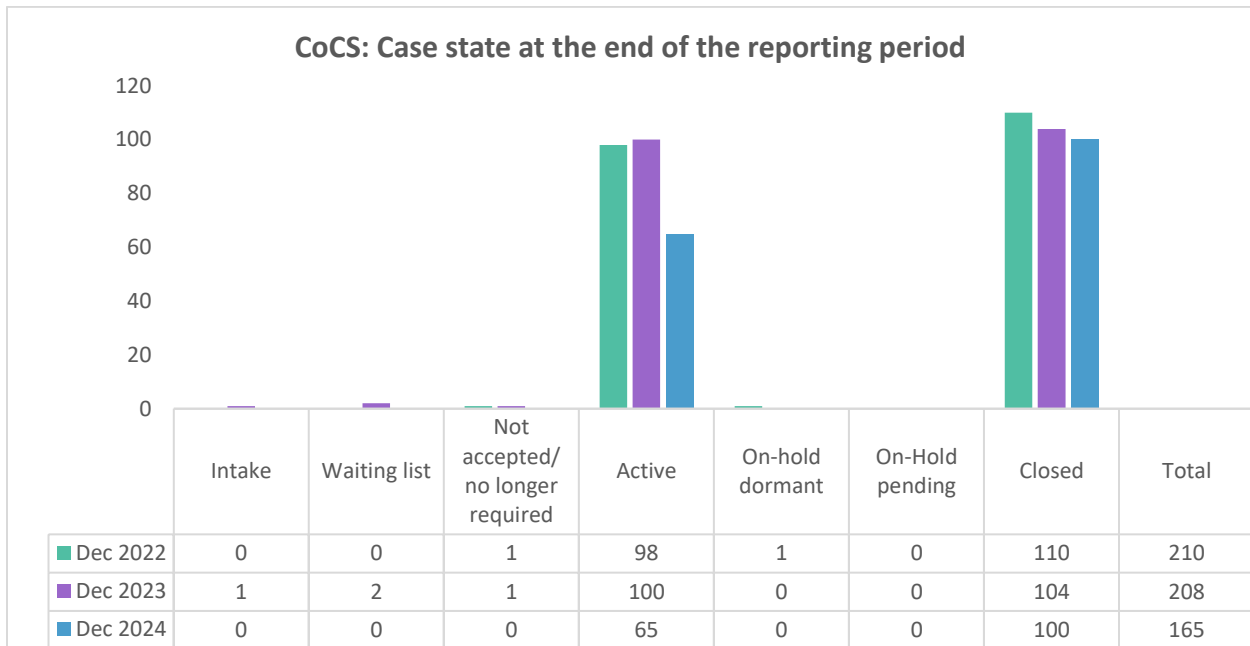


Figure 113: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 39% (65) of the cases worked with were still active. 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 2024

A total of **165** cases were worked with between January and December 2024.

CoCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

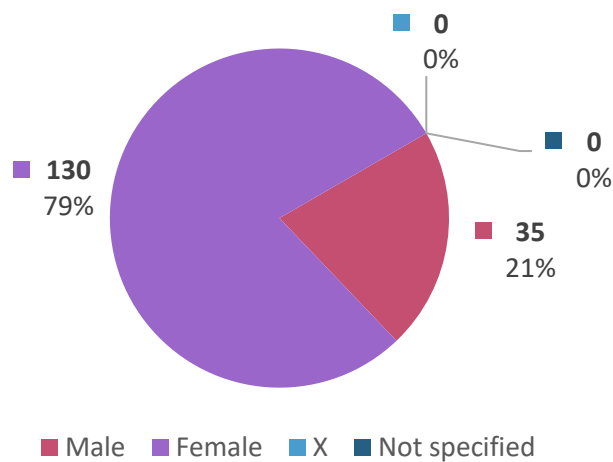


Figure 114: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (79%).

CoCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

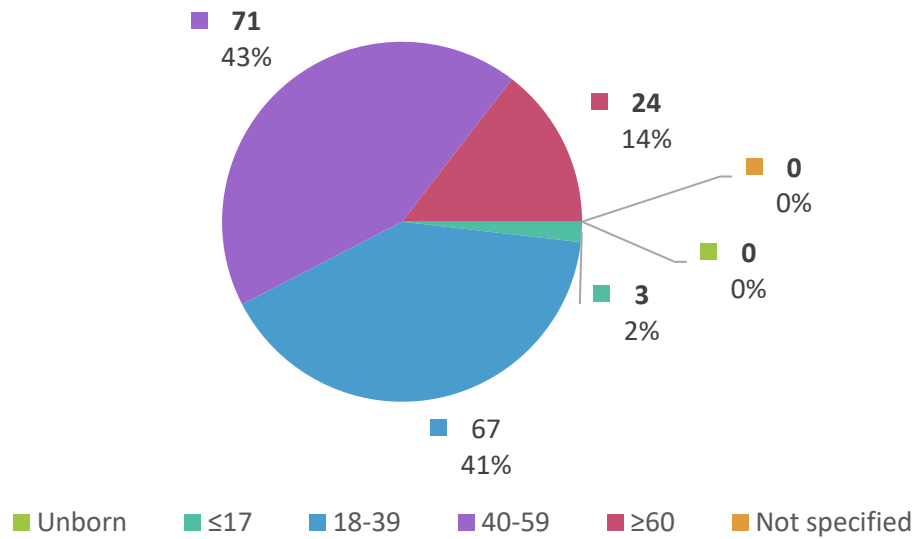


Figure 115: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 40 to 59 (43%).

CoCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

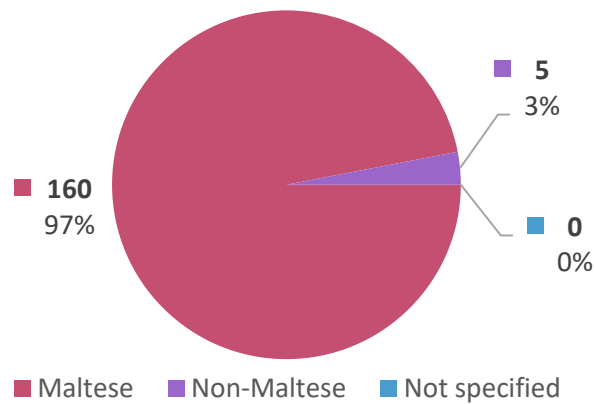


Figure 116: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 97% of the cases worked with were Maltese while non-Maltese made up 3% of cases.

CoCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

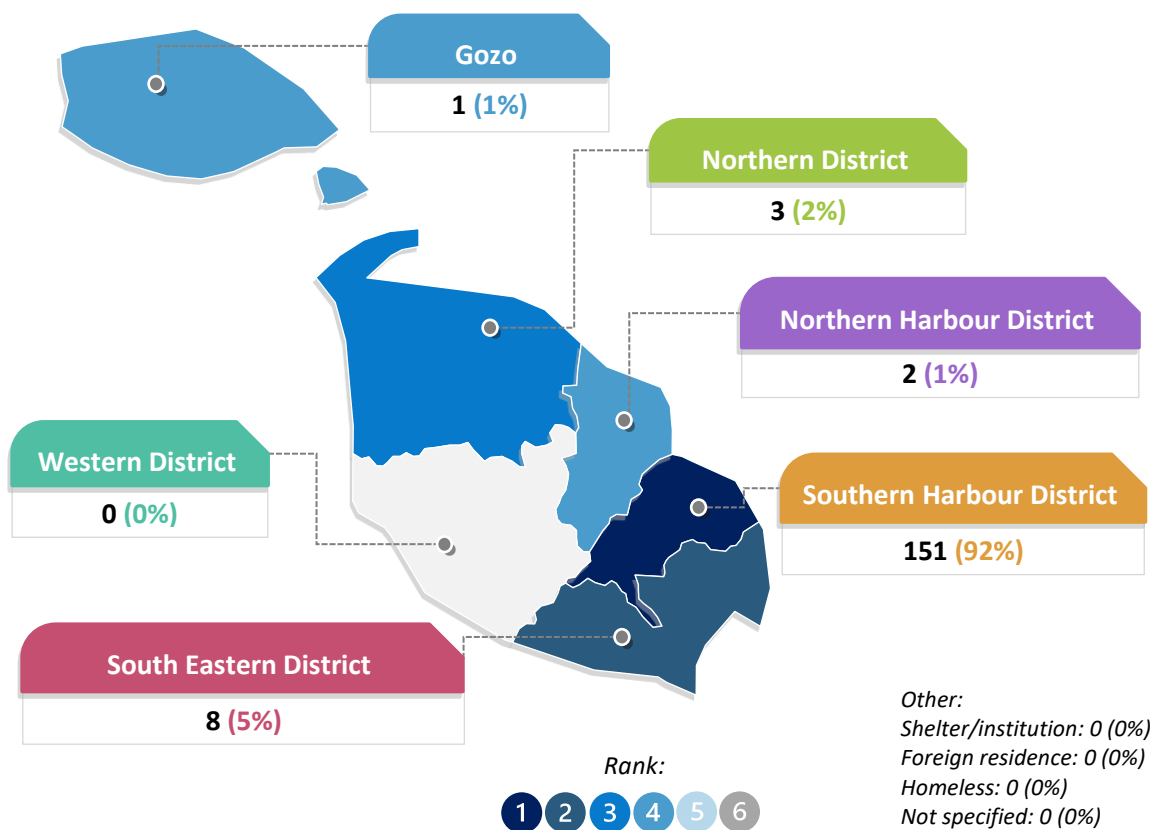


Figure 117: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (92%) had the highest percentage of cases worked with in 2024.

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 **65** cases were opened between January and December 2024.

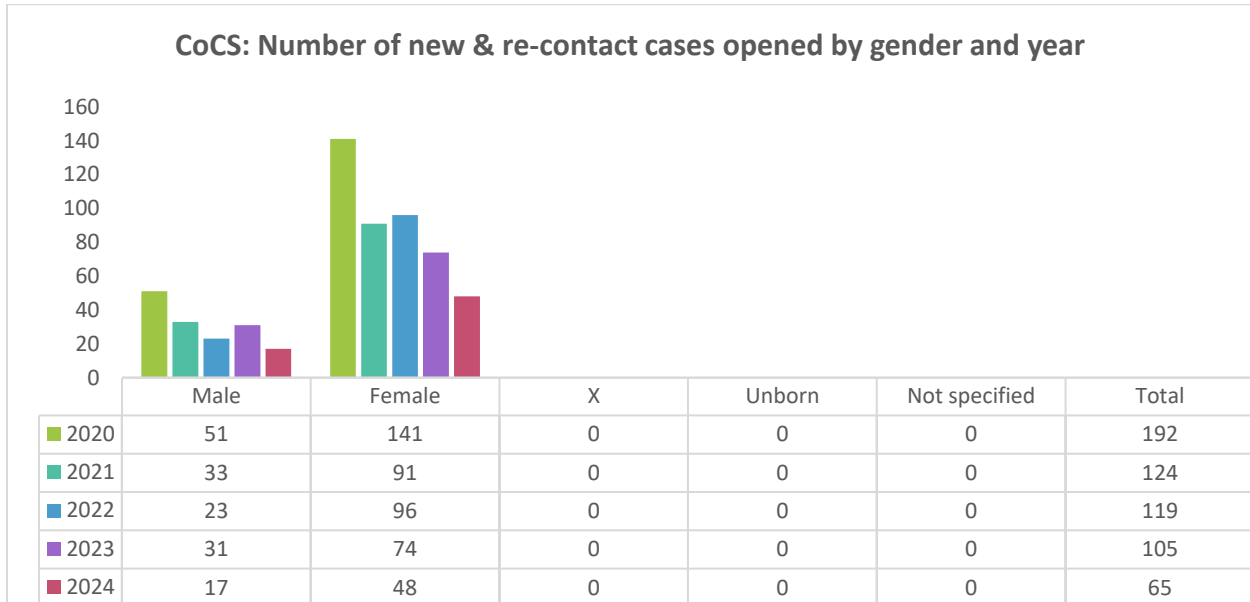
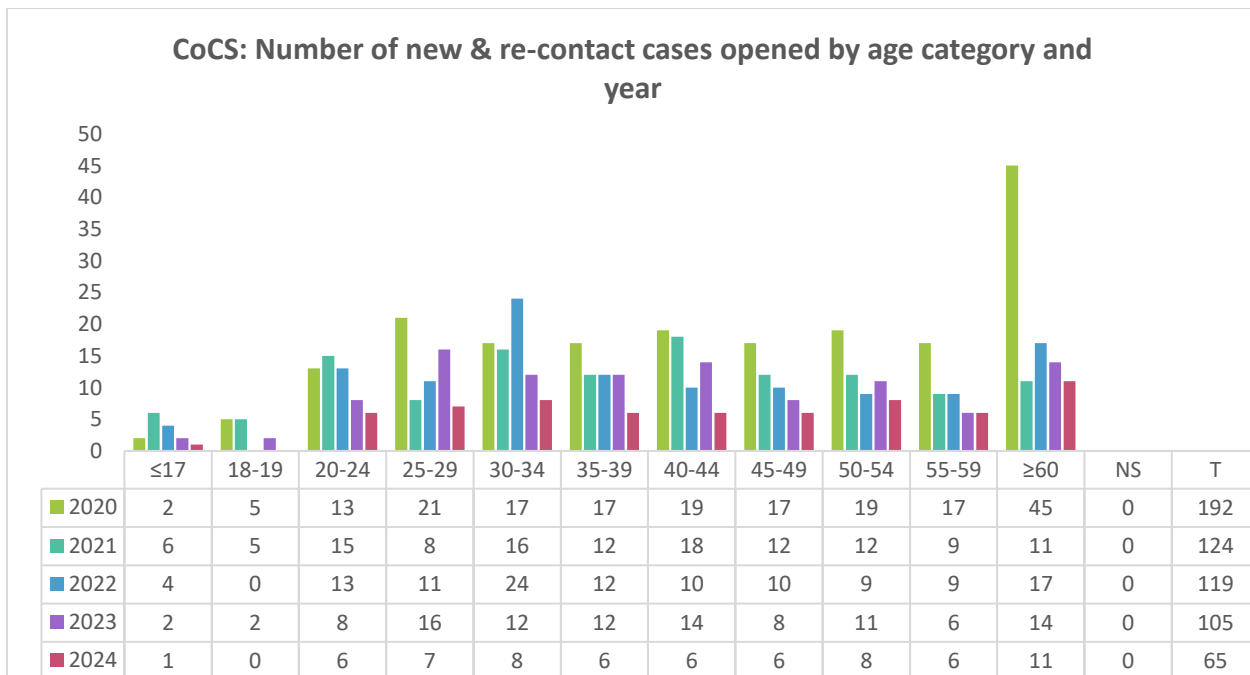


Figure 118: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (48).



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

Figure 119: 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 2024, the highest number of cases opened were ages 60 or over (11).

CoCS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	0	0	0	0	1
18-19	0	0	0	0	0	0
20-24	1	5	0	0	0	6
25-29	3	4	0	0	0	7
30-34	2	6	0	0	0	8
35-39	1	5	0	0	0	6
40-44	3	3	0	0	0	6
45-49	1	5	0	0	0	6
50-54	1	7	0	0	0	8
55-59	2	4	0	0	0	6
≥60	2	9	0	0	0	11
Not specified	0	0	0	0	0	0
Total	17	48	0	0	0	65

Figure 120: 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.

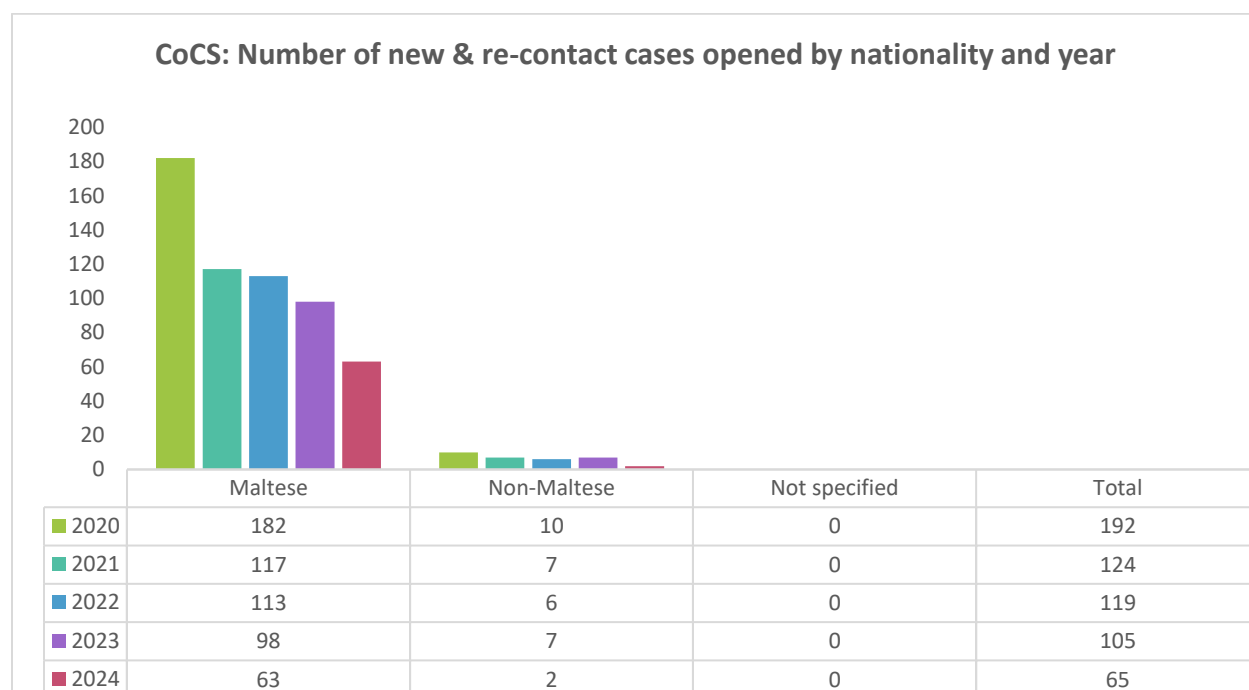
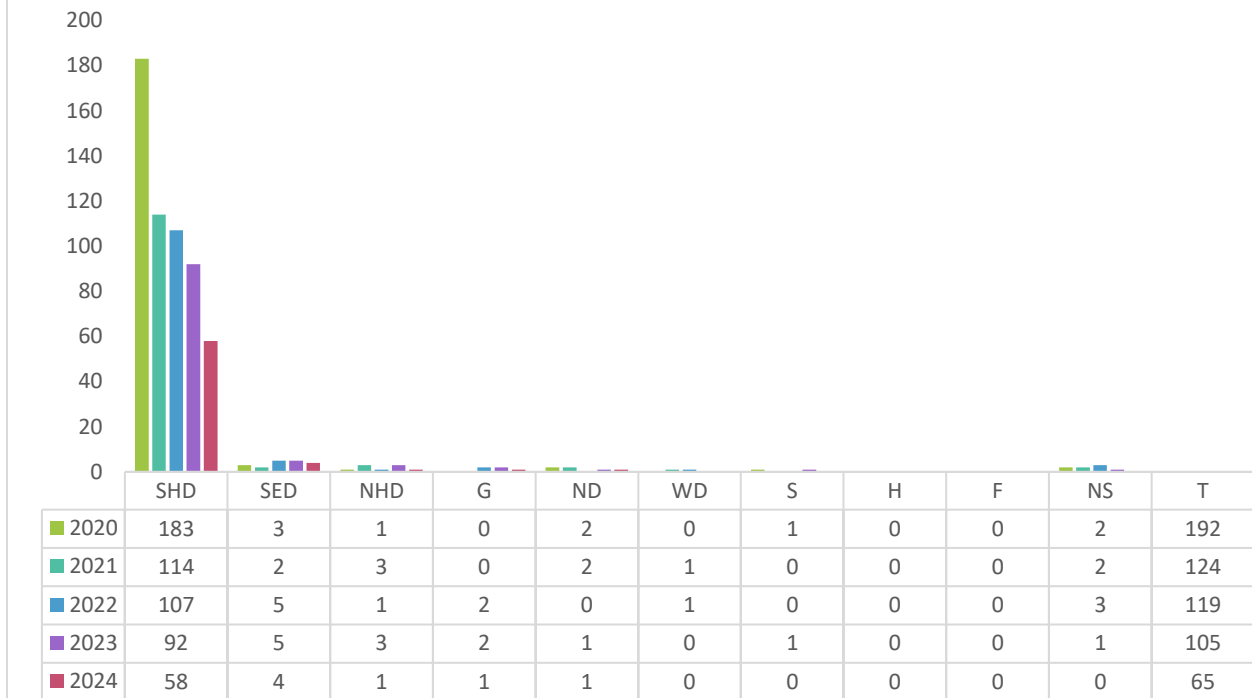


Figure 121: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 63 cases opened were Maltese while 2 cases were non-Maltese.

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



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 122: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (58) had the highest number of cases opened in 2024.

Community Services: Mosta (MoCS)

Case activity

Service started reporting data in 2019 and started using the online data collection system in 2020.

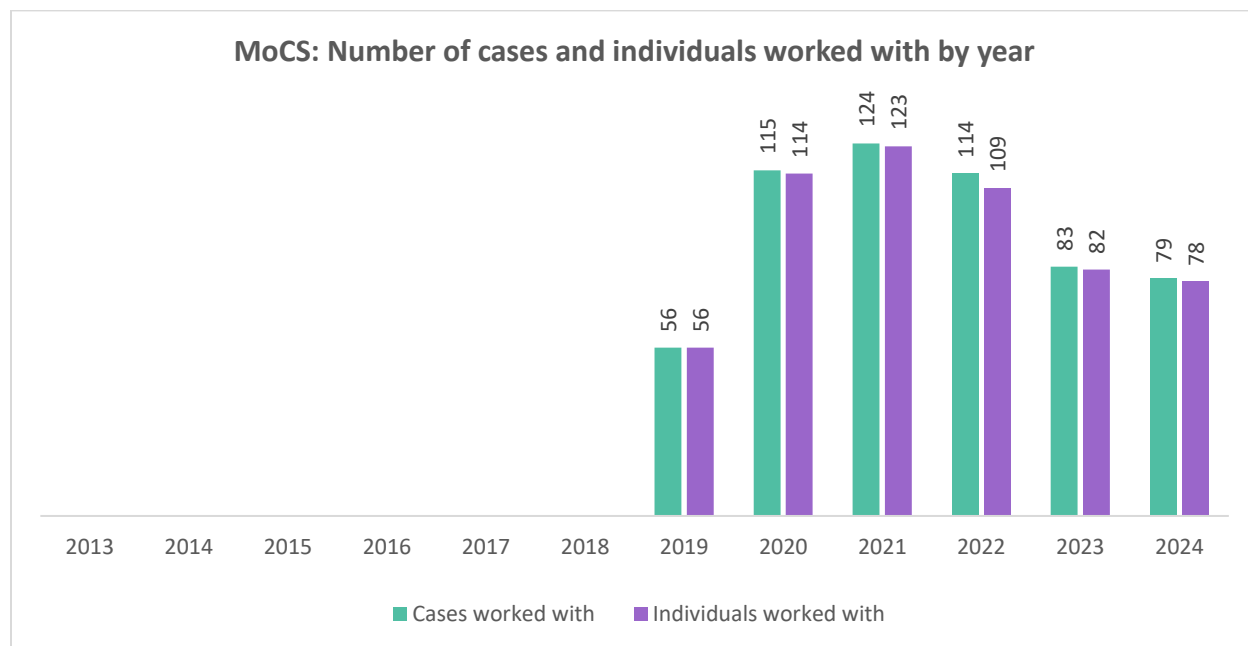


Figure 123: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 79 cases and 78 individuals were worked with compared to 83 and 82 respectively in 2023.

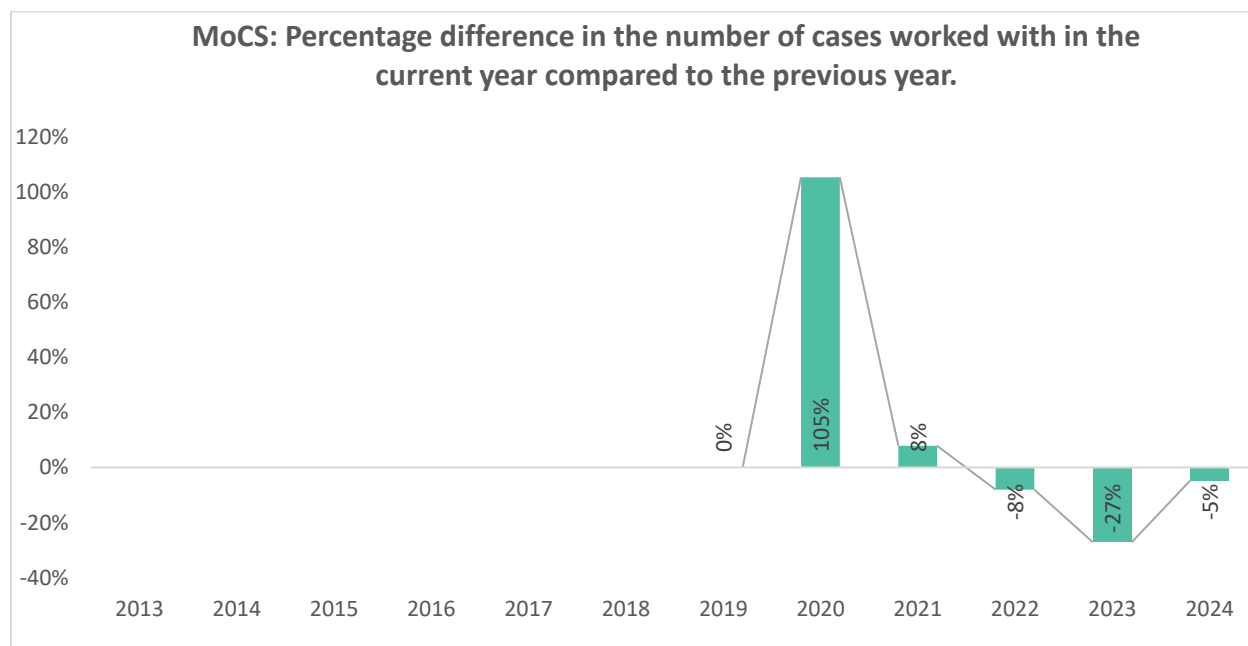


Figure 124: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 8% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

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

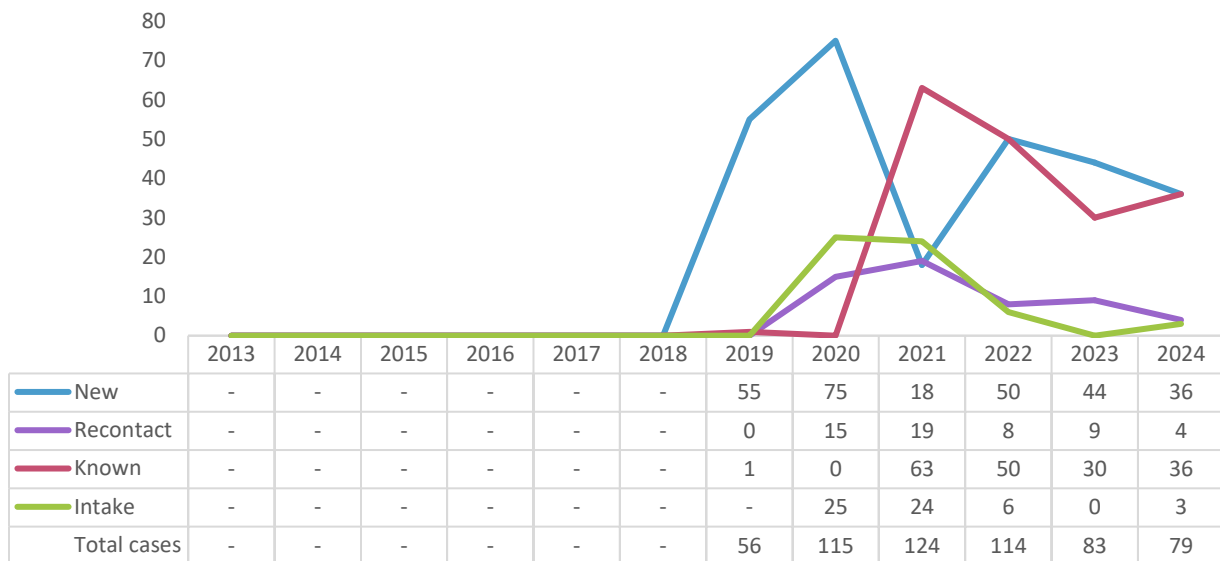


Figure 125: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, with the introduction of a new online system, all known cases had to be re-inputted in 2020 and these were automatically registered as new.

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

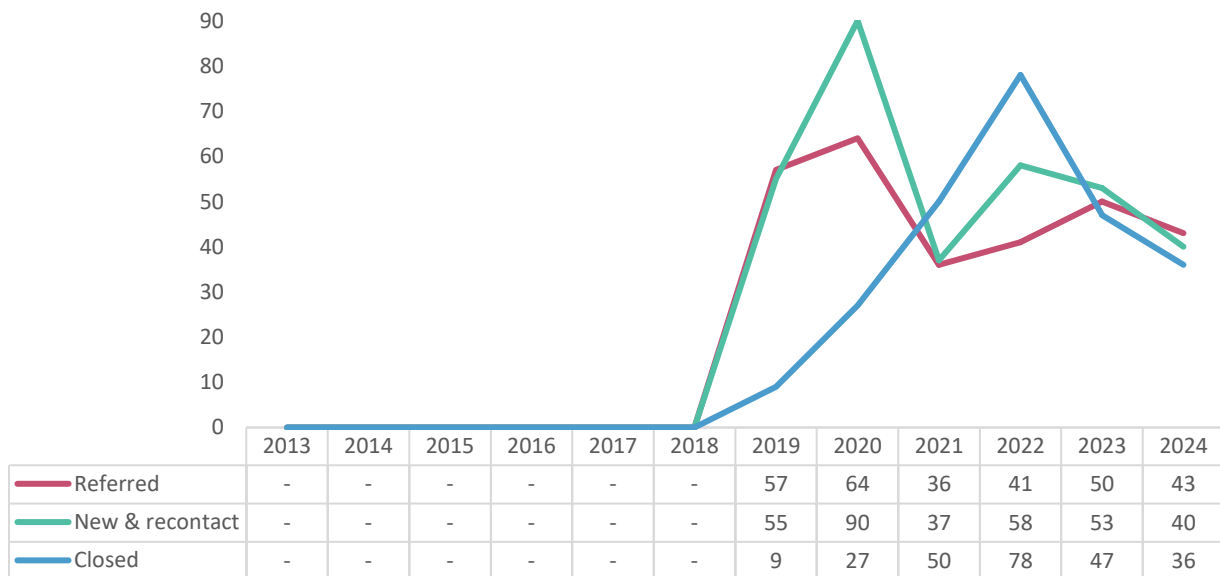


Figure 126: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 125 for breakdown of new & recontact cases). In 2024, 43 cases were referred, 40 new & recontact cases opened, and 36 cases closed.

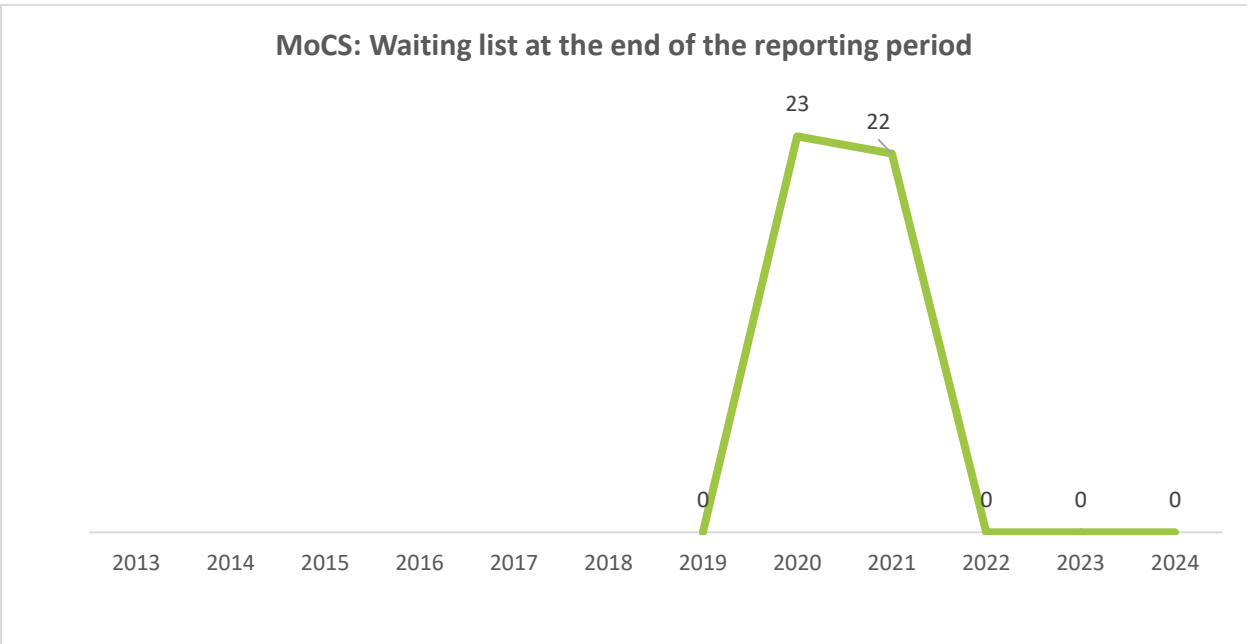


Figure 127: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

MoCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	1	0	0	1	1
Assault/rape/harassment/sexual abuse	1	0	0	1	0
Behaviour problems	2	0	-	-	-
Bereavement	0	0	0	0	0
Child abuse	1	0	1	1	1
Child care or access	1	5	0	0	1
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	0
Domestic violence	2	1	1	0	2
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	0	0
Employment issues	2	3	1	0	1
Family relations/relationships	14	1	1	1	2
Financial difficulties	5	6	10	12	10
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	2	1	2	1	2
Homeless	2	3	2	7	3
Housing problems	3	1	2	2	4
Human trafficking	0	0	0	0	0
Lack of support or guidance	12	4	4	11	6
Legal issues	0	0	1	0	0
Loneliness	1	0	1	1	0
Marital problems	2	1	2	0	1
Mental health issues	9	5	4	6	3
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	-	2	1	0
Parenting skills/child-parent relationship	-	-	4	1	6
Personality related issues	1	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	2	1	1	1	0
School related problems	0	3	1	1	0
Self-harm or suicide	0	0	0	1	0
Separation related issues	1	1	1	1	0
Sex work related issues	0	0	0	0	0
Other	0	0	0	0	0
None specified	0	0	0	0	0
Total	64	36	41	50	43

Figure 128: 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.

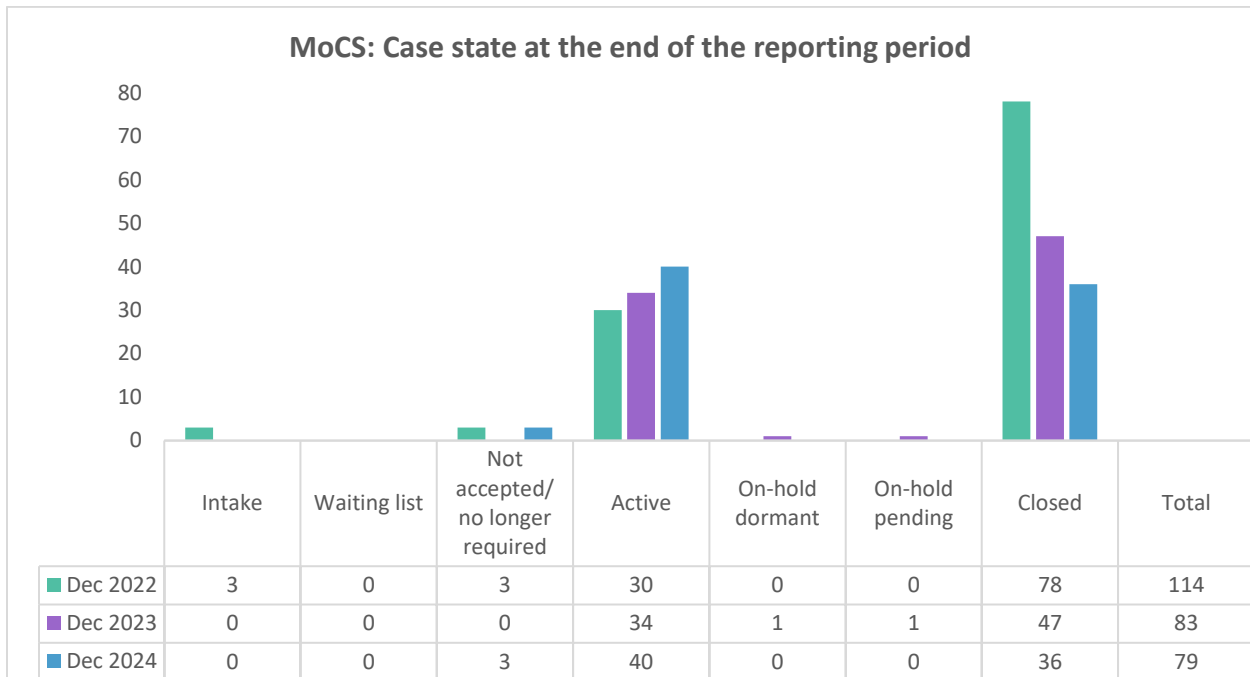


Figure 129: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 51% (40) of the cases worked with were still active. 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 2024

A total of **79** cases were worked with between January and December 2024.

MoCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

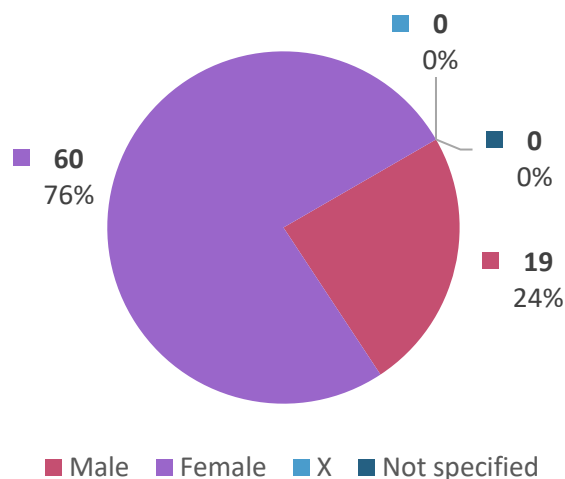


Figure 130: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (76%).

MoCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

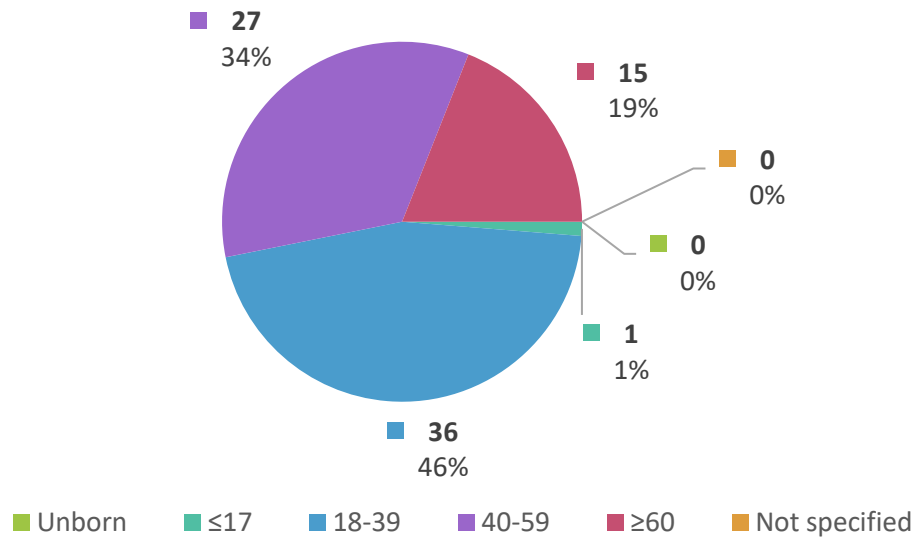


Figure 131: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (46%).

MoCS: Cases worked with Jan- Dec 2024 by nationality (no. & %)

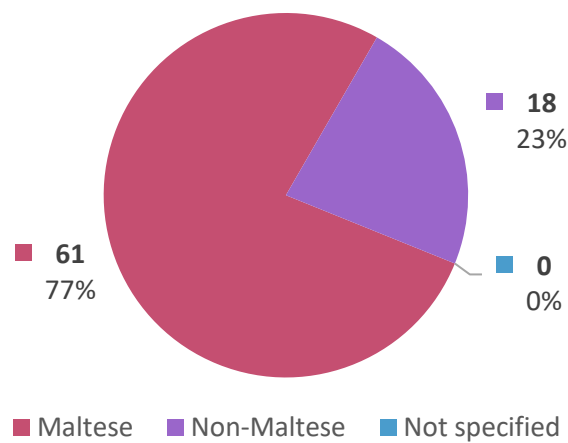


Figure 132: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 77% of the cases worked with were Maltese while non-Maltese made up 23% of cases.

MoCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

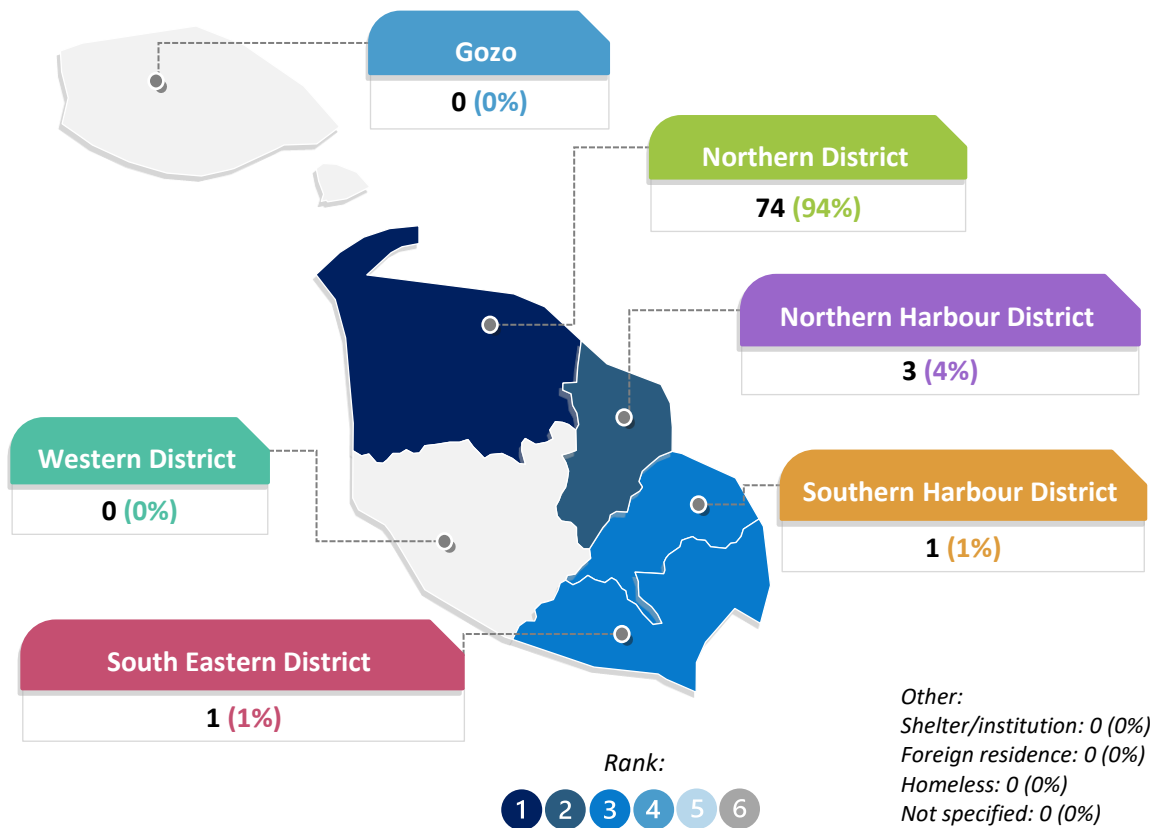


Figure 133: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern District (94%) had the highest percentage of cases worked with in 2024.

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 **40** cases were opened between January and December 2024.

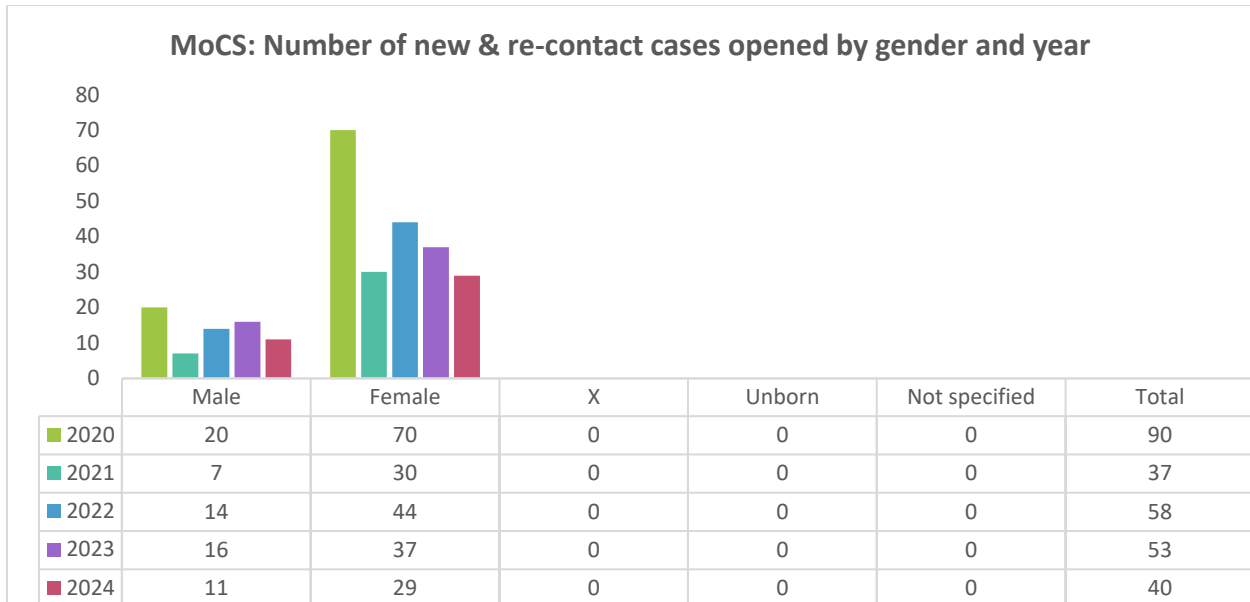
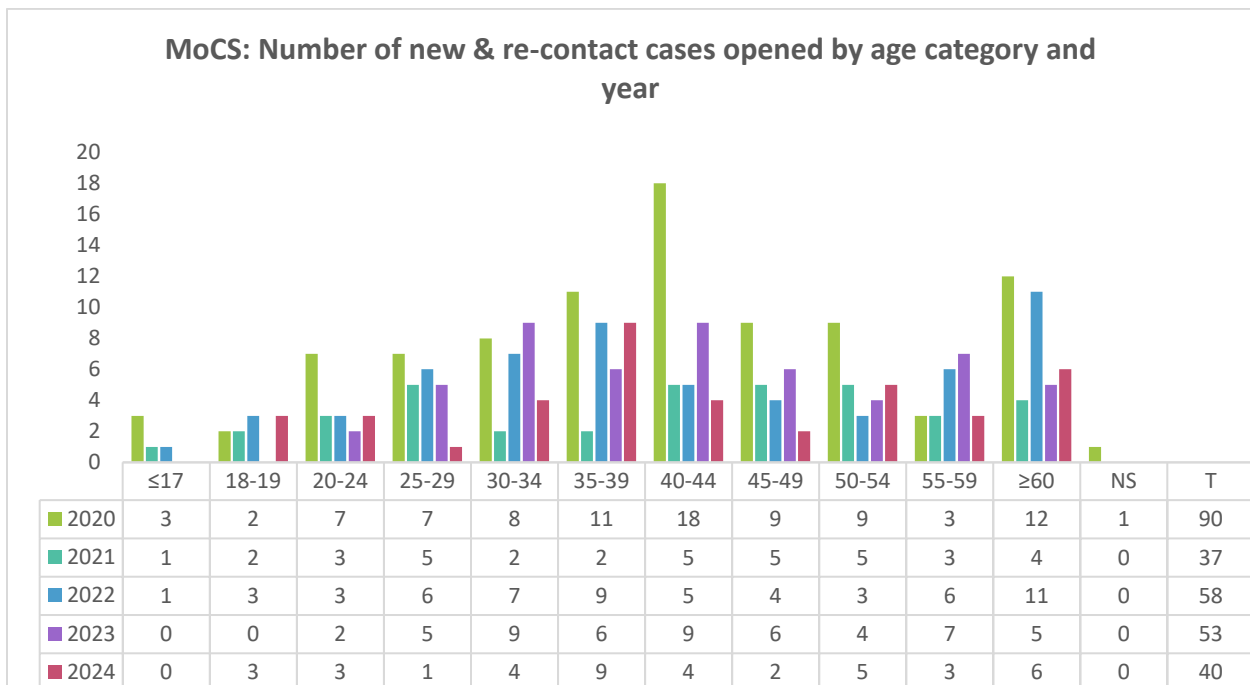


Figure 134: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (29).



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

Figure 135: 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 2024, the highest number of cases opened were ages 35 to 39 (9).

MoCS: Number of new & re-contact cases opened by age category and gender						
January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	1	2	0	0	0	3
20-24	1	2	0	0	0	3
25-29	0	1	0	0	0	1
30-34	1	3	0	0	0	4
35-39	2	7	0	0	0	9
40-44	0	4	0	0	0	4
45-49	0	2	0	0	0	2
50-54	2	3	0	0	0	5
55-59	2	1	0	0	0	3
≥60	2	4	0	0	0	6
Not specified	0	0	0	0	0	0
Total	11	29	0	0	0	40

Figure 136: 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.

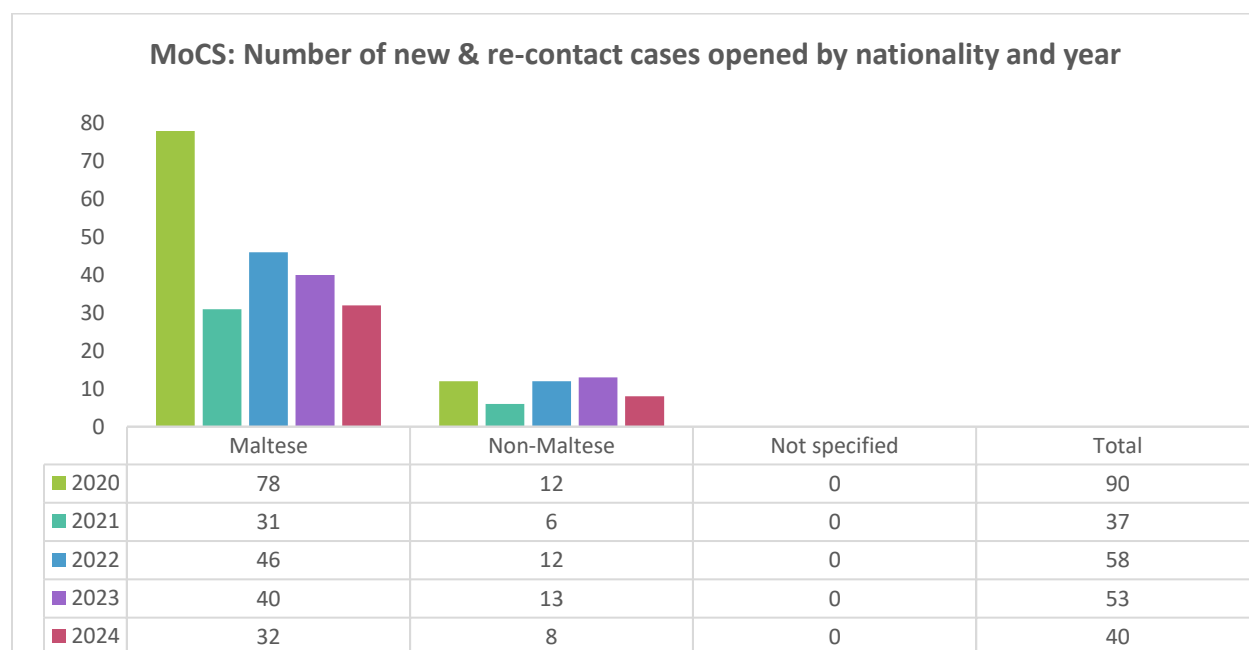
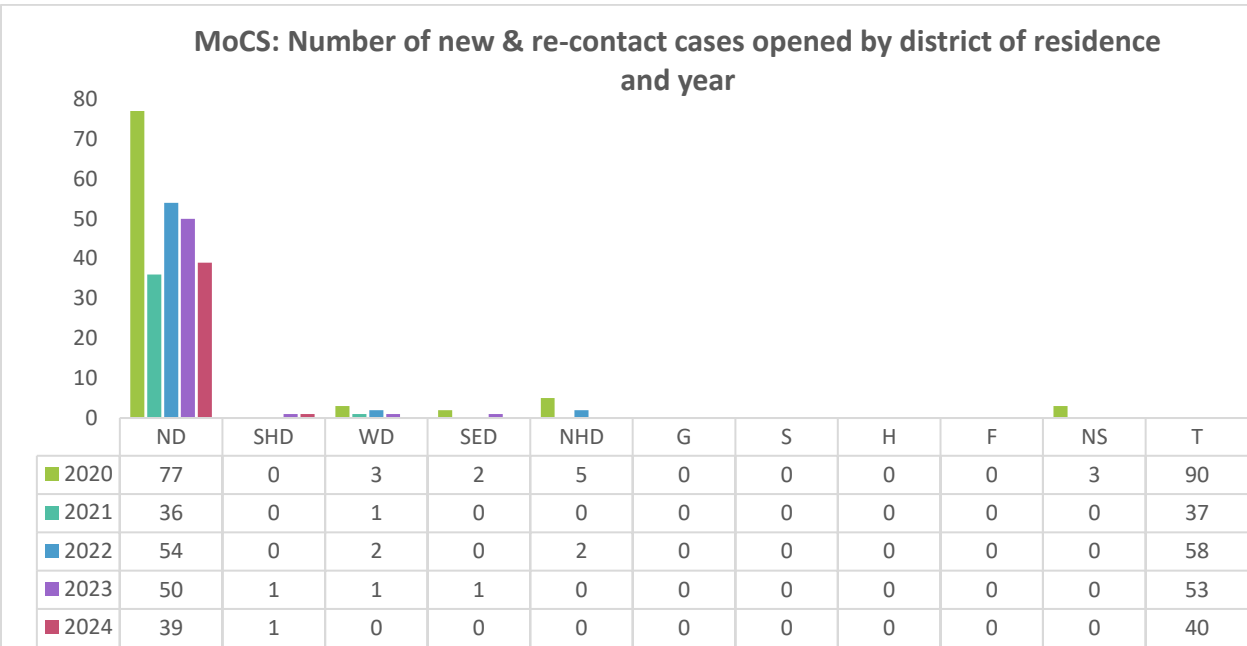


Figure 137: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 32 cases opened were Maltese while 8 cases were non-Maltese.



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 138: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern District (39) had the highest number of cases opened in 2024.

Community Services: Msida (MsCS)

Case activity

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

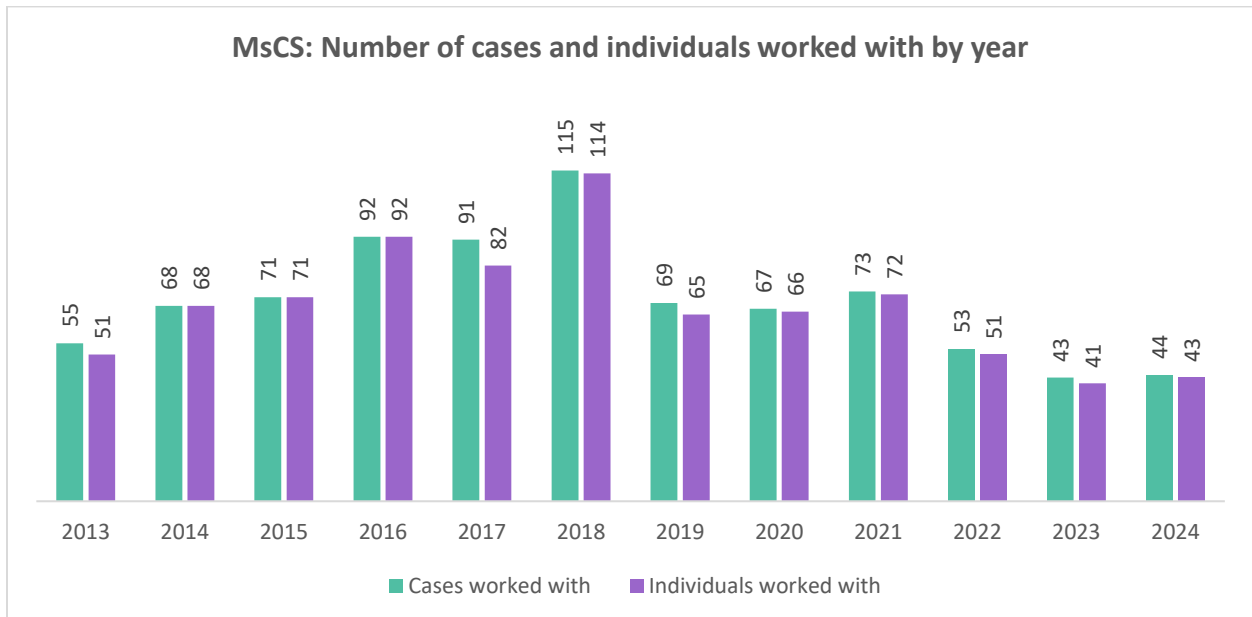


Figure 139: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 44 cases and 43 individuals were worked with compared to 43 and 41 respectively in 2023.

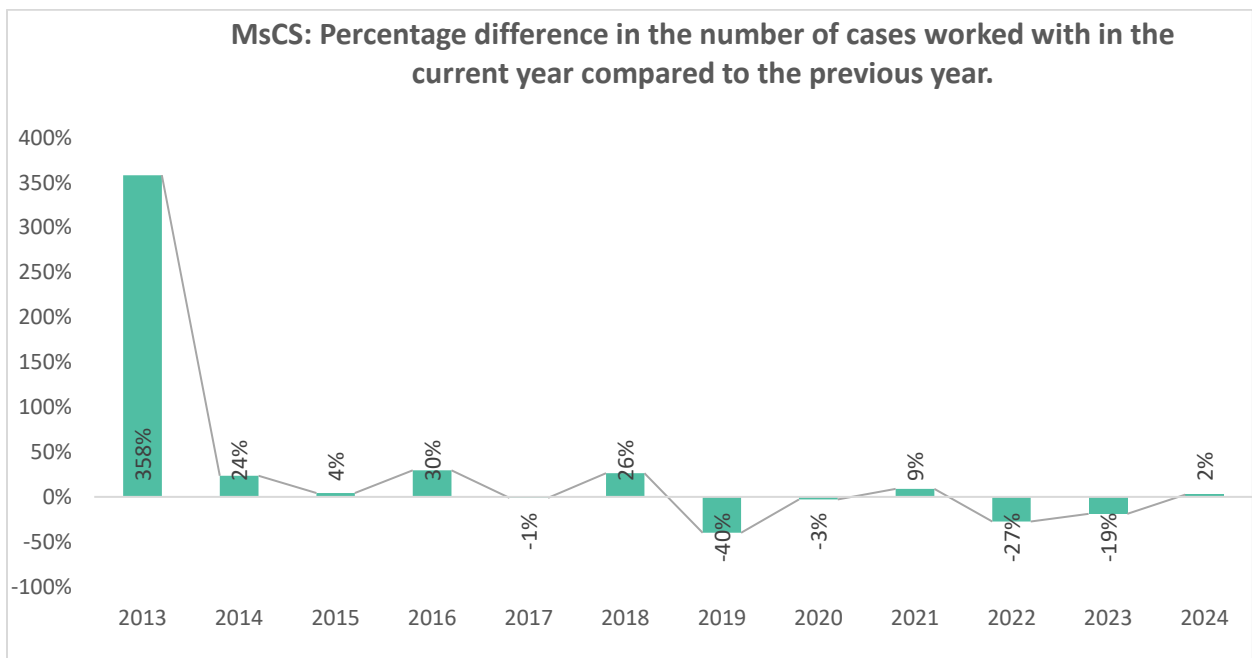


Figure 140: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 27% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

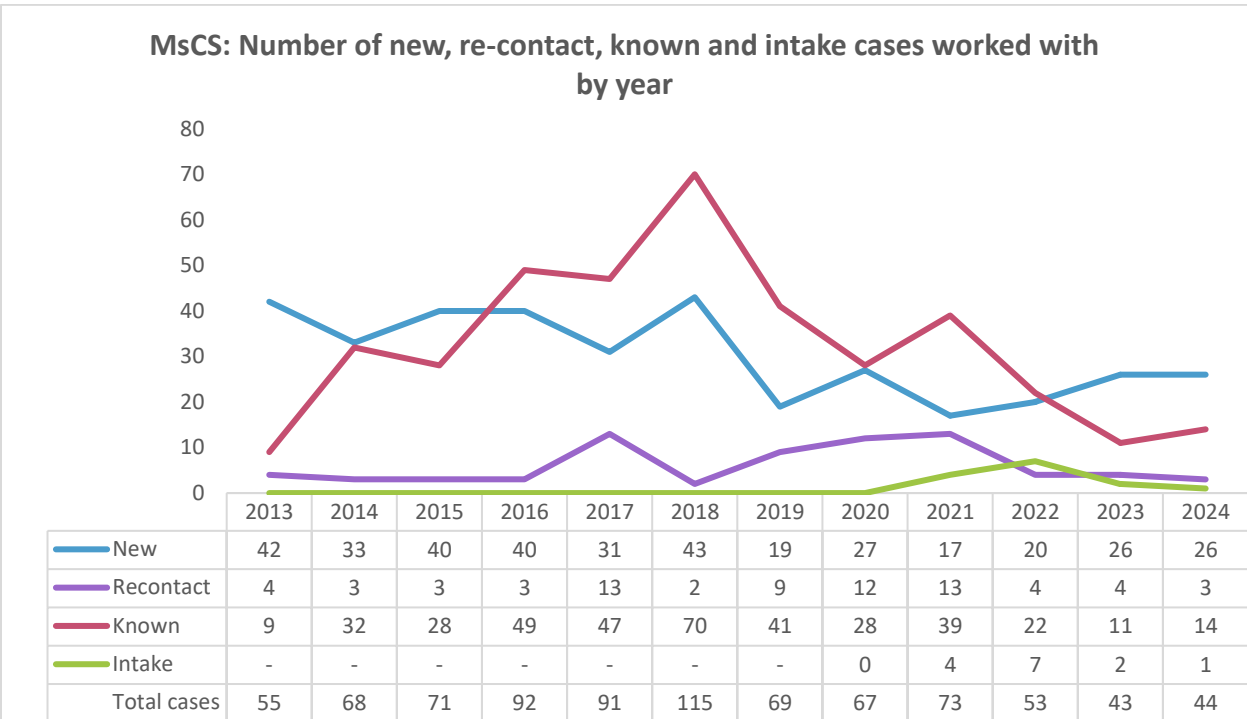


Figure 141: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

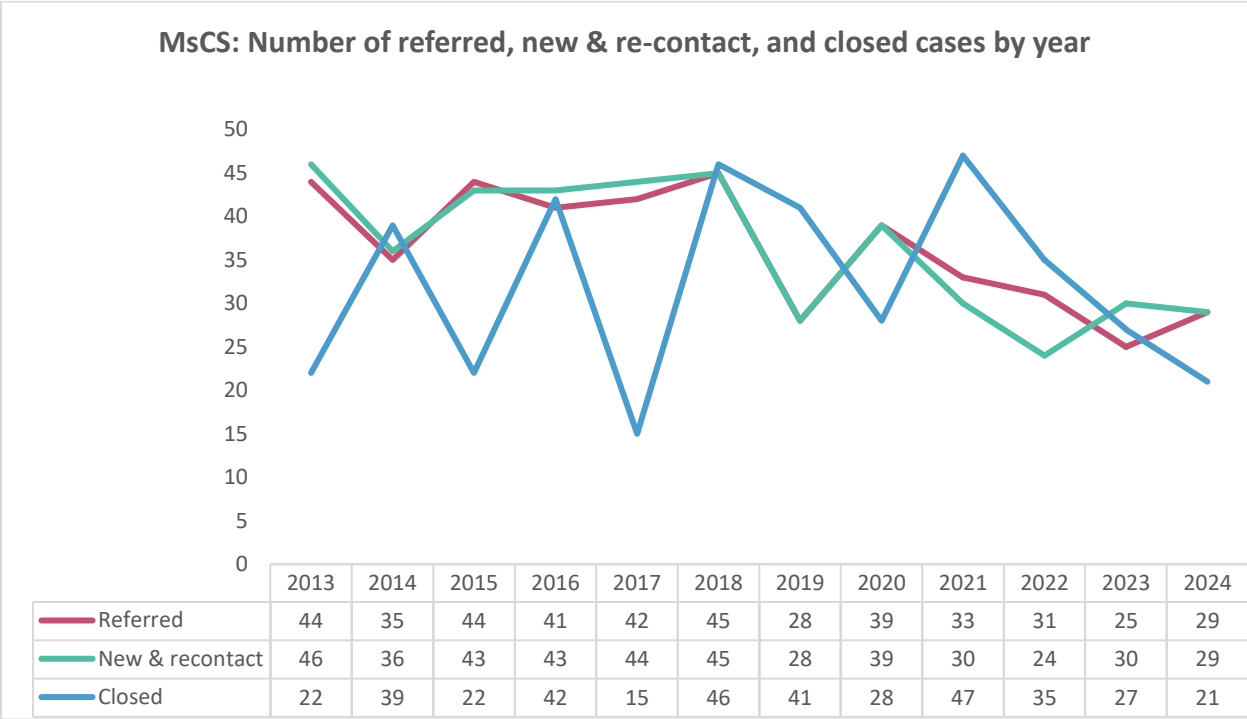


Figure 142: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 141 for breakdown of new & recontact cases). In 2024, 29 cases were referred, 29 new & recontact cases opened, and 21 cases closed.

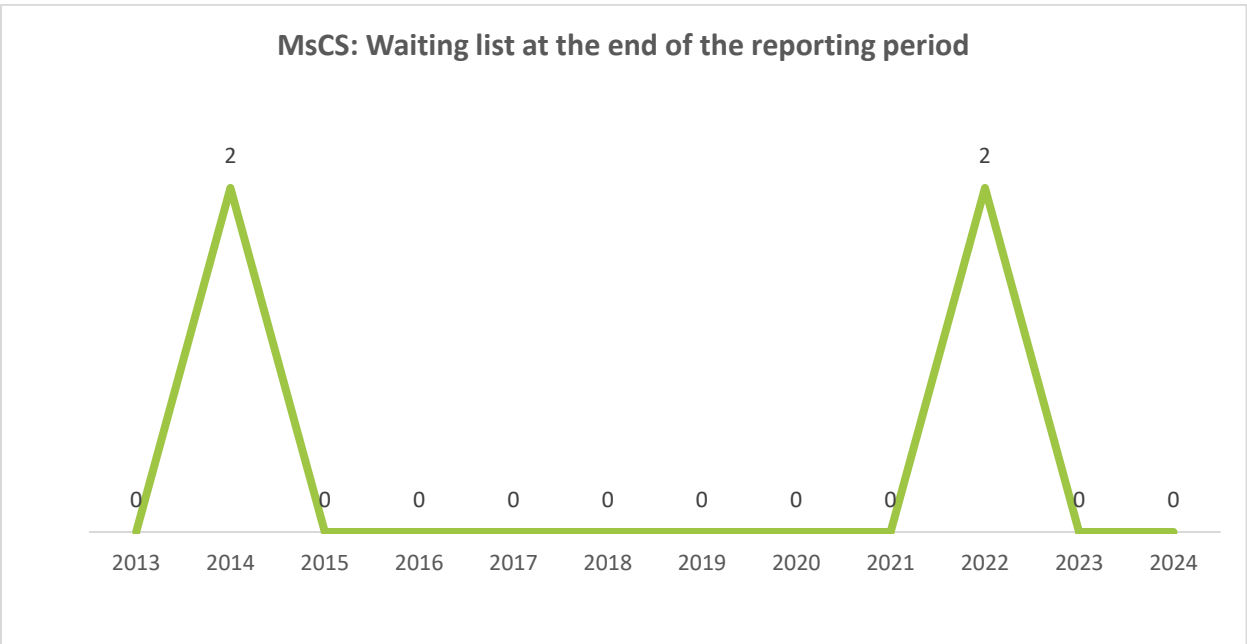


Figure 143: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

MsCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	1	0	0	0	1
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	1	0	-	-	-
Bereavement	0	0	0	0	0
Child abuse	1	1	0	0	0
Child care or access	0	5	1	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	0
Domestic violence	0	0	0	0	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	1	0
Employment issues	6	3	2	5	4
Family relations/relationships	5	0	2	1	0
Financial difficulties	7	5	8	6	5
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	0	1	0	0	0
Homeless	8	12	8	2	7
Housing problems	1	1	3	3	5
Human trafficking	0	0	0	0	0
Lack of support or guidance	4	2	2	1	2
Legal issues	0	0	0	2	0
Loneliness	0	0	0	0	0
Marital problems	1	0	1	0	0
Mental health issues	3	1	0	2	3
Migrant related issues	0	0	1	0	0
Oppositional defiant behaviours	-	-	0	0	0
Parenting skills/child-parent relationship	-	-	0	0	1
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	1	1	1	0
School related problems	0	0	2	0	0
Self-harm or suicide	0	0	0	0	1
Separation related issues	0	1	0	1	0
Sex work related issues	0	0	0	0	0
Other	1	0	0	0	0
None specified	0	0	0	0	0
Total	39	33	31	25	29

Figure 144: 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.

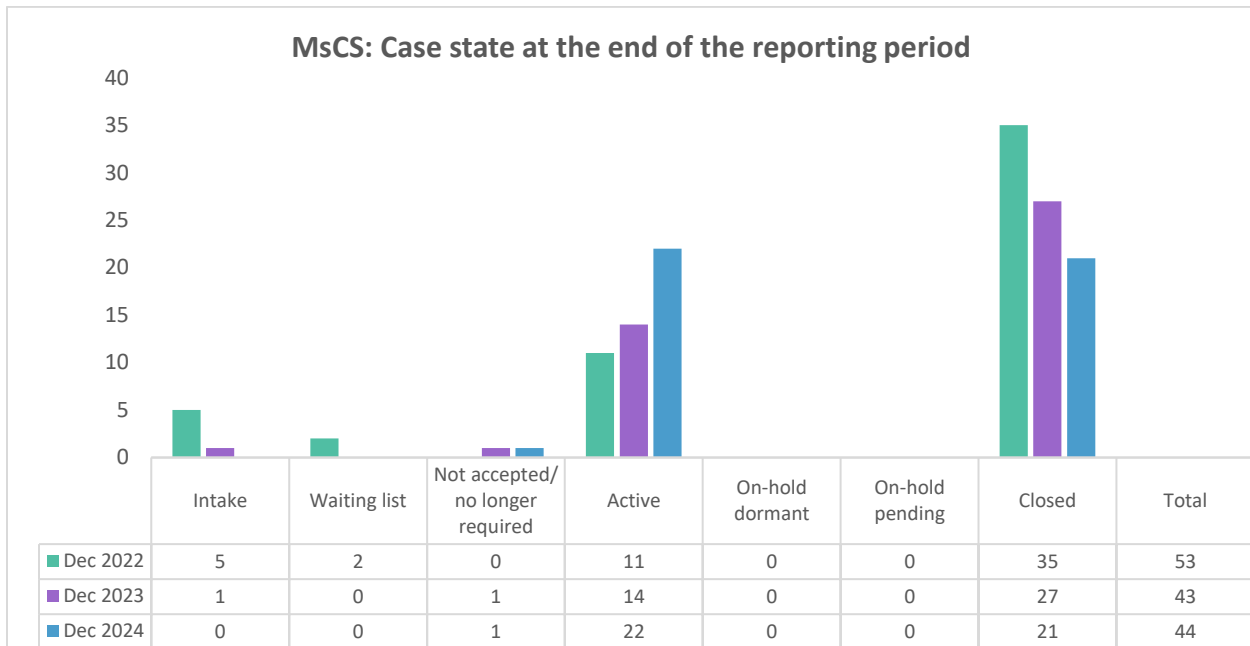


Figure 145: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 50% (22) of the cases worked with were still active. 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 2024

A total of **44** cases were worked with between January and December 2024.

MsCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

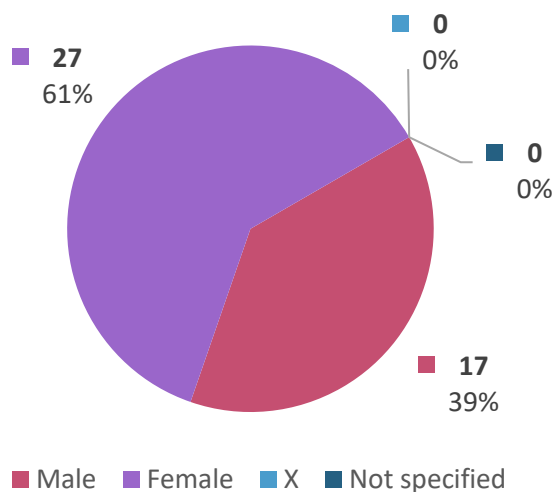


Figure 146: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (61%).

MsCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

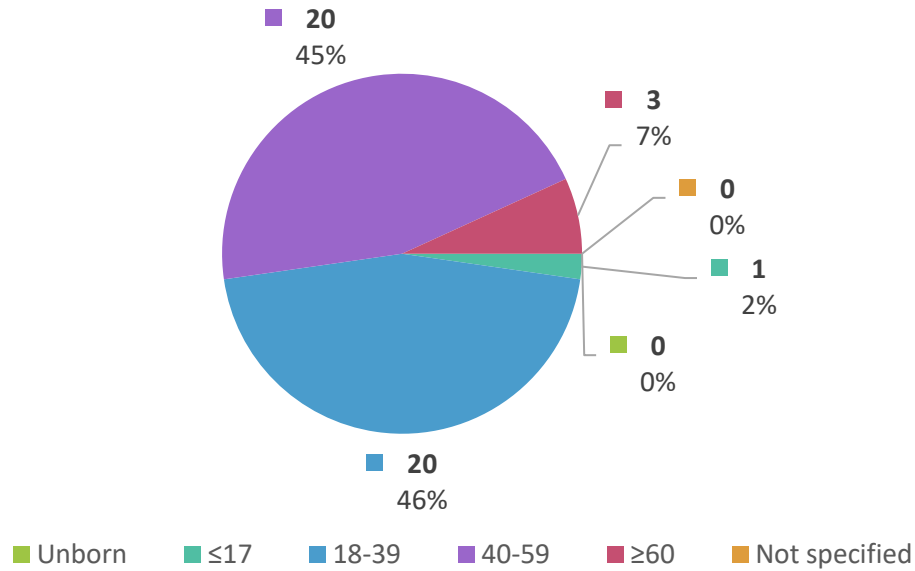


Figure 147: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In, the highest percentage of cases worked with were ages 18 to 39 (46%).

MsCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

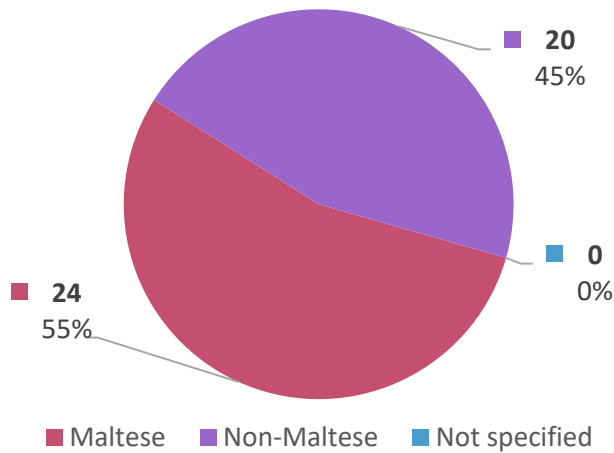


Figure 148: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 55% of the cases worked with were Maltese while non-Maltese made up 45% of cases.

MsCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

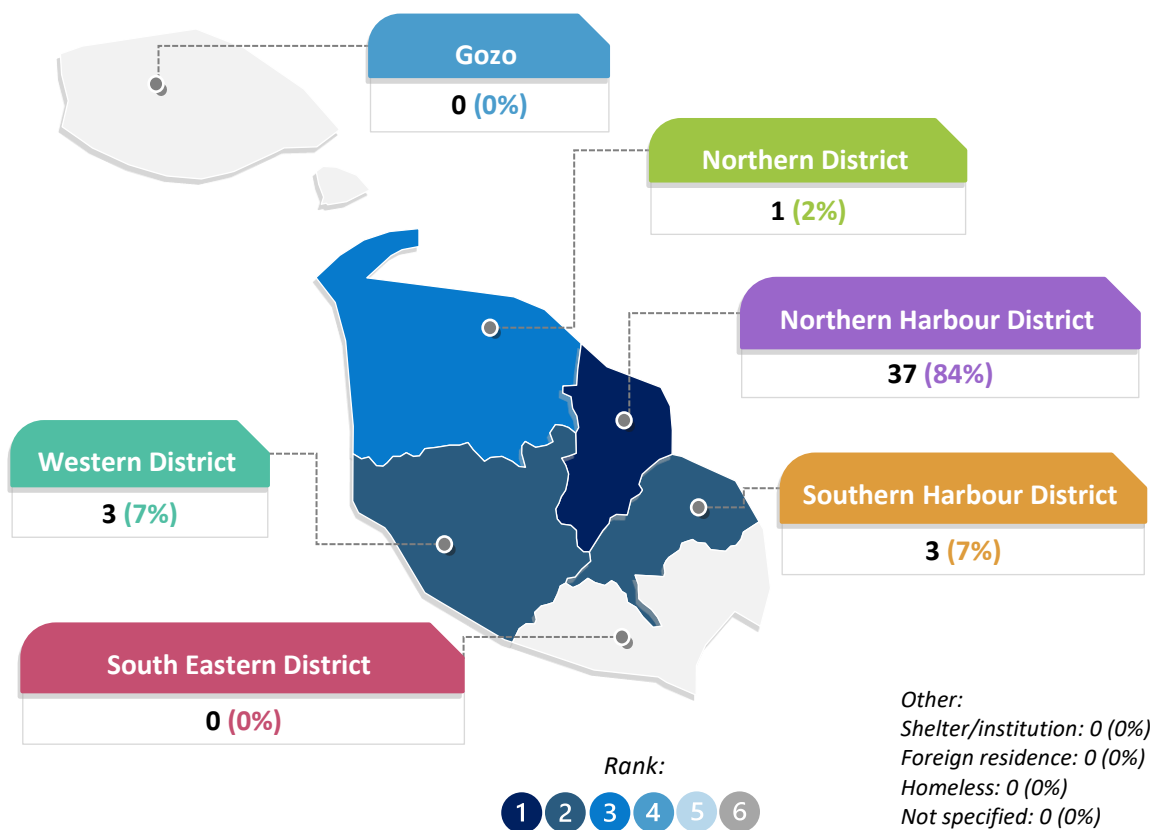


Figure 149: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (84%) had the highest percentage of cases worked with in 2024.

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 **29** cases were opened between January and December 2024.

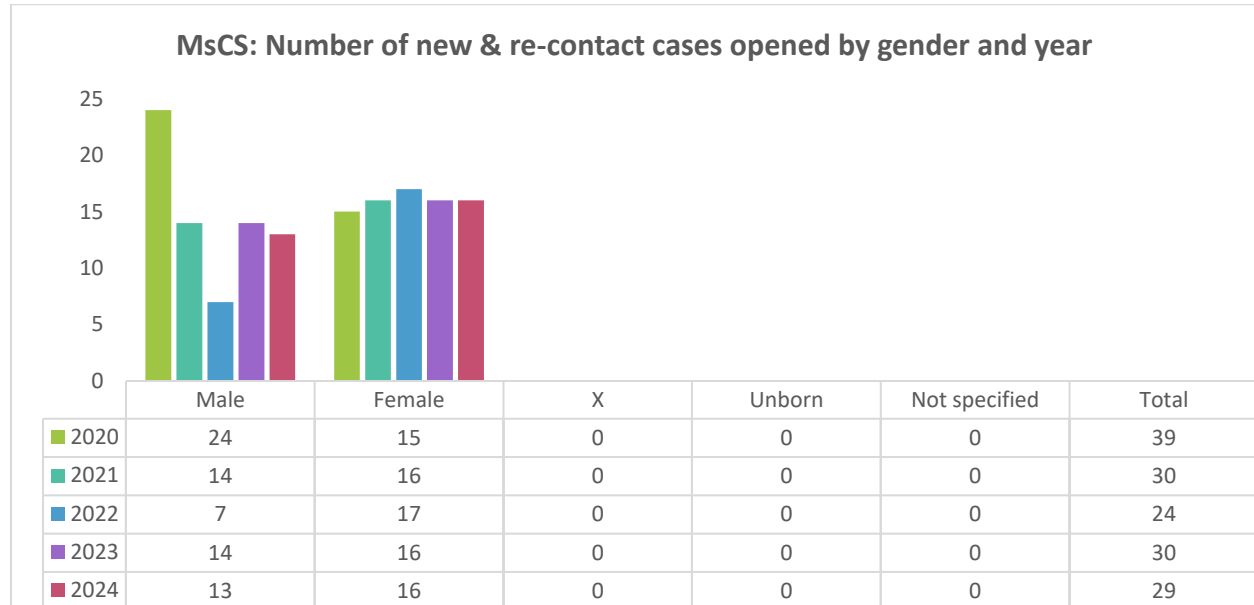
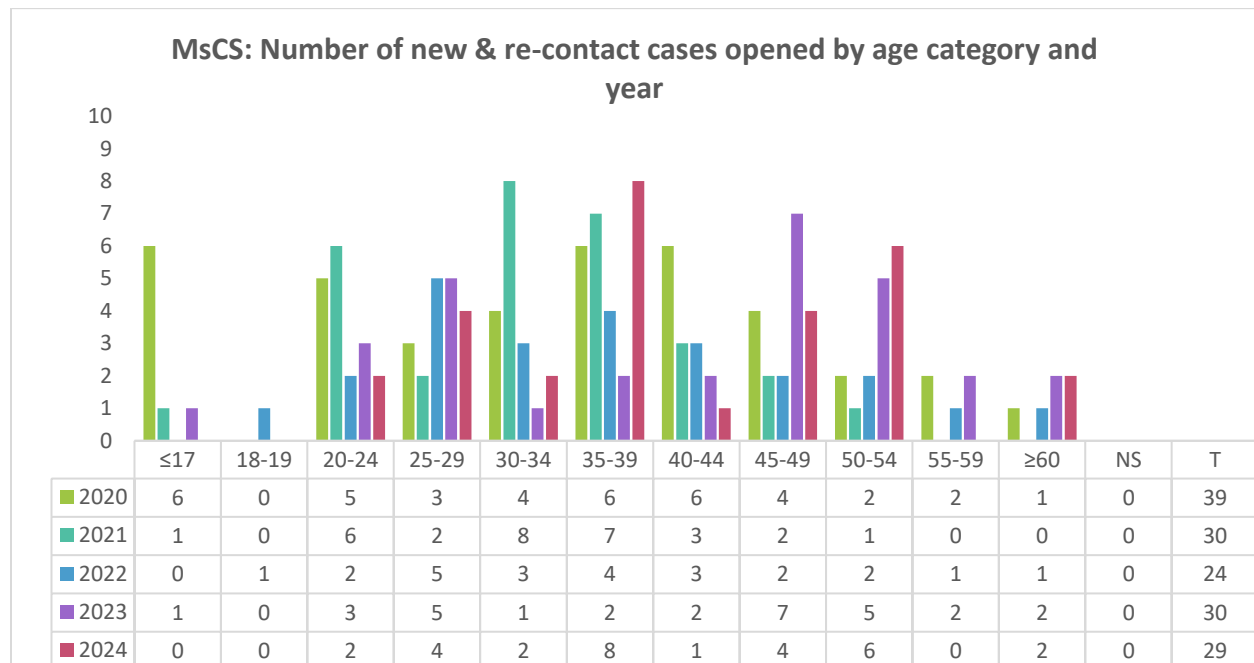


Figure 150: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (16).



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

Figure 151: 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 2024, the highest number of cases opened were ages 35 to 39 (8).

MsCS: Number of new & re-contact cases opened by age category and gender						
January – December 2024						
	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	2	0	0	0	2
25-29	1	3	0	0	0	4
30-34	1	1	0	0	0	2
35-39	4	4	0	0	0	8
40-44	1	0	0	0	0	1
45-49	2	2	0	0	0	4
50-54	3	3	0	0	0	6
55-59	0	0	0	0	0	0
≥60	1	1	0	0	0	2
Not specified	0	0	0	0	0	0
Total	13	16	0	0	0	29

Figure 152: 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.

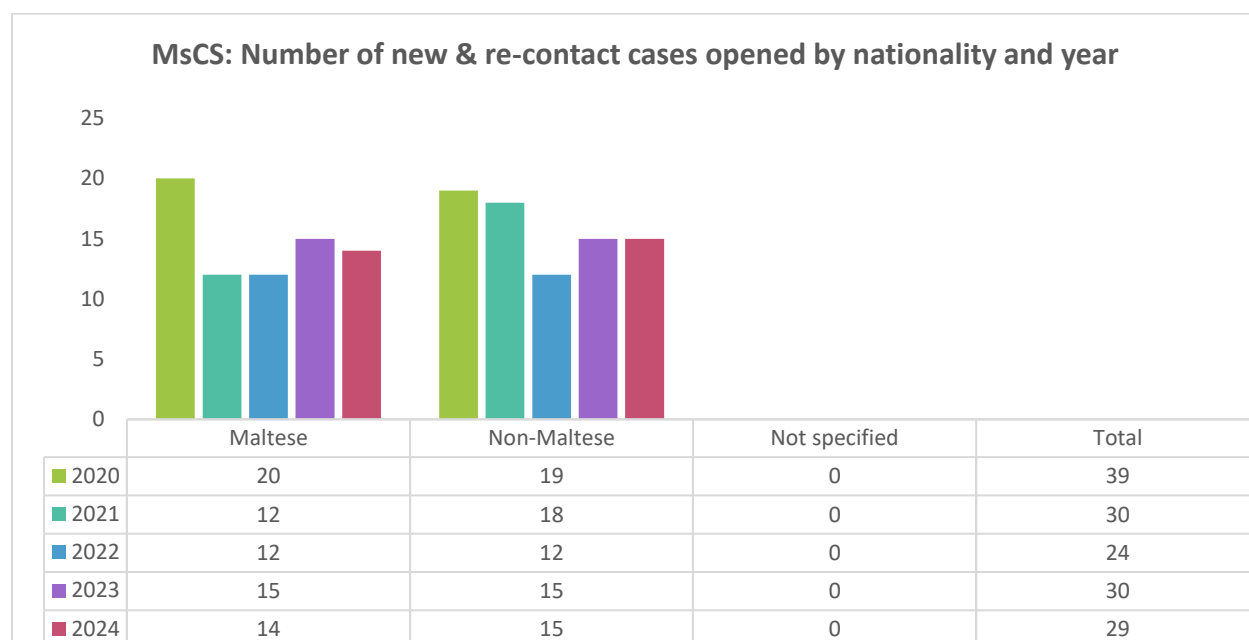
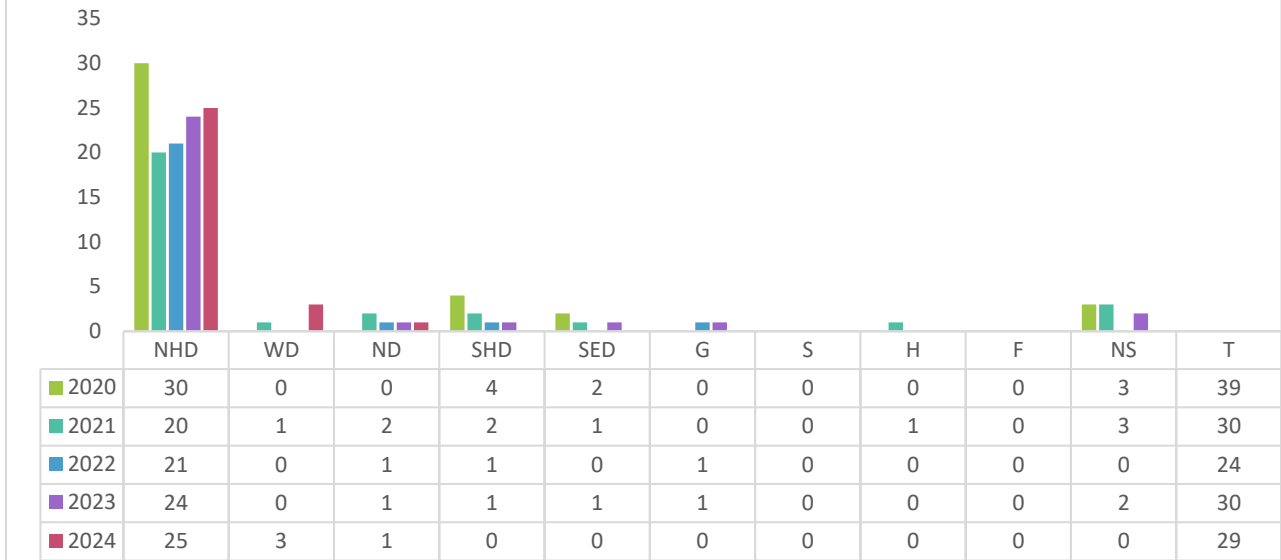


Figure 153: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 14 cases opened were Maltese while 15 cases were non-Maltese.

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



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 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. Only data for new & re-contact cases opened in the reported period are provided. The Northern Harbour District (25) had the highest number of cases opened in 2024.

Community Services: Northern Harbour (NHCS)

Case activity

Service started reporting data in 2020.

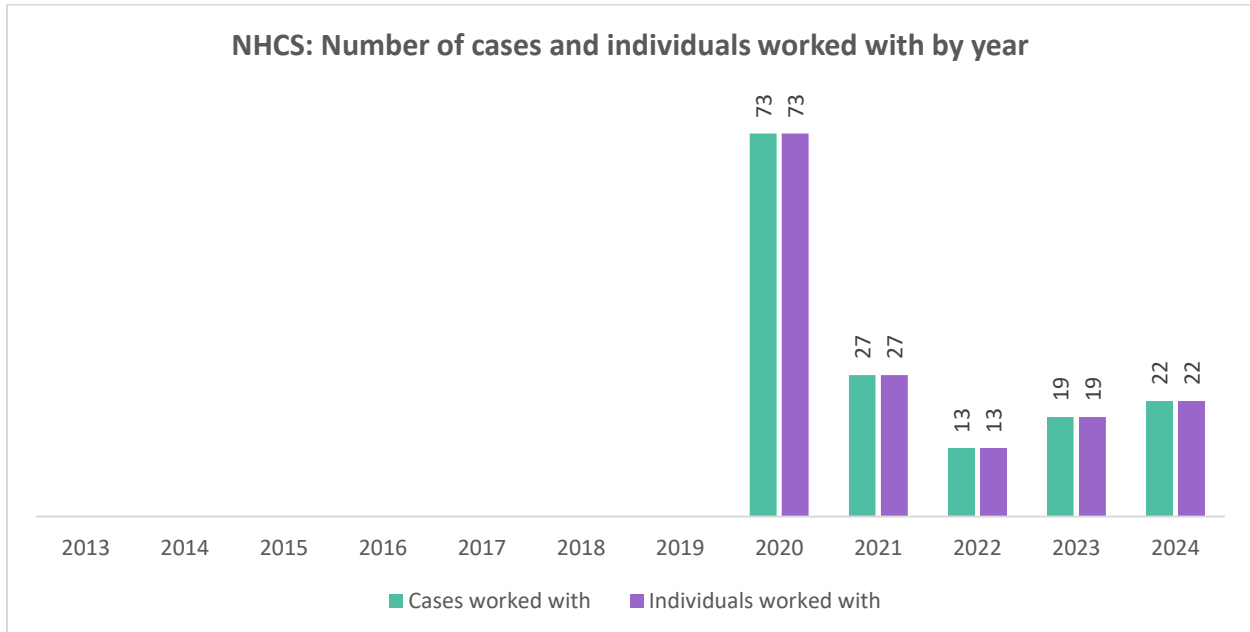


Figure 155: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 22 cases and 22 individuals were worked with compared to 19 and 19 respectively in 2023.

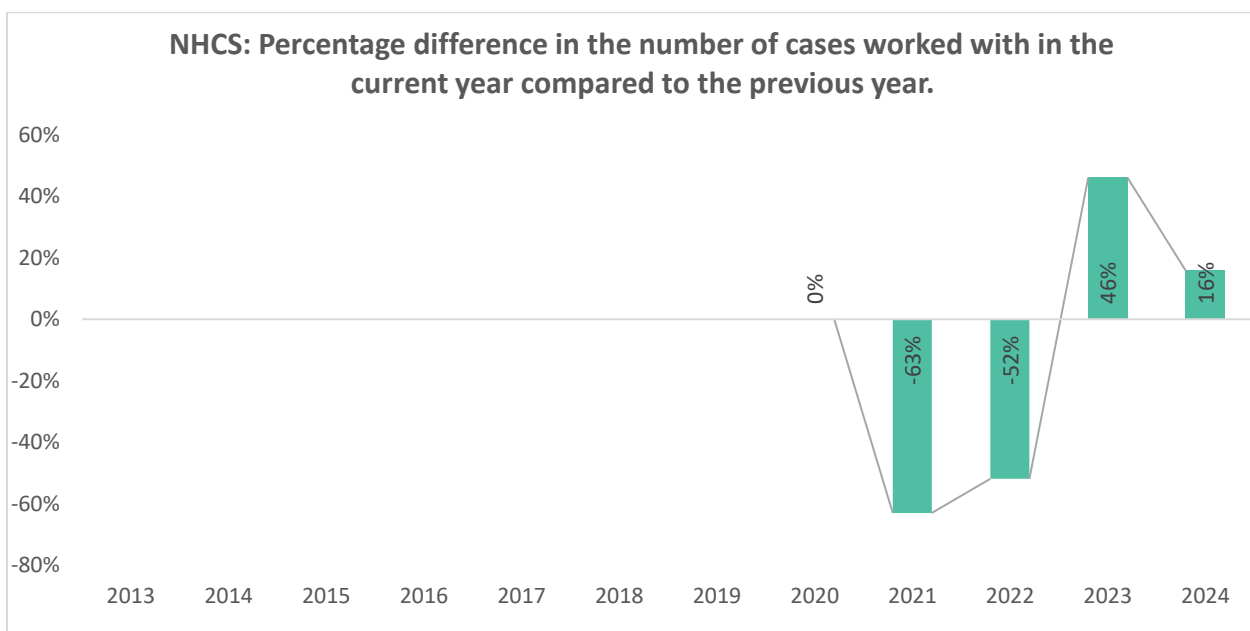


Figure 156: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 52% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

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

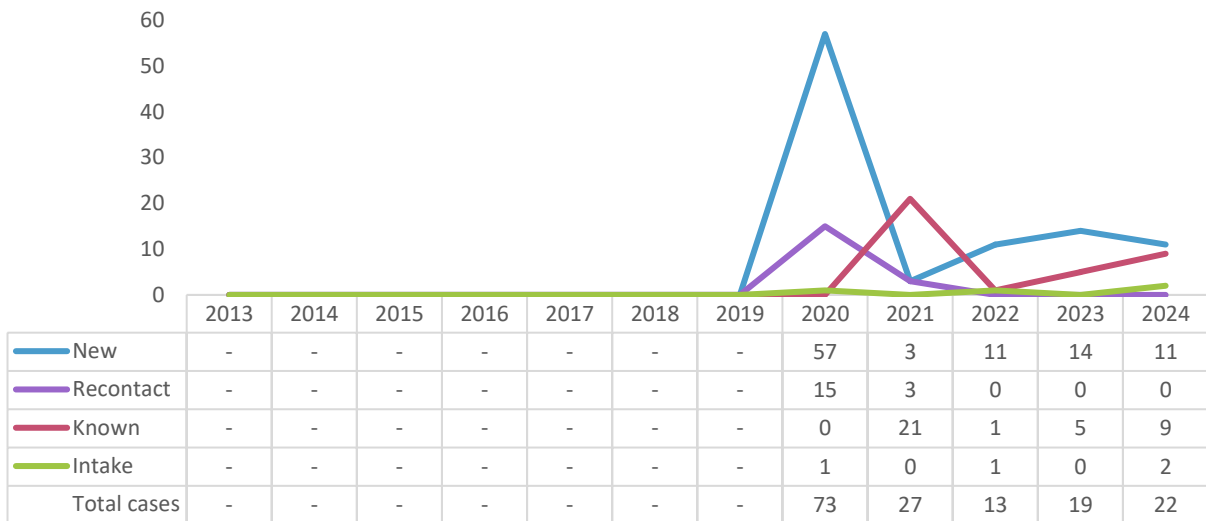


Figure 157: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

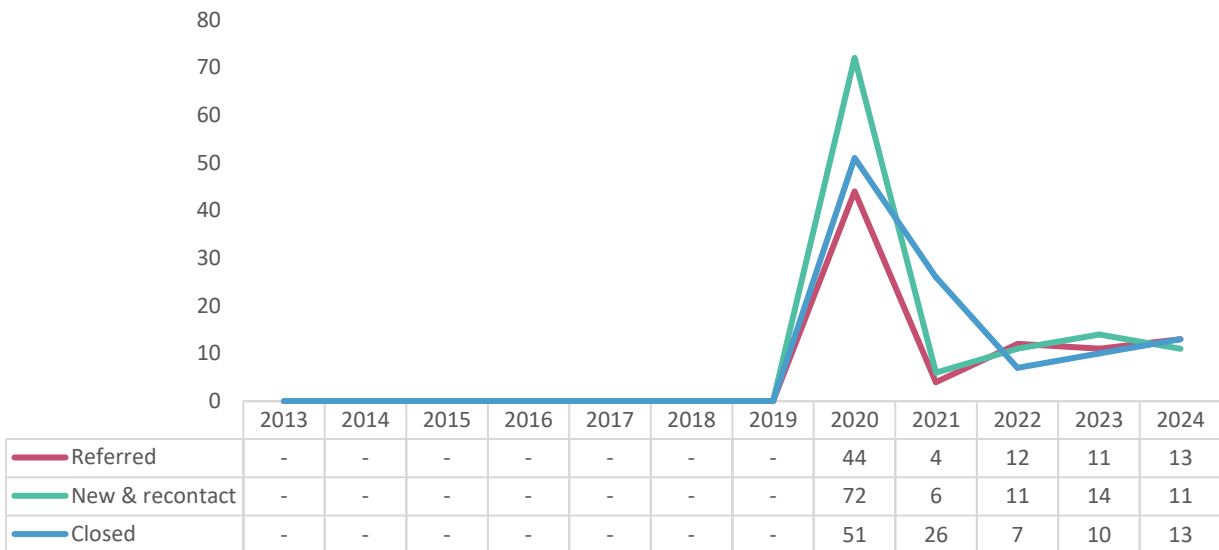


Figure 158: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 157 for breakdown of new & recontact cases). In 2024, 13 cases were referred, 11 new & recontact cases opened, and 13 cases closed.

NHCS: Waiting list at the end of the reporting period

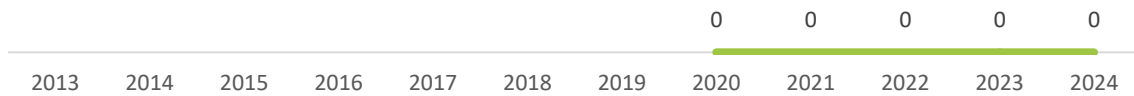


Figure 159: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

NHCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	0	0	0	0	1
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	0	-	-	-
Bereavement	0	0	0	0	0
Child abuse	0	0	0	0	0
Child care or access	1	0	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	0
Domestic violence	0	0	0	0	1
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	0	0
Employment issues	7	1	2	0	4
Family relations/relationships	0	1	0	0	0
Financial difficulties	29	2	6	4	4
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	0	0	0	0	0
Homeless	1	0	0	3	0
Housing problems	3	0	3	3	1
Human trafficking	0	0	0	0	0
Lack of support or guidance	0	0	0	0	0
Legal issues	0	0	0	0	0
Loneliness	0	0	0	0	0
Marital problems	0	0	0	0	0
Mental health issues	0	0	1	0	2
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	-	0	0	0
Parenting skills/child-parent relationship	-	-	0	0	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	1	0	0	0	0
School related problems	0	0	0	1	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	0	0	0	0	0
Sex work related issues	0	0	0	0	0
Other	2	0	0	0	0
None specified	0	0	0	0	0
Total	44	4	12	11	13

Figure 160: 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.

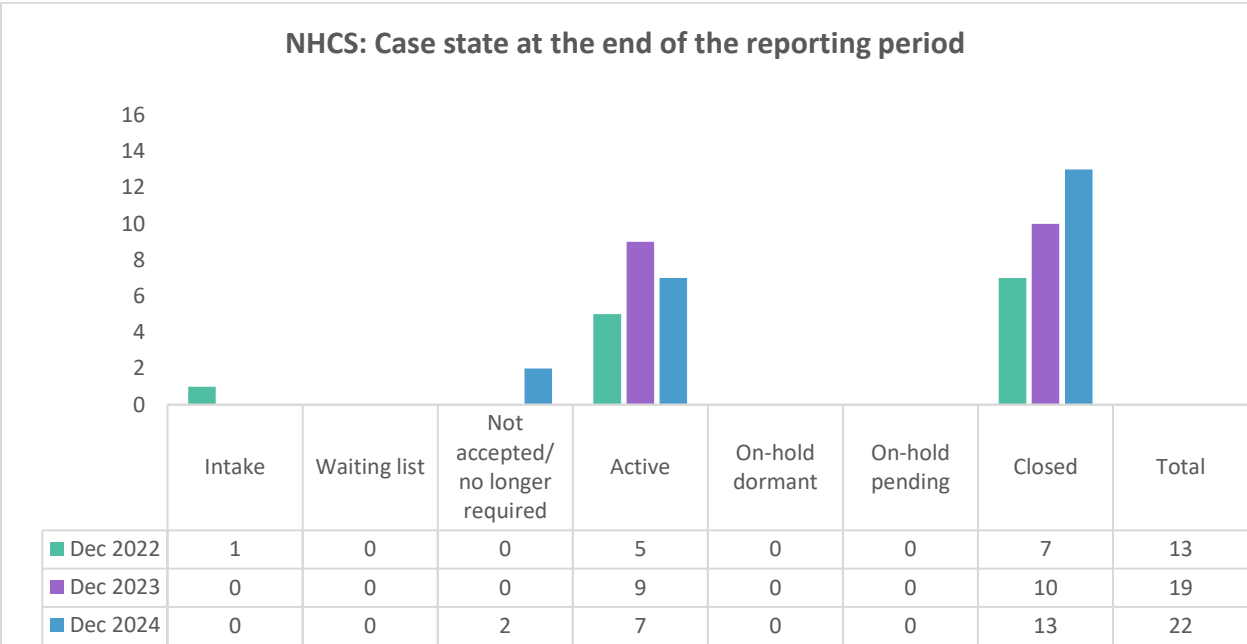


Figure 161: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 32% (7) of the cases worked with were still active. 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 2024

A total of 22 cases were worked with between January and December 2024.

NHCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

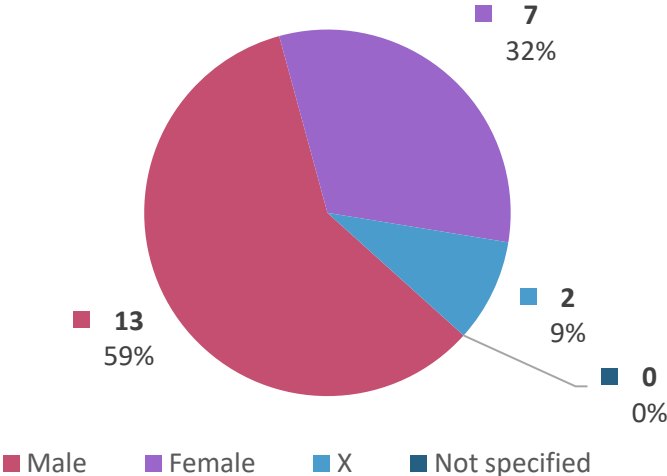


Figure 162: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were male (59%).

NHCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

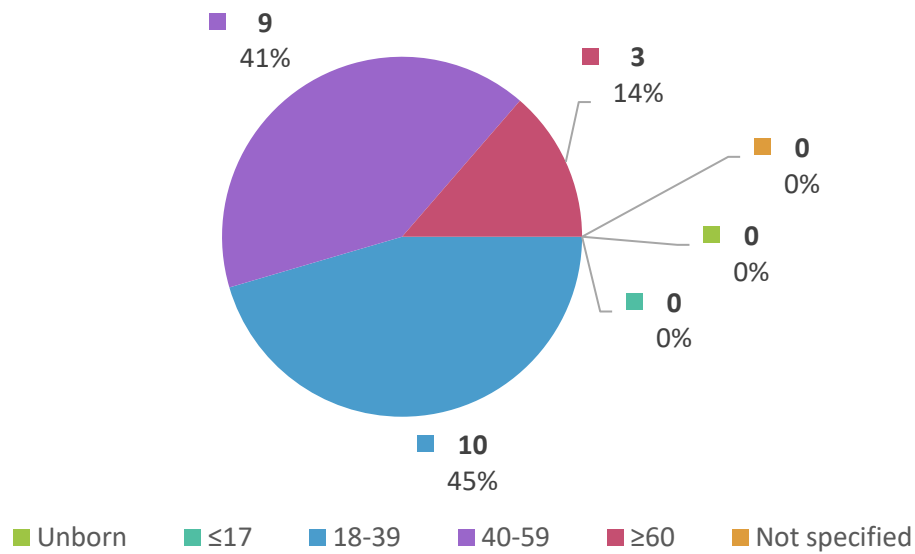


Figure 163: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (45%).

NHCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

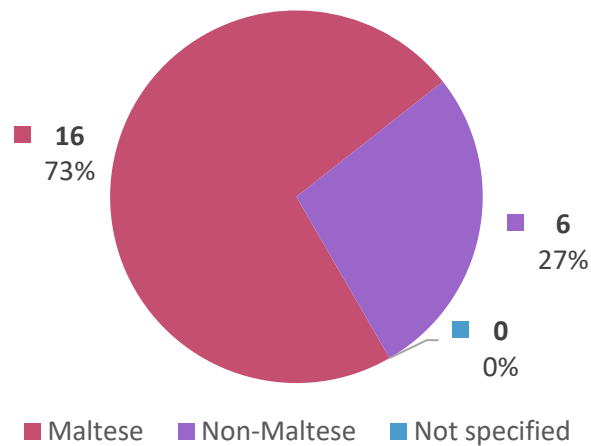


Figure 164: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 73% of the cases worked with were Maltese while non-Maltese made up 27% of cases.

NHCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

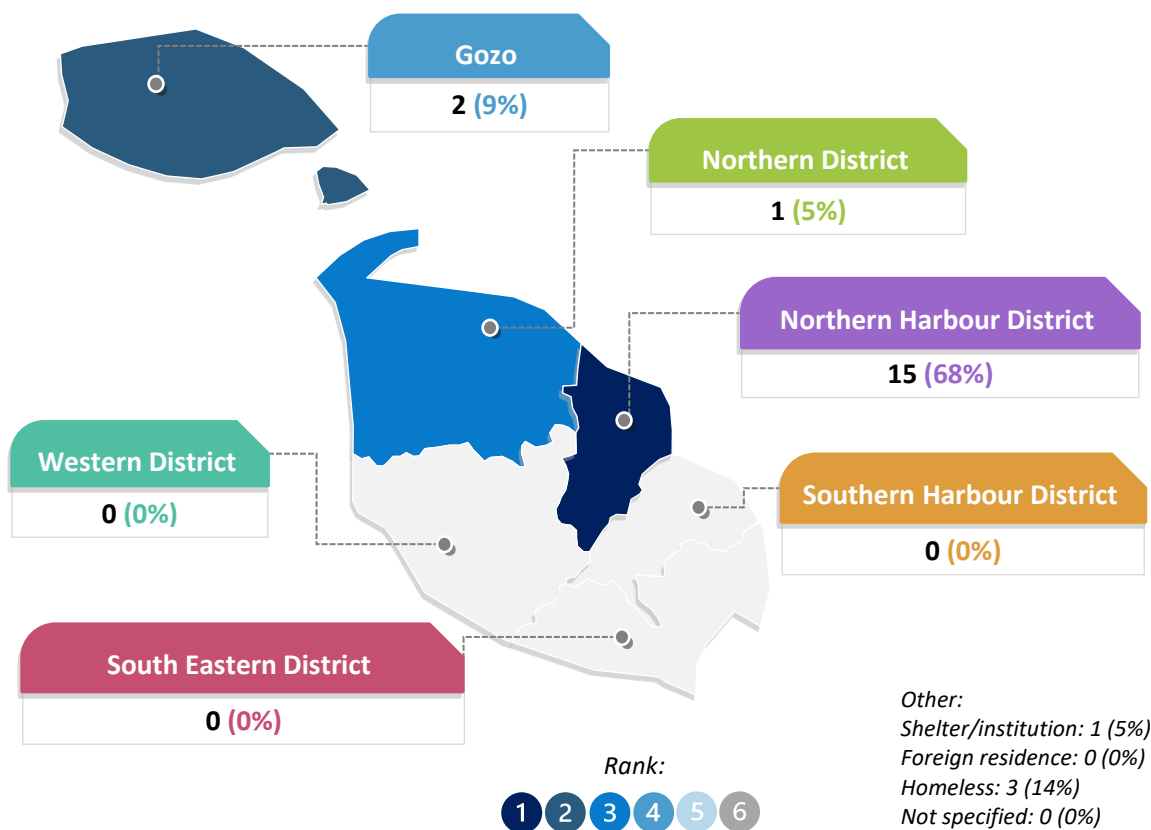


Figure 165: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (68%) had the highest percentage of cases worked with in 2024.

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 **11** cases were opened between January and December 2024.

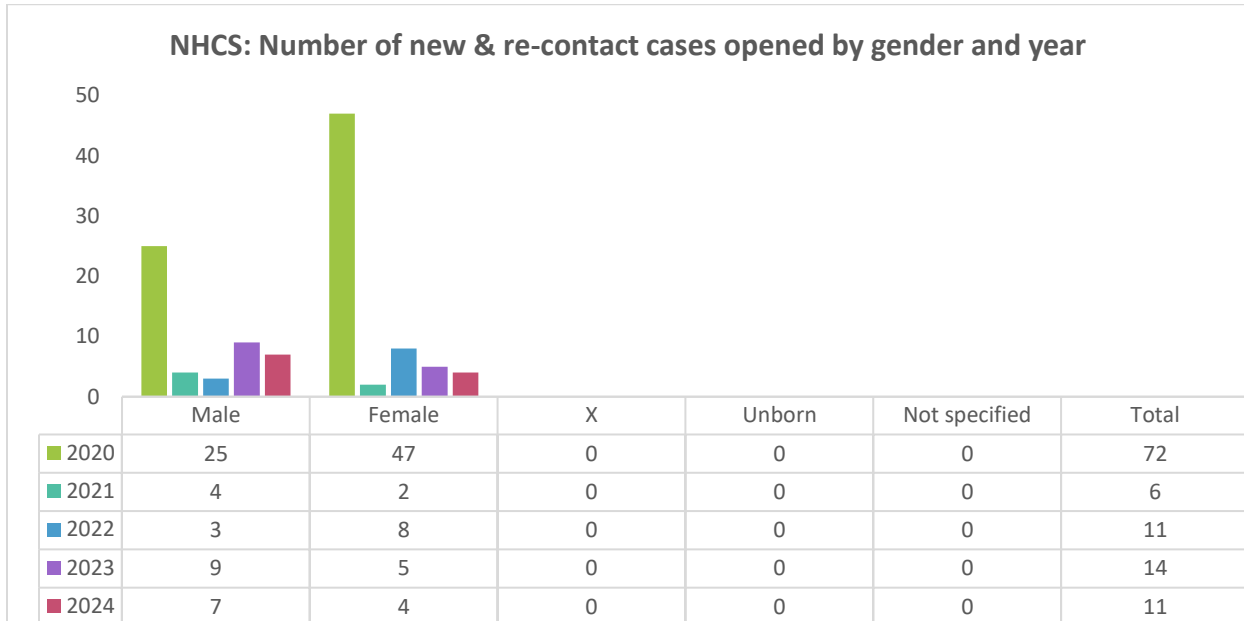
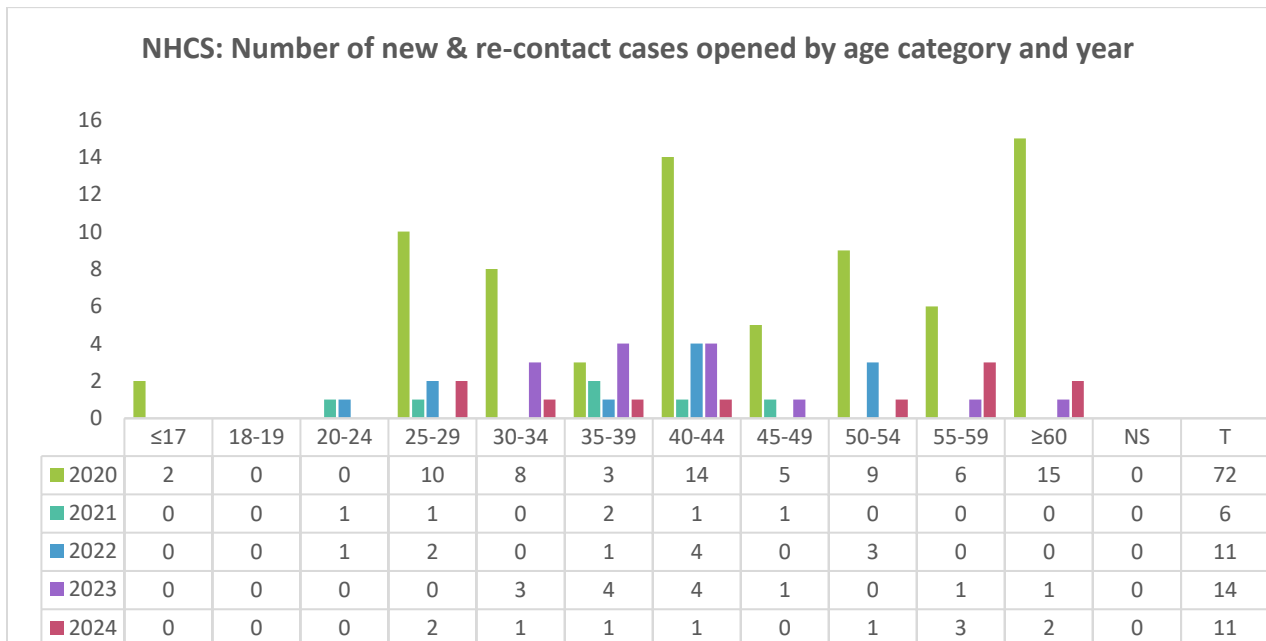


Figure 166: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were male (7).



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

Figure 167: 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 2024, the highest number of cases opened were ages 55 to 59 (3).

NHCS: Number of new & re-contact cases opened by age category and gender						
January – December 2024						
	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	2	0	0	0	0	2
30-34	0	1	0	0	0	1
35-39	1	0	0	0	0	1
40-44	1	0	0	0	0	1
45-49	0	0	0	0	0	0
50-54	1	0	0	0	0	1
55-59	1	2	0	0	0	3
≥60	1	1	0	0	0	2
Not specified	0	0	0	0	0	0
Total	7	4	0	0	0	11

Figure 168: 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.

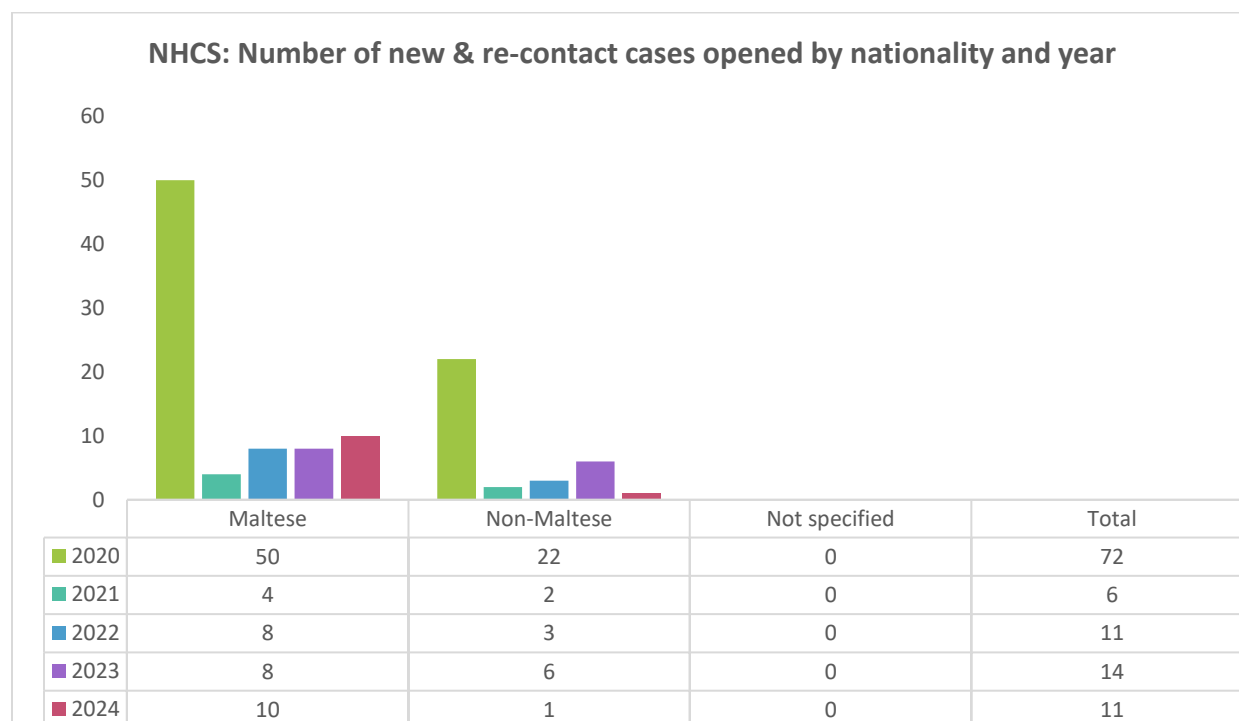
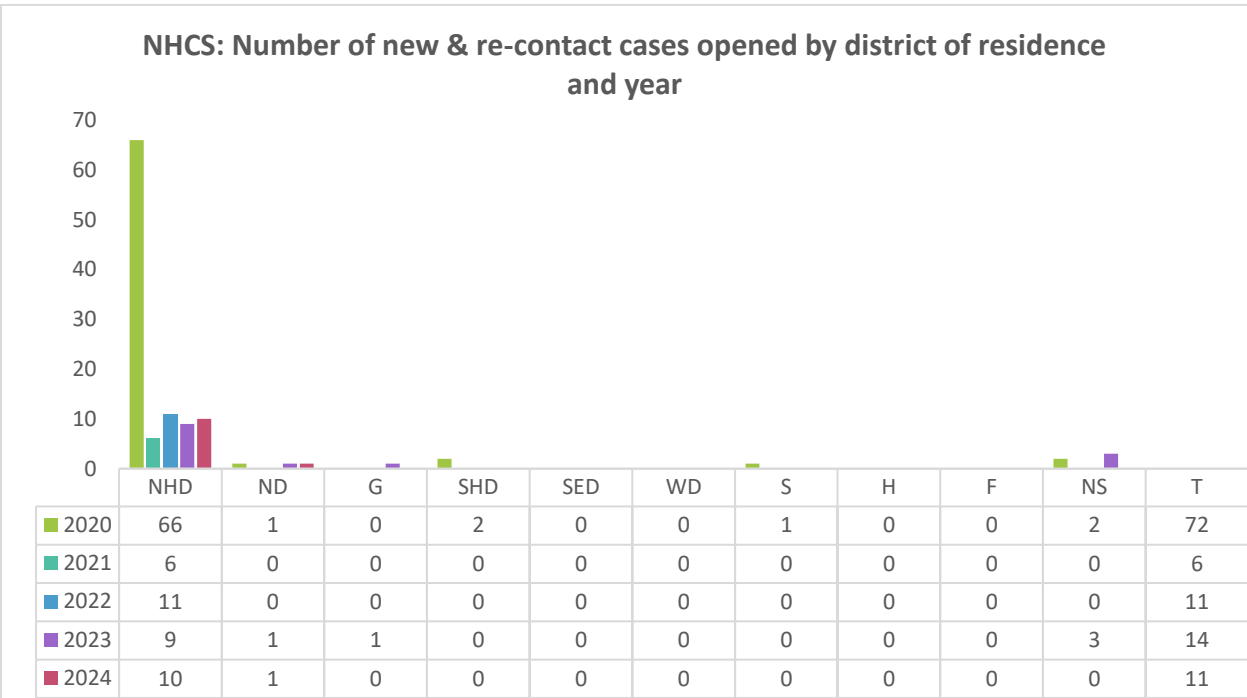


Figure 169: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 10 cases opened were Maltese while 1 case was non-Maltese.



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 170: 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 2024 were from the Northern Harbour District (10).

Community Services: Paulo Freire Institute (PFI)

Case activity

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

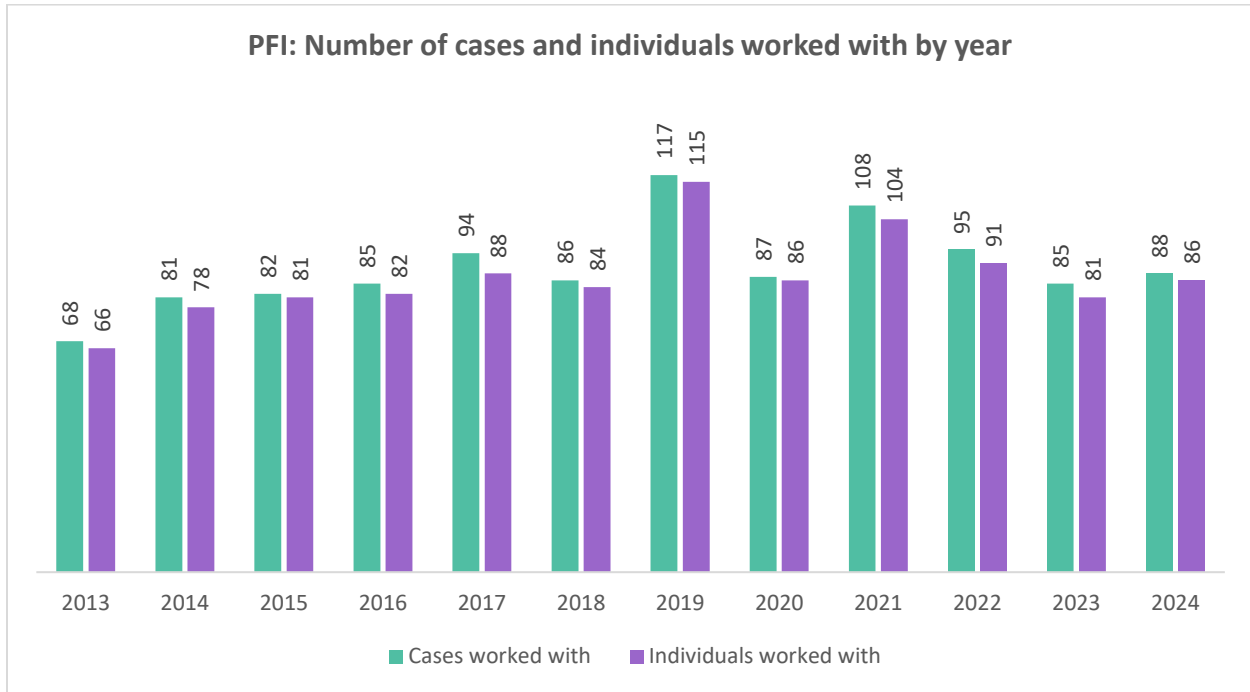


Figure 171: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 88 cases and 86 individuals were worked with compared to 85 and 81 respectively in 2023.

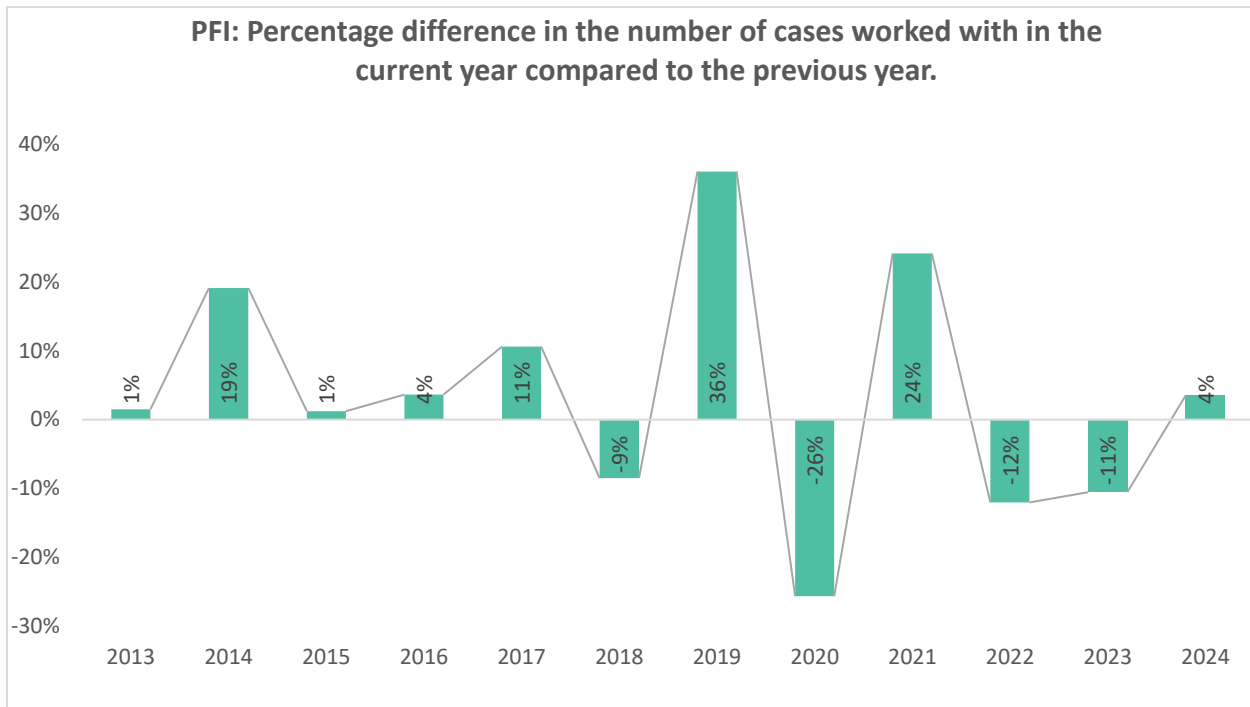


Figure 172: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 12% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

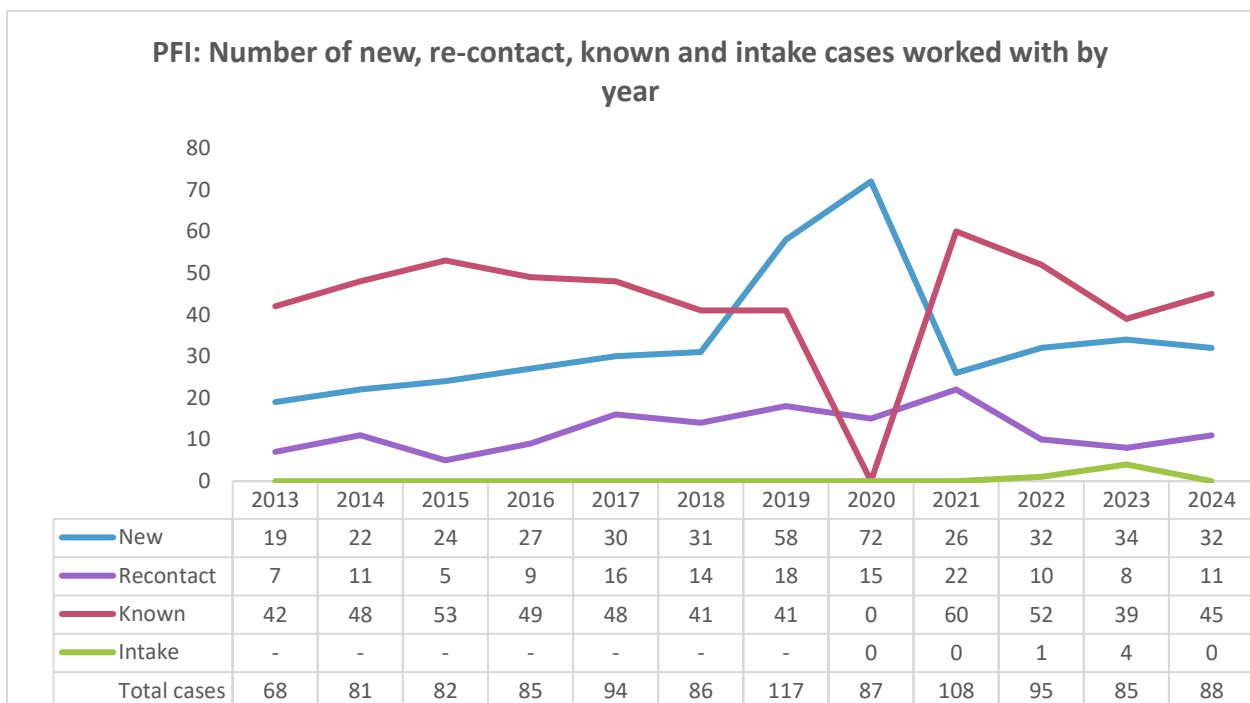


Figure 173: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, with the introduction of a new online system, all known cases had to be re-inputted in 2020 and these were automatically registered as new.

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

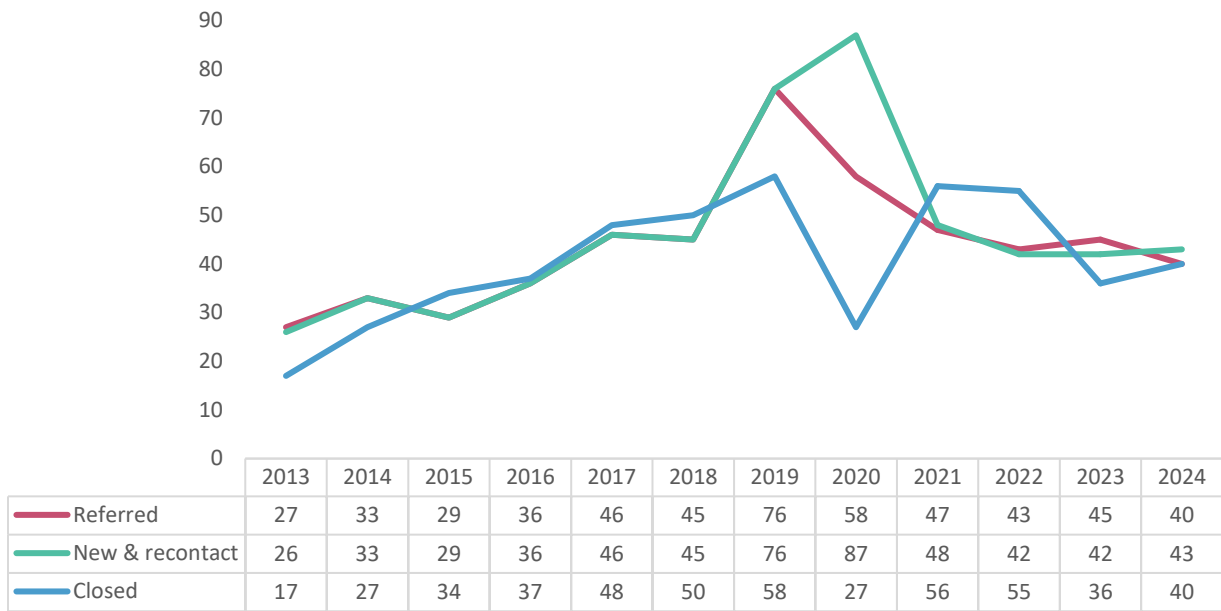


Figure 174: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 173 for breakdown of new & recontact cases). In 2024, 40 cases were referred, 43 new & recontact cases opened, and 40 cases closed.

PFI: Waiting list at the end of the reporting period



Figure 175: 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.

PFI: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	0	0	0	0	0
Assault/rape/harassment/sexual abuse	1	0	0	1	0
Behaviour problems	0	3	-	-	-
Bereavement	0	6	0	0	0
Child abuse	0	5	2	2	0
Child care or access	0	0	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	2	0	0	4
Domestic violence	2	2	2	0	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	1	1	3
Employment issues	4	1	1	1	1
Family relations/relationships	11	3	4	4	5
Financial difficulties	11	11	5	6	5
Fostering or adoption	0	0	0	0	1
Gender related issues	0	0	0	1	0
Health related issues	0	0	1	0	2
Homeless	2	1	1	3	4
Housing problems	6	1	7	6	4
Human trafficking	0	0	0	0	0
Lack of support or guidance	7	4	7	6	6
Legal issues	2	0	1	0	0
Loneliness	0	0	4	0	0
Marital problems	2	2	2	3	1
Mental health issues	8	1	1	2	0
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	-	1	0	0
Parenting skills/child-parent relationship	-	-	0	6	1
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	1	0	0	0
Relationship problems	0	2	2	3	2
School related problems	0	1	1	0	1
Self-harm or suicide	0	1	0	0	0
Separation related issues	2	0	0	0	0
Sex work related issues	0	0	0	0	0
Other	0	0	0	0	0
None specified	0	0	0	0	0
Total	58	47	43	45	40

Figure 176: 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.

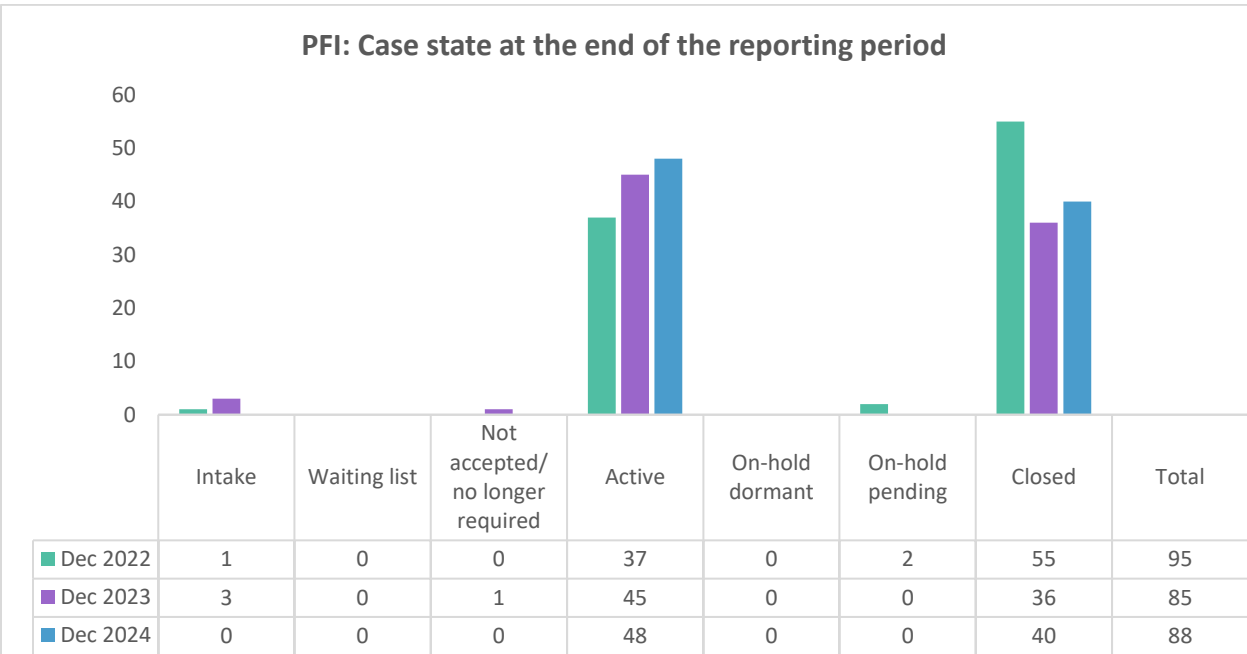


Figure 177: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 55% (48) of the cases worked with were still active. 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 2024

A total of 88 cases were worked with between January and December 2024.

PFI: Cases worked with Jan-Dec 2024 by gender (no. & %)

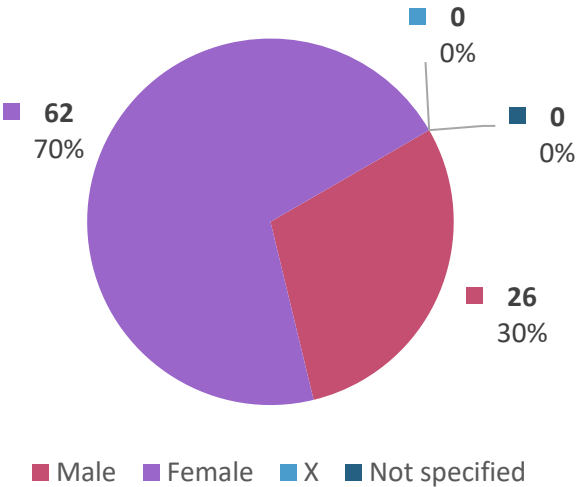


Figure 178: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (70%).

PFI: Cases worked with Jan-Dec 2024 by age category (no. & %)

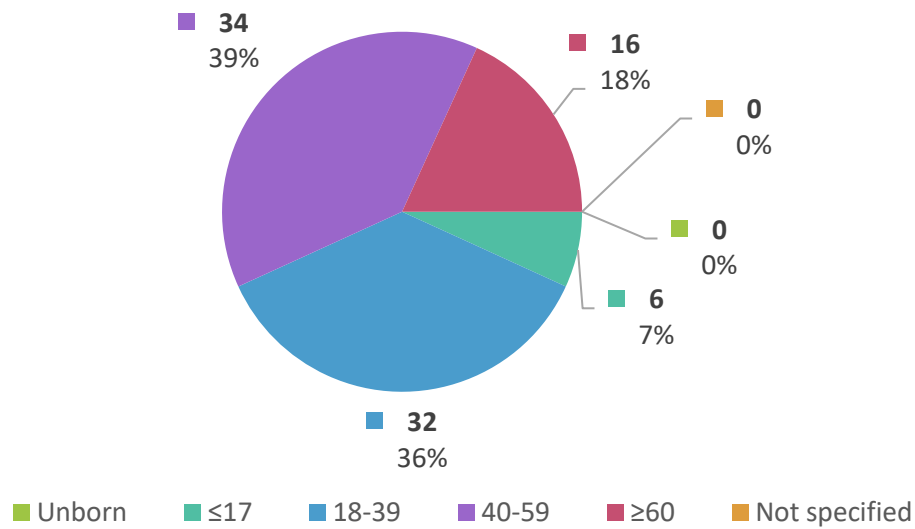


Figure 179: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 40 to 59 (39%).

PFI: Cases worked with Jan-Dec 2024 by nationality (no. & %)

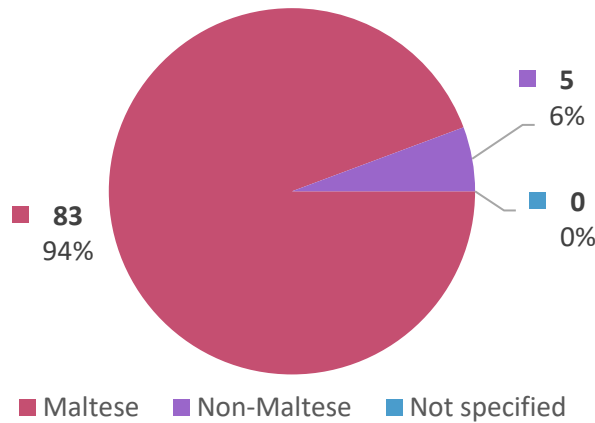


Figure 180: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 94% of the cases worked with were Maltese while non-Maltese made up 6% of cases.

PFI: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

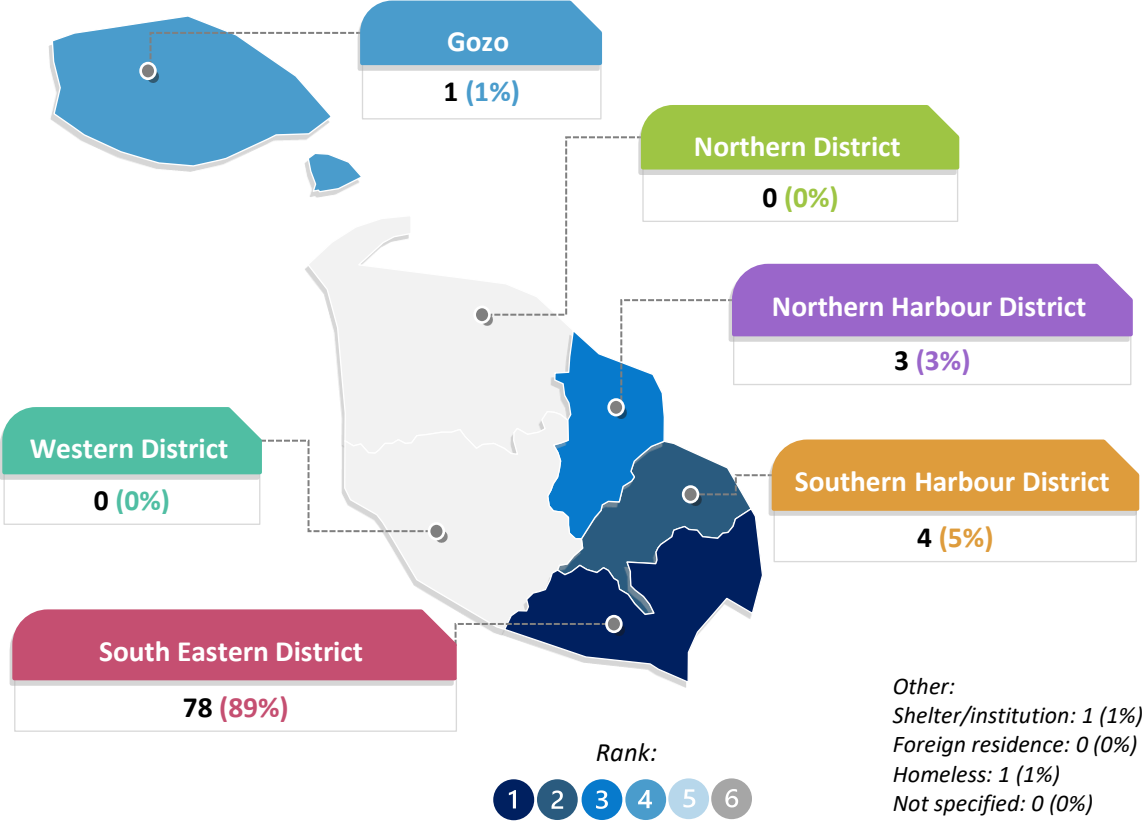


Figure 181: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 South Eastern District (89%) had the highest percentage of cases worked with in 2024.

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 **43** cases were opened between January and December 2024.

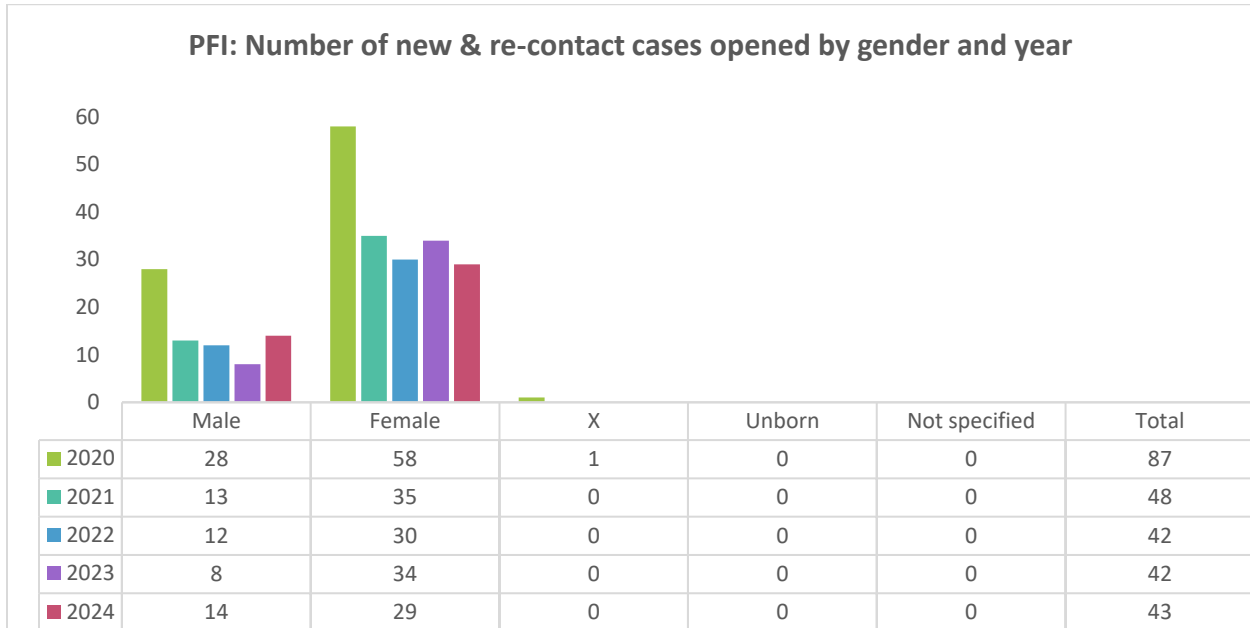
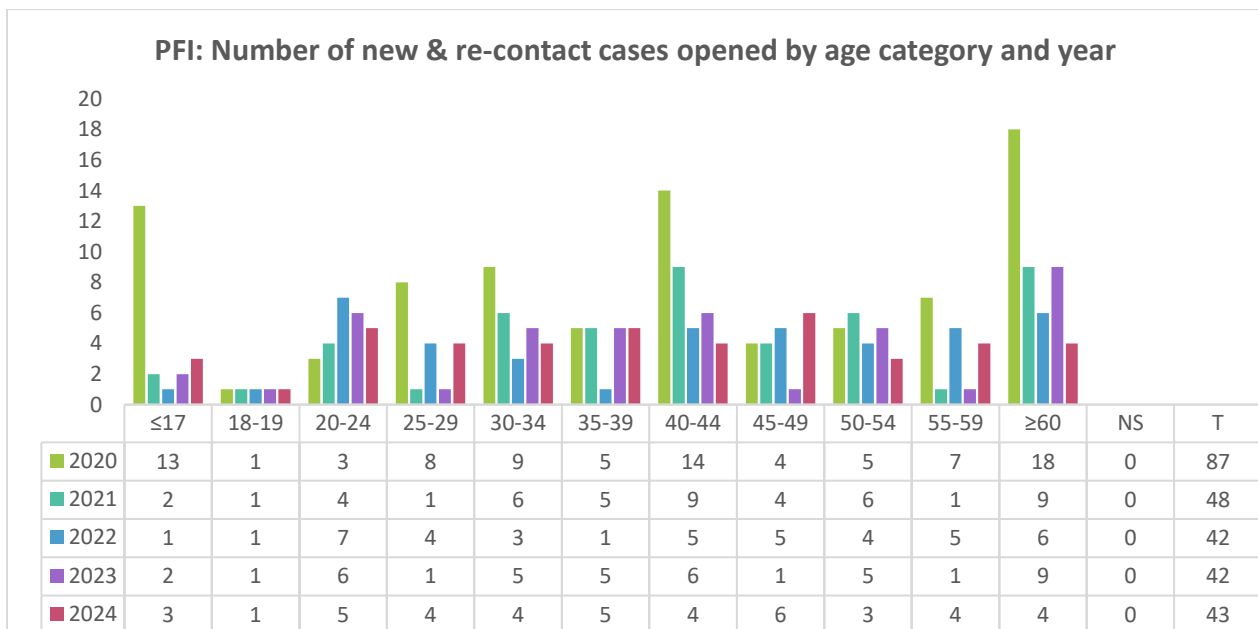


Figure 182: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (29).



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

Figure 183: 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 2024, the highest number of cases opened were ages 45 to 49 (6).

PFI: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	3	0	0	0	0	3
18-19	0	1	0	0	0	1
20-24	1	4	0	0	0	5
25-29	1	3	0	0	0	4
30-34	0	4	0	0	0	4
35-39	1	4	0	0	0	5
40-44	1	3	0	0	0	4
45-49	4	2	0	0	0	6
50-54	1	2	0	0	0	3
55-59	1	3	0	0	0	4
≥60	1	3	0	0	0	4
Not specified	0	0	0	0	0	0
Total	14	29	0	0	0	43

Figure 184: 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.

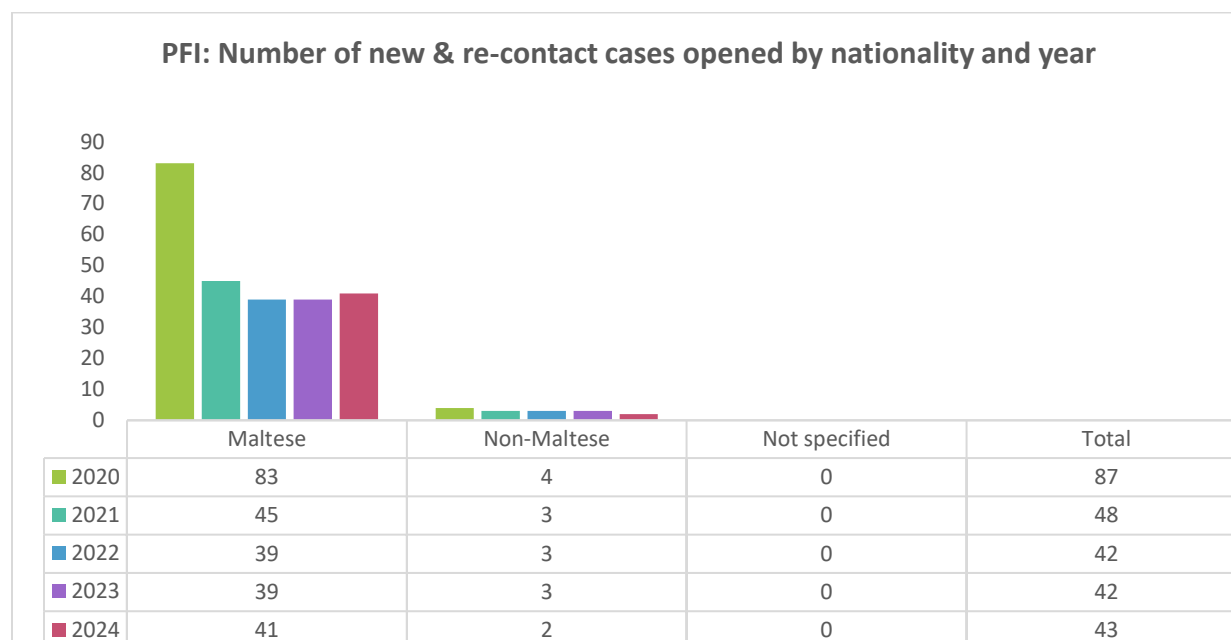
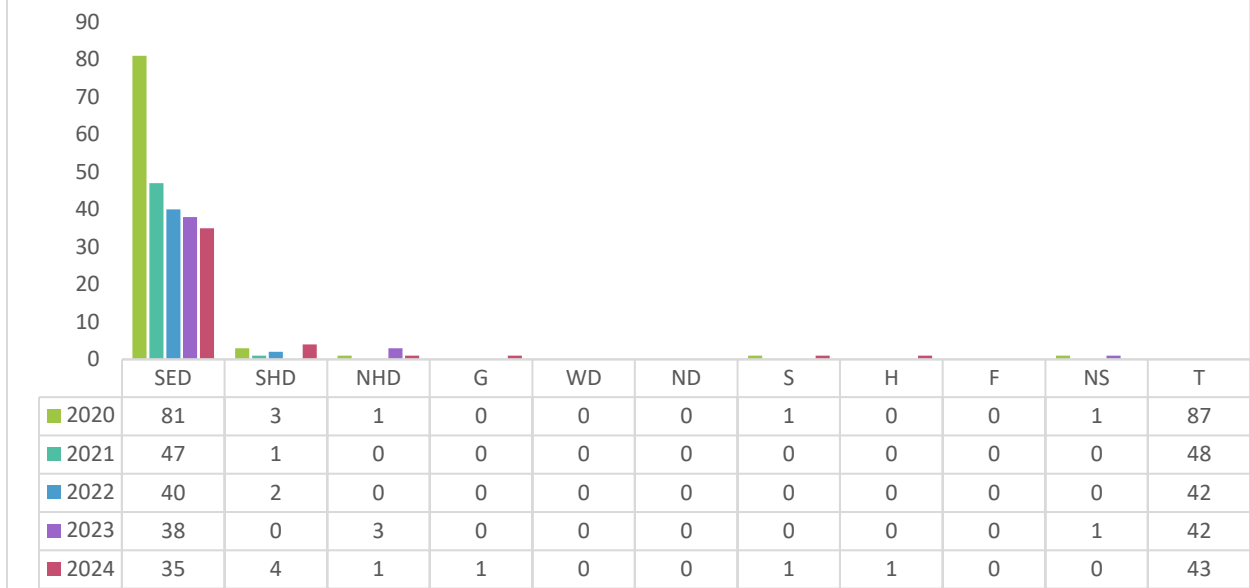


Figure 185: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 41 cases opened were Maltese while 2 cases were non-Maltese.

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



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 186: 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 South Eastern District (35) had the highest number of cases opened in 2024.

Community Services: Qawra (QCS)

Case activity

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

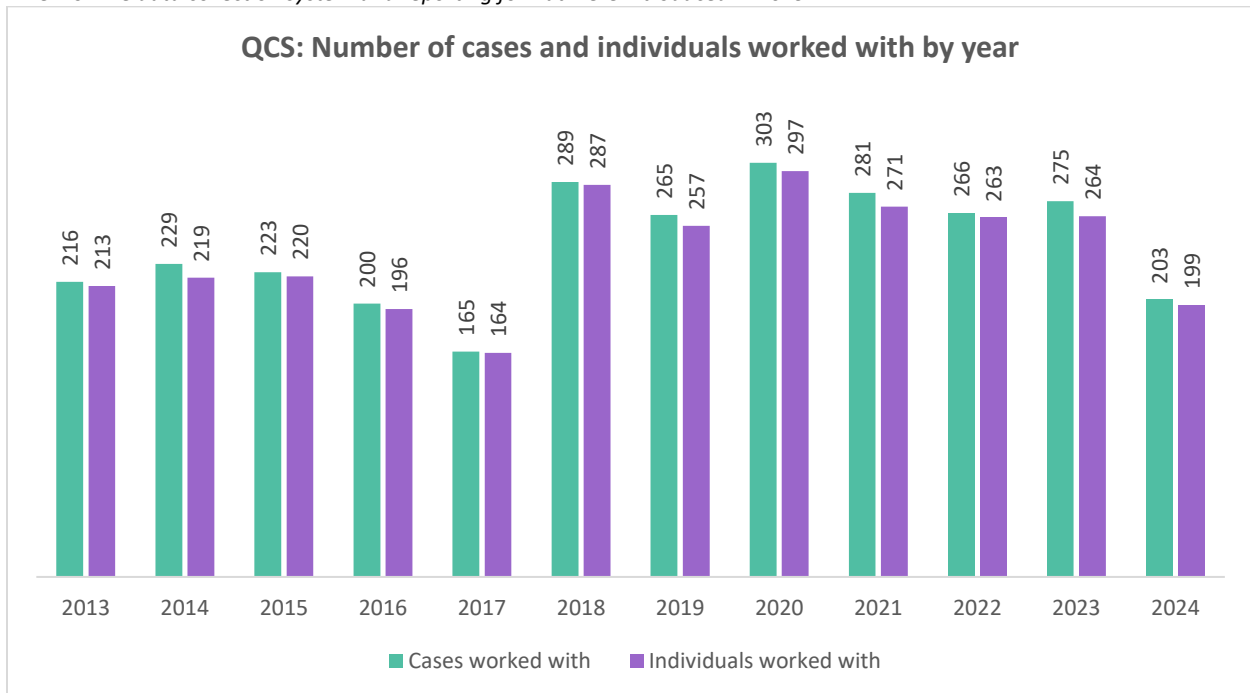


Figure 187: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 203 cases and 199 individuals were worked with compared to 275 and 264 respectively in 2023.

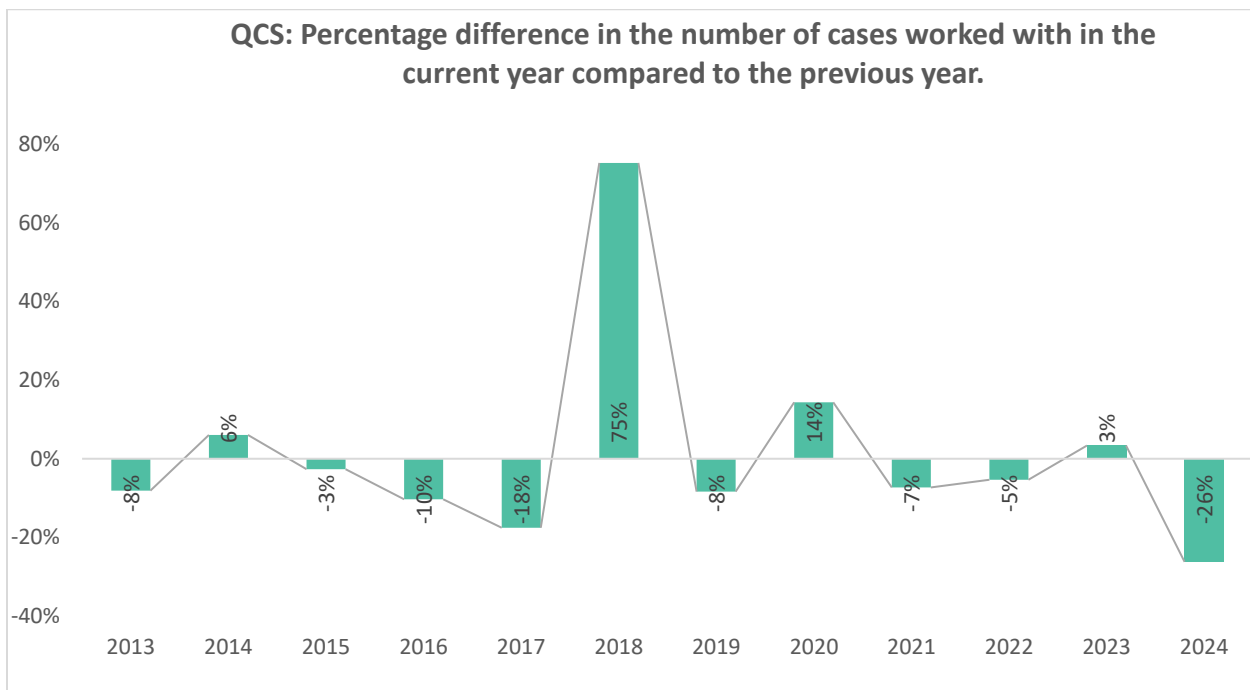


Figure 188: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 5% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

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

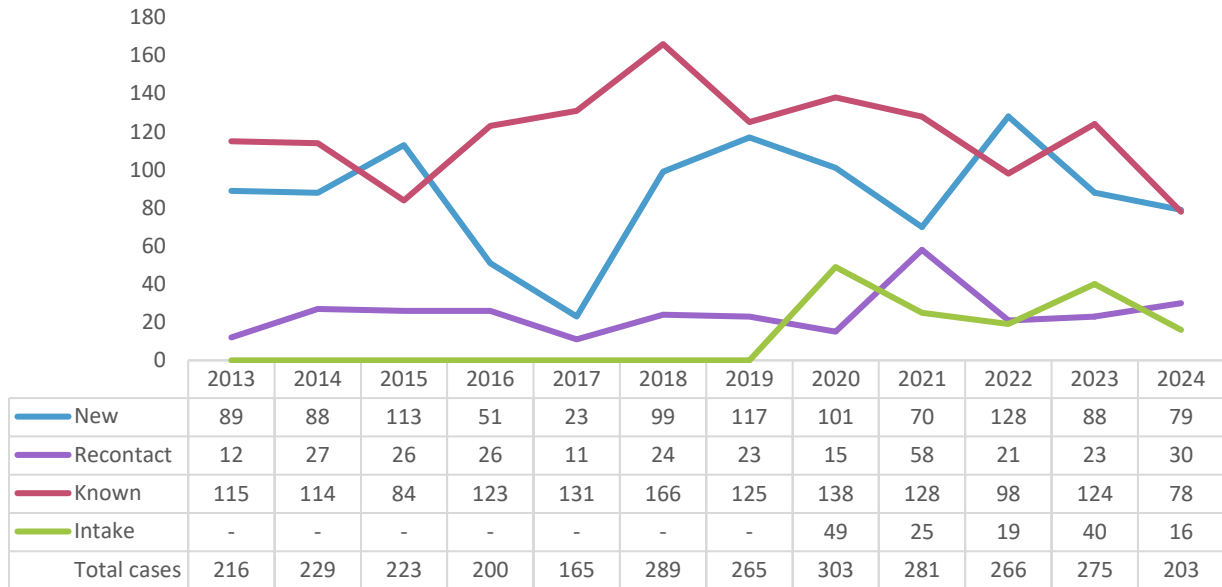


Figure 189: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

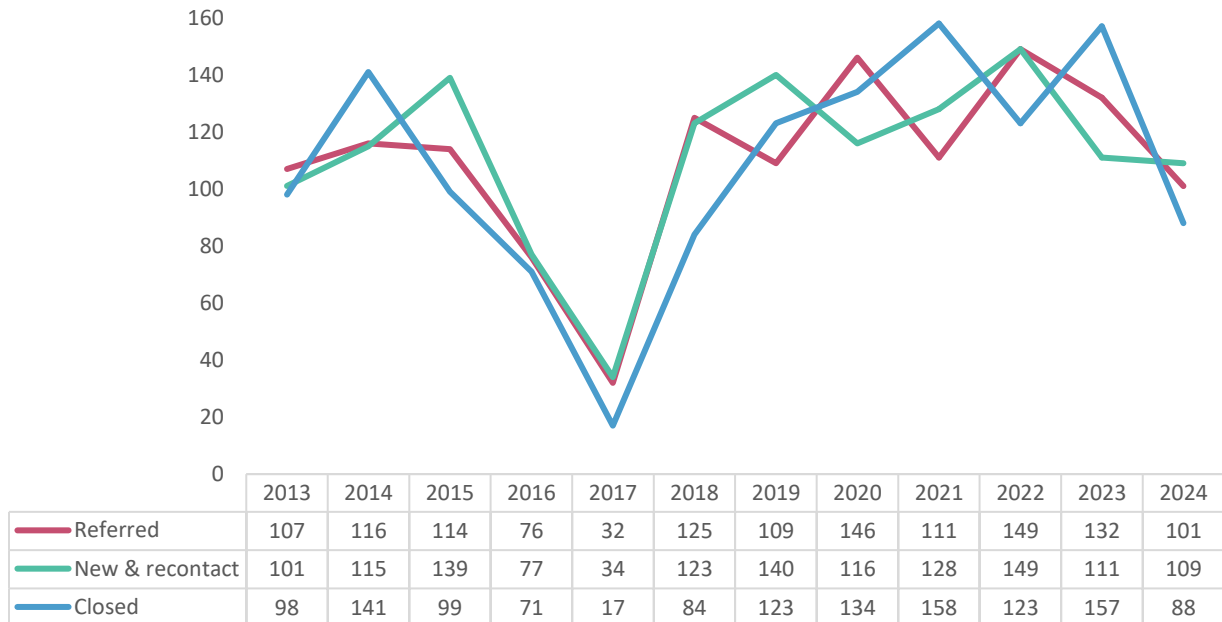


Figure 190: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 189 for breakdown of new & recontact cases). In 2024, 101 cases were referred, 109 new & recontact cases opened, and 88 cases closed.

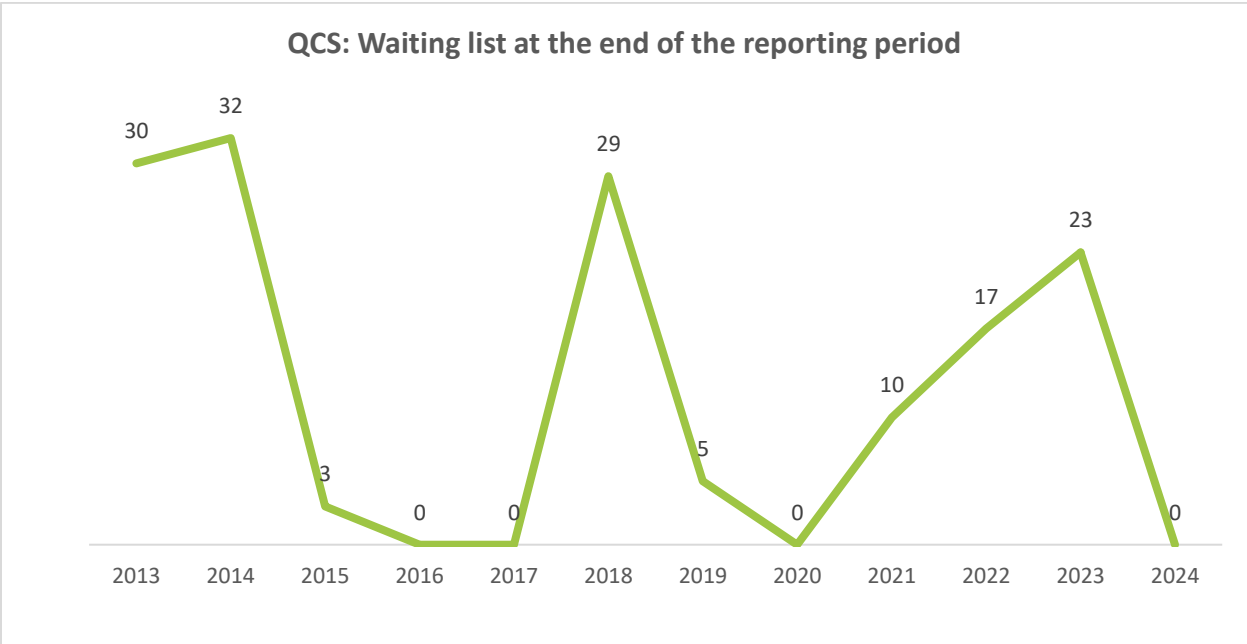


Figure 191: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

QCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	0	2	1	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	1	0	-	-	-
Bereavement	0	0	0	0	0
Child abuse	1	3	4	0	2
Child care or access	0	6	1	0	3
Delinquency	0	0	0	0	0
Disability related issues	1	0	4	0	0
Domestic violence	4	2	2	2	1
Eating disorder	0	0	0	0	0
Elderly needs	0	3	2	0	1
Employment issues	15	10	7	14	14
Family relations/relationships	5	1	3	0	3
Financial difficulties	56	42	35	41	24
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	1	0
Health related issues	2	1	3	3	1
Homeless	15	12	17	20	9
Housing problems	7	5	5	7	8
Human trafficking	0	0	0	0	0
Lack of support or guidance	16	7	24	9	15
Legal issues	1	1	3	3	3
Loneliness	0	0	1	1	0
Marital problems	3	0	2	0	0
Mental health issues	8	7	10	12	5
Migrant related issues	0	0	8	4	0
Oppositional defiant behaviours	-	-	1	6	1
Parenting skills/child-parent relationship	-	-	8	3	4
Personality related issues	0	0	0	0	0
Pregnancy related issues	1	0	0	0	0
Relationship problems	1	1	1	0	0
School related problems	0	2	3	3	4
Self-harm or suicide	0	1	1	0	0
Separation related issues	2	0	1	0	1
Sex work related issues	0	0	0	0	0
Other	7	4	2	3	2
None specified	0	1	0	0	0
Total	146	111	149	132	101

Figure 192: 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.

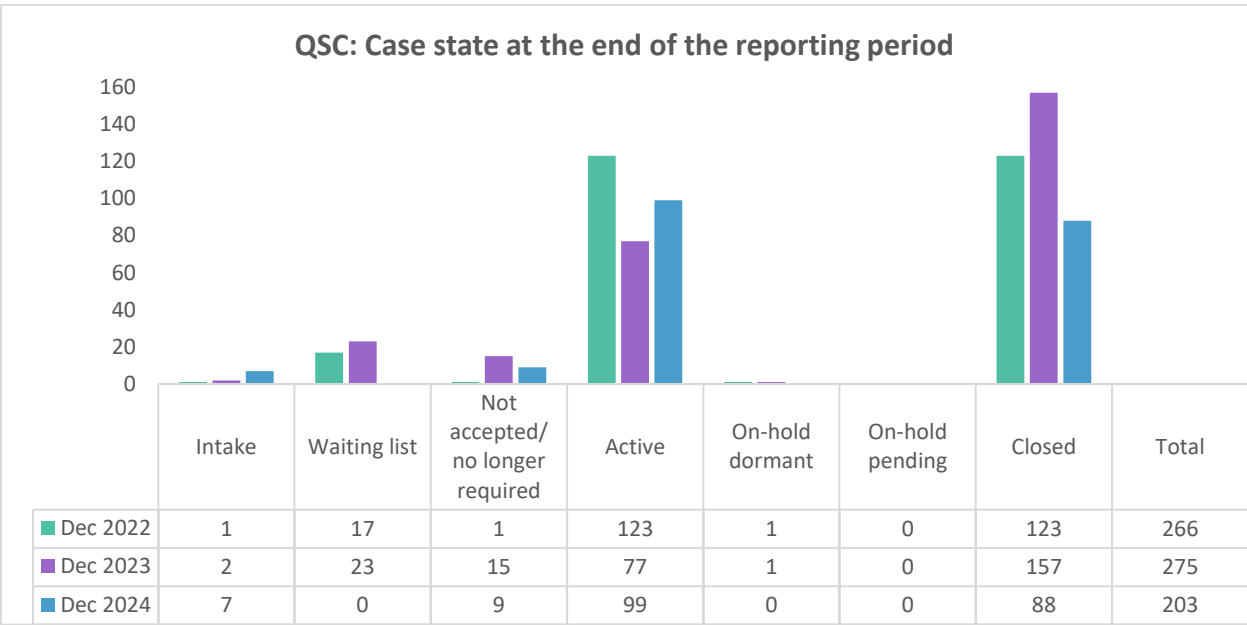


Figure 193: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 49% (99) of the cases worked with were still active. 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 2024

A total of **203** cases were worked with between January and December 2024.

QCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

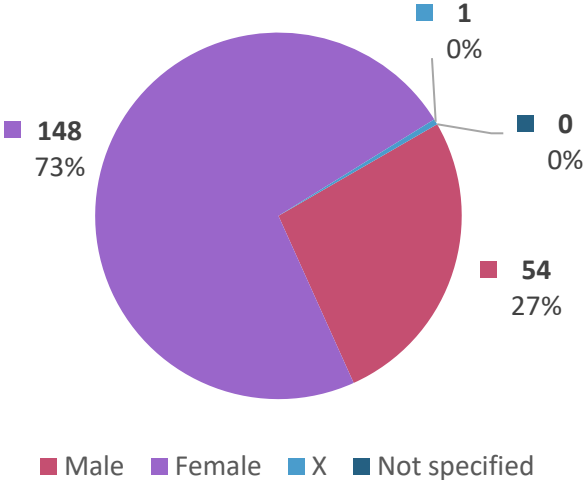


Figure 194: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (73%).

QCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

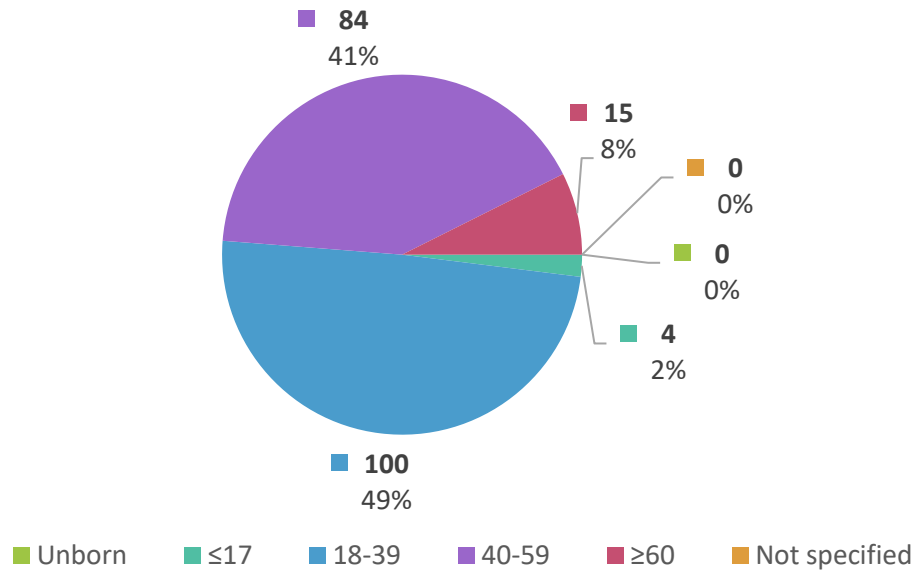


Figure 195: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (49%).

QCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

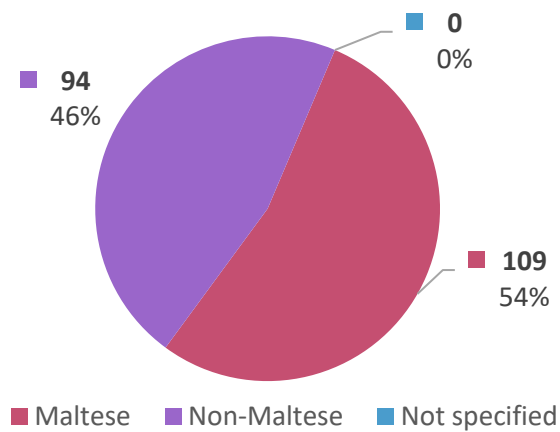


Figure 196: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 54% of the cases worked with were Maltese while non-Maltese made up 46% of cases.

QCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

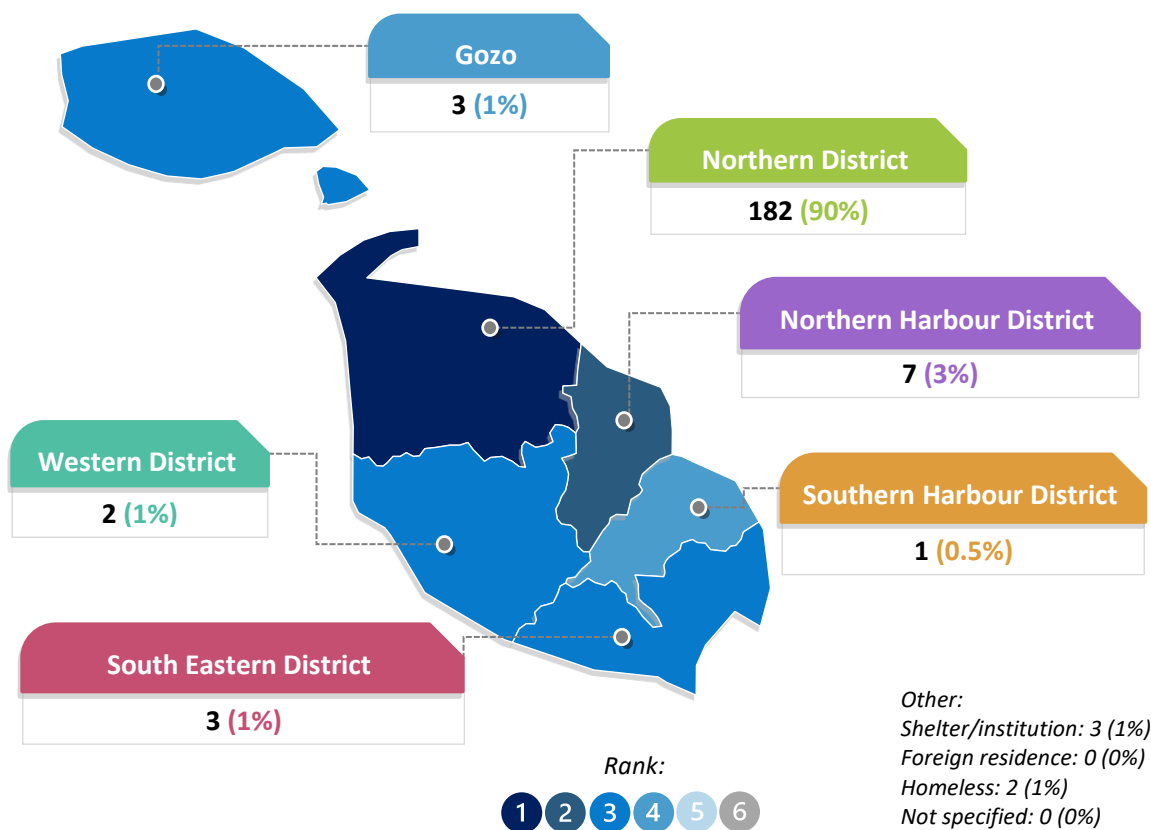


Figure 197: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern District (90%) had the highest percentage of cases worked with in 2024.

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 **109** cases were opened between January and December 2024.

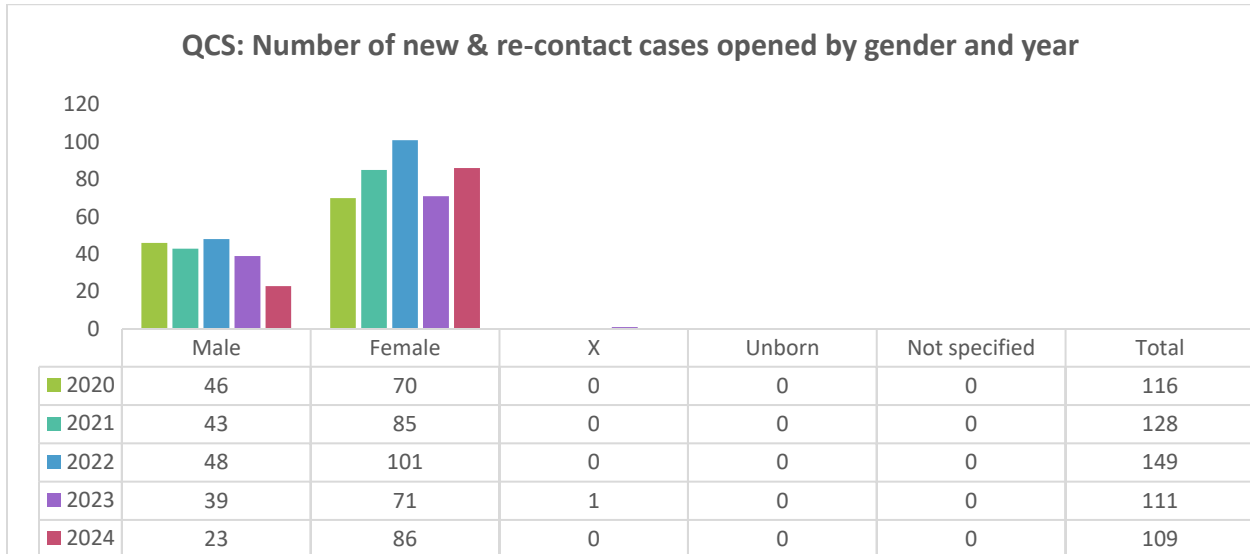
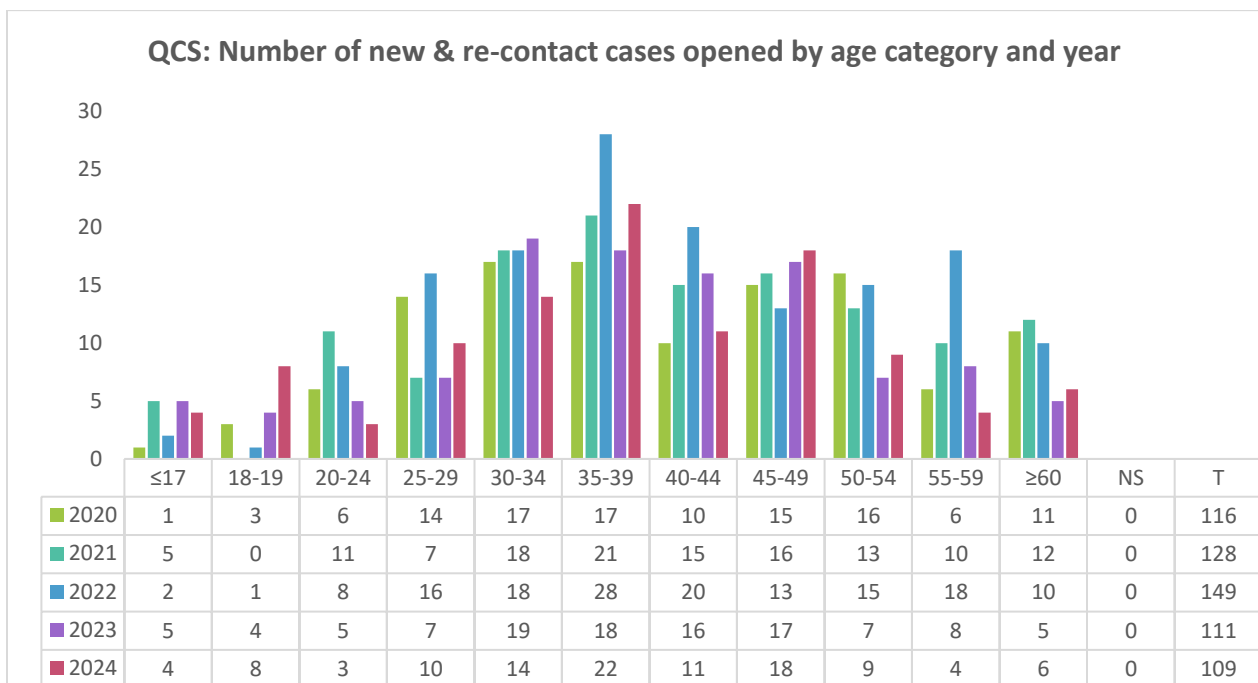


Figure 198: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (86).



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

Figure 199: 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 2024, the highest number of cases opened were ages 35 to 39 (22).

QCS: Number of new & re-contact cases opened by age category and gender						
January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	3	0	0	0	4
18-19	1	7	0	0	0	8
20-24	0	3	0	0	0	3
25-29	3	7	0	0	0	10
30-34	2	12	0	0	0	14
35-39	2	20	0	0	0	22
40-44	4	7	0	0	0	11
45-49	5	13	0	0	0	18
50-54	2	7	0	0	0	9
55-59	1	3	0	0	0	4
≥60	2	4	0	0	0	6
Not specified	0	0	0	0	0	0
Total	23	86	0	0	0	109

Figure 200: 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.

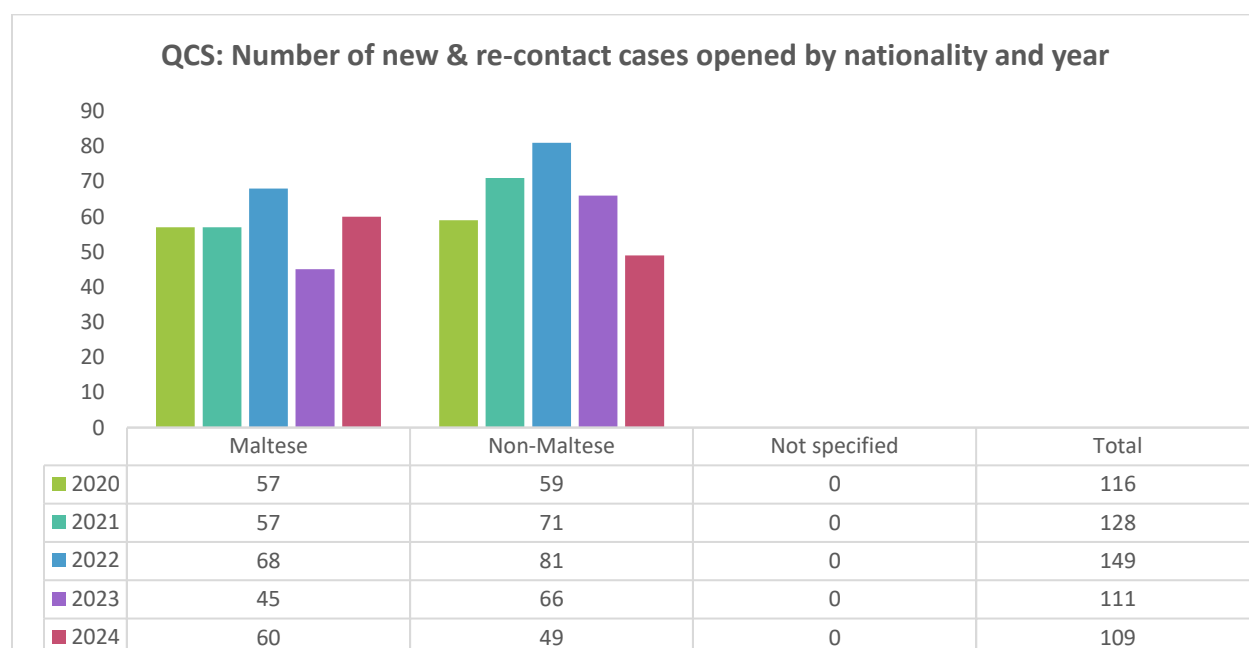
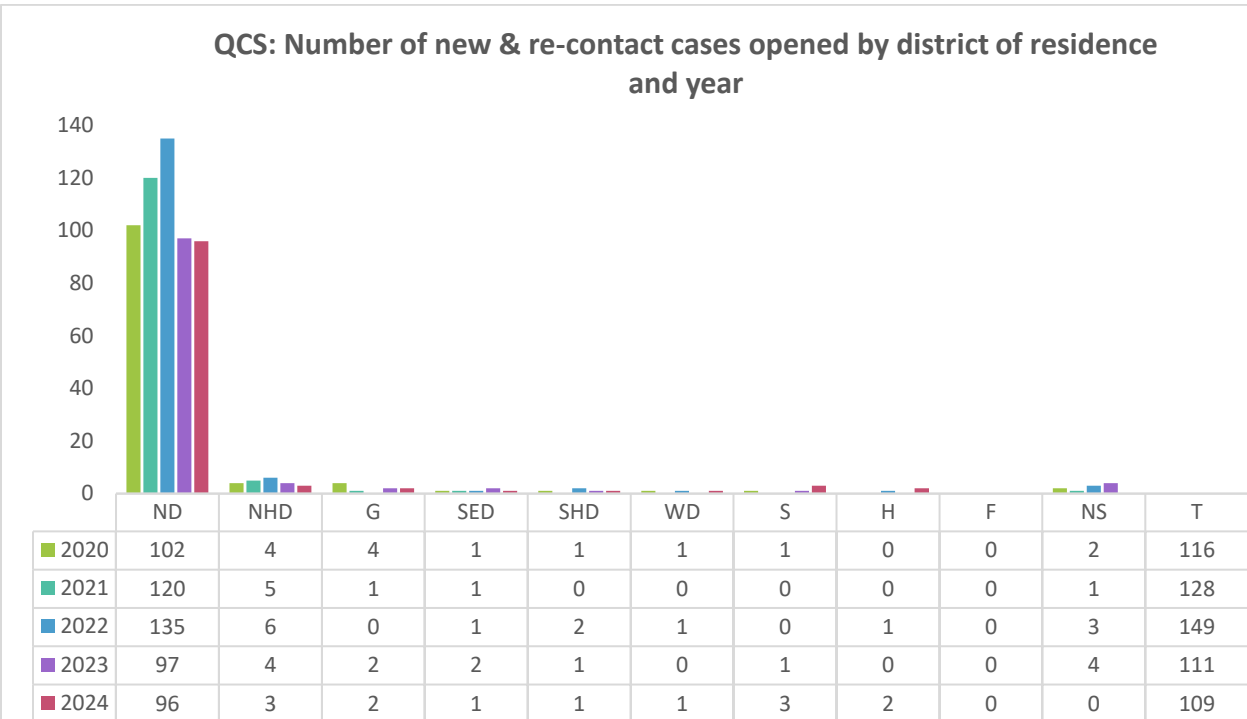


Figure 201: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 60 cases opened were Maltese while 49 cases were non-Maltese.



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 202: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Northern District (96) had the highest number of cases opened in 2024.

Community Services: Southern (SCS)

Case activity

Service started reporting data in 2020.

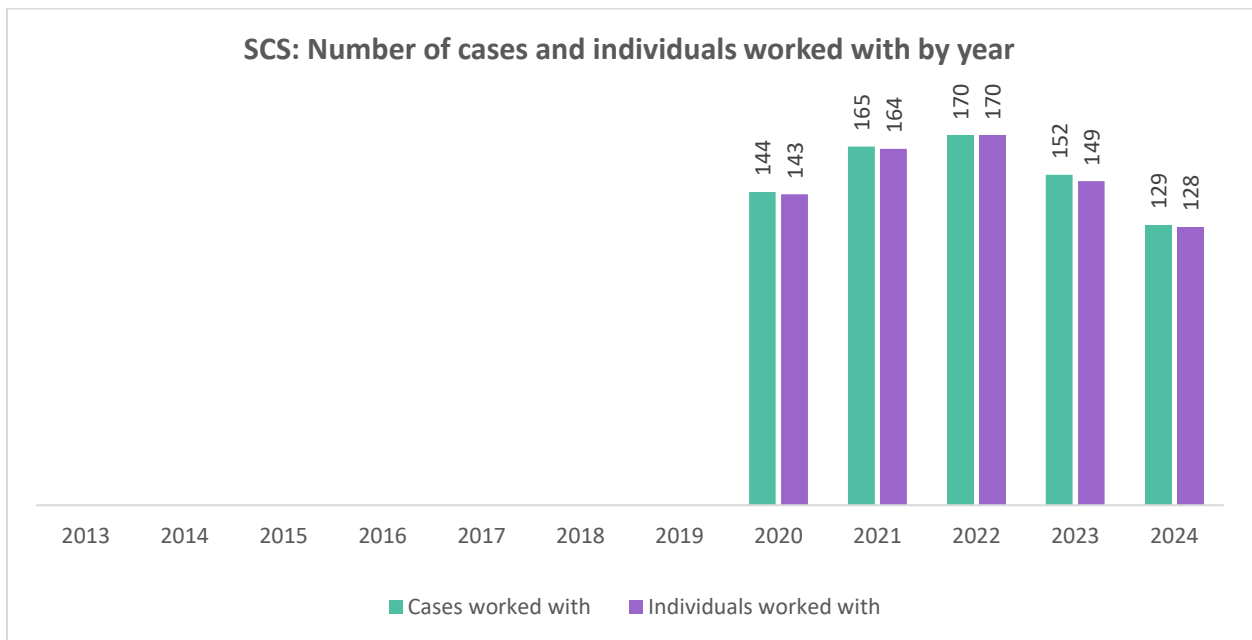


Figure 203: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 129 cases and 128 individuals were worked with compared to 152 and 149 respectively in 2023.

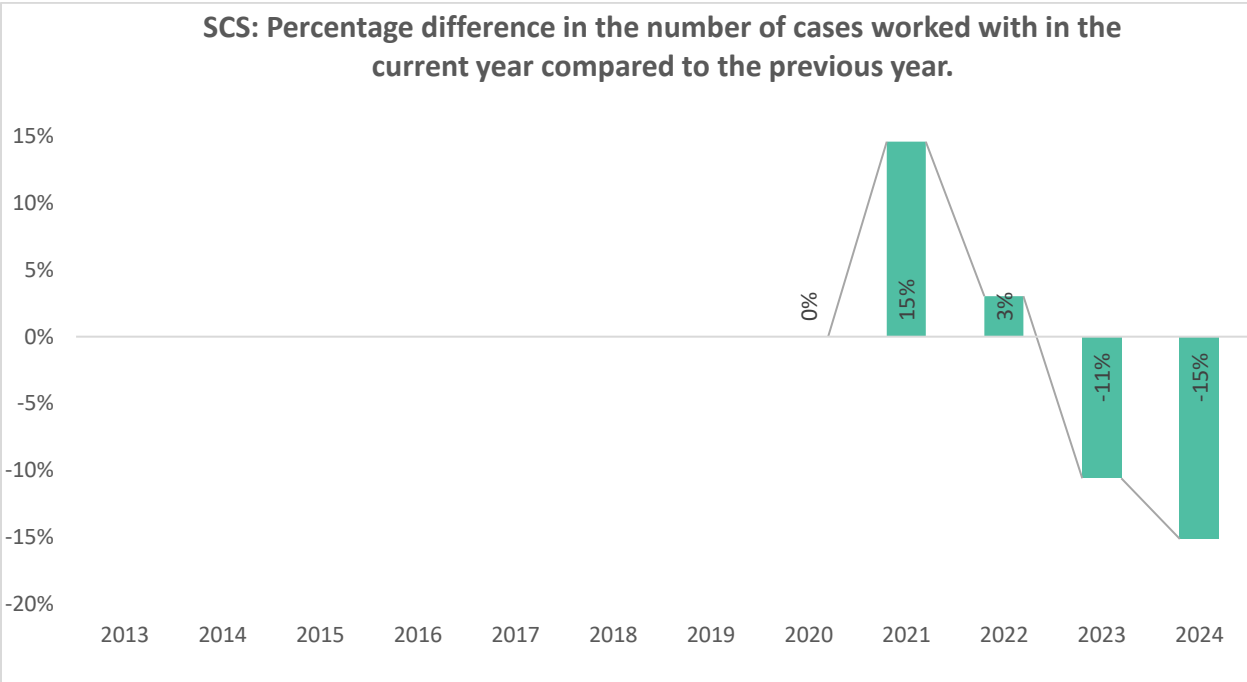


Figure 204: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with increased by 3% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

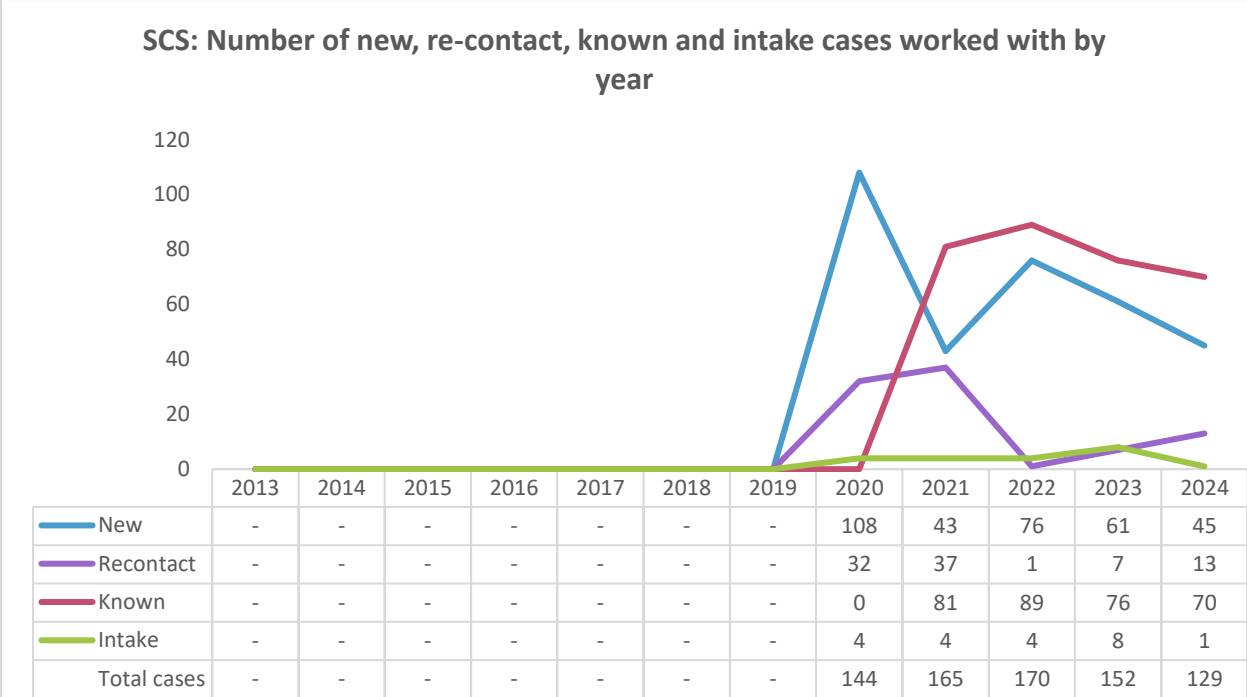


Figure 205: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

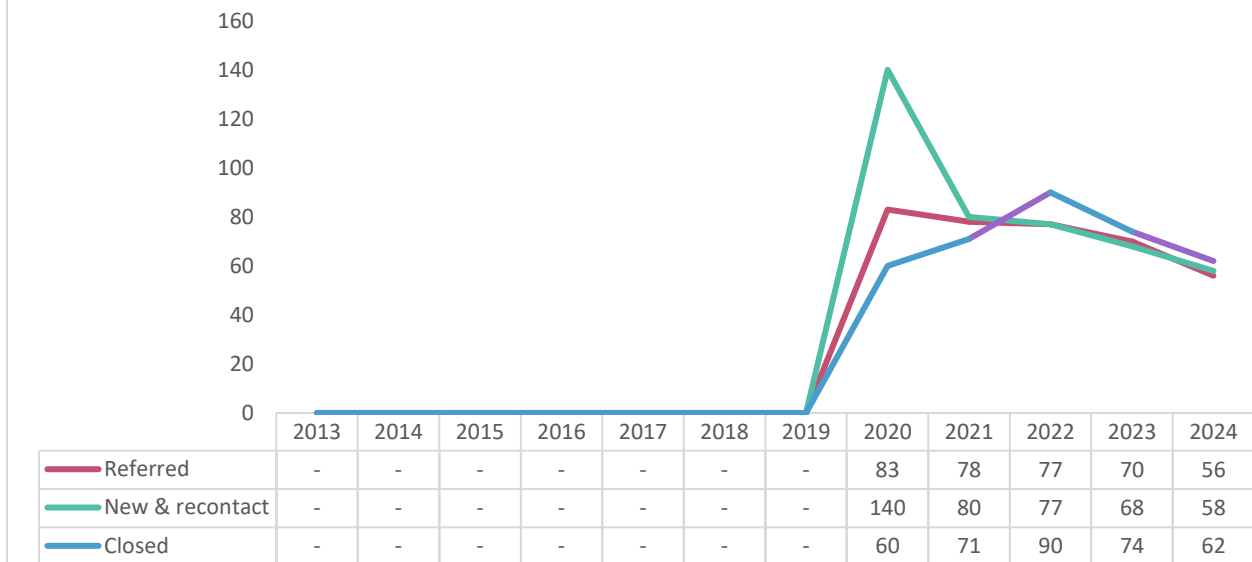


Figure 206: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 205 for breakdown of new & recontact cases). In 2024, 56 cases were referred, 58 new & recontact cases opened, and 62 cases closed.

SCS: Waiting list at the end of the reporting period

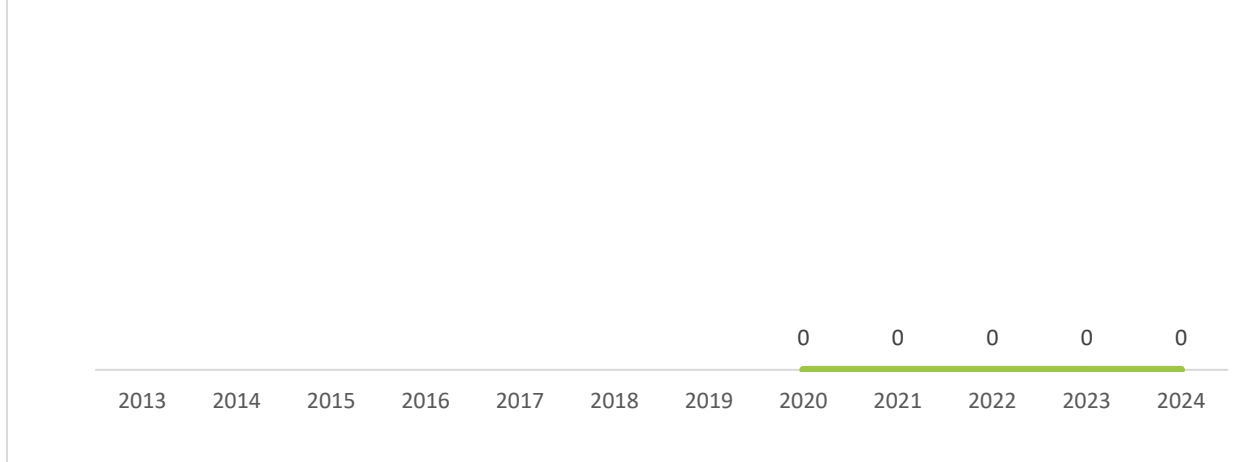


Figure 207: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

SCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	3	1	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	1
Behaviour problems	0	0	-	-	-
Bereavement	0	0	0	0	0
Child abuse	1	2	0	0	0
Child care or access	1	0	1	0	0
Delinquency	0	0	0	0	0
Disability related issues	3	1	1	0	0
Domestic violence	0	1	0	0	2
Eating disorder	0	0	0	0	0
Elderly needs	2	0	1	0	0
Employment issues	8	1	2	11	7
Family relations/relationships	0	1	2	0	1
Financial difficulties	34	26	34	28	28
Fostering or adoption	1	0	0	0	0
Gender related issues	0	0	0	1	0
Health related issues	5	3	3	2	0
Homeless	0	0	0	0	0
Housing problems	6	8	11	7	5
Human trafficking	0	0	0	0	0
Lack of support or guidance	5	8	14	2	4
Legal issues	2	4	0	3	2
Loneliness	5	11	4	7	4
Marital problems	0	0	0	1	0
Mental health issues	4	6	0	2	1
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	-	1	0	0
Parenting skills/child-parent relationship	-	-	0	0	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	0	0	0	0
School related problems	0	0	0	0	1
Self-harm or suicide	0	0	0	3	0
Separation related issues	0	0	3	3	0
Sex work related issues	0	0	0	0	0
Other	3	2	0	0	0
None specified	0	3	0	0	0
Total	83	78	77	70	56

Figure 208: 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.

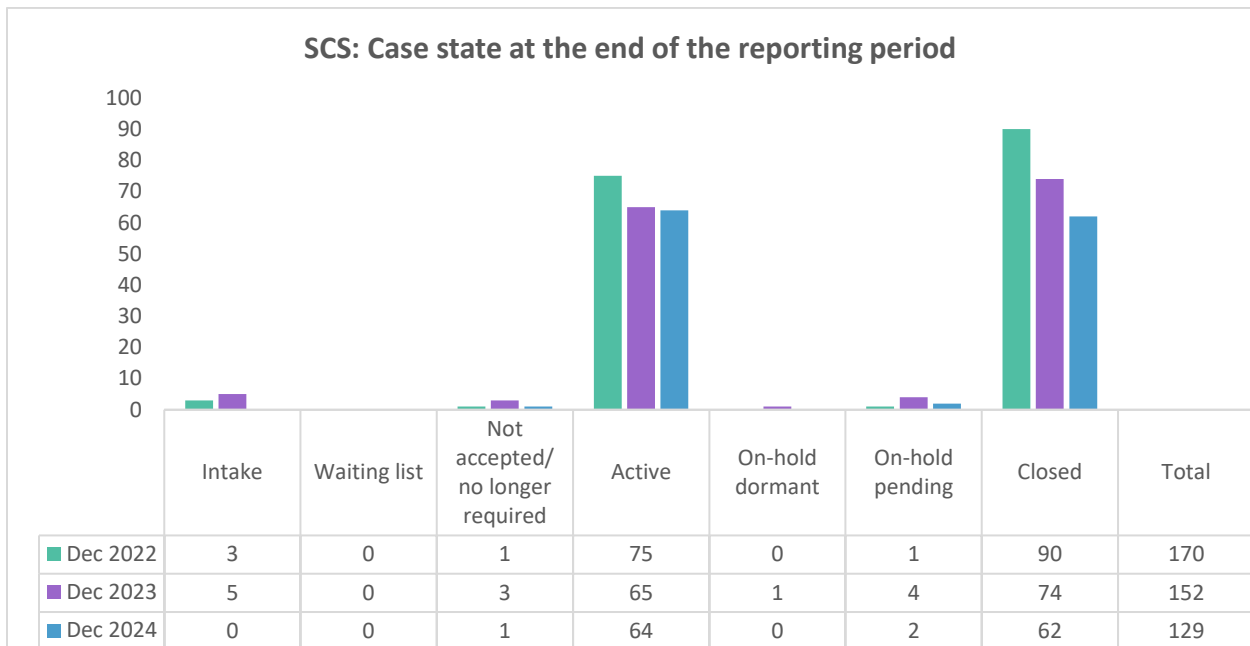


Figure 209: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 50% (64) of the cases worked with were still active. 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 2024

A total of **129** cases were worked with between January and December 2024.

SCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

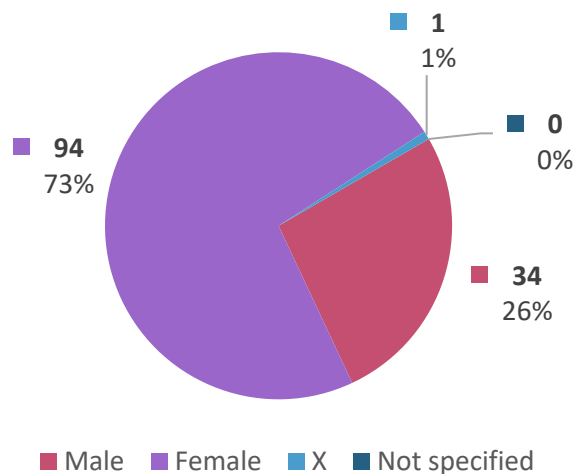


Figure 210: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (73%).

SCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

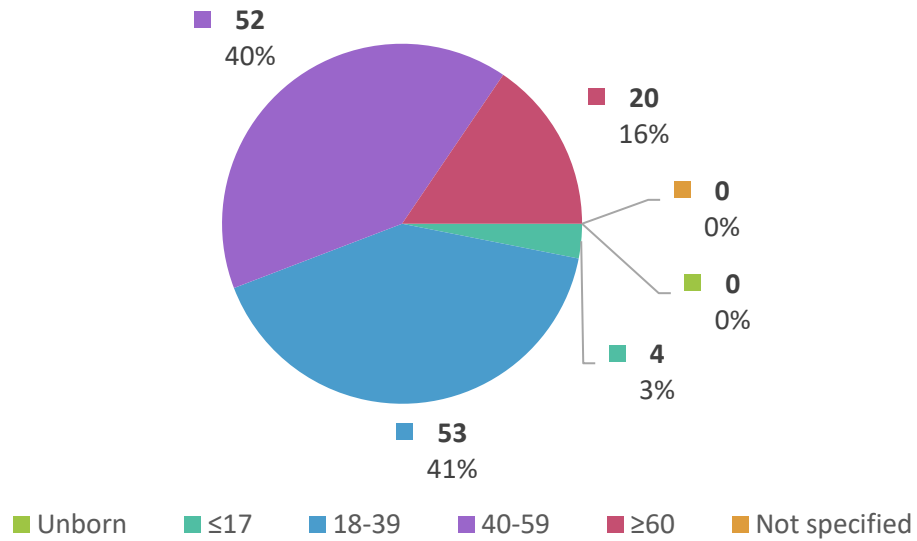


Figure 211: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (41%).

SCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

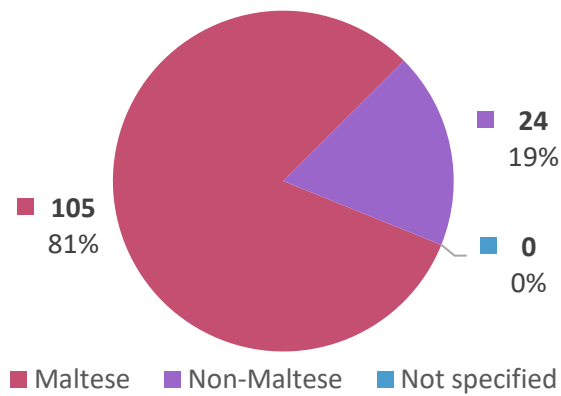


Figure 212: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

SCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

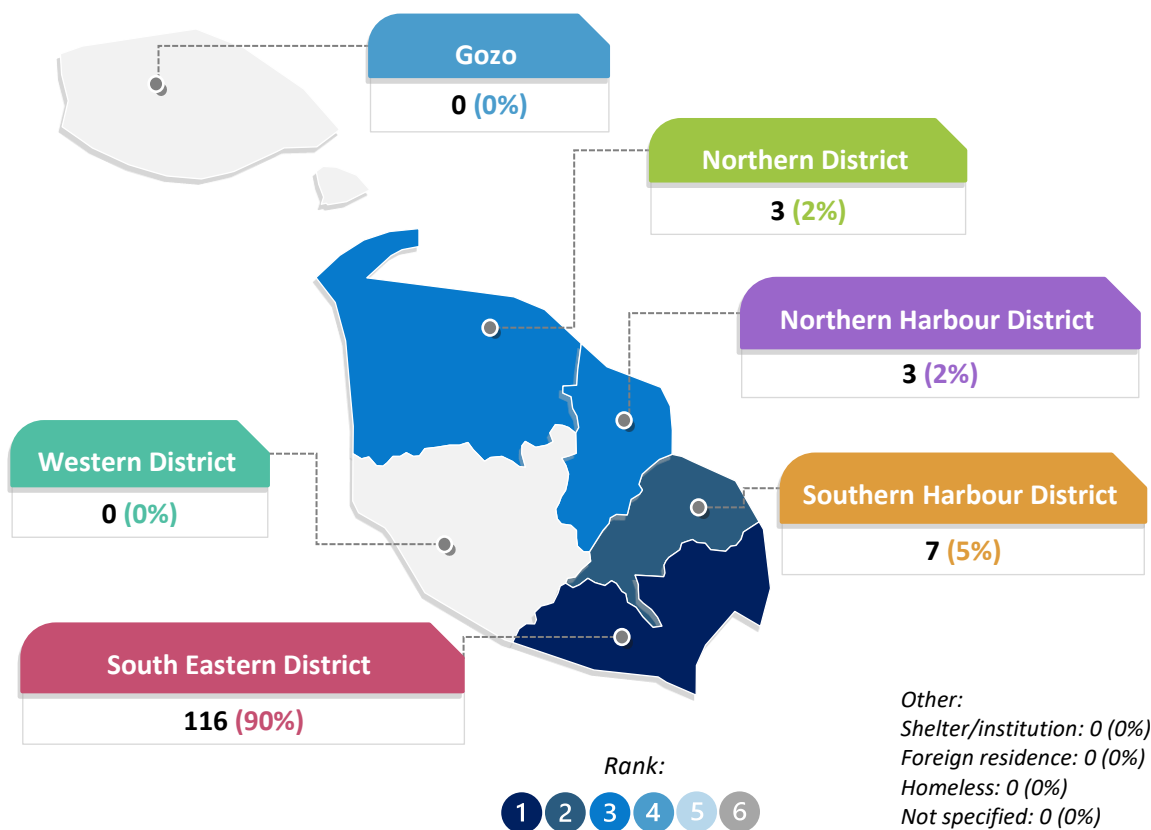


Figure 213: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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. The South Eastern District (90%) had the highest percentage of cases worked with in 2024.

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 **58** cases were opened between January and December 2024.

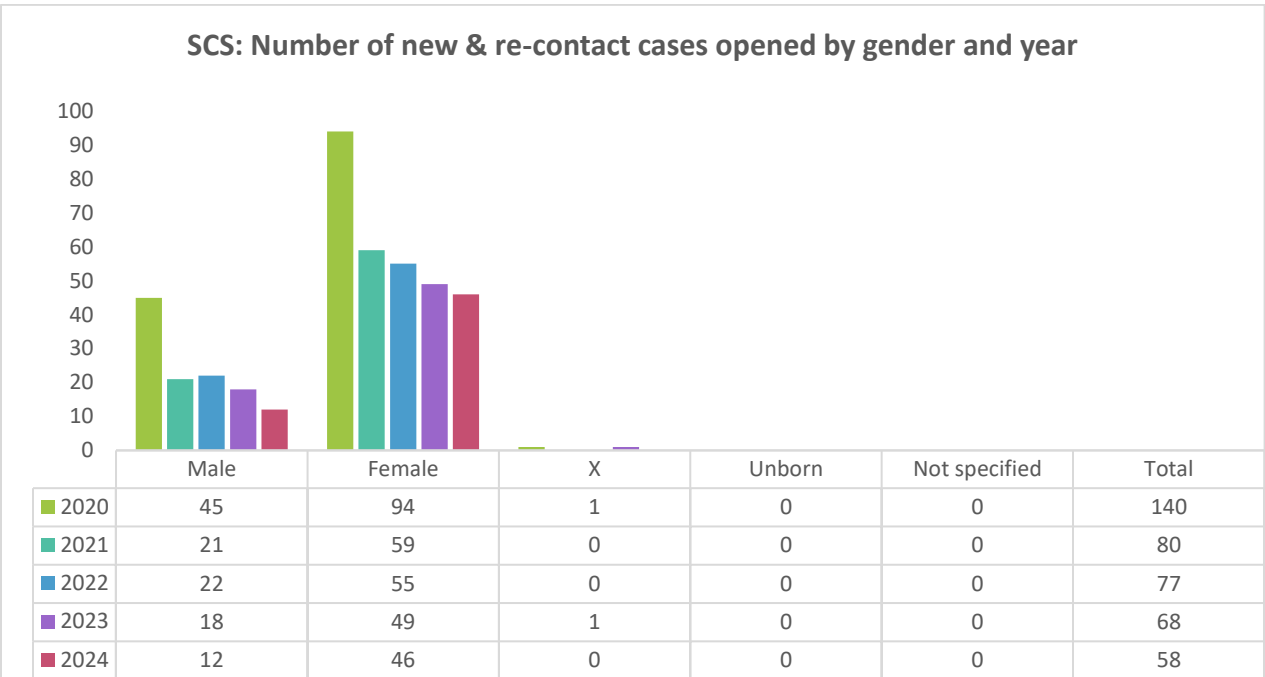
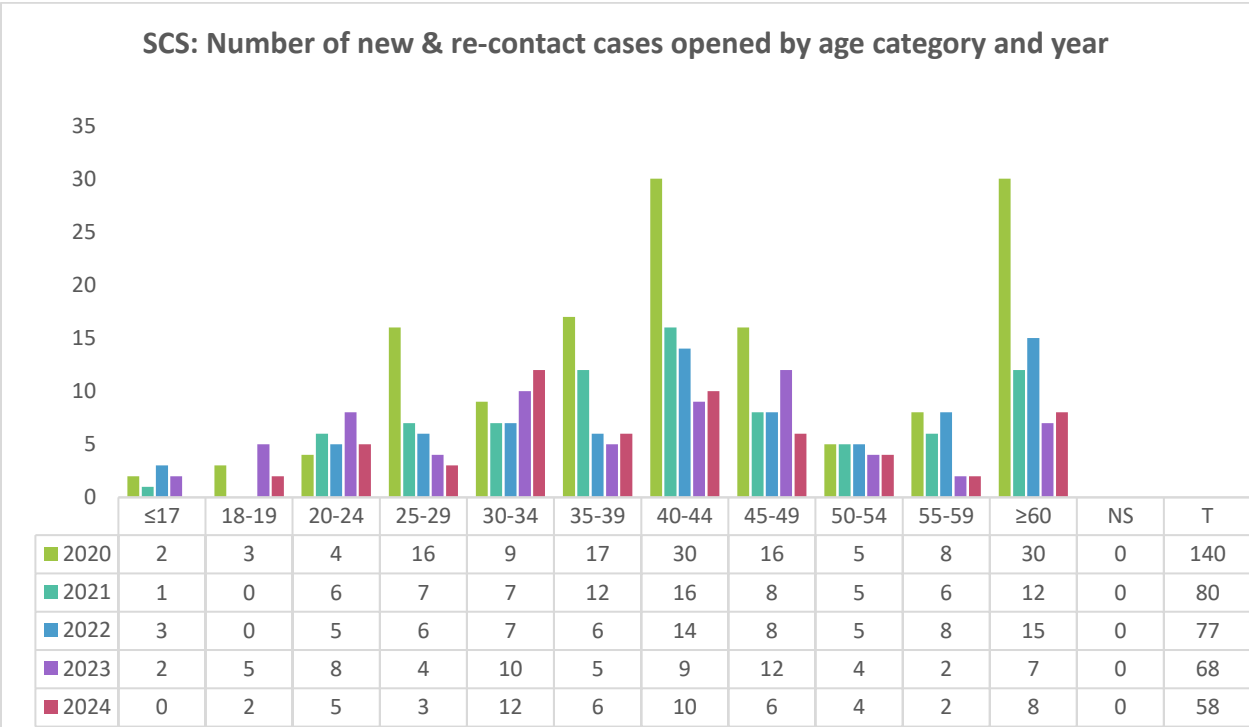


Figure 214: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (46).



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

Figure 215: 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 2024, the highest number of cases opened were ages 30 to 34 (12).

SCS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	2	0	0	0	2
20-24	0	5	0	0	0	5
25-29	1	2	0	0	0	3
30-34	2	10	0	0	0	12
35-39	1	5	0	0	0	6
40-44	2	8	0	0	0	10
45-49	1	5	0	0	0	6
50-54	2	2	0	0	0	4
55-59	2	0	0	0	0	2
≥60	1	7	0	0	0	8
Not specified	0	0	0	0	0	0
Total	12	46	0	0	0	58

Figure 216: 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.

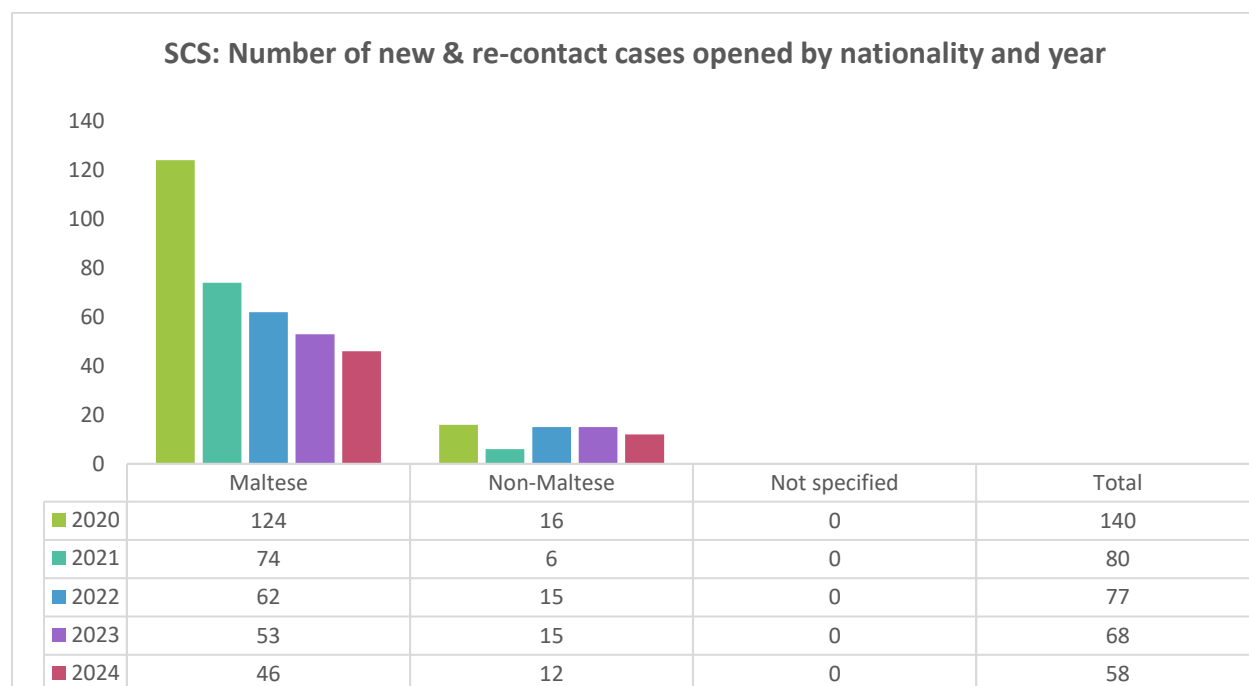
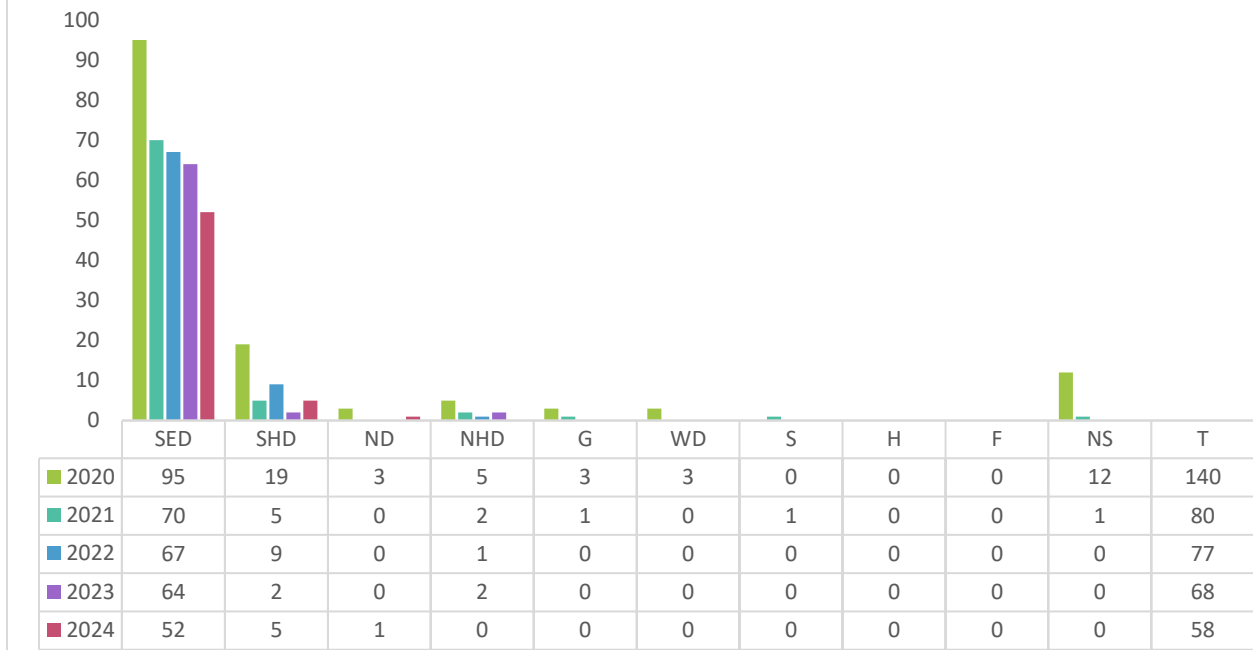


Figure 217: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 46 cases opened were Maltese while 12 cases were non-Maltese.

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



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 218: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Eastern District (52) had the highest number of cases opened in 2024.

Community Services: Valletta (VCS)

Case activity

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

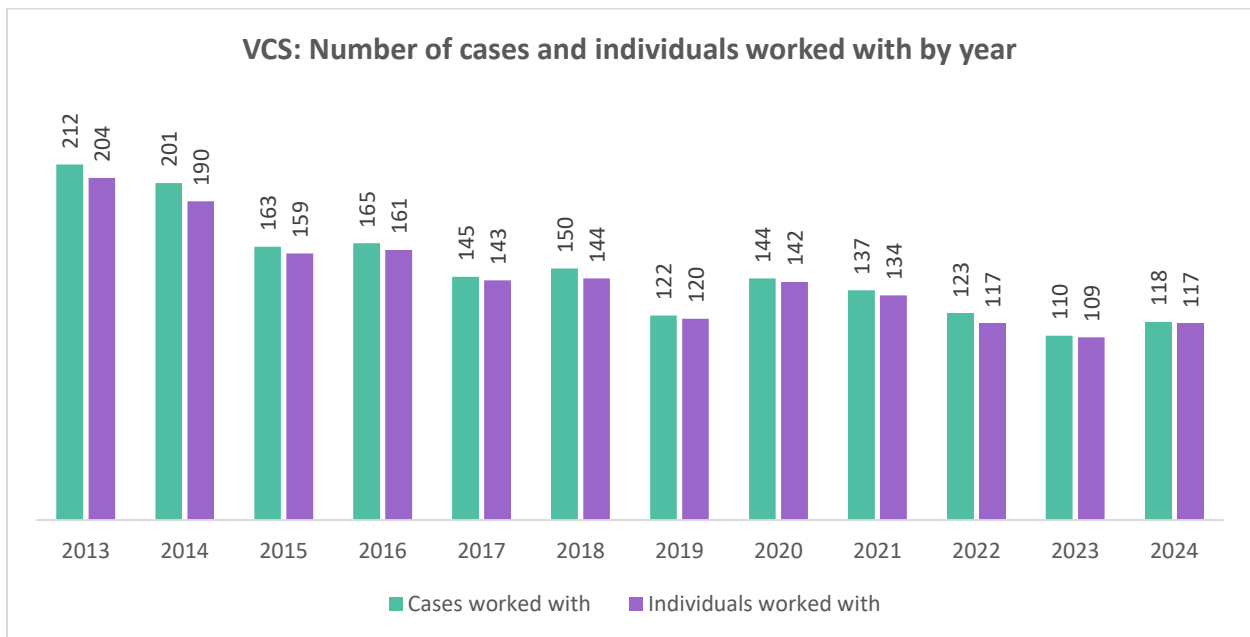


Figure 219: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 118 cases and 117 individuals were worked with compared to 110 and 109 respectively in 2023.

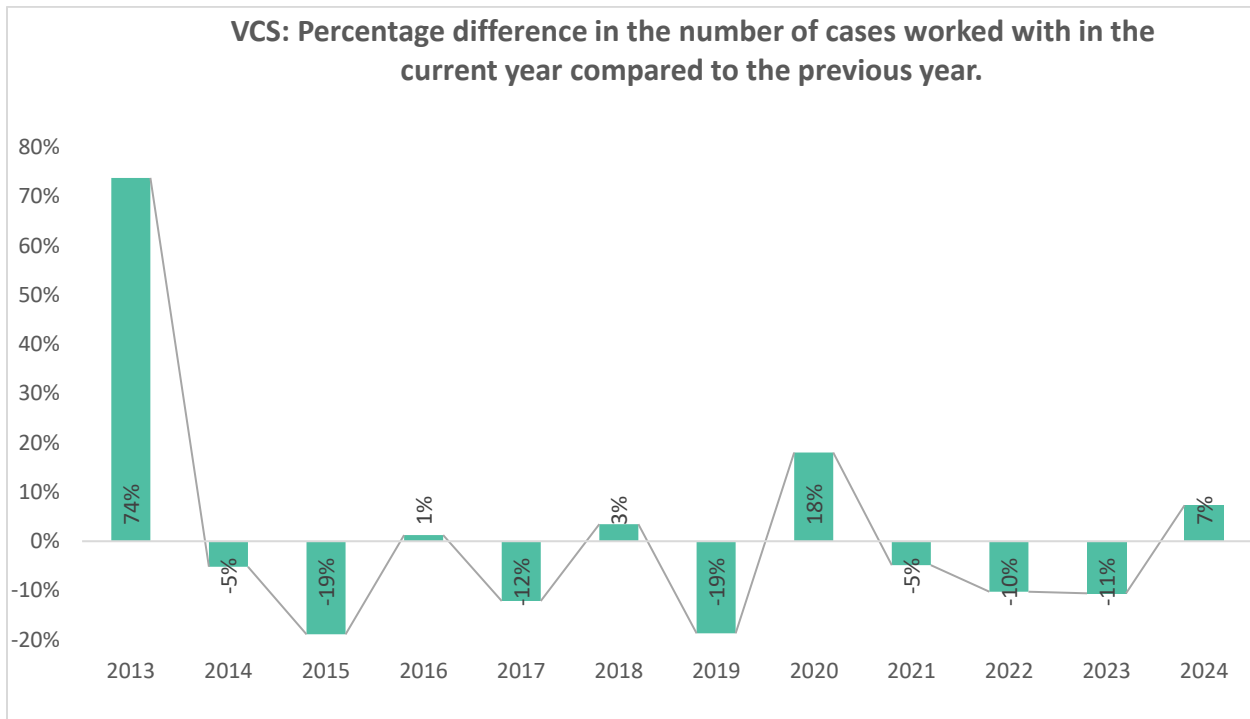


Figure 220: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 10% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

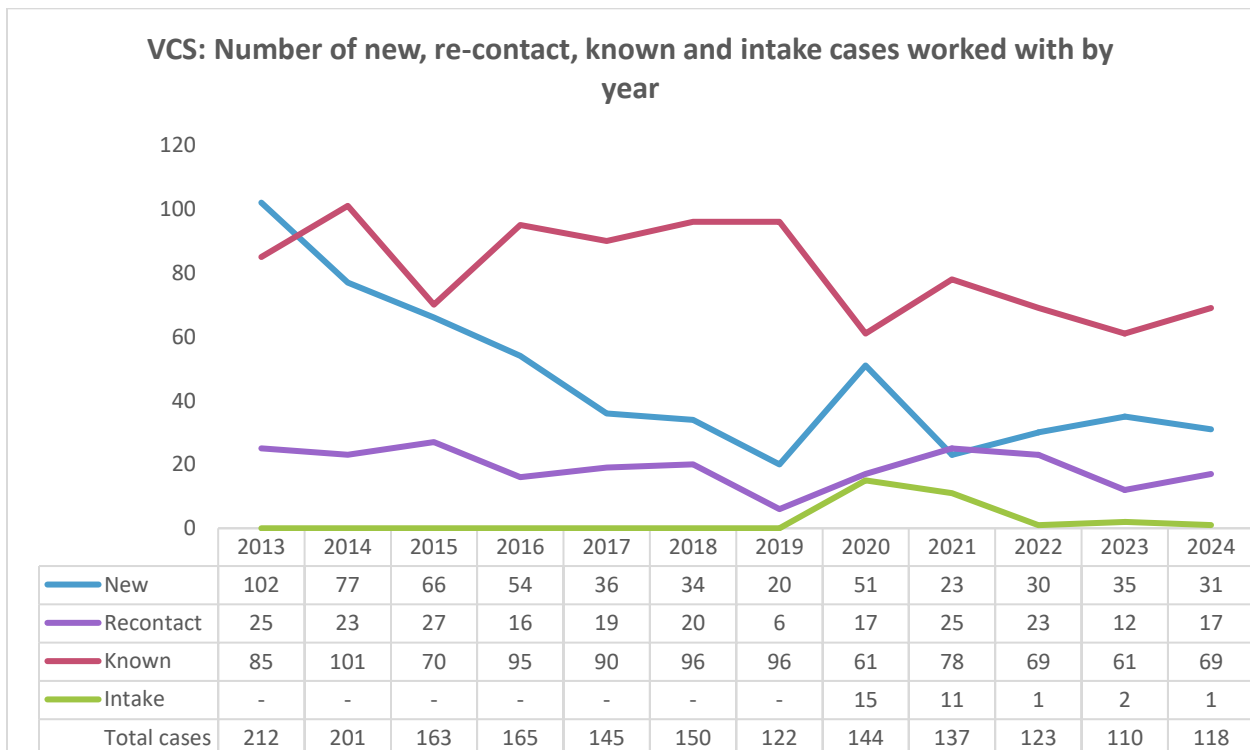


Figure 221: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

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

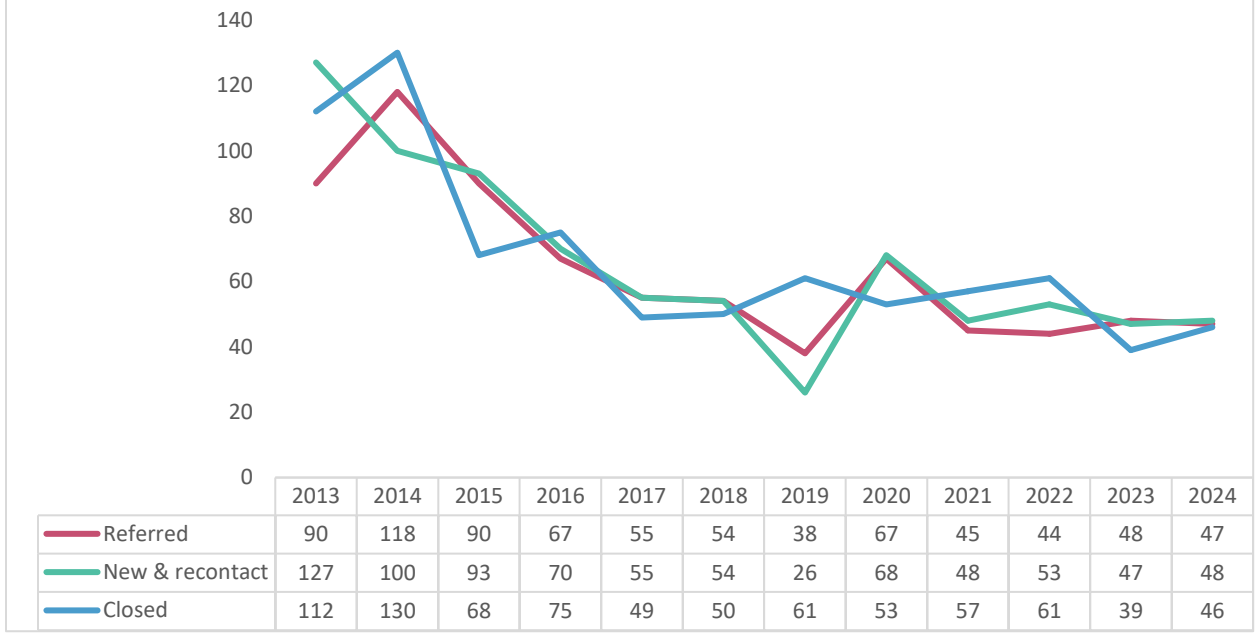


Figure 222: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 221 for breakdown of new & recontact cases). In 2024, 47 cases were referred, 48 new & recontact cases opened, and 46 cases closed.

VCS: Waiting list at the end of the reporting period

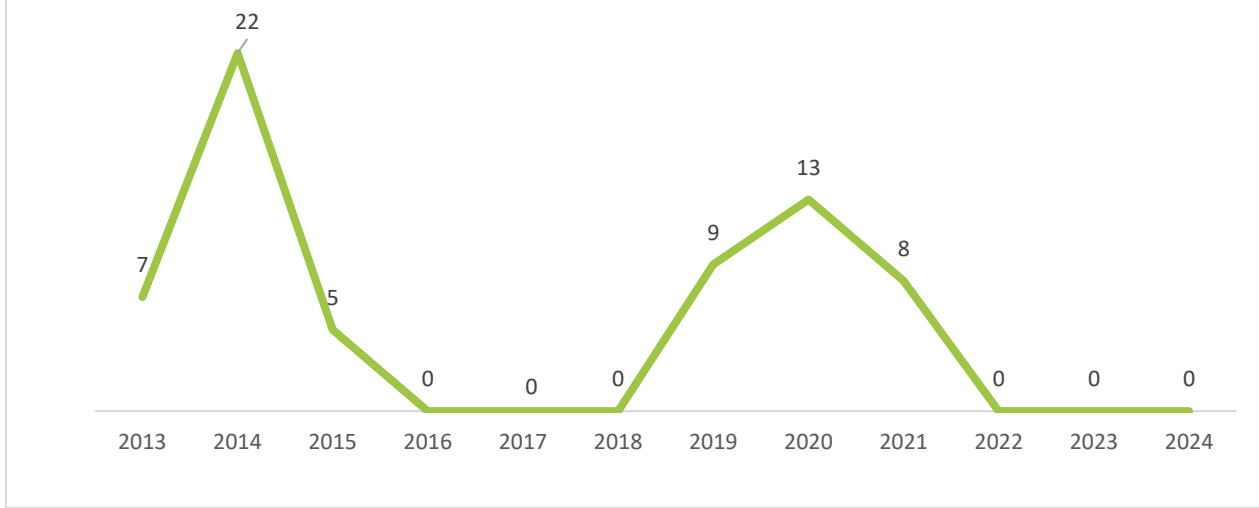


Figure 223: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

VCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	0	1	0	0	0
Assault/rape/harassment/sexual abuse	1	0	0	0	0
Behaviour problems	2	0	-	-	-
Bereavement	0	0	0	0	0
Child abuse	0	0	0	0	0
Child care or access	2	2	1	1	0
Delinquency	0	0	0	0	0
Disability related issues	0	0	2	1	0
Domestic violence	0	2	0	0	1
Eating disorder	0	0	0	0	0
Elderly needs	0	0	1	1	1
Employment issues	5	3	3	4	3
Family relations/relationships	1	0	1	0	0
Financial difficulties	12	14	10	9	12
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	2	1	1	2	2
Homeless	12	5	7	9	4
Housing problems	14	8	6	9	8
Human trafficking	0	0	0	0	0
Lack of support or guidance	5	3	5	5	10
Legal issues	2	0	1	0	0
Loneliness	0	0	1	0	0
Marital problems	0	0	0	1	1
Mental health issues	3	5	0	4	2
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	-	0	1	1
Parenting skills/child-parent relationship	-	-	2	1	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	1	0	0	0	1
School related problems	0	0	1	0	1
Self-harm or suicide	2	0	0	0	0
Separation related issues	1	0	0	0	0
Sex work related issues	0	0	0	0	0
Other	2	1	2	0	0
None specified	0	0	0	0	0
Total	67	45	44	48	47

Figure 224: 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.

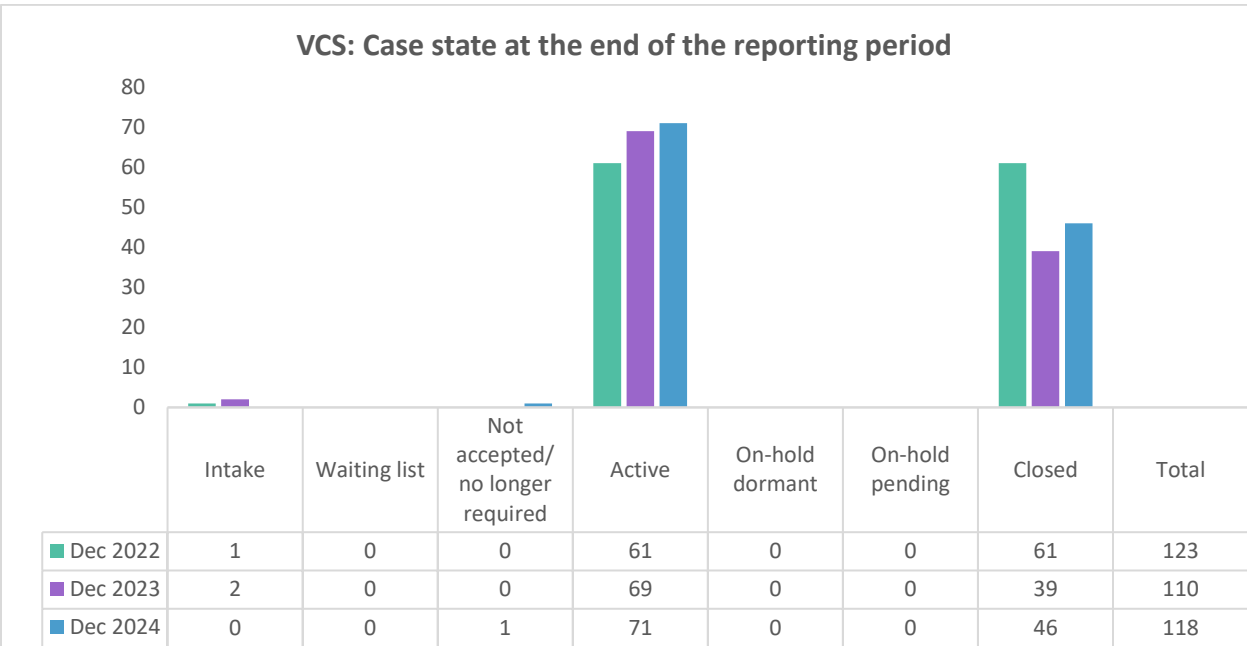


Figure 225: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 60% (71) of the cases worked with were still active. 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 2024

A total of **118** cases were worked with between January and December 2024.

VCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

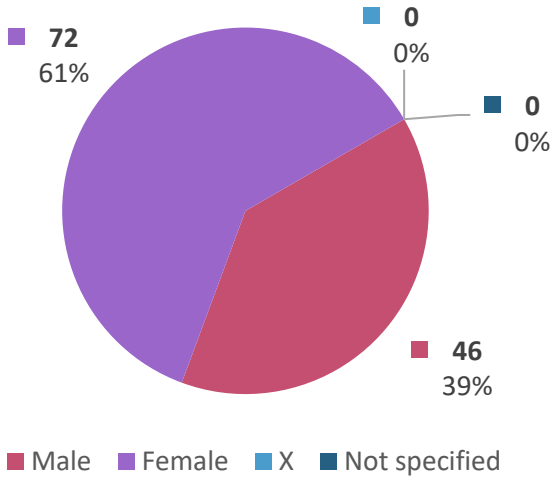


Figure 226: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (61%).

VCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

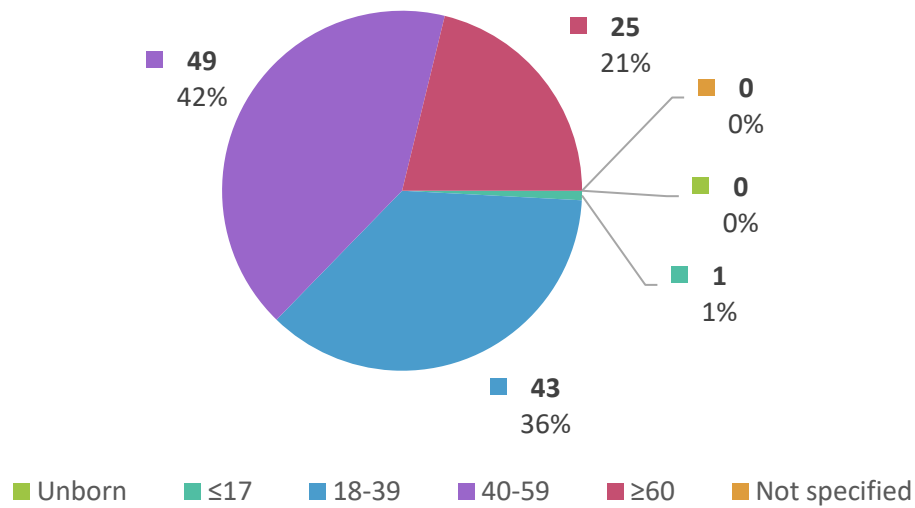


Figure 227: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 40 to 59 (42%).

VCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

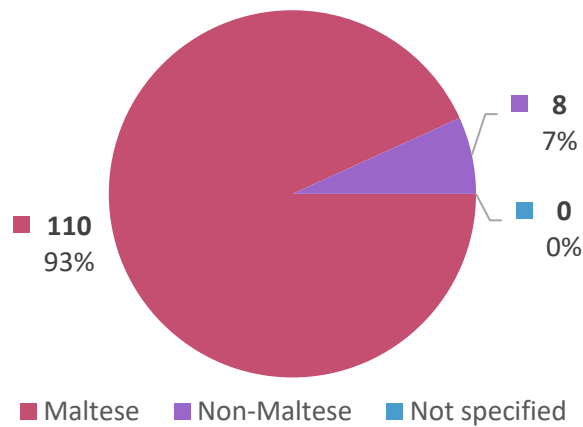


Figure 228: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

VCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

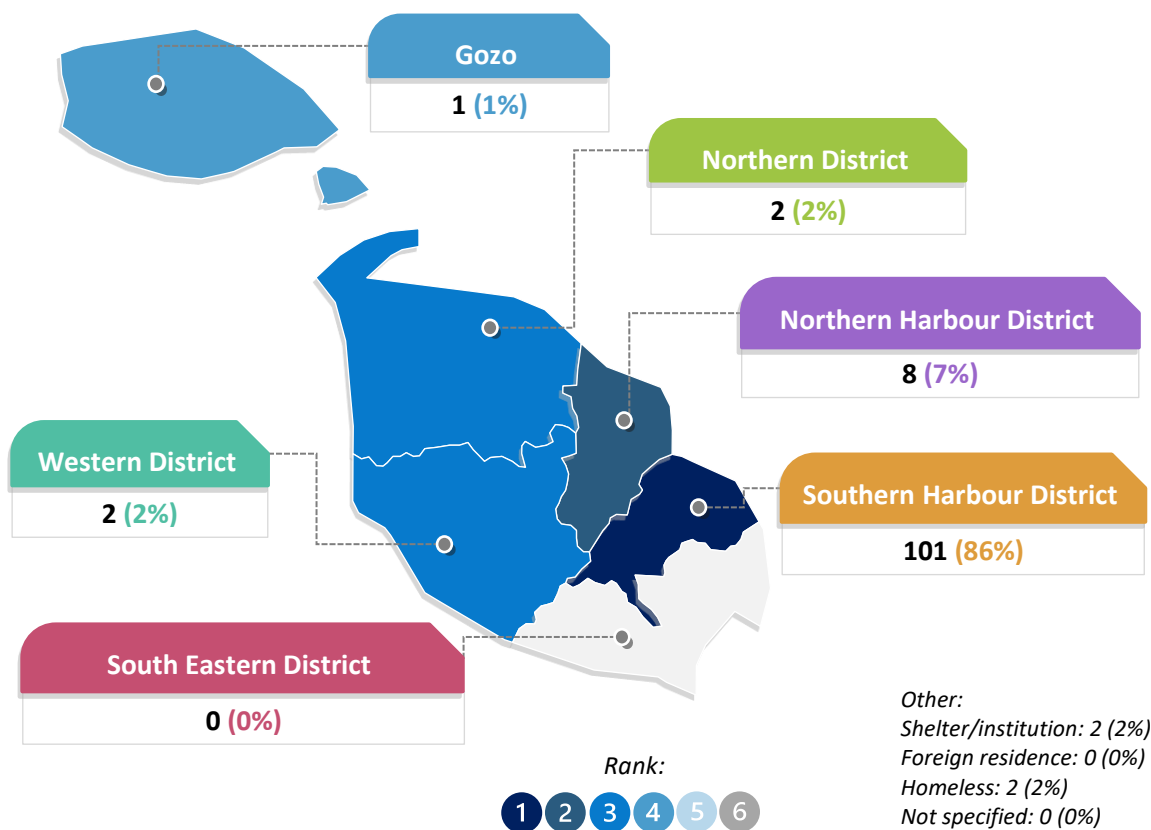


Figure 229: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (86%) had the highest percentage of cases worked with in 2024.

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 **48** cases were opened between January and December 2024.

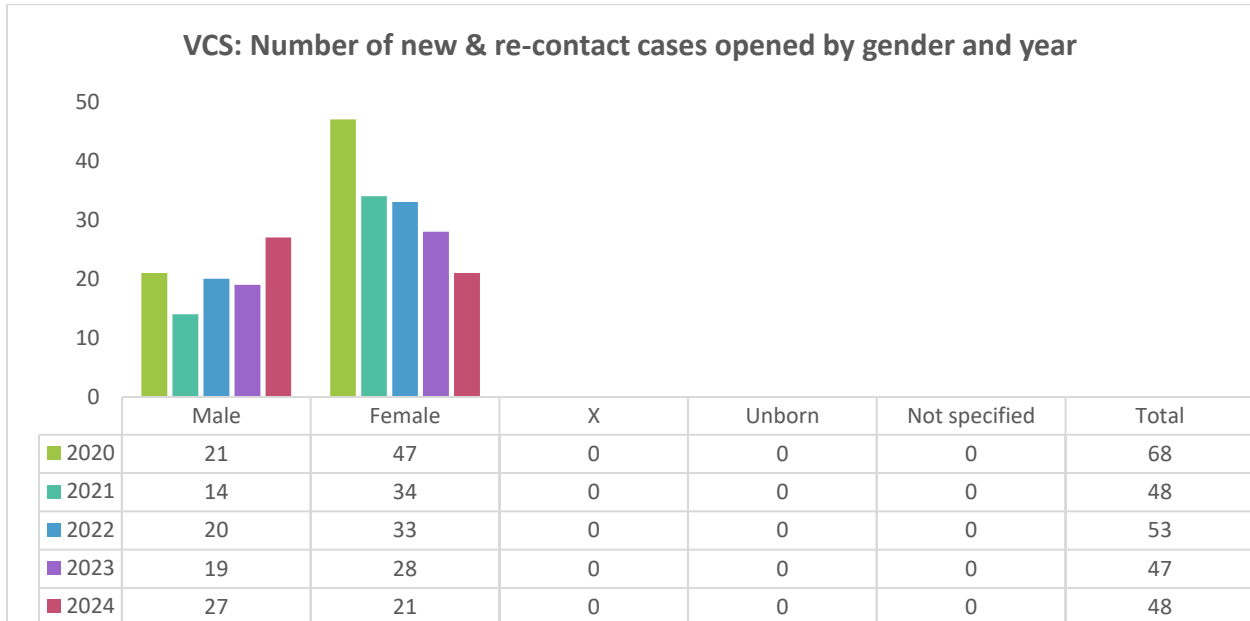
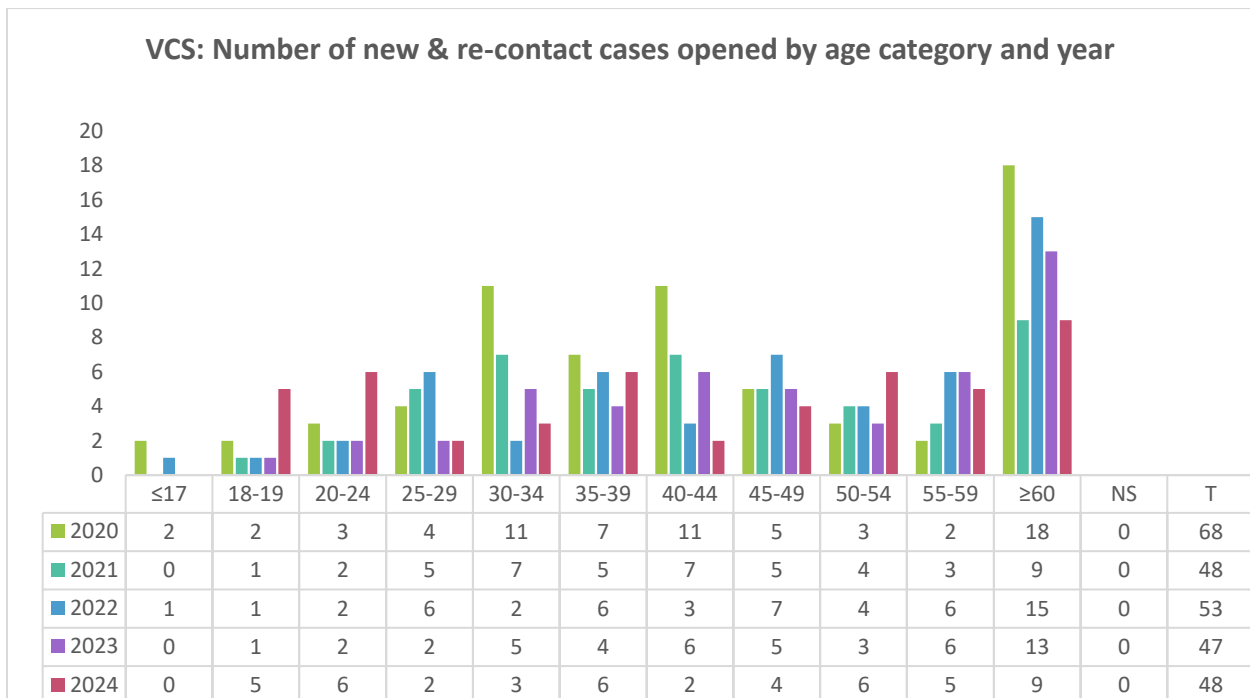


Figure 230: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were male (27).



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

Figure 231: 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 2024, the highest number of cases opened were ages 60 or over (9).

VCS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	3	2	0	0	0	5
20-24	2	4	0	0	0	6
25-29	1	1	0	0	0	2
30-34	1	2	0	0	0	3
35-39	4	2	0	0	0	6
40-44	1	1	0	0	0	2
45-49	2	2	0	0	0	4
50-54	3	3	0	0	0	6
55-59	4	1	0	0	0	5
≥60	6	3	0	0	0	9
Not specified	0	0	0	0	0	0
Total	27	21	0	0	0	48

Figure 232: 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.

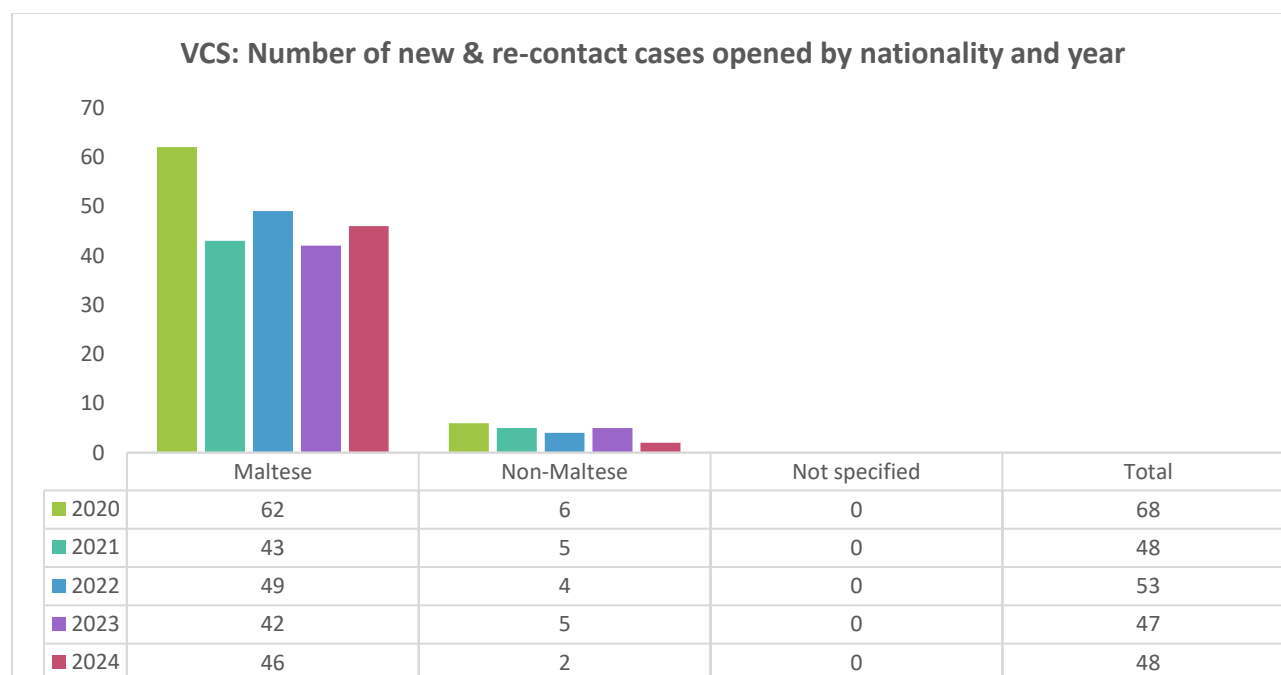
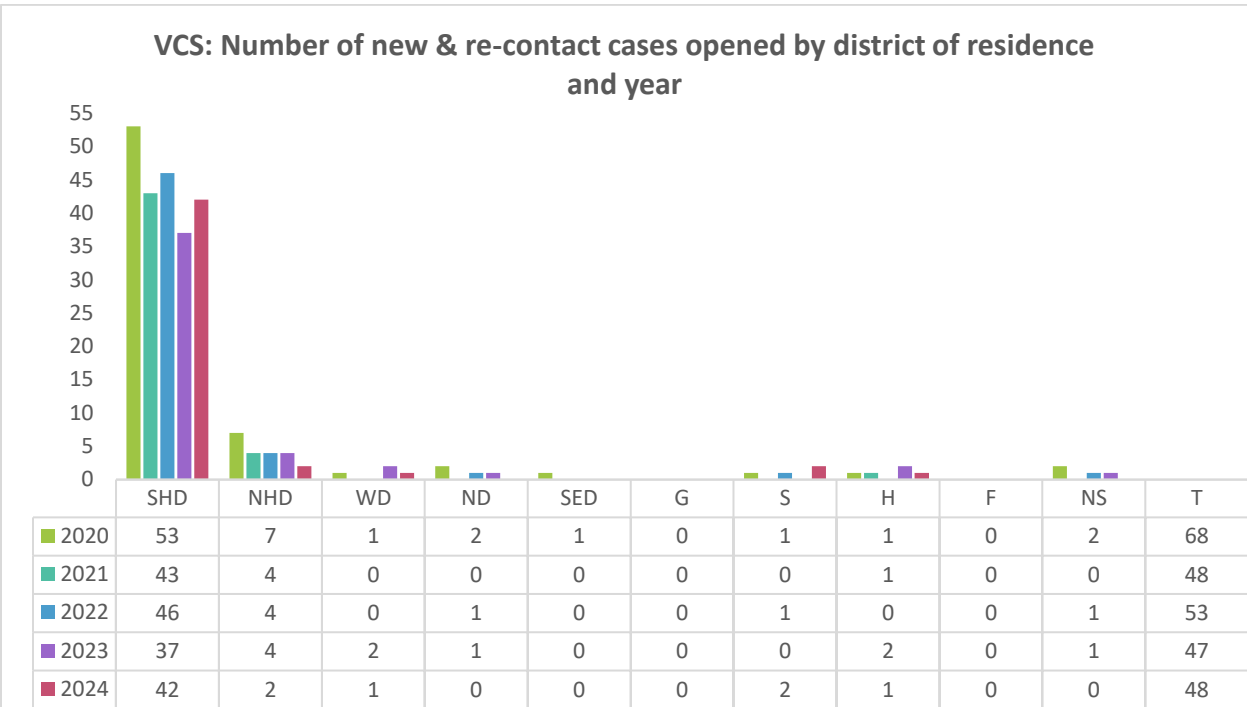


Figure 233: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 46 cases opened were Maltese while 2 cases were non-Maltese.



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 234: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (42) had the highest number of cases opened in 2024.

Community Services: Western (WCS)

Case activity

Service started reporting data in 2020.

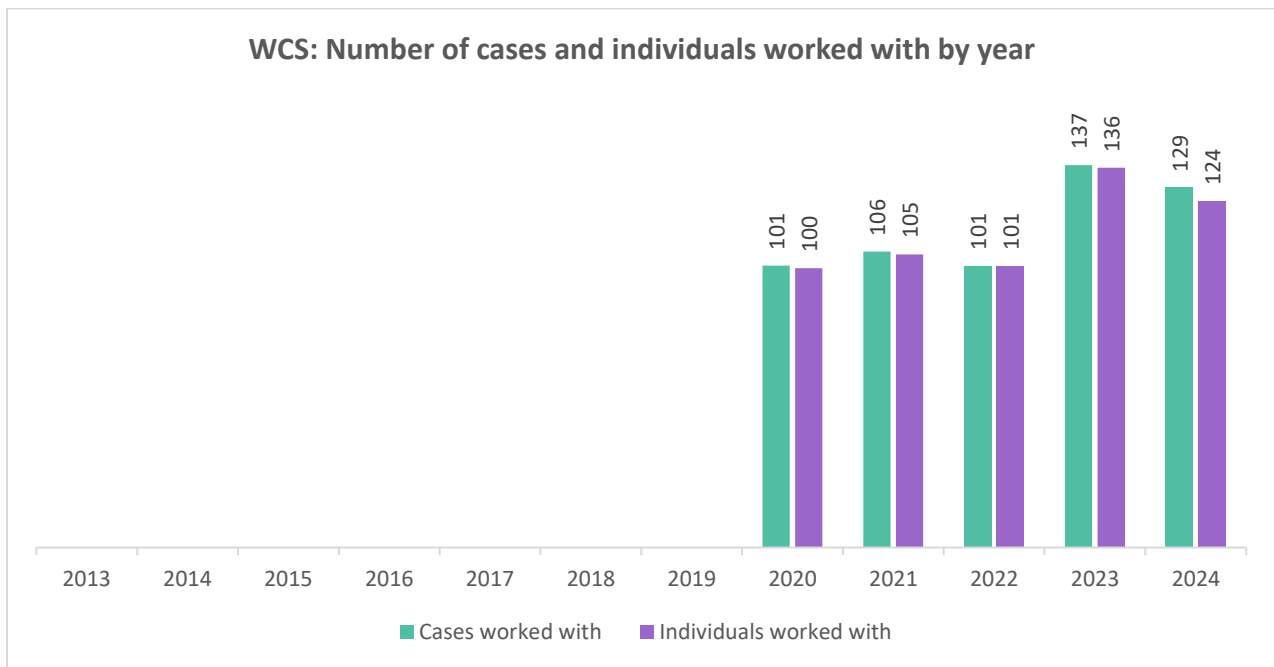


Figure 235: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 129 cases and 124 individuals were worked with compared to 137 and 136 respectively in 2023.

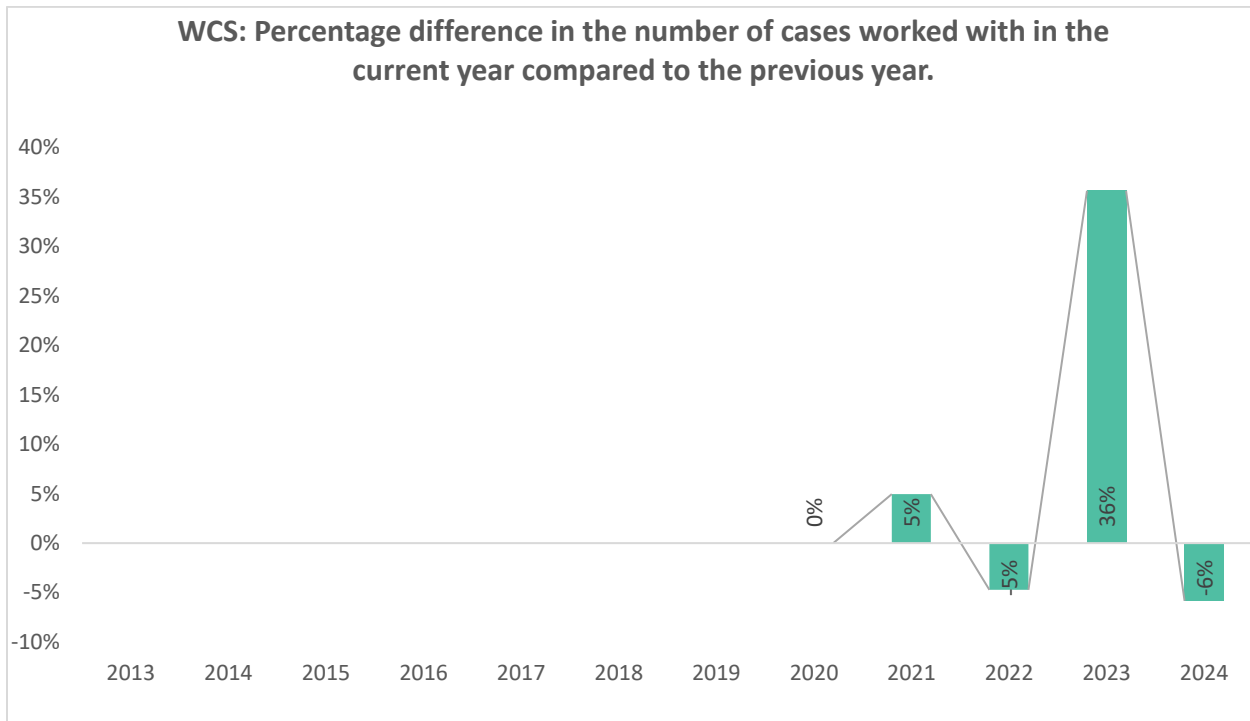


Figure 236: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 5% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

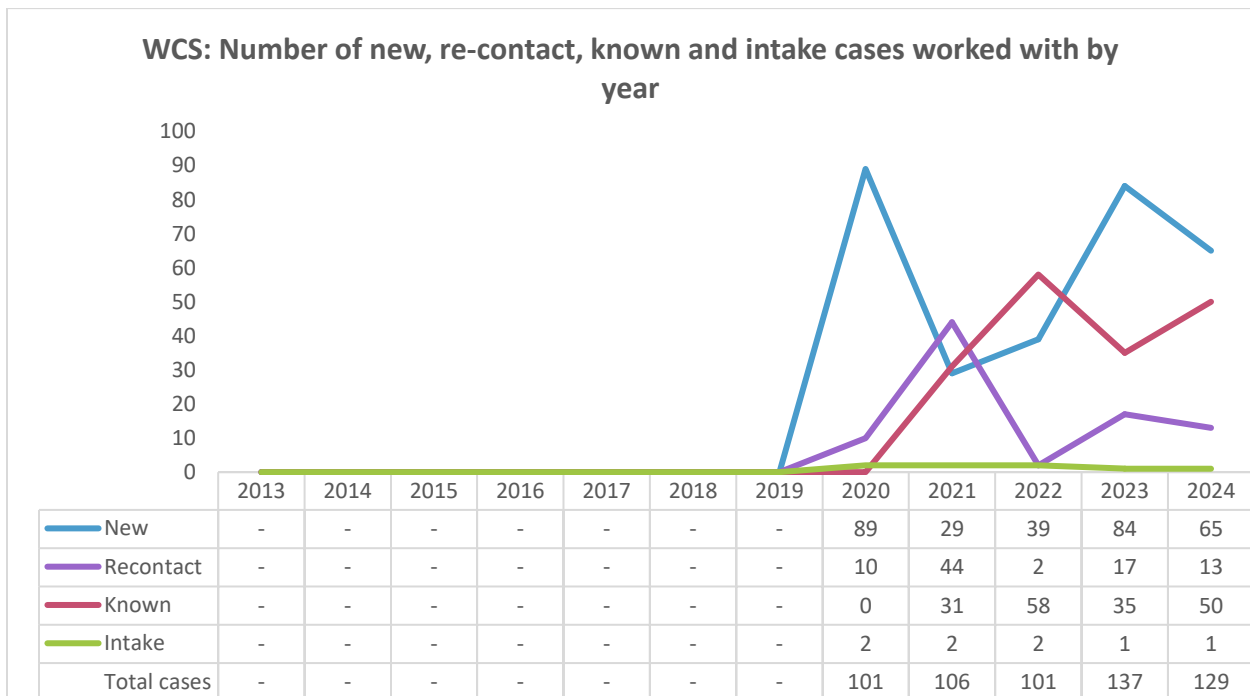


Figure 237: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

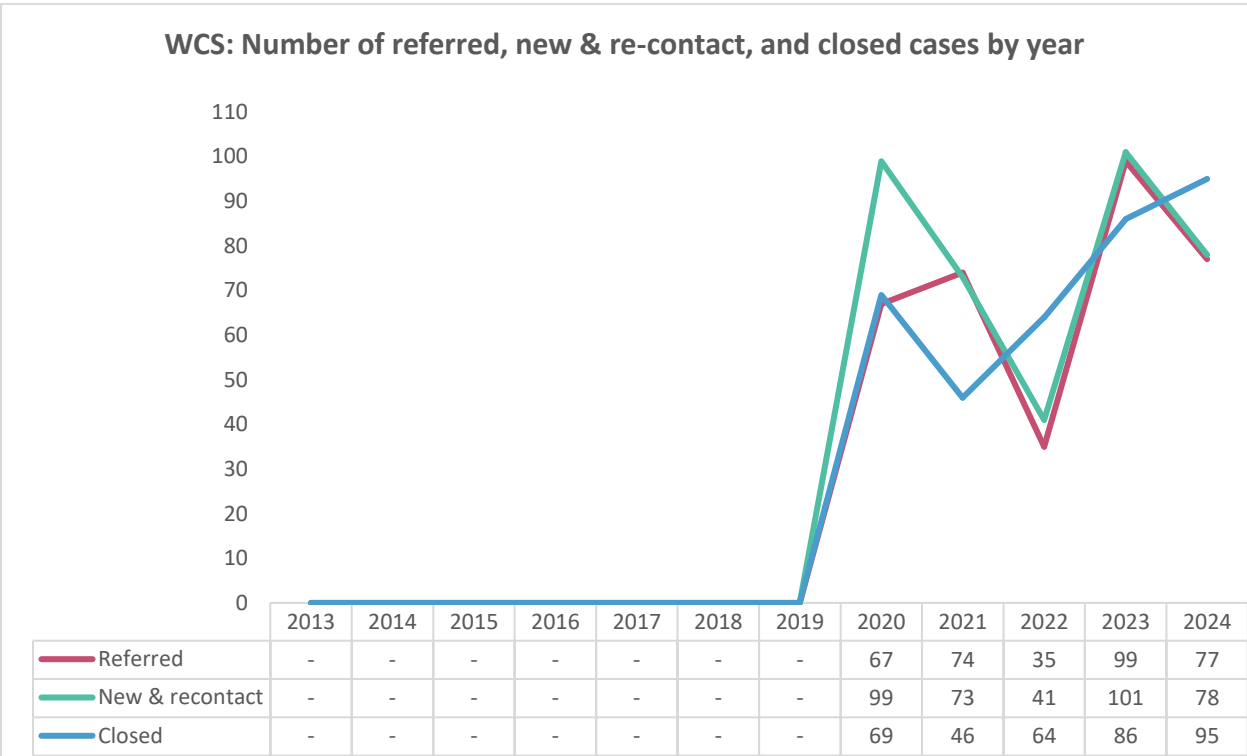


Figure 238: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 237 for breakdown of new & recontact cases). In 2024, 77 were cases referred, 78 new & recontact cases opened, and 95 cases closed.

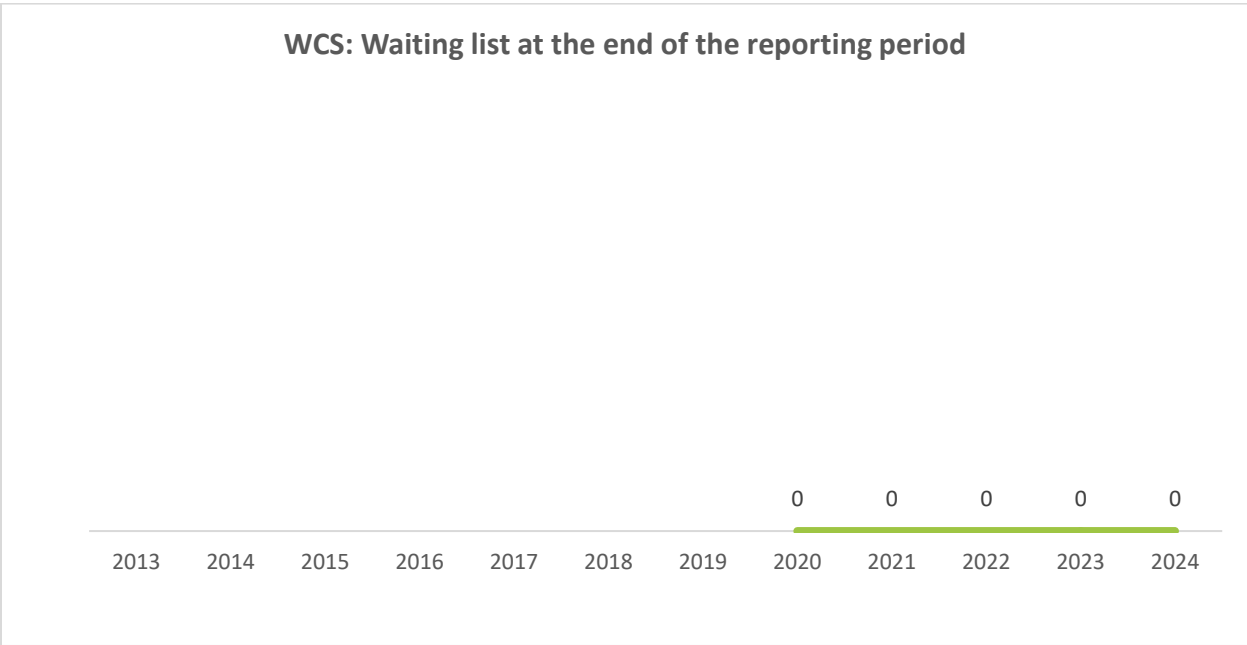


Figure 239: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

WCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	0	3	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	0	-	-	-
Bereavement	0	0	0	0	1
Child abuse	0	5	1	1	0
Child care or access	1	0	1	0	2
Delinquency	0	0	0	0	0
Disability related issues	4	2	0	2	3
Domestic violence	0	2	0	0	1
Eating disorder	0	0	0	0	0
Elderly needs	5	1	3	15	6
Employment issues	10	4	3	7	6
Family relations/relationships	1	2	0	4	1
Financial difficulties	33	19	11	17	16
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	2	2	1	0	3
Homeless	2	0	0	0	1
Housing problems	3	7	2	8	8
Human trafficking	0	0	0	0	0
Lack of support or guidance	1	11	6	15	6
Legal issues	0	0	0	0	1
Loneliness	0	2	0	0	3
Marital problems	0	1	0	1	1
Mental health issues	3	6	3	14	5
Migrant related issues	0	0	1	1	2
Oppositional defiant behaviours	-	-	1	1	0
Parenting skills/child-parent relationship	-	-	0	3	6
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	0	0	1	1
School related problems	0	3	0	7	2
Self-harm or suicide	0	0	0	0	0
Separation related issues	0	1	0	0	2
Sex work related issues	0	0	0	0	
Other	2	3	2	2	0
None specified	0	0	0	0	0
Total	67	74	35	99	77

Figure 240: 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.

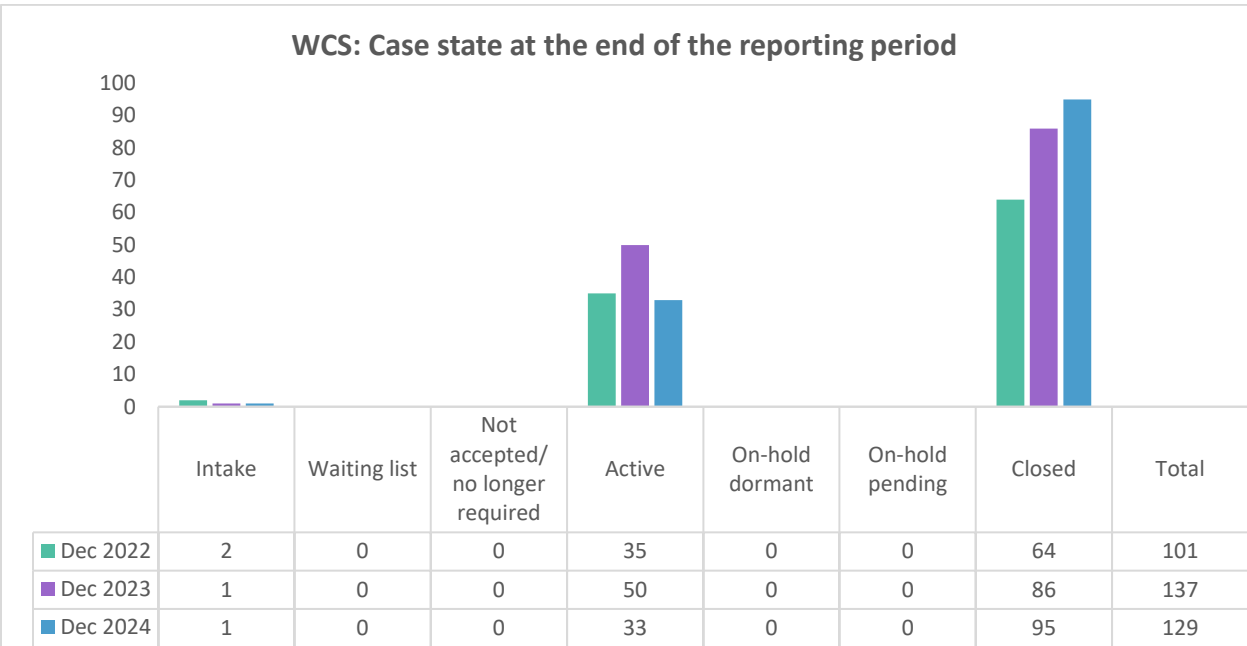


Figure 241: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 26% (33) of the cases worked with were still active. 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 2024

A total of 129 cases were worked with between January and December 2024.

WCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

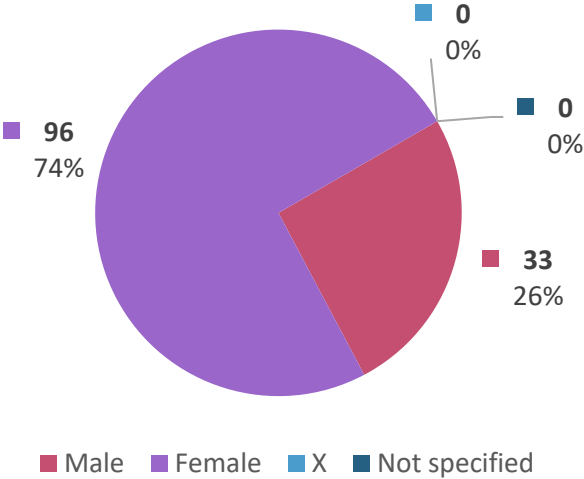


Figure 242: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest percentage of cases worked with were female (74%).

WCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

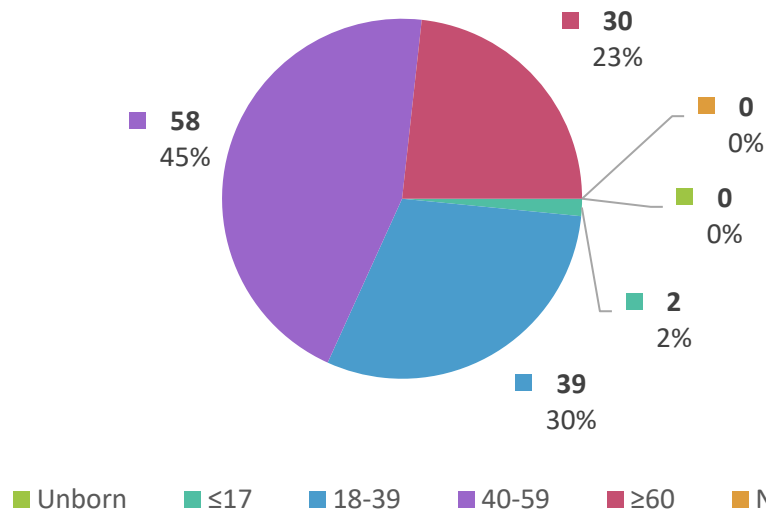


Figure 243: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. 2024, the highest percentage of cases worked with were ages 40 to 59 (45%).

WCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

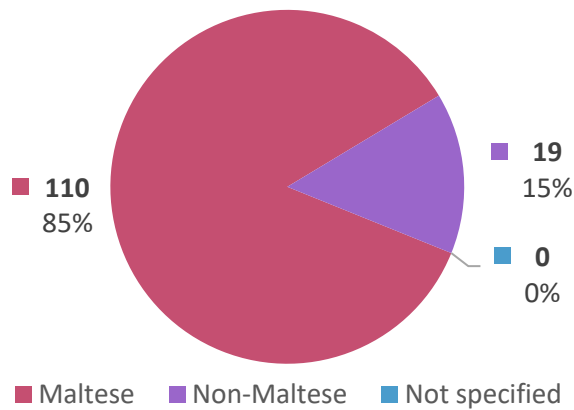


Figure 244: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 85% of the cases worked with were Maltese while non-Maltese made up 15% of cases.

WCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

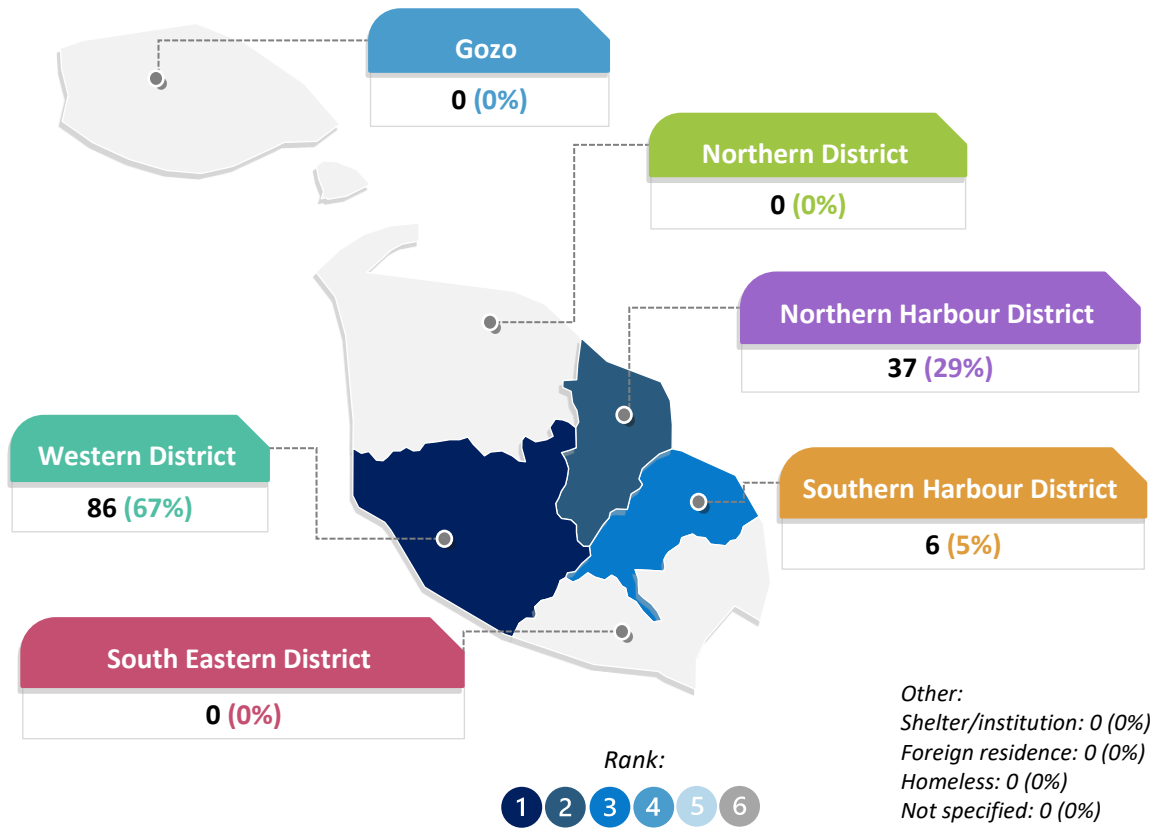


Figure 245: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily 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 Western District (67%) had the highest percentage of cases worked with in 2024.

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 **78** cases were opened between January and December 2024.

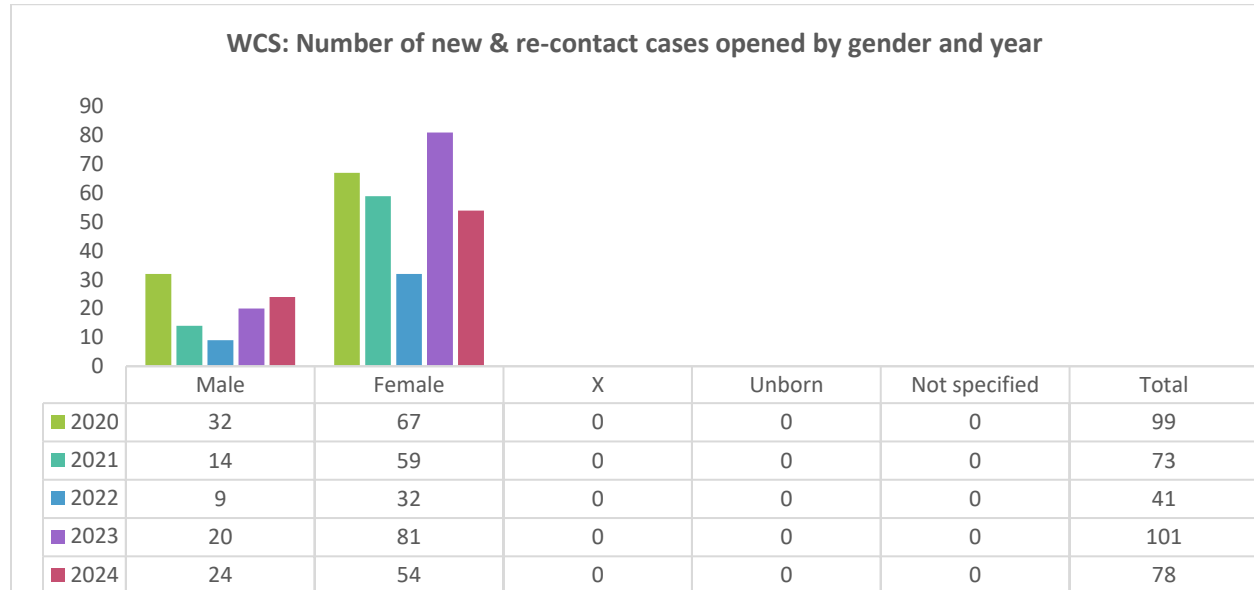
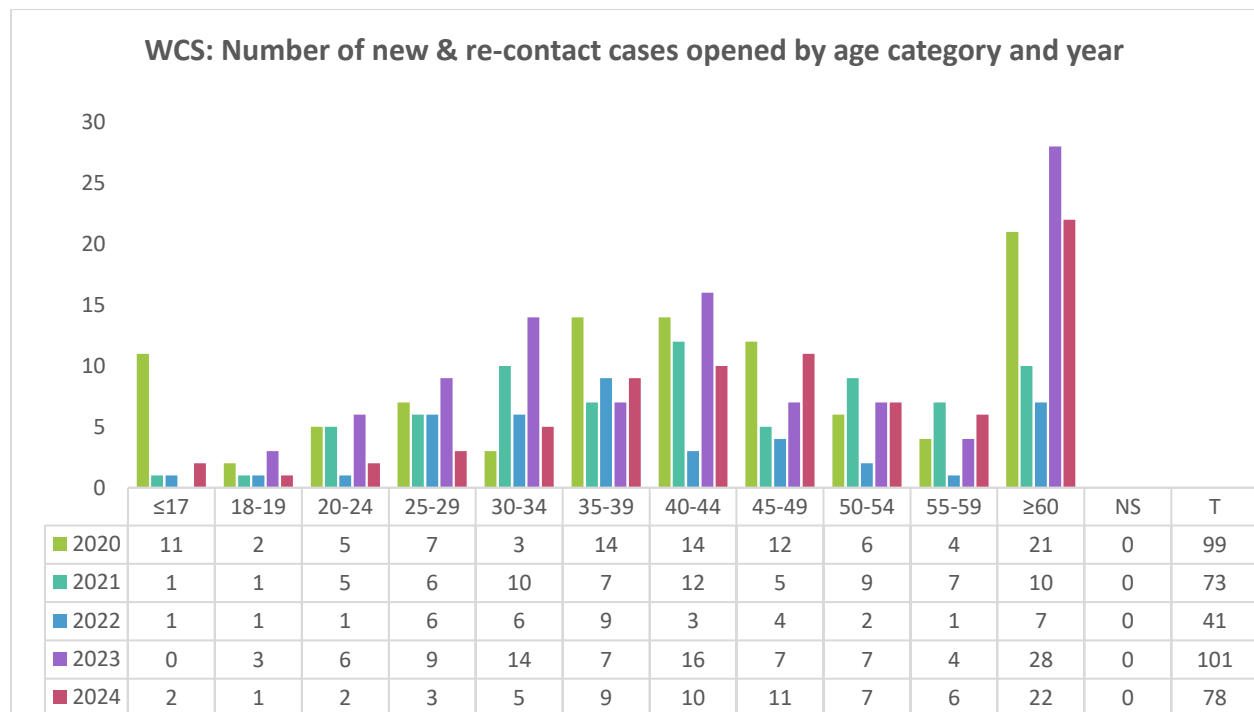


Figure 246: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (54).



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

Figure 247: 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 2024, the highest number of cases opened were ages 60 or over (22).

WCS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	2	0	0	0	2
18-19	0	1	0	0	0	1
20-24	0	2	0	0	0	2
25-29	1	2	0	0	0	3
30-34	0	5	0	0	0	5
35-39	3	6	0	0	0	9
40-44	4	6	0	0	0	10
45-49	2	9	0	0	0	11
50-54	3	4	0	0	0	7
55-59	1	5	0	0	0	6
≥60	10	12	0	0	0	22
Not specified	0	0	0	0	0	0
Total	24	54	0	0	0	78

Figure 248: 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.

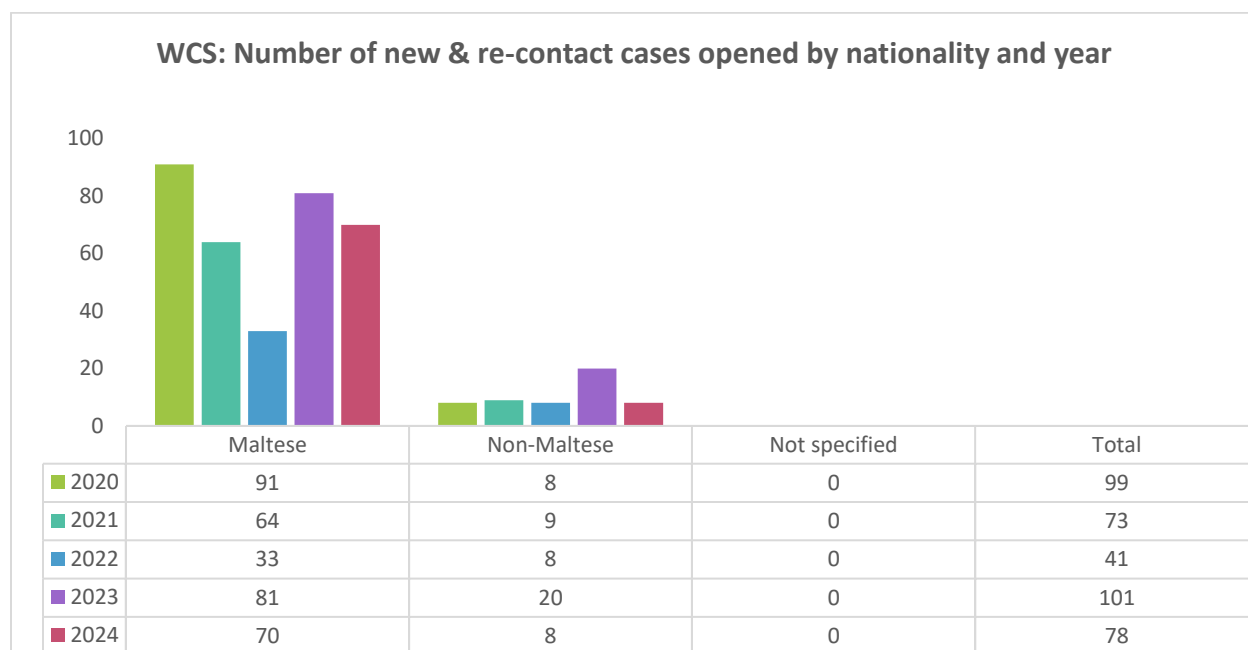
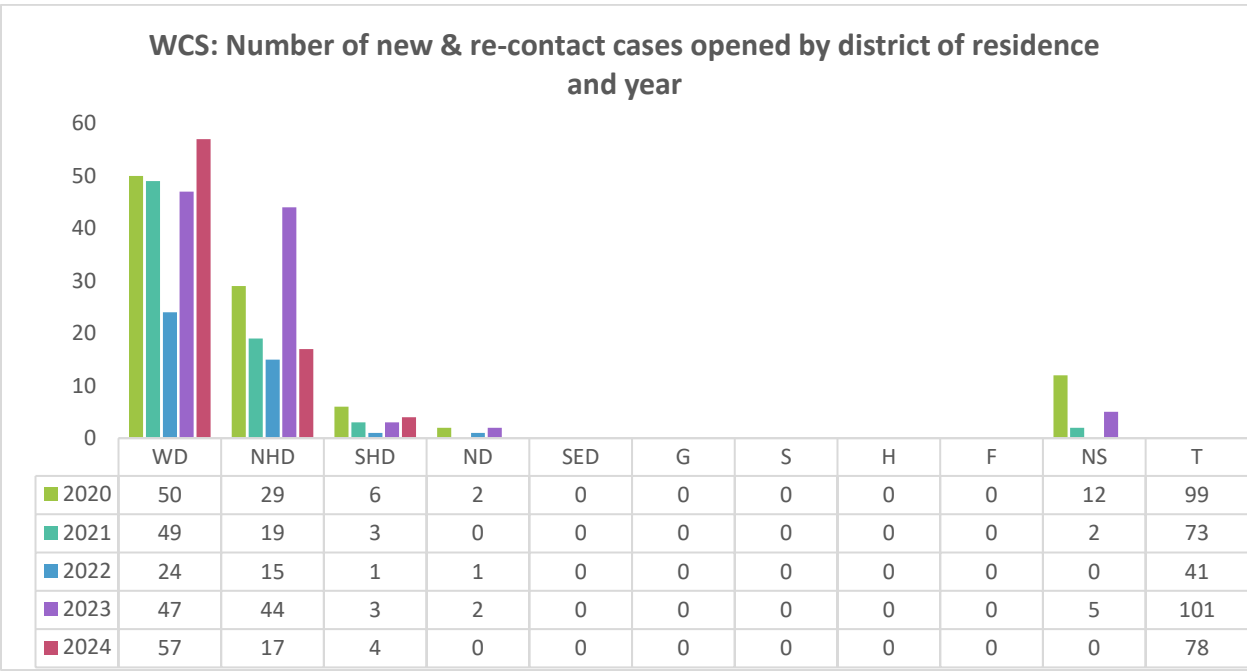


Figure 249: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 70 cases opened were Maltese while 8 cases were non-Maltese.



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 250: 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 Western District (57) had the highest number of cases opened in 2024.

Community Services: Zabbar (ZCS)

Case activity

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

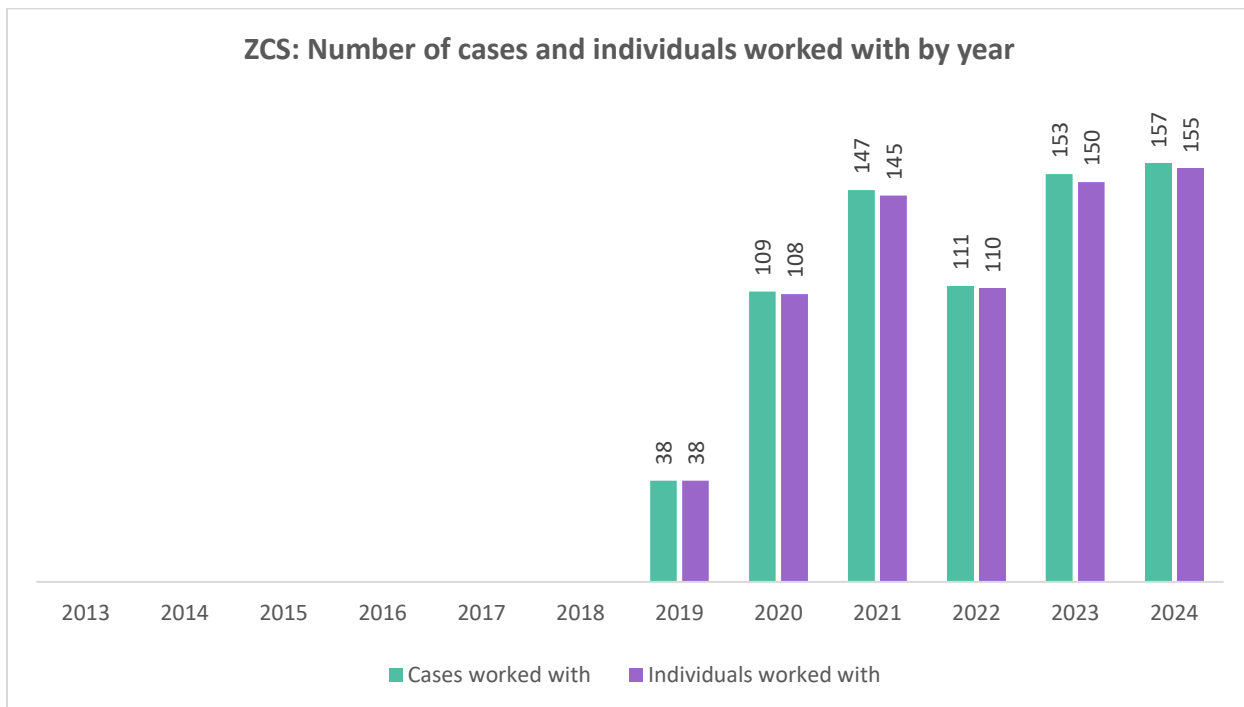


Figure 251: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2024, 157 cases and 155 individuals were worked with compared to 153 and 150 respectively in 2023.

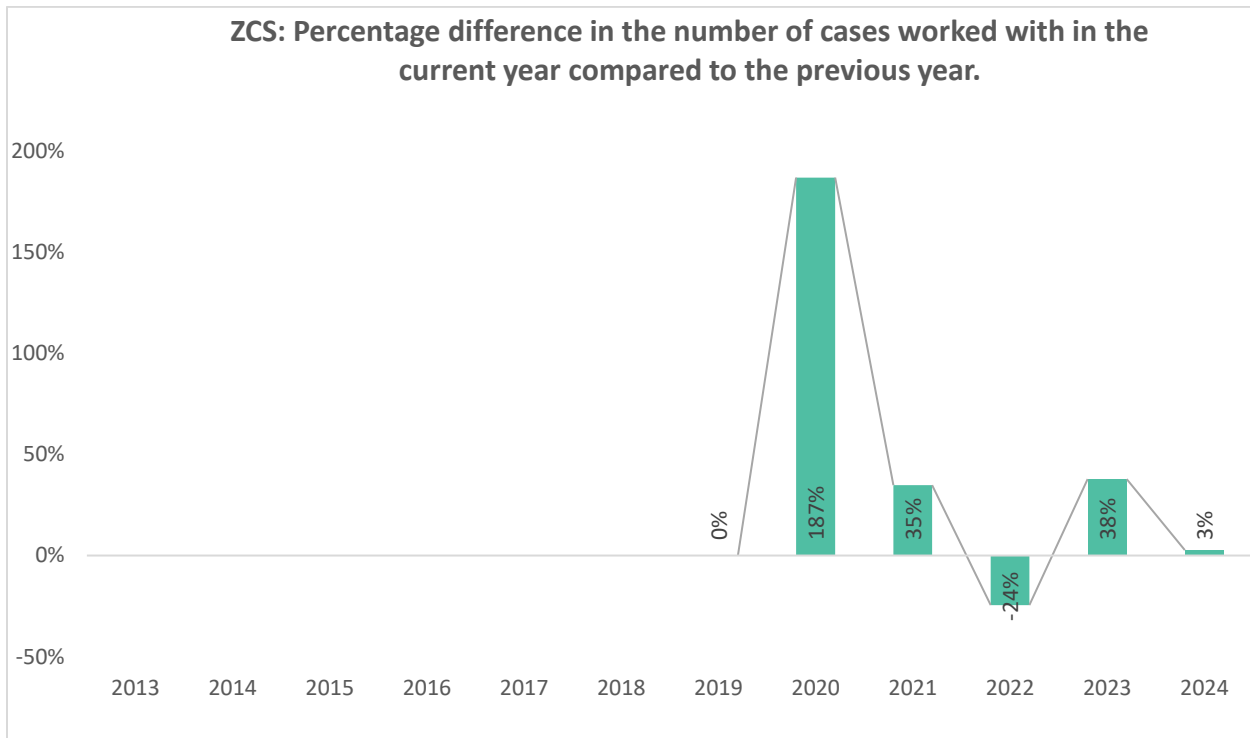


Figure 252: The percentage difference for the number of cases worked with between the reported year and the year before is seen in the figure above. For instance, the number of cases worked with decreased by 24% in 2022 over 2021. The expansion or contraction of the personnel base, increased public awareness 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.

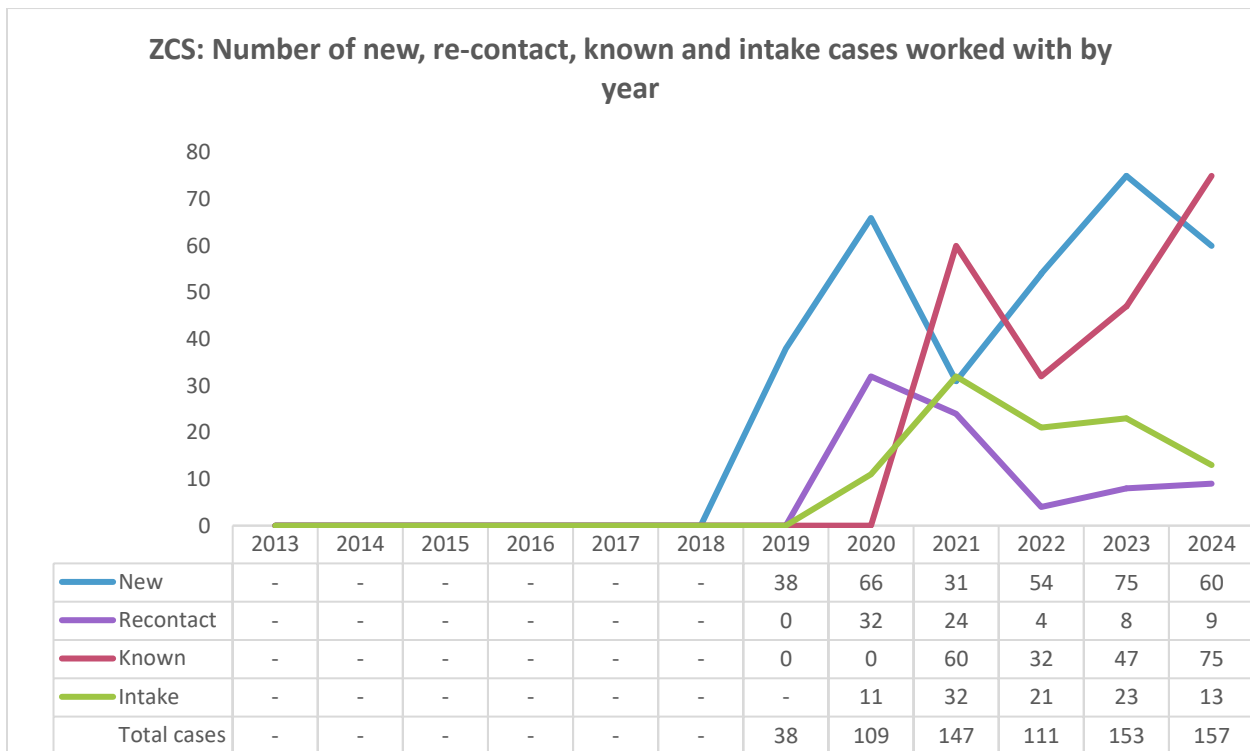


Figure 253: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system. Also, with the introduction of a new online system, all known cases had to be re-inputted in 2020 and these were automatically registered as new.

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

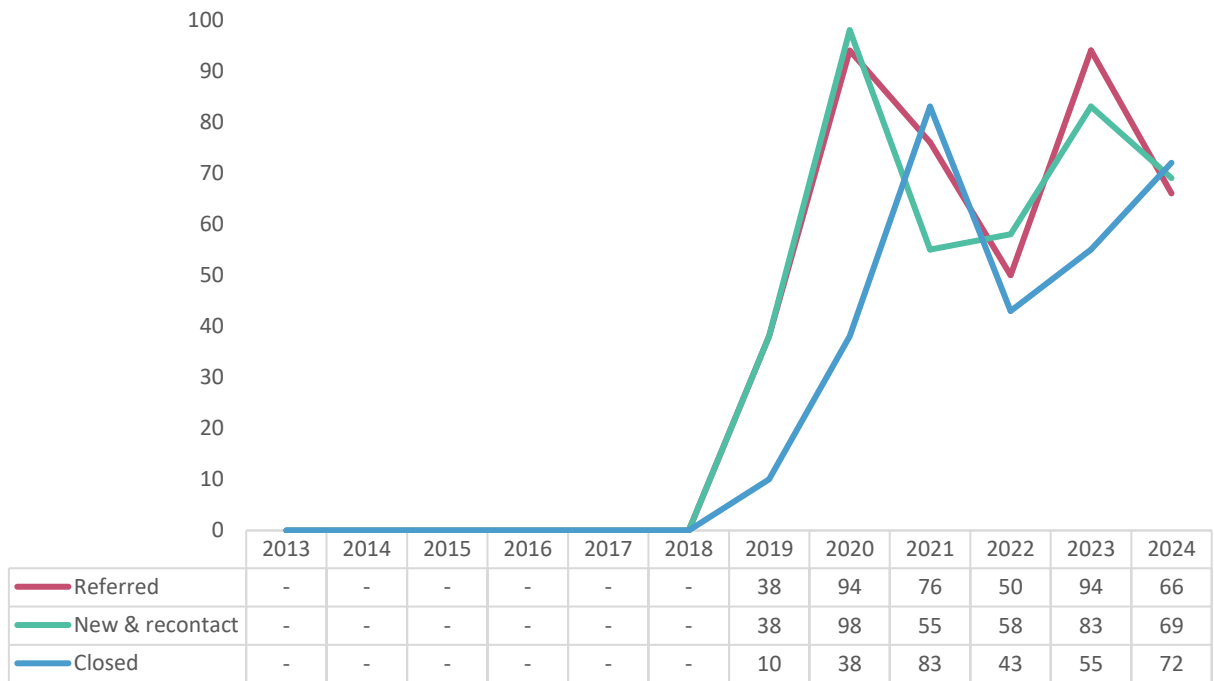


Figure 254: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 253 for breakdown of new & recontact cases). In 2024, 66 cases were referred, 69 new & recontact cases opened, and 72 cases closed.

ZCS: Waiting list at the end of the reporting period

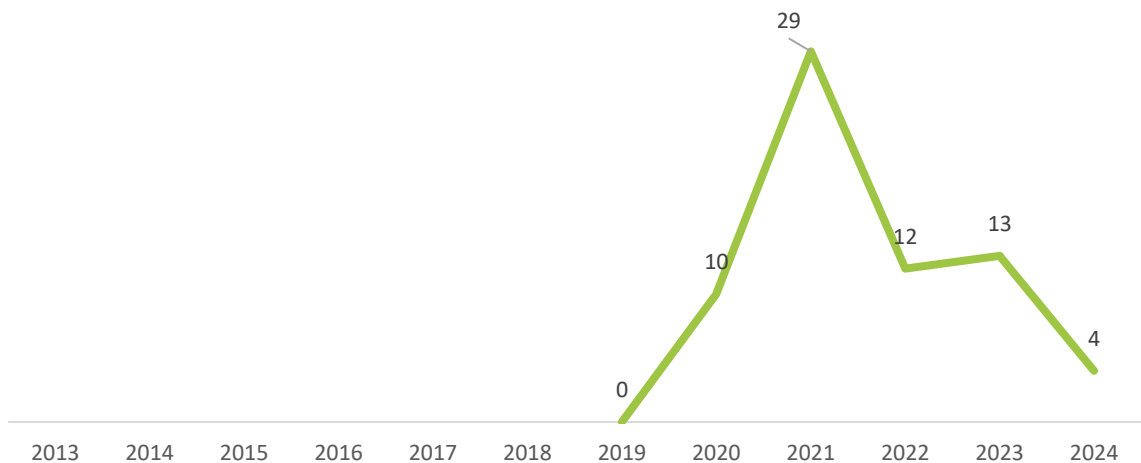


Figure 255: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

ZCS: Number of referred cases by primary problem and year					
	2020	2021	2022	2023	2024
Addictive behaviour problems	0	0	1	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	8	2	-	-	-
Bereavement	0	0	1	0	0
Child abuse	2	2	0	1	0
Child care or access	0	9	2	0	2
Delinquency	0	0	0	0	0
Disability related issues	0	1	0	0	1
Domestic violence	3	0	1	0	1
Eating disorder	0	0	0	0	0
Elderly needs	1	1	1	0	0
Employment issues	1	8	4	5	6
Family relations/relationships	11	2	3	7	6
Financial difficulties	21	13	9	17	12
Fostering or adoption	0	1	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	3	2	1	3	0
Homeless	4	2	2	21	10
Housing problems	10	4	6	3	5
Human trafficking	0	0	0	0	0
Lack of support or guidance	11	8	5	12	9
Legal issues	0	3	0	0	0
Loneliness	1	3	0	2	0
Marital problems	1	0	1	3	1
Mental health issues	9	5	6	7	5
Migrant related issues	0	0	0	1	2
Oppositional defiant behaviours	-	-	0	0	0
Parenting skills/child-parent relationship	-	-	5	7	4
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	1	0	0	0
Relationship problems	0	2	1	3	2
School related problems	2	0	0	0	0
Self-harm or suicide	0	2	0	1	0
Separation related issues	2	2	1	1	0
Sex work related issues	0	0	0	0	0
Other	3	3	0	0	0
None specified	1	0	0	0	0
Total	94	76	50	94	66

Figure 256: 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.

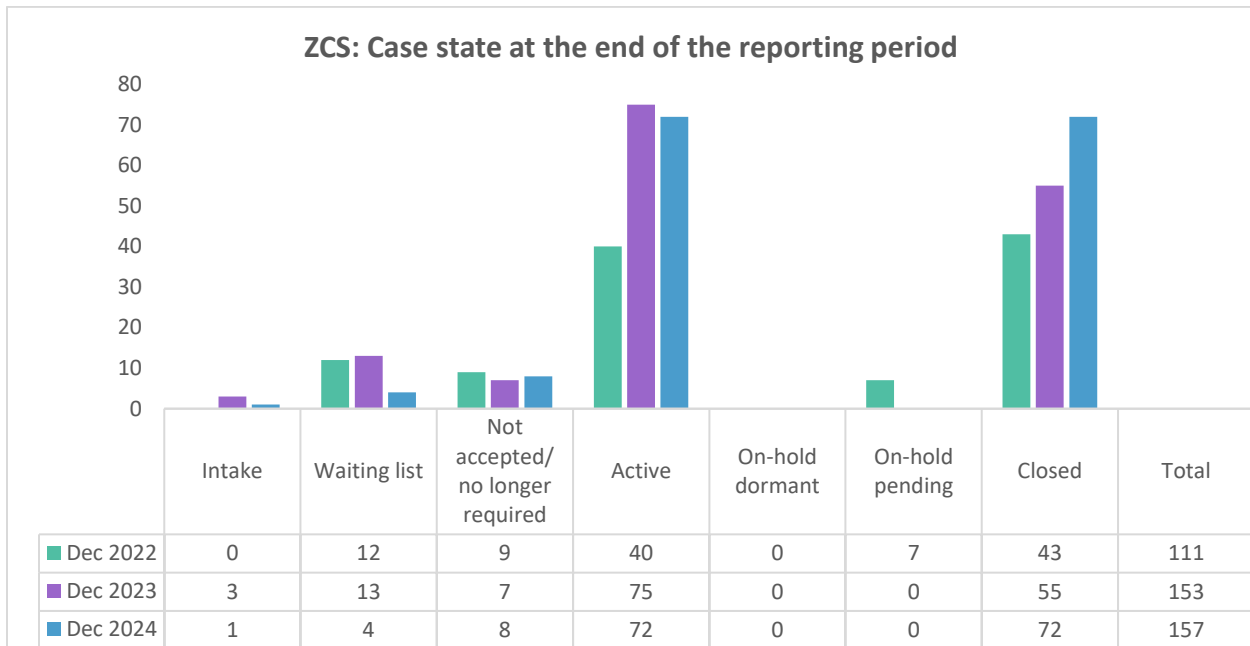


Figure 257: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of 2024, 46% (72) of the cases worked with were still active. 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 2024

A total of **157** cases were worked with between January and December 2024.

ZCS: Cases worked with Jan-Dec 2024 by gender (no. & %)

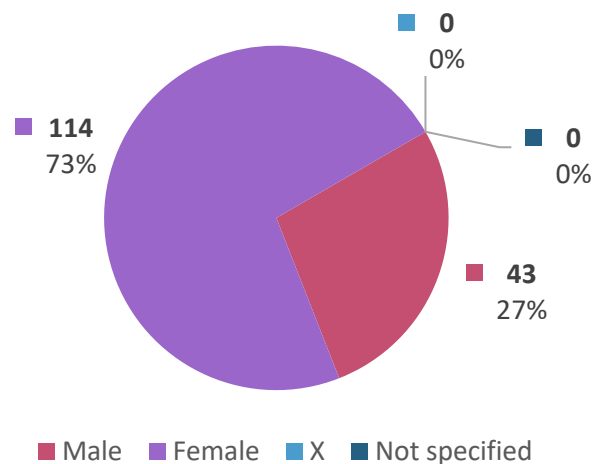


Figure 258: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. 2024, the highest percentage of cases worked with were female (73%).

ZCS: Cases worked with Jan-Dec 2024 by age category (no. & %)

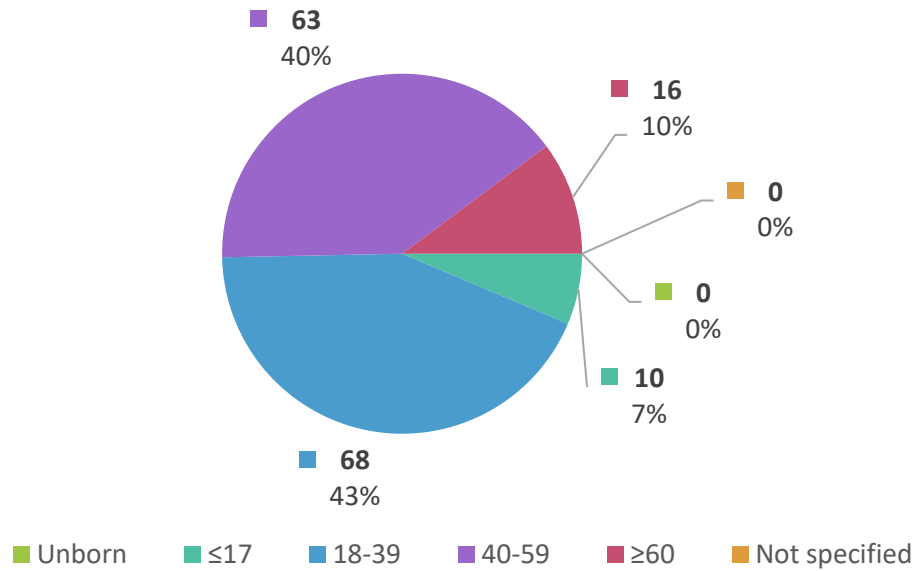


Figure 259: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2024, the highest percentage of cases worked with were ages 18 to 39 (43%).

ZCS: Cases worked with Jan-Dec 2024 by nationality (no. & %)

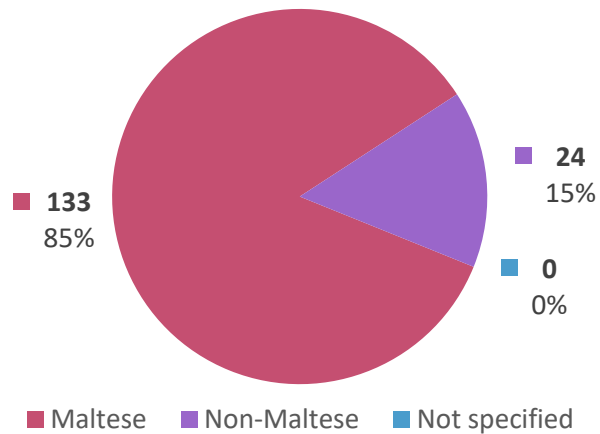


Figure 260: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2024, 85% of the cases worked with were Maltese while non-Maltese made up 15% of cases.

ZCS: Cases worked with Jan-Dec 2024 by district of residence (no. & %)

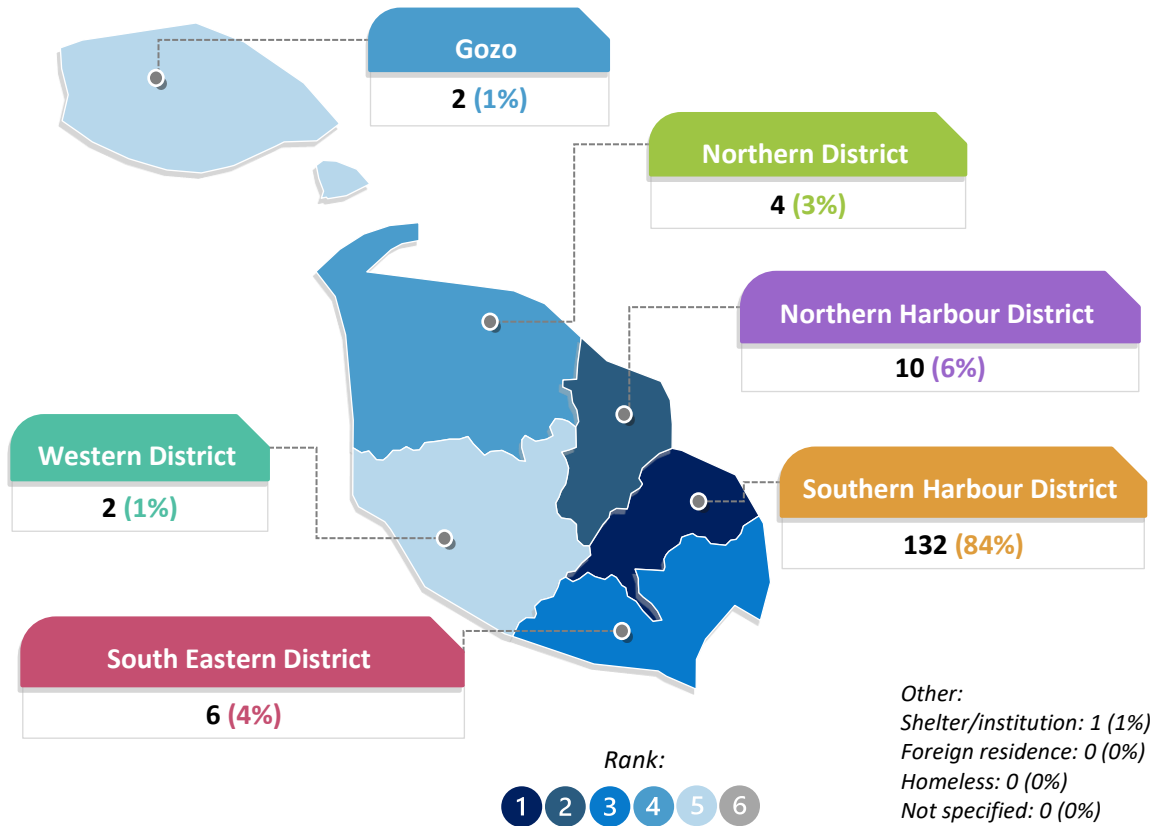


Figure 261: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (84%) had the highest percentage of cases worked with in 2024.

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 **69** cases were opened between January and December 2024.

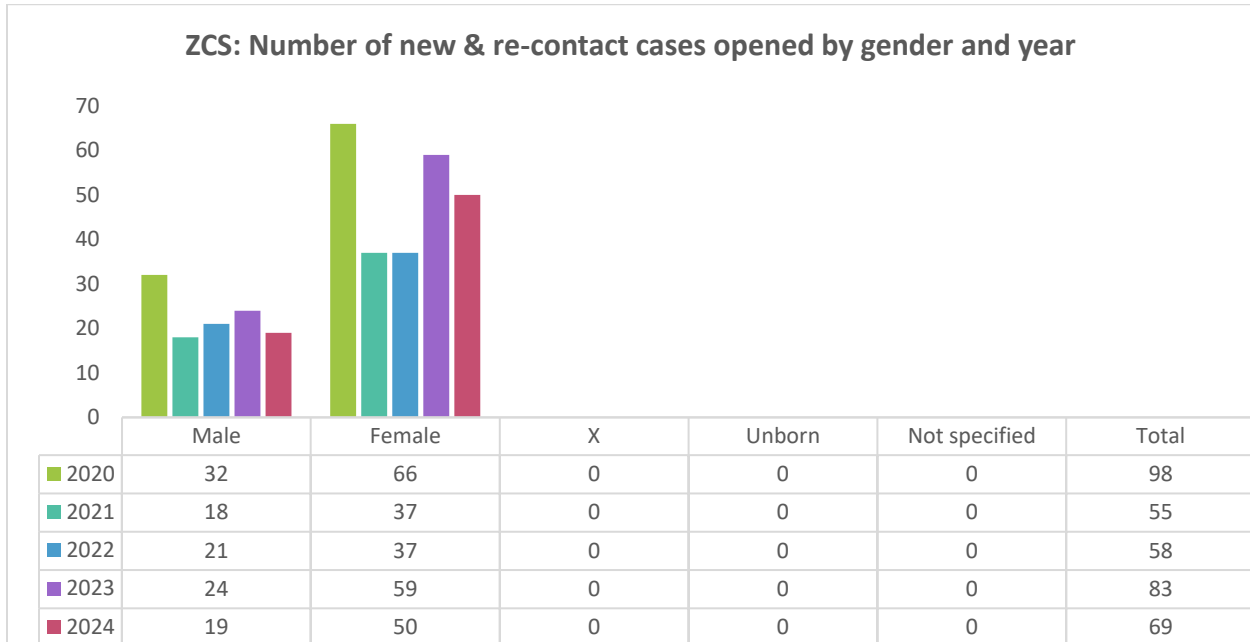
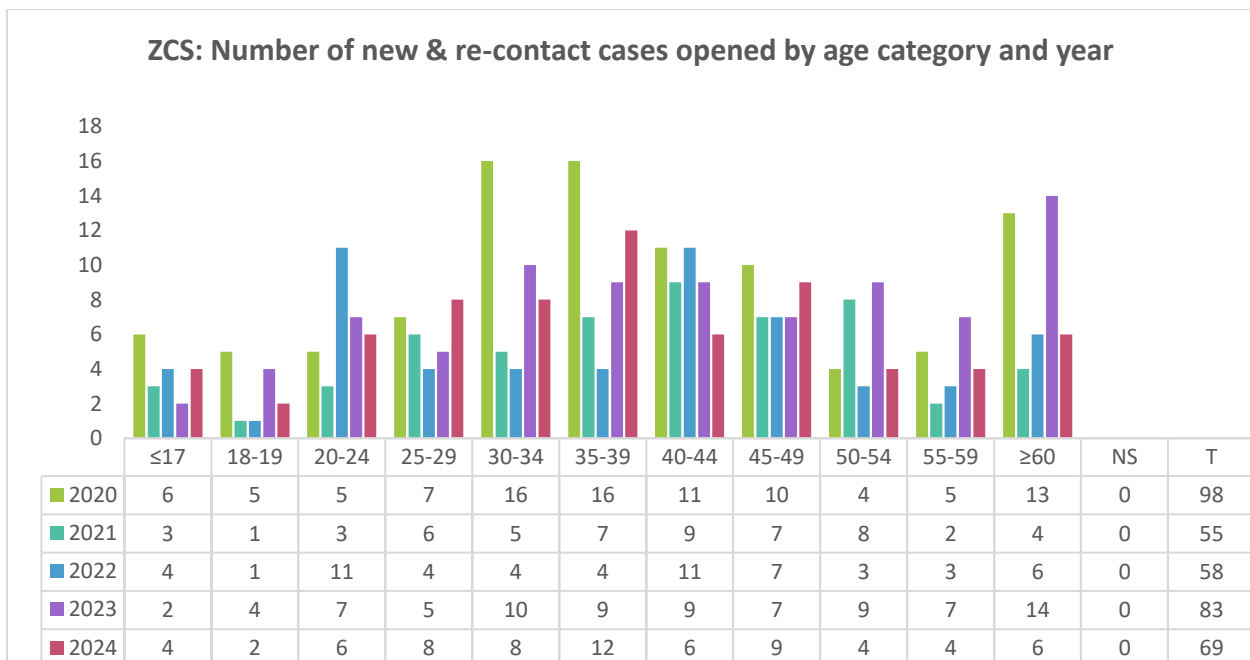


Figure 262: The figure above classifies the gender of the service user whose case was opened in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person utilised when referring to themselves. In 2024, the highest number of cases opened were female (50).



Graph Key: NS = Not Specified; T = Total

Figure 263: 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 2024, the highest number of cases opened were ages 35 to 39 (12).

ZCS: Number of new & re-contact cases opened by age category and gender January – December 2024						
	Male	Female	X	Unborn	Not specified	Total
≤17	2	2	0	0	0	4
18-19	0	2	0	0	0	2
20-24	1	5	0	0	0	6
25-29	2	6	0	0	0	8
30-34	3	5	0	0	0	8
35-39	1	11	0	0	0	12
40-44	3	3	0	0	0	6
45-49	4	5	0	0	0	9
50-54	0	4	0	0	0	4
55-59	1	3	0	0	0	4
≥60	2	4	0	0	0	6
Not specified	0	0	0	0	0	0
Total	19	50	0	0	0	69

Figure 264: 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.

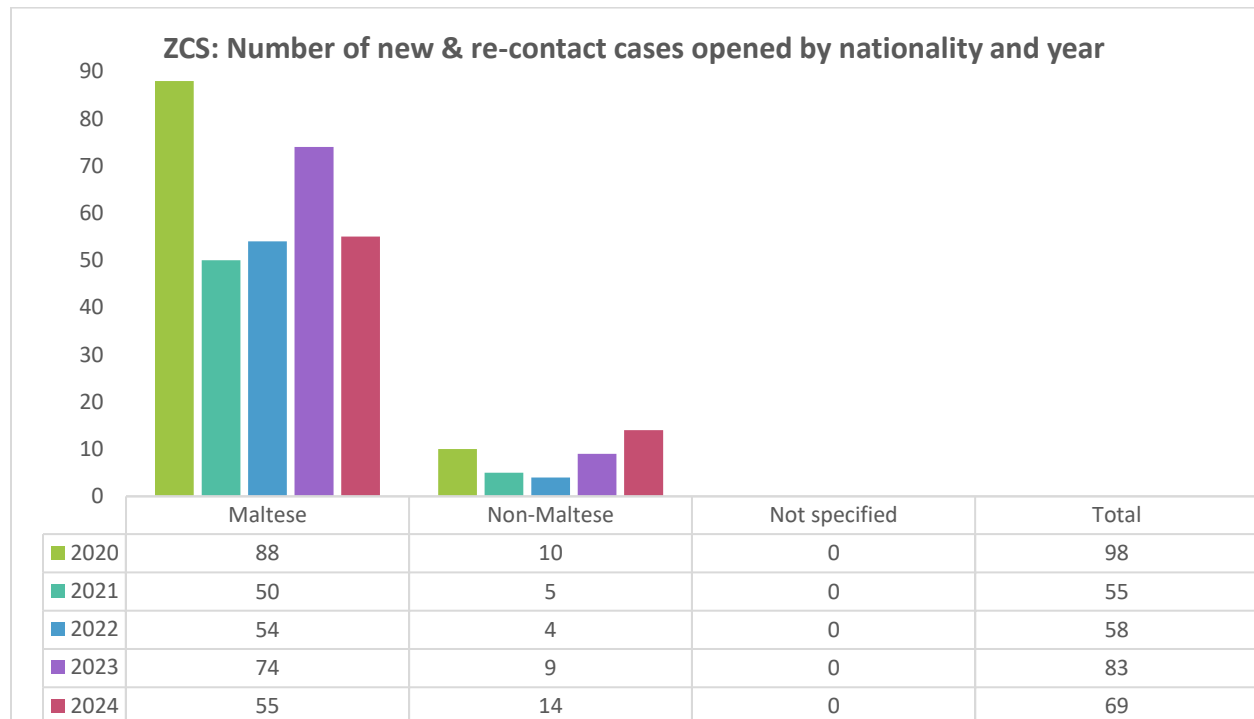
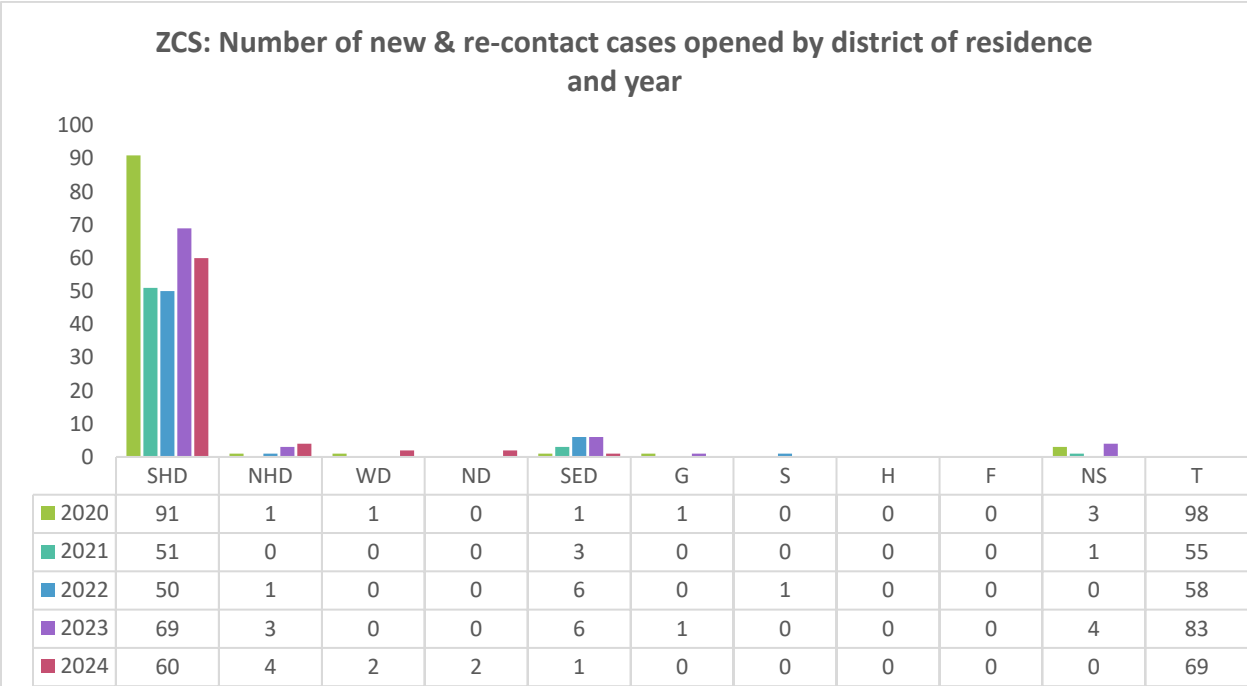


Figure 265: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. Only data for new & re-contact cases opened in the reported period are provided. In 2024, 55 cases opened were Maltese while 14 cases were non-Maltese.



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 266: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. The Southern Harbour District (60) had the highest number of cases opened in 2024.

Appendix

Service descriptions

Service	Description
Home Based Therapeutic Services (HBTS)	This service is an outreach service offering therapeutic support and parenting to multi-stressed families within their communities.
Therapeutic Services	The aim of the service (previously known as Psychological Services) is to provide service users and their significant others with psychotherapeutic interventions, family therapy, to provide consultancy and to carry out staff supervision.
Incredible Years Programme (IY)	The programme places an emphasis on helping parents' interactions with their children become more positive and on preventing and treating child problem behaviours. The programme is only offered in Malta and is not offered in Gozo.
Community Services (CS)	The aim of these services is to provide generic and community social work interventions to the specific communities it serves, whilst also providing community mentoring services on a regional basis to all communities in Malta. The services adopt a community development approach to support the service users they work with.
Community Development	This service aims to empower community members and create stronger and more connected communities.

Glossary of terms

Variable	Definition
Cases worked with	The total number of service user cases that were new, re-contact or known in the reporting year and intake cases still on intake at the end of the reporting period. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example, 1 individual may have re-contacted the service 3 times in the same year and would account for 3 cases worked with in the same year.
Individuals worked with	The total number of individual service users whose case was new, re-contact or known at least once in the year and intake cases still on intake at the end of the reporting period. This excludes cases re-opened in the same year for the same person.
New case	A case that was opened or activated for the first time ever within the reporting year and that was never previously worked with.
Re-contact case	A case that was worked with and closed in the past and has been re-activated or re-opened within the current reporting year.
Known case	Cases that were activated or opened in the previous reporting years and that are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Intake case	When a case is referred to the service it is placed on intake (intake is the initial state for every case). At this stage information is gathered to address any immediate needs and to determine whether a case will be assigned to a professional, placed on the waiting list, opened, or closed from intake. If a

	case is not a known case or opened case within the reporting period it remains an intake case.
Waiting list	Intake cases are placed on the waiting list when it is determined that the person would benefit from accessing the service, but the service cannot be provided immediately. This can be due to various factors such as, but not limited to, space limitations, further assessments required or further feedback from the service user is required.
Referred case	When a case was referred to the unit. A referral is when an individual's details have been given to the services by another person or the service users themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred and placed on a waiting list or not taken up because the service was not appropriate for the person's needs.
New & re-contact case	When a case was opened or allocated. This includes new cases (first ever contact with the service) and re-opened cases (cases worked with in the past) and so the same individual may be seen more than once in a year.
Closed case	When a case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the same year.
Case state	The state of the case at the end of the reporting period. Cases can be active, closed, intake, on-hold, waiting list or not accepted/no longer required. For example, a case may start the reporting period as a known active case but by the end of the reporting period, the case was closed so the case state is now reported as closed.
Active state	A case state where the case was opened in the year and still open by the end of the reporting period.
Closed state	A case state where the case was opened in the year but closed by the end of the reporting period.
Intake state	A case state where the case was on intake in the year and still on intake by the end of the reporting period.
On-hold state	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: <ul style="list-style-type: none"> - 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.
Waiting list state	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.
Not accepted/no longer required state	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.
Global/family cases	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: <ul style="list-style-type: none"> - 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.
Ghost cases	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.

Gender	Gender is reported as male, female, X, unborn or not specified. "X" means a gender that is not exclusively male nor female. Unborn refers to service users still existing in the mother's womb.
Primary problem	Service users often present a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the service user or the professional.
Not specified	A variable that cannot be specified since the information is not available or the service user was unwilling to provide the information.
Other	Treatment, issue or location not elsewhere specified.

Primary problems

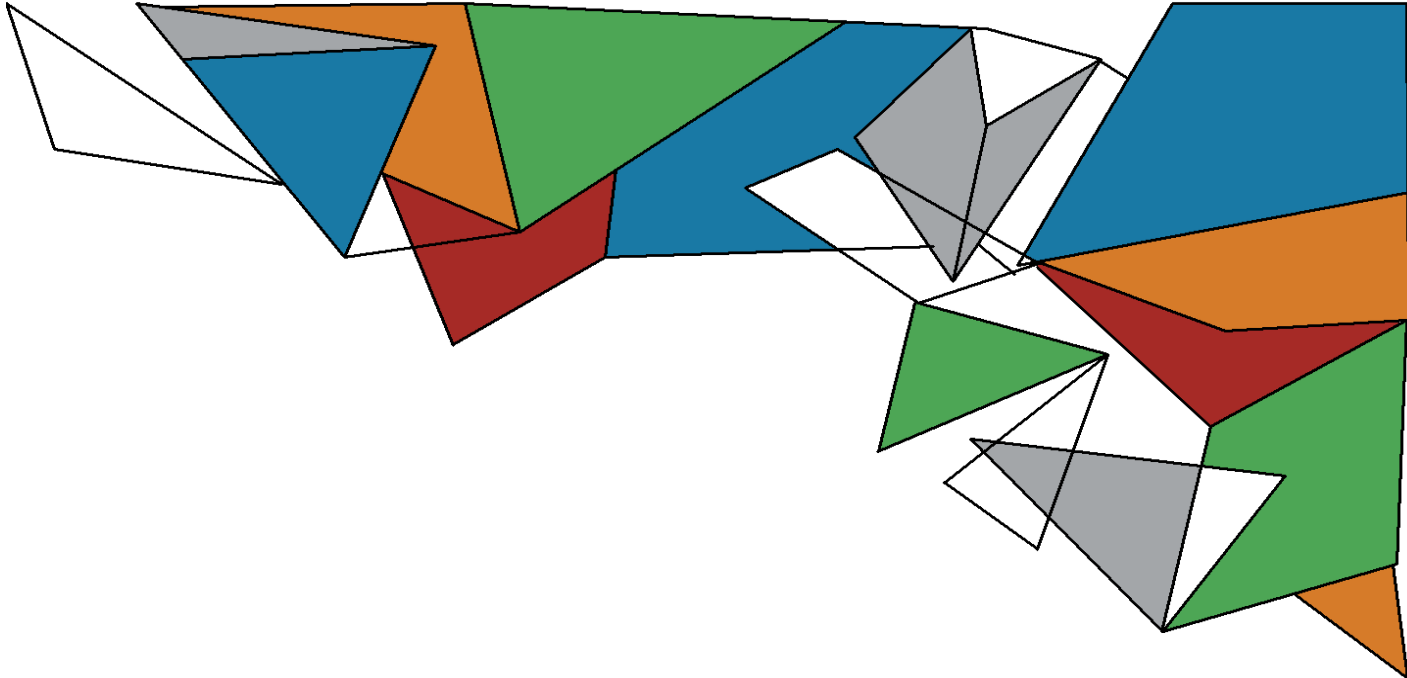
Variable	Definition
Addictive behaviour problems	Behaviours which involve compulsive seeking and taking of a substance or performing of an activity despite negative or harmful consequences. The most common forms of addictive behaviours are drug or alcohol use, gambling, and technology use.
Assault/rape/harassment/sexual abuse	Forms of abuse suffered by an adult which consists of assault, rape and/or sexual abuse as well as forms of harassment (which is unwelcome conduct that is based on race, colour, religion, sex, national origin, age, disability, or genetic information).
Behaviour problems	Symptomatic expression of emotional or interpersonal maladjustment especially in children which often manifests in non-person directed behaviours (e.g. damage to property, hyperactivity, stealing, inappropriate sexualised behaviour, destruction of clothing, incontinence, lack of awareness of danger, and withdrawal), aggressive or violence behaviours (e.g. biting and scratching, hitting, pinching, grabbing, hair pulling, throwing objects, verbal abuse, screaming, spitting) and stereotyped behaviours (e.g. repetitive movements, rocking, repetitive speech and repetitive manipulation of objects.)
Bereavement	Bereavement is the period of grief and mourning after a death. Persons may experience grief as a mental, physical, social or emotional reaction.
Child abuse	Child abuse is emotional and/or psychological maltreatment, physical, sexual, or neglect of a child, especially by a parent or a caregiver. This also includes cases where there was abuse in the past and there is a risk of abuse re-occurring.
Child care or access	Involves issues with the current care of a child (e.g. due to admission to hospital, need for care during working hours etc) and also restricted access to a child (e.g. SAV, separation cases, children in state care). Issues can also relate to care during placements or even potential placement breakdown including the need for placement/admission or the quality of the placement provided.
Delinquency	Delinquency is a minor crime, especially one committed by a youth
Disability related issues	A person with a disability is someone who has a physical, visual, intellectual, hearing or psychological impairment that substantially impacts one or more major life activity.
Domestic violence	Domestic abuse violence (also referred to as "intimate partner violence"), can be defined as a pattern of behaviour in any relationship that is used to gain or maintain power and control over an intimate partner. Abuse is physical, sexual, financial, neglect of needs, emotional or psychological actions (e.g. threats, humiliations and blaming). This also includes cases where there was abuse in the past and there is a risk of abuse re-occurring. The abuse also includes gender based violence and honour based violence.
Eating disorder	Abnormal or disturbed eating habits such as anorexia nervosa and bulimia, to the extent that it is causing impairment to one's own or significant other's life.
Elderly needs	Needs of an elderly person such as care and equipment.
Employment issues	Issues concerning employment (including unemployment) such as harassment, working on black market, discrimination, wage abuse, safety issues etc.

Family relations/relationships	Problems are situations and difficulties that have a negative effect on the short and long term success of a relationships and the family relationships include nuclear, extended and reconstituted (also known as a blended family) families.
Financial difficulties	Issues concerning finances, either lack of (e.g. debt, or insufficient funds) or risk of losing financial security (e.g. lack of social security benefits or risk of losing such benefits).
Fostering or adoption	Fostering is the time when a child is placed under the care of a foster parent. Adoption is a process whereby a person assumes rights and responsibilities of another through legal means. Issues may arise relating to queries about the processes (e.g. how to become a foster parent), or issues regarding the process of becoming an adoptive parent/foster carer or even breakdowns during the fostering or adoption placements.
Gender related issues	Queries or concerns about sexual feelings or attractions and even gender dysphoria (i.e. experiencing of discomfort or distress because there is a mismatch between one's biological sex and one's gender identity).
Health related issues	Issues which arise as a result of having health related concerns (e.g. long-term illness) but it excludes disability and mental health issues. These could be access to medication/medical equipment, access to appropriate carers, hygiene related issues etc.
Homeless	Homelessness is the condition of people without a regular dwelling. The Homeless Service primarily works with individuals experiencing one of the following forms of homelessness: <ul style="list-style-type: none"> • Rooflessness (people living rough - in the streets, abandoned buildings etc); • Houselessness (people in accommodation for the homeless, in accommodation for migrants, people due to be released from institutions and people receiving long-term support due to homelessness); • Couch surfing: (people living temporarily with friends, sharing accommodation with others which is not secure); and • At risk of homelessness/Inadequate housing (people living in insecure tenancies, under threat of eviction or violence, living in unfit housing, non-conventional dwellings or in situations of extreme overcrowding.
Housing problems	Concerns regarding safety issues in the home or else difficulty finding alternative appropriate dwellings.
Human trafficking	The unlawful act of transporting or coercing people in order to benefit from their work or service, typically in the form of forced labour or sexual exploitation.
Lack of support or guidance	Persons who express a general lack of support or guidance with non-specific needs (e.g. lack of significant others to emotionally support the person in day to day stressors)
Legal issues	Issues concerning legal aspects such as finding legal advice, pending court cases, legal fees etc.
Loneliness	Loneliness is the state of distress or discomfort that results when one perceives a gap between one's desires for social connection and actual experiences of it.
Marital problems	Marital problems such as poor communication, lack of intimacy, lack of trust, infidelity issues and growing apart.
Mental health issues	Mental health conditions include mental disorders and psychosocial disabilities as well as other mental states associated with significant distress, impairment in functioning. Issues may arise when these mental health conditions (both diagnosed and undiagnosed) may substantially impact one or more major life activity.
Migrant related issues	Challenges migrants may face such as language/cultural barriers, discrimination, access to services, documentation issues etc.
Oppositional defiant behaviours	Consists of severe disobedient behaviours. They are behaviour problems consisting of severe tantrums, argumentativeness, easily angered, severely critical, impulsiveness, severe disobedience, and hostile behaviour towards authority figures.

Parenting skills/child-parent relationship	Issues or concerns about one's parenting style, parenting techniques, attachment/bonding and fears or concerns regarding current parent skills, disciplinary methods and the need to improve current skills.
Personality related issues	People with personality related issues often have a hard time understanding emotions and tolerating distress, or act impulsively and this makes it hard for them to relate to others, causing serious issues, and affecting their family life, social activities, work and school performance, and overall quality of life.
Pregnancy related issues	Difficulties accessing appropriate care, teenage pregnancy, fears relating to the pregnancy, and lack of preparation for the future child.
Relationship problems	Issues within the romantic relationship such as poor communication, lack of intimacy, lack of trust, or infidelity issues. It may also include conflict and issues between friends.
School related problems	Issues such as poor academic performance, lack of motivation for school, boredom with school work, school absenteeism, loss of interest in school work, or poor relationships with peers or teachers.
Self-harm or suicide	Self-injury behaviours such as cutting, head-banging, scratching, pulling, eye poking, picking, grinding teeth, eating things that aren't food and suicide or attempted suicide
Separation related issues	Separation occurs when couples or married partners stop living together and either put their marriage or relationship on hold or it is a stepping stone for marriage dissolution. A separation can be initiated informally, or there can be a legal separation with a formal separation agreement. Issues (e.g. animosity, conflict, anger, communication issues etc) concerning separation may be at initiation, during and even after the process.
Sex work related issues	Issues raised in relation to the sex work such as safety issues, health concerns, and longevity of career.

Maltese districts

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