

Agency for Community & Therapeutic Services



Yearly Statistical Report

February 2026



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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).

The data contained in this report is based on information submitted by the services to the FSWS Research Team in mid-January 2026. Where applicable, the report provides data on an individual service user level (i.e., number of individuals) as well as on multiple attendance of service users level (i.e., number of cases). 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 cases worked with and opened cases is also stratified by key socio-demographic variables (cases opened data are reported in Appendix A).

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.

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

Cases worked with Jan-Dec 2025:

3,152

Out of the 3,152 cases worked with between Jan-Dec 2025:

Gender:



66%
Female

Age category:

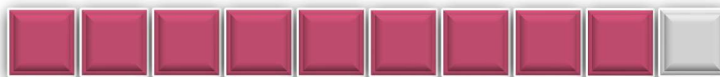


38%
18-39
years



38%
40-49
years

Nationality:



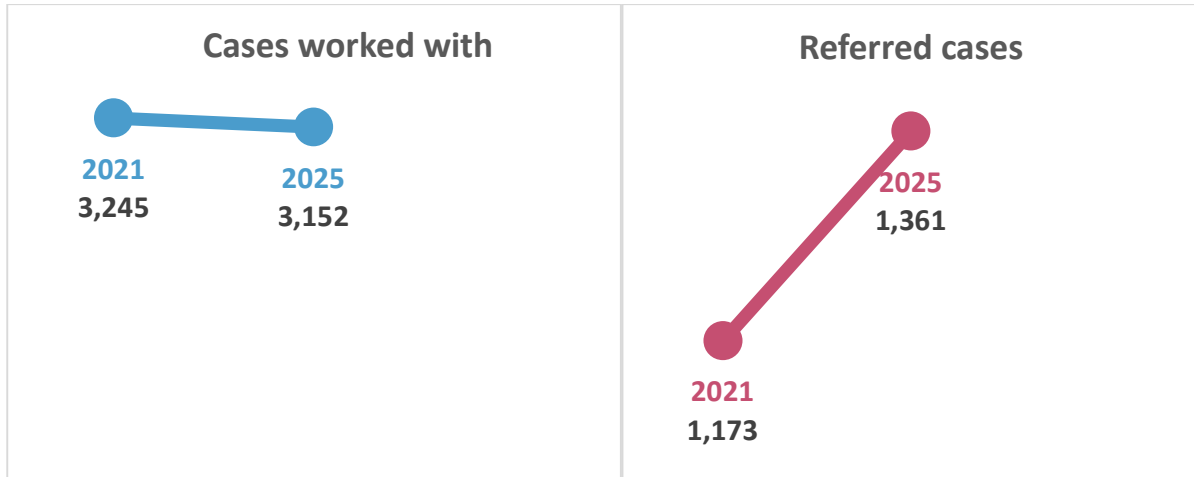
86%
Maltese

District:



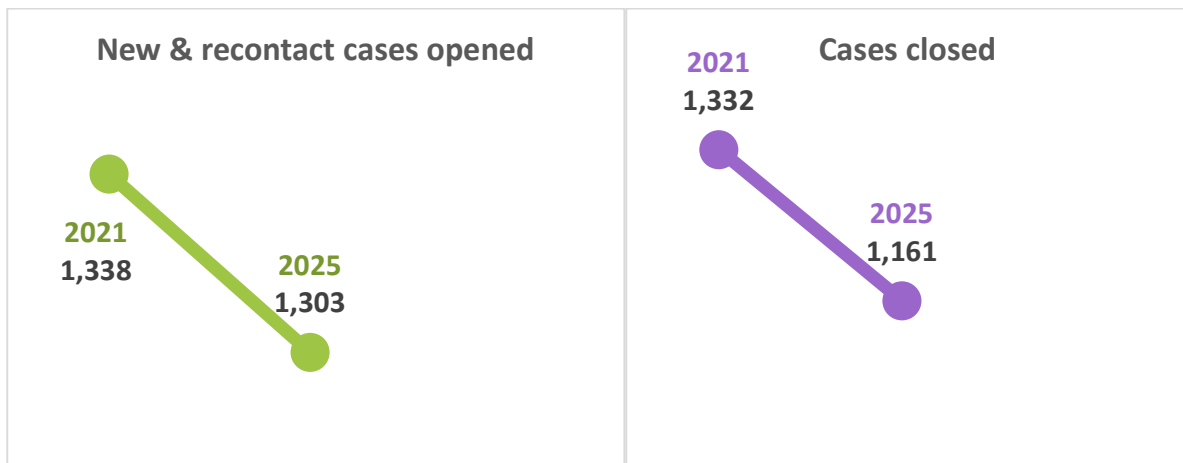
25%
Southern
Harbour

5-year comparison of case activity between 2021 and 2025:



3% decrease

16% increase



3% decrease

13% decrease

Note: data on the number of cases in 2021 and 2025 is presented to display changes over a complete five-year period.

Agency level data

This section provides information on an Agency level.

ACTS: 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 2025, 3152 cases and 2679 individuals were worked with compared to 3124 and 2647 respectively in 2024.

Case activity: Jan-Dec 2025

	Total cases worked with	Individuals worked with	Waiting list end Dec 2025
Home Based Therapeutic Service	387	386	0
Therapeutic Services	1371	1273	88
Incredible Years Programme	269	265	48
Community Services	1125	1105	31
Total	3152	-	167

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

A total of **3,152** cases were worked with between January and December 2025.

ACTS: Cases worked with Jan-Dec 2025 by gender (no. & %)

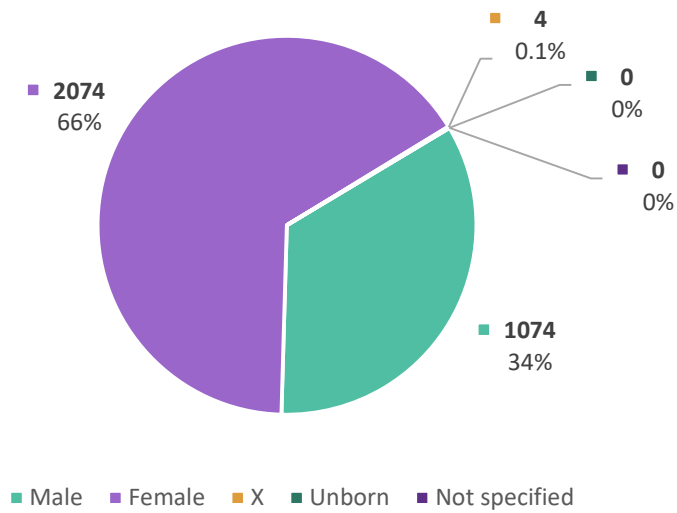


Figure 3: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (66%).

ACTS: Cases worked with Jan-Dec 2025 by age category (no. & %)

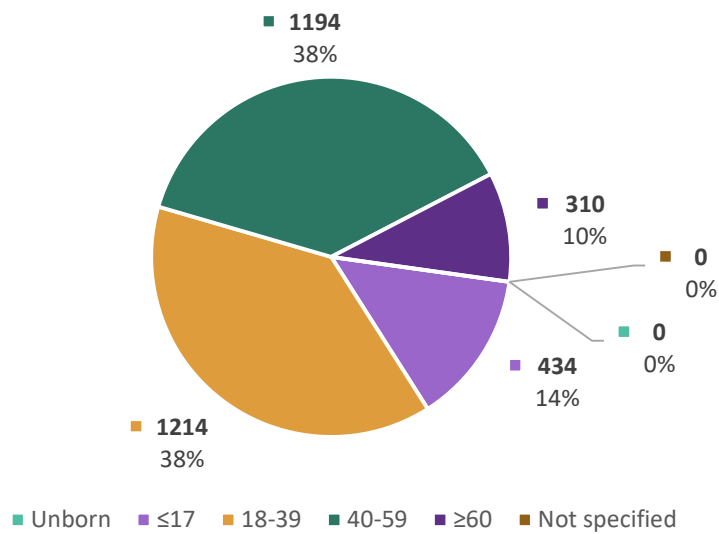


Figure 4: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (38%) and 40 to 59 (38%).

ACTS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

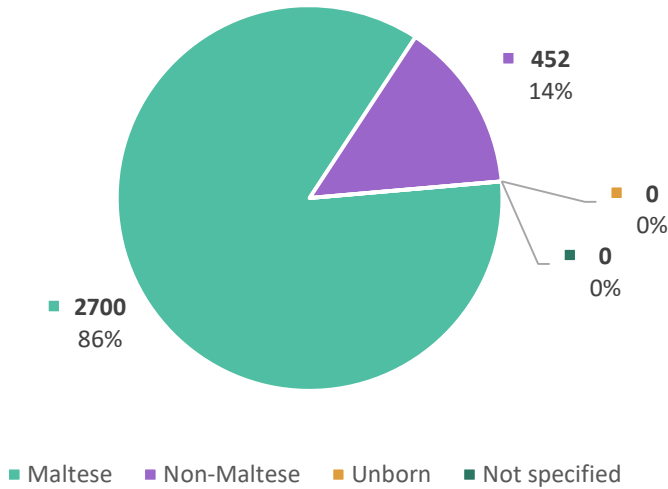
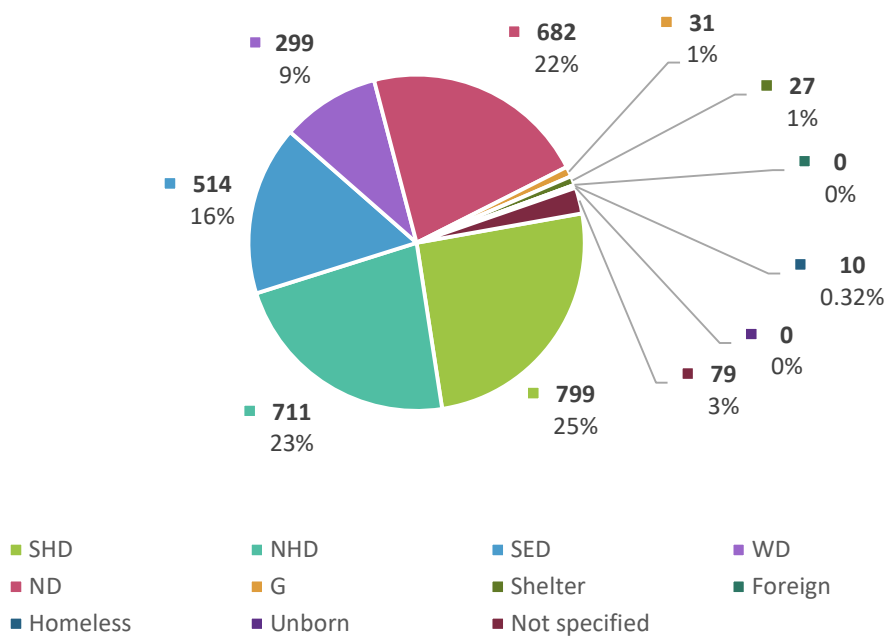


Figure 5: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 86% of the cases worked with were Maltese while non-Maltese made up 14% of cases.

ACTS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 6: 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 (25%) had the highest percentage of cases worked with in 2025.

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

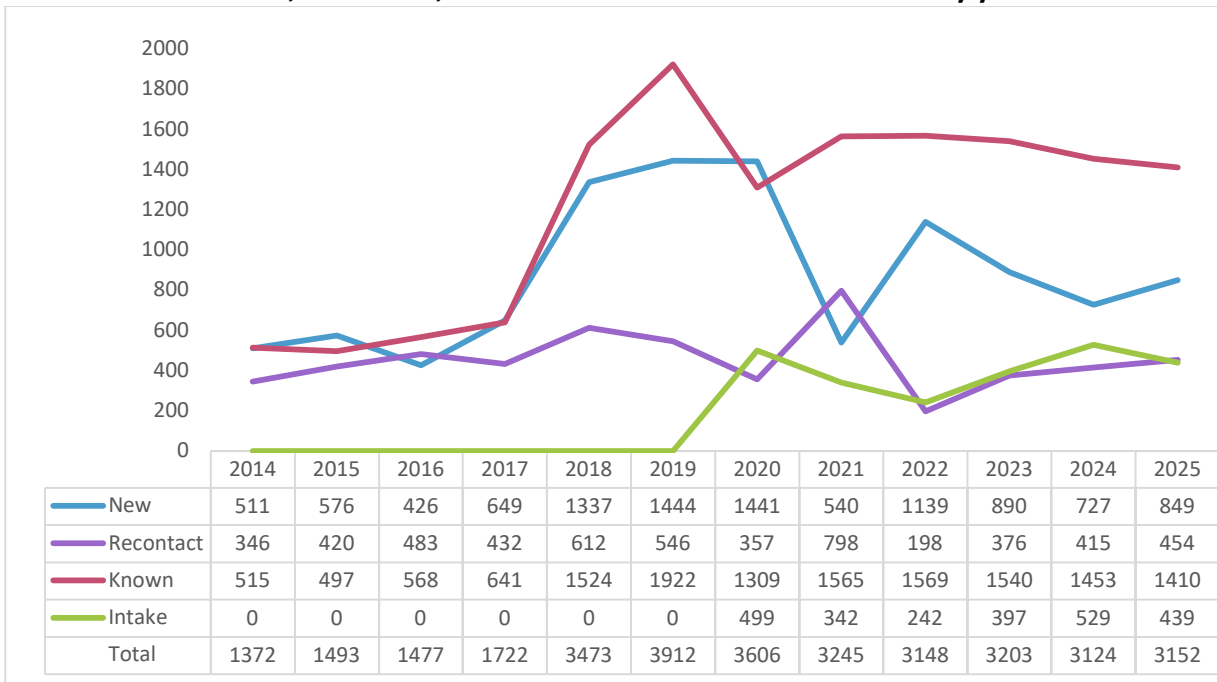


Figure 7: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online 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.

ACTS: Case state at the end of the reporting period

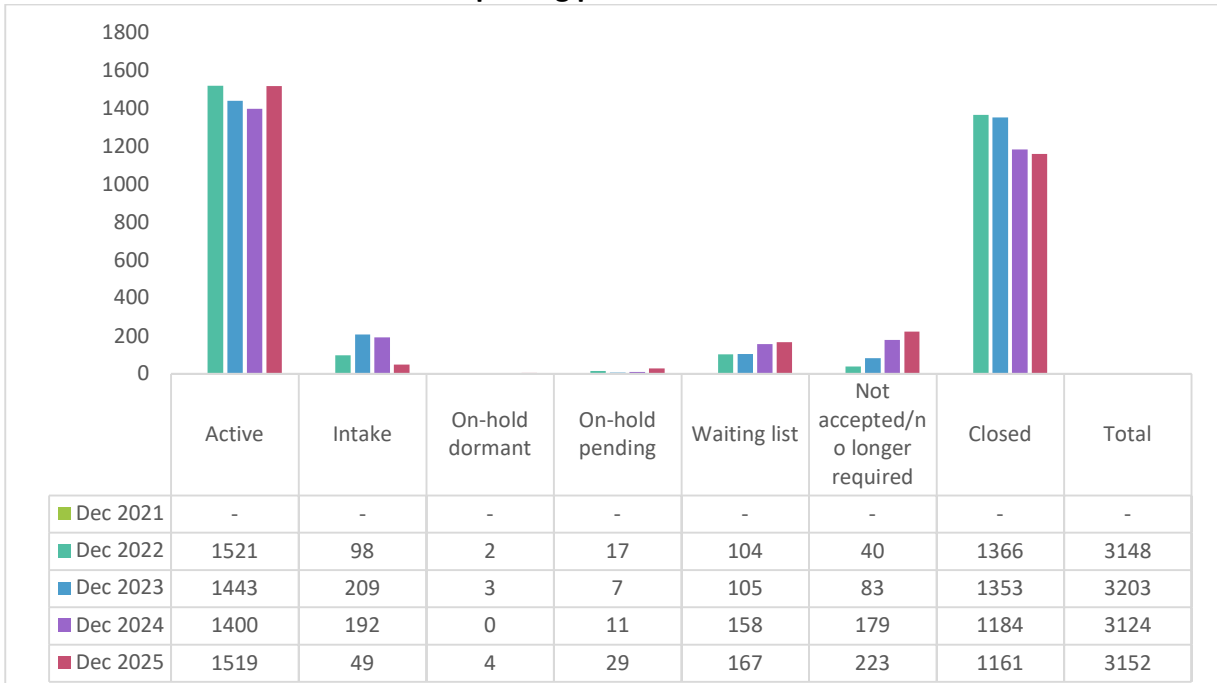


Figure 8: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 48% (1519) 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.

ACTS: Waiting list at the end of the reporting period

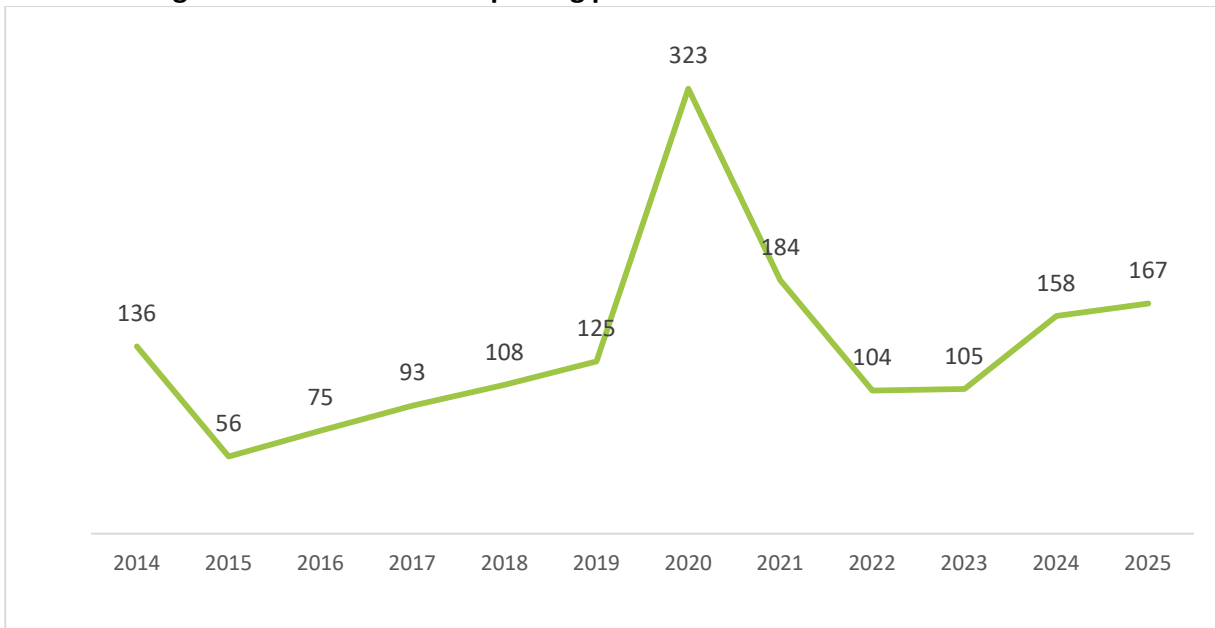


Figure 9: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

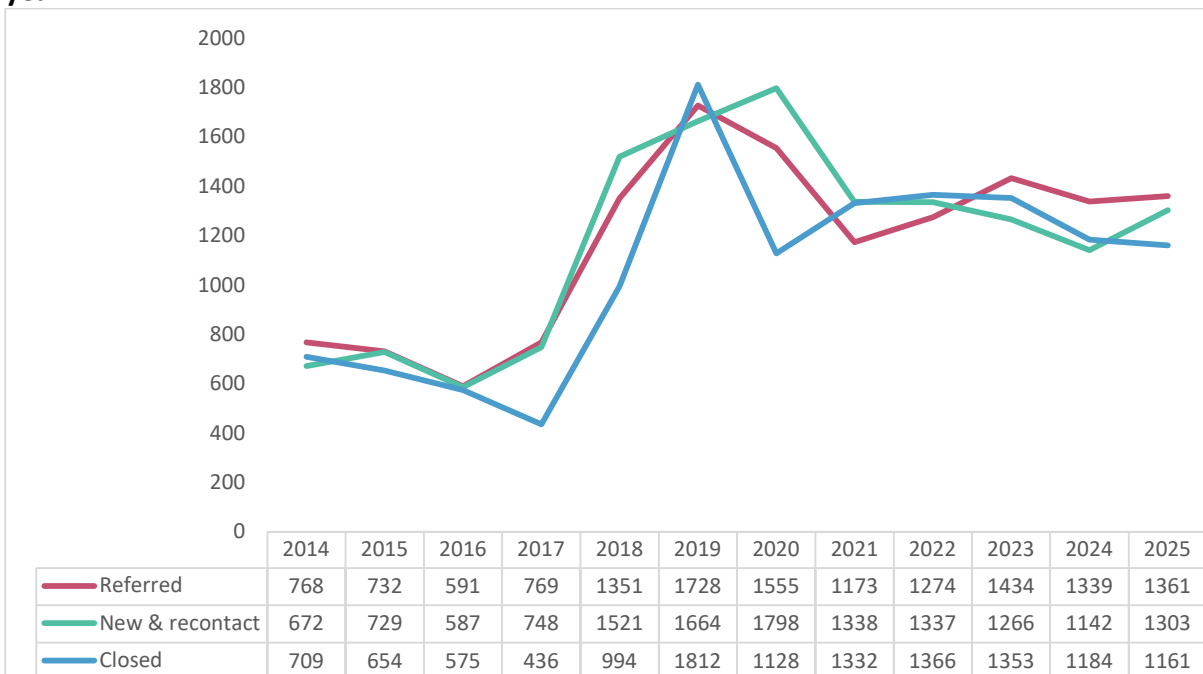


Figure 10: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 7 for breakdown of new & recontact cases). In 2025, 1361 cases were referred, 1303 new & recontact cases opened, and 1161 cases closed.

A total of **1,303** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

ACTS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	7	7	0	0	0	14
6-10	20	23	0	0	0	43
11-15	28	40	0	0	0	68
16-17	11	20	0	0	0	31
18-19	10	13	0	0	0	23
20-24	19	52	0	0	0	71
25-29	34	63	0	0	0	97
30-34	34	107	0	0	0	141
35-39	56	132	0	0	0	188
40-44	71	124	0	0	0	195
45-49	46	77	0	0	0	123
50-54	47	57	0	0	0	104
55-59	22	39	0	0	0	61
≥60	53	91	0	0	0	144
Not specified	0	0	0	0	0	0
Total	458	845	0	0	0	1303

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 2025, the highest number of cases opened were ages 40 to 44 (195).

ACTS: Number of interventions conducted by ACTS service and year



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

Figure 12: 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)

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

HBTS: Number of cases and individuals worked with by year

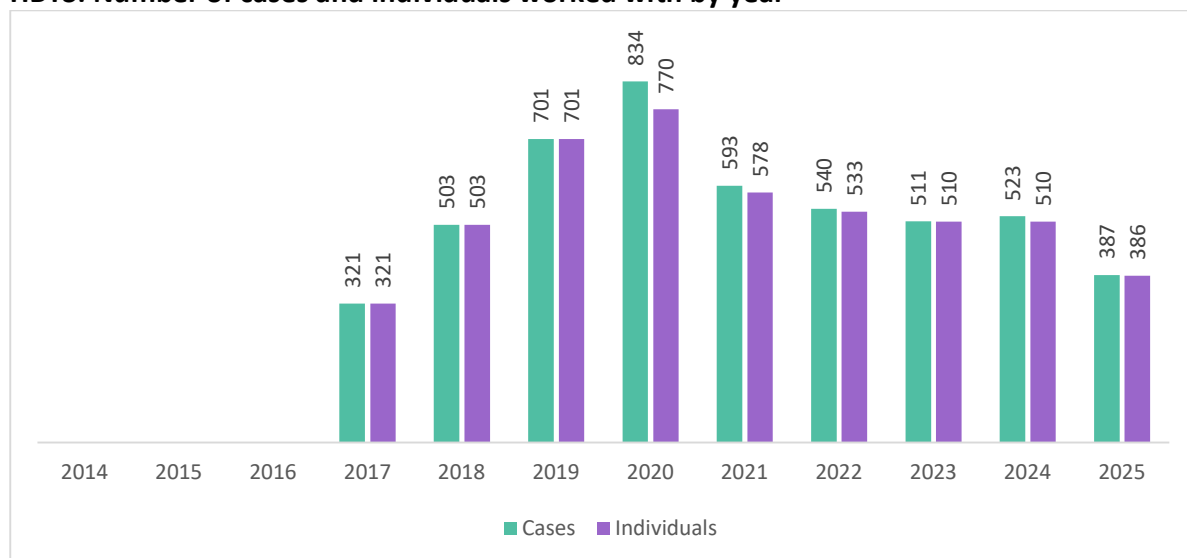


Figure 13: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 387 cases and 386 individuals were worked with compared to 523 and 510 respectively in 2024.

HBTS: Number of global/family cases worked with in the year by number of service users attached to the global/family case					
	2021	2022	2023	2024	2025
1 service user	88	68	67	116	86
2 or more service users	182	168	160	146	108
Total number of global/family cases	270	236	227	262	194

Figure 14¹: 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 2025, 86 cases consisted of one service user only whilst 108 family cases consisted of two or more service users.

¹ Data table was revised in 2025 to reflect no. of global/family cases rather than total cases worked with stratified by service user numbers.

A total of **387** cases were worked with between January and December 2025.

HBTS: Cases worked with Jan-Dec 2025 by gender (no. & %)

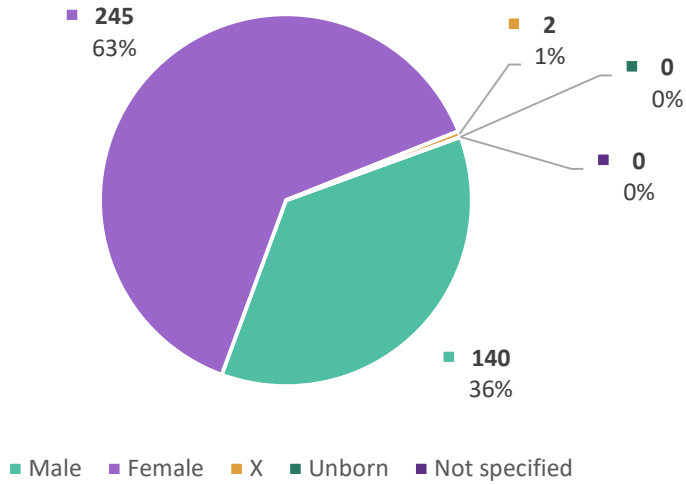


Figure 15: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (63%).

HBTS: Cases worked with Jan-Dec 2025 by age category (no. & %)

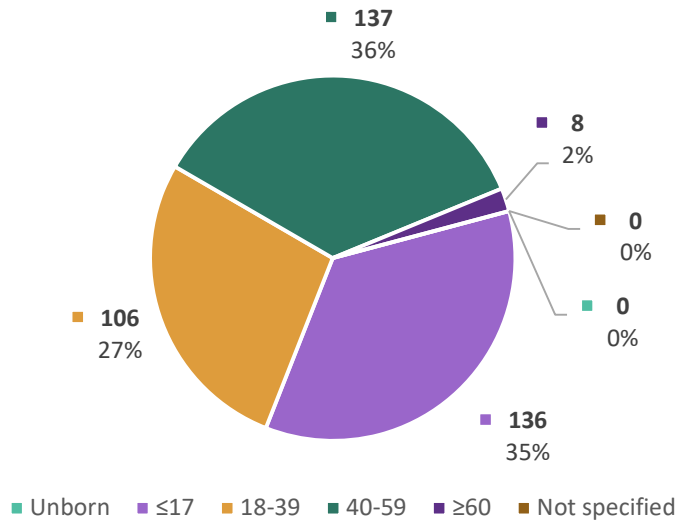


Figure 16: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 17 or younger (35%).

HBTS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

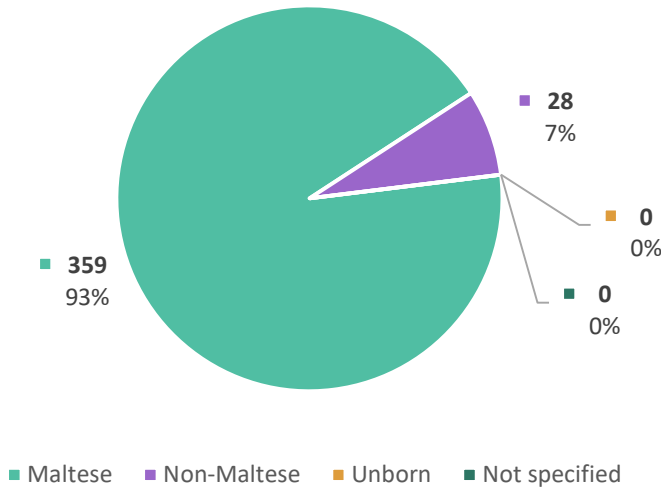
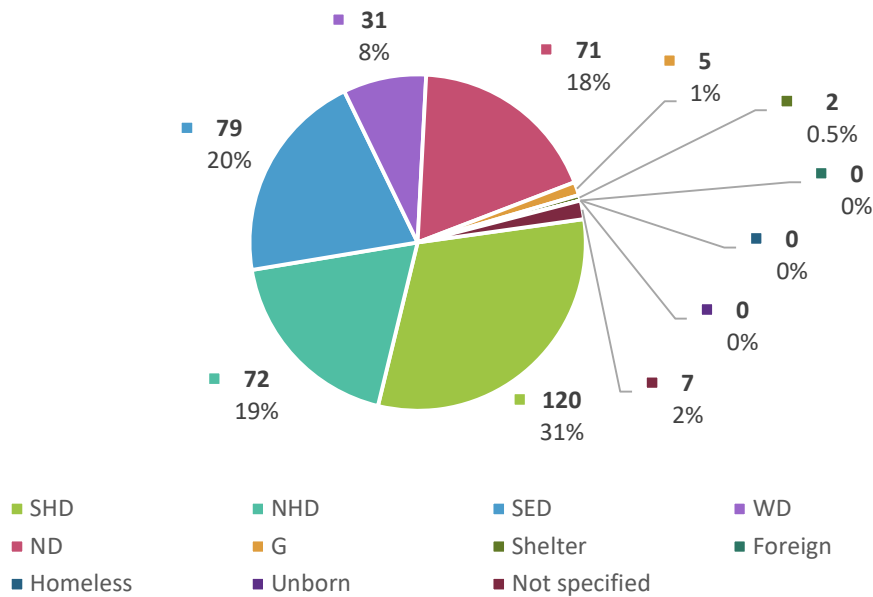


Figure 17: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

HBTS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 18: 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 (31%) had the highest percentage of cases worked with in 2025.

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

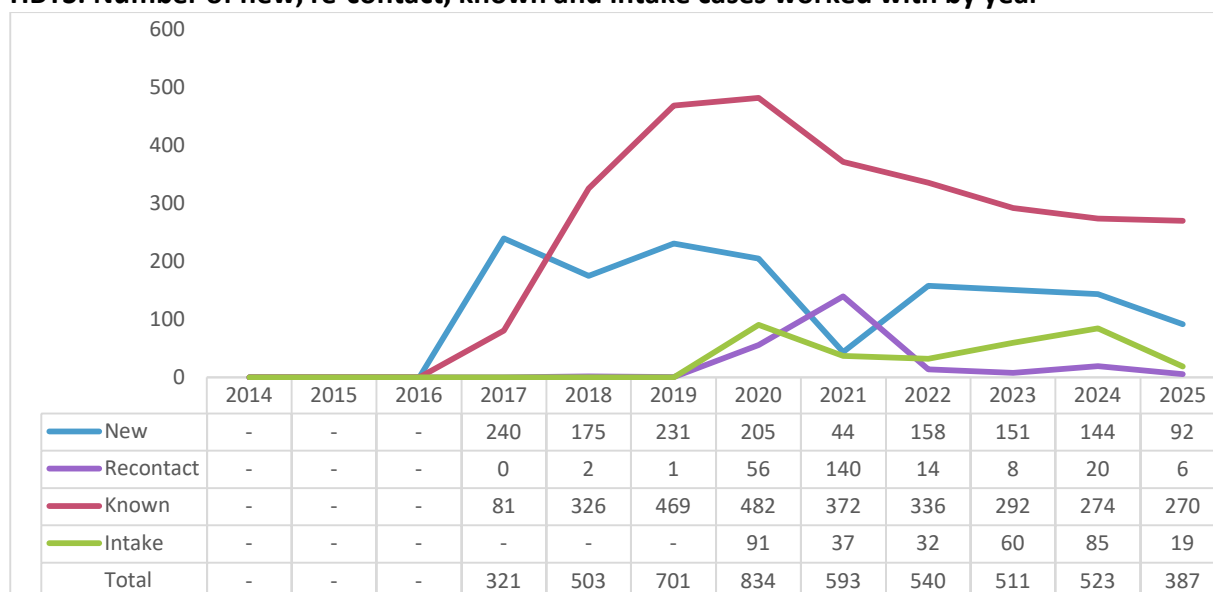


Figure 19: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

HBTS: Case state at the end of the reporting period

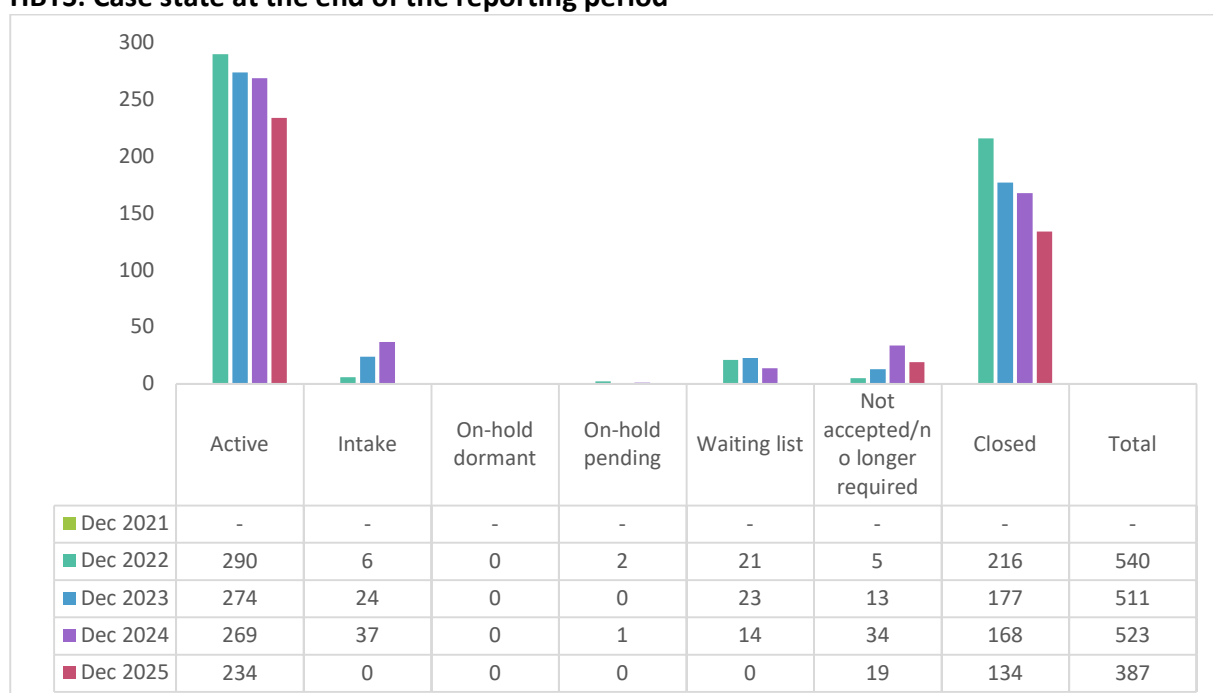


Figure 20: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 60% (234) 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.

HBTS: Waiting list at the end of the reporting period

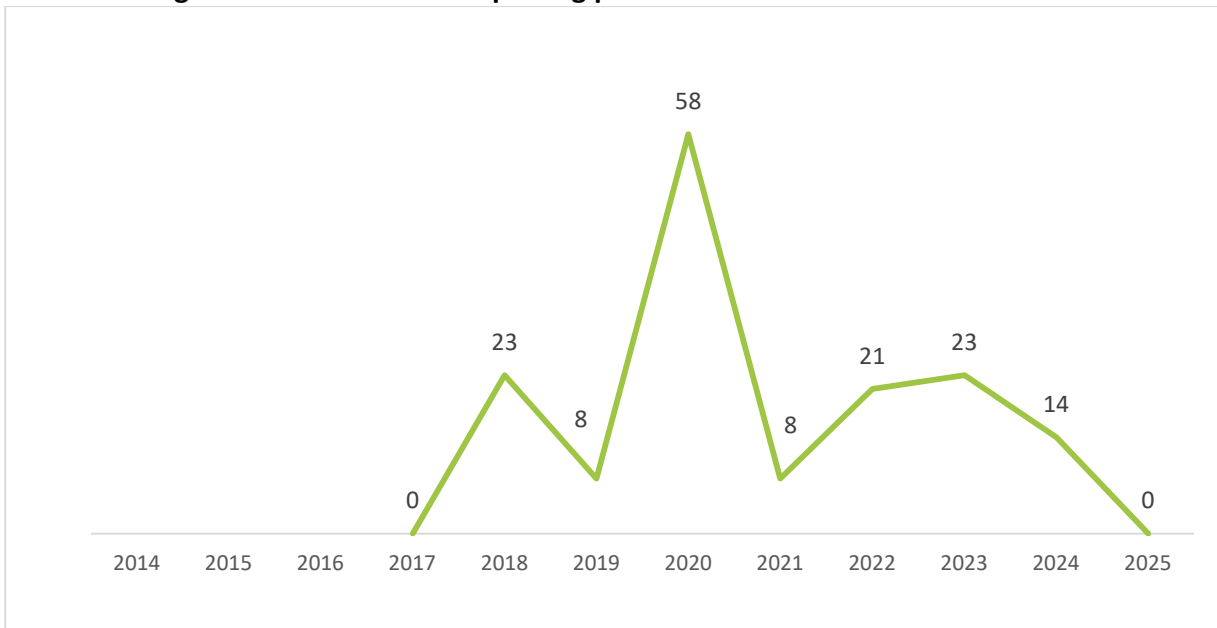


Figure 21: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

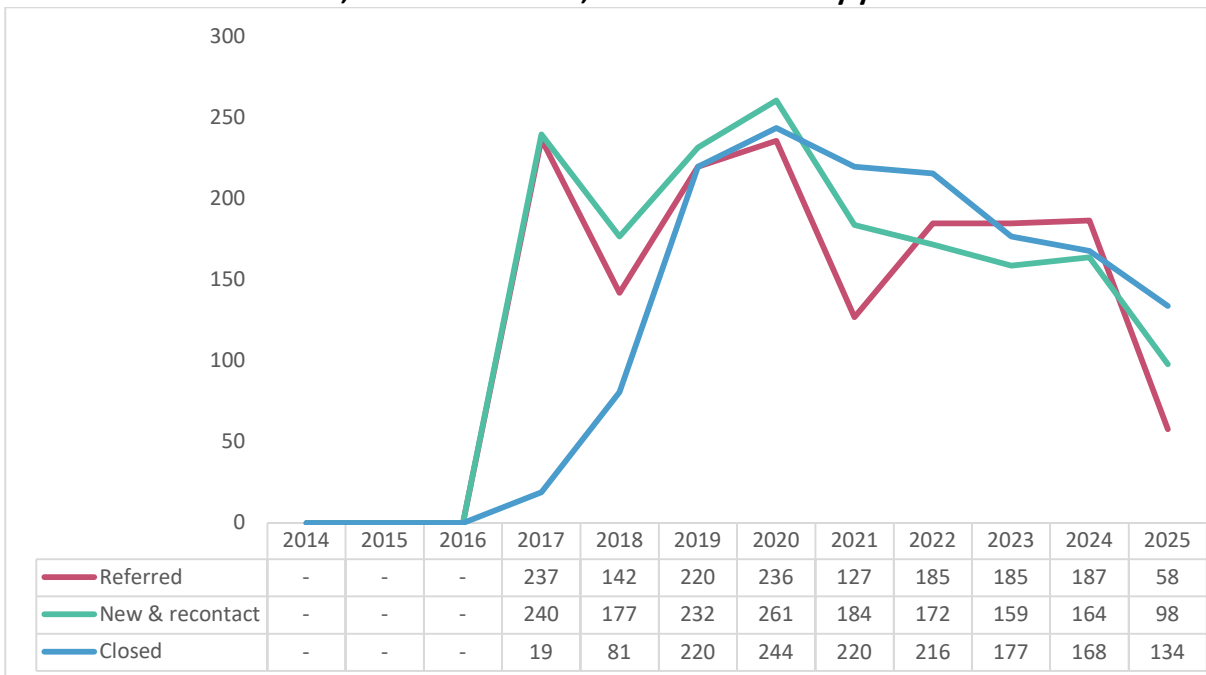


Figure 22: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 19 for breakdown of new & recontact cases). In 2025, 58 cases were referred, 98 new & recontact cases opened, and 134 cases closed.

HBTS: Year of referral by source of referral					
	2021	2022	2023	2024	2025
Other ACTS service	31	48	42	48	23
Appogg service	12	18	11	29	10
Self-referred	0	0	2	20	8
Directorate for Alternative Care	32	20	28	23	5
Directorate for Child Protection	49	78	91	38	5
School or education department	2	12	11	16	4
Sedqa service	0	1	0	7	1
Other NGO	0	0	0	0	1
Family	0	1	0	2	1
Agenzija Support	-	6	0	2	0
FSWS Gozo branch service	0	1	0	0	0
Hospital, other medical service or GP	0	0	0	0	0
Psychiatric services, MCH	0	0	0	0	0
Courts, CoRRS, police or probation	0	0	0	0	0
Other FSWS service	1	0	0	0	0
Friend or acquaintance	0	0	0	0	0
Parish or other church organisation	0	0	0	0	0
Place of employment	0	0	0	0	0
Other	0	0	0	2	0
Total	127	185	185	187	58

Figure 23: 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 2025 HBTS received 5 referrals through Directorate for Child Protection.

A total of **98** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

HBTS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	2	1	0	0	0	3
6-10	5	7	0	0	0	12
11-15	9	11	0	0	0	20
16-17	1	4	0	0	0	5
18-19	1	1	0	0	0	2
20-24	1	3	0	0	0	4
25-29	1	0	0	0	0	1
30-34	0	8	0	0	0	8
35-39	1	11	0	0	0	12
40-44	3	3	0	0	0	6
45-49	4	8	0	0	0	12
50-54	3	4	0	0	0	7
55-59	1	2	0	0	0	3
≥60	0	3	0	0	0	3
Not specified	0	0	0	0	0	0
Total	32	66	0	0	0	98

Figure 24: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 11 to 15 (20).

Therapeutic Services (TS)

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 Aгенzija Sedqa) migrated to the ACTS portfolio.

TS: Number of cases and individuals worked with by year

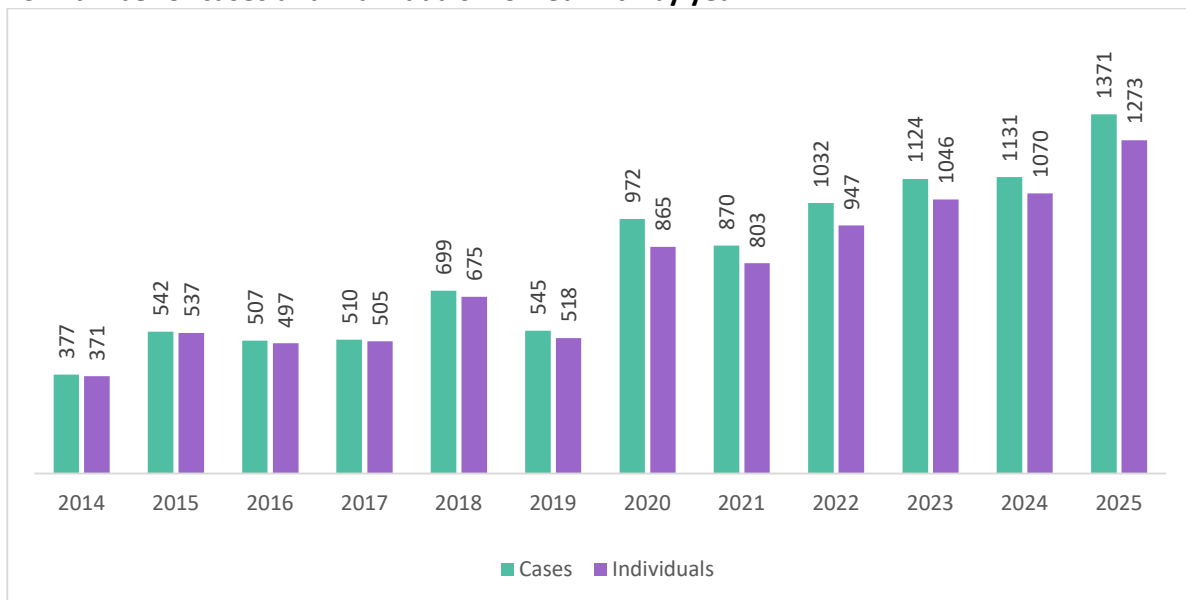


Figure 25: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 1371 cases and 1273 individuals were worked with compared to 1131 and 1070 respectively in 2024.

A total of **1,371** cases were worked with between January and December 2025.

TS: Cases worked with Jan-Dec 2025 by gender (no. & %)

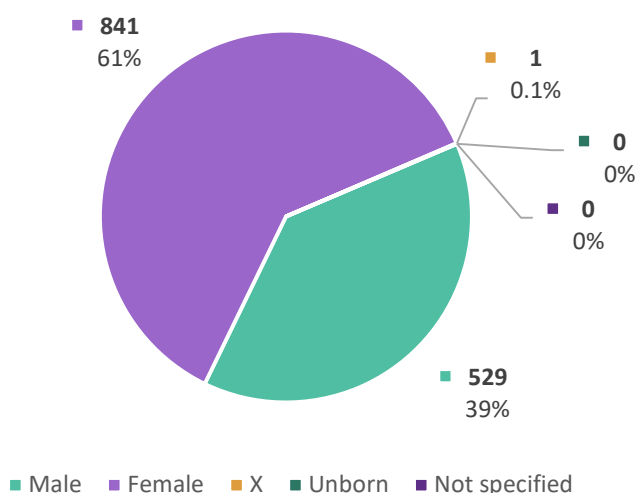


Figure 26: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (61%).

TS: Cases worked with Jan-Dec 2025 by age category (no. & %)

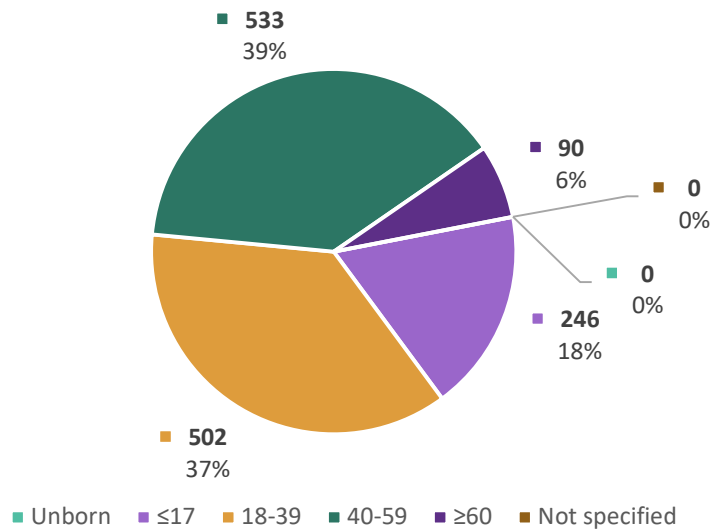


Figure 27: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (39%).

TS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

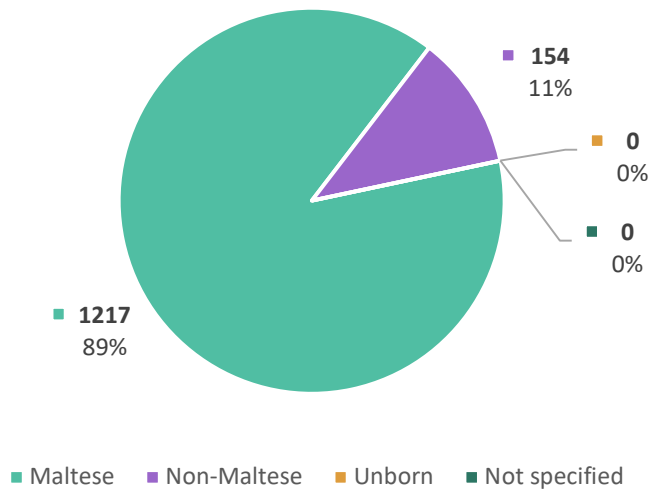
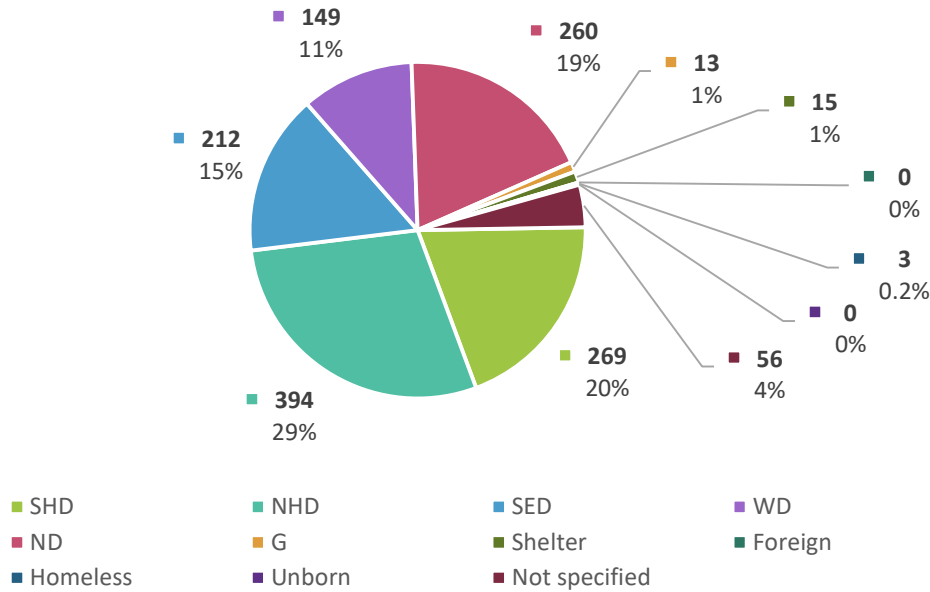


Figure 28: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 89% of the cases worked with were Maltese while non-Maltese made up 11% of cases.

TS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 29: 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 (29%) had the highest percentage of cases worked with in 2025.

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

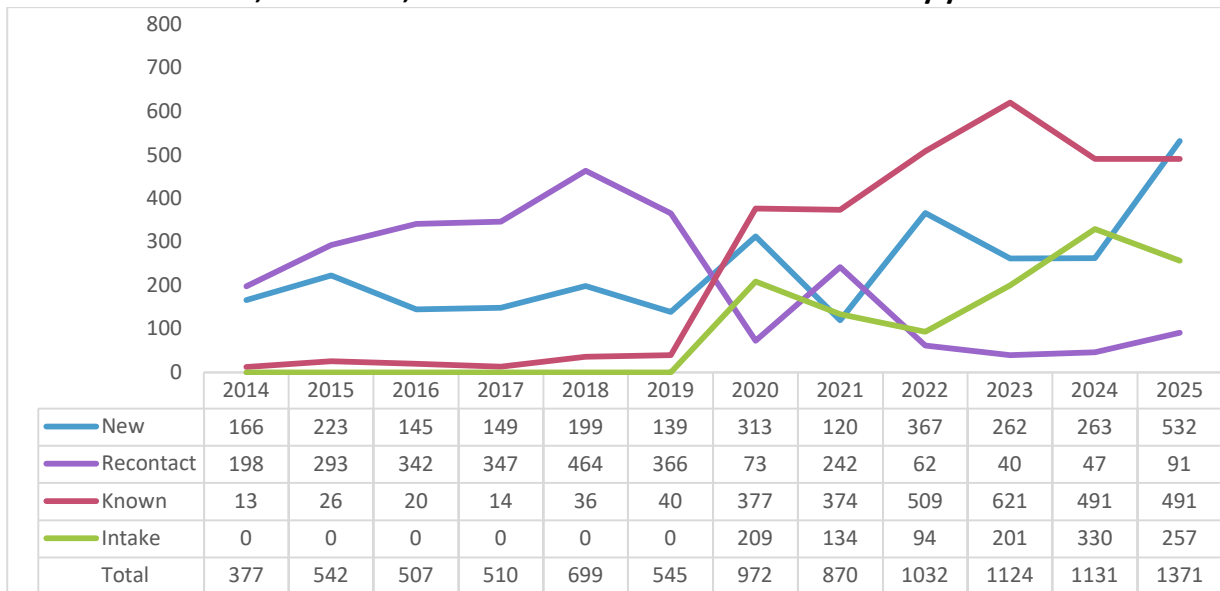


Figure 30: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

TS: Case state at the end of the reporting period

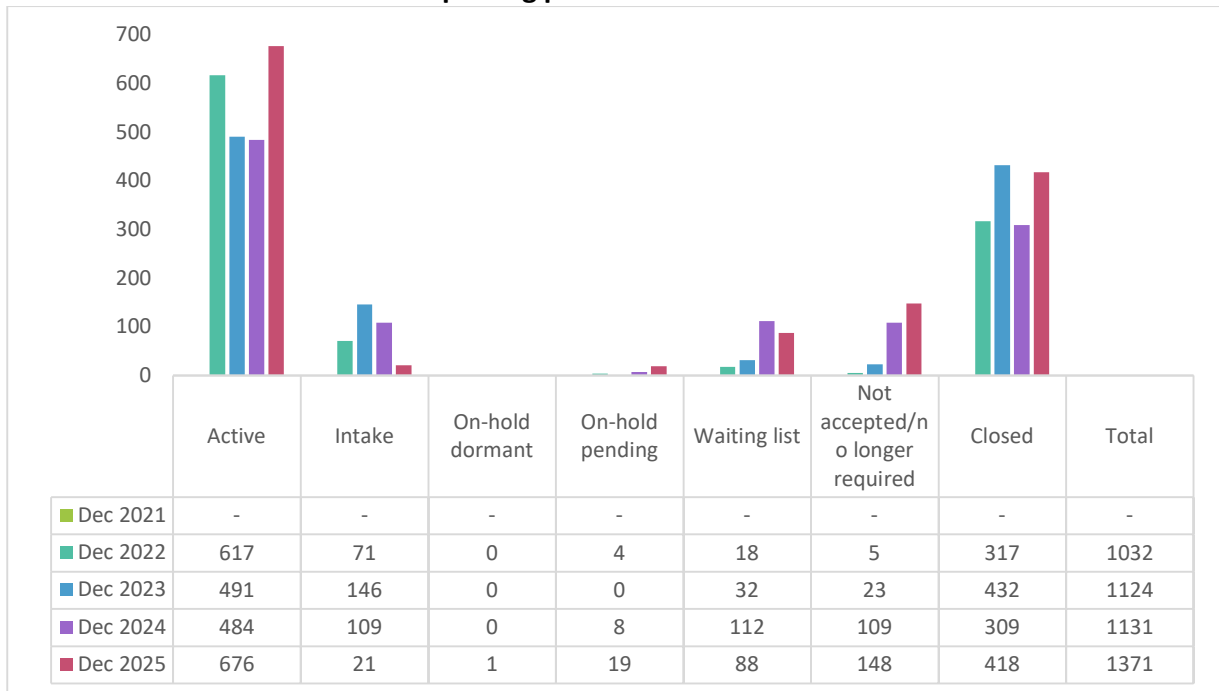


Figure 31: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 49% (676) 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.

TS: Waiting list at the end of the reporting period

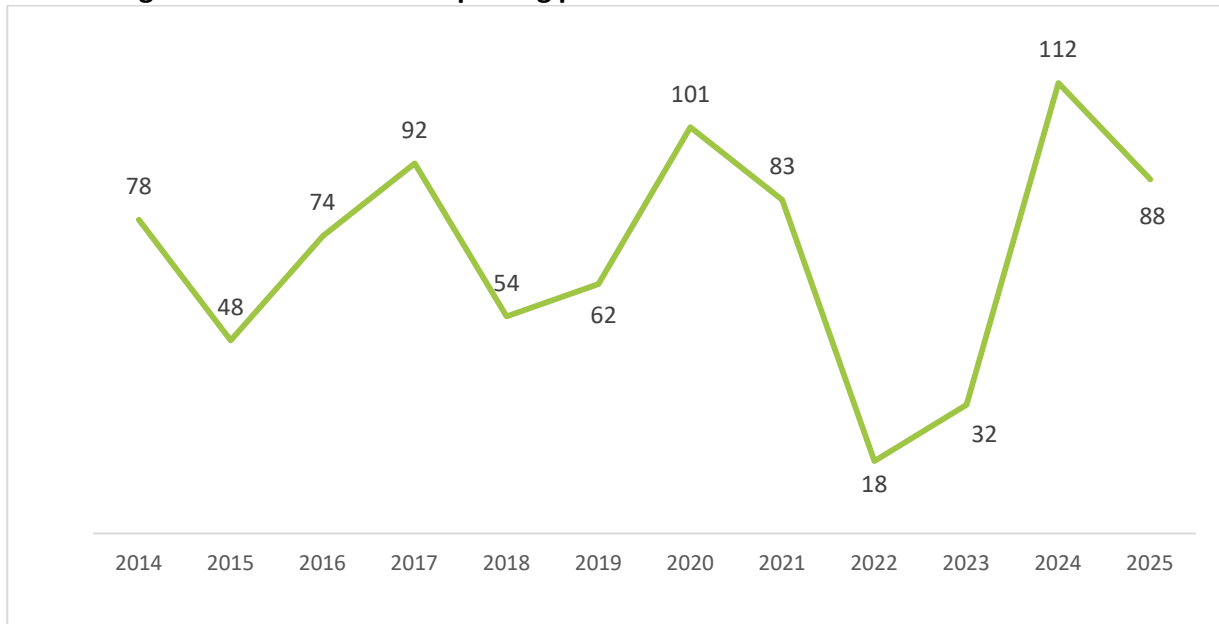


Figure 32: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available 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: Number of referred, new & re-contact, and closed cases by year

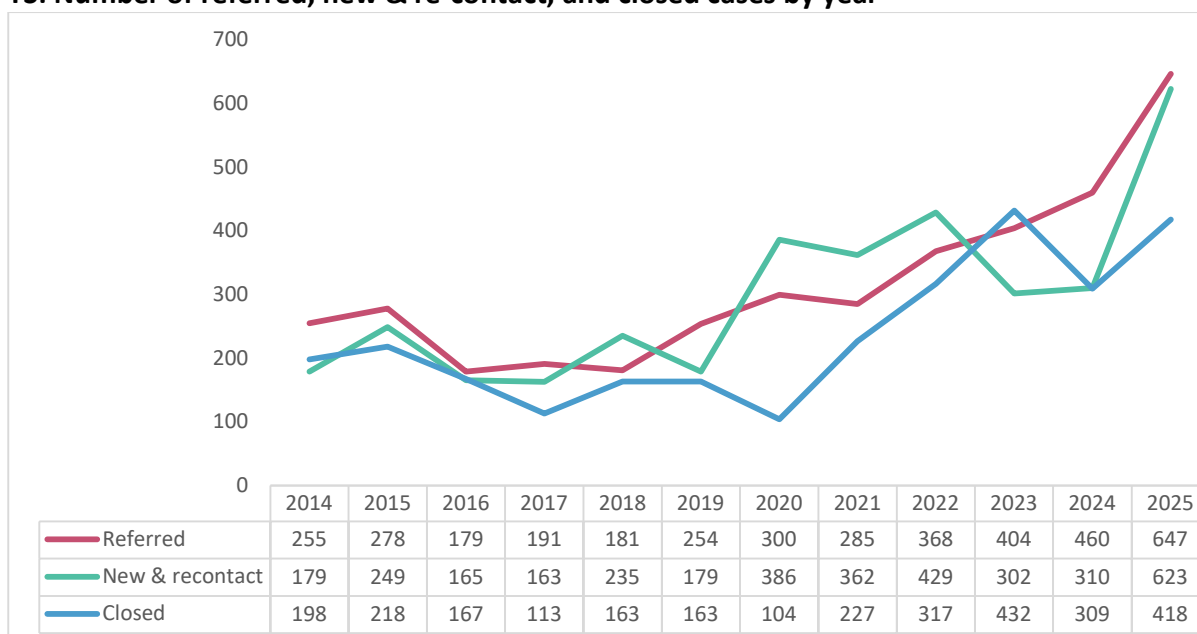


Figure 33: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 30 for breakdown of new & recontact cases). In 2025, 647 cases were referred, 623 new & recontact cases opened, and 418 cases closed.

TS: Year of referral by source of referral			
	2023	2024	2025
Self-referred	87	50	135
Other ACTS service	82	93	115
Sedqa service	86	84	92
Directorate for Child Protection	48	54	92
Appogg service	56	69	86
Directorate for Alternative Care	24	75	78
School or education department	8	18	16
Hospital, other medical service or GP	1	2	10
Family	0	0	4
FSWS Gozo branch service	0	0	2
Other NGO	0	9	2
Agenzija Support	0	0	2
Psychiatric services, MCH	0	0	2
Parish or other church organisation	0	2	1
Place of employment	0	0	1
Courts, CoRRS, police or probation	2	0	0
Other FSWS service	0	0	0
Friend or acquaintance	0	0	0
Other	6	4	8
Not specified	4	0	1
Total	404	460	647

Figure 34: 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 2025 PS received 92 referrals through Sedqa.

A total of **623** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

TS: Number of new and re-contact cases opened by gender and age						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	1	4	0	0	0	5
6-10	12	15	0	0	0	27
11-15	17	26	0	0	0	43
16-17	8	11	0	0	0	19
18-19	7	7	0	0	0	14
20-24	13	22	0	0	0	35
25-29	20	21	0	0	0	41
30-34	12	47	0	0	0	59
35-39	38	55	0	0	0	93
40-44	36	67	0	0	0	103
45-49	29	35	0	0	0	64
50-54	31	23	0	0	0	54
55-59	10	14	0	0	0	24
≥60	18	24	0	0	0	42
Not specified	0	0	0	0	0	0
Total	252	371	0	0	0	623

Figure 35: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 40 to 44 (103).

Incredible Years Programme (IY)

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

IY: Number of cases and individuals worked with by year

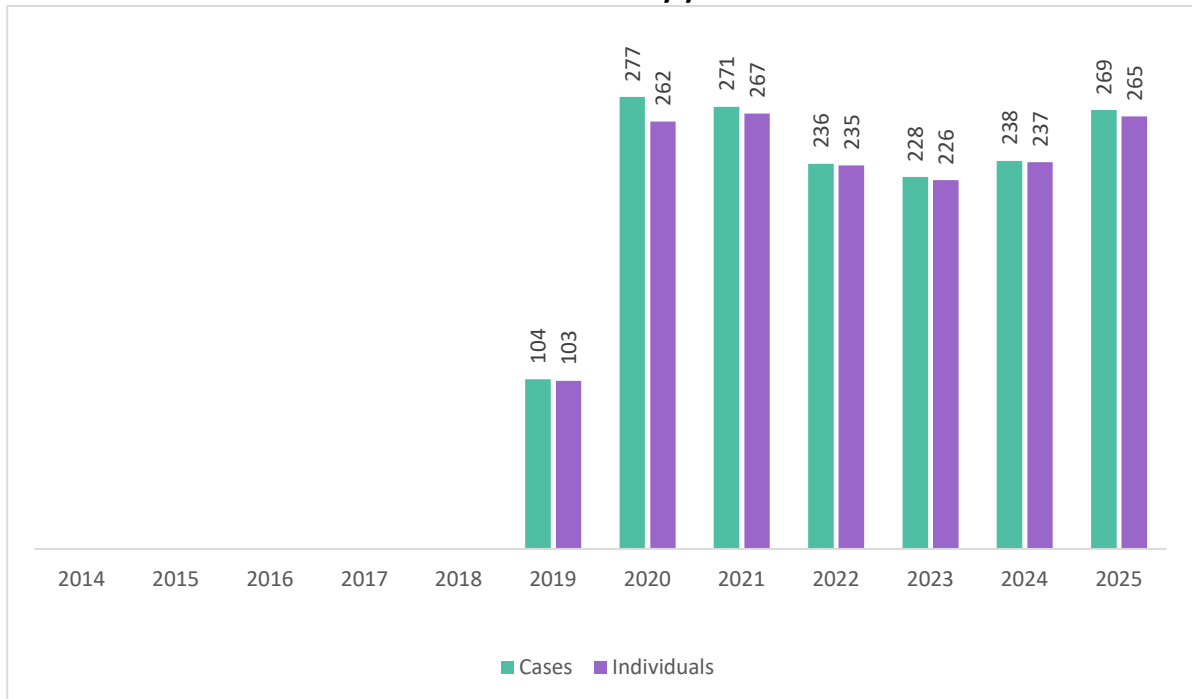


Figure 36: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 269 cases and 265 individuals were worked with compared to 238 and 237 respectively in 2024.

A total of **269** cases were worked with between January and December 2025.

IY: Cases worked with Jan-Dec 2025 by gender (no. & %)

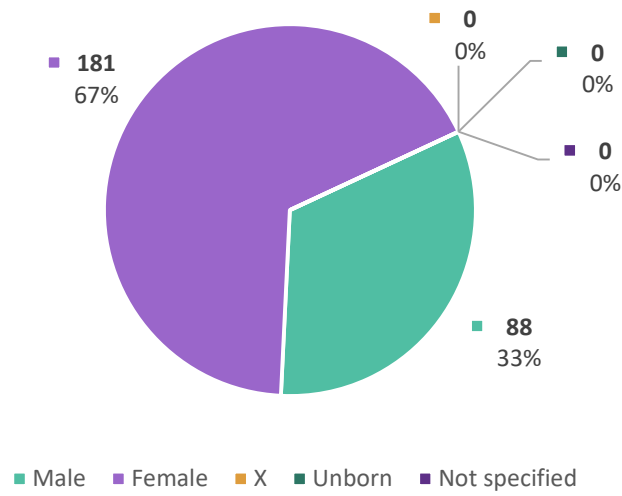


Figure 37: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (67%).

IY: Cases worked with Jan-Dec 2025 by age category (no. & %)

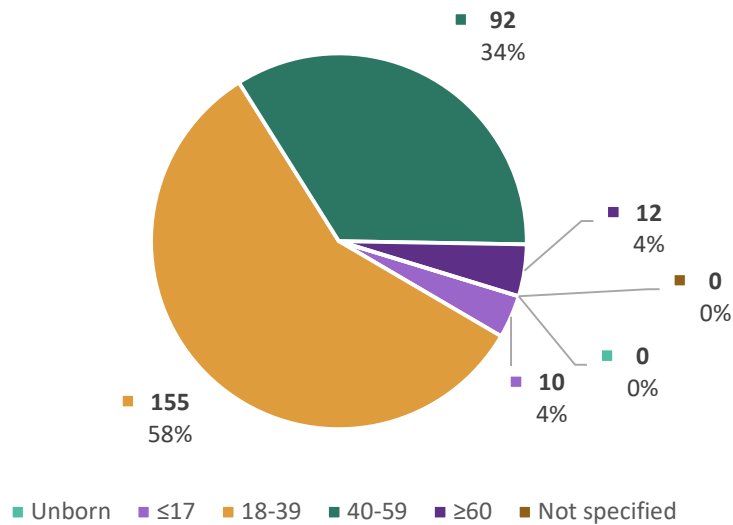


Figure 38: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (58%).

IY: Cases worked with Jan-Dec 2025 by nationality (no. & %)

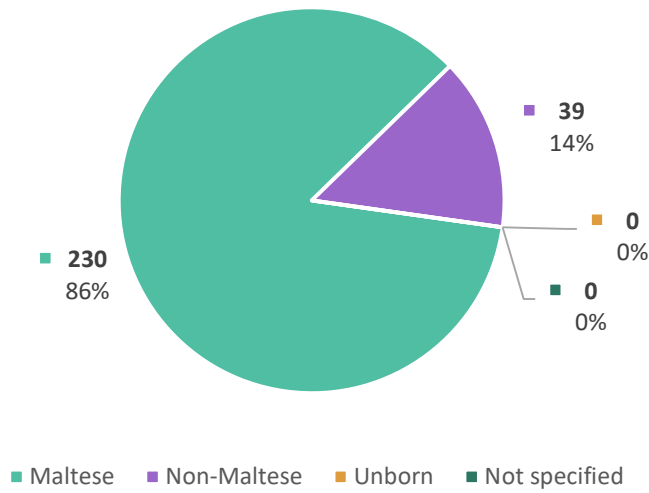
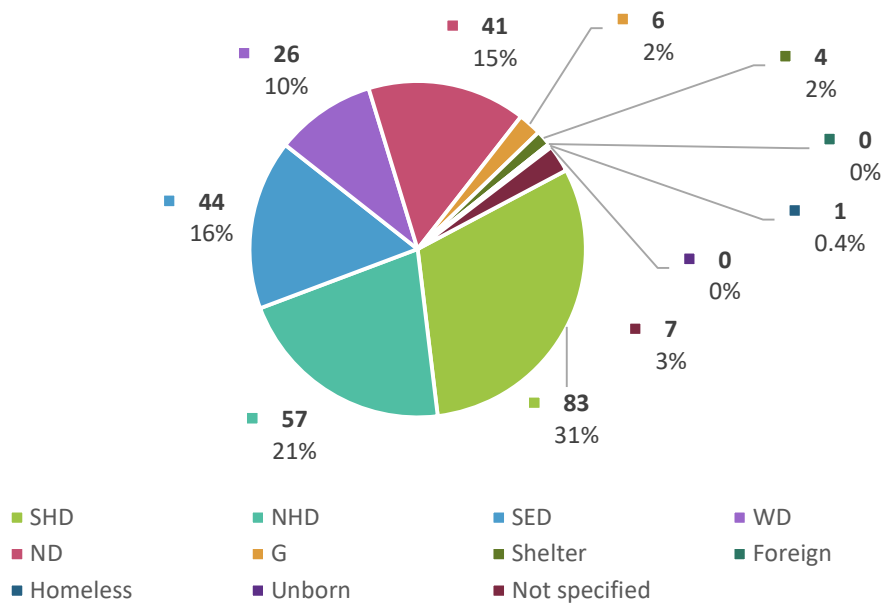


Figure 39: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 86% of the cases worked with were Maltese while non-Maltese made up 14% of cases.

IY: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 40: 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 (31%) had the highest percentage of cases worked with in 2025.

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

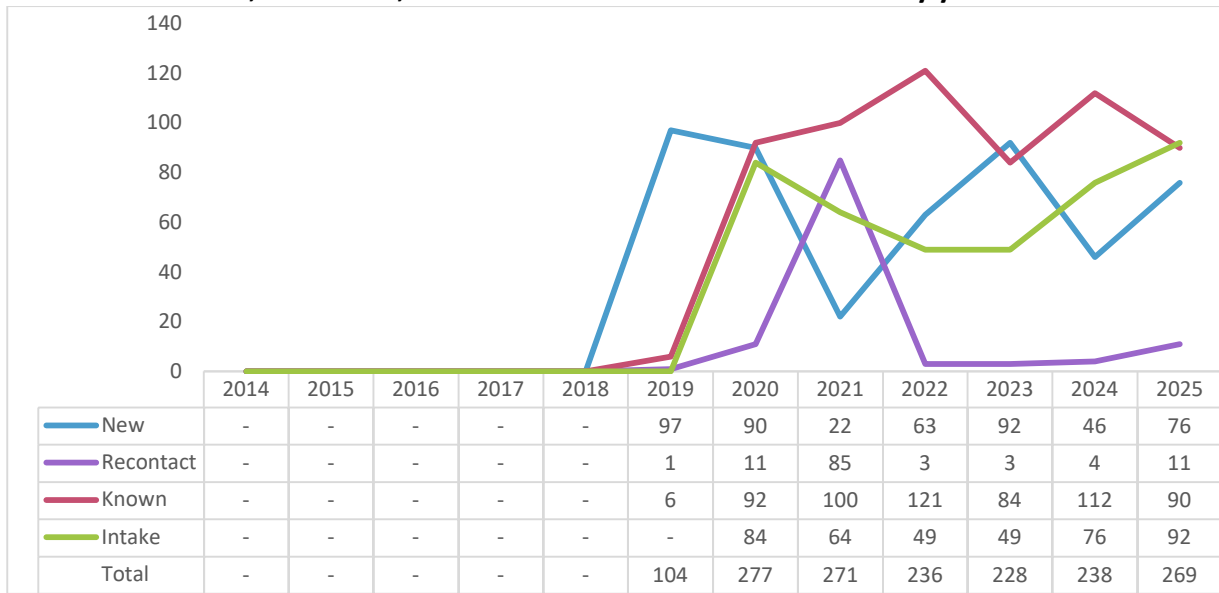


Figure 41: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

IY: Case state at the end of the reporting period

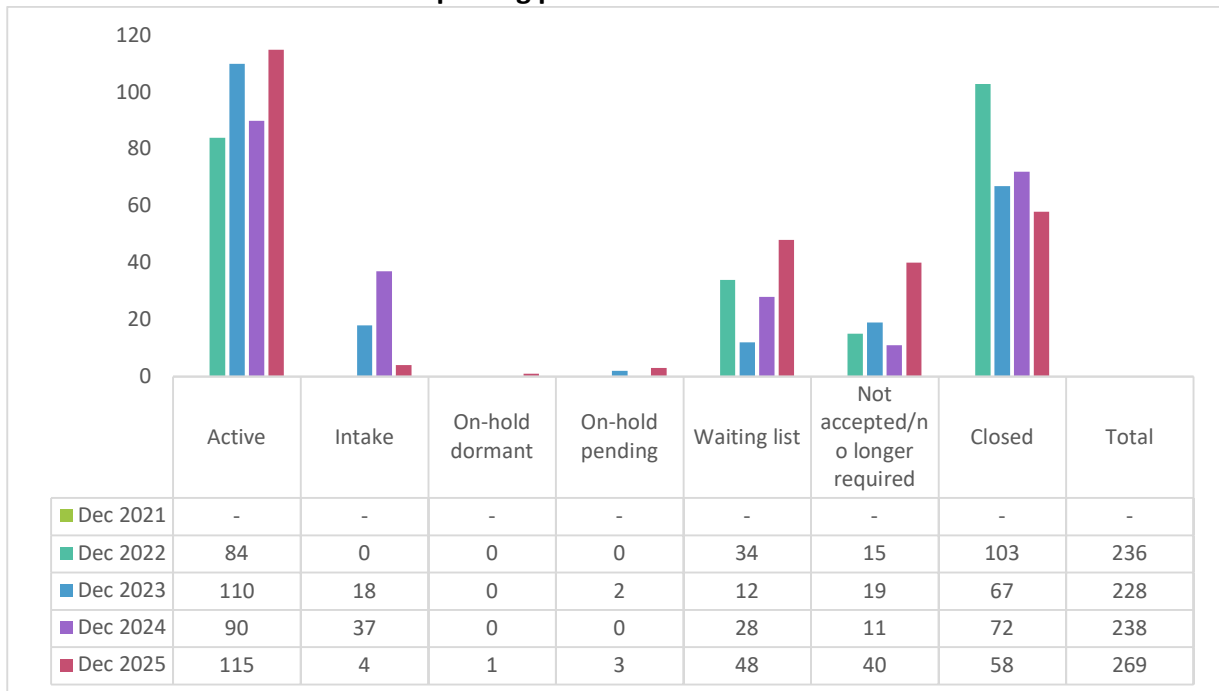


Figure 42: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 43% (115) 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.

IY: Waiting list at the end of the reporting period

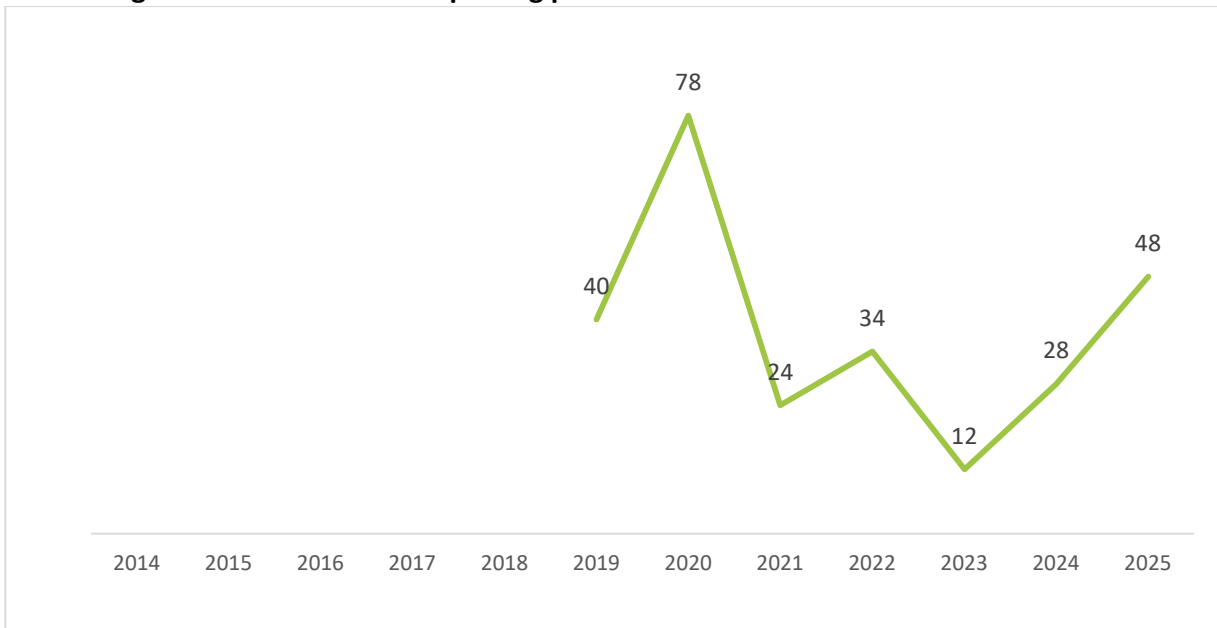


Figure 43: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

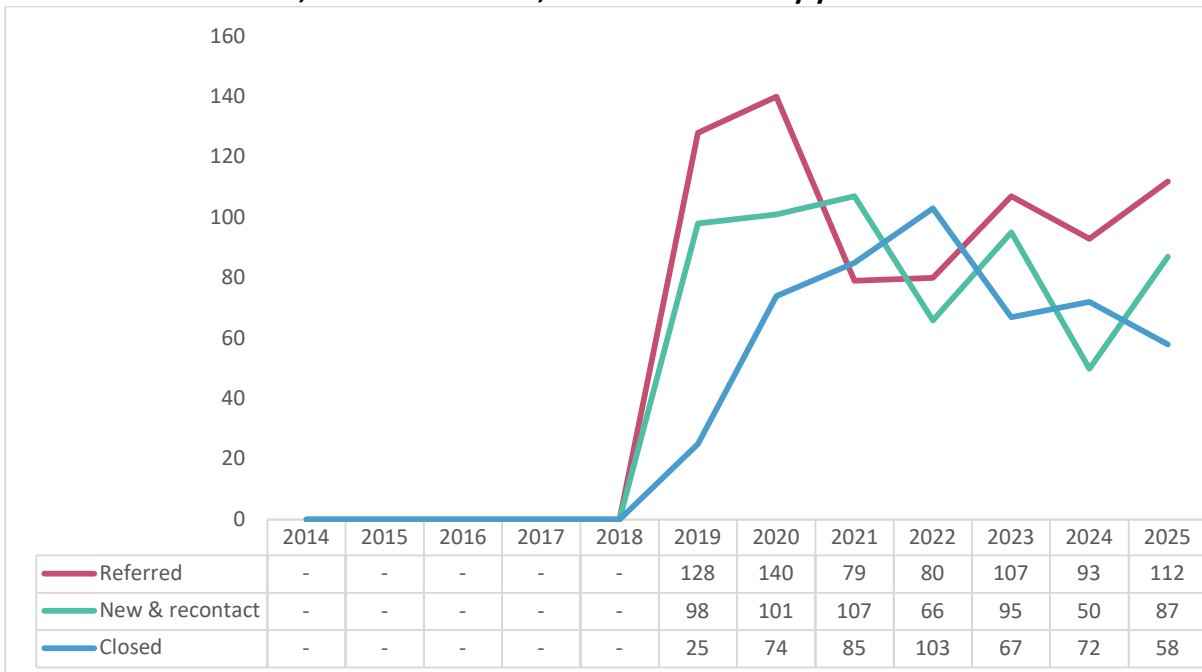


Figure 44: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 41 for breakdown of new & recontact cases). In 2025, 112 cases were referred, 87 new & recontact cases opened, and 58 cases closed.

IY: Year of referral by source of referral					
	2021	2022	2023	2024	2025
Other ACTS service	23	19	18	25	31
Directorate for Child Protection	33	26	53	37	30
Directorate for Alternative Care	15	8	18	13	20
Other NGO	0	0	0	2	9
School or education department	0	7	6	5	7
Courts, CoRRS, police or probation	0	7	0	0	5
Appogg service	7	11	11	10	5
FSWS Gozo	0	0	0	0	2
Hospital, other medical service or GP	0	1	1	0	1
Self-referred	1	1	0	0	1
Family	0	0	0	0	0
Friend or acquaintance	0	0	0	0	0
Other FSWS service	0	0	0	0	0
Parish or other church organisation	0	0	0	0	0
Place of employment	0	0	0	0	0
Psychiatric services, MCH	0	0	0	0	0
Sedqa service	0	0	0	0	0
Other	0	0	0	1	1
Total	79	80	107	93	112

Figure 45: 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 2025, IY received 30 referrals through Directorate for Child Protection.

A total of **87** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

IY: Number of new & re-contact cases opened by age category and gender January - December 2025						
	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	1	0	0	0	0	1
11-15	1	0	0	0	0	1
16-17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	5	0	0	0	5
25-29	3	14	0	0	0	17
30-34	4	11	0	0	0	15
35-39	4	13	0	0	0	17
40-44	12	12	0	0	0	24
45-49	1	2	0	0	0	3
50-54	1	1	0	0	0	2
55-59	0	0	0	0	0	0
≥60	0	1	0	0	0	1
Not specified	0	0	0	0	0	0
Total	28	59	0	0	0	87

Figure 46: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 40 to 44 (24).

Community Development (CD)

Data first reported from July 2022.

CD: Total number of initiatives conducted, and hours spent on initiatives by year

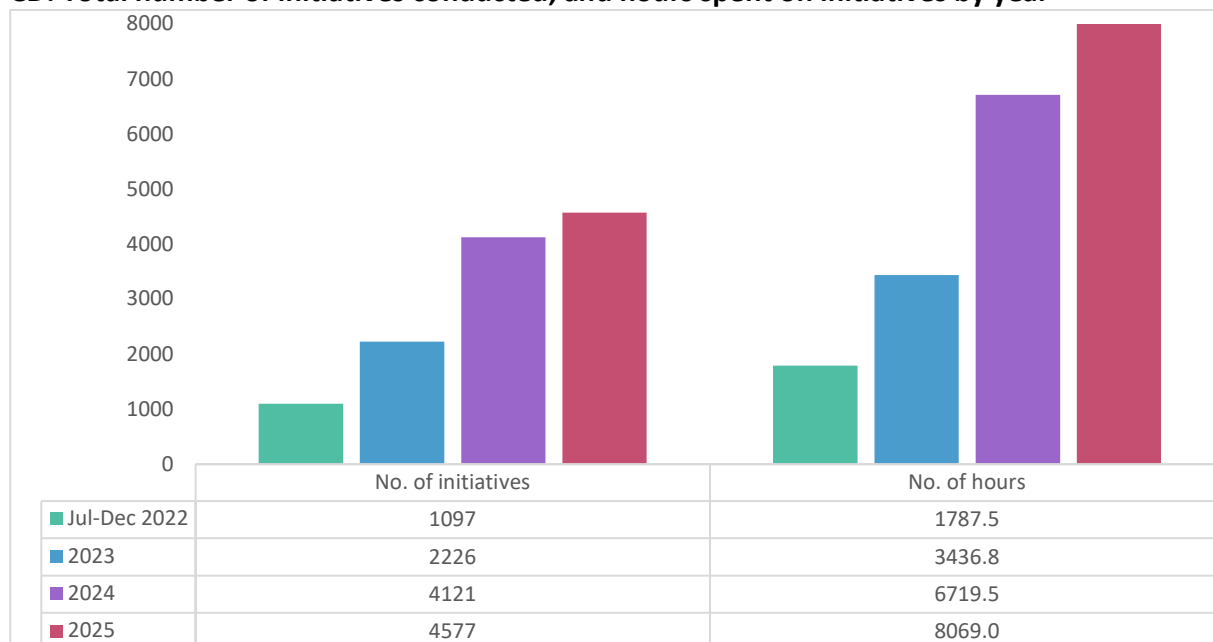


Figure 47: In 2025, the service conducted 4,577 initiatives with a total of 8,069 hours.

CD: Total number of targeted initiatives conducted by type of targeted initiative

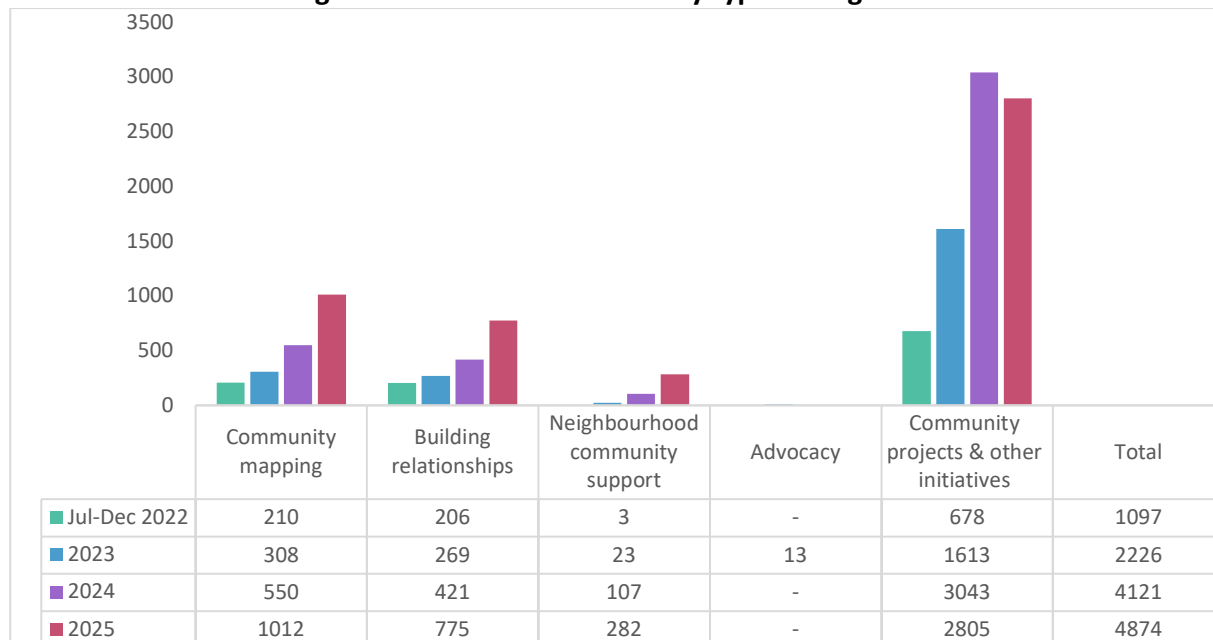


Figure 48: Multiple targeted initiatives can be conducted within one initiative. The initiatives conducted are split into different targeted initiatives e.g., community mapping is a process of empowering locals in identifying various assets, barriers, and intangible resources. Building relationships 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.

CD: Total number of hours spent on targeted initiatives by type of targeted initiative

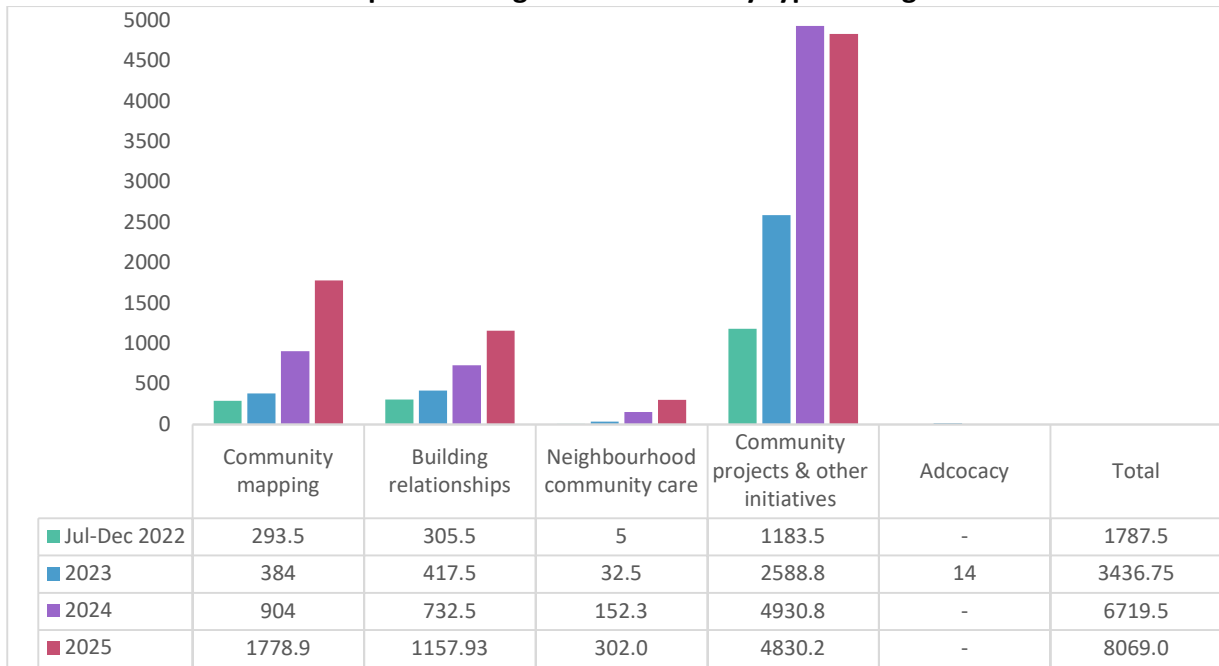


Figure 49: The figure above provides the total number of hours spent on the initiatives broken down by type of targeted initiative. For example, out of 8,069 hours spent in 2025, 1778.9 hours (22%) were spent on community mapping. The descriptions regarding the targeted initiative types can be found in figure 48.

CD: Total number of hours spent on community mapping by initiative breakdown

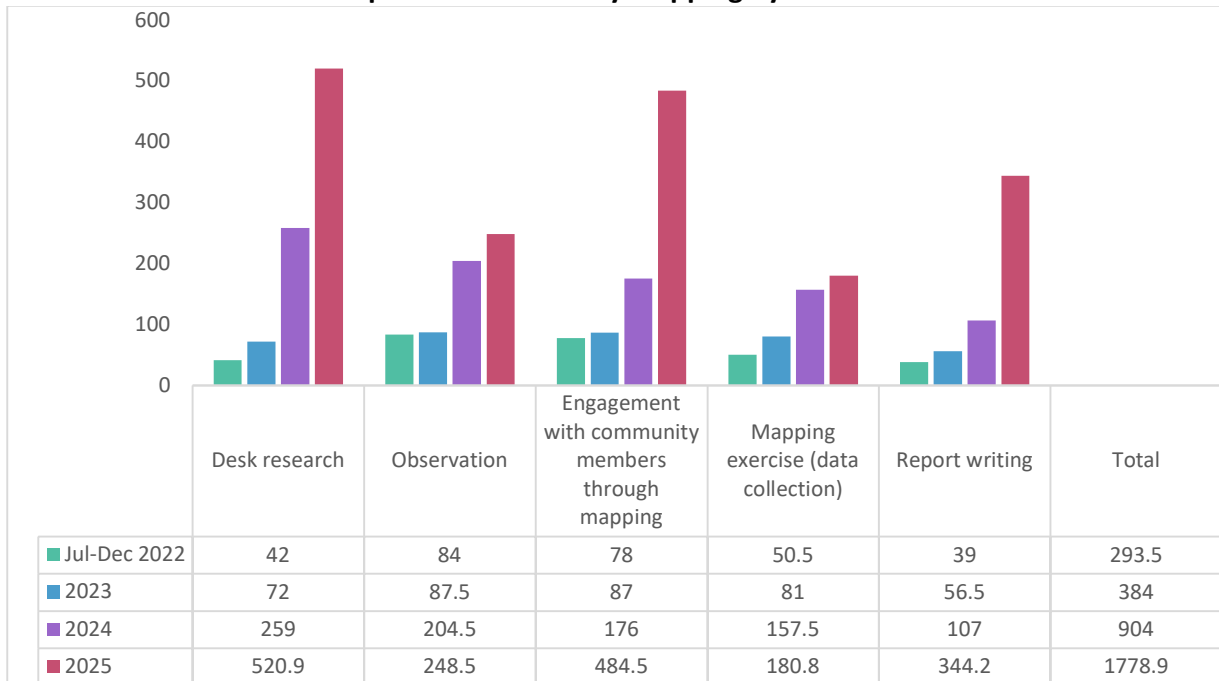


Figure 50: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the targeted initiative type. For example, within the community mapping initiative conducted in 2025, 484.5 hours were spent on engagement with community members through mapping.

CD: Total number of hours spent on building relationships by initiative breakdown

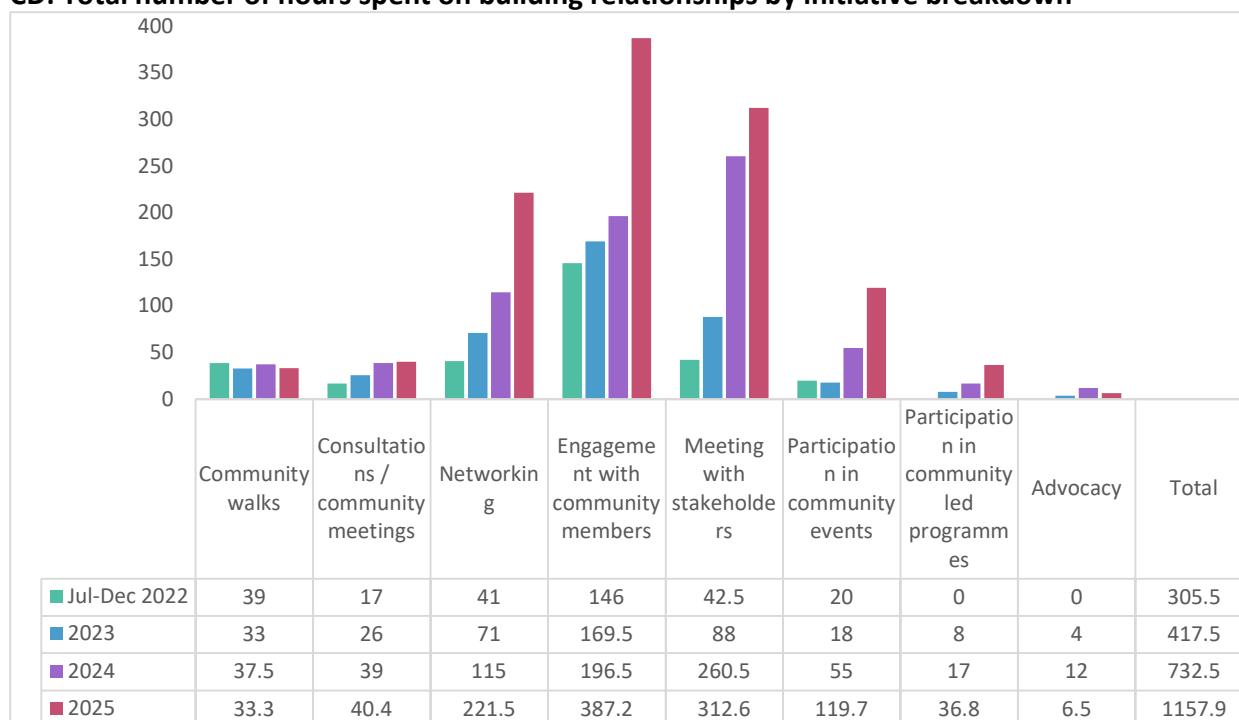


Figure 51: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the targeted initiative type. For example, within the building relationships activity conducted in 2025, 387.2 hours were spent on engagement with community members.

CD: Total number of hours spent on neighbourhood community care/support to the community by initiative breakdown

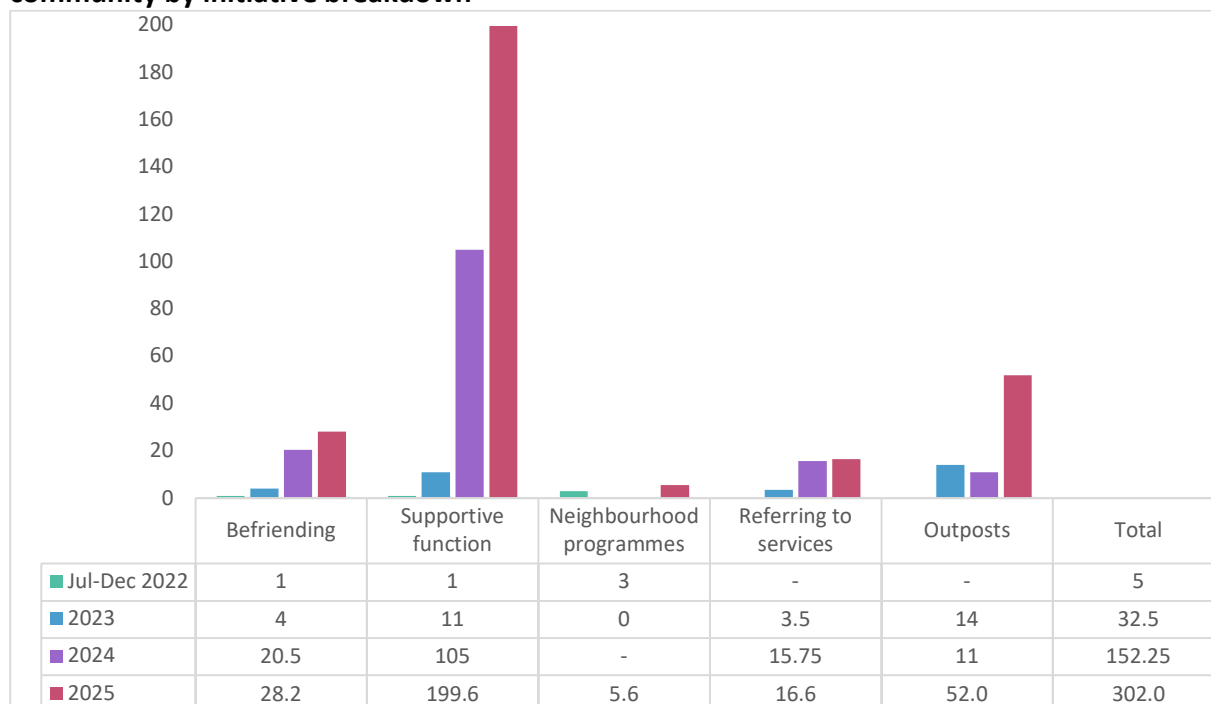


Figure 52: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the targeted initiative type. For example, within the neighbourhood community care/support to the community activity conducted in 2025, 199.6 hours were spent on supportive function.

CD: Number of hours spent on advocacy by initiative breakdown

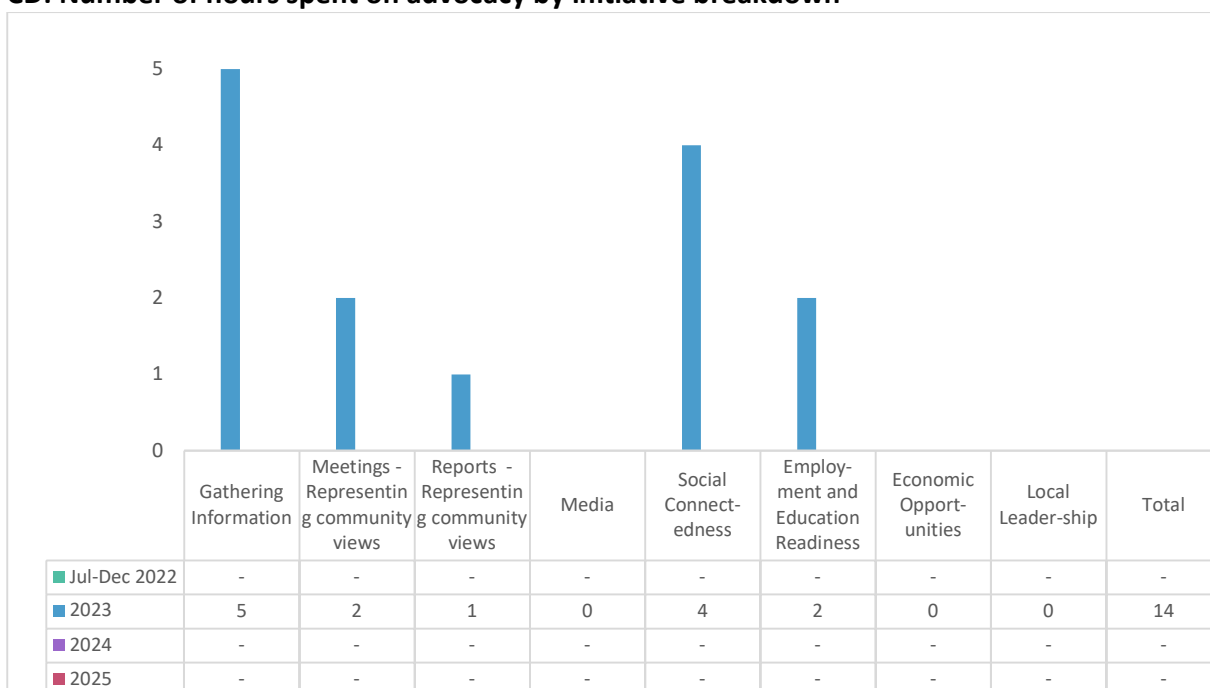


Figure 53: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the targeted initiative type. This initiative was not provided since 2024.

CD: Number of hours spent on community projects & other initiatives by initiative breakdown

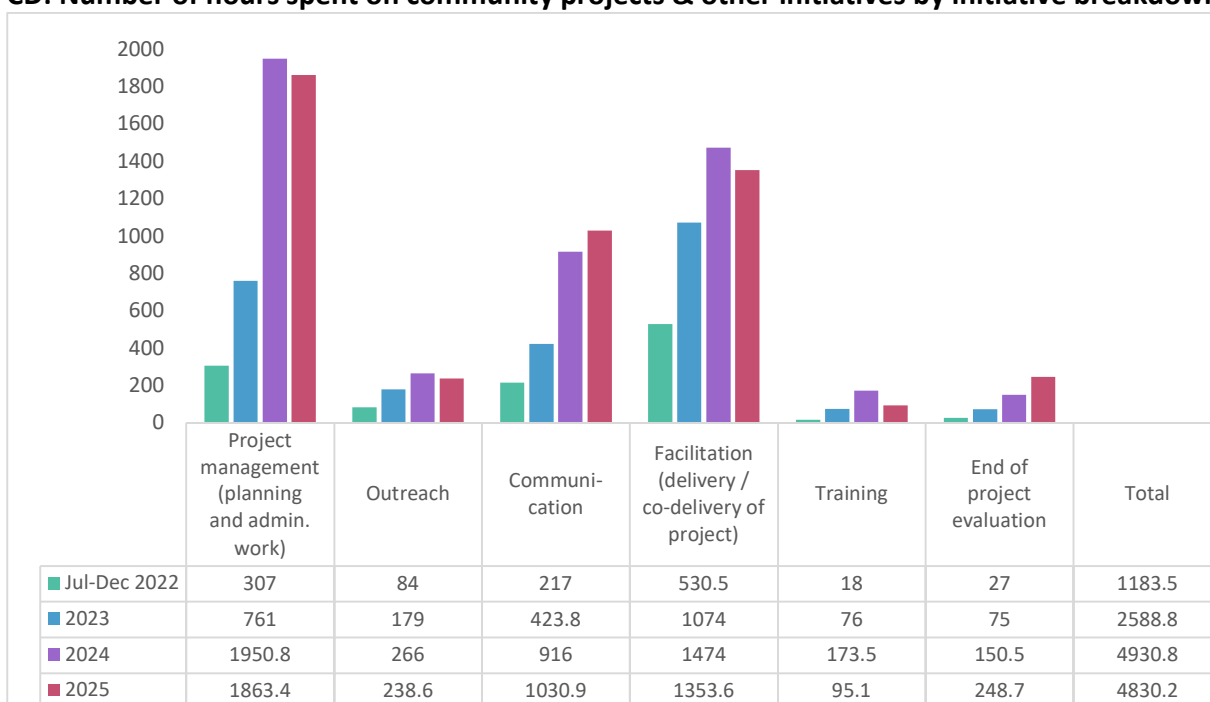


Figure 54: The figure above provides information on the hours spent on the various tasks (i.e., initiative breakdown) required within the targeted initiative type. For example, within community projects & other initiatives tasks conducted in 2025, 1353.6 hours were spent on facilitation.

Community Services (CS)

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.

CS: Number of cases and individuals worked with by year



Figure 55: 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 2025, 1125 cases and 779 individuals were worked with compared to 1232 and 1181 respectively in 2024.

**CS: Number of cases worked with and the waiting list at the end of the reporting period by Community Service
January - December 2025**

	New	Re-contact	Known	Intake	Total cases worked with	Waiting list Dec 2025
Birkirkara	26	3	36	4	69	0
Cottonera	22	15	65	9	111	0
Mosta	41	11	40	3	95	0
Msida	28	3	22	0	53	0
Northern Harbour	9	1	7	1	18	0
Paolo Freire	13	6	48	4	71	1
Qawra	79	20	99	24	222	20
Southern	41	6	66	3	116	0
Valletta	26	10	71	0	107	0
Western	72	17	33	10	132	0
Zabbar	38	8	72	13	131	10
Total	395	100	559	71	1125	31

Figure 56: 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.

A total of **1,125** cases were worked with between January and December 2025.

CS: Cases worked with Jan-Dec 2025 by gender (no. & %)

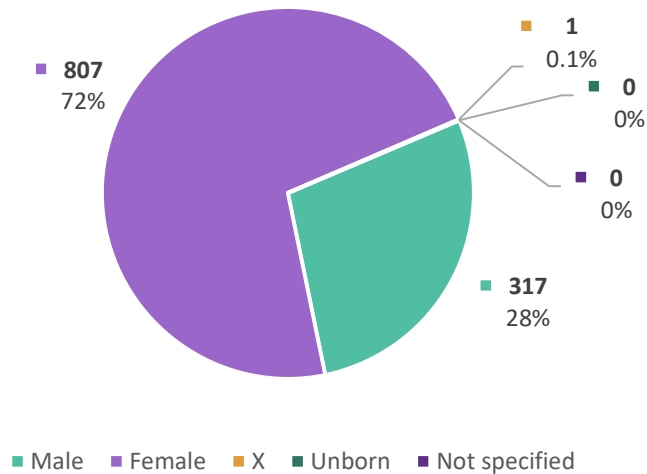


Figure 57: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (72%).

CS: Cases worked with Jan-Dec 2025 by age category (no. & %)

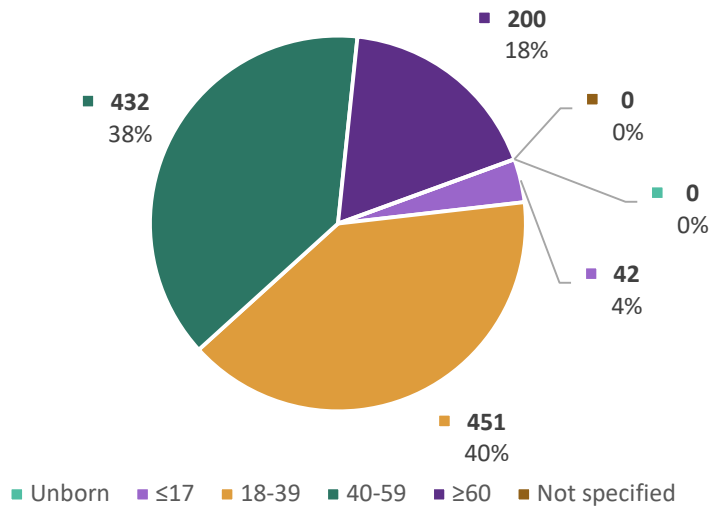


Figure 58: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (40%).

CS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

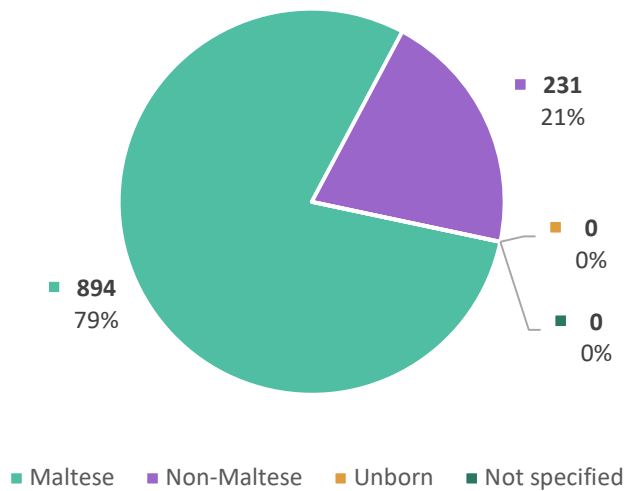
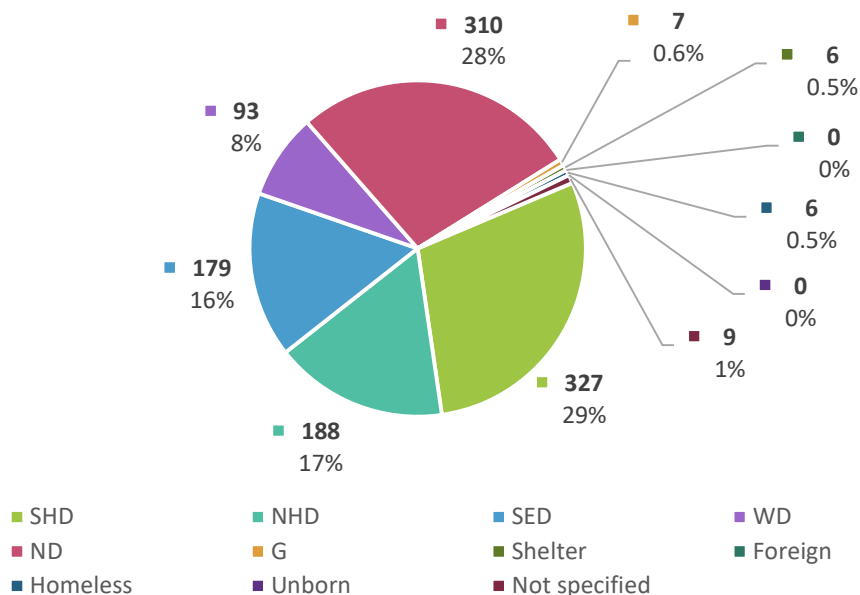


Figure 59: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 79% of the cases worked with were Maltese while non-Maltese made up 21% of cases.

CS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 60: 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 2025.

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

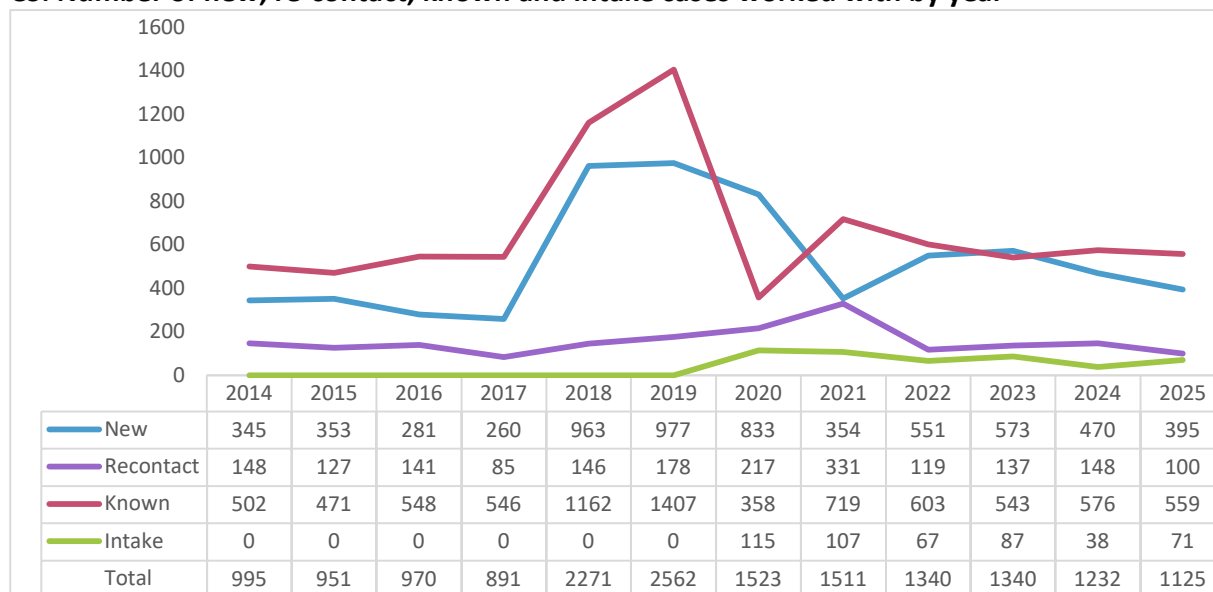


Figure 61: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

CS: Case state at the end of the reporting period

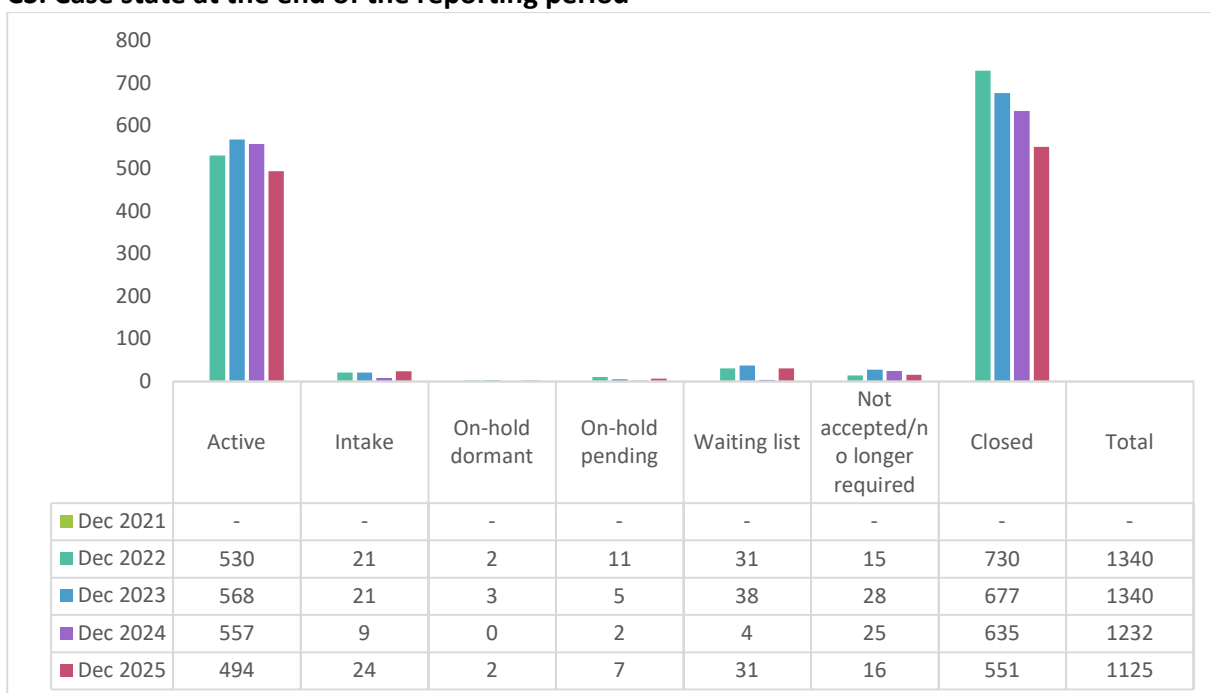


Figure 62: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 44% (494) 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.

CS: Waiting list at the end of the reporting period

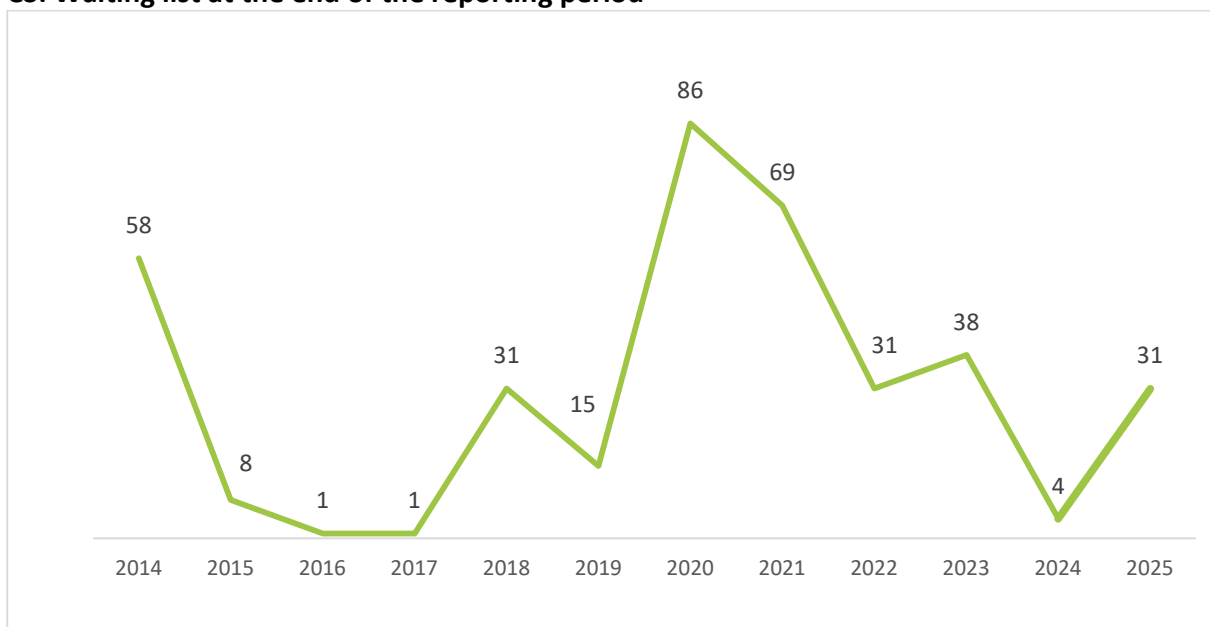


Figure 63: The figure above only reports cases that are still on the waiting list at the end of the reporting period². The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

² Data up to 2024 was revised due to changes in services

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

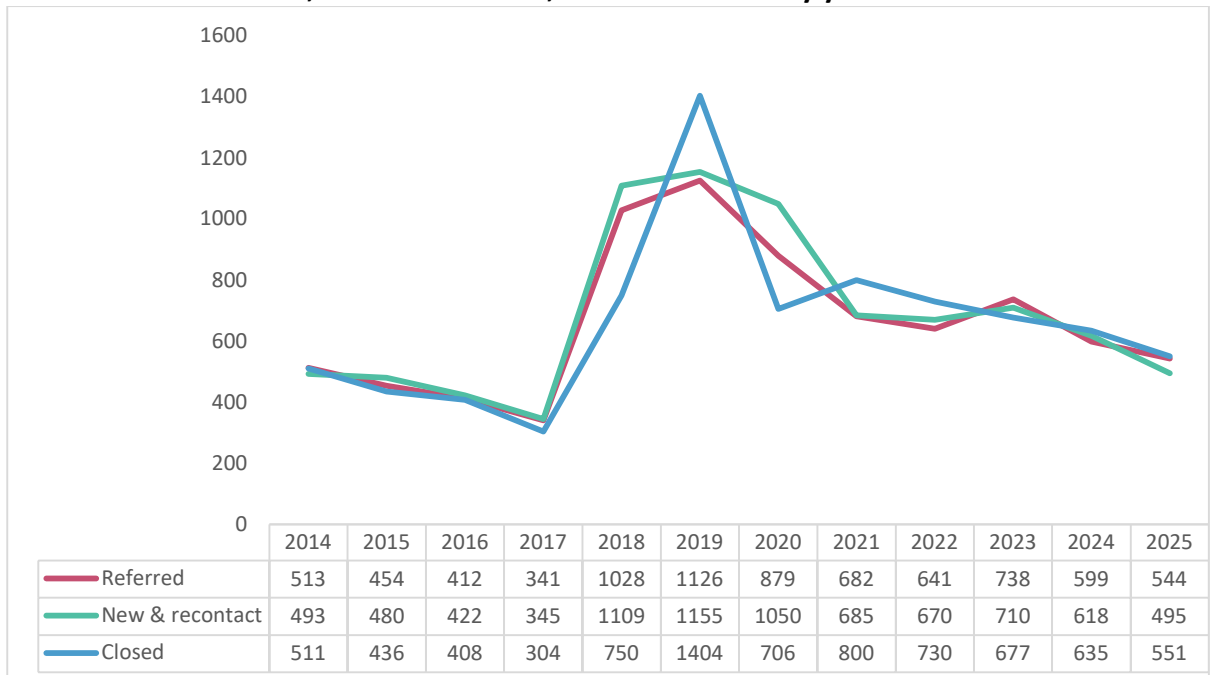


Figure 64: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 61 for breakdown of new & recontact cases). In 2025, 544 cases were referred, 495 new & recontact cases opened, and 551 cases closed.

CS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	7	2	3	4	3
Assault/rape/harassment/sexual abuse	1	1	4	1	9
Behaviour problems	7	-	-	-	0
Bereavement	0	1	0	1	0
Child abuse	17	11	9	3	3
Child care or access	8	9	1	11	12
Delinquency	0	0	0	0	0
Disability related issues	6	7	4	8	5
Domestic violence	13	7	4	13	2
Eating disorder	0	0	0	0	0
Elderly needs	6	9	20	11	15
Employment issues	52	37	56	54	35
Family relations/relationships	56	22	24	24	24
Financial difficulties	188	166	165	153	121
Fostering or adoption	1	0	2	1	0
Health related issues	14	15	16	15	10
Homeless	43	50	85	45	8
Housing problems	53	74	75	64	72
Human trafficking	0	0	0	0	0
Hygiene related issues	0	0	0	0	0
Identity related issues	1	0	3	0	1
Lack of support or guidance	69	91	83	79	70
Legal issues	9	8	11	6	16
Loneliness	19	11	15	7	3
Marital problems	5	9	13	7	12
Mental health issues	52	34	57	35	54
Migrant related issues	2	10	6	4	4
Oppositional defiant behaviours	-	7	13	3	9
Parenting skills/child-parent relationship	-	24	25	26	17
Personality related issues	0	0	0	0	0
Pregnancy related issues	2	0	0	0	0
Relationship problems	9	10	13	7	7
School related problems	9	9	12	9	10
Self-harm or suicide	4	1	6	1	2
Separation related issues	7	8	8	4	6
Sex work related issues	0	0	0	0	0
Other	17	7	5	3	14
None specified	5	1	0	0	0
Total	682	641	738	599	544

Figure 65: 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 2025												
	BCS	CCS	MoCS	MsCS	NHCS	PFI	QCS	SCS	VCS	WCS	ZCS	T
Self-referred	12	24	36	11	2	12	72	27	23	63	30	312
Other ACTS service	5	0	0	9	2	0	10	4	7	3	1	41
Appogg service	4	1	2	2	2	1	3	6	0	4	2	27
Parish or other church organisation	5	3	1	2	0	1	7	1	0	4	2	26
Hospital, other medical service or GP	2	4	3	2	0	1	5	1	1	3	1	23
School or education department	0	1	4	0	0	1	3	1	0	9	0	19
Other NGO	2	1	1	0	1	1	4	1	1	1	2	15
Other Government entity	0	2	3	0	0	0	2	3	0	2	2	14
Directorate for Child Protection	0	3	0	2	0	0	1	1	0	1	4	12
Courts, CoRRS, police or probation	0	2	1	2	4	0	0	0	1	0	1	11
Family	0	0	2	0	0	4	0	1	0	0	2	9
Agenzija Sapport	2	1	1	0	0	0	1	1	0	2	0	8
Directorate for Alternative Care	0	1	0	0	0	0	3	1	0	1	1	7
Psychiatric services, MCH	0	0	1	0	0	0	4	0	0	0	1	6
FSWS Gozo branch service	0	1	0	0	0	0	0	0	0	1	1	3
Other FSWS service	0	2	0	0	0	0	0	0	0	1	0	3
Place of employment	0	0	0	0	0	0	0	1	0	1	1	3
Sedqa service	0	0	0	0	0	0	0	1	1	0	0	2
Friend or acquaintance	0	0	0	0	0	0	0	0	1	0	0	1
Residential home/ shelter	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Not specified	0	0	0	1	0	0	1	0	0	0	0	2
Total	32	46	55	31	11	21	116	50	35	96	51	544

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 66: 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 2025, the CS received a total of 27 referrals through Appogg.

A total of **495** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

CS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	8	11	0	0	0	19
18-19	2	5	0	0	0	7
20-24	5	22	0	0	0	27
25-29	10	28	0	0	0	38
30-34	18	41	0	0	0	59
35-39	13	53	0	0	0	66
40-44	20	42	0	0	0	62
45-49	12	32	0	0	0	44
50-54	12	29	0	0	0	41
55-59	11	23	0	0	0	34
≥60	35	63	0	0	0	98
Not specified	0	0	0	0	0	0
Total	146	349	0	0	0	495

Figure 67: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 60 or over (98).

Community Services: Birkirkara (BCS)

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

BCS: Number of cases and individuals worked with by year

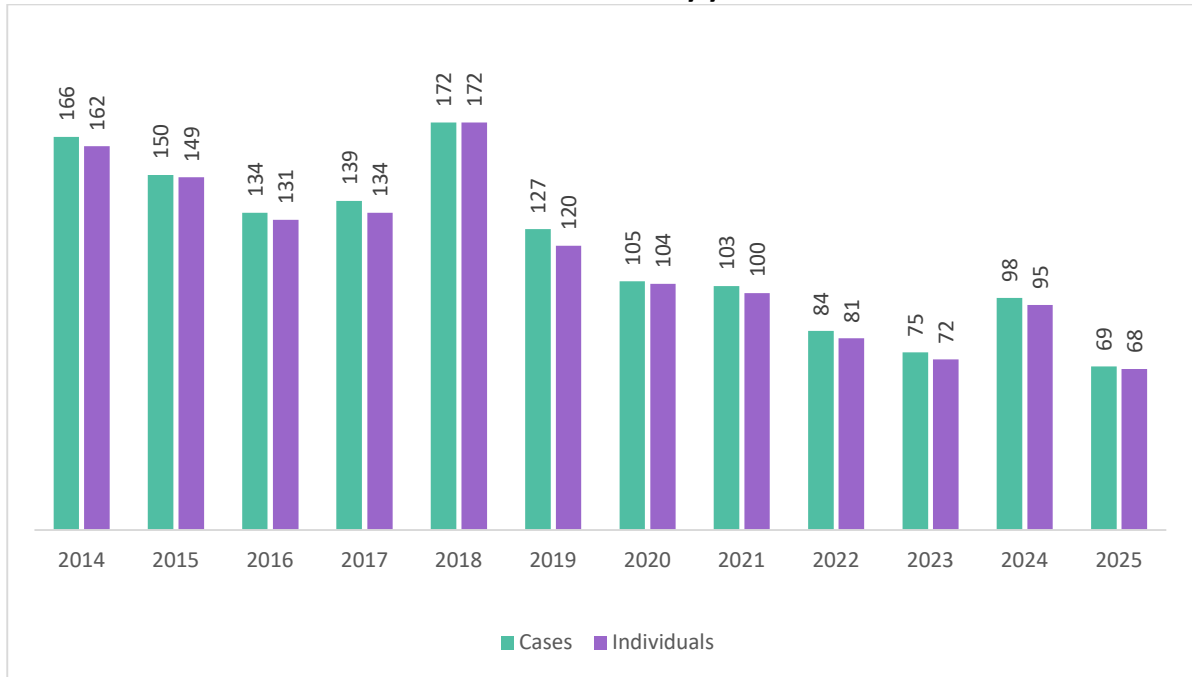


Figure 68: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 69 cases and 68 individuals were worked with compared to 98 and 95 respectively in 2024.

A total of **69** cases were worked with between January and December 2025.

BCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

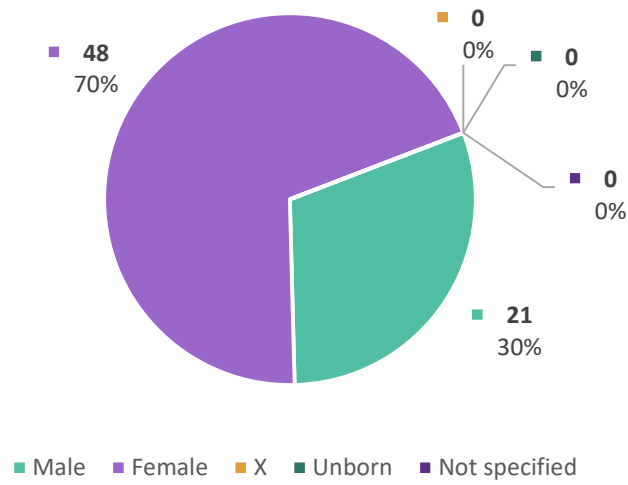


Figure 69: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (70%).

BCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

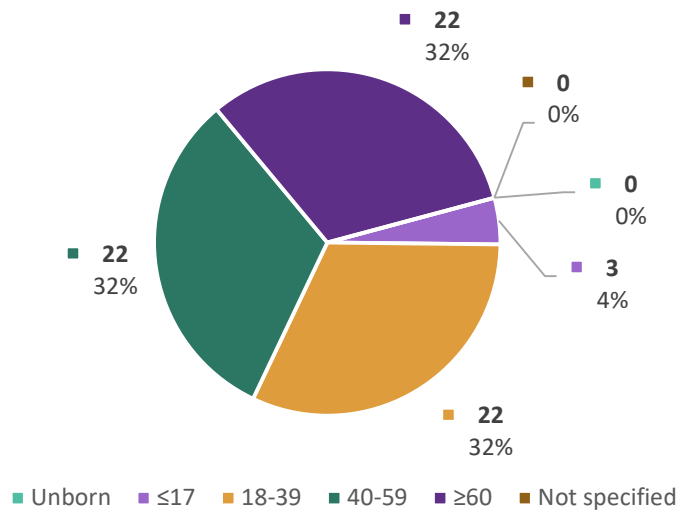


Figure 70: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (32%), 40 to 59 (32%) and 60 or over (32%).

BCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

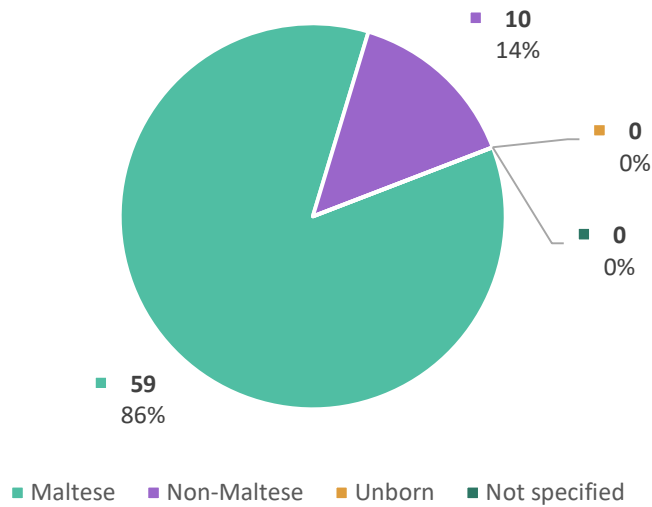
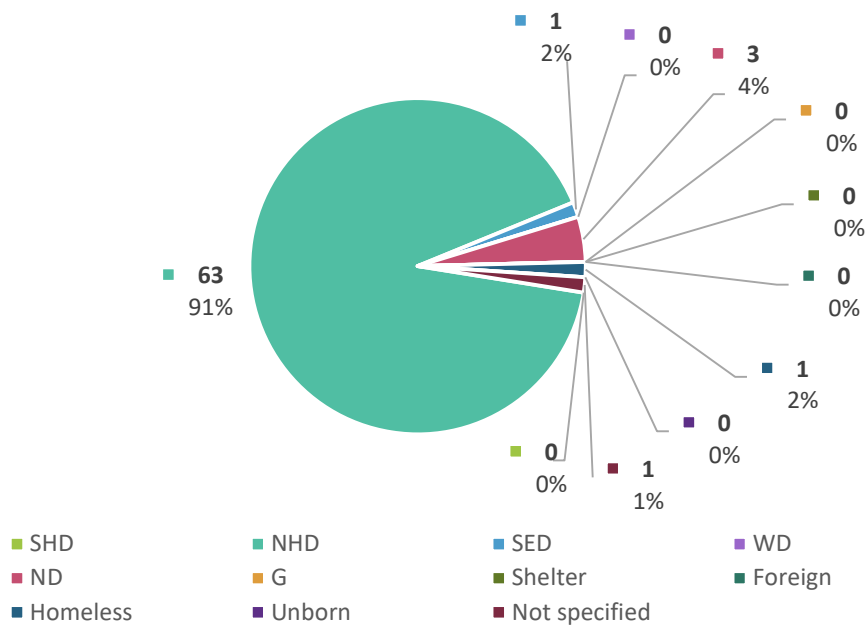


Figure 71: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 86% of the cases worked with were Maltese while non-Maltese made up 14% of cases.

BCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 72: 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 2025.

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

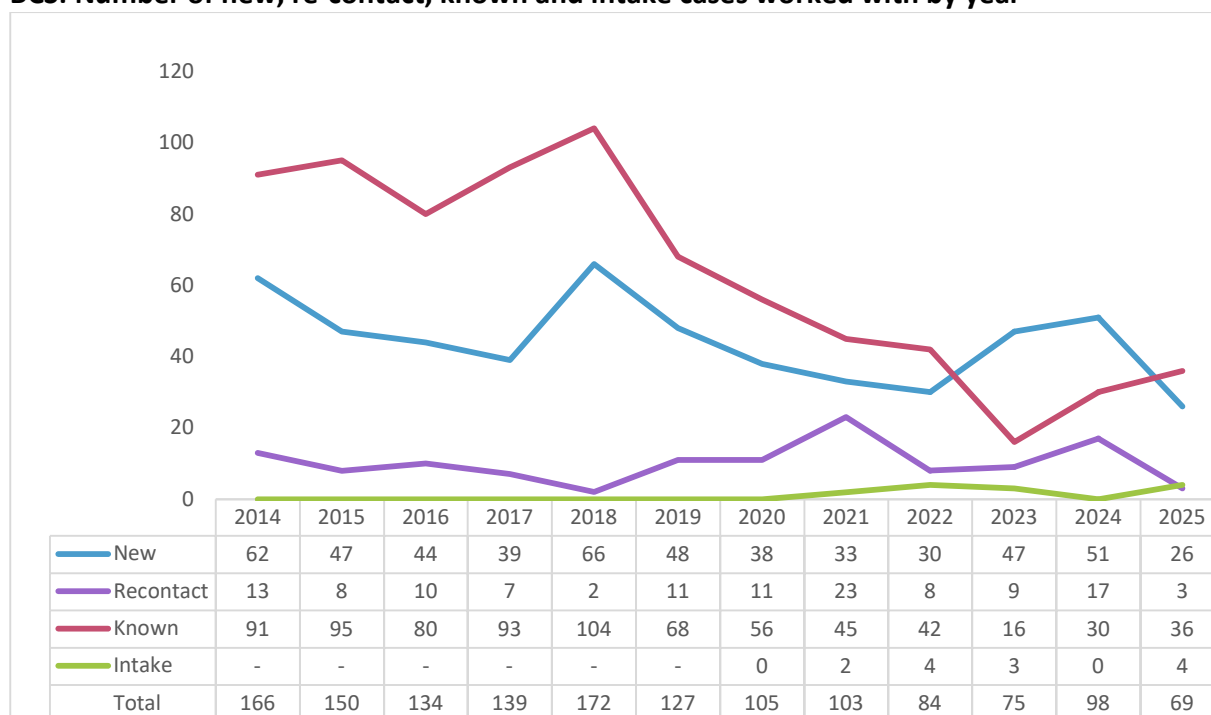


Figure 73: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

BCS: Case state at the end of the reporting period

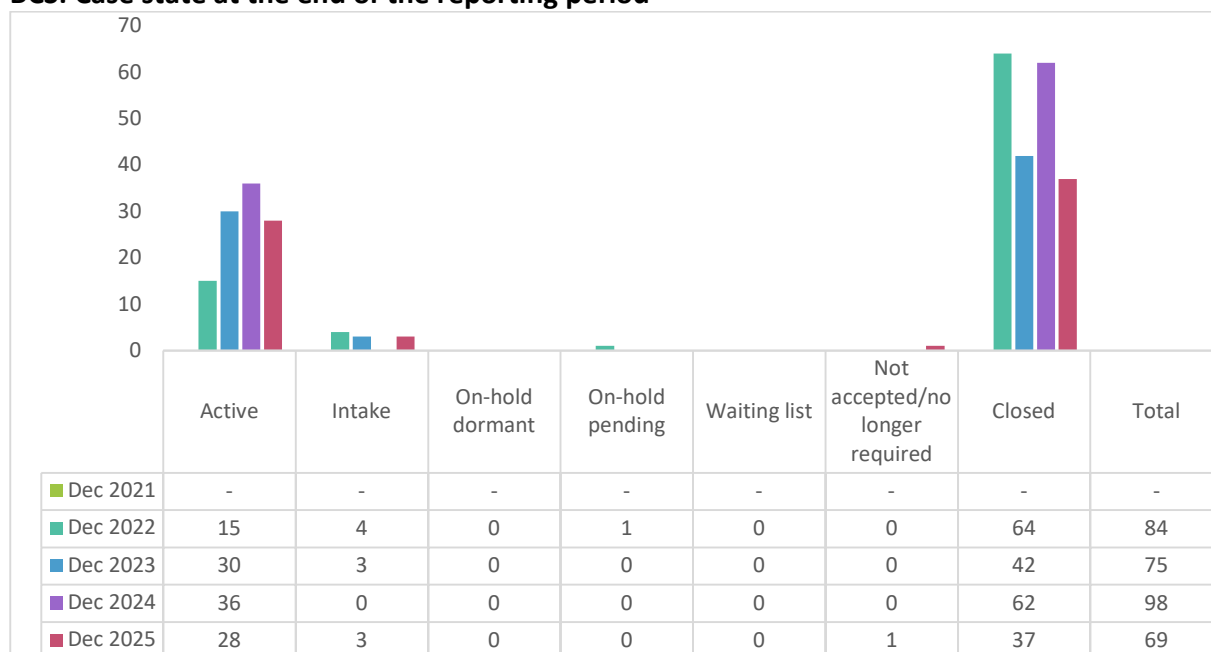


Figure 74: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 41% (28) 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.

BCS: Waiting list at the end of the reporting period

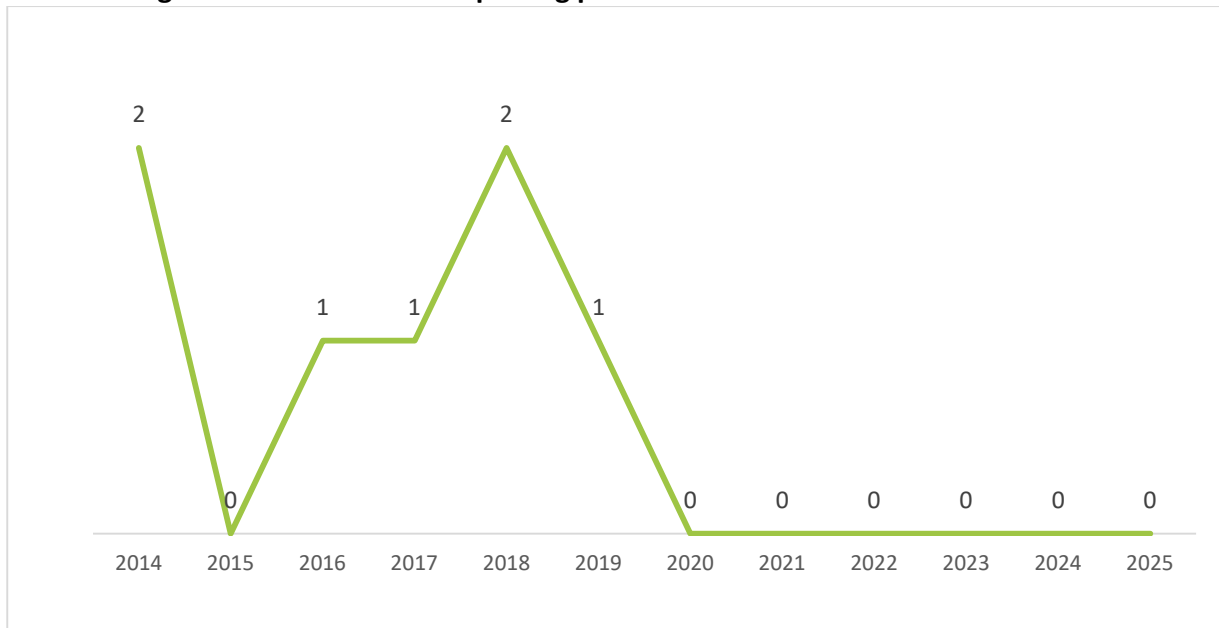


Figure 75: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

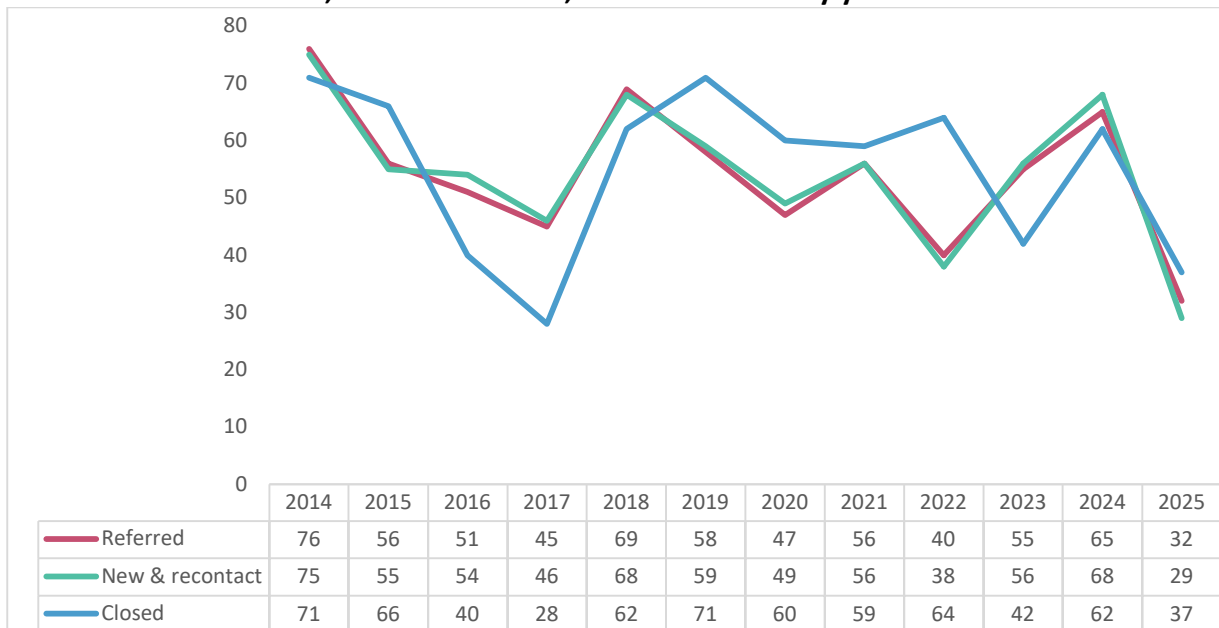


Figure 76: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 73 for breakdown of new & recontact cases). In 2025, 32 cases were referred, 29 new & recontact cases opened, and 37 cases closed.

BCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	0	2	1	0
Assault/rape/harassment/sexual abuse	0	1	0	0	0
Behaviour problems	1	-	-	-	-
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	1
Domestic violence	1	0	0	2	0
Eating disorder	0	0	0	0	0
Elderly needs	1	0	2	0	0
Employment issues	4	4	1	3	3
Family relations/relationships	3	3	3	6	5
Financial difficulties	12	10	8	23	12
Fostering or adoption	0	0	2	0	0
Gender related issues	1	0	0	0	0
Health related issues	0	0	1	3	0
Homeless	7	8	15	6	0
Housing problems	6	2	5	5	2
Human trafficking	0	0	0	0	0
Lack of support or guidance	6	2	1	7	3
Legal issues	0	0	3	0	1
Loneliness	0	0	2	0	0
Marital problems	0	1	1	1	0
Mental health issues	9	4	2	6	5
Migrant related issues	2	0	0	0	0
Oppositional defiant behaviours	-	0	0	0	0
Parenting skills/child-parent relationship	-	4	3	1	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	1	2	0	0
School related problems	0	0	0	0	0
Self-harm or suicide	0	0	1	0	0
Separation related issues	1	0	1	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	56	40	55	65	32

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.

A total of **29** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

BCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	1	0	0	0	0	1
18-19	0	1	0	0	0	1
20-24	1	2	0	0	0	3
25-29	0	2	0	0	0	2
30-34	1	1	0	0	0	2
35-39	1	2	0	0	0	3
40-44	0	5	0	0	0	5
45-49	1	3	0	0	0	4
50-54	0	2	0	0	0	2
55-59	0	1	0	0	0	1
≥60	2	3	0	0	0	5
Not specified	0	0	0	0	0	0
Total	7	22	0	0	0	29

Figure 78: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 40 to 44 (5) and 60 or over (5).

Community Services: Cottonera (CoCS)

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

CoCS: Number of cases and individuals worked with by year

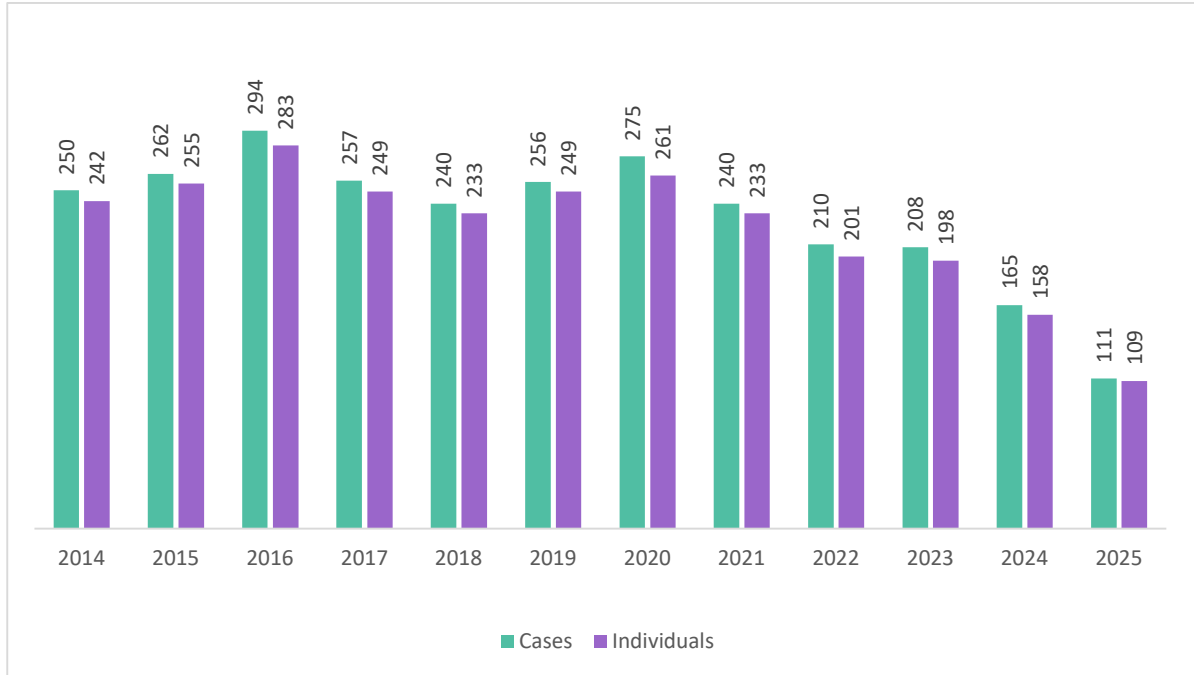


Figure 79: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 111 cases and 109 individuals were worked with compared to 165 and 158 respectively in 2024.

A total of **111** cases were worked with between January and December 2025.

CoCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

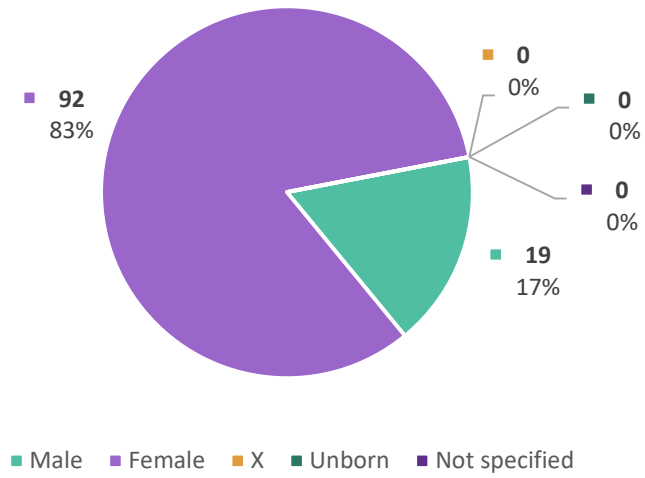


Figure 80: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (83%).

CoCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

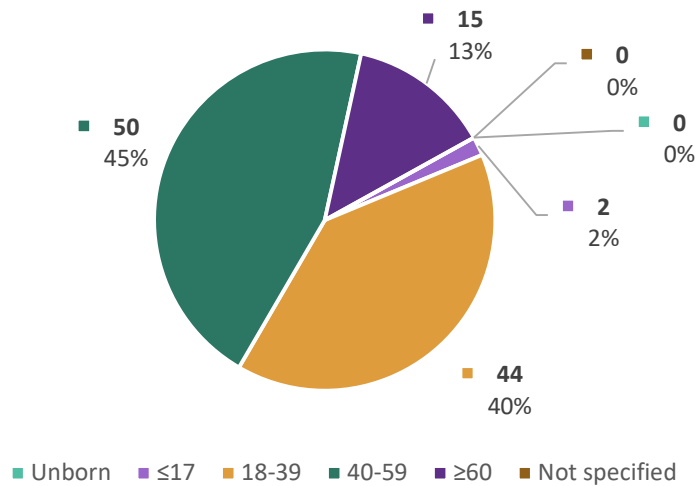


Figure 81: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (45%).

CoCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

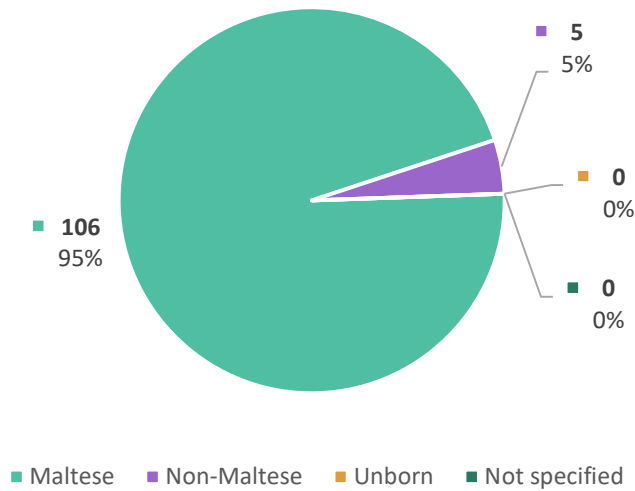
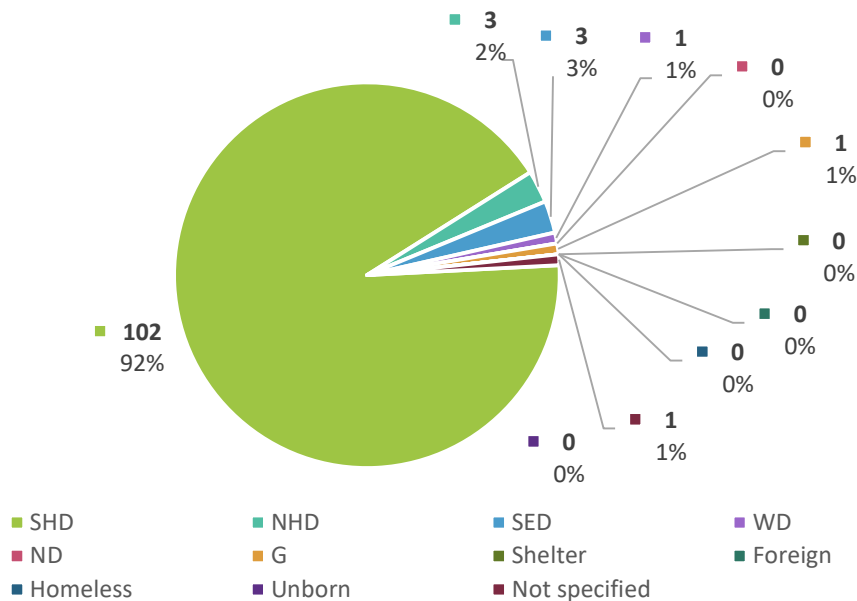


Figure 82: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 95% of the cases worked with were Maltese while non-Maltese made up 5% of cases.

CoCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 83: 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 2025.

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

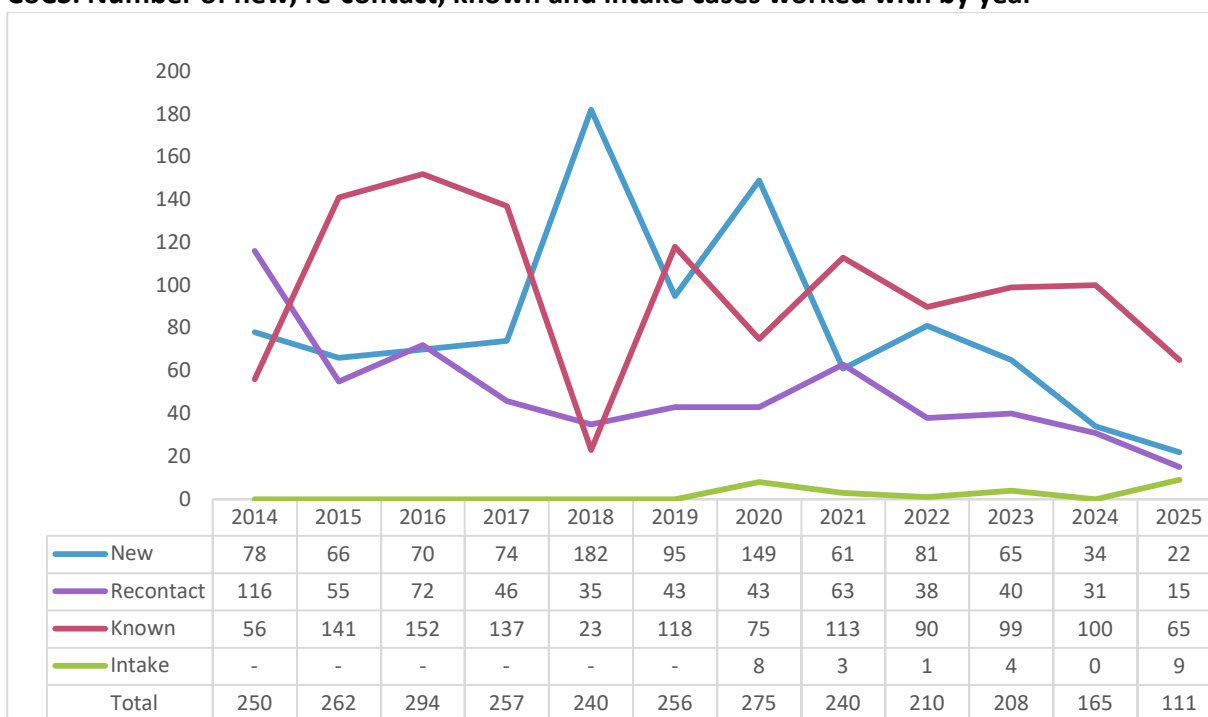


Figure 84: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

CoCS: Case state at the end of the reporting period

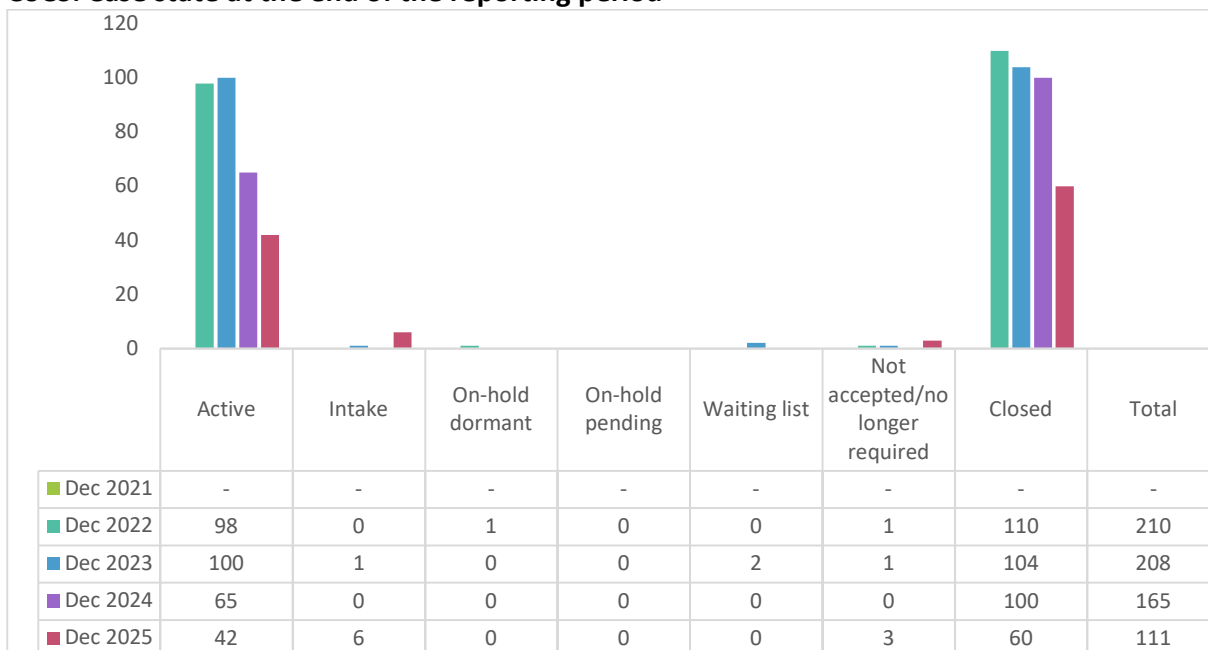


Figure 85: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 38% (42) 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.

CoCS: Waiting list at the end of the reporting period

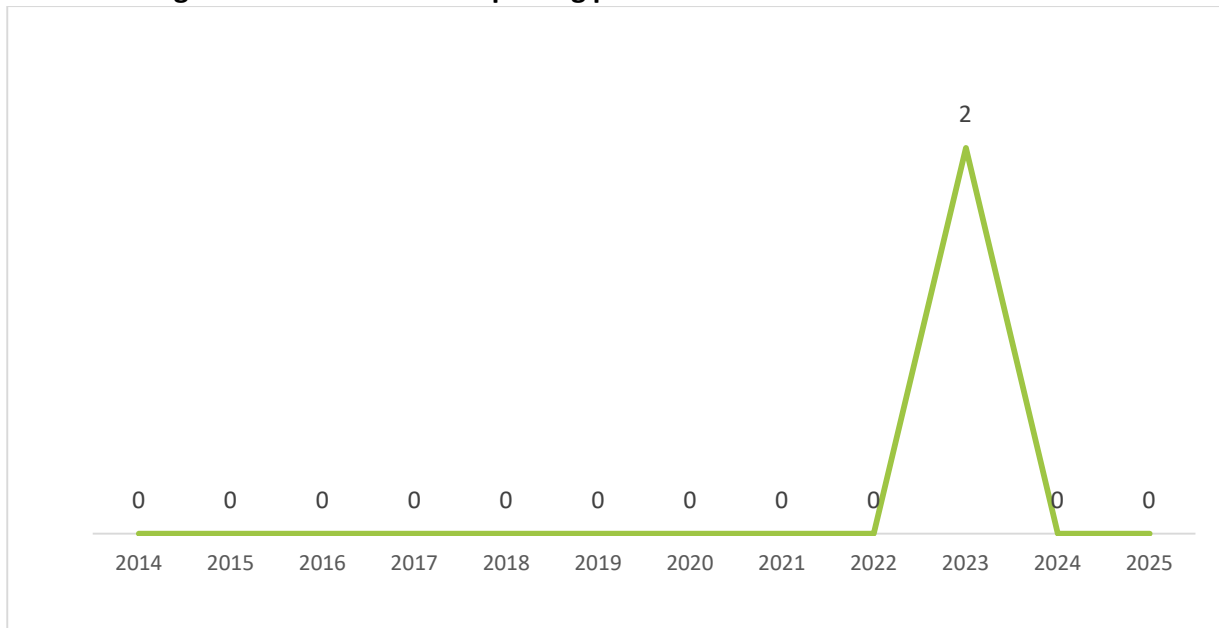


Figure 86: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

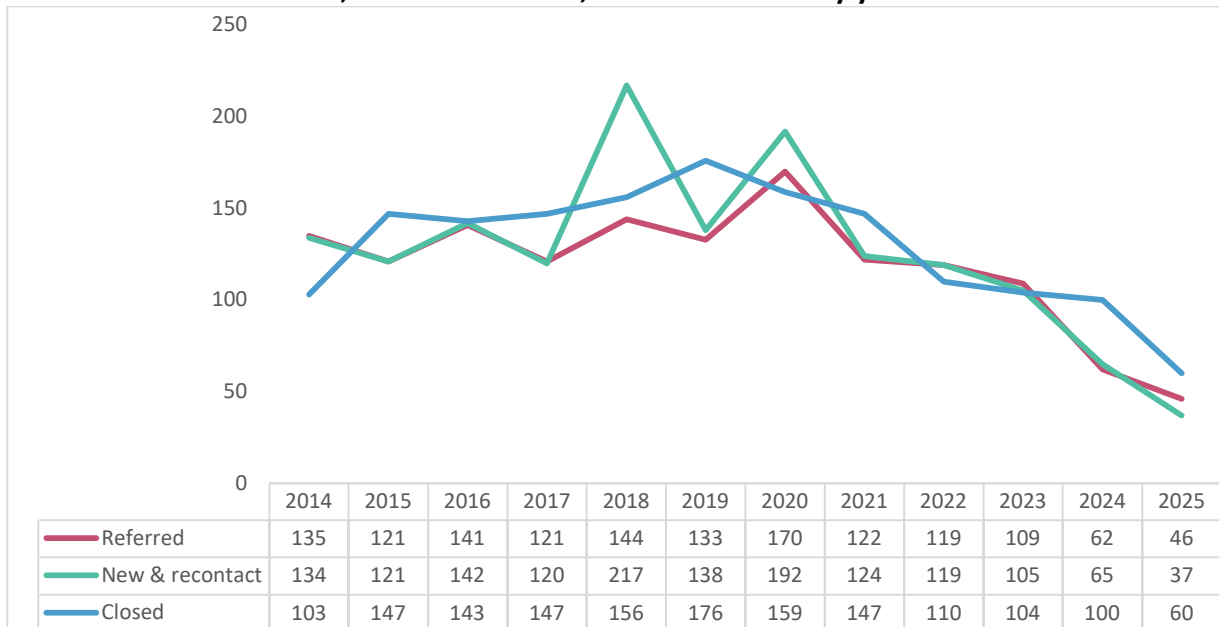


Figure 87: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 84 for breakdown of new & recontact cases). In 2025, 46 cases were referred, 37 new & recontact cases opened, and 60 cases closed.

CoCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	0	0	0	0
Assault/rape/harassment/sexual abuse	1	0	2	0	2
Behaviour problems	1	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	3	3	4	0	1
Child care or access	9	2	0	3	1
Delinquency	0	0	0	0	0
Disability related issues	0	0	1	0	1
Domestic violence	2	1	2	2	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	0	0
Employment issues	14	8	8	5	1
Family relations/relationships	3	3	4	0	1
Financial difficulties	38	28	17	14	7
Fostering or adoption	0	0	0	0	0
Health related issues	3	3	4	2	1
Homeless	1	5	5	1	0
Housing problems	12	27	22	11	11
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	16	22	21	14	12
Legal issues	1	2	0	0	1
Loneliness	3	0	2	0	0
Marital problems	1	0	3	1	1
Mental health issues	7	5	6	3	3
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	1	4	1	1
Parenting skills/child-parent relationship	-	1	1	3	1
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	2	3	2	1	1
School related problems	0	1	0	0	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	1	2	1	0	0
Sex work related issues	0	0	0	0	0
Other	3	1	0	1	0
None specified	1	1	0	0	0
Total	122	119	109	62	46

Figure 88: 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.

A total of **37** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

CoCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	0	0	0	0	0	0
18-19	0	1	0	0	0	1
20-24	0	3	0	0	0	3
25-29	1	3	0	0	0	4
30-34	1	3	0	0	0	4
35-39	1	4	0	0	0	5
40-44	0	3	0	0	0	3
45-49	0	4	0	0	0	4
50-54	0	4	0	0	0	4
55-59	2	2	0	0	0	4
≥60	1	4	0	0	0	5
Not specified	0	0	0	0	0	0
Total	6	31	0	0	0	37

Figure 89: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 35 to 39 (5) and 60 or over (5).

Community Services: Mosta (MoCS)

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

MoCS: Number of cases and individuals worked with by year

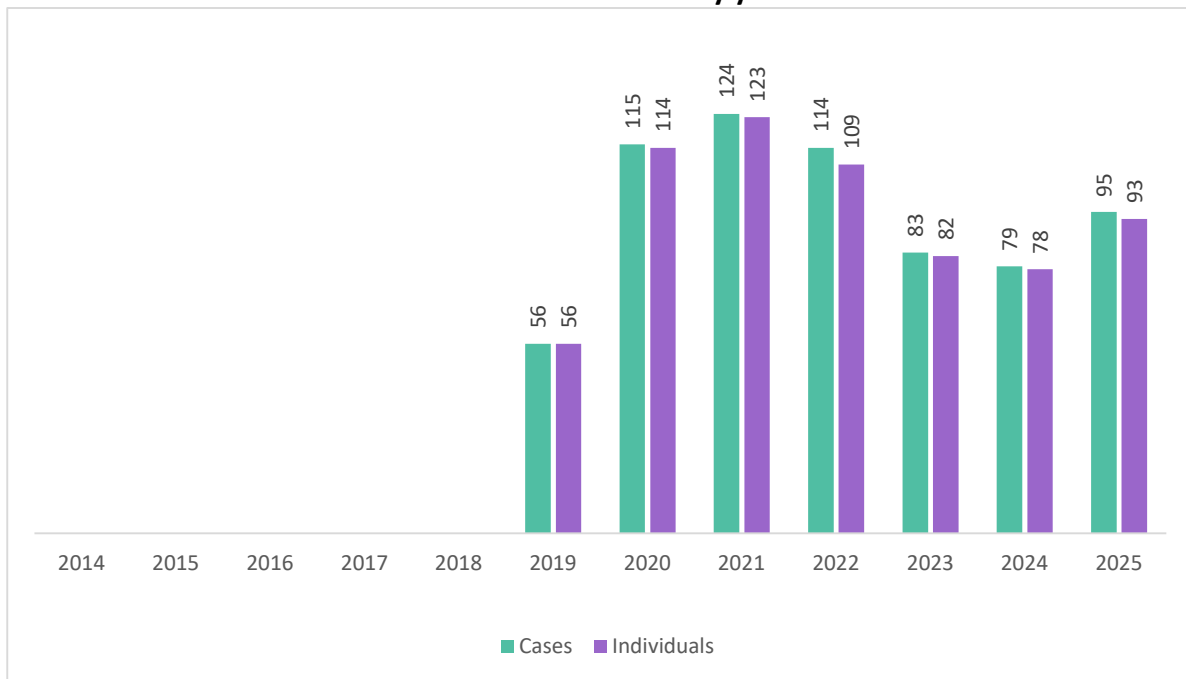


Figure 90: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 95 cases and 93 individuals were worked with compared to 79 and 78 respectively in 2024.

A total of **95** cases were worked with between January and December 2025.

MoCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

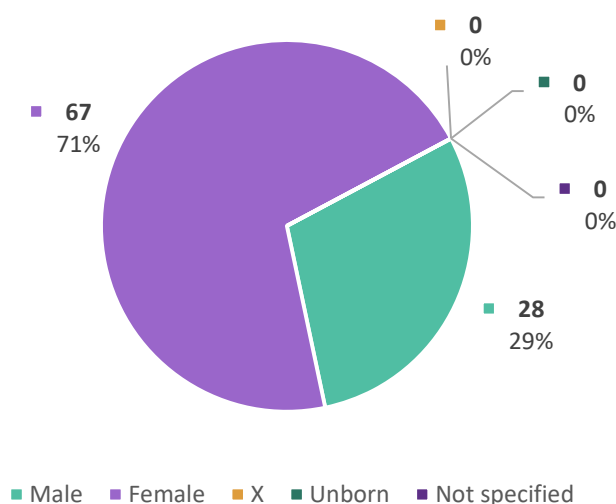


Figure 91: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (71%).

MoCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

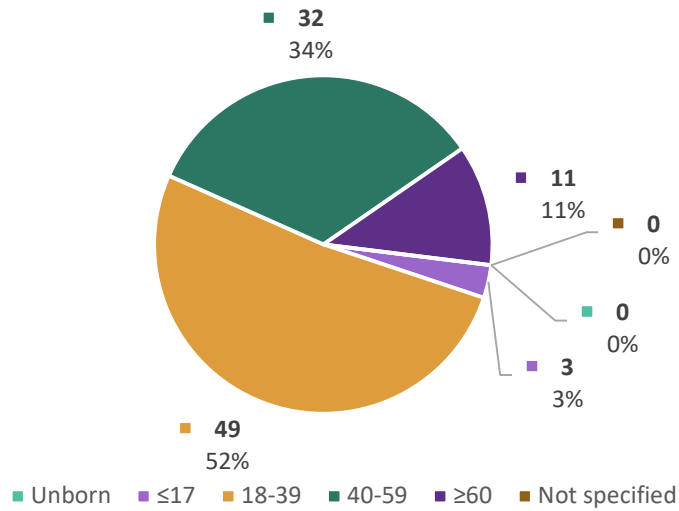


Figure 92: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (52%).

MoCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

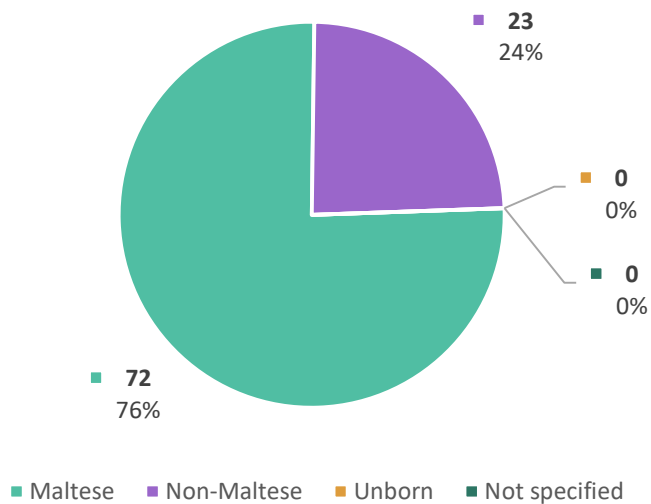
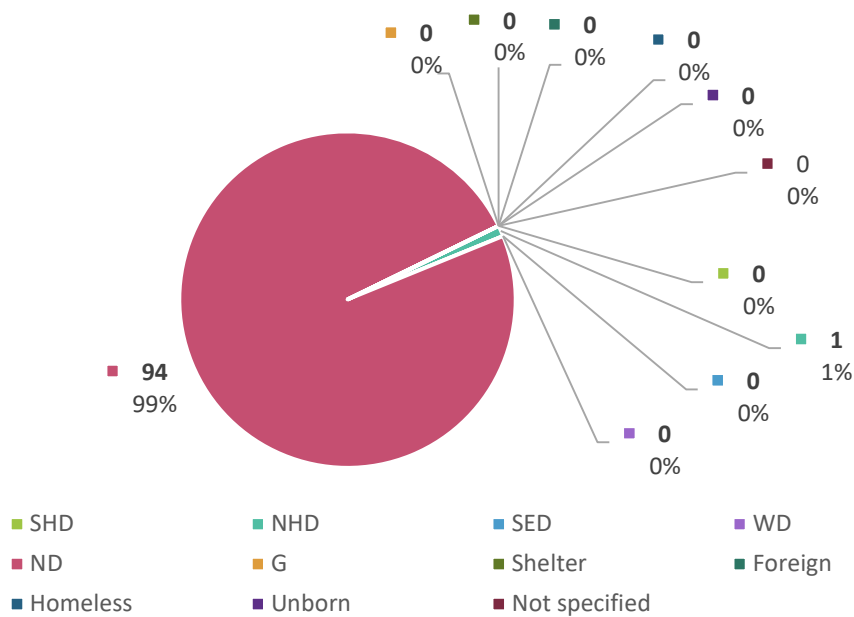


Figure 93: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 76% of the cases worked with were Maltese while non-Maltese made up 24% of cases.

MoCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 94: 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 (99%) had the highest percentage of cases worked with in 2025.

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

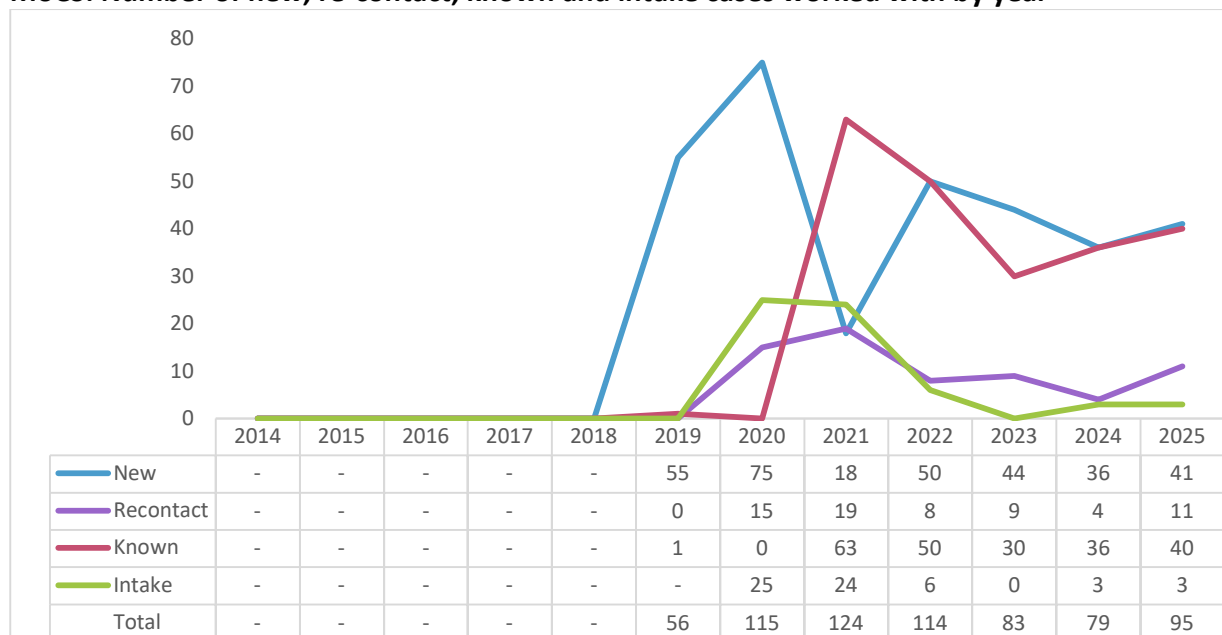


Figure 95: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online 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: Case state at the end of the reporting period

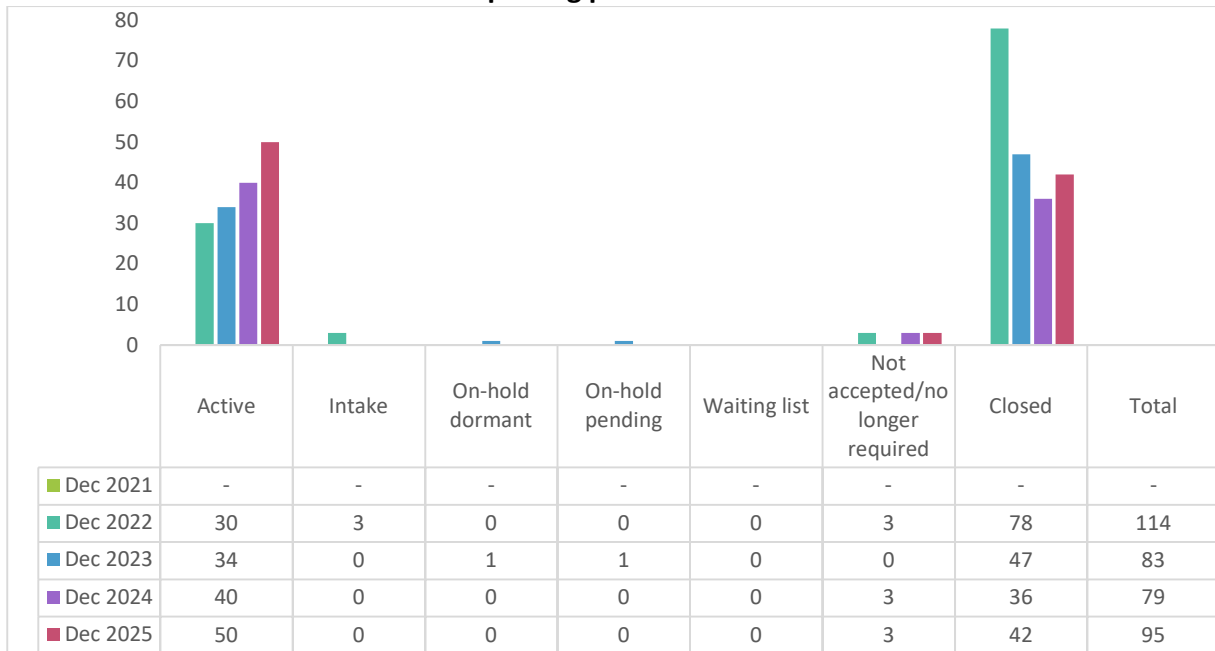


Figure 96: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 53% (50) 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.

MoCS: Waiting list at the end of the reporting period

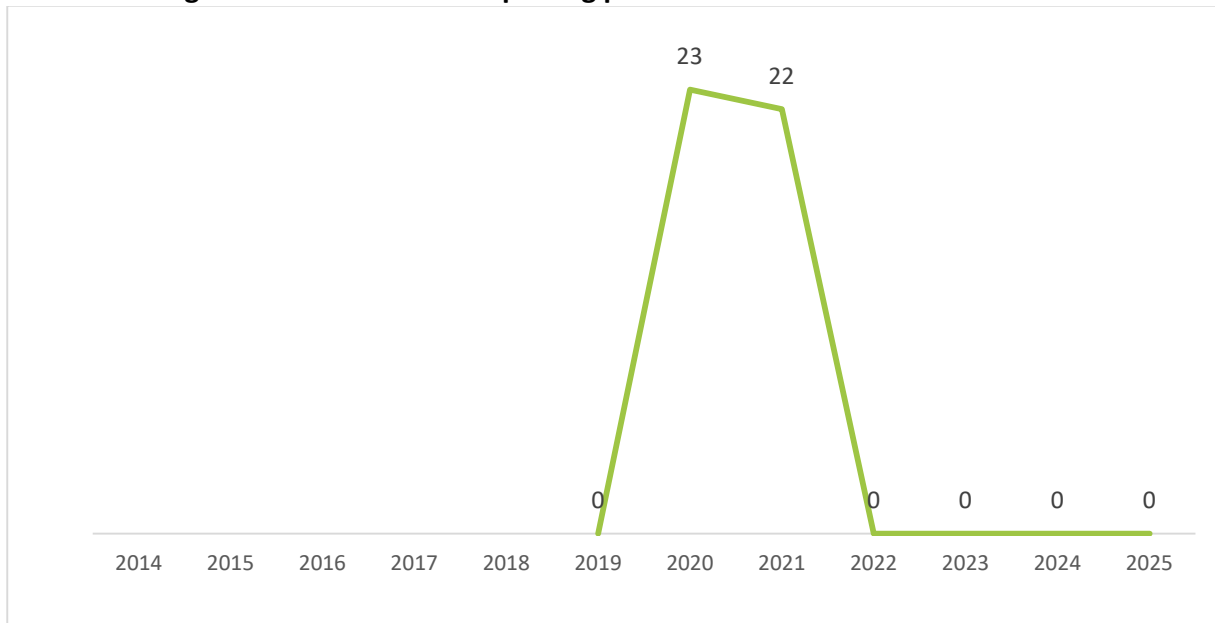


Figure 97: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

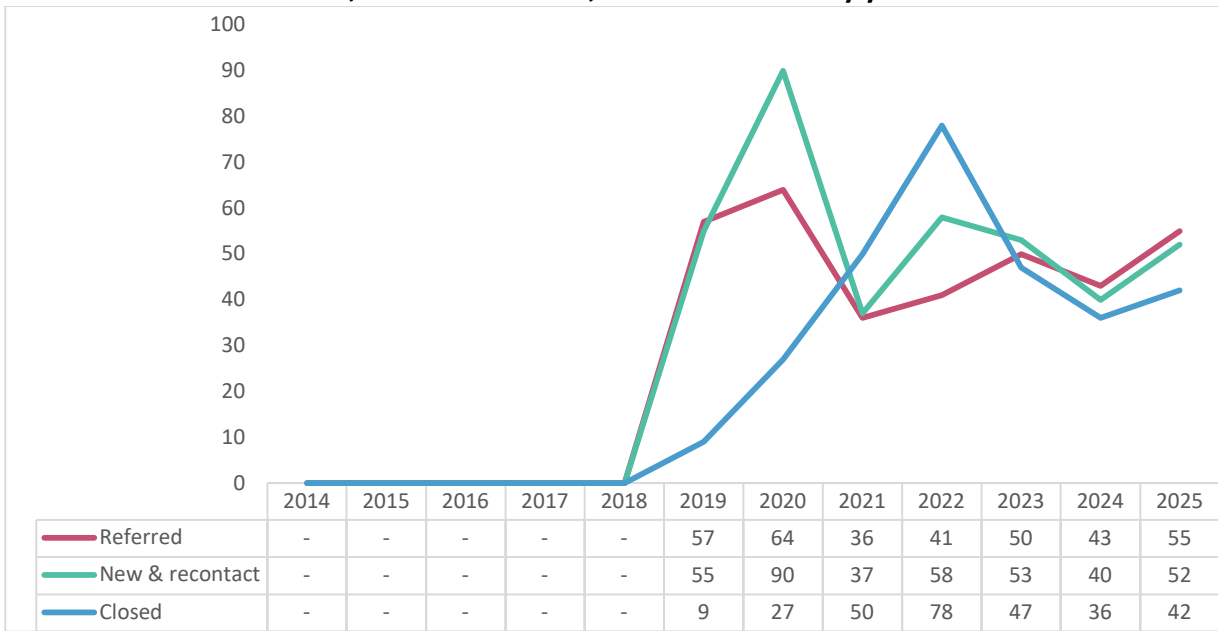


Figure 98: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 95 for breakdown of new & recontact cases). In 2025, 55 cases were referred, 52 new & recontact cases opened, and 42 cases closed.

MoCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	0	1	1	0
Assault/rape/harassment/sexual abuse	0	0	1	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	0	1	1	1	0
Child care or access	5	0	0	1	1
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	1
Domestic violence	1	1	0	2	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	0	0
Employment issues	3	1	0	1	2
Family relations/relationships	1	1	1	2	5
Financial difficulties	6	10	12	10	5
Fostering or adoption	0	0	0	0	0
Health related issues	1	2	1	2	1
Homeless	3	2	7	3	0
Housing problems	1	2	2	4	7
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	1
Lack of support or guidance	4	4	11	6	9
Legal issues	0	1	0	0	2
Loneliness	0	1	1	0	0
Marital problems	1	2	0	1	2
Mental health issues	5	4	6	3	7
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	2	1	0	3
Parenting skills/child-parent relationship	-	4	1	6	5
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	1	1	1	0	1
School related problems	3	1	1	0	0
Self-harm or suicide	0	0	1	0	0
Separation related issues	1	1	1	0	3
Sex work related issues	0	0	0	0	0
Other	0	0	0	0	0
None specified	0	0	0	0	0
Total	36	41	50	43	55

Figure 99: 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.

A total of **52** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

MoCS: Number of new & re-contact cases opened by age category and gender						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	1	1	0	0	0	2
18-19	1	1	0	0	0	2
20-24	0	3	0	0	0	3
25-29	2	3	0	0	0	5
30-34	2	7	0	0	0	9
35-39	1	7	0	0	0	8
40-44	4	5	0	0	0	9
45-49	1	2	0	0	0	3
50-54	0	4	0	0	0	4
55-59	1	2	0	0	0	3
≥60	1	3	0	0	0	4
Not specified	0	0	0	0	0	0
Total	14	38	0	0	0	52

Figure 100: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 30 to 34 (9) and 40 to 44 (9).

Community Services: Msida (MsCS)

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

MsCS: Number of cases and individuals worked with by year

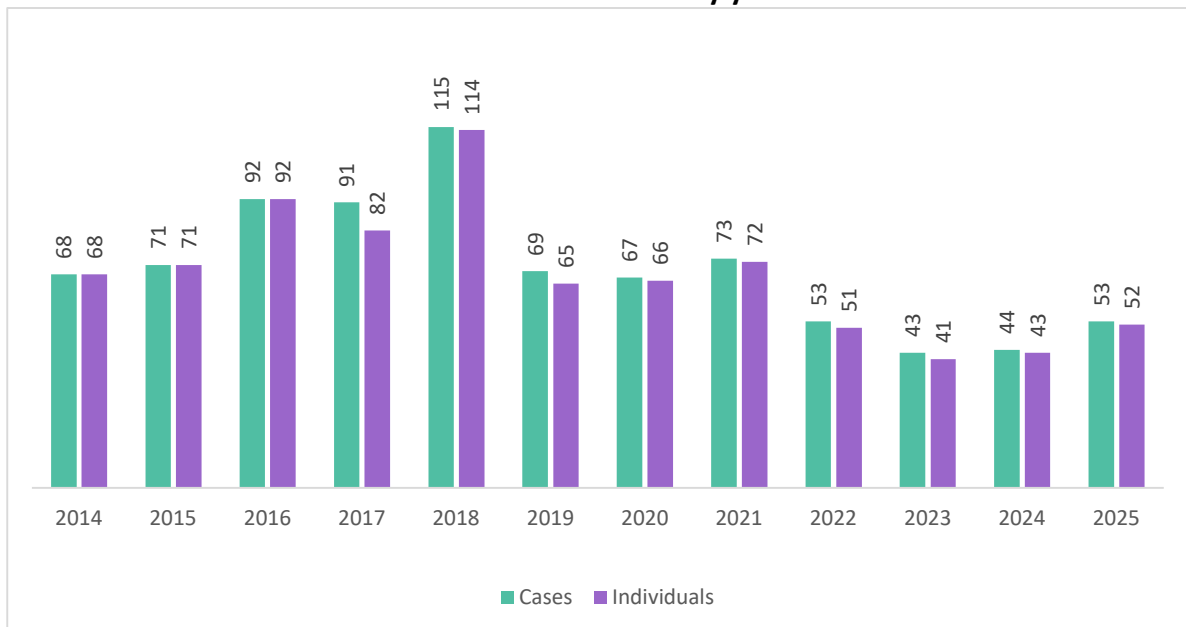


Figure 101: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 53 cases and 52 individuals were worked with compared to 44 and 43 respectively in 2024.

A total of 53 cases were worked with between January and December 2025.

MsCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

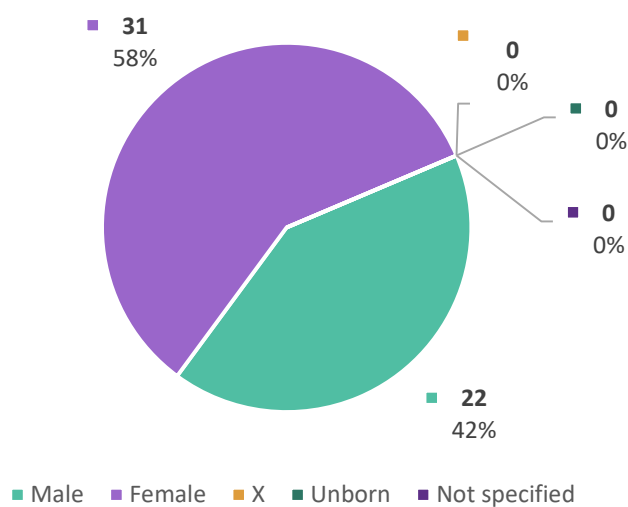


Figure 102: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (58%).

MsCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

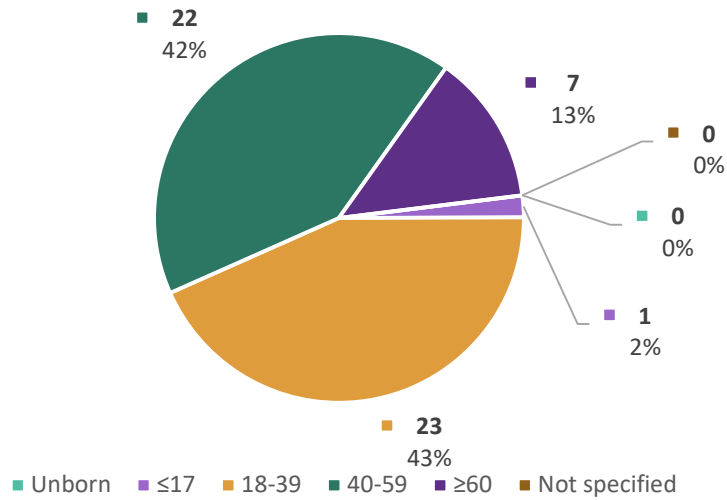


Figure 103: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (43%).

MsCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

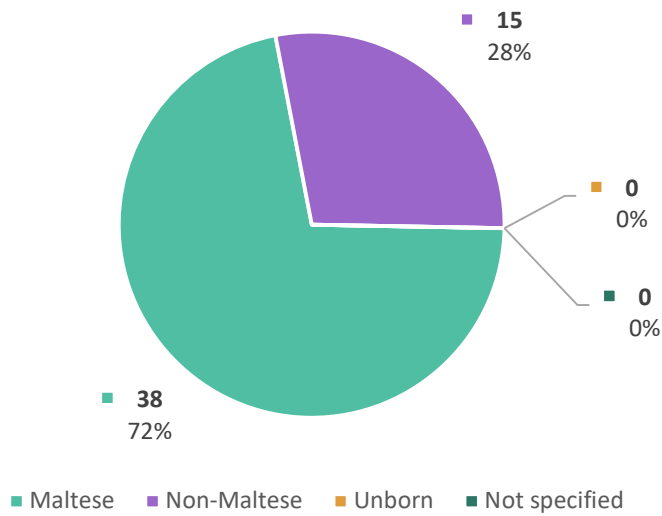
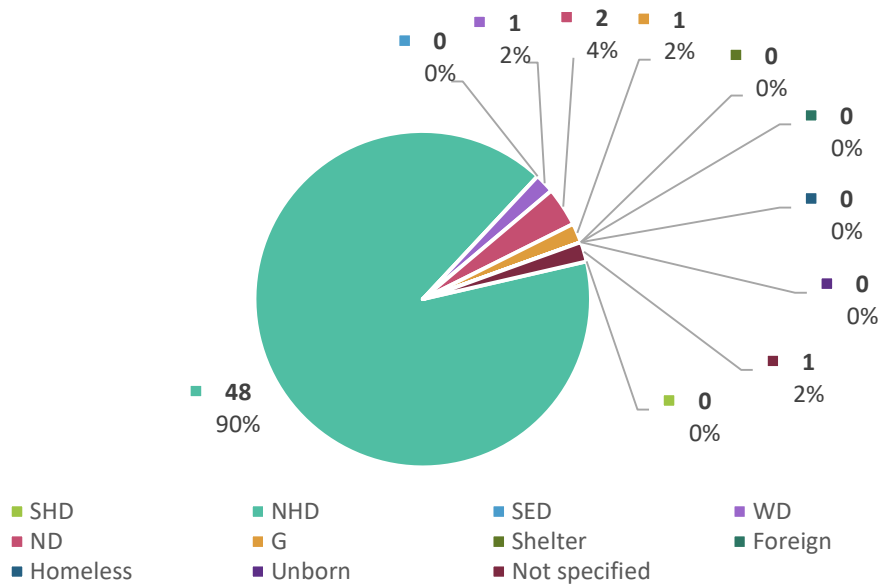


Figure 104: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 72% of the cases worked with were Maltese while non-Maltese made up 28% of cases.

MsCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 105: 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 (90%) had the highest percentage of cases worked with in 2025.

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

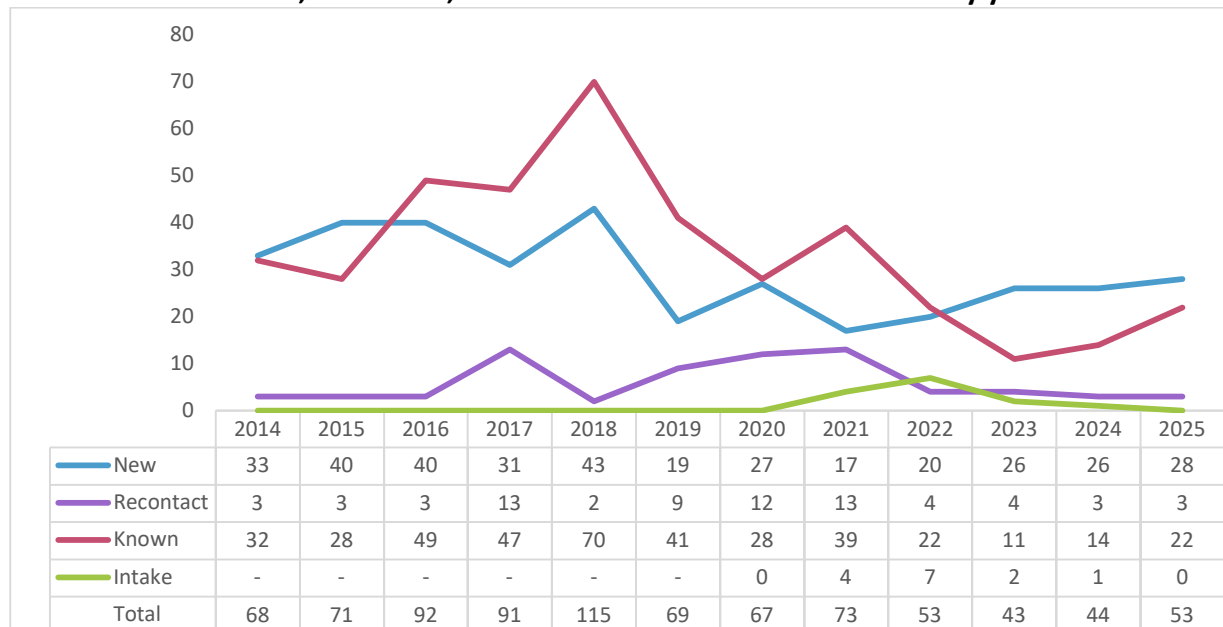


Figure 106: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

MsCS: Case state at the end of the reporting period

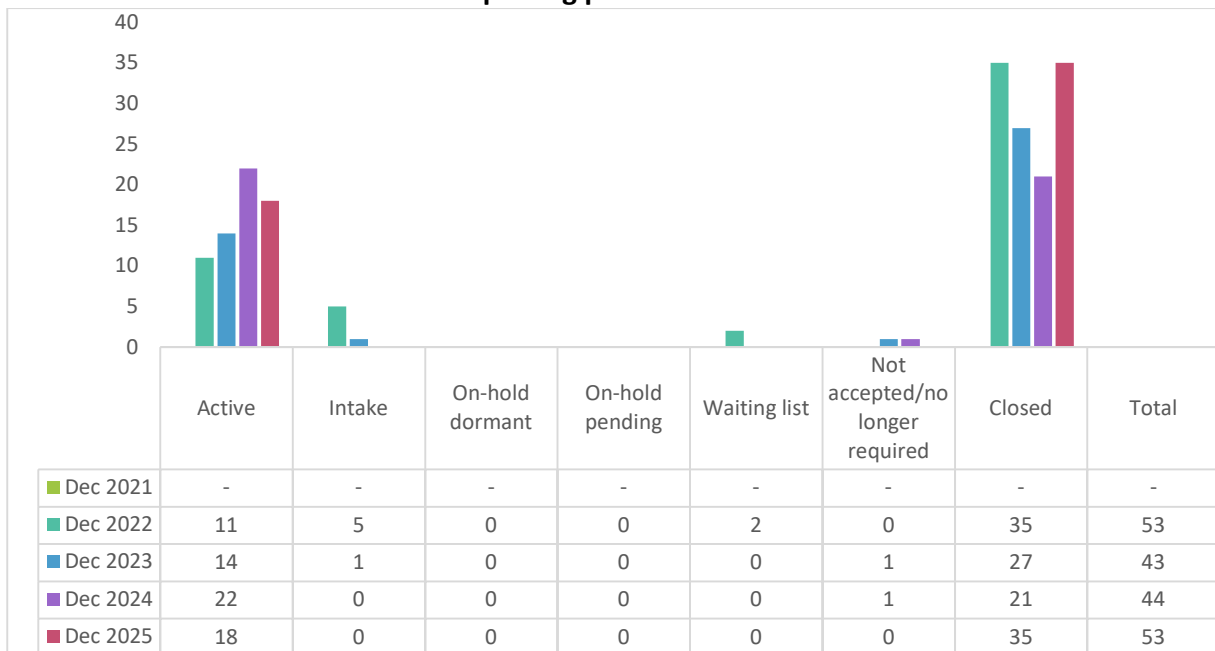


Figure 107: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 34% (18) 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.

MsCS: Waiting list at the end of the reporting period

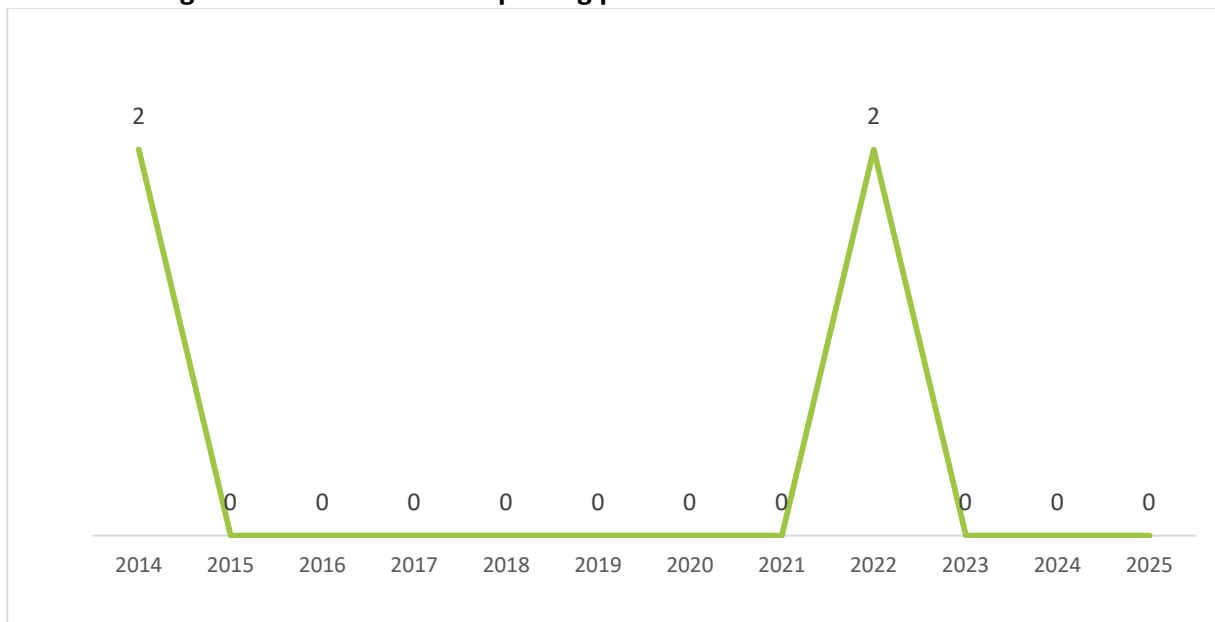


Figure 108: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

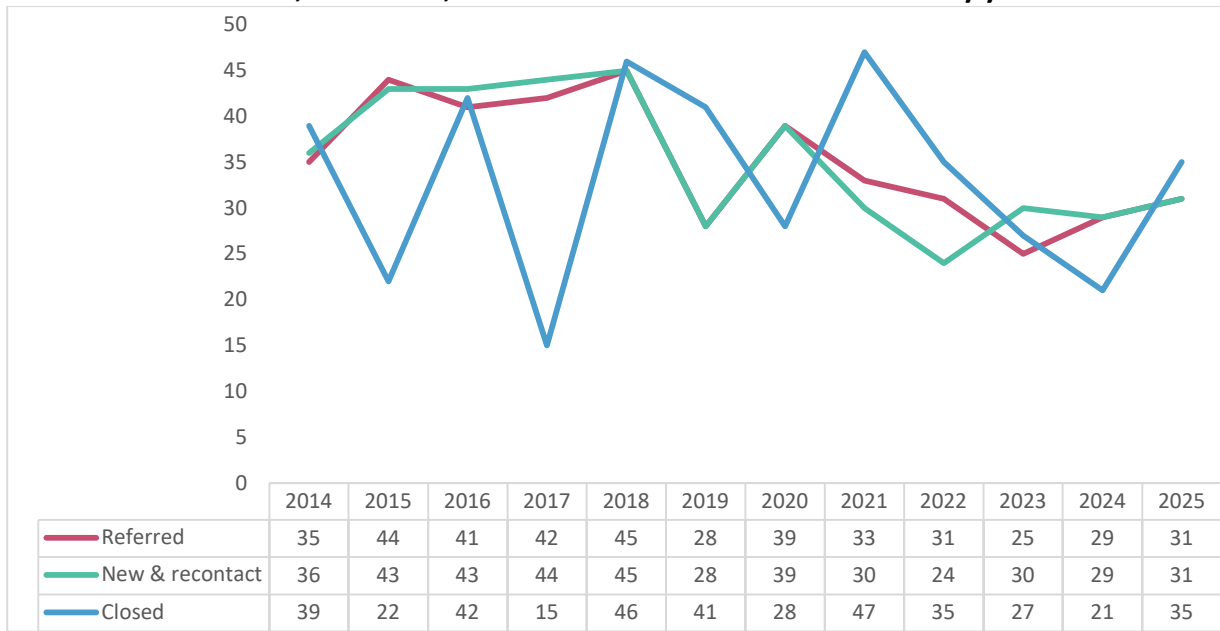


Figure 109: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 106 for breakdown of new & recontact cases). In 2025, 31 cases were referred, 31 new & recontact cases opened, and 35 cases closed.

MsCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	0	0	1	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	1	0	0	0	0
Child care or access	5	1	0	0	2
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	1
Domestic violence	0	0	0	0	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	1	0	0
Employment issues	3	2	5	4	5
Family relations/relationships	0	2	1	0	1
Financial difficulties	5	8	6	5	6
Fostering or adoption	0	0	0	0	0
Health related issues	1	0	0	0	1
Homeless	12	8	2	7	0
Housing problems	1	3	3	5	3
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	2	2	1	2	3
Legal issues	0	0	2	0	1
Loneliness	0	0	0	0	0
Marital problems	0	1	0	0	1
Mental health issues	1	0	2	3	4
Migrant related issues	0	1	0	0	1
Oppositional defiant behaviours	-	0	0	0	0
Parenting skills/child-parent relationship	-	0	0	1	1
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	1	1	1	0	0
School related problems	0	2	0	0	0
Self-harm or suicide	0	0	0	1	0
Separation related issues	1	0	1	0	0
Sex work related issues	0	0	0	0	0
Other	0	0	0	0	1
None specified	0	0	0	0	0
Total	33	31	25	29	31

Figure 110: 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.

A total of **31** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

MsCS: Number of new & re-contact cases opened by age category and gender						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	2	3	0	0	0	5
25-29	1	3	0	0	0	4
30-34	2	1	0	0	0	3
35-39	2	1	0	0	0	3
40-44	2	2	0	0	0	4
45-49	2	3	0	0	0	5
50-54	1	0	0	0	0	1
55-59	0	2	0	0	0	2
≥60	3	1	0	0	0	4
Not specified	0	0	0	0	0	0
Total	15	16	0	0	0	31

Figure 111: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 20 to 24 (5) and 45 to 49 (5).

Community Services: Northern Harbour (NHCS)

Service started reporting data in 2020.

NHCS: Number of cases and individuals worked with by year

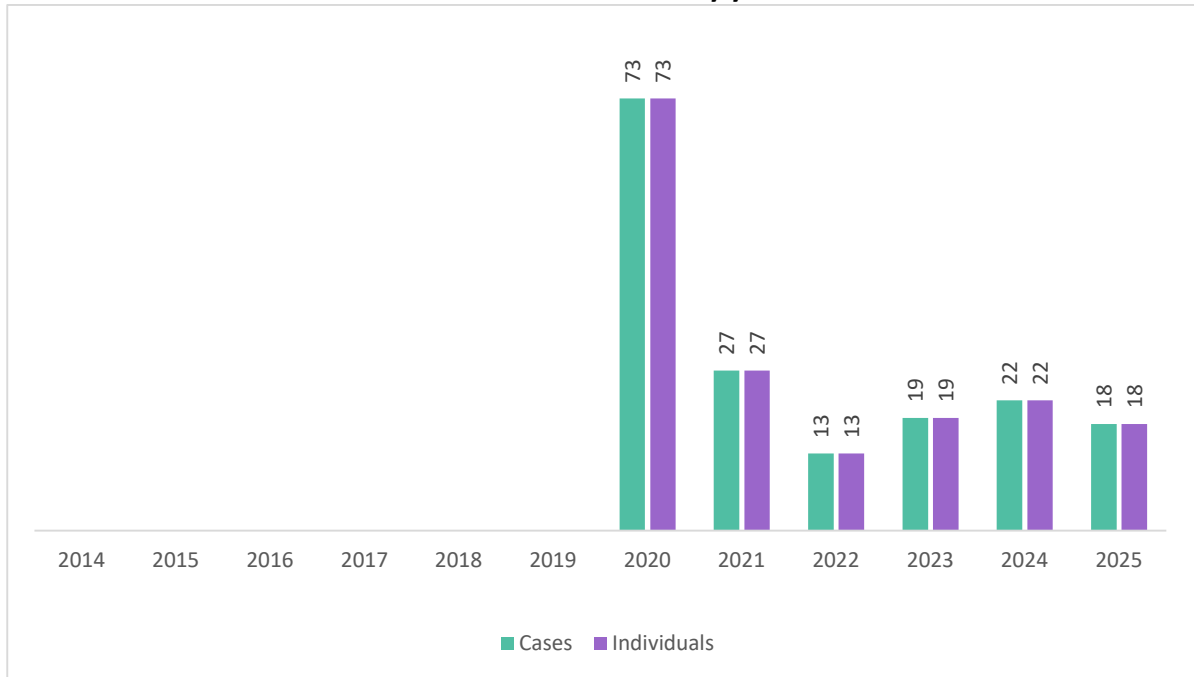


Figure 112: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 18 cases and 18 individuals were worked with compared to 22 and 22 respectively in 2024.

A total of **18** cases were worked with between January and December 2025.

NHCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

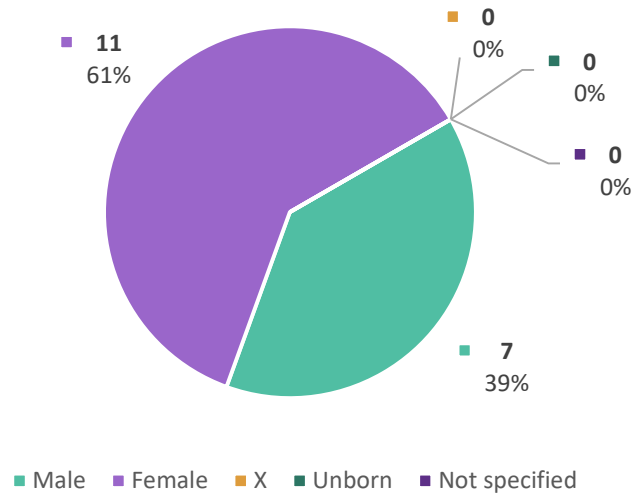


Figure 113: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (61%).

NHCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

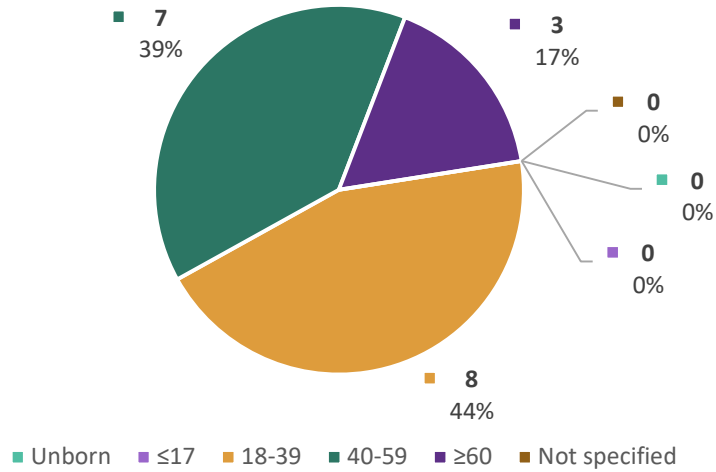


Figure 114: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (44%).

NHCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

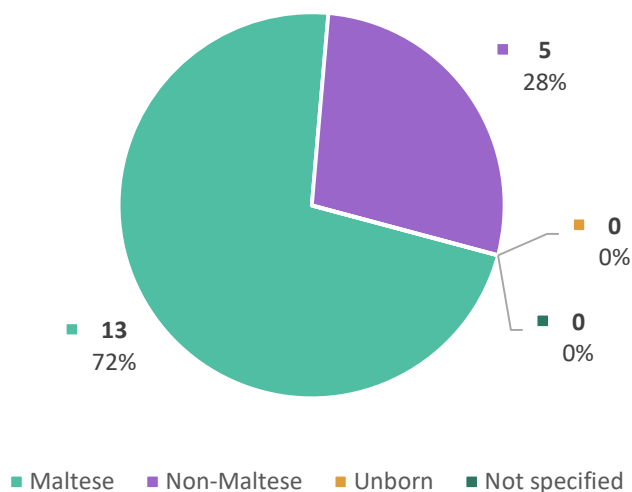
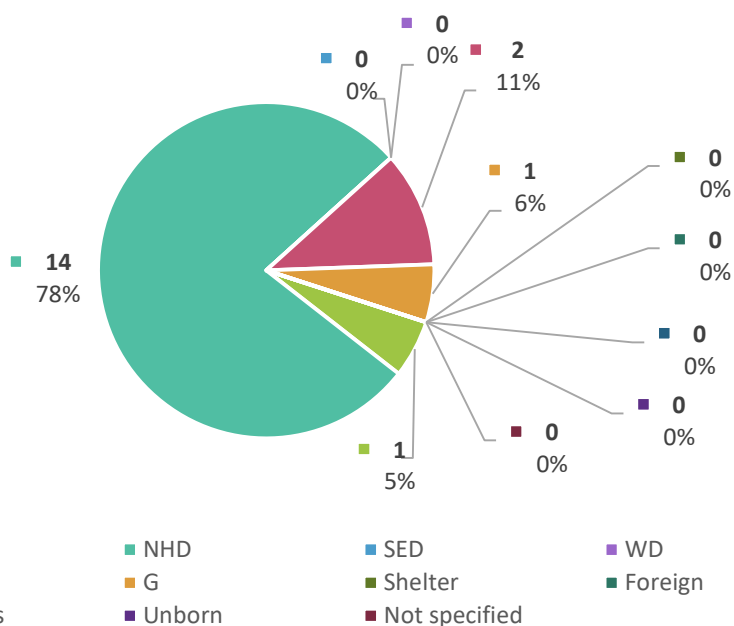


Figure 115: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 72% of the cases worked with were Maltese while non-Maltese made up 28% of cases.

NHCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 116: 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 (78%) had the highest percentage of cases worked with in 2025.

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

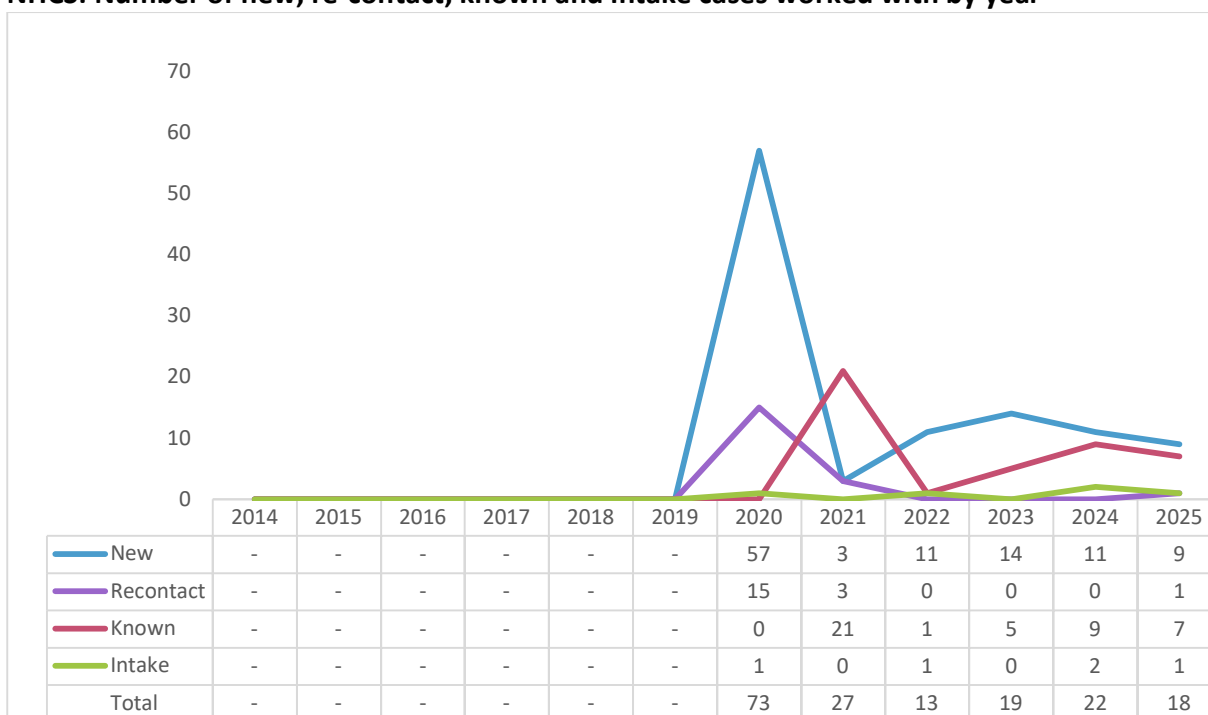


Figure 117: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

NHCS: Case state at the end of the reporting period

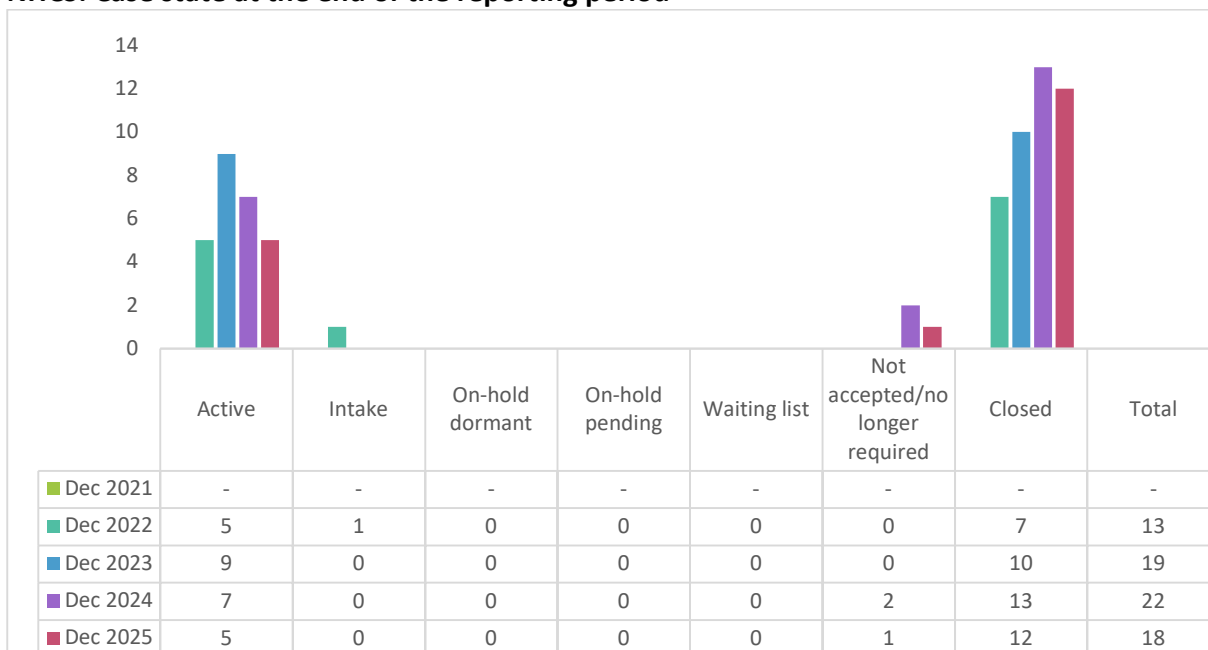


Figure 118: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 28% (5) 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.

NHCS: Waiting list at the end of the reporting period

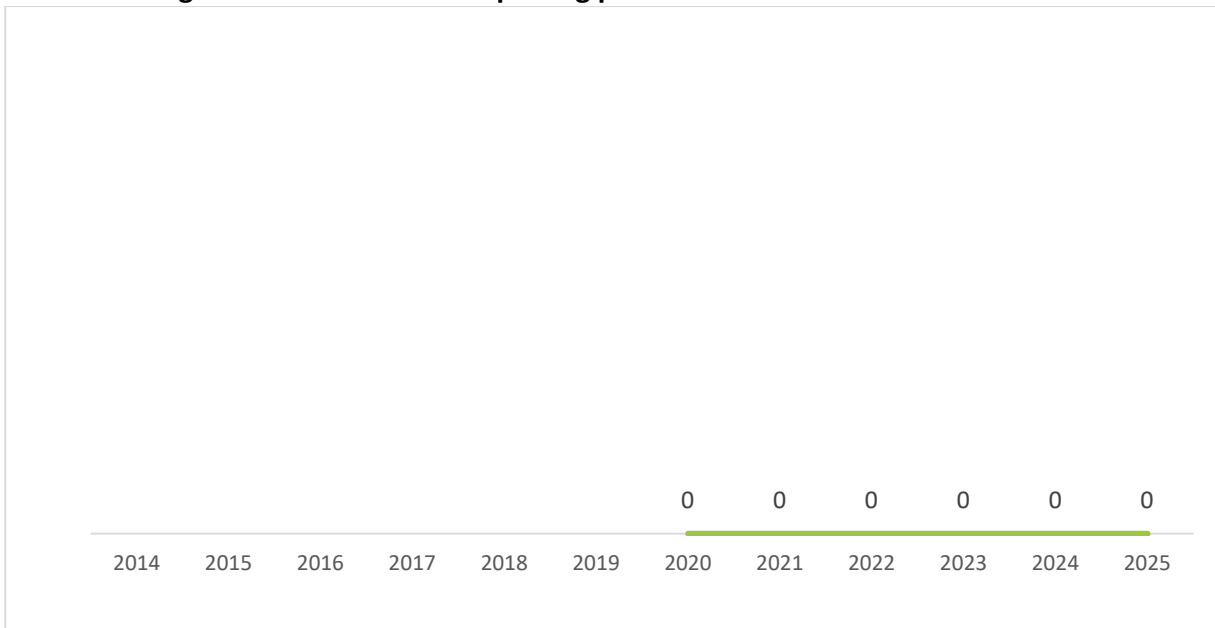


Figure 119: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

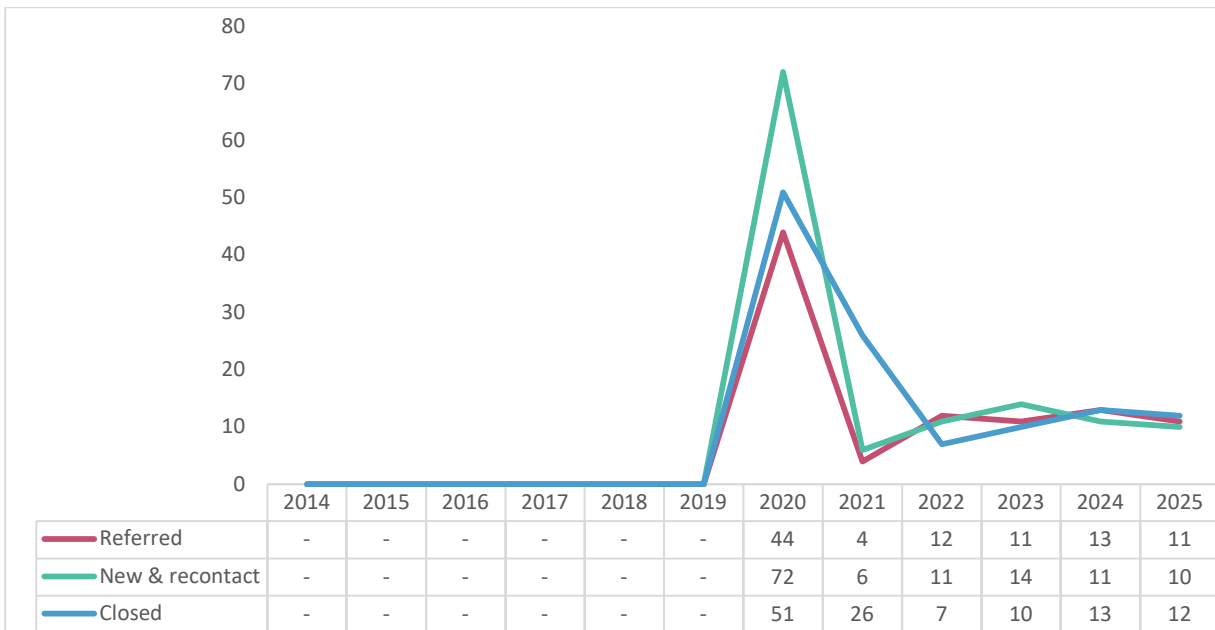


Figure 120: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 117 for breakdown of new & recontact cases). In 2025, 11 cases were referred, 10 new & recontact cases opened, and 12 cases closed.

NHCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	0	0	1	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	0	0	0	0	0
Child care or access	0	0	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	0
Domestic violence	0	0	0	1	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	0	0
Employment issues	1	2	0	4	2
Family relations/relationships	1	0	0	0	2
Financial difficulties	2	6	4	4	2
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	0	0	3	0	2
Housing problems	0	3	3	1	2
Human trafficking	0	0	0	0	0
Lack of support or guidance	0	0	0	0	1
Legal issues	0	0	0	0	0
Loneliness	0	0	0	0	0
Marital problems	0	0	0	0	0
Mental health issues	0	1	0	2	0
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	0	0	0	0
Parenting skills/child-parent relationship	-	0	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	1	0	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	0	0	0	0	0
None specified	0	0	0	0	0
Total	4	12	11	13	11

Figure 121: 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.

A total of **10** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

NHCS: Number of new & re-contact cases opened by age category and gender						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤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	0	0	0	0	0	0
30-34	0	2	0	0	0	2
35-39	2	1	0	0	0	3
40-44	0	2	0	0	0	2
45-49	0	0	0	0	0	0
50-54	0	0	0	0	0	0
55-59	0	1	0	0	0	1
≥60	1	0	0	0	0	1
Not specified	0	0	0	0	0	0
Total	3	7	0	0	0	10

Figure 122: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 35 to 39 (3).

Community Services: Paulo Freire Institute (PFI)

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

PFI: Number of cases and individuals worked with by year

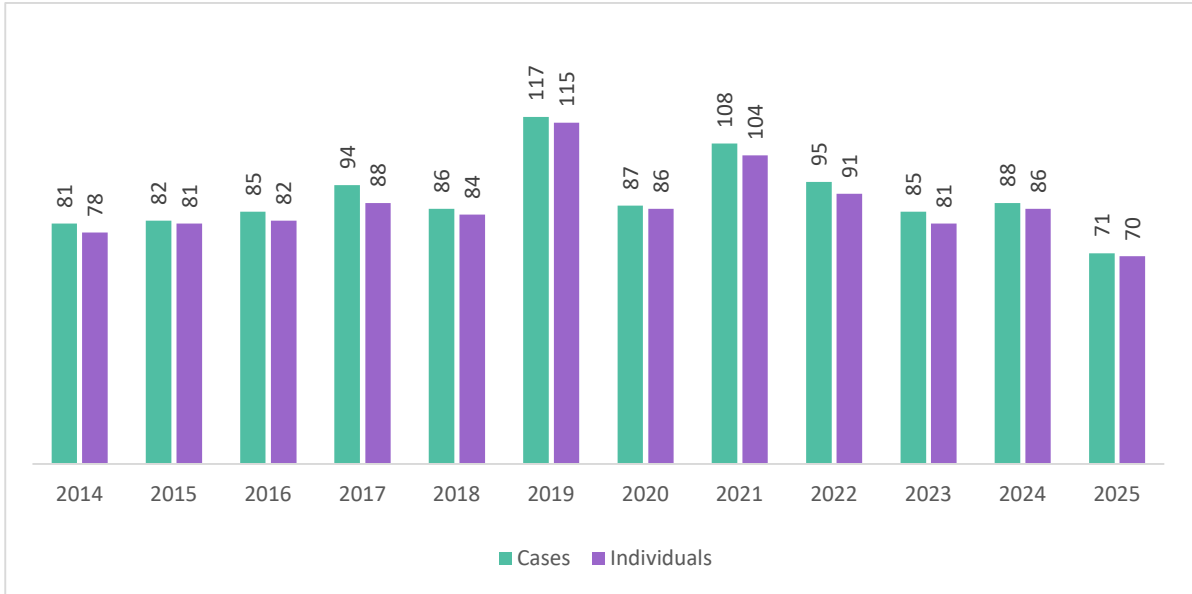


Figure 123: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 71 cases and 70 individuals were worked with compared to 88 and 86 respectively in 2024.

A total of **71** cases were worked with between January and December 2025.

PFI: Cases worked with Jan-Dec 2025 by gender (no. & %)

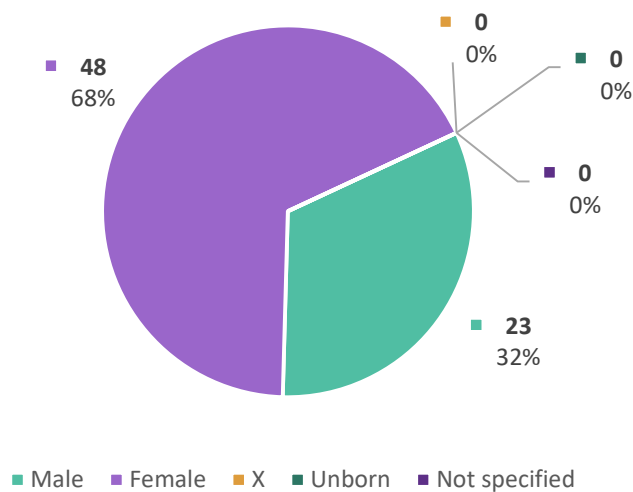


Figure 124: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (68%).

PFI: Cases worked with Jan-Dec 2025 by age category (no. & %)

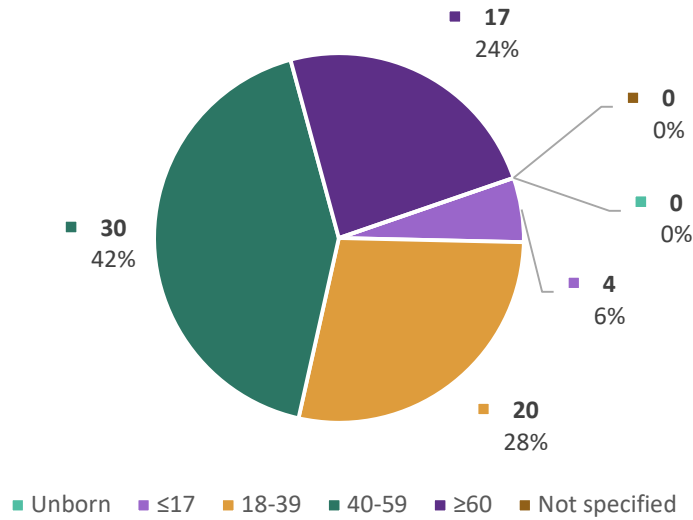


Figure 125: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (42%).

PFI: Cases worked with Jan-Dec 2025 by nationality (no. & %)

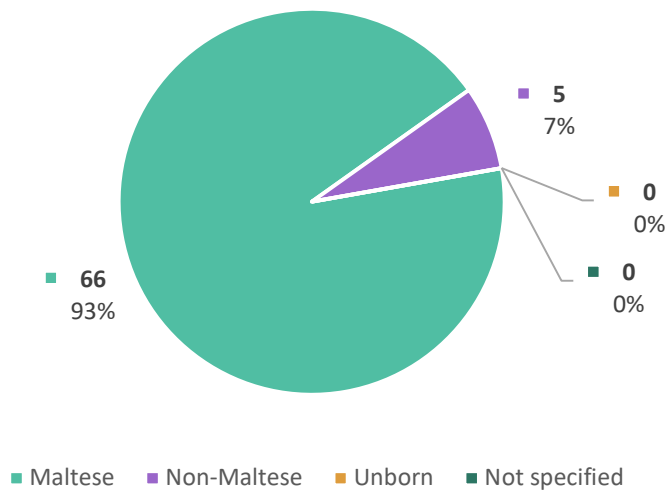
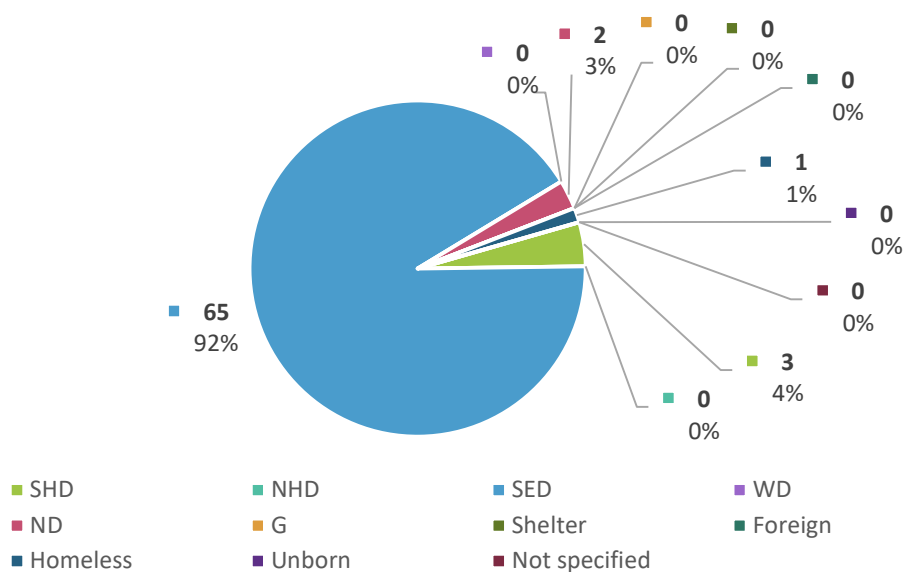


Figure 126: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

PFI: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 127: 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 Southeastern District (92%) had the highest percentage of cases worked with in 2025.

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

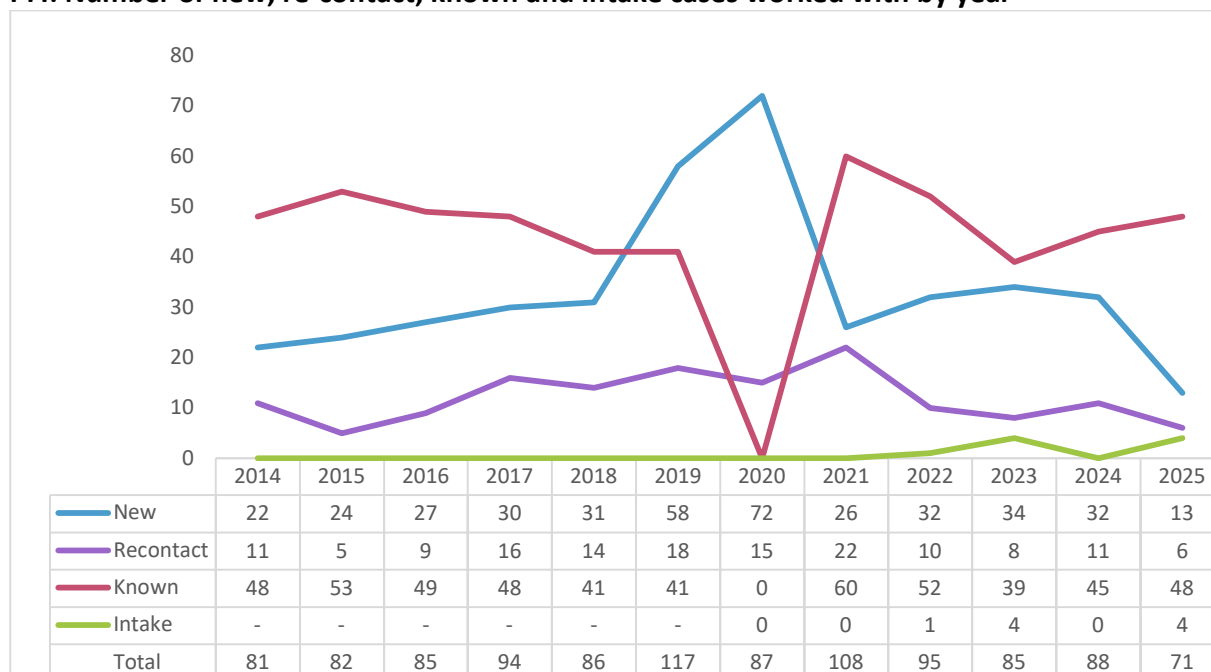


Figure 128: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online 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: Case state at the end of the reporting period

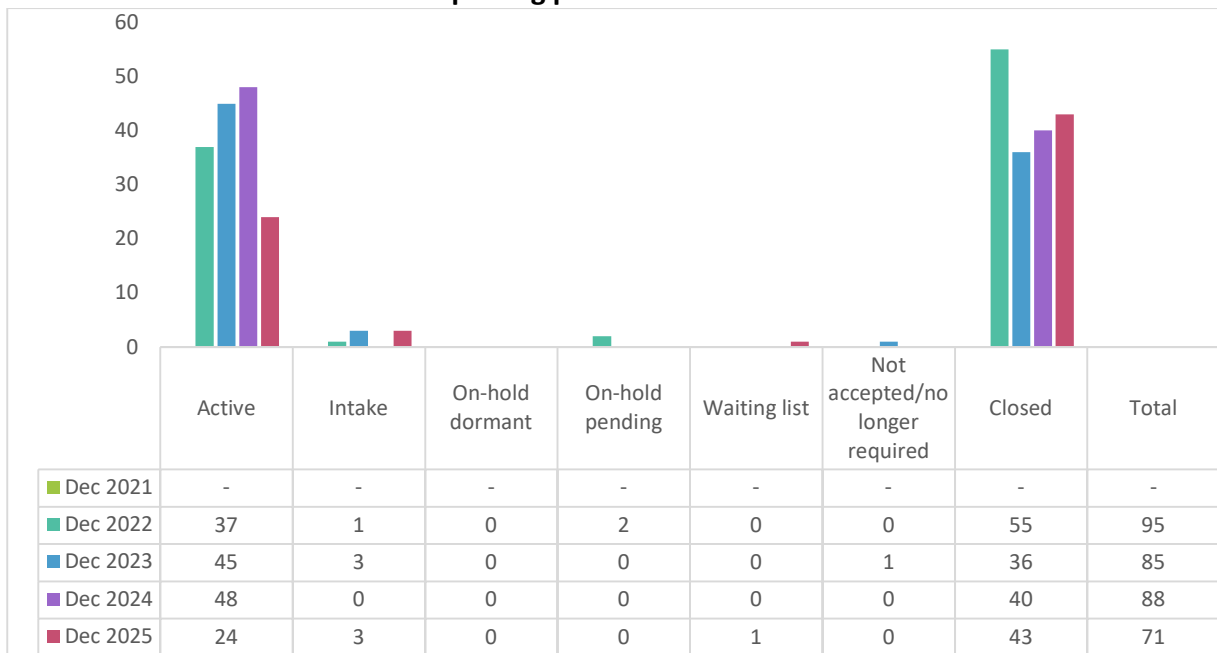


Figure 129: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 34% (24) 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.

PFI: Waiting list at the end of the reporting period

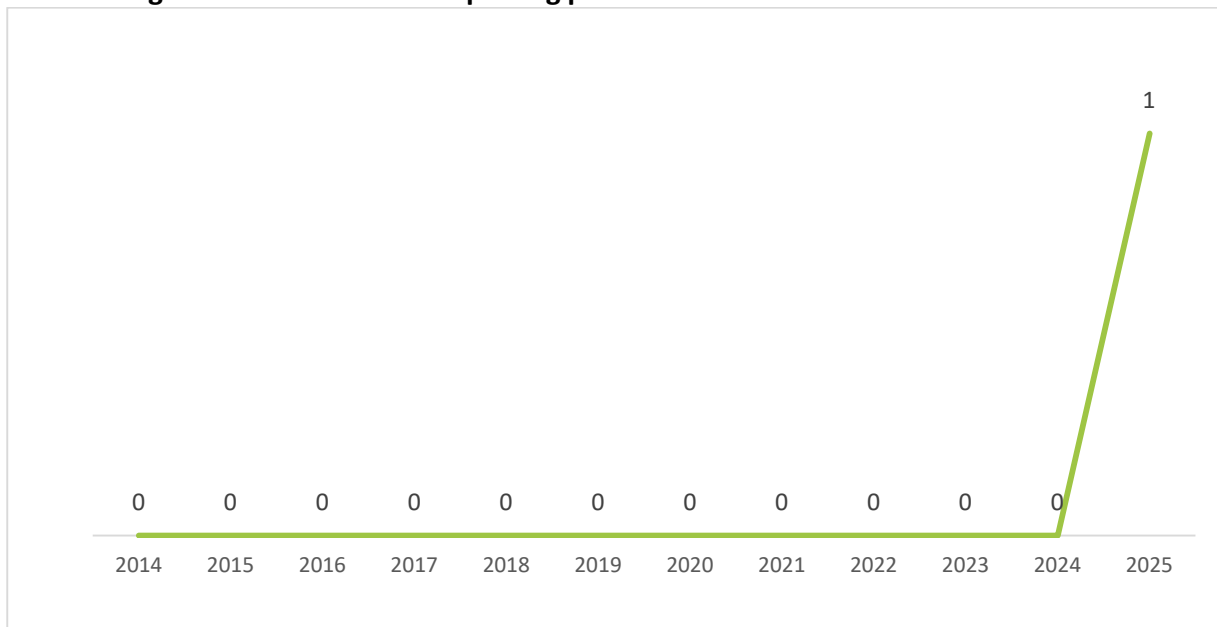


Figure 130: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

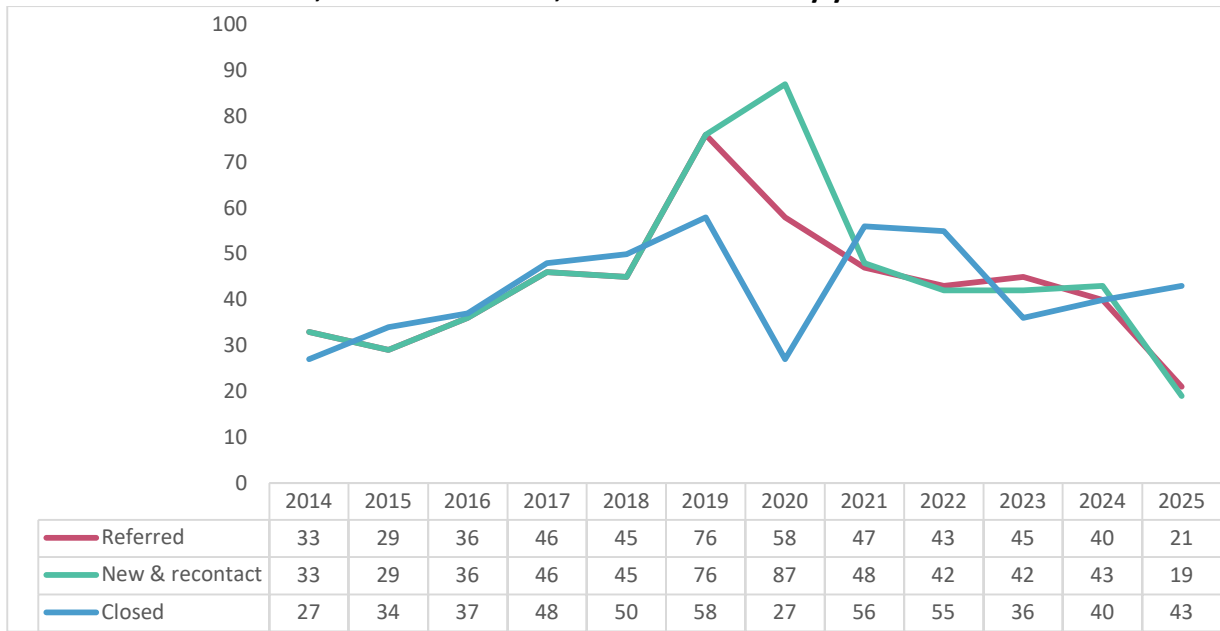


Figure 131: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 128 for breakdown of new & recontact cases). In 2025, 21 cases were referred, 19 new & recontact cases opened, and 43 cases closed.

PFI: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	0	0	0	2
Assault/rape/harassment/sexual abuse	0	0	1	0	3
Behaviour problems	3	-	-	-	-
Bereavement	6	0	0	0	0
Child abuse	5	2	2	0	1
Child care or access	0	0	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	2	0	0	4	0
Domestic violence	2	2	0	0	0
Eating disorder	0	0	0	0	0
Elderly needs	0	1	1	3	0
Employment issues	1	1	1	1	0
Family relations/relationships	3	4	4	5	0
Financial difficulties	11	5	6	5	6
Fostering or adoption	0	0	0	1	0
Gender related issues	0	0	1	0	0
Health related issues	0	1	0	2	4
Homeless	1	1	3	4	0
Housing problems	1	7	6	4	0
Human trafficking	0	0	0	0	0
Lack of support or guidance	4	7	6	6	2
Legal issues	0	1	0	0	0
Loneliness	0	4	0	0	0
Marital problems	2	2	3	1	2
Mental health issues	1	1	2	0	1
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	1	0	0	0
Parenting skills/child-parent relationship	-	0	6	1	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	1	0	0	0	0
Relationship problems	2	2	3	2	0
School related problems	1	1	0	1	0
Self-harm or suicide	1	0	0	0	0
Separation related issues	0	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	47	43	45	40	21

Figure 132: 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.

A total of **19** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

PFI: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	1	1	0	0	0	2
25-29	0	1	0	0	0	1
30-34	0	0	0	0	0	0
35-39	0	1	0	0	0	1
40-44	1	0	0	0	0	1
45-49	2	2	0	0	0	4
50-54	0	1	0	0	0	1
55-59	0	1	0	0	0	1
≥60	2	6	0	0	0	8
Not specified	0	0	0	0	0	0
Total	6	13	0	0	0	19

Figure 133: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 50 to 54 (4).

Community Services: Qawra (QCS)

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

QCS: Number of cases and individuals worked with by year

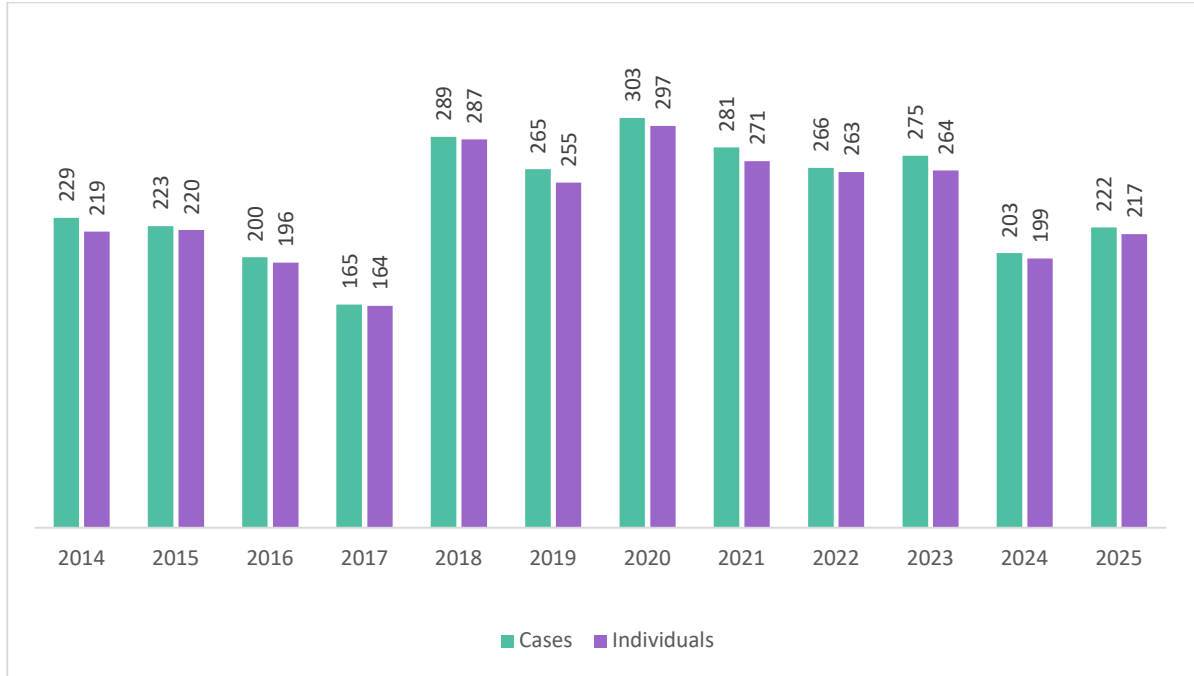


Figure 134: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 222 cases and 217 individuals were worked with compared to 203 and 199 respectively in 2024.

A total of **222** cases were worked with between January and December 2025.

QCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

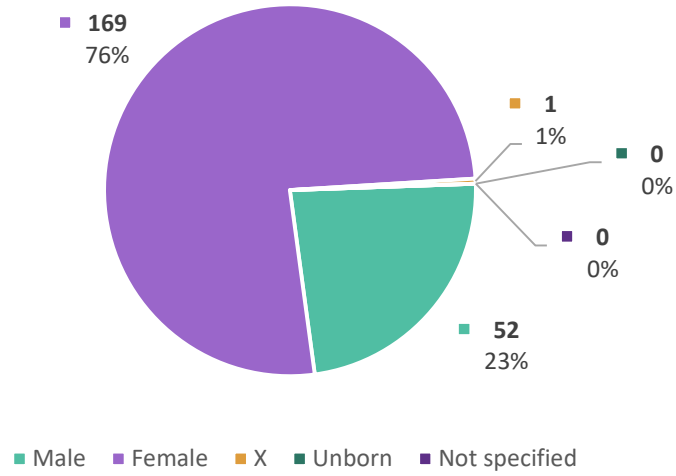


Figure 135: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (76%).

QCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

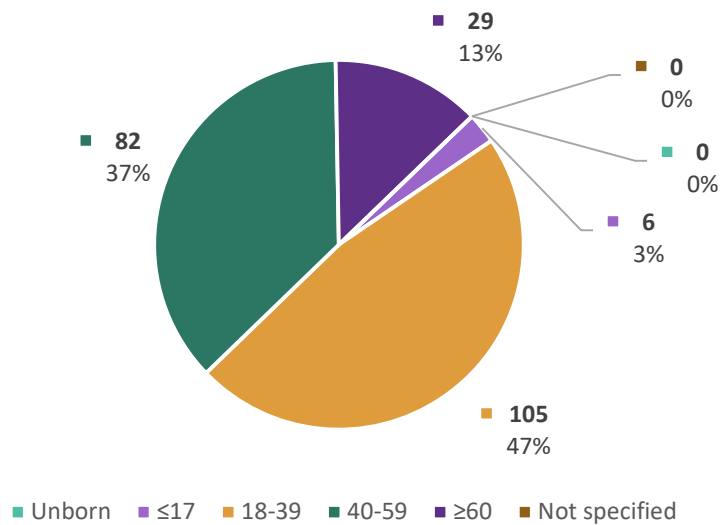


Figure 136: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (47%).

QCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

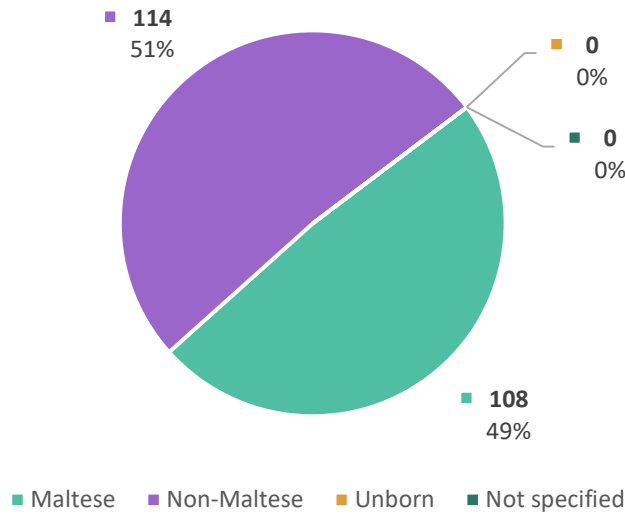
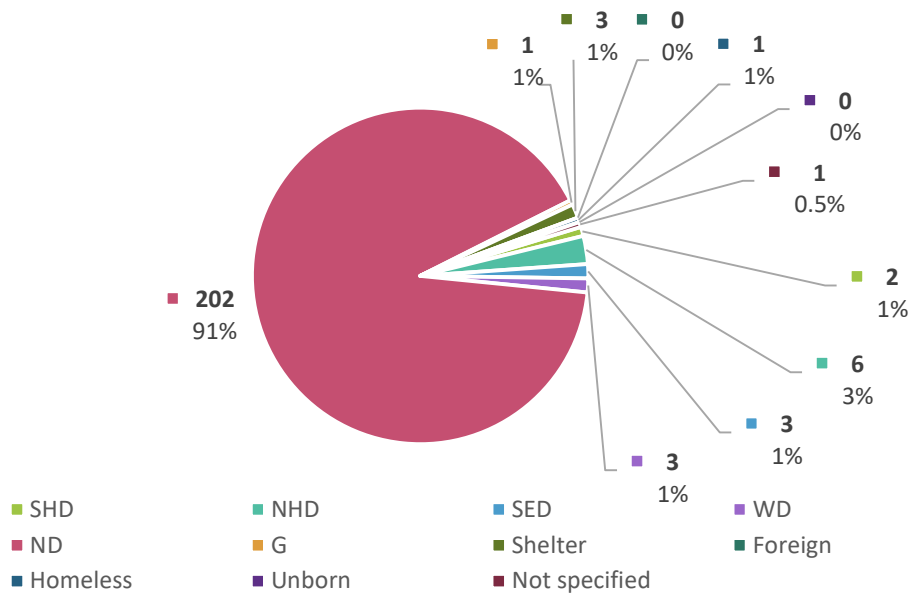


Figure 137: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 49% of the cases worked with were Maltese while non-Maltese made up 51% of cases.

QCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

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. The Northern District (91%) had the highest percentage of cases worked with in 2025.

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

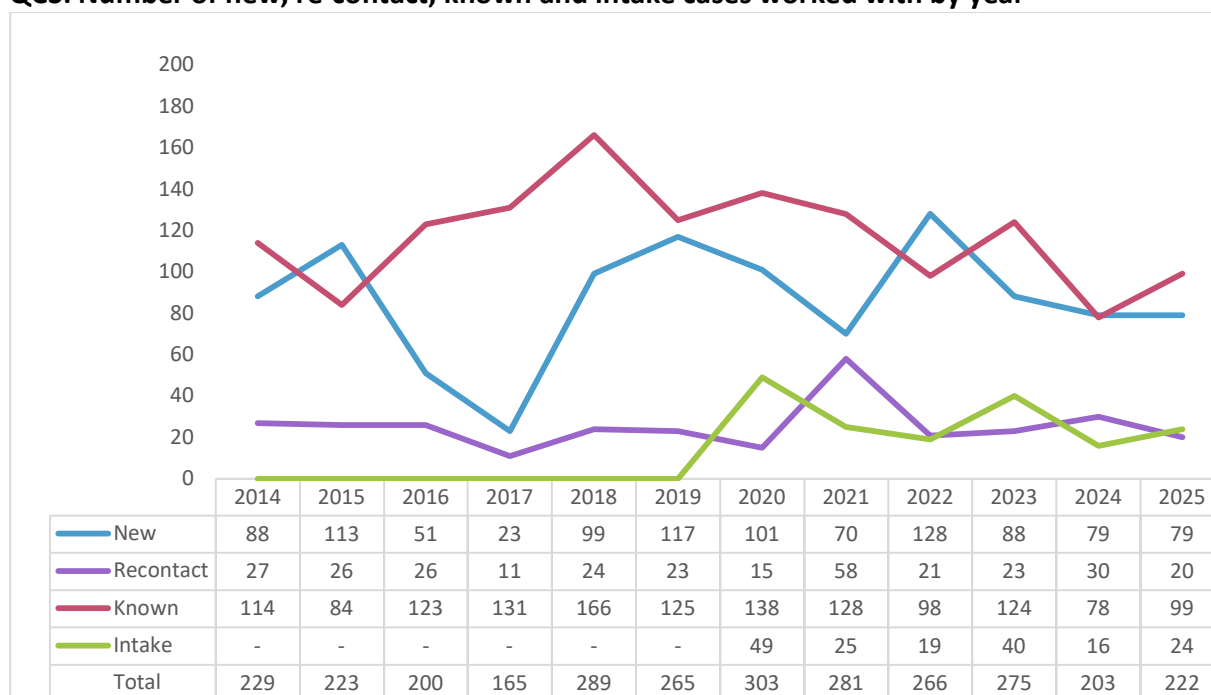


Figure 139: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

QSC: Case state at the end of the reporting period

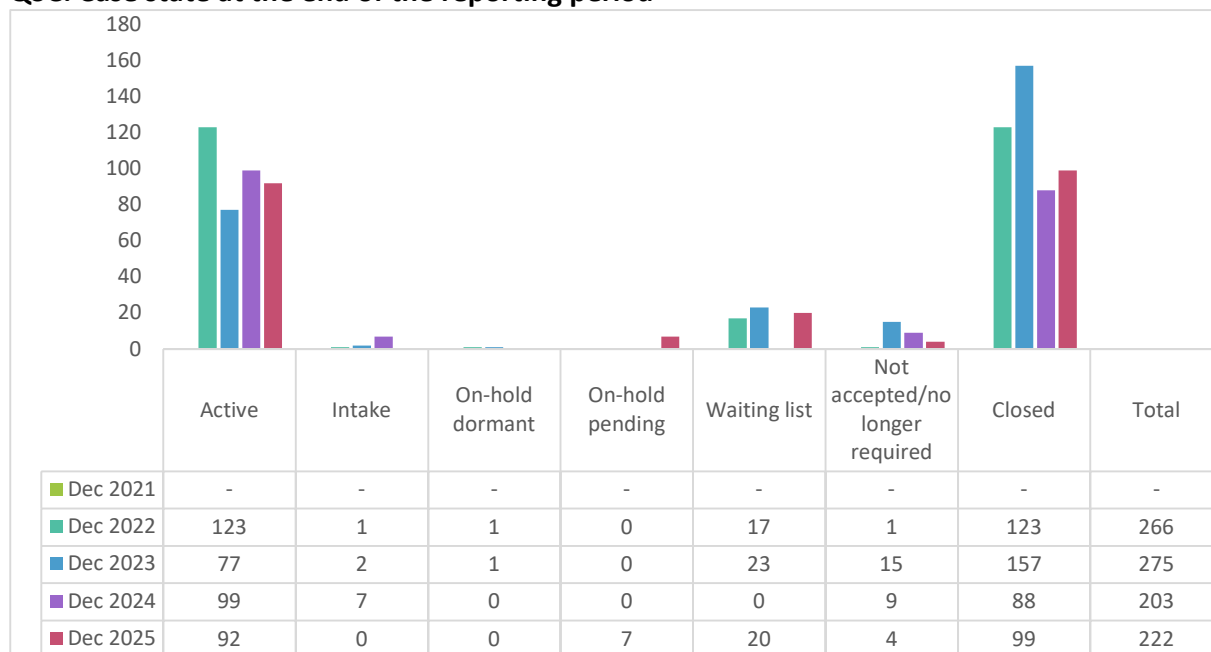


Figure 140: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 41% (92) 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.

QCS: Waiting list at the end of the reporting period

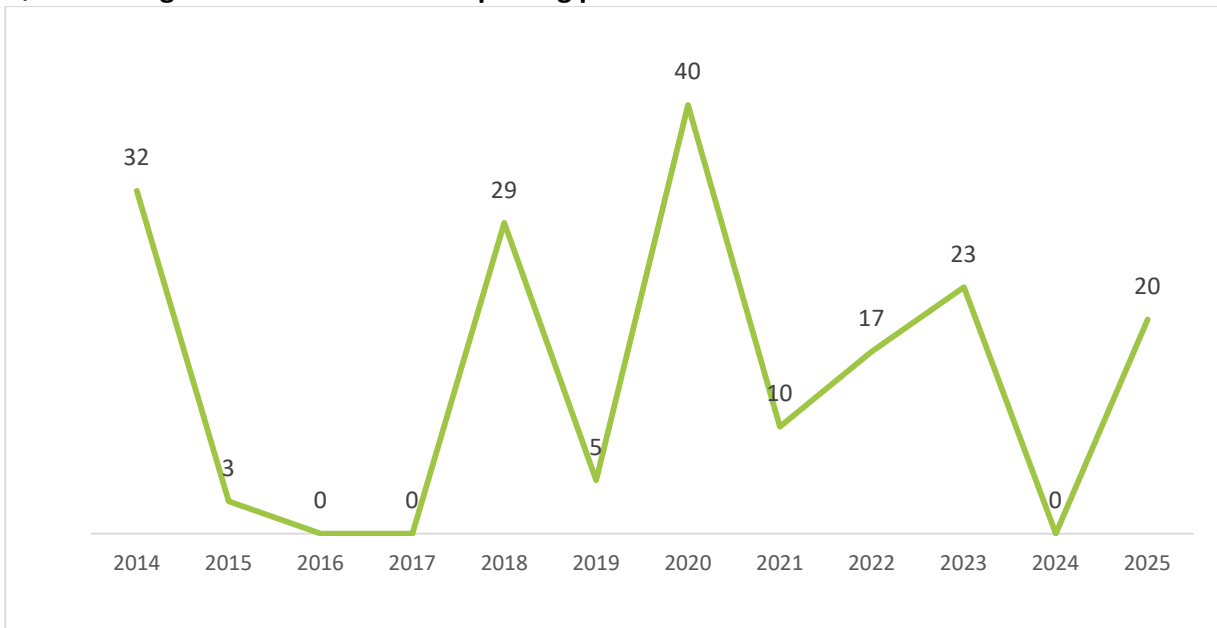


Figure 141: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

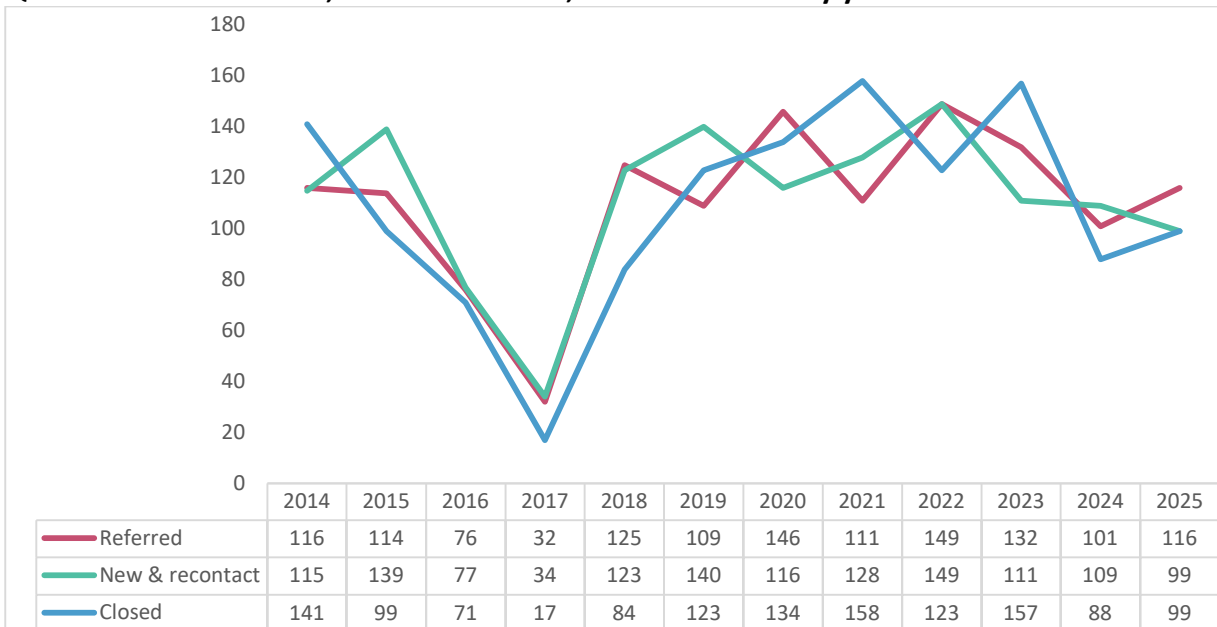


Figure 142: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 139 for breakdown of new & recontact cases). In 2025, 116 cases were referred, 99 new & recontact cases opened, and 99 cases closed.

QCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	2	1	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	3	4	0	2	0
Child care or access	6	1	0	3	7
Delinquency	0	0	0	0	0
Disability related issues	0	4	0	0	1
Domestic violence	2	2	2	1	1
Eating disorder	0	0	0	0	0
Elderly needs	3	2	0	1	3
Employment issues	10	7	14	14	7
Family relations/relationships	1	3	0	3	4
Financial difficulties	42	35	41	24	30
Fostering or adoption	0	0	0	0	0
Health related issues	1	3	3	1	3
Homeless	12	17	20	9	4
Housing problems	5	5	7	8	14
Human trafficking	0	0	0	0	0
Identity related issues	0	0	1	0	0
Lack of support or guidance	7	24	9	15	7
Legal issues	1	3	3	3	9
Loneliness	0	1	1	0	1
Marital problems	0	2	0	0	0
Mental health issues	7	10	12	5	8
Migrant related issues	0	8	4	0	3
Oppositional defiant behaviours	-	1	6	1	1
Parenting skills/child-parent relationship	-	8	3	4	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	1	1	0	0	0
School related problems	2	3	3	4	7
Self-harm or suicide	1	1	0	0	2
Separation related issues	0	1	0	1	2
Sex work related issues	0	0	0	0	0
Other	4	2	3	2	2
None specified	1	0	0	0	0
Total	111	149	132	101	116

Figure 143: 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.

A total of **99** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

QCS: Number of new & re-contact cases opened by age category and gender						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	2	3	0	0	0	5
18-19	1	1	0	0	0	2
20-24	1	1	0	0	0	2
25-29	1	9	0	0	0	10
30-34	5	8	0	0	0	13
35-39	3	15	0	0	0	18
40-44	3	11	0	0	0	14
45-49	2	2	0	0	0	4
50-54	1	4	0	0	0	5
55-59	3	4	0	0	0	7
≥60	7	12	0	0	0	19
Not specified	0	0	0	0	0	0
Total	29	70	0	0	0	99

Figure 144: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 60 or over (19).

Community Services: Southern (SCS)

Service started reporting data in 2020.

SCS: Number of cases and individuals worked with by year

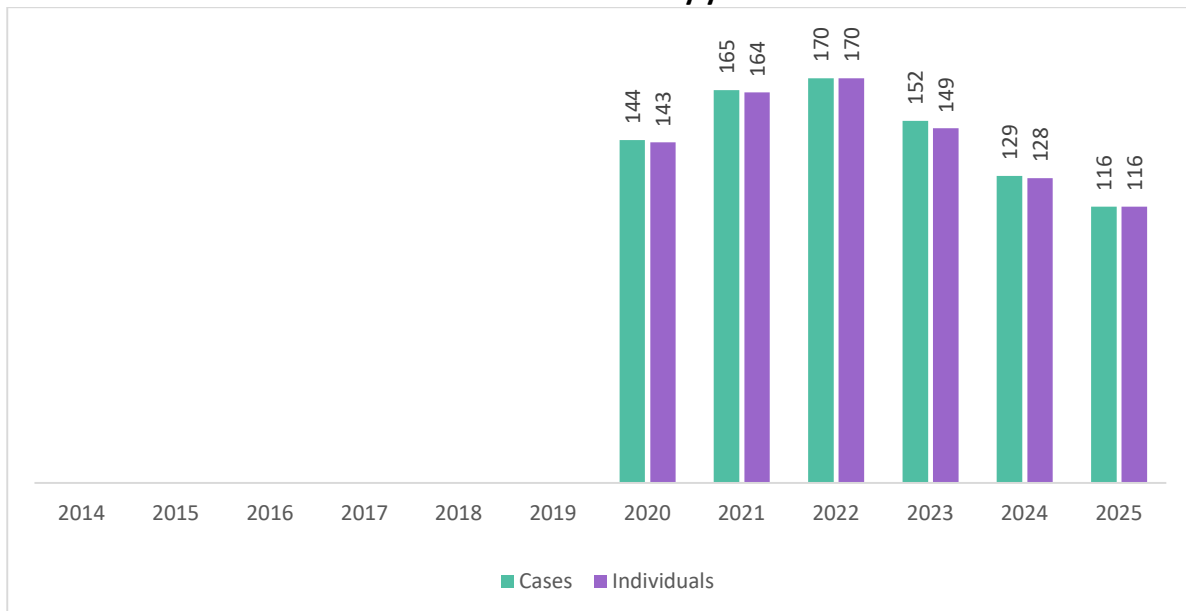


Figure 145: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 116 cases and 116 individuals were worked with compared to 129 and 128 respectively in 2024.

A total of 116 cases were worked with between January and December 2025.

SCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

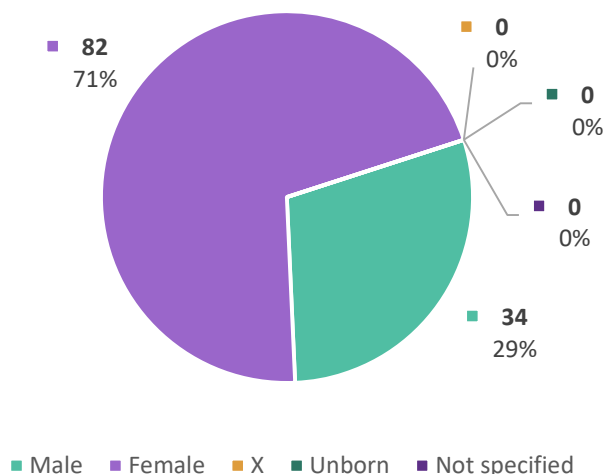


Figure 146: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (71%).

SCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

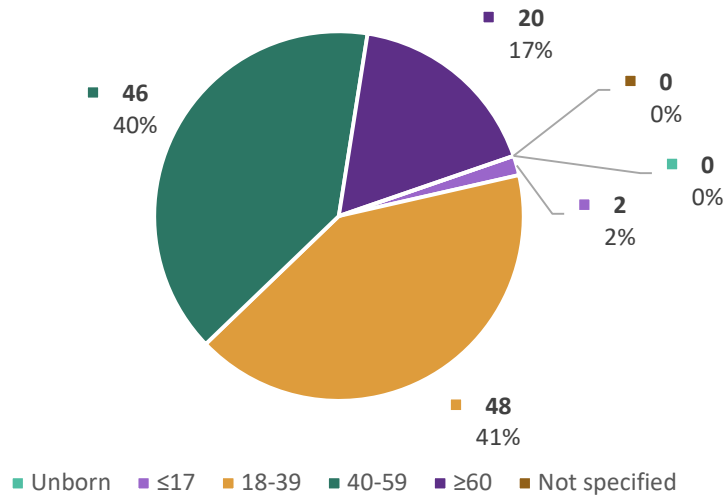


Figure 147: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (41%).

SCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

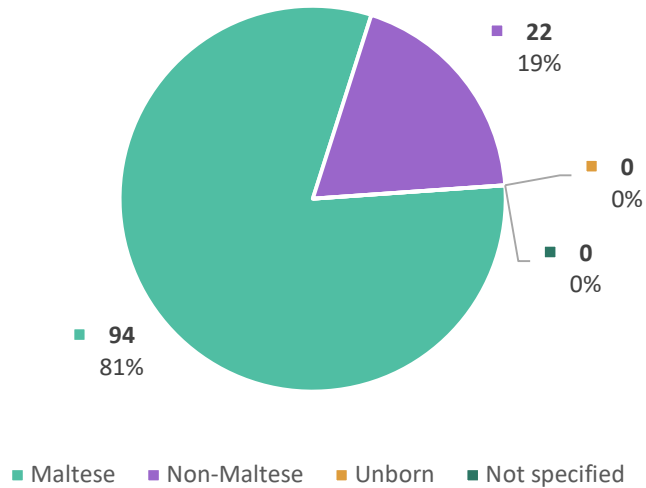
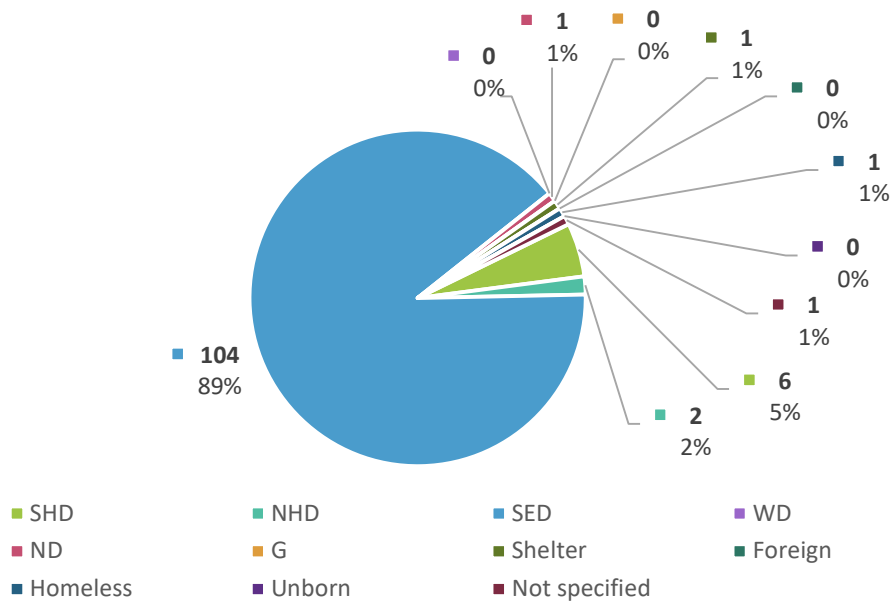


Figure 148: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

SCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

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 Southeastern District (89%) had the highest percentage of cases worked with in 2025.

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

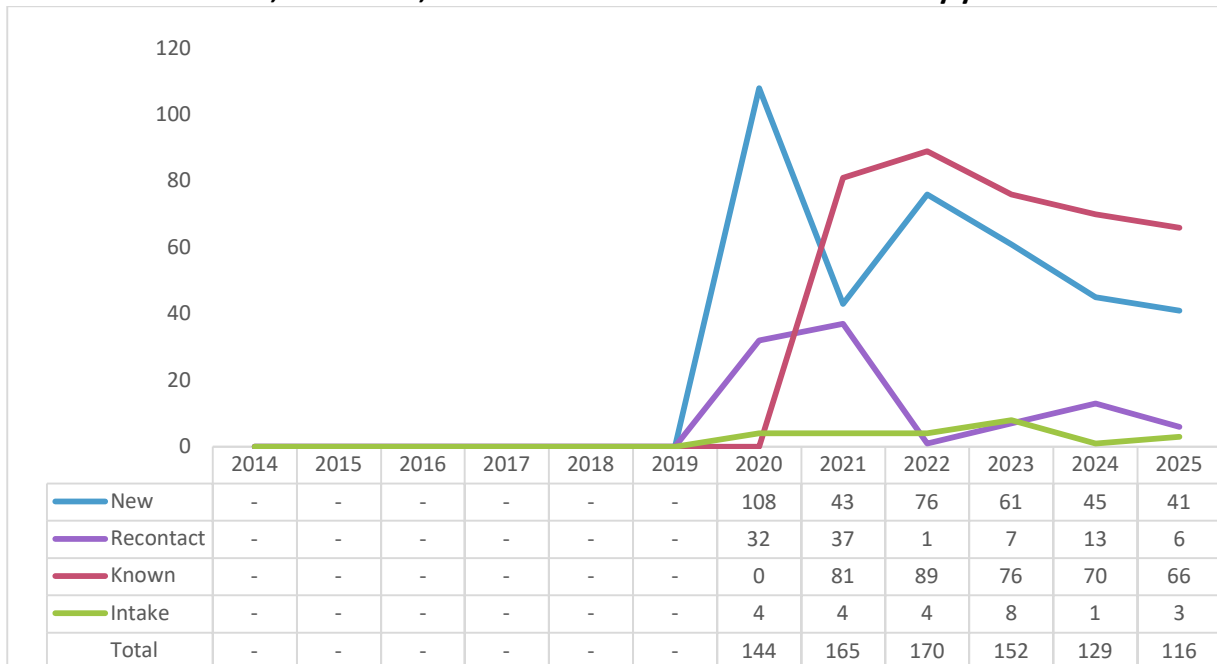


Figure 150: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

SCS: Case state at the end of the reporting period

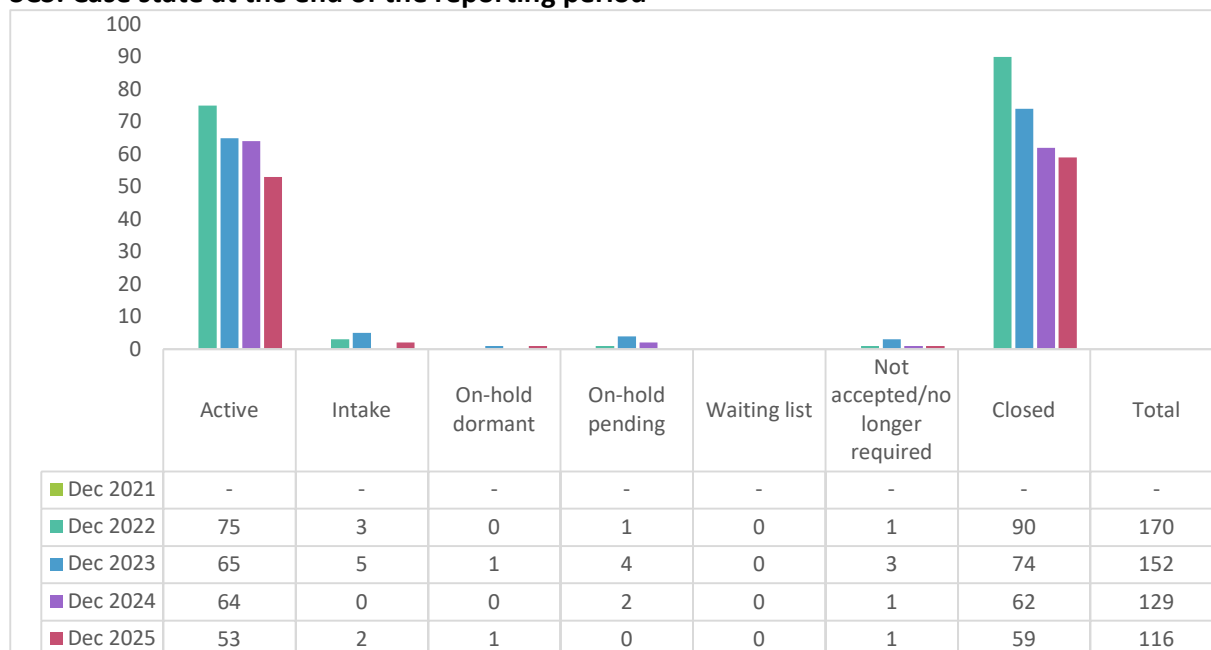


Figure 151: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 46% (53) 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.

SCS: Waiting list at the end of the reporting period

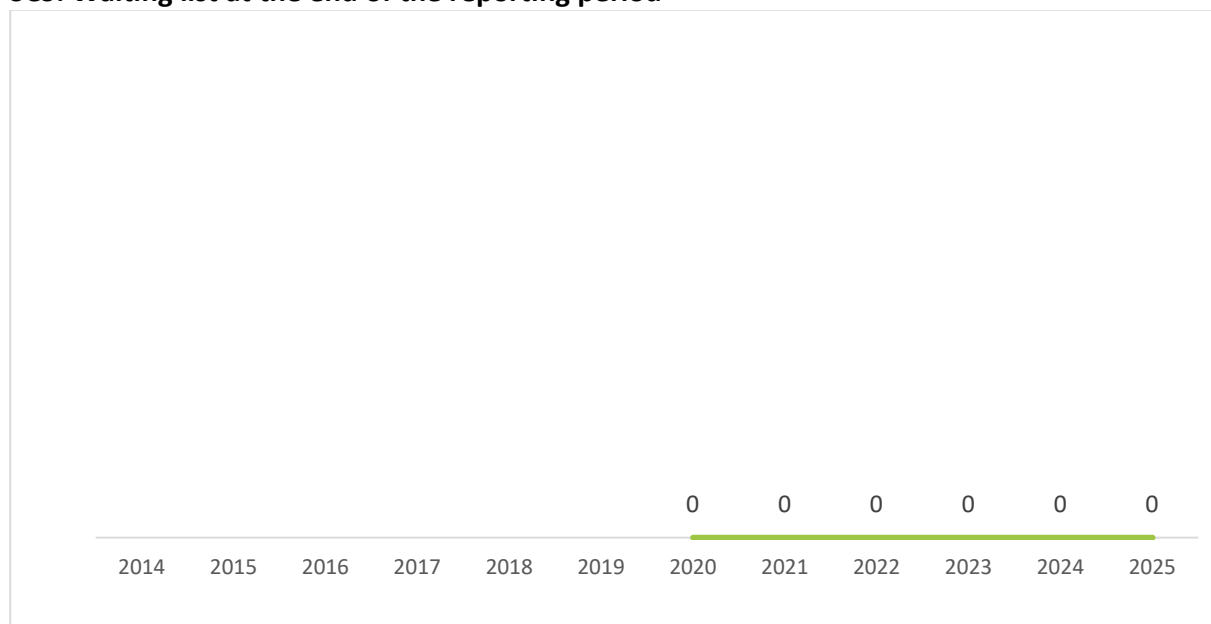


Figure 152: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

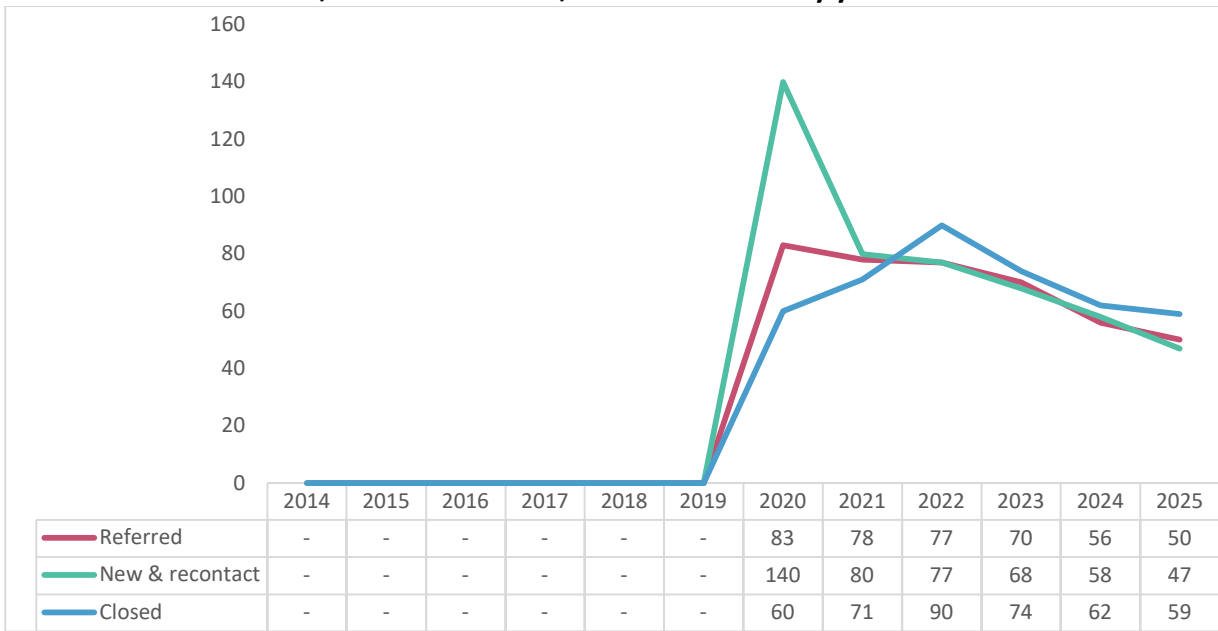


Figure 153: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 150 for breakdown of new & recontact cases). In 2025, 50 cases were referred, 47 new & recontact cases opened, and 59 cases closed.

SCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	1	0	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	1	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	2	0	0	0	0
Child care or access	0	1	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	1	1	0	0	0
Domestic violence	1	0	0	2	0
Eating disorder	0	0	0	0	0
Elderly needs	0	1	0	0	0
Employment issues	1	2	11	7	2
Family relations/relationships	1	2	0	1	0
Financial difficulties	26	34	28	28	26
Fostering or adoption	0	0	0	0	0
Health related issues	3	3	2	0	0
Homeless	0	0	0	0	1
Housing problems	8	11	7	5	9
Human trafficking	0	0	0	0	0
Identity related issues	0	0	1	0	0
Lack of support or guidance	8	14	2	4	5
Legal issues	4	0	3	2	0
Loneliness	11	4	7	4	0
Marital problems	0	0	1	0	1
Mental health issues	6	0	2	1	2
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	1	0	0	0
Parenting skills/child-parent relationship	-	0	0	0	2
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	1	0
Self-harm or suicide	0	0	3	0	0
Separation related issues	0	3	3	0	0
Sex work related issues	0	0	0	0	0
Other	2	0	0	0	2
None specified	3	0	0	0	0
Total	78	77	70	56	50

Figure 154: 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.

A total of **47** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

SCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	0	0	0	0	0	0
18-19	0	1	0	0	0	1
20-24	0	2	0	0	0	2
25-29	4	2	0	0	0	6
30-34	2	5	0	0	0	7
35-39	0	4	0	0	0	4
40-44	3	3	0	0	0	6
45-49	1	6	0	0	0	7
50-54	4	3	0	0	0	7
55-59	0	1	0	0	0	1
≥60	2	4	0	0	0	6
Not specified	0	0	0	0	0	0
Total	16	31	0	0	0	47

Figure 155: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 30 to 34 (7), 45 to 49 (7) and 50 to 54 (7).

Community Services: Valletta (VCS)

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

VCS: Number of cases and individuals worked with by year

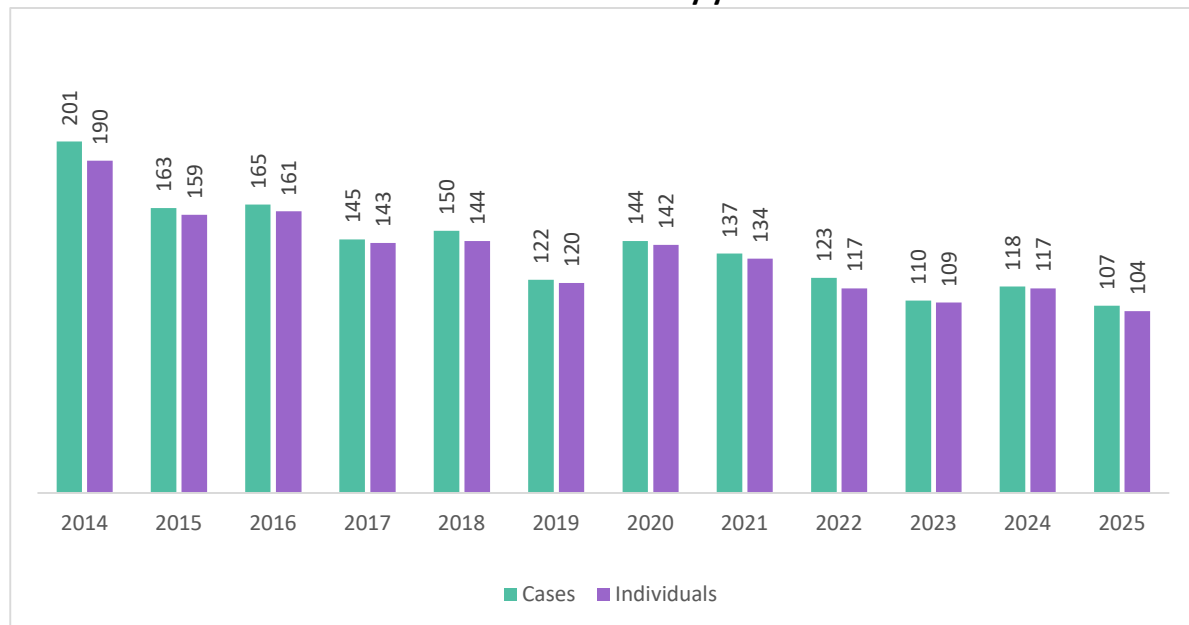


Figure 156: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 107 cases and 104 individuals were worked with compared to 118 and 117 respectively in 2024.

A total of **107** cases were worked with between January and December 2025.

VCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

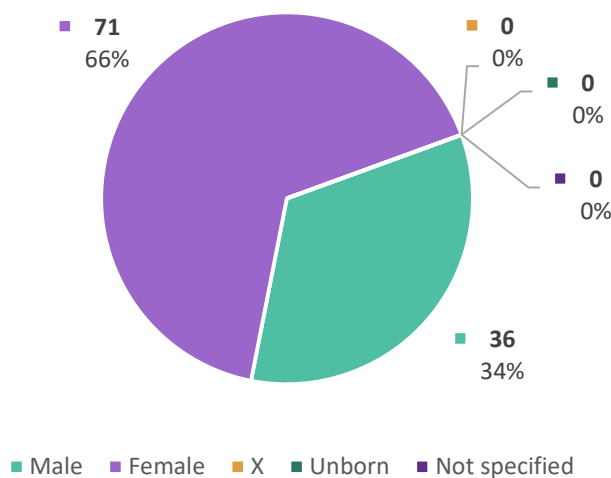


Figure 157: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (66%).

VCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

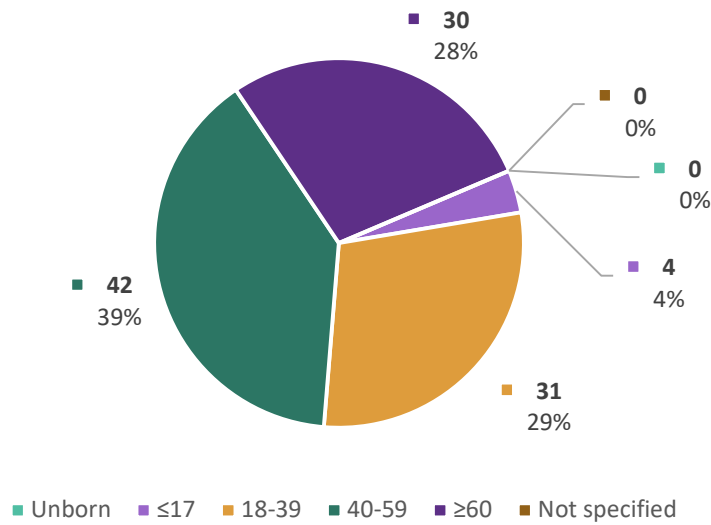


Figure 158: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (39%).

VCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

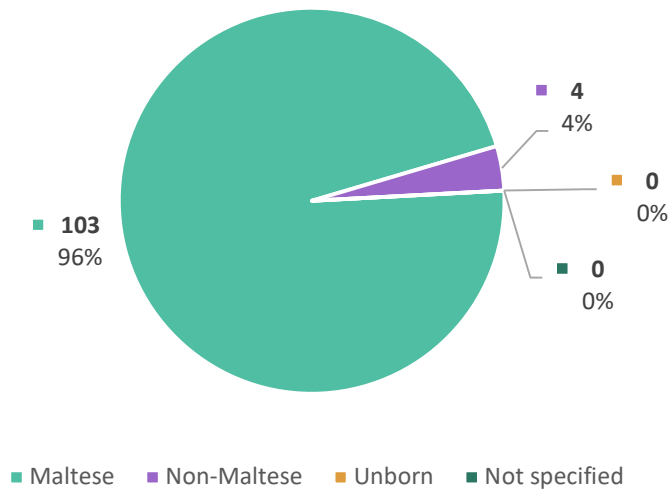
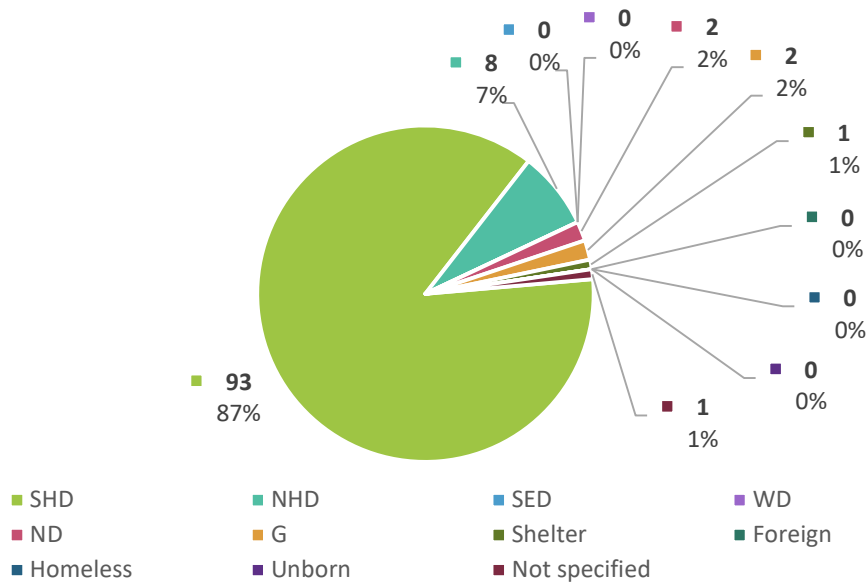


Figure 159: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 96% of the cases worked with were Maltese while non-Maltese made up 4% of cases.

VCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 160: 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 (87%) had the highest percentage of cases worked with in 2025.

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

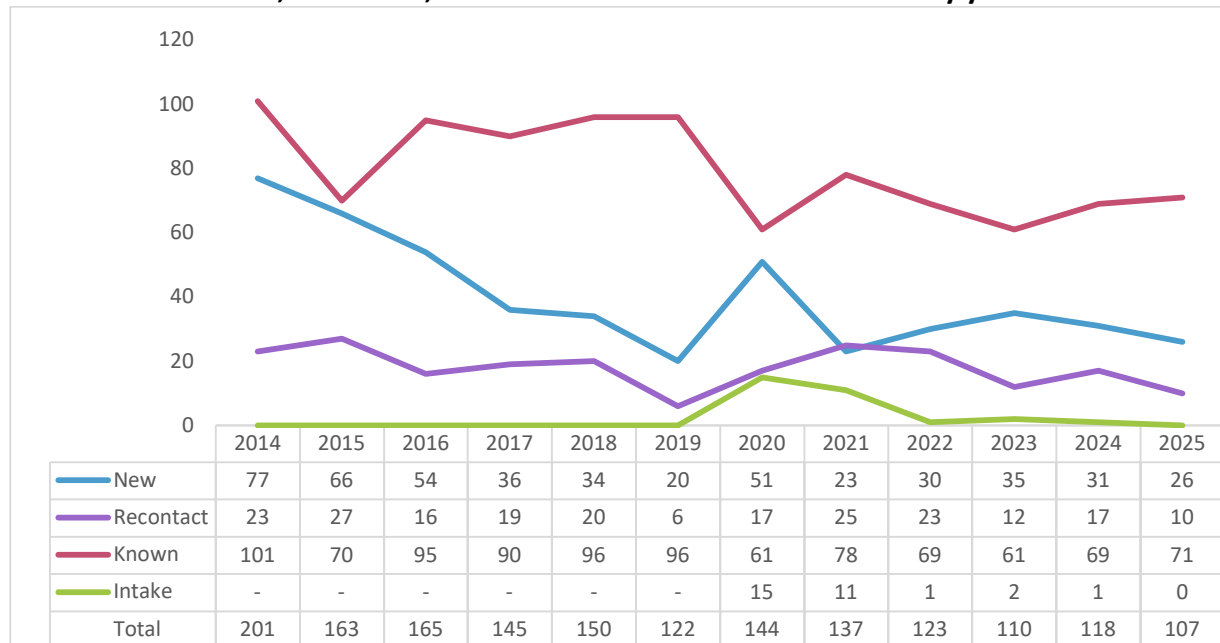


Figure 161: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

VCS: Case state at the end of the reporting period

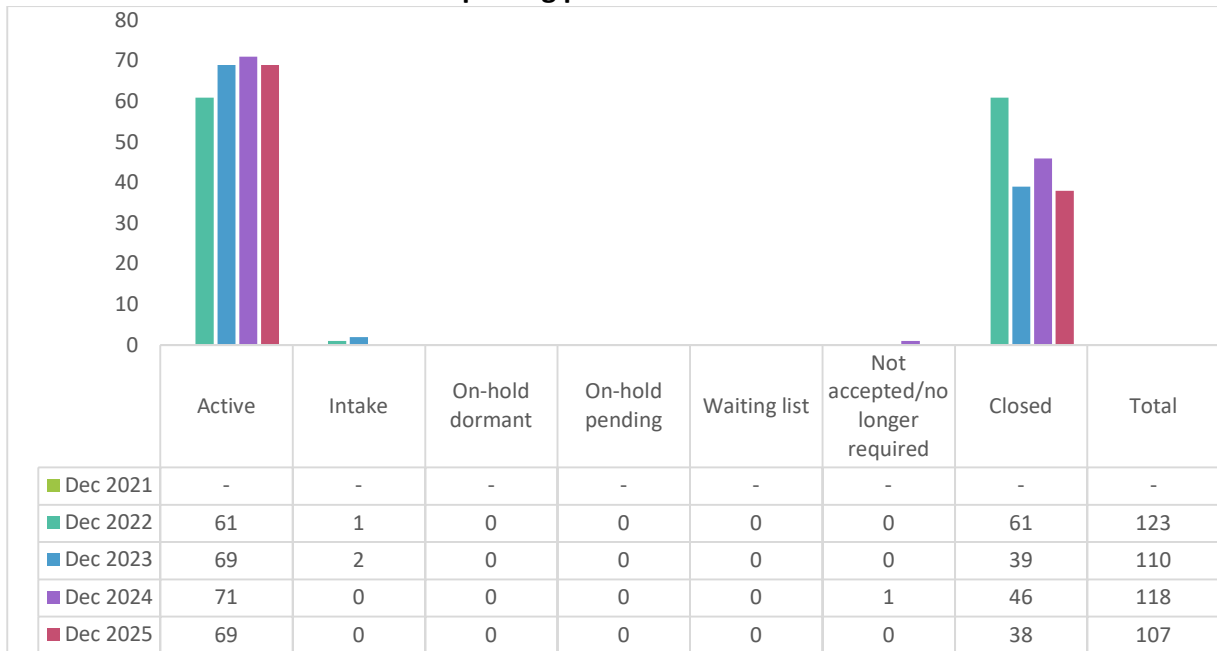


Figure 162: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 64% (69) 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.

VCS: Waiting list at the end of the reporting period

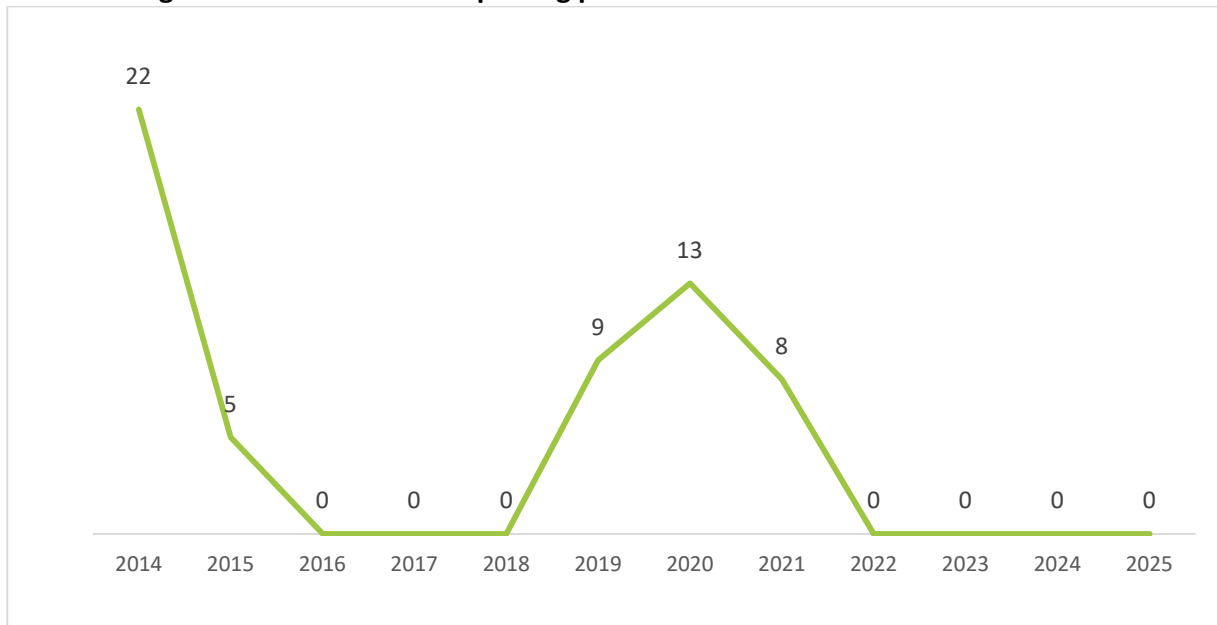


Figure 163: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

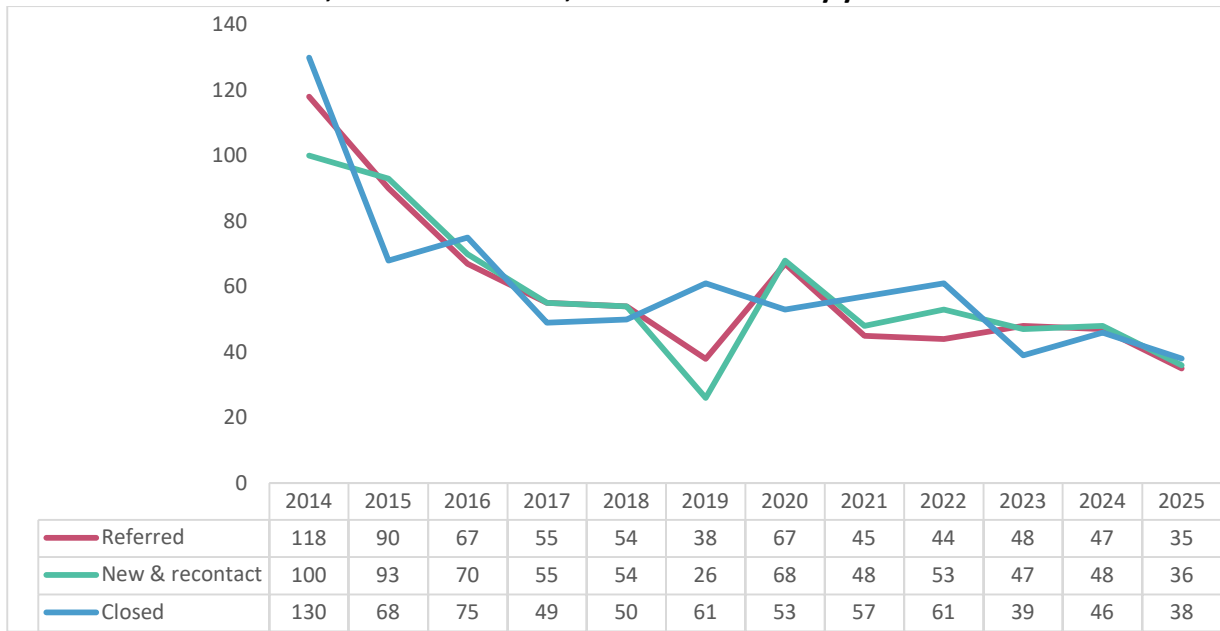


Figure 164: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 161 for breakdown of new & recontact cases). In 2025, 35 cases were referred, 36 new & recontact cases opened, and 38 cases closed.

VCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	1	0	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Child abuse	0	0	0	0	0
Child care or access	2	1	1	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	2	1	0	0
Domestic violence	2	0	0	1	1
Eating disorder	0	0	0	0	0
Elderly needs	0	1	1	1	2
Employment issues	3	3	4	3	0
Family relations/relationships	0	1	0	0	3
Financial difficulties	14	10	9	12	7
Fostering or adoption	0	0	0	0	0
Health related issues	1	1	2	2	0
Homeless	5	7	9	4	0
Housing problems	8	6	9	8	13
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	3	5	5	10	6
Legal issues	0	1	0	0	0
Loneliness	0	1	0	0	0
Marital problems	0	0	1	1	0
Mental health issues	5	0	4	2	0
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	0	1	1	1
Parenting skills/child-parent relationship	-	2	1	0	1
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	0	0	1	0
School related problems	0	1	0	1	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	0	0	0	0	1
Sex work related issues	0	0	0	0	0
Other	1	2	0	0	0
None specified	0	0	0	0	0
Total	45	44	48	47	35

Figure 165: 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.

A total of **36** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

VCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	0	3	0	0	0	3
18-19	0	0	0	0	0	0
20-24	0	2	0	0	0	2
25-29	0	1	0	0	0	1
30-34	2	0	0	0	0	2
35-39	1	1	0	0	0	2
40-44	2	2	0	0	0	4
45-49	0	4	0	0	0	4
50-54	0	2	0	0	0	2
55-59	1	3	0	0	0	4
≥60	4	8	0	0	0	12
Not specified	0	0	0	0	0	0
Total	10	26	0	0	0	36

Figure 166: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 60 or over (12).

Community Services: Western (WCS)

Service started reporting data in 2020.

WCS: Number of cases and individuals worked with by year

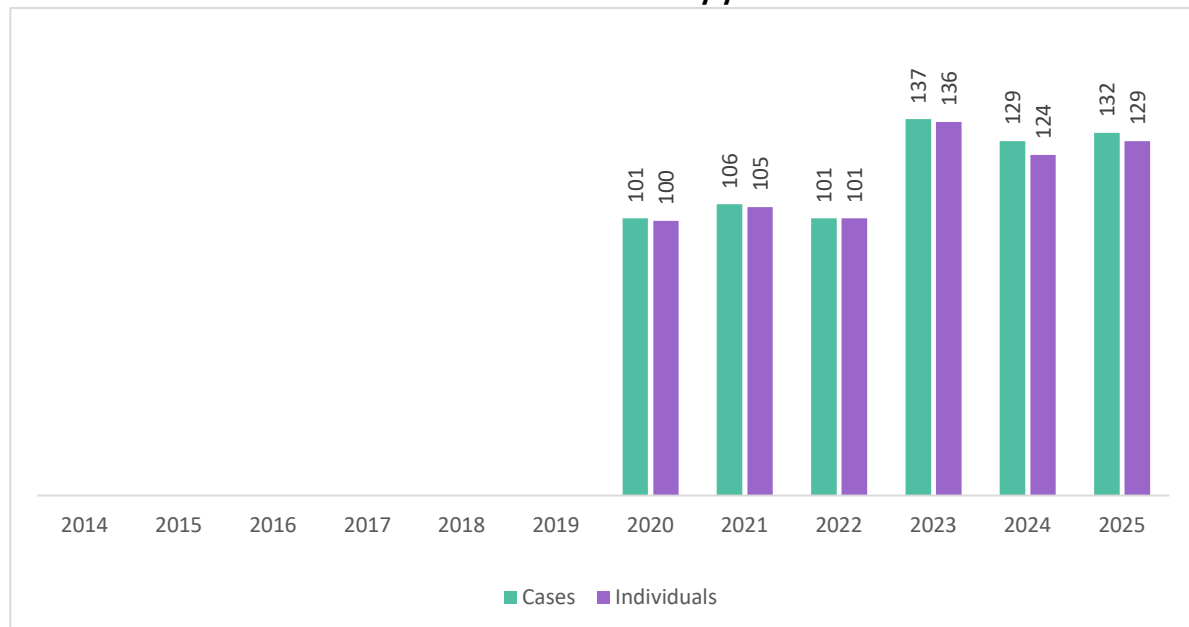


Figure 167: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 132 cases and 129 individuals were worked with compared to 129 and 124 respectively in 2024.

A total of **132** cases were worked with between January and December 2025.

WCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

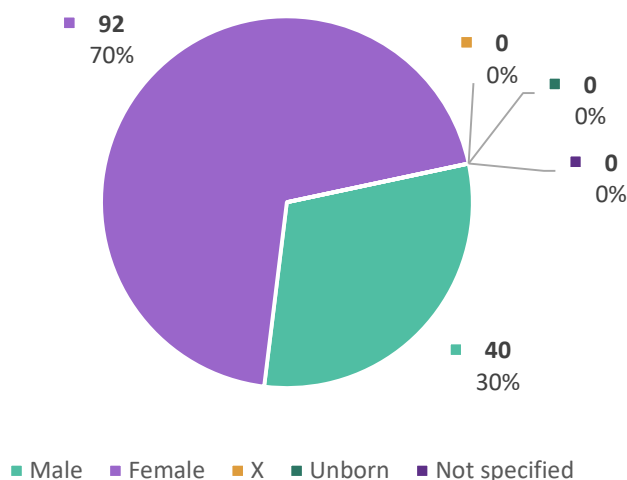


Figure 168: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (70%).

WCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

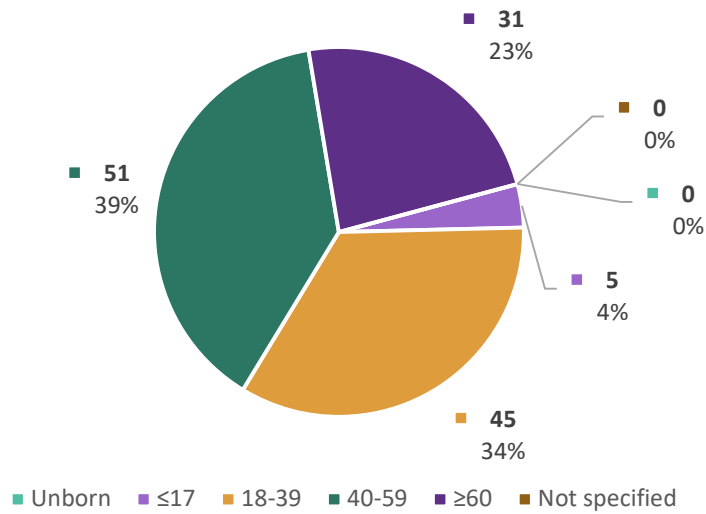


Figure 169: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (39%).

WCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

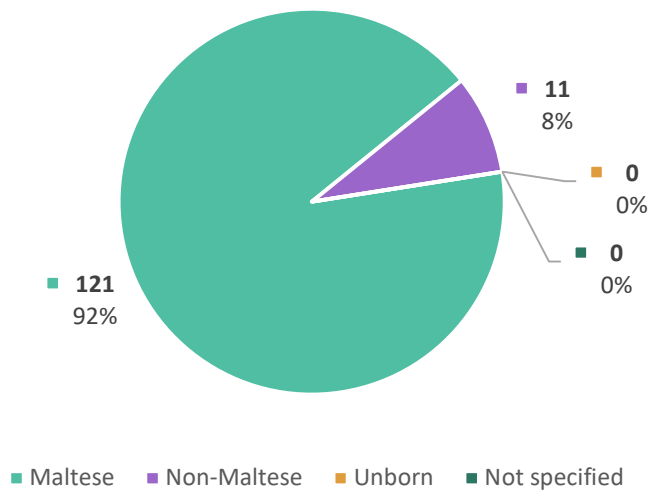
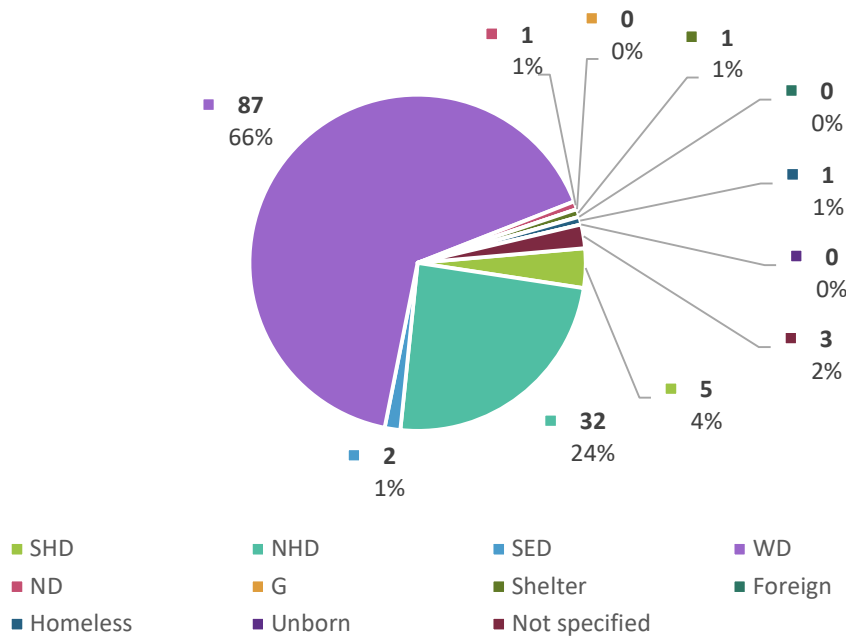


Figure 170: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

WCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 171: 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 (66%) had the highest percentage of cases worked with in 2025.

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

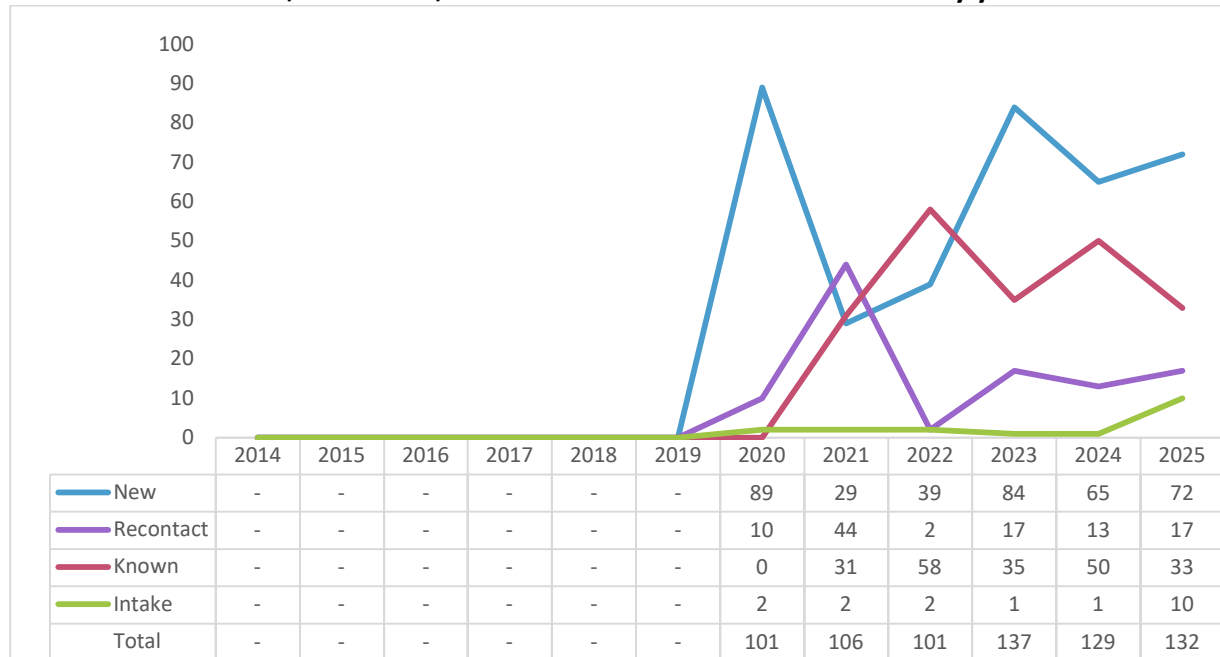


Figure 172: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

WCS: Case state at the end of the reporting period

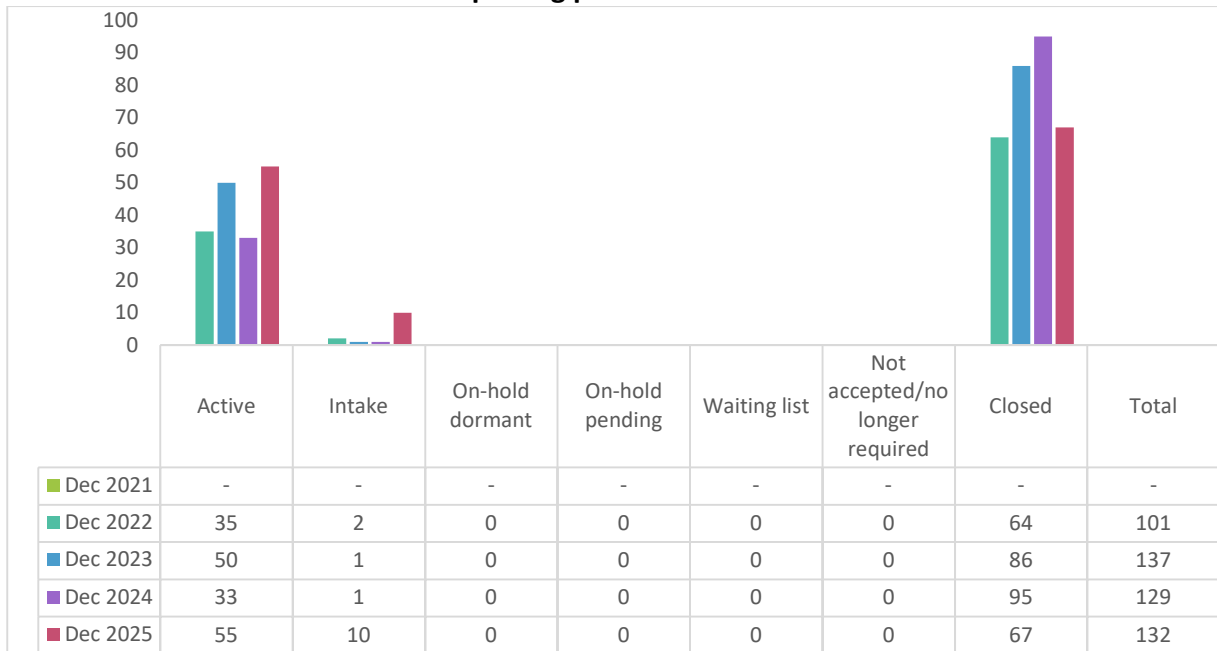


Figure 173: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 42% (55) 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.

WCS: Waiting list at the end of the reporting period

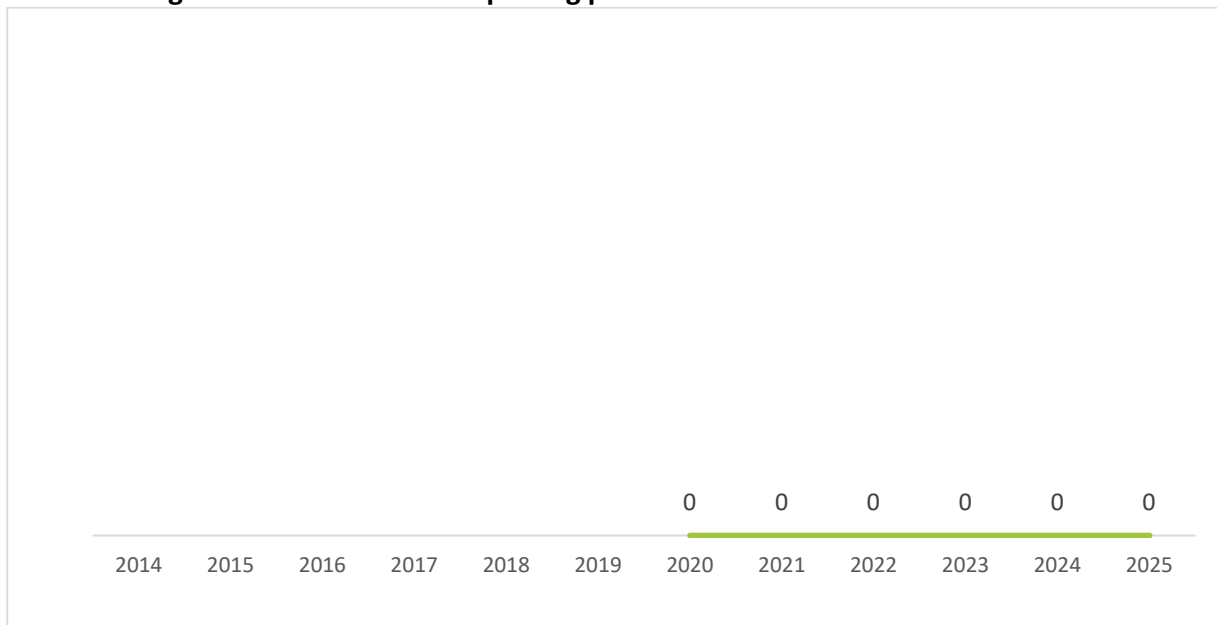


Figure 174: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

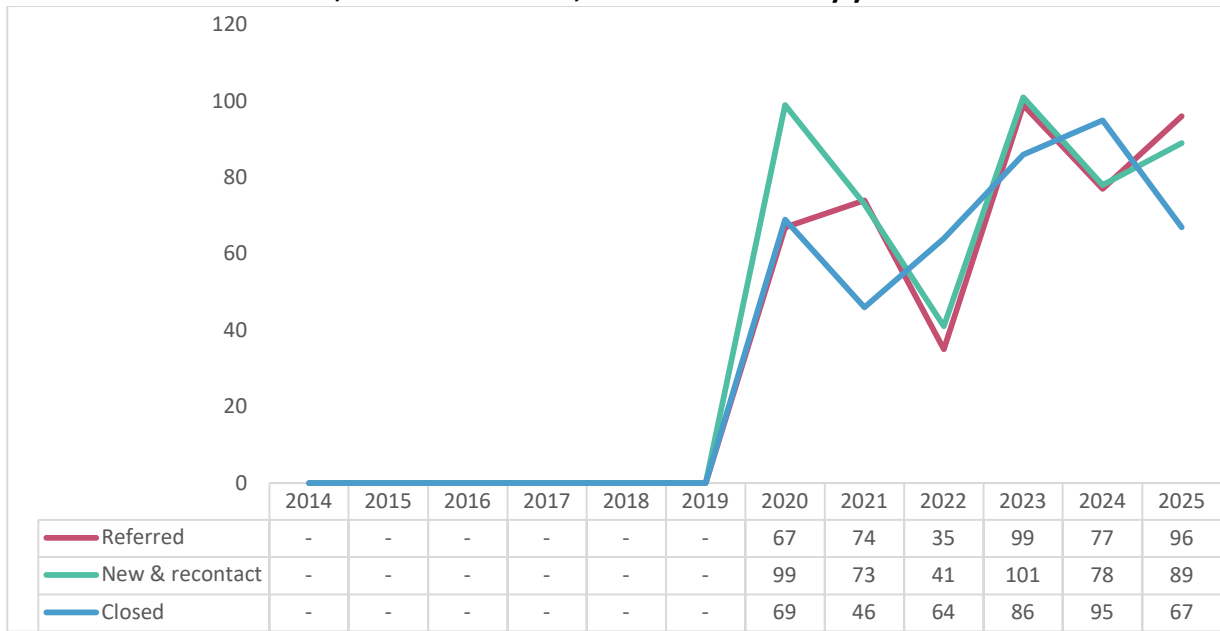


Figure 175: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 172 for breakdown of new & recontact cases). In 2025, 96 were cases referred, 89 new & recontact cases opened, and 67 cases closed.

WCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	3	0	0	0	1
Assault/rape/harassment/sexual abuse	0	0	0	0	4
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	1	0
Child abuse	5	1	1	0	0
Child care or access	0	1	0	2	1
Delinquency	0	0	0	0	0
Disability related issues	2	0	2	3	0
Domestic violence	2	0	0	1	0
Eating disorder	0	0	0	0	0
Elderly needs	1	3	15	6	9
Employment issues	4	3	7	6	9
Family relations/relationships	2	0	4	1	1
Financial difficulties	19	11	17	16	8
Fostering or adoption	0	0	0	0	0
Health related issues	2	1	0	3	0
Homeless	0	0	0	1	1
Housing problems	7	2	8	8	9
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	11	6	15	6	17
Legal issues	0	0	0	1	0
Loneliness	2	0	0	3	0
Marital problems	1	0	1	1	2
Mental health issues	6	3	14	5	13
Migrant related issues	0	1	1	2	0
Oppositional defiant behaviours	-	1	1	0	3
Parenting skills/child-parent relationship	-	0	3	6	3
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	0	1	1	3
School related problems	3	0	7	2	3
Self-harm or suicide	0	0	0	0	0
Separation related issues	1	0	0	2	0
Sex work related issues	0	0	0	0	0
Other	3	2	2	0	9
None specified	0	0	0	0	0
Total	74	35	99	77	96

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.

A total of **89** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

WCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	1	2	0	0	0	3
18-19	0	0	0	0	0	0
20-24	0	2	0	0	0	2
25-29	0	2	0	0	0	2
30-34	2	8	0	0	0	10
35-39	1	14	0	0	0	15
40-44	4	6	0	0	0	10
45-49	3	4	0	0	0	7
50-54	2	4	0	0	0	6
55-59	4	5	0	0	0	9
≥60	9	16	0	0	0	25
Not specified	0	0	0	0	0	0
Total	26	63	0	0	0	89

Figure 177: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 60 or over (25).

Community Services: Zabbar (ZCS)

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

ZCS: Number of cases and individuals worked with by year

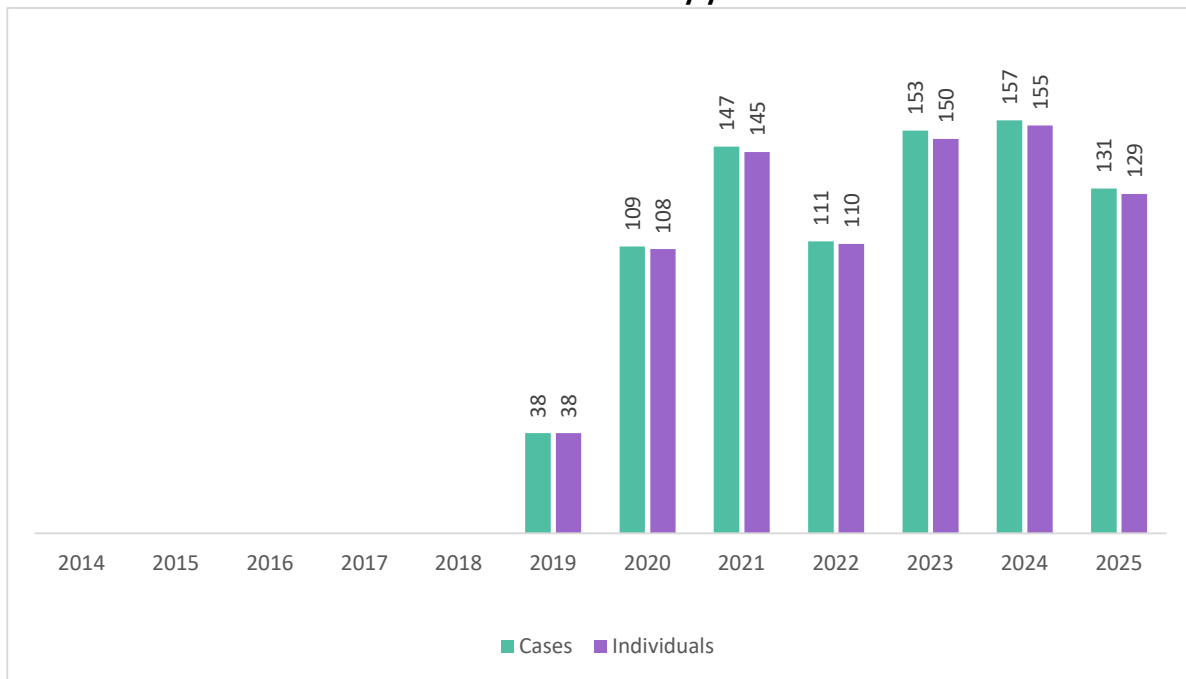


Figure 178: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 131 cases and 129 individuals were worked with compared to 157 and 155 respectively in 2024.

A total of **131** cases were worked with between January and December 2025.

ZCS: Cases worked with Jan-Dec 2025 by gender (no. & %)

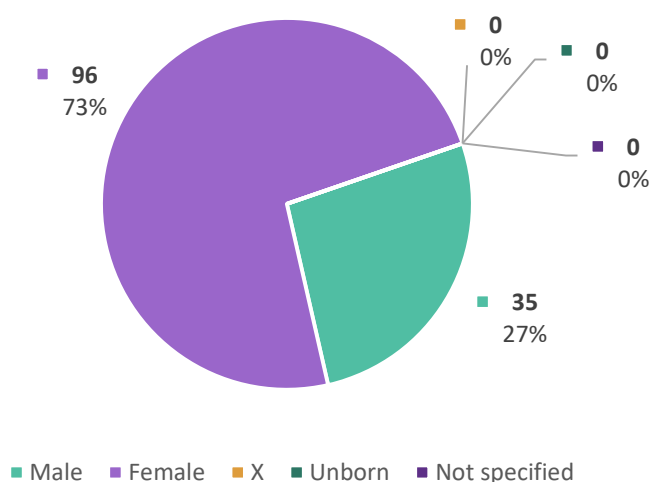


Figure 179: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (73%).

ZCS: Cases worked with Jan-Dec 2025 by age category (no. & %)

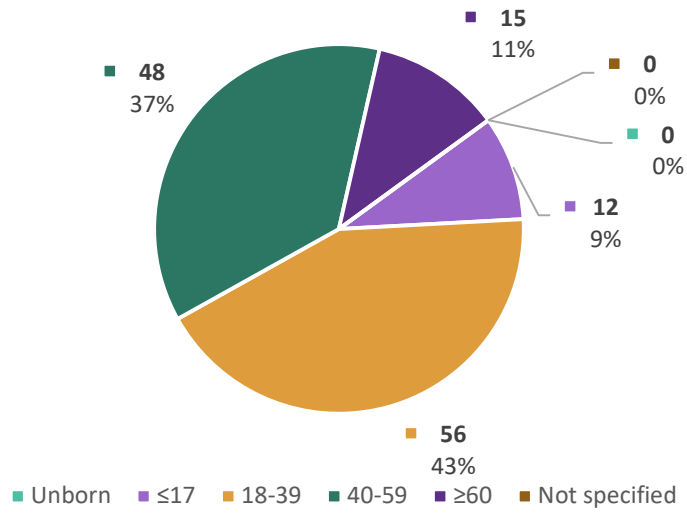


Figure 180: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (43%).

ZCS: Cases worked with Jan-Dec 2025 by nationality (no. & %)

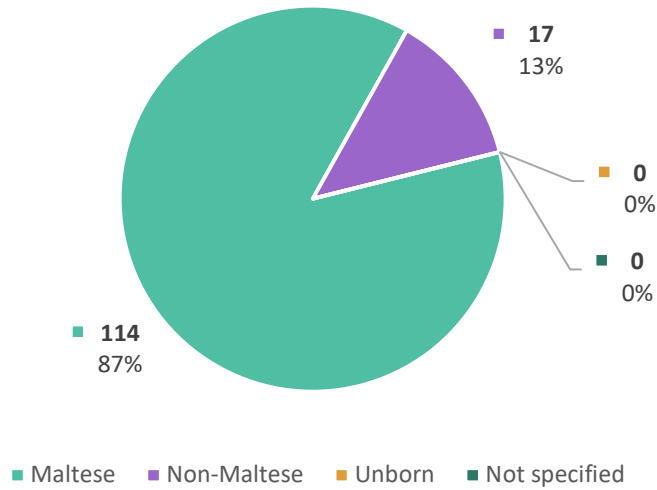
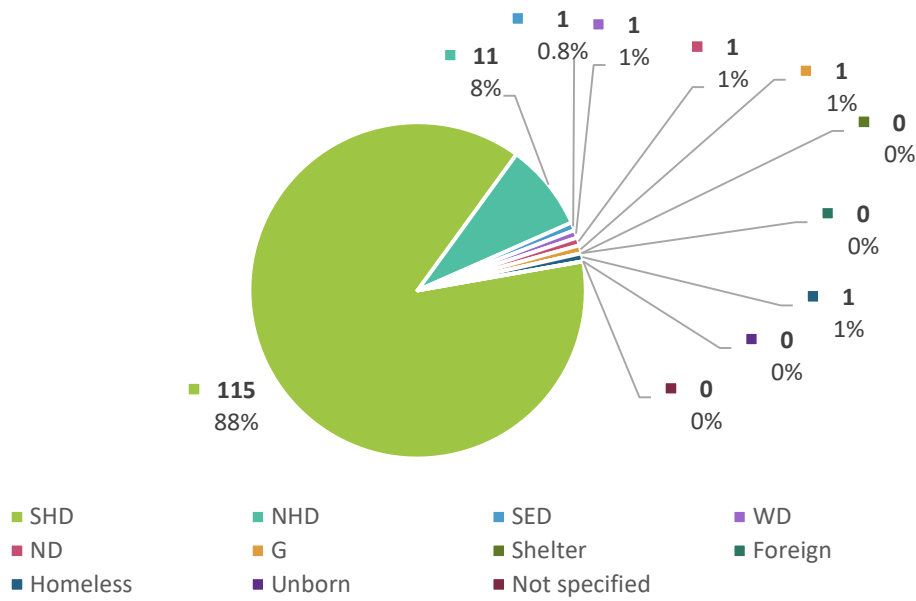


Figure 181: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 87% of the cases worked with were Maltese while non-Maltese made up 13% of cases.

ZCS: Cases worked with Jan-Dec 2025 by district of residence (no. & %)



Graph Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Figure 182: 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 (88%) had the highest percentage of cases worked with in 2025.

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

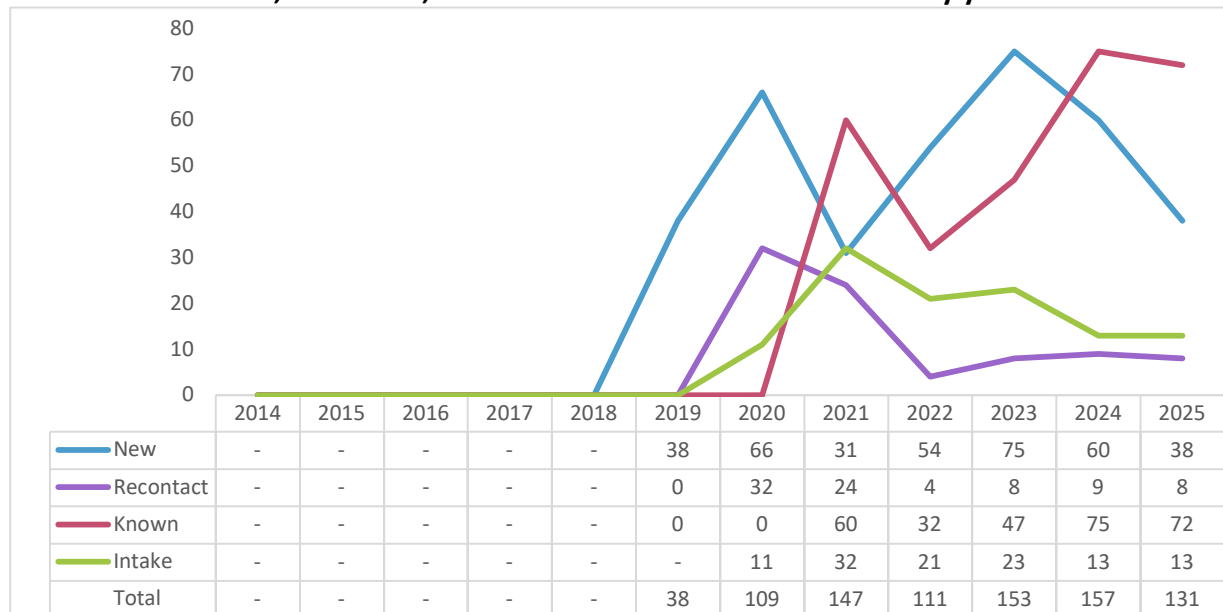


Figure 183: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online 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: Case state at the end of the reporting period

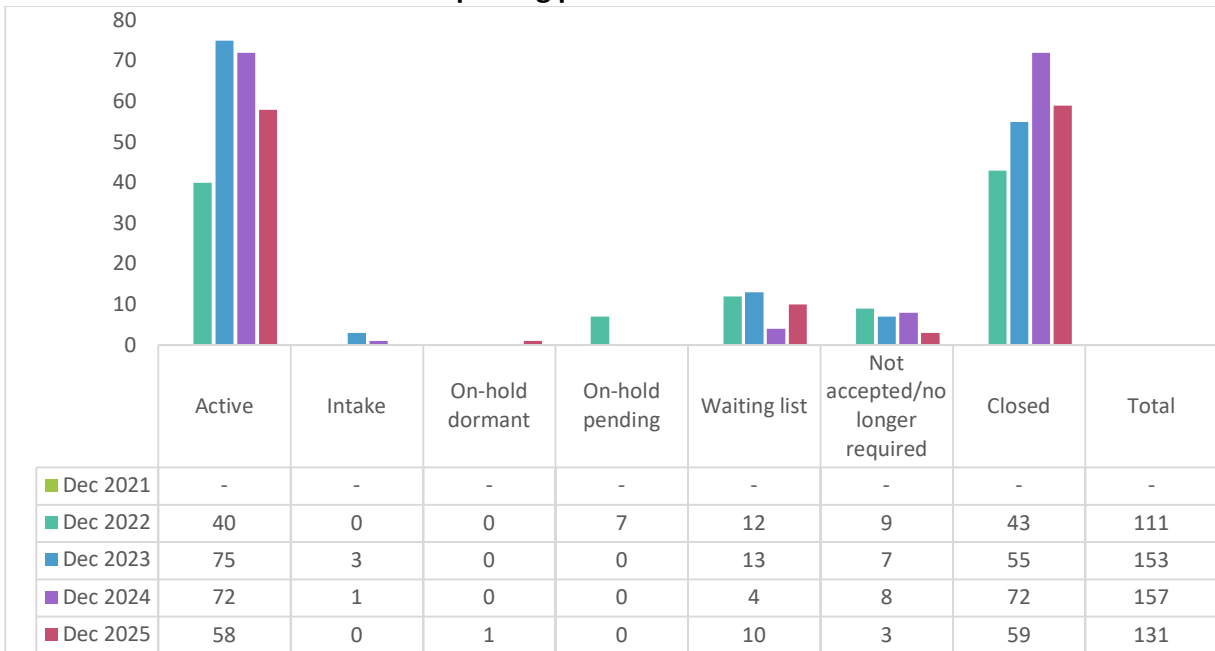


Figure 184: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 44% (58) 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.

ZCS: Waiting list at the end of the reporting period

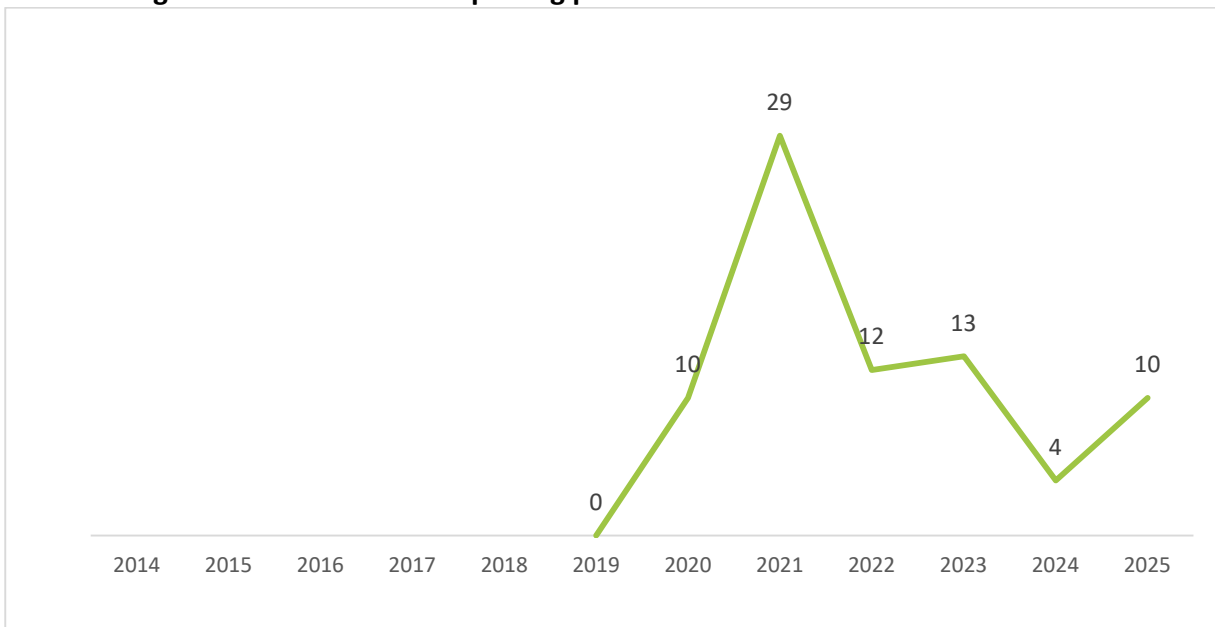


Figure 185: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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



Figure 186: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 183 for breakdown of new & recontact cases). In 2025, 51 cases were referred, 46 new & recontact cases opened, and 59 cases closed.

ZCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	1	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	2	-	-	-	-
Bereavement	0	1	0	0	0
Child abuse	2	0	1	0	1
Child care or access	9	2	0	2	0
Delinquency	0	0	0	0	0
Disability related issues	1	0	0	1	0
Domestic violence	0	1	0	1	0
Eating disorder	0	0	0	0	0
Elderly needs	1	1	0	0	1
Employment issues	8	4	5	6	4
Family relations/relationships	2	3	7	6	2
Financial difficulties	13	9	17	12	12
Fostering or adoption	1	0	0	0	0
Health related issues	2	1	3	0	0
Homeless	2	2	21	10	0
Housing problems	4	6	3	5	2
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	8	5	12	9	5
Legal issues	3	0	0	0	2
Loneliness	3	0	2	0	2
Marital problems	0	1	3	1	3
Mental health issues	5	6	7	5	11
Migrant related issues	0	0	1	2	0
Oppositional defiant behaviours	-	0	0	0	0
Parenting skills/child-parent relationship	-	5	7	4	4
Personality related issues	0	0	0	0	0
Pregnancy related issues	1	0	0	0	0
Relationship problems	2	1	3	2	2
School related problems	0	0	0	0	0
Self-harm or suicide	2	0	1	0	0
Separation related issues	2	1	1	0	0
Sex work related issues	0	0	0	0	0
Other	3	0	0	0	0
None specified	0	0	0	0	0
Total	76	50	94	66	51

Figure 187: 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.

A total of **46** cases were opened between January and December 2025.

Note: Further breakdowns regarding cases opened by demographics can be found in the Appendix A.

ZCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
≤17	3	2	0	0	0	5
18-19	0	0	0	0	0	0
20-24	0	2	0	0	0	2
25-29	1	2	0	0	0	3
30-34	1	6	0	0	0	7
35-39	1	3	0	0	0	4
40-44	1	3	0	0	0	4
45-49	0	2	0	0	0	2
50-54	4	5	0	0	0	9
55-59	0	1	0	0	0	1
≥60	3	6	0	0	0	9
Not specified	0	0	0	0	0	0
Total	14	32	0	0	0	46

Figure 188: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 50 to 54 (9) and 60 or over (9).

Appendix A

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.

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

The table below 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 used when referring to themselves.

Home Based Therapeutic Services	2021	2022	2023	2024	2025
Male	81	61	69	57	32
Female	103	111	90	106	66
X	0	0	0	1	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	184	172	159	164	98

Incredible Years Programme	2021	2022	2023	2024	2025
Male	29	16	28	13	28
Female	78	50	67	37	59
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	107	66	95	50	87

Therapeutic Services	2021	2022	2023	2024	2025
Male	148	206	136	137	252
Female	214	222	165	173	371
X	0	1	1	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	362	429	302	310	623

Community Services (All)	2021	2022	2023	2024	2025
Male	200	192	228	190	146
Female	485	478	480	427	349
X	0	0	2	0	0
Unborn	0	0	0	1	0
Not specified	0	0	0	0	0
Total	685	670	710	618	495

Community Services: Birkirkara	2021	2022	2023	2024	2025
Male	19	13	30	23	7
Female	37	25	26	44	22
X	0	0	0	0	0
Unborn	0	0	0	1	0
Not specified	0	0	0	0	0

Total	56	38	56	68	29
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Community Services: Cottonera	2021	2022	2023	2024	2025
Male	33	23	31	17	6
Female	91	96	74	48	31
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	124	119	105	65	37

Community Services: Mosta	2021	2022	2023	2024	2025
Male	7	14	16	11	14
Female	30	44	37	29	38
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	37	58	53	40	52

Community Services: Msida	2021	2022	2023	2024	2025
Male	14	7	14	13	15
Female	16	17	16	16	16
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	30	24	30	29	31

Community Services: Northern Harbour	2021	2022	2023	2024	2025
Male	4	3	9	7	3
Female	2	8	5	4	7
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	6	11	14	11	10

Community Services: Paulo Freire Institute	2021	2022	2023	2024	2025
Male	13	12	8	14	6
Female	35	30	34	29	13
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	48	42	42	43	19

Community Services: Qawra	2021	2022	2023	2024	2025
Male	43	48	39	23	29
Female	85	101	71	86	70

X	0	0	1	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	128	149	111	109	99

Community Services: Southern	2021	2022	2023	2024	2025
Male	21	22	18	12	16
Female	59	55	49	46	31
X	0	0	1	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	80	77	68	58	47

Community Services: Valletta	2021	2022	2023	2024	2025
Male	14	20	19	27	10
Female	34	33	28	21	26
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	48	53	47	48	36

Community Services: Western	2021	2022	2023	2024	2025
Male	14	9	20	24	26
Female	59	32	81	54	63
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	73	41	101	78	89

Community Services: Zabbar	2021	2022	2023	2024	2025
Male	18	21	24	19	14
Female	37	37	59	50	32
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	55	58	83	69	46

Agency for Community and Therapeutic Services	2021	2022	2023	2024	2025
Male	458	475	461	397	458
Female	880	861	802	743	845
X	0	1	3	1	0
Unborn	0	0	0	1	0
Not specified	0	0	0	0	0
Total	1338	1337	1266	1142	1303

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

The table below classifies the age of the service user in the reporting year based on the specified date of birth.

Home Based Therapeutic Services	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	76	75	54	61	40
18-19	5	0	0	4	2
20-24	4	3	4	6	4
25-29	4	7	5	2	1
30-34	11	17	11	12	8
35-39	17	25	20	21	12
40-44	23	13	28	19	6
45-49	15	13	20	20	12
50-54	17	9	10	12	7
55-59	4	4	4	4	3
60+	8	6	3	3	3
Not specified	0	0	0	0	0
Total	184	172	159	164	98

Incredible Years Programme	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	4	0	1	0	3
18-19	2	0	4	0	0
20-24	11	6	6	1	5
25-29	17	5	7	6	17
30-34	20	12	17	16	15
35-39	16	11	22	7	17
40-44	17	13	11	9	24
45-49	4	9	7	4	3
50-54	3	1	9	1	2
55-59	3	3	3	3	0
60+	10	6	8	3	1
Not specified	0	0	0	0	0
Total	107	66	95	50	87

Therapeutic Services	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	106	67	71	47	94
18-19	17	14	13	10	14
20-24	18	26	16	17	35
25-29	20	22	22	20	41
30-34	29	69	36	48	59
35-39	37	82	30	32	93
40-44	37	54	34	46	103
45-49	38	42	38	32	64
50-54	34	25	22	22	54
55-59	16	12	6	19	24
60+	10	16	14	17	42

Not specified	0	0	0	0	0
Total	362	429	302	310	623

Community Services (All)	2021	2022	2023	2024	2025
Unborn	0	0	0	1	0
<17	25	18	15	16	19
18-19	12	9	20	23	7
20-24	62	56	56	39	27
25-29	53	70	60	49	38
30-34	79	78	92	65	59
35-39	89	83	78	90	66
40-44	102	81	95	58	62
45-49	69	66	76	77	44
50-54	66	53	60	61	41
55-59	44	61	47	44	34
60+	84	95	111	95	98
Not specified	0	0	0	0	0
Total	685	670	710	618	495

Community Services: Birkirkara	2021	2022	2023	2024	2025
Unborn	0	0	0	1	0
<17	5	1	1	2	1
18-19	1	0	0	1	1
20-24	6	3	9	1	3
25-29	5	4	6	5	2
30-34	0	4	4	4	2
35-39	9	3	6	6	3
40-44	7	3	4	3	5
45-49	4	6	5	11	4
50-54	3	3	5	8	2
55-59	3	4	3	7	1
60+	13	7	13	19	5
Not specified	0	0	0	0	0
Total	56	38	56	68	29

Community Services: Cottonera	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	6	4	2	1	0
18-19	5	0	2	0	1
20-24	15	13	8	6	3
25-29	8	11	16	7	4
30-34	16	24	12	8	4
35-39	12	12	12	6	5
40-44	18	10	14	6	3
45-49	12	10	8	6	4
50-54	12	9	11	8	4
55-59	9	9	6	6	4

60+	11	17	14	11	5
Not specified	0	0	0	0	0
Total	124	119	105	65	37

Community Services: Mosta	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	1	1	0	0	2
18-19	2	3	0	3	2
20-24	3	3	2	3	3
25-29	5	6	5	1	5
30-34	2	7	9	4	9
35-39	2	9	6	9	8
40-44	5	5	9	4	9
45-49	5	4	6	2	3
50-54	5	3	4	5	4
55-59	3	6	7	3	3
60+	4	11	5	6	4
Not specified	0	0	0	0	0
Total	37	58	53	40	52

Community Services: Msida	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	1	0	1	0	0
18-19	0	1	0	0	0
20-24	6	2	3	2	5
25-29	2	5	5	4	4
30-34	8	3	1	2	3
35-39	7	4	2	8	3
40-44	3	3	2	1	4
45-49	2	2	7	4	5
50-54	1	2	5	6	1
55-59	0	1	2	0	2
60+	0	1	2	2	4
Not specified	0	0	0	0	0
Total	30	24	30	29	31

Community Services: Northern Harbour	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	0	0	0
18-19	0	0	0	0	0
20-24	1	1	0	0	1
25-29	1	2	0	2	0
30-34	0	0	3	1	2
35-39	2	1	4	1	3
40-44	1	4	4	1	2
45-49	1	0	1	0	0

50-54	0	3	0	1	0
55-59	0	0	1	3	1
60+	0	0	1	2	1
Not specified	0	0	0	0	0
Total	6	11	14	11	10

Community Services: Paulo Freire Institute	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	2	1	2	3	0
18-19	1	1	1	1	0
20-24	4	7	6	5	2
25-29	1	4	1	4	1
30-34	6	3	5	4	0
35-39	5	1	5	5	1
40-44	9	5	6	4	1
45-49	4	5	1	6	4
50-54	6	4	5	3	1
55-59	1	5	1	4	1
60+	9	6	9	4	8
Not specified	0	0	0	0	0
Total	48	42	42	43	19

Community Services: Qawra	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	5	2	5	4	5
18-19	0	1	4	8	2
20-24	11	8	5	3	2
25-29	7	16	7	10	10
30-34	18	18	19	14	13
35-39	21	28	18	22	18
40-44	15	20	16	11	14
45-49	16	13	17	18	4
50-54	13	15	7	9	5
55-59	10	18	8	4	7
60+	12	10	5	6	19
Not specified	0	0	0	0	0
Total	128	149	111	109	99

Community Services: Southern	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	1	3	2	0	0
18-19	0	0	5	2	1
20-24	6	5	8	5	2
25-29	7	6	4	3	6
30-34	7	7	10	12	7
35-39	12	6	5	6	4

40-44	16	14	9	10	6
45-49	8	8	12	6	7
50-54	5	5	4	4	7
55-59	6	8	2	2	1
60+	12	15	7	8	6
Not specified	0	0	0	0	0
Total	80	77	68	58	47

Community Services: Valletta	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	1	0	0	3
18-19	1	1	1	5	0
20-24	2	2	2	6	2
25-29	5	6	2	2	1
30-34	7	2	5	3	2
35-39	5	6	4	6	2
40-44	7	3	6	2	4
45-49	5	7	5	4	4
50-54	4	4	3	6	2
55-59	3	6	6	5	4
60+	9	15	13	9	12
Not specified	0	0	0	0	0
Total	48	53	47	48	36

Community Services: Western	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	1	1	0	2	3
18-19	1	1	3	1	0
20-24	5	1	6	2	2
25-29	6	6	9	3	2
30-34	10	6	14	5	10
35-39	7	9	7	9	15
40-44	12	3	16	10	10
45-49	5	4	7	11	7
50-54	9	2	7	7	6
55-59	7	1	4	6	9
60+	10	7	28	22	25
Not specified	0	0	0	0	0
Total	73	41	101	78	89

Community Services: Zabbar	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	3	4	2	4	5
18-19	1	1	4	2	0
20-24	3	11	7	6	2
25-29	6	4	5	8	3
30-34	5	4	10	8	7

35-39	7	4	9	12	4
40-44	9	11	9	6	4
45-49	7	7	7	9	2
50-54	8	3	9	4	9
55-59	2	3	7	4	1
60+	4	6	14	6	9
Not specified	0	0	0	0	0
Total	55	58	83	69	46

Agency for Community and Therapeutic Services	2021	2022	2023	2024	2025
Unborn	0	0	0	1	0
<17	211	160	141	124	156
18-19	36	23	37	37	23
20-24	95	91	82	63	71
25-29	94	104	94	77	97
30-34	139	176	156	141	141
35-39	159	201	150	150	188
40-44	179	161	168	132	195
45-49	126	130	141	133	123
50-54	120	88	101	96	104
55-59	67	80	60	70	61
60+	112	123	136	118	144
Not specified	0	0	0	0	0
Total	1338	1337	1266	1142	1303

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

The table below classifies the nationality as reported by the service user within the reporting year or based on an identity card/document.

Home Based Therapeutic Services	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	179	158	142	148	91
Non-Maltese	5	14	17	16	7
Not specified	0	0	0	0	0
Total	184	172	159	164	98

Incredible Years Programme	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	94	63	88	44	69
Non-Maltese	13	3	7	6	18
Not specified	0	0	0	0	0
Total	107	66	95	50	87

Therapeutic Services	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	329	392	266	276	550

Non-Maltese	33	37	36	34	73
Not specified	0	0	0	0	0
Total	362	429	302	310	623

Community Services (All)	2021	2022	2023	2024	2025
Unborn	0	0	0	1	0
Maltese	544	519	533	496	385
Non-Maltese	141	151	177	121	110
Not specified	0	0	0	0	0
Total	685	670	710	618	495

Community Services: Birkirkara	2021	2022	2023	2024	2025
Unborn	0	0	0	1	0
Maltese	47	35	38	59	24
Non-Maltese	9	3	18	8	5
Not specified	0	0	0	0	0
Total	56	38	56	68	29

Community Services: Cottonera	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	117	113	98	63	36
Non-Maltese	7	6	7	2	1
Not specified	0	0	0	0	0
Total	124	119	105	65	37

Community Services: Mosta	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	31	46	40	32	39
Non-Maltese	6	12	13	8	13
Not specified	0	0	0	0	0
Total	37	58	53	40	52

Community Services: Msida	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	12	12	15	14	21
Non-Maltese	18	12	15	15	10
Not specified	0	0	0	0	0
Total	30	24	30	29	31

Community Services: Northern Harbour	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	4	8	8	10	5
Non-Maltese	2	3	6	1	5
Not specified	0	0	0	0	0
Total	6	11	14	11	10

Community Services: Paulo Freire Institute	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	45	39	39	41	18
Non-Maltese	3	3	3	2	1
Not specified	0	0	0	0	0
Total	48	42	42	43	19

Community Services: Qawra	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	57	68	45	60	45
Non-Maltese	71	81	66	49	54
Not specified	0	0	0	0	0
Total	128	149	111	109	99

Community Services: Southern	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	74	62	53	46	37
Non-Maltese	6	15	15	12	10
Not specified	0	0	0	0	0
Total	80	77	68	58	47

Community Services: Valletta	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	43	49	42	46	36
Non-Maltese	5	4	5	2	0
Not specified	0	0	0	0	0
Total	48	53	47	48	36

Community Services: Western	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	64	33	81	70	83
Non-Maltese	9	8	20	8	6
Not specified	0	0	0	0	0
Total	73	41	101	78	89

Community Services: Zabbar	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	50	54	74	55	41
Non-Maltese	5	4	9	14	5
Not specified	0	0	0	0	0
Total	55	58	83	69	46

Agency for Community and Therapeutic Services	2021	2022	2023	2024	2025
Unborn	0	0	0	1	0
Maltese	1146	1132	1029	964	1095

Non-Maltese	192	205	237	177	208
Not specified	0	0	0	0	0
Total	1338	1337	1266	1142	1303

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

The table below 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.

Table Key: SHD = Southern Harbour District; NHD = Northern Harbour District; SED = Southeastern District; WD = Western District; ND = Northern District; G = Gozo District; Shelter = shelter/institution; Foreign = Foreign residence.

Home Based Therapeutic Services	2021	2022	2023	2024	2025
Northern Harbour District	44	23	17	31	17
Southern Harbour District	56	40	45	35	32
Northern District	29	48	48	45	13
Southeastern District	29	31	20	28	19
Western District	17	14	12	20	11
Gozo district	2	6	3	3	0
Shelter/ institution/ other residence	4	3	2	1	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	3	7	12	1	6
Total	184	172	159	164	98

Incredible Years Programme	2021	2022	2023	2024	2025
Northern Harbour District	27	14	22	6	20
Southern Harbour District	32	20	23	24	25
Northern District	12	6	15	7	10
Southeastern District	29	13	25	7	15
Western District	4	12	5	5	10
Gozo district	2	0	1	0	3
Shelter/ institution/ other residence	0	0	1	1	1
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	1	1	3	0	3
Total	107	66	95	50	87

Therapeutic Services	2021	2022	2023	2024	2025
Northern Harbour District	129	114	93	88	176
Southern Harbour District	68	95	55	70	132
Northern District	51	57	45	43	127

Southeastern District	47	80	59	55	92
Western District	37	54	18	34	59
Gozo district	3	2	1	2	4
Shelter/ institution/ other residence	8	2	2	5	2
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	3
Unborn	-	-	-	-	0
Not specified	19	25	29	13	28
Total	362	429	302	310	623

Community Services (All)	2021	2022	2023	2024	2025
Northern Harbour District	106	97	139	127	95
Southern Harbour District	221	218	208	176	115
Northern District	160	193	155	143	148
Southeastern District	124	119	118	93	65
Western District	55	28	53	65	56
Gozo district	3	4	8	4	3
Shelter/ institution/ other residence	1	2	2	6	3
Foreign residence	0	0	0	0	0
Homeless	2	1	2	4	3
Unborn	-	-	-	-	0
Not specified	13	8	25	0	7
Total	685	670	710	618	495

Community Services: Birkirkara	2021	2022	2023	2024	2025
Northern Harbour District	47	35	43	64	27
Southern Harbour District	2	0	2	1	0
Northern District	0	1	2	2	0
Southeastern District	0	0	1	0	1
Western District	3	0	3	1	0
Gozo district	1	1	1	0	0
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	1
Unborn	-	-	-	-	0
Not specified	3	1	4	0	0
Total	56	38	56	68	29

Community Services: Cottonera	2021	2022	2023	2024	2025
Northern Harbour District	3	1	3	1	0
Southern Harbour District	114	107	92	58	36
Northern District	2	0	1	1	0
Southeastern District	2	5	5	4	0
Western District	1	1	0	0	0
Gozo district	0	2	2	1	0
Shelter/ institution/ other residence	0	0	1	0	0
Foreign residence	0	0	0	0	0

Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	2	3	1	0	1
Total	124	119	105	65	37

Community Services: Mosta	2021	2022	2023	2024	2025
Northern Harbour District	0	2	0	0	0
Southern Harbour District	0	0	1	1	0
Northern District	36	54	50	39	52
Southeastern District	0	0	1	0	0
Western District	1	2	1	0	0
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	0	0	0
Total	37	58	53	40	52

Community Services: Msida	2021	2022	2023	2024	2025
Northern Harbour District	20	21	24	25	29
Southern Harbour District	2	1	1	0	0
Northern District	2	1	1	1	1
Southeastern District	1	0	1	0	0
Western District	1	0	0	3	0
Gozo district	0	1	1	0	1
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	1	0	0	0	0
Unborn	-	-	-	-	0
Not specified	3	0	2	0	0
Total	30	24	30	29	31

Community Services: Northern Harbour	2021	2022	2023	2024	2025
Northern Harbour District	6	11	9	10	8
Southern Harbour District	0	0	0	0	0
Northern District	0	0	1	1	1
Southeastern District	0	0	0	0	0
Western District	0	0	0	0	0
Gozo district	0	0	1	0	1
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	3	0	0
Total	6	11	14	11	10

Community Services: Paulo Freire Institute	2021	2022	2023	2024	2025
Northern Harbour District	0	0	3	1	0
Southern Harbour District	1	2	0	4	1
Northern District	0	0	0	0	2
Southeastern District	47	40	38	35	16
Western District	0	0	0	0	0
Gozo district	0	0	0	1	0
Shelter/ institution/ other residence	0	0	0	1	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	1	0
Unborn	-	-	-	-	0
Not specified	0	0	1	0	0
Total	48	42	42	43	19

Community Services: Qawra	2021	2022	2023	2024	2025
Northern Harbour District	5	6	4	3	0
Southern Harbour District	0	2	1	1	2
Northern District	120	135	97	96	90
Southeastern District	1	1	2	1	3
Western District	0	1	0	1	1
Gozo district	1	0	2	2	0
Shelter/ institution/ other residence	0	0	1	3	1
Foreign residence	0	0	0	0	0
Homeless	0	1	0	2	1
Unborn	-	-	-	-	0
Not specified	1	3	4	0	1
Total	128	149	111	109	99

Community Services: Southern	2021	2022	2023	2024	2025
Northern Harbour District	2	1	2	0	0
Southern Harbour District	5	9	2	5	2
Northern District	0	0	0	1	0
Southeastern District	70	67	64	52	43
Western District	0	0	0	0	0
Gozo district	1	0	0	0	0
Shelter/ institution/ other residence	1	0	0	0	1
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	1	0	0	0	1
Total	80	77	68	58	47

Community Services: Valletta	2021	2022	2023	2024	2025
Northern Harbour District	4	4	4	2	3
Southern Harbour District	43	46	37	42	31

Northern District	0	1	1	0	1
Southeastern District	0	0	0	0	0
Western District	0	0	2	1	0
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	0	1	0	2	0
Foreign residence	0	0	0	0	0
Homeless	1	0	2	1	0
Unborn	-	-	-	-	0
Not specified	0	1	1	0	1
Total	48	53	47	48	36

Community Services: Western	2021	2022	2023	2024	2025
Northern Harbour District	19	15	44	17	24
Southern Harbour District	3	1	3	4	3
Northern District	0	1	2	0	1
Southeastern District	0	0	0	0	2
Western District	49	24	47	57	54
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	0	0	0	0	1
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	1
Unborn	-	-	-	-	0
Not specified	2	0	5	0	3
Total	73	41	101	78	89

Community Services: Zabbar	2021	2022	2023	2024	2025
Northern Harbour District	0	1	3	4	4
Southern Harbour District	51	50	69	60	40
Northern District	0	0	0	2	0
Southeastern District	3	6	6	1	0
Western District	0	0	0	2	1
Gozo district	0	0	1	0	1
Shelter/ institution/ other residence	0	1	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	1	0	4	0	0
Total	55	58	83	69	46

Agency for Community and Therapeutic Services	2021	2022	2023	2024	2025
Northern Harbour District	306	248	271	252	308
Southern Harbour District	377	373	331	305	304
Northern District	252	304	263	238	298
Southeastern District	229	243	222	183	191
Western District	113	108	88	124	136
Gozo district	10	12	13	9	10

Shelter/ institution/ other residence	13	7	7	13	6
Foreign residence	0	0	0	0	0
Homeless	2	1	2	4	6
Unborn	-	-	-	-	0
Not specified	36	41	69	14	44
Total	1338	1337	1266	1142	1303

Appendix B

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 have multiple cases 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 unique individual service users who had at least one case worked with in the reporting period. This excludes cases re-opened or re-referred 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. A case is also considered a re-contact if it is re-opened after a new case was closed in 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	A referral is when an individual's details were given to the service 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) An individual may be seen more than once in a year and may be a new case and later a re-contact case in the same reporting 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 is 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 violent 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.
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.
Identity related issues	Queries or concerns about identity or gender e.g. 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).
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.
Southeastern 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, Kerzem, 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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