

Agenzija Appogg



Yearly Statistical Report

February 2026



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Authors:

Christine Marchand-Agius: Senior Research Executive I, Leader
Data analysis, design, and editing.

Melanie Darmanin: Senior Social Worker II - Research
Data analysis and editing.

Foundation for Social Welfare Services, Malta
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Foundation for Social Welfare Services
212, Cannon Road, Santa Venera
SVR 9034, Malta

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Introduction

This report provides statistical information regarding the services within Appogg, which falls under the Foundation for Social Welfare Services (FSWS). This report provides global data on an agency level followed by data for each service under the agency. The Agency related data is stratified by individual or family related services, (e.g. Domestic Violence) and health or mental-health related services (e.g. Mater Dei Hospital Social Work Service). This was done to identify the trends within the two separate areas in which Appogg provides services to.

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. 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.

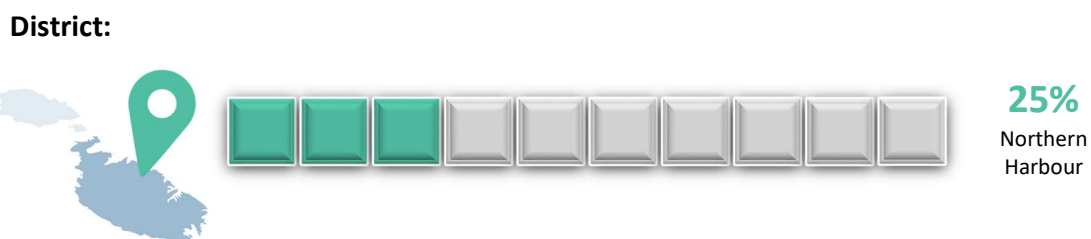
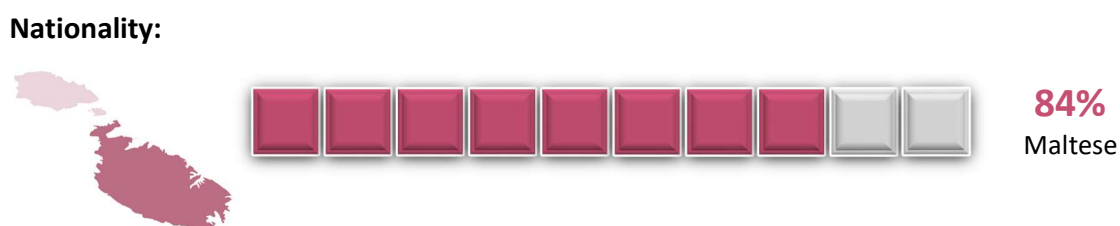
This report would not have been possible without the kind assistance of each worker who provided and keyed the data.

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

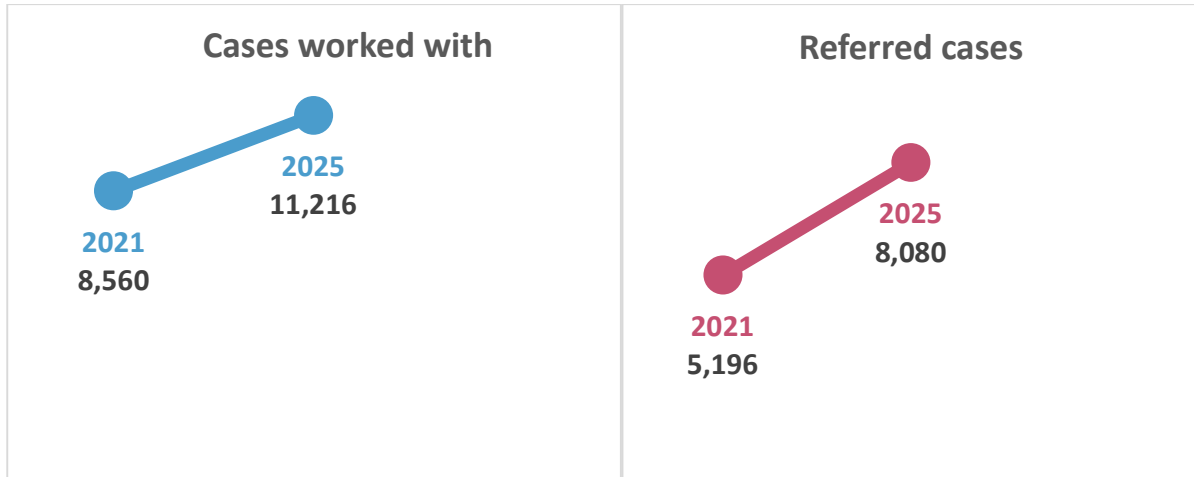
Executive summary

Cases worked with Jan-Dec 2025: **11,216**

Out of the 11,216 cases worked with between Jan-Dec 2025:

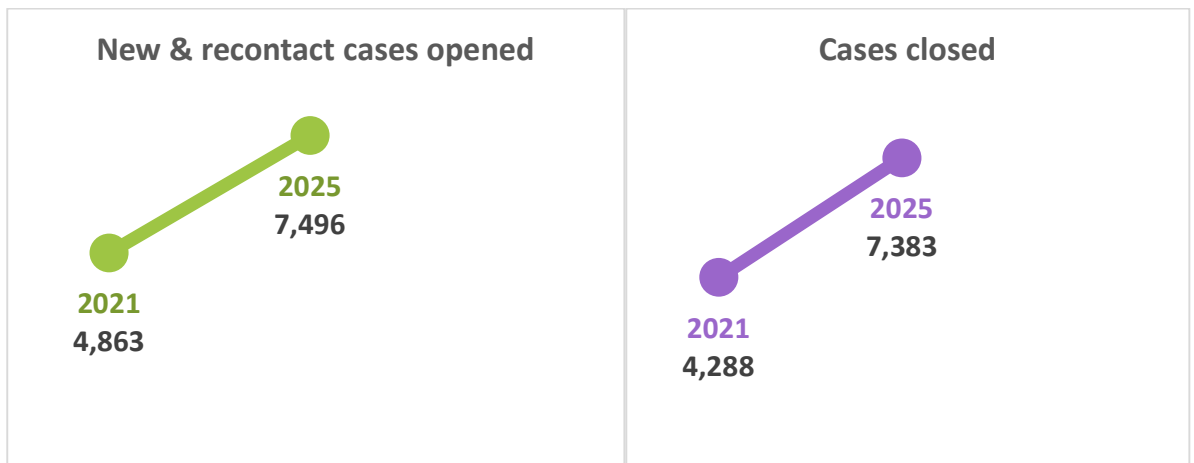


5-year comparison of case activity between 2021 and 2025:



31% increase

56% increase



54% increase

72% increase

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.

A new online data collection system and reporting format began being introduced in 2019 with further services being added along the years. Information on when the online data collection systems were implemented within the services can be found within the respective service's section. Also, all data prior to 2023 was revised in order to ensure comparability.

Appogg (all): Approximate total number of cases and individuals worked with at Appogg (all) by year



Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures.

In 2025, 11216 cases and 10502 individuals were worked with compared to 10071 and 9458 respectively in 2024.

Case activity: Jan-Dec 2025

	Total cases worked with	Individuals worked with	Waiting list end of Dec 2025
Intake & Family Support Service	494	481	16
Human Trafficking	38	38	0
Appogg Homeless Service	681	649	73
Domestic Violence Unit	2844	2622	0
Għabex Shelter	187	184	0
Stop! The Violence and Abuse	146	145	0
Child to Parent Violence	141	136	0
LGBTQ+ Wellbeing Service	61	61	1
Total for individuals or family related services	4592	4316	90
Mater Dei Hospital Social Work Service	3533	3215	43
Benniena Service	116	113	2
Oncology Social Work Service	715	706	18
Qormi Health Centre Social Work Service	173	149	0
St Vincent De Paule Social Work Service	1211	1146	1
Primary Health Care Service	193	193	9
Bormla Mental Health Care Service	96	94	0
Floriana Mental Health Care Service	71	69	0
Mtarfa Mental Health Care Service	104	101	0
Child and Young People's Service	412	400	0
Total for health-related services	6624	6186	73
Total for all Appogg	11216	10502	163

Service	Other information
Emergency	764 interventions with a total of 1,240 hours.
Progett Tereza	Donations: 89 received and 75 tackled. Requests: 19 received and 12 tackled.
Hotline	296 reports.
Helpline	825 reports.
Supportline 179	Total 14,581 calls out of which 10,311 were genuine.

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 from the data.

A total of **11,216** cases were worked with between January and December 2025.

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

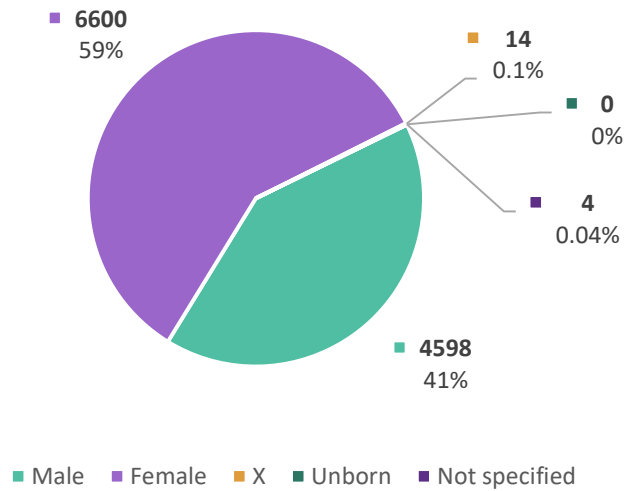


Figure 3: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (59%).

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

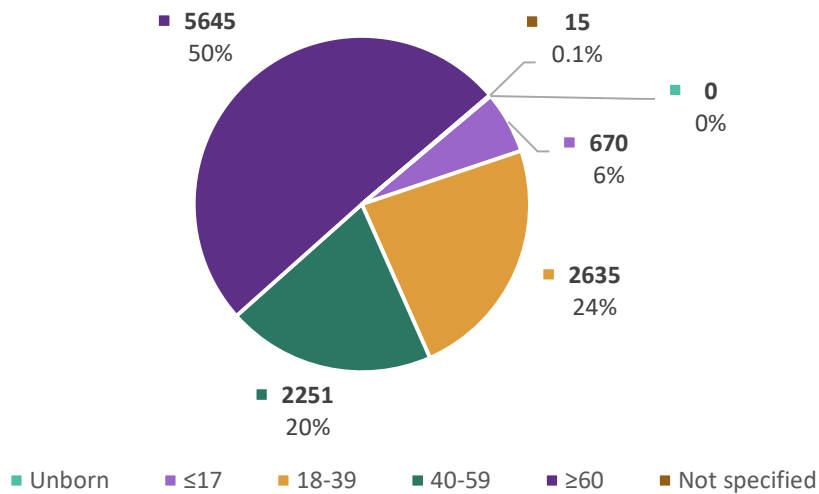


Figure 4: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (50%).

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

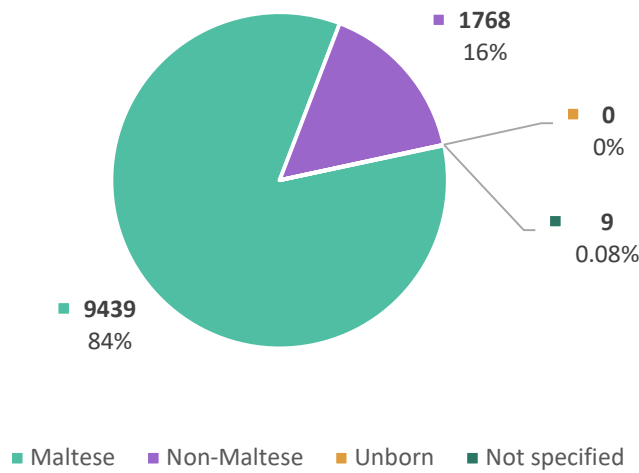
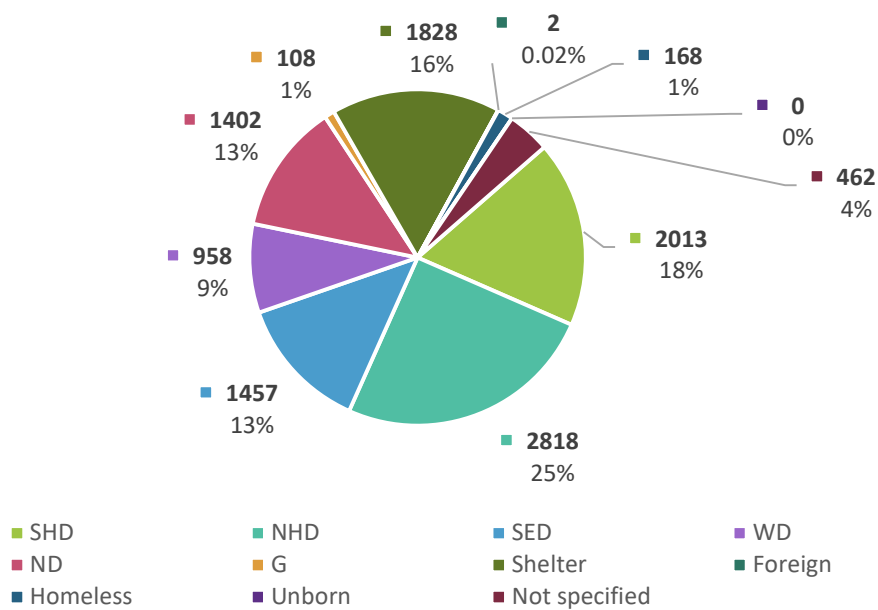


Figure 5: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 84% of the cases worked with were Maltese while non-Maltese made up 16% of cases.

Appogg (all): 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 Northern Harbour District (25%) had the highest percentage of cases worked with in 2025.

Appogg (all): Number of new, re-contact, known and intake cases worked with by year

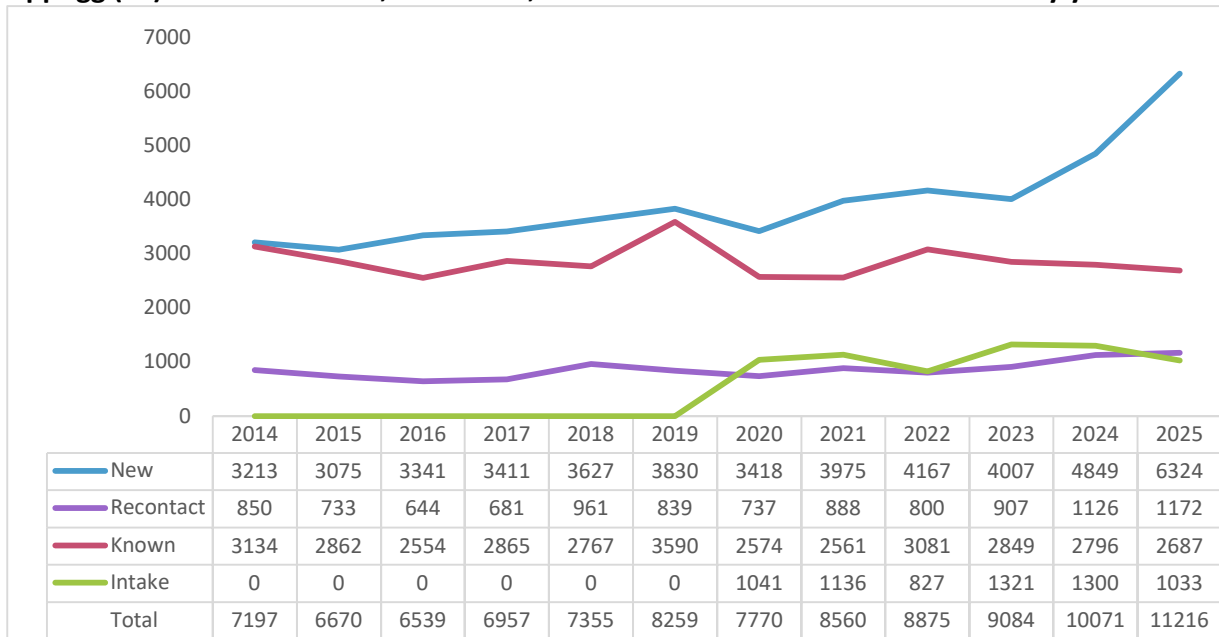


Figure 7: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online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

Appogg (all): Case state at the end of the reporting period

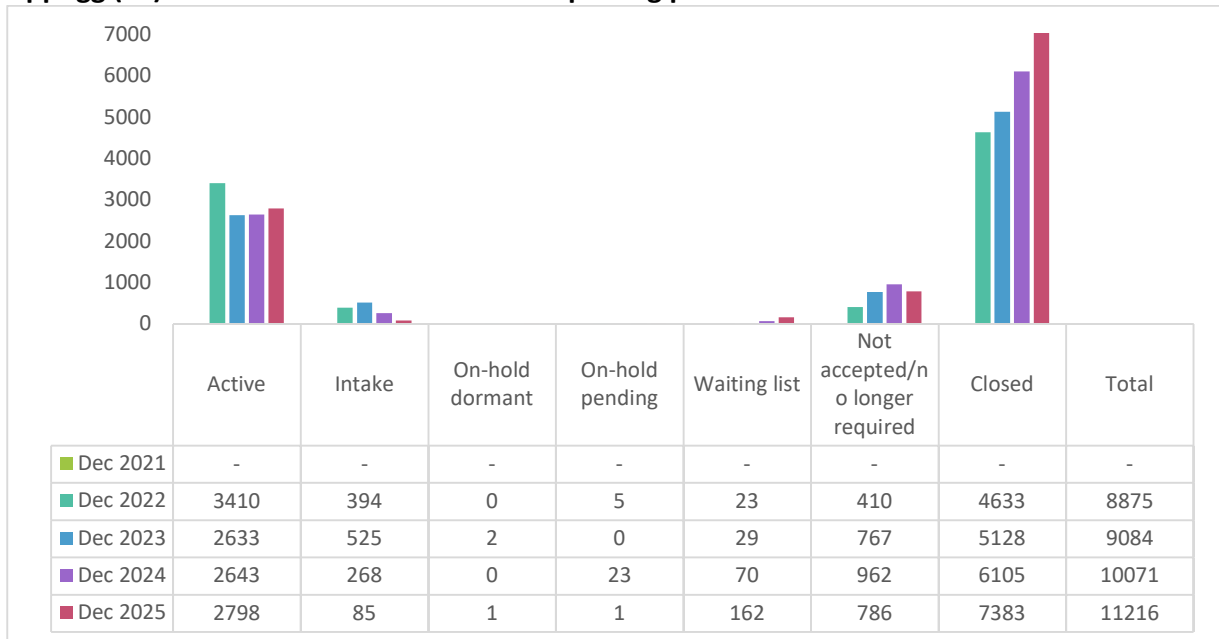


Figure 8: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 25% (2798) of the cases worked with were still active. The waiting list¹ 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.

¹ The waiting list in figure 8 is only reported for cases worked with registered on the online data collection system. The waiting list in figure 9 is the full waiting list of all Appogg services.

Appogg (all): Waiting list at the end of the reporting period

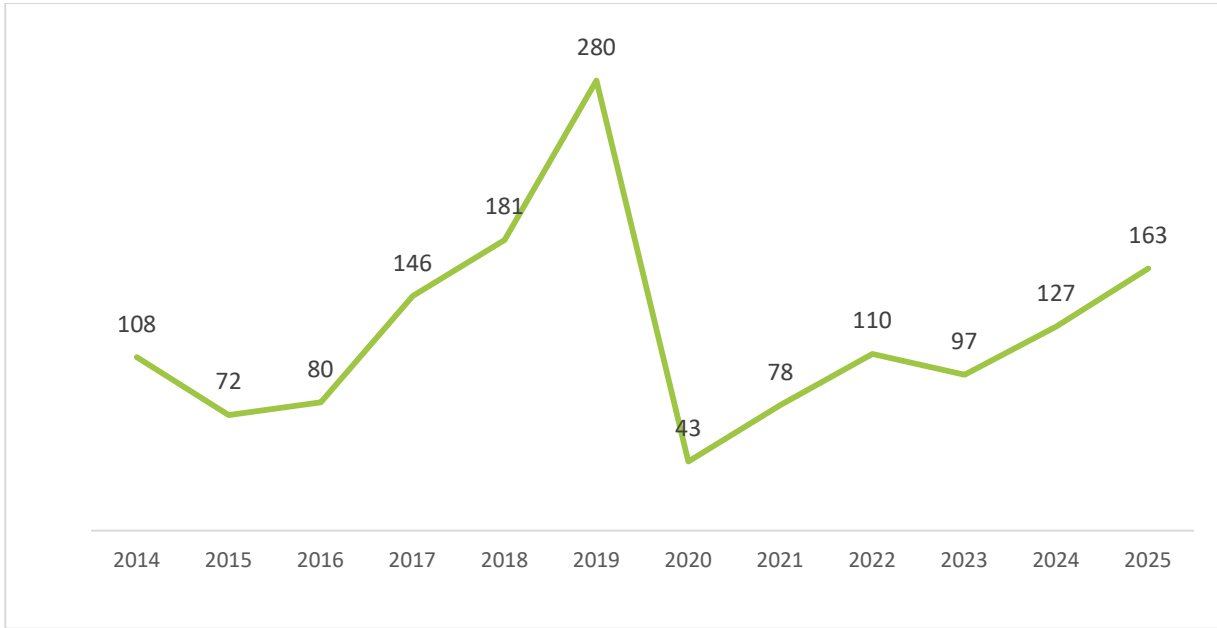


Figure 9: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme.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

Appogg (all): Number of referred cases, new & re-contact cases opened, and cases closed by year

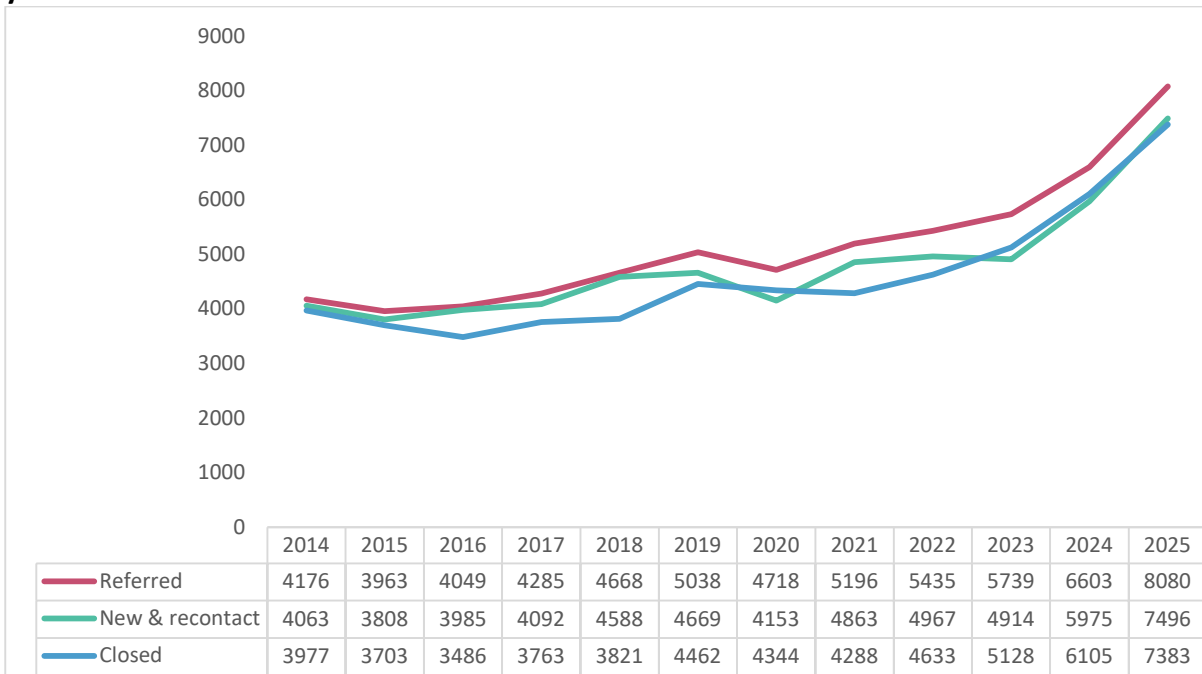


Figure 10: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 7 for breakdown of new & recontact cases). In 2025, 8080 cases were referred, 7496 new & recontact cases opened, and 7383 cases closed.

A total of **7,496** cases were opened between January and December 2025.

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

Appogg (all): 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	8	8	0	0	0	16
1-5	34	23	0	0	0	57
6-10	77	35	0	0	0	112
11-15	68	56	2	0	0	126
16-17	18	20	0	0	0	38
18-19	21	54	1	0	0	76
20-24	55	180	0	0	0	235
25-29	108	244	3	0	0	355
30-34	114	258	1	0	0	373
35-39	153	328	1	0	0	482
40-44	147	280	1	0	0	428
45-49	134	220	0	0	0	354
50-54	99	147	0	0	0	246
55-59	109	99	0	0	0	208
≥60	1933	2449	1	0	0	4383
Not specified	1	6	0	0	0	7
Total	3079	4407	10	0	0	7496

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 60 or over (4383).

Appogg: Individual or family-related services (Appogg-IndFam): Global level data

This section provides information on an Agency level for services provided to individuals and families². This excludes health related services which are reported in a separate section.

A new online data collection system and reporting format began being introduced in 2019 with further services being added along the years. Information on when the online data collection systems were implemented within the services can be found within the respective service's section. Also, all data prior to 2024 was revised in order to ensure comparability.

Appogg-IndFam: Approximate total number of cases and individuals worked with at Appogg-IndFam by year

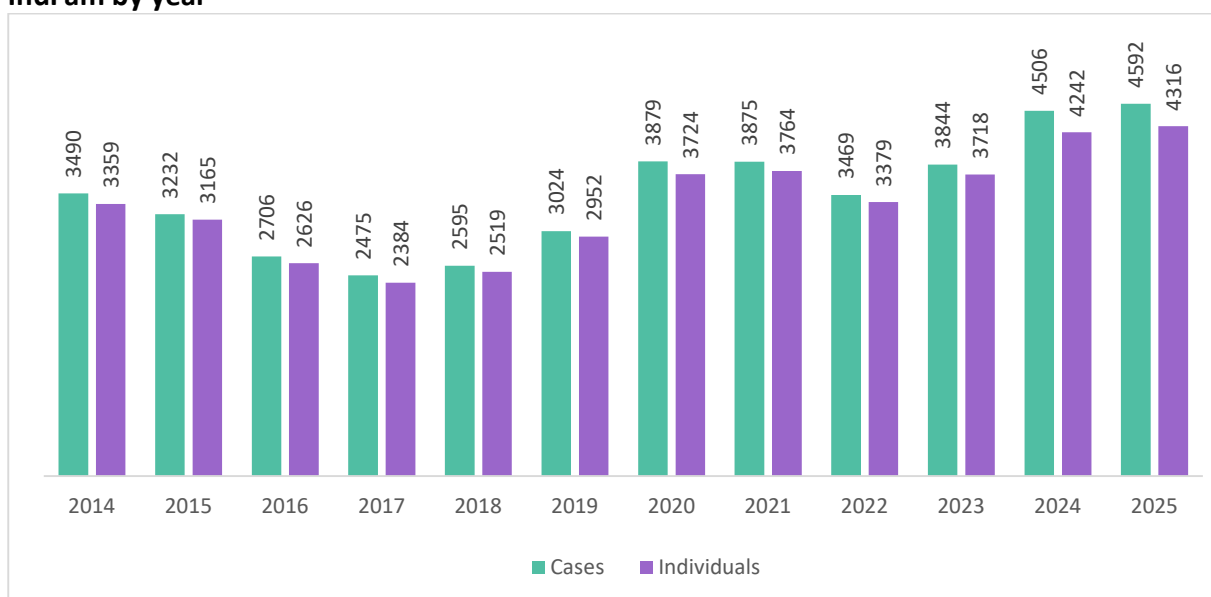


Figure 12: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. In 2025, 4592 cases and 4316 individuals were worked with compared to 4506 and 4242 respectively in 2024.

A total of **4,592** cases were worked with between January and December 2025.

² Services consist of Intake & Family Support Service; Human Trafficking; Appogg Homeless Service; Domestic Violence Unit; Domestic Violence Risk Assessment Service; Ghabex Shelter; Stop! The Violence and Abuse; Child to Parent Violence; LGBTIQ+ Wellbeing Service; Emergency Service; Programm Ulled Darna; Supportline 179; Hotline and Helpline.

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

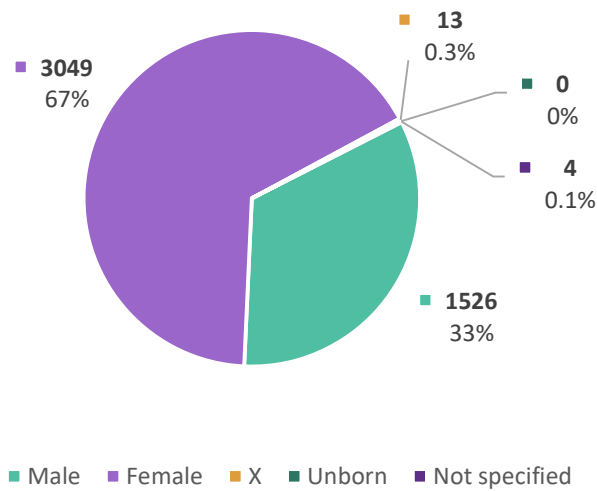


Figure 13: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (67%).

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

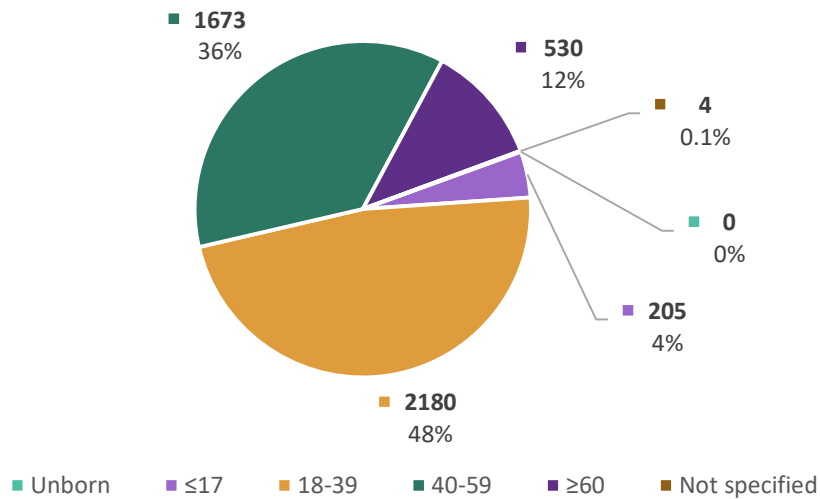


Figure 14: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (48%).

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

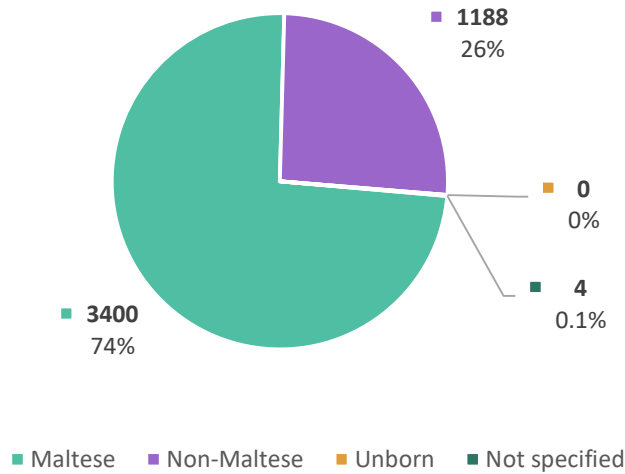
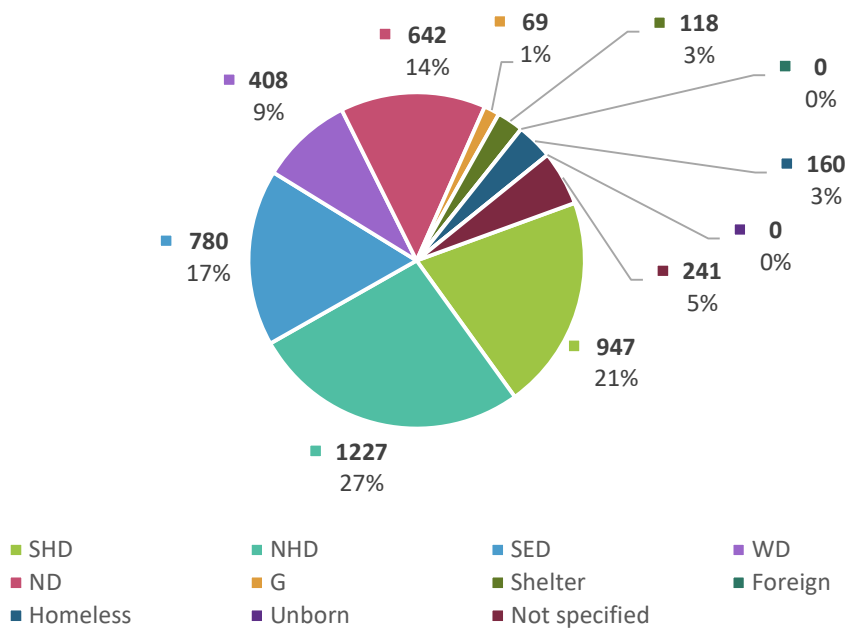


Figure 15: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 74% of the cases worked with were Maltese while non-Maltese made up 26% of cases.

Appogg-IndFam: 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 16: 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 (27%) had the highest percentage of cases worked with in 2025.

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

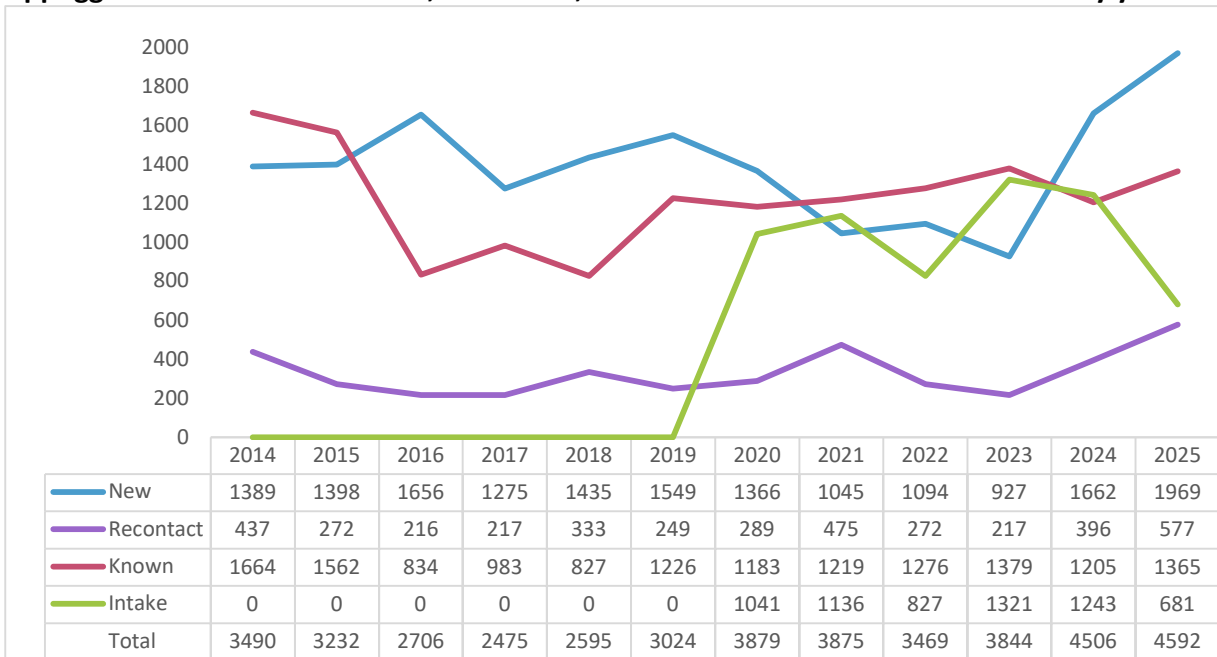


Figure 17: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online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

Appogg-IndFam: Case state at the end of the reporting period

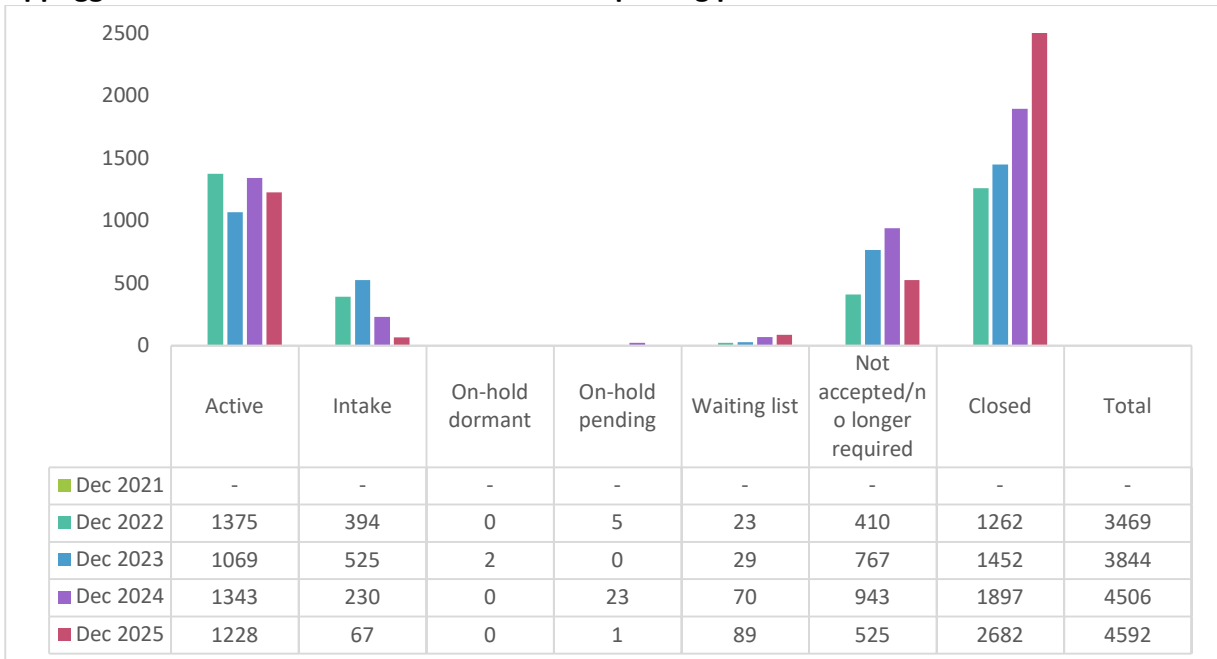


Figure 18: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 27% (1228) of the cases worked with were still active. The waiting list³ 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.

³ The waiting list in figure 8 is only reported for cases worked with registered on the online data collection system. The waiting list in figure 9 is the full waiting list of all Appogg individual or family-related services.

Appogg-IndFam: Waiting list at the end of the reporting period

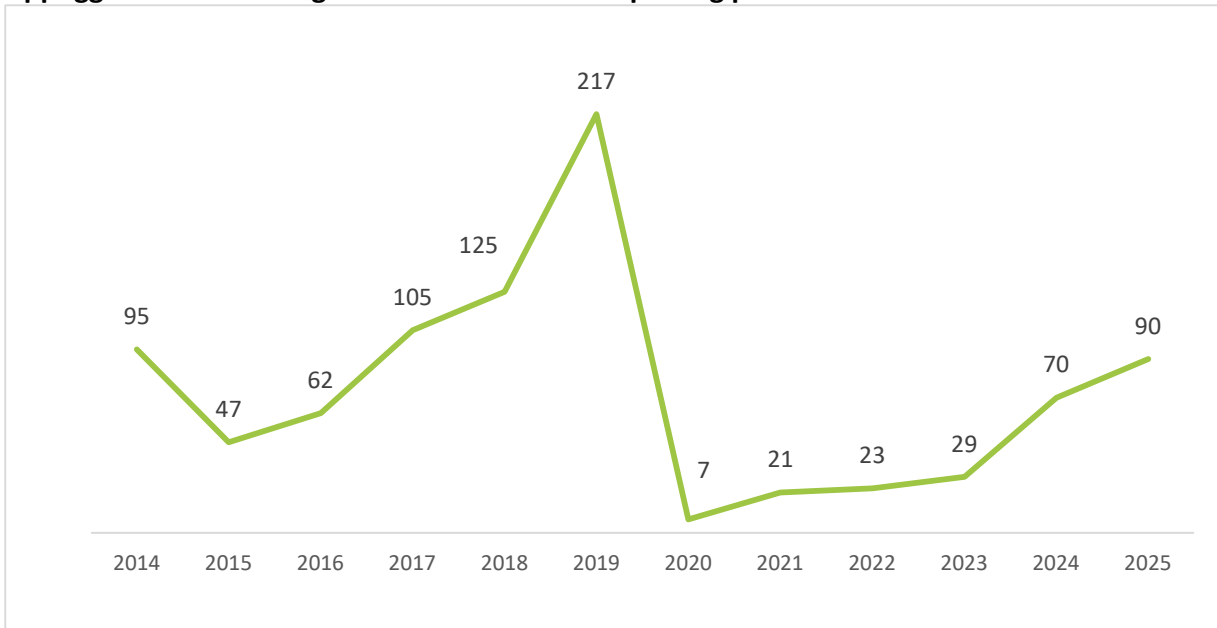


Figure 19: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

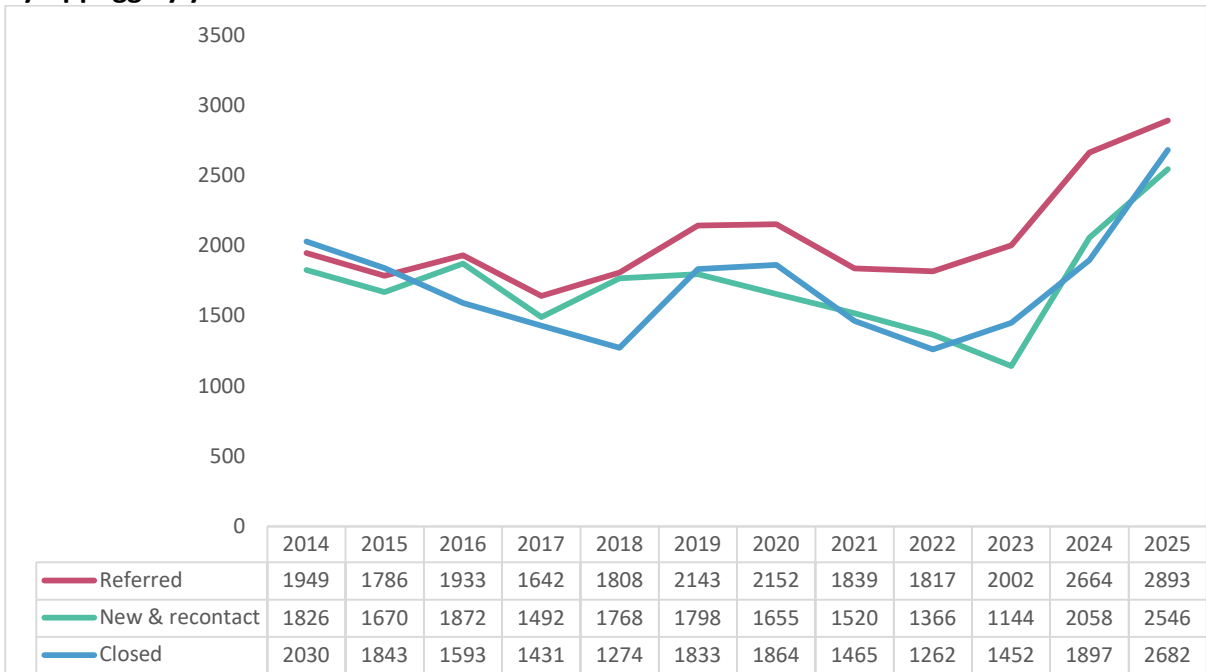


Figure 20: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 17 for breakdown of new & recontact cases). In 2025, 2893 cases were referred, 2546 new & recontact cases opened, and 2682 cases closed.

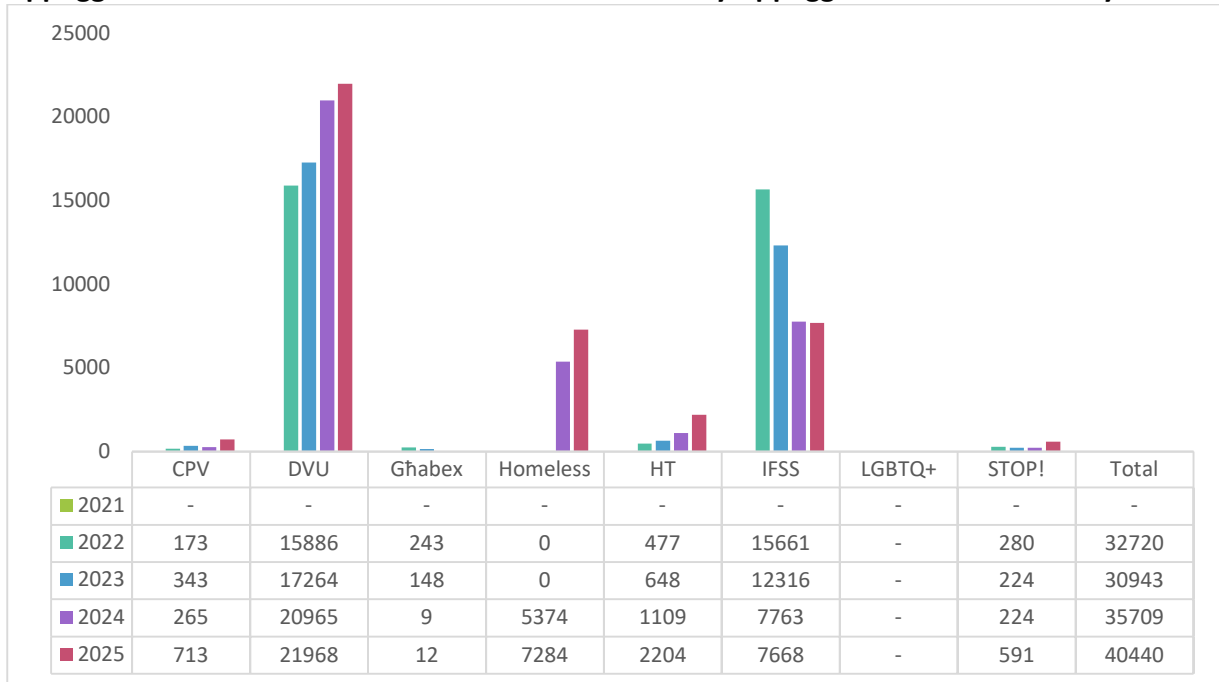
A total of **2,546** cases were opened between January and December 2025.

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

Appogg-IndFam: 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	2	3	0	0	0	5
1-5	15	12	0	0	0	27
6-10	11	8	0	0	0	19
11-15	7	9	2	0	0	18
16-17	4	4	0	0	0	8
18-19	15	44	1	0	0	60
20-24	42	141	0	0	0	183
25-29	87	199	3	0	0	289
30-34	95	221	1	0	0	317
35-39	114	290	1	0	0	405
40-44	120	241	1	0	0	362
45-49	88	181	0	0	0	269
50-54	44	116	0	0	0	160
55-59	32	61	0	0	0	93
≥60	100	231	0	0	0	331
Not specified	0	0	0	0	0	0
Total	776	1761	9	0	0	2546

Figure 21: 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 35 to 39 (405).

Appogg-IndFam: Number of interventions conducted by Appogg-IndFam service and year



Graph Key: DVU = Domestic Violence Service; IFSS = Intake and Family Support Service; Homeless = Appogg Homeless Service; HT = Human Trafficking; STOP! = STOP! The Violence and Abuse Service; Ghabex = Ghabex Shelter; CPV = Child to Parent Violence; LGBTQ+ = LGBTQ+ Wellbeing Service.

Figure 22: 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.

Intake & Family Support Service (IFSS)

The service started reporting data in 2013. A new online data collection system and reporting format were introduced in 2019. The IFSS used to work with cases with a primary issue of homelessness but as of April 2023 such cases were transferred to a new unit Appogg Homelessness Service.

IFSS: Number of cases and individuals worked with by year



Figure 23: 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, 494 cases and 481 individuals were worked with compared to 601 and 592 respectively in 2024.

A total of **494** cases were worked with between January and December 2025.

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

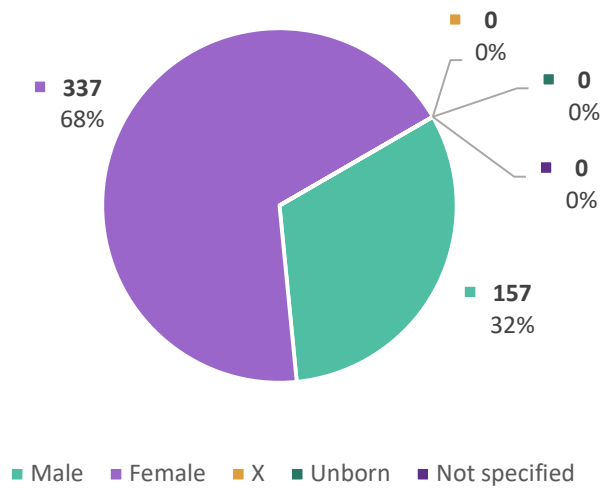


Figure 24: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (68%).

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

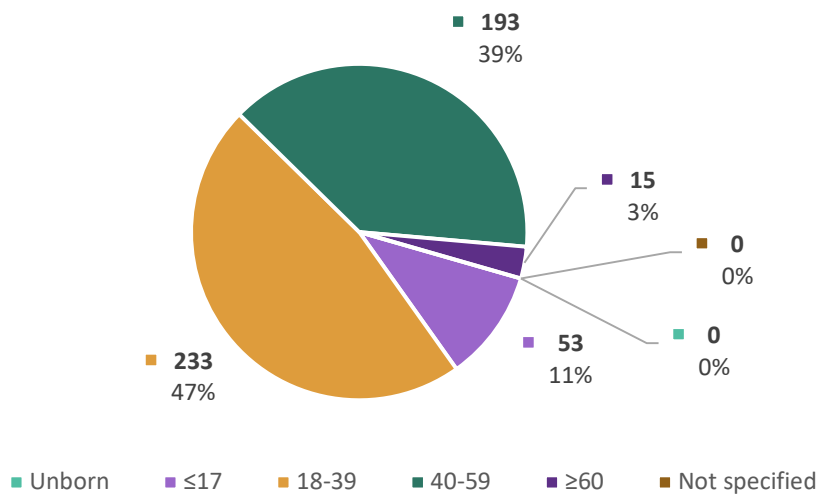


Figure 25: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (47%).

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

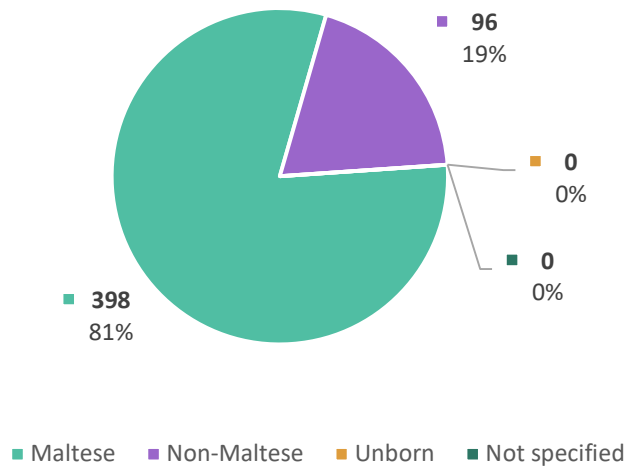
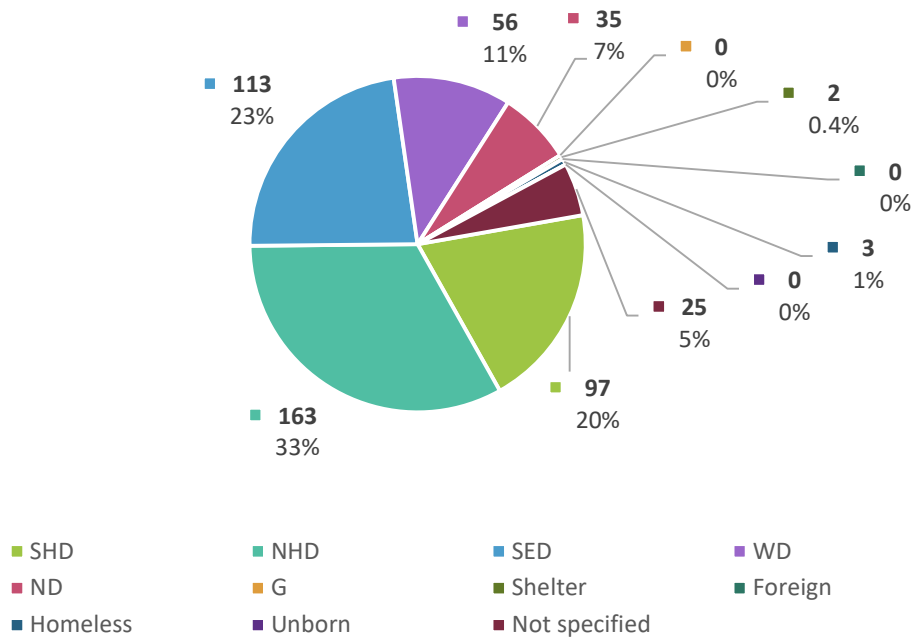


Figure 26: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 81% of the cases worked with were Maltese while non-Maltese made up 19% of cases.

IFSS: 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 27: 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 (33%) had the highest percentage of cases worked with in 2025.

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

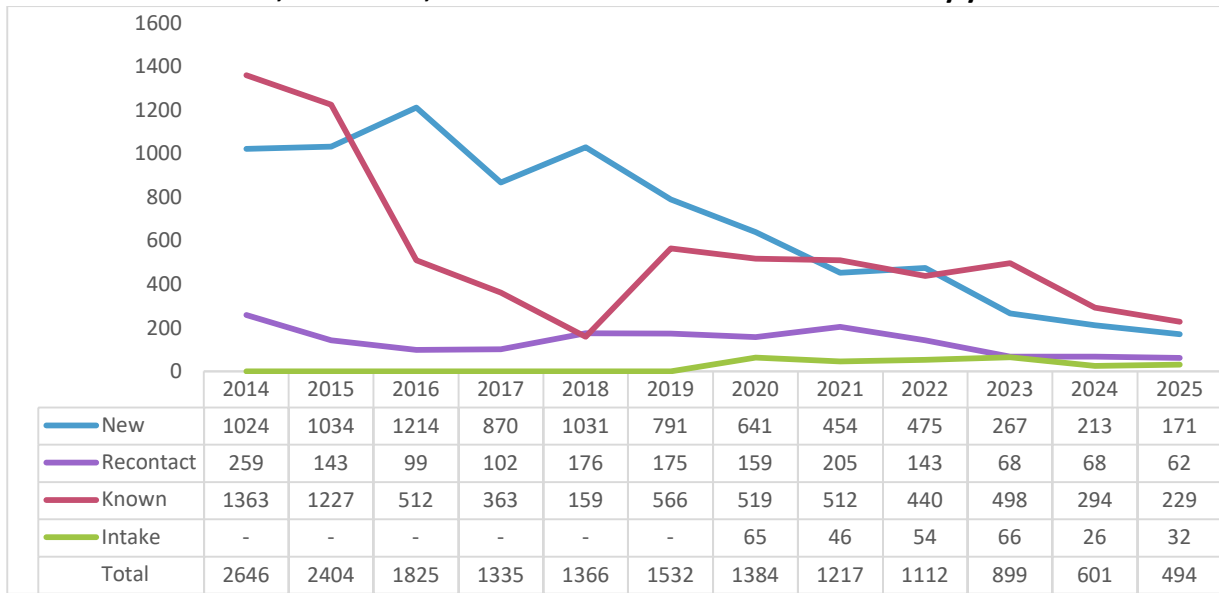


Figure 28: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

IFSS: Case state at the end of the reporting period

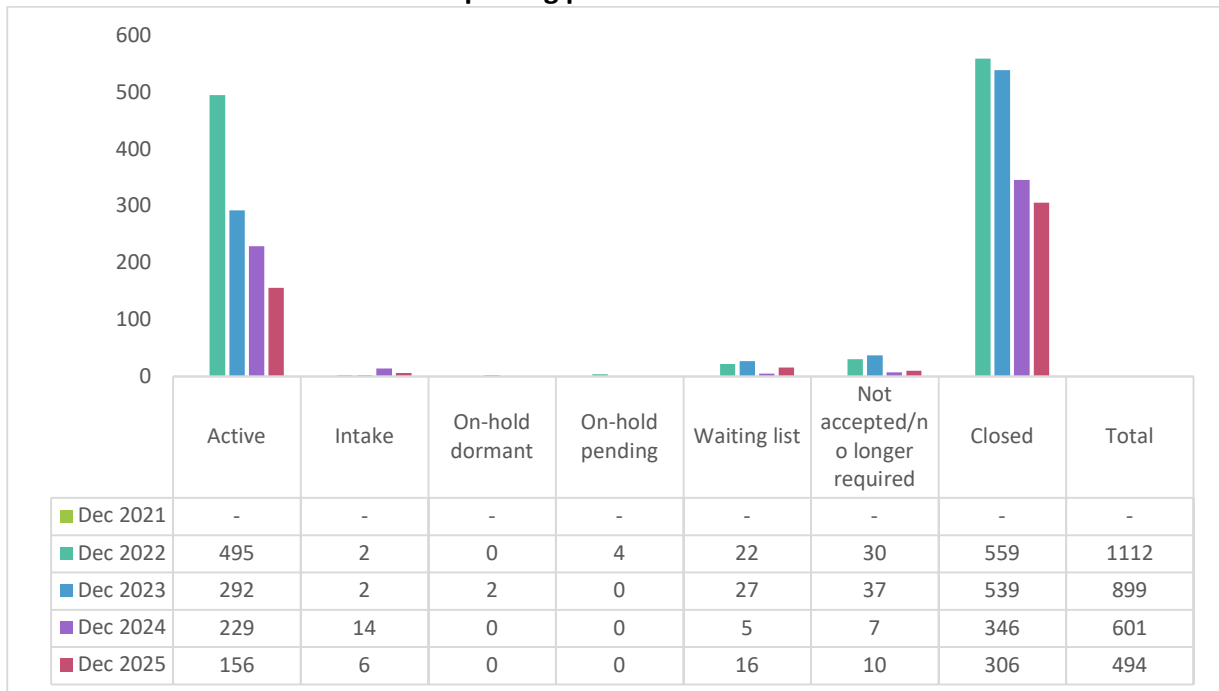


Figure 29: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 32% (156) 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.

IFSS: Waiting list at the end of the reporting period

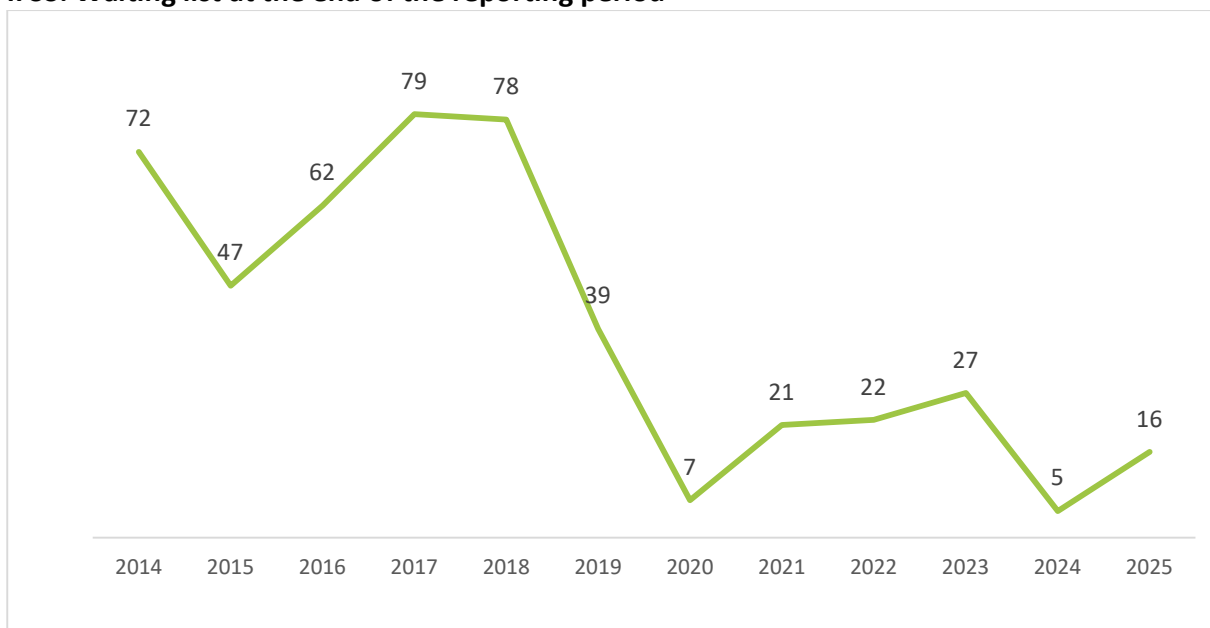


Figure 30: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

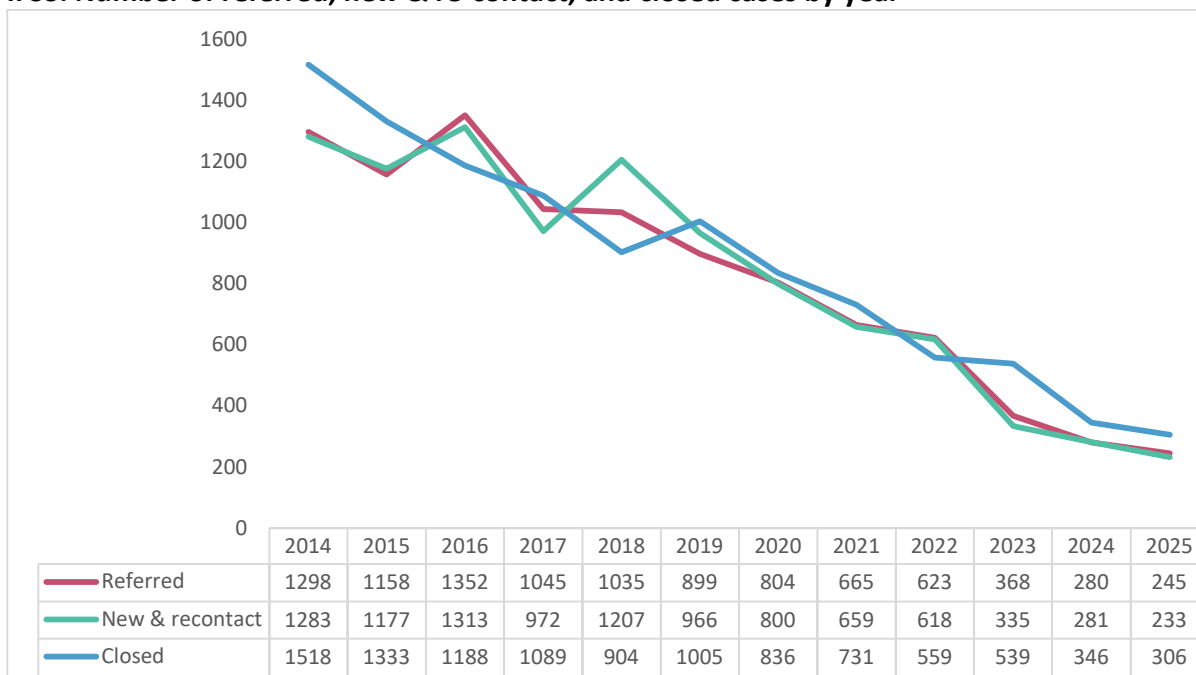


Figure 31: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 28 for breakdown of new & recontact cases). In 2025, 245 cases were referred, 233 new & recontact cases opened, and 306 cases closed.

IFSS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	3	3	3	5	1
Assault/rape/harassment/sexual abuse	2	1	5	0	2
Bereavement	0	0	0	0	0
Bullying or being bullied	-	-	-	0	0
Challenging behaviour	-	-	-	0	0
Child abuse	6	2	6	7	1
Child care or access	15	10	5	3	8
Delinquency	0	0	0	0	0
Disability related issues	1	3	3	2	6
Domestic violence	7	7	11	3	0
Eating disorder	0	0	0	0	0
Elderly needs	1	0	0	0	1
Employment issues	19	16	14	10	4
Family relations/relationships	29	44	19	27	19
Financial difficulties	50	43	38	41	32
Fostering or adoption	5	2	3	0	0
Health related issues	8	15	6	7	3
Homeless	281	279	55	1	1
Housing problems	57	42	28	11	15
Human trafficking	1	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	35	32	45	41	47
Legal issues	19	13	19	16	23
Loneliness	1	0	0	2	1
Marital problems	16	10	10	12	8
Mental health issues	31	36	25	42	30
Migrant related issues	6	5	0	5	1
Oppositional defiant behaviours	23	19	26	16	12
Out of home care	-	-	-	0	0
Parenting skills/child-parent relationship	-	15	14	6	4
Personality related issues	0	0	0	0	0
Pregnancy related issues	6	0	2	0	2
Promiscuous behaviour	-	-	-	0	0
Psychological assessment	-	-	-	0	0
Relationship problems	11	8	11	7	5
School related problems	11	2	9	3	8
Self-harm or suicide	4	3	7	5	4
Separation related issues	9	5	3	4	4
Sex work related issues	-	2	1	0	0
Significant other for support sessions	-	-	-	0	0
Other	6	6	0	4	3

Not specified	2	0	0	0	0
Total	665	623	368	280	245

Figure 32: 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 **233** cases were opened between January and December 2025.

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

IFSS: 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	1	0	0	0	1
1-5	2	1	0	0	0	3
6-10	3	0	0	0	0	3
11-15	2	2	0	0	0	4
16-17	1	0	0	0	0	1
18-19	1	5	0	0	0	6
20-24	8	12	0	0	0	20
25-29	5	16	0	0	0	21
30-34	9	17	0	0	0	26
35-39	12	32	0	0	0	44
40-44	10	24	0	0	0	34
45-49	13	15	0	0	0	28
50-54	5	15	0	0	0	20
55-59	10	5	0	0	0	15
≥60	2	5	0	0	0	7
Not specified	0	0	0	0	0	0
Total	83	150	0	0	0	233

Figure 33: 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 (44).

Human Trafficking Service (HT)

Service started reporting data in 2018. The service started using an online data collection system in 2020.

HT: Number of cases and individuals worked with by year

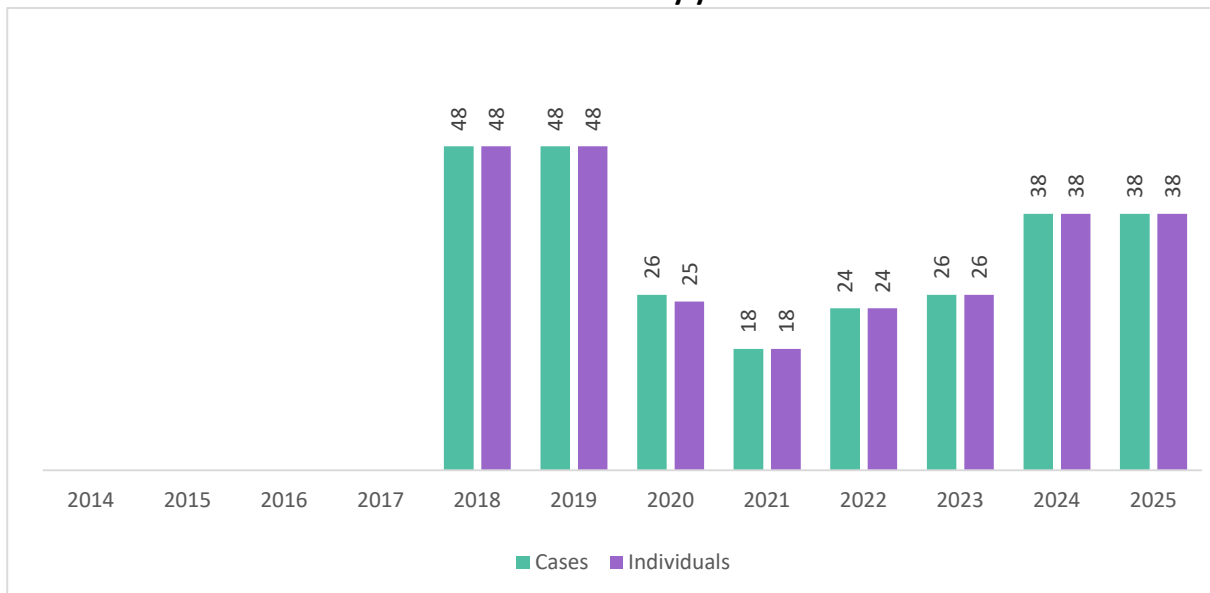


Figure 34: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 38 cases and 38 individuals were worked with compared to 38 and 38 respectively in 2024.

A total of **38** cases were worked with between January and December 2025.

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

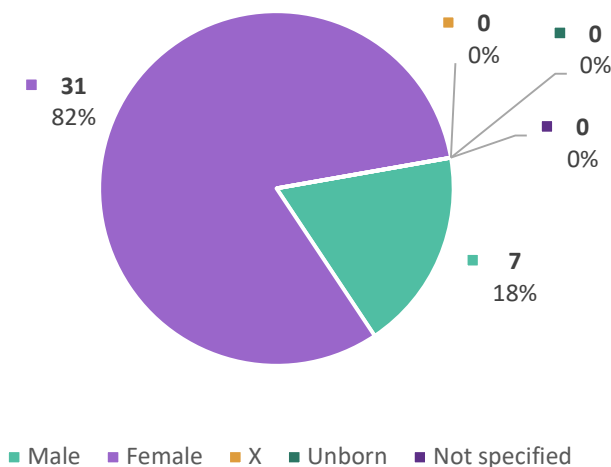


Figure 35: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (82%).

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

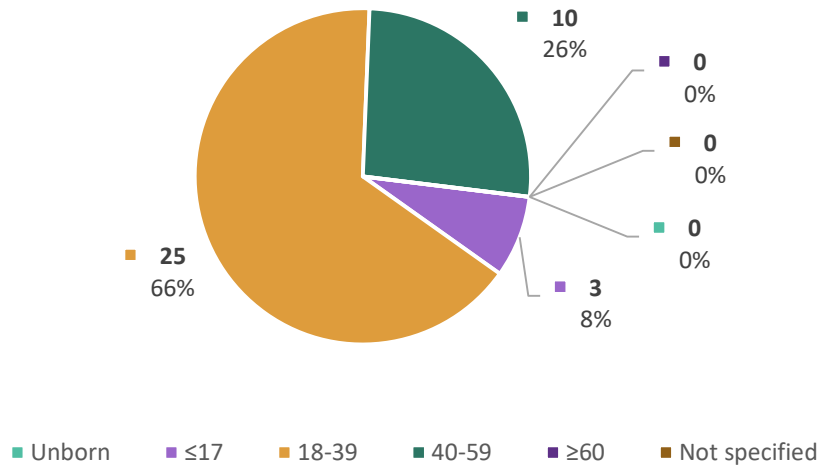


Figure 36: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Please note that service also provides a safe house for victims, and this includes their accompanying children. Such accompanying minors (up to 17 years of age) would also be registered as a service user despite not necessarily being a direct victim of abuse. In 2025, the highest percentage of cases worked with were ages 18 to 39 (66%).

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

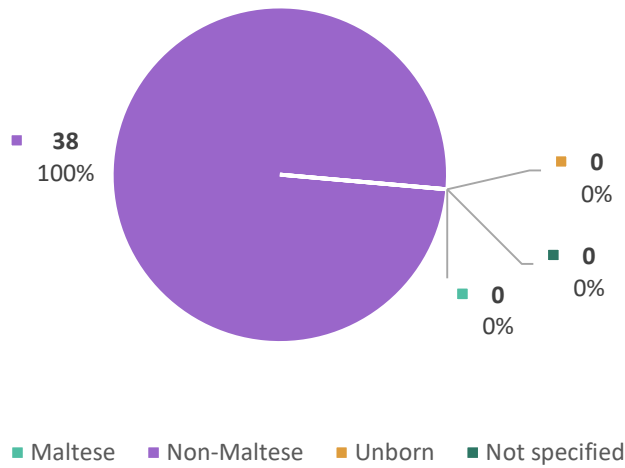
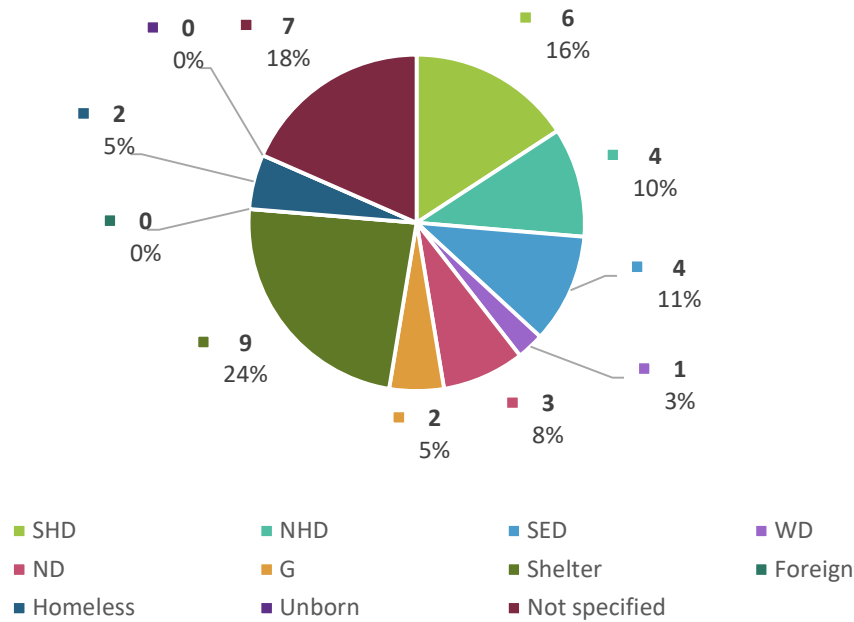


Figure 37: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, all of the cases worked with were non-Maltese (100%).

HT: 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 38: 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 shelter/institution (24%) had the highest percentage of cases worked with in 2025.

HT: Cases worked with by whether the trafficking was confirmed by end of reporting period

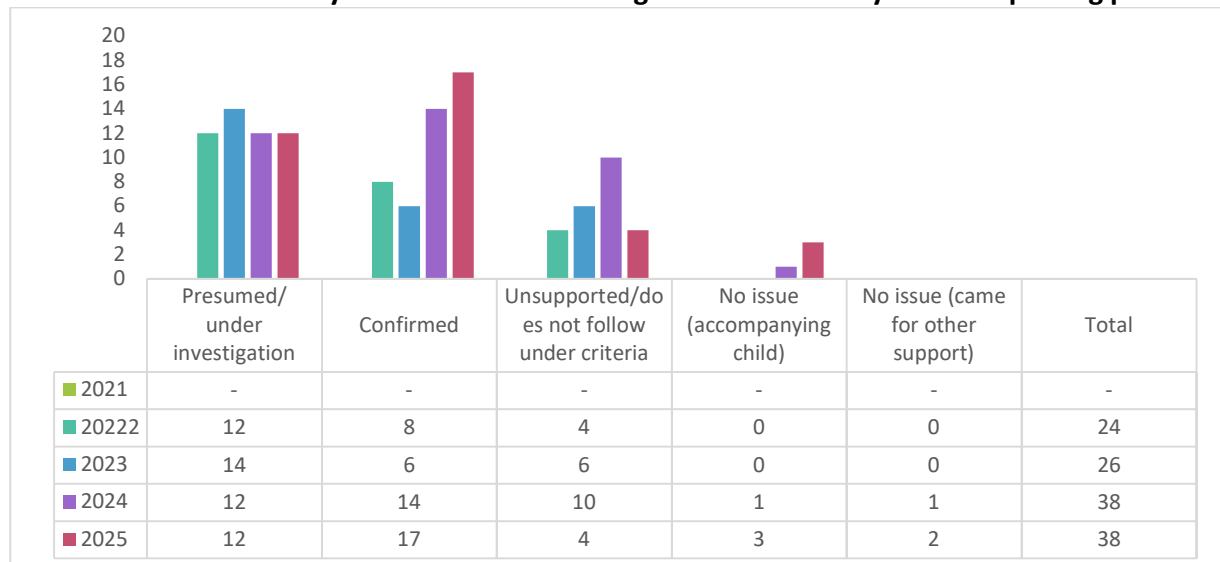


Figure 39: All cases referred to the service are presumed to be a case of human trafficking and will undergo further investigation to either confirm that human trafficking was present or determine that the allegations were unsupported or did not follow criteria (e.g., child abuse). The service also provides a safe house for victims, and this includes their accompanying children. Such accompanying minors (up to 17 years of age) would also be registered as a service user despite not necessarily being a direct victim of abuse. The service also supports past victims who return to service for support. The figure above reports the outcome of all cases at the end of the reporting period.

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

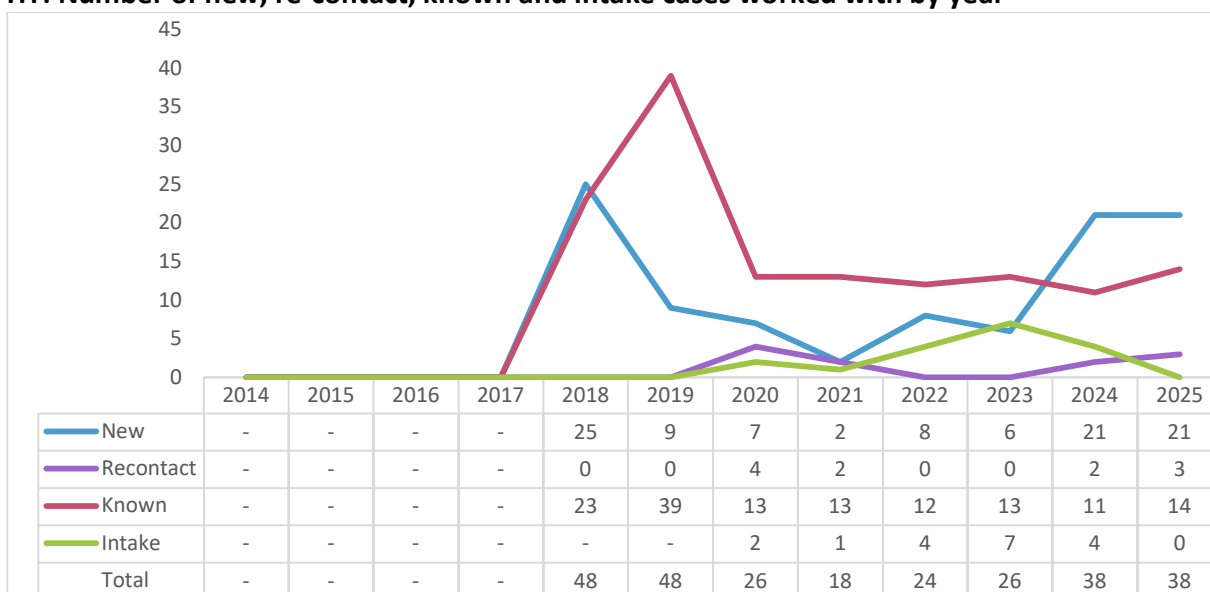


Figure 40: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

HT: Case state at the end of the reporting period

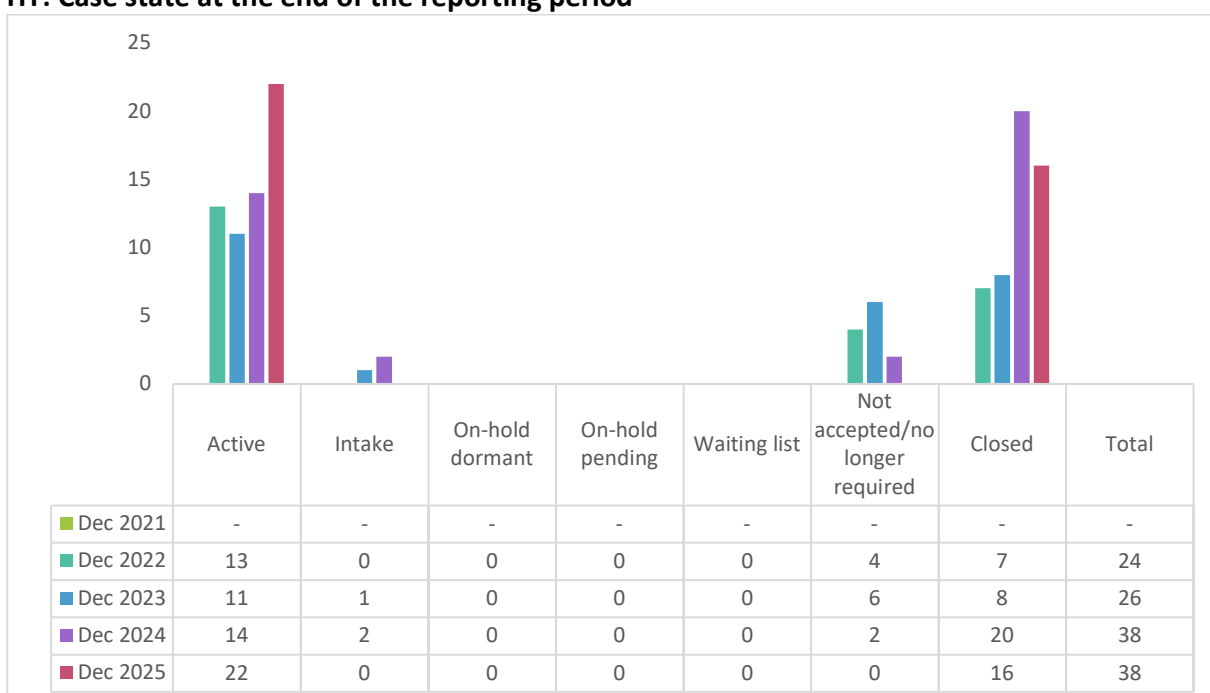


Figure 41: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 58% (22) of the cases worked with were still active. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

HT: Waiting list at the end of the reporting period

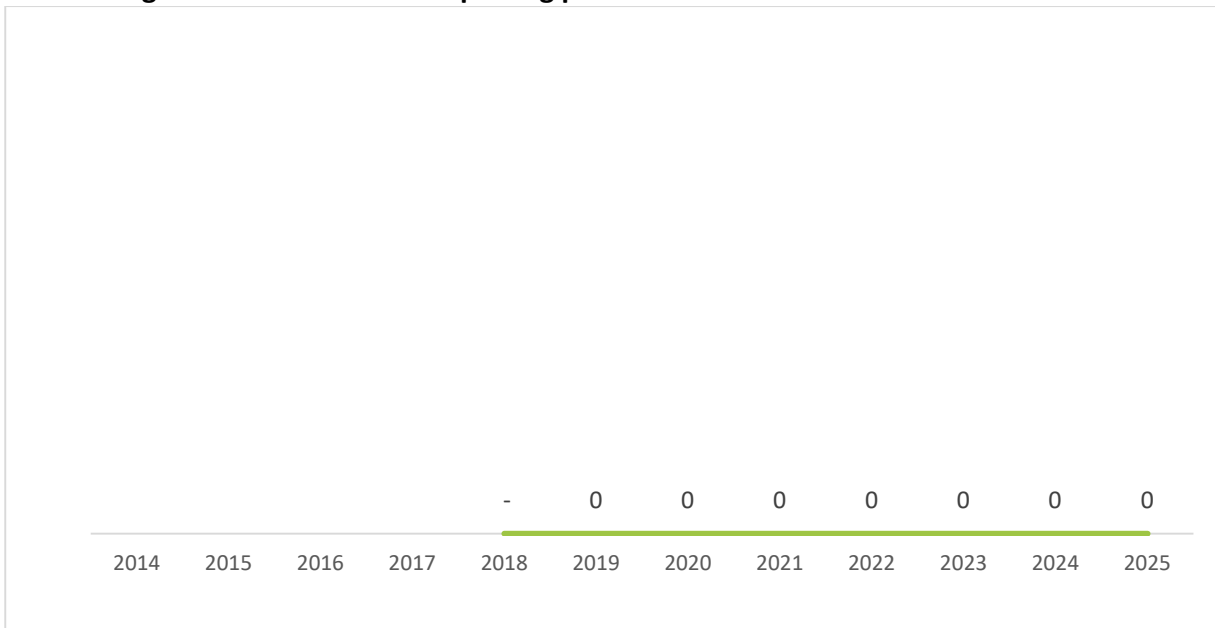


Figure 42: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

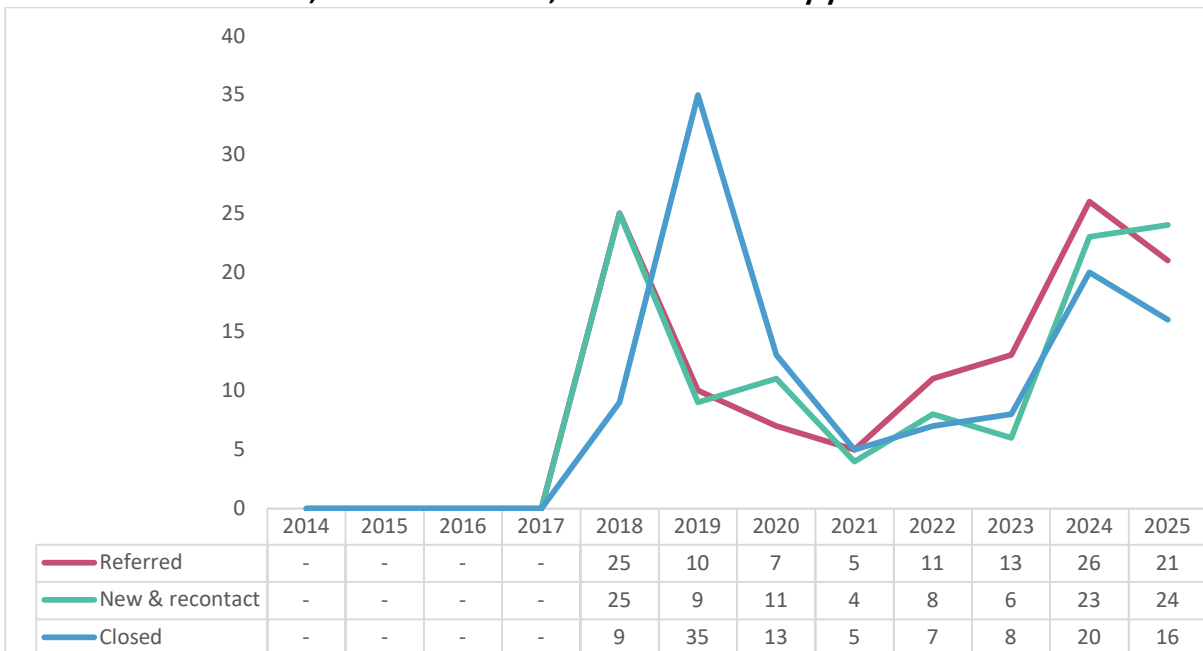


Figure 43: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 40 for breakdown of new & recontact cases). In 2025, 21 cases were referred, 24 new & recontact cases opened, and 16 cases closed.

A total of **24** cases were opened between January and December 2025.

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

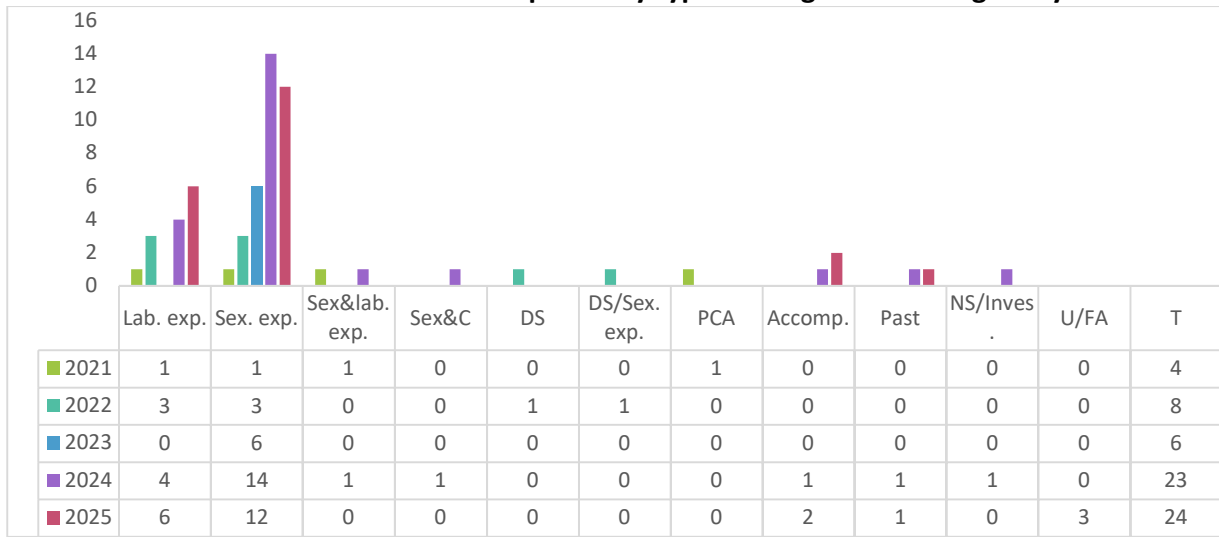
HT: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	1	1	0	0	0	2
18-19	0	0	0	0	0	0
20-24	0	4	0	0	0	4
25-29	1	5	0	0	0	6
30-34	2	5	0	0	0	7
35-39	0	1	0	0	0	1
40-44	2	1	0	0	0	3
45-49	1	0	0	0	0	1
50-54	0	0	0	0	0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

Figure 44: 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. Please note that service also provides a safe house for victims, and this includes their accompanying children. Such accompanying minors (up to 17 years of age) would also be registered as a service user despite not necessarily being a direct victim of abuse. In 2025, the majority of cases opened were ages 30 to 34 (7).

HT: New & re-contact cases by type of alleged trafficking and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Labour exploitation	5	1	0	0	0	6
Sexual exploitation	0	12	0	0	0	12
Sexual & labour exploitation	0	0	0	0	0	0
Domestic servitude	0	0	0	0	0	0
Accompanying child	1	1	0	0	0	2
No abuse (past victim but came back for support)	1	0	0	0	0	1
Not specified/ uncooperative	0	3	0	0	0	3
Total	7	17	0	0	0	24

Figure 45: All cases referred will indicate the alleged trafficking type/s which will undergo further investigation during the lifetime of the case. The main forms of human trafficking reported are labour (abuse of people in the workplace for profit), sexual (abuse of a position of vulnerability, power, or trust, for sexual purposes) or domestic servitude (domestic worker is not free to leave his or her employment and is abused and underpaid, if paid at all). The service also provides a safe house for victims, and this includes their accompanying children. Such accompanying minors (up to 17 years of age) would also be registered as a service user despite not necessarily being a direct victim of abuse.

HT: Number of new & re-contact cases opened by type of alleged trafficking and year



Graph Key: Lab.exp. = Labour exploitation; Sex.exp. = Sexual exploitation; Sex&lab.exp. = Sexual & labour exploitation; Sex&C = Sexual & past child trafficking; DS = Domestic servitude; DS/Sex.exp. = Domestic servitude/sexual exploitation; PCA= Participating in criminal activities; Accomp. = Accompanying child; Past = No abuse but is a past victim who came back for support; NS/Inves. = Not specified/ uncooperative/ under investigation; U/FA = Unsupported/false allegation; T = Total.

Figure 46: All cases referred will indicate the alleged trafficking type/s which will undergo further investigation during the lifetime of the case. The main forms of human trafficking reported are labour (abuse of people in the workplace for profit), sexual (abuse of a position of vulnerability, power, or trust, for sexual purposes) or domestic servitude (domestic worker is not free to leave his or her employment and is abused and underpaid, if paid at all). The service also provides a safe house for victims, and this includes their accompanying children. Such accompanying minors (up to 17 years of age) would also be registered as a service user despite not necessarily being a direct victim of abuse.

Appogg Homeless Service (A-HMLS)

The IFSS used to work with cases with a primary issue of homelessness but as of April 2023 such cases were transferred to the Appogg Homelessness Service. A new online data collection system and reporting format were introduced in 2023 and the service started reporting data in 2024. Other services in the FSWS may come in contact with individuals who experience homelessness in Malta but who do not request specialised homelessness service and therefore the FSWS may come in contact with more service users with homelessness issues than those reported here.

The Homeless Service primarily works with individuals experiencing one of the following forms of homelessness:

- 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.

A-HMLS: Number of cases and individuals worked with by year



Figure 47: 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, 681 cases and 649 individuals were worked with compared to 570 and 535 respectively in 2024.

A-HMLS: Number of cases worked with by primary homelessness type reported at referral and year		
	2024	2025
At risk of homelessness	335	392
Roofless	185	220
Couch Surfer	23	53
Not specified at referral	27	16
Total	570	681

Figure 48: Service users may mention one or more issues during a referral, and within the Appogg Homeless Service, they indicate the type of homelessness experienced at time of referral. In some cases, a service user will not specify information at referral and further interventions would be required to determine the required information.

A total of **681** cases were worked with between January and December 2025.

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

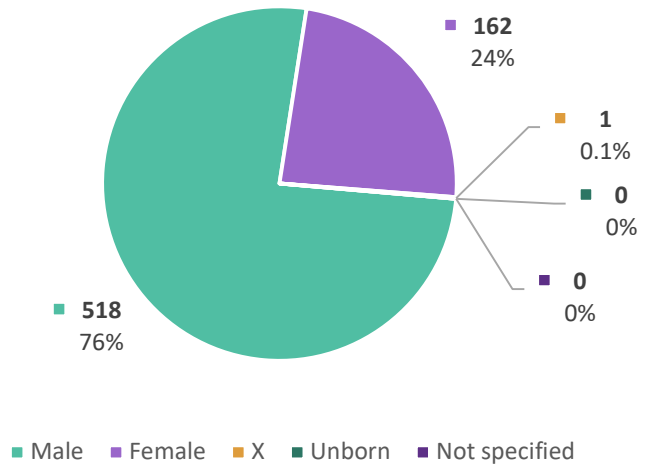


Figure 49: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (76%).

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

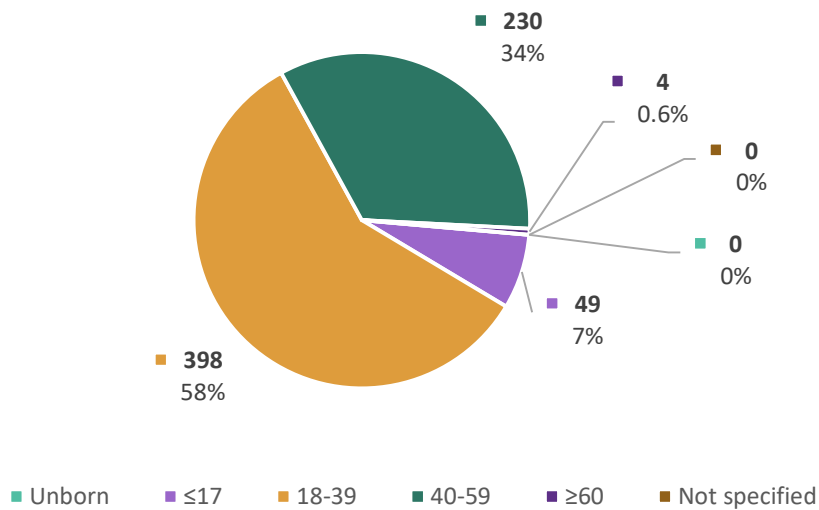


Figure 50: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (58%).

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

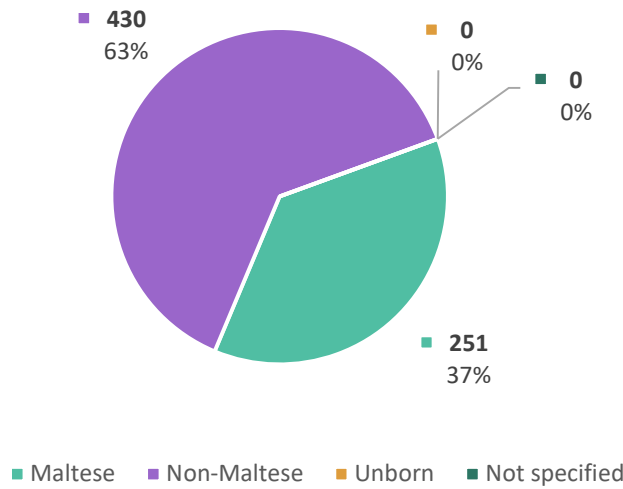
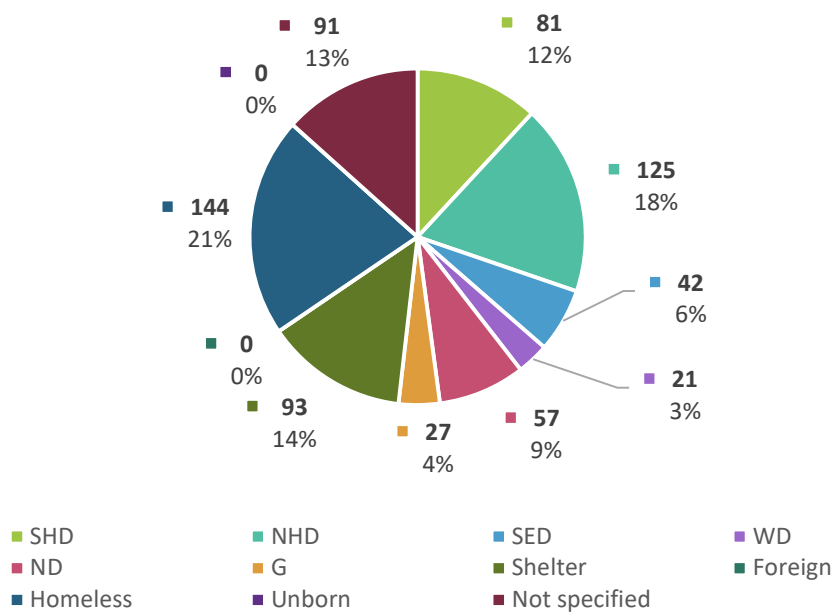


Figure 51: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 37% of the cases worked with were Maltese while non-Maltese made up 63% of cases.

A-HMLS: 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 52: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The majority of cases worked in 2025 were homeless (21%) followed by the Northern Harbour District (18%).

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

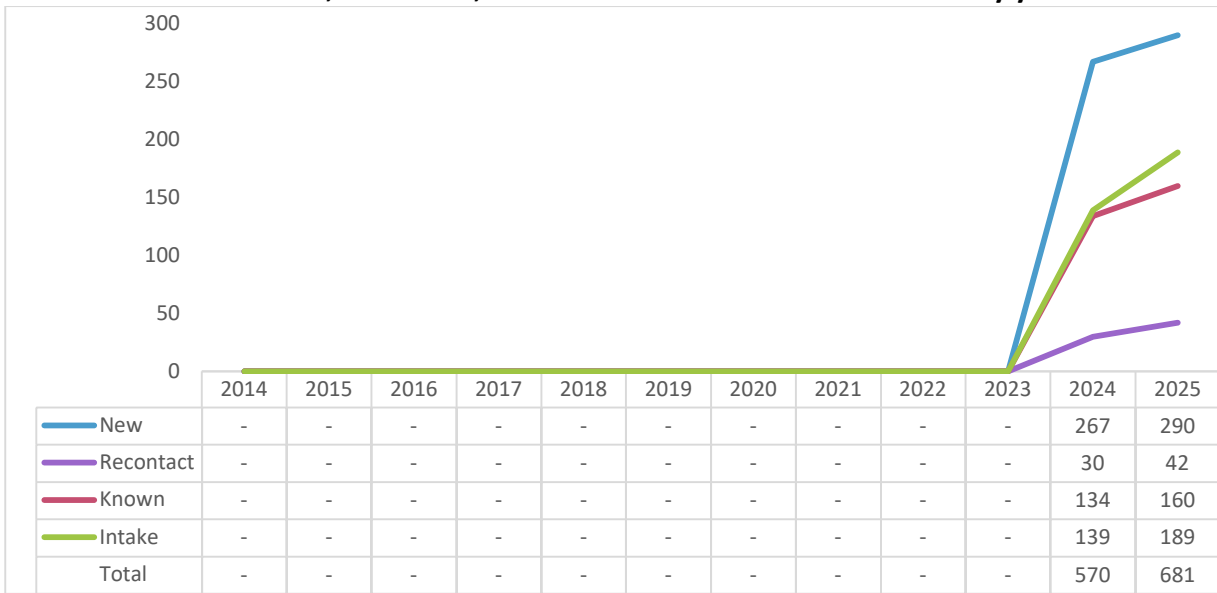


Figure 53: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, data began to be reported in 2024 due to the implementation of an online data collection system.

A-HMLS: Case state at the end of the reporting period

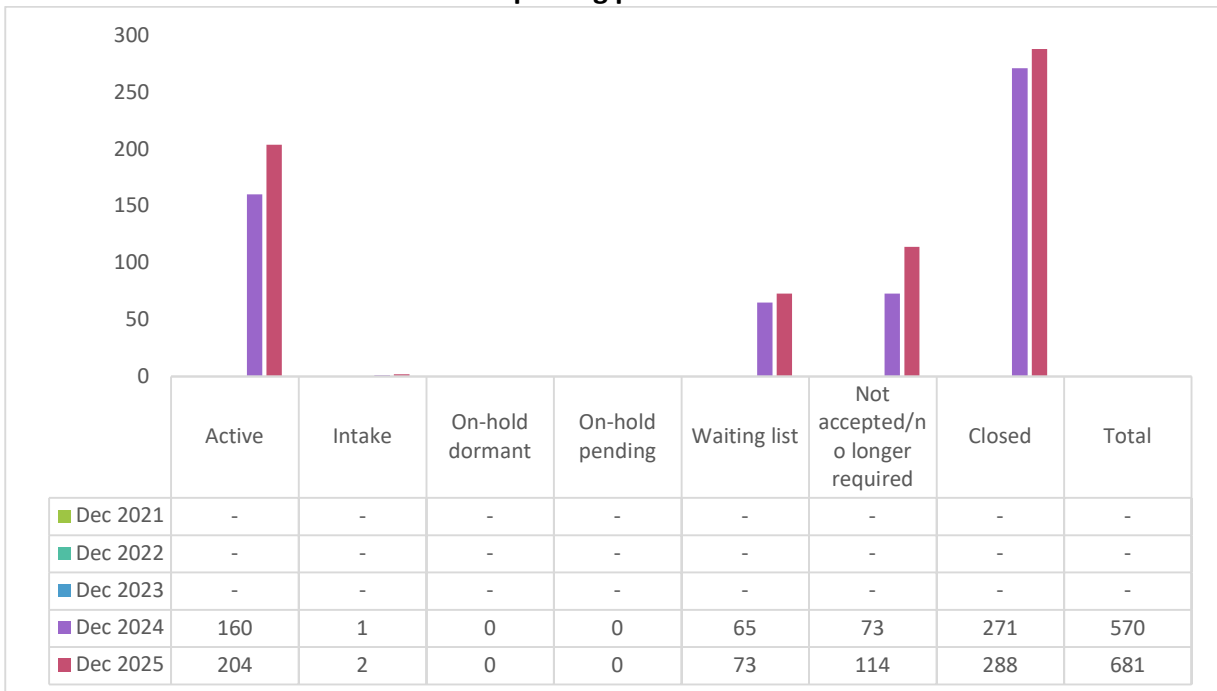


Figure 54: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 30% (204) 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.

A-HMLS: Waiting list at the end of the reporting period

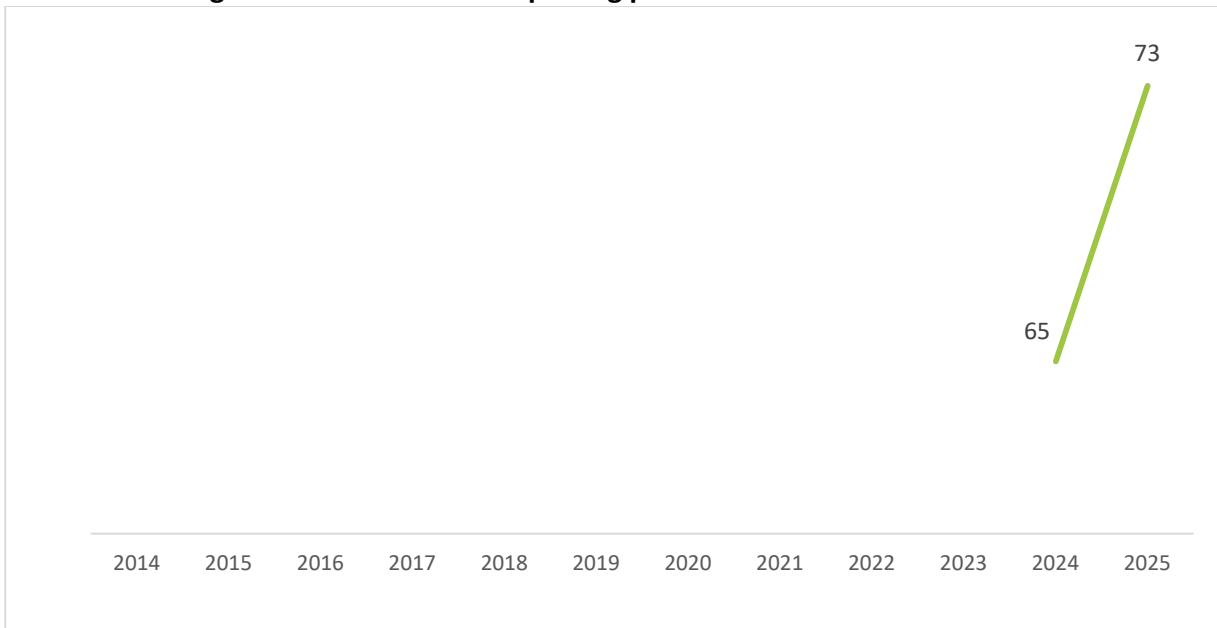


Figure 55: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

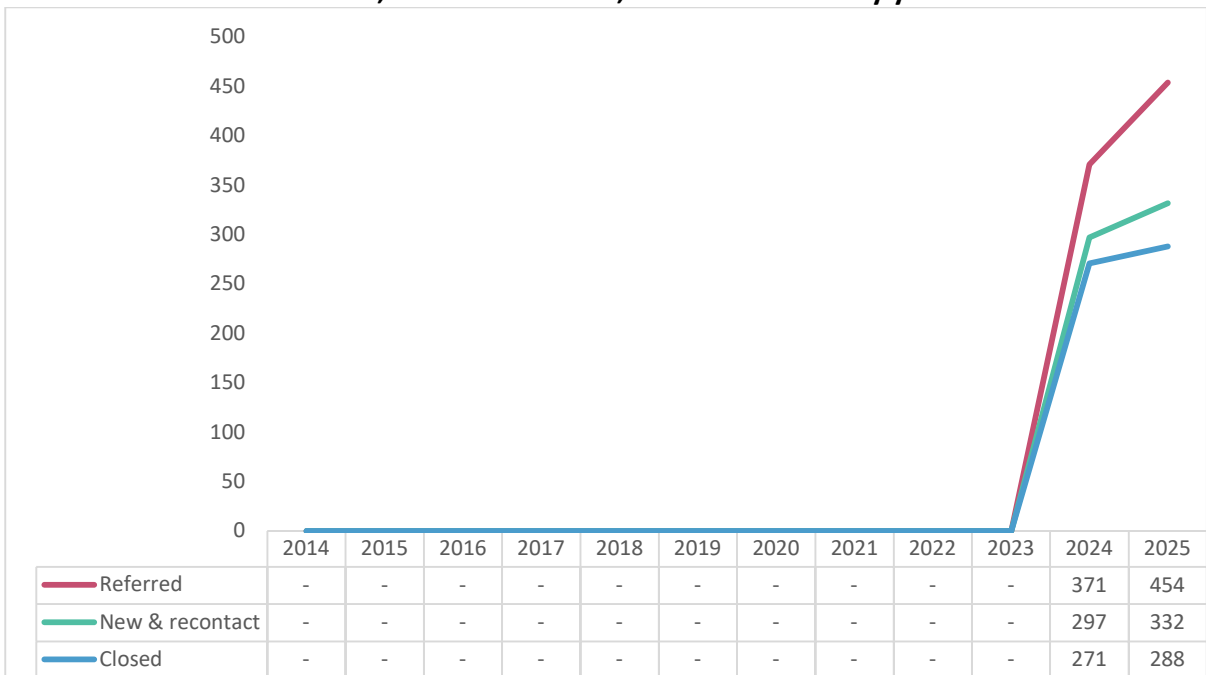


Figure 56: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 53 for breakdown of new & recontact cases). In 2025, 454 cases were referred, 332 new & recontact cases opened, and 288 cases closed.

A total of **332** cases were opened between January and December 2025.

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

A-HMLS: Number of new & re-contact cases opened by age category and gender						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
<17	16	15	0	0	0	31
18-19	6	3	0	0	0	9
20-24	20	10	0	0	0	30
25-29	35	10	0	0	0	45
30-34	34	10	0	0	0	44
35-39	41	13	0	0	0	54
40-44	42	14	0	0	0	56
45-49	20	13	0	0	0	33
50-54	10	7	0	0	0	17
55-59	9	3	0	0	0	12
≥60	1	0	0	0	0	1
Not specified	0	0	0	0	0	0
Total	234	98	0	0	0	332

Figure 57: 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 40-44 (56).

Domestic Violence Service (DVU)

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

DVU: Number of cases and individuals worked with by year

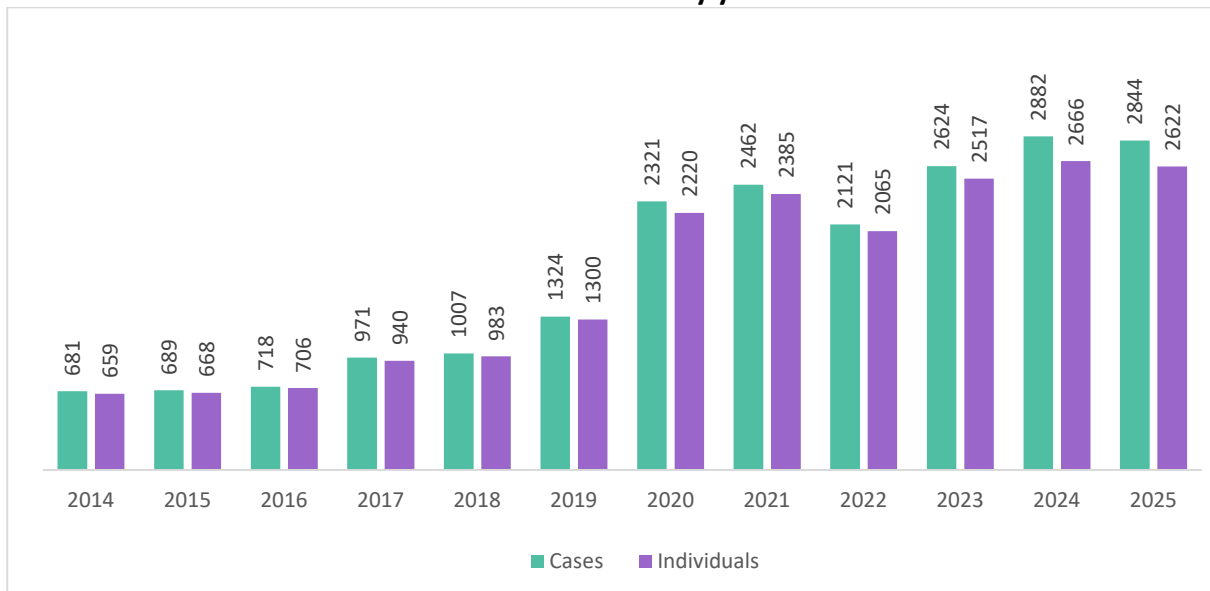


Figure 58: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 2844 cases and 2622 individuals were worked with compared to 2882 and 2666 respectively in 2024.

A total of **2,844** cases were worked with between January and December 2025.

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

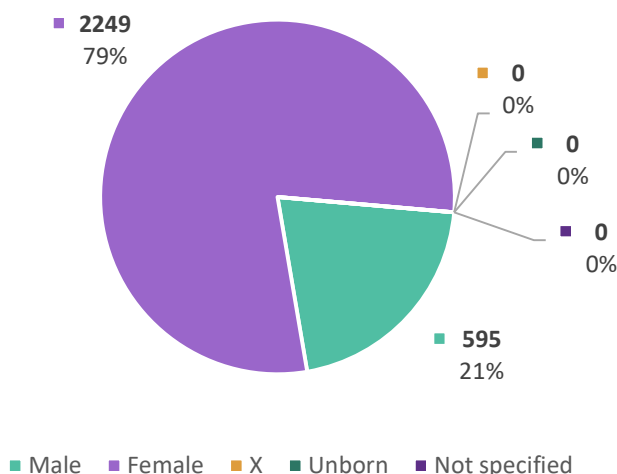


Figure 59: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (79%).

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

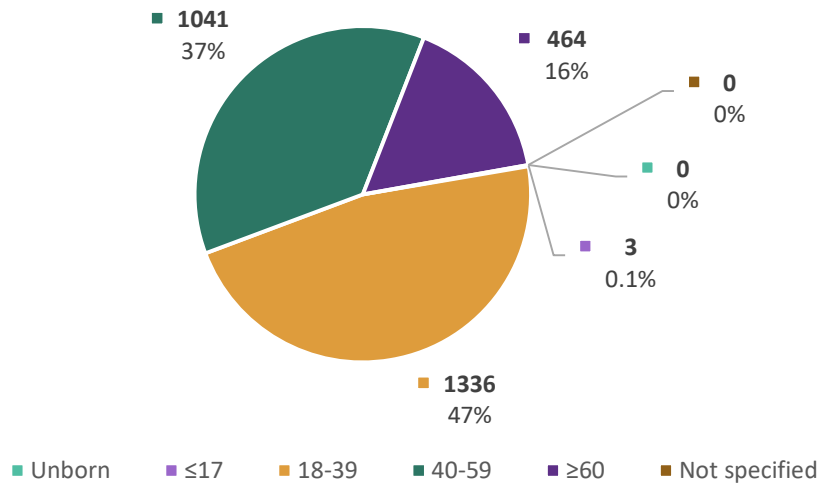


Figure 60: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (47%).

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

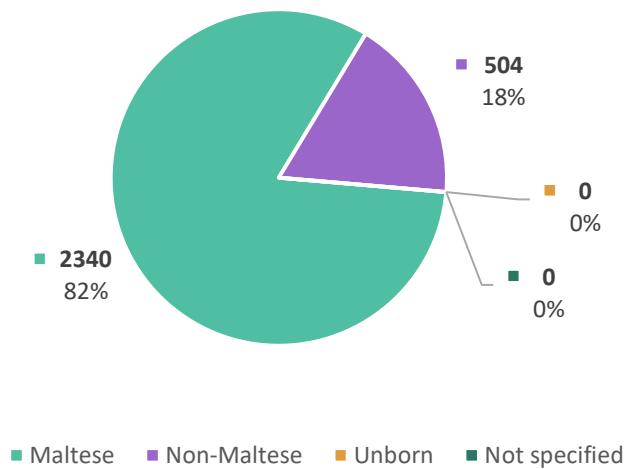
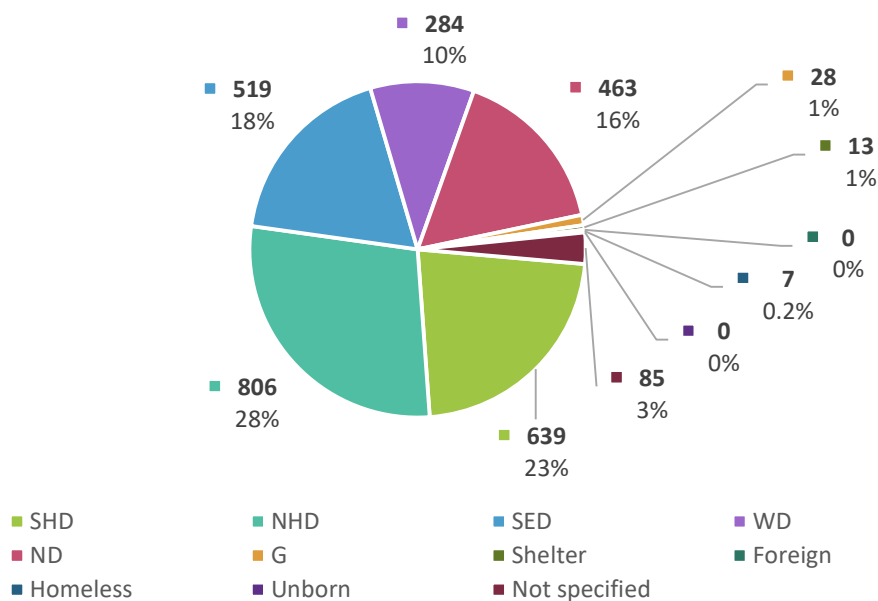


Figure 61: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 82% of the cases worked with were Maltese while non-Maltese made up 18% of cases.

DVU: 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 62: 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 (28%) had the highest percentage of cases worked with in 2025.

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

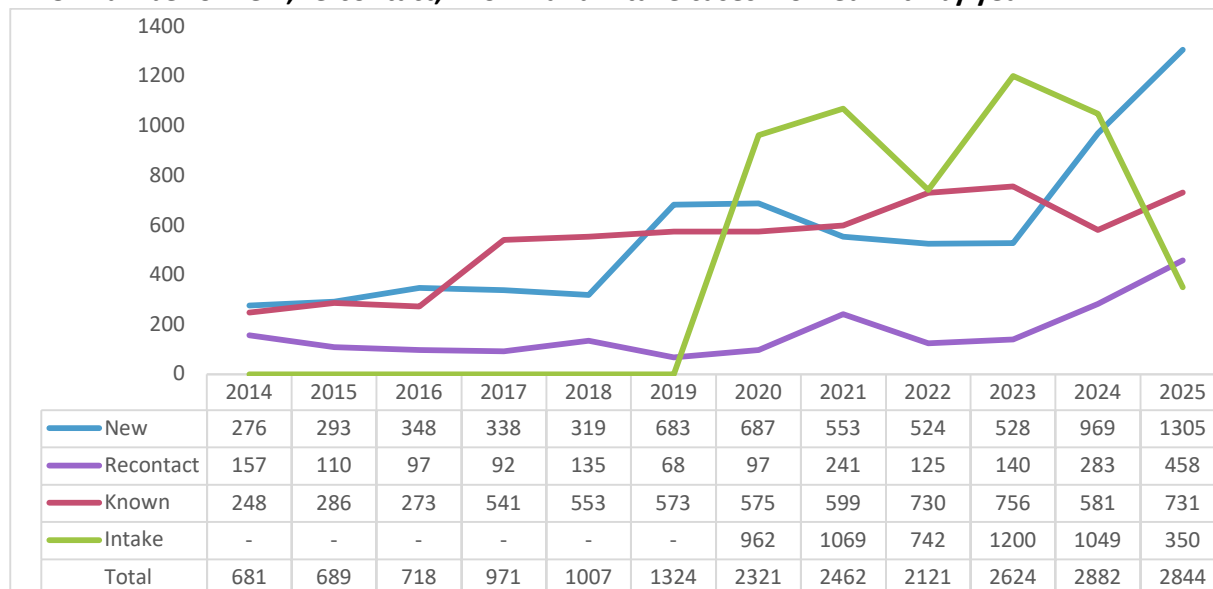


Figure 63: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

DVU: Case state at the end of the reporting period

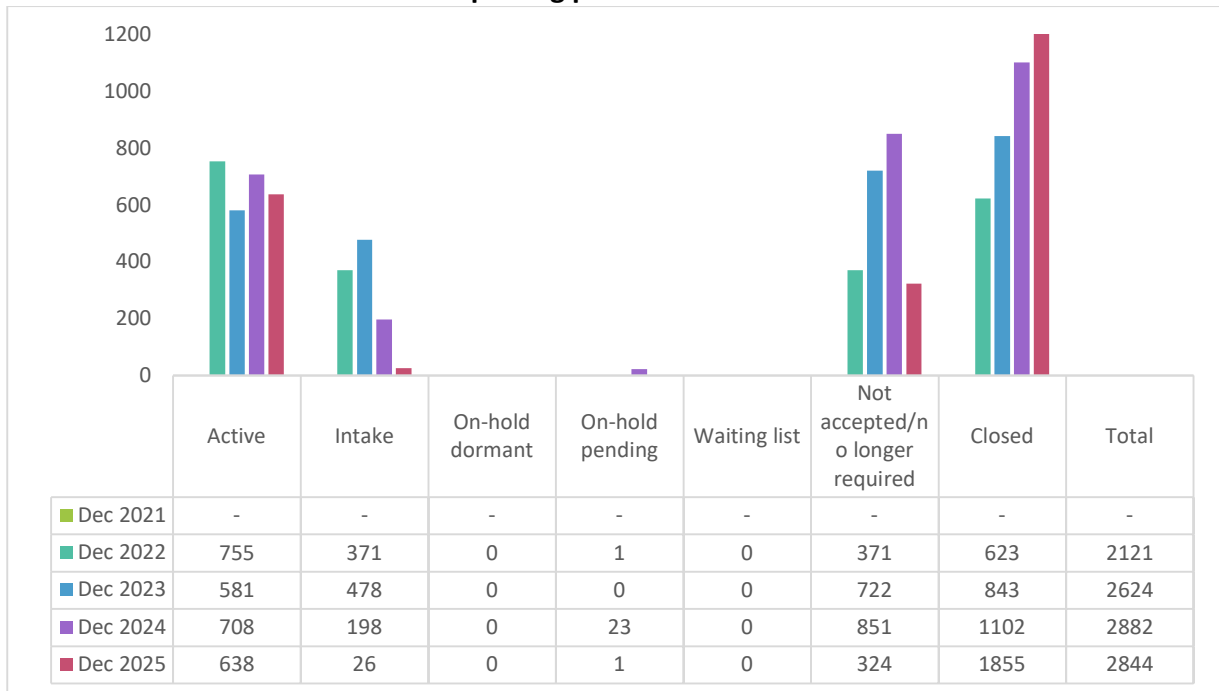


Figure 64: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 22% (638) 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.

DVU: Waiting list at the end of the reporting period

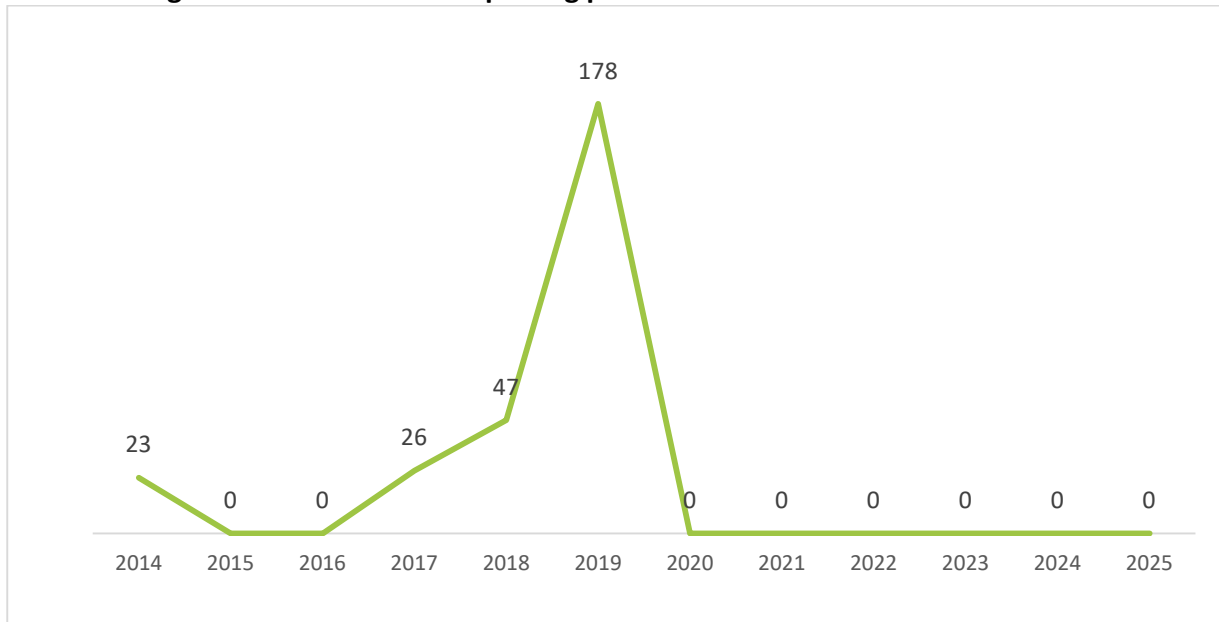


Figure 65: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

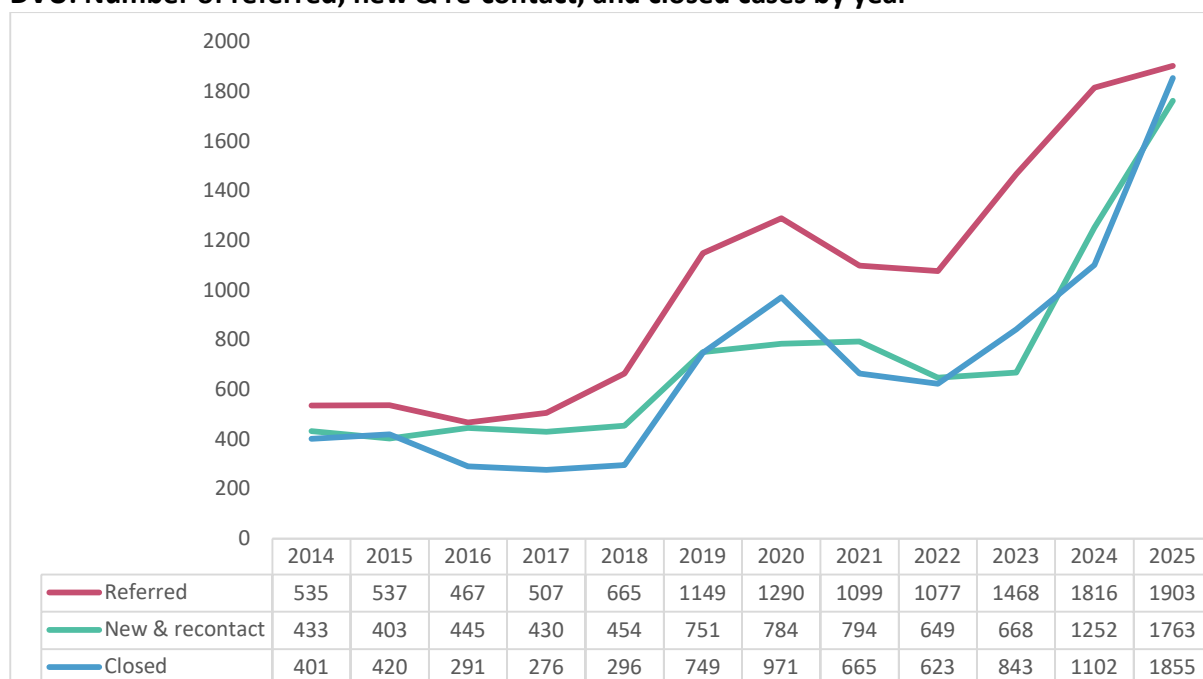


Figure 66: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 63 for breakdown of new & recontact cases). In 2025, 1903 cases were referred, 1763 new & recontact cases opened, and 1855 cases closed.

DVU: number of referred cases by type of alleged abuse category January - December 2025			
	Yes	No	Total
Domestic violence	1862	41	1903
Gender-based violence	9	1894	1903
Honour-based violence	12	1891	1903
No abuse	41	1862	1903

Figure 67: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

DVU: number of referred cases by type of alleged abuse and year of referral.

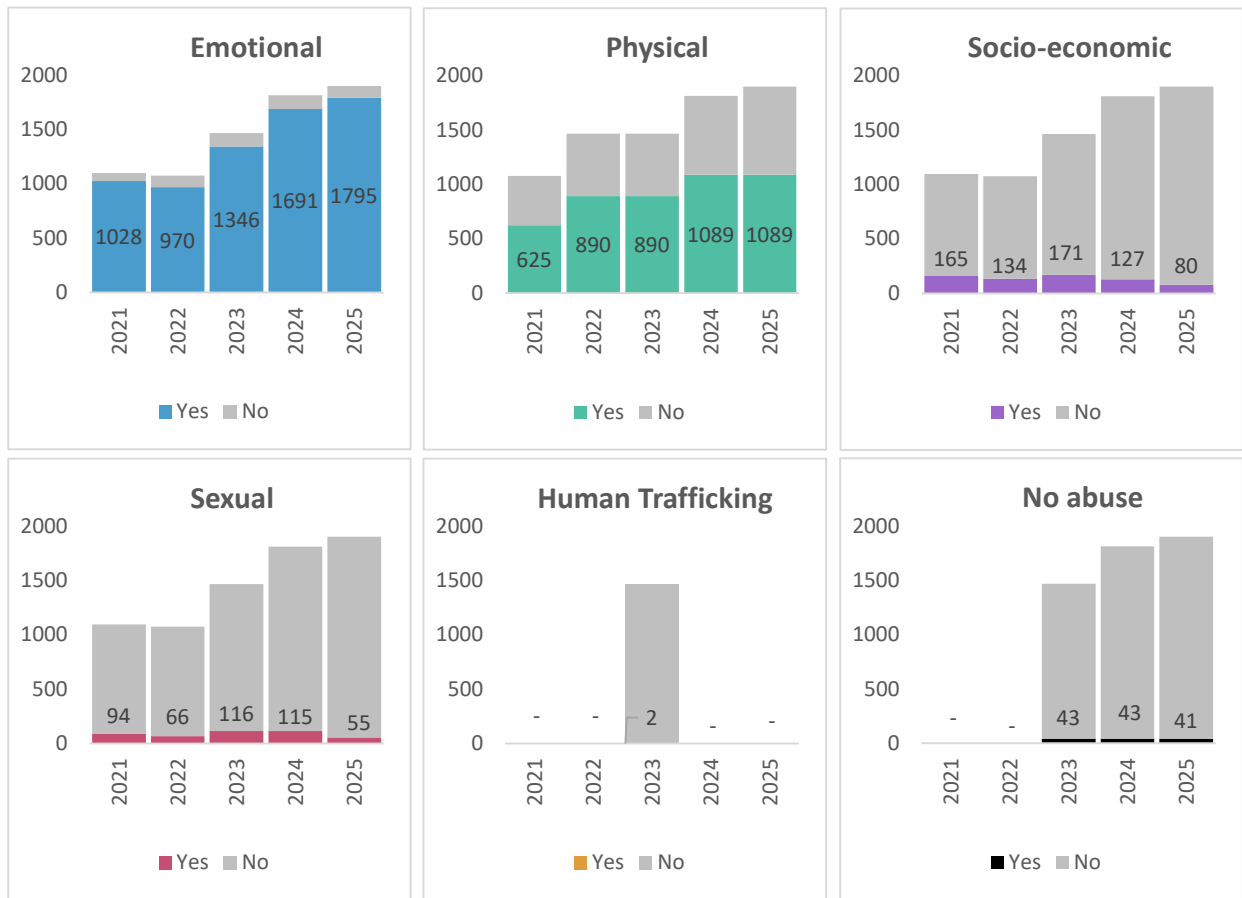


Figure 68: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. Some service users will not indicate the form of abuse at intake and will require further assessment in order to determine the nature of abuse, if present. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 1903 referrals in 2025, 1795 (94%) reported emotional abuse and out of 1903 referrals in 2025, 1089 (57%) reported physical abuse.

A total of **1,763** cases were opened between January and December 2025.

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

DVU: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	2	0	0	0	2
18-19	5	32	0	0	0	37
20-24	8	108	0	0	0	116
25-29	39	158	0	0	0	197
30-34	42	181	0	0	0	223
35-39	53	234	0	0	0	287
40-44	58	188	0	0	0	246
45-49	44	136	0	0	0	180
50-54	27	83	0	0	0	110
55-59	11	46	0	0	0	57
≥60	89	219	0	0	0	308
Not specified	0	0	0	0	0	0
Total	376	1387	0	0	0	1763

Figure 69: 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 (308).

Domestic Violence Risk Assessment Service

Data first reported in 2023. The data is determined as the cases where a risk assessment was conducted. Risk assessments are conducted with service users within the Domestic Violence Service Malta, Domestic Violence Service Gozo, and parents reporting domestic violence incidents perpetrated by their children aged between 13 and 24 who are attending the Child to Parent Violence Service.

Risk: Number of risk assessment interventions conducted by year and place

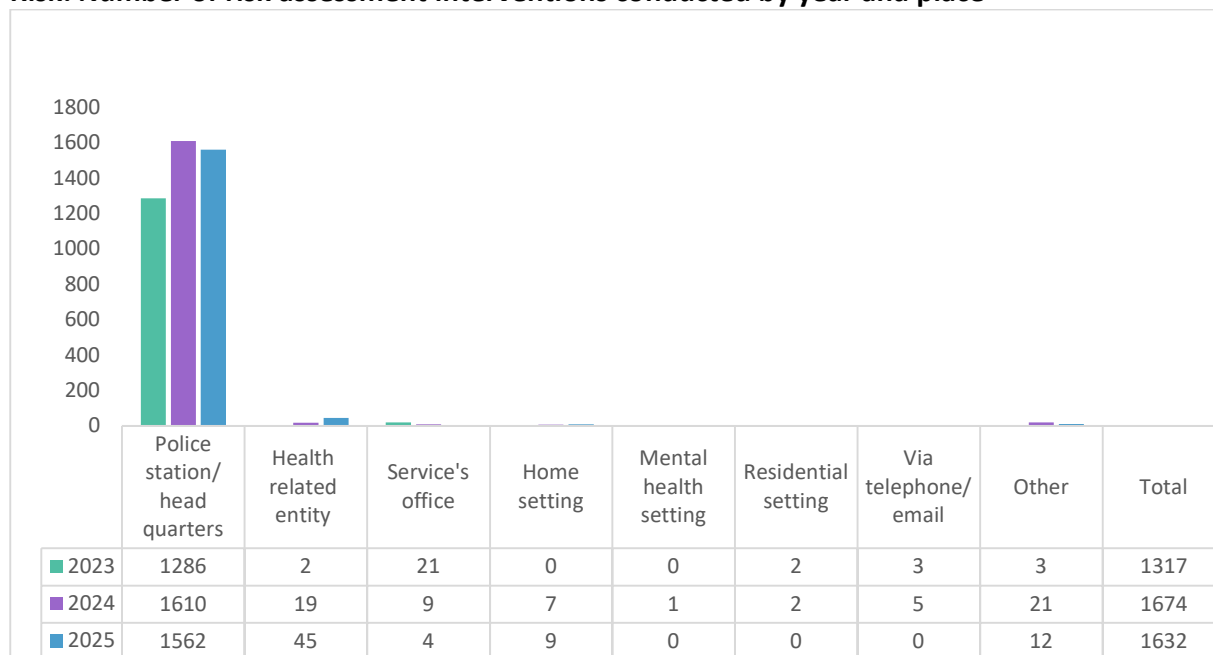


Figure 70: Risk assessments are a type of intervention conducted and the only type reported by this service. Risk assessments are mainly conducted within a police station or at the police headquarters. In 2025, a total of 1632 risk assessments were conducted with 96% (1562) being conducted within police stations or at the police headquarters.

Between January and December 2025, a total of **1,632** risk assessment interventions were conducted for a total of **1,904.4** intervention hours. The **1,632** risk assessment interventions were conducted with **1,226** individuals.

Risk: Number of individuals who had at least one risk assessment by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	0	0	1
18-19	2	16	0	0	0	18
20-24	9	75	0	0	0	84
25-29	36	119	0	0	0	155
30-34	34	143	0	0	0	177
35-39	51	169	0	0	0	220
40-44	52	135	0	0	0	187
45-49	36	98	0	0	0	134
50-54	19	58	0	0	0	77
55-59	7	20	0	0	0	27
≥60	50	96	0	0	0	146
Not specified	0	0	0	0	0	0
Total	296	930	0	0	0	1226

Figure 71: 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. In 2025, the majority of the individuals who received a risk assessment were aged 35 to 39 years (220).

Risk: Number of individuals who had at least one risk assessment in the reporting year by gender and year

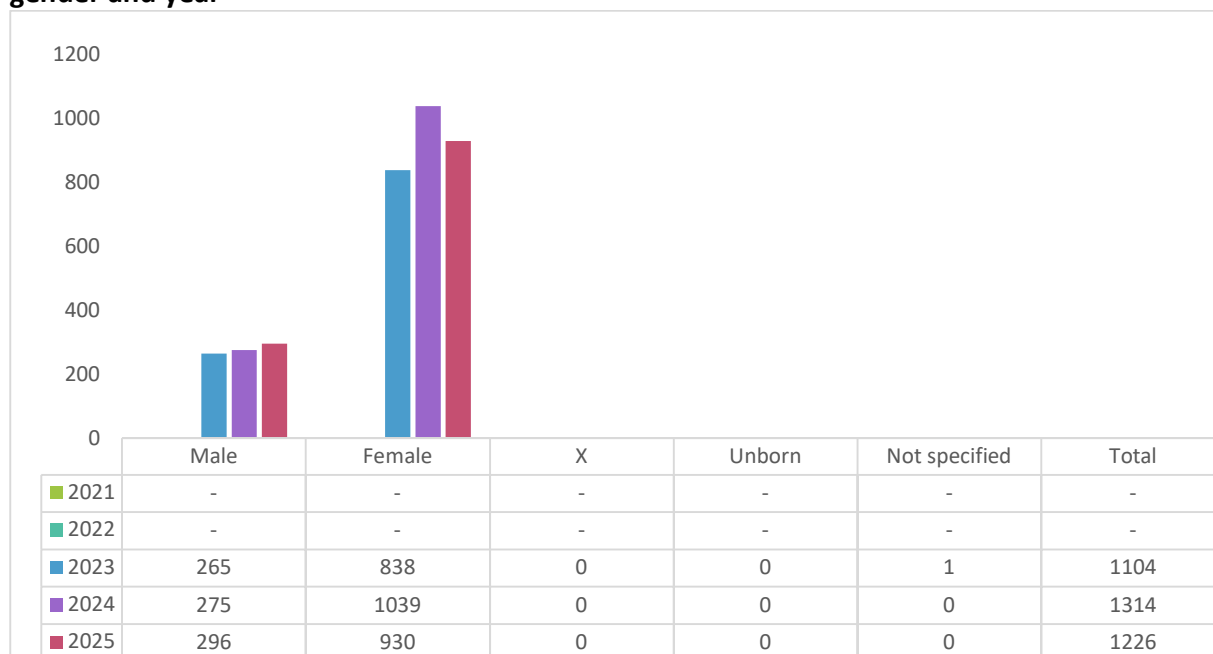


Figure 72: The figure above classifies the gender of the service user whose had a risk assessment intervention in the reported period. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest number of individuals who received a risk assessment were female (930).

Risk: Number of individuals who had at least one risk assessment in the reporting year by age category and year



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

Figure 73: The figure above classifies the age of the individual service user who received a risk assessment in the reporting year based on the specified date of birth. In 2025, the highest number of individuals were ages 35 to 39 (220).

Risk: Number of individuals who had at least one risk assessment in Jan-Dec 2025 by nationality (no. & %)

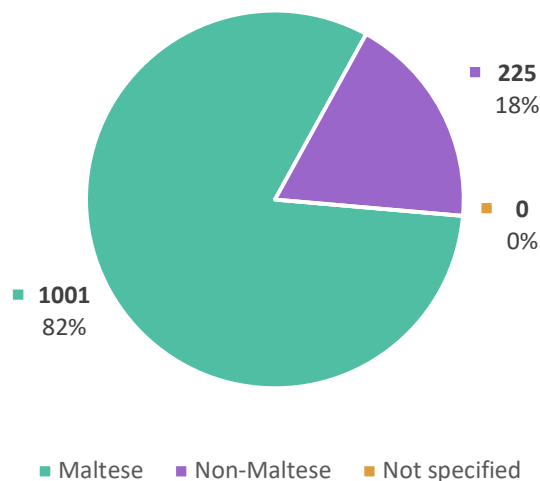


Figure 74: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 82% of the cases worked with were Maltese while non-Maltese made up 18% of cases.

Ghabex Shelter

A new online data collection system and reporting format were introduced in 2020. As of November 2021, the online data collection system records adult female service users and their accompanying children.

Ghabex: Number of cases and individuals worked with by year

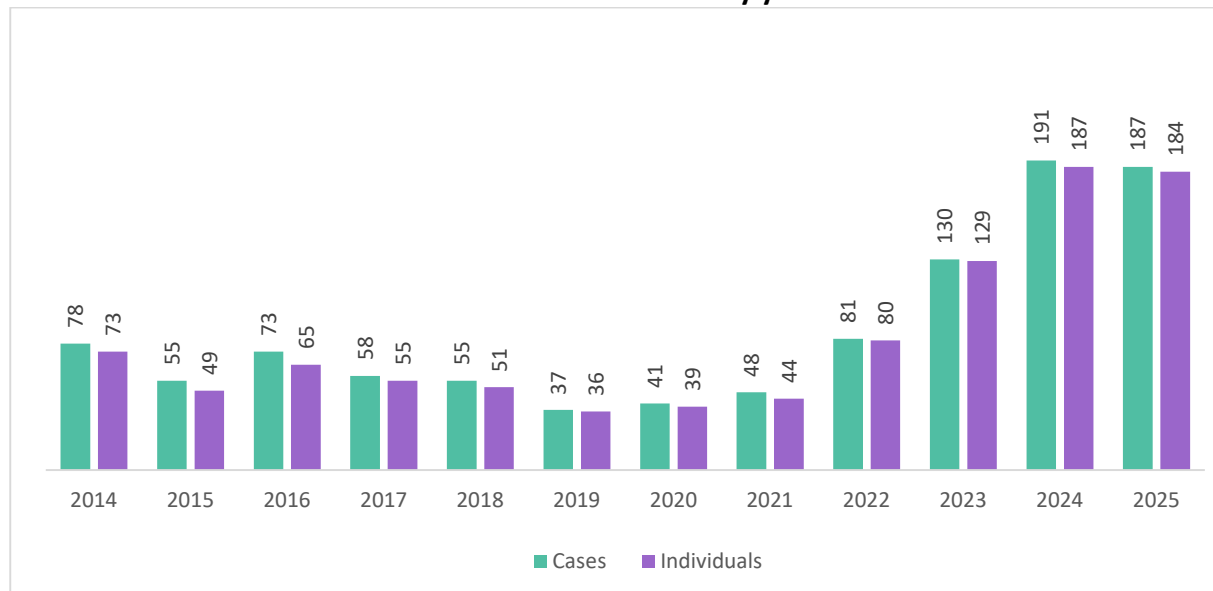


Figure 75: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 187 cases and 184 individuals were worked with compared to 191 and 187 respectively in 2024.

Ghabex: Cases worked with by service user type and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Adult service user	0	122	0	0	0	122
Accompanying child	32	31	0	0	0	63
Accompanying adult	2	0	0	0	0	2
Total	34	153	0	0	0	187

Figure 76: The service's primary clients are female adult service users who suffer abuse within the family and intimate relationships and require emergency shelter. These adults are sometimes accompanied by children who require emergency shelter with the adult. In rare cases there may also be accompanying adults who require emergency shelter (e.g., adult children aged 18+ who have a disability).

A total of **187** cases were worked with between January and December 2025.

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

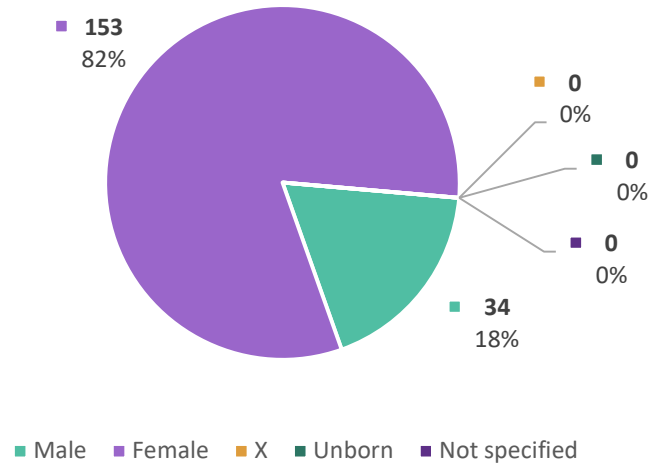


Figure 77: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (82%).

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

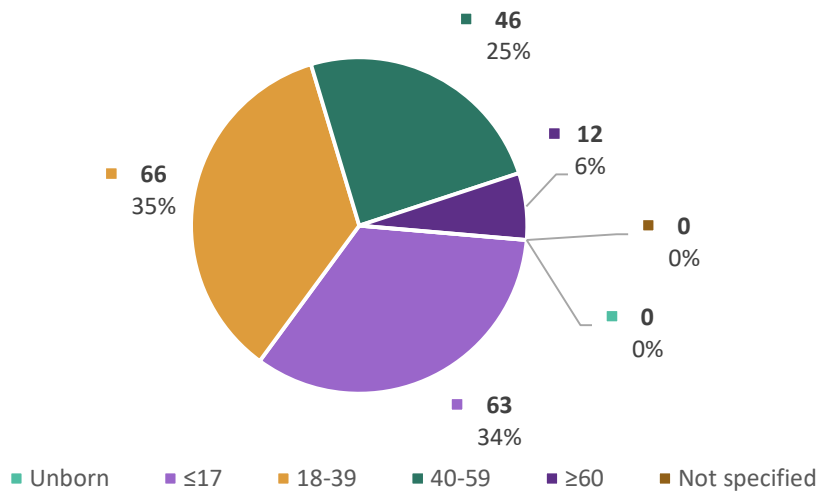


Figure 78: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (35%) and ages 17 or younger (34%) accompanying their parents.

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

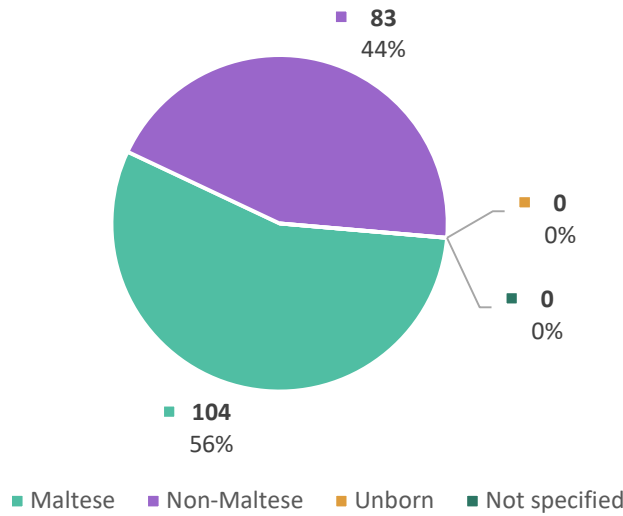
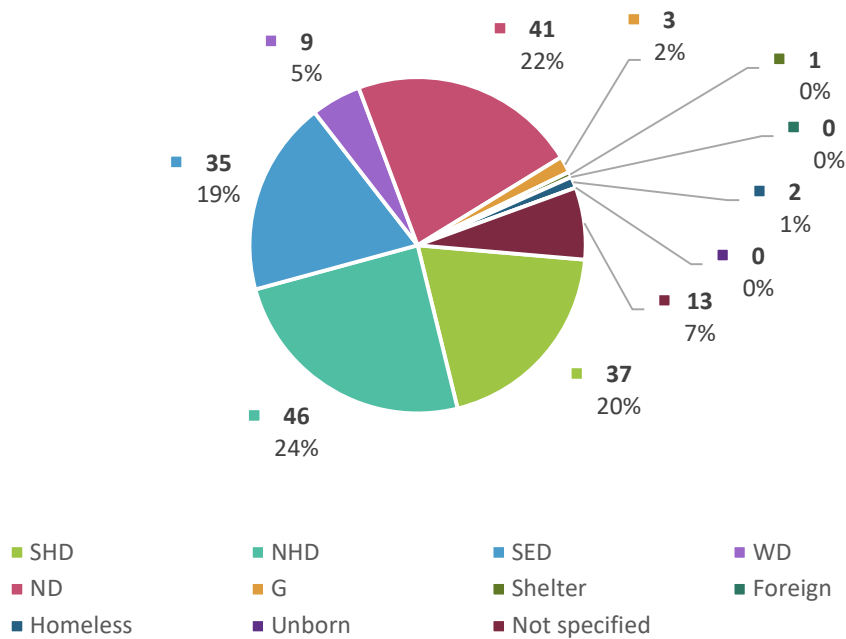


Figure 79: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 56% of the cases worked with were Maltese while non-Maltese made up 44% of cases.

Għabex: 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 80: 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 (24%) had the highest percentage of cases worked with in 2025.

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

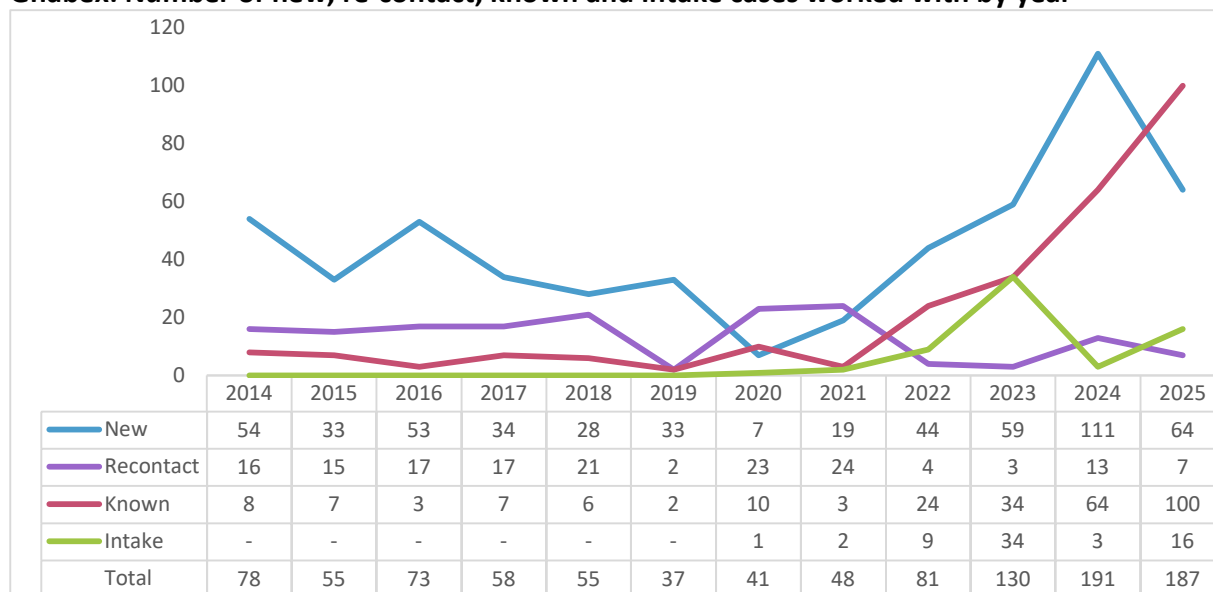


Figure 81: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

Ghabex: Case state at the end of the reporting period

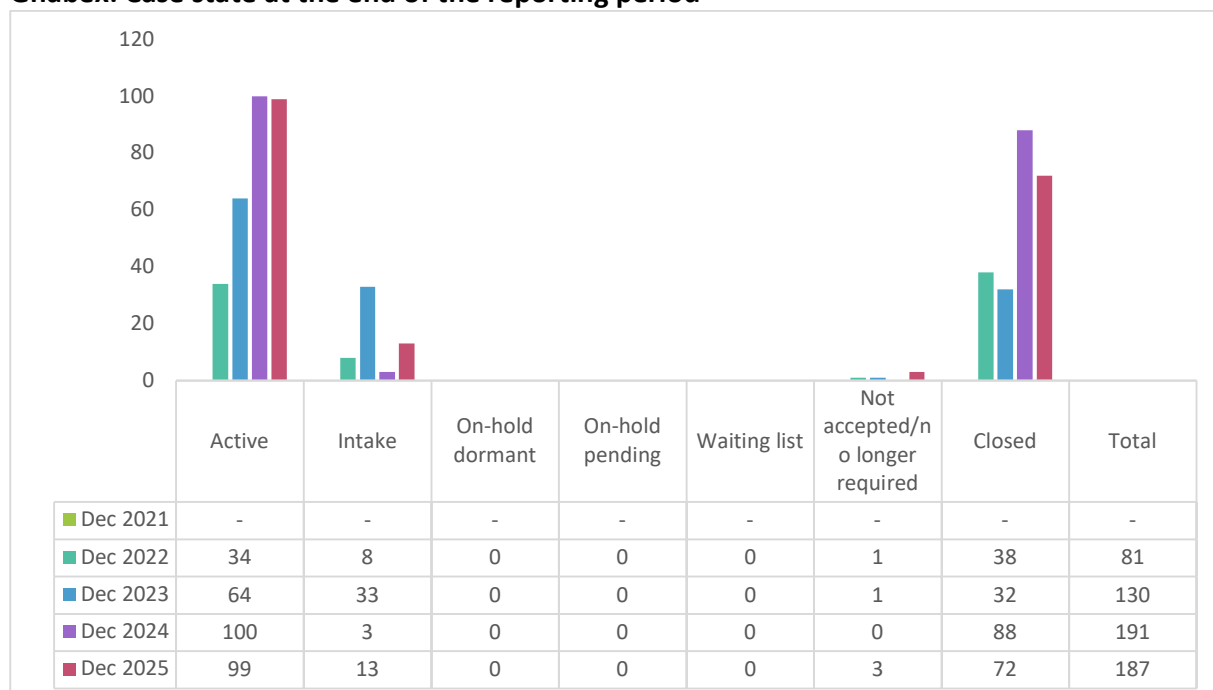


Figure 82: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 53% (99) of the cases worked with were still active. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Ghabex: Waiting list at the end of the reporting period

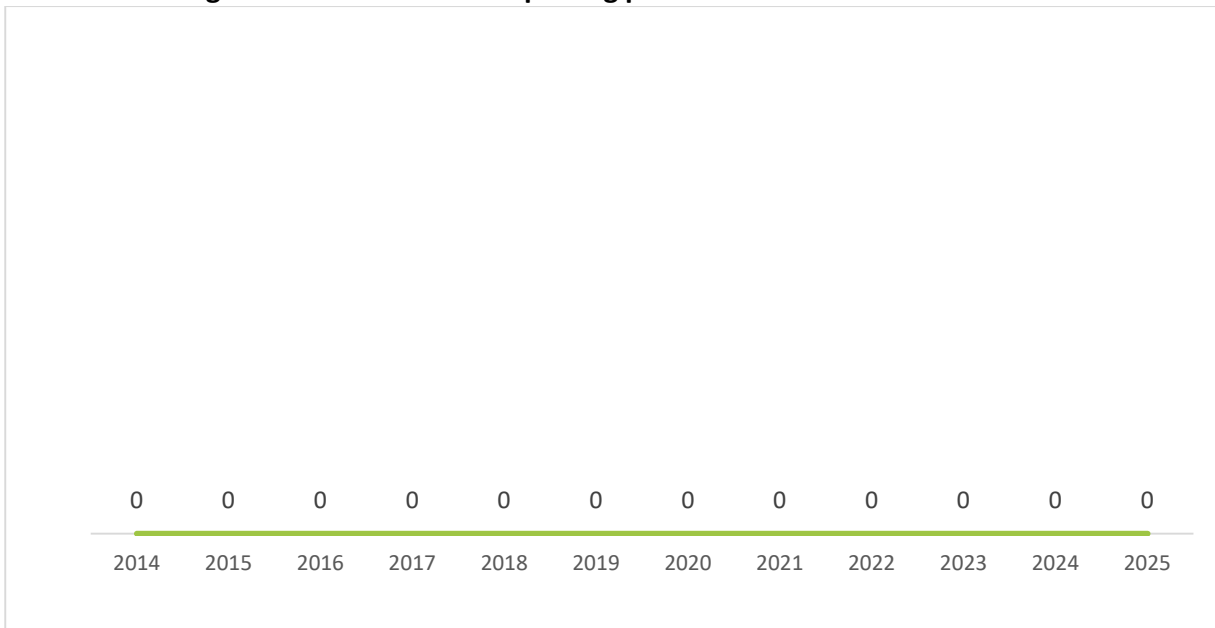


Figure 83: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

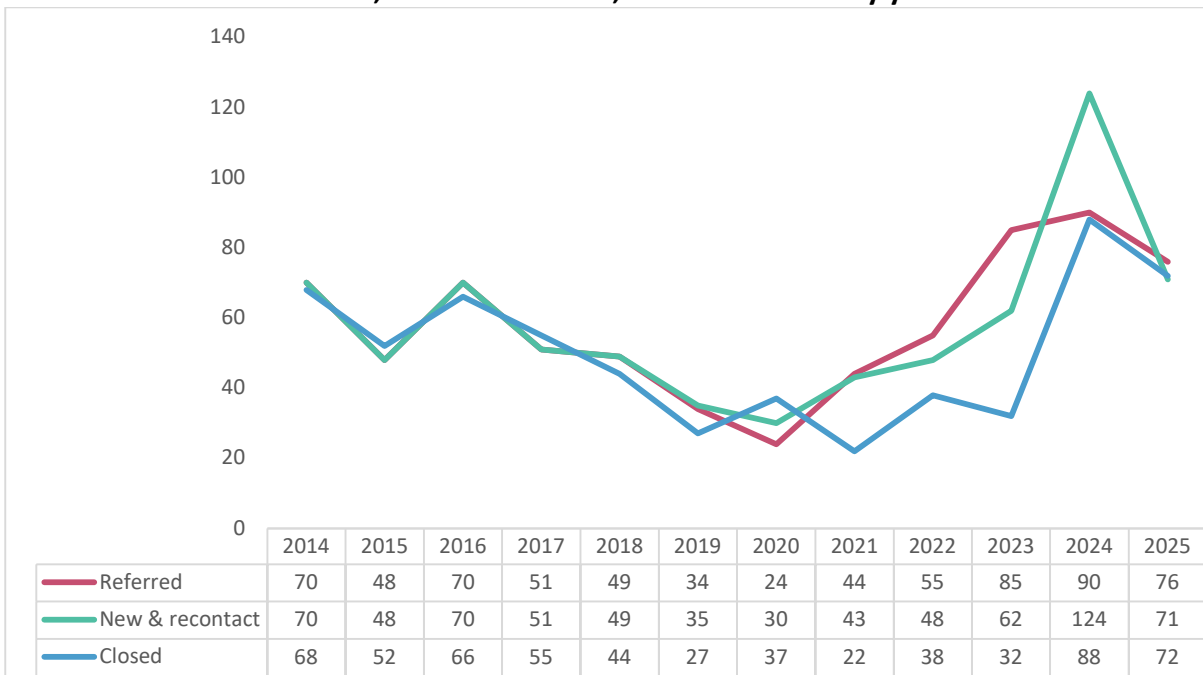


Figure 84: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 81 for breakdown of new & recontact cases). In 2025, 76 cases were referred, 71 new & recontact cases opened, and 72 cases closed.

Ghabex: number of referred cases by type of alleged abuse category January - December 2025			
	Yes	No	Total
Domestic violence	73	3	76
Gender-based violence	0	76	76
Honour-based violence	7	69	76
No abuse	3	73	76

Figure 85: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

Ghabex: number of referrals by type of alleged abuse and year of referral.

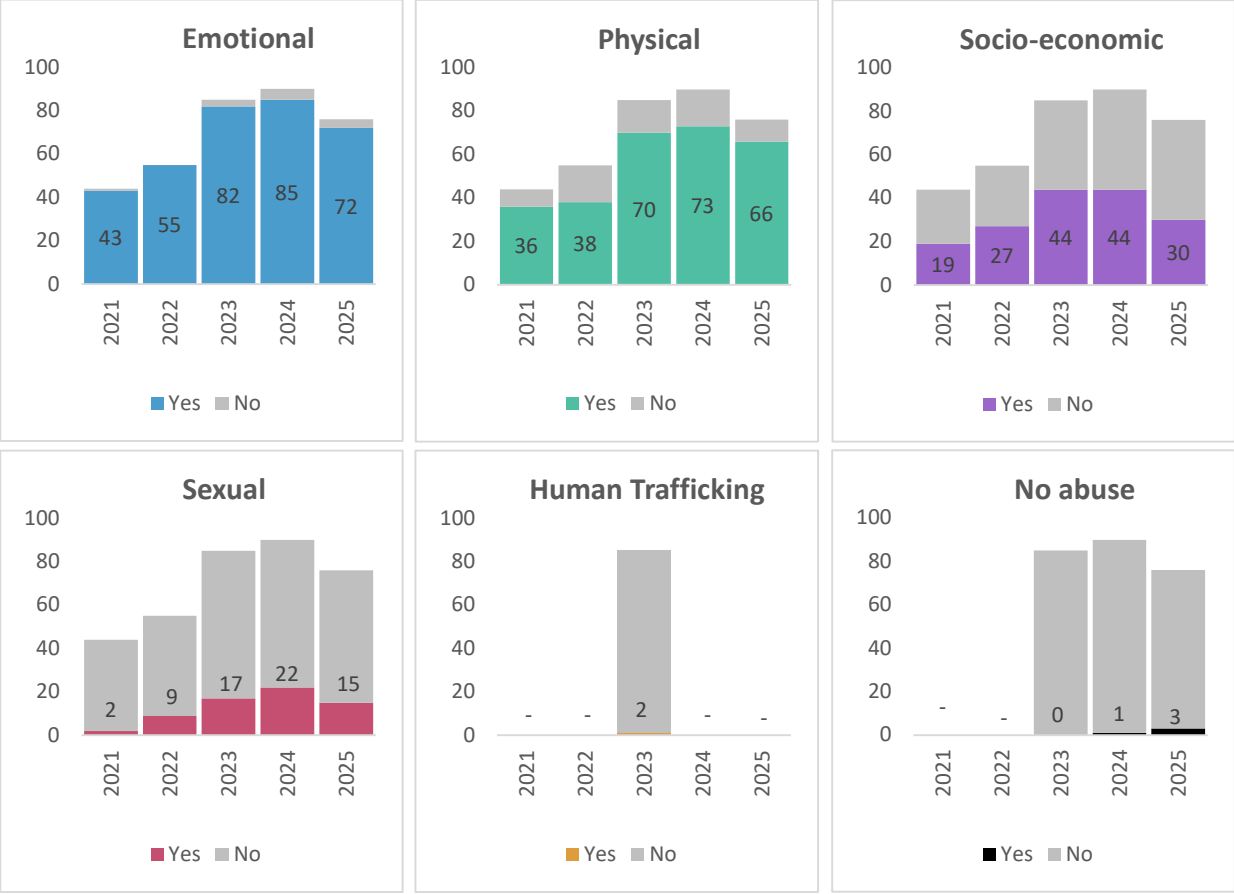


Figure 86: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 76 referrals in 2025, 72 (95%) reported emotional abuse and out of 76 referrals in 2025, 66 (87%) reported physical abuse.

Għabex: The days and nights stayed by service users during the Għabex placement- Total number and average.

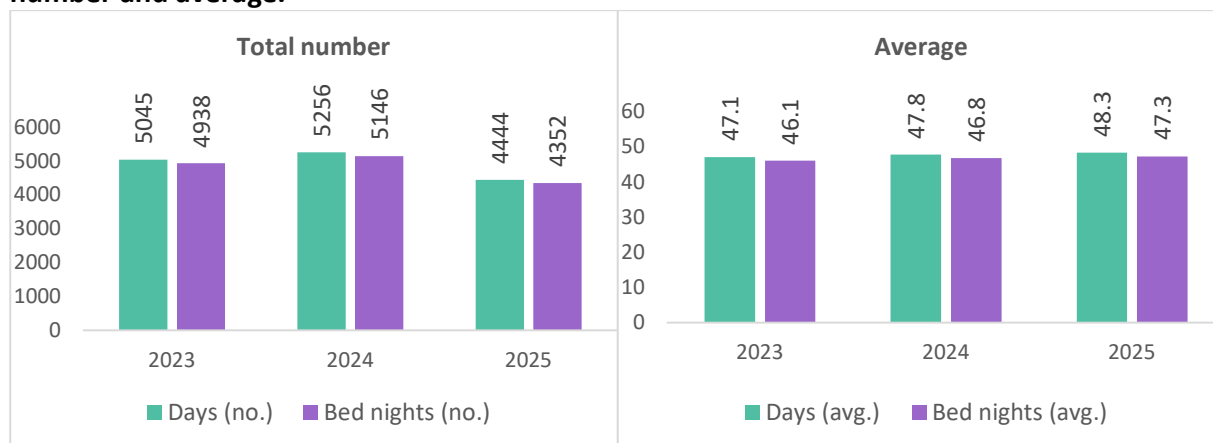


Figure 87: The figure above provides the total number of days and nights the service users attended in the reporting year as well as the average per service user's stay. In 2023 the data reporting was amended to report the actual bed nights slept in the residence. In 2025, service users spent a total of 4352 nights or an average of 47.3 bed nights per person per stay.

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

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

Għabex: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	11	9	0	0	0	20
18-19	1	2	0	0	0	3
20-24	0	5	0	0	0	5
25-29	0	9	0	0	0	9
30-34	0	5	0	0	0	5
35-39	0	7	0	0	0	7
40-44	0	5	0	0	0	5
45-49	0	7	0	0	0	7
50-54	0	4	0	0	0	4
55-59	0	2	0	0	0	2
≥60	0	4	0	0	0	4
Not specified	0	0	0	0	0	0
Total	12	59	0	0	0	71

Figure 88: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Some adult service users are sometimes accompanied by children who require emergency shelter with the adult. In rare cases there may also be accompanying adults who require emergency shelter (e.g., adult children aged 18+ who have a disability). Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 25 to 29 (9) and ages 17 or younger (20). Persons ages 17 or younger are accompanying their parent.

Stop! The Violence and Abuse Service (STOP!)

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

STOP!: Number of cases and individuals worked with by year



Figure 89: 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, 146 cases and 145 individuals were worked with compared to 120 and 120 respectively in 2024.

A total of 146 cases were worked with between January and December 2025.

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

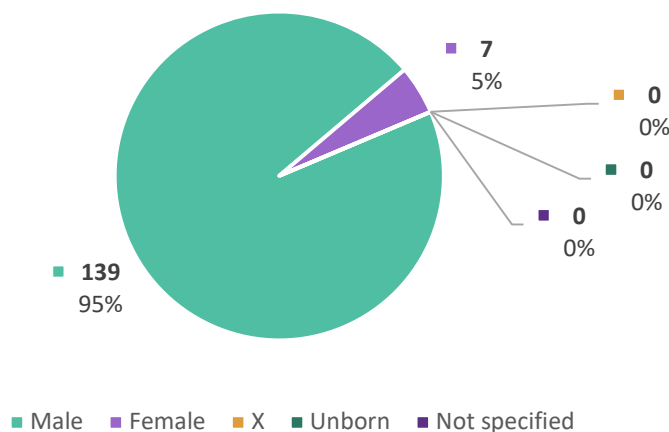


Figure 90: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (95%).

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

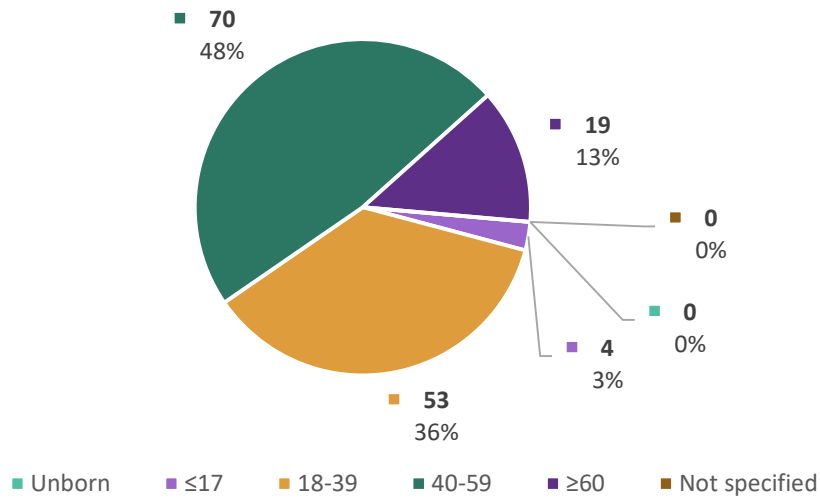


Figure 91: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (48%).

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

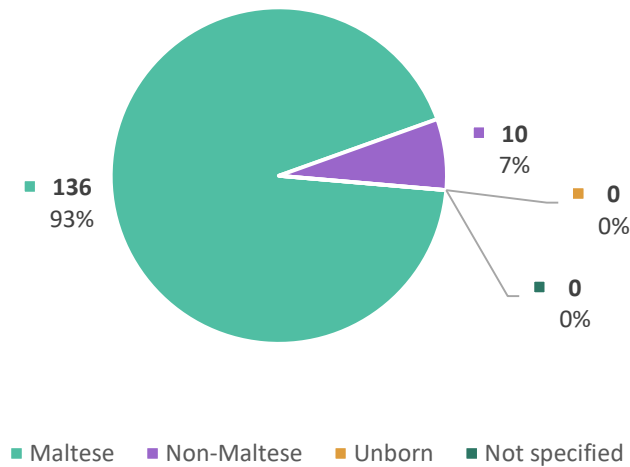
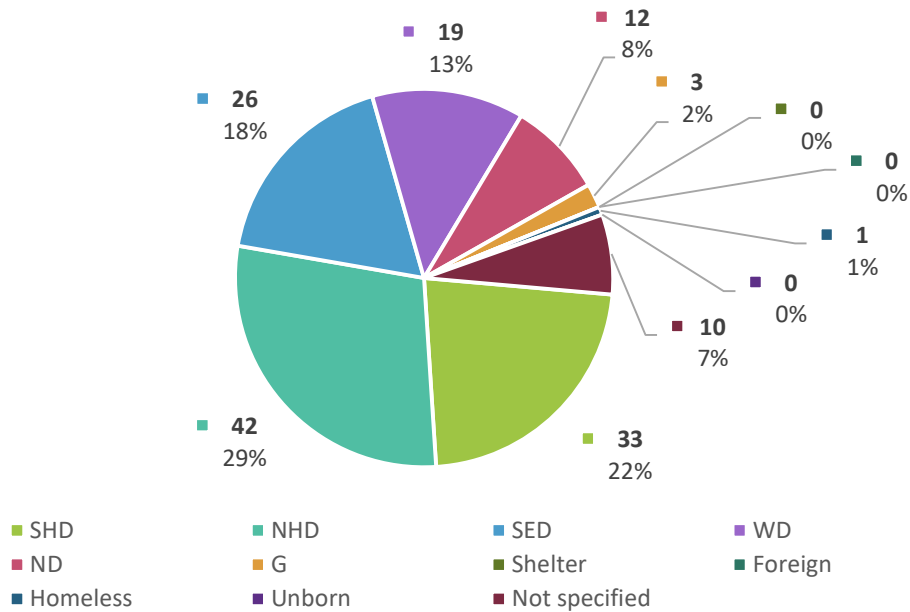


Figure 92: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

STOP!: 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 93: 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.

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

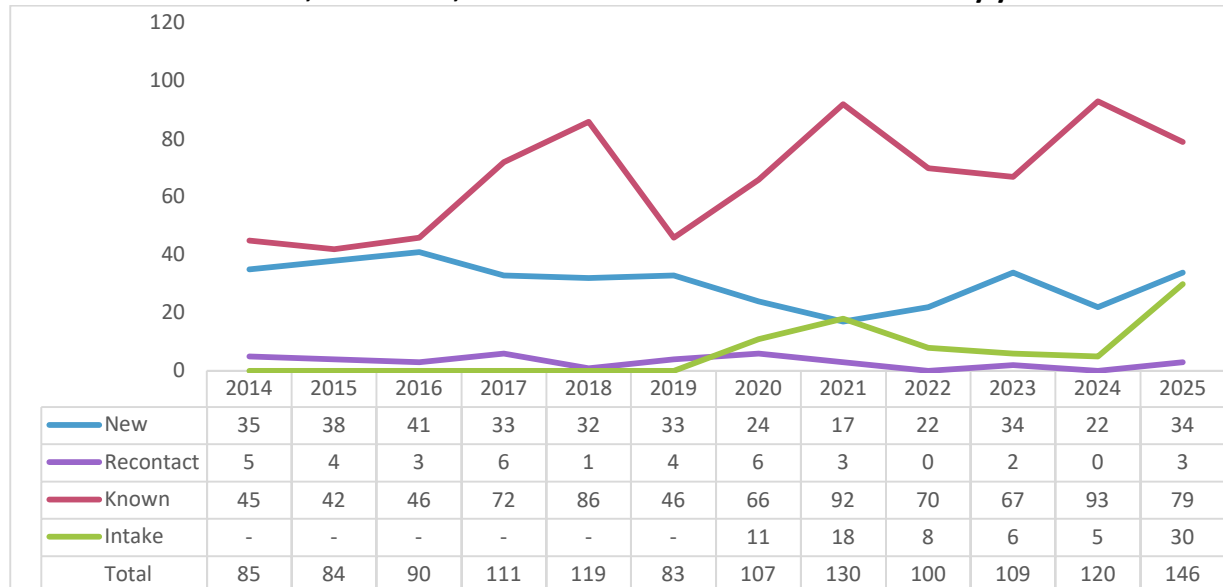


Figure 94: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online data collection system.

STOP!: Case state at the end of the reporting period

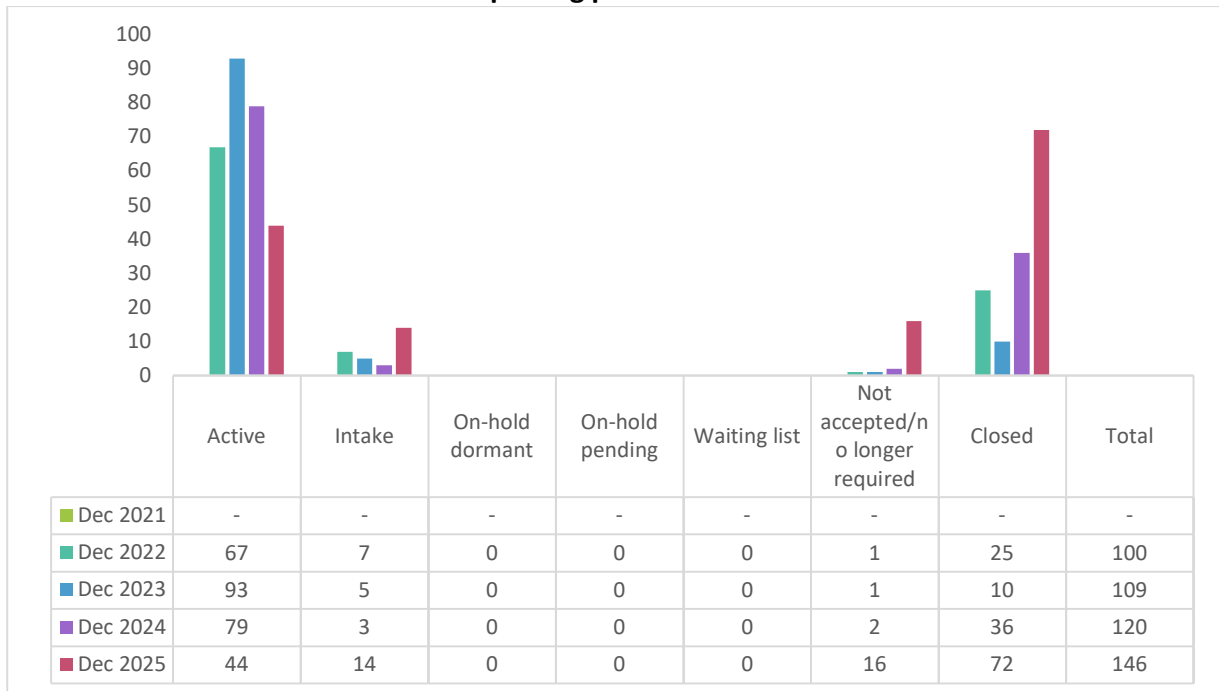


Figure 95: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 30% (44) 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.

STOP!: Waiting list at the end of the reporting period

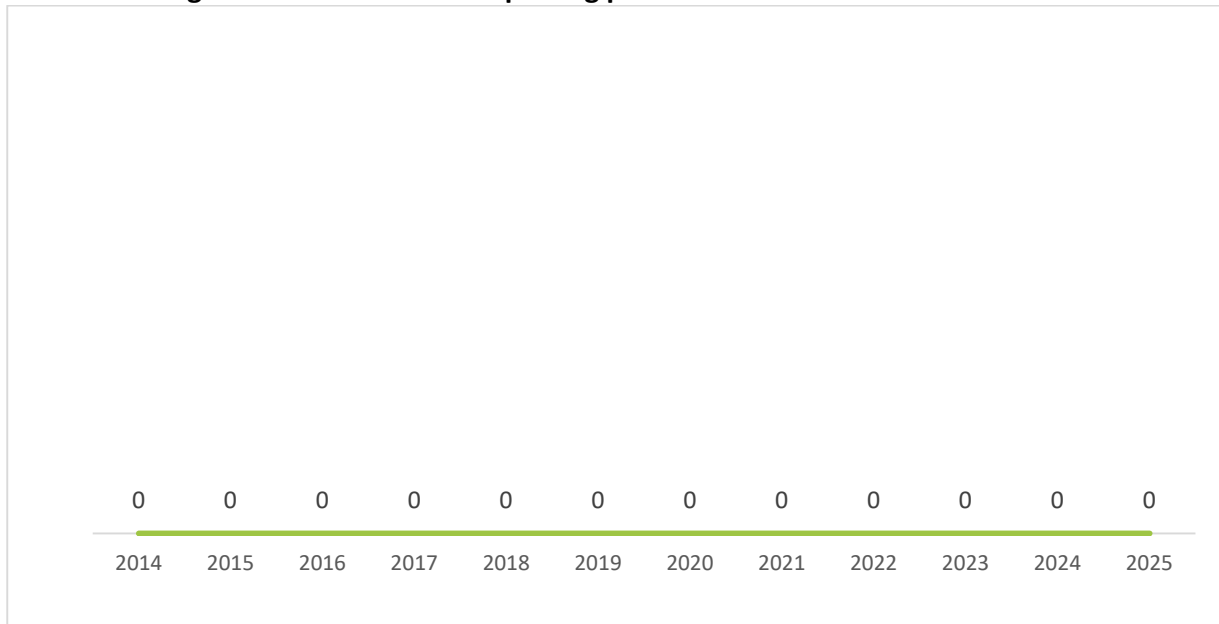


Figure 96: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

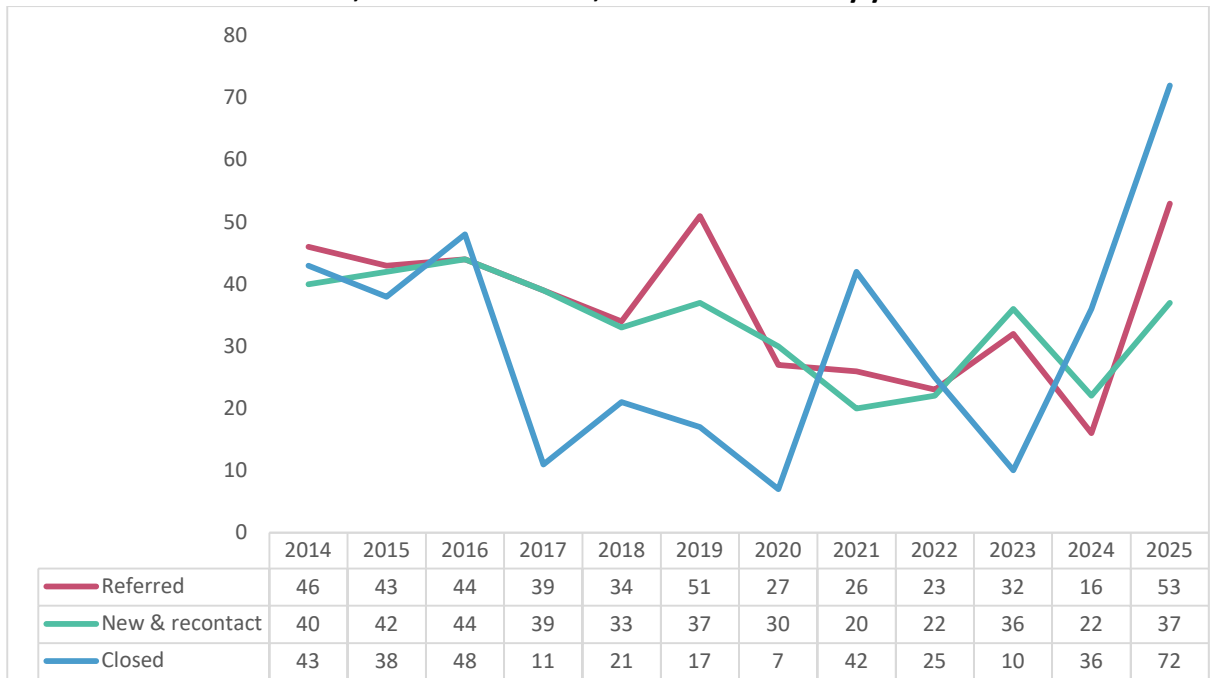


Figure 97: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 94 for breakdown of new & recontact cases). In 2025, 53 cases were referred, 37 new & recontact cases opened, and 72 cases closed.

STOP!: number of referred cases by type of alleged abuse category			
January - December 2025			
	Yes	No	Total
Domestic violence	46	7	53
Gender-based violence	3	50	53
Honour-based violence	1	52	53
No abuse	6	47	53

Figure 98: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

STOP!: number of referred cases by type of alleged abuse and year of referral.



Figure 99: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 53 referrals in 2025, 43 (81%) reported emotional abuse and out of 53 referrals in 2025, 29 (55%) reported physical abuse.

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.

STOP!: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	1	1	0	0	0	2
20-24	2	1	0	0	0	3
25-29	4	0	0	0	0	4
30-34	7	0	0	0	0	7
35-39	4	0	0	0	0	4
40-44	7	1	0	0	0	8
45-49	3	0	0	0	0	3
50-54	1	0	0	0	0	1
55-59	1	0	0	0	0	1
≥60	4	0	0	0	0	4
Not specified	0	0	0	0	0	0
Total	34	3	0	0	0	37

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 40 to 44 (8).

Child to Parent Violence (CPV)

Service was launched April 2022.

CPV: Number of cases and individuals worked with by year

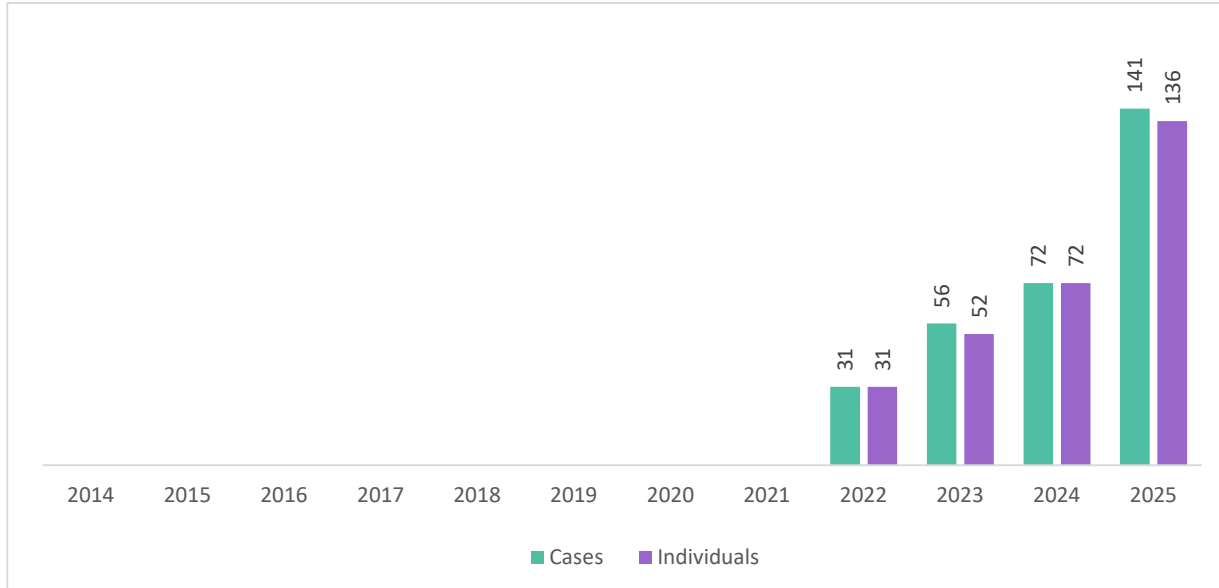


Figure 101: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 141 cases and 136 individuals were worked with compared to 72 and 72 respectively in 2024.

A total of **141** cases were worked with between January and December 2025.

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

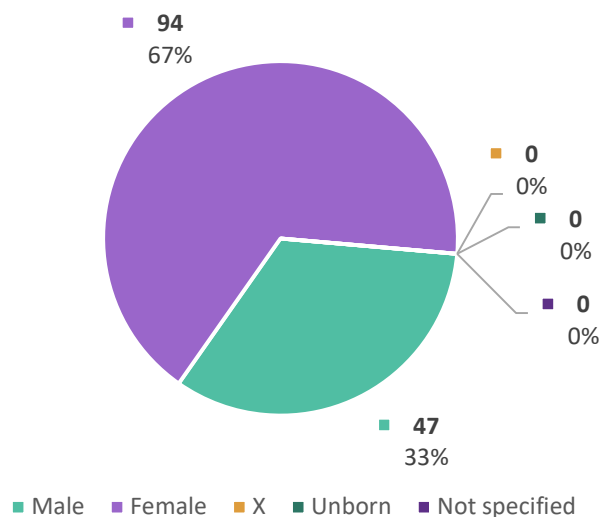


Figure 102: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (67%).

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

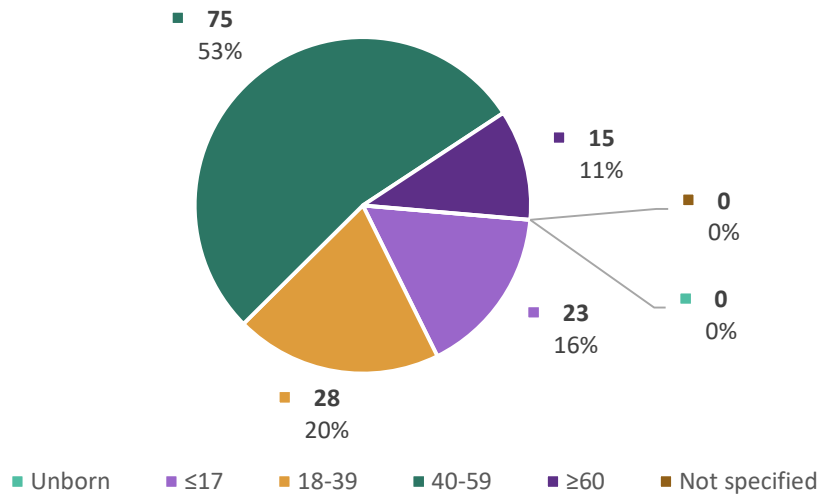


Figure 103: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. Service users aged over 25 years are parents who are receiving support from the service along with their children. In 2025, the highest percentage of cases worked with were ages 40 to 59 (53%).

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

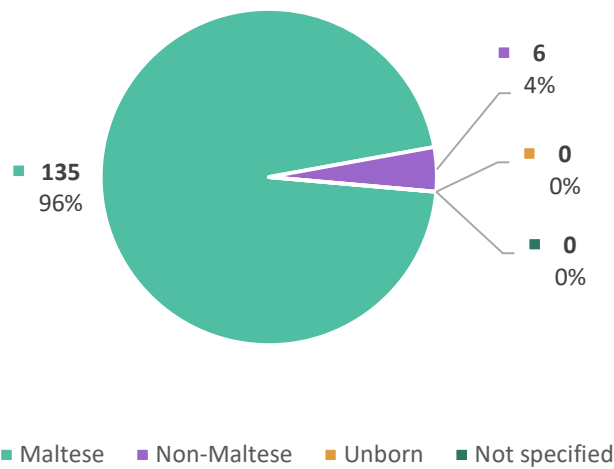
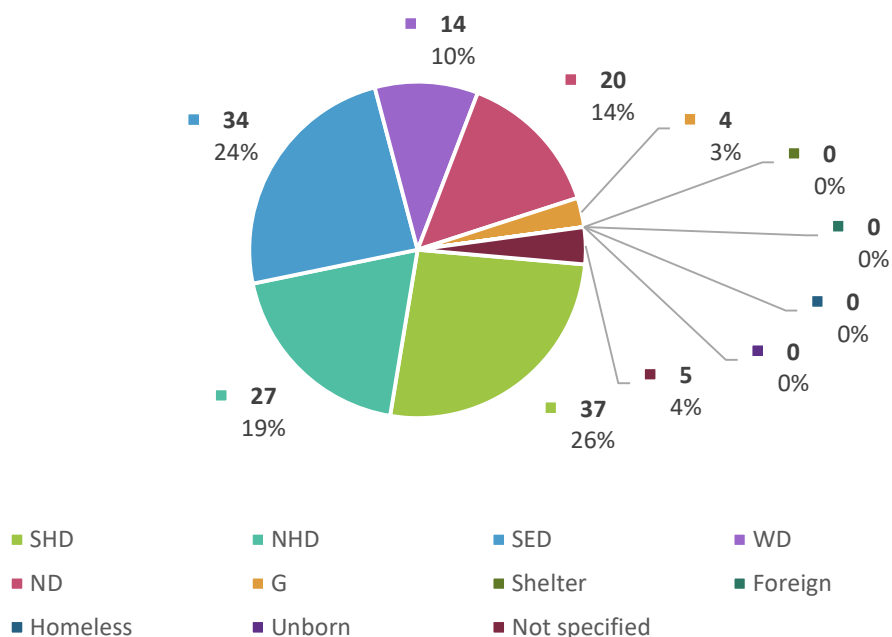


Figure 104: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 96% of the cases worked with were Maltese while non-Maltese made up 4% of cases.

CPV: 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 Southern Harbour District (37%) had the highest percentage of cases worked with in 2025.

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

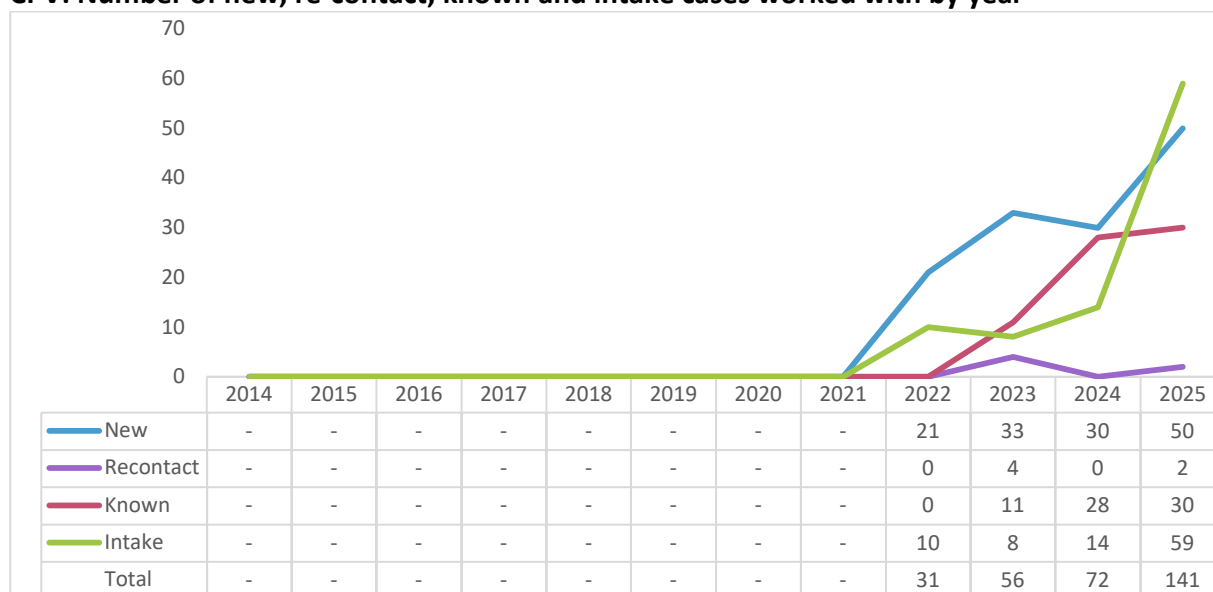


Figure 106: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2023 due to the implementation of an online data collection system. Since in 2022 all cases were newly inputted, there were nil (0) recontacts or known cases registered.

CPV: Case state at the end of the reporting period

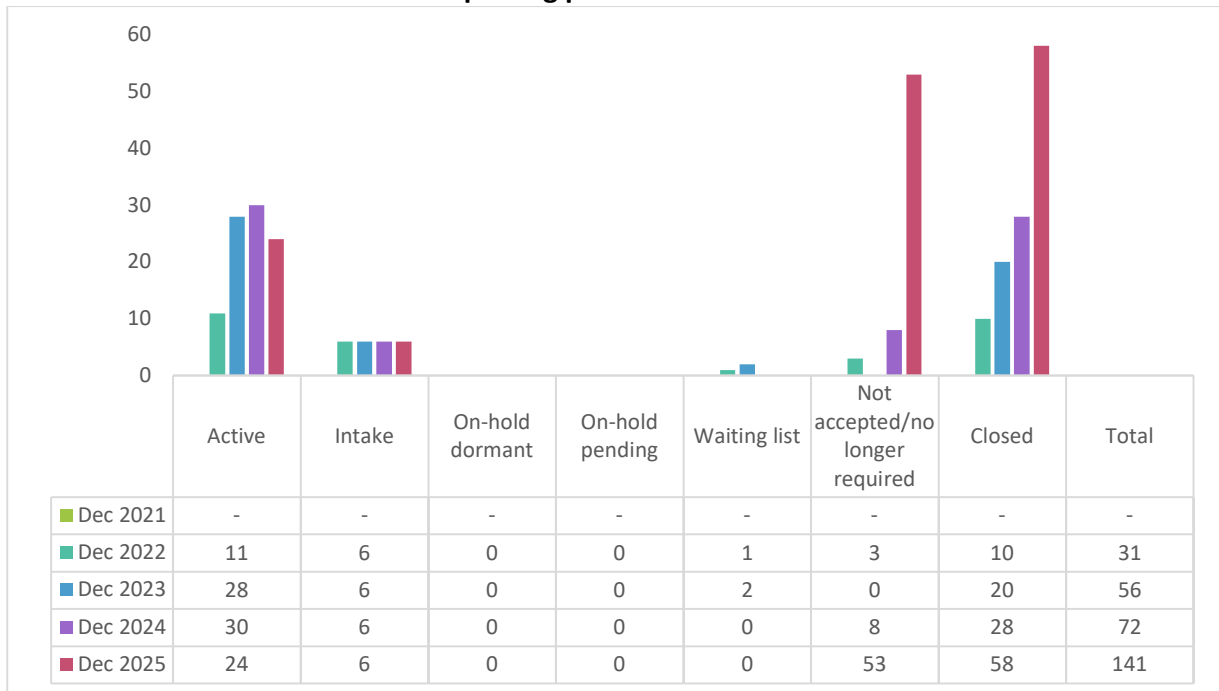


Figure 107: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 17% (24) 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.

CPV: Waiting list at the end of the reporting period

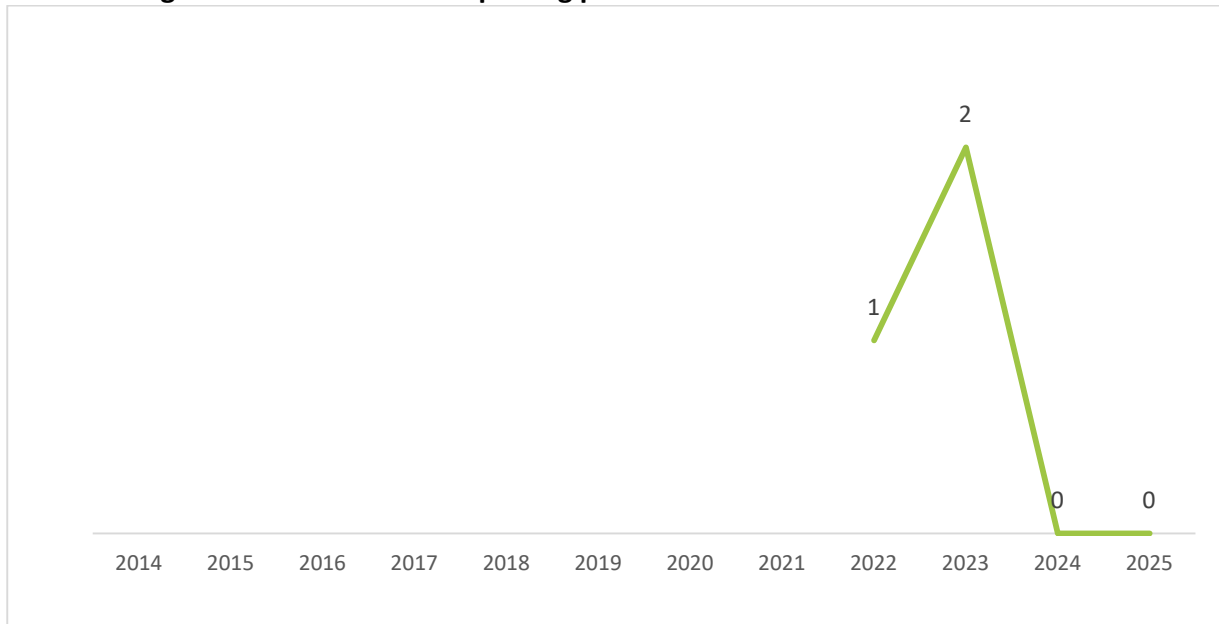


Figure 108: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

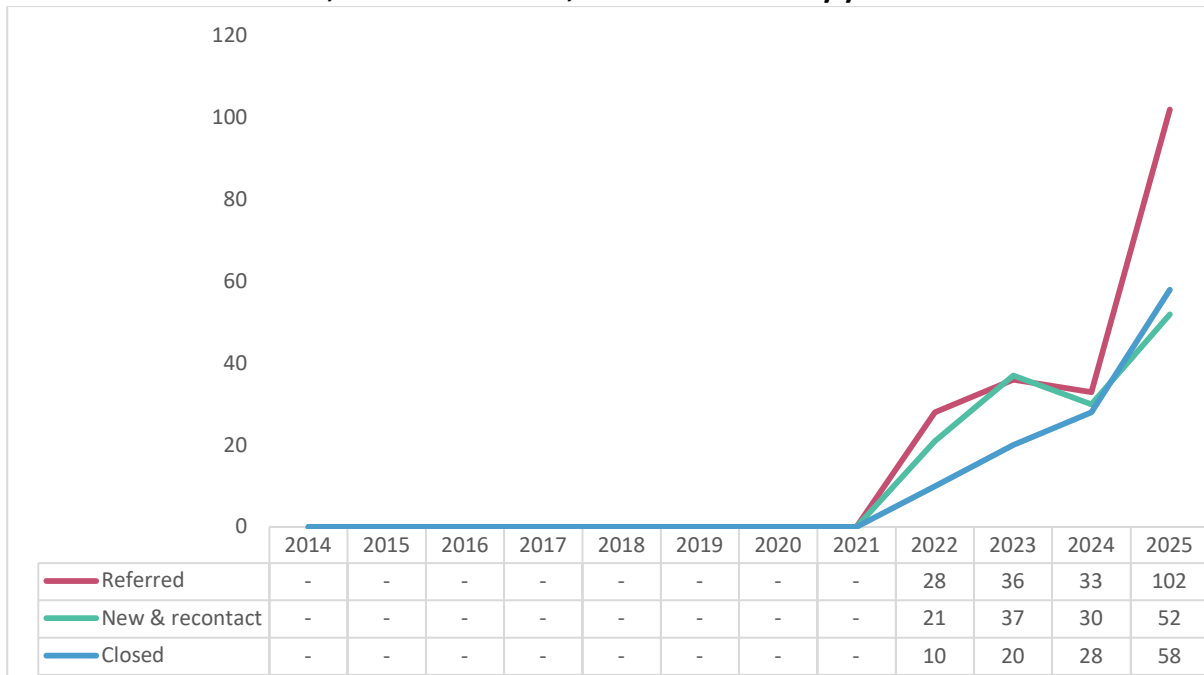


Figure 109: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 106 for breakdown of new & recontact cases). In 2025, 102 cases were referred, 52 new & recontact cases opened, and 58 cases closed.

CPV: number of referred cases by type of alleged abuse category January - December 2025			
	Yes	No	Total
Domestic violence	102	0	102
Gender-based violence	0	102	102
Honour-based violence	0	102	102
No abuse	0	102	102

Figure 110: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

CPV: number of referred cases by type of alleged abuse and year of referral.



Figure 111: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 102 referrals in 2025, 95 (93%) reported emotional abuse and out of 102 referrals in 2025, 84 (82%) reported physical abuse

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.

CPV: 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
<1	0	0	0	-	0	0
1-5	0	0	0	-	0	0
6-10	0	0	0	-	0	0
11-15	2	1	0	-	0	3
16-17	0	2	0	-	0	2
18-19	0	0	0	-	0	0
20-24	1	0	0	-	0	1
25-29	0	0	0	-	0	0
30-34	0	1	0	-	0	1
35-39	0	2	0	-	0	2
40-44	1	7	0	-	0	8
45-49	5	10	0	-	0	15
50-54	1	7	0	-	0	8
55-59	0	5	0	-	0	5
≥60	4	3	0	-	0	7
Not specified	0	0	0	-	0	0
Total	14	38	0	-	0	52

Figure 112: 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 45 to 49 (15).

LGBTIQ+ Wellbeing Service

The service began reporting statistics in July 2024.

LGBTIQ+: Number of cases and individuals worked with by year

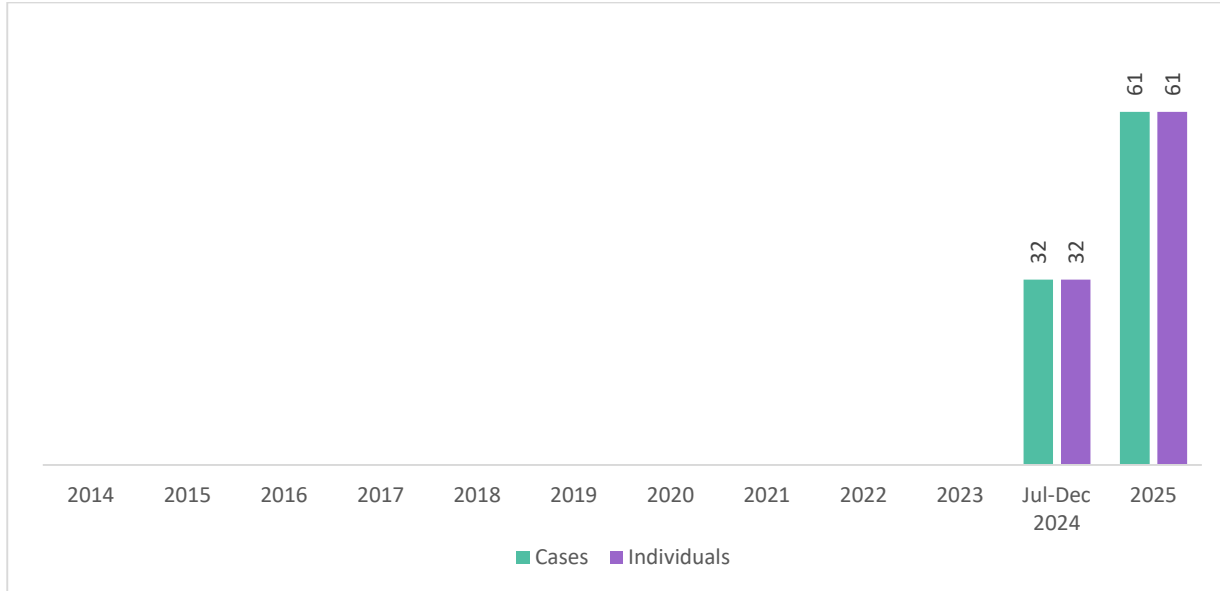


Figure 113: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 61 cases and 61 individuals were worked with compared to 32 and 32 respectively in Jul-Dec 2024.

A total of **61** cases were worked with between January and December 2025.

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

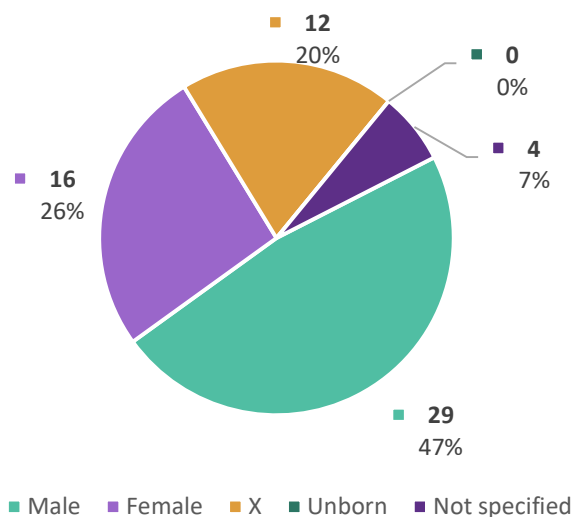


Figure 114: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with identified as male (47%).

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

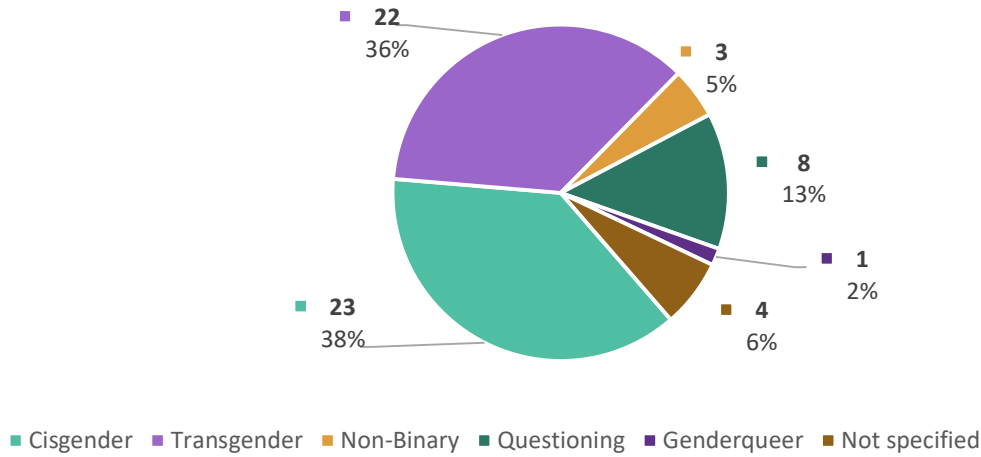


Figure 115: The figure above classifies the gender identity as identified by the service user. Gender identity is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. In 2025, the highest percentage of cases worked with involved cisgender persons (38%).

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

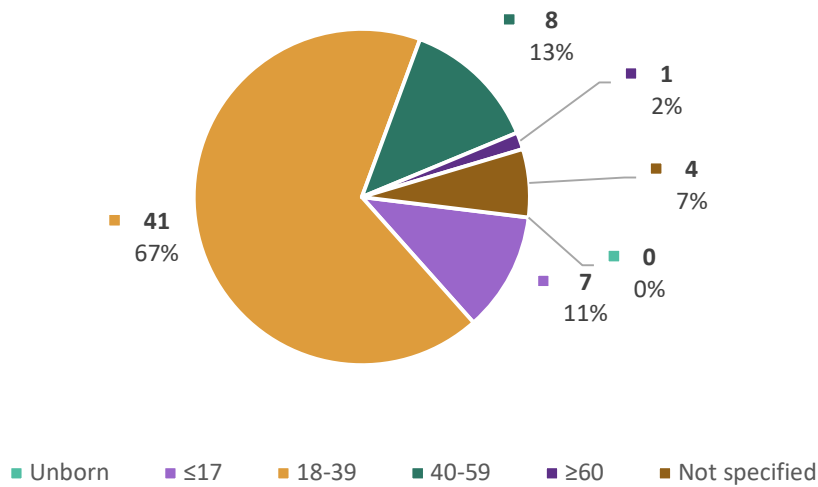


Figure 116: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (67%).

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

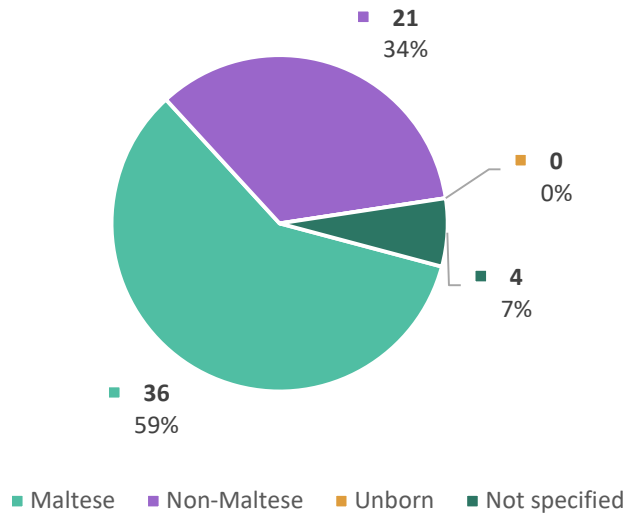
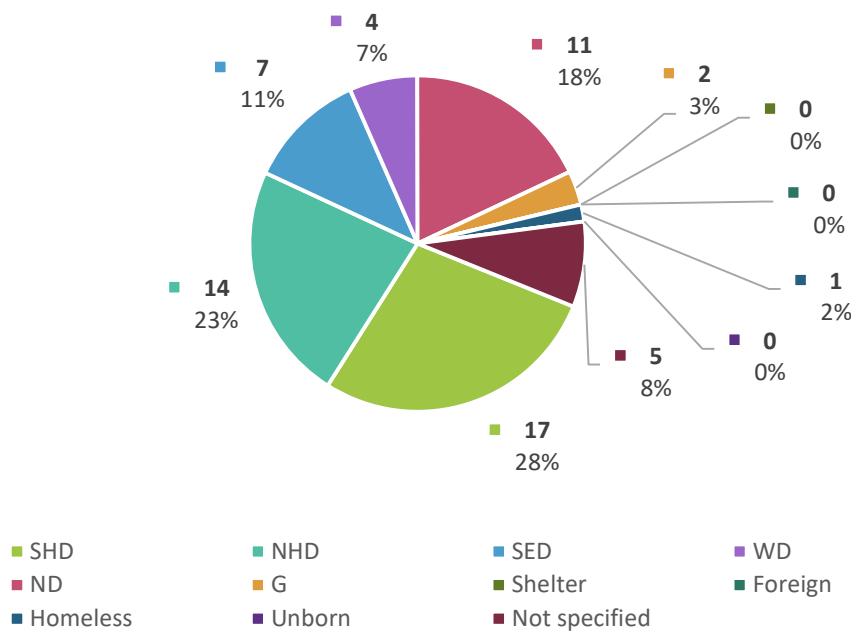


Figure 117: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 59% of the cases worked with were Maltese while non-Maltese made up 34% of cases.

LGBTIQ+: 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 118: 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 (28%) had the highest percentage of cases worked with in 2025.

LGBTIQ+: Number of new, re-contact and known cases worked with by year



Figure 119: 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 2024 due to the implementation of an online data collection system.

LGBTIQ+: Case state at the end of the reporting period

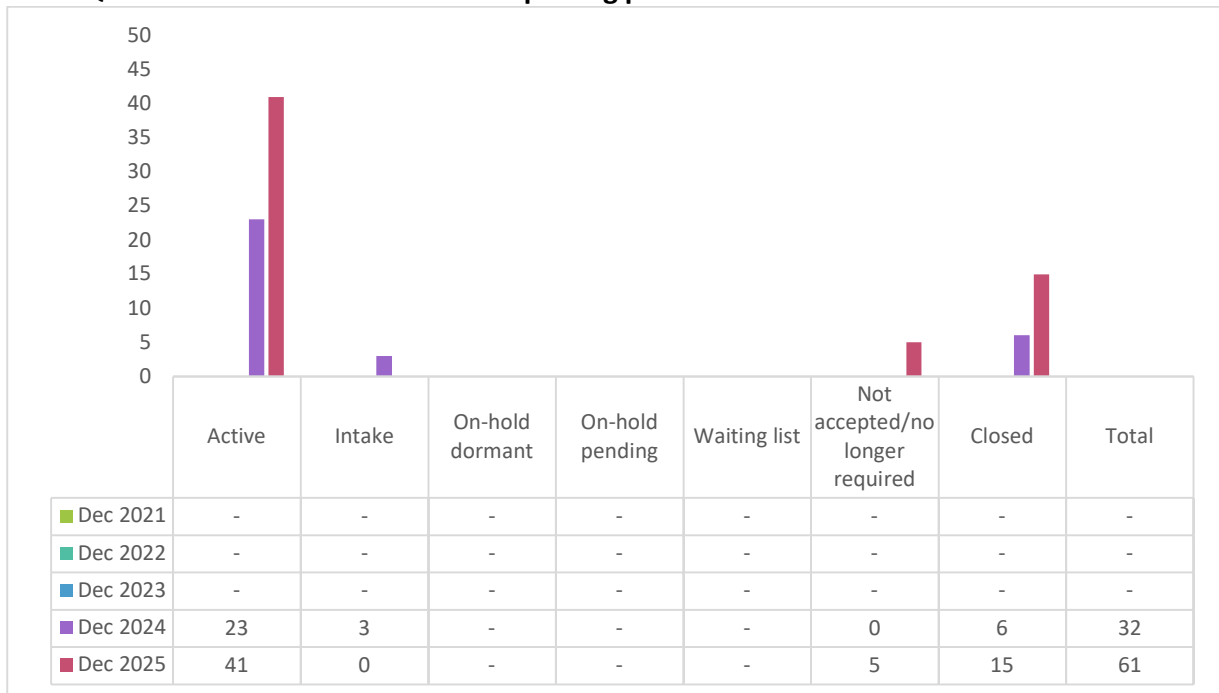


Figure 120: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 67% (41) 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.

LGBTIQ+: Waiting list at the end of the reporting period

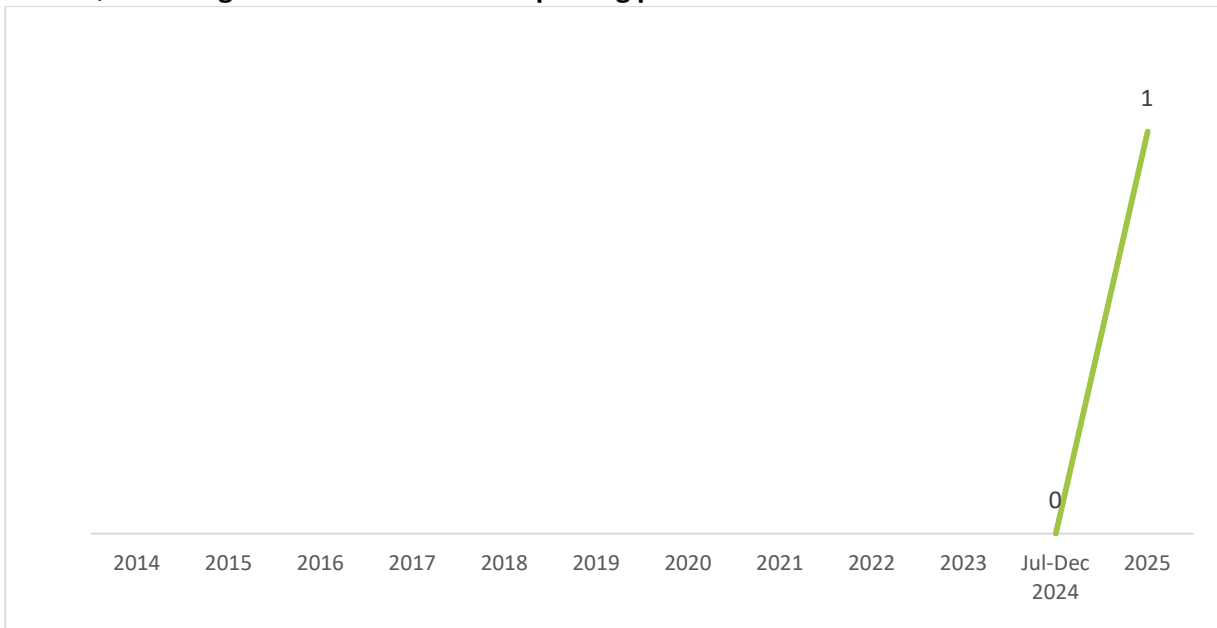


Figure 121: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

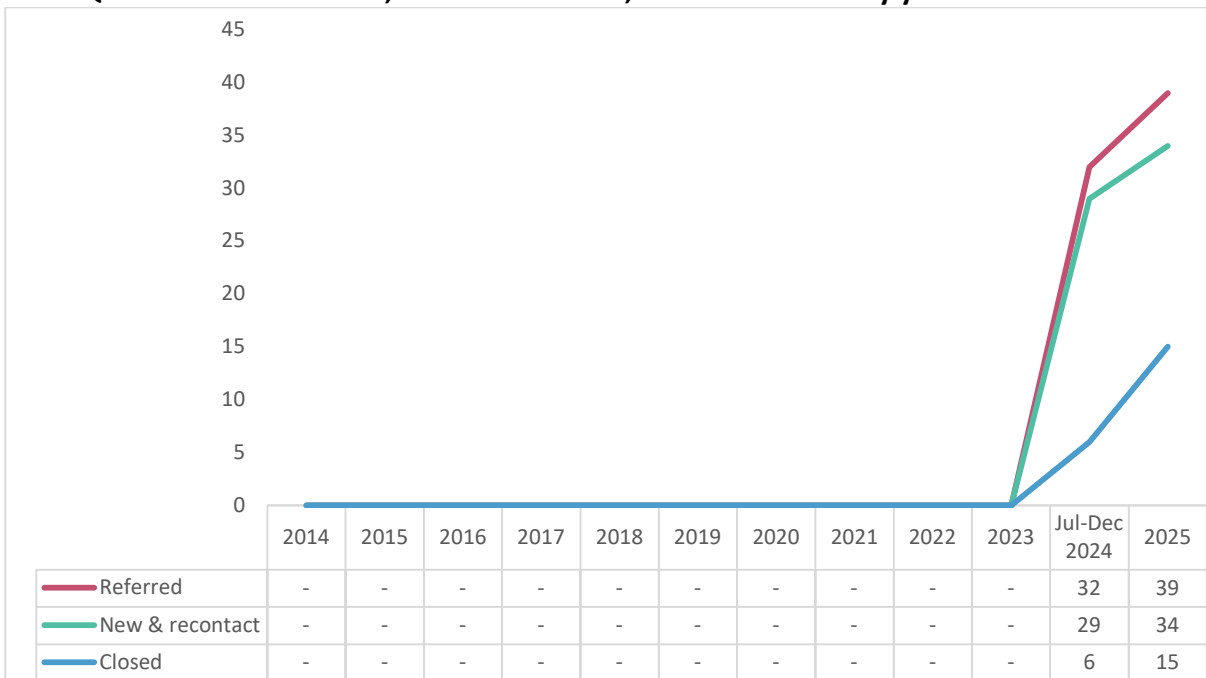


Figure 122: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 119 for breakdown of new & recontact cases). In 2025, 39 cases were referred, 34 new & recontact cases opened, and 15 cases closed.

A total of **34** cases were opened between January and December 2025.

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

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

Figure 123: 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 25 to 29 (7).

Emergency Service

The Emergency Service within this report provides information for services provided in Malta & Gozo. The service provides interventions to anyone requiring emergency assistance and support after working hours, on weekends or public holidays. Most service users receiving assistance will already be followed by another FSWS service.

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

Emergency: Total number of interventions and hours of interventions provided by year

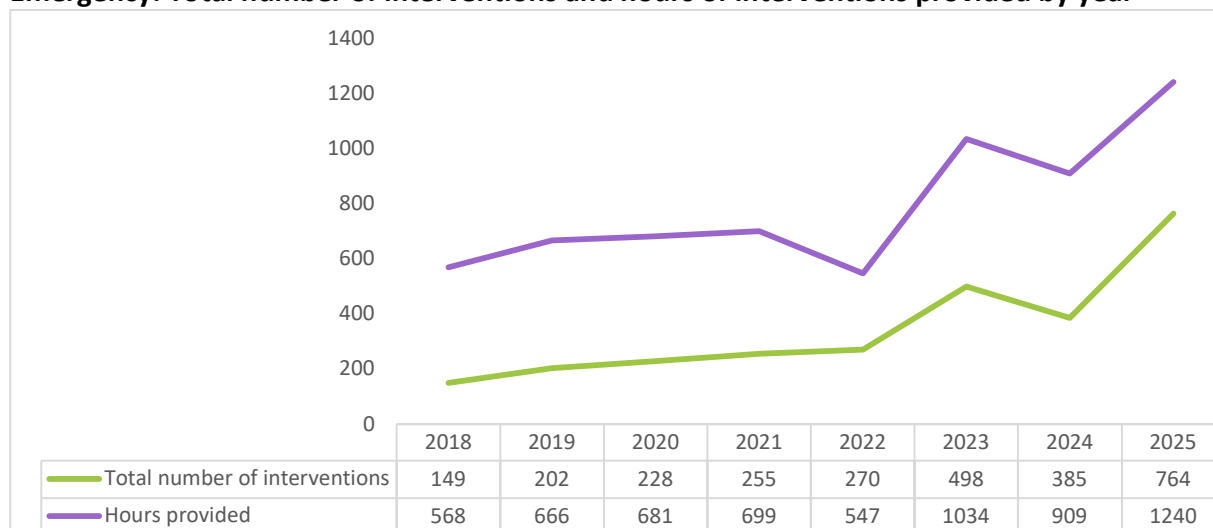


Figure 124: Prior to 2022, at least two workers conducted each intervention, and would each record the number of interventions they each provided. As of 2022 there was a change in the recording whereby only one of the workers records the intervention for both workers. In 2025 a total of 764 interventions were provided which amounted to 1,240 hours of interventions.

Emergency: Number of persons with whom the interventions were held by age category and year

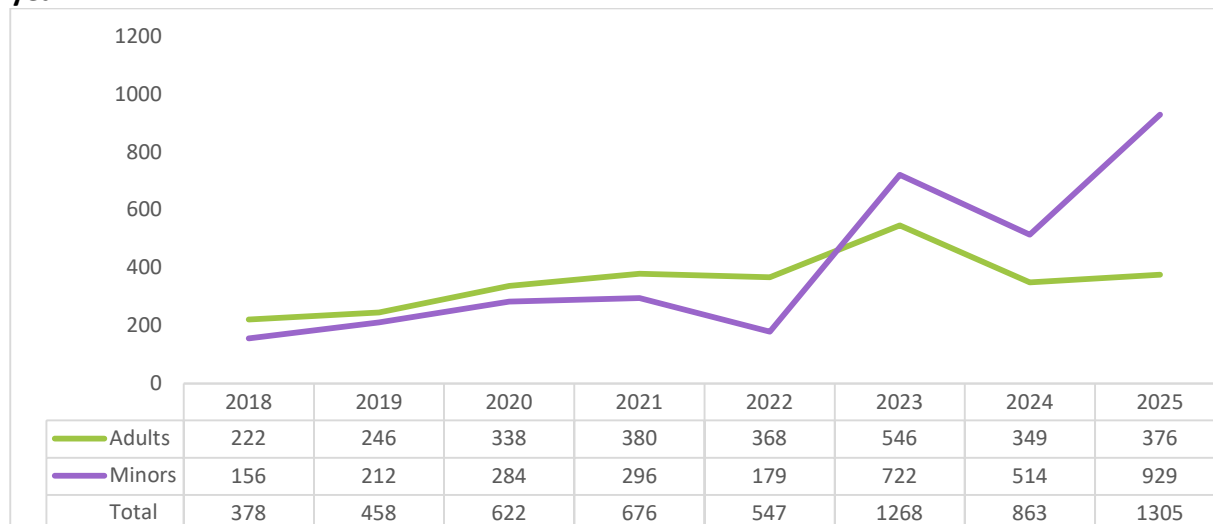


Figure 125: The figure above provides the number of persons with whom the interventions were conducted stratified by age category. For example, in 2025 a total of 1305 persons attended 764 interventions and the majority or attendees were minors (929 persons).

Emergency: Number of cases out-referred through the Emergency Service by year of referral

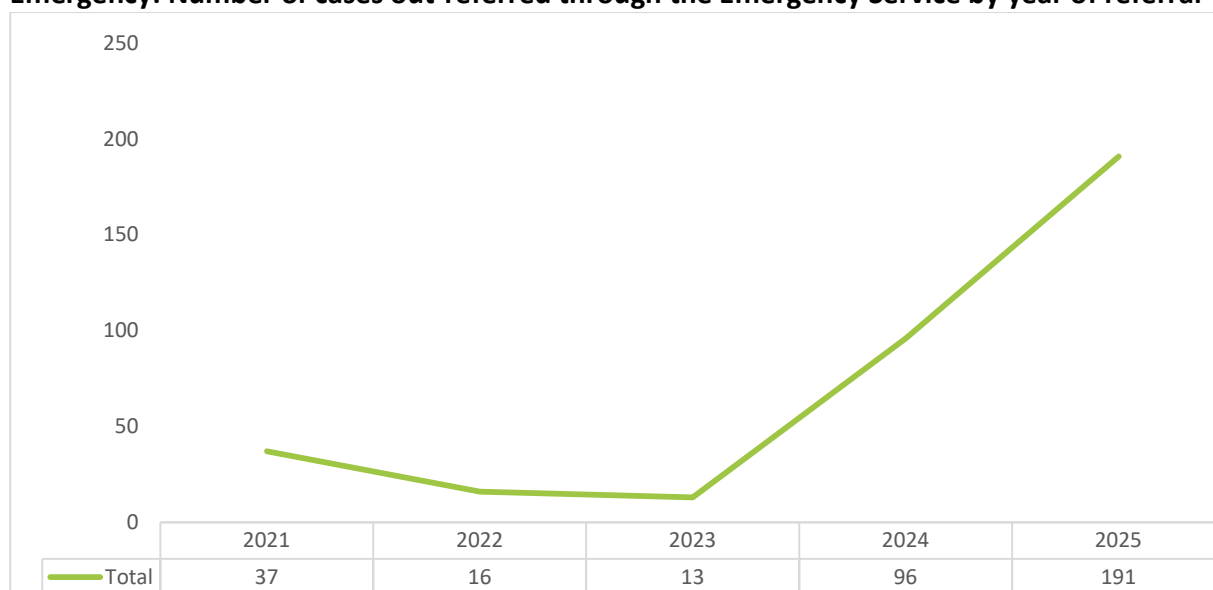


Figure 126: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e., out-referred). For example, in 2025, 191 service users were out-referred to another FSWS service.

Emergency: Number of cases out-referred by service referred to and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Child Protection Investigation	99	82	0	0	0	181
Domestic Violence Unit - Malta	0	2	0	0	0	2
Domestic Violence Unit - Gozo	0	2	0	0	0	2
Mater Dei Hospital Social Work Service	1	1	0	0	0	2
Appogg Homeless Service	1	0	0	0	0	1
Human Trafficking Service	0	1	0	0	0	1
Substance Misuse Out-Patients Unit	1	0	0	0	0	1
ACTS Community Service	0	1	0	0	0	1
Total	102	89	0	0	0	191

Figure 127: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e. out-referred). The figure above specified the service to which the service user was referred. For example, in 2025, 181 (95%) cases were out-referred to the Child Protection Service.

Emergency: Number of cases out-referred by gender and year of referral

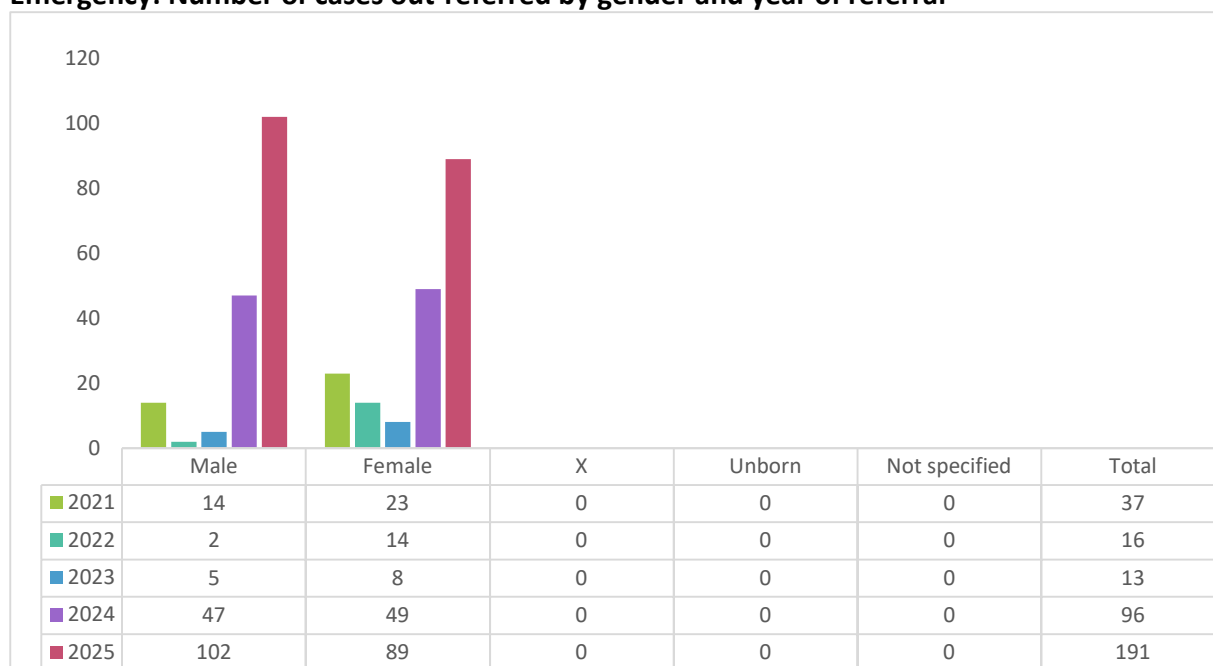
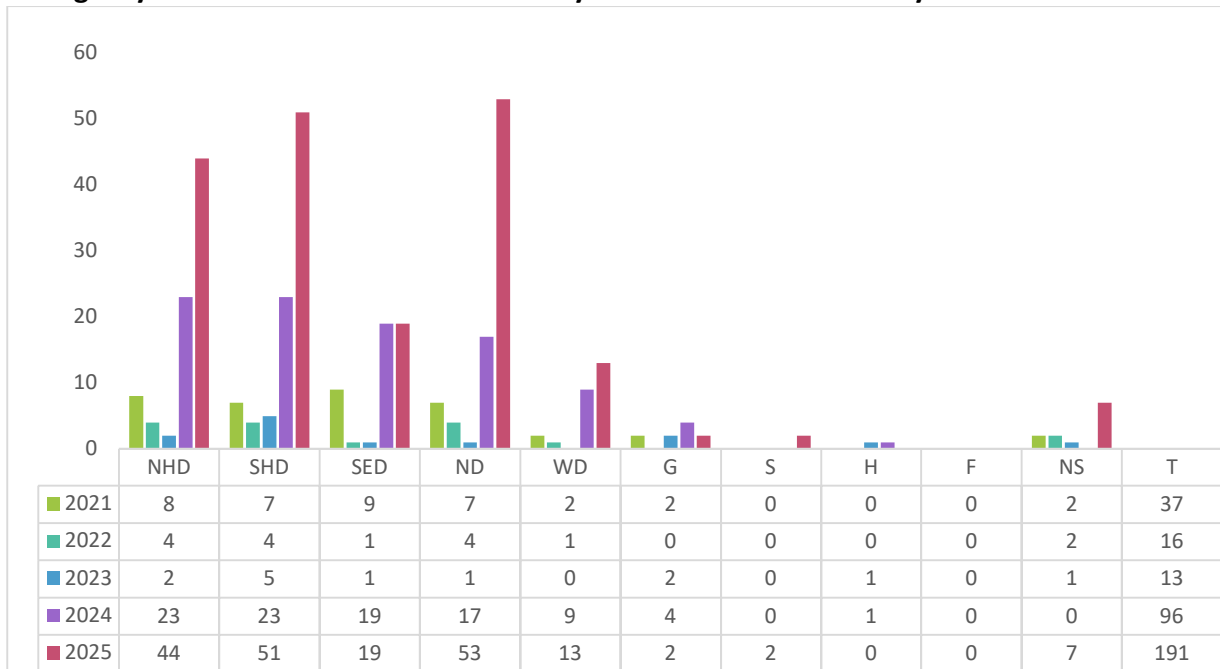


Figure 128: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e. out-referred). The figure above specified the gender at contact of the service user who was out-referred. For example, in 2025, 102 service users who were out-referred to another FSWS service were male.

Emergency: Number of cases out-referred by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	95	78	0	-	0	173
18-19	4	4	0	-	0	8
20-24	0	0	0	-	0	0
25-29	1	2	0	-	0	3
30-34	1	2	0	-	0	3
35-39	0	0	0	-	0	0
40-44	0	2	0	-	0	2
45-49	0	0	0	-	0	0
50-54	0	0	0	-	0	0
55-59	0	0	0	-	0	0
≥60	1	1	0	-	0	2
Not specified	0	0	0	-	0	0
Total	102	89	0	-	0	191

Figure 129: If a service user who is provided the Emergency Service does not already have contact with an FSWS service, the person will be referred to the appropriate service for follow-up (i.e. out-referred). The figure above specified the gender and age at contact of the service user who was out-referred.

Emergency: Number of cases out-referred by district of residence and year of referral



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

Figure 130: 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 (53) had the highest number of cases out-referred in 2025.

Programm Uljed Darna (PUD)

In 2021, some of the remit of Programm Uljed Darna (PUD), i.e., volunteers and generic work with children, was transferred to Home-Start under the Alternative Care Directorate.

Progett Tereza

PUD-Tereza: Donations by donation status and year

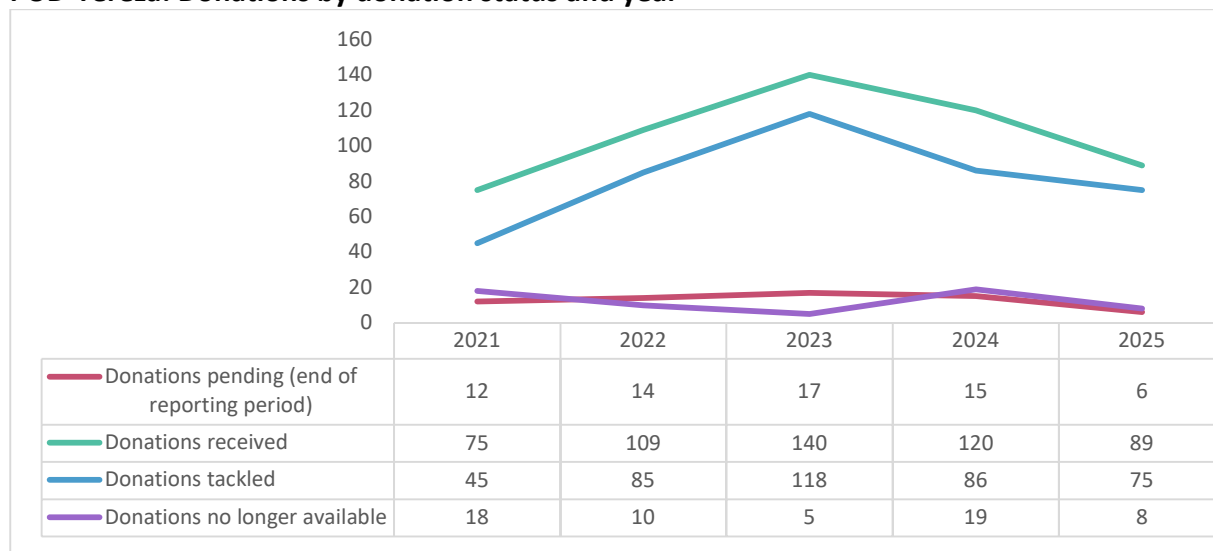


Figure 131: The figure above provides information on donation services whereby entities or persons donate physical objects (e.g., baby cribs). The figure provides data on the donations received, donations still pending (at the end of the reporting period), or donations tackled (or collected). It also provides the number of donations no longer available because of unavailable volunteers to collect them, or the donation is withdrawn by the person offering the donation. For example, in 2025, 89 donations were received and 75 were tackled.

PUD-Tereza: Requests by request status and year

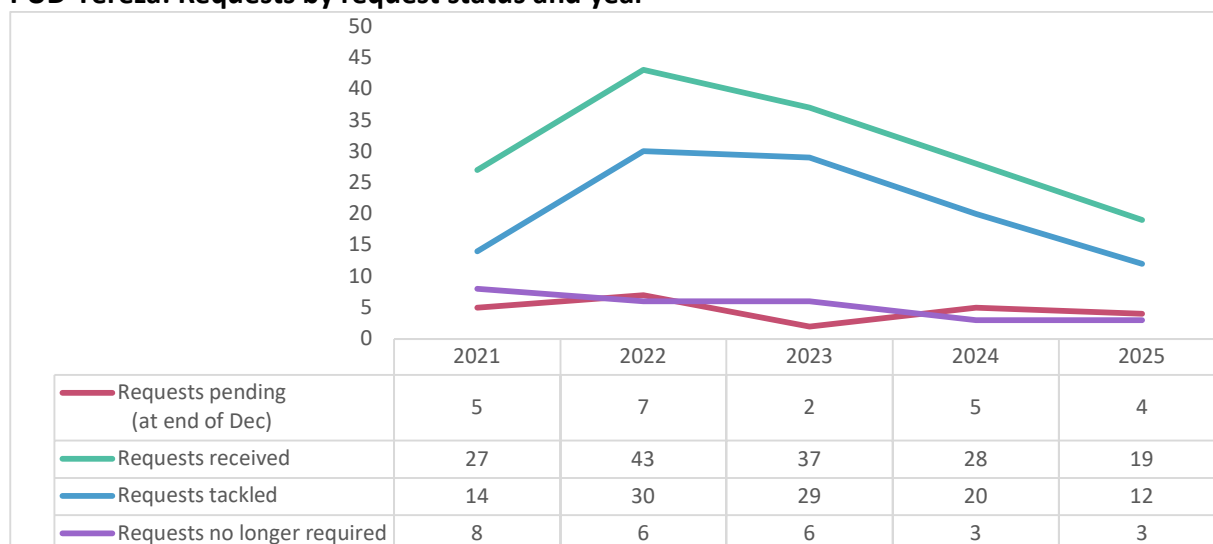


Figure 132: The figure above provides information on requests for physical objects received through donations (e.g., baby cribs). The figure provides data on the requests received, requests still pending (at the end of the reporting period), or requests tackled (or delivered). It also provides the number of requests no longer required because it is withdrawn by the person requesting the object. For example, in 2025, 19 requests were received and 12 were tackled.

Supportline 179

A new online data collection system and reporting format were introduced in April 2020 whereby data incorporates calls to both 179 and 1772 together. As of January 2024, the 1772 was discontinued.

SPL179: Total number of calls received by year

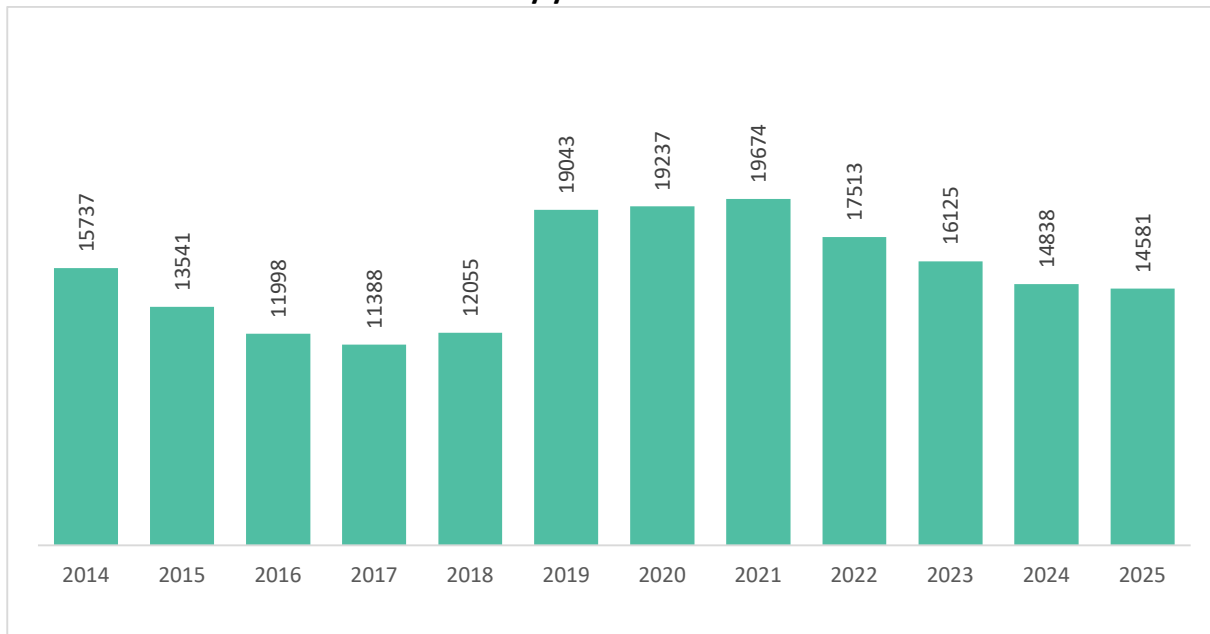


Figure 133: The figure reports the total number of calls received within the reporting year, e.g., in 2025 a total of 14,581 calls were received.

SPL179: Number of calls received by type of call and year

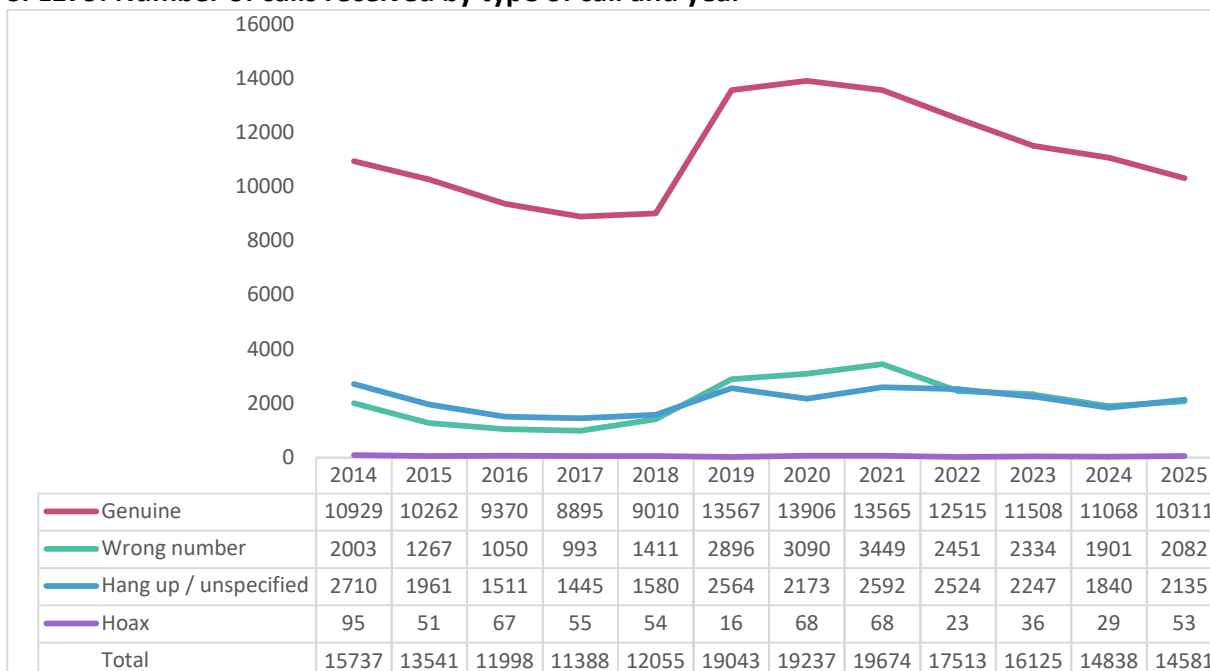


Figure 134: Calls received may not necessarily be genuine calls. Some calls may be wrong numbers, some people hang up the call before it can be processed, or some calls are hoaxes. For example, out of 14,581 calls received in 2025, 10,311 (71%) were genuine calls.

SPL179: Number of genuine calls received by gender and year



Figure 135: Although callers may remain anonymous, most specify their gender during the genuine call. In 2025, the majority of genuine calls were female with 5972 calls (58%).

SPL179: Outcome of genuine call

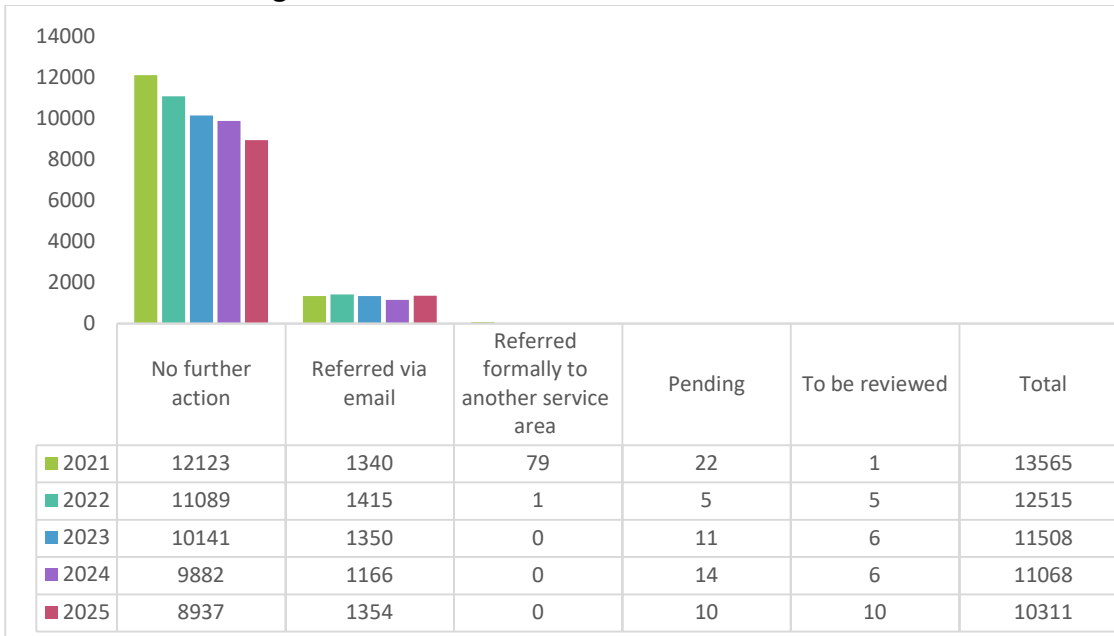


Figure 136: All calls received can be processed further if required by either referring the case to another service area (formally or via email), further discussing the case to determine the appropriate action (i.e., to be reviewed or pending), or even reviewing the case to be taken up by social worker within the Supportline 179 for social work intervention. However, the majority of calls do not require further action e.g., 8937 (87%) calls in 2025 did not require further action. This variable on outcome only became available with the introduction of a new data collection system in 2021.

SPL179: Genuine call by age category of caller

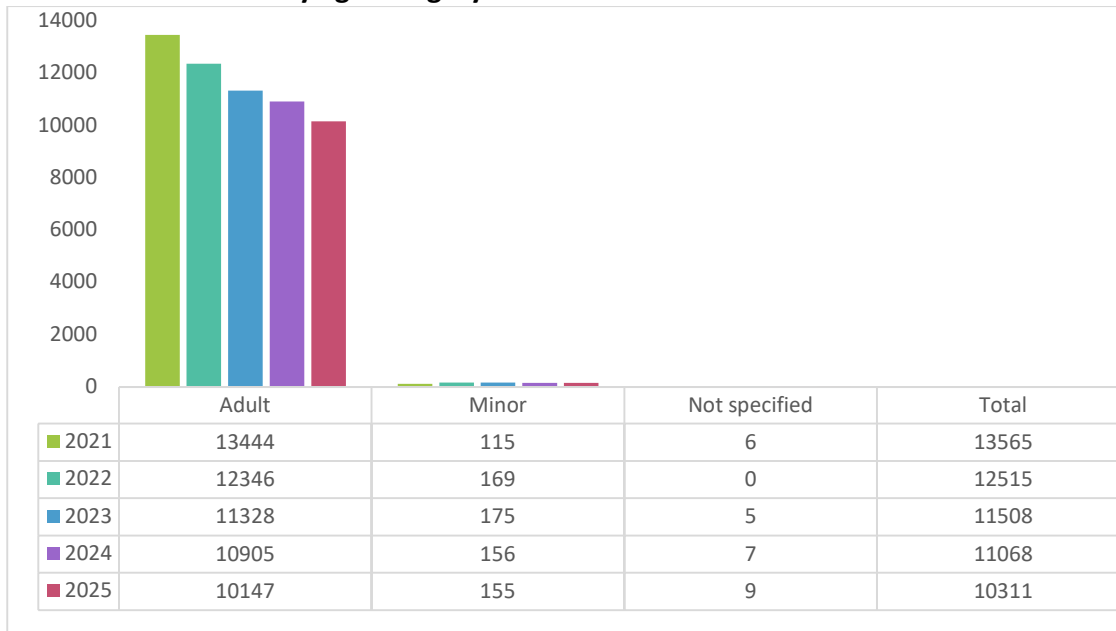


Figure 137: Although callers may remain anonymous, most genuine callers specify their age category. In 2025, the majority of genuine calls were from adults, with 10,147 calls (98%).

SPL179: Number of genuine calls where information or listening services were requested

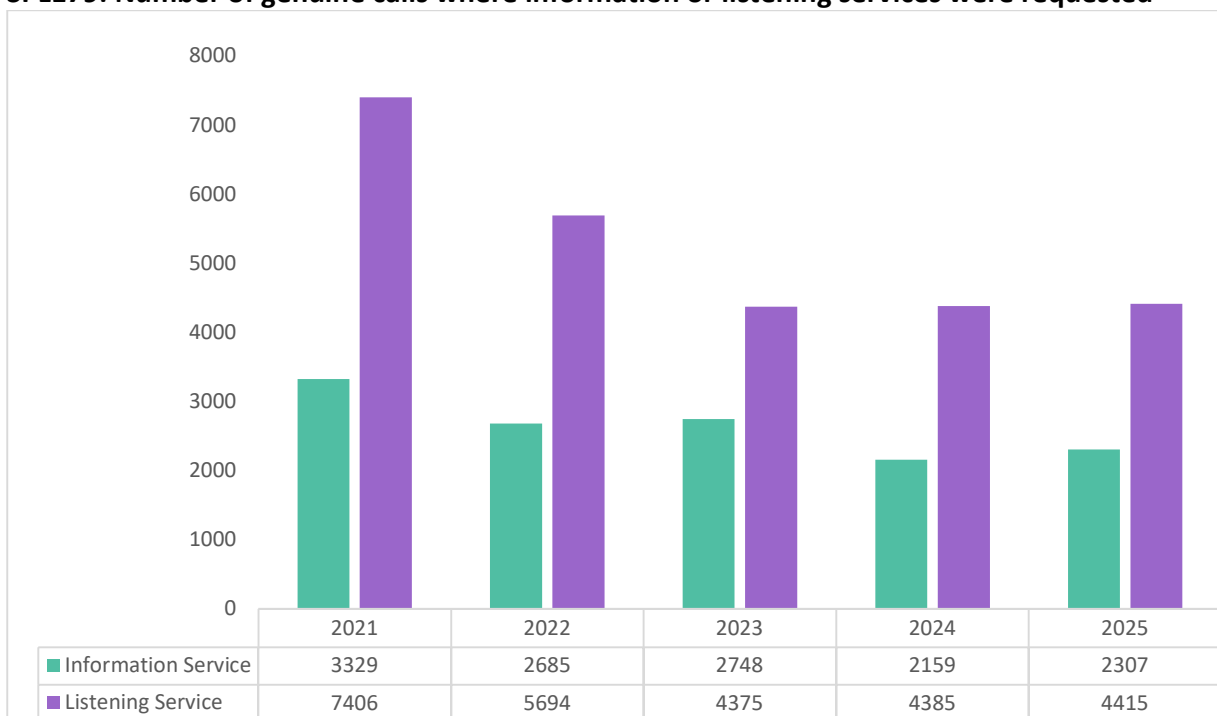


Figure 138: Callers often call for information (e.g., queries about services or how to access them) or to be listened to (e.g., talk about their day or conversations about national events) and do not provide further information or do not require further assistance. For example, out of 10,311 genuine calls in 2025, 2,307 required information whilst out of 10,311 genuine calls in 2025, 4,415 required listening services.

SPL179: Number of genuine calls by primary problem					
	2021	2022	2023	2024	2025
Abuse of an adult	24	15	30	18	24
Abuse of elderly persons	54	53	66	89	69
Adoption related	3	6	3	4	3
Aggressive\violent behaviour	100	109	98	106	109
Alcohol	111	129	134	153	140
Bereavement	35	23	25	30	25
Bullying others or being bullied	47	35	43	50	45
Care of significant others	4	4	3	1	1
Child abuse - at risk	101	79	87	73	110
Child abuse - emotional	109	128	109	123	105
Child abuse - neglect	149	160	151	185	168
Child abuse - physical	89	96	81	97	102
Child abuse - sexual	21	17	12	12	9
Child access	76	67	104	88	104
Child care	53	43	46	65	51
Communication issues in romantic relationship	17	14	13	10	4
Crime (adult)	8	5	5	9	5
Cyber-bullying or victim of cyber-bullying	23	18	20	28	31
Delinquency (youth)	6	13	23	12	16
Disability related issues (any)	58	-	-	-	-
Disability related issues (auditory)	-	0	0	0	1
Disability related issues (intellectual)	-	15	5	3	8
Disability related issues (physical)	-	31	30	52	48
Disability related issues (visual)	-	8	14	18	24
Divorce	4	7	0	3	6
Domestic violence - at risk	82	79	82	60	87
Domestic violence - emotional	341	297	267	322	332
Domestic violence - financial	15	14	8	6	12
Domestic violence - neglect	5	13	5	6	6
Domestic violence - physical	245	197	181	208	203
Domestic violence - sexual	10	2	9	1	4
Drugs (prescription medication)	14	18	26	34	48
Drugs (illicit substances)	156	136	203	195	173
Eating disorder	4	8	2	2	3
Elderly needs	297	252	217	313	267
Employment problems	20	20	26	31	24
Financial problems	67	42	64	60	44
Foster placement	19	8	4	7	7
Gambling	15	25	27	34	69
Harassment	36	9	25	7	23
Homeless	526	507	720	618	829
Housing problems	29	41	60	43	26
Illegal content	5	-	7	4	3
Infidelity in romantic relationship	12	14	14	13	9
Language or cultural barriers	1	0	0	1	3
Legal issues	172	129	98	118	134

Loneliness	4069	3636	3642	3902	3231
Marital separation	0	0	0	95	74
Mental health	1715	1353	1536	1468	1451
Migrant related issues	2	2	4	3	1
Non-person directed behaviours	30	44	37	1	20
Oppositional defiant disorder	6	2	0	22	0
Parent child attachment issues	40	74	108	110	92
Parenting skills	27	24	33	25	29
Personal hygiene issues	4	0	3	1	1
Physical health	158	110	83	150	191
Pregnancy related issues	10	7	5	2	6
Relationship problems with reconstituted family	11	17	12	15	5
Relationship problem with extended family	60	40	32	50	56
Relationship problem with nuclear family	270	194	185	225	192
Residential care	59	51	29	27	18
Romantic relationship conflicts	392	362	352	302	289
Running away	13	24	26	15	23
School related problems	15	19	27	23	45
Self-injury behaviours	78	71	79	58	42
Sexting	3	1	2	3	0
Sexual assault/rape	8	22	13	10	7
Sexuality related issues	19	7	17	7	10
Social security benefits issues	22	2	11	29	26
Stereotyped behaviours	2	0	0	1	1
Technology addiction	9	2	0	4	5
Unemployment	5	1	4	4	5
Usury	11	3	3	8	0
Victim of past child abuse	-	1	1	1	0
Other	544	1124	546	45	26
None specified or no other issue	2820	2436	1571	1150	951
Totals	13565	12515	11508	11068	10311

Figure 139: Callers may mention one or more issues during a call, 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 the call and they also rank the issues. Any issue that the caller reported but that is not on the list is noted as 'other' and 'none specified' is reported if no issue is acknowledged or named or the person only required information or listening.

Hotline & Helpline

Hotline & Helpline: Number of reports received by service and year

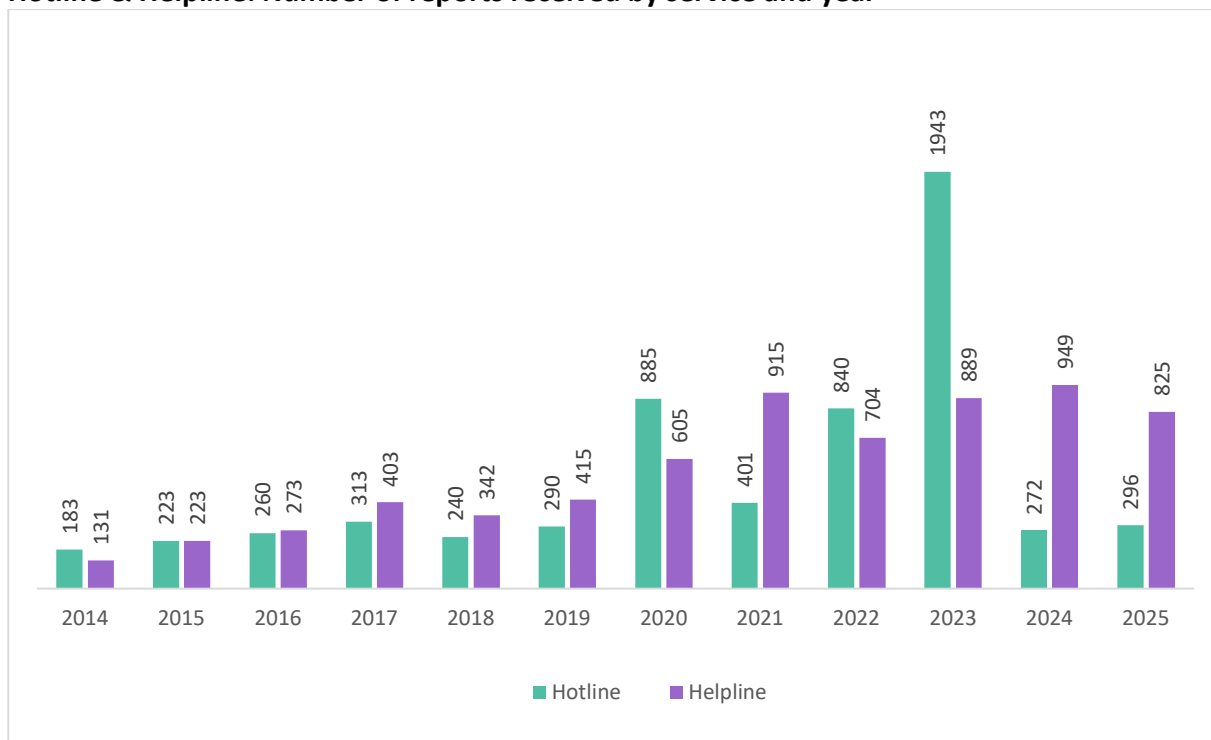


Figure 140: The figure above provides the number of reports received by the hotline from the public concerning websites that host content related to online child abuse whilst the helpline provides the number of reports about such issues received through the internet-based calling system.

Appogg: Health-related services (Appogg-health): Global level data

This section provides information on an Agency level for services which provide health or mental health-related services⁴. This excludes individual or family related services reported in a separate section.

A new online data collection system and reporting format began being introduced in 2019 with further services being added along the years. Information on when the online data collection systems were implemented within the services can be found within the respective service's section. Also, all data prior to 2024 was revised in order to ensure comparability.

Appogg-health: Approximate total number of cases and individuals worked with at Appogg-health by year



Figure 141: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. In 2025, 6624 cases and 6186 individuals were worked with compared to 5565 and 5216 respectively in 2024.

A total of **6,624** cases were worked with between January and December 2025.

⁴ Services consist of Mater Dei Hospital Social Work Service; Bennisena Service; Oncology Social Work Service; Qormi Health Centre Social Work Service; St Vincent De Paule Social Work Service; Primary Health Care Service; Bormla Mental Health Care Service; Floriana Mental Health Care Service; Mtarfa Mental Health Care Service; and Child and Young People's Service.

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

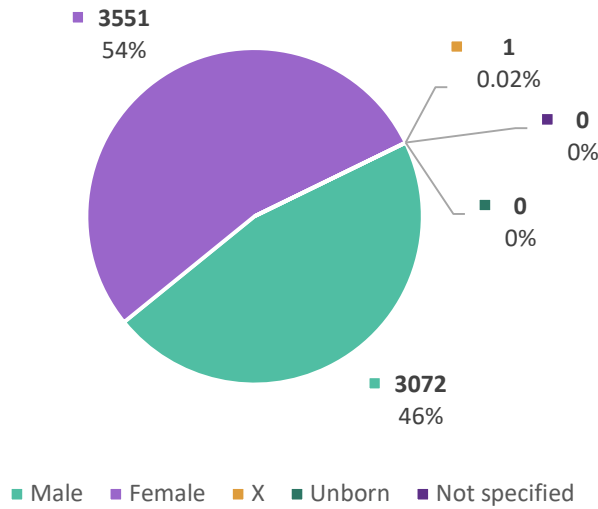


Figure 142: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (54%).

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

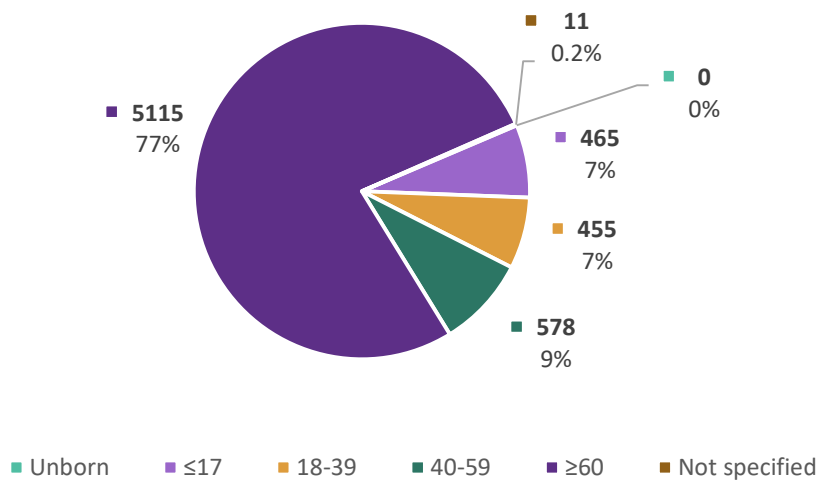


Figure 143: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (77%).

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

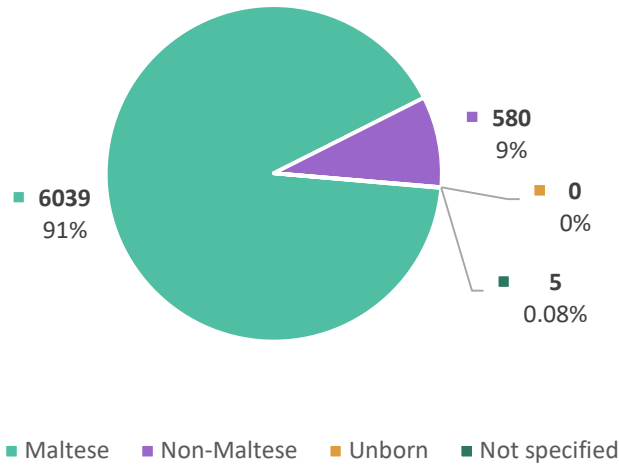
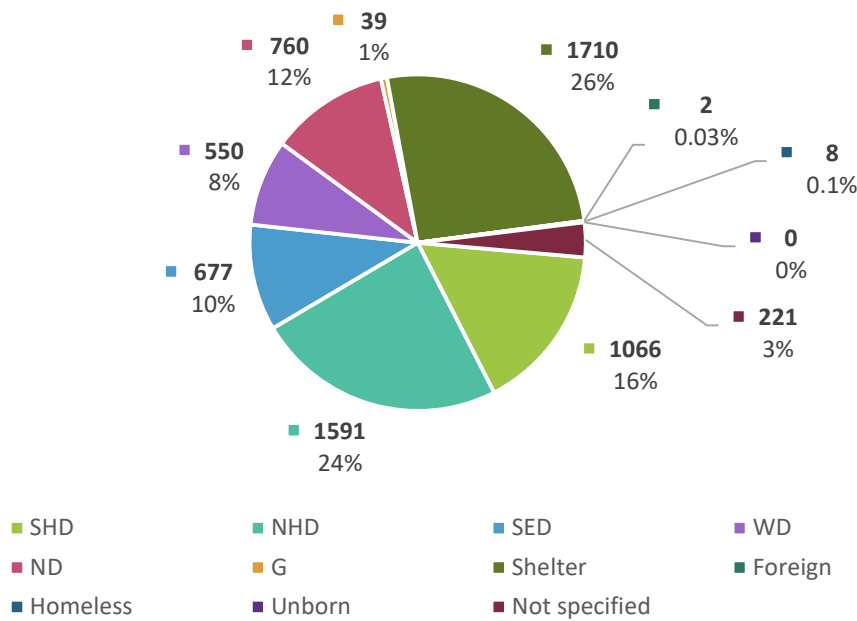


Figure 144: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 91% of the cases worked with were Maltese while non-Maltese made up 9% of cases.

Appogg-health: 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 145: 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 shelter/institution (26%) had the highest percentage of cases worked with in 2025, followed by the Northern Harbour District (24%).

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

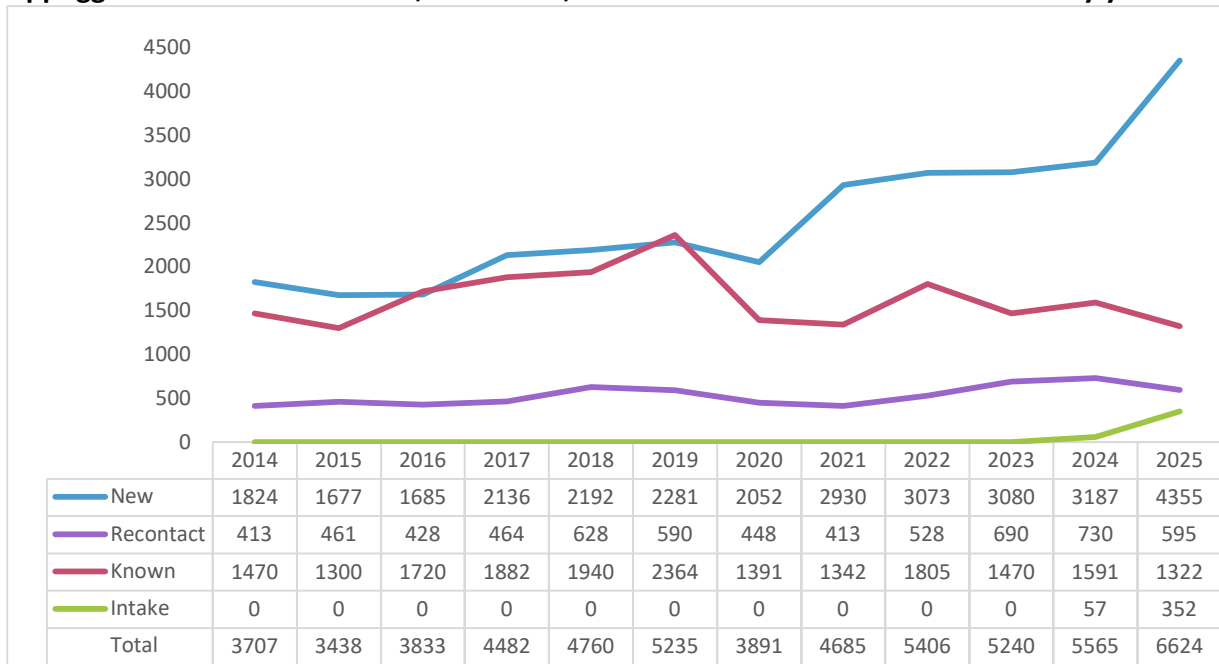


Figure 146: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2024 due to the implementation of an online system.

Appogg-health: Case state at the end of the reporting period

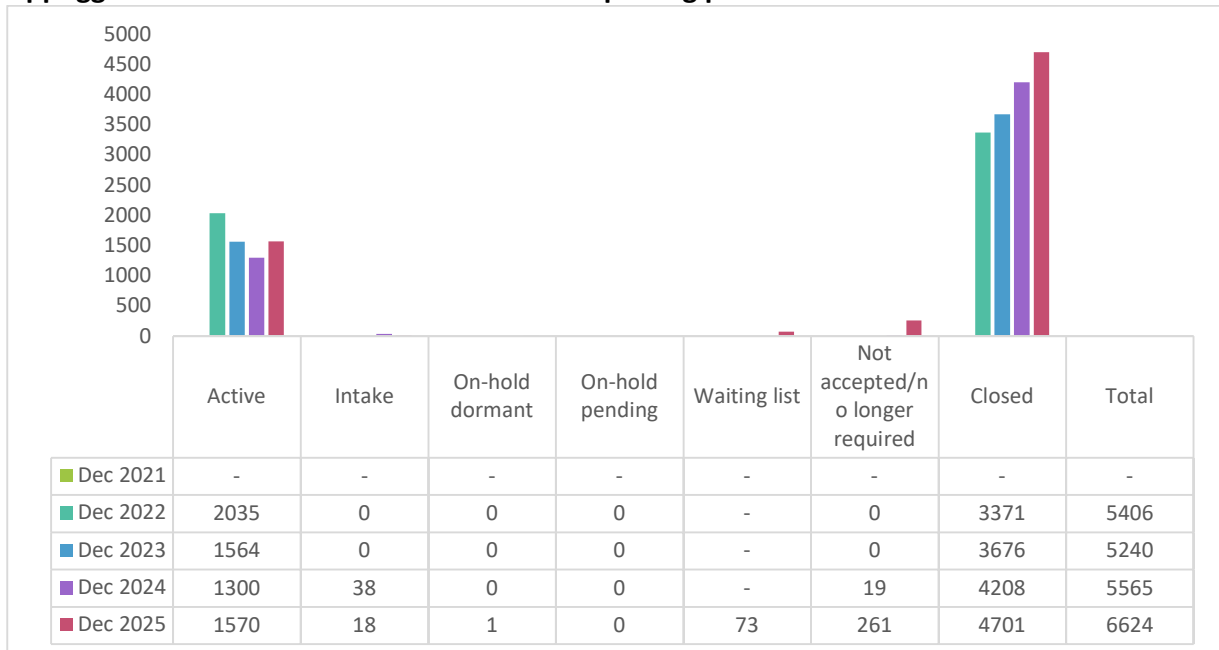


Figure 147: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 24% (1570) of the cases worked with were still active. The waiting list⁵ 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.

⁵ The waiting list in figure 8 is only reported for cases worked with registered on the online data collection system. The waiting list in figure 9 is the full waiting list of all DAC services.

Appogg-health: Waiting list at the end of the reporting period

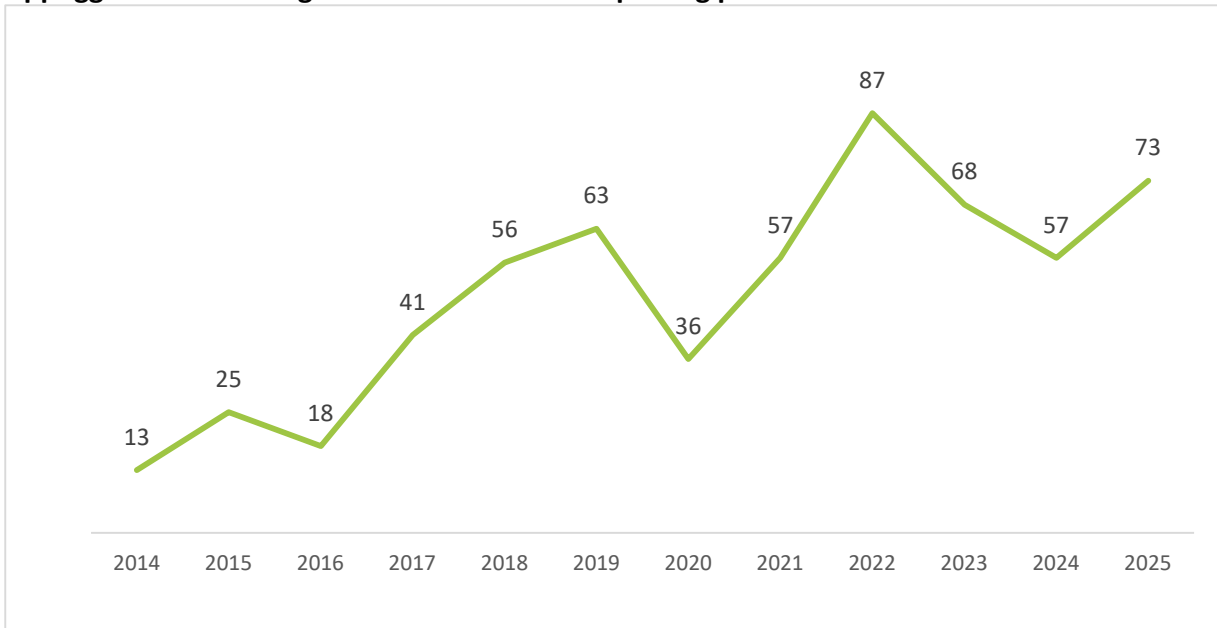


Figure 148: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

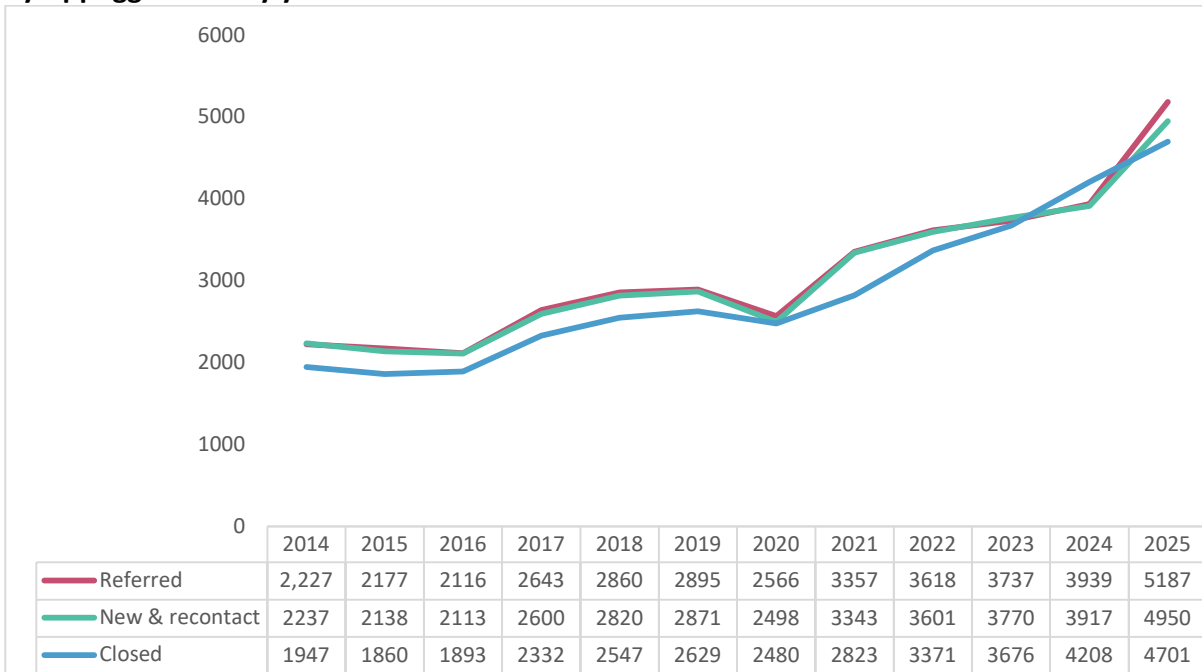


Figure 149: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 146 for breakdown of new & recontact cases). In 2025, 5,187 cases were referred, 4,950 new & recontact cases opened, and 4,701 cases closed.

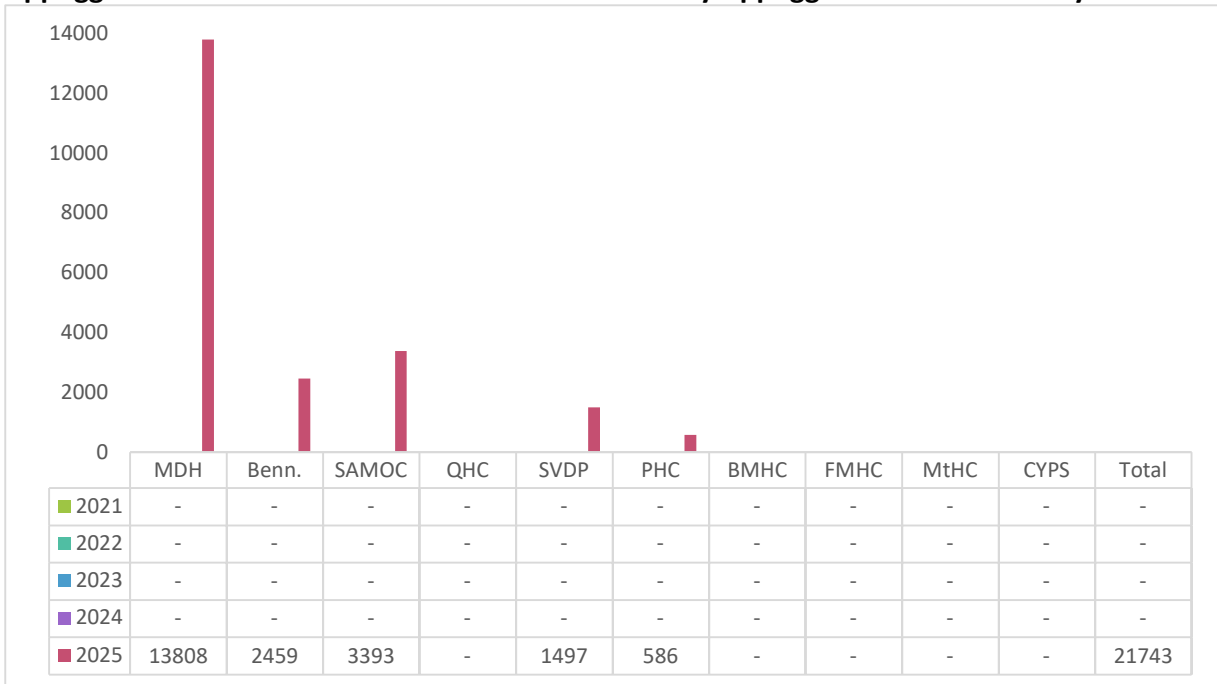
A total of **4,950** cases were opened between January and December 2025.

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

Appogg-health: 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	6	5	0	0	0	11
1-5	19	11	0	0	0	30
6-10	66	27	0	0	0	93
11-15	61	47	0	0	0	108
16-17	14	16	0	0	0	30
18-19	6	10	0	0	0	16
20-24	13	39	0	0	0	52
25-29	21	45	0	0	0	66
30-34	19	37	0	0	0	56
35-39	39	38	0	0	0	77
40-44	27	39	0	0	0	66
45-49	46	39	0	0	0	85
50-54	55	31	0	0	0	86
55-59	77	38	0	0	0	115
≥60	1833	2218	1	0	0	4052
Not specified	1	6	0	0	0	7
Total	2303	2646	1	0	0	4950

Figure 150: 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 60 or over (4052).

Appogg-health: Number of interventions conducted by Appogg-health service and year



Graph Key: MDH = Mater Dei Hospital Social Work Service; Benn = Bennisena Service; SAMOC = Oncology Social Work Service; QHC = Qormi Health Centre Social Work Service; SVDP - St Vincent de Paule Social Work Service; PHC = Primary Health Care Service; BMHC = Bormla Mental Health Care Service; FMHC = Floriana Mental Health Care Service; MtHC = Mtarfa Mental Health Care Service; CYPS = Child and Young People’s Service.

Figure 151: 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 providing health or mental health-related services 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.

Mater Dei Hospital Social Work Service (MDH)

A data cleaning exercise occurred in 2020 and ghost cases were eliminated. A new online data collection system and reporting format were introduced in mid-March 2024.

MDH: Number of cases and individuals worked with by year

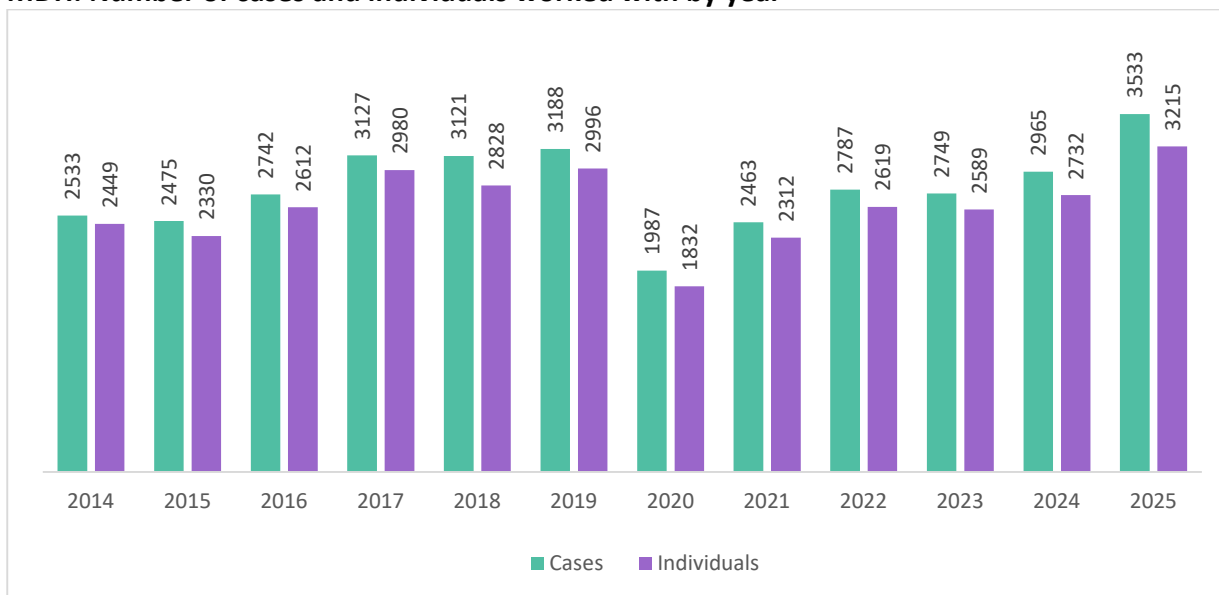


Figure 152: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 3533 cases and 3215 individuals were worked with compared to 2965 and 2732 respectively in 2024.

A total of **3,533** cases were worked with between January and December 2025.

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

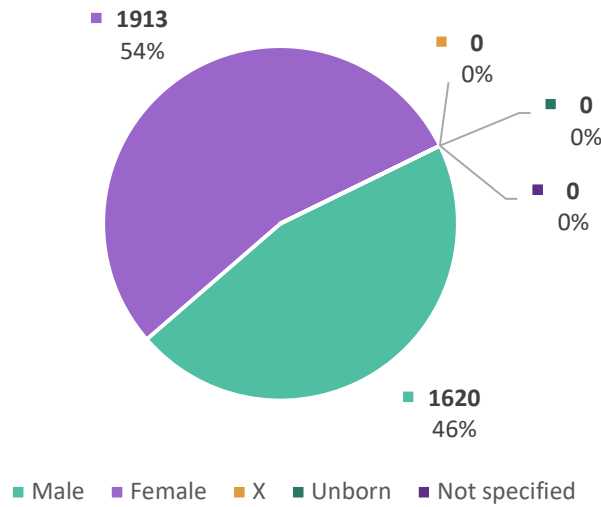


Figure 153: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (54%).

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

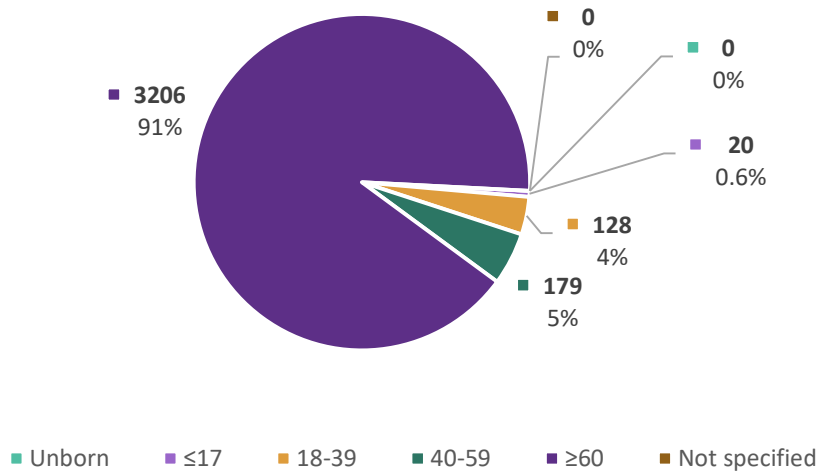


Figure 154: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (91%).

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

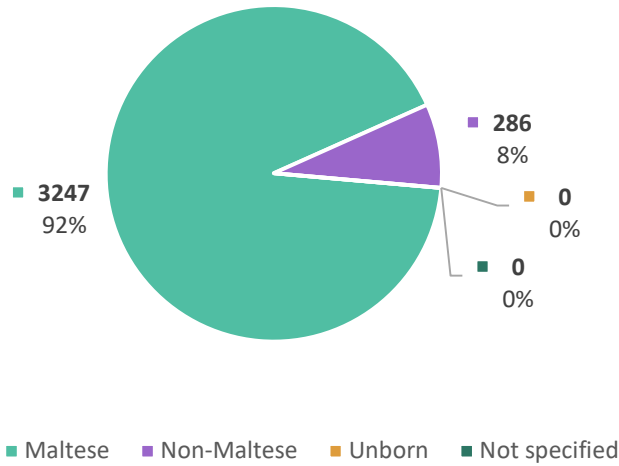
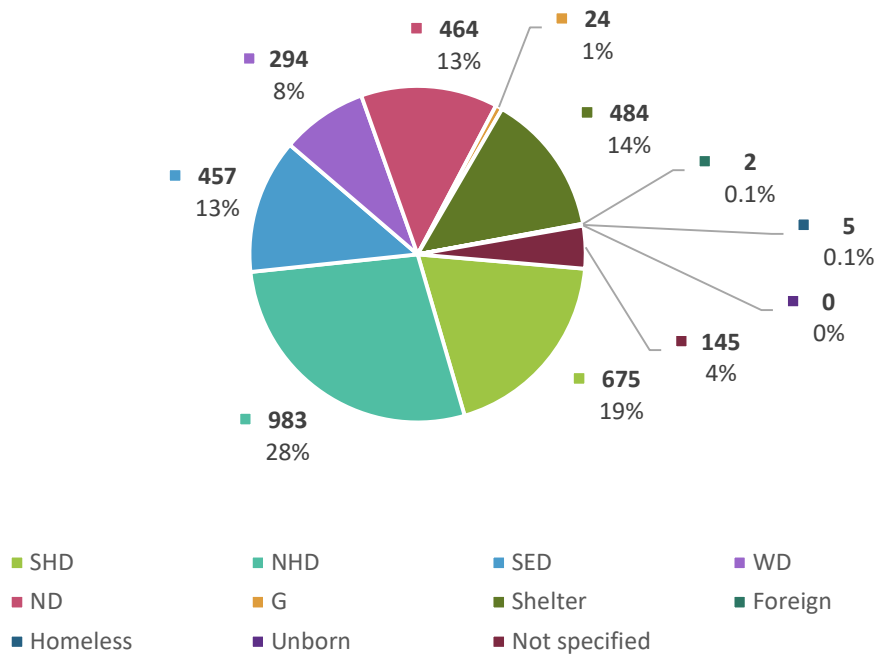


Figure 155: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 92% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

MDH: 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 156: 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 (28%) had the highest percentage of cases worked with in 2025.

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

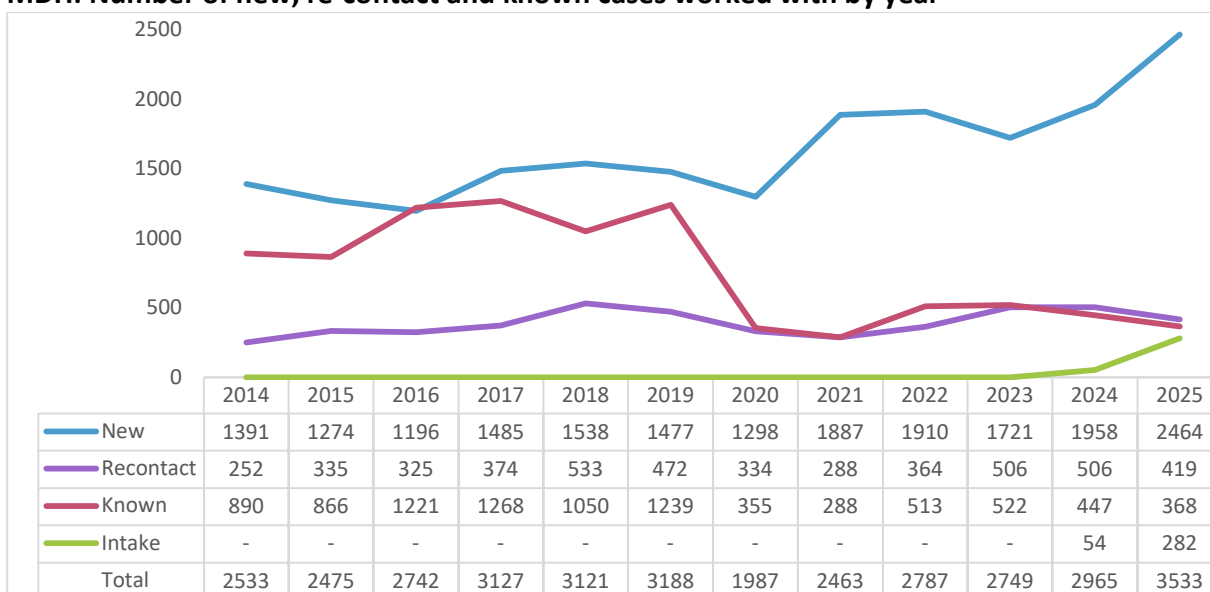


Figure 157: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2024 due to the implementation of an online data collection system.

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

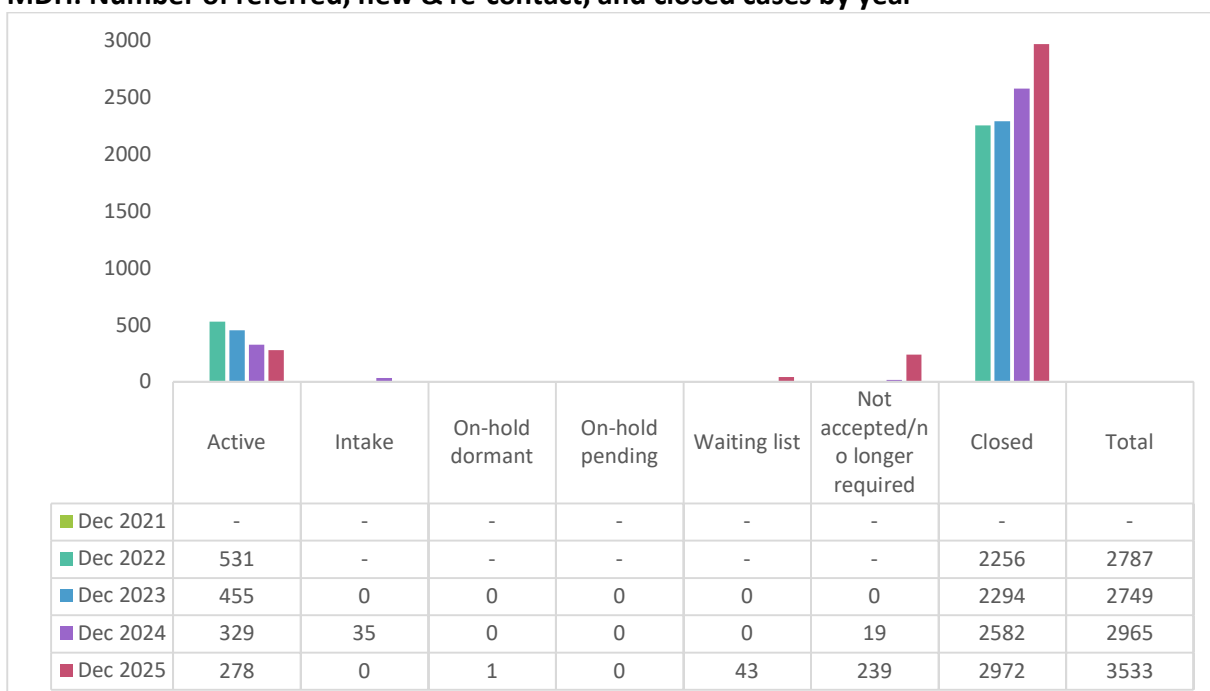


Figure 158: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 8% (278) 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.

MDH: Waiting list at the end of the reporting period

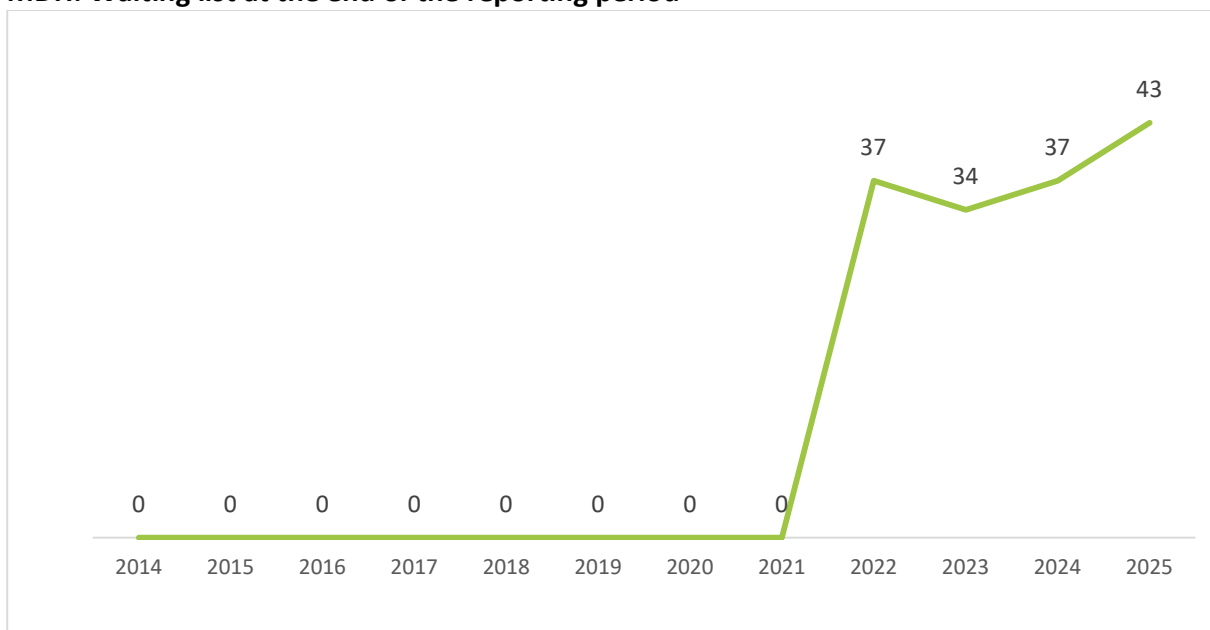


Figure 159: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

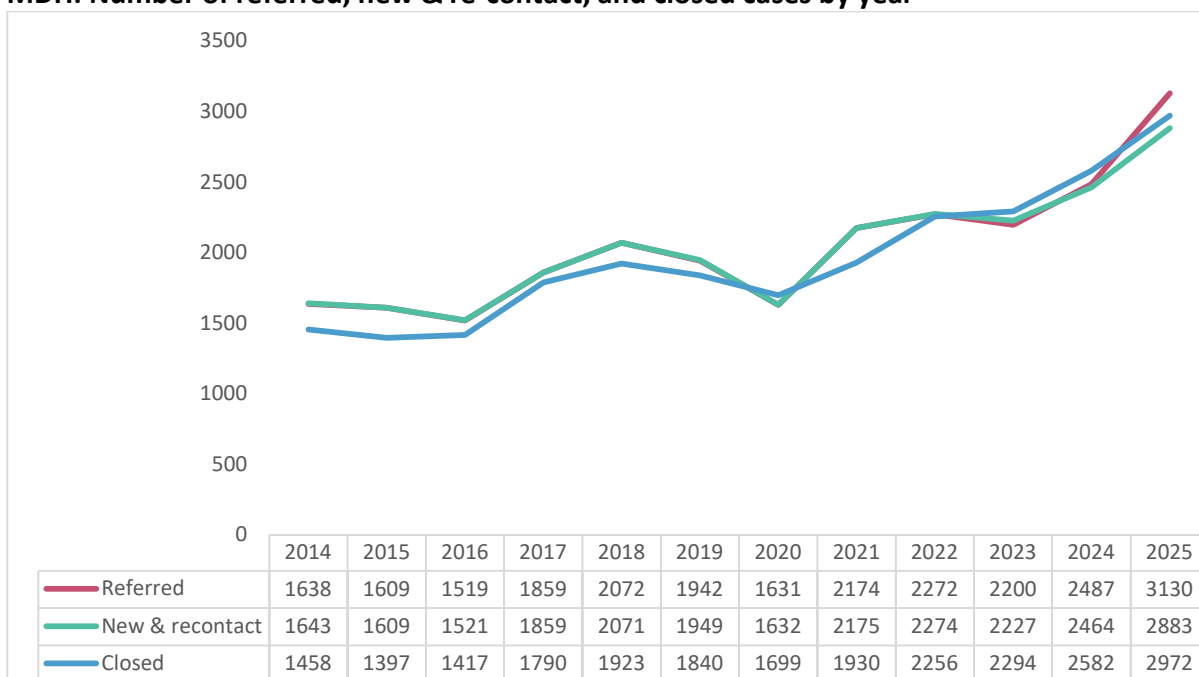


Figure 160: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 157 for breakdown of new & recontact cases). In 2025, 3130 cases were referred, 2883 new & recontact cases opened, and 2972 cases closed.

A total of **2,883** cases were opened between January and December 2025.

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

MDH: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	2	7	0	0	0	9
18-19	0	0	0	0	0	0
20-24	4	11	0	0	0	15
25-29	6	14	0	0	0	20
30-34	6	10	0	0	0	16
35-39	14	8	0	0	0	22
40-44	6	9	0	0	0	15
45-49	19	11	0	0	0	30
50-54	24	7	0	0	0	31
55-59	42	17	0	0	0	59
60-64	49	47	0	0	0	96
65-69	92	86	0	0	0	178
70-74	158	152	0	0	0	310
75-79	254	289	0	0	0	543
≥80	679	860	0	0	0	1539
Not specified	0	0	0	0	0	0
Total	1355	1528	0	0	0	2883

Figure 161: 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 80 or over (1539).

Benniena Service

A data cleaning exercise occurred in 2020 and ghost cases were eliminated. A new online data collection system and reporting format were introduced in mid-March 2024. In 2025, the Benniena section was created within the online system, but known cases were not migrated from Mater Dei Social Work Service and thus case numbers in Benniena are lower than previous years.

Benniena: Number of cases and individuals worked with by year

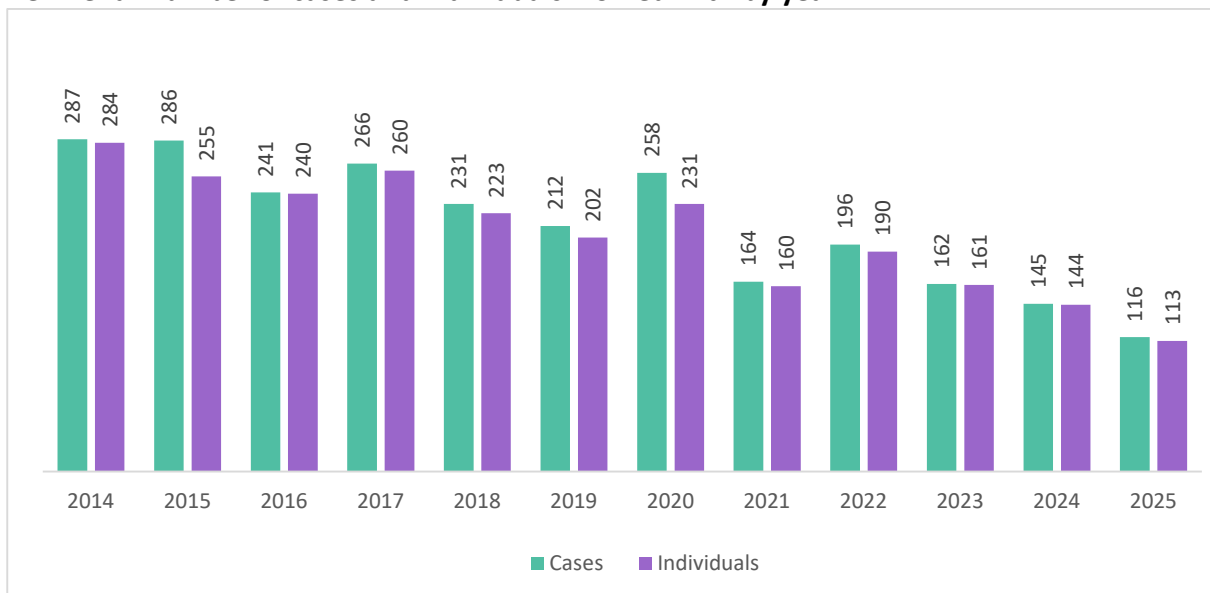


Figure 162: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 116 cases and 113 individuals were worked with compared to 145 and 144 respectively in 2024.

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

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

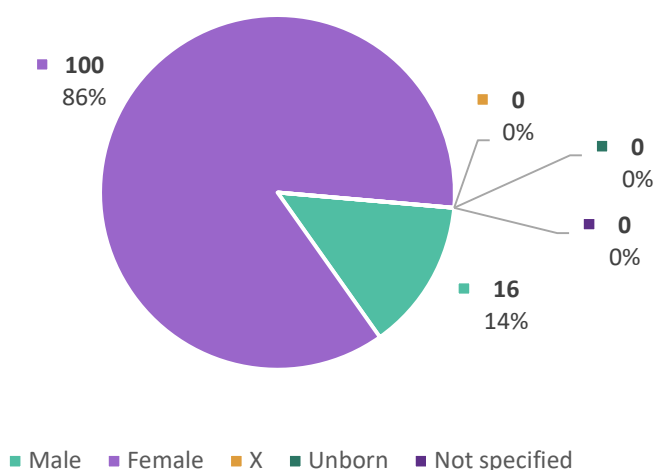


Figure 163: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (86%).

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

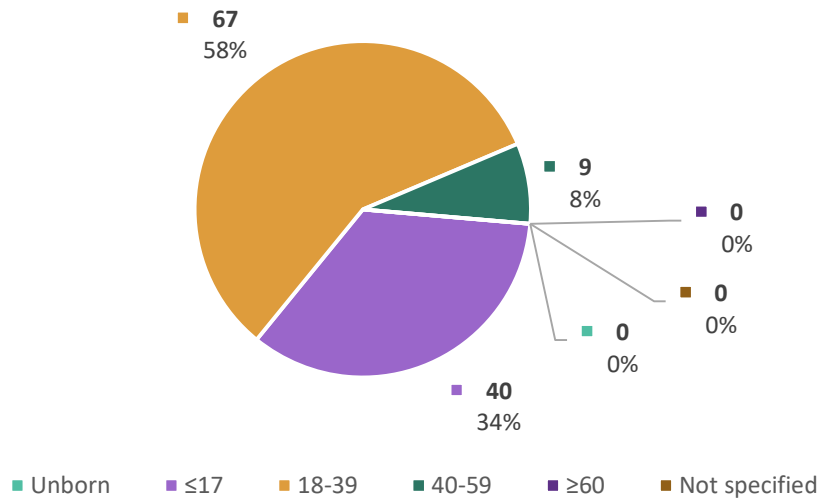


Figure 164: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (58%).

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

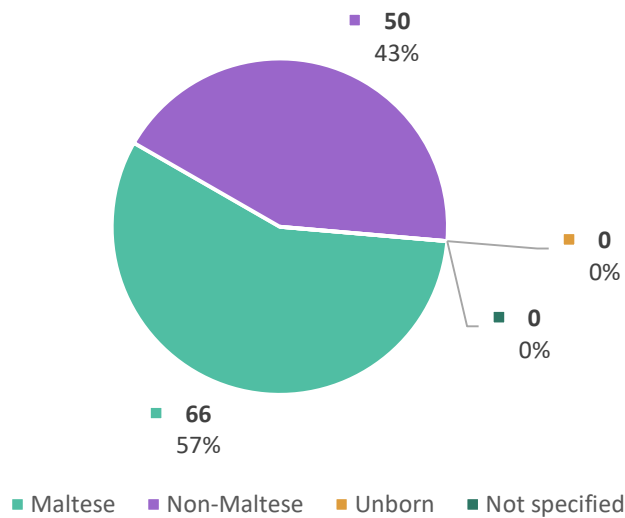
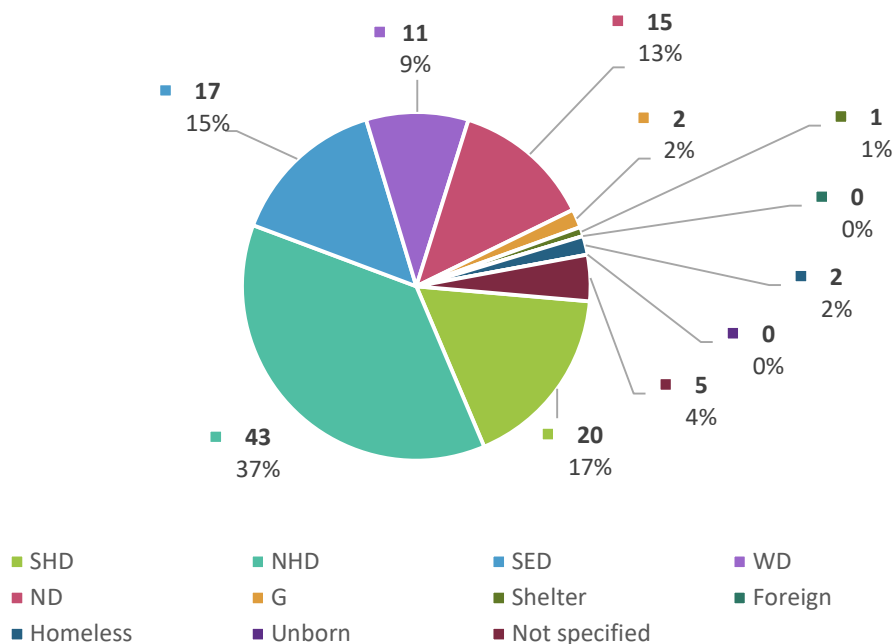


Figure 165: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 57% of the cases worked with were Maltese while non-Maltese made up 43% of cases.

Benniena: 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 166: 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 (37%) had the highest percentage of cases worked with in 2025.

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

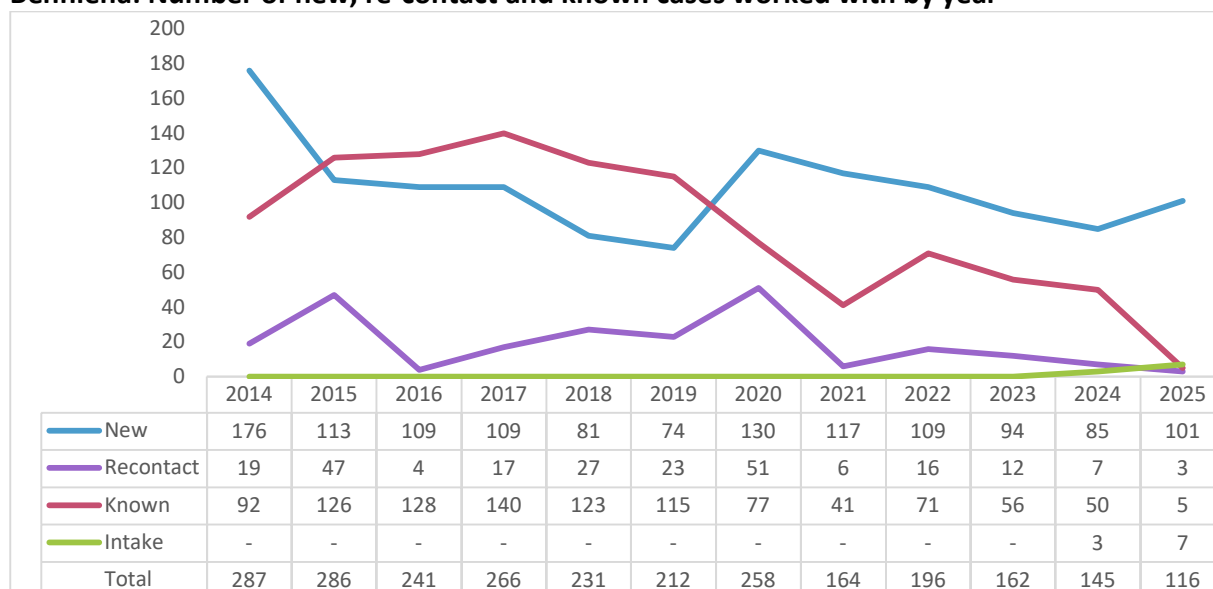


Figure 167: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2024 due to the implementation of an online data collection system. In 2025, the Benniena section was created within the online system, but known cases were not migrated from Mater Dei Social Work Service and thus case records are lower.

Benniena: Case state at the end of the reporting period

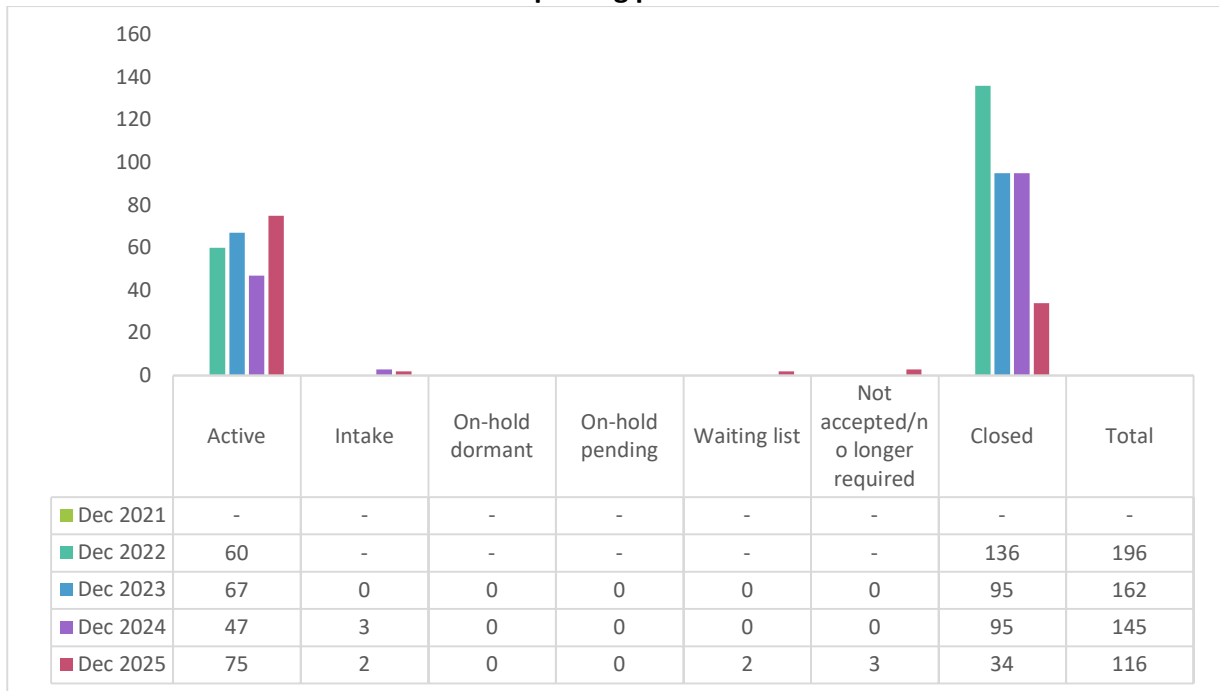


Figure 168: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 65% (75) 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.

Banniena: Waiting list at the end of the reporting period

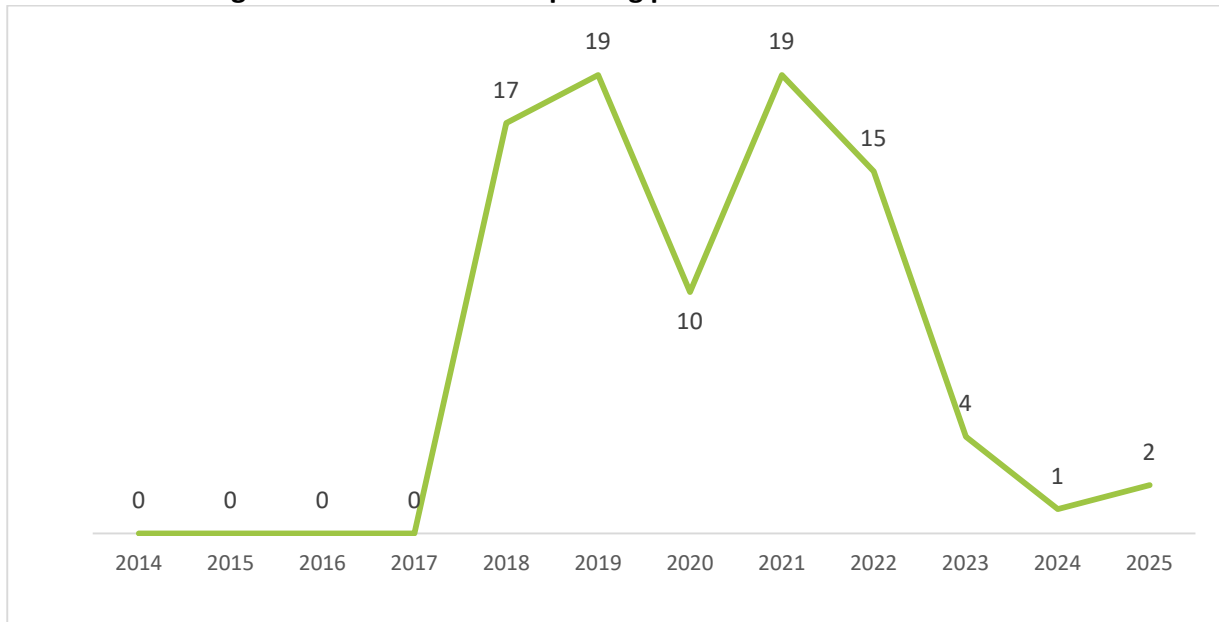


Figure 169: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

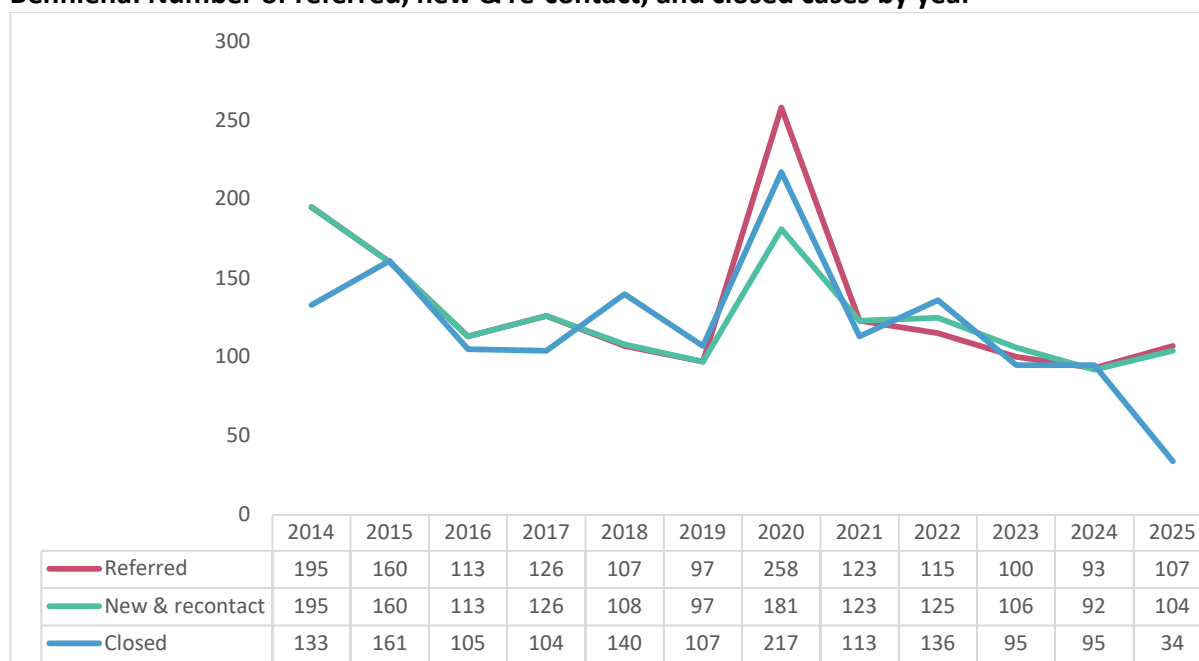


Figure 170: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 167 for breakdown of new & recontact cases). In 2025, 107 cases were referred, 104 new & recontact cases opened, and 34 cases closed.

A total of **104** cases were opened between January and December 2025.

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

Benniena: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	15	22	0	0	0	37
18-19	0	3	0	0	0	3
20-24	0	17	0	0	0	17
25-29	0	18	0	0	0	18
30-34	0	10	0	0	0	10
35-39	0	11	0	0	0	11
40-44	0	8	0	0	0	8
45-49	0	0	0	0	0	0
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
Total	15	89	0	0	0	104

Figure 171: 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 17 or younger (37).

Oncology Social Work Service (SAMOC)

SAMOC: Number of cases and individuals worked with by year

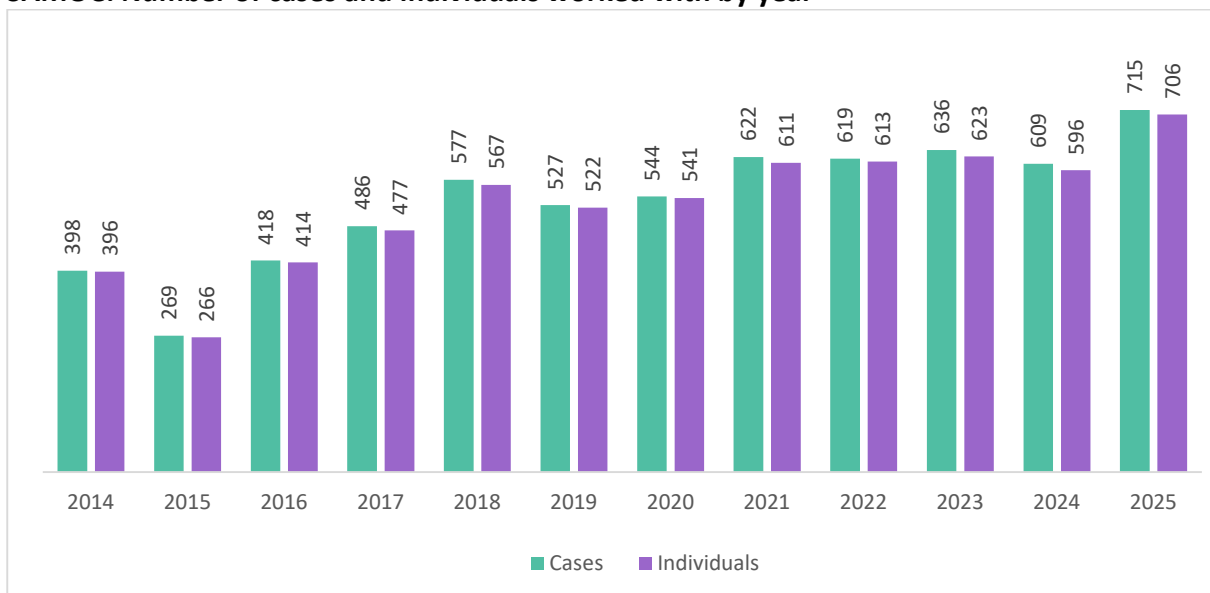


Figure 172: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 715 cases and 706 individuals were worked with compared to 609 and 596 respectively in 2024.

A total of **715** cases were worked with between January and December 2025.

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

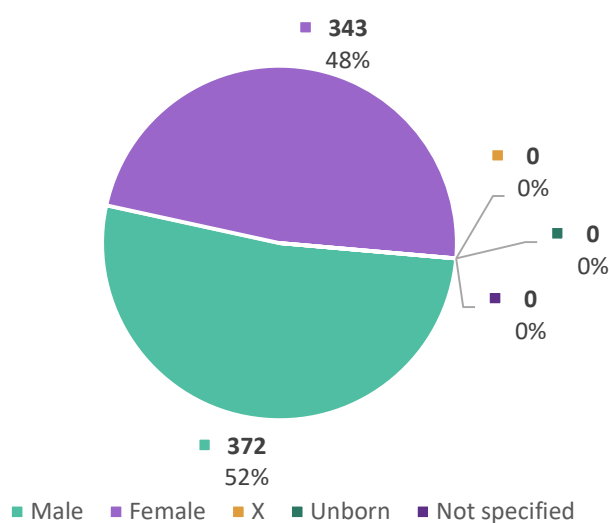


Figure 173: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (52%).

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

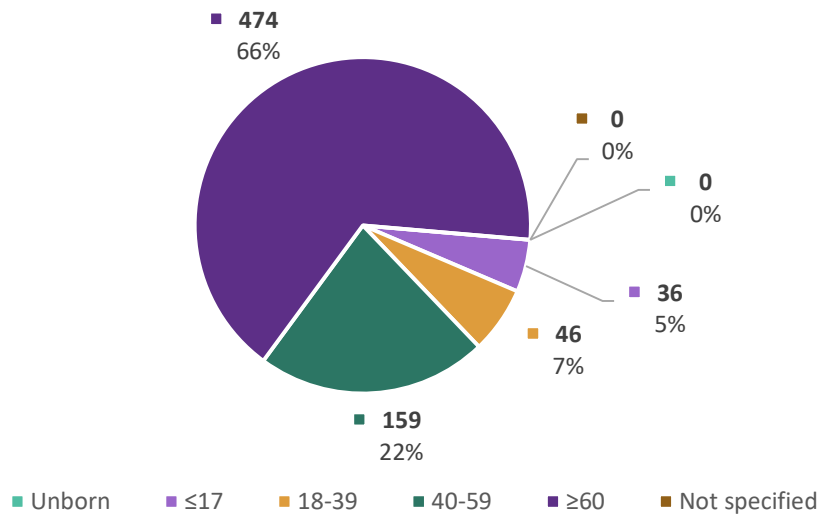


Figure 174: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (66%).

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

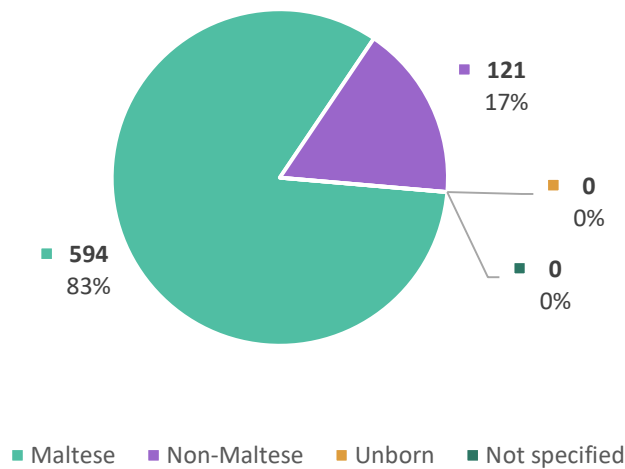
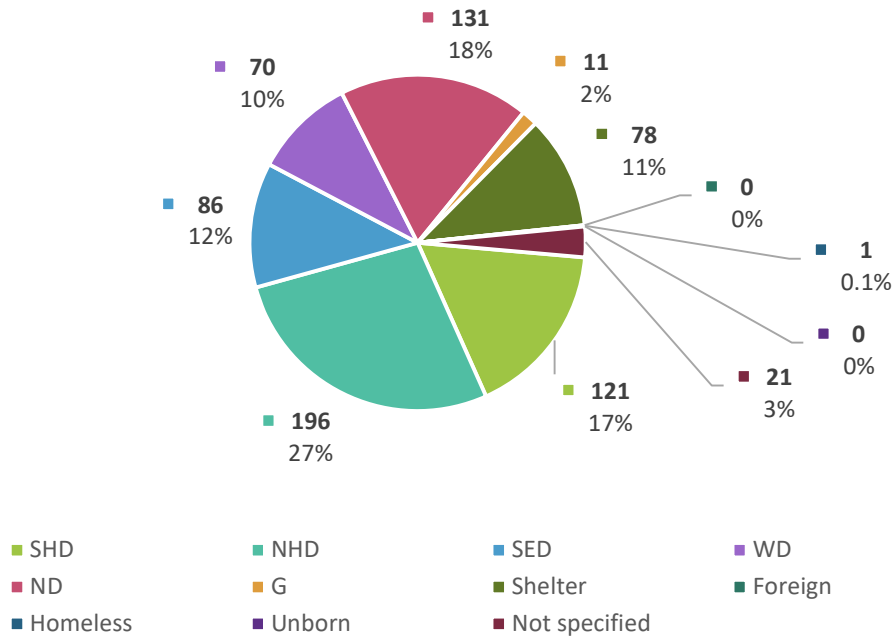


Figure 175: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 83% of the cases worked with were Maltese while non-Maltese made up 17% of cases.

SAMOC: 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 176: 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 (27%) had the highest percentage of cases worked with in 2025.

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

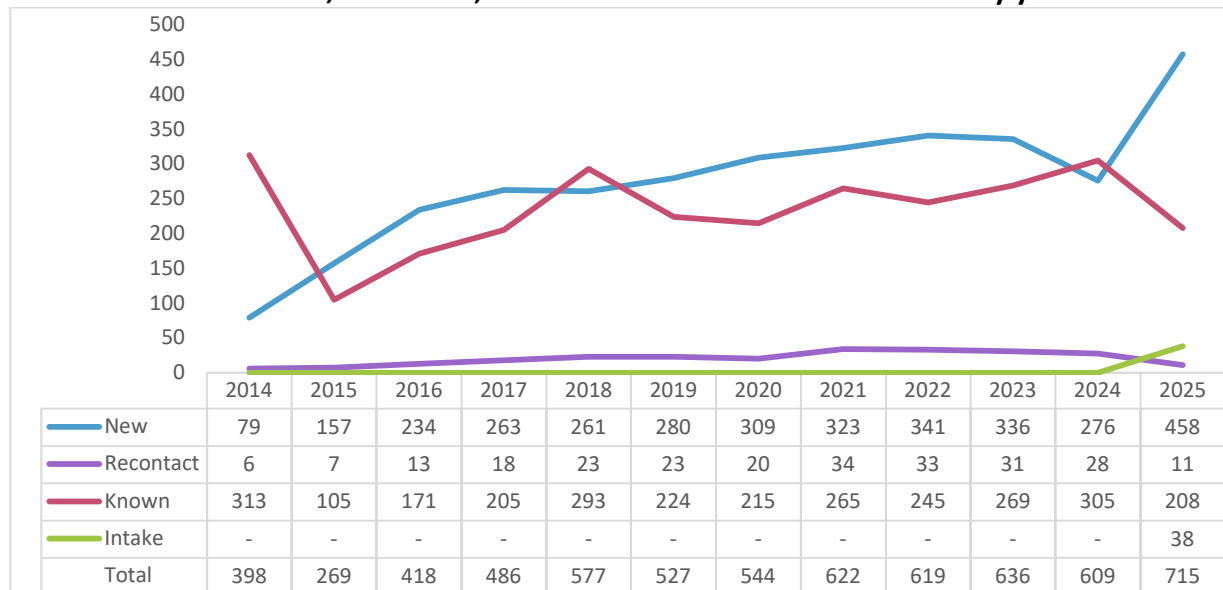


Figure 177: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

SAMOC: Case state at the end of the reporting period

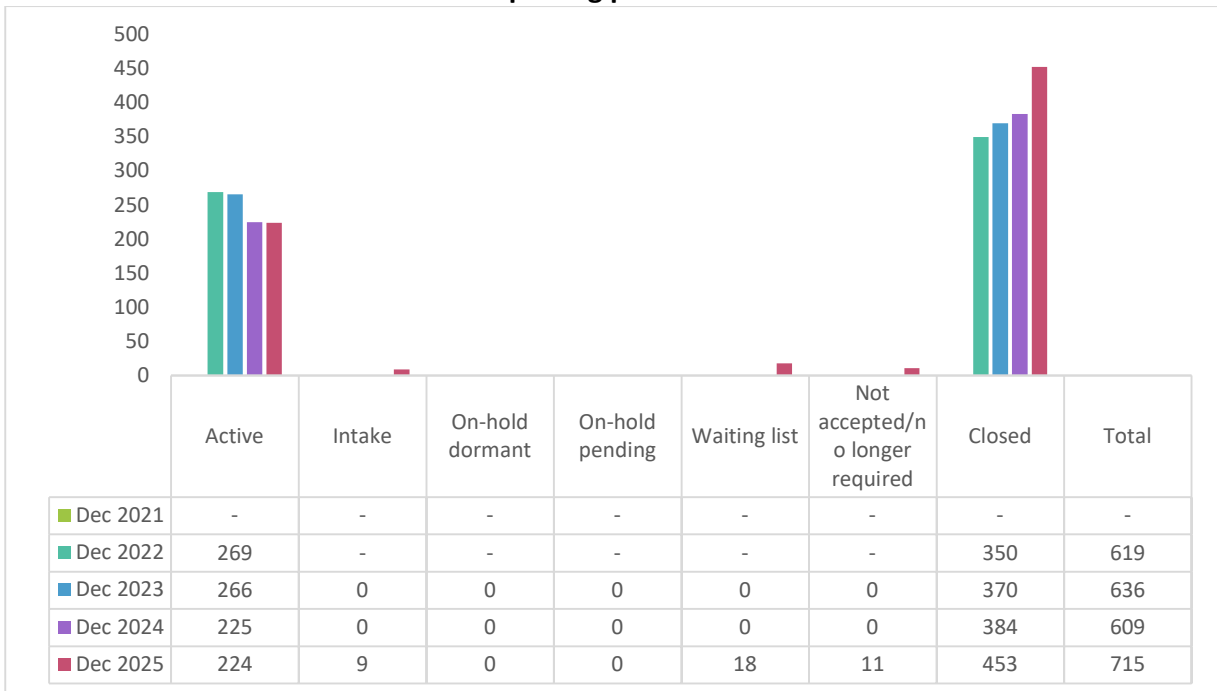


Figure 178: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 31% (224) 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.

SAMOC: Waiting list at the end of the reporting period

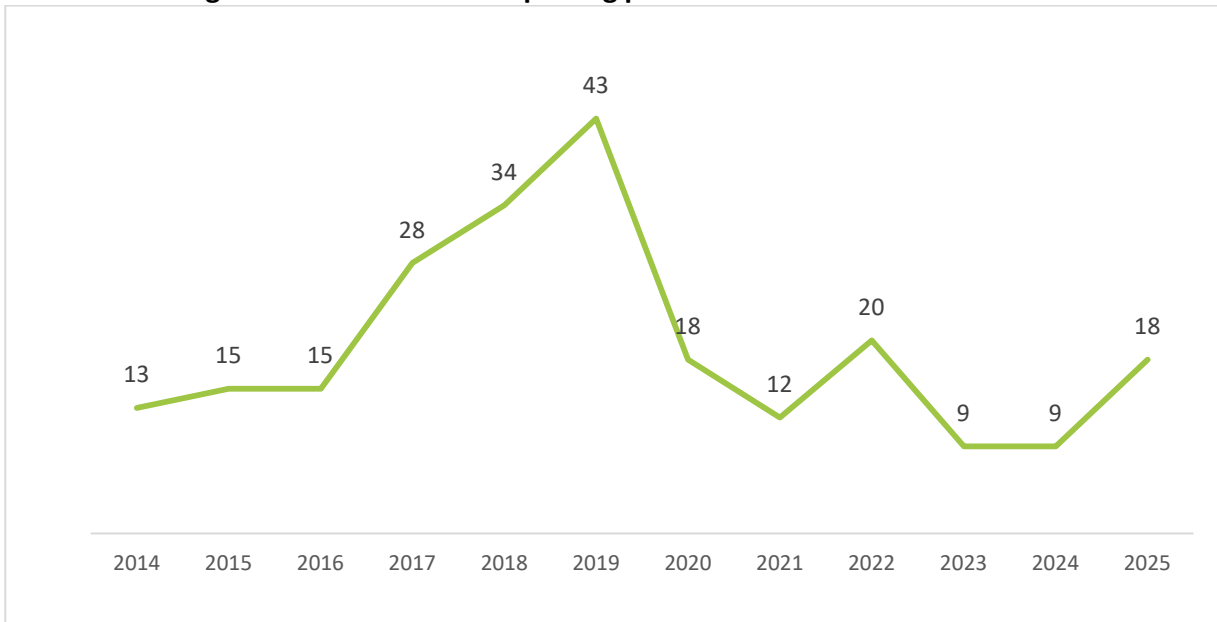


Figure 179: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

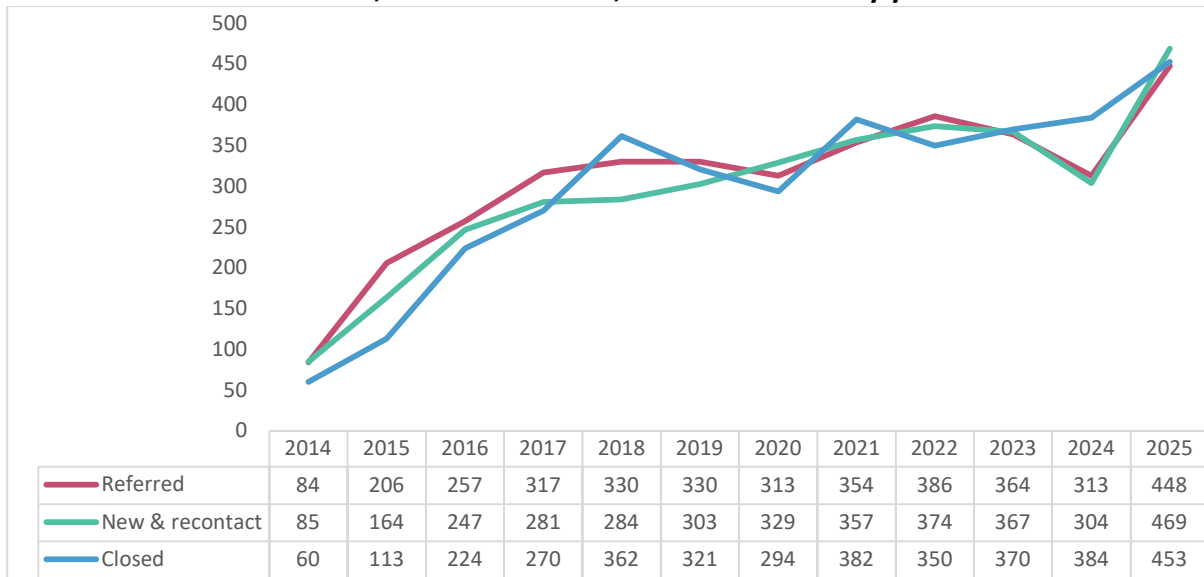


Figure 180: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 177 for breakdown of new & recontact cases). In 2025, 448 cases were referred, 469 new & recontact cases opened, and 453 cases closed.

A total of **469** cases were opened between January and December 2025.

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

SAMOC: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	12	9	0	0	0	21
18-19	1	0	0	0	0	1
20-24	0	1	0	0	0	1
25-29	1	1	0	0	0	2
30-34	1	5	0	0	0	6
35-39	4	7	0	0	0	11
40-44	10	5	0	0	0	15
45-49	13	12	0	0	0	25
50-54	15	9	0	0	0	24
55-59	23	11	0	0	0	34
60-64	14	12	0	0	0	26
65-69	31	16	0	0	0	47
70-74	38	23	0	0	0	61
75-79	34	42	0	0	0	76
>80	61	58	0	0	0	119
Not specified	0	0	0	0	0	0
Total	258	211	0	0	0	469

Figure 181: 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 80 or over (119).

Qormi Health Centre Social Work Service (QHC)

QHC: Number of cases and individuals worked with by year

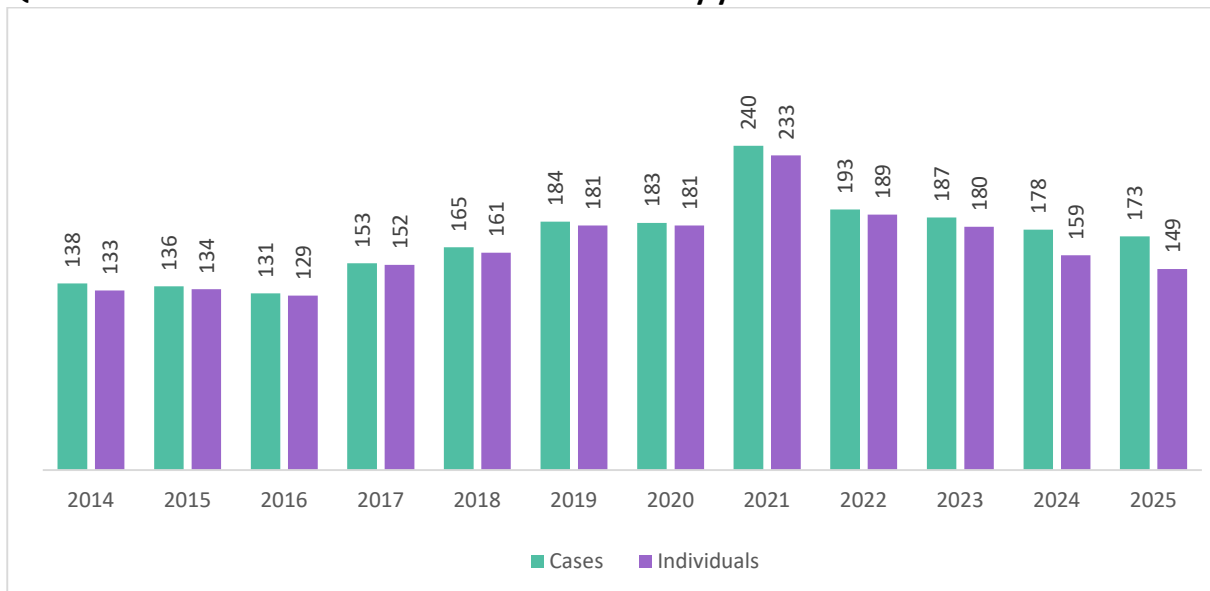


Figure 182: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 173 cases and 149 individuals were worked with compared to 178 and 159 respectively in 2024.

A total of **173** cases were worked with between January and December 2025.

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

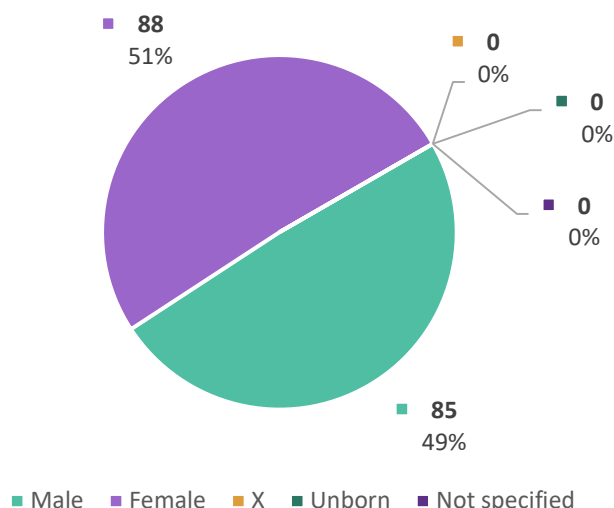


Figure 183: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (51%).

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

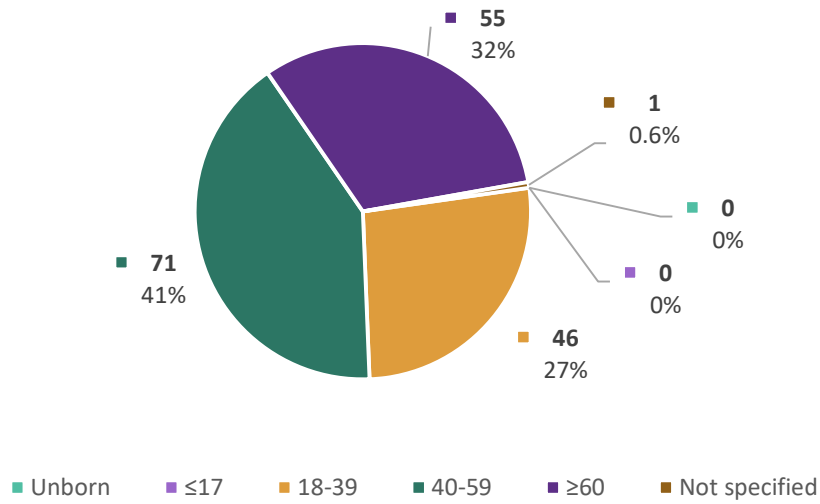


Figure 184: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (41%).

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

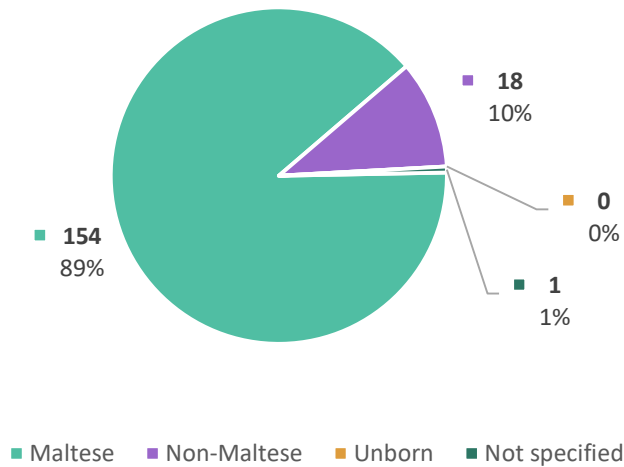
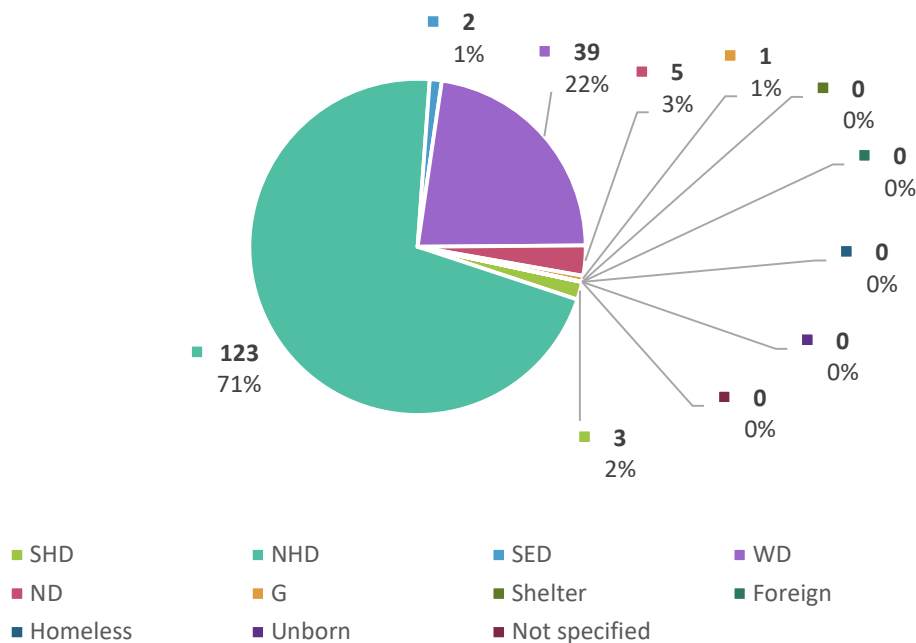


Figure 185: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 89% of the cases worked with were Maltese while non-Maltese made up 10% of cases.

QHC: 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 186: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (71%) had the highest percentage of cases worked with in 2025.

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

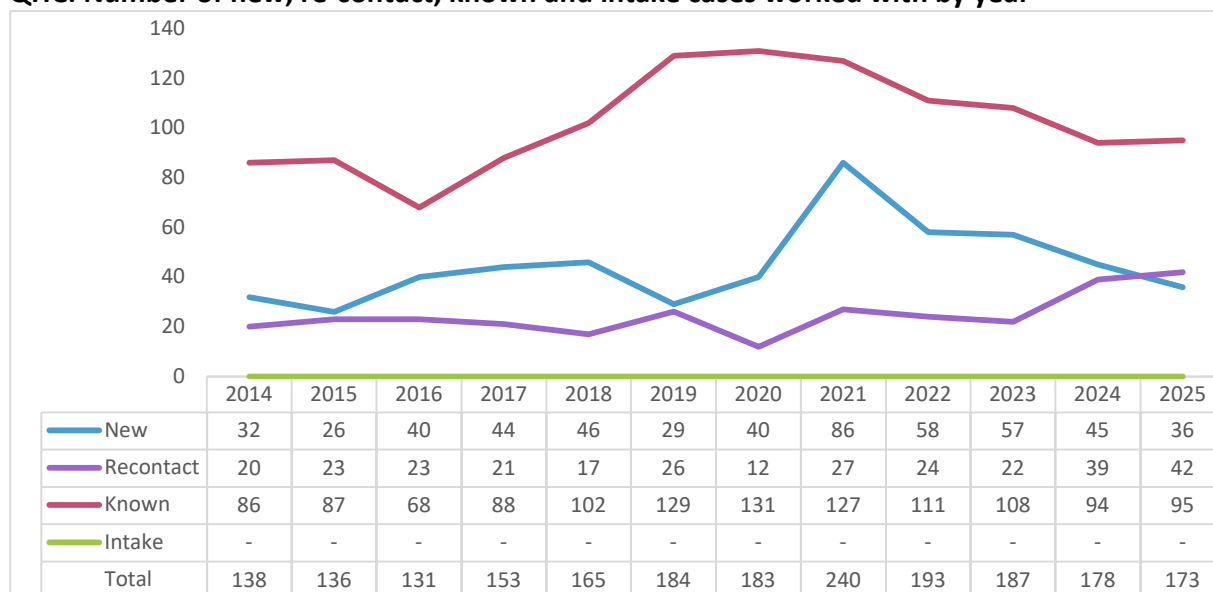


Figure 187: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

QHC: Case state at the end of the reporting period

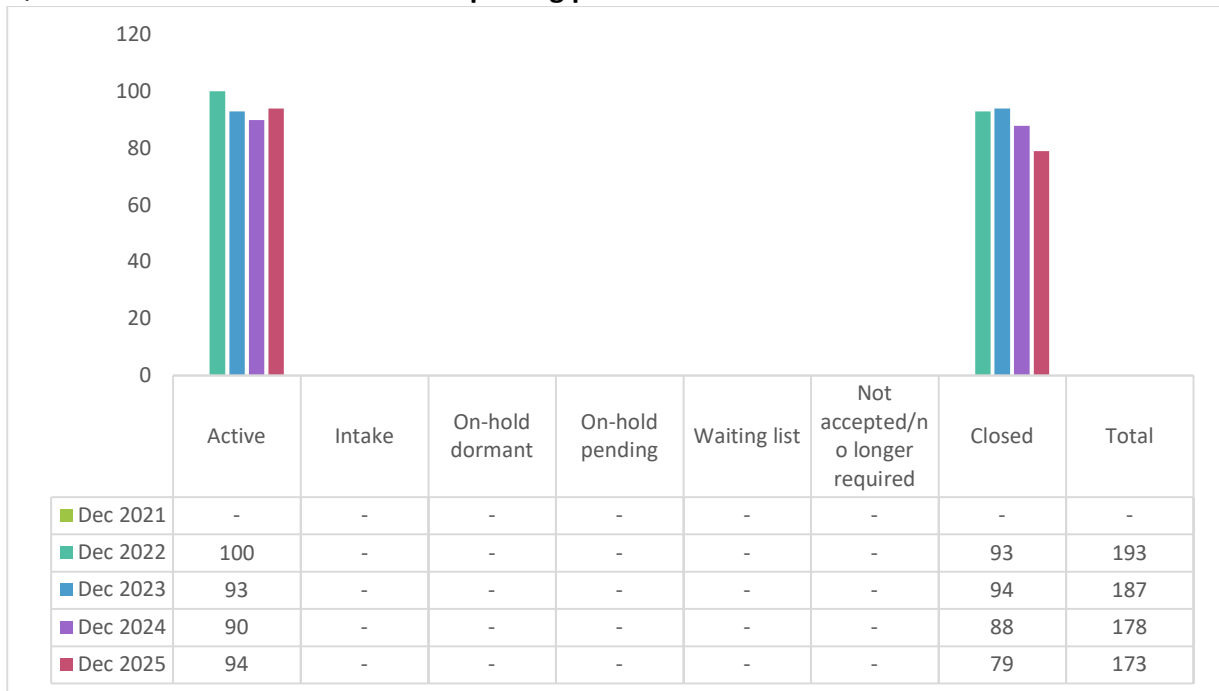


Figure 188: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 54% (94) 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.

QHC: Waiting list at the end of the reporting period

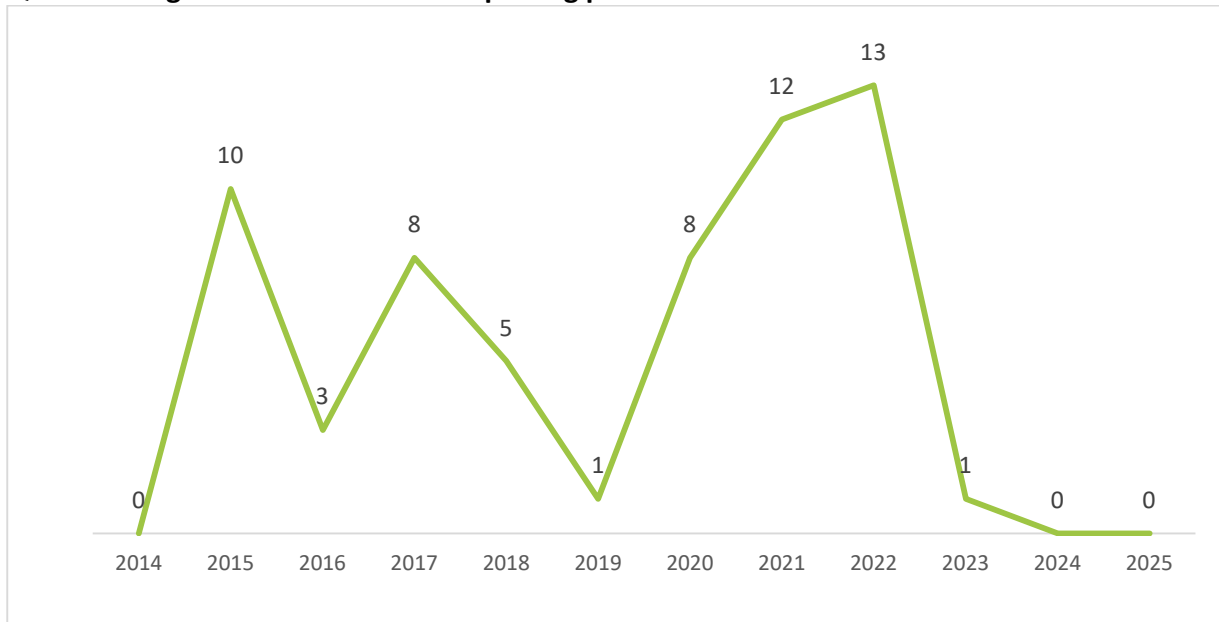


Figure 189: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

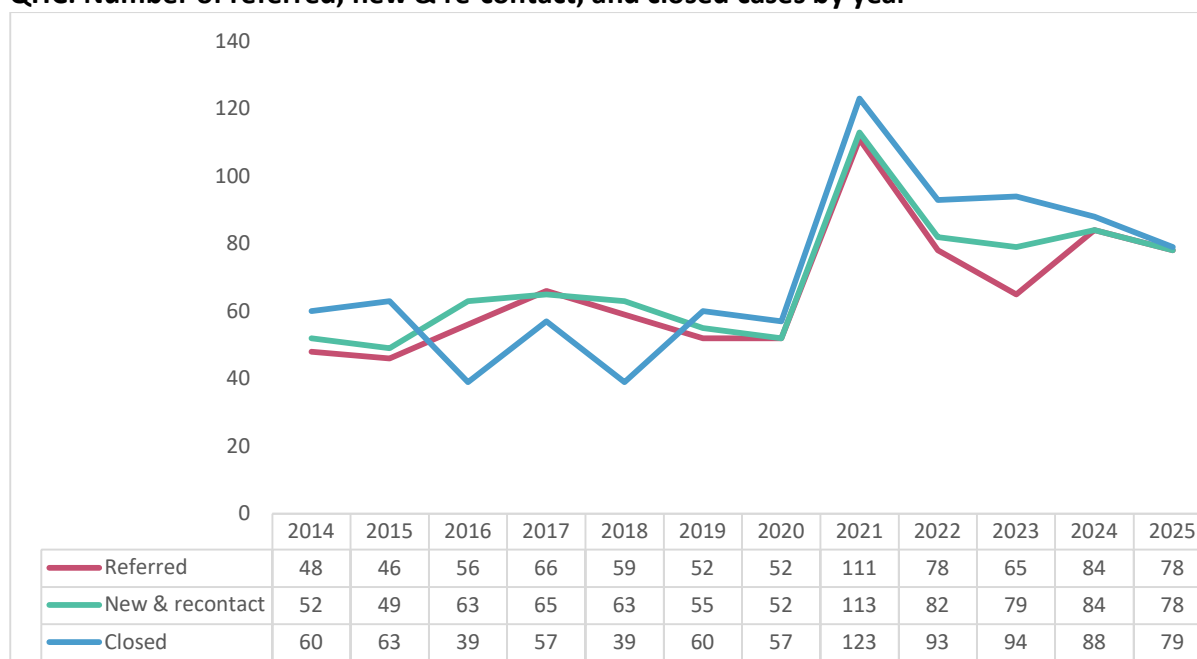


Figure 190: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 187 for breakdown of new & recontact cases). In 2025, 78 cases were referred, 78 new & recontact cases opened, and 79 cases closed.

A total of **78** cases were opened between January and December 2025.

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

QHC: Number of new & re-contact cases opened by age category and gender						
January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	5	3	0	0	0	8
25-29	1	4	0	0	0	5
30-34	5	2	0	0	0	7
35-39	6	3	0	0	0	9
40-44	4	3	0	0	0	7
45-49	2	8	0	0	0	10
50-54	4	6	0	0	0	10
55-59	4	2	0	0	0	6
≥60	8	8	0	0	0	16
Not specified	0	0	0	0	0	0
Total	39	39	0	0	0	78

Figure 191: 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 (16).

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

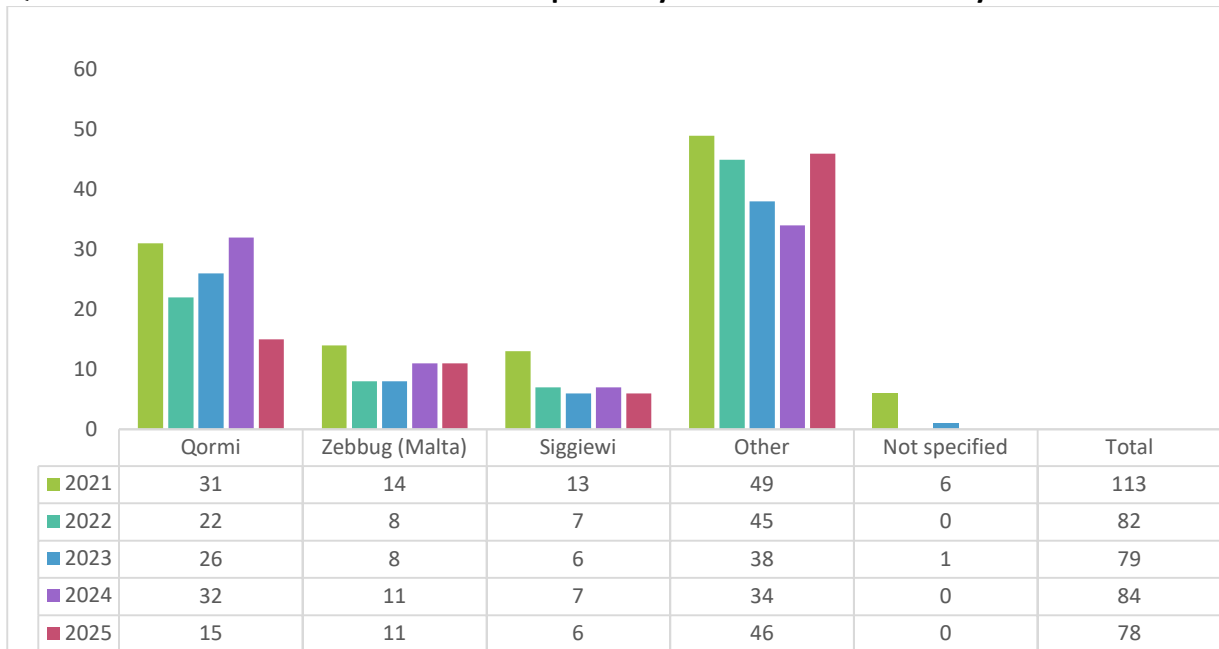


Figure 192: The service’s main catchment areas are Qormi, Zebbug (Malta) and Siggiewi and the figure above specifies the number of new and re-contact cases opened for the different areas. The figure above classifies the town of residence as reported by the service user within the reporting year. For example, 15 cases opened in 2025 resided within Qormi.

St. Vincent de Paule Social Work Service (SVDP)

SVDP: Number of cases and individuals worked with by year

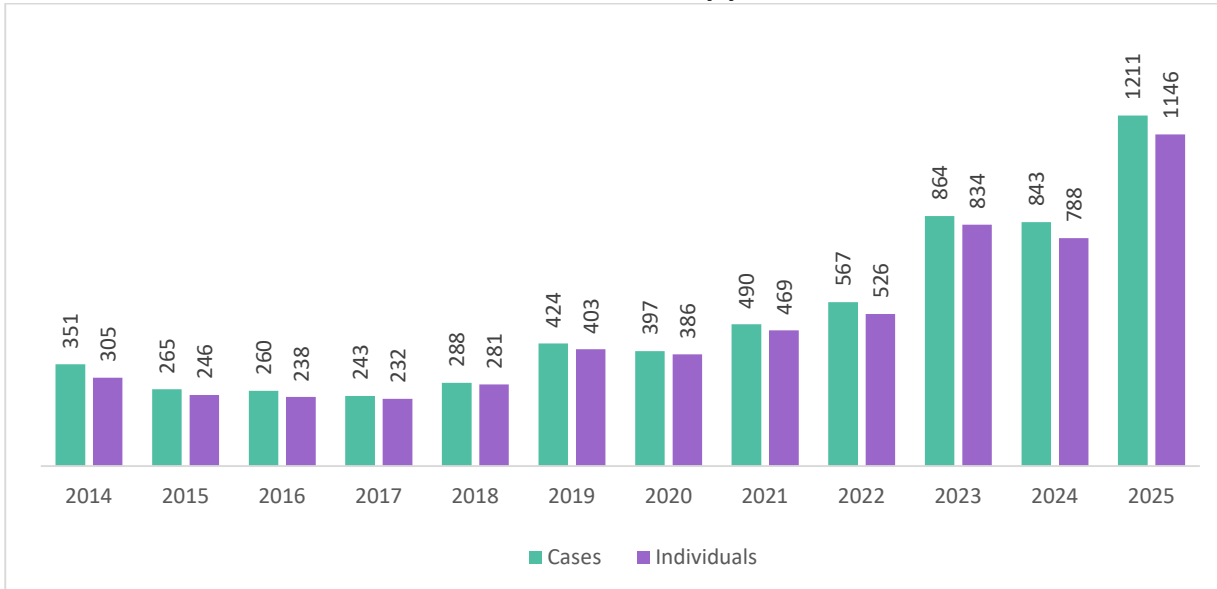


Figure 193: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 1211 cases and 1146 individuals were worked with compared to 843 and 788 respectively in 2024.

A total of **1,211** cases were worked with between January and December 2025.

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

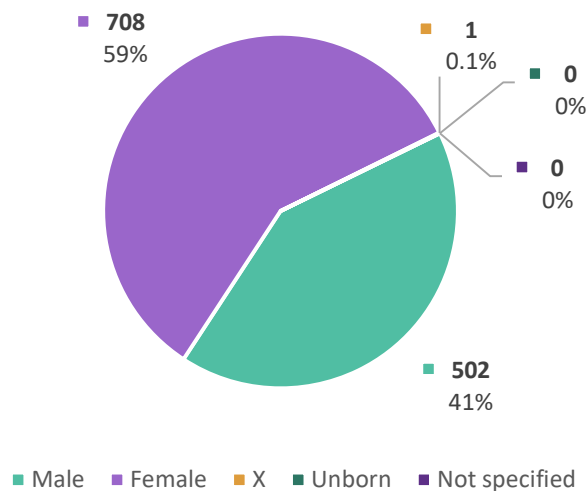


Figure 194: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (59%).

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

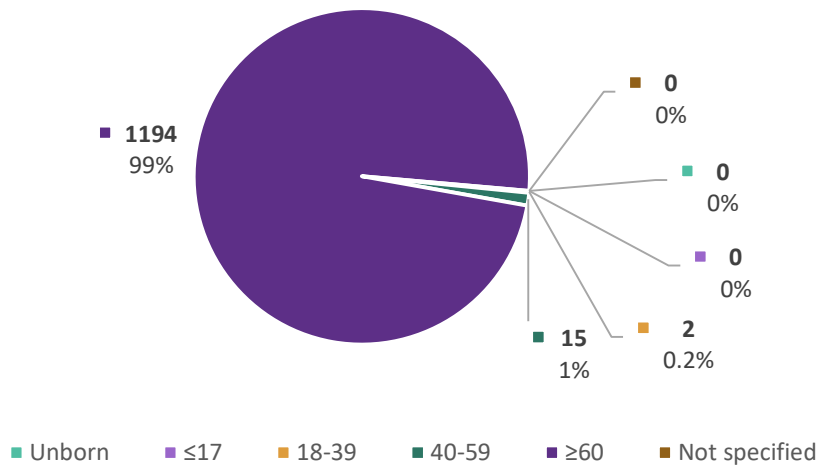


Figure 195: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (99%).

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

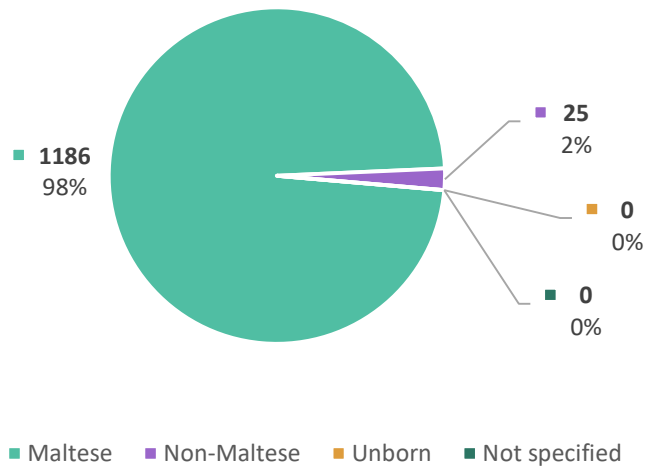
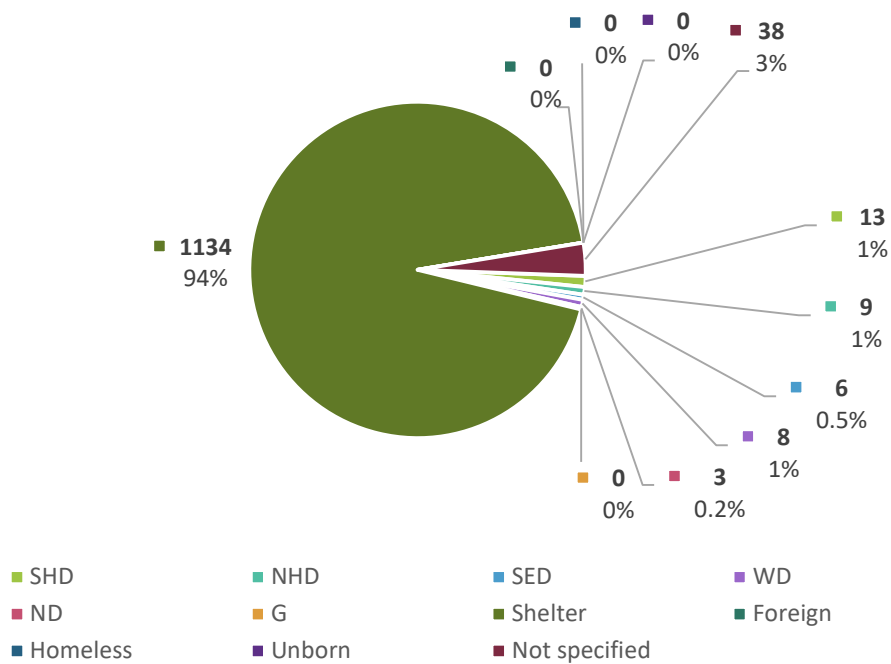


Figure 196: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 98% of the cases worked with were Maltese while non-Maltese made up 2% of cases.

SVDP: 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 197: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The shelter/institution (94%) had the highest percentage of cases worked with in 2025.

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

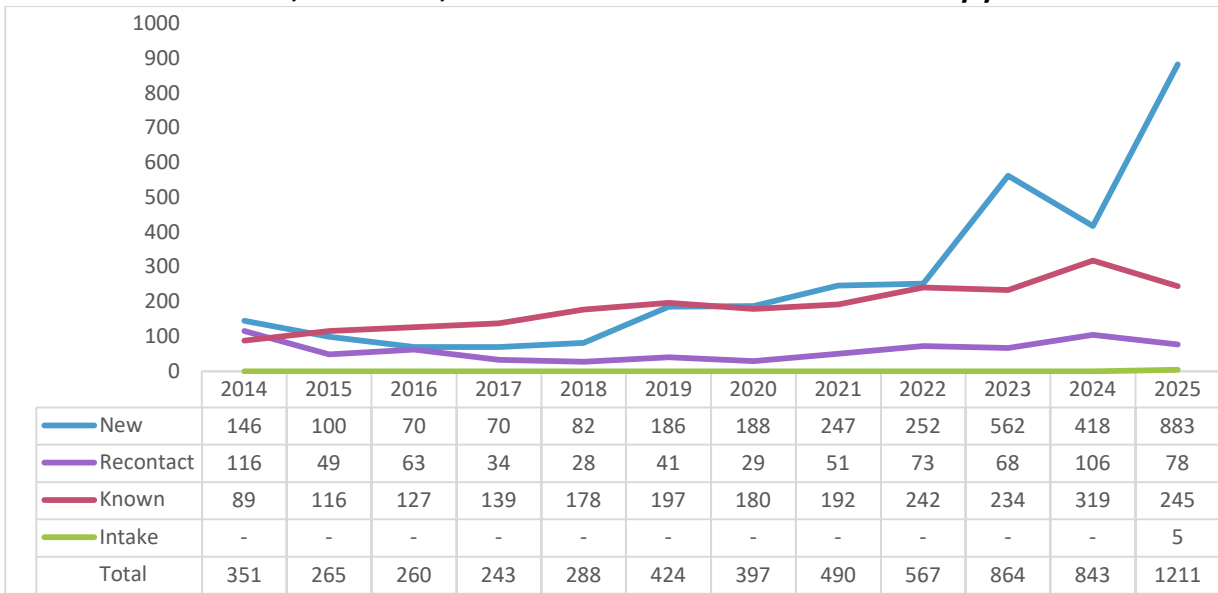


Figure 198: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

SVDP: Case state at the end of the reporting period

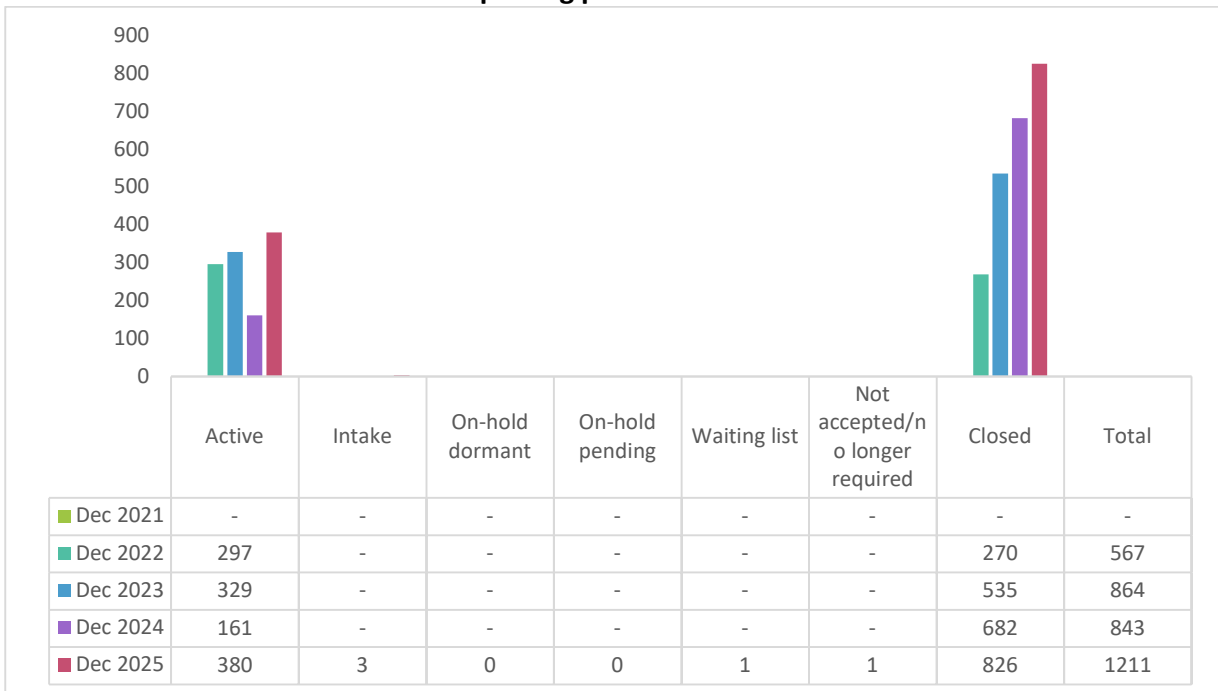


Figure 199: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 31% (380) 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.

SVDP: Waiting list at the end of the reporting period

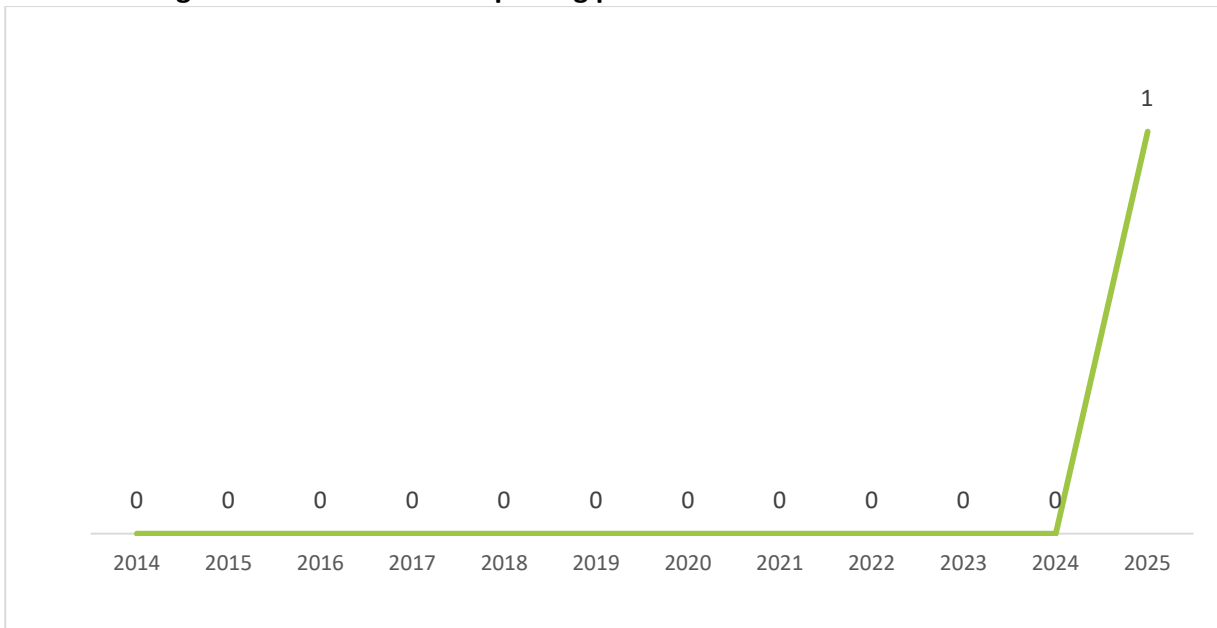


Figure 200: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

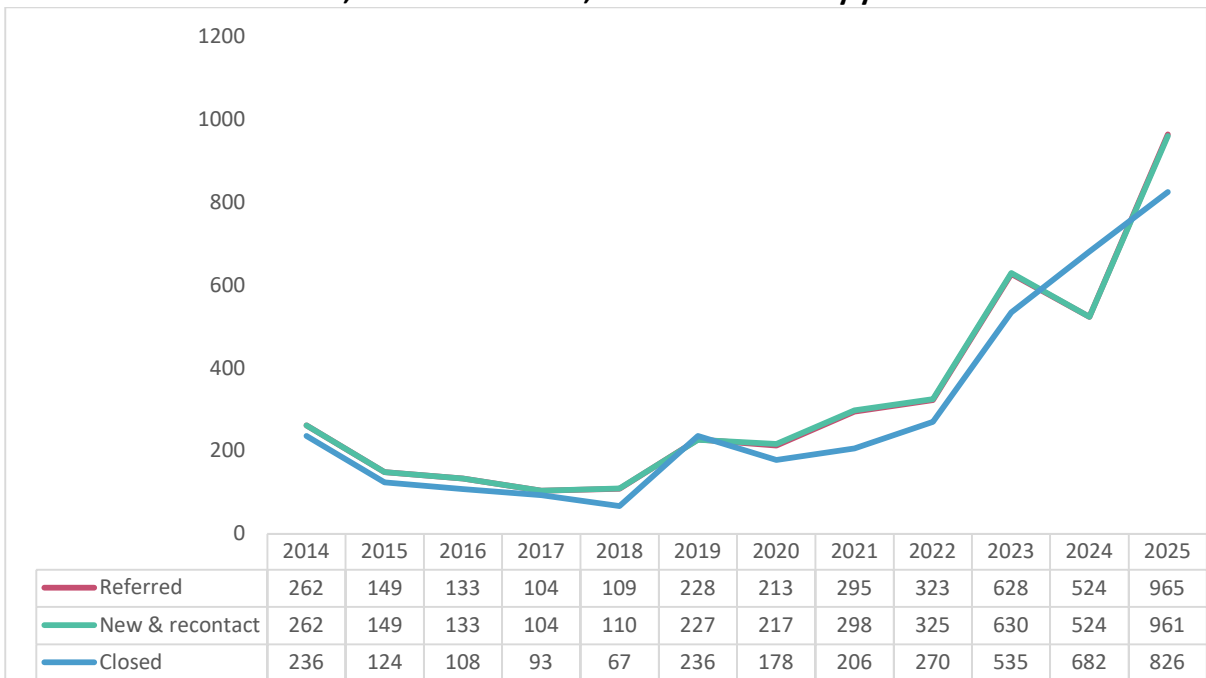


Figure 201: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 198 for breakdown of new & recontact cases). In 2025, 965 cases were referred, 961 new & recontact cases opened, and 826 cases closed.

A total of **961** cases were opened between January and December 2025.

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

SVDP: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	0	0	0	0	0	0
30-34	0	0	0	0	0	0
35-39	0	0	0	0	0	0
40-44	0	1	0	0	0	1
45-49	0	0	0	0	0	0
50-54	1	1	0	0	0	2
55-59	1	1	0	0	0	2
60-64	12	16	0	0	0	28
65-69	29	30	0	0	0	59
70-74	45	44	0	0	0	89
75-79	73	90	0	0	0	163
≥80	225	391	1	0	0	617
Not specified	0	0	0	0	0	0
Total	386	574	1	0	0	961

Figure 202: 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 80 or over (617).

Primary Health Care Service (PHC)

The service started reporting data in 2015.

PHCS: Number of cases and individuals worked with by year

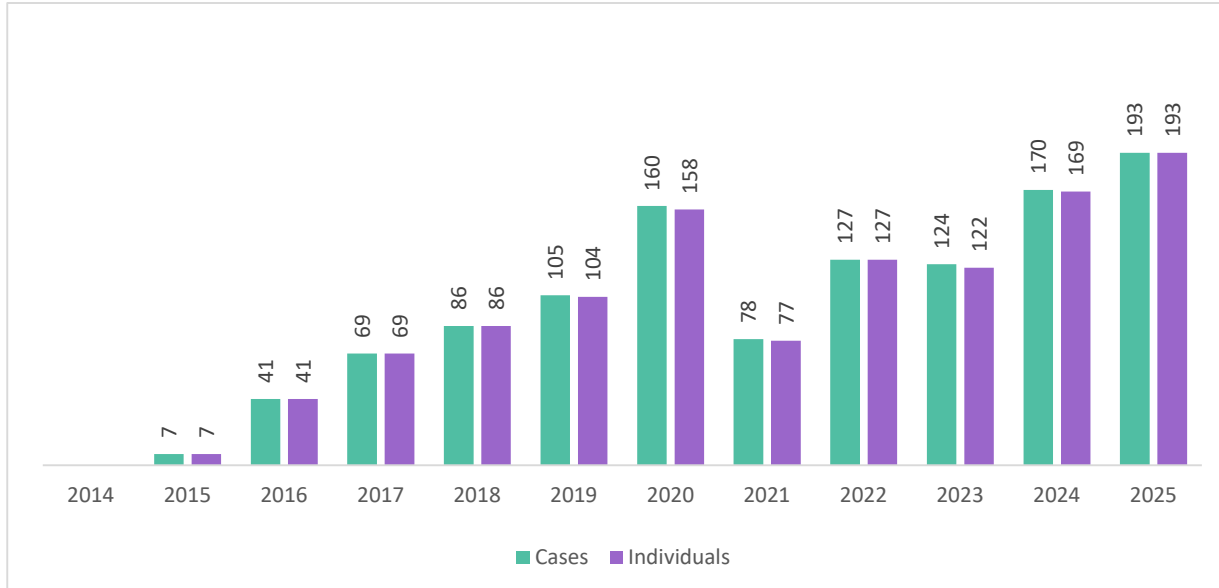


Figure 203: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 193 cases and 193 individuals were worked with compared to 170 and 169 respectively in 2024.

A total of **193** cases were worked with between January and December 2025.

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

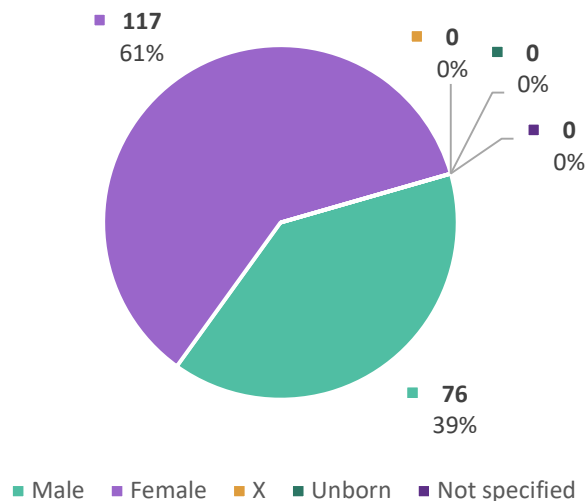


Figure 204: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (61%).

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

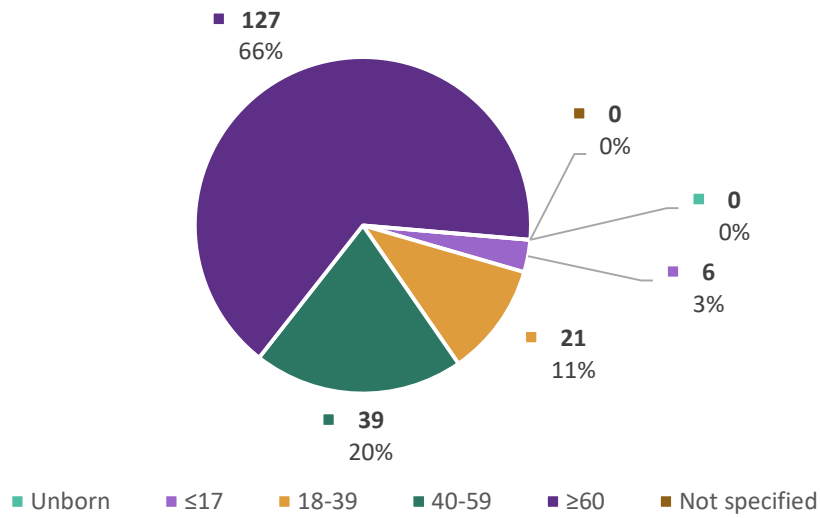


Figure 205: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (66%).

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

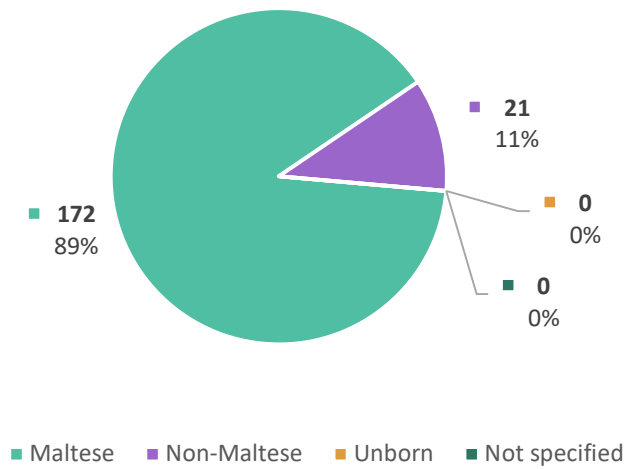
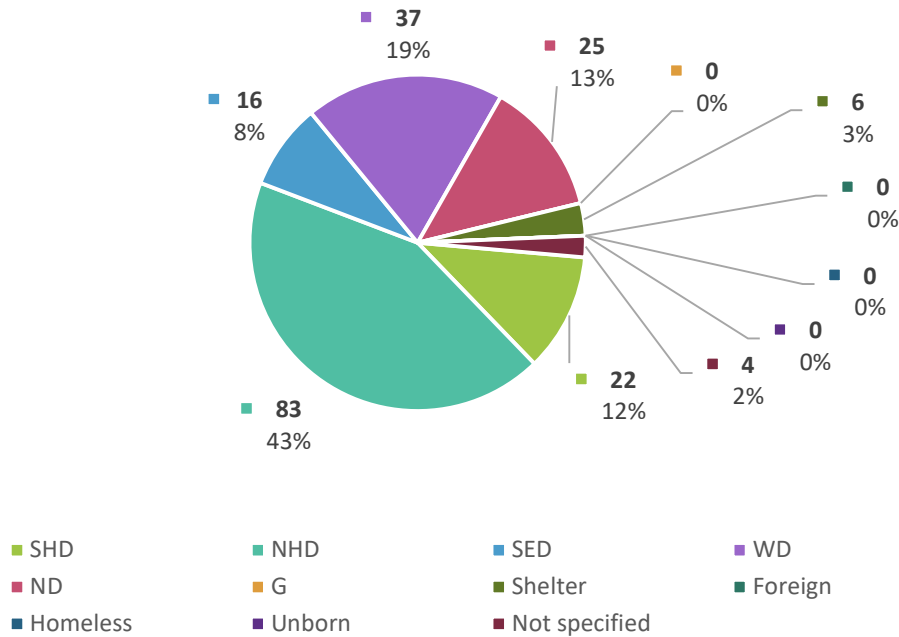


Figure 206: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 89% of the cases worked with were Maltese while non-Maltese made up 11% of cases.

PHCS: 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 207: 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 (43%) had the highest percentage of cases worked with in 2025.

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

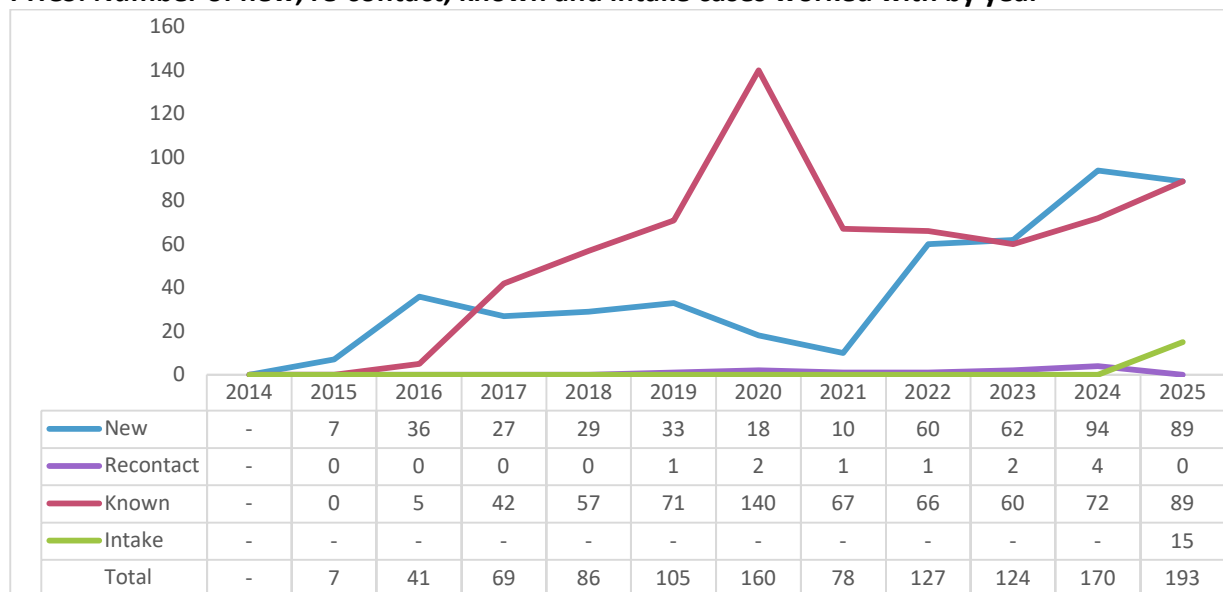


Figure 208: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

PHCS: Case state at the end of the reporting period

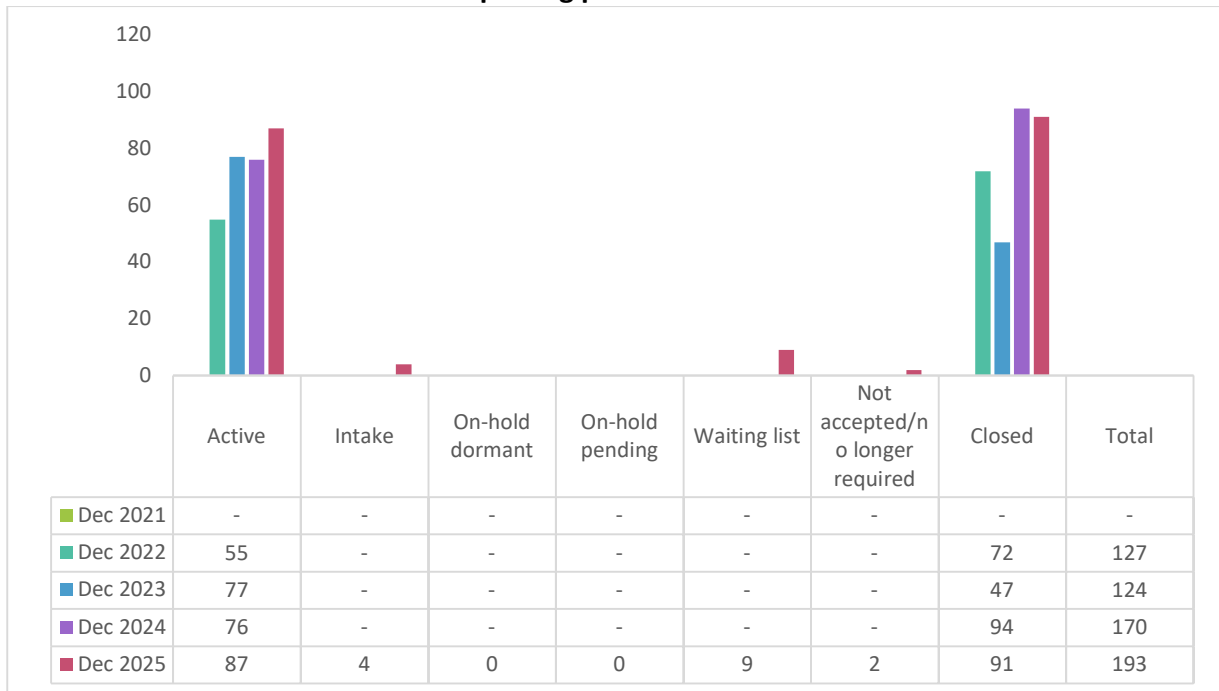


Figure 209: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 45% (87) 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.

PHCS: Waiting list at the end of the reporting period

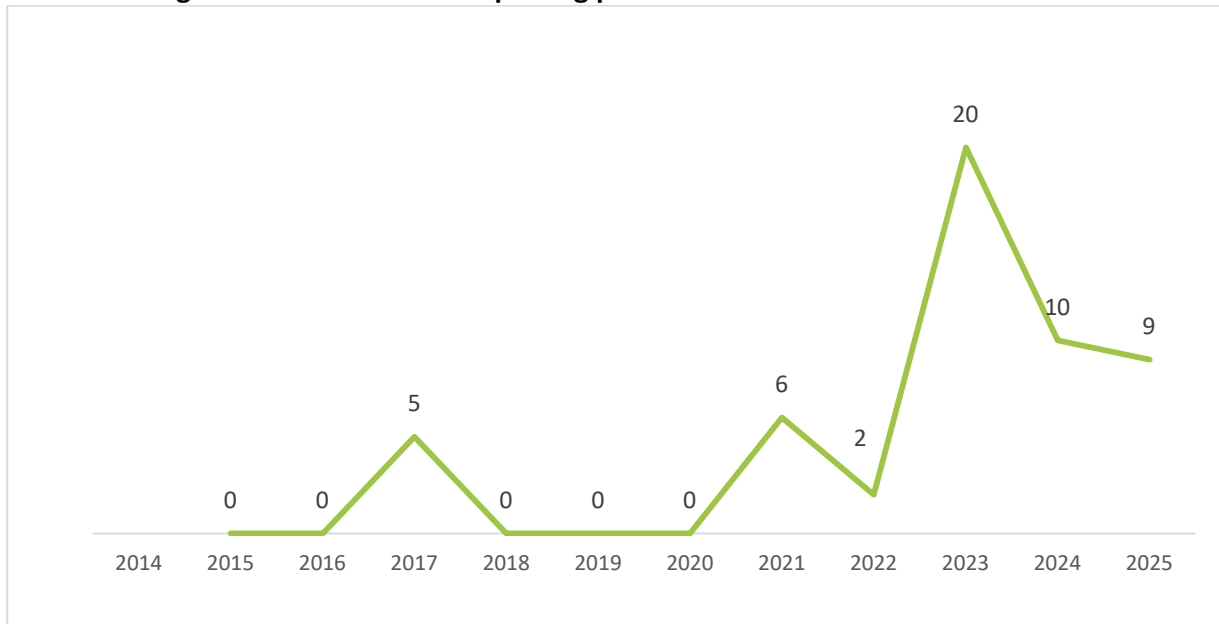


Figure 210: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

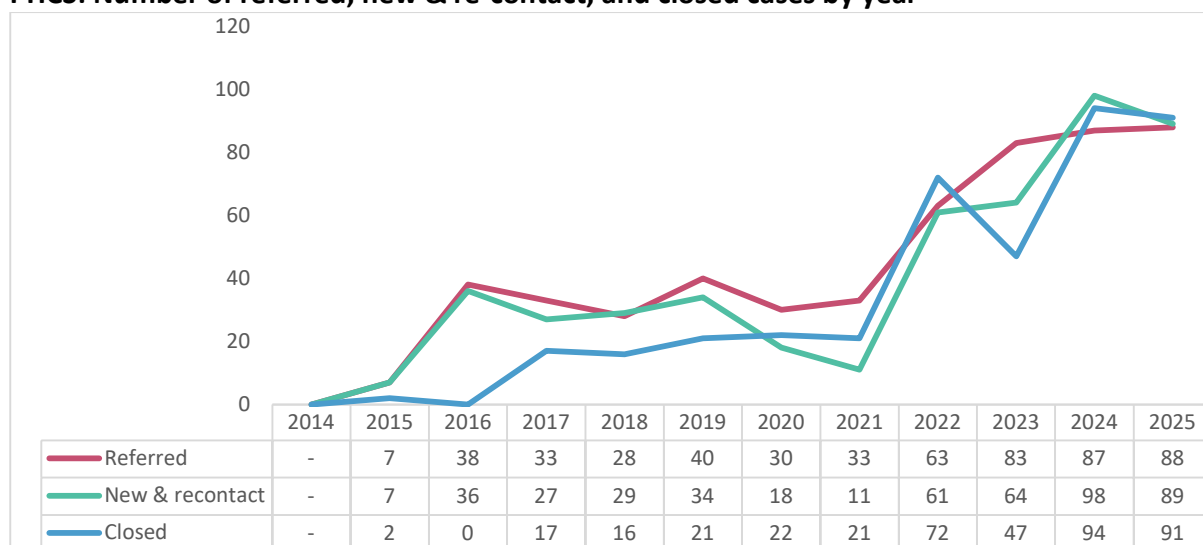


Figure 211: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 208 for breakdown of new & recontact cases). In 2025, 88 cases were referred, 89 new & recontact cases opened, and 91 cases closed.

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.

PHCS: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	4	0	0	0	0	4
18-19	2	0	0	0	0	2
20-24	0	1	0	0	0	1
25-29	1	1	0	0	0	2
30-34	2	4	0	0	0	6
35-39	0	2	0	0	0	2
40-44	1	2	0	0	0	3
45-49	3	4	0	0	0	7
50-54	1	1	0	0	0	2
55-59	2	3	0	0	0	5
60-64	3	4	0	0	0	7
65-69	2	5	0	0	0	7
70-74	1	4	0	0	0	5
75-79	6	5	0	0	0	11
≥80	9	16	0	0	0	25
Not specified	0	0	0	0	0	0
Total	37	52	0	0	0	89

Figure 212: 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 80 or over (25).

Bormla Mental Health Care Service (BMHC)

The service started in November 2020 but started reporting data in 2021. The service started using an online data collection system in 2021. The service was suspended from November 2024 onwards and re-started April 2025.

BMHC: Number of cases and individuals worked with by year

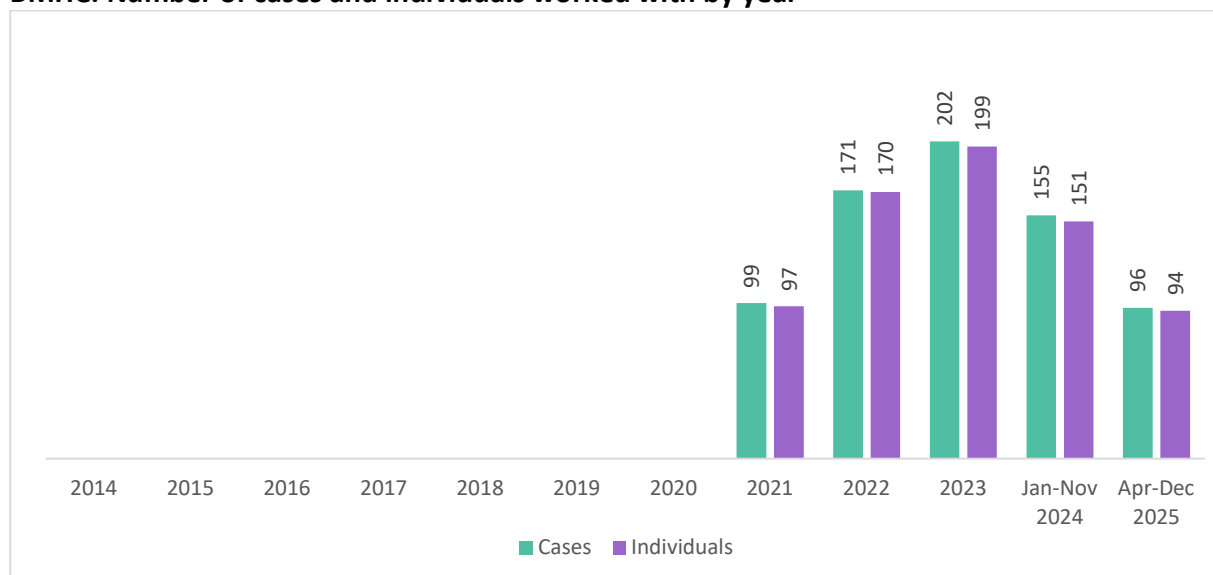


Figure 213: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In Apr-Dec 2025, 96 cases and 94 individuals were worked with compared to 155 and 151 respectively in Jan-Nov 2024.

A total of 96 cases were worked with between April and December 2025.

BMHC: Cases worked with Apr-Dec 2025 by gender (no. & %)

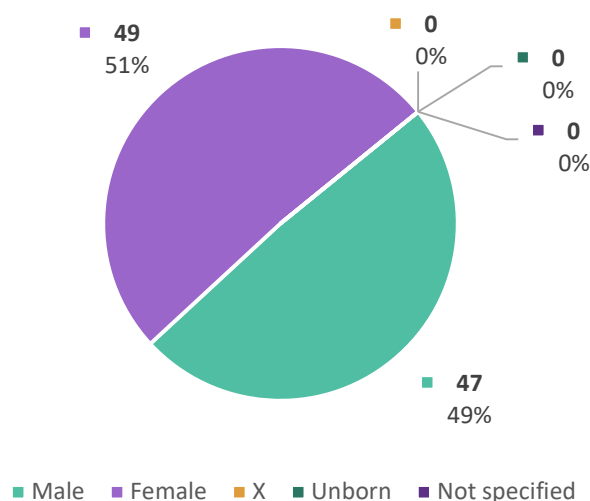


Figure 214: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In Apr-Dec 2025, the highest percentage of cases worked with were female (51%).

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

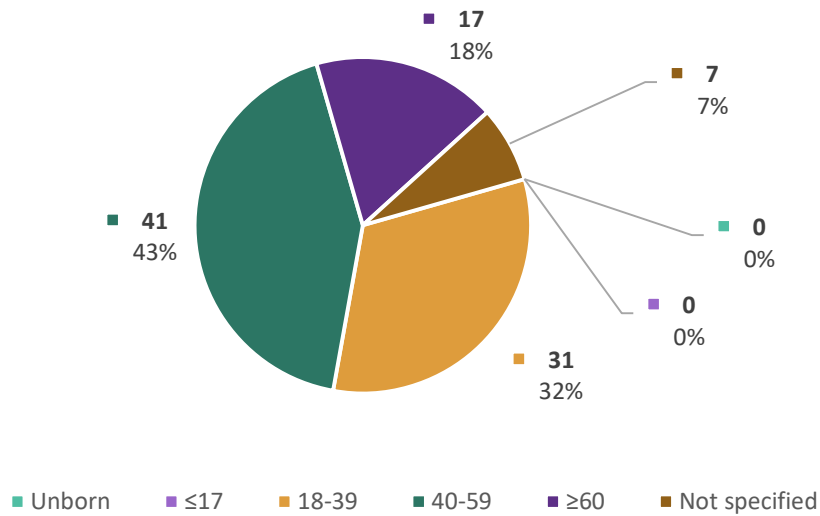


Figure 215: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In Apr-Dec 2025, the highest percentage of cases worked with were ages 40 to 59 (43%).

BMHC: Cases worked with Apr-Dec 2025 by nationality (no. & %)

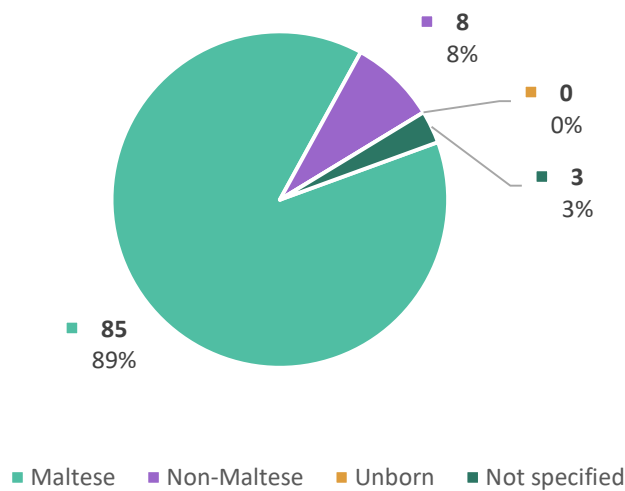
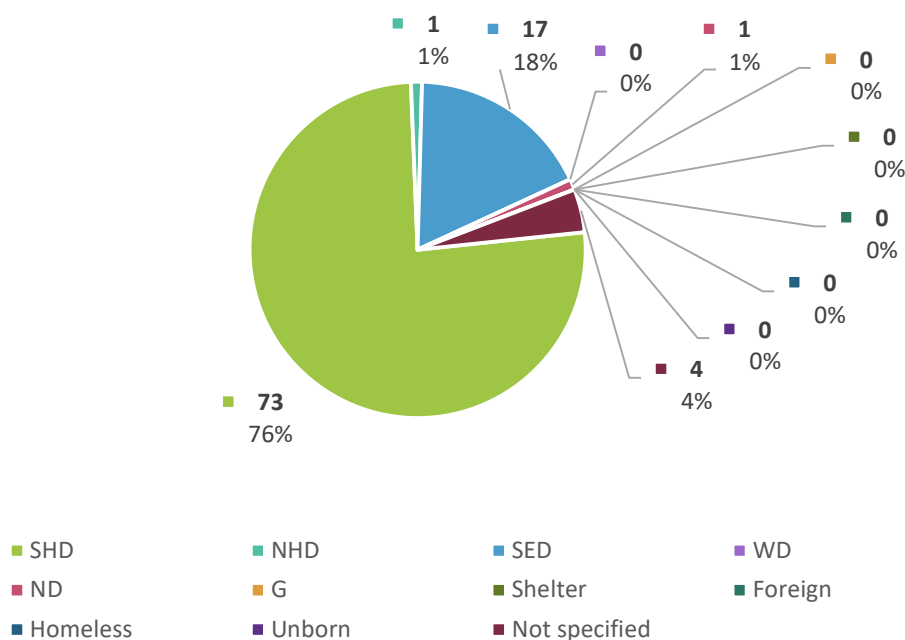


Figure 216: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In Apr-Dec 2025, 89% of the cases worked with were Maltese while non-Maltese made up 8% of cases.

BMHC: Cases worked with Apr-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 217: 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 (76%) had the highest percentage of cases worked with in Apr-Dec 2025.

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

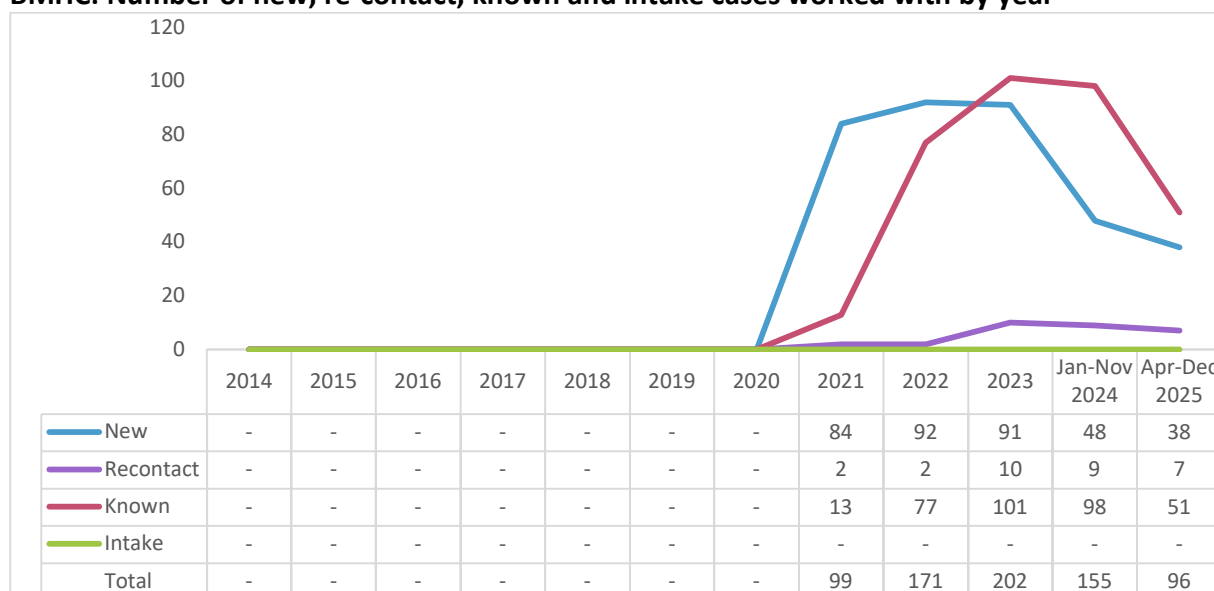


Figure 218: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

BMHC: Case state at the end of the reporting period

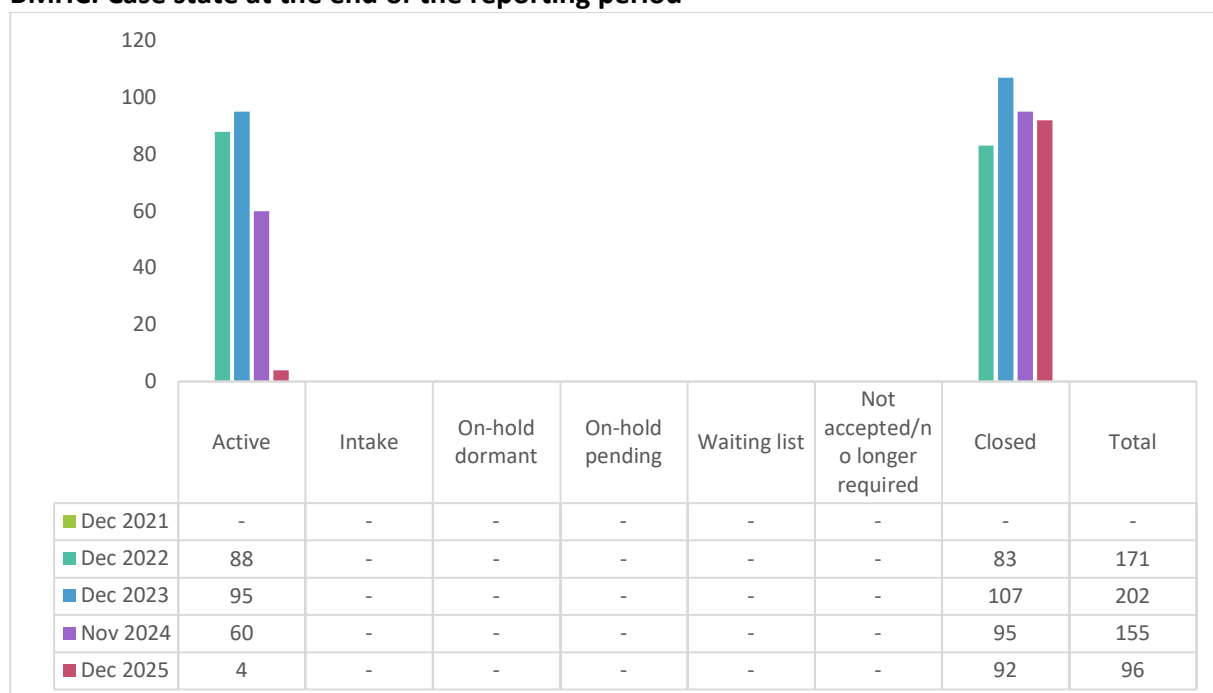


Figure 219: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 4% (4) 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.

BMHC: Waiting list at the end of the reporting period

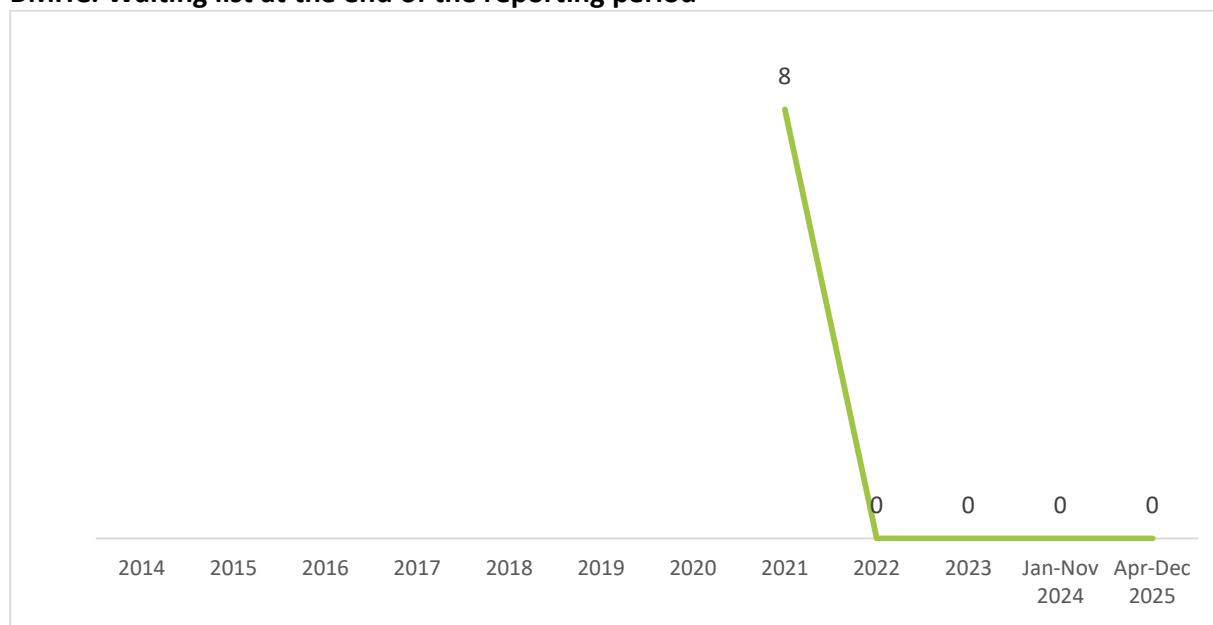


Figure 220: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

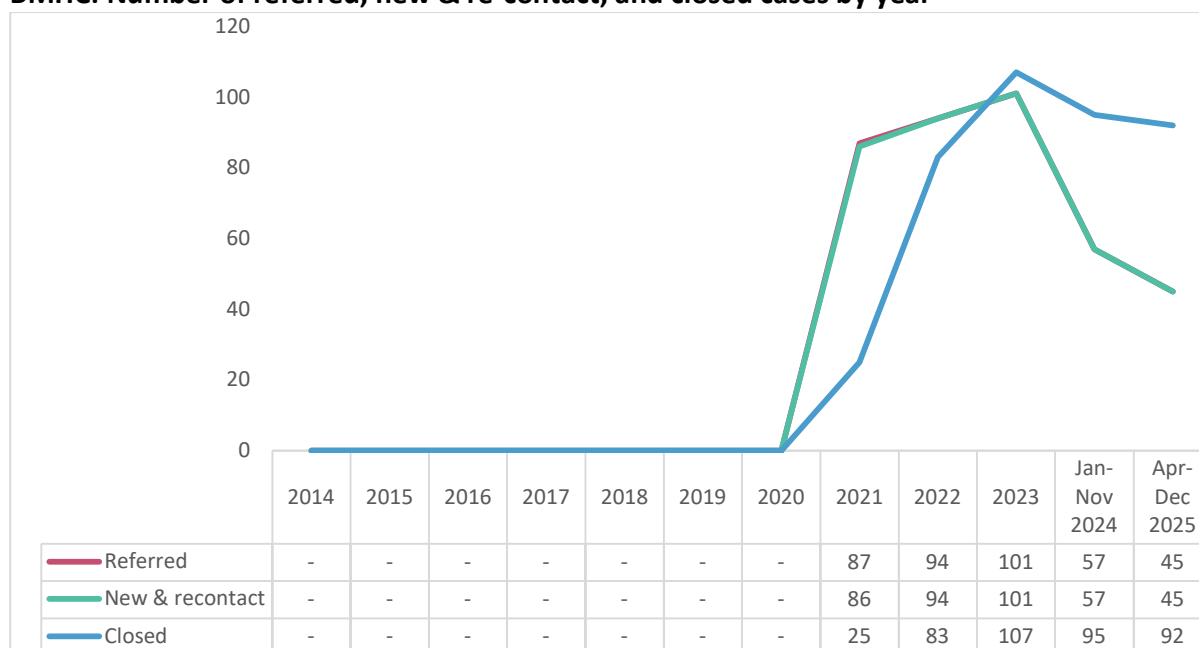


Figure 221: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 218 for breakdown of new & recontact cases). In Apr-Dec 2025, 45 cases were referred, 45 new & recontact cases opened, and 92 cases closed.

A total of **45** cases were opened between April and December 2025.

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

BMHC: Number of new & re-contact cases opened by age category and gender April - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤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	3	2	0	0	0	5
30-34	1	2	0	0	0	3
35-39	2	3	0	0	0	5
40-44	1	1	0	0	0	2
45-49	5	0	0	0	0	5
50-54	3	2	0	0	0	5
55-59	2	1	0	0	0	3
≥60	4	4	0	0	0	8
Not specified	1	6	0	0	0	7
Total	23	22	0	0	0	45

Figure 222: 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 Apr-Dec 2025, the highest number of cases opened were ages 60 or over (8).

BMHC: new & recontact cases opened by primary problem					
	2021	2022	2023	Jan-Nov 2024	Apr-Dec 2025
Abuse/neglect of an adult	-	-	-	1	0
Addictive behaviour problems	0	0	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	1	0	0
Child abuse	0	0	3	0	2
Child care or access	0	2	0	0	1
Delinquency	0	0	0	0	0
Disability related issues	1	5	9	1	0
Domestic violence	2	0	4	2	1
Eating disorder	0	0	0	0	0
Elderly needs	5	9	4	2	2
Employment issues	8	3	8	4	3
Family relations/relationships	0	1	2	9	3
Financial difficulties	24	20	43	16	13
Fostering or adoption	0	0	0	0	0
Health related issues	2	4	0	1	0
Homeless	0	0	0	1	0
Housing problems	15	10	10	9	4
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	6	20	6	4	10
Legal issues	1	2	2	0	2
Loneliness	2	1	0	1	0
Marital problems	0	0	0	0	0
Mental health issues	5	3	2	3	1
Migrant related issues	2	0	0	1	3
Oppositional defiant behaviours	0	0	0	0	0
Parenting skills/child-parent	0	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	0	0	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	0	1	0	0	0
Sex work related issues	0	0	0	0	0
Other	3	10	3	2	0
Not specified	10	3	4	0	0
Total	86	94	101	57	45

Figure 223: 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. The figure above reports the primary problem reported at referral for cases opened in the reporting period.

Floriana Mental Health Care Service (FMHC)

The service started reporting data in August 2024.

FMHC: Number of cases and individuals worked with by year

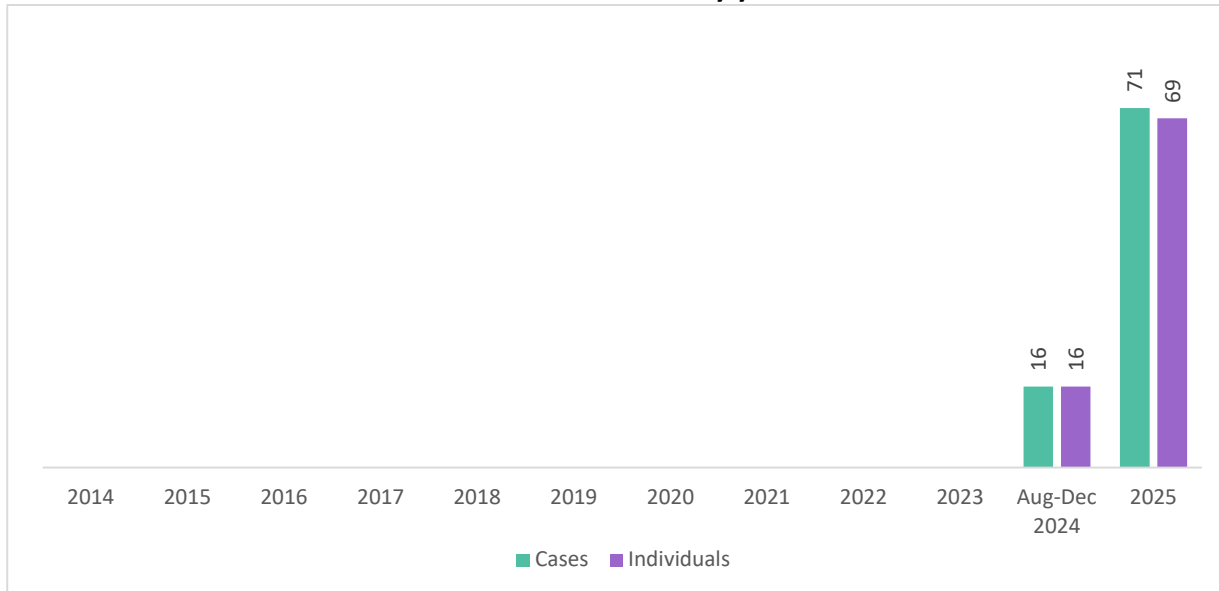


Figure 224: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 71 cases and 69 individuals were worked with compared to 16 and 16 respectively in Aug-Dec 2024.

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

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

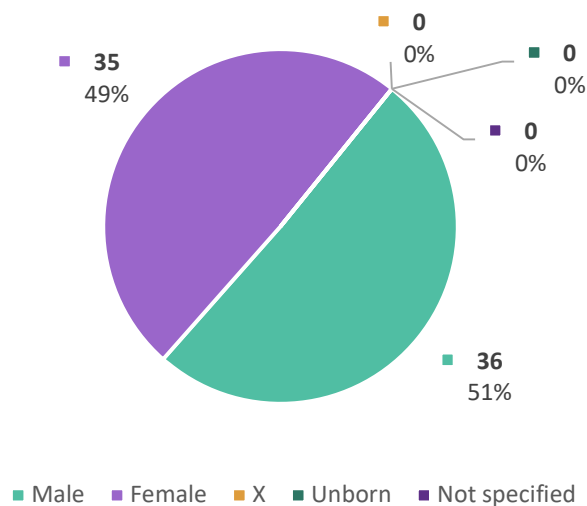


Figure 225: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (51%).

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

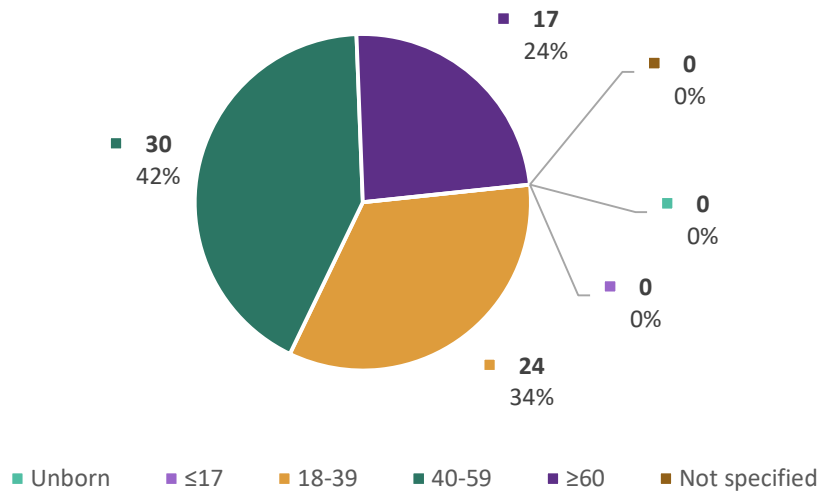


Figure 226: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (42%).

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

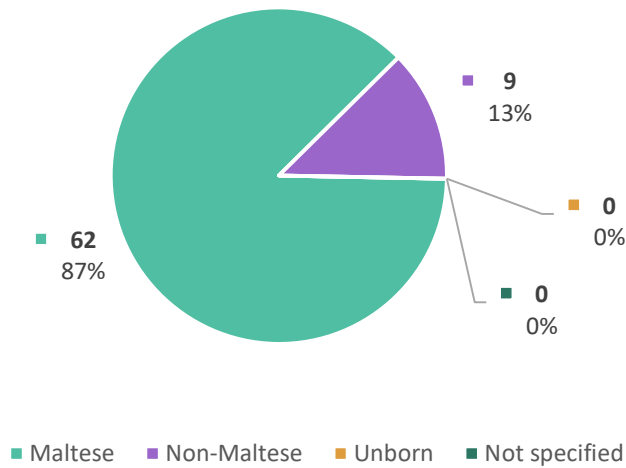
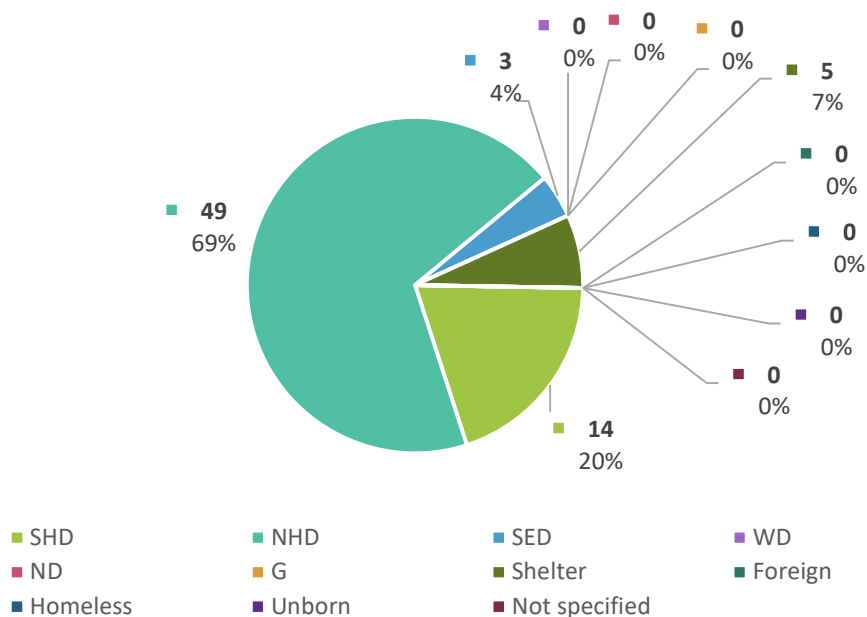


Figure 227: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 87% of the cases worked with were Maltese while non-Maltese made up 13% of cases.

FMHC: 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 228: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Northern Harbour District (69%) had the highest percentage of cases worked with in 2025.

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

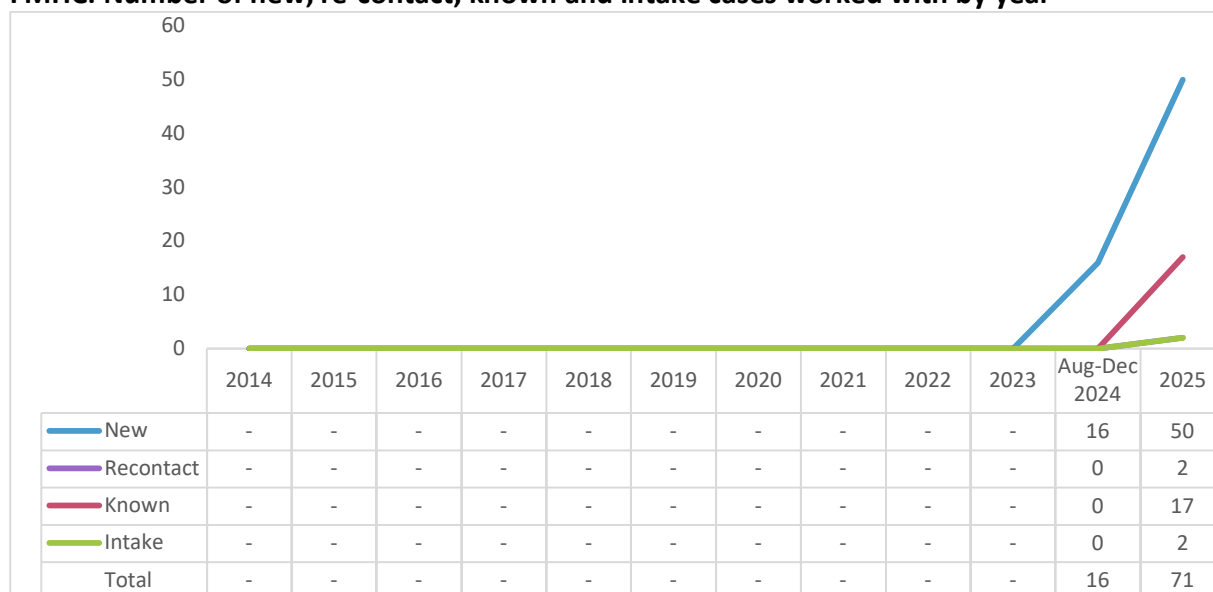


Figure 229: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

FMHC: Case state at the end of the reporting period

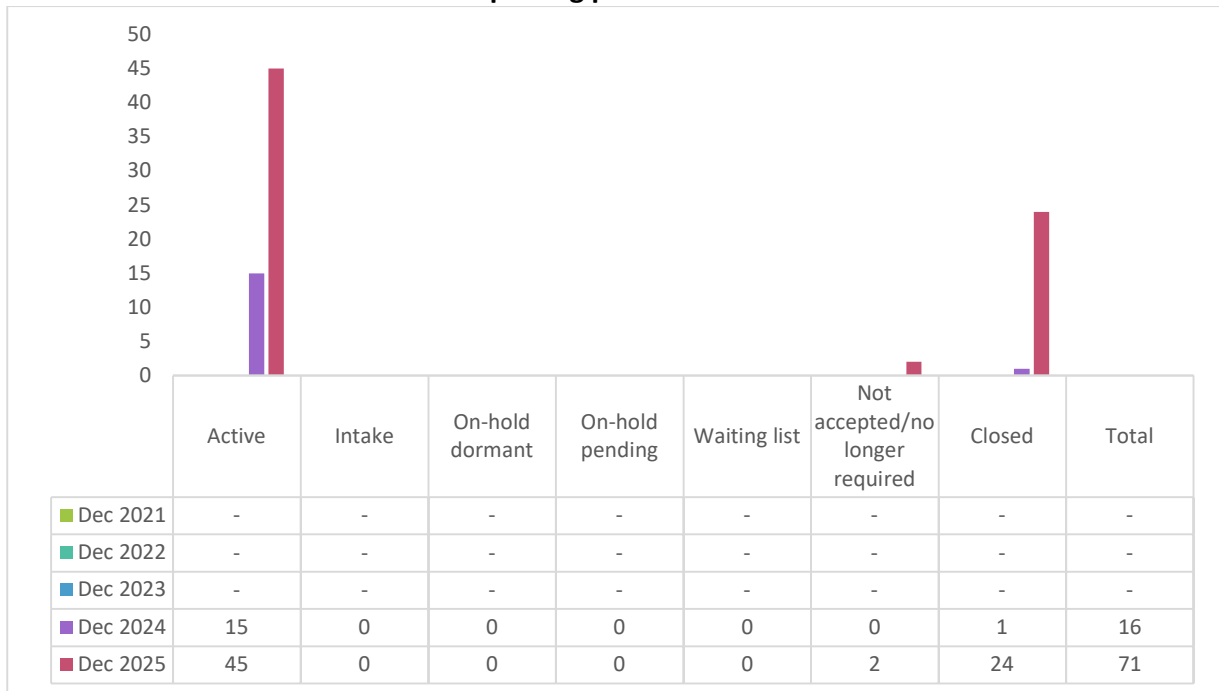


Figure 230: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 63% (45) 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.

FMHC: Waiting list at the end of the reporting period

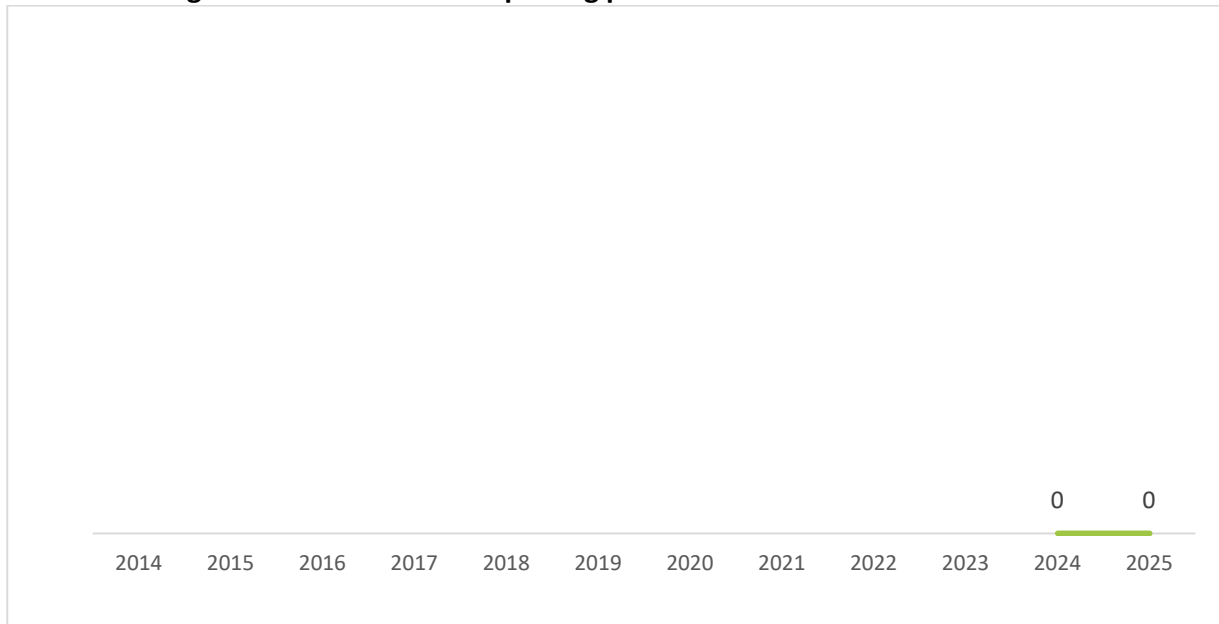


Figure 231: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

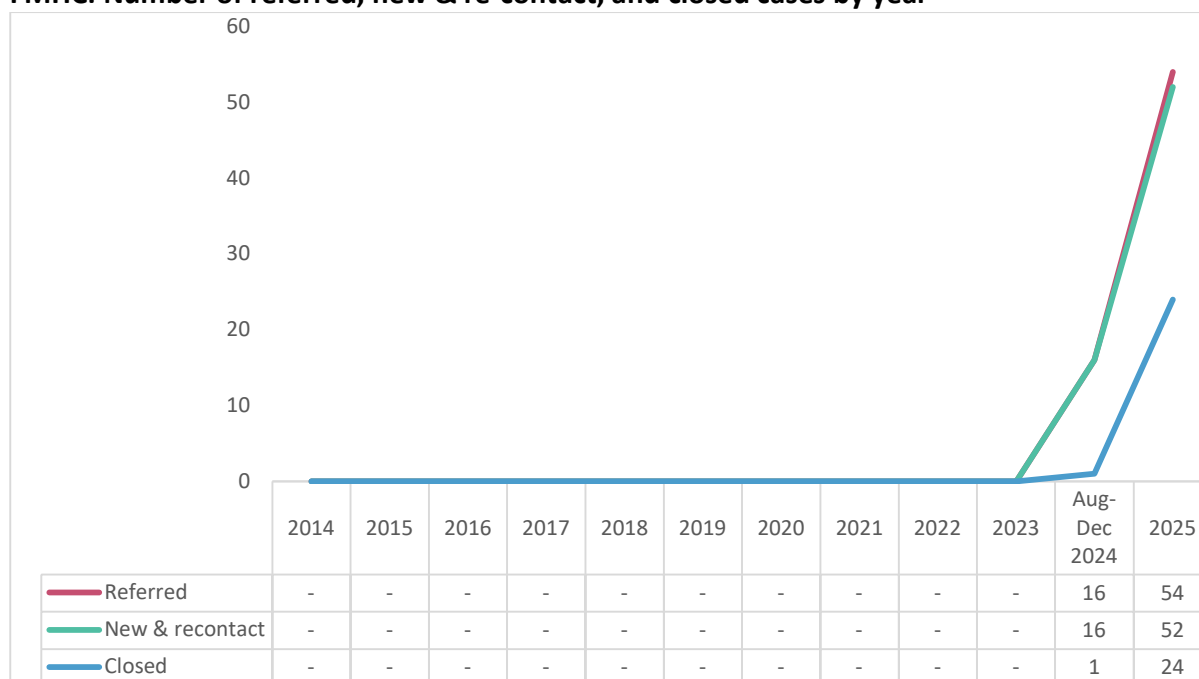


Figure 232: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 229 for breakdown of new & recontact cases). In 2025, 54 cases were referred, 52 new & recontact cases opened, and 24 case was closed.

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.

FMHC: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	1	1	0	0	0	2
20-24	1	2	0	0	0	3
25-29	5	3	0	0	0	8
30-34	1	1	0	0	0	2
35-39	5	1	0	0	0	6
40-44	5	5	0	0	0	10
45-49	2	1	0	0	0	3
50-54	4	3	0	0	0	7
55-59	2	0	0	0	0	2
≥60	1	8	0	0	0	9
Not specified	0	0	0	0	0	0
Total	27	25	0	0	0	52

Figure 233: 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 40-44 (10).

FMHC: new & recontact cases opened by primary problem					
	2021	2022	2023	Aug-Dec 2024	2025
Abuse/neglect of an adult	-	-	-	0	0
Addictive behaviour problems	-	-	-	0	1
Assault/rape/harassment/sexual abuse	-	-	-	0	0
Behaviour problems	-	-	-	0	0
Bereavement	-	-	-	1	0
Child abuse	-	-	-	0	0
Child care or access	-	-	-	0	0
Delinquency	-	-	-	0	0
Disability related issues	-	-	-	0	0
Domestic violence	-	-	-	1	1
Eating disorder	-	-	-	0	0
Elderly needs	-	-	-	0	0
Employment issues	-	-	-	1	6
Family relations/relationships	-	-	-	1	1
Financial difficulties	-	-	-	4	10
Fostering or adoption	-	-	-	0	0
Health related issues	-	-	-	0	2
Homeless	-	-	-	0	2
Housing problems	-	-	-	2	5
Human trafficking	-	-	-	0	0
Identity related issues	-	-	-	0	0
Lack of support or guidance	-	-	-	0	0
Legal issues	-	-	-	0	1
Loneliness	-	-	-	1	1
Marital problems	-	-	-	0	0
Mental health issues	-	-	-	0	8
Migrant related issues	-	-	-	1	0
Oppositional defiant behaviours	-	-	-	0	0
Parenting skills/child-parent	-	-	-	0	0
Personality related issues	-	-	-	0	0
Pregnancy related issues	-	-	-	0	0
Relationship problems	-	-	-	0	0
School related problems	-	-	-	0	0
Self-harm or suicide	-	-	-	0	0
Separation related issues	-	-	-	1	0
Sex work related issues	-	-	-	0	0
Other	-	-	-	2	0
Not specified	-	-	-	1	14
Total	-	-	-	16	52

Figure 234: 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. The figure above reports the primary problem reported at referral for cases opened in the reporting period.

Mtarfa Mental Health Care Service (MtHC)

The service was suspended between January 2020 and June 2021 as well as between January 2023 and February 2024. The service was suspended December 2025.

MtHC: Number of cases and individuals worked with by year

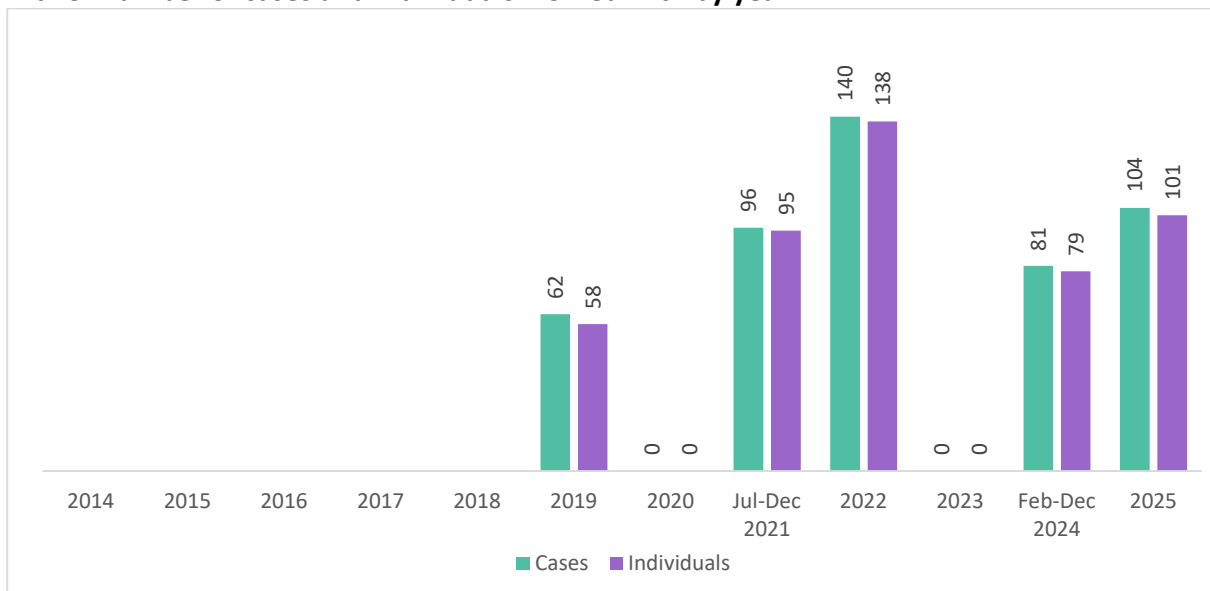


Figure 235: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 104 cases and 101 individuals were worked with compared to 81 and 79 respectively in Feb-Dec 2024.

A total of **104** cases were worked with between January and December 2025.

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

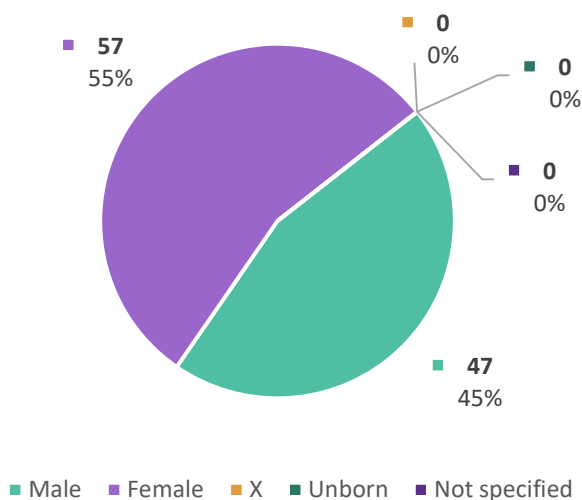


Figure 236: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (55%).

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

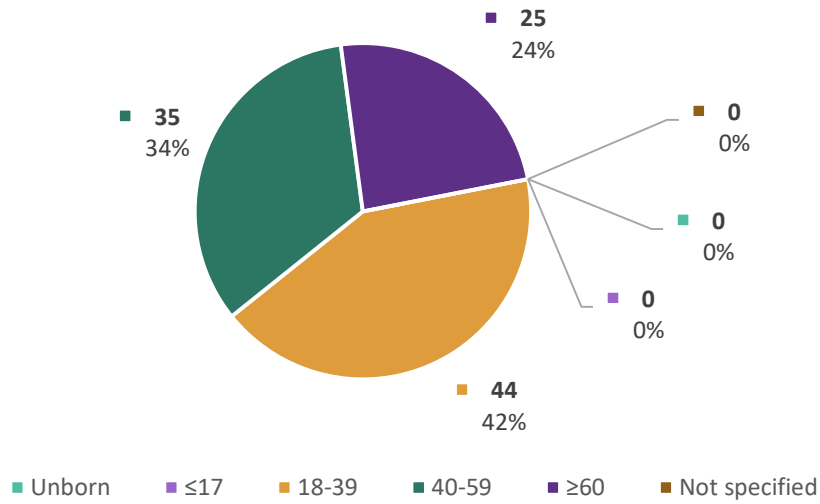


Figure 237: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (42%).

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

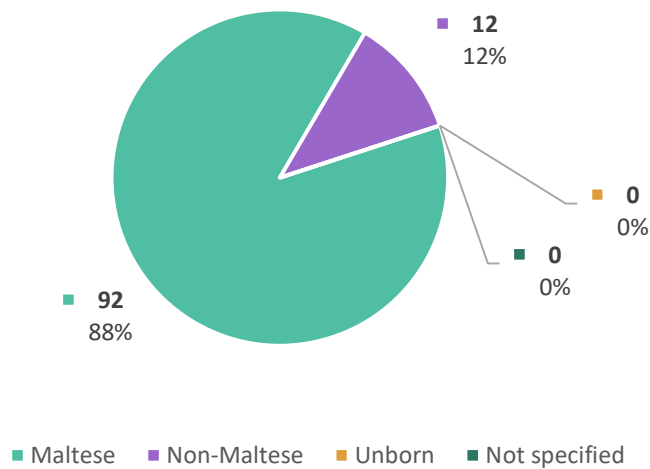
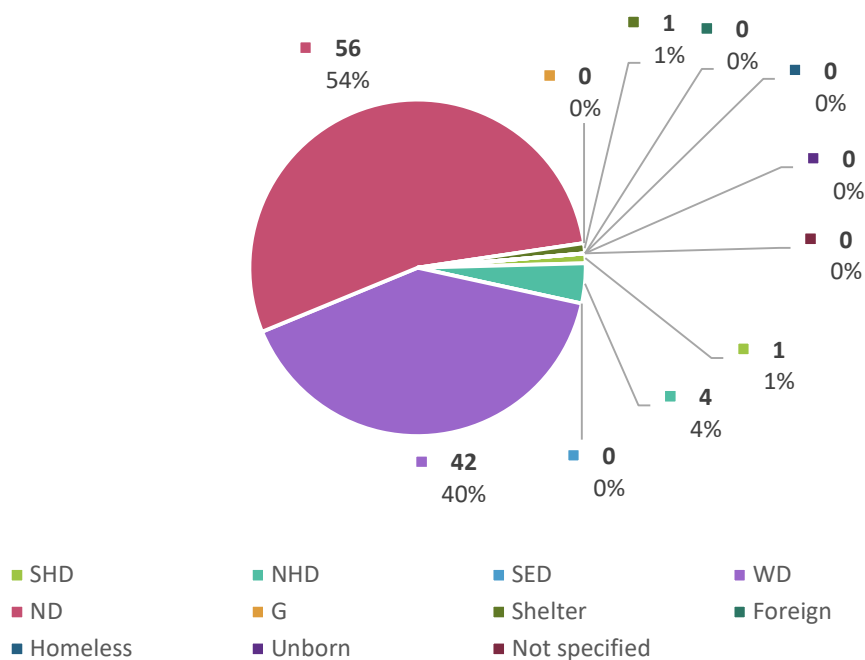


Figure 238: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 88% of the cases worked with were Maltese while non-Maltese made up 12% of cases.

MtHC: 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 239: 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 (54%) had the highest percentage of cases worked with in 2025.

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

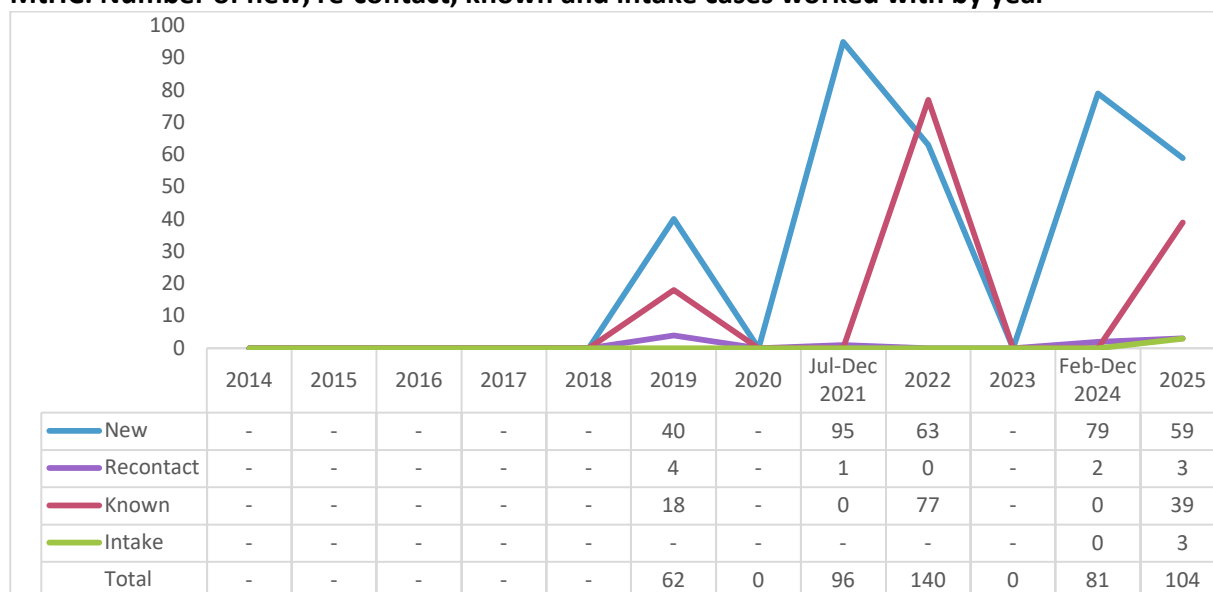


Figure 240: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported.

MtHC: Case state at the end of the reporting period

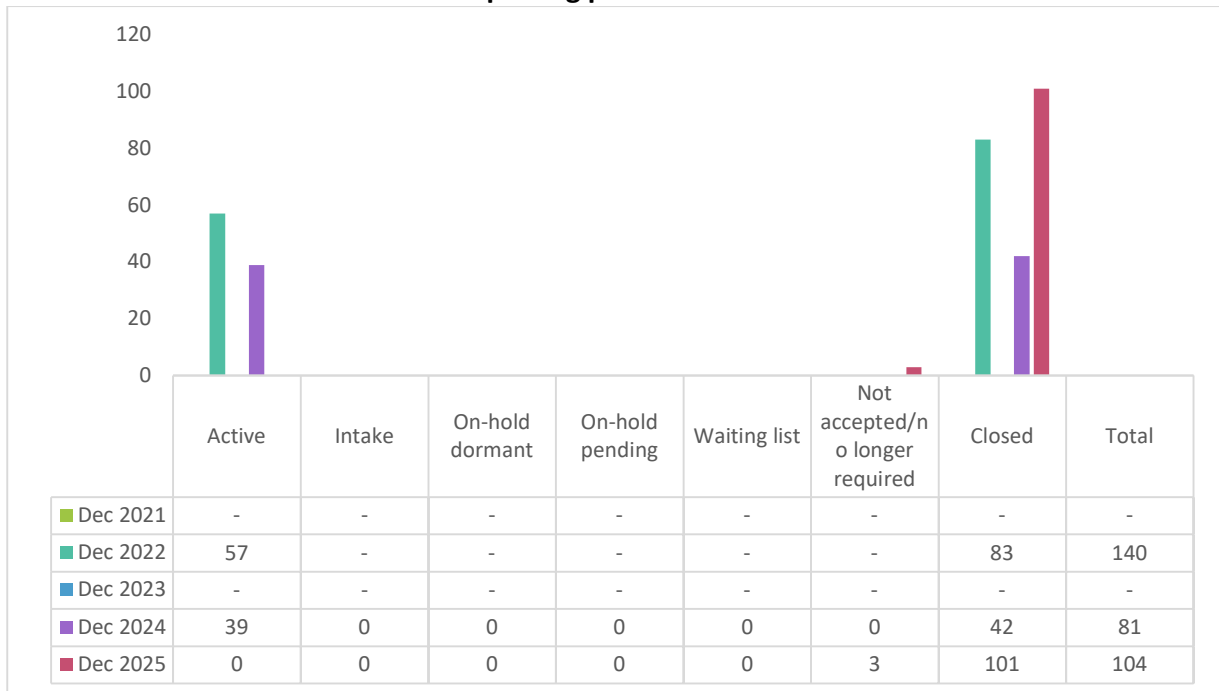


Figure 241: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 97% (101) of the cases worked with were closed and 3% (3) were not accepted or the service was no longer required. 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.

MtHC: Waiting list at the end of the reporting period

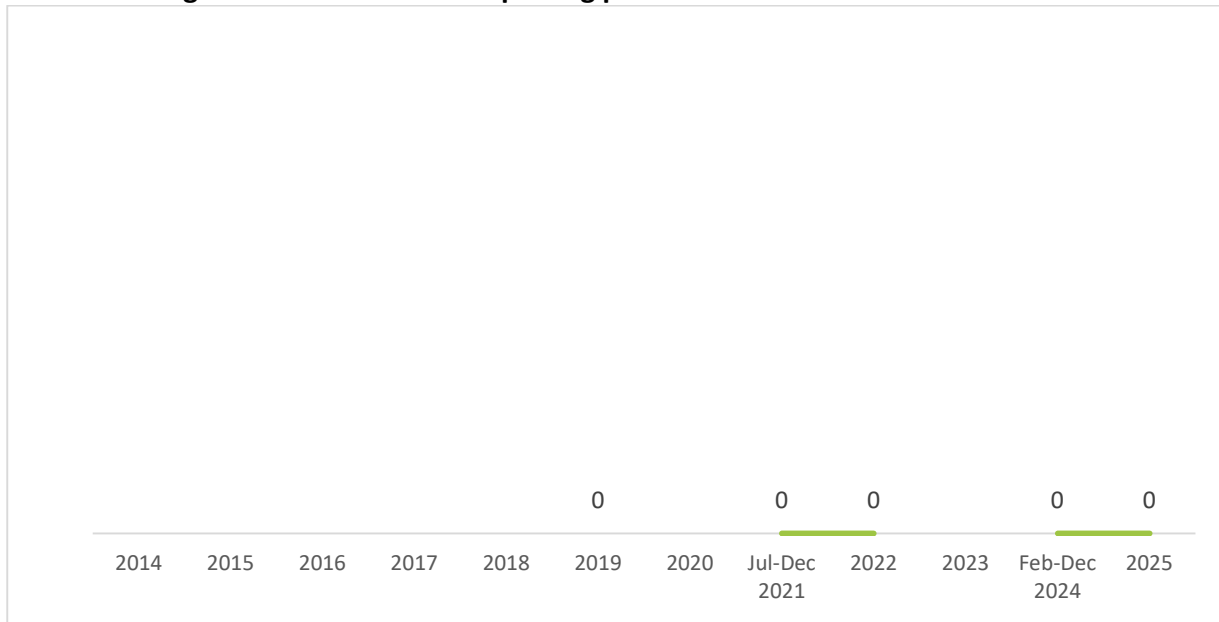


Figure 242: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

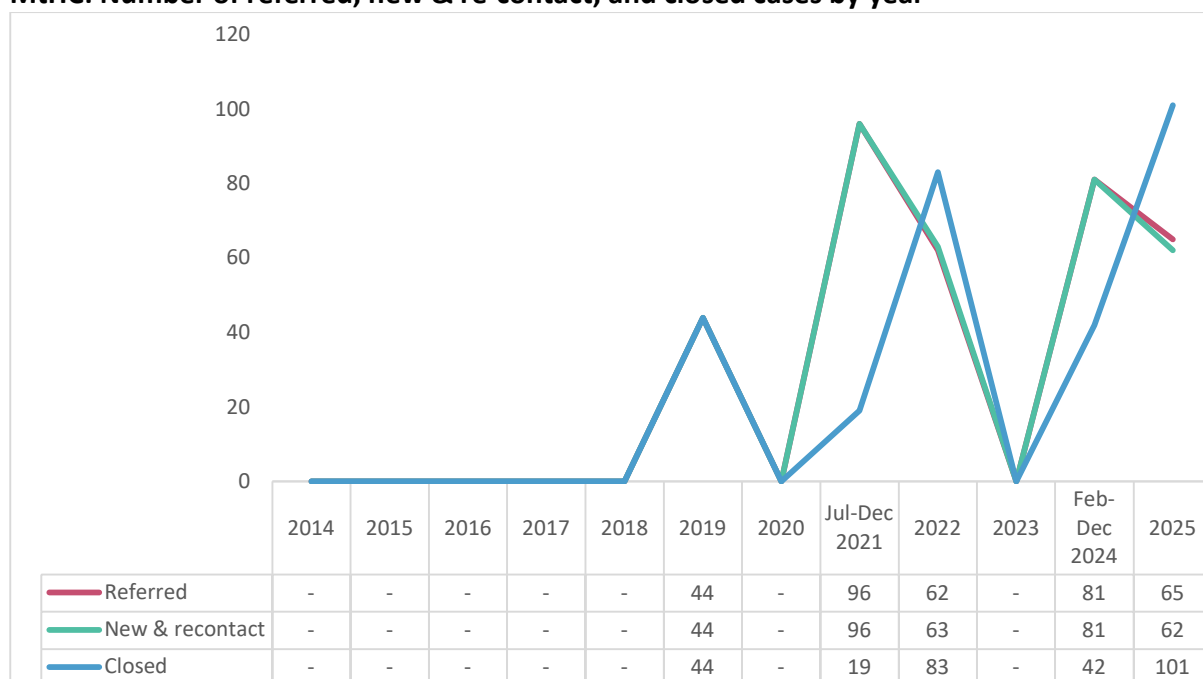


Figure 243: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 240 for breakdown of new & recontact cases). In 2025, 65 cases were referred, 62 new & recontact cases opened, and 101 cases closed.

A total of **62** cases were opened between January and December 2025.

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

MtHC: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	2	0	0	0	2
20-24	2	3	0	0	0	5
25-29	4	2	0	0	0	6
30-34	3	3	0	0	0	6
35-39	8	3	0	0	0	11
40-44	0	5	0	0	0	5
45-49	2	3	0	0	0	5
50-54	3	2	0	0	0	5
55-59	1	3	0	0	0	4
≥60	5	8	0	0	0	13
Not specified	0	0	0	0	0	0
Total	28	34	0	0	0	62

Figure 244: 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 (13).

MtHC: new & recontact cases opened by primary problem					
	Jul-Dec 2021	2022	2023	Feb-Dec 2024	2025
Abuse/neglect of an adult	0	0	-	0	0
Addictive behaviour problems	0	0	-	1	1
Assault/rape/harassment/sexual abuse	0	0	-	0	0
Bereavement	0	0	-	0	0
Child abuse	0	1	-	0	0
Child care or access	0	0	-	0	0
Delinquency	0	0	-	0	0
Disability related issues	3	1	-	2	0
Domestic violence	3	5	-	5	1
Eating disorder	0	0	-	0	0
Elderly needs	1	2	-	9	0
Employment issues	2	7	-	3	9
Family relations/relationships	2	3	-	3	2
Financial difficulties	15	20	-	17	9
Fostering or adoption	0	0	-	0	0
Health related issues	3	0	-	3	2
Homeless	1	0	-	0	0
Housing problems	13	7	-	9	9
Human trafficking	0	0	-	0	0
Identity related issues	0	0	-	0	0
Lack of support or guidance	3	4	-	0	0
Legal issues	0	0	-	0	1
Loneliness	0	0	-	0	0
Marital problems	0	0	-	0	0
Mental health issues	5	9	-	24	27
Migrant related issues	1	0	-	1	0
Oppositional defiant behaviours	0	0	-	0	0
Parenting skills/child-parent relationship	0	0	-	1	0
Personality related issues	0	0	-	0	0
Pregnancy related issues	0	0	-	0	0
Relationship problems	0	0	-	0	0
School related problems	0	0	-	0	0
Self-harm or suicide	0	0	-	0	0
Separation related issues	1	1	-	1	0
Sex work related issues	0	0	-	0	0
Other	3	3	-	2	1
Not specified	40	0	-	0	0
Total	96	63	-	81	62

Figure 245: 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. The figure above reports the primary problem reported at referral for cases opened in the reporting period.

Child and Young People's Service (CYPS)

Service began reporting data in 2017. A data cleaning exercise occurred in 2023, and ghost cases were eliminated.

CYPS: Number of cases and individuals worked with by year

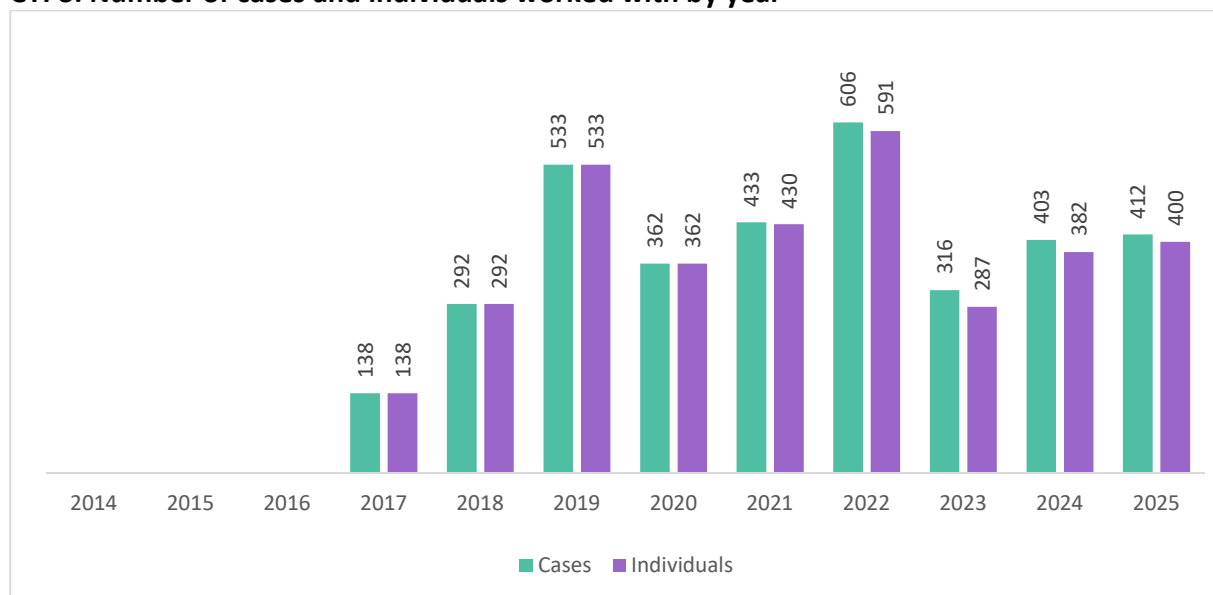


Figure 246: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 412 cases and 400 individuals were worked with compared to 403 and 382 respectively in 2024.

A total of **412** cases were worked with between January and December 2025.

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

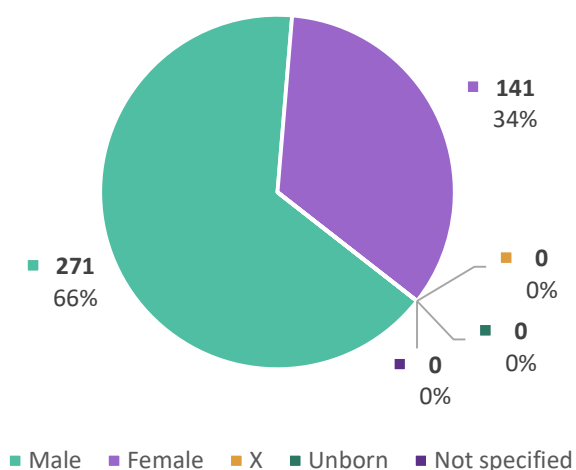


Figure 247: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (66%).

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

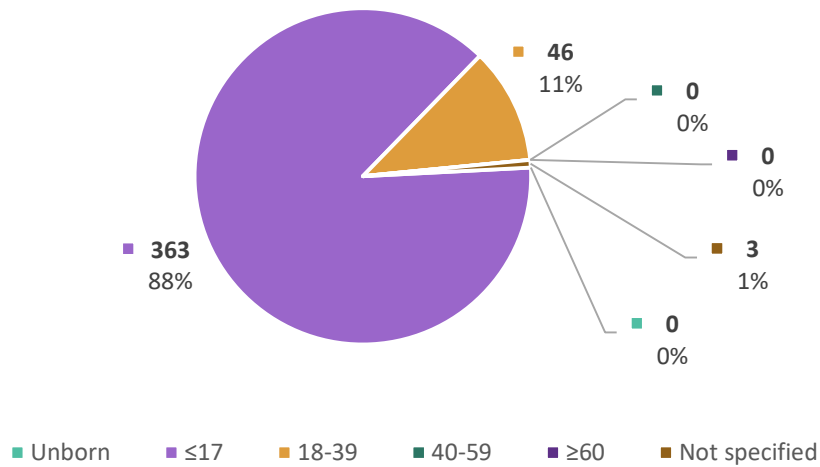


Figure 248: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 17 or younger (88%).

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

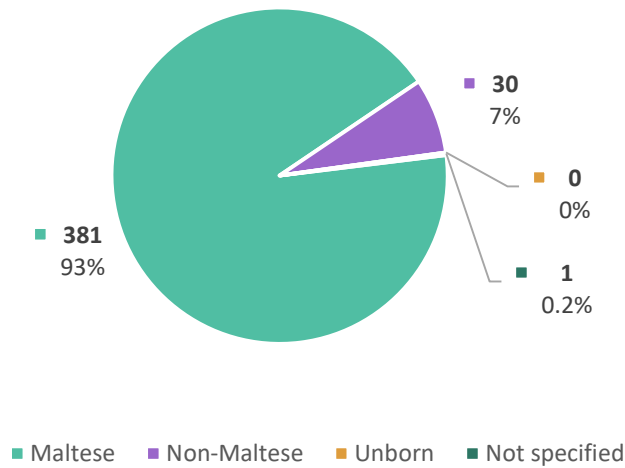
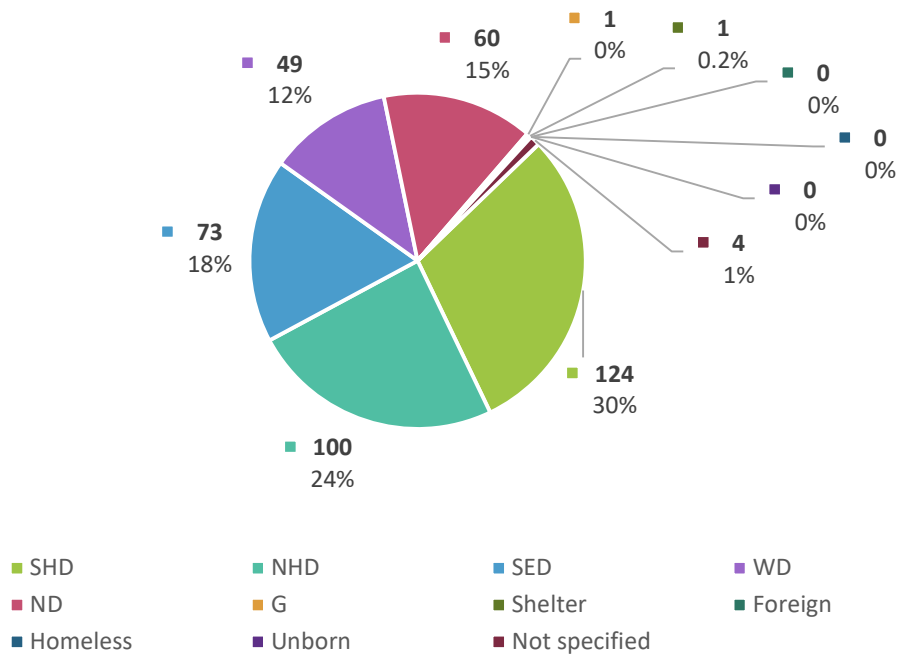


Figure 249: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 93% of the cases worked with were Maltese while non-Maltese made up 7% of cases.

CYPS: 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 250: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Southern Harbour District (30%) had the highest percentage of cases worked with in 2025.

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

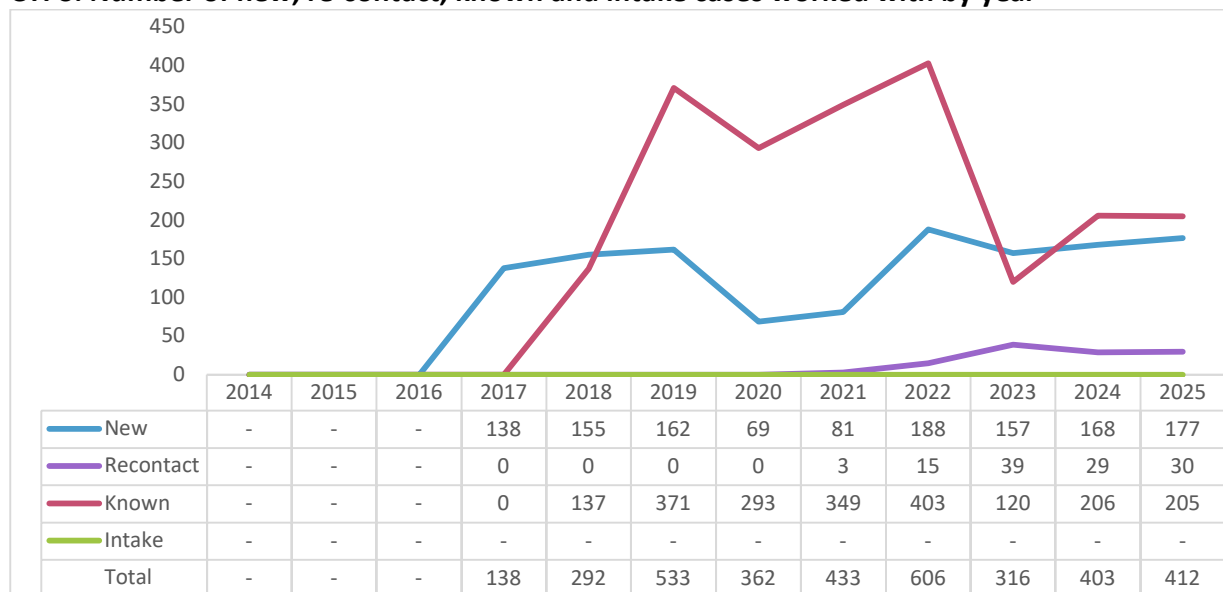


Figure 251: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake status was not collected so it could not be reported. In 2023, administrative closure of ghost cases occurred.

CYPS: Case state at the end of the reporting period

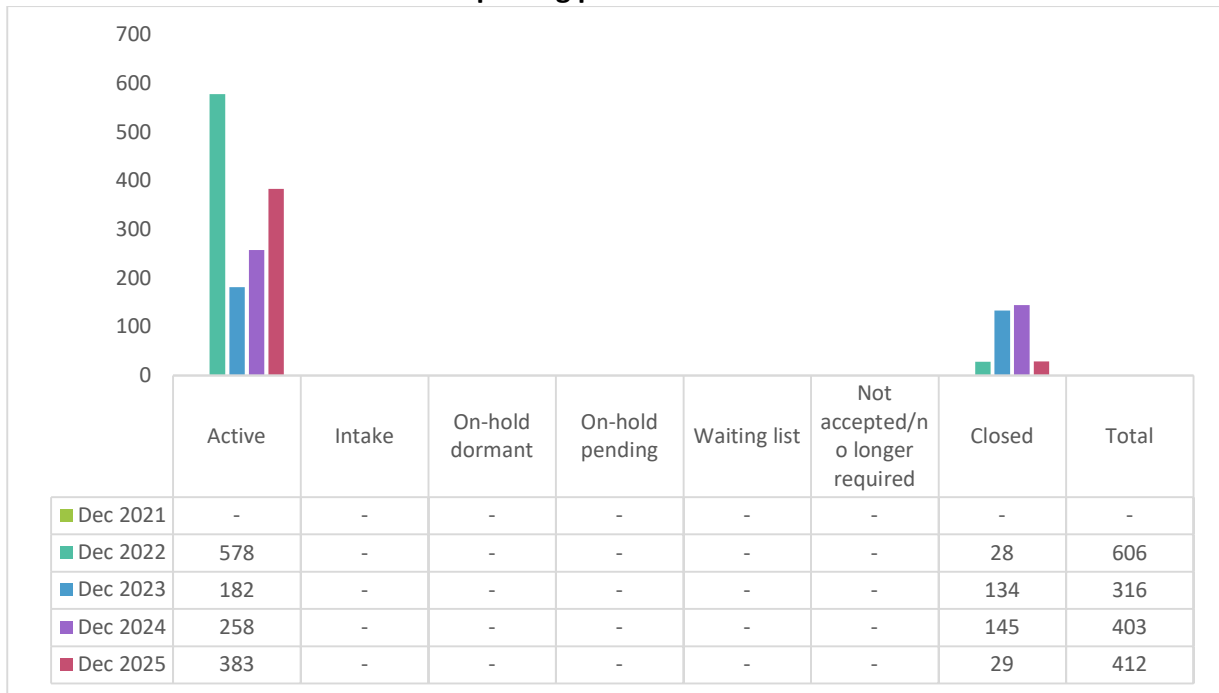


Figure 252: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 93% (383) 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.

CYPS: Waiting list at the end of the reporting period

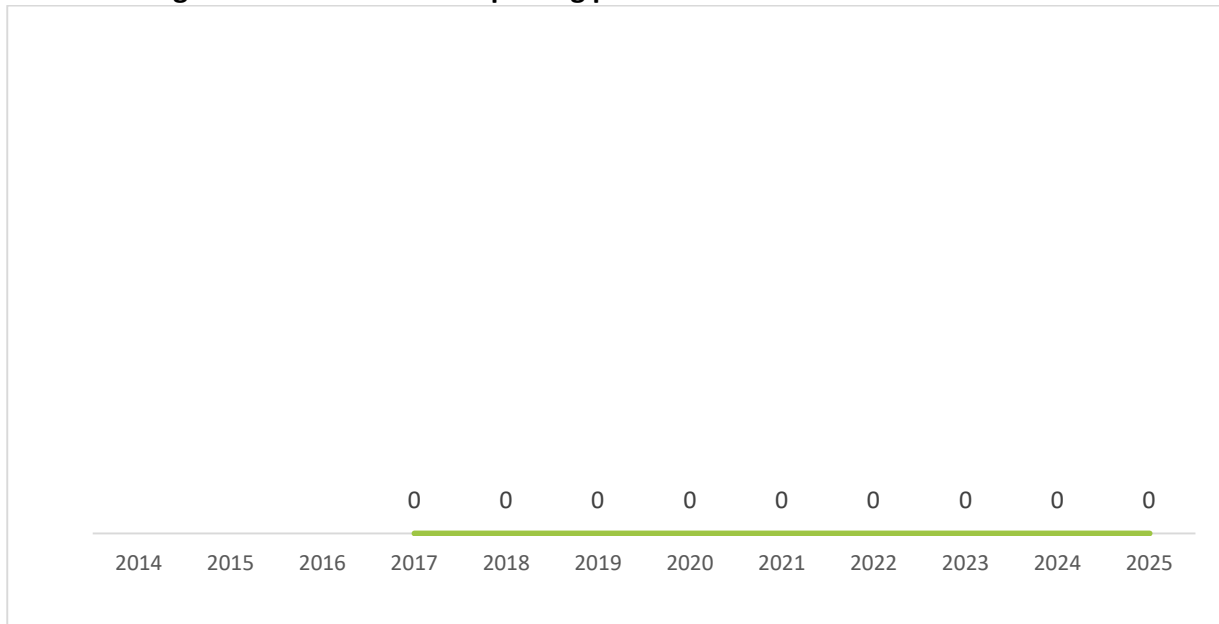


Figure 253: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

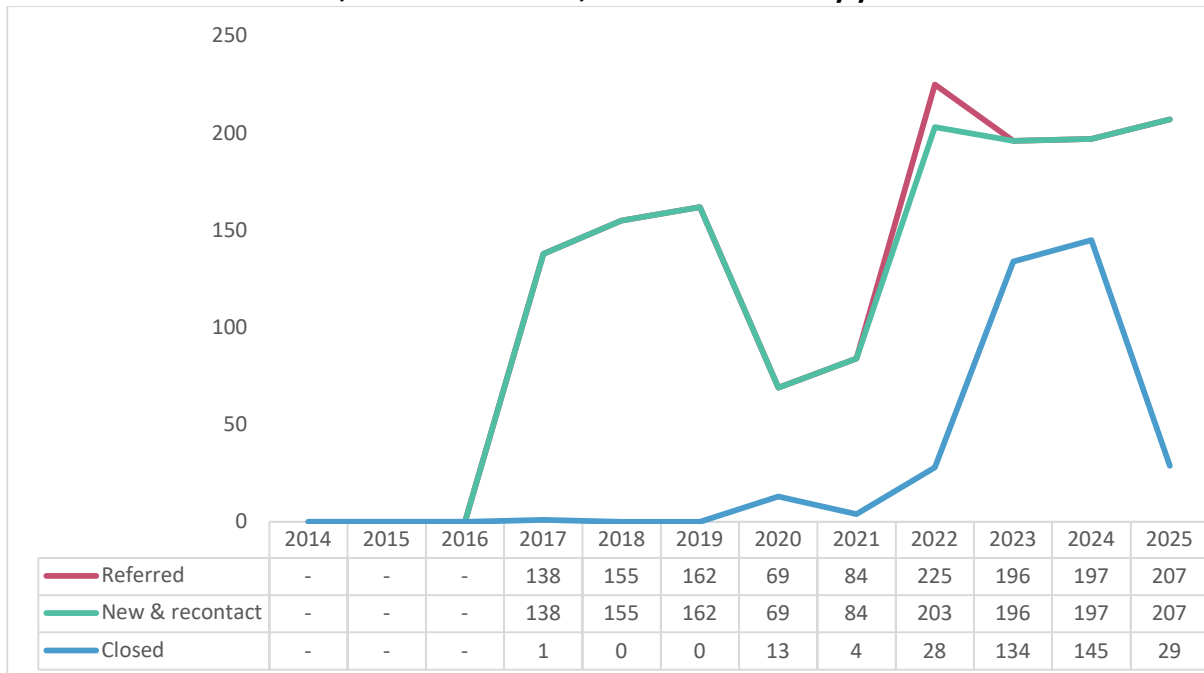


Figure 254: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 251 for breakdown of new & recontact cases). In 2023, administrative closure of ghost cases occurred and thus the number of cases closed in 2023 increased compared to 2022. In 2025, 207 cases were referred, 207 new & recontact cases opened, and 29 cases closed.

A total of **207** cases were opened between January and December 2025.

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

CYPS: 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	8	1	0	0	0	9
6-10	60	20	0	0	0	80
11-15	53	37	0	0	0	90
16-17	12	10	0	0	0	22
≥18	2	4	0	0	0	6
Not specified	0	0	0	0	0	0
Total	135	72	0	0	0	207

Figure 255: 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 (90).

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.

Intake & Family Support Service	2021	2022	2023	2024	2025
Male	397	334	132	103	83
Female	262	284	202	176	150
X	0	0	0	2	0
Unborn	0	0	1	0	0
Not specified	0	0	0	0	0
Total	659	618	335	281	233

Human Trafficking Service	2021	2022	2023	2024	2025
Male	0	3	0	1	7
Female	4	5	6	22	17
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	4	8	6	23	24

Appogg Homeless Service	2021	2022	2023	2024	2025
Male	-	-	-	219	234
Female	-	-	-	76	98
X	-	-	-	2	0
Unborn	-	-	-	0	0
Not specified	-	-	-	0	0
Total	-	-	-	297	332

Domestic Violence Service	2021	2022	2023	2024	2025
Male	92	83	100	213	376
Female	702	566	566	1039	1387
X	0	0	1	0	0
Unborn	0	0	0	0	0
Not specified	0	0	1	0	0
Total	794	649	668	1252	1763

Ghabex Shelter	2021	2022	2023	2024	2025
Male	5	13	17	24	12
Female	38	35	45	100	59
X	0	0	0	0	0
Unborn	0	0	0	0	0

Not specified	0	0	0	0	0
Total	43	48	62	124	71

LGBTIQ+ Wellbeing Service	2021	2022	2023	Jul-Dec 2024	2025
Male	-	-	-	13	16
Female	-	-	-	14	9
X	-	-	-	2	9
Unborn	-	-	-	0	0
Not specified	-	-	-	0	0
Total	-	-	-	29	34

Stop! The Violence and Abuse Service	2021	2022	2023	2024	2025
Male	20	20	31	19	34
Female	0	2	5	3	3
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	20	22	36	22	37

Child to Parent Violence	2021	2022	2023	2024	2025
Male	-	14	22	20	14
Female	-	7	15	10	38
X	-	0	0	0	0
Unborn	-	0	0	0	0
Not specified	-	0	0	0	0
Total	-	21	37	30	52

Appogg: Individual or family-related services	2021	2022	2023	2024	2025
Male	514	467	302	612	776
Female	1006	899	839	1440	1761
X	0	0	1	6	9
Unborn	0	0	1	0	0
Not specified	0	0	1	0	0
Total	1520	1366	1144	2058	2546

Mater Dei Hospital Social Work Service	2021	2022	2023	2024	2025
Male	1025	1012	1056	1165	1355
Female	1150	1262	1171	1299	1528
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	2175	2274	2227	2464	2883

Benniena Service	2021	2022	2023	2024	2025
Male	23	11	20	5	15
Female	100	114	86	87	89
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	123	125	106	92	104

Oncology Social Work Service	2021	2022	2023	2024	2025
Male	187	208	175	162	258
Female	170	166	192	142	211
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	357	374	367	304	469

Qormi Health Centre Social Work Service	2021	2022	2023	2024	2025
Male	54	36	50	43	39
Female	59	46	29	41	39
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	113	82	79	84	78

St. Vincent de Paule Social Work Service	2021	2022	2023	2024	2025
Male	126	144	250	238	386
Female	172	181	380	286	574
X	0	0	0	0	1
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	298	325	630	524	961

Primary Health Care Service	2021	2022	2023	2024	2025
Male	5	20	20	39	37
Female	6	41	44	59	52
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	11	61	64	98	89

Child and Young People's Service	2021	2022	2023	2024	2025
Male	43	120	125	114	135
Female	41	83	70	83	72
X	0	0	1	0	0

Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	84	203	196	197	207

Bormla Mental Health Care Service	2021	2022	2023	2024	Apr-Dec 2025
Male	40	33	47	27	23
Female	46	61	54	30	22
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	86	94	101	57	45

Floriana Mental Health Care Service	2021	2022	2023	2024	2025
Male	-	-	-	9	27
Female	-	-	-	7	25
X	-	-	-	0	0
Unborn	-	-	-	0	0
Not specified	-	-	-	0	0
Total	-	-	-	16	52

Mtarfa Mental Health Care Service	2021	2022	2023	2024	2025
Male	40	29	-	39	28
Female	56	34	-	42	34
X	0	0	-	0	0
Unborn	0	0	-	0	0
Not specified	0	0	-	0	0
Total	96	63	-	81	62

Appogg: Health-related services	2021	2022	2023	2024	2025
Male	1543	1613	1743	1841	2303
Female	1800	1988	2026	2076	2646
X	0	0	1	0	1
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	3343	3601	3770	3917	4950

Appogg (All)	2021	2022	2023	2024	2025
Male	2057	2080	2045	2453	3079
Female	2806	2887	2865	3516	4407
X	0	0	2	6	10
Unborn	0	0	1	0	0
Not specified	0	0	1	0	0
Total	4863	4967	4914	5975	7496

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.

Intake & Family Support Service	2021	2022	2023	2024	2025
Unborn	0	0	1	0	0
<17	51	53	17	14	12
18-19	31	23	13	7	6
20-24	107	97	28	25	20
25-29	101	75	34	20	21
30-34	71	74	48	31	26
35-39	91	66	54	47	44
40-44	64	76	41	40	34
45-49	54	51	39	34	28
50-54	43	51	32	26	20
55-59	31	32	15	25	15
60+	15	19	13	12	7
Not specified	0	1	0	0	0
Total	659	618	335	281	233

Human Trafficking Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	0	2	2
18-19	0	0	0	2	0
20-24	0	1	2	5	4
25-29	0	1	2	6	6
30-34	1	1	1	4	7
35-39	2	2	0	2	1
40-44	0	3	1	0	3
45-49	1	0	0	1	1
50-54	0	0	0	0	0
55-59	0	0	0	1	0
60+	0	0	0	0	0
Not specified	0	0	0	0	0
Total	4	8	6	23	24

Appogg Homeless Service	2021	2022	2023	2024	2025
Unborn	-	-	-	0	0
<17	-	-	-	25	31
18-19	-	-	-	10	9
20-24	-	-	-	33	30
25-29	-	-	-	57	45
30-34	-	-	-	44	44
35-39	-	-	-	37	54
40-44	-	-	-	33	56
45-49	-	-	-	30	33
50-54	-	-	-	12	17
55-59	-	-	-	15	12

60+	-	-	-	1	1
Not specified	-	-	-	0	0
Total	-	-	-	297	332

Domestic Violence Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	3	0	0	2	2
18-19	15	9	6	20	37
20-24	65	39	53	86	116
25-29	72	60	66	107	197
30-34	95	78	91	175	223
35-39	115	104	104	207	287
40-44	107	93	89	190	246
45-49	85	80	65	137	180
50-54	59	62	58	97	110
55-59	44	29	37	50	57
60+	134	95	99	181	308
Not specified	0	0	0	0	0
Total	794	649	668	1252	1763

Ghabex Shelter	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	8	22	22	48	20
18-19	1	1	1	1	3
20-24	6	3	6	9	5
25-29	3	4	7	13	9
30-34	6	6	5	8	5
35-39	4	2	3	12	7
40-44	3	4	5	7	5
45-49	5	0	5	7	7
50-54	2	2	2	7	4
55-59	2	0	0	3	2
60+	3	4	6	9	4
Not specified	0	0	0	0	0
Total	43	48	62	124	71

LGBTIQ+ Wellbeing Service	2021	2022	2023	Jul-Dec 2024	2025
Unborn	-	-	-	0	0
<17	-	-	-	4	5
18-19	-	-	-	3	3
20-24	-	-	-	4	4
25-29	-	-	-	8	7
30-34	-	-	-	3	4
35-39	-	-	-	1	6
40-44	-	-	-	1	2

45-49	-	-	-	1	2
50-54	-	-	-	2	0
55-59	-	-	-	0	1
60+	-	-	-	1	0
Not specified	-	-	-	1	0
Total	-	-	-	29	34

Stop! The Violence and Abuse Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	3	2	0
18-19	0	0	1	0	2
20-24	0	1	0	1	3
25-29	2	2	2	0	4
30-34	3	2	5	2	7
35-39	1	2	5	4	4
40-44	7	5	7	3	8
45-49	1	5	7	3	3
50-54	1	3	2	1	1
55-59	2	1	0	3	1
60+	3	1	4	3	4
Not specified	0	0	0	0	0
Total	20	22	36	22	37

Child to Parent Violence	2021	2022	2023	2024	2025
Unborn	-	0	0	0	0
<17	-	20	18	18	5
18-19	-	1	3	2	0
20-24	-	0	3	0	1
25-29	-	0	0	0	0
30-34	-	0	0	0	1
35-39	-	0	2	1	2
40-44	-	0	3	2	8
45-49	-	0	6	3	15
50-54	-	0	1	0	8
55-59	-	0	1	2	5
60+	-	0	0	2	7
Not specified	-	0	0	0	0
Total	-	21	37	30	52

Appogg: Individual or family-related services	2021	2022	2023	2024	2025
Unborn	0	0	1	0	0
<17	62	95	60	115	77
18-19	47	34	24	45	60
20-24	178	141	92	163	183

25-29	178	142	111	211	289
30-34	176	161	150	267	317
35-39	213	176	168	311	405
40-44	181	181	146	276	362
45-49	146	136	122	216	269
50-54	105	118	95	145	160
55-59	79	62	53	99	93
60+	155	119	122	209	331
Not specified	0	1	0	1	0
Total	1520	1366	1144	2058	2546

Mater Dei Hospital Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	20	9	1	29	9
18-19	2	5	0	1	0
20-24	15	5	5	4	15
25-29	16	12	13	2	20
30-34	22	11	13	16	16
35-39	15	14	22	31	22
40-44	25	10	11	26	15
45-49	33	24	18	26	30
50-54	31	28	23	36	31
55-59	52	56	41	44	59
60+	1944	2095	2080	2249	2666
Not specified	0	5	0	0	0
Total	2175	2274	2227	2464	2883

Benniena Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	48	35	44	9	37
18-19	6	5	8	4	3
20-24	19	15	9	18	17
25-29	15	20	16	12	18
30-34	14	21	15	26	10
35-39	15	21	7	15	11
40-44	3	5	7	7	8
45-49	0	1	0	0	0
50-54	0	0	0	0	0
55-59	0	0	0	0	0
60+	3	2	0	1	0
Not specified	0	0	0	0	0
Total	123	125	106	92	104

Oncology Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0

<17	11	14	17	5	21
18-19	0	3	0	2	1
20-24	3	5	0	1	1
25-29	3	3	2	3	2
30-34	7	6	8	3	6
35-39	11	7	15	16	11
40-44	16	9	15	13	15
45-49	13	23	20	16	25
50-54	24	30	24	14	24
55-59	32	38	38	22	34
60+	234	236	228	209	329
Not specified	3	0	0	0	0
Total	357	374	367	304	469

Qormi Health Centre Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	0	1	0
18-19	0	0	0	1	0
20-24	0	0	3	3	8
25-29	0	0	4	4	5
30-34	0	0	5	3	7
35-39	0	0	6	5	9
40-44	0	1	10	8	7
45-49	0	1	11	9	10
50-54	2	0	12	8	10
55-59	2	0	5	10	6
60+	3	5	22	32	16
Not specified	106	75	1	0	0
Total	113	82	79	84	78

St. Vincent de Paule Social Work Service	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	0	0	0	0	0
25-29	1	0	0	0	0
30-34	0	0	0	0	0
35-39	2	0	0	0	0
40-44	1	0	2	0	1
45-49	0	1	1	0	0
50-54	0	2	1	0	2
55-59	4	6	2	0	2
60+	267	283	624	524	956
Not specified	23	33	0	0	0

Total	298	325	630	524	961
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Primary Health Care Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	1	4	4
18-19	0	0	1	0	2
20-24	0	1	2	3	1
25-29	0	1	2	3	2
30-34	0	4	0	2	6
35-39	1	3	4	3	2
40-44	1	2	2	4	3
45-49	1	5	1	4	7
50-54	1	4	1	6	2
55-59	0	1	5	5	5
60+	7	39	45	64	55
Not specified	0	1	0	0	0
Total	11	61	64	98	89

Child and Young People's Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	83	174	163	188	201
18-19	1	13	21	8	6
20-24	0	11	9	1	0
25-29	0	2	1	0	0
30-34	0	0	0	0	0
35-39	0	0	0	0	0
40-44	0	0	0	0	0
45-49	0	0	0	0	0
50-54	0	0	0	0	0
55-59	0	0	0	0	0
60+	0	0	0	0	0
Not specified	0	3	2	0	0
Total	84	203	196	197	207

Bormla Mental Health Care Service	2021	2022	2023	2024	Apr-Dec 2025
Unborn	0	0	0	0	0
<17	0	0	0	0	0
18-19	0	1	0	2	0
20-24	4	0	5	2	2
25-29	4	3	5	6	5
30-34	8	8	8	5	3
35-39	7	7	13	4	5
40-44	8	12	15	6	2
45-49	8	4	5	4	5
50-54	6	10	11	6	5

55-59	15	12	14	5	3
60+	25	25	25	16	8
Not specified	1	12	0	1	7
Total	86	94	101	57	45

Floriana Mental Health Care Service	2021	2022	2023	2024	2025
Unborn	-	-	-	0	0
<17	-	-	-	0	0
18-19	-	-	-	0	2
20-24	-	-	-	1	3
25-29	-	-	-	1	8
30-34	-	-	-	0	2
35-39	-	-	-	0	6
40-44	-	-	-	2	10
45-49	-	-	-	3	3
50-54	-	-	-	2	7
55-59	-	-	-	2	2
60+	-	-	-	5	9
Not specified	-	-	-	0	0
Total	-	-	-	16	52

Mtarfa Mental Health Care Service	2021	2022	2023	2024	2025
Unborn	0	0	-	0	0
<17	0	0	-	0	0
18-19	0	2	-	2	2
20-24	4	6	-	7	5
25-29	3	7	-	1	6
30-34	5	3	-	4	6
35-39	5	3	-	6	11
40-44	9	10	-	9	5
45-49	9	7	-	12	5
50-54	8	4	-	6	5
55-59	18	7	-	5	4
60+	28	14	-	29	13
Not specified	7	0	-	0	0
Total	96	63	-	81	62

Appogg: Health-related services	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	162	232	226	236	272
18-19	9	29	30	20	16
20-24	45	43	33	40	52
25-29	42	48	43	32	66
30-34	56	53	49	59	56

35-39	56	55	67	80	77
40-44	63	49	62	75	66
45-49	64	66	56	74	85
50-54	72	78	72	78	86
55-59	123	120	105	93	115
60+	2511	2699	3024	3129	4052
Not specified	140	129	3	1	7
Total	3343	3601	3770	3917	4950

Appogg (All)	2021	2022	2023	2024	2025
Unborn	0	0	1	0	0
<17	224	327	286	351	349
18-19	56	63	54	65	76
20-24	223	184	125	203	235
25-29	220	190	154	243	355
30-34	232	214	199	326	373
35-39	269	231	235	391	482
40-44	244	230	208	351	428
45-49	210	202	178	290	354
50-54	177	196	167	223	246
55-59	202	182	158	192	208
60+	2666	2818	3146	3338	4383
Not specified	140	130	3	2	7
Total	4863	4967	4914	5975	7496

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.

Intake & Family Support Service	2021	2022	2023	2024	2025
Unborn	0	0	1	0	0
Maltese	320	327	243	216	182
Non-Maltese	339	291	91	65	51
Not specified	0	0	0	0	0
Total	659	618	335	281	233

Human Trafficking Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	0	3	0	0	0
Non-Maltese	4	5	6	23	24
Not specified	0	0	0	0	0
Total	4	8	6	23	24

Appogg Homeless Service	2021	2022	2023	2024	2025
Unborn	-	-	-	0	0
Maltese	-	-	-	111	123
Non-Maltese	-	-	-	186	209

Not specified	-	-	-	0	0
Total	-	-	-	297	332

Domestic Violence Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	672	543	550	1043	1444
Non-Maltese	122	106	118	209	319
Not specified	0	0	0	0	0
Total	794	649	668	1252	1763

Għabex Shelter	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	27	24	46	67	44
Non-Maltese	16	24	16	57	27
Not specified	0	0	0	0	0
Total	43	48	62	124	71

LGBTIQ+ Wellbeing Service	2021	2022	2023	Jul-Dec 2024	2025
Unborn	-	-	-	0	0
Maltese	-	-	-	24	18
Non-Maltese	-	-	-	5	16
Not specified	-	-	-	0	0
Total	-	-	-	29	34

Stop! The Violence and Abuse Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	18	21	33	21	37
Non-Maltese	2	1	3	1	0
Not specified	0	0	0	0	0
Total	20	22	36	22	37

Child to Parent Violence	2021	2022	2023	2024	2025
Unborn	-	0	0	0	0
Maltese	-	20	34	29	47
Non-Maltese	-	1	3	1	5
Not specified	-	0	0	0	0
Total	-	21	37	30	52

Appogg: Individual or family-related services	2021	2022	2023	2024	2025
Unborn	0	0	1	0	0
Maltese	1037	938	906	1511	1895
Non-Maltese	483	428	237	547	651
Not specified	0	0	0	0	0

Total	1520	1366	1144	2058	2546
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Mater Dei Hospital Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	2153	2217	2120	2296	2667
Non-Maltese	22	57	107	168	216
Not specified	0	0	0	0	0
Total	2175	2274	2227	2464	2883

Benniena Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	116	107	71	42	60
Non-Maltese	7	18	35	50	44
Not specified	0	0	0	0	0
Total	123	125	106	92	104

Oncology Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	310	314	309	262	392
Non-Maltese	43	60	58	42	77
Not specified	4	0	0	0	0
Total	357	374	367	304	469

Qormi Health Centre Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	101	74	66	75	69
Non-Maltese	11	8	13	9	9
Not specified	1	0	0	0	0
Total	113	82	79	84	78

St. Vincent de Paule Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	294	323	624	519	946
Non-Maltese	4	2	6	5	15
Not specified	0	0	0	0	0
Total	298	325	630	524	961

Primary Health Care Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	11	49	55	89	75
Non-Maltese	0	12	9	9	14
Not specified	0	0	0	0	0
Total	11	61	64	98	89

Child and Young People's Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	79	186	185	187	193
Non-Maltese	5	17	11	10	14
Not specified	0	0	0	0	0
Total	84	203	196	197	207

Bormla Mental Health Care Service	2021	2022	2023	2024	Apr-Dec 2025
Unborn	0	0	0	0	0
Maltese	76	88	89	55	34
Non-Maltese	9	3	12	1	8
Not specified	1	3	0	1	3
Total	86	94	101	57	45

Floriana Mental Health Care Service	2021	2022	2023	2024	2025
Unborn	-	-	-	0	0
Maltese	-	-	-	14	46
Non-Maltese	-	-	-	2	6
Not specified	-	-	-	0	0
Total	-	-	-	16	52

Mtarfa Mental Health Care Service	2021	2022	2023	2024	2025
Unborn	0	0	-	0	0
Maltese	84	54	-	74	54
Non-Maltese	12	9	-	7	8
Not specified	0	0	-	0	0
Total	96	63	-	81	62

Appogg: Health-related services	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	3224	3412	3519	3613	4536
Non-Maltese	113	186	251	303	411
Not specified	6	3	0	1	3
Total	3343	3601	3770	3917	4950

Appogg (All)	2021	2022	2023	2024	2025
Unborn	0	0	1	0	0
Maltese	4261	4350	4425	5124	6431
Non-Maltese	596	614	488	850	1062
Not specified	6	3	0	1	3
Total	4863	4967	4914	5975	7496

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.

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.

Intake & Family Support Service	2021	2022	2023	2024	2025
Northern Harbour District	186	141	84	100	67
Southern Harbour District	77	100	60	53	51
Northern District	40	46	22	29	14
Southeastern District	125	109	72	48	49
Western District	59	40	49	36	31
Gozo district	7	5	2	2	0
Shelter/ institution/ other residence	22	15	6	1	1
Foreign residence	0	0	0	0	0
Homeless	120	96	19	3	2
Unborn	-	-	-	-	0
Not specified	23	66	21	9	18
Total	659	618	335	281	233

Human Trafficking Service	2021	2022	2023	2024	2025
Northern Harbour District	1	0	0	1	2
Southern Harbour District	1	0	0	2	3
Northern District	1	3	0	1	1
Southeastern District	0	0	0	0	4
Western District	0	0	0	2	0
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	0	3	5	11	7
Foreign residence	0	0	0	0	0
Homeless	0	0	0	1	1
Unborn	-	-	-	-	0
Not specified	1	2	1	5	6
Total	4	8	6	23	24

Appogg Homeless Service	2021	2022	2023	2024	2025
Northern Harbour District	-	-	-	71	58
Southern Harbour District	-	-	-	52	30
Northern District	-	-	-	10	35
Southeastern District	-	-	-	30	20
Western District	-	-	-	11	17
Gozo district	-	-	-	10	14
Shelter/ institution/ other residence	-	-	-	18	19
Foreign residence	-	-	-	0	0
Homeless	-	-	-	70	85

Unborn	-	-	-	-	0
Not specified	-	-	-	25	54
Total	-	-	-	297	332

Domestic Violence Service	2021	2022	2023	2024	2025
Northern Harbour District	230	198	194	372	484
Southern Harbour District	173	134	143	278	409
Northern District	133	101	117	203	292
Southeastern District	151	121	106	258	313
Western District	92	82	75	118	177
Gozo district	8	4	6	8	16
Shelter/ institution/ other residence	1	0	2	4	8
Foreign residence	0	0	0	0	0
Homeless	0	0	1	1	5
Unborn	-	-	-	-	0
Not specified	6	9	24	10	59
Total	794	649	668	1252	1763

Ghabex Shelter	2021	2022	2023	2024	2025
Northern Harbour District	11	11	20	29	20
Southern Harbour District	12	11	13	27	16
Northern District	4	8	3	32	9
Southeastern District	10	11	12	17	18
Western District	2	2	2	5	3
Gozo district	1	2	3	1	0
Shelter/ institution/ other residence	0	0	2	1	0
Foreign residence	0	0	0	0	0
Homeless	0	0	1	0	0
Unborn	-	-	-	-	0
Not specified	3	3	6	12	5
Total	43	48	62	124	71

LGBTIQ+ Wellbeing Service	2021	2022	2023	Jul-Dec 2024	2025
Northern Harbour District	-	-	-	7	9
Southern Harbour District	-	-	-	8	10
Northern District	-	-	-	3	7
Southeastern District	-	-	-	3	5
Western District	-	-	-	4	2
Gozo district	-	-	-	2	1
Shelter/ institution/ other residence	-	-	-	1	0
Foreign residence	-	-	-	0	0
Homeless	-	-	-	0	0
Unborn	-	-	-	-	0
Not specified	-	-	-	1	0
Total	-	-	-	29	34

Stop! The Violence and Abuse Service	2021	2022	2023	2024	2025
Northern Harbour District	7	5	11	8	6
Southern Harbour District	3	5	4	5	8
Northern District	3	4	6	2	5
Southeastern District	3	2	9	5	7
Western District	2	3	3	2	5
Gozo district	2	2	0	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	0	1	3	0	5
Total	20	22	36	22	37

Child to Parent Violence	2021	2022	2023	2024	2025
Northern Harbour District	-	4	9	7	11
Southern Harbour District	-	6	1	5	13
Northern District	-	2	11	6	8
Southeastern District	-	5	11	8	14
Western District	-	1	5	3	5
Gozo district	-	0	0	0	1
Shelter/ institution/ other residence	-	0	0	0	0
Foreign residence	-	0	0	0	0
Homeless	-	0	0	0	0
Unborn	-	-	-	-	0
Not specified	-	3	0	1	0
Total	-	21	37	30	52

Appogg: Individual or family-related services	2021	2022	2023	2024	2025
Northern Harbour District	435	359	318	595	657
Southern Harbour District	266	256	221	430	540
Northern District	181	164	159	286	371
Southeastern District	289	248	210	369	430
Western District	155	128	134	181	240
Gozo district	18	13	11	23	32
Shelter/ institution/ other residence	23	18	15	36	35
Foreign residence	0	0	0	0	0
Homeless	120	96	21	75	94
Unborn	-	-	-	-	0
Not specified	33	84	55	63	147
Total	1520	1366	1144	2058	2546

Mater Dei Hospital Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	718	765	714	730	805
Southern Harbour District	577	575	571	604	542
Northern District	294	293	311	337	380
Southeastern District	310	325	366	354	375
Western District	262	306	256	299	236
Gozo district	6	7	6	16	19
Shelter/ institution/ other residence	5	0	1	109	400
Foreign residence	1	0	1	0	2
Homeless	0	1	0	4	4
Unborn	-	-	-	-	0
Not specified	2	2	1	11	120
Total	2175	2274	2227	2464	2883

Benniena Service	2021	2022	2023	2024	2025
Northern Harbour District	42	44	38	30	38
Southern Harbour District	35	34	28	26	17
Northern District	24	18	15	22	15
Southeastern District	14	21	16	9	15
Western District	8	8	7	3	10
Gozo district	0	0	2	0	2
Shelter/ institution/ other residence	0	0	0	0	1
Foreign residence	0	0	0	0	0
Homeless	0	0	0	1	2
Unborn	-	-	-	-	0
Not specified	0	0	0	1	4
Total	123	125	106	92	104

Oncology Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	111	120	121	106	123
Southern Harbour District	87	89	71	53	81
Northern District	61	53	64	56	83
Southeastern District	59	61	58	47	59
Western District	28	42	43	36	49
Gozo district	9	7	10	5	9
Shelter/ institution/ other residence	1	1	0	0	51
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	1	1	0	1	14
Total	357	374	367	304	469

Qormi Health Centre Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	75	60	62	63	55

Southern Harbour District	3	1	0	2	2
Northern District	1	3	2	1	1
Southeastern District	1	2	0	0	2
Western District	27	15	14	18	17
Gozo district	0	0	0	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	6	0	1	0	0
Total	113	82	79	84	78

St. Vincent de Paule Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	84	100	182	150	4
Southern Harbour District	91	79	199	153	5
Northern District	30	30	57	45	3
Southeastern District	32	46	99	102	3
Western District	40	52	83	70	2
Gozo district	0	1	2	1	0
Shelter/ institution/ other residence	9	0	7	3	924
Foreign residence	0	0	1	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	12	17	0	0	20
Total	298	325	630	524	961

Primary Health Care Service	2021	2022	2023	2024	2025
Northern Harbour District	9	34	35	51	33
Southern Harbour District	1	9	13	11	11
Northern District	0	3	5	13	17
Southeastern District	0	1	6	11	11
Western District	1	14	5	12	15
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	0
Unborn	-	-	-	-	0
Not specified	0	0	0	0	1
Total	11	61	64	98	89

Child and Young People's Service	2021	2022	2023	2024	2025
Northern Harbour District	22	52	62	46	42
Southern Harbour District	27	57	49	66	63
Northern District	15	30	41	34	31
Southeastern District	14	39	25	24	46

Western District	5	18	18	25	24
Gozo district	1	0	0	0	1
Shelter/ institution/ other residence	0	0	0	2	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	7	1	0	0
Total	84	203	196	197	207

Bormla Mental Health Care Service	2021	2022	2023	2024	Apr-Dec 2025
Northern Harbour District	1	0	1	1	0
Southern Harbour District	71	72	84	41	29
Northern District	0	0	0	0	1
Southeastern District	13	18	16	13	11
Western District	0	0	0	0	0
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	0	1	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	1	0
Unborn	-	-	-	-	0
Not specified	1	3	0	1	4
Total	86	94	101	57	45

Floriana Mental Health Care Service	2021	2022	2023	2024	2025
Northern Harbour District	-	-	-	9	37
Southern Harbour District	-	-	-	7	8
Northern District	-	-	-	0	0
Southeastern District	-	-	-	0	3
Western District	-	-	-	0	0
Gozo district	-	-	-	0	0
Shelter/ institution/ other residence	-	-	-	0	4
Foreign residence	-	-	-	0	0
Homeless	-	-	-	0	0
Unborn	-	-	-	-	0
Not specified	-	-	-	0	0
Total	-	-	-	16	52

Mtarfa Mental Health Care Service	2021	2022	2023	2024	2025
Northern Harbour District	3	3	-	1	3
Southern Harbour District	2	0	-	2	1
Northern District	51	30	-	49	30
Southeastern District	0	0	-	0	0
Western District	40	30	-	28	28

Gozo district	0	0	-	0	0
Shelter/ institution/ other residence	0	0	-	1	0
Foreign residence	0	0	-	0	0
Homeless	0	0	-	0	0
Unborn	-	-	-	-	0
Not specified	0	0	-	0	0
Total	96	63	-	81	62

Appogg: Health-related services	2021	2022	2023	2024	2025
Northern Harbour District	1065	1178	1215	1187	1140
Southern Harbour District	894	916	1015	965	759
Northern District	476	460	495	557	561
Southeastern District	443	513	586	560	525
Western District	411	485	426	491	381
Gozo district	16	15	20	22	32
Shelter/ institution/ other residence	15	3	8	115	1381
Foreign residence	1	0	2	0	2
Homeless	0	1	0	6	6
Unborn	-	-	-	-	0
Not specified	22	30	3	14	163
Total	3343	3601	3770	3917	4950

Appogg (All)	2021	2022	2023	2024	2025
Northern Harbour District	1500	1537	1533	1782	1797
Southern Harbour District	1160	1172	1236	1395	1299
Northern District	657	624	654	843	932
Southeastern District	732	761	796	929	955
Western District	566	613	560	672	621
Gozo district	34	28	31	45	64
Shelter/ institution/ other residence	38	21	23	151	1416
Foreign residence	1	0	2	0	2
Homeless	120	97	21	81	100
Unborn	-	-	-	-	0
Not specified	55	114	58	77	310
Total	4863	4967	4914	5975	7496

Appendix B

Service Descriptions

Service	Description
Intake & Family Support Service	Provides social work support to referred individuals and families who do not require specialised services. The social work aspects of this service are provided as part of the intake and assessment service. This service is provided to voluntary service users and as a result, they agree to work in partnership with the social worker assigned.
Human Trafficking	The social workers within the service interview, assess, counsel and provide support to victims of human trafficking.
Appogg Homeless Service	This service collects and collates data from all FSWS services who forward data regarding service users they are working with who also report a homelessness issue. The data reports on individuals across all FSWS within the reporting period.
Domestic Violence Service	Provides a service to adults who suffer abuse within the family and intimate relationships.
Domestic Violence Risk Assessment Service	Victims who file a police report regarding violence and abuse, are assisted through an assessment of the level of risk they are in due to the violence they are experiencing. This assessment is carried out by the professionals of this service, to identify the appropriate support services and protection for the victim.
Għabex Shelter	Provides emergency shelter to women and their children by offering them a safe place away from direct personal harm.
Stop! The Violence and Abuse Service	The aim is to provide a structured programme to the abusive partner who is willing to work on changing their abusive attitudes and behaviours.
Child to Parent Violence	When a child or children (aged between 13 and 25) are abusive towards their parents or primary caregivers, the family members are supported by a social worker and other professionals to address the safety and protection of each member of the family.
LGBTIQ+ Wellbeing Service	The service is dedicated to the support and empowerment of LGBTIQ+ individuals and their families through comprehensive psycho-social support, community engagement, and advocacy.
Emergency Service	The social work service is provided to anyone requiring emergency assistance and support after working hours, on weekends or public holidays.
Programm Ulied Darna	Offers time, skills, guidance, assistance, information, and practical help to facilitate the life of families who are under stress. Social workers or other professionals who are already working with the family and with their consent refer them to Programm Ulied Darna. Progett Tereza Forms part of Programm Ulied Darna, and it seeks to provide families in need with goods in kind and donations received by the Service.
Supportline 179	The 179 number is a national helpline providing immediate help to those seeking information, support and referrals to social welfare entities on various issues. The 1772 number is a national helpline providing immediate help to those seeking information, support, and referrals to social welfare entities in regard to mental health issues, feeling lonely or in a great state of desolation.
Hotline & Helpline	The Hotline is an online reporting system which provides a secure and confidential environment where members of the public can anonymously report websites that host content related to online child abuse. The helpline is an internet-based calling system for reporting such issues.
Mater Dei Hospital Social Work Service	The service caters for patients referred from the various wards of the general hospital. It aims to enhance the quality of the service user's stay at the hospital

	and facilitate the service users' transition from hospital back to their home in the community or other services.
Benniena Service	This service provides social work interventions to women and their families to help some deal with unwanted pregnancies, crises during pregnancy or to support others in their concerns about childbearing.
Oncology Social Work Service	The aim is to provide immediate social work support to patients receiving treatment from Sir Antony Mamo Oncology Centre and to their families.
Qormi Health Centre Social Work Service	The aim is to provide community social work support to persons within the Qormi, Zebbug and Siggiewi localities.
St. Vincent de Paule Social Work Service	This social work service was set up to cater for the psycho-social needs of residents at St. Vincent de Paul residence. The service also carries out assessments of elderly persons living in the community with the aim of referring them to other appropriate services.
Primary Health Care Service	Social work services are offered from Bormla (Cospicua) and Birkirkara Health Centres. The social work service is voluntary and service users are not obliged to accept referrals to the Social Worker Clinic.
Bormla Mental Health Care Service	The social work service aids persons with mental health problems who require specialist treatment and care as well as support for their social network and it is located within Bormla (Cospicua).
Floriana Mental Health Care Service	The social work service aids persons with mental health problems who require specialist treatment and care as well as support for their social network and it is located within Floriana.
Mtarfa Mental Health Care Service	The social work service aids persons with mental health problems who require specialist treatment and care as well as support for their social network and it is located within Mtarfa.
Child and Young People's Service	Social Workers form part of an inter-disciplinary team and focus on supporting children with behavioural and or mental health difficulties such as ADHD, autism, as well as supporting their families.

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, Xaghjra, 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, Kercem, Munxar, Nadur, Qala, San Lawrenz, Sannat, Xaghra, Xewkija, Zebbug, Comino.
Homeless	Not residing within any residence.
Shelter/institution	Resides in a residential home (e.g., elderly home), shelter (e.g., Għabex or YMCA), centre of 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.



Foundation for Social Welfare Services
Here for you

FSWS
212, Cannon Road, Santa Venera, SVR 9034
Tel: 356 2258 8900
www.fsws.gov.mt
E-mail: research.fsws-headoffice@gov.mt

Report designed by Christine Marchand-Agius

