

FSWS Gozo Branch Operations



Yearly Statistical Report

February 2026



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Introduction

This report provides statistical information regarding the services within the Foundation for Social Welfare Services Gozo Branch Operations (FSWS Gozo), which falls under the Foundation for Social Welfare Services (FSWS). This report provides global data on a directorate level followed by data for each service under the directorate.

The data 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:

1,825

Out of the 1,825 cases worked with between Jan-Dec 2025:

Gender:



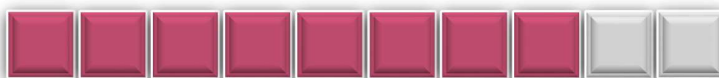
55%
Female

Age category:



53%
60 years
or over

Nationality:



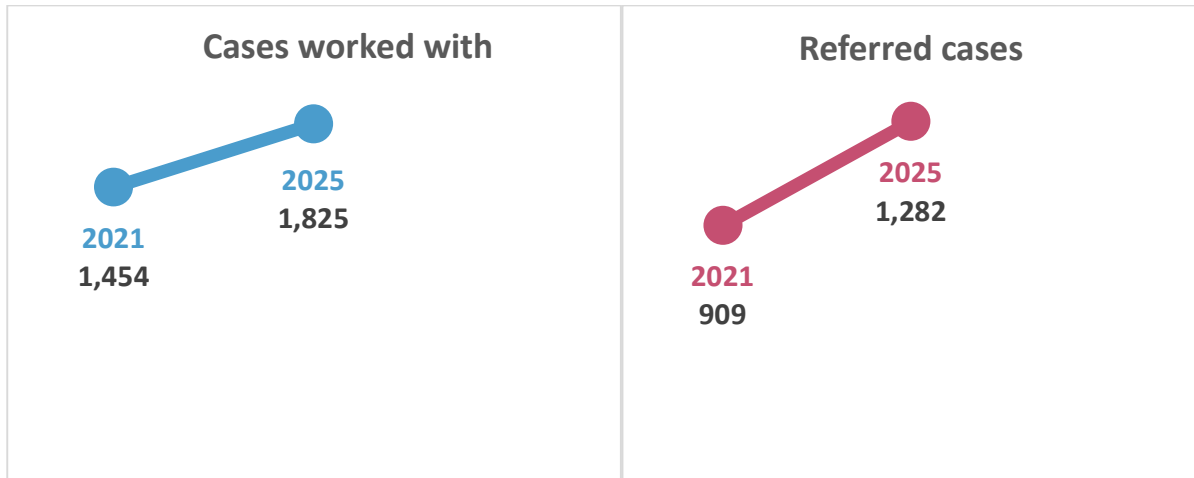
76%
Maltese

District:

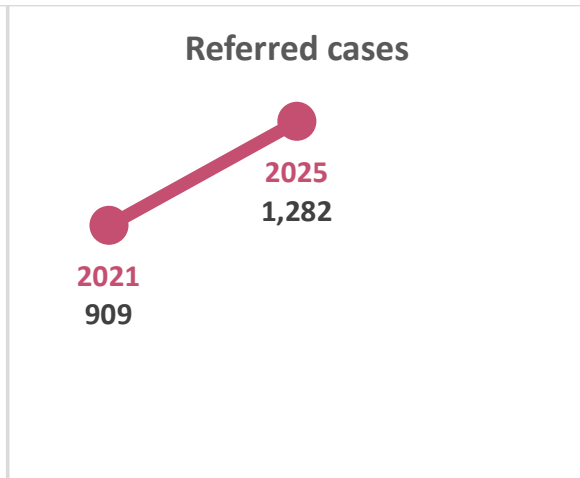


87%
Gozo district

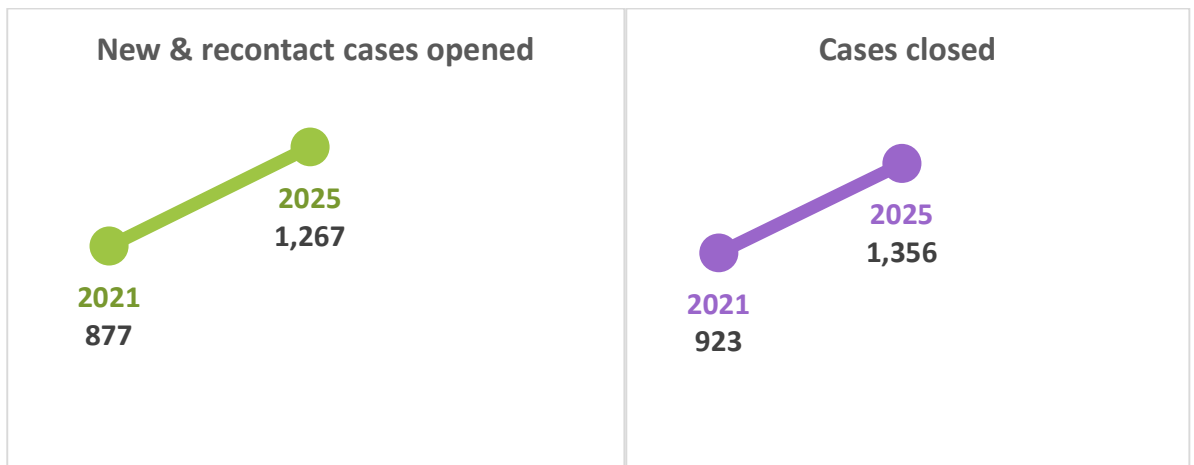
5-year comparison of case activity between 2021 and 2025:



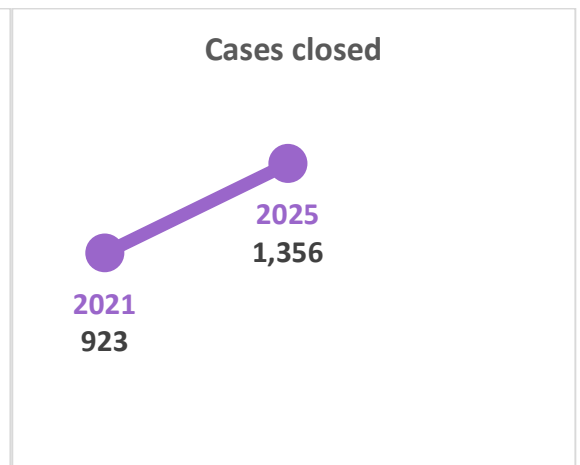
26% increase



41% increase



44% increase



47% increase

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

Directorate level data

This section provides information on a Directorate level.

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

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

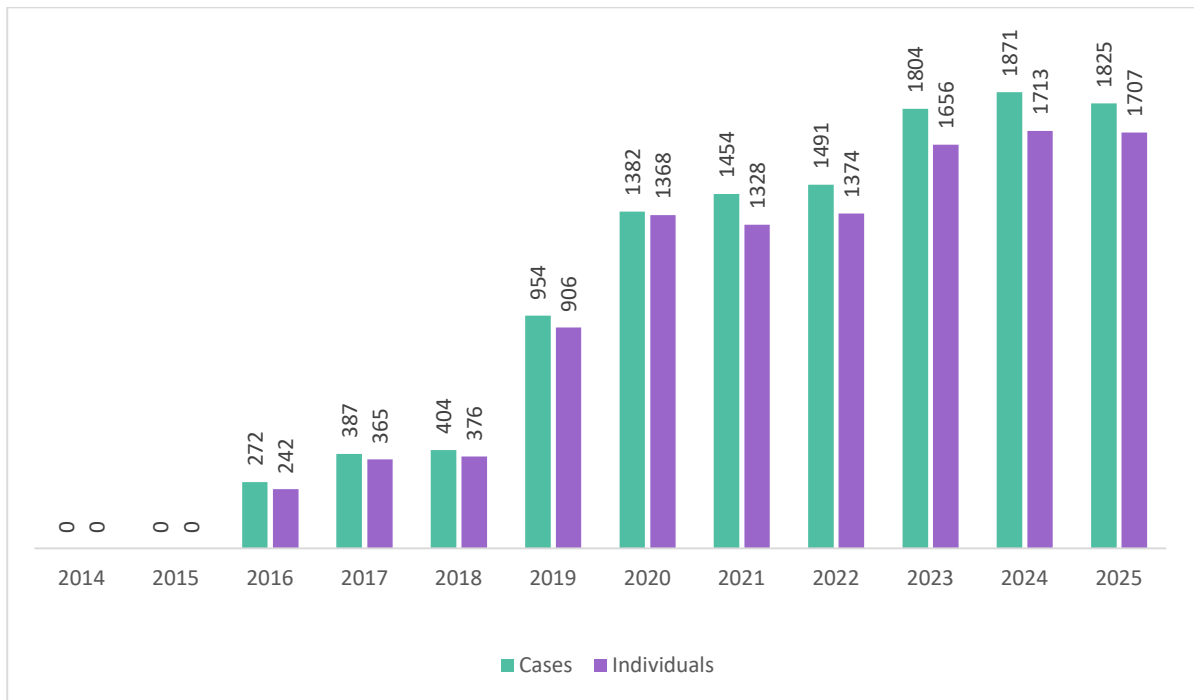


Figure 1: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. Summing the number of individuals worked with across services will over-estimate the actual number of different persons since individuals can attend several units at the same time. Therefore, the number of individuals across multiple units can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures. In 2025, 1825 cases and 1707 individuals were worked with compared to 1871 and 1713 respectively in 2024.

Case activity: Jan-Dec 2025

	Total cases worked with	Individuals worked with	Waiting list end Dec 2025
Generic Social Work Service	190	182	0
Domestic Violence - Gozo	124	116	0
Homelessness Service - Gozo	91	84	0
Marsalforn Community Service	74	69	0
Psychological Services - Gozo	94	92	1
Looked After Children - Gozo	16	16	0
Fostering - Gozo	35	35	0
Home-Start Gozo	81	81	0
Courts - Gozo	15	15	0
Supervised Access Visits - Gozo	24	23	0
Gozo Prison Project	1	1	0
Gozo General Hospital Social Work Service	958	877	0
Gozo General Hospital - Psychiatric Unit Social Work Service	122	116	0
Total	1825	1707	1

Service	Additional information
Prevention programmes	<u>TFAL 3</u> : 15 schools and 319 participants. <u>TFAL 5</u> : 15 schools and 357 participants. <u>SkolaSajf</u> : 6 schools and 213 participants. <u>Teen Outside the Box</u> : 3 schools and 333 participants. <u>Beyond Alcohol and Substance Highs</u> : 2 schools and 360 participants. <u>Community sessions</u> : 2 sessions and 39 participants.
Emergency On-Call Service	183 interventions and 222 hours.

Figure 2: The figures above summarise the number of cases and individuals worked with reported on a service level. The total number of individuals is only provided if the true number of individuals across services cannot be extracted. Skola Sajf is only provided in the latter half of the year and thus data is not available within the half-yearly report.

A total of **1,825** cases were worked with between January and December 2025.

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

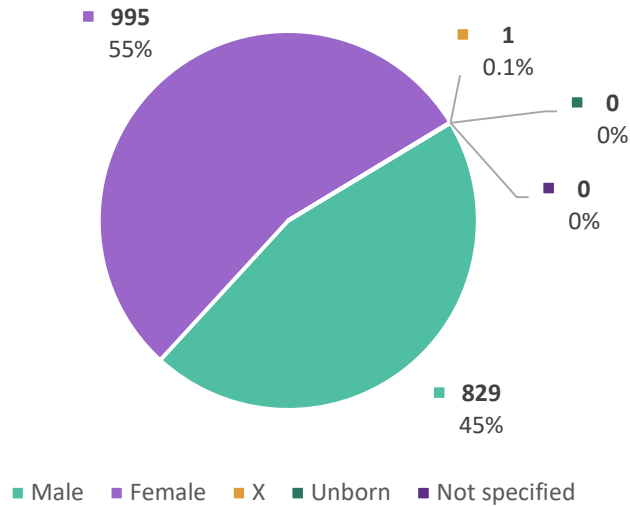


Figure 3: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (55%).

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

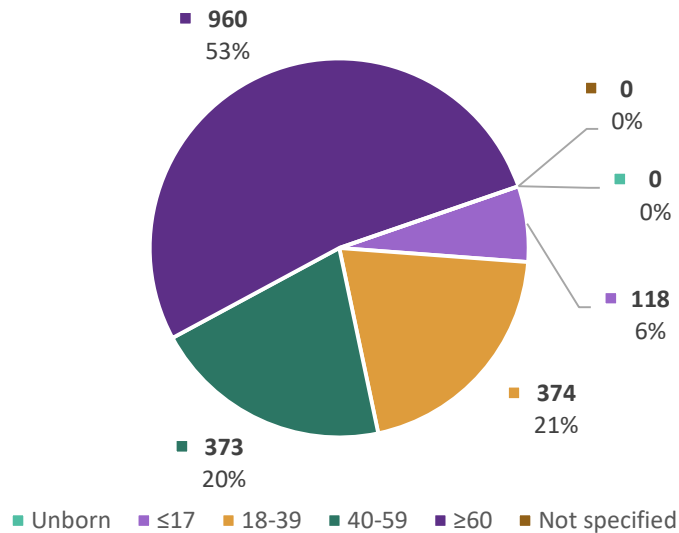


Figure 4: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (53%).

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

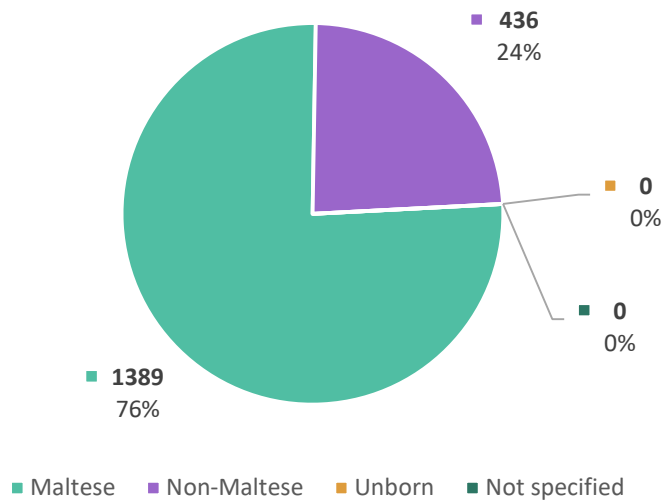
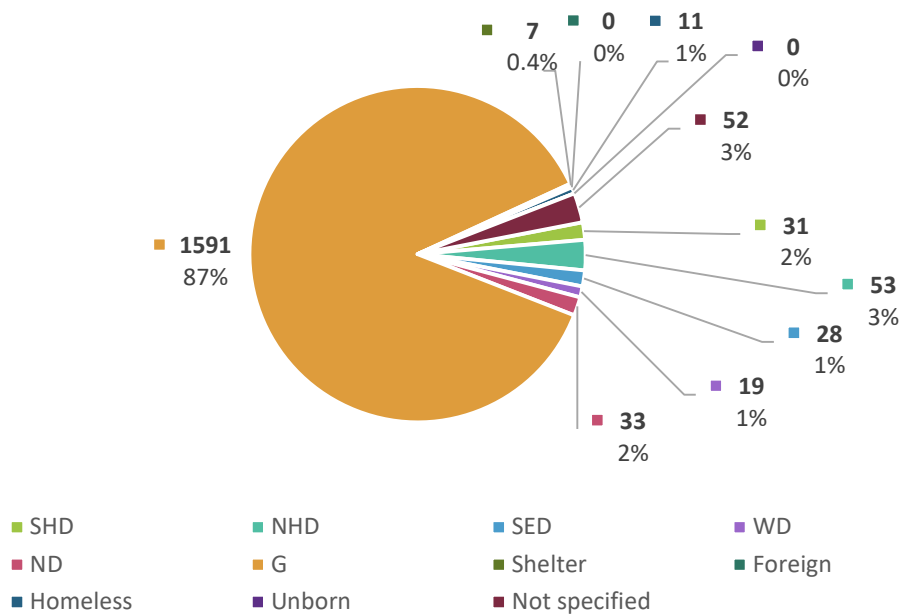


Figure 5: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 76% of the cases worked with were Maltese while non-Maltese made up 24% of cases.

FSWS-Gozo: 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 Gozo District (87%) had the highest percentage of cases worked with in 2025.

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

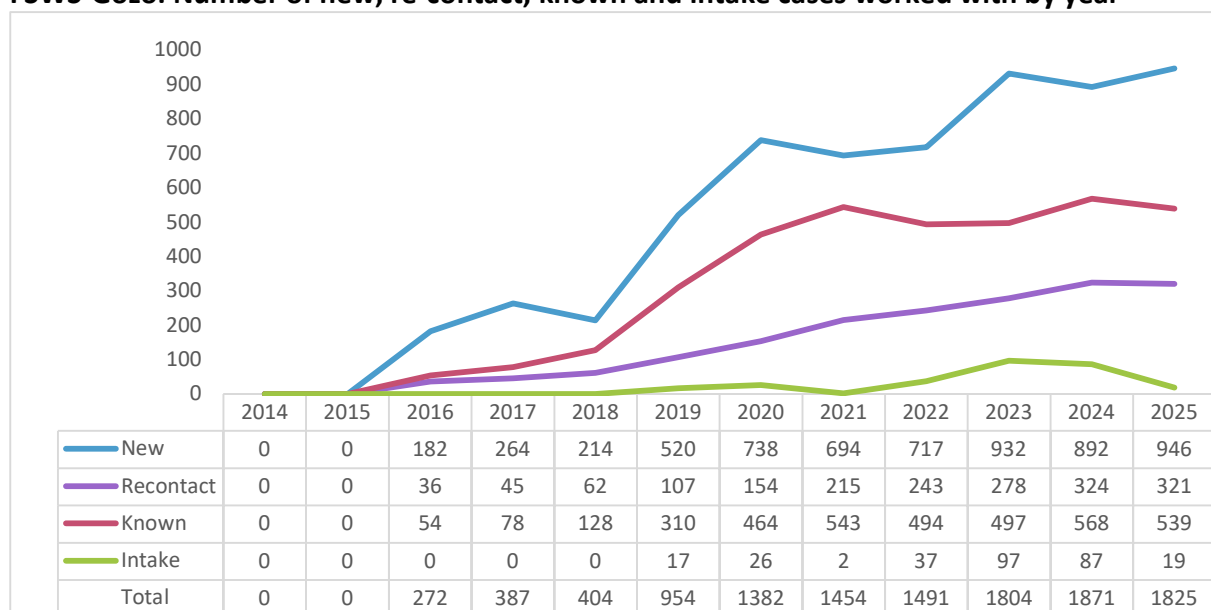


Figure 7: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2019 due to the implementation of an online data collection system.

FSWS-Gozo: Case state at the end of the reporting period

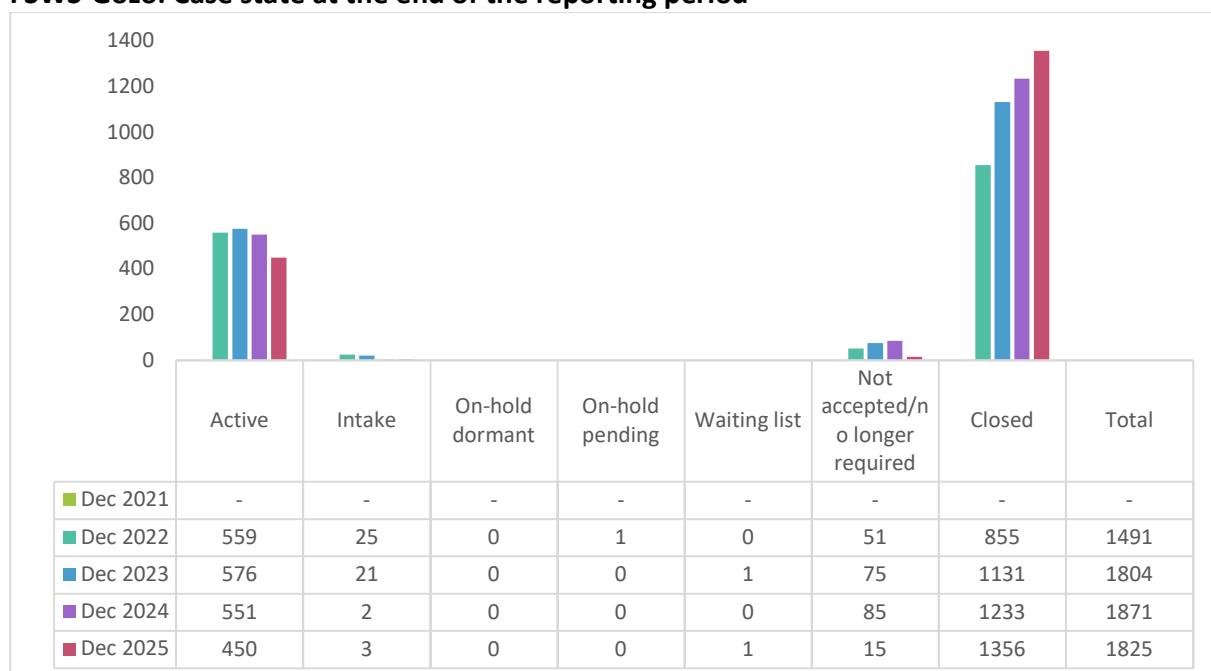


Figure 8: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 25% (450) 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 FSWS Gozo Branch services.

FSWS-Gozo: Waiting list at the end of the reporting period

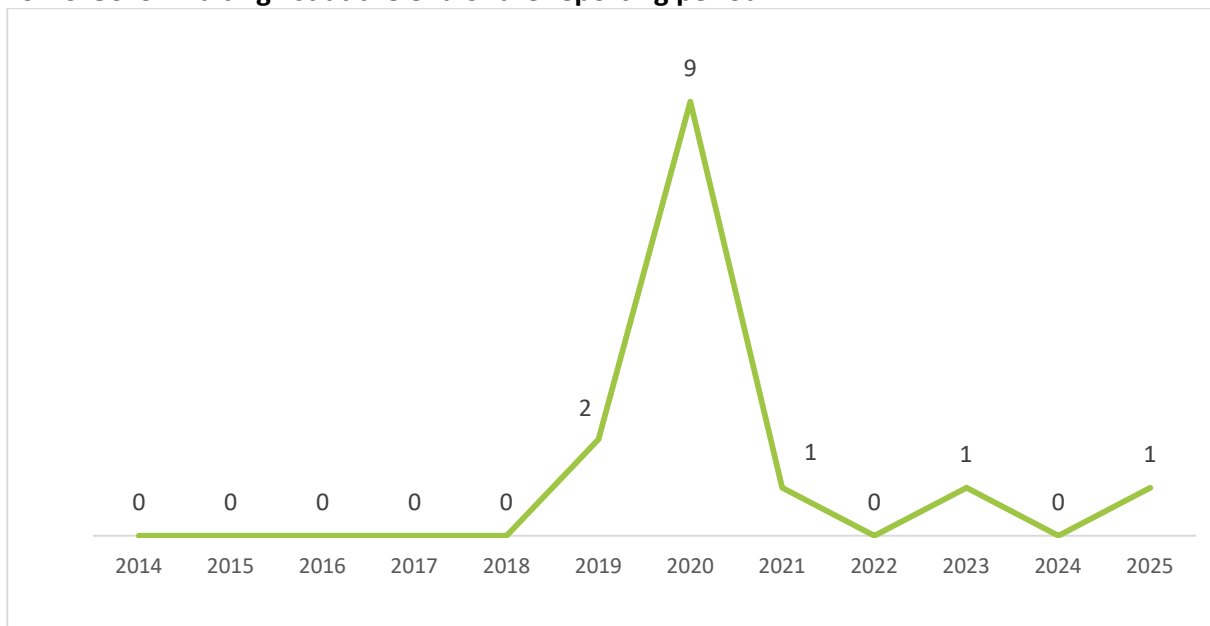


Figure 9: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme.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

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

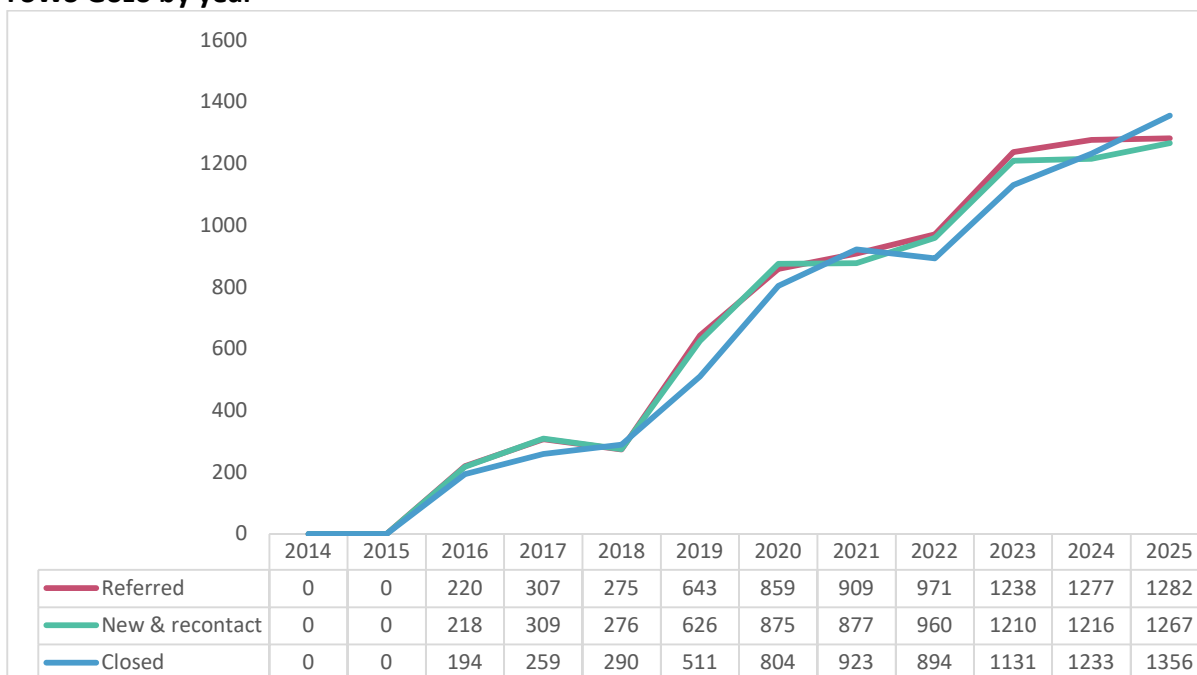


Figure 10: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 7 for breakdown of new & recontact cases). In 2025, 1282 cases were referred, 1267 new & recontact cases opened, and 1356 cases closed.

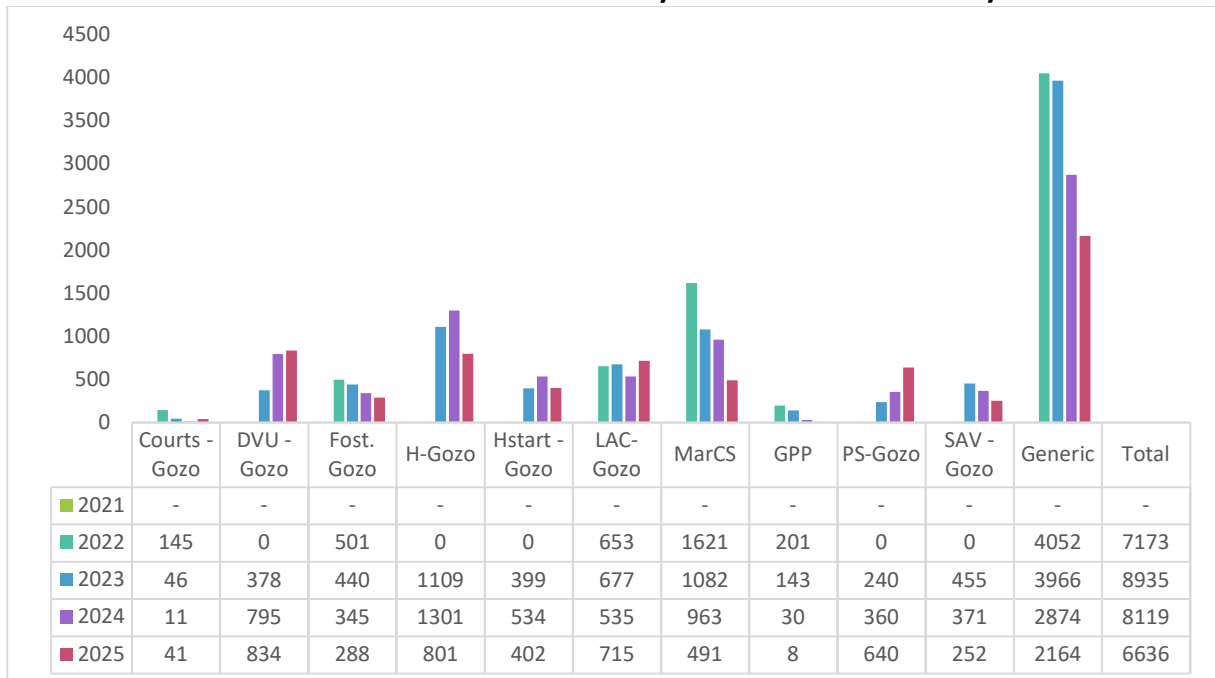
A total of **1,267** cases were opened between January and December 2025.

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

FSWS Gozo: 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	0	0	0	0	6
1-5	8	3	0	0	0	11
6-10	5	5	0	0	0	10
11-15	5	5	0	0	0	10
16-17	4	5	0	0	0	9
18-19	1	2	0	0	0	3
20-24	5	16	0	0	0	21
25-29	21	36	0	0	0	57
30-34	41	37	0	0	0	78
35-39	40	43	0	0	0	83
40-44	39	24	0	0	0	63
45-49	25	32	0	0	0	57
50-54	20	24	0	0	0	44
55-59	43	19	0	0	0	62
≥60	343	410	0	0	0	753
Not specified	0	0	0	0	0	0
Total	606	661	0	0	0	1267

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 (753).

FSWS-Gozo: Number of interventions conducted by FSWS Gozo service and year



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

Figure 12: The figure above only provides the number of interventions that have been recorded within the online data collection system as completed or conducted. Interventions are actions taken with, or on behalf of, the service user with the goal to empower and help the person e.g., psychotherapy, assessments, or case conferences.

Service level data

Each service under the directorate is discussed in the section that follows. Information is provided regarding case activity followed by demographic information for cases worked with and for new & recontact cases opened.

Prevention Services - Gozo

Preventions service data for the Maltese Islands is reported within the Sedqa Statistical report. To obtain the total number of interventions for the Maltese Islands one should refer to the Sedqa report and not sum the figures from the FSWS Gozo Branch report with the data from the Sedqa report.

The prevention service provides diverse programmes for different cohorts of the general population. The programmes provided consist of the TFAL 3 Programme which generally provides 6 sessions, TFAL 5 Programme which provides 5 sessions, Skola Sajf (Summer School Programme) which provides 4 sessions, Beyond Alcohol and Substance Highs (B.A.S.H.) which consists of 3 exhibitions and Teen Outside the Box Programme provides 3 sessions. Further information can be found on www.fsws.gov.mt.

Prevention: Number of schools reached by programme provided

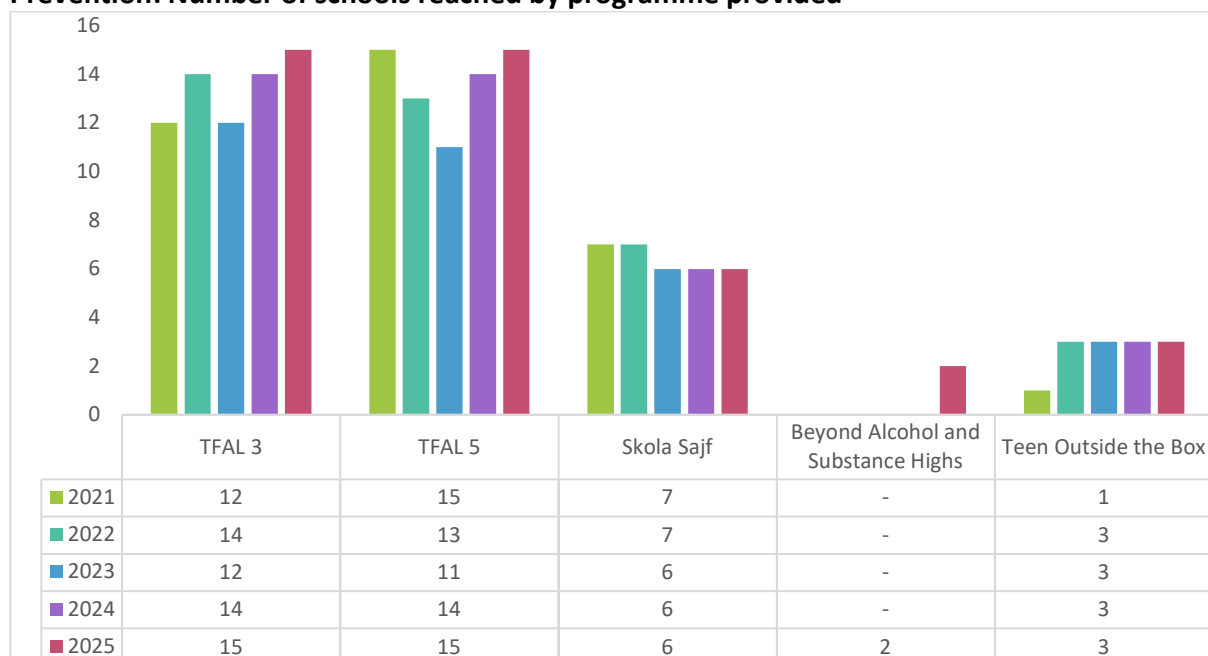


Figure 13: The TFAL 3, TFAL 5, Beyond Alcohol and Substance Highs (B.A.S.H.) & Teen Outside the Box programmes are provided within schools. The Skola Sajf programme is only provided between July and September. For example, TFAL 3 programme was provided within 15 schools in 2025.

Further books and materials distributed:

- TFAL 3 Programme: A further **638** books and materials were distributed within **15** schools between January and December 2025.
- TFAL 5 Programme: A further **714** books and materials were distributed within **15** schools between January and December 2025.
- Teen Outside the Box Programme: A further **666** books and materials were distributed within **3** schools between January and December 2025.

Prevention: Number of participants by programme

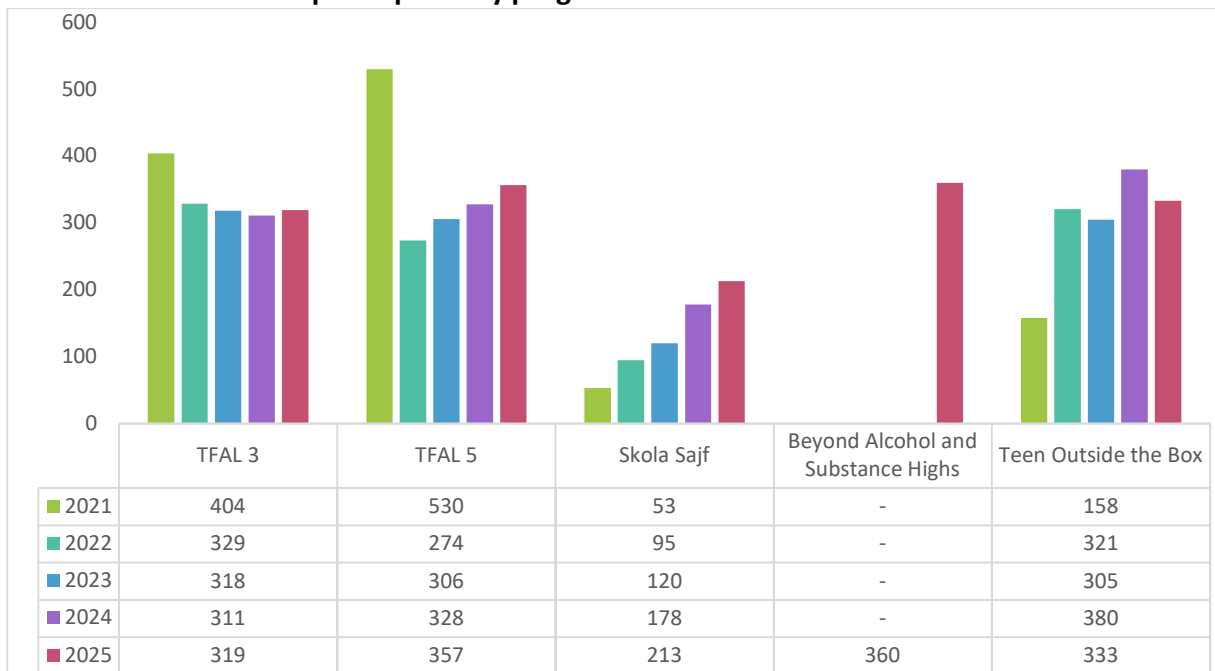


Figure 14: The service counts total number of participants attending and not individuals since the same individuals may attend multiple sessions. For example, a total of 319 participant attended the TFAL 3 programme in 2025.

Prevention: Number of sessions by programme

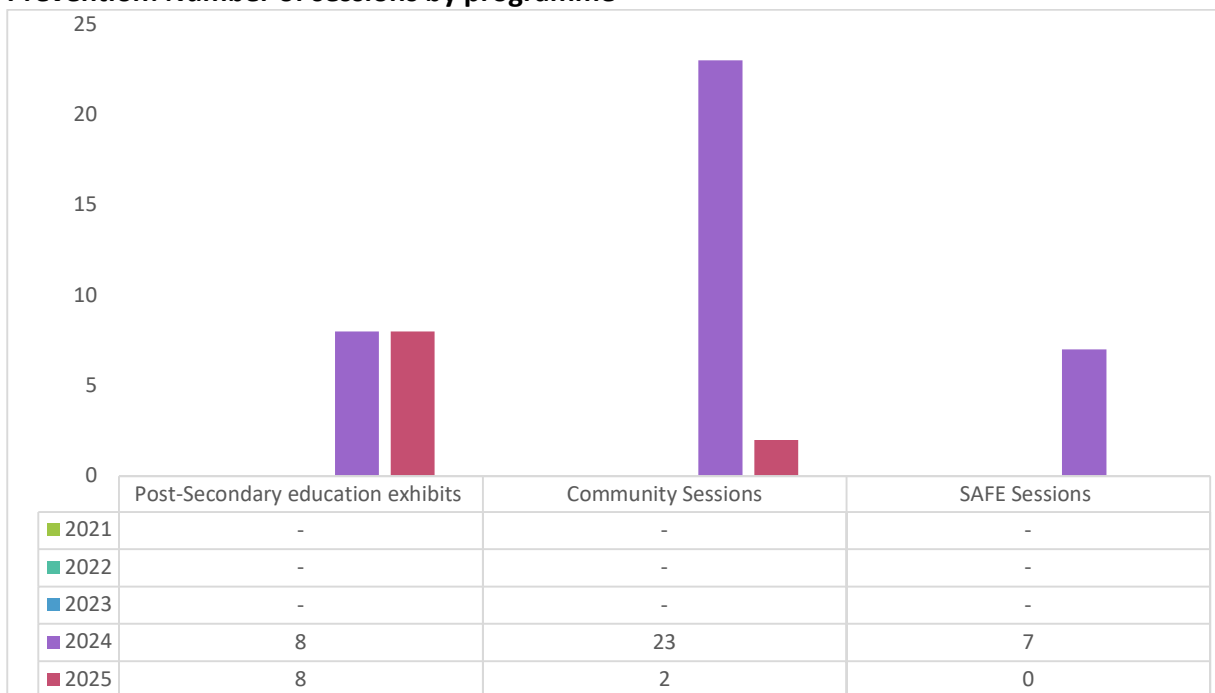


Figure 15: First reported in 2024. For example, 23 Community Sessions were provided in 2024.

Prevention: Number of participants by programme

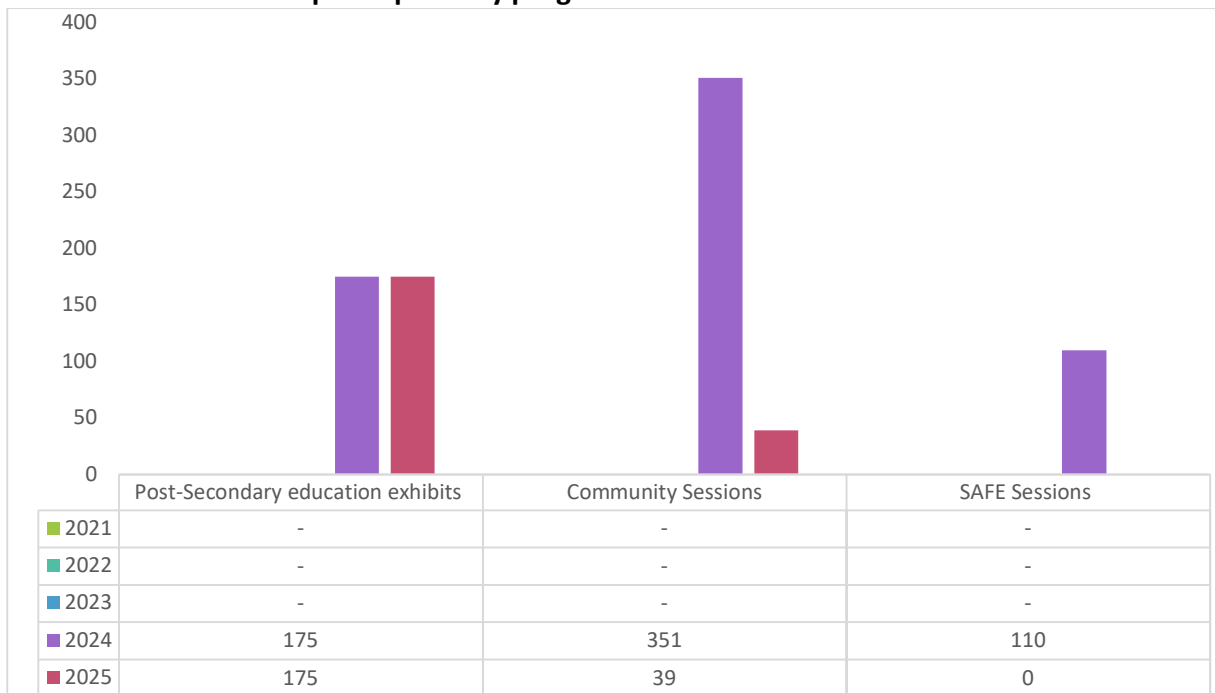


Figure 16: First reported in 2024. The service counts participants attending and not individuals since the same individuals may attend multiple sessions. For example, 351 participants attended the Community Session in 2024.

Sessions' information:

- Community Sessions: A total of 2 session were provided within 1 community or entity between January and December 2025.

Generic Social Work Service

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

Generic: Number of cases and individuals worked with by year

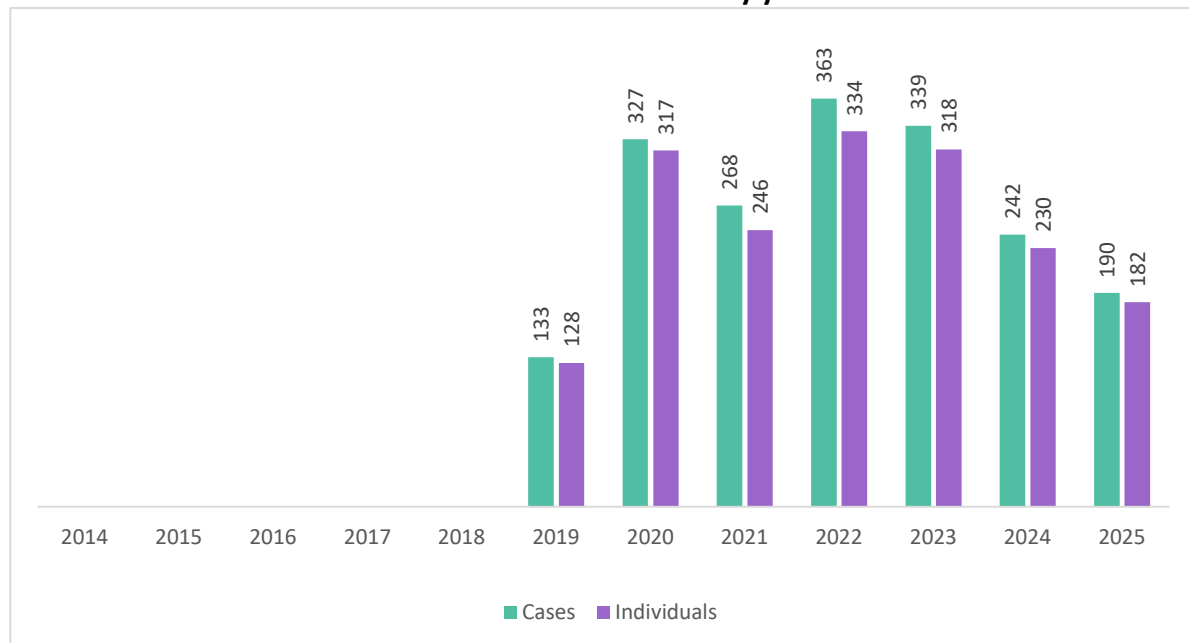


Figure 17: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 190 cases and 182 individuals were worked with compared to 242 and 230 respectively in 2024.

A total of **190** cases were worked with between January and December 2025.

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

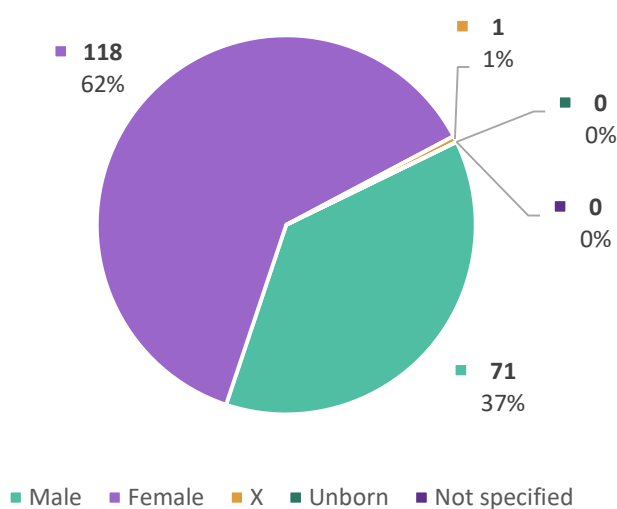


Figure 18: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (62%).

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

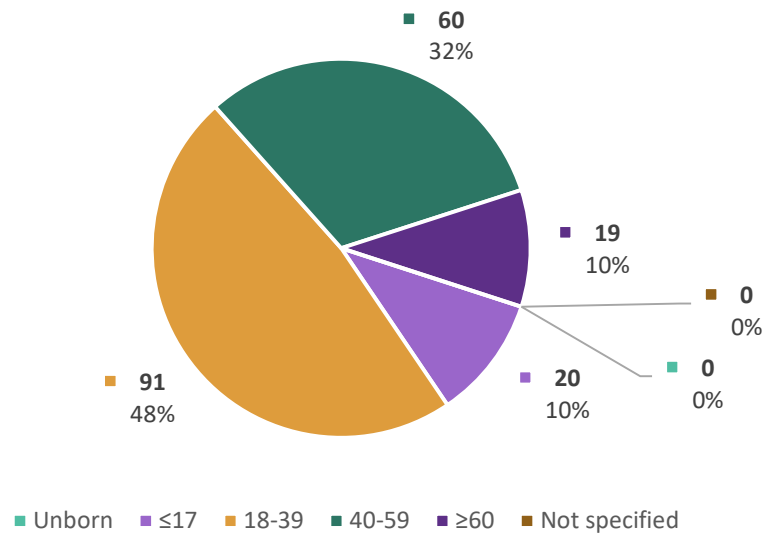


Figure 19: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (48%).

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

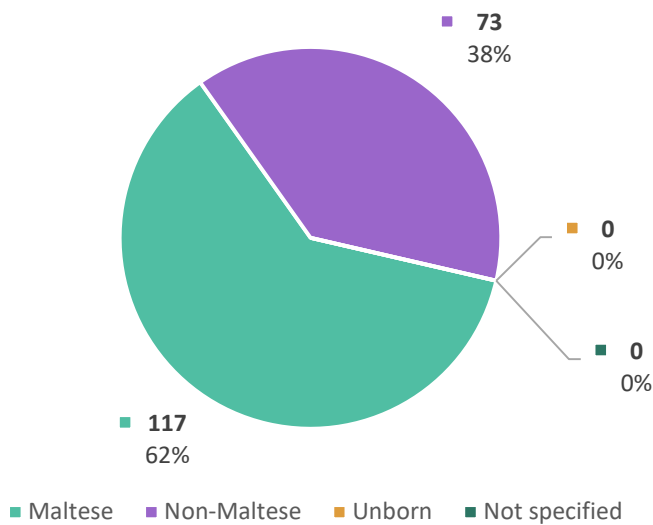
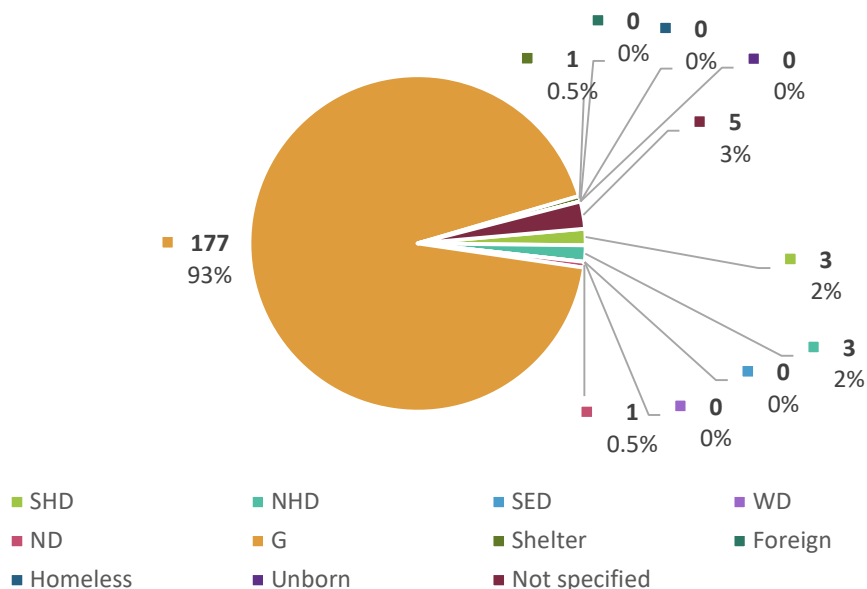


Figure 20: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 62% of the cases worked with were Maltese while non-Maltese made up 38% of cases.

Generic: 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 21: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (93%) had the highest percentage of cases worked with in 2025.

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

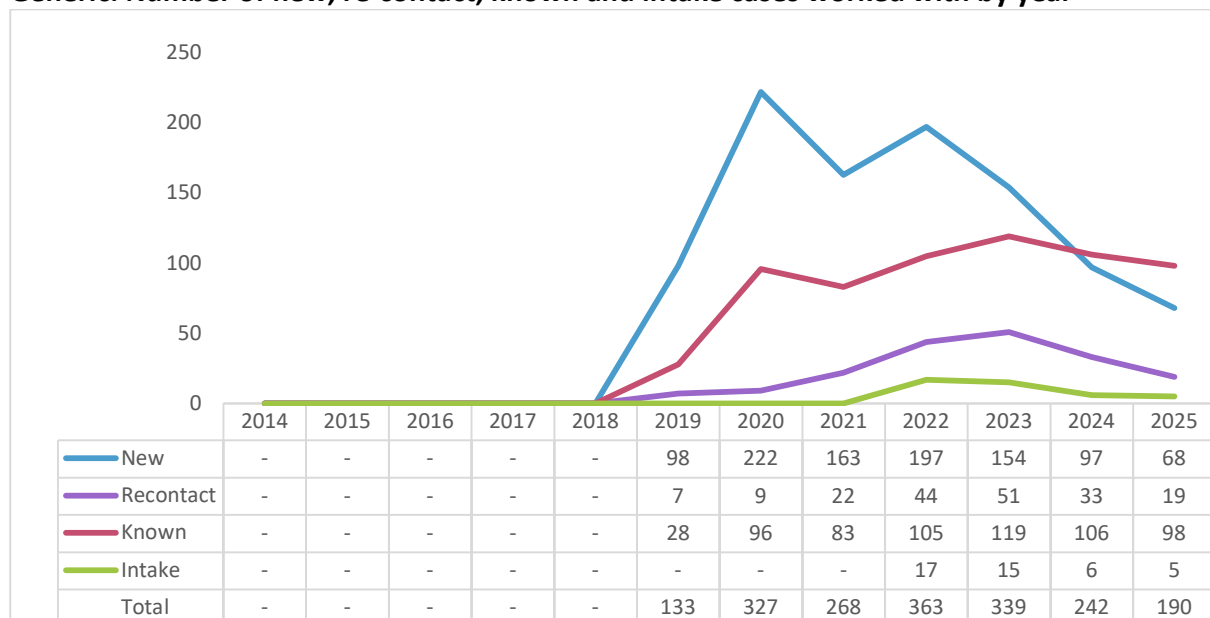


Figure 22: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

Generic: Case state at the end of the reporting period

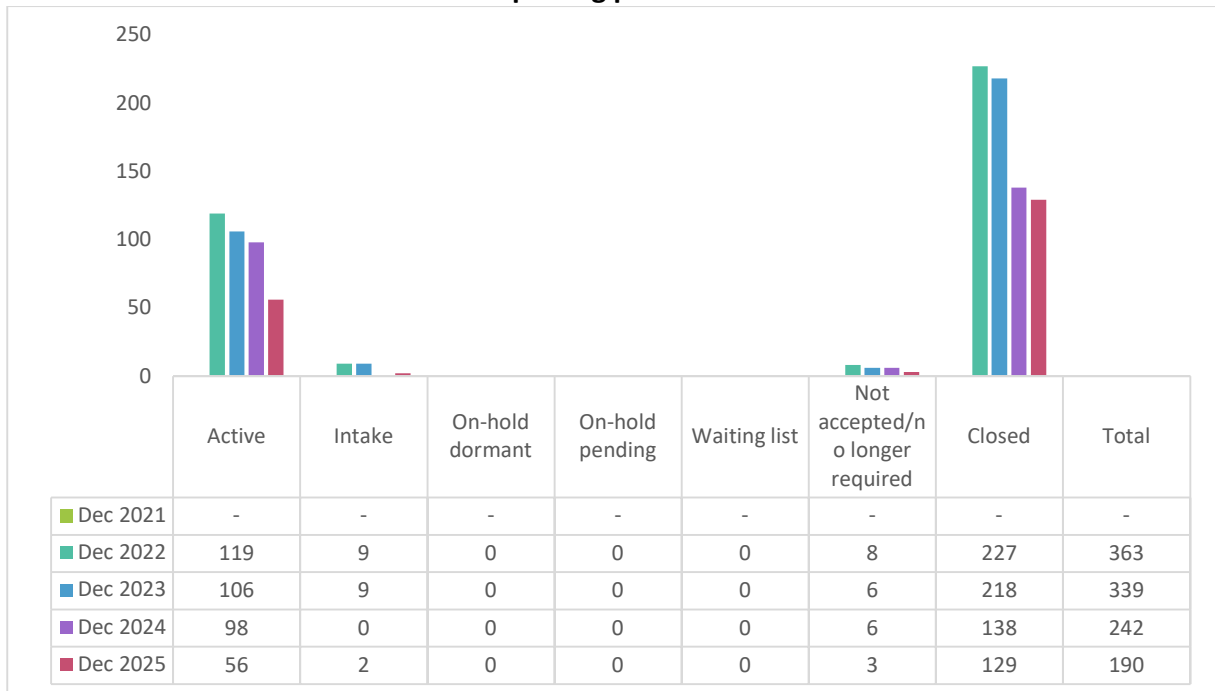


Figure 23: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 29% (56) 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.

Generic: Waiting list at the end of the reporting period

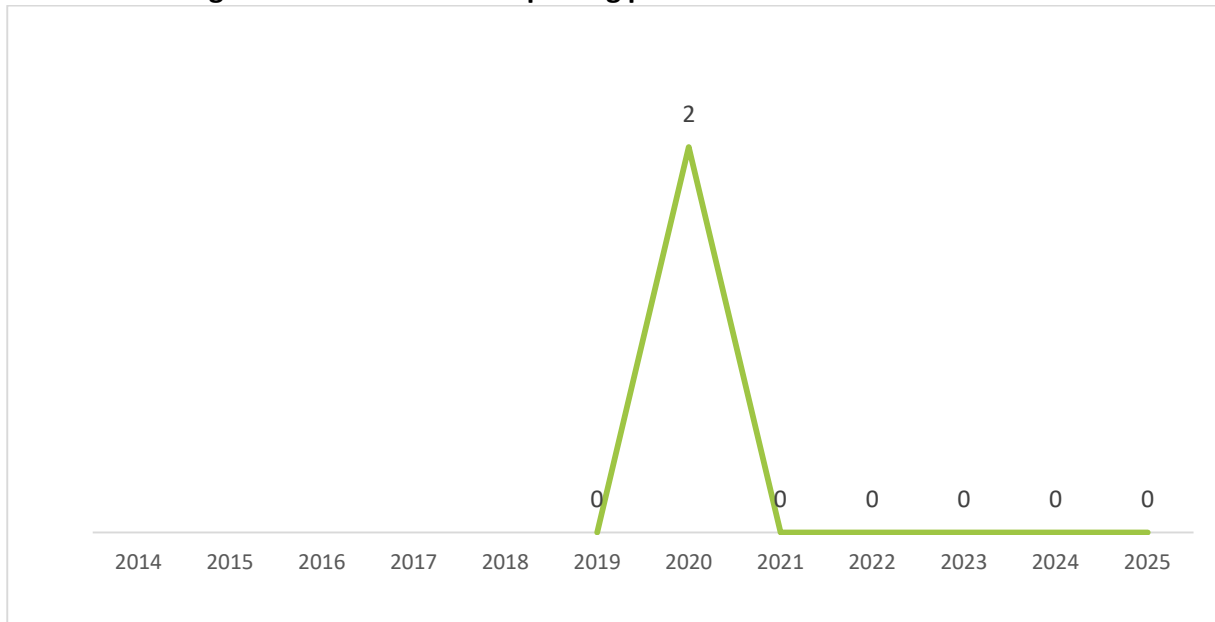


Figure 24: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

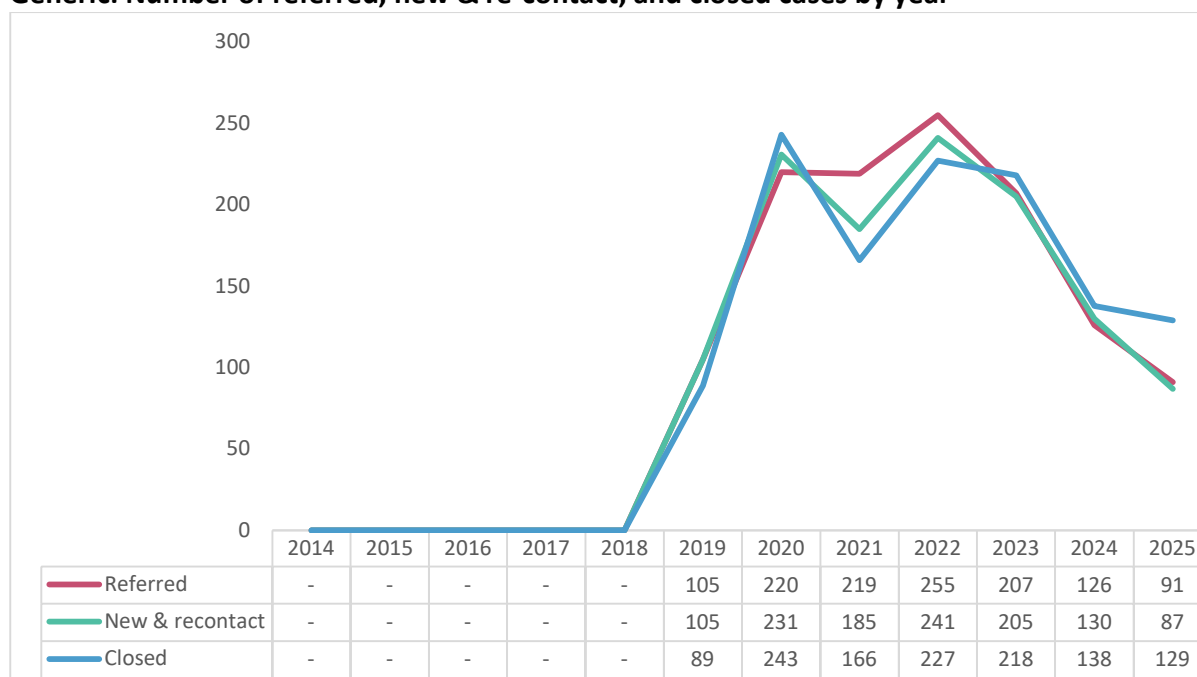


Figure 25: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 22 for breakdown of new & recontact cases). In 2025, 91 cases were referred, 87 new & recontact cases opened, and 129 cases closed.

Generic: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	14	3	7	5	11
Assault/rape/harassment/sexual abuse	1	1	0	0	0
Behaviour problems	5	-	-	-	0
Bereavement	0	2	1	0	0
Bullying or being bullied	-	-	-	0	0
Challenging behaviour	-	-	-	0	0
Child abuse	2	3	6	3	2
Child care or access	10	6	3	3	1
Delinquency	0	0	1	2	0
Disability related issues	1	2	5	5	3
Domestic violence	41	57	25	8	0
Eating disorder	0	0	0	0	0
Elderly needs	3	3	2	8	2
Employment issues	6	4	11	11	6
Family relations/relationships	10	20	5	7	4
Financial difficulties	16	26	47	25	21
Fostering or adoption	0	0	0	0	0
Health related issues	2	2	3	2	1
Homeless	52	63	42	3	0
Housing problems	14	14	12	8	8
Human trafficking	0	0	0	0	0

Identity related issues	0	0	0	0	0
Lack of support or guidance	9	4	8	3	0
Legal issues	0	7	2	2	4
Loneliness	0	0	0	0	0
Marital problems	1	2	0	0	0
Mental health issues	20	17	5	6	5
Migrant related issues	1	1	1	4	0
Oppositional defiant behaviours	-	1	0	7	1
Out of home care	-	-	-	0	0
Parenting skills/child-parent relationship	-	9	8	8	5
Personality related issues	0	0	0	0	0
Pregnancy related issues	1	0	1	0	1
Promiscuous behaviour	-	-	-	0	0
Psychological assessment	-	-	-	0	0
Relationship problems	0	3	0	1	0
School related problems	0	0	1	1	0
Self-harm or suicide	0	0	0	1	0
Separation related issues	2	1	2	1	1
Sex work related issues	0	0	0	0	0
Significant other for support sessions	-	-	-	0	0
Other	5	4	9	2	15
Not specified	3	0	0	0	0
Total	219	255	207	126	91

Figure 26: 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 **87** cases were opened between January and December 2025.

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

Generic: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	1	0	0	0	0	1
6-10	1	0	0	0	0	1
11-15	0	0	0	0	0	0
16-17	3	3	0	0	0	6
18-19	0	2	0	0	0	2
20-24	0	2	0	0	0	2
25-29	6	11	0	0	0	17
30-34	6	9	0	0	0	15
35-39	7	8	0	0	0	15
40-44	2	1	0	0	0	3
45-49	2	10	0	0	0	12
50-54	3	2	0	0	0	5
55-59	0	2	0	0	0	2
≥60	0	6	0	0	0	6
Not specified	0	0	0	0	0	0
Total	31	56	0	0	0	87

Figure 27: 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 (17).

Marsalforn Community Service (MarCS)

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

MarCS: Number of cases and individuals worked with by year

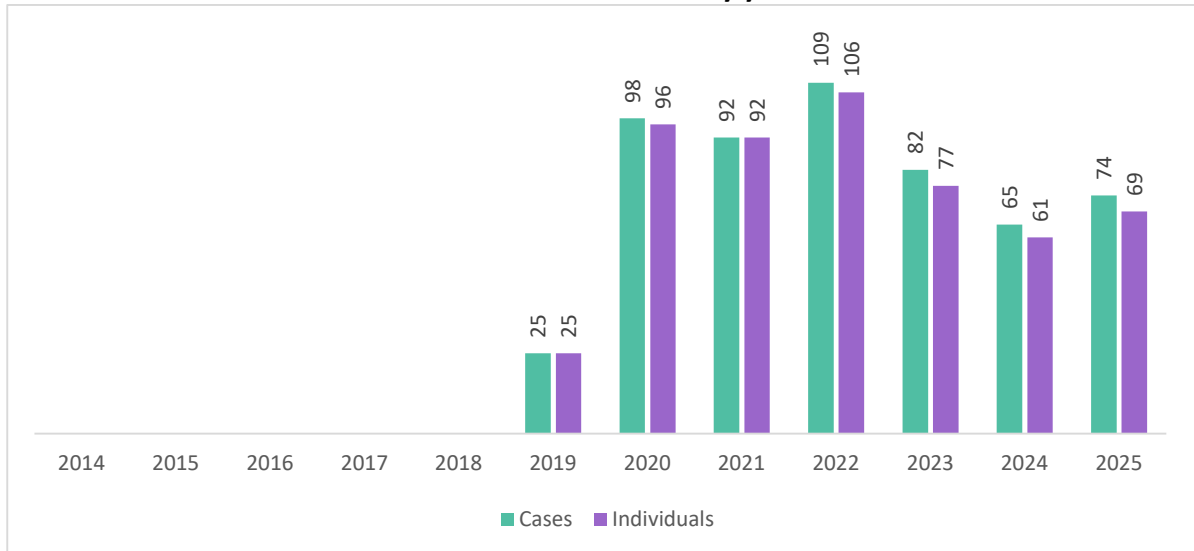


Figure 28: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 74 cases and 69 individuals were worked with compared to 65 and 61 respectively in 2024.

A total of **74** cases were worked with between January and December 2025.

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

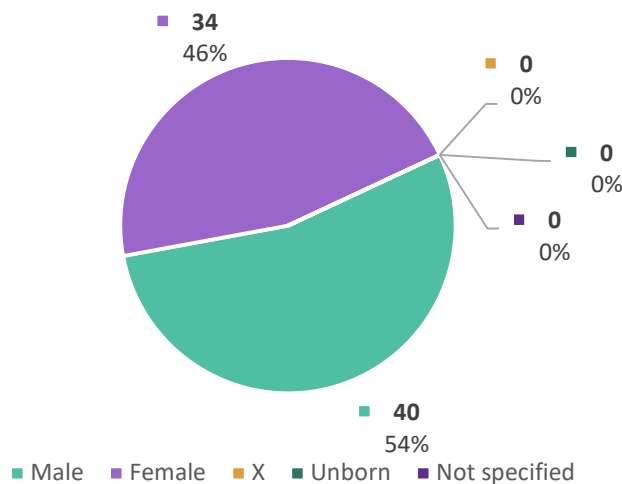


Figure 29: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (54%).

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

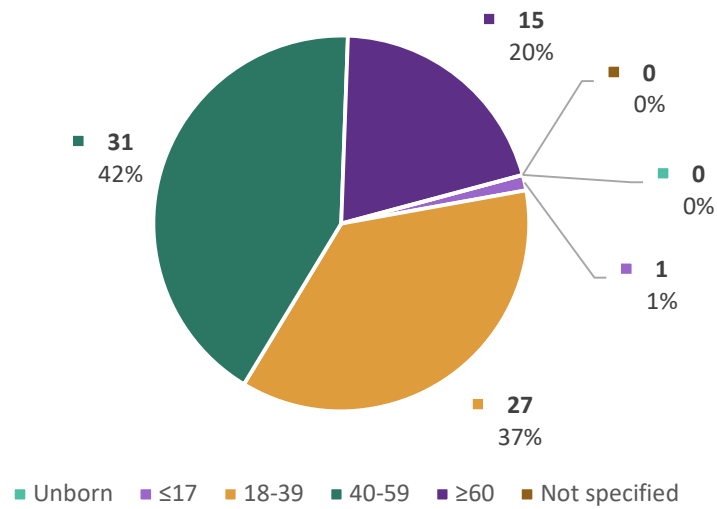


Figure 30: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (42%).

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

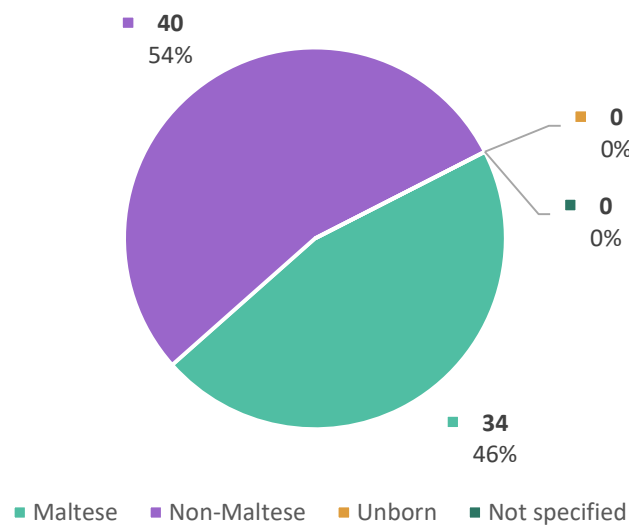
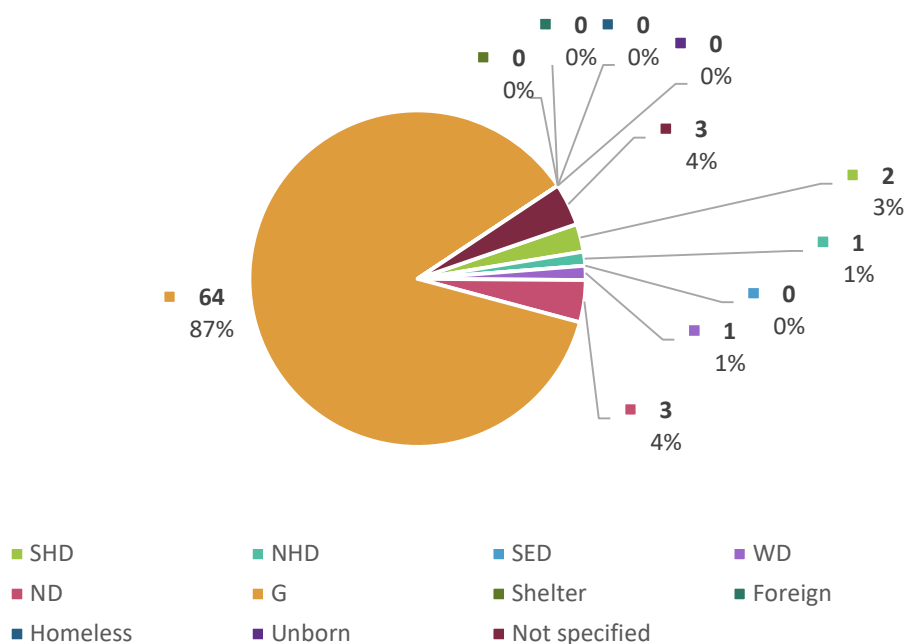


Figure 31: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 46% of the cases worked with were Maltese while non-Maltese made up 54% of cases.

MarCS: 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 32: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (87%) had the highest percentage of cases worked with in 2025.

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

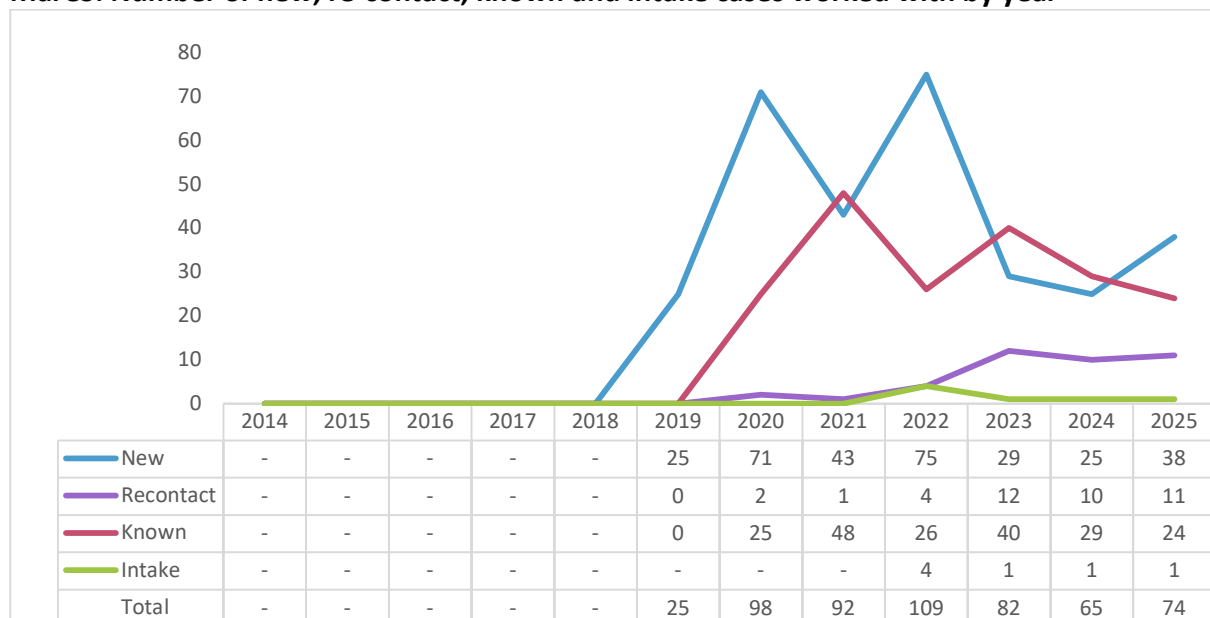


Figure 33: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

MarCS: Case state at the end of the reporting period

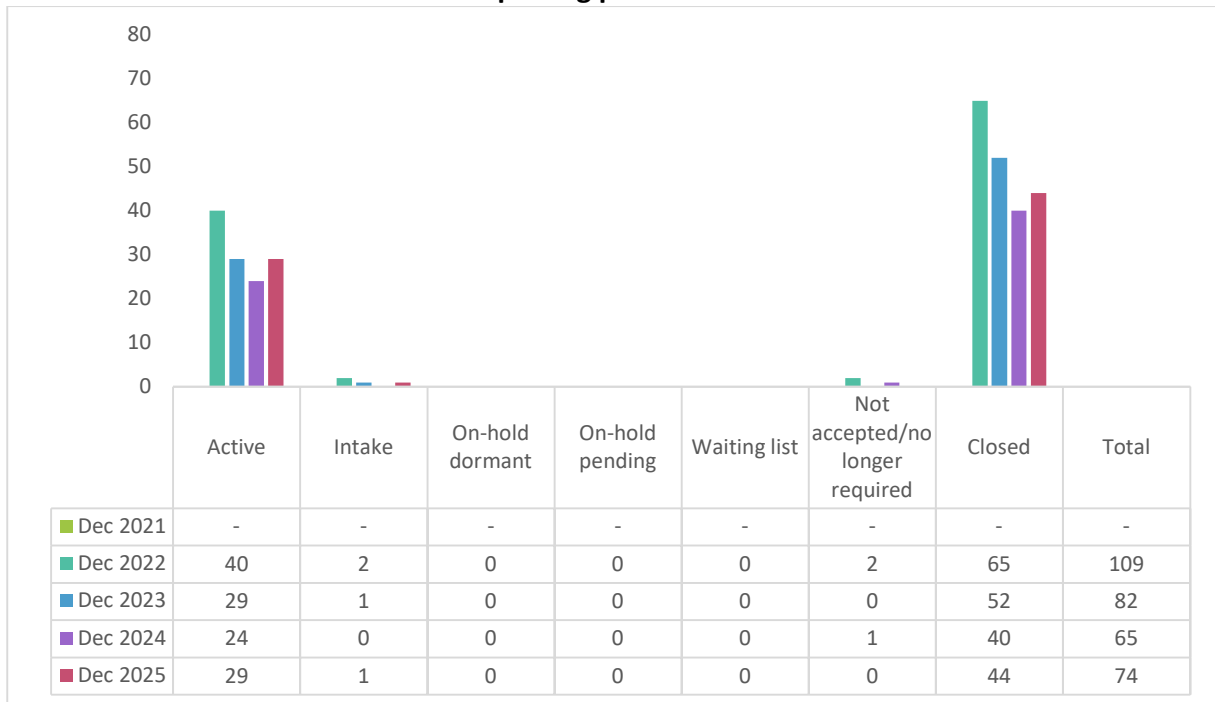


Figure 34: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 39% (29) 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.

MarCS: Waiting list at the end of the reporting period

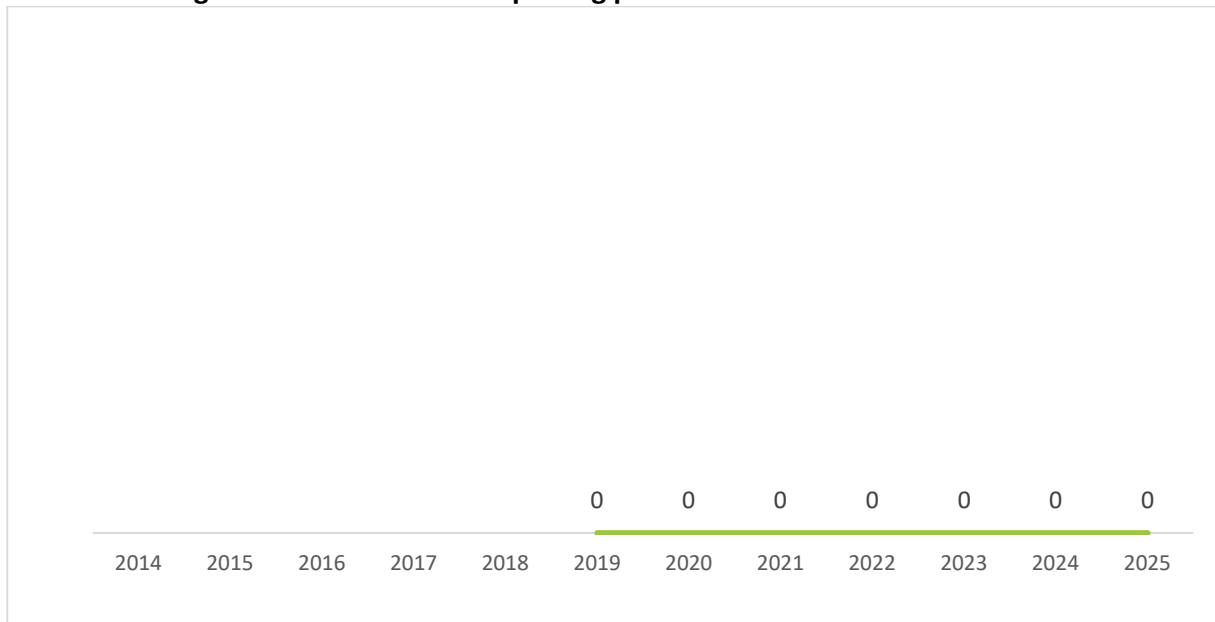


Figure 35: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

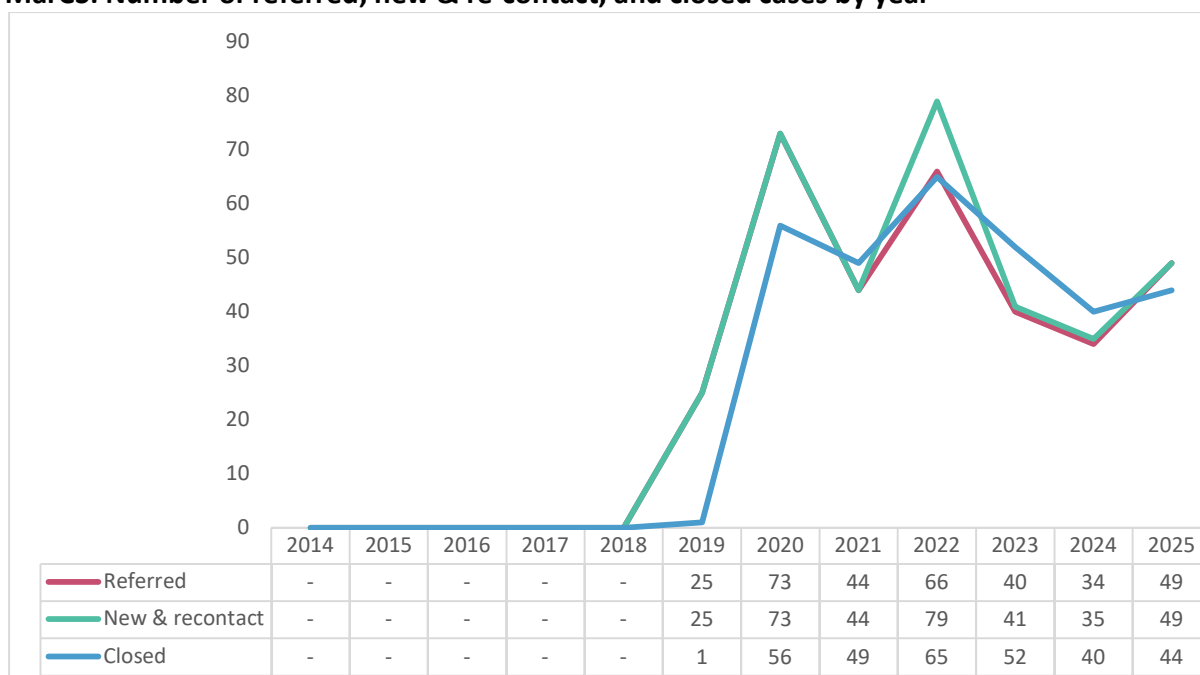


Figure 36: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 33 for breakdown of new & recontact cases). In 2025, 49 cases were referred, 49 new & recontact cases opened, and 44 cases closed.

MarCS: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	0	5	1	0	4
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	0
Bereavement	0	0	0	0	1
Bullying or being bullied	-	-	-	0	0
Challenging behaviour	-	-	-	0	0
Child abuse	0	2	3	0	1
Child care or access	1	0	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	1	1	0	3
Domestic violence	0	4	0	0	0
Eating disorder	0	0	0	0	0
Elderly needs	0	2	3	3	4
Employment issues	9	4	2	5	3
Family relations/relationships	4	8	2	0	0
Financial difficulties	6	18	14	16	17
Fostering or adoption	0	0	0	0	0
Health related issues	0	2	2	1	0
Homeless	3	1	0	1	1
Housing problems	9	6	7	3	7

Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	3	0	0	1	0
Legal issues	0	1	0	1	2
Loneliness	0	0	0	0	0
Marital problems	0	0	0	0	0
Mental health issues	2	6	1	1	2
Migrant related issues	0	3	0	1	0
Oppositional defiant behaviours	-	2	0	0	0
Out of home care	-	-	-	0	0
Parenting skills/child-parent relationship	-	0	2	1	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Promiscuous behaviour	-	-	-	0	0
Psychological assessment	-	-	-	0	0
Relationship problems	0	0	0	0	0
School related problems	7	0	2	0	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	0	0	0	0	1
Sex work related issues	0	0	0	0	0
Significant other for support sessions	-	-	-	0	0
Other	0	1	0	0	3
Not specified	0	0	0	0	0
Total	44	66	40	34	49

Figure 37: 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 **49** cases were opened between January and December 2025.

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

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

Figure 38: 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 or over (9).

Emergency On-Call Service

Service started reporting data in 2019.

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

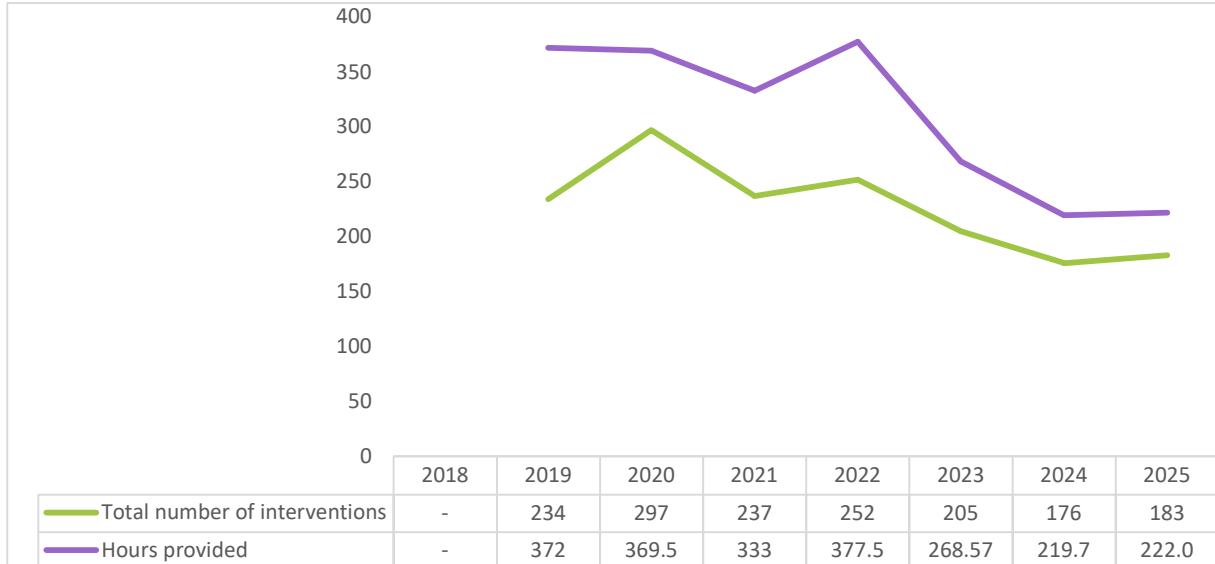


Figure 39: The service provides emergency interventions, and the figure provides the number conducted as well as the hours provided for these interventions. In 2025 a total of 183 interventions were provided which amounted to 222 hours of interventions.

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



Figure 40: The figure provides the total number of persons who participated in the provided interventions. For example, in 2025 a total of 279 persons attended 183 interventions and the majority or attendees were adults (179 persons).

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

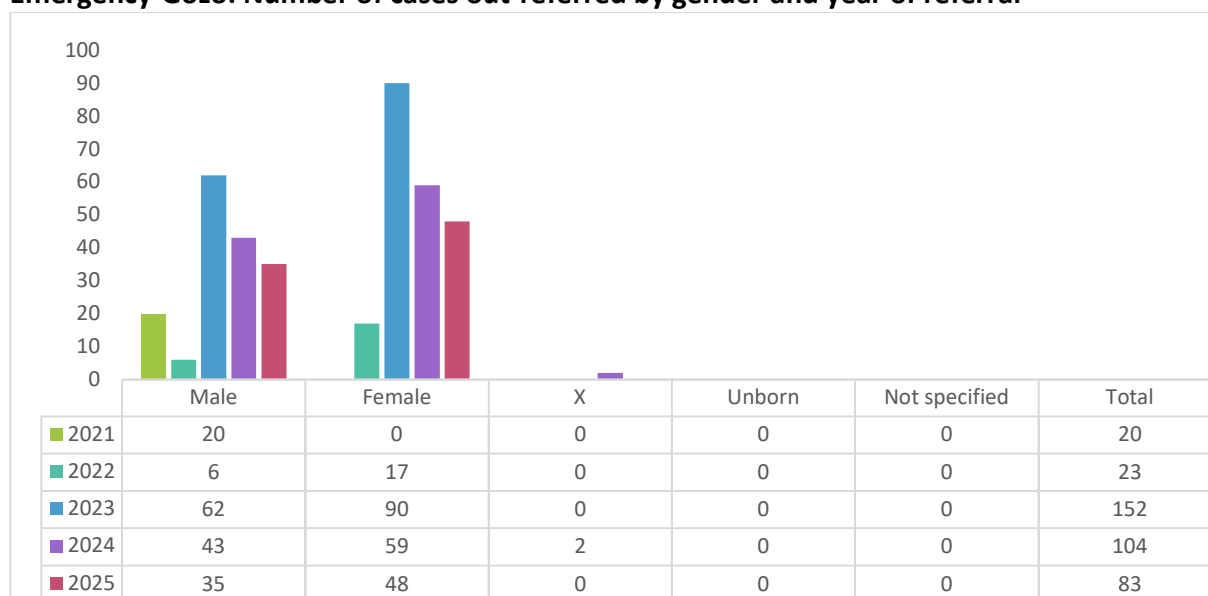


Figure 41: The Emergency On-Call Service is often a first contact point for service users during an emergency contact and the Emergency On-Call Service will refer the case to the appropriate FSWS service for further interventions through out-referrals describe. The majority of cases out-referred to another FSWS service in 2025 were female (48).

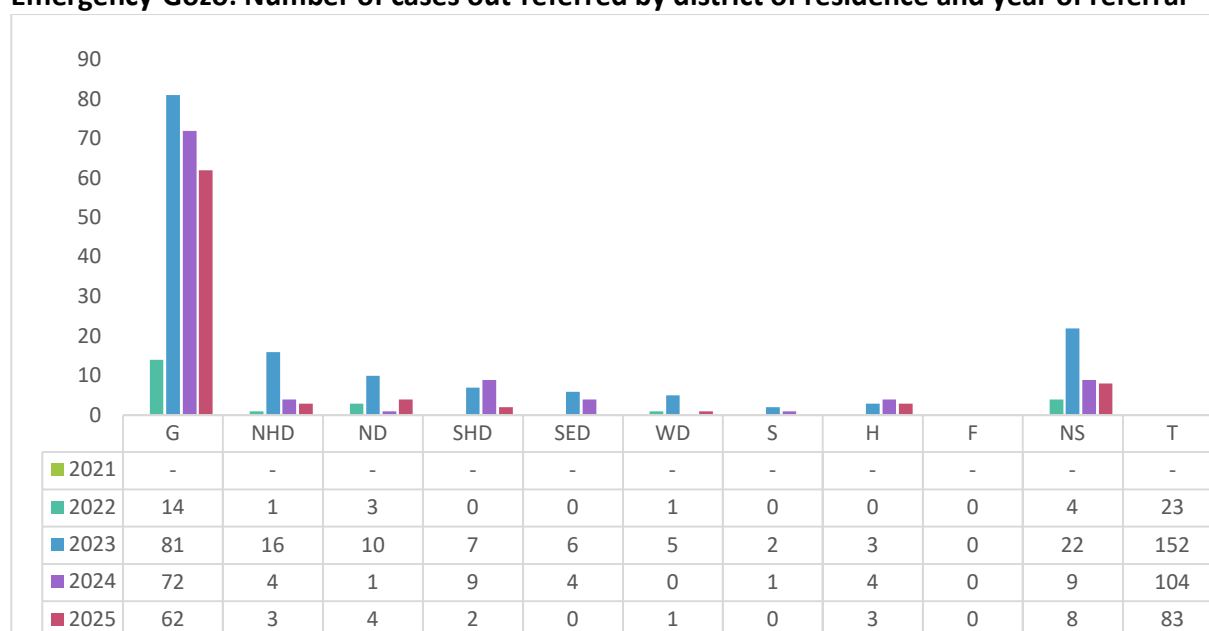
Emergency-Gozo: Number of cases out-referred by service referred to and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
DVU Gozo	13	36	0	-	0	49
Homeless Service - Gozo	16	8	0	-	0	24
Child Protection Service	4	4	0	-	0	8
Generic Social Work Service	0	0	0	-	0	0
DVU Malta	2	0	0	-	0	2
Marsalforn Community Service	0	0	0	-	0	0
Total	35	48	0	-	0	83

Figure 42: The Emergency On-Call Service is often a first contact point for service users during an emergency contact and the Emergency On-Call Service will refer the case to the appropriate FSWS service for further interventions through out-referrals. In 2025, the highest number of cases were referred to the Domestic Violence Service in Gozo (49).

Emergency-Gozo: Number of cases out-referred by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	4	4	0	0	0	8
18-19	0	0	0	0	0	0
20-24	1	7	0	0	0	8
25-29	9	6	0	0	0	15
30-34	1	5	0	0	0	6
35-39	6	10	0	0	0	16
40-44	7	8	0	0	0	15
45-49	1	2	0	0	0	3
50-54	1	3	0	0	0	4
55-59	2	1	0	0	0	3
≥60	3	2	0	0	0	5
Not specified	0	0	0	0	0	0
Total	35	48	0	0	0	83

Figure 43: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for cases out-referred in the reported period are provided.

Emergency-Gozo: 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 44: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within "shelter/institution" (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases out-referred resided in the Gozo District (62).

Domestic Violence Service - Gozo (DV-Gozo)

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

DV-Gozo: Number of cases and individuals worked with by year

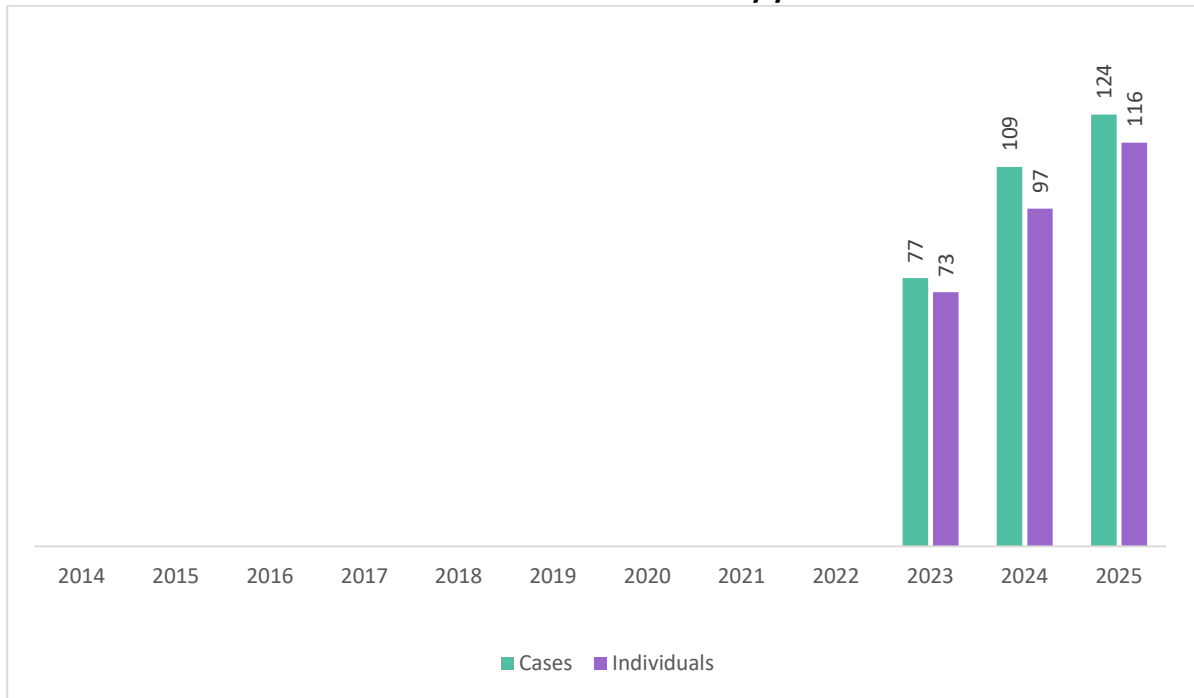


Figure 45: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 124 cases and 116 individuals were worked with compared to 109 and 97 respectively in 2024.

A total of **124** cases were worked with between January and December 2025.

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

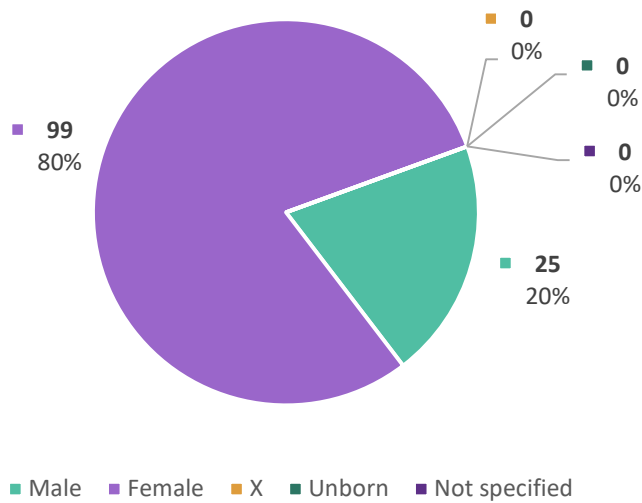


Figure 46: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (80%).

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

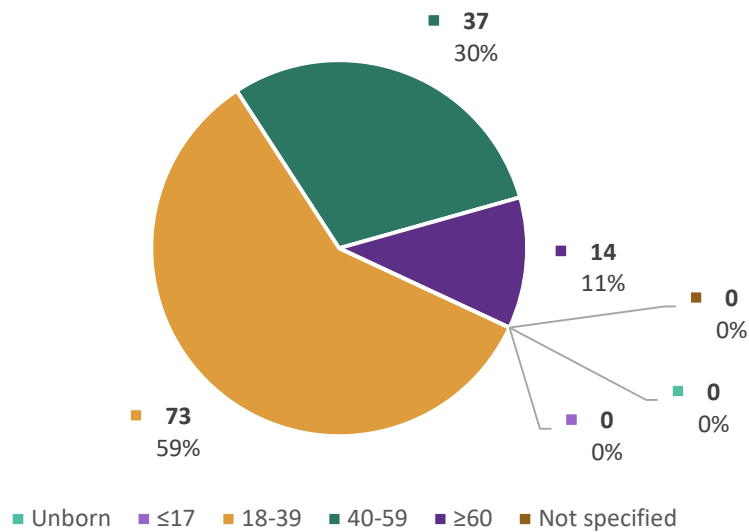


Figure 47: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (59%).

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

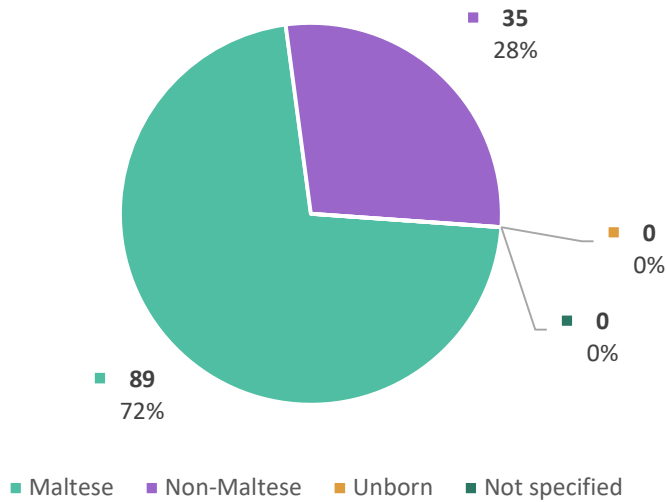
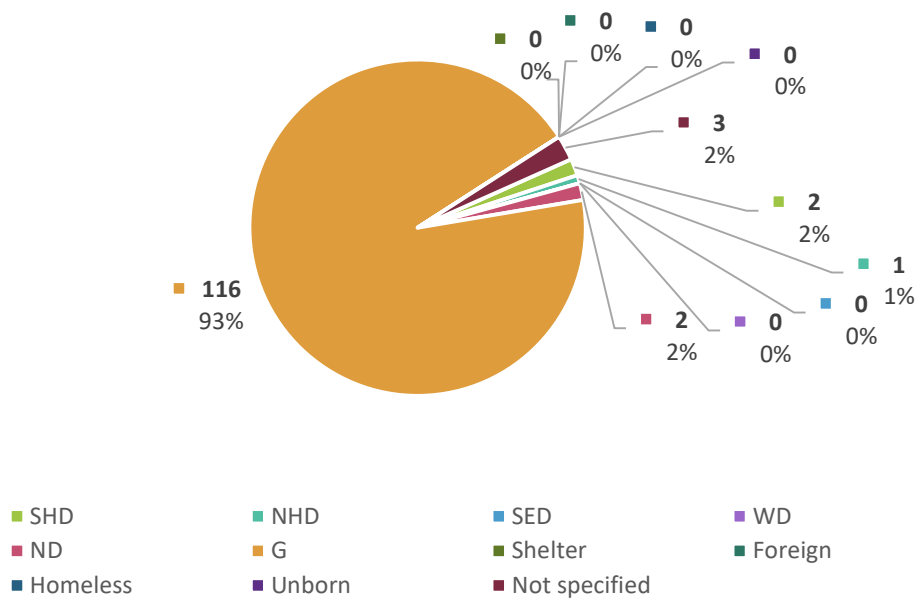


Figure 48: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 72% of the cases worked with were Maltese while non-Maltese made up 28% of cases.

DV-Gozo: 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 49: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (93%) had the highest percentage of cases worked with in 2025.

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

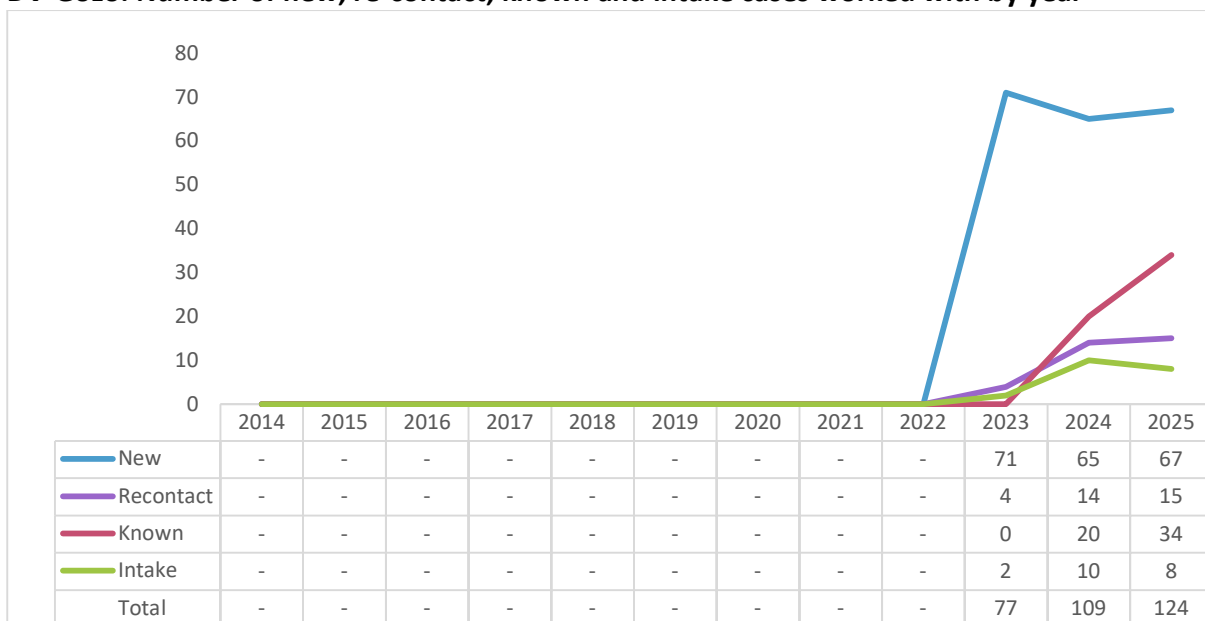


Figure 50: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary.

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

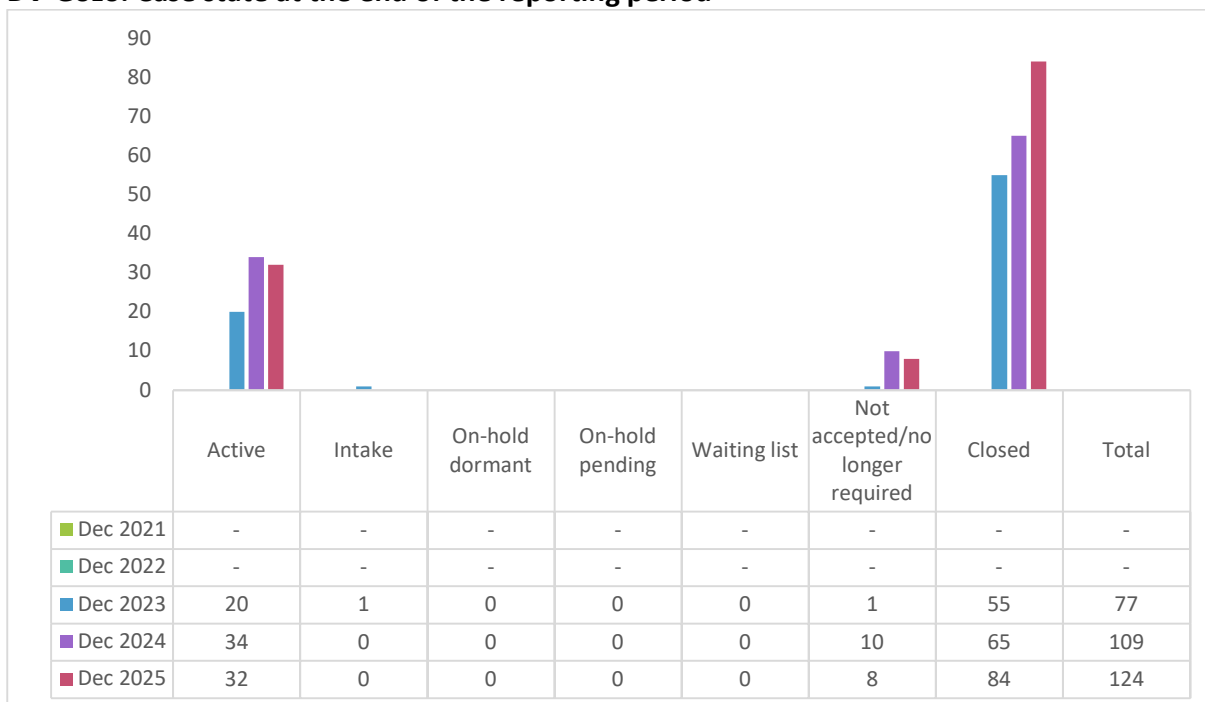


Figure 51: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 26% (32) 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.

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

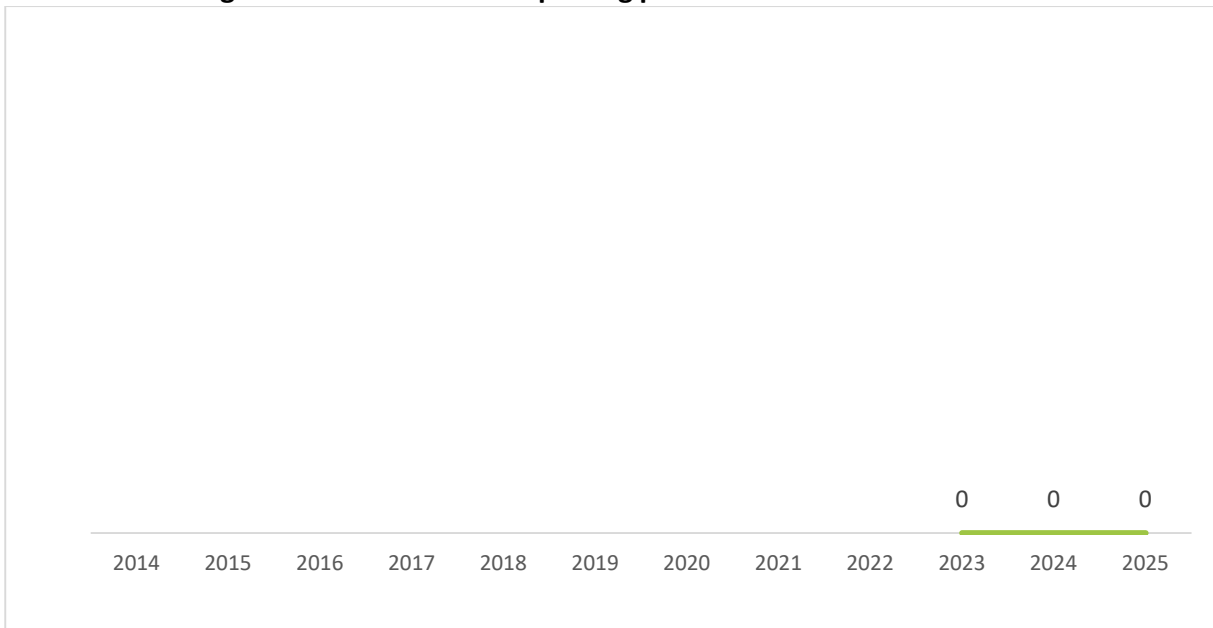


Figure 52: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

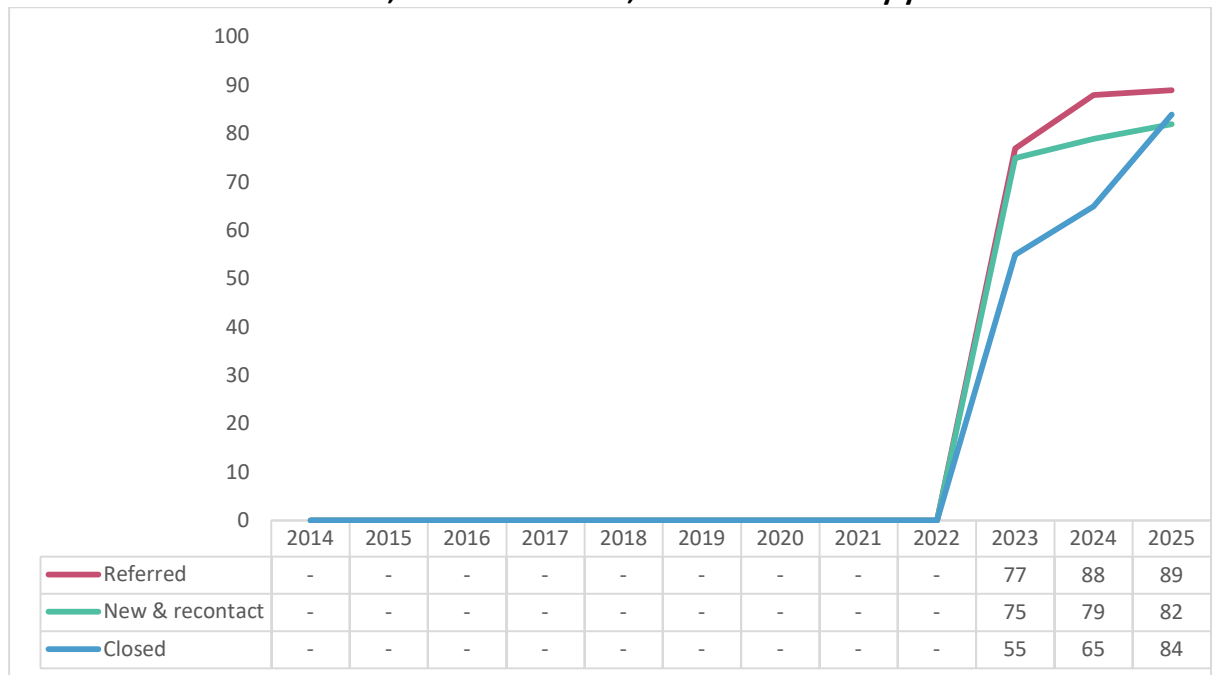


Figure 53: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 50 for breakdown of new & recontact cases). In 2025, 89 cases were referred, 82 new & recontact cases opened, and 84 cases closed.

DV-Gozo: number of referred cases by type of alleged abuse category January - December 2025			
	Yes	No	Total
Domestic violence	88	1	89
Gender-based violence	3	86	89
Honour-based violence	1	88	89
No abuse	1	88	89

Figure 54: All cases referred will indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case.

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

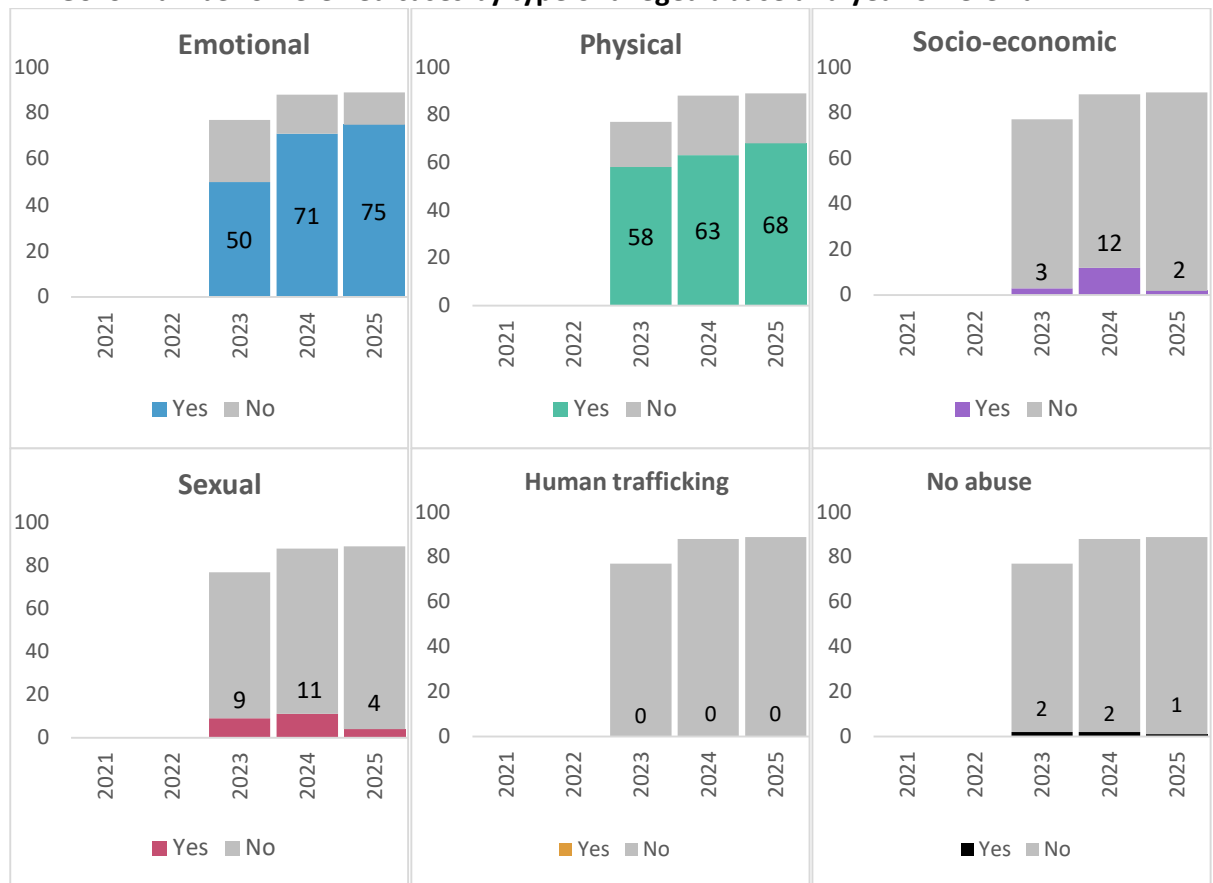


Figure 55: Within the online data collection system, all forms of alleged abuse reported during the referral are ticked. The number of alleged abuses indicated in the above figures, are each out of all referrals received throughout the year. The data cannot be summed across the various forms of abuse because service users may report more than one type during referral. For example, out of 89 referrals in 2025, 75 (84%) reported emotional abuse and out of 89 referrals in 2025, 68 (76%) reported physical abuse.

A total of **82** cases were opened between January and December 2025.

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

DV-Gozo: 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	2	0	0	0	2
25-29	4	10	0	0	0	14
30-34	1	13	0	0	0	14
35-39	4	15	0	0	0	19
40-44	3	11	0	0	0	14
45-49	0	5	0	0	0	5
50-54	2	2	0	0	0	4
55-59	1	1	0	0	0	2
≥60	4	4	0	0	0	8
Not specified	0	0	0	0	0	0
Total	19	63	0	0	0	82

Figure 56: 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 (19).

FSWS Gozo Homeless Service (H-Gozo)

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

H-Gozo: Number of cases and individuals worked with by year

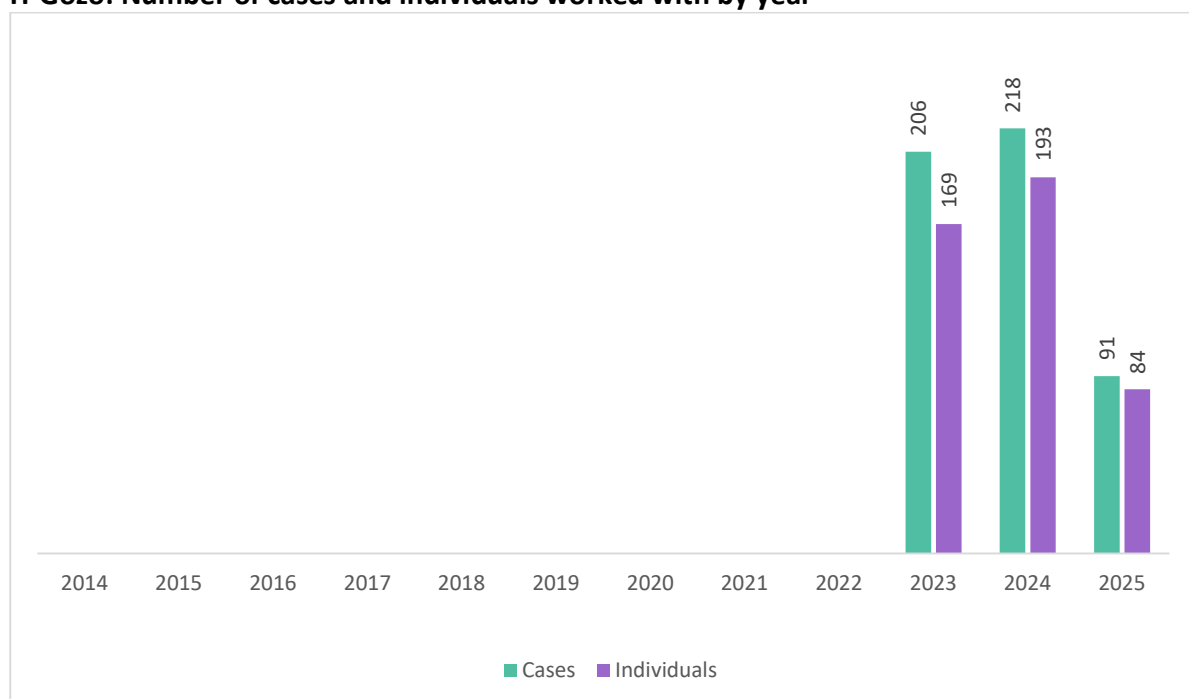


Figure 57: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 91 cases and 84 individuals were worked with compared to 218 and 193 respectively in 2024.

H-Gozo: Number of cases worked with by primary homelessness type reported at referral and year		
	2024	2025
At risk of homelessness	77	31
Roofless	108	54
Couch Surfer	9	4
Not specified at referral	24	2
Total	218	91

Figure 58: Service users may mention one or more issues during a referral, and within the Gozo 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 **91** cases were worked with between January and December 2025.

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

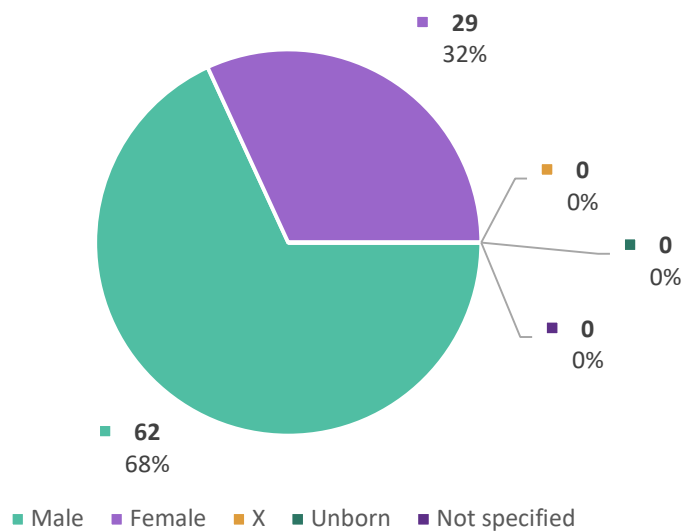


Figure 59: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (68%).

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

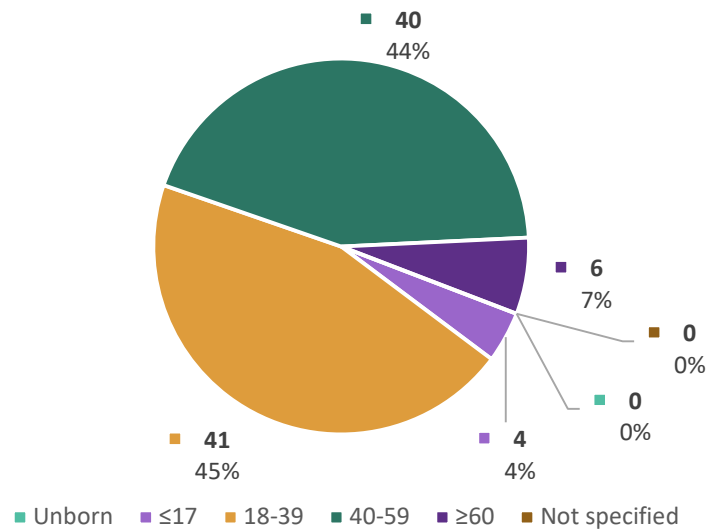


Figure 60: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (45%).

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

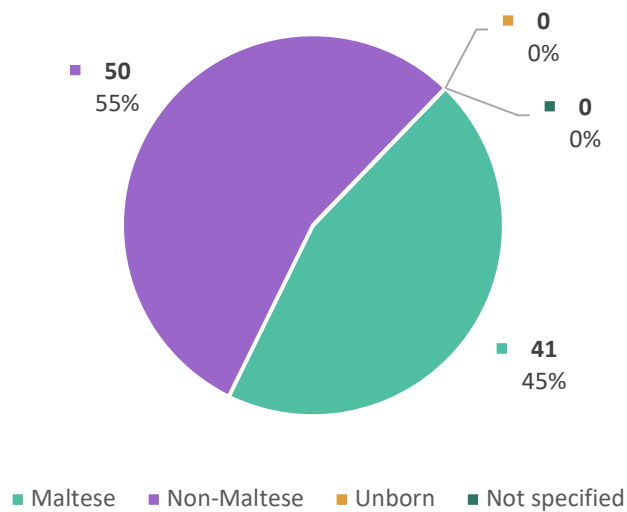
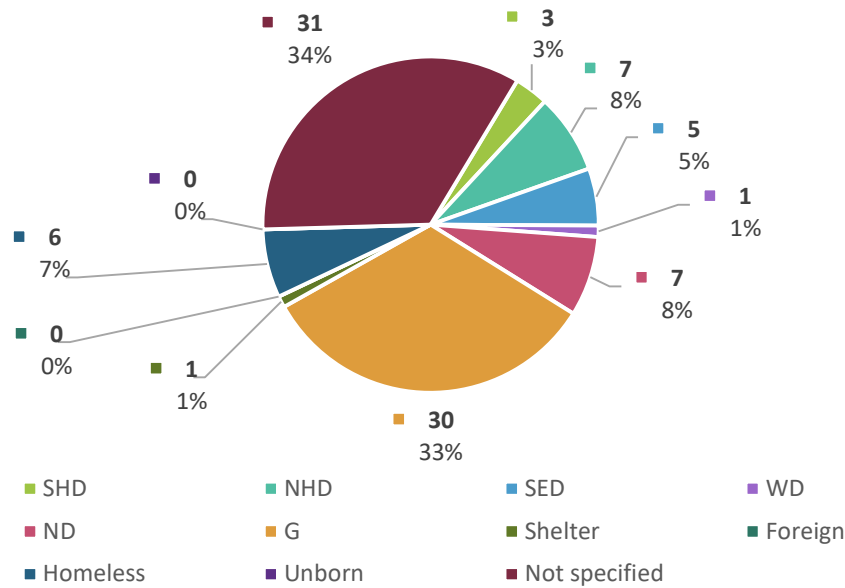


Figure 61: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 45% of the cases worked with were Maltese while non-Maltese made up 55% of cases.

H-Gozo: 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 Gozo District (33%) had a high percentage of cases worked with in 2025 but a large percentage (34%) also did not specify any district of residence.

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

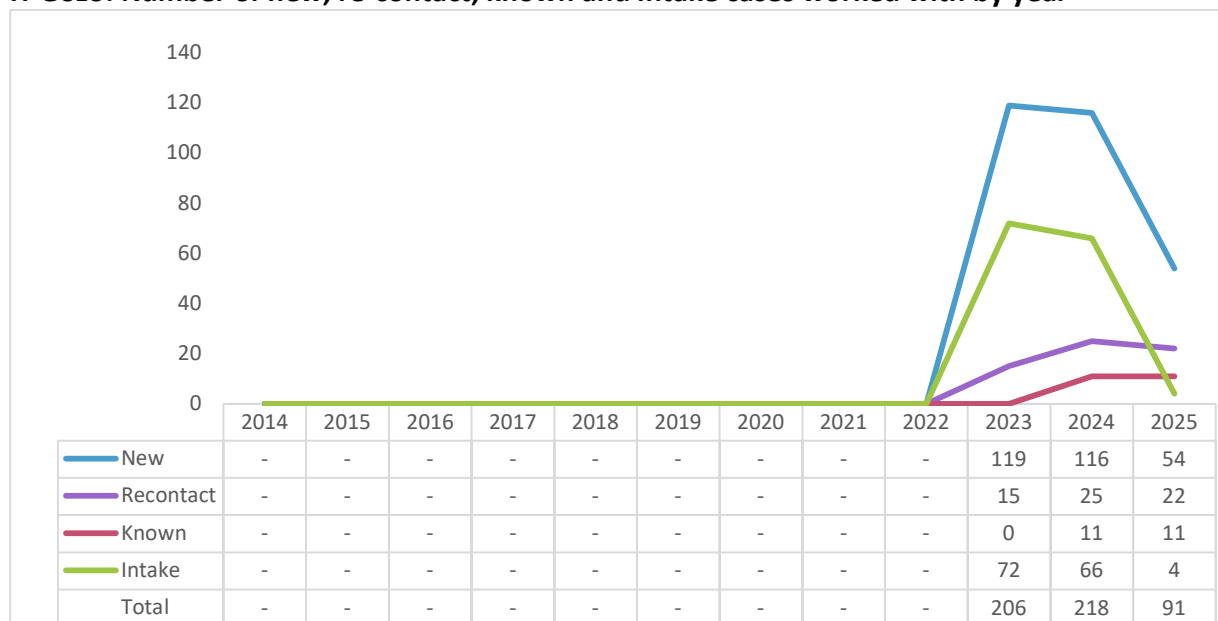


Figure 63: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary.

H-Gozo: Case state at the end of the reporting period

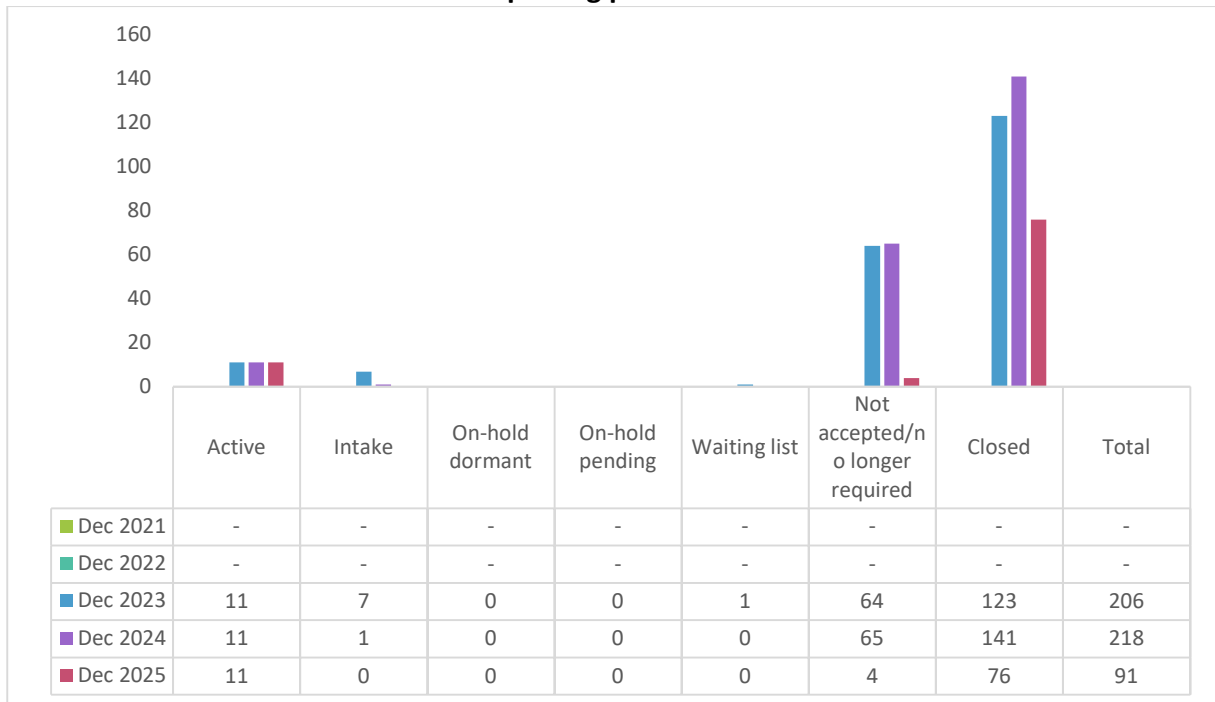


Figure 64: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 12% (11) 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.

H-Gozo: Waiting list at the end of the reporting period

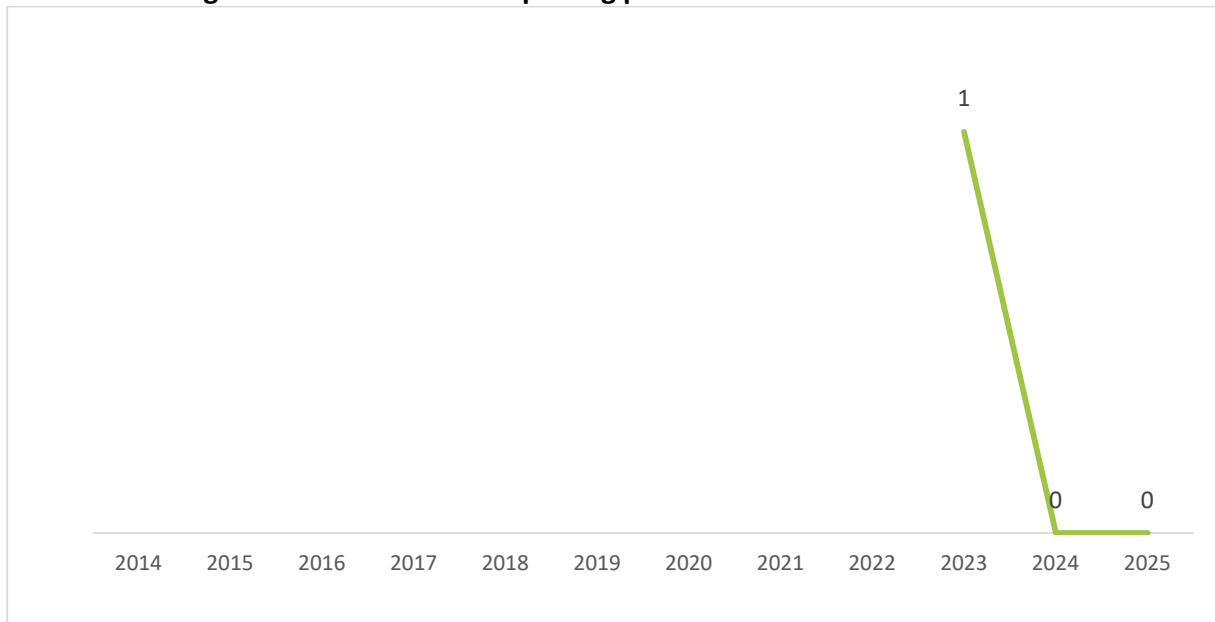


Figure 65: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

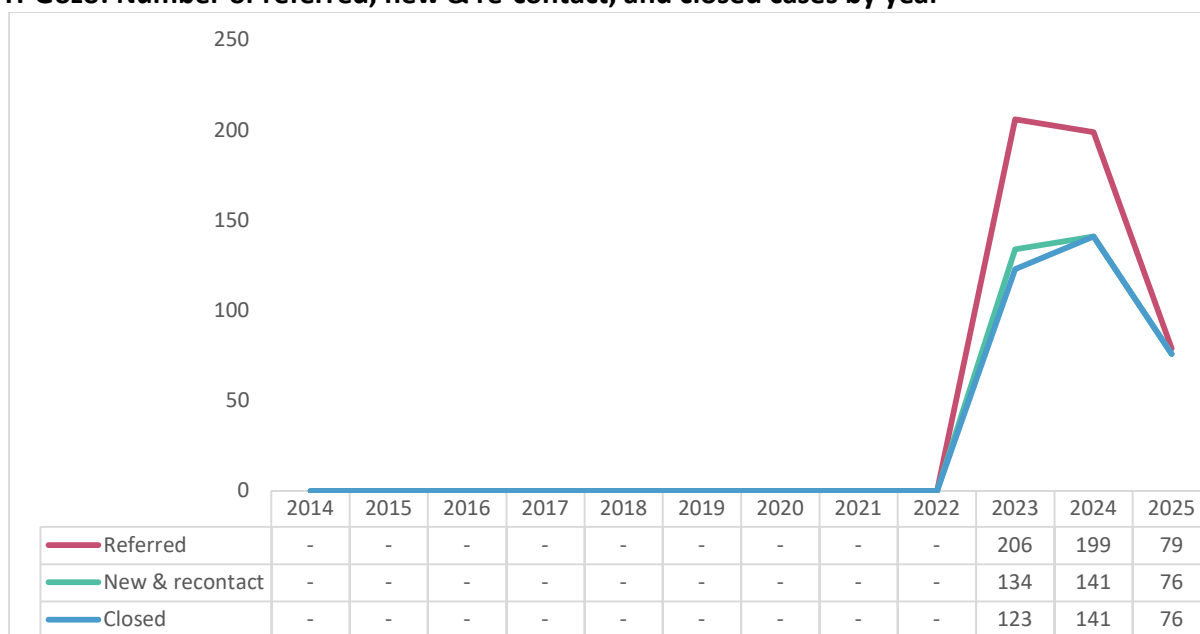


Figure 66: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 63 for breakdown of new & recontact cases). In 2025, 79 cases were referred, 76 new & recontact cases opened, and 76 cases closed.

A total of **76** cases were opened between January and December 2025.

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

H-Gozo: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	2	2	0	0	0	4
18-19	0	0	0	0	0	0
20-24	3	5	0	0	0	8
25-29	6	3	0	0	0	9
30-34	6	0	0	0	0	6
35-39	11	1	0	0	0	12
40-44	10	2	0	0	0	12
45-49	6	5	0	0	0	11
50-54	0	3	0	0	0	3
55-59	6	0	0	0	0	6
≥60	4	1	0	0	0	5
Not specified	0	0	0	0	0	0
Total	54	22	0	0	0	76

Figure 67: The figure above classifies the age and gender of the service user in the reporting year based on the specified date of birth and gender. Only data for new & re-contact cases opened in the reported period are provided. In 2025, the highest number of cases opened were ages 35 to 39 (12) and 40 to 44 (12)

Psychological Services- Gozo (PS-Gozo)

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

PS-Gozo: Number of cases and individuals worked with by year

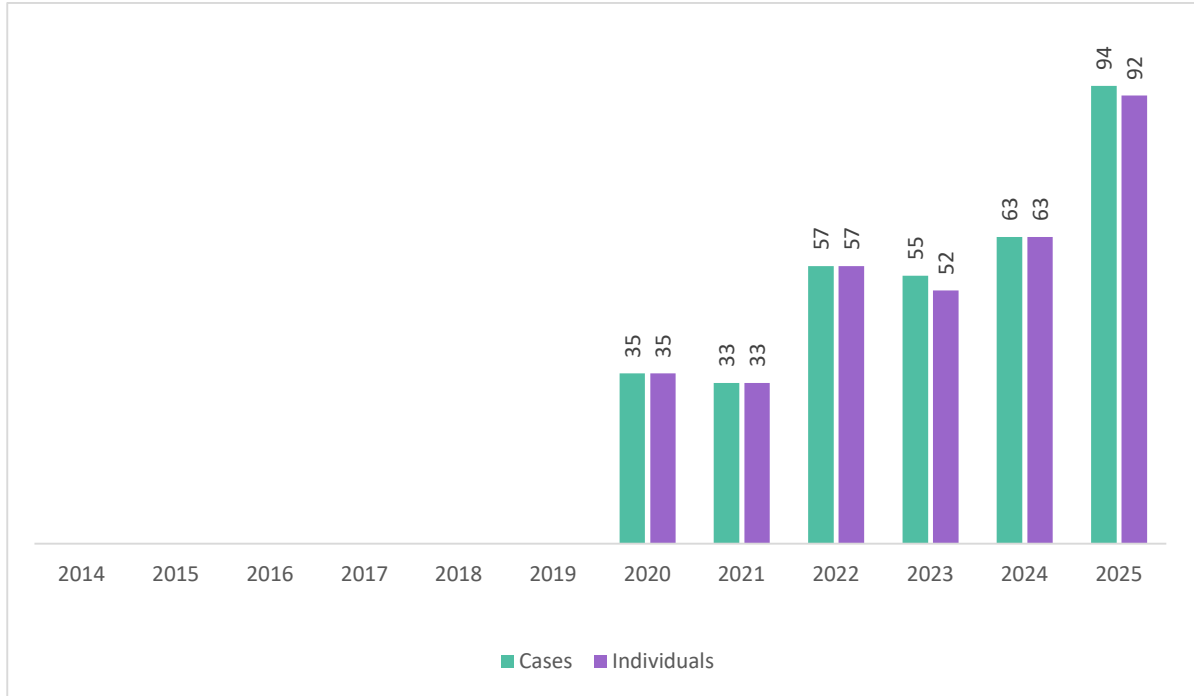


Figure 68: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 94 cases and 92 individuals were worked with compared to 63 and 63 respectively in 2024.

A total of **94** cases were worked with between January and December 2025.

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

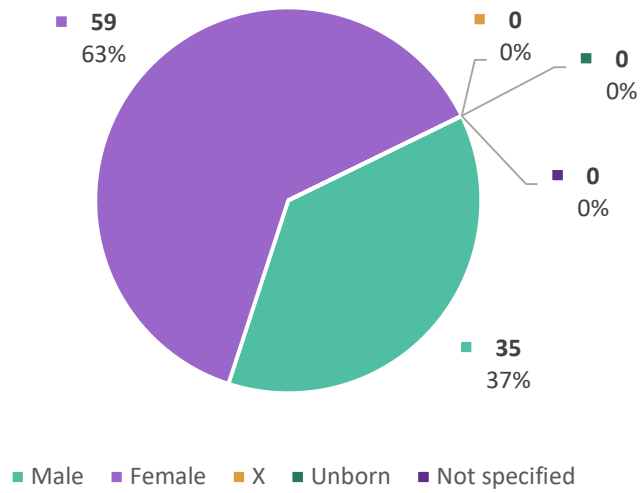


Figure 69: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (63%).

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

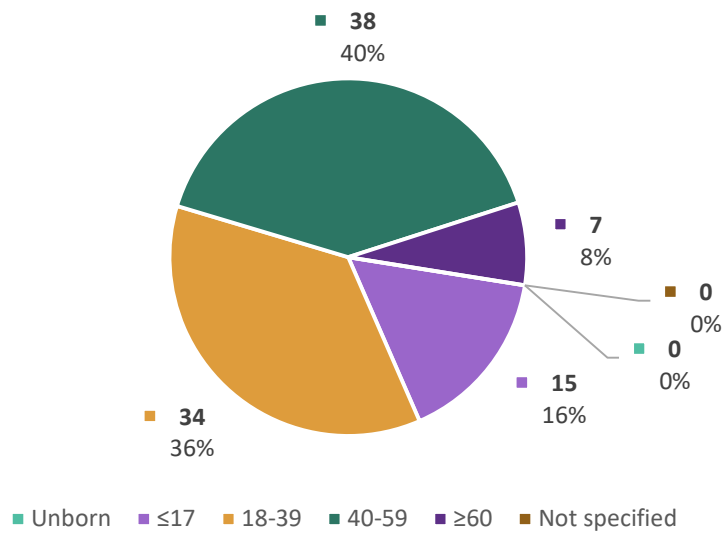


Figure 70: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (40%).

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

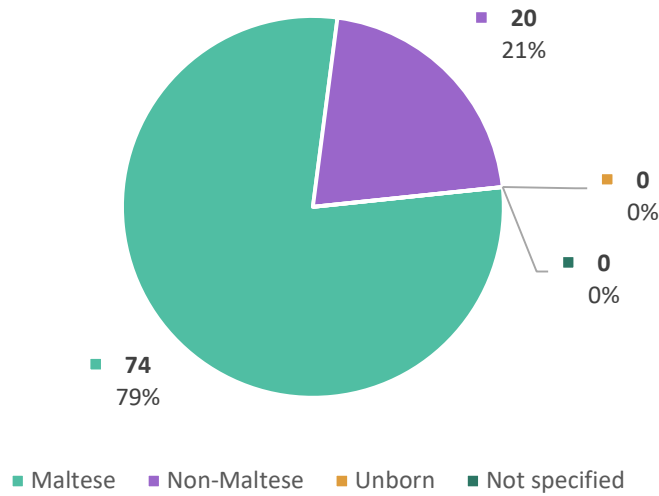
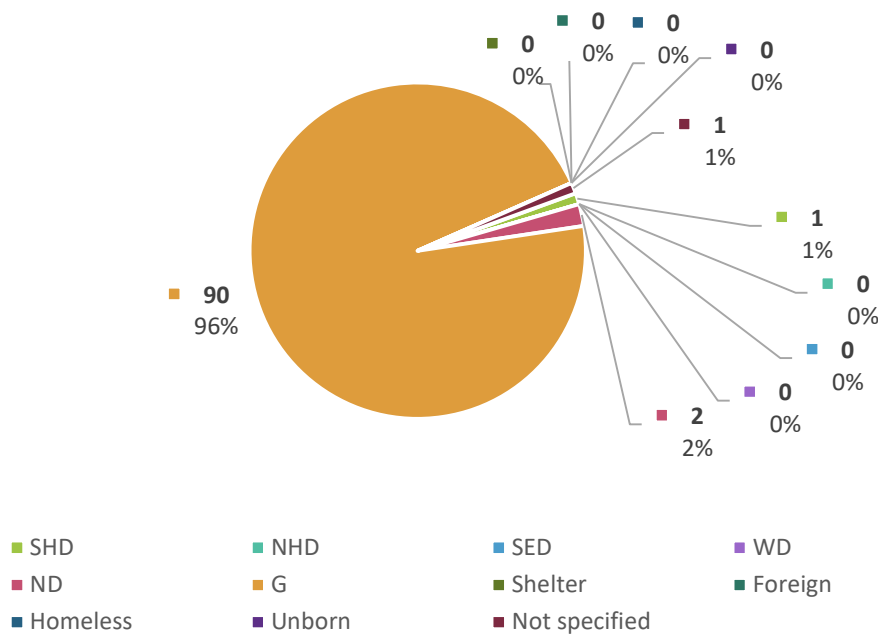


Figure 71: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 79% of the cases worked with were Maltese while non-Maltese made up 21% of cases.

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



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

Figure 72: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (96%) had the highest percentage of cases worked with in 2025.

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

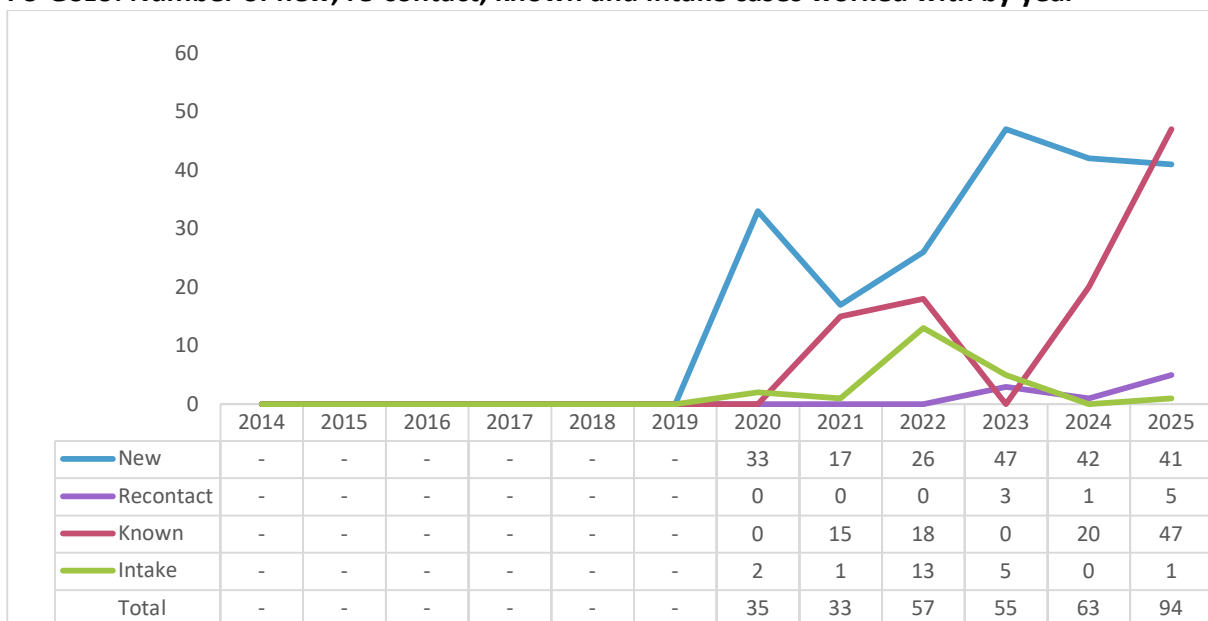


Figure 73: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2020 due to the implementation of an online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

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

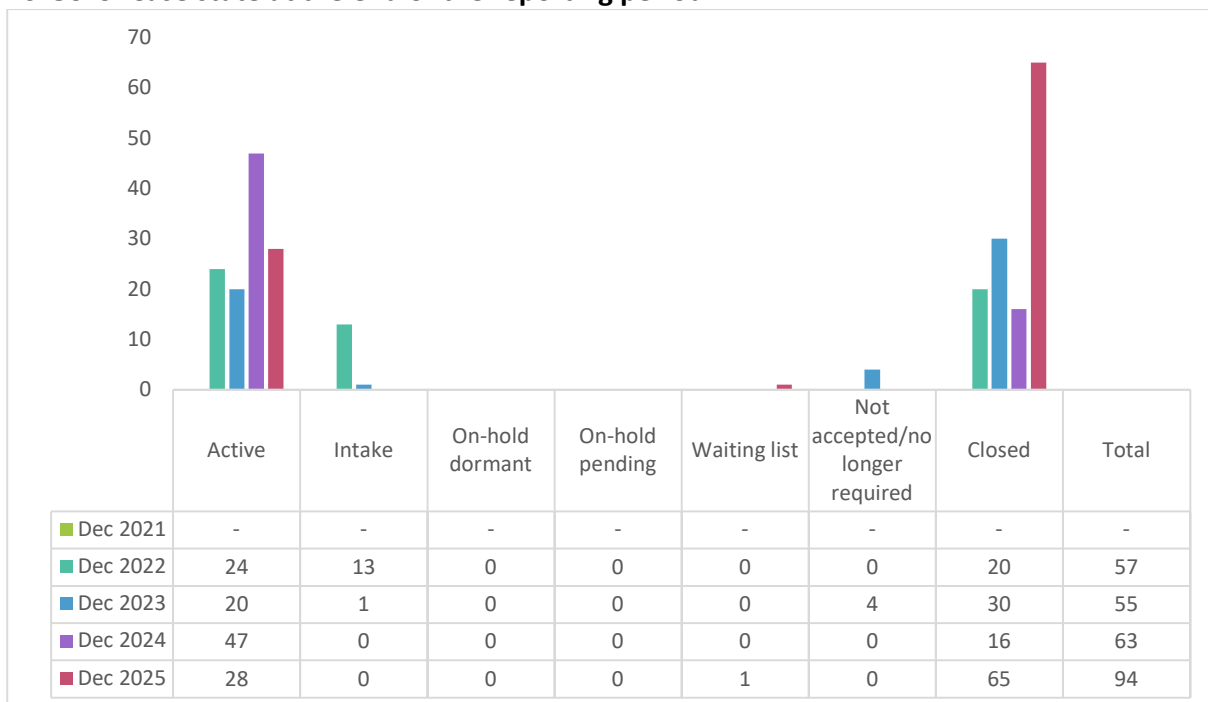


Figure 74: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 30% (28) of the cases worked with were still active. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

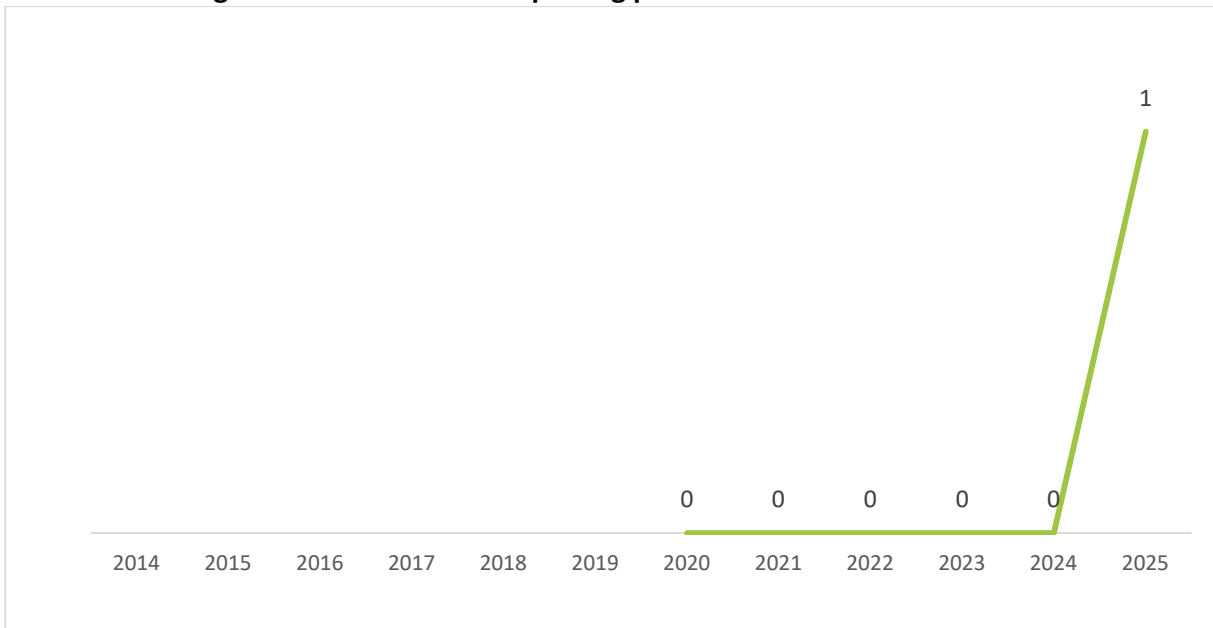


Figure 75: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

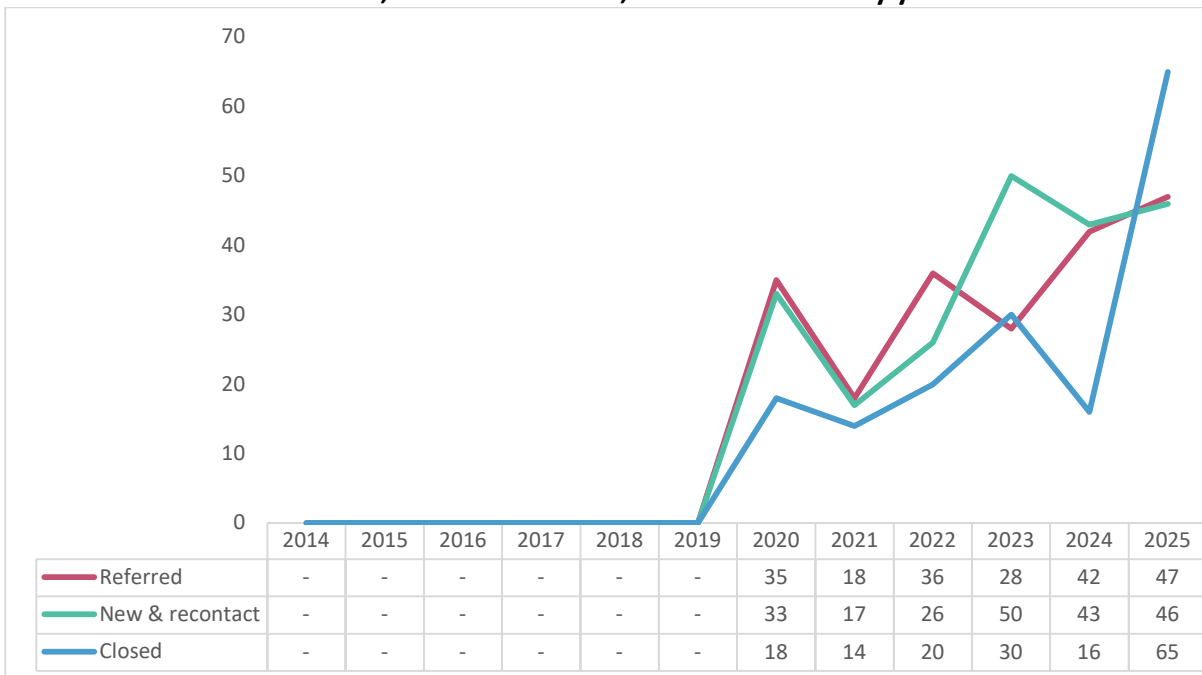


Figure 76: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 73 for breakdown of new & recontact cases). In 2025, 47 cases were referred, 46 new & recontact cases opened, and 65 cases closed.

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

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

PS-Gozo: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	4	6	0	0	0	10
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	1	2	0	0	0	3
30-34	3	5	0	0	0	8
35-39	3	5	0	0	0	8
40-44	5	1	0	0	0	6
45-49	2	4	0	0	0	6
50-54	1	1	0	0	0	2
55-59	1	1	0	0	0	2
≥60	0	1	0	0	0	1
Not specified	0	0	0	0	0	0
Total	20	26	0	0	0	46

Figure 77: 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 (10).

Looked After Children - Gozo (LAC-Gozo)

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

LAC Gozo: Number of cases and individuals worked with by year

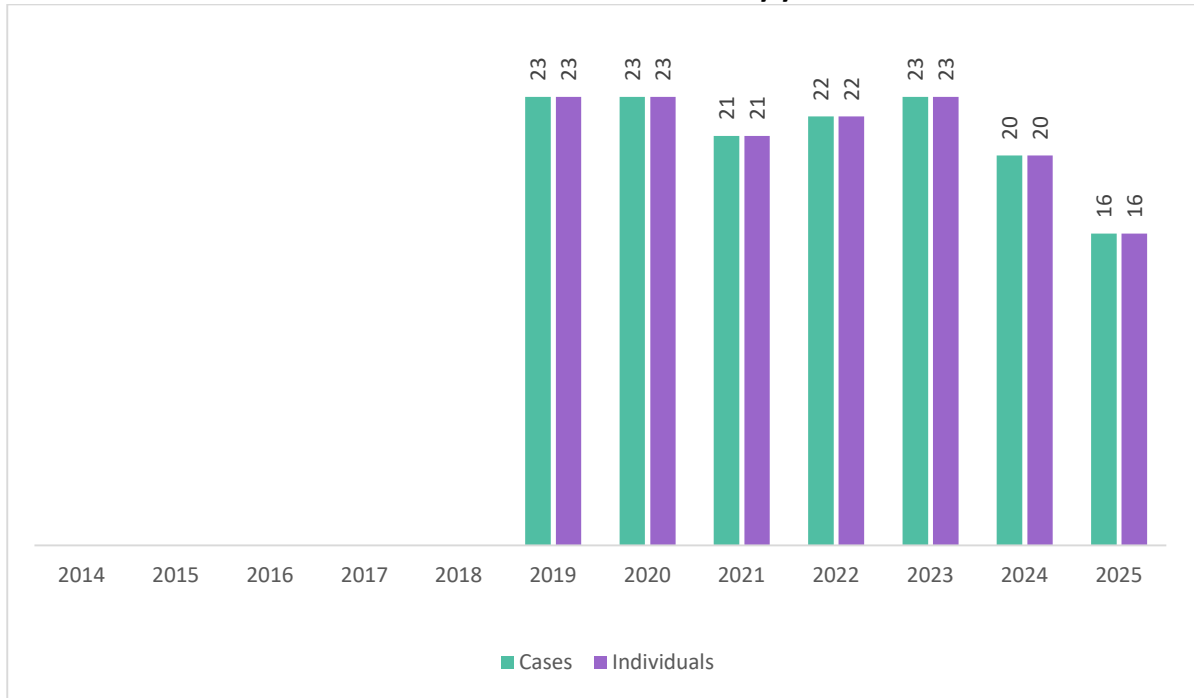


Figure 78: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 16 cases and 16 individuals were worked with compared to 20 and 20 respectively in 2024.

A total of **16** cases were worked with between January and December 2025.

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

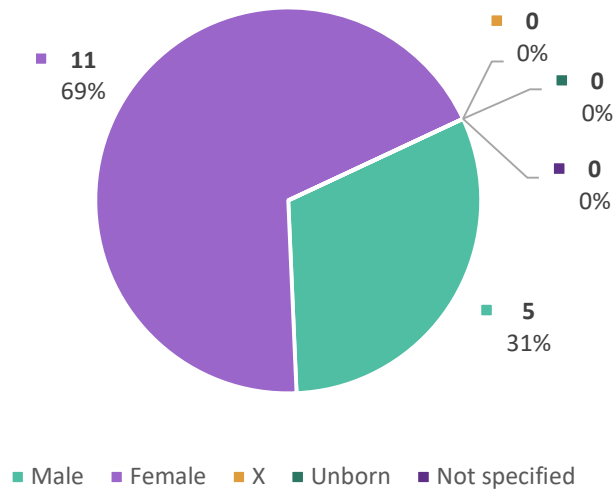


Figure 79: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (69%).

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

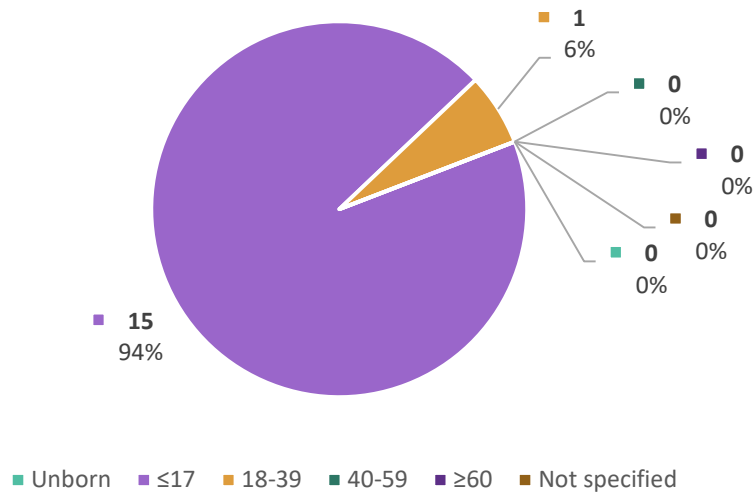


Figure 80: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were 17 or younger (94%).

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

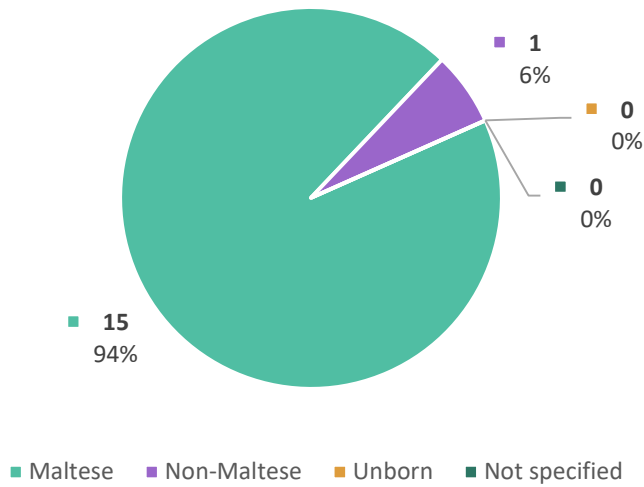
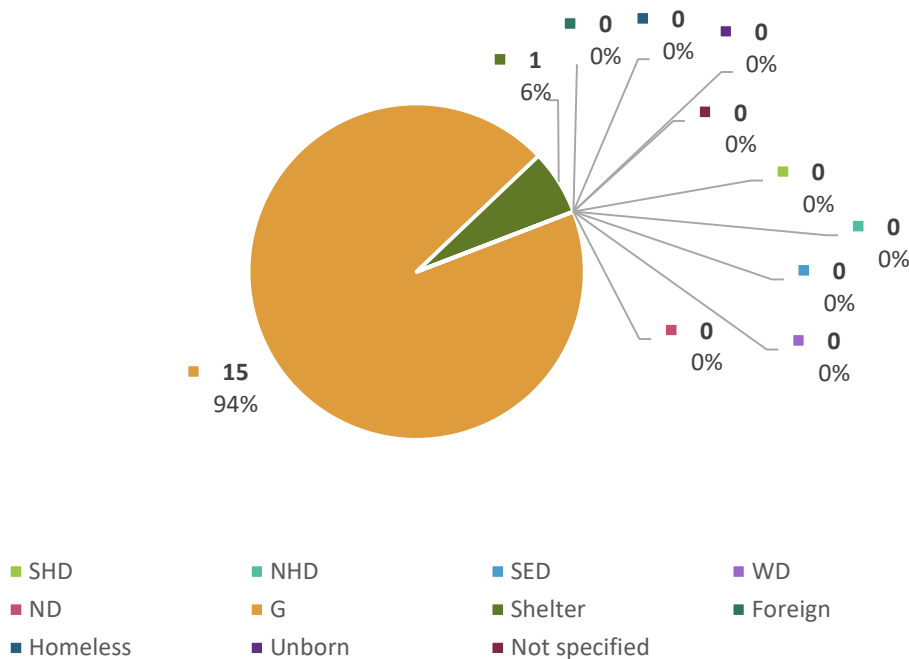


Figure 81: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 94% of the cases worked with were Maltese while non-Maltese made up 6% of cases.

LAC Gozo: 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 82: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (94%) had the highest percentage of cases worked with in 2025.

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

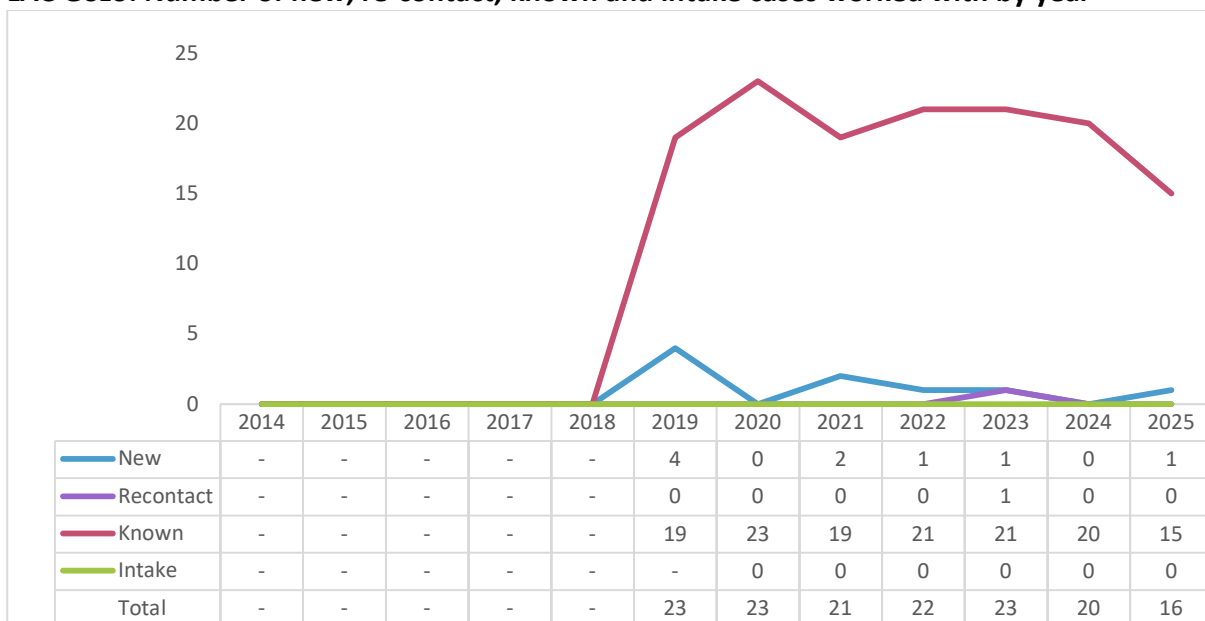


Figure 83: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2019 due to the implementation of an online data collection system.

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



Figure 84: 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, 100% (16) 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.

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

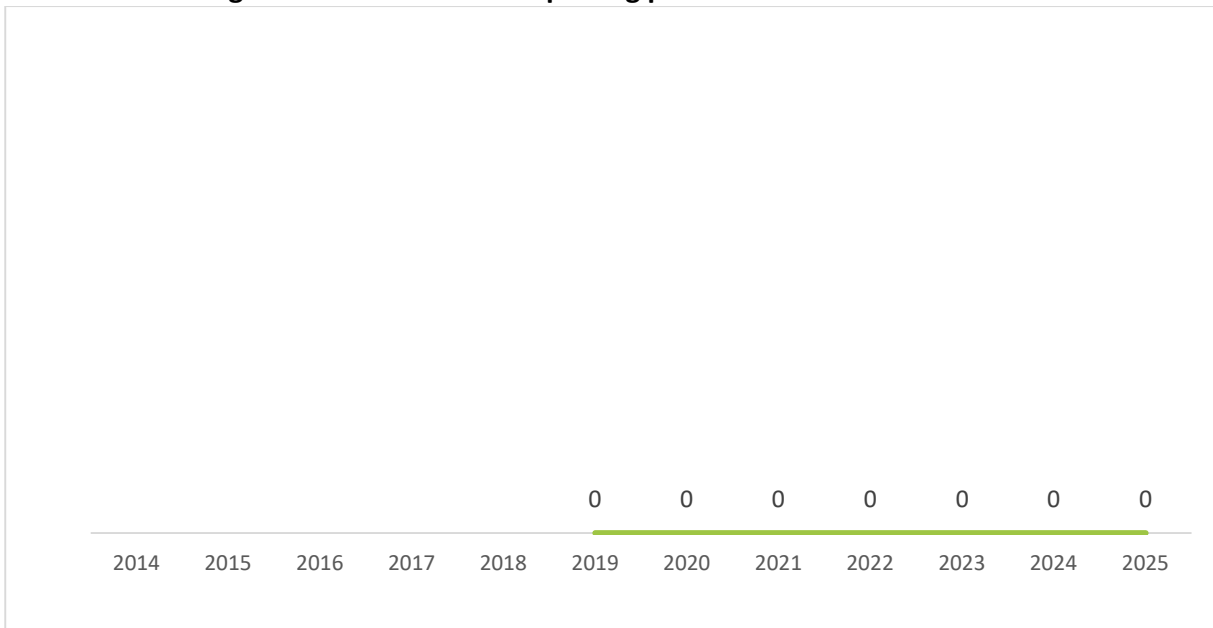


Figure 85: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

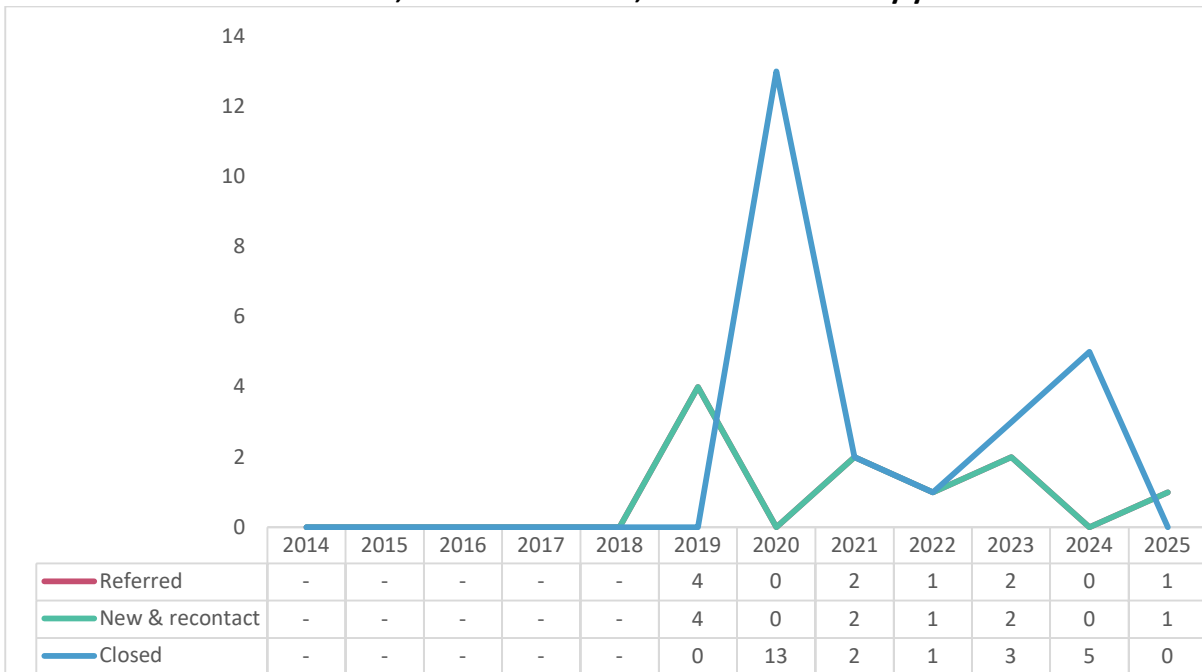


Figure 86: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 83 for breakdown of new & recontact cases). In 2025, 1 case was referred, 1 new & recontact case opened, and 0 (nil) cases closed.

A total of 1 case was opened between January and December 2025.

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

LAC Gozo: 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	1	0	0	-	0	1
11-15	0	0	0	-	0	0
16-17	0	0	0	-	0	0
≥18	0	0	0	-	0	0
Not specified	0	0	0	-	0	0
Total	1	0	0	-	0	1

Figure 87: 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, all cases opened were ages 6 to 10 (1).

LAC Gozo: Number of new & re-contact cases opened by legal status and year

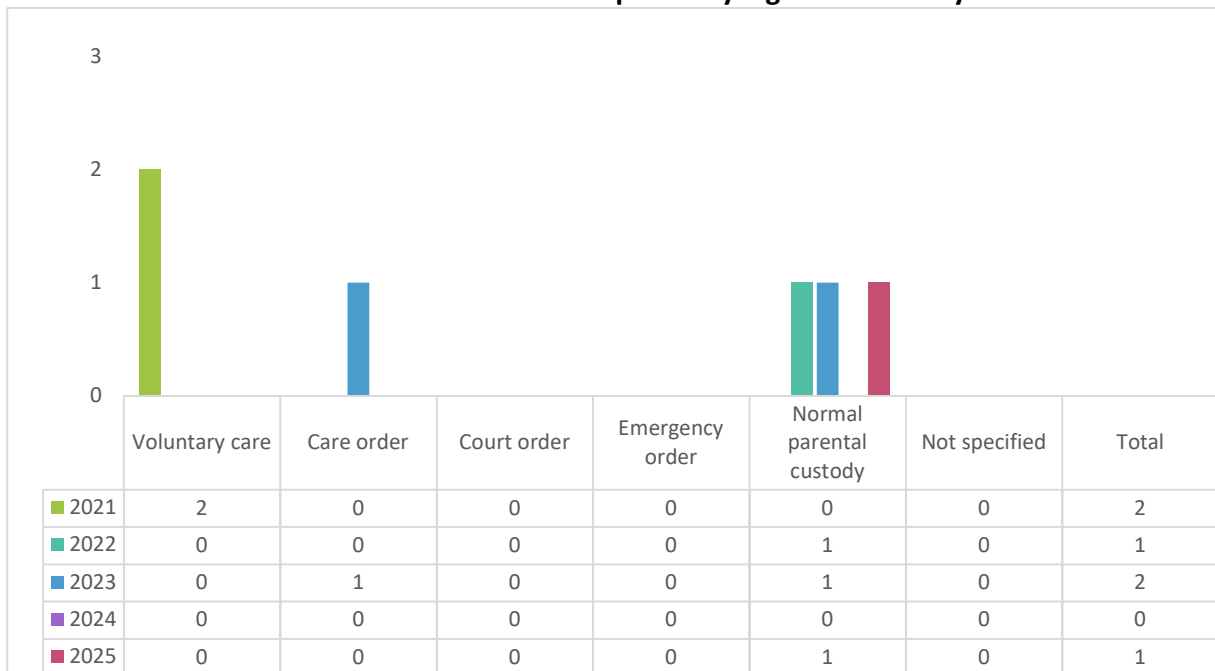


Figure 88: The figure above classifies the legal custody status, as per legal definitions², within the reporting year. It is the status as reported by the service user, known by the case worker, or based on documentation. Only data for new & re-contact cases opened in the reported period are provided. The variable is reported for children with a special custody status otherwise it is normal parental custody. In 2025, all cases opened had normal parental custody (1).

² Laws of Malta, chapter 602, Minor Protection (Alternative Care) Act

Fostering - Gozo

Service started reporting data in 2019. A new online data collection system and reporting format were introduced in 2022 and the 2019 to 2021 data was re-analysed for compatibility. In 2023 and prior years, the data reported on both adults and minor service users accessing the service, however since 2024 the service only reports on adults since the service's direct clients are foster carers and prospective foster carers.

Fostering-Gozo: Number of cases and individuals worked with by year

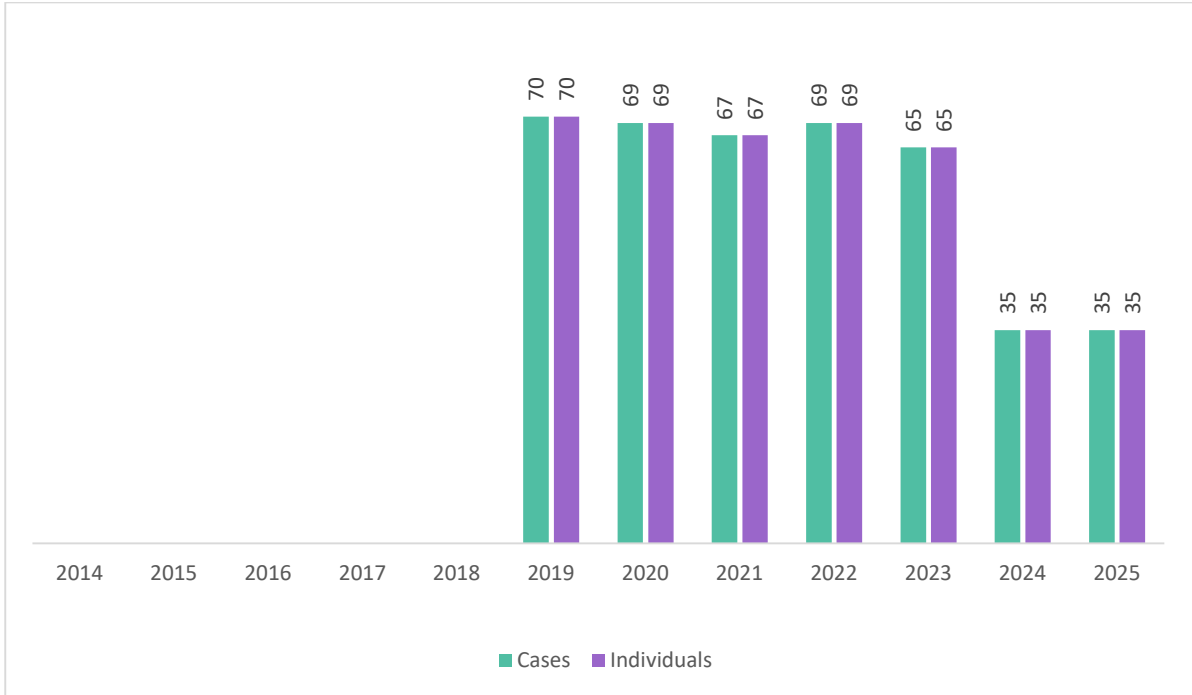


Figure 89: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 35 cases and 35 individuals were worked with compared to 35 and 35 respectively in 2024.

A total of **35** cases were worked with between January and December 2025.

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

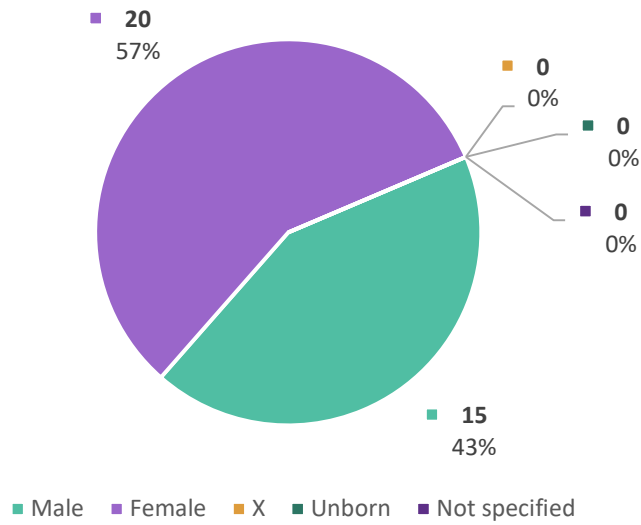


Figure 90: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (57%).

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

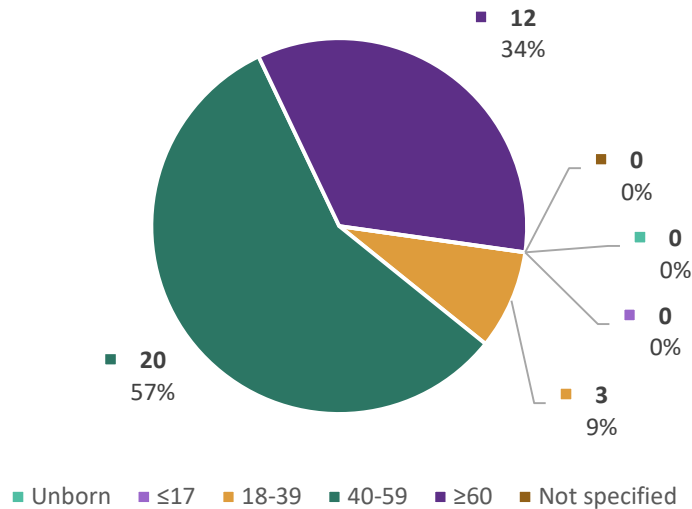


Figure 91: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (57%).

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

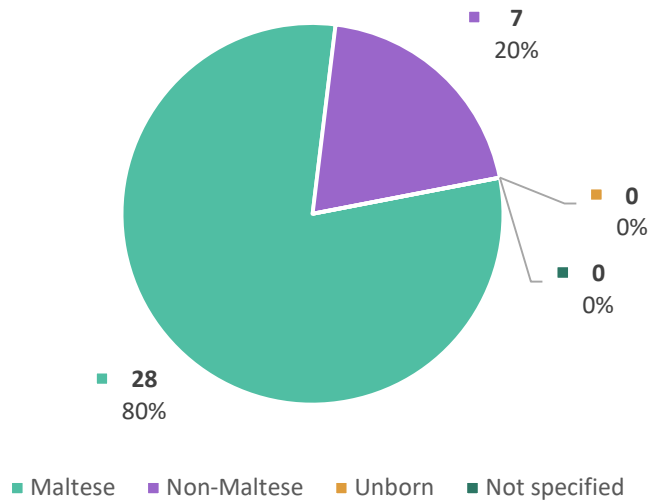
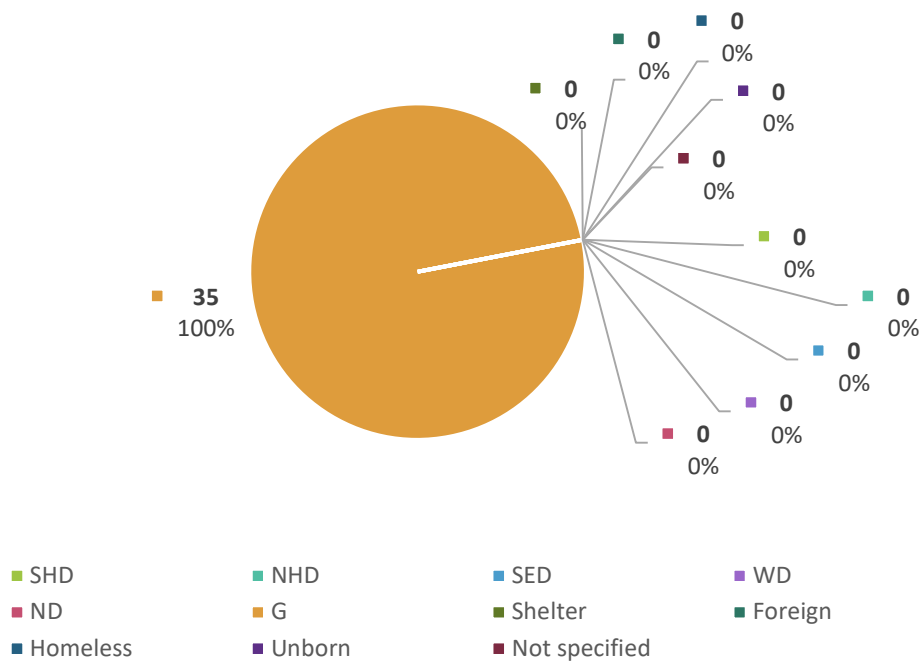


Figure 92: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 80% of the cases worked with were Maltese while non-Maltese made up 20% of cases.

Fostering-Gozo: 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. All cases worked with in 2025 were from the Gozo District (100%).

Fostering-Gozo: Cases worked with by type of service user January - December 2025					
	New	Recontact	Known	Intake	Total
Foster carer - next of kin	0	0	8	0	8
Foster carer - non-related	0	0	16	0	16
Prospective foster carer	4	0	7	0	11
Total	4	0	31	0	35

Figure 94: The service's focus is adults with the aim of being or becoming foster carers. Prospective foster carers go through the service with the aim of becoming a next of kin foster carer (closest living relative by blood or by law) or non-related foster carer. In 2025, 16 non-related and 8 next of kin foster carers were worked with along with a further 11 prospective foster carers who were in the process of becoming approved carers.

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

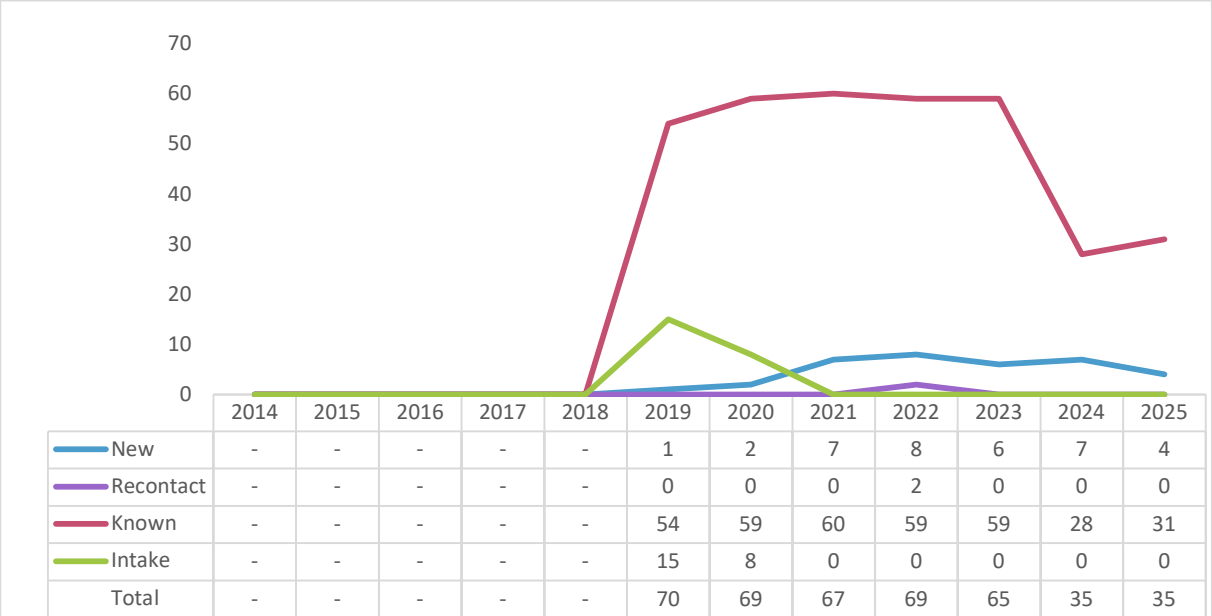


Figure 95: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2019 due to the implementation of an online data collection system.

Fostering-Gozo: Case state at the end of the reporting period

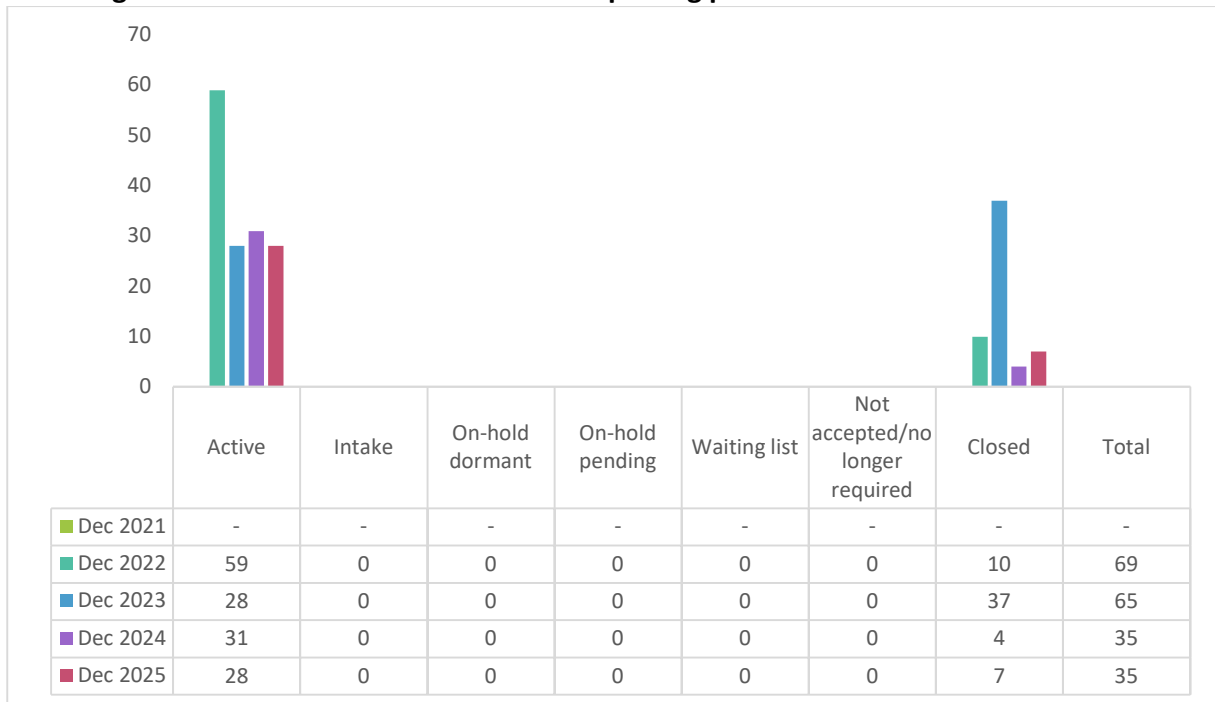


Figure 96: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 80% (28) of the cases worked with were still active. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

Fostering-Gozo: Waiting list at the end of the reporting period

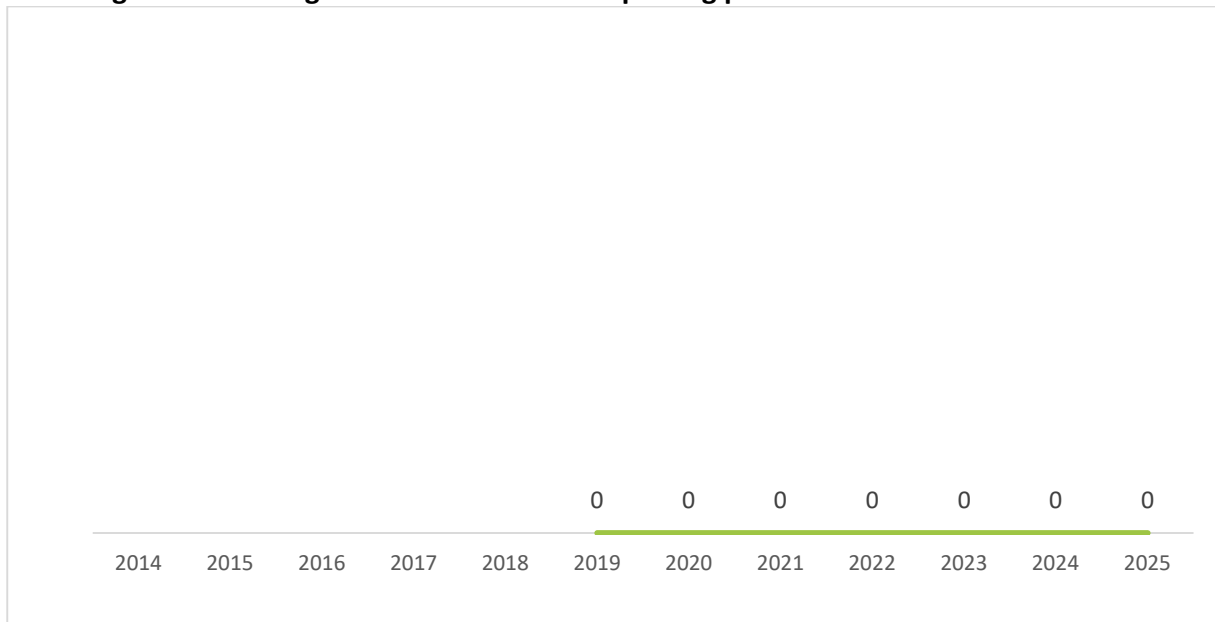


Figure 97: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

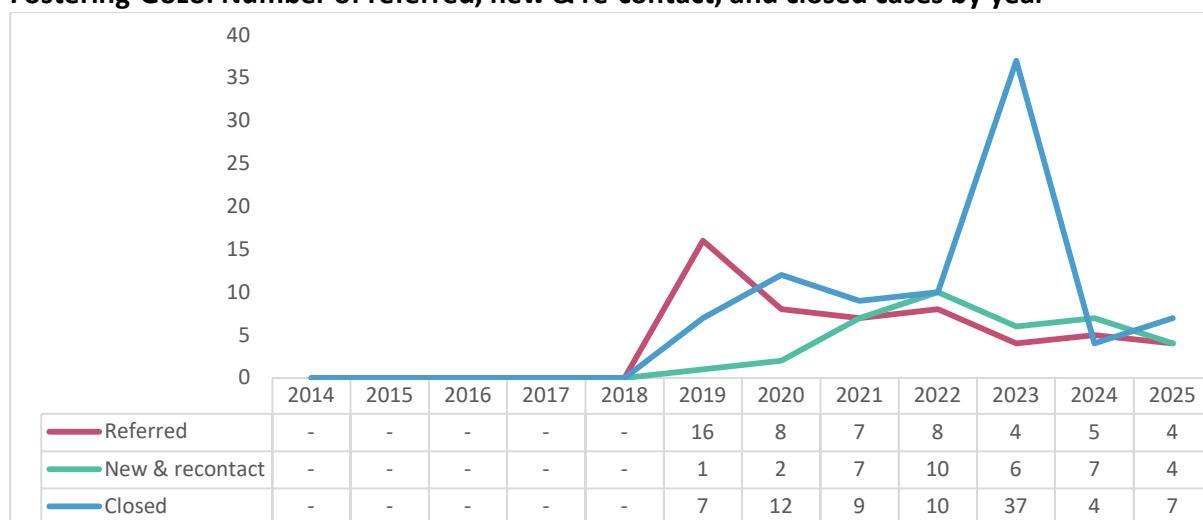


Figure 98: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 95 for breakdown of new & recontact cases). In 2025, 4 cases were referred, 4 new & recontact cases opened, and 7 cases closed.

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

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

Fostering-Gozo: 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
18-19	0	0	0	-	0	0
20-24	0	0	0	-	0	0
25-29	0	0	0	-	0	0
30-34	2	0	0	-	0	2
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	1	1	0	0	0	2
Not specified	0	0	0	-	0	0
Total	3	1	0	-	0	4

Figure 99: 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 cases opened were ages 30 to 34 (2) and 60 or older (2).

Home-Start Gozo

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

Home-Start-Gozo: Number of cases and individuals worked with by year

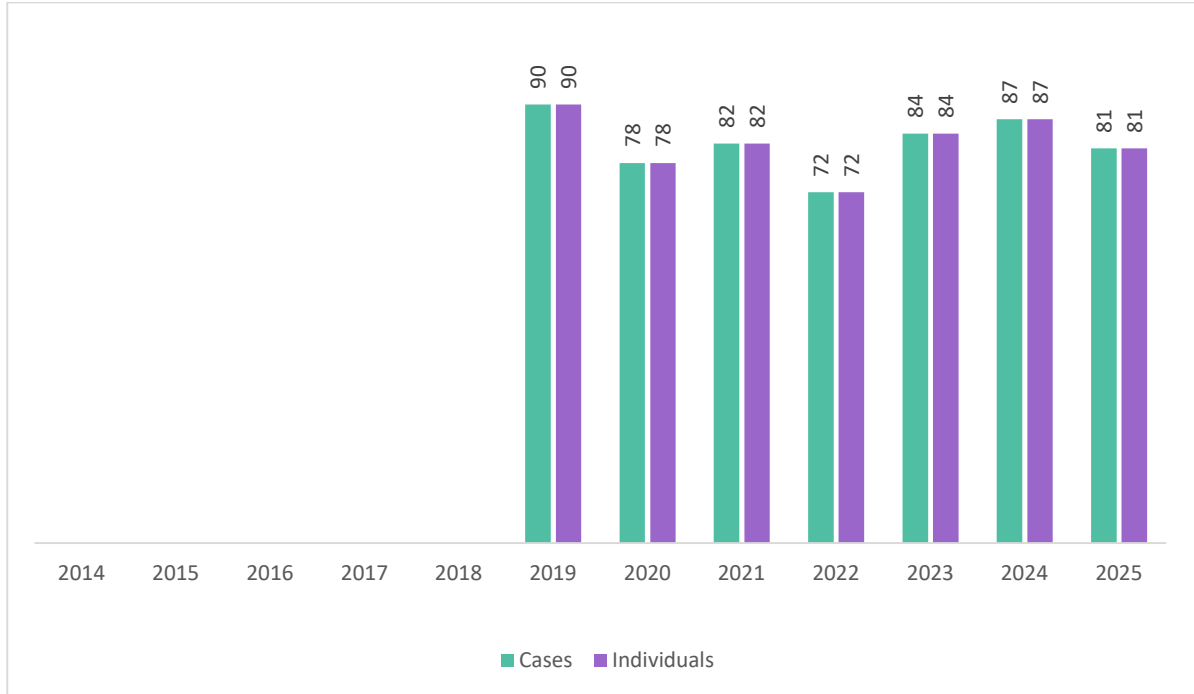


Figure 100: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 81 cases and 81 individuals were worked with compared to 87 and 87 respectively in 2024.

A total of **81** cases were worked with between January and December 2025.

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

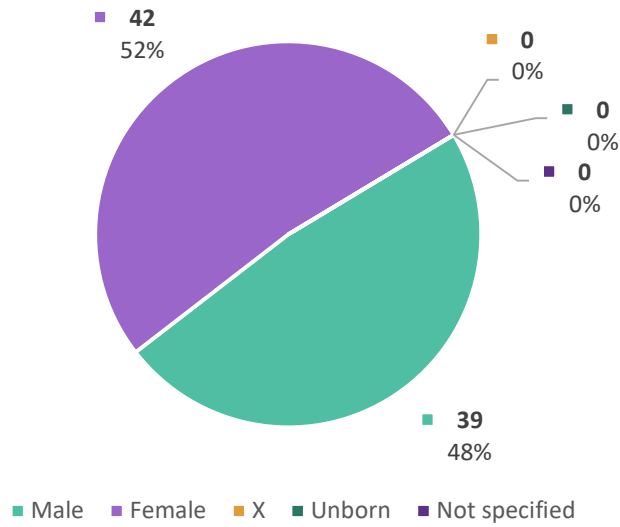


Figure 101: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (52%).

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

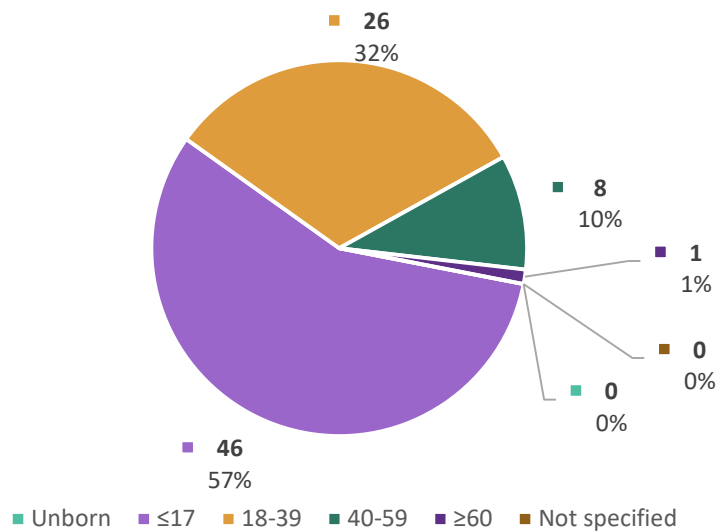


Figure 102: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were 17 or younger (57%).

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

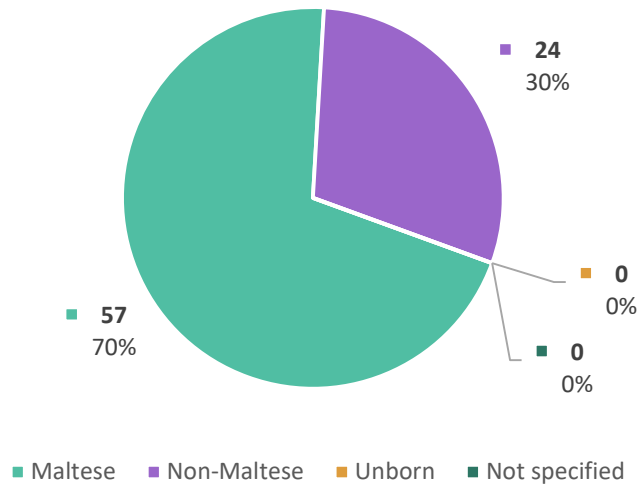
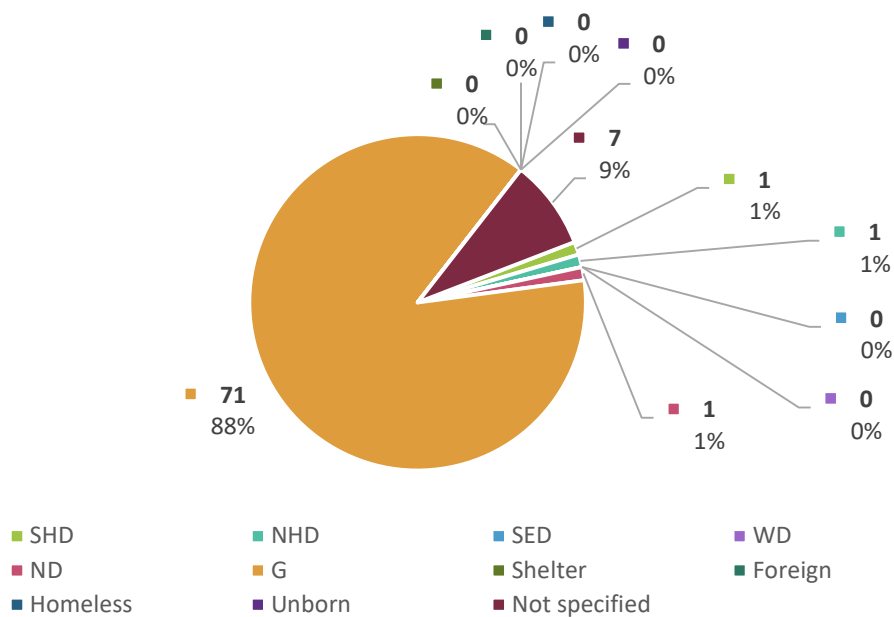


Figure 103: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 70% of the cases worked with were Maltese while non-Maltese made up 30% of cases.

Home-Start-Gozo: 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 104: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within "shelter/institution" (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (88%) had the highest percentage of cases worked with in 2025.

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

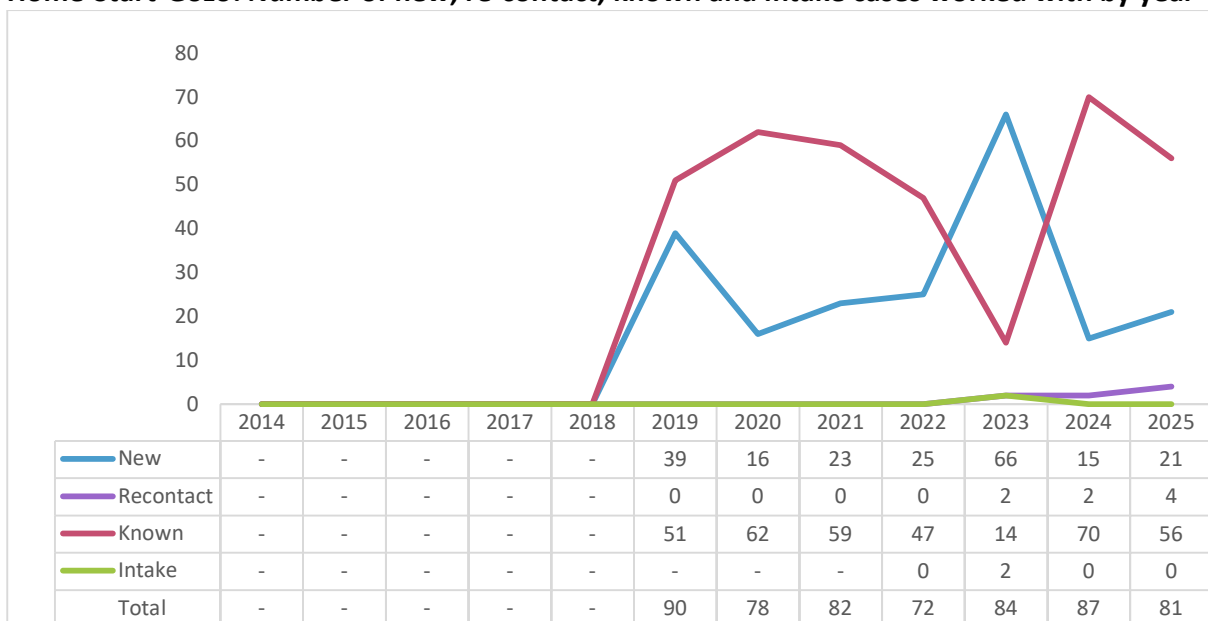


Figure 105: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

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

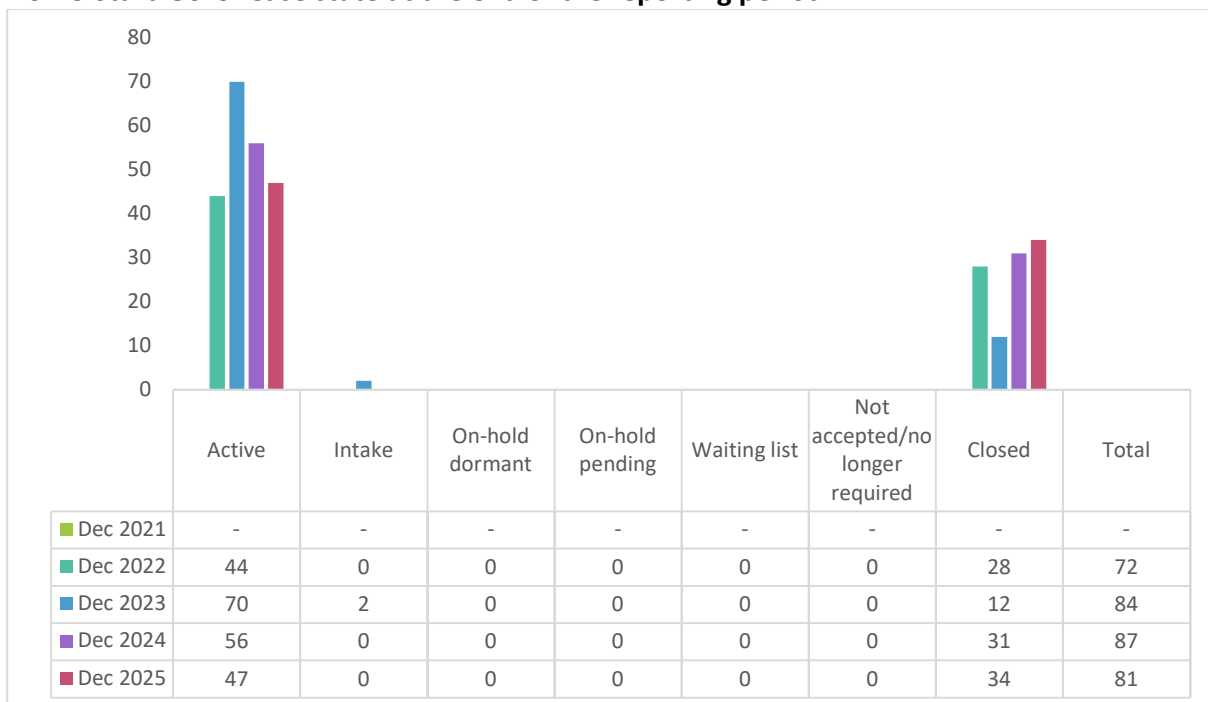


Figure 106: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 58% (47) 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.

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

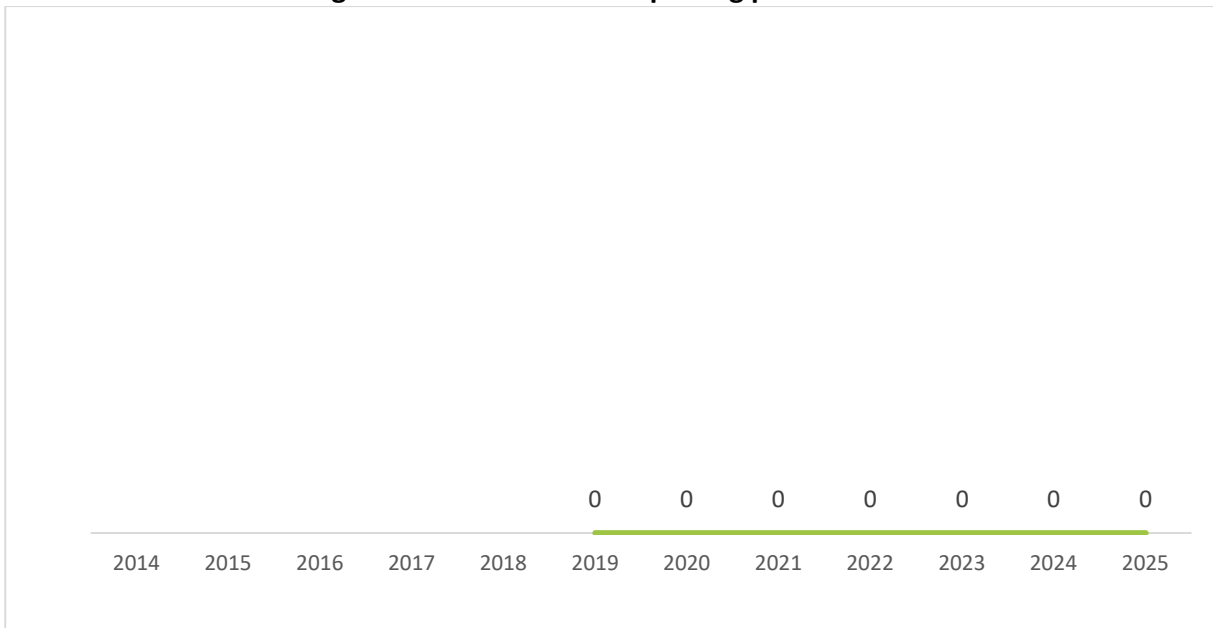


Figure 107: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

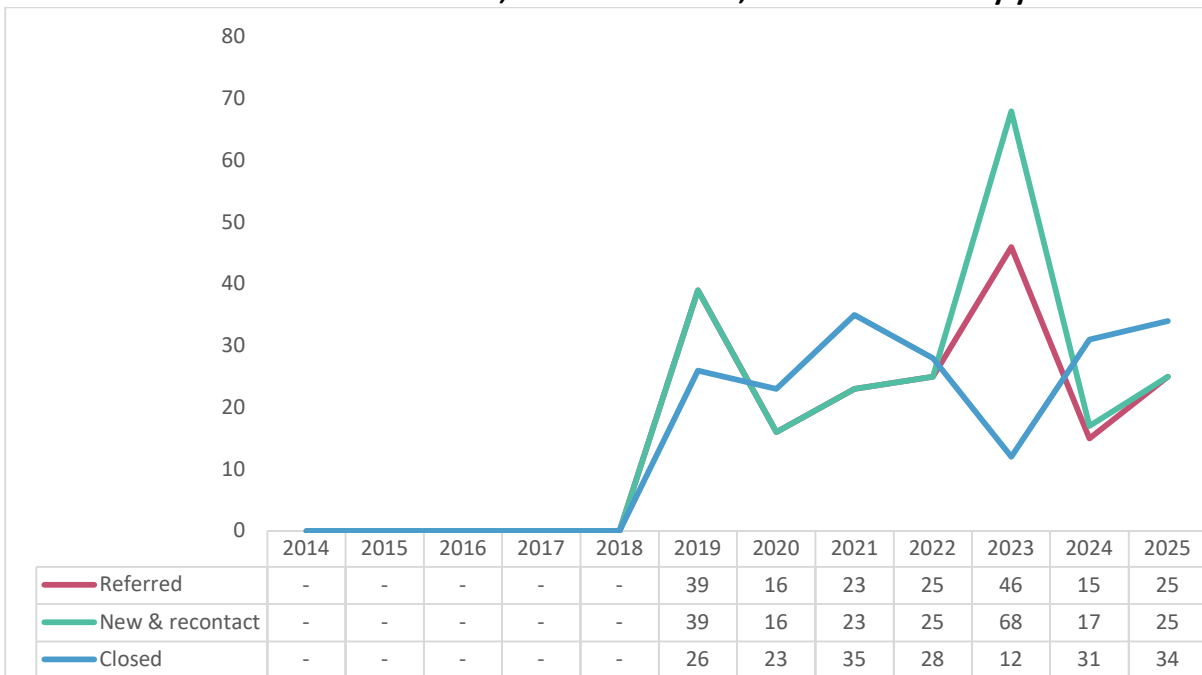


Figure 108: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 105 for breakdown of new & recontact cases). In 2025, 25 cases were referred, 25 new & recontact cases opened, and 34 cases closed.

A total of **25** cases were opened between January and December 2025.

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

Home-Start-Gozo: 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	0	0	0	0	2
1-5	5	1	0	0	0	6
6-10	0	2	0	0	0	2
11-15	0	0	0	0	0	0
16-17	0	0	0	0	0	0
18-19	1	0	0	0	0	1
20-24	0	2	0	0	0	2
25-29	0	4	0	0	0	4
30-34	3	1	0	0	0	4
35-39	0	1	0	0	0	1
40-44	1	0	0	0	0	1
45-49	0	1	0	0	0	1
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	1	0	0	0	0	1
Not specified	0	0	0	0	0	0
Total	13	12	0	0	0	25

Figure 109: 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 majority of cases opened were ages 1 to 5 (6).

Court Service - Gozo (C-Gozo)

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

C- Gozo: Number of cases and individuals worked with by year

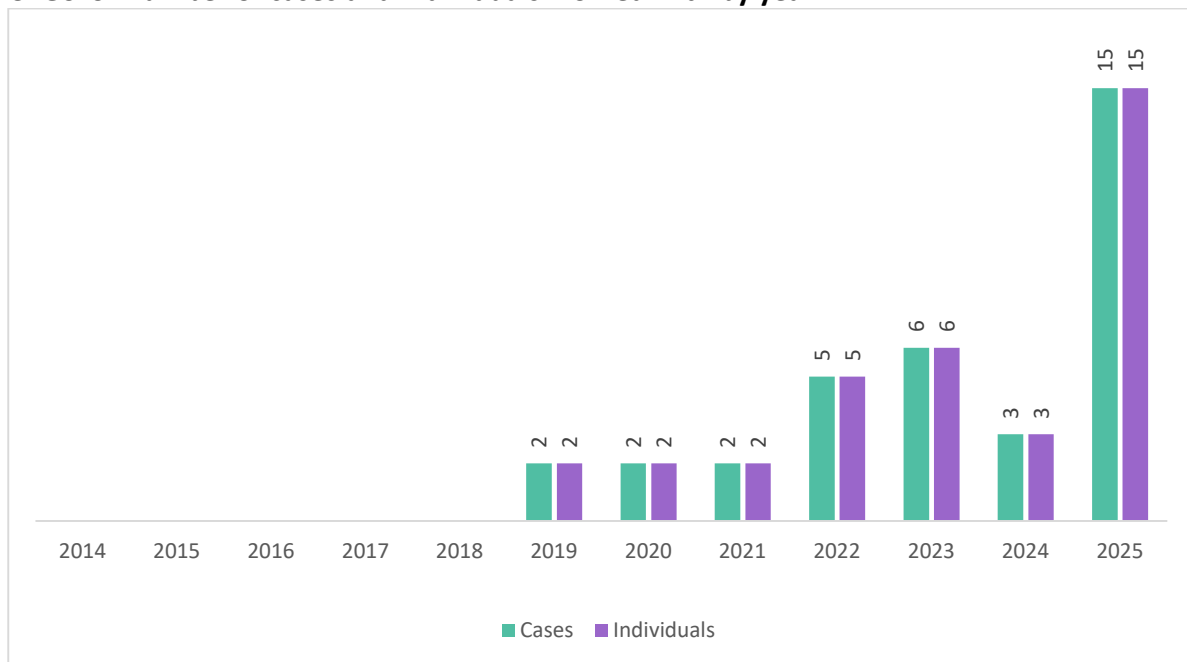


Figure 110: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 15 cases and 15 individuals were worked with compared to 3 and 3 respectively in 2024.

A total of **15** cases were worked with between January and December 2025.

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

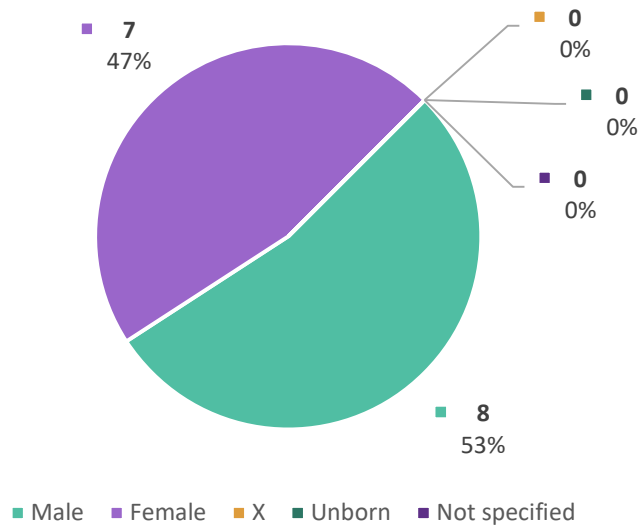


Figure 111: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (53%).

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

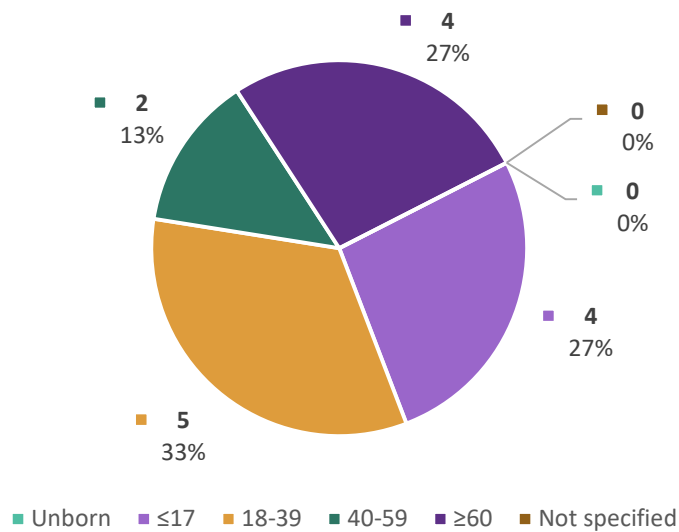


Figure 112: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 18 to 39 (33%).

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

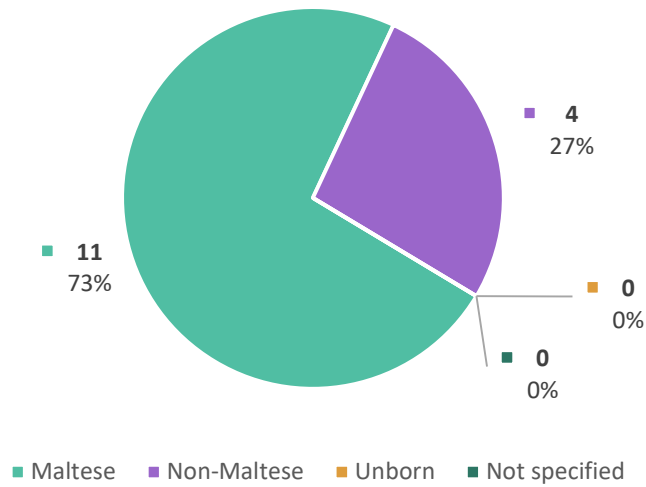
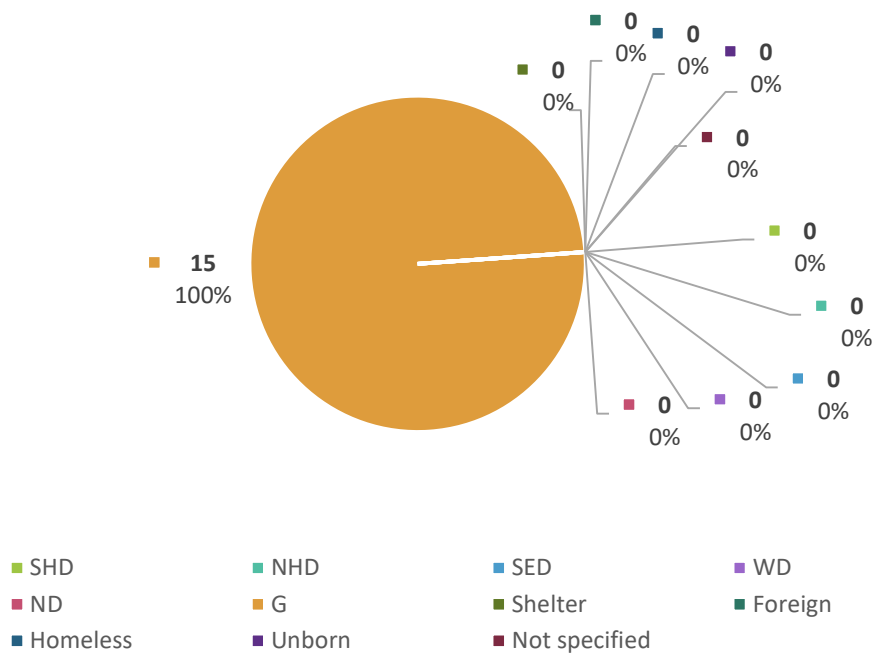


Figure 113: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 73% of the cases worked with were Maltese while non-Maltese made up 27% of cases.

C- Gozo: 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 114: 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. All cases worked with in 2025 were from the Gozo District (100%).

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

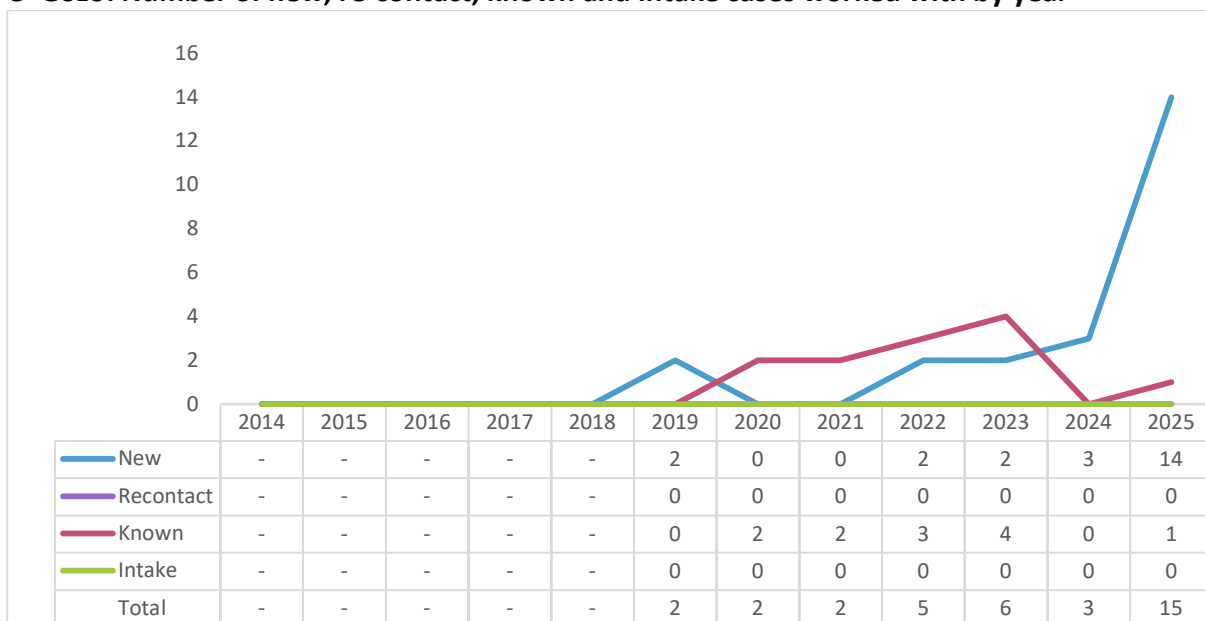


Figure 115: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary.

C- Gozo: Case state at the end of the reporting period

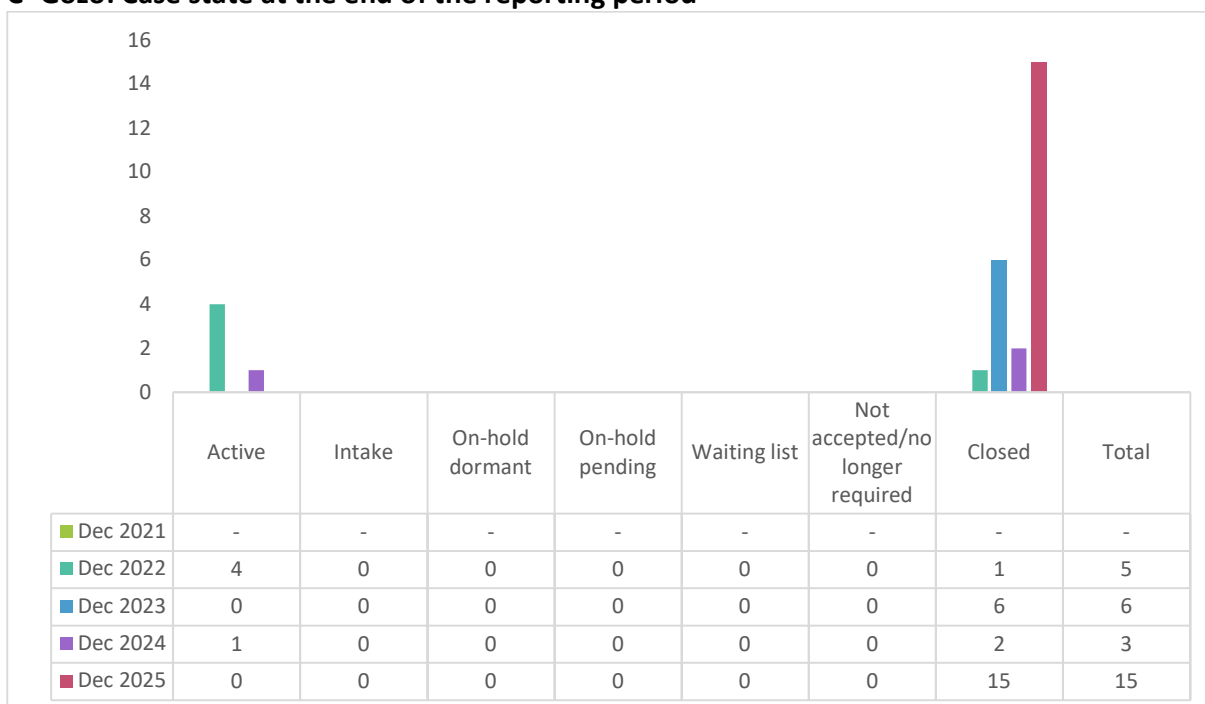


Figure 116: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 0% (0) 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.

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

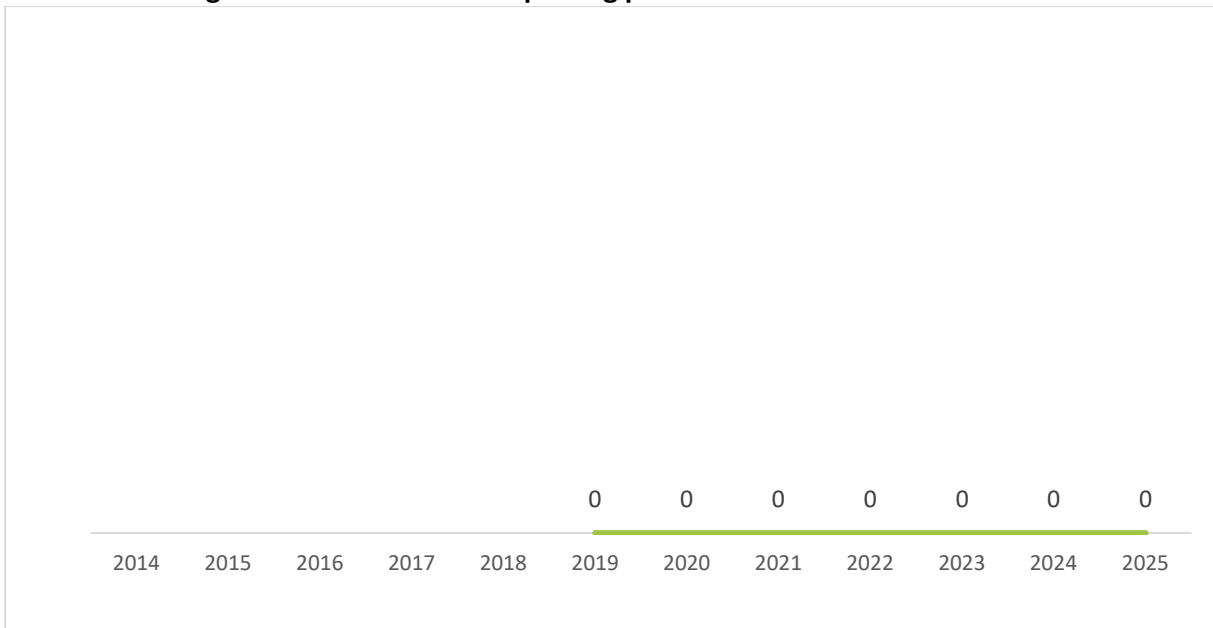


Figure 117: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

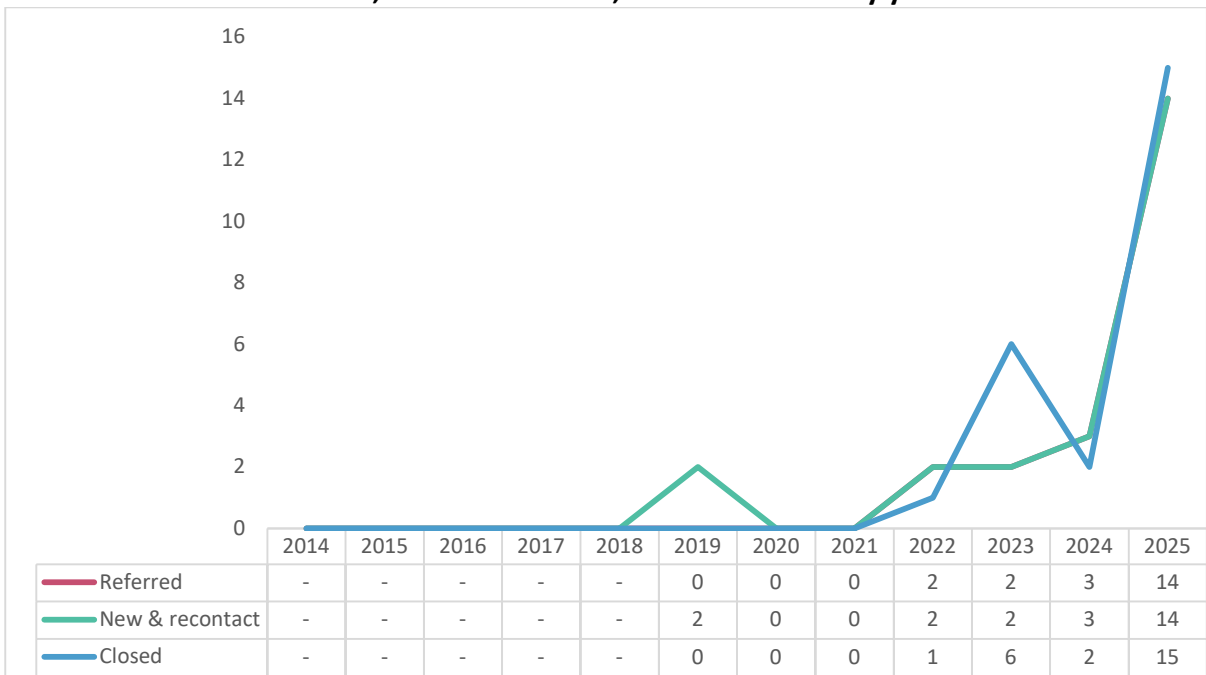


Figure 118: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 115 for breakdown of new & recontact cases). In 2025, 14 cases were referred, 14 new & recontact cases opened, and 15 case closed.

A total of **14** cases were opened between January and December 2025.

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

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

Figure 119: 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 majority of cases opened were ages 60 or over (4).

Supervised Access Visits - Gozo (SAV-Gozo)

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

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

SAV- Gozo: Number of cases and individuals worked with by year

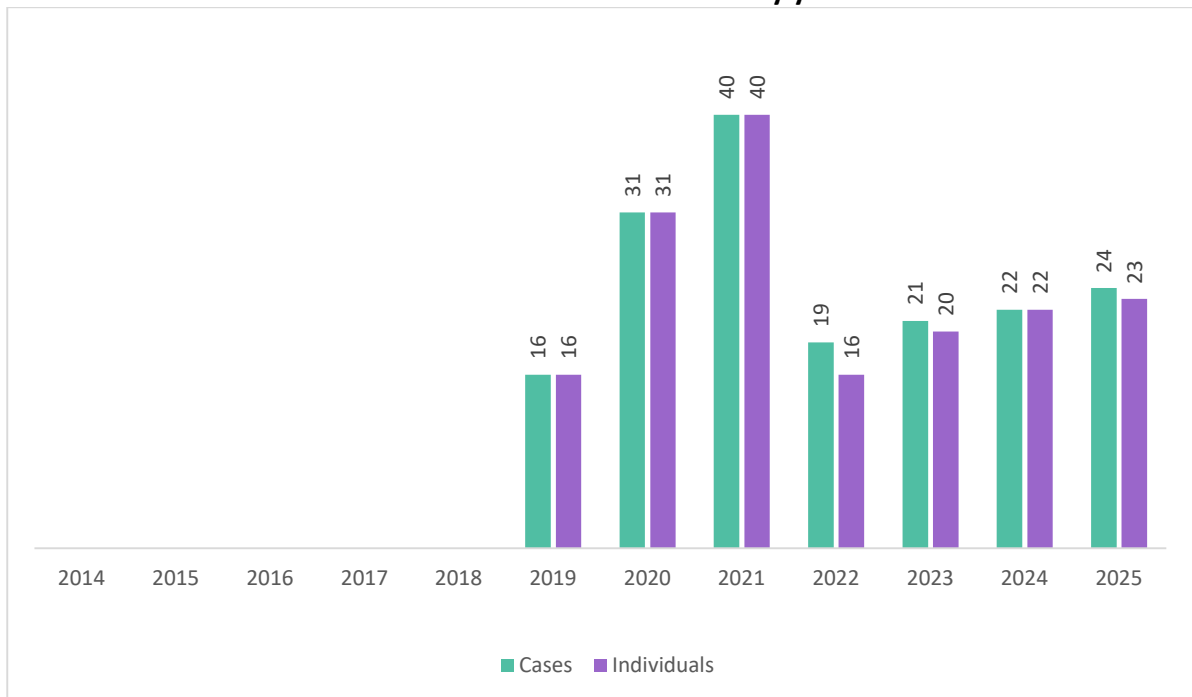


Figure 120: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 24 cases and 23 individuals were worked with compared to 22 and 22 respectively in 2024.

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

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

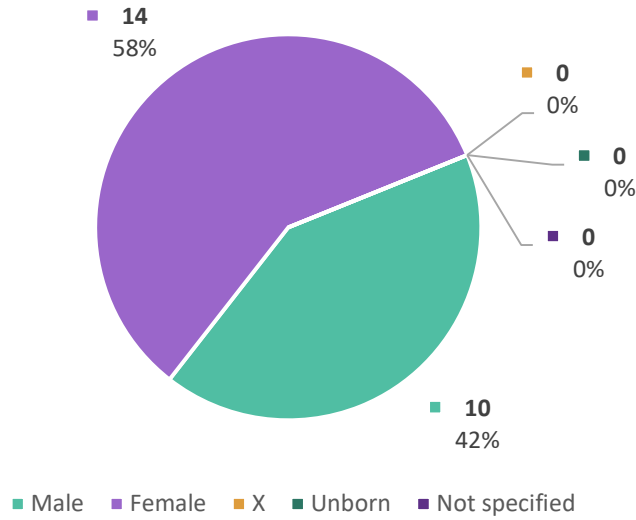


Figure 121: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (58%).

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

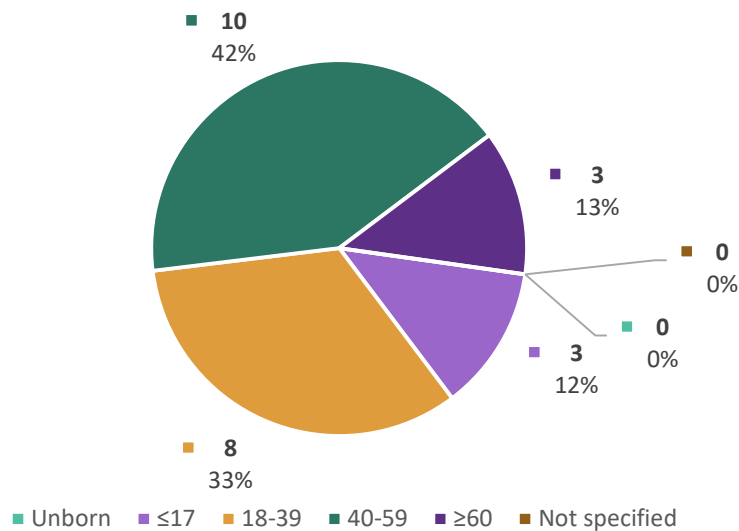


Figure 122: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 40 to 59 (42%).

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

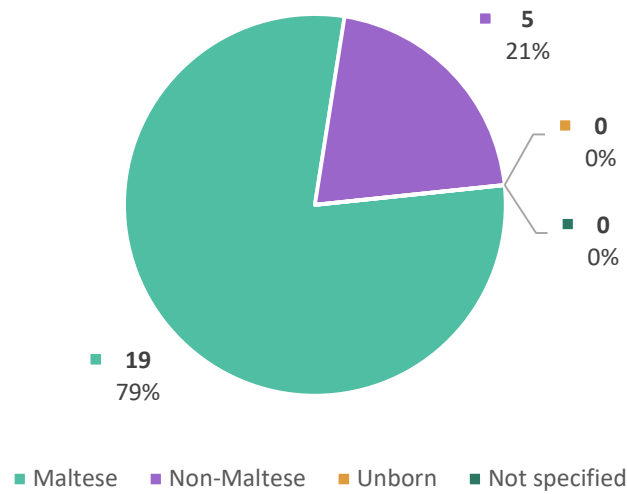
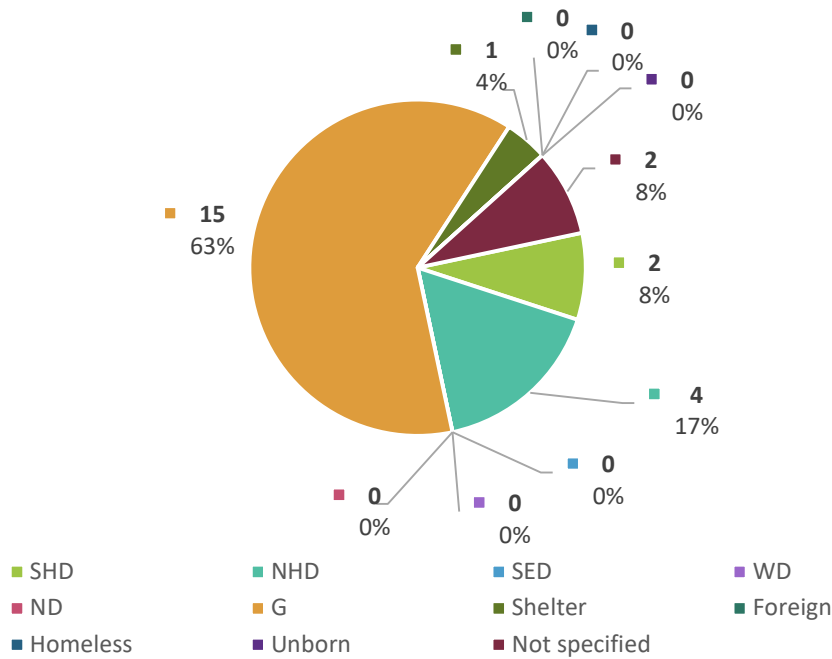


Figure 123: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 79% of the cases worked with were Maltese while non-Maltese made up 21% of cases.

SAV- Gozo: 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 124: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (63%) had the highest percentage of cases worked with in 2025.

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

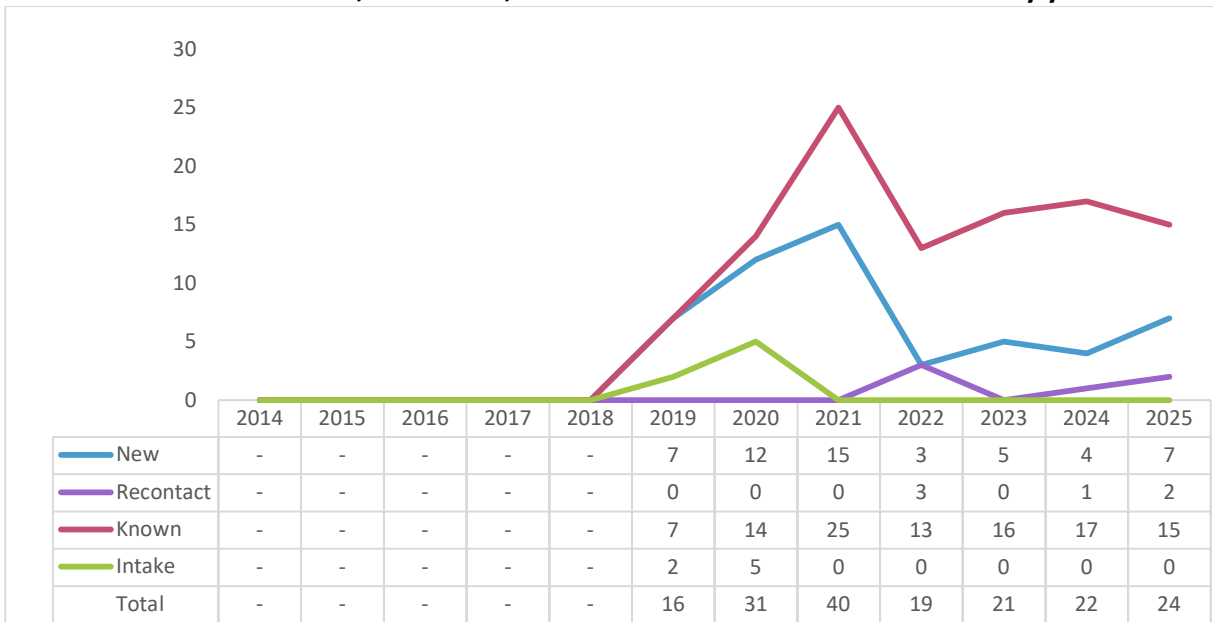


Figure 125: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. Prior to 2022, the data could not differentiate between new or re-contact cases and all cases were registered as new.

SAV- Gozo: Case state at the end of the reporting period

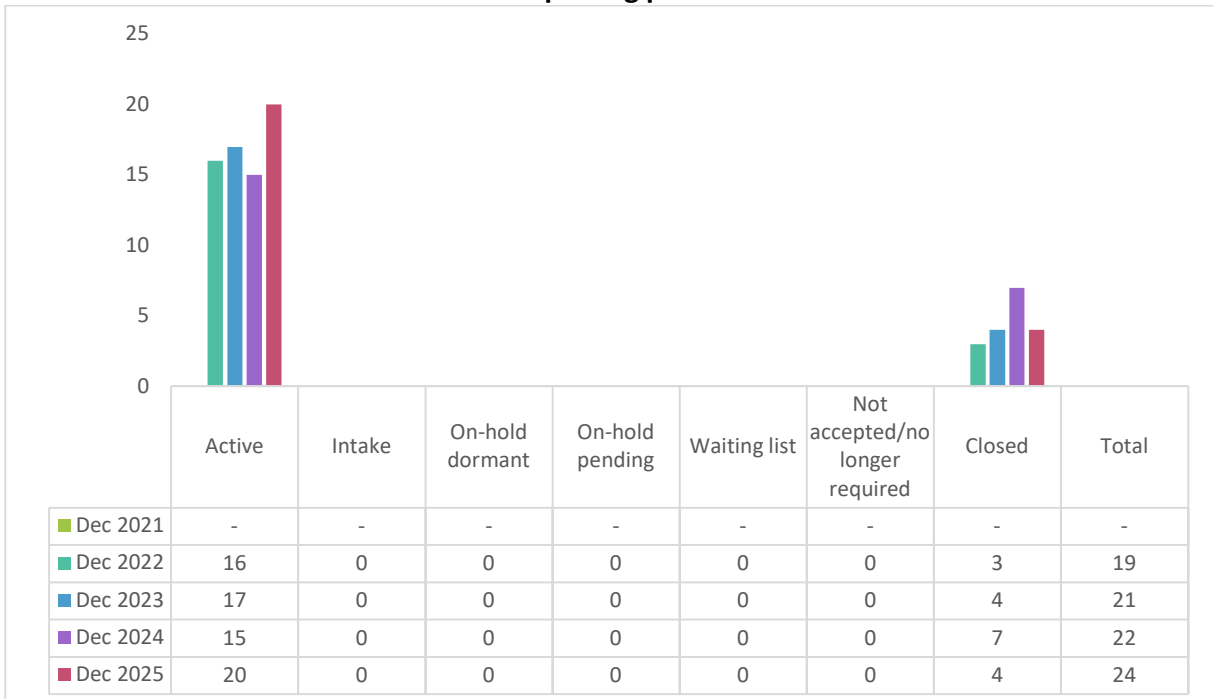


Figure 126: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 83% (20) 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.

SAV- Gozo: Waiting list at the end of the reporting period

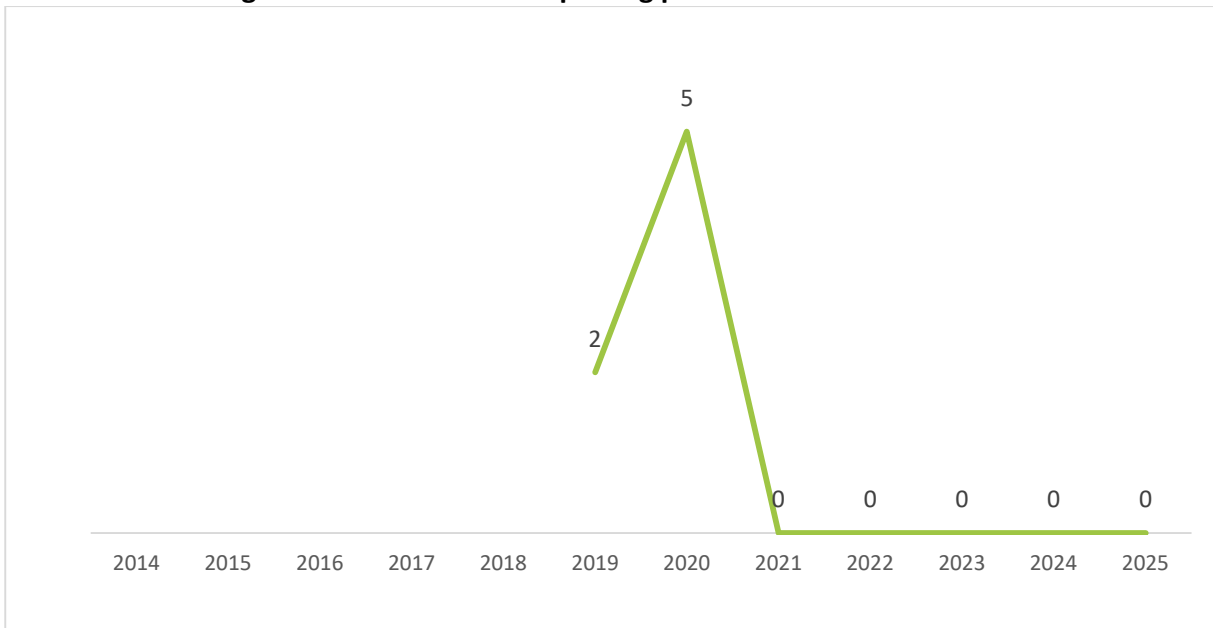


Figure 127: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

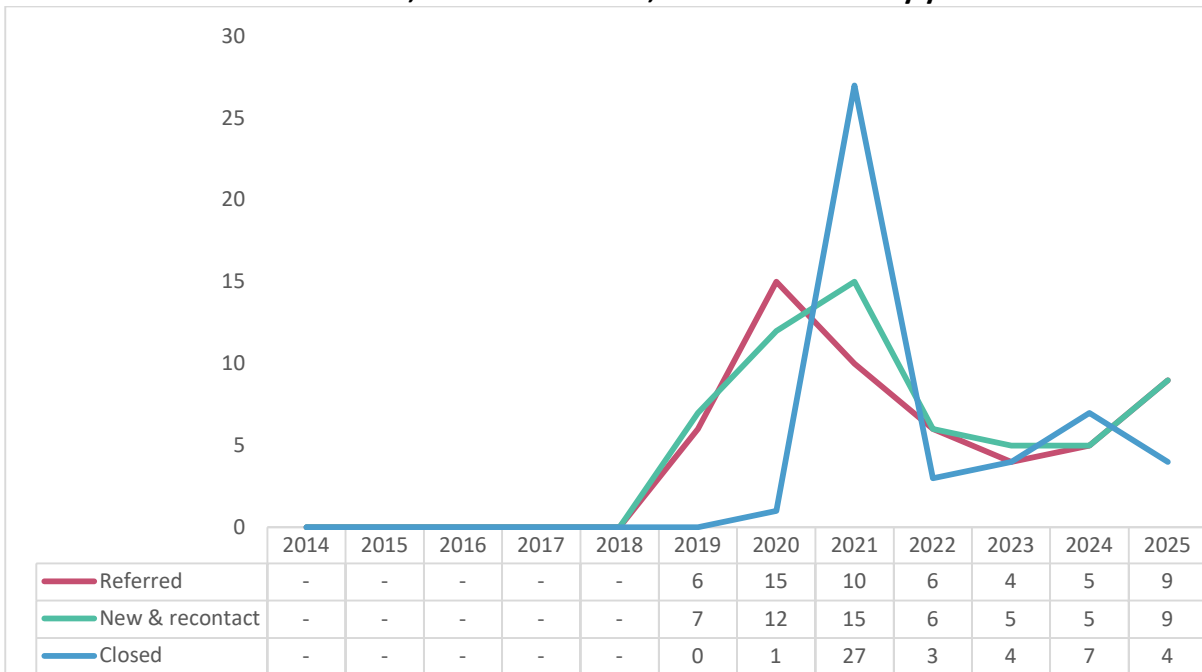


Figure 128: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 125 for breakdown of new & recontact cases). In 2025, 9 cases were referred, 9 new & recontact cases opened, and 4 cases closed.

A total of 9 cases were opened between January and December 2025.

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

SAV- Gozo: 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	0	0	0	0	0	0
6-10	1	0	0	0	0	1
11-15	0	0	0	0	0	0
16-17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	0	0	0	0	0	0
30-34	1	1	0	0	0	2
35-39	1	1	0	0	0	2
40-44	0	0	0	0	0	0
45-49	1	0	0	0	0	1
50-54	0	1	0	0	0	1
55-59	0	1	0	0	0	1
≥60	0	1	0	0	0	1
Not specified	0	0	0	0	0	0
Total	4	5	0	0	0	9

Figure 129: 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 majority of cases opened were ages 30 to 34 (2) and 35 to 39 (2).

Gozo Prison Project (GPP)

Service started reporting data in 2019 and a new online data collection system and reporting format were introduced in 2022. This service was being phased out as of January 2023 and all cases were closed by December 2025.

GPP: Number of cases and individuals worked with by year

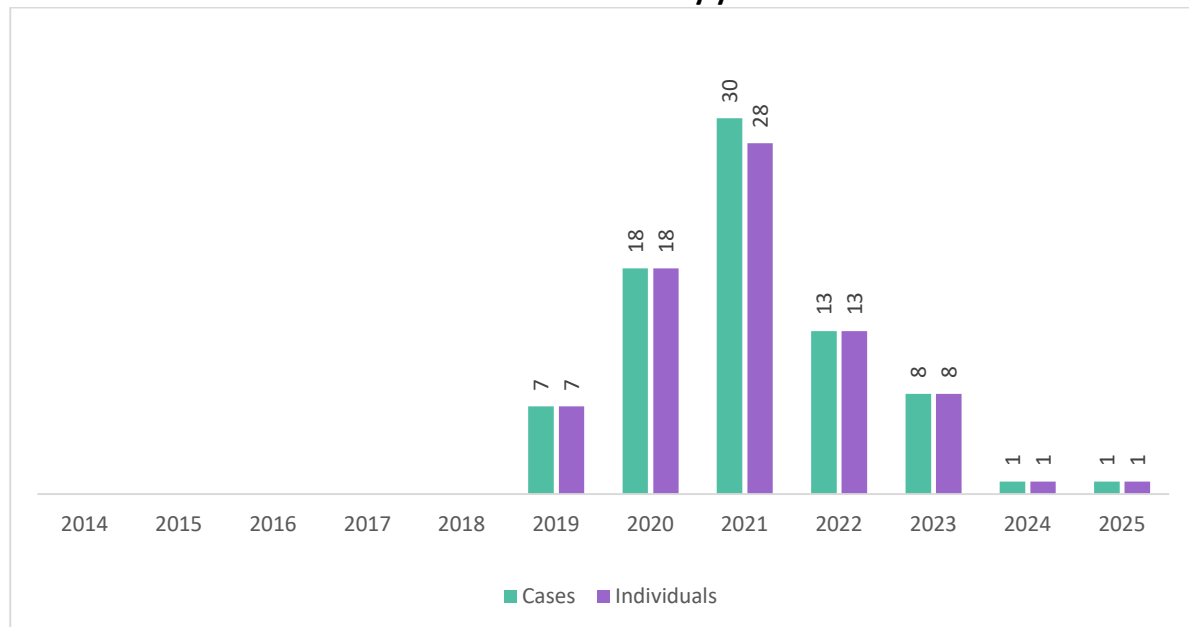


Figure 130: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 1 case and 1 individual were worked with compared to 1 and 1 respectively in 2024.

A total of 1 case was worked with between January and December 2025.

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

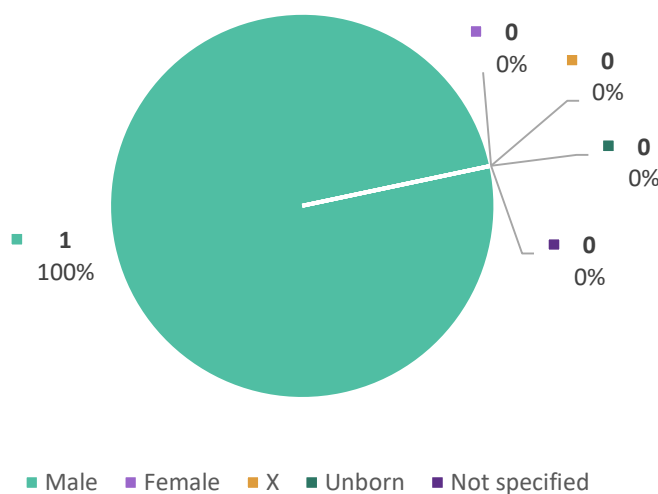


Figure 131: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, all cases worked with were male (100%).

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

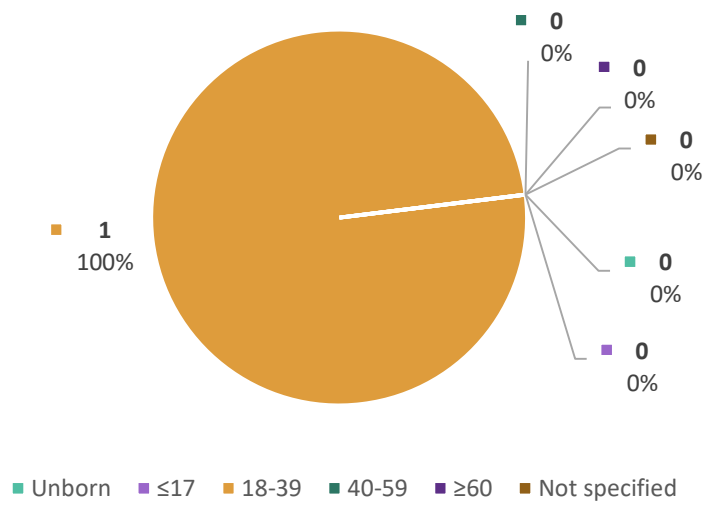


Figure 132: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, all cases worked with were ages 18 to 39 (100%).

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

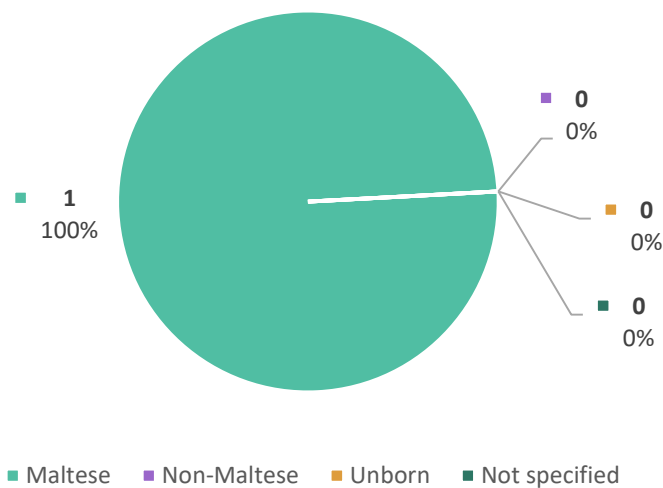
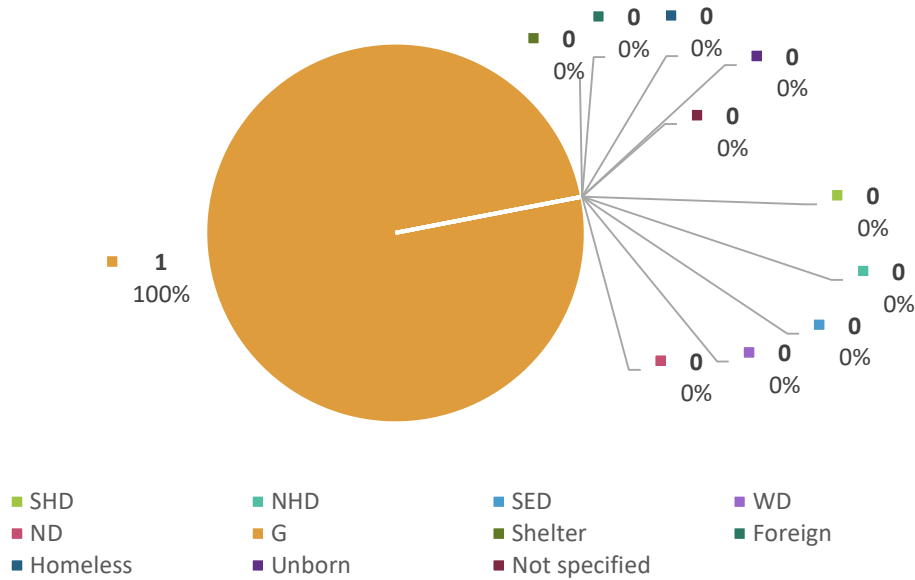


Figure 133: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, all cases worked with were Maltese (100%).

GPP: 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 134: 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. All cases worked with in 2025 were from the Gozo District (100%).

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

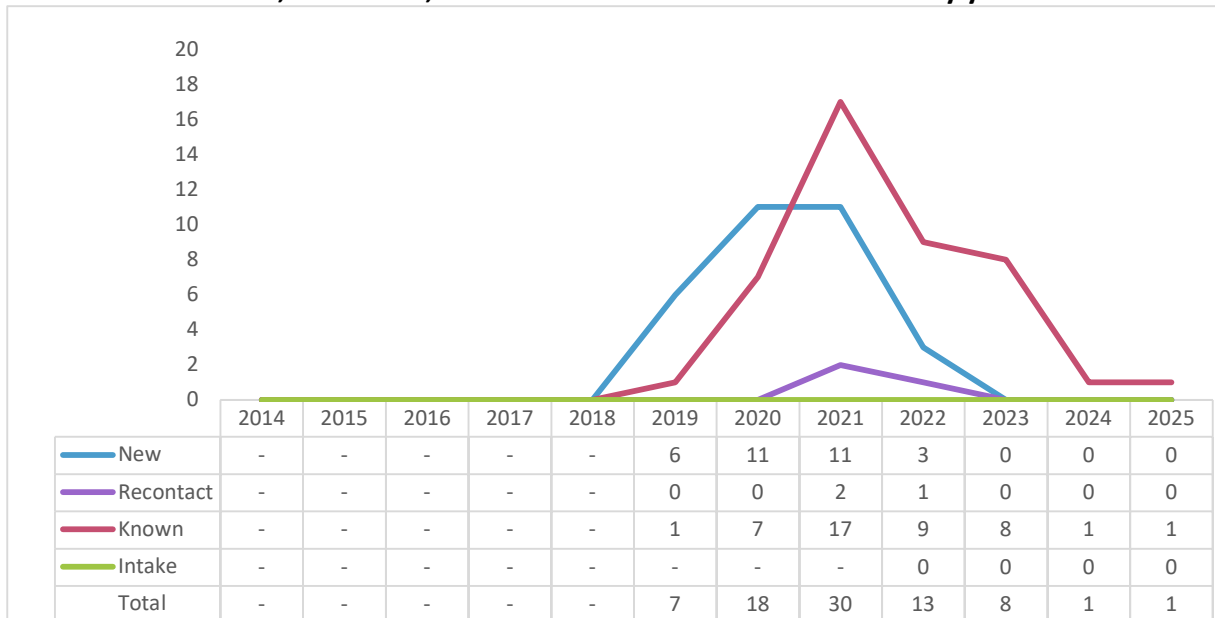


Figure 135: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022 due to the implementation of an online data collection system.

GPP: Case state at the end of the reporting period

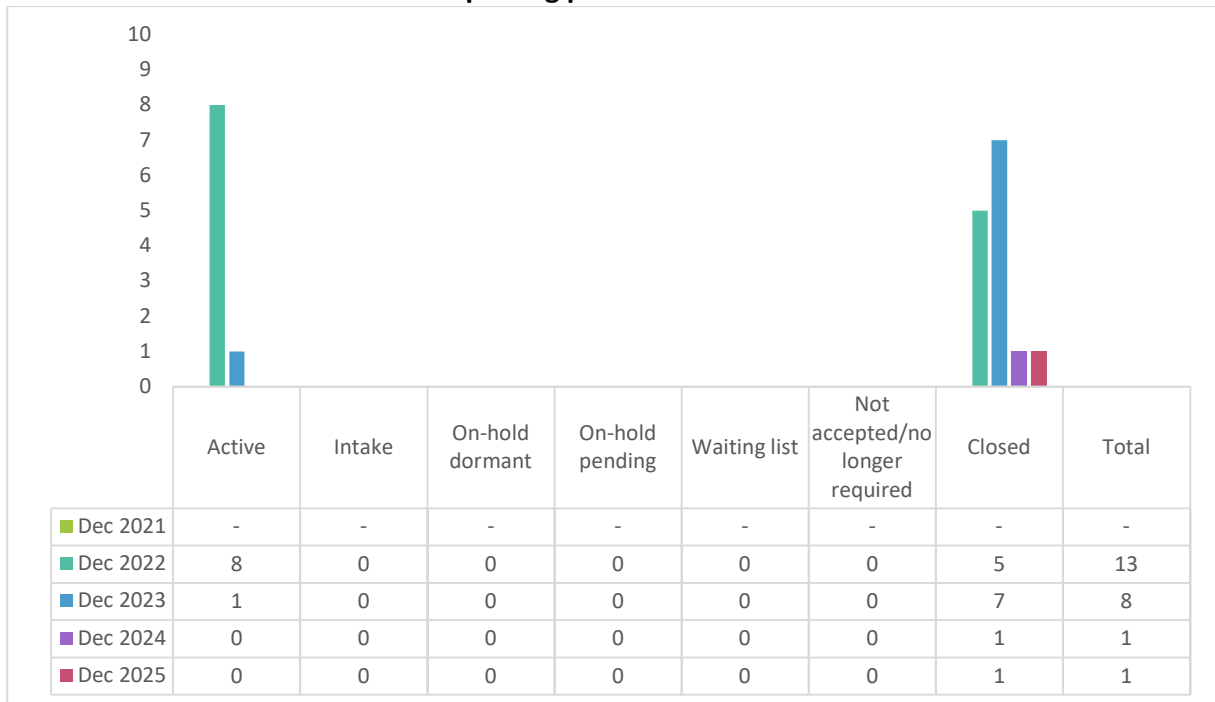


Figure 136: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 0% (0) 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.

GPP: Waiting list at the end of the reporting period

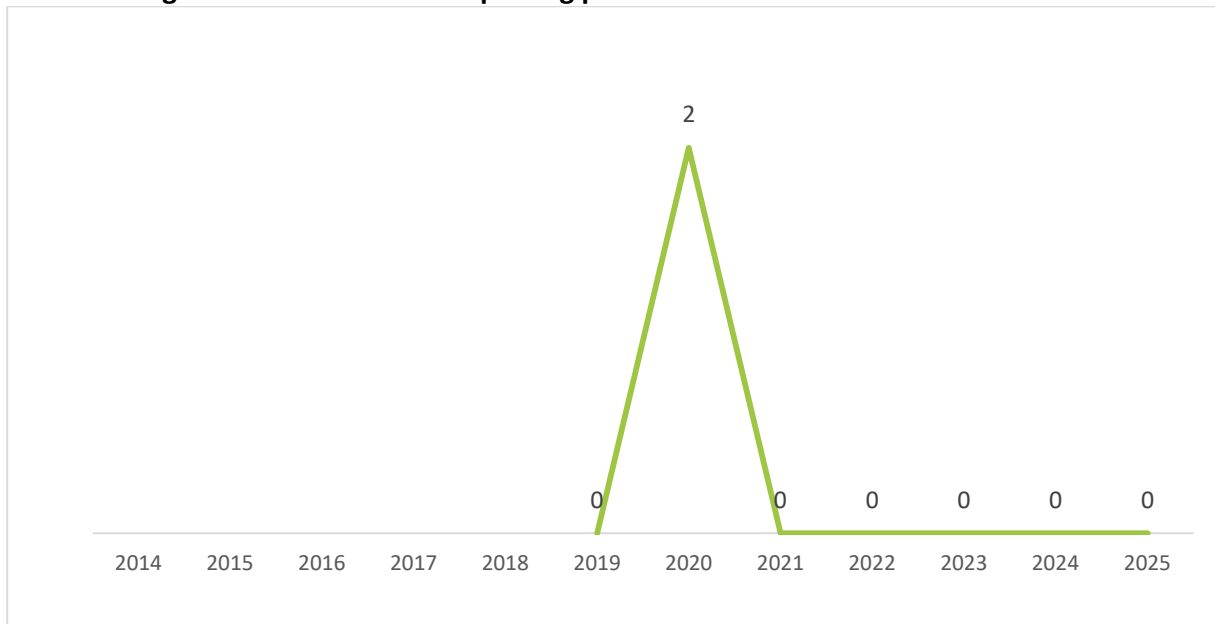


Figure 137: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

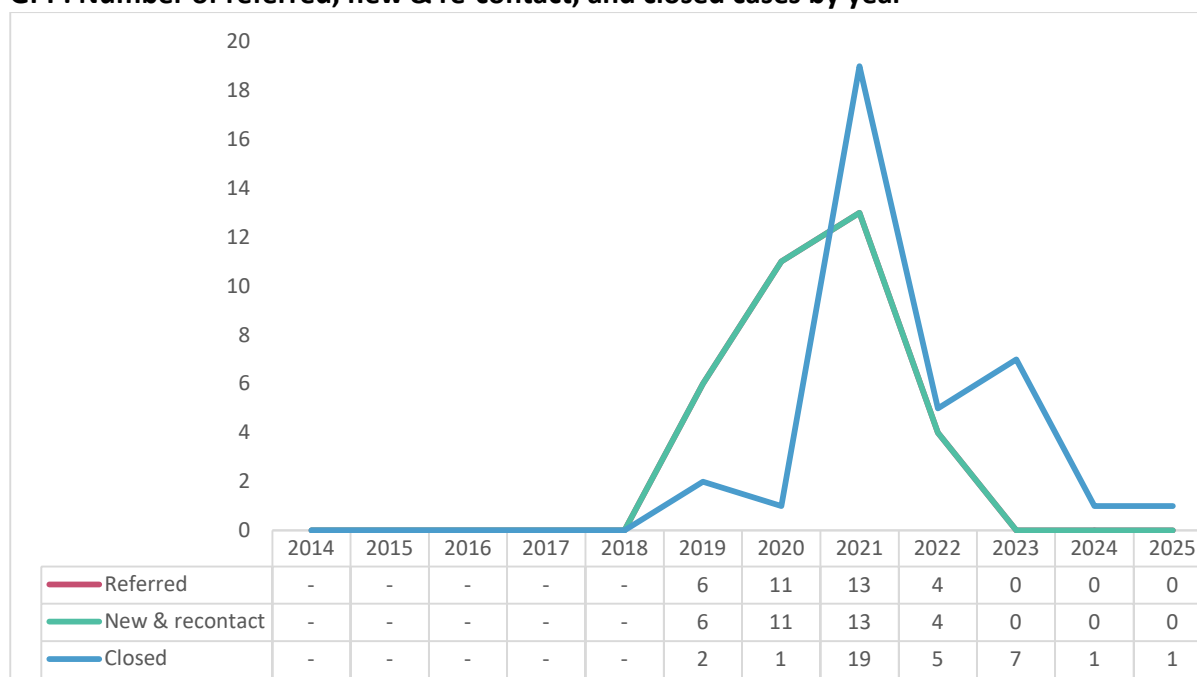


Figure 138: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 135 for breakdown of new & recontact cases). In 2025, 0 (nil) cases were referred, 0 (nil) new & recontact cases opened, and 1 case was closed.

GPP: Number of referred cases by primary problem and year					
	2021	2022	2023	2024	2025
Addictive behaviour problems	6	0	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Behaviour problems	0	-	-	-	-
Bereavement	0	0	0	0	0
Bullying or being bullied	-	-	-	0	0
Challenging behaviour	-	-	-	0	0
Child abuse	0	0	0	0	0
Child care or access	0	1	0	0	0
Delinquency	0	0	0	0	0
Disability related issues	0	0	0	0	0
Domestic violence	0	0	0	0	0
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	0	0
Employment issues	0	0	0	0	0
Family relations/relationships	0	0	0	0	0
Financial difficulties	1	0	0	0	0
Fostering or adoption	0	0	0	0	0
Gender related issues	0	0	0	0	0
Health related issues	0	0	0	0	0
Homeless	0	1	0	0	0
Housing problems	1	0	0	0	0

Human trafficking	0	0	0	0	0
Lack of support or guidance	3	1	0	0	0
Legal issues	0	1	0	0	0
Loneliness	0	0	0	0	0
Marital problems	0	0	0	0	0
Mental health issues	1	0	0	0	0
Migrant related issues	0	0	0	0	0
Oppositional defiant behaviours	-	0	0	0	0
Out of home care	-	-	-	0	0
Parenting skills/child-parent relationship	-	0	0	0	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Promiscuous behaviour	-	-	-	0	0
Psychological assessment	-	-	-	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	0	0	0	0
Sex work related issues	0	0	0	0	0
Significant other for support sessions	-	-	-	0	0
Other	1	0	0	0	0
Not specified	0	0	0	0	0
Total	13	4	0	0	0

Figure 139: 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 **0** cases were opened between January and December 2025.

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

GPP: 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	0	0	0	0	0
45-49	0	0	0	0	0	0
50-54	0	0	0	0	0	0
55-59	0	0	0	0	0	0
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
Total	0	0	0	0	0	0

Figure 140: 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, 0 (nil) cases were opened.

Gozo General Hospital Social Work Service (GGH)

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

GGH: Number of cases and individuals worked with by year

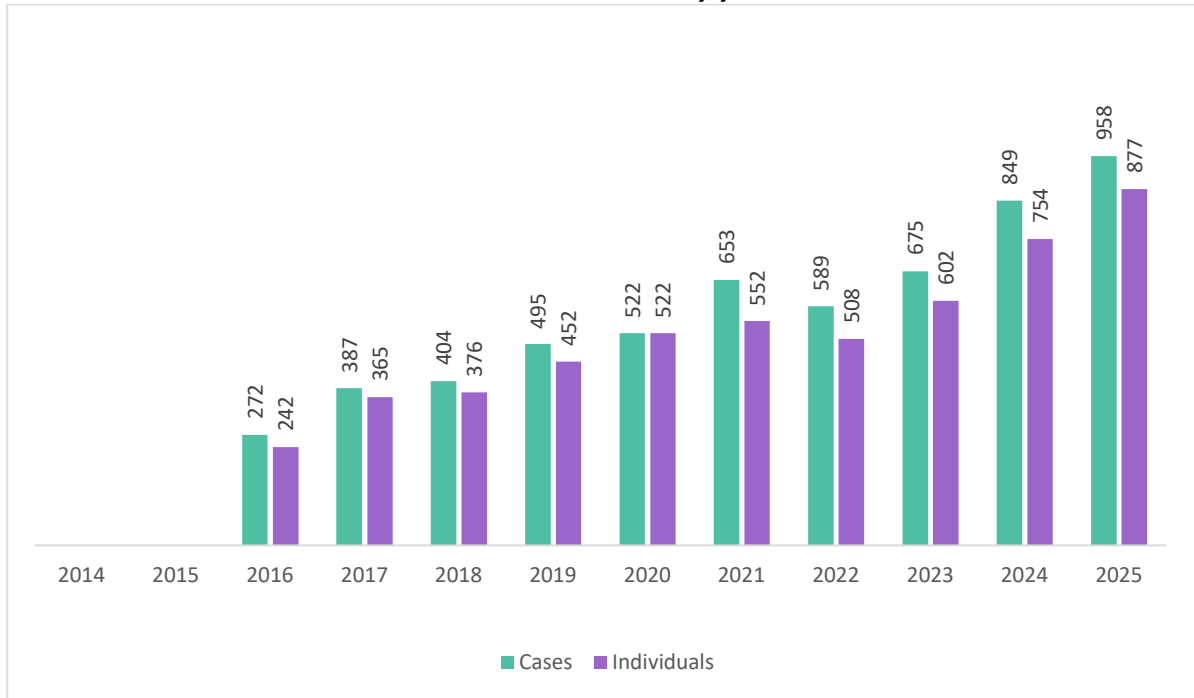


Figure 141: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 958 cases and 877 individuals were worked with compared to 849 and 754 respectively in 2024.

A total of **958** cases were worked with between January and December 2025.

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

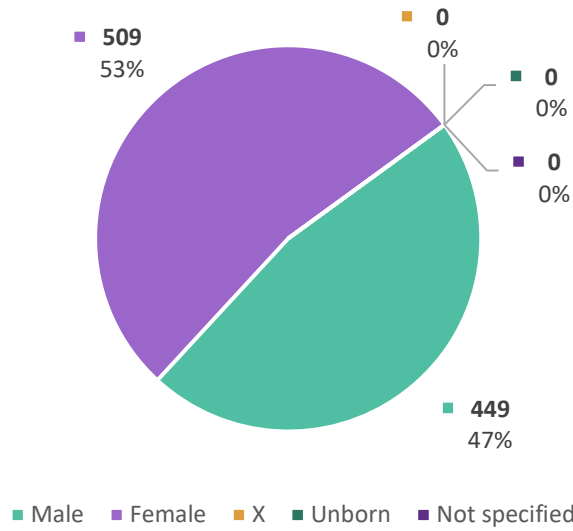


Figure 142: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were female (53%).

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

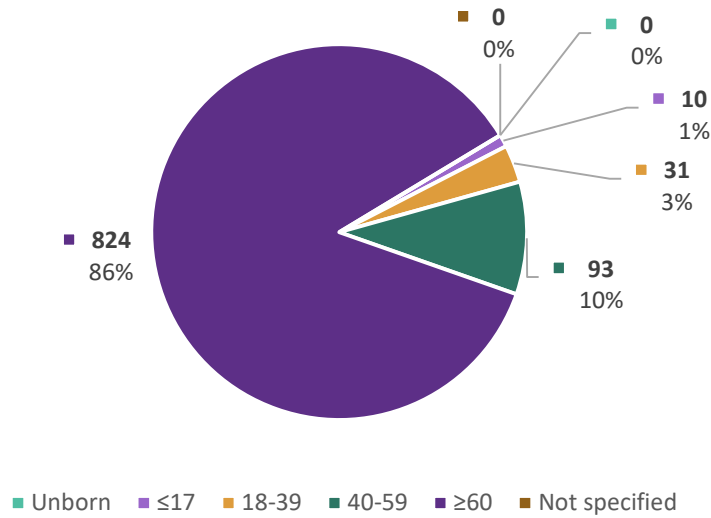


Figure 143: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (86%).

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

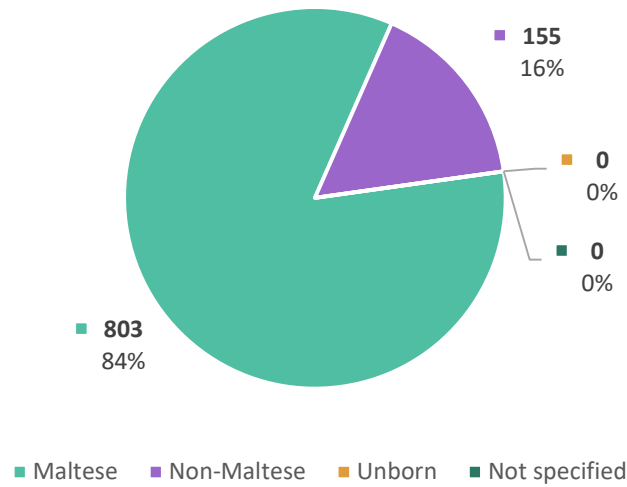
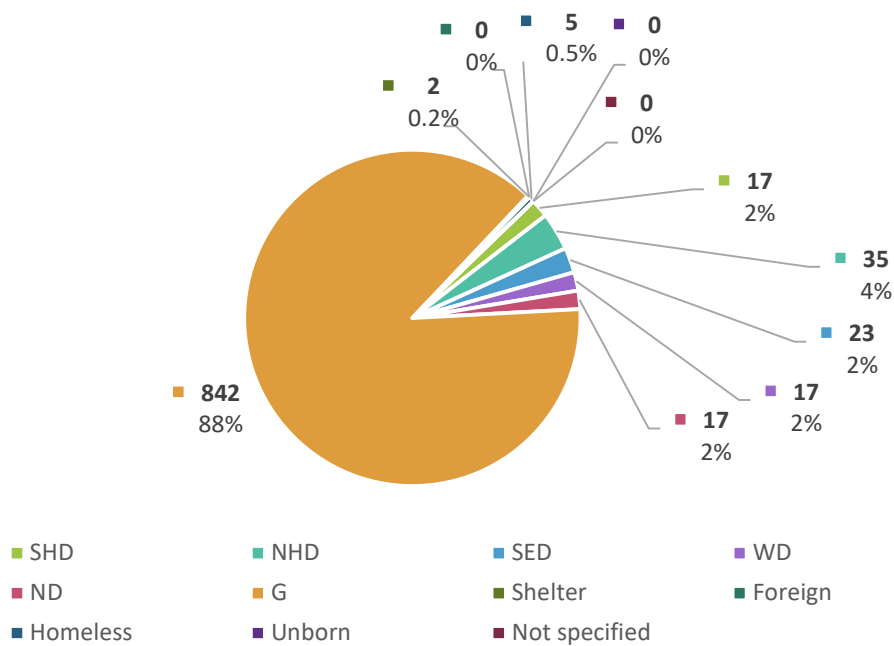


Figure 144: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 84% of the cases worked with were Maltese while non-Maltese made up 16% of cases.

GGH: 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 Gozo District (88%) had the highest percentage of cases worked with in 2025.

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

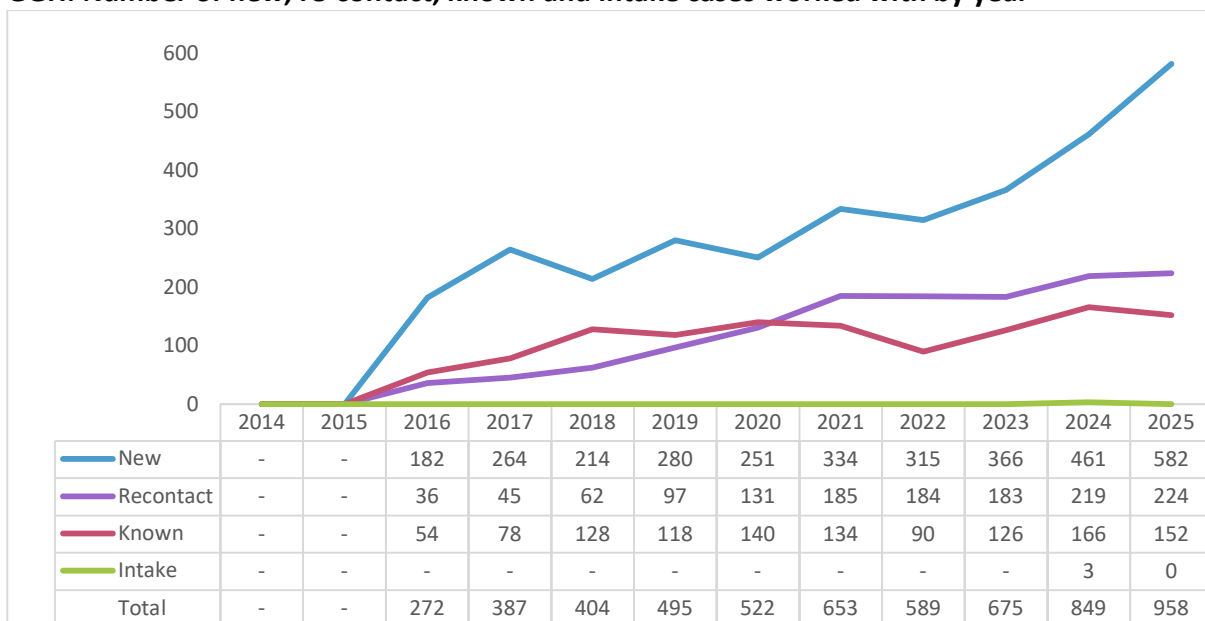


Figure 146: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. Intake is not collected within the current data collection system.

GGH: Case state at the end of the reporting period

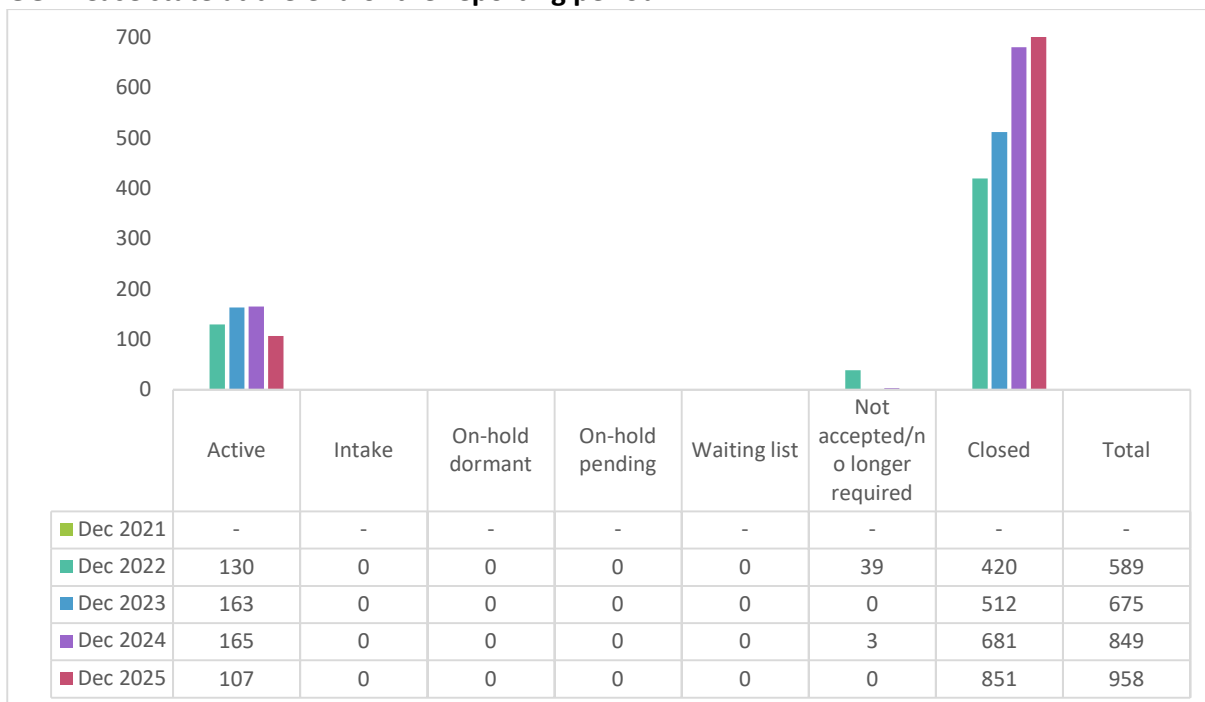


Figure 147: Cases will be handled throughout the year by placing them on intake, adding them to the waiting list, opening them, or closing them (definitions can be found in the glossary). The case state at the end of the reporting year is shown in the figure above. By the end of December 2025, 11% (107) 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.

GGH: Waiting list at the end of the reporting period

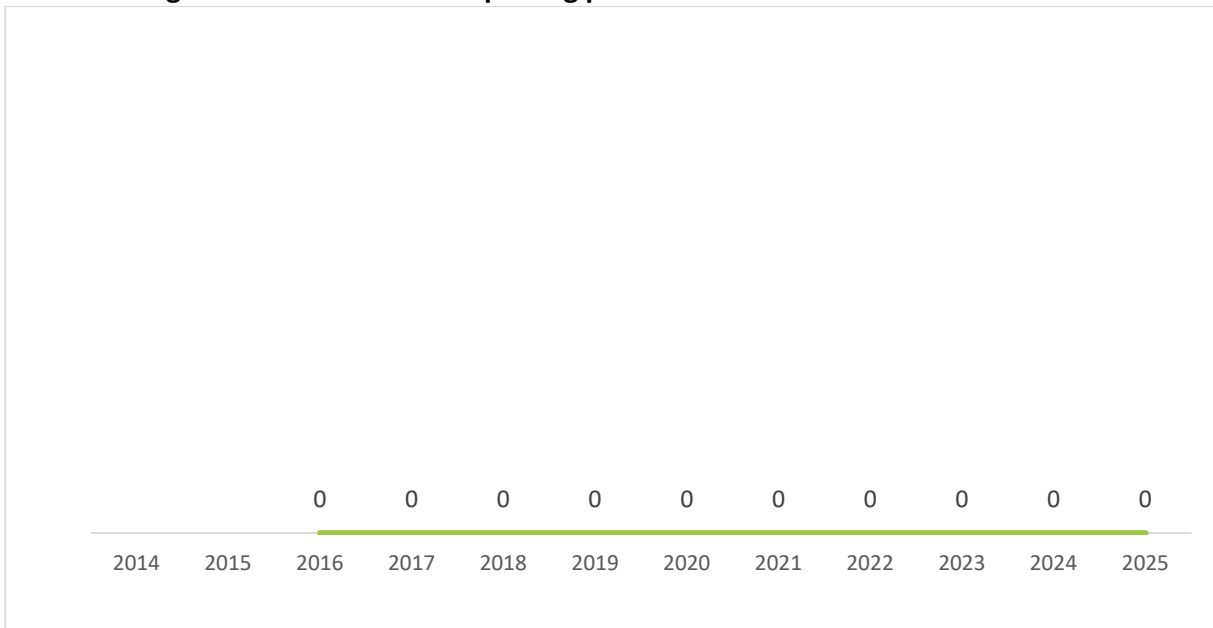


Figure 148: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available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

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

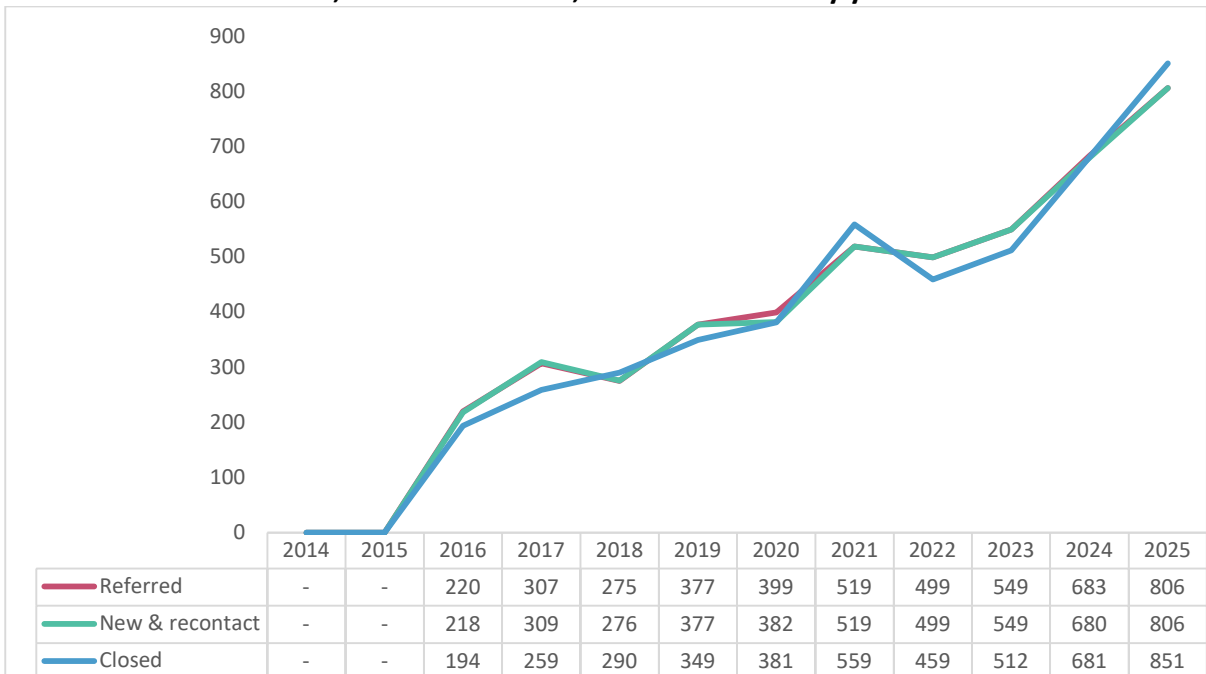


Figure 149: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 146 for breakdown of new & recontact cases). In 2025, 806 cases were referred, 806 new & recontact cases opened, and 851 cases closed.

A total of **806** cases were opened between January and December 2025.

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

GGH: Number of new & re-contact cases opened by age category and gender January - December 2025						
	Male	Female	X	Unborn	Not specified	Total
≤17	6	1	0	0	0	7
18-19	0	0	0	0	0	0
20-24	1	1	0	0	0	2
25-29	0	1	0	0	0	1
30-34	7	3	0	0	0	10
35-39	5	5	0	0	0	10
40-44	11	5	0	0	0	16
45-49	8	2	0	0	0	10
50-54	10	10	0	0	0	20
55-59	28	12	0	0	0	40
60-64	29	20	0	0	0	49
65-69	42	51	0	0	0	93
70-74	48	59	0	0	0	107
75-79	66	78	0	0	0	144
≥80	124	173	0	0	0	297
Not specified	0	0	0	0	0	0
Total	385	421	0	0	0	806

Figure 150: 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 (297).

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

Service started reporting data in 2020.

PUSW: Number of cases and individuals worked with by year

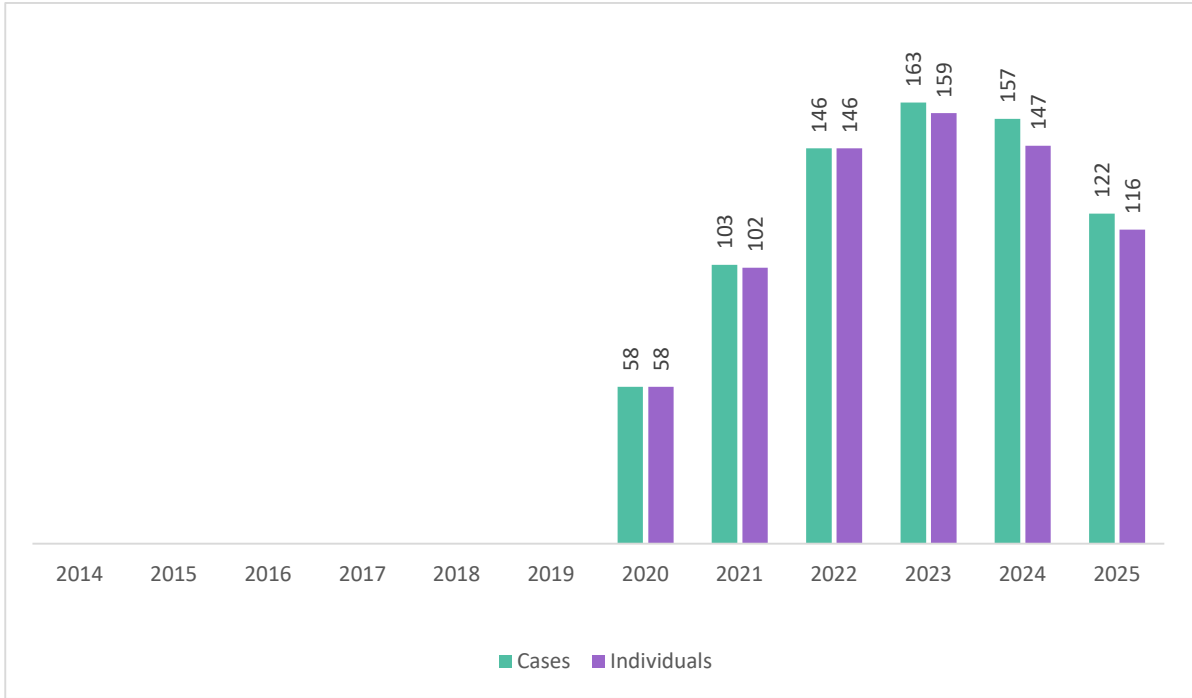


Figure 151: The figure above provides the number of cases worked with and the number of individuals worked with. To demonstrate the difference, consider Person A, who started and stopped attending a service twice in the same year, making it equivalent to 2 cases, but 1 individual worked with. In 2025, 122 cases and 116 individuals were worked with compared to 157 and 147 respectively in 2024.

A total of **122** cases were worked with between January and December 2025.

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

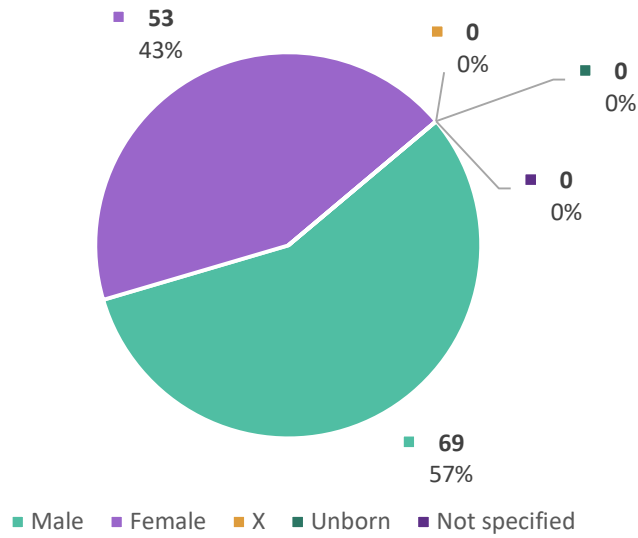


Figure 152: The figure above classifies the gender of the service user. Gender is collected at referral or first contact, but it can be updated throughout the lifetime of the case as required. The gender is collected either through formal documentation and/or the pronouns the person used when referring to themselves. In 2025, the highest percentage of cases worked with were male (57%).

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

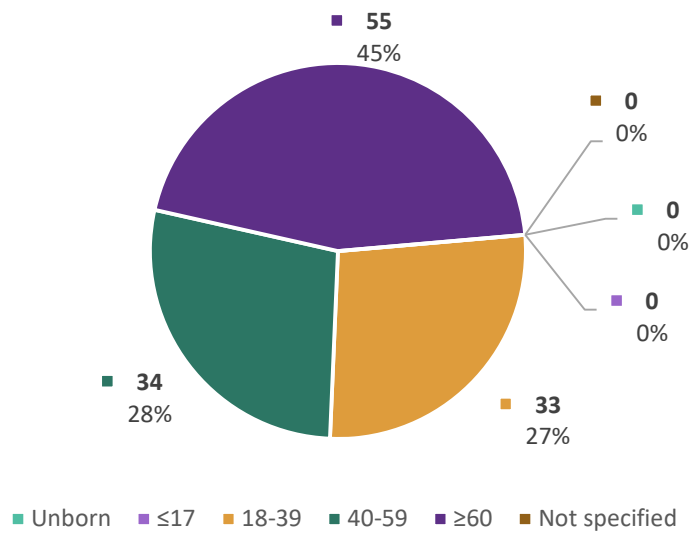


Figure 153: The figure above classifies the age of the service user in the reporting year based on the specified date of birth. In 2025, the highest percentage of cases worked with were ages 60 or over (45%).

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

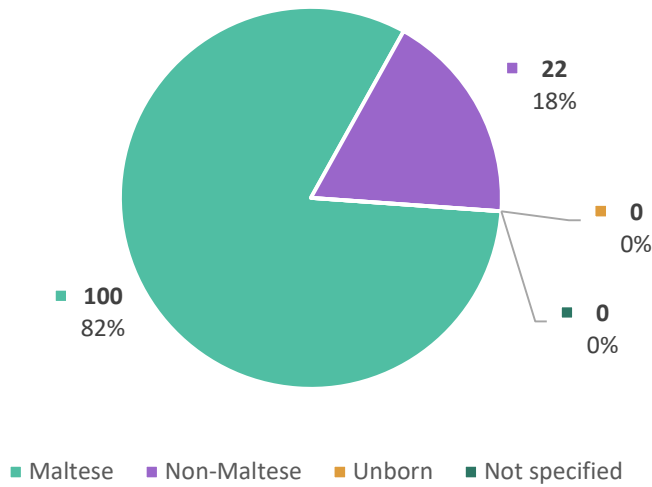
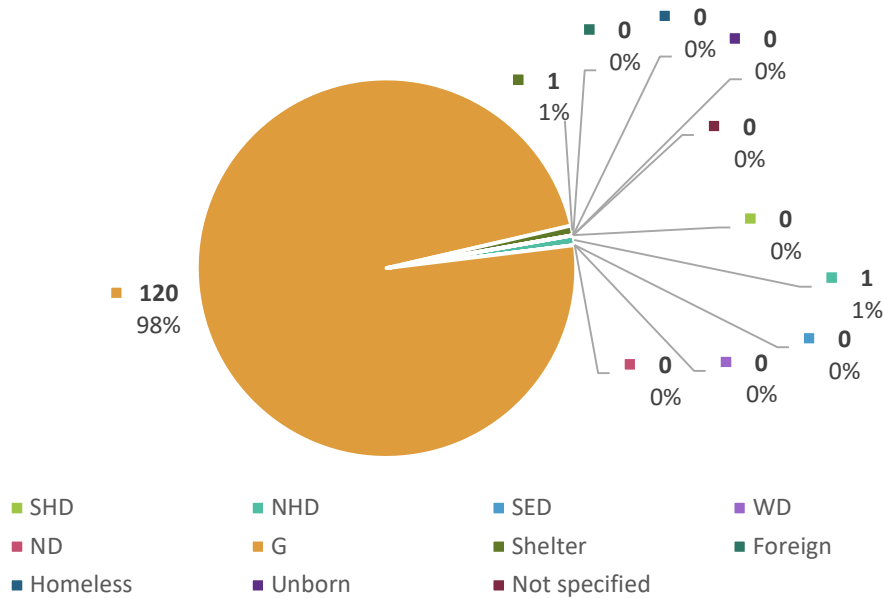


Figure 154: The figure above classifies the nationality as reported by the service user within the reporting year or based on an identity card/document. In 2025, 82% of the cases worked with were Maltese while non-Maltese made up 18% of cases.

PUSW: 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 155: The figure above classifies the district of residence as reported by the service user within the reporting year. Some service users reside within “shelter/institution” (e.g., residential homes, centre of residential restorative services, or shelters). Some service users are in Malta temporarily and so normally have a foreign residence whilst others are homeless and do not have a fixed residence. Shelter/institution, foreign residence and homeless are reported as separate categories to avoid biasing the data on district. The Gozo District (98%) had the highest percentage of cases worked with in 2025.

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

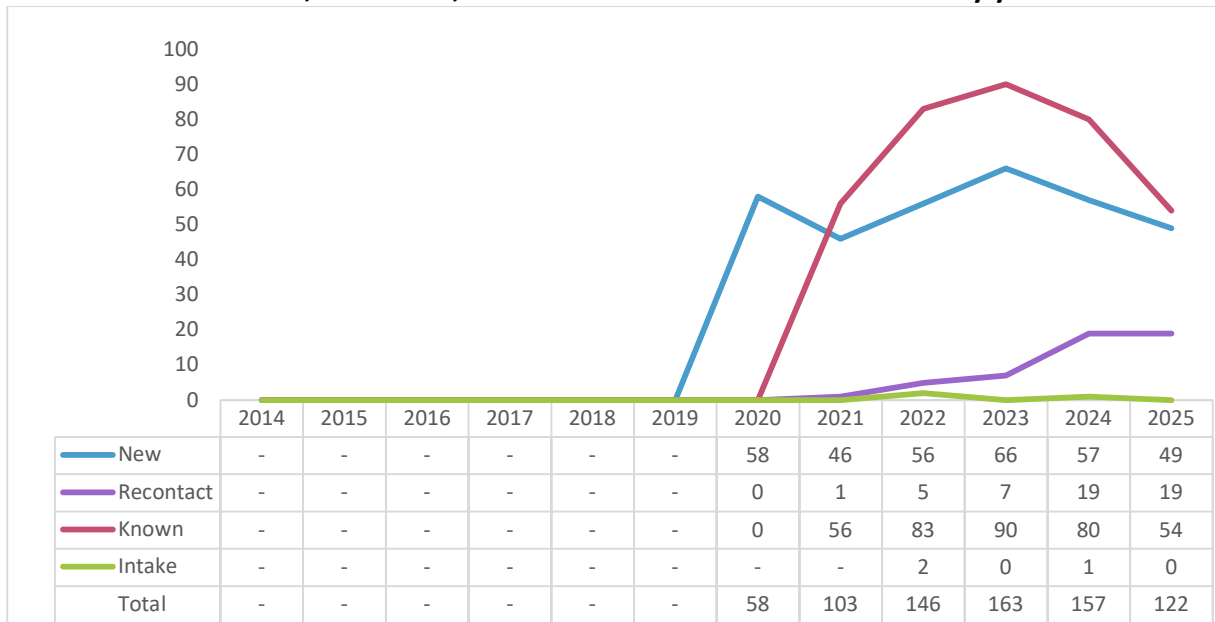


Figure 156: The cases worked with each year can be a new case, recontact case, known case or an intake case (a case starting and ending the year on intake). Further definitions can be found in the glossary. For the above graph, intake began to be reported in 2022.

PUSW: Case state at the end of the reporting period



Figure 157: 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, 62% (76) 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.

PUSW: Waiting list at the end of the reporting period

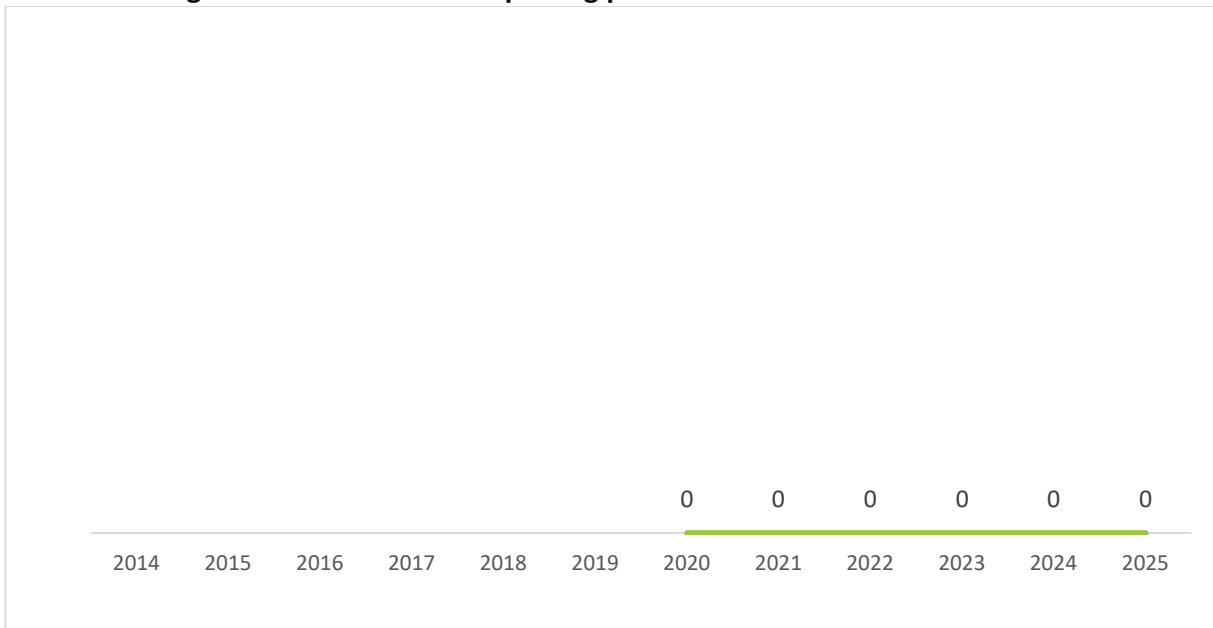


Figure 158: The figure above only reports cases that are still on the waiting list at the end of the reporting period. The waiting list provides the number of service users who have been assessed and determined to be at low risk, do not have any immediate needs, and/or are awaiting the next available appointment/programme. Such cases are still monitored and provided services but at a lower intensity than an active case.

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

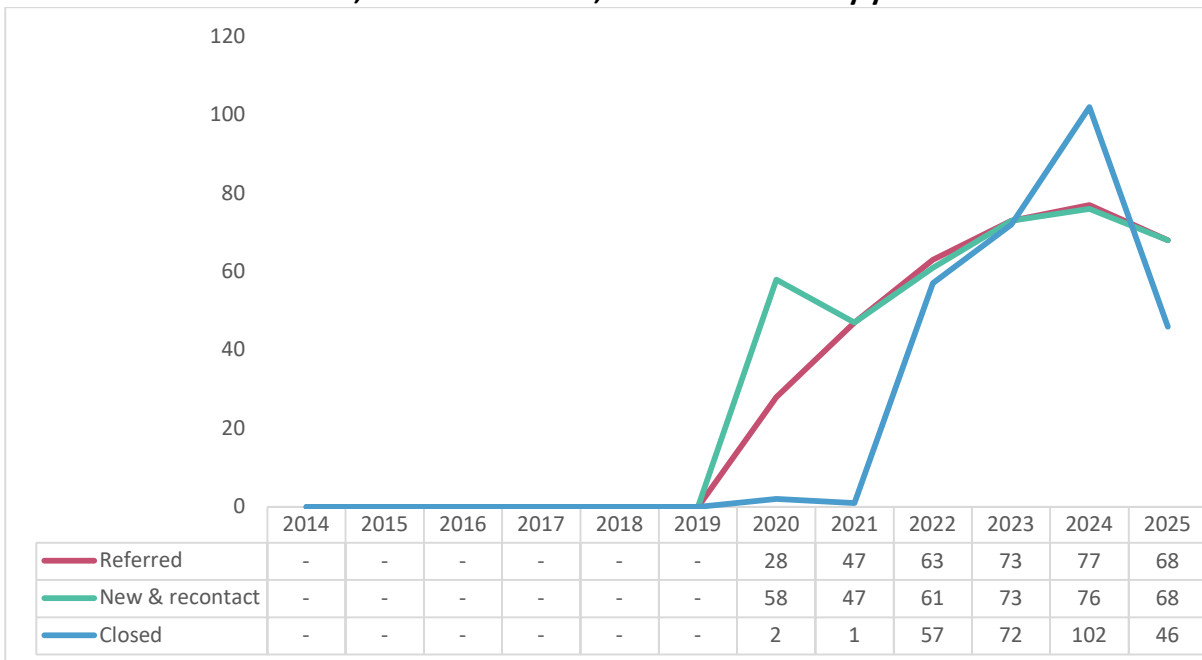


Figure 159: Cases may be referred, opened, or closed throughout the year (definitions can be found in the glossary). Opened cases include both new and recontact cases (see figure 156 for breakdown of new & recontact cases). In 2025, 68 cases were referred, 68 new & recontact cases opened, and 46 cases closed.

A total of **68** cases were opened between January and December 2025.

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

PUSW: 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	1	3	0	0	0	4
25-29	4	3	0	0	0	7
30-34	8	1	0	0	0	9
35-39	0	5	0	0	0	5
40-44	4	2	0	0	0	6
45-49	1	1	0	0	0	2
50-54	1	4	0	0	0	5
55-59	3	0	0	0	0	3
≥60	18	9	0	0	0	27
Not specified	0	0	0	0	0	0
Total	40	28	0	0	0	68

Figure 160: 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 (27).

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.

Generic Social Work Service	2021	2022	2023	2024	2025
Male	84	95	86	55	31
Female	101	146	119	72	56
X	0	0	0	3	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	185	241	205	130	87

Domestic Violence Service - Gozo	2021	2022	2023	2024	2025
Male	-	-	20	16	19
Female	-	-	55	63	63
X	-	-	0	0	0
Unborn	-	-	0	0	0
Not specified	-	-	0	0	0
Total	-	-	75	79	82

FSWS Gozo Homeless Service	2021	2022	2023	2024	2025
Male	-	-	68	77	54
Female	-	-	66	63	22
X	-	-	0	1	0
Unborn	-	-	0	0	0
Not specified	-	-	0	0	0
Total	-	-	134	141	76

Marsalforn Community Service	2021	2022	2023	2024	2025
Male	20	36	13	18	29
Female	24	43	28	17	20
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	44	79	41	35	49

Psychological Services-Gozo	2021	2022	2023	2024	2025

Male	6	7	15	14	20
Female	11	19	35	29	26
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	17	26	50	43	46

Looked After Children - Gozo	2021	2022	2023	2024	2025
Male	2	0	0	0	1
Female	0	1	2	0	0
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	2	1	2	0	1

Fostering - Gozo	2021	2022	2023	2024	2025
Male	3	5	2	3	3
Female	4	5	4	4	1
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	7	10	6	7	4

Home-Start - Gozo	2021	2022	2023	2024	2025
Male	9	10	35	7	13
Female	14	15	33	10	12
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	23	25	68	17	25

Court Service - Gozo	2021	2022	2023	2024	2025
Male	0	1	1	2	7
Female	0	1	1	1	7
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	0	2	2	3	14

Supervised Access Visits - Gozo	2021	2022	2023	2024	2025
Male	7	3	0	3	4
Female	8	3	5	2	5
X	0	0	0	0	0
Unborn	0	0	0	0	0

Not specified	0	0	0	0	0
Total	15	6	5	5	9

Gozo Prison Project	2021	2022	2023	2024	2025
Male	10	2	0	0	0
Female	3	2	0	0	0
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	13	4	0	0	0

Gozo General Hospital Social Work Service	2021	2022	2023	2024	2025
Male	219	204	236	280	385
Female	299	295	313	399	421
X	0	0	0	1	0
Unborn	0	0	0	0	0
Not specified	1	0	0	0	0
Total	519	499	549	680	806

Gozo General Hospital - Psychiatric Unit Social Work Service	2021	2022	2023	2024	2025
Male	30	35	53	40	40
Female	17	26	20	36	28
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	47	61	73	76	68

Home-based therapeutic Service (Gozo)	2021	2022	2023	2024	2025
Male	0	3	-	-	-
Female	2	3	-	-	-
X	0	0	-	-	-
Unborn	0	0	-	-	-
Not specified	0	0	-	-	-
Total	2	6	-	-	-

LEAP Gozo	2021	2022	2023	2024	2025
Male	1	-	-	-	-
Female	2	-	-	-	-
X	0	-	-	-	-
Unborn	0	-	-	-	-
Not specified	0	-	-	-	-
Total	3	-	-	-	-

FSWS Gozo Branch	2021	2022	2023	2024	2025
Male	391	401	529	515	606
Female	485	559	681	696	661
X	0	0	0	5	0
Unborn	0	0	0	0	0
Not specified	1	0	0	0	0
Total	877	960	1210	1216	1267

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.

Generic Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	12	7	12	18	8
18-19	4	8	5	2	2
20-24	17	26	12	11	2
25-29	23	36	25	11	17
30-34	25	32	24	17	15
35-39	25	31	30	15	15
40-44	20	24	23	13	3
45-49	17	14	21	10	12
50-54	11	10	23	7	5
55-59	9	10	11	7	2
60+	22	43	19	19	6
Not specified	0	0	0	0	0
Total	185	241	205	130	87

Domestic Violence Service - Gozo	2021	2022	2023	2024	2025
Unborn	-	-	0	0	0
<17	-	-	1	2	0
18-19	-	-	1	1	0
20-24	-	-	4	2	2
25-29	-	-	11	6	14
30-34	-	-	13	10	14
35-39	-	-	17	17	19
40-44	-	-	3	15	14
45-49	-	-	7	5	5
50-54	-	-	3	10	4
55-59	-	-	5	1	2
60+	-	-	10	10	8
Not specified	-	-	0	0	0
Total	-	-	75	79	82

FSWS Gozo Homeless Service	2021	2022	2023	2024	2025
Unborn	-	-	0	0	0
<17	-	-	31	25	4
18-19	-	-	1	5	0
20-24	-	-	5	14	8
25-29	-	-	19	18	9
30-34	-	-	18	21	6
35-39	-	-	12	19	12
40-44	-	-	21	10	12
45-49	-	-	7	7	11
50-54	-	-	6	8	3
55-59	-	-	6	7	6
60+	-	-	8	7	5
Not specified	-	-	0	0	0
Total	-	-	134	141	76

Marsalforn Community Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	15	18	2	0	1
18-19	1	3	1	0	0
20-24	7	3	1	5	1
25-29	3	9	6	5	1
30-34	3	10	6	6	6
35-39	2	3	5	2	9
40-44	4	9	2	1	5
45-49	1	4	4	1	8
50-54	2	7	3	4	4
55-59	2	3	1	2	6
60+	4	10	10	9	8
Not specified	0	0	0	0	0
Total	44	79	41	35	49

Psychological Services-Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	3	7	12	6	10
18-19	0	0	1	1	0
20-24	1	2	2	1	0
25-29	1	2	6	2	3
30-34	2	1	6	4	8
35-39	2	3	5	6	8
40-44	0	3	6	7	6
45-49	1	0	4	6	6
50-54	0	2	2	3	2

55-59	1	0	2	1	2
60+	1	2	4	6	1
Not specified	5	4	0	0	0
Total	17	26	50	43	46

Looked After Children - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	2	1	2	0	1
18-19	0	0	0	0	0
20-24	0	0	0	0	0
25-29	0	0	0	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	0	0	0	0
Total	2	1	2	0	1

Fostering - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	0	0	0
18-19	0	0	0	0	0
20-24	1	0	0	0	0
25-29	0	0	1	0	0
30-34	1	0	0	0	2
35-39	3	4	0	0	0
40-44	0	1	0	4	0
45-49	2	2	0	2	0
50-54	0	2	0	0	0
55-59	0	0	1	1	0
60+	0	1	4	0	2
Not specified	0	0	0	0	0
Total	7	10	6	7	4

Home-Start - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	13	11	48	11	10
18-19	0	0	0	0	1
20-24	1	1	0	0	2
25-29	1	1	5	1	4
30-34	3	6	4	2	4
35-39	1	3	5	2	1

40-44	4	1	3	1	1
45-49	0	0	3	0	1
50-54	0	0	0	0	0
55-59	0	0	0	0	0
60+	0	0	0	0	1
Not specified	0	2	0	0	0
Total	23	25	68	17	25

Court Service - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	0	0	0	0	4
18-19	0	0	0	0	0
20-24	0	0	1	0	0
25-29	0	0	1	2	1
30-34	0	1	0	0	2
35-39	0	1	0	0	2
40-44	0	0	0	1	0
45-49	0	0	0	0	1
50-54	0	0	0	0	0
55-59	0	0	0	0	0
60+	0	0	0	0	4
Not specified	0	0	0	0	0
Total	0	2	2	3	14

Supervised Access Visits - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	3	0	2	1	1
18-19	0	0	0	0	0
20-24	0	0	0	0	0
25-29	2	1	0	0	0
30-34	2	0	1	0	2
35-39	1	0	1	0	2
40-44	4	1	0	1	0
45-49	1	1	0	3	1
50-54	0	1	1	0	1
55-59	0	0	0	0	1
60+	2	2	0	0	1
Not specified	0	0	0	0	0
Total	15	6	5	5	9

Gozo Prison Project	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	2	1	0	0	0

25-29	2	1	0	0	0
30-34	0	0	0	0	0
35-39	4	1	0	0	0
40-44	1	0	0	0	0
45-49	0	0	0	0	0
50-54	1	0	0	0	0
55-59	2	0	0	0	0
60+	1	1	0	0	0
Not specified	0	0	0	0	0
Total	13	4	0	0	0

Gozo General Hospital Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	16	12	6	7	7
18-19	1	0	0	2	0
20-24	4	2	2	3	2
25-29	6	5	8	6	1
30-34	5	6	4	5	10
35-39	21	9	3	9	10
40-44	7	3	8	5	16
45-49	12	3	3	5	10
50-54	10	11	10	10	20
55-59	7	6	19	21	40
60+	427	442	485	606	690
Not specified	3	0	1	1	0
Total	519	499	549	680	806

Gozo General Hospital - Psychiatric Unit Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	9	10	1	0	0
18-19	0	1	3	0	0
20-24	0	2	2	1	4
25-29	3	5	8	3	7
30-34	3	5	8	4	9
35-39	2	3	7	2	5
40-44	3	3	8	6	6
45-49	1	5	2	6	2
50-54	4	3	2	7	5
55-59	3	2	8	5	3
60+	18	21	24	42	27
Not specified	1	1	0	0	0
Total	47	61	73	76	68

Home-based therapeutic Service (Gozo)	2021	2022	2023	2024	2025
Unborn	0	0	-	-	-
<17	0	3	-	-	-
18-19	0	0	-	-	-
20-24	0	0	-	-	-
25-29	0	1	-	-	-
30-34	0	0	-	-	-
35-39	0	1	-	-	-
40-44	0	0	-	-	-
45-49	1	1	-	-	-
50-54	0	0	-	-	-
55-59	0	0	-	-	-
60+	1	0	-	-	-
Not specified	0	0	-	-	-
Total	2	6	-	-	-

LEAP Gozo	2021	2022	2023	2024	2025
Unborn	0	-	-	-	-
<17	0	-	-	-	-
18-19	0	-	-	-	-
20-24	0	-	-	-	-
25-29	0	-	-	-	-
30-34	0	-	-	-	-
35-39	1	-	-	-	-
40-44	1	-	-	-	-
45-49	0	-	-	-	-
50-54	0	-	-	-	-
55-59	1	-	-	-	-
60+	0	-	-	-	-
Not specified	0	-	-	-	-
Total	3	-	-	-	-

FSWS Gozo Branch	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
<17	73	69	117	70	46
18-19	6	12	12	11	3
20-24	33	37	29	37	21
25-29	41	61	90	54	57
30-34	44	61	84	69	78
35-39	62	59	85	72	83
40-44	44	45	74	64	63
45-49	36	30	51	45	57
50-54	28	36	50	49	44
55-59	25	21	53	45	62
60+	476	522	564	699	753

Not specified	9	7	1	1	0
Total	877	960	1210	1216	1267

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.

Generic Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	106	164	124	84	53
Non-Maltese	79	77	81	46	34
Not specified	0	0	0	0	0
Total	185	241	205	130	87

Domestic Violence Service - Gozo	2021	2022	2023	2024	2025
Unborn	-	-	0	0	0
Maltese	-	-	54	62	59
Non-Maltese	-	-	21	17	23
Not specified	-	-	0	0	0
Total	-	-	75	79	82

FSWS Gozo Homeless Service	2021	2022	2023	2024	2025
Unborn	-	-	0	0	0
Maltese	-	-	69	76	33
Non-Maltese	-	-	65	65	43
Not specified	-	-	0	0	0
Total	-	-	134	141	76

Marsalforn Community Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	21	45	24	14	19
Non-Maltese	23	34	17	21	30
Not specified	0	0	0	0	0
Total	44	79	41	35	49

Psychological Services-Goza	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	14	23	45	33	36
Non-Maltese	3	3	5	10	10
Not specified	0	0	0	0	0
Total	17	26	50	43	46

Looked After Children - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	2	1	2	0	1
Non-Maltese	0	0	0	0	0
Not specified	0	0	0	0	0
Total	2	1	2	0	1

Fostering - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	5	10	4	6	2
Non-Maltese	2	0	2	1	2
Not specified	0	0	0	0	0
Total	7	10	6	7	4

Home-Start - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	20	18	54	11	18
Non-Maltese	3	7	14	6	7
Not specified	0	0	0	0	0
Total	23	25	68	17	25

Court Service - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	0	2	1	3	10
Non-Maltese	0	0	1	0	4
Not specified	0	0	0	0	0
Total	0	2	2	3	14

Supervised Access Visits - Gozo	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	14	3	5	4	8
Non-Maltese	1	3	0	1	1
Not specified	0	0	0	0	0
Total	15	6	5	5	9

Gozo Prison Project	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	9	3	0	0	0
Non-Maltese	4	1	0	0	0
Not specified	0	0	0	0	0
Total	13	4	0	0	0

Gozo General Hospital Social Work Service	2021	2022	2023	2024	2025

Unborn	0	0	0	0	0
Maltese	408	398	449	555	674
Non-Maltese	110	101	100	124	132
Not specified	1	0	0	1	0
Total	519	499	549	680	806

Gozo General Hospital - Psychiatric Unit Social Work Service	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	38	46	50	57	53
Non-Maltese	9	15	23	19	15
Not specified	0	0	0	0	0
Total	47	61	73	76	68

Home-based therapeutic Service (Gozo)	2021	2022	2023	2024	2025
Unborn	0	0	-	-	-
Maltese	2	6	-	-	-
Non-Maltese	0	0	-	-	-
Not specified	0	0	-	-	-
Total	2	6	-	-	-

LEAP Gozo	2021	2022	2023	2024	2025
Unborn	0	-	-	-	-
Maltese	2	-	-	-	-
Non-Maltese	1	-	-	-	-
Not specified	0	-	-	-	-
Total	3	-	-	-	-

FSWS Gozo Branch	2021	2022	2023	2024	2025
Unborn	0	0	0	0	0
Maltese	641	719	881	905	966
Non-Maltese	235	241	329	310	301
Not specified	1	0	0	1	0
Total	877	960	1210	1216	1267

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.

Generic Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	1	18	8	4	3
Southern Harbour District	0	6	6	1	1
Northern District	0	14	8	1	0
Southeastern District	0	7	3	0	0
Western District	0	2	2	0	0
Gozo district	133	163	156	122	79
Shelter/ institution/ other residence	13	1	2	0	1
Foreign residence	0	0	0	0	0
Homeless	35	6	3	0	0
Unborn	-	-	-	-	0
Not specified	3	24	17	2	3
Total	185	241	205	130	87

Domestic Violence Service - Gozo	2021	2022	2023	2024	2025
Northern Harbour District	-	-	3	4	1
Southern Harbour District	-	-	0	2	1
Northern District	-	-	0	1	2
Southeastern District	-	-	1	0	0
Western District	-	-	0	0	0
Gozo district	-	-	69	71	76
Shelter/ institution/ other residence	-	-	0	0	0
Foreign residence	-	-	0	0	0
Homeless	-	-	0	0	0
Unborn	-	-	-	-	0
Not specified	-	-	2	1	2
Total	-	-	75	79	82

FSWS Gozo Homeless Service	2021	2022	2023	2024	2025
Northern Harbour District	-	-	19	18	7
Southern Harbour District	-	-	7	13	3
Northern District	-	-	7	7	7
Southeastern District	-	-	15	13	3
Western District	-	-	1	2	1
Gozo district	-	-	43	46	24
Shelter/ institution/ other residence	-	-	2	5	1
Foreign residence	-	-	0	0	0
Homeless	-	-	6	13	5
Unborn	-	-	-	-	0
Not specified	-	-	34	24	25
Total	-	-	134	141	76

Marsalforn Community Service	2021	2022	2023	2024	2025
Northern Harbour District	0	1	1	0	1
Southern Harbour District	1	0	2	2	0
Northern District	0	1	2	0	3
Southeastern District	0	1	0	0	0
Western District	0	1	0	0	1
Gozo district	43	69	30	32	41
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	1	0	1	0
Unborn	-	-	-	-	0
Not specified	0	5	6	0	3
Total	44	79	41	35	49

Psychological Services-Gozo	2021	2022	2023	2024	2025
Northern Harbour District	0	0	0	0	0
Southern Harbour District	0	0	1	0	1
Northern District	0	0	2	0	2
Southeastern District	0	0	0	0	0
Western District	0	0	0	0	0
Gozo district	17	24	45	43	43
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	2	2	0	0
Total	17	26	50	43	46

Looked After Children - Gozo	2021	2022	2023	2024	2025
Northern Harbour District	0	0	0	0	0
Southern Harbour District	0	0	0	0	0
Northern District	0	0	0	0	0
Southeastern District	0	0	0	0	0
Western District	0	0	1	0	0
Gozo district	1	1	1	0	1
Shelter/ institution/ other residence	1	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	0	0	0

Total	2	1	2	0	1
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Fostering - Gozo	2021	2022	2023	2024	2025
Northern Harbour District	0	0	0	0	0
Southern Harbour District	0	0	0	0	0
Northern District	0	0	0	0	0
Southeastern District	0	0	0	0	0
Western District	0	0	0	0	0
Gozo district	7	10	6	7	4
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	0	0	0
Total	7	10	6	7	4

Home-Start - Gozo	2021	2022	2023	2024	2025
Northern Harbour District	0	0	0	0	1
Southern Harbour District	0	0	0	0	0
Northern District	0	0	1	1	0
Southeastern District	0	0	0	0	0
Western District	0	0	0	0	0
Gozo district	23	25	57	14	22
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	10	2	2
Total	23	25	68	17	25

Court Service - Gozo	2021	2022	2023	2024	2025
Northern Harbour District	0	0	0	0	0
Southern Harbour District	0	0	0	0	0
Northern District	0	0	0	0	0
Southeastern District	0	0	0	0	0
Western District	0	0	0	0	0
Gozo district	0	2	2	3	14
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	0	0	0
Total	0	2	2	3	14

Supervised Access Visits - Gozo	2021	2022	2023	2024	2025
Northern Harbour District	2	0	1	1	2
Southern Harbour District	0	0	1	0	0
Northern District	0	0	0	0	0
Southeastern District	0	0	0	0	0
Western District	0	0	0	0	0
Gozo district	12	6	3	3	6
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	1	0	0	1	1
Total	15	6	5	5	9

Gozo Prison Project	2021	2022	2023	2024	2025
Northern Harbour District	0	0	0	0	0
Southern Harbour District	0	2	0	0	0
Northern District	0	0	0	0	0
Southeastern District	0	1	0	0	0
Western District	0	0	0	0	0
Gozo district	7	1	0	0	0
Shelter/ institution/ other residence	6	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	-	0
Not specified	0	0	0	0	0
Total	13	4	0	0	0

Gozo General Hospital Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	3	7	5	4	33
Southern Harbour District	2	1	2	7	14
Northern District	3	0	3	7	16
Southeastern District	1	0	2	9	18
Western District	0	3	4	5	16
Gozo district	503	484	523	646	702
Shelter/ institution/ other residence	1	3	2	0	2
Foreign residence	0	0	0	0	0
Homeless	3	1	8	0	5
Unborn	-	-	-	-	0
Not specified	3	0	0	2	0
Total	519	499	549	680	806

Gozo General Hospital - Psychiatric Unit Social Work Service	2021	2022	2023	2024	2025
Northern Harbour District	1	0	3	1	1
Southern Harbour District	0	0	0	0	0
Northern District	0	0	0	0	0
Southeastern District	0	0	0	0	0
Western District	0	0	1	0	0
Gozo district	46	61	67	73	67
Shelter/ institution/ other residence	0	0	1	1	0
Foreign residence	0	0	0	0	0
Homeless	0	0	1	0	0
Unborn	-	-	-	-	0
Not specified	0	0	0	1	0
Total	47	61	73	76	68

Home-based therapeutic Service (Gozo)	2021	2022	2023	2024	2025
Northern Harbour District	0	0	-	-	-
Southern Harbour District	0	0	-	-	-
Northern District	0	0	-	-	-
Southeastern District	0	0	-	-	-
Western District	0	0	-	-	-
Gozo district	2	6	-	-	-
Shelter/ institution/ other residence	0	0	-	-	-
Foreign residence	0	0	-	-	-
Homeless	0	0	-	-	-
Unborn	-	-	-	-	-
Not specified	0	0	-	-	-
Total	2	6	-	-	-

LEAP Gozo	2021	2022	2023	2024	2025
Northern Harbour District	0	-	-	-	-
Southern Harbour District	0	-	-	-	-
Northern District	0	-	-	-	-
Southeastern District	0	-	-	-	-
Western District	0	-	-	-	-
Gozo district	3	-	-	-	-
Shelter/ institution/ other residence	0	-	-	-	-
Foreign residence	0	-	-	-	-
Homeless	0	-	-	-	-
Unborn	-	-	-	-	-
Not specified	0	-	-	-	-
Total	3	-	-	-	-

FSWS Gozo Branch	2021	2022	2023	2024	2025
Northern Harbour District	7	26	40	32	49
Southern Harbour District	3	9	19	25	20
Northern District	3	15	23	17	30
Southeastern District	1	9	21	22	21
Western District	0	6	9	7	18
Gozo district	797	852	1002	1060	1079
Shelter/ institution/ other residence	21	4	7	6	4
Foreign residence	0	0	0	0	0
Homeless	38	8	18	14	10
Unborn	-	-	-	-	0
Not specified	7	31	71	33	36
Total	877	960	1210	1216	1267

Appendix B

Service descriptions

Service	Description
Prevention Services	Offer programmes to children and youths aimed to help them develop positive life skills. Programmes are delivered by trained Sedqa facilitators during which children and youths learn about their self-image and feelings, decision making, peer pressure, coping skills, alcohol, tobacco, wise use of medicinals and getting help.
Generic Social Work Service	Provides social work support to individuals and families on a wide range of issues.
Marsalforn Community Service	Provides generic social work interventions to the Marsalforn communities.
Emergency On-Call Service - Gozo	Assists and accompanies individuals facing emergency social situations after office hours including weekends and public holidays. Such situations include domestic violence, homelessness, family disputes, sexual abuse of minors, child protection, neglect, shortage of food and mental health issues.
Domestic Violence Service - Gozo	Provides a service to adults who suffer abuse within the family and intimate relationships.
Homeless Service - Gozo	Provides a service to families who are either homeless or at risk of becoming so. Social workers assess and evaluate the situation, liaises with the various accommodations if required, and develop care plans towards returning to independent living.
Psychological Service - Gozo	Provides psychological interventions to service users and their significant others.
Looked After Children - Gozo	The main objective of the service is to provide social work intervention to children who are in the out-of-home care system in Gozo, i.e., those in residential and foster care.
Fostering Service - Gozo	Promotes fostering, trains and licences potential foster carers and assists foster carers in their requirements. Their focus is on persons residing in Gozo.

Home-Start - Gozo	Offers support, friendship, and practical help to families with young children under 5 years of age. It supports parents as they grow in confidence, strengthen their relationships with their children and widen their links within the local community.
Court Service - Gozo	The focus is mostly on presenting social work court reports as requested by the Courts of Gozo.
Supervised Access Visits Service - Gozo	Provides supervised access visits to non-custodial parents and relatives. These visits are held on a regular basis and are very often regulated by a Court decree or requested by the Children and Young Persons Advisory Board.
Gozo Prison Project	The service aims to support inmates from Gozo to integrate back to society, to function better within the community, to build support networks and to make use of services available. The service also aims to support and guide the inmate's family when facing difficulties in society.
Gozo General Hospital Social Work Service	The service caters for patients referred from the various wards of the general hospital and aims to enhance the quality of the service user's stay at the hospital and facilitate their transition from hospital to home or to other services.
Gozo General Hospital - Psychiatric Unit Social Work Service	Social workers assist the service users attending the Psychiatric Unit at the Gozo General Hospital with any social issues faced.

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., Ghabex 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.



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