



Agenzija Appogg

Interim Half-Yearly Statistical Report

Report period: Jan-Jun 2026

August 2026



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This report is dedicated to the memory of Graziella Castillo, whose commitment, professionalism, and valued contributions continue to inspire our work and will be remembered with deep respect and gratitude.

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Citation: Foundation for Social Welfare Services (2026). Agenzija Appogg Interim Half-Yearly Statistical Report 2026. Malta: Foundation for Social Welfare Services.

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Introduction

This report presents statistical information regarding Agenzija Appogg, within Foundation for Social Welfare Services (FSWS). It includes Agency level data, followed by detailed information for each service. The data presented are organised by service type, distinguishing between individual or family-focused services (e.g. Domestic Violence) and health or mental health-related services (e.g. Mater Dei Hospital Social Work Service). This classification is used to facilitate the identification of trends across the two main areas in which Agenzija Appogg delivers services.

The information presented provides an overview of service use and selected indicators of service performance. In this report, “service users” refers to persons using the service from intake or referral through to case closure. Service descriptions and definitions of key terms are provided in Appendix B. Further information on service aims and activities is available at fsws.gov.mt.

The data are based on information submitted by services to the FSWS Research Team between 10 July and 20 August 2026. Where applicable, figures are provided at the individual level (number of individuals worked with) and case level (number of cases worked with). Individuals may access services multiple times within the reporting period or across multiple services simultaneously, resulting in more than one case per individual. 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. As such, the total number of cases is typically higher than the number of individuals.

The report also includes data on, but is not limited to, referrals, cases opened (new and re-contact cases), and cases closed. Data on cases worked with and cases opened are further broken down by key socio-demographic variables, with detailed tables about cases opened provided in Appendix A. Please note that due to rounding, percentages may not always total 100%.

Changes in data collection processes over time, including the introduction of the online data collection system, may affect comparability of data across years. Relevant notes about aspects which may have impacted the data and influence trends are provided throughout the report where applicable.

The data presented are subject to revision as additional information becomes available.

This report would not have been possible without the contribution of staff responsible for data entry and submission across the services.

Executive summary

Cases worked with in Jan-Jun 2026:

6,897

Out of the 6,897 cases worked with between Jan-Jun 2026:

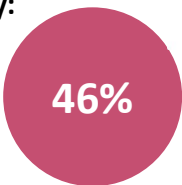
Gender:



Female



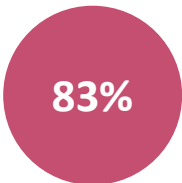
Age category:



60 years old or over



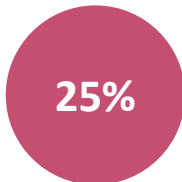
Nationality:



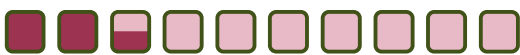
Maltese



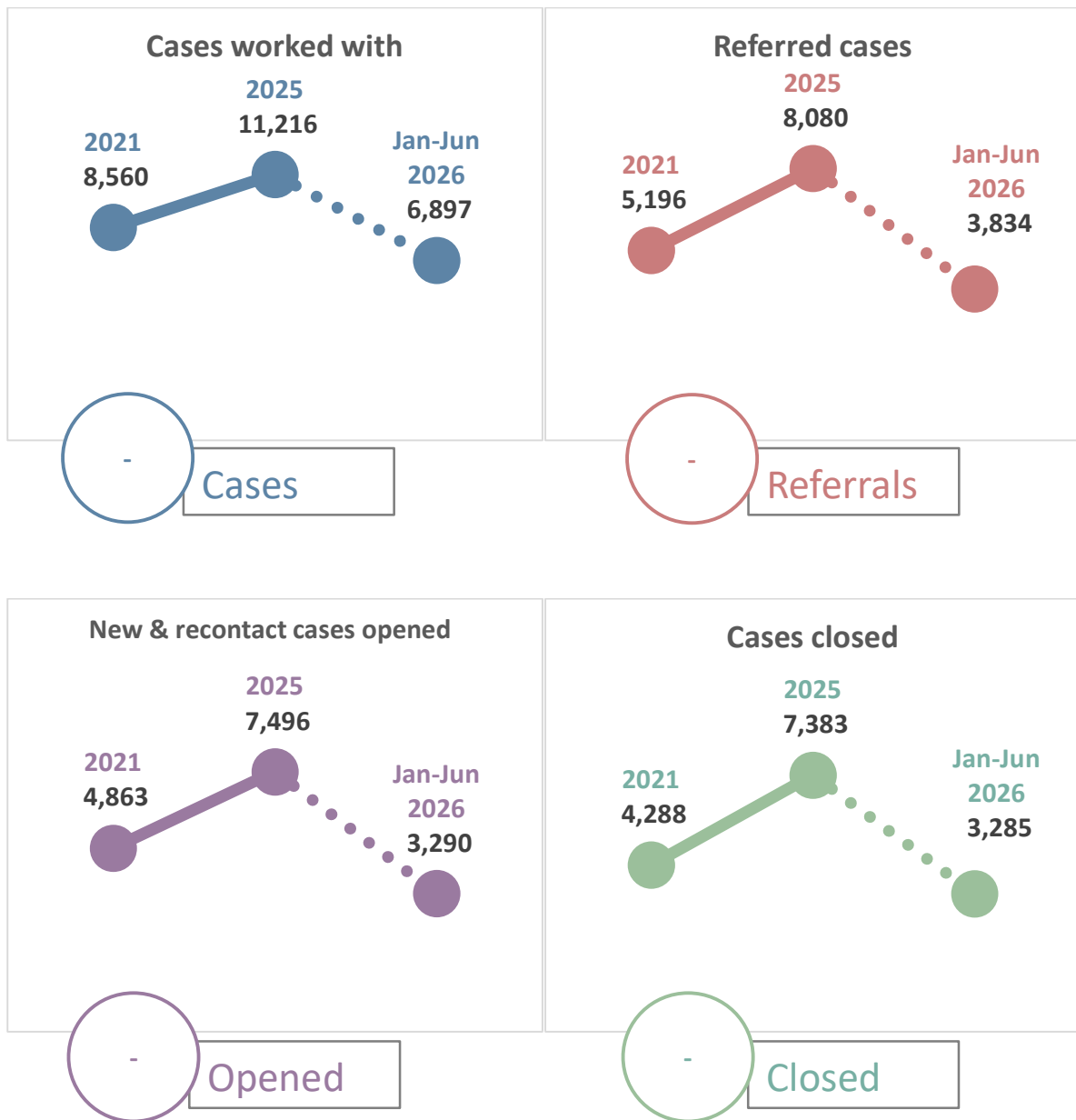
District:



Northern Harbour



5-year comparison of case activity (2021-2025) and Jan-Jun 2026:



Note: Data on the number of cases in 2021, 2025 and Jan-Jun 2026 is presented to display changes over a complete five-year period.

Agency level data

This section provides information on an Agency level.

A new online data collection system and reporting format were introduced in 2019, with additional services incorporated over time. Information on implementation timelines is provided within the respective service sections. Data prior to 2023 were also revised to improve comparability. These changes should be considered when interpreting trends over time.

Appogg (all): Cases and individuals worked with, by year

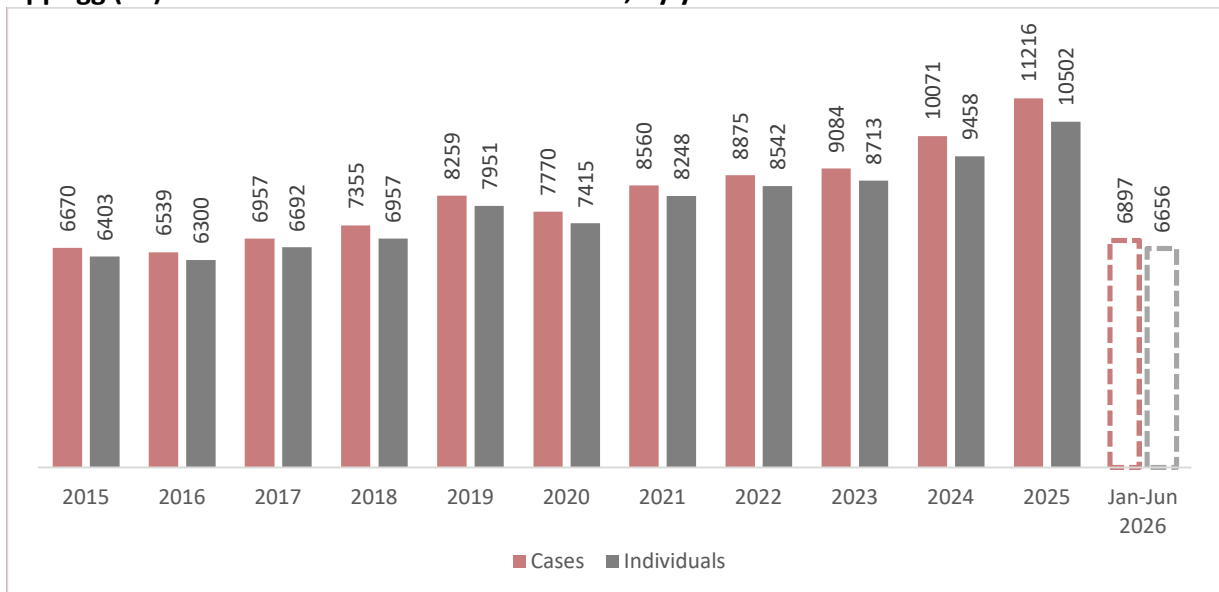


Figure 1: In Jan-Jun 2026, 6897 cases and 6656 individuals were worked with compared to 11216 and 10502 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary). The number of individuals is a sum across multiple units and thus can only provide an approximation of the number of individuals overall and the figures provided are therefore higher than the real figures.

Case activity, Jan-Jun 2026

	Total cases worked with	Individuals worked with	Waiting list end of Jun 2026
Intake & Family Support Service	323	321	28
Human Trafficking	38	38	0
Appogg Homeless Service	489	476	37
Domestic Violence Unit	1487	1420	0
Ghabex Shelter Service	152	151	0
Stop! The Violence and Abuse	71	71	0
Child to Parent Violence	81	80	0
LGBTQ+ Wellbeing Service	48	48	4
Total for individuals or family related services	2689	2605	69
Mater Dei Hospital Social Work Service	1841	1756	0
Benniena Service	147	144	0
Oncology Social Work Service	464	457	13
Qormi Health Centre Social Work Service	141	122	2
St Vincent De Paule Social Work Service	828	809	1
Primary Health Care Service	139	138	15
Bormla Mental Health Care Service	51	49	0
Floriana Mental Health Care Service	84	84	0
Mtarfa Mental Health Care Service	-	-	-
Child and Young People's Service	513	492	0
Total for health-related services	4208	4051	31
Total for all Appogg	6897	6656	100

Service	Other information
Emergency	416 interventions with a total of 545.3 hours.
Progett Tereza	Donations: 32 received and 13 tackled. Requests: 6 received and 4 tackled.
Hotline	1,000 reports.
Helpline	1,066 reports.
Supportline 179	Total 7,504 calls out of which 5,088 were genuine.

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

A total of **6,897** cases were worked with between January and June 2026.

Appogg (all): Cases worked with Jan-Jun 2026 by gender

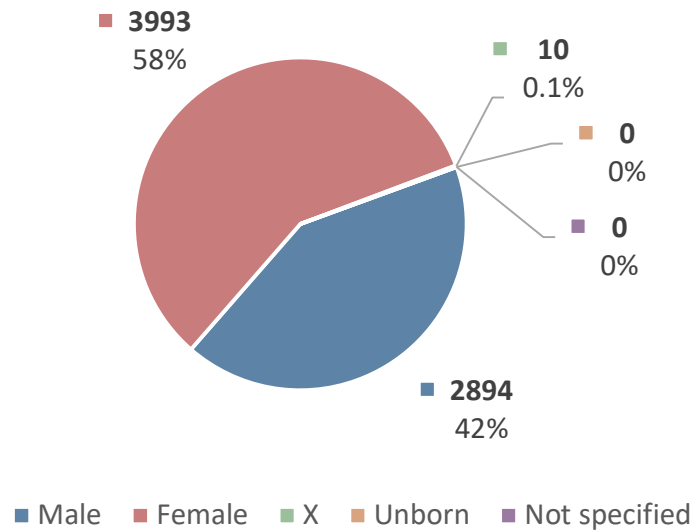


Figure 3: Female service users accounted for the highest proportion of cases worked with (58%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

Appogg (all): Cases worked with Jan-Jun 2026 by age category

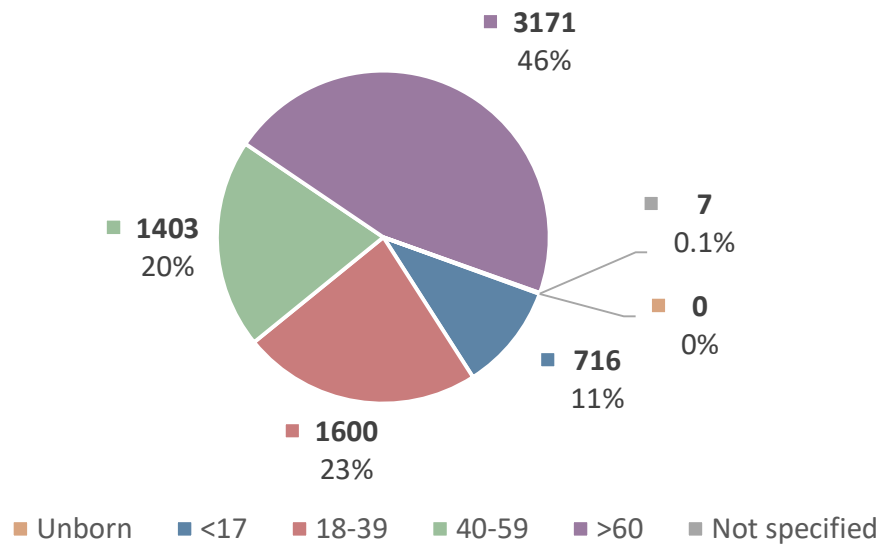


Figure 4: Service users aged 60 or over accounted for the highest proportion of cases worked with (46%).

Note: Age is calculated based on date of birth.

Appogg (all): Cases worked with Jan-Jun 2026 by nationality

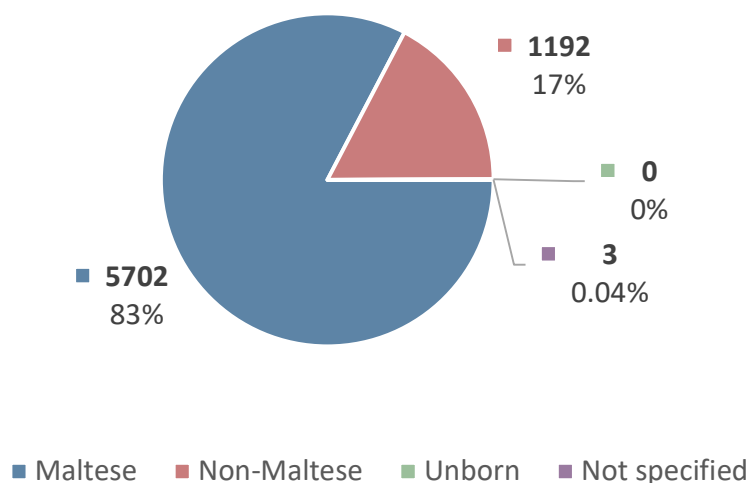
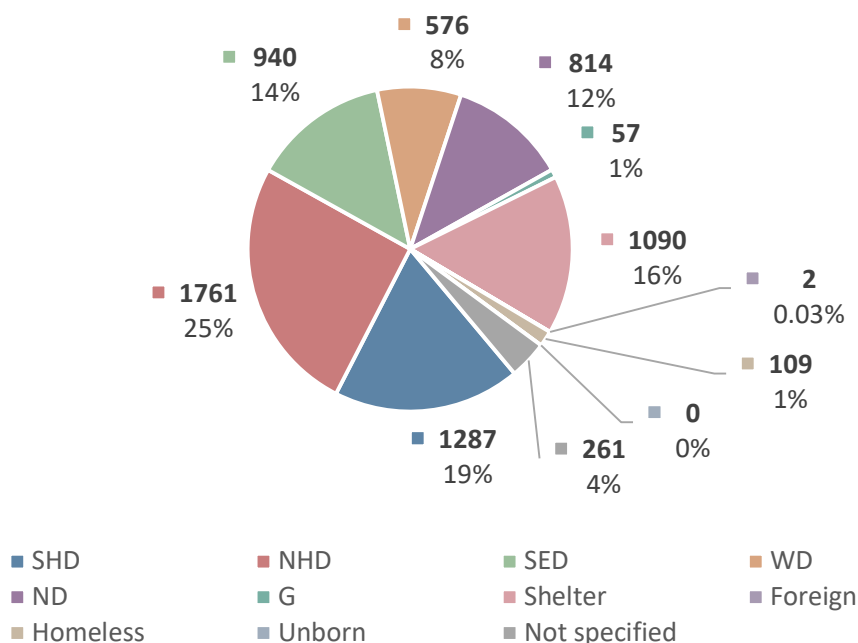


Figure 5: Maltese service users accounted for the highest proportion of cases worked with (83%), while non-Maltese service users accounted for 17%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Appogg (all): Cases worked with Jan-Jun 2026 by district of residence



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: Northern Harbour District accounted for the highest proportion of cases worked with (25%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Appogg (all): Cases worked with by case type (new, re-contact, known and intake), by year

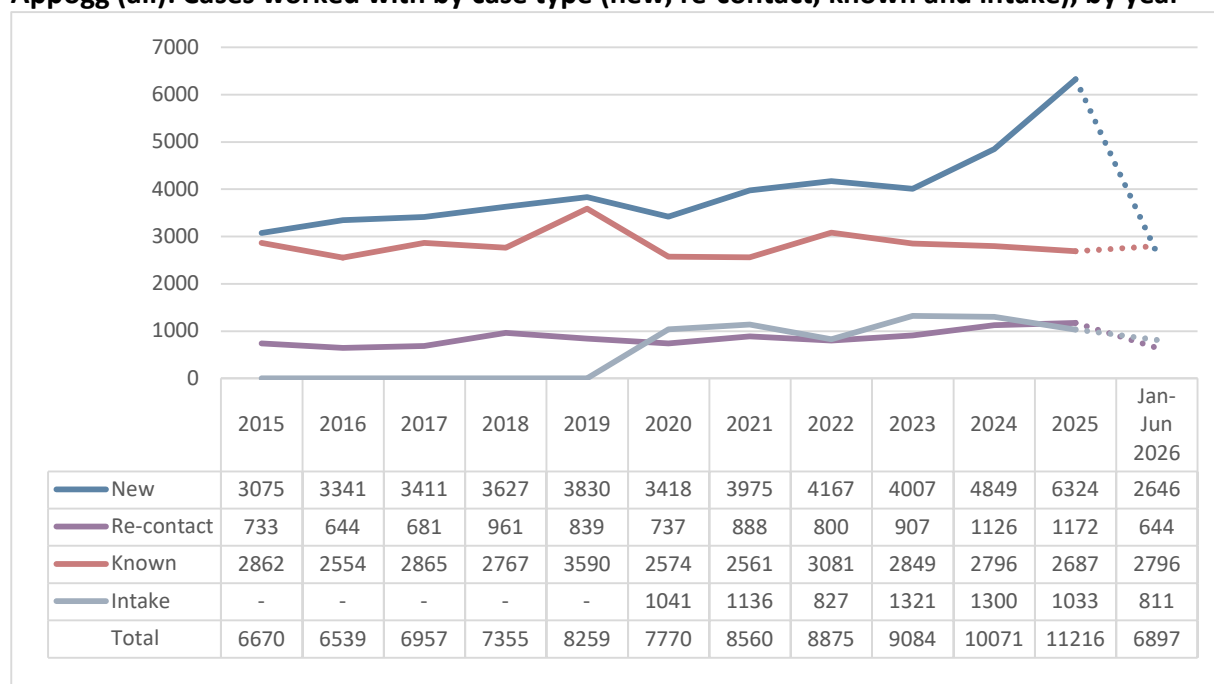


Figure 7: New cases accounted for 38% (2646) of cases worked with, while re-contact cases accounted for 9% (644).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

Appogg (all): Cases worked with by case state at the end of the reporting period

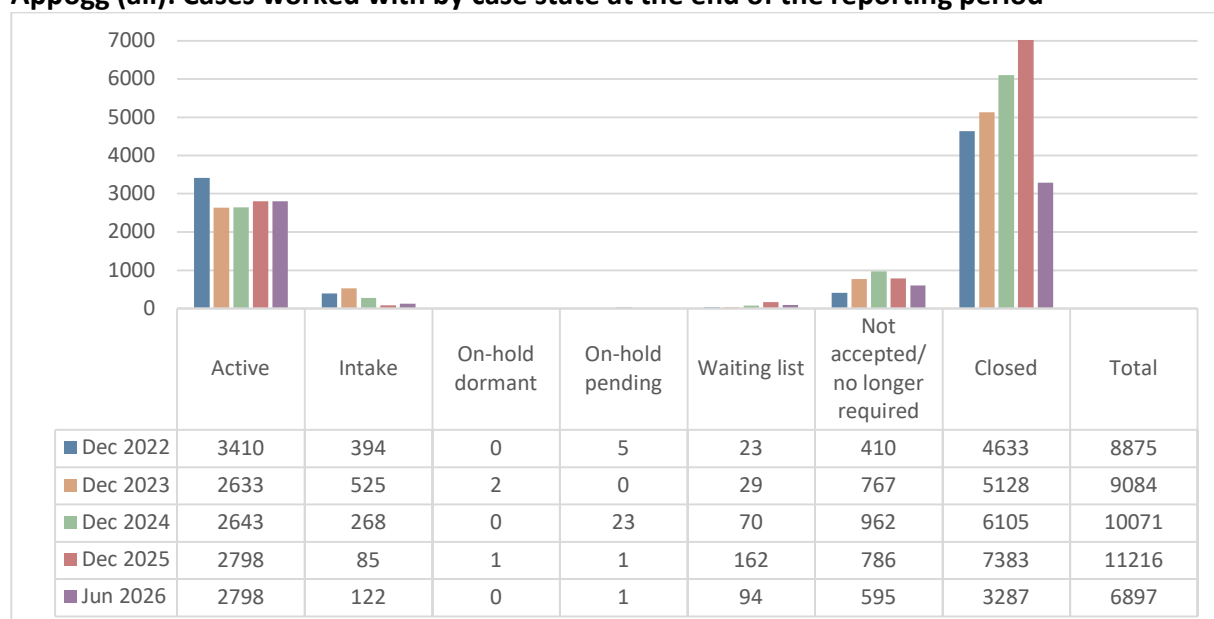


Figure 8: By the end of June 2026, 41% (2798) of the cases worked with remained active, 48% (3287) were closed and 2% (122) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list (sum) of all Appogg services.

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

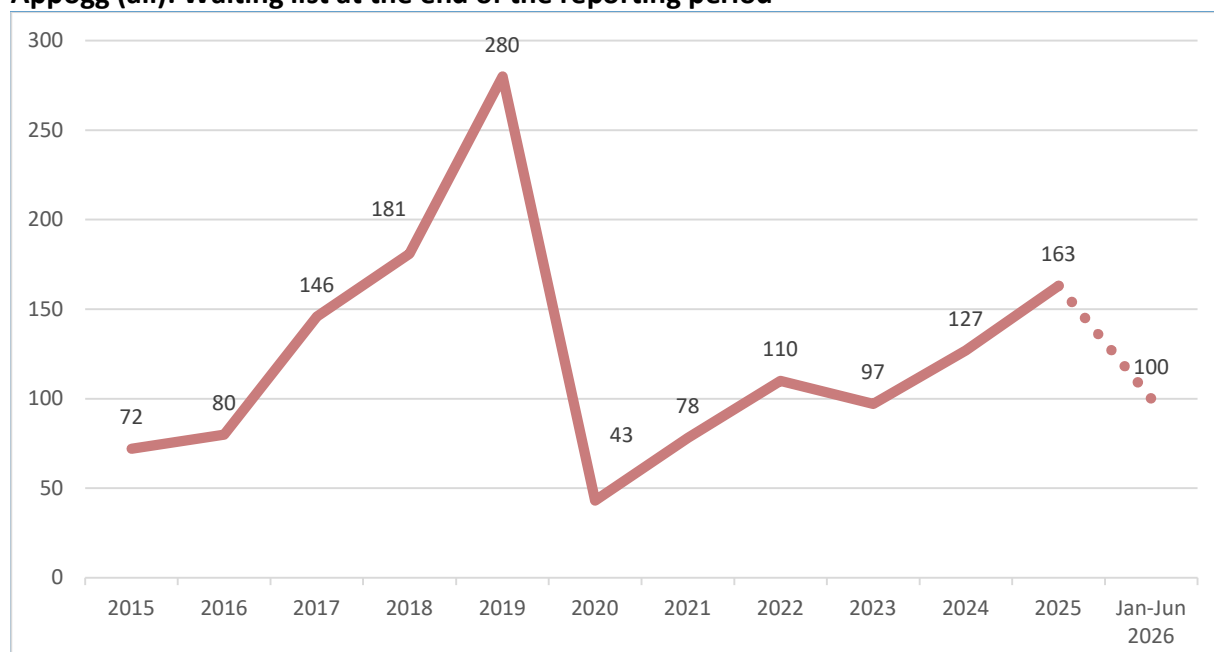


Figure 9: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 100 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. On an agency level, the waiting list is a sum of the respective service's waiting list.

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

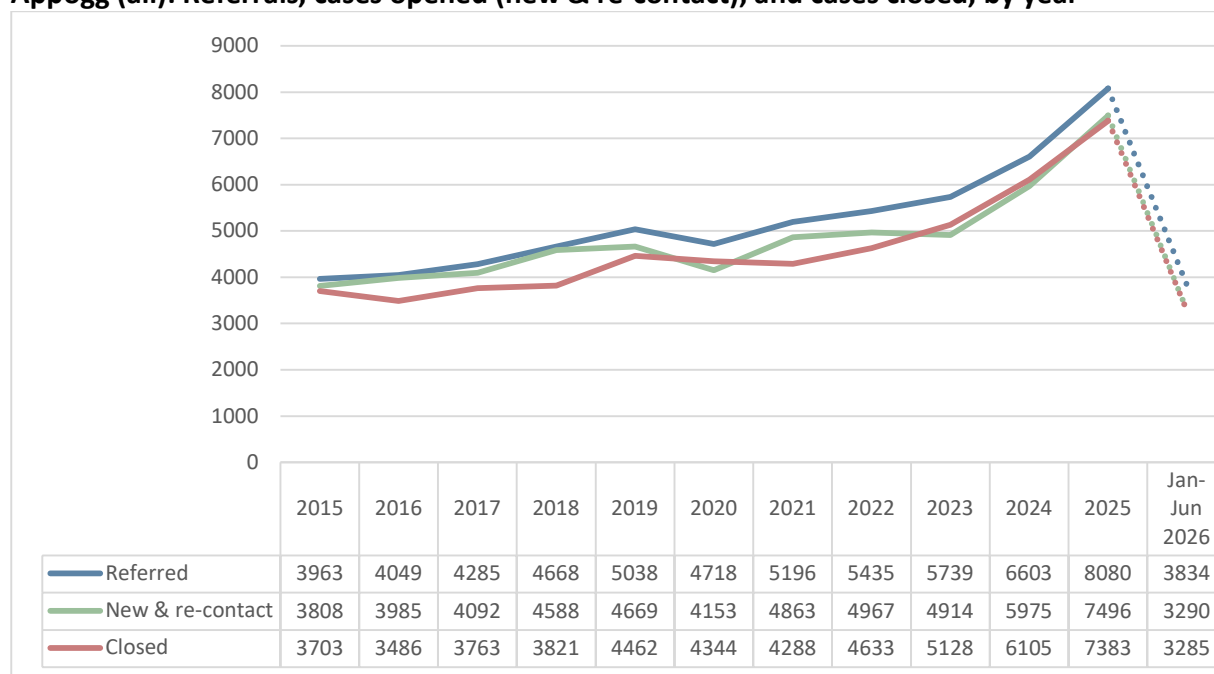


Figure 10: In Jan-Jun 2026, 3834 cases were referred, 3290 new & recontact cases opened, and 3285 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 7 for breakdown).

A total of **3,290** cases were opened between January and June 2026.

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

Appogg (all): Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	6	4	0	0	0	10
1-5	25	11	0	0	0	36
6-10	29	17	0	0	0	46
11-15	50	36	0	0	0	86
16-17	12	19	0	0	0	31
18-19	10	27	0	0	0	37
20-24	23	79	0	0	0	102
25-29	43	101	1	0	0	145
30-34	43	133	0	0	0	176
35-39	65	152	0	0	0	217
40-44	59	137	0	0	0	196
45-49	47	124	0	0	0	171
50-54	64	72	0	0	0	136
55-59	60	39	0	0	0	99
≥60	786	1014	0	0	0	1800
Not specified	1	1	0	0	0	2
Total	1323	1966	1	0	0	3290

Figure 11: Service users aged 60 or over accounted for the highest proportion of cases opened (55%; 1800).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

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

This section provides information on an Agency level for individual or family-related¹ services. This excludes health-related services which are reported in a separate section.

A new online data collection system and reporting format were introduced in 2019, with additional services incorporated over time. Information on implementation timelines is provided within the respective service sections. Data prior to 2024 were also revised to improve comparability. These changes should be considered when interpreting trends over time.

Appogg-IndFam: Cases and individuals worked with, by year

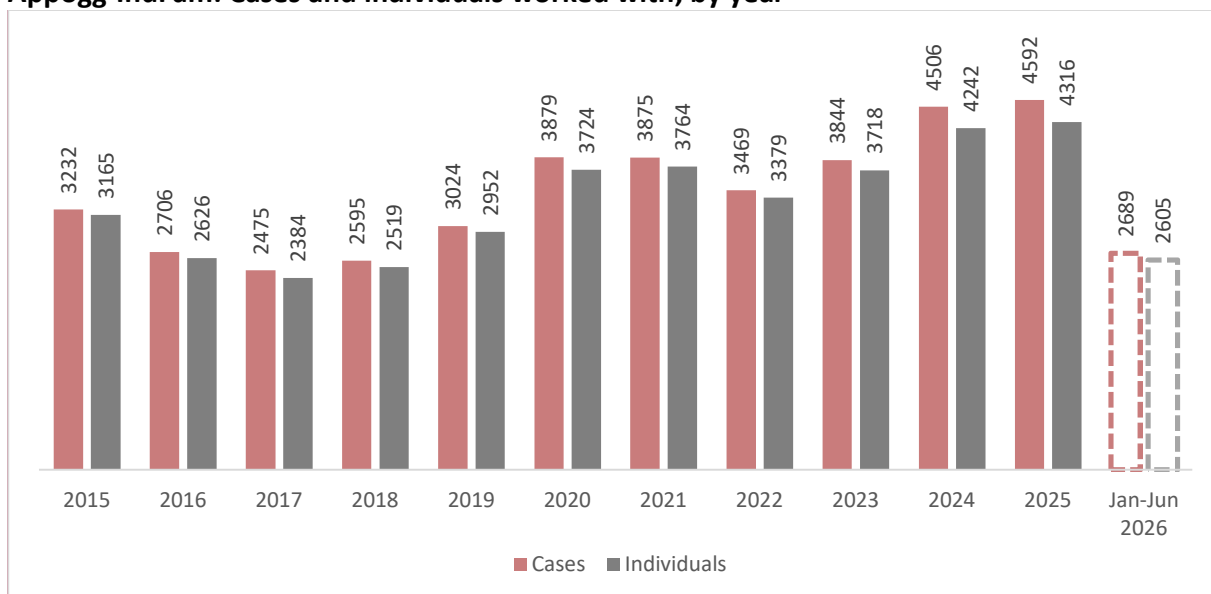


Figure 12: In Jan-Jun 2026, 2689 cases and 2605 individuals were worked with compared to 4592 and 4316 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary). 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.

A total of **2,689** cases were worked with between January and June 2026.

¹ Services consist of Intake & Family Support Service; Human Trafficking; Appogg Homeless Service; Domestic Violence Unit; Domestic Violence Risk Assessment Service; Ghabex Shelter Service; Stop! The Violence and Abuse; Child to Parent Violence; LGBTIQ+ Wellbeing Service; Emergency Service; Programm Ulled Darna; Supportline 179; Hotline and Helpline.

Appogg-IndFam: Cases worked with Jan-Jun 2026 by gender

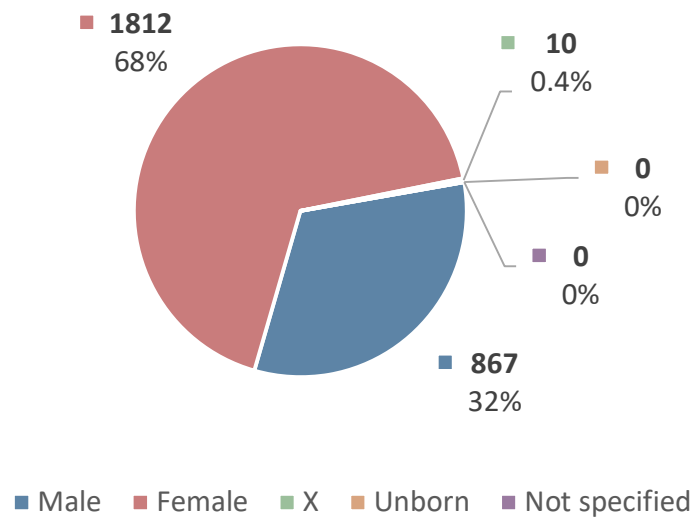


Figure 13: Female service users accounted for the highest proportion of cases worked with (68%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

Appogg-IndFam: Cases worked with Jan-Jun 2026 by age category

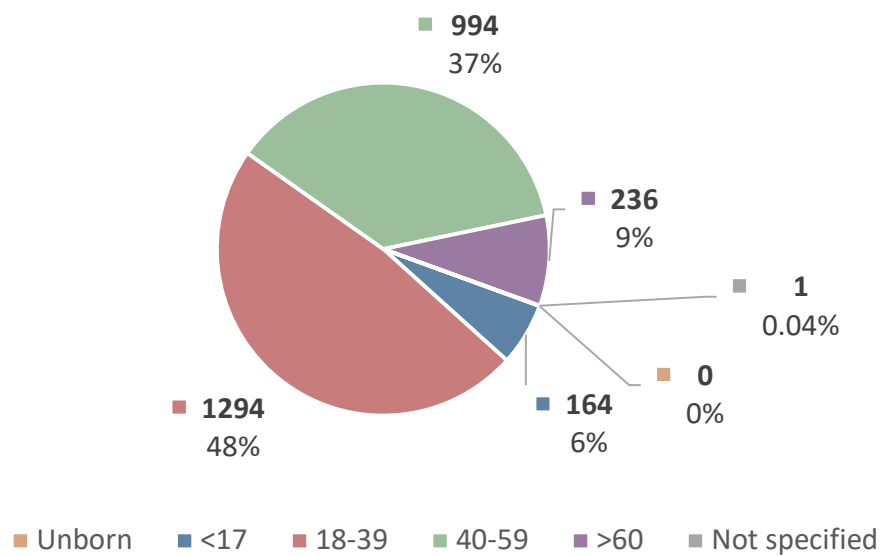


Figure 14: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (48%).

Note: Age is calculated based on date of birth.

Appogg-IndFam: Cases worked with Jan-Jun 2026 by nationality

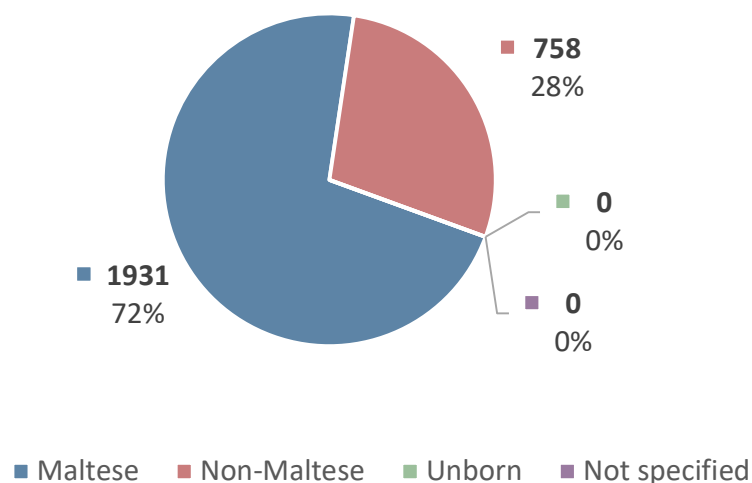
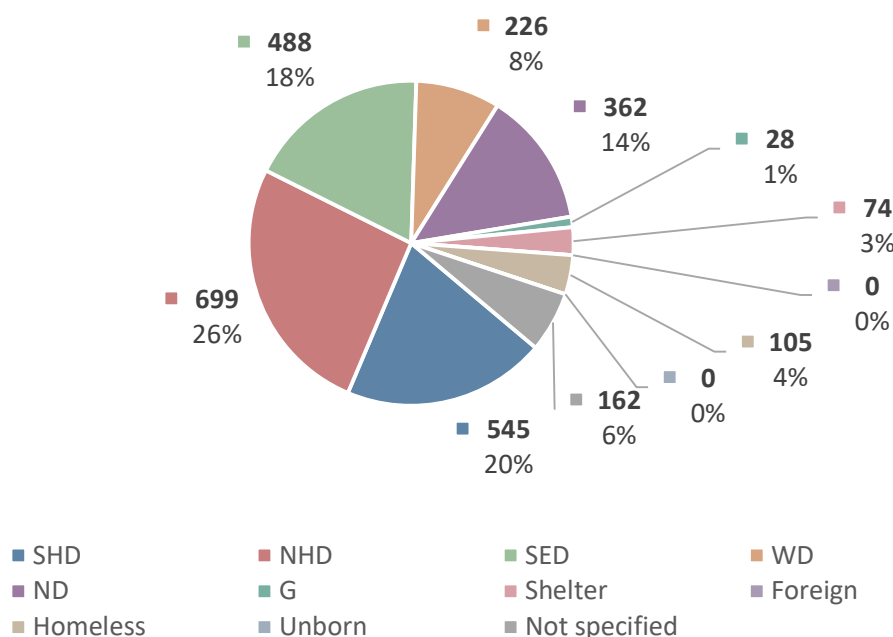


Figure 15: Maltese service users accounted for the highest proportion of cases worked with (72%), while non-Maltese service users accounted for 28%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Appogg-IndFam: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 16: Northern Harbour District accounted for the highest proportion of cases worked with (26%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Appogg-IndFam: Cases worked with by case type (new, re-contact, known and intake), by year

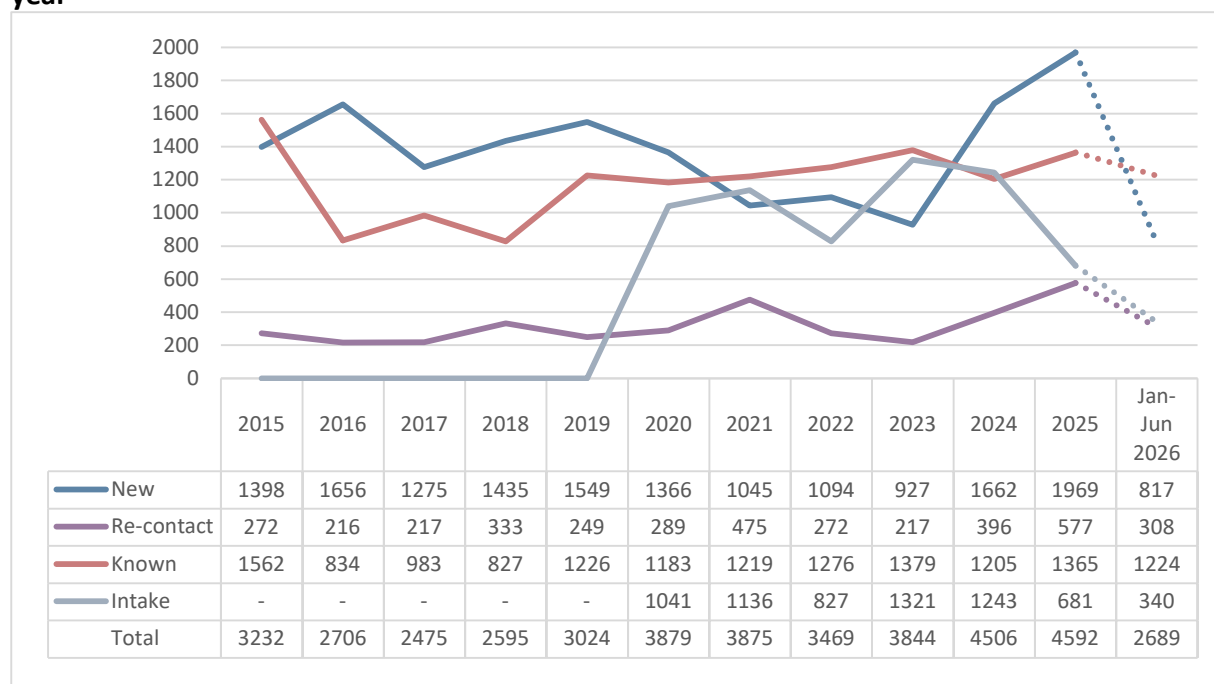


Figure 17: New cases accounted for 30% (817) of cases worked with, while re-contact cases accounted for 11% (308).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

Appogg-IndFam: Cases worked with by case state at the end of the reporting period

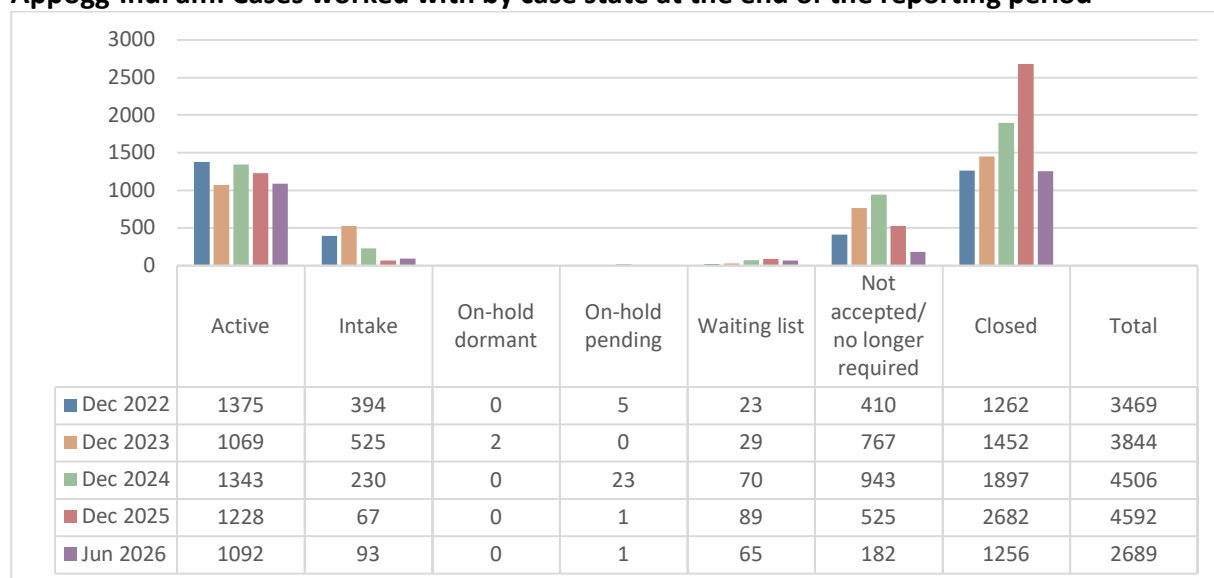


Figure 18: By the end of June 2026, 41% (1092) of the cases worked with remained active, 47% (1256) were closed and 3% (93) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list (sum) of all Appogg individual or family-related services.

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

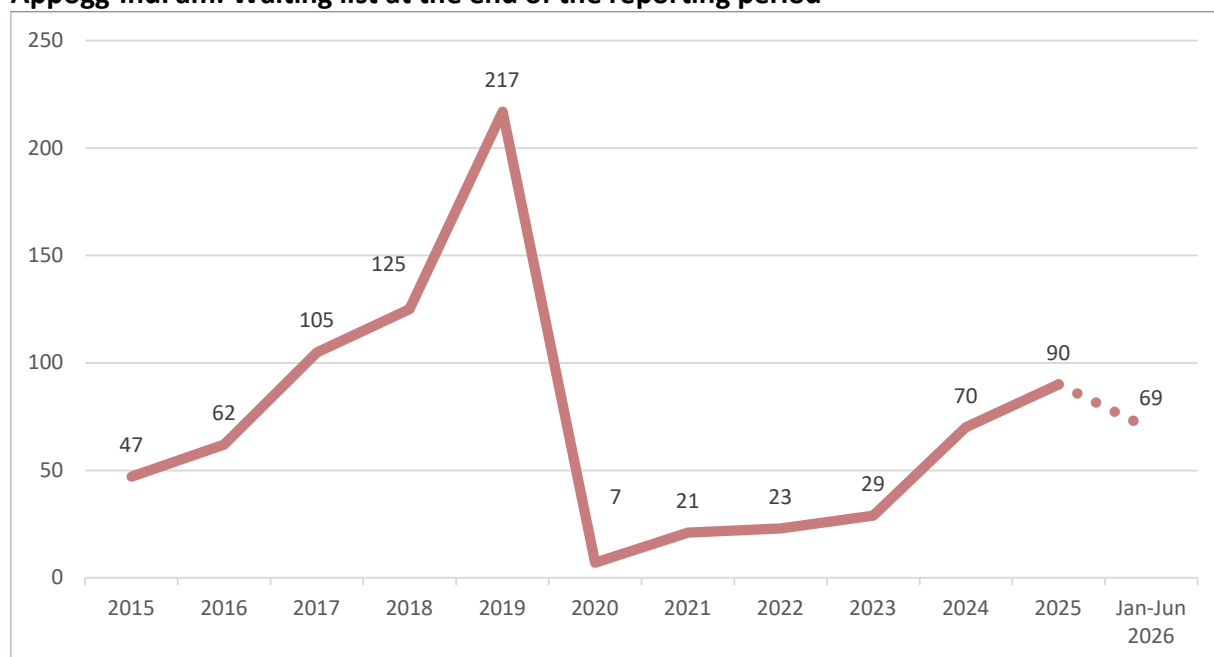


Figure 19: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 69 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. On an Appogg individual or family-related services level, the waiting list is a sum of the respective service's waiting list.

Appogg-IndFam: Referrals, cases opened (new & re-contact), and cases closed, by year

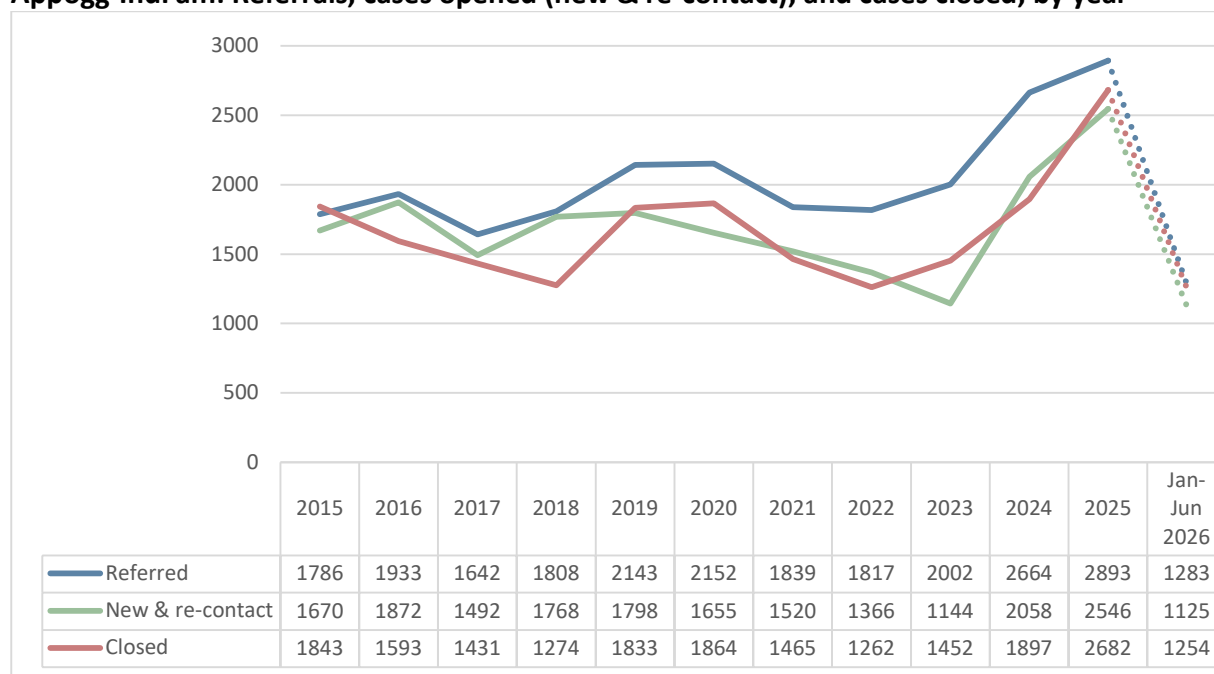


Figure 20: In Jan-Jun 2026, 1283 cases were referred, 1125 new & recontact cases opened, and 1254 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 17 for breakdown).

A total of **1,125** cases were opened between January and June 2026.

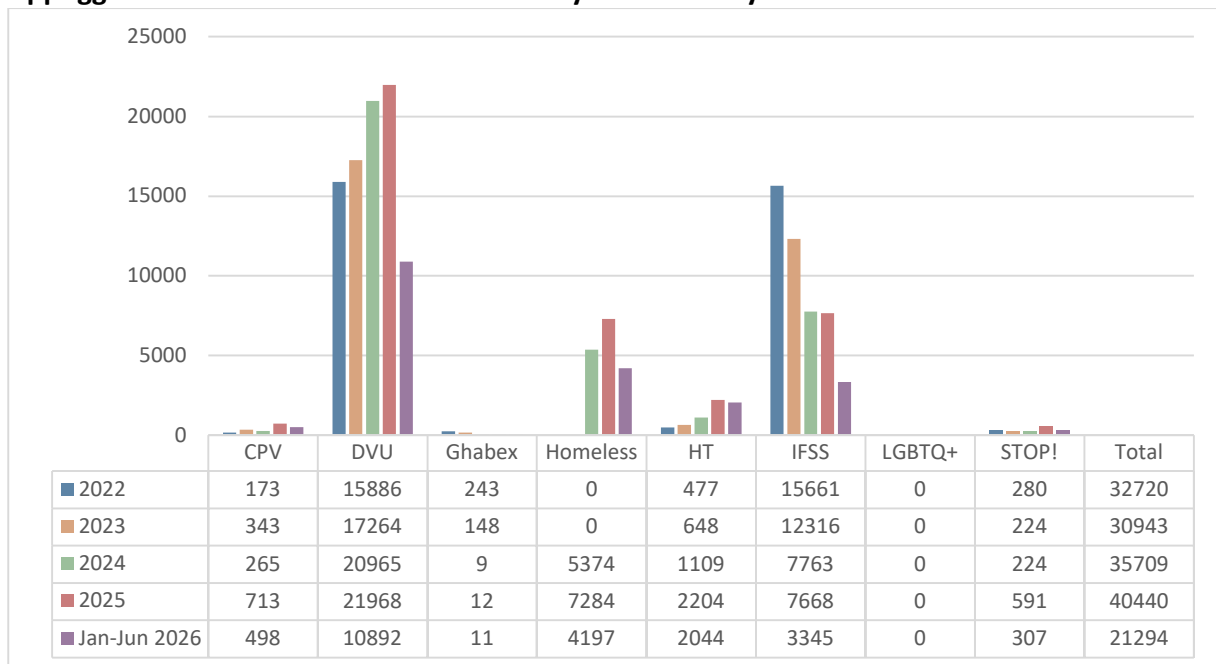
Note: Further breakdowns regarding cases opened by demographics can be found in Appendix A.

Appogg-IndFam: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	1	0	0	0	0	1
1-5	14	7	0	0	0	21
6-10	5	4	0	0	0	9
11-15	4	6	0	0	0	10
16-17	1	6	0	0	0	7
18-19	6	25	0	0	0	31
20-24	18	65	0	0	0	83
25-29	29	83	1	0	0	113
30-34	32	110	0	0	0	142
35-39	52	134	0	0	0	186
40-44	41	109	0	0	0	150
45-49	32	96	0	0	0	128
50-54	34	51	0	0	0	85
55-59	18	26	0	0	0	44
≥60	30	84	0	0	0	114
Not specified	1	0	0	0	0	1
Total	318	806	1	0	0	1125

Figure 21: Service users aged 35 to 39 accounted for the highest proportion of cases opened (17%; 186).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Appogg-IndFam: Interventions conducted by service and year



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

Figure 22: A total of 21294 interventions were recorded during the reporting period, with most being delivered by the Domestic Violence Service (51%).

Note: Interventions reflect actions recorded in the online data collection system as completed, including activities such as assessments, psychotherapy, and case conferences, aimed at supporting and empowering the service user.

Service level data

Each service providing individual or families-related² services under the Agency is presented below, with information on case activity and demographic profiles for cases worked with and new and re-contact cases opened. This section excludes health-related services which are reported in a separate section.

Intake & Family Support Service (IFSS)

A new online data collection system and reporting format were introduced in 2019. The IFSS previously worked with cases where homelessness was the primary issue. From April 2023, these cases were transferred to the Appogg Homelessness Service.

IFSS: Cases and individuals worked with, by year

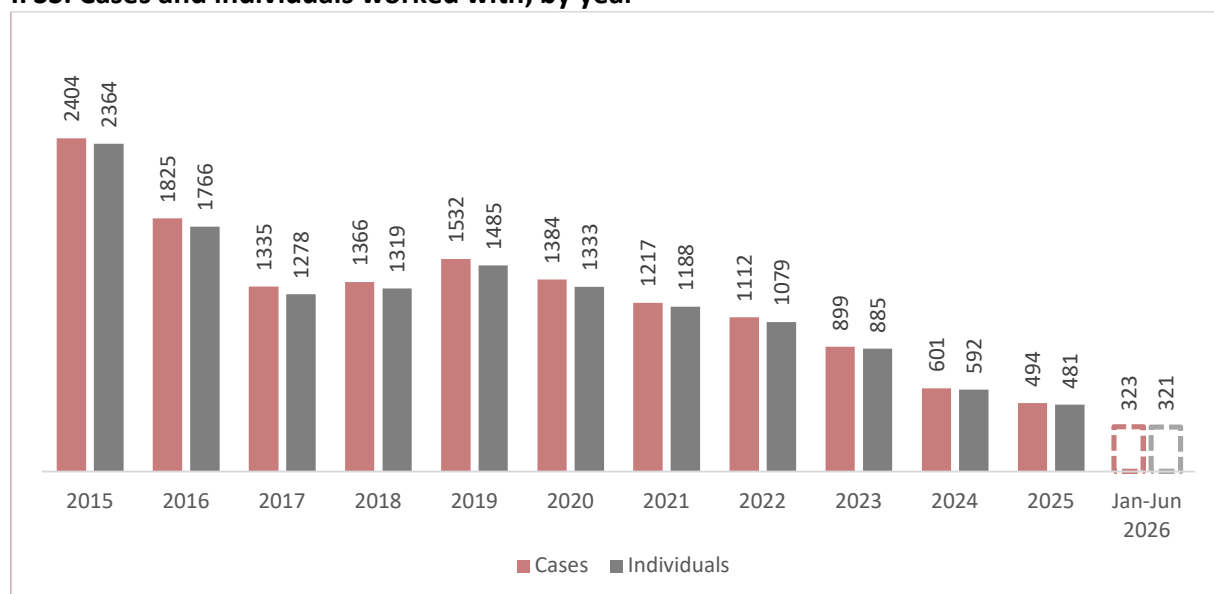


Figure 23: In Jan-Jun 2026, 323 cases and 321 individuals were worked with compared to 494 and 481 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **323** cases were worked with between January and June 2026.

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

IFSS: Cases worked with Jan-Jun 2026 by gender

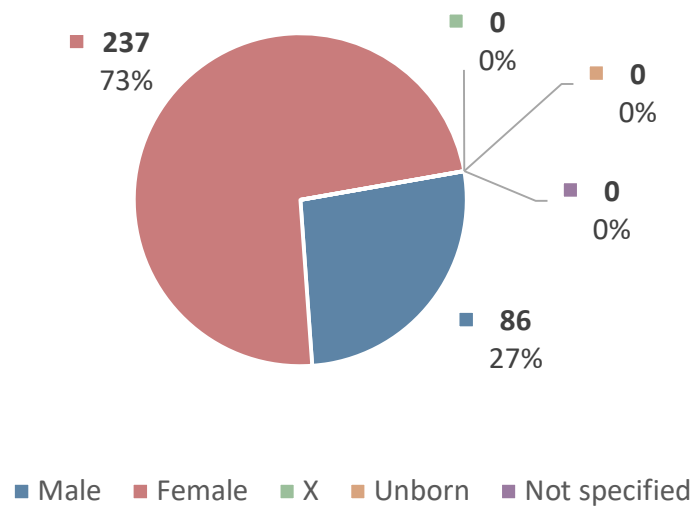


Figure 24: Female service users accounted for the highest proportion of cases worked with (73%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

IFSS: Cases worked with Jan-Jun 2026 by age category

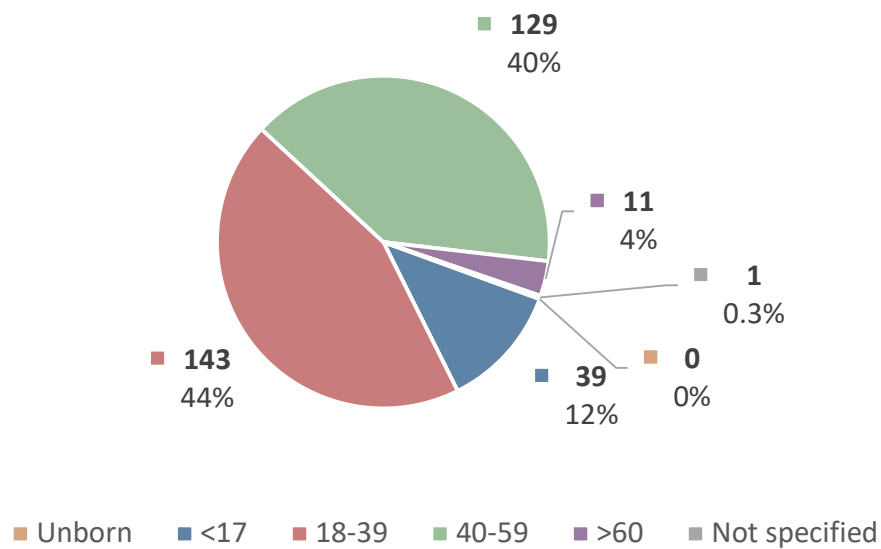


Figure 25: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (44%).

Note: Age is calculated based on date of birth.

IFSS: Cases worked with Jan-Jun 2026 by nationality

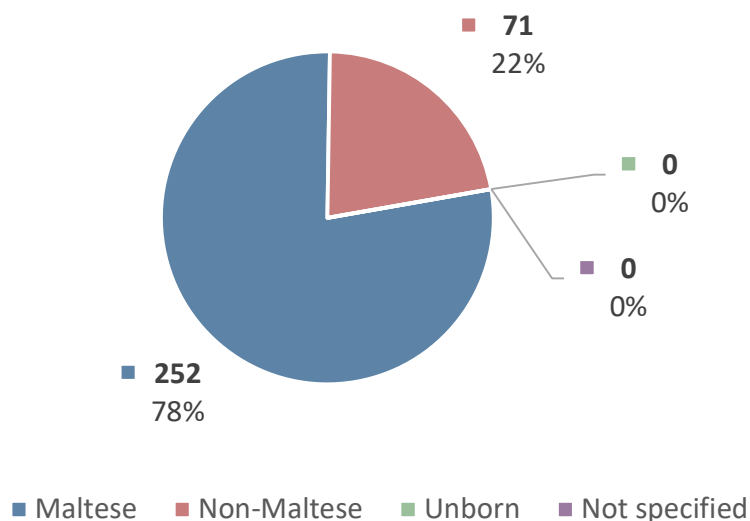
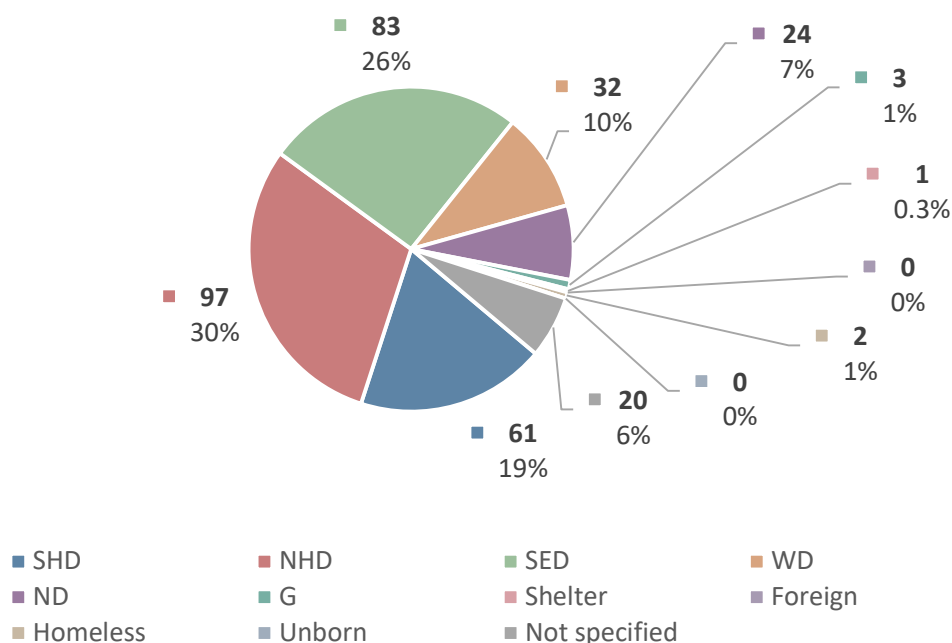


Figure 26: Maltese service users accounted for the highest proportion of cases worked with (78%), while non-Maltese service users accounted for 22%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

IFSS: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 27: Northern Harbour District accounted for the highest proportion of cases worked with (30%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

IFSS: Cases worked with by case type (new, re-contact, known and intake), by year

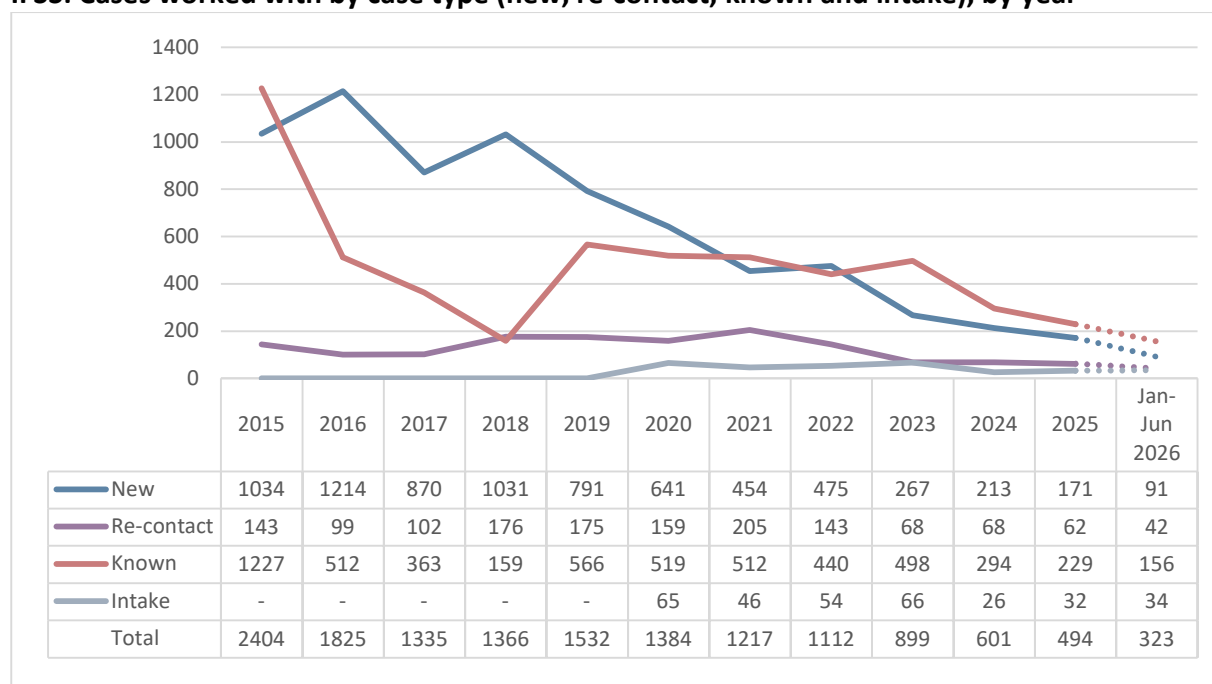


Figure 28: New cases accounted for 28% (91) of cases worked with, while re-contact cases accounted for 13% (42).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

IFSS: Cases worked with by case state at the end of the reporting period

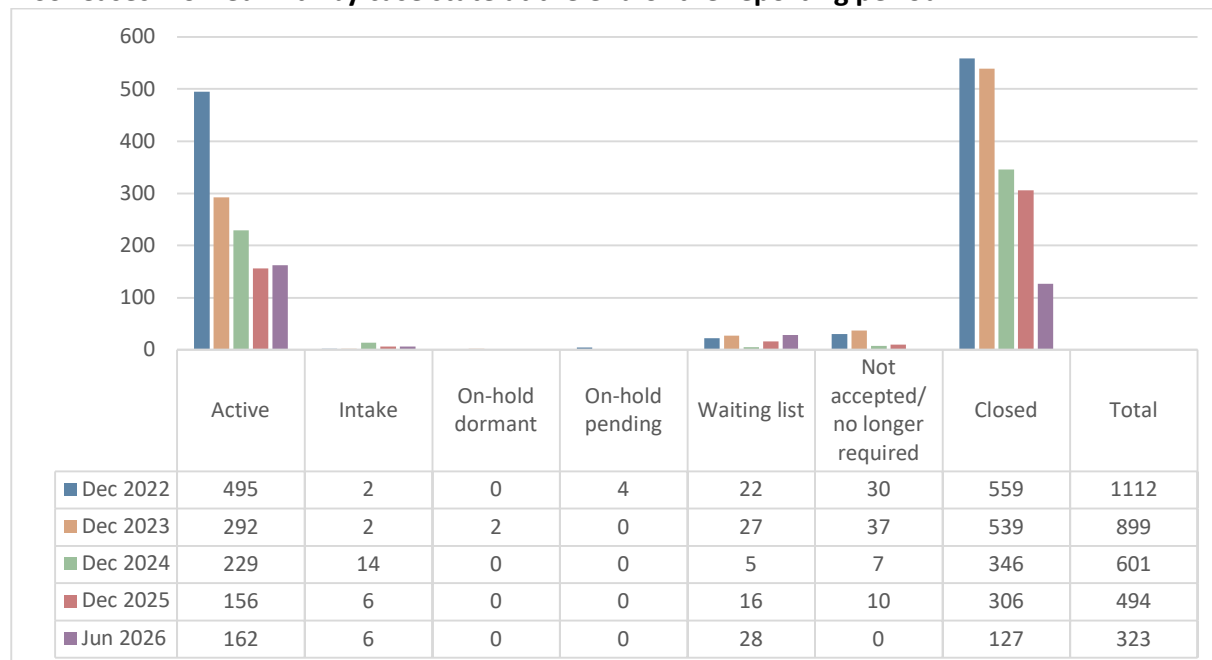


Figure 29: By the end of June 2026, 50% (162) of the cases worked with remained active, 39% (127) were closed and 2% (6) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

IFSS: Waiting list at the end of the reporting period

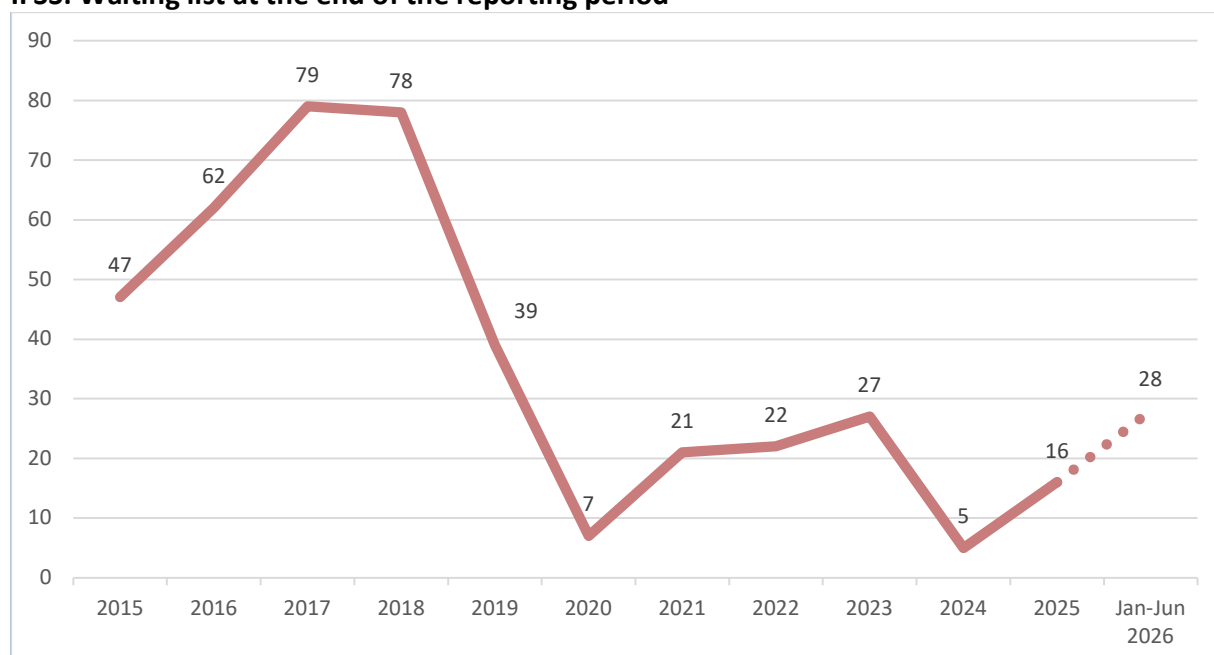


Figure 30: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 28 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

IFSS: Referrals, cases opened (new & re-contact), and cases closed, by year

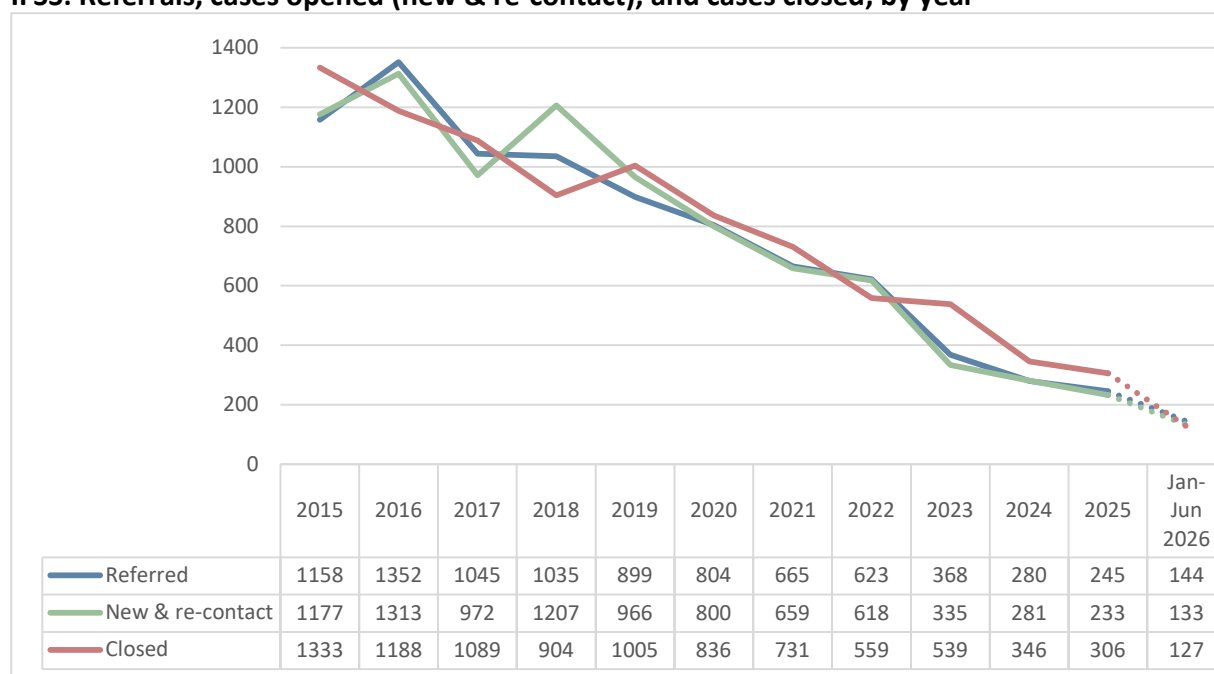


Figure 31: In Jan-Jun 2026, 144 cases were referred, 133 new & recontact cases opened, and 127 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 28 for breakdown).

IFSS: Referred cases by primary problem and year					
	2022	2023	2024	2025	Jan-Jun 2026
Addictive behaviour problems	3	3	5	1	0
Assault/rape/harassment/sexual abuse	1	5	0	2	0
Bereavement	0	0	0	0	0
Bullying or being bullied	-	-	0	0	0
Challenging behaviour	-	-	0	0	0
Child abuse	2	6	7	1	3
Child care or access	10	5	3	8	5
Delinquency	0	0	0	0	0
Disability related issues	3	3	2	6	1
Domestic violence	7	11	3	0	1
Eating disorder	0	0	0	0	0
Elderly needs	0	0	0	1	0
Employment issues	16	14	10	4	5
Family relations/relationships	44	19	27	19	11
Financial difficulties	43	38	41	32	11
Fostering or adoption	2	3	0	0	0
Health related issues	15	6	7	3	0
Homeless	279	55	1	1	0
Housing problems	42	28	11	15	14
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	32	45	41	47	32
Legal issues	13	19	16	23	7
Loneliness	0	0	2	1	0
Marital problems	10	10	12	8	3
Mental health issues	36	25	42	30	20
Migrant related issues	5	0	5	1	0
Oppositional defiant behaviours	19	26	16	12	10
Out of home care	-	-	0	0	0
Parenting skills/child-parent relationship	15	14	6	4	4
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	2	0	2	0
Promiscuous behaviour	-	-	0	0	0
Psychological assessment	-	-	0	0	0
Relationship problems	8	11	7	5	5
School related problems	2	9	3	8	4
Self-harm or suicide	3	7	5	4	4
Separation related issues	5	3	4	4	4
Sex work related issues	2	1	0	0	0
Significant other for support sessions	-	-	0	0	0
Other	6	0	4	3	0

Not specified	0	0	0	0	0
Total	623	368	280	245	144

Figure 32: Referrals were distributed across several primary problems in Jan-Jun 2026, with lack of support or guidance (32) among the most frequently reported.

Note: Service users may report multiple issues at referral, with one identified as the primary problem. A standard list is used to record and rank issues; "other" is used where an issue is not listed, and "not specified" where no issue is identified.

A total of **133** cases were opened between January and June 2026.

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

IFSS: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	0	0	0	0	0	0
1-5	1	2	0	0	0	3
6-10	1	0	0	0	0	1
11-15	2	1	0	0	0	3
16-17	0	1	0	0	0	1
18-19	0	5	0	0	0	5
20-24	2	3	0	0	0	5
25-29	1	6	0	0	0	7
30-34	6	11	0	0	0	17
35-39	5	17	0	0	0	22
40-44	3	16	0	0	0	19
45-49	7	20	0	0	0	27
50-54	4	7	0	0	0	11
55-59	3	2	0	0	0	5
≥60	1	5	0	0	0	6
Not specified	1	0	0	0	0	1
Total	37	96	0	0	0	133

Figure 33: Service users aged 45 to 49 accounted for the highest proportion of cases opened (20%; 27).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Human Trafficking Service (HT)

Service data have been available for inclusion since 2018. A new online data collection system and reporting format were introduced in 2020.

HT: Cases and individuals worked with, by year

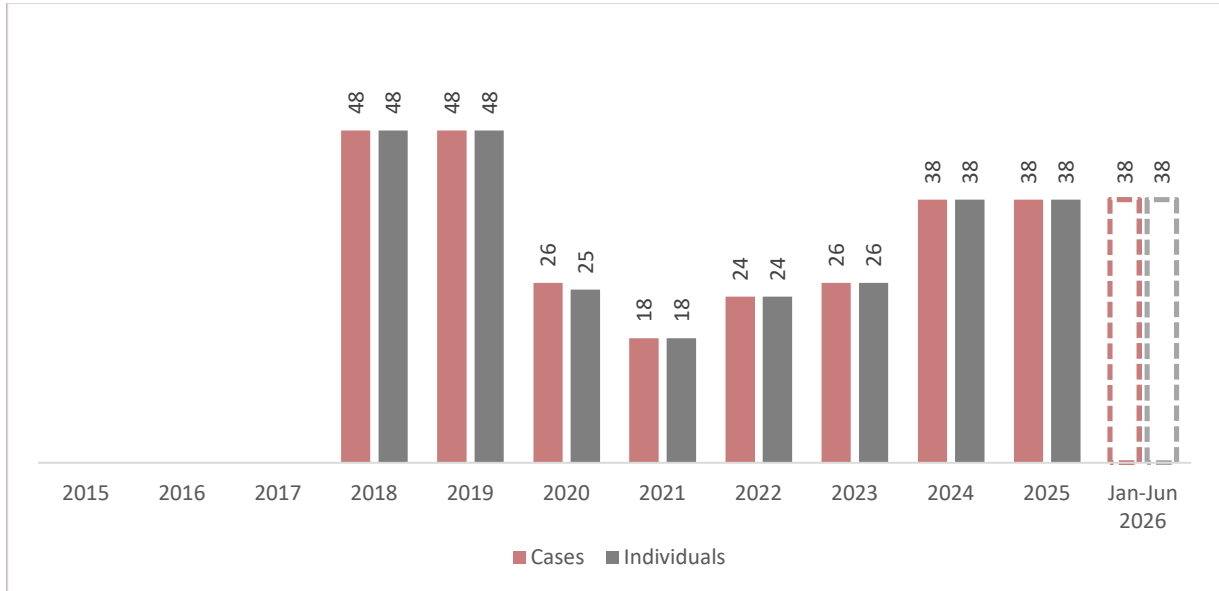


Figure 34: In Jan-Jun 2026, 38 cases and 38 individuals were worked with compared to 38 and 38 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **38** cases were worked with between January and June 2026.

HT: Cases worked with Jan-Jun 2026 by gender

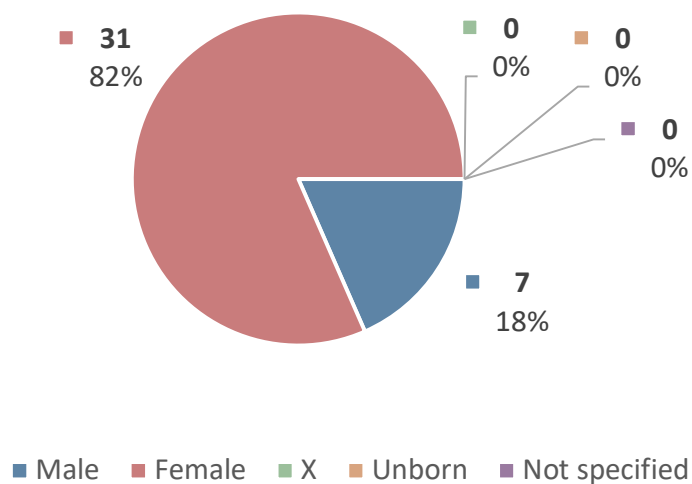


Figure 35: Female service users accounted for the highest proportion of cases worked with (82%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

HT: Cases worked with Jan-Jun 2026 by age category

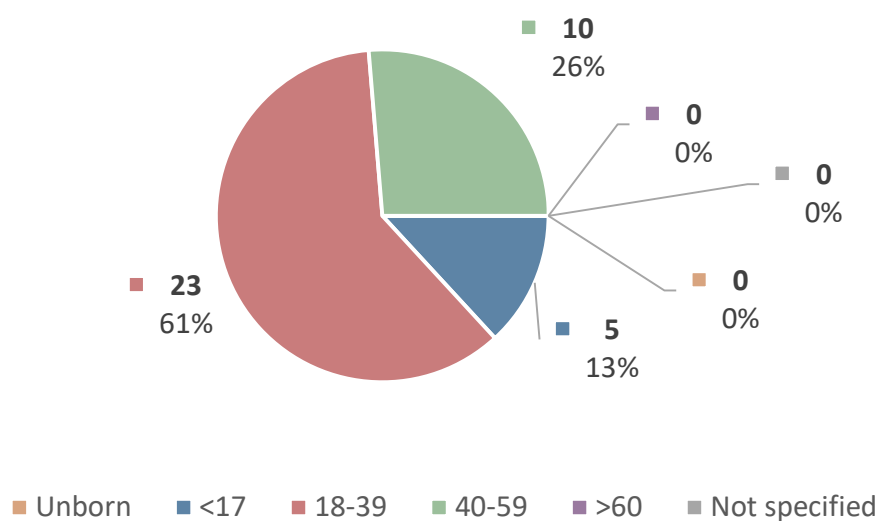


Figure 36: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (61%).

Note: Age is calculated based on date of birth.

HT: Cases worked with Jan-Jun 2026 by nationality

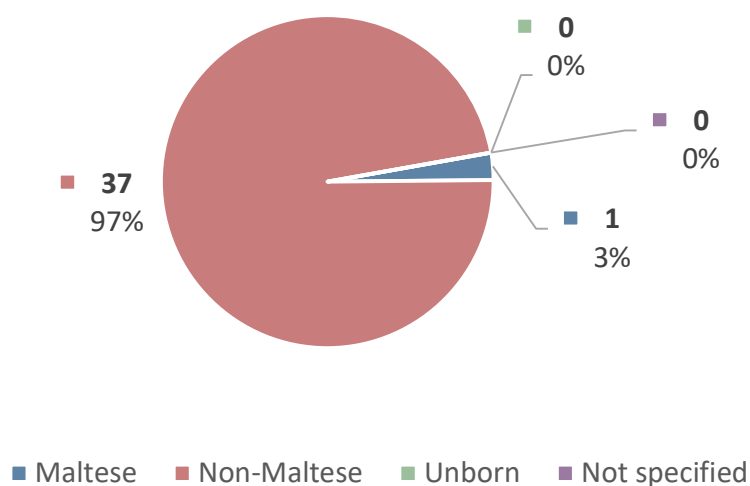
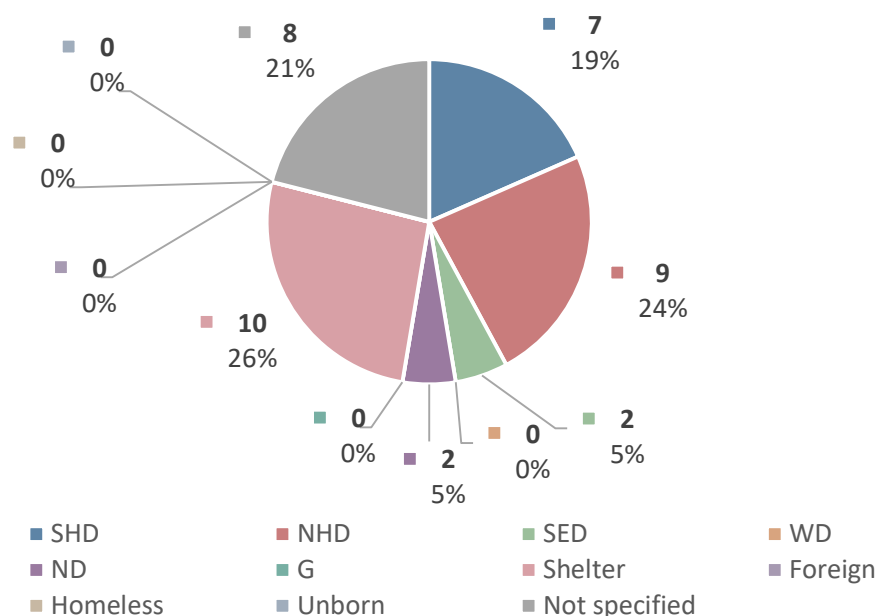


Figure 37: Non-Maltese service users accounted for the highest proportion of cases worked with (97%), while Maltese service users accounted for 3%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

HT: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 38: Shelter/institution accounted for the highest proportion of cases worked with (26%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

HT: Cases worked with by trafficking report status at reporting period end

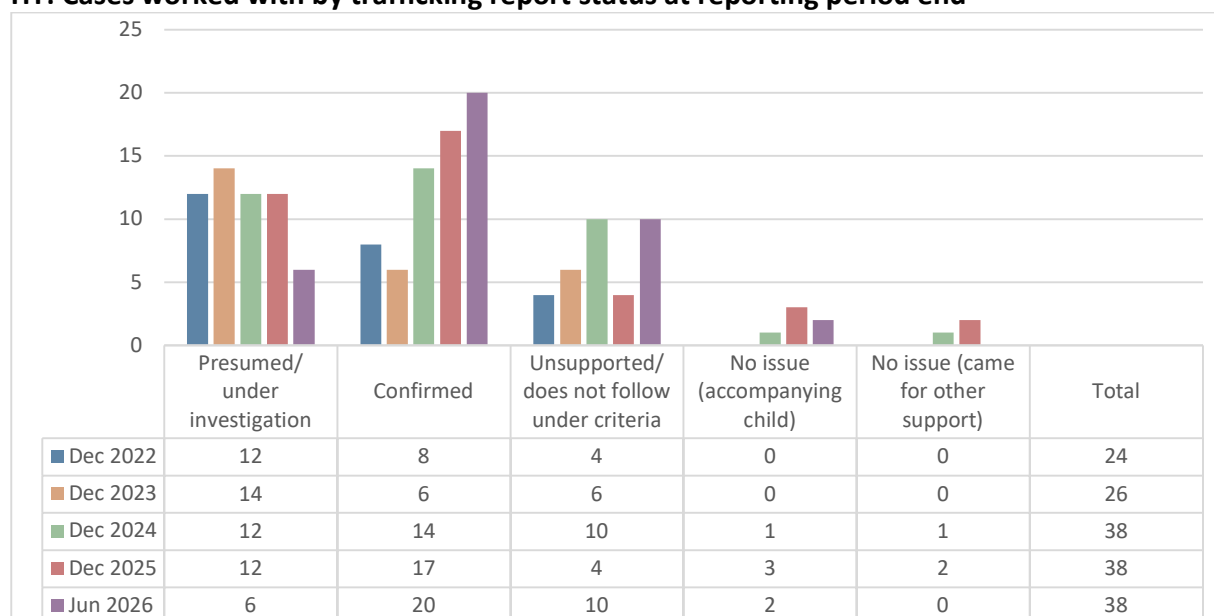


Figure 39: Confirmed cases accounted for the highest number of cases worked with (53%, 20).

Note: All referred cases are initially treated as presumed human trafficking cases and allegations are assessed to determine whether trafficking is confirmed or unsupported/ did not follow criteria (e.g., child abuse). The service operates a safe house for victims and also supports accompanying children (minors up to 17 years), who are recorded as service users despite not being direct victims. The service additionally supports past victims who return seeking further assistance.

HT: Cases worked with by case type (new, re-contact, known and intake), by year

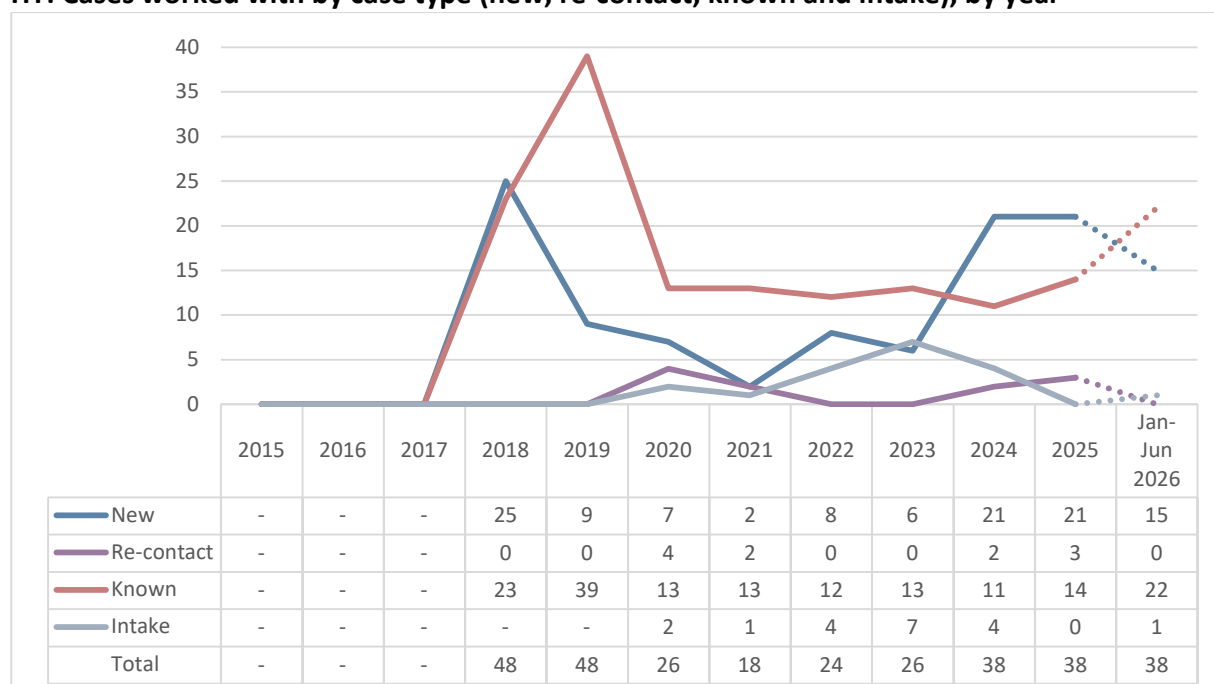


Figure 40: New cases accounted for 39% (15) of cases worked with, while re-contact cases accounted for 0% (0).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

HT: Cases worked with by case state at the end of the reporting period

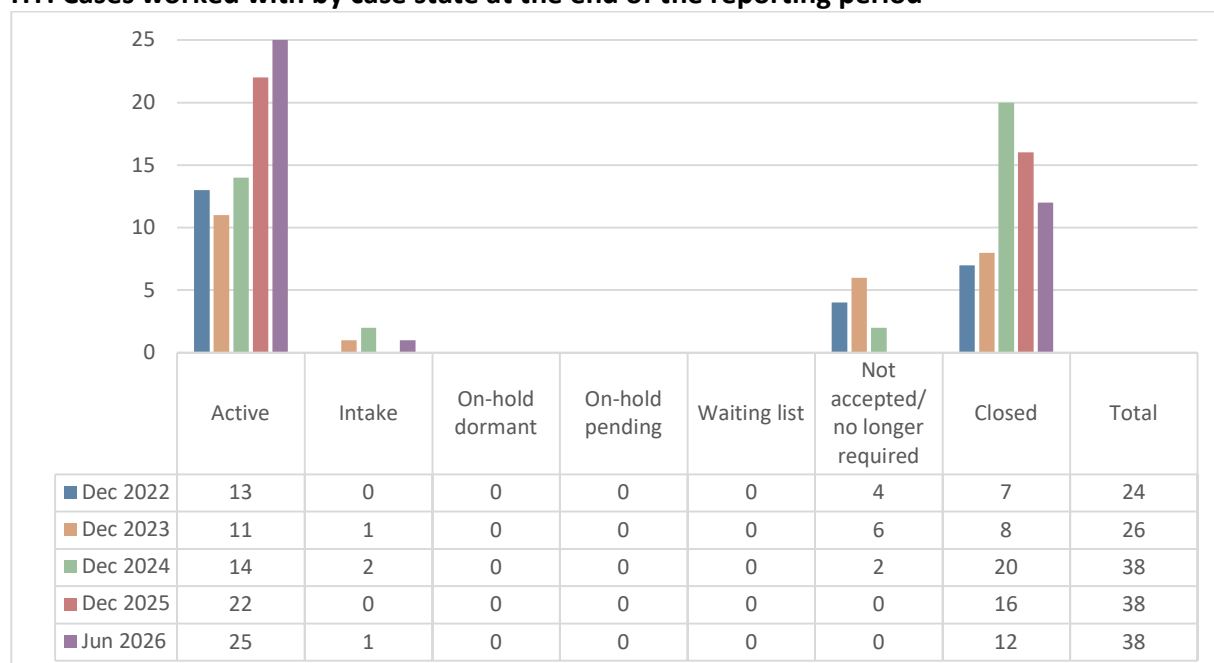


Figure 41: By the end of June 2026, 66% (25) of the cases worked with remained active, 32% (12) were closed and 3% (1) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

HT: Waiting list at the end of the reporting period

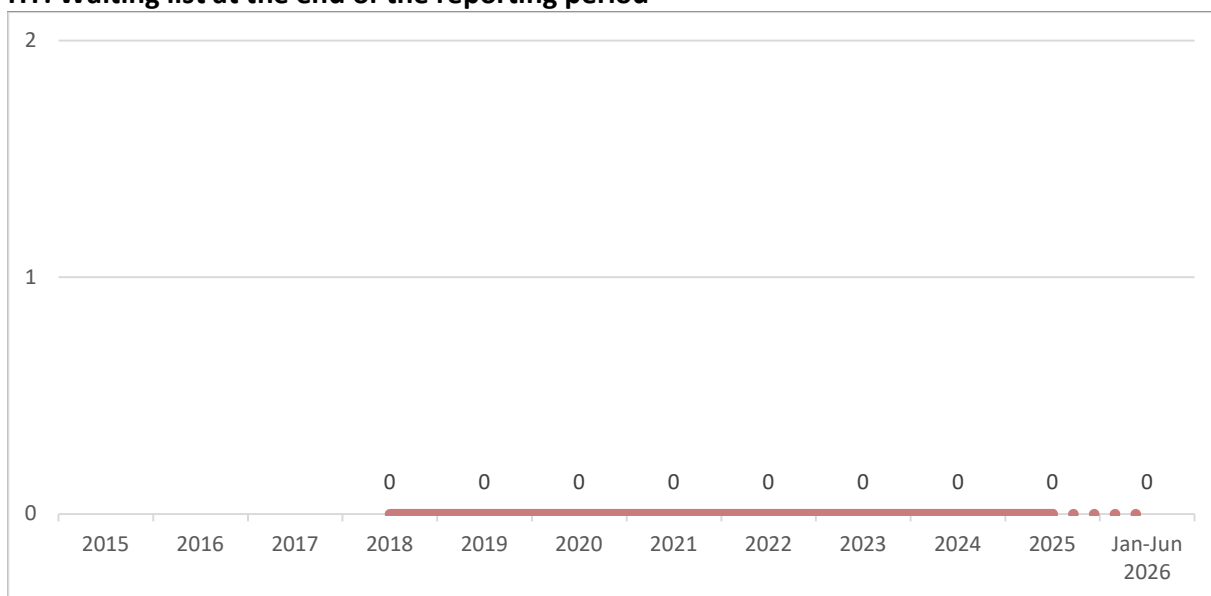


Figure 42: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

HT: Referrals, cases opened (new & re-contact), and cases closed, by year

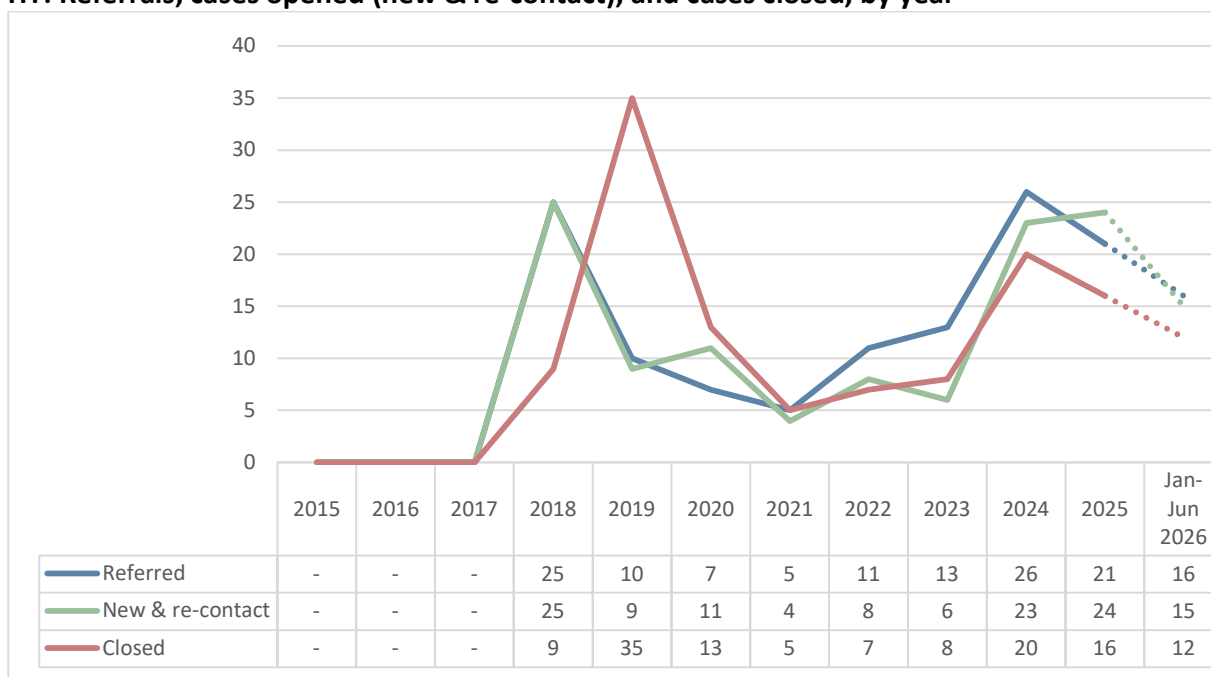


Figure 43: In Jan-Jun 2026, 16 cases were referred, 15 new & recontact cases opened, and 12 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 40 for breakdown).

A total of **15** cases were opened between January and June 2026.

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

HT: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	3	0	0	0	3
18-19	0	0	0	0	0	0
20-24	1	2	0	0	0	3
25-29	0	3	0	0	0	3
30-34	1	1	0	0	0	2
35-39	0	2	0	0	0	2
40-44	0	0	0	0	0	0
45-49	0	2	0	0	0	2
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	2	13	0	0	0	15

Figure 44: Service users aged 17 years or younger, 20 to 24, and 25 to 29 accounted for the highest proportion of cases opened (20%; 3 each).

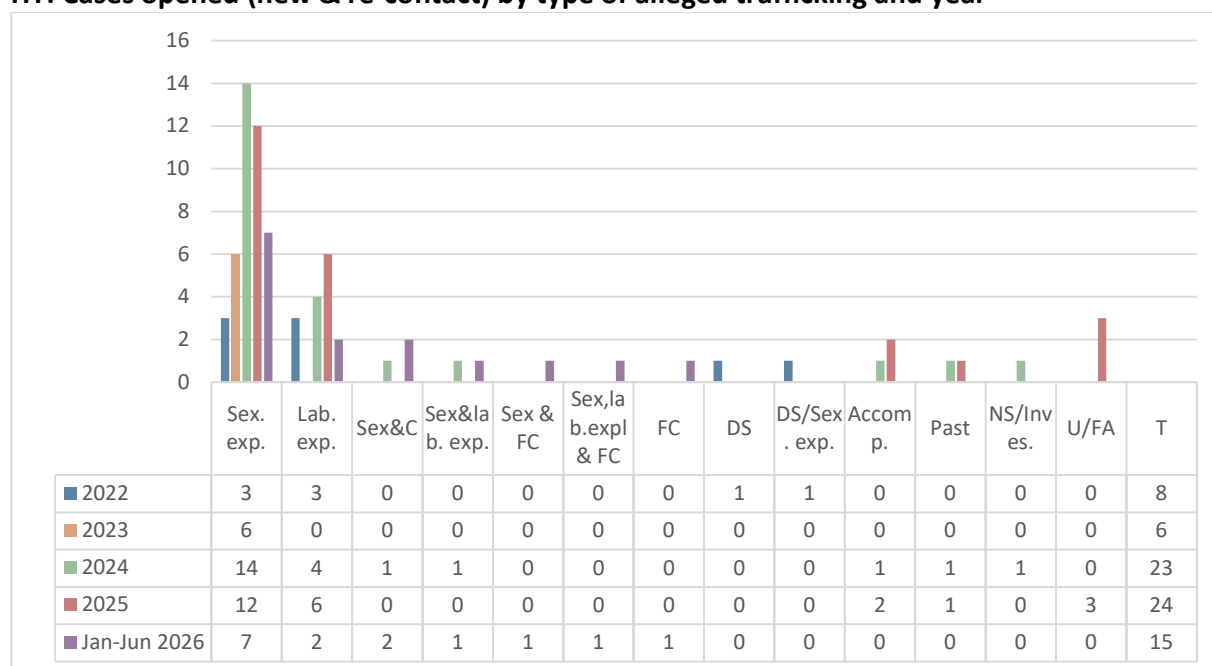
Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

HT: Cases opened (new & re-contact) by type of alleged trafficking and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Labour exploitation	2	0	0	-	0	2
Sexual exploitation	0	7	0	-	0	7
Sexual & child trafficking risk	0	2	0	-	0	2
Sexual & labour exploitation	0	1	0	-	0	1
Sexual, labour exploitation & forced criminality	0	1	0	-		1
Domestic servitude	0	0	0	-	0	0
Sexual & forced criminality	0	1	0	-		1
Forced criminality	0	1	0	-		1
Accompanying child	0	0	0	-	0	0
No abuse (past victim but came back for support)	0	0	0	-	0	0
Not specified/ uncooperative	0	0	0	-	0	0
Total	2	13	0	-	0	15

Figure 45: Females who alleged sexual exploitation accounted for the highest number of cases opened (7).

Note: All referred cases initially indicate the alleged trafficking type/s and allegations are investigation during the lifetime of the case. The main forms of alleged human trafficking at referral are labour (abuse of people in the workplace for profit), sexual (abuse of a position of vulnerability, power, or trust, for sexual purposes) or domestic servitude (domestic worker is not free to leave his or her employment and is abused and underpaid, if paid at all). The service operates a safe house for victims and also supports accompanying children (minors up to 17 years), who are recorded as service users despite not being direct victims. The service additionally supports past victims who return seeking further assistance.

HT: Cases opened (new & re-contact) by type of alleged trafficking and year



Graph Key: Sex.exp. = Sexual exploitation; Lab.exp. = Labour exploitation; Sex&C = Sexual & past child trafficking; Sex&lab.exp. = Sexual & labour exploitation; Sex & FC = Sexual & forced criminality; Sex,lab.expl. & FC = Sexual, labour exploitation & forced criminality; FC= Forced criminality; DS = Domestic servitude; DS&Sex.exp. = Domestic servitude & sexual exploitation; Accomp. = Accompanying child; Past = No abuse but is a past victim who came back for support; NS/Invest. = Not specified/ uncooperative/ under investigation; U/FA = Unsupported/false allegation; T = Total.

Figure 46: Alleged sexual exploitation cases accounted for the highest number of cases opened (47%, 7).

All referred cases initially indicate the alleged trafficking type/s and allegations are investigation during the lifetime of the case. The main forms of alleged human trafficking at referral are labour (abuse of people in the workplace for profit), sexual (abuse of a position of vulnerability, power, or trust, for sexual purposes) or domestic servitude (domestic worker is not free to leave his or her employment and is abused and underpaid, if paid at all). The service operates a safe house for victims and also supports accompanying children (minors up to 17 years), who are recorded as service users despite not being direct victims. The service additionally supports past victims who return seeking further assistance.

Appogg Homeless Service (A-HMLS)

The IFSS previously worked with cases where homelessness was the primary issue; from April 2023, these cases were transferred to the Appogg Homelessness Service. A new online data collection system and reporting format were introduced in 2023 and service data have been available for inclusion since 2024.

It is also important to note that other FSWS services may come into contact with individuals experiencing homelessness who do not access specialised homelessness services; therefore, the figures presented do not reflect all instances of homelessness encountered across FSWS.

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

- **Rooflessness** (people living rough e.g. in the streets, abandoned buildings etc);
- **Houselessness** (people in accommodation for the homeless, in accommodation for migrants, people due to be released from institutions and people receiving long-term support due to homelessness);
- **Couch surfing** (people living temporarily with friends, sharing accommodation with others which is not secure); and
- **At risk of homelessness/Inadequate housing** (people living in insecure tenancies, under threat of eviction or violence, living in unfit housing, non-conventional dwellings or in situations of extreme overcrowding).

A-HMLS: Cases and individuals worked with, by year

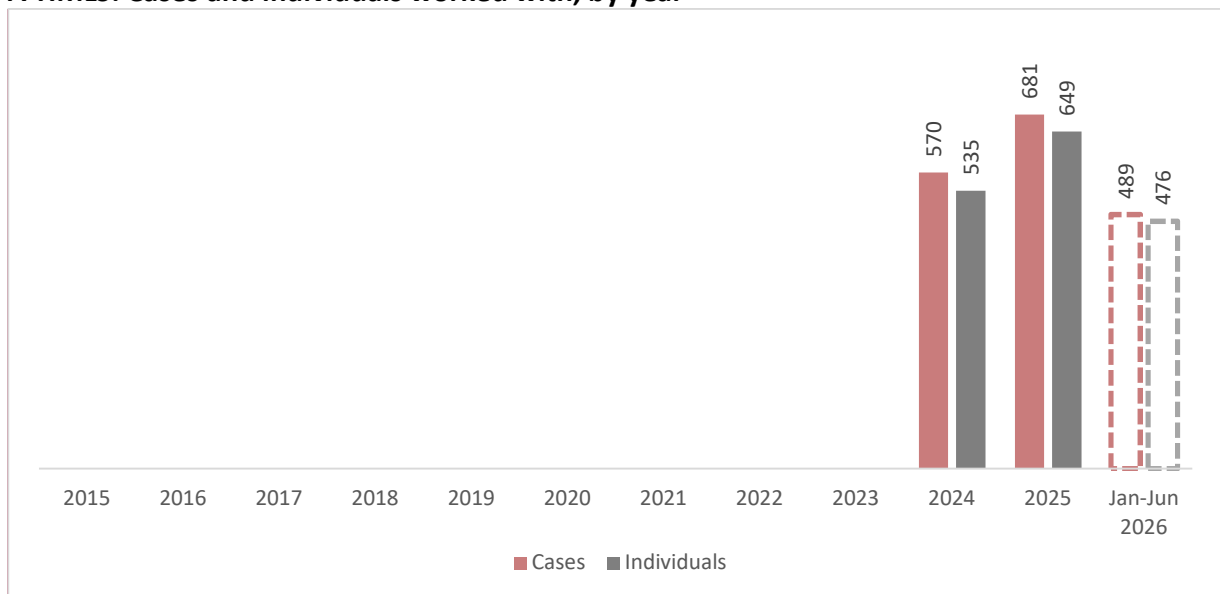


Figure 47: In Jan-Jun 2026, 489 cases and 476 individuals were worked with compared to 681 and 649 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A-HMLS: Cases worked with by primary homelessness type reported at referral, by year

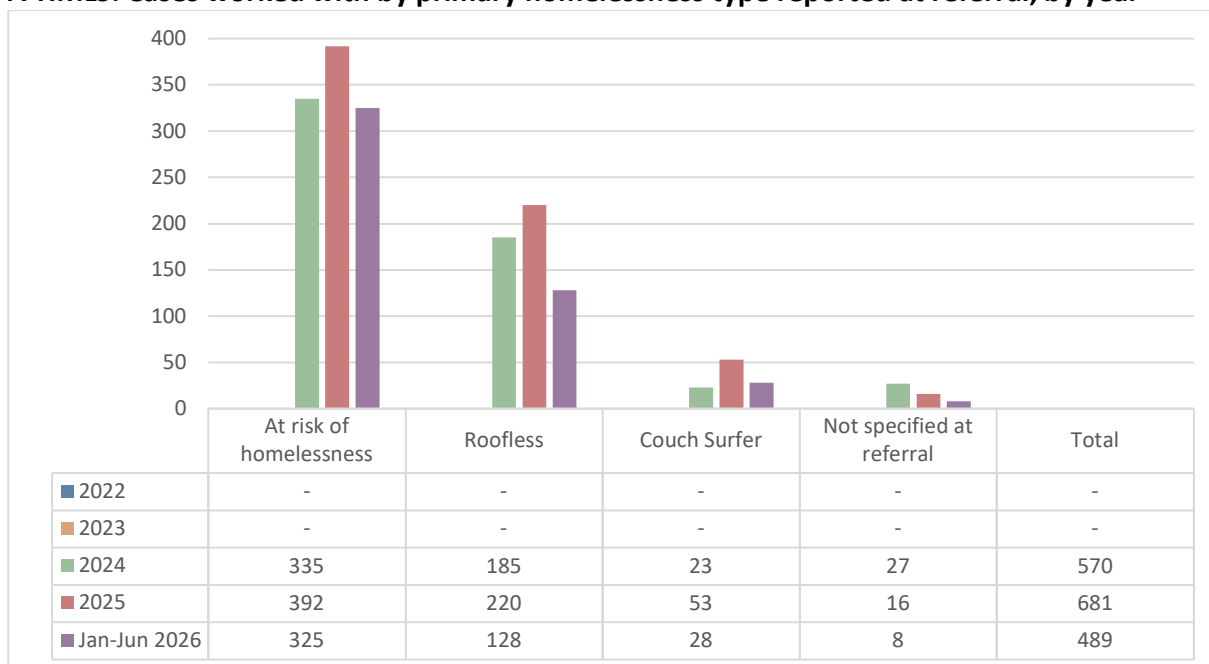


Figure 48: In Jan-Jun 2026, cases were most commonly reported as at risk of homelessness (325).

Note: Service users may present multiple issues at referral; within the Appogg Homeless Service, the type of homelessness is recorded at the point of referral. In some cases, service user may not specify this information at referral and further interventions are required to determine the information.

A total of **489** cases were worked with between January and June 2026.

A-HMLS: Cases worked with Jan-Jun 2026 by gender

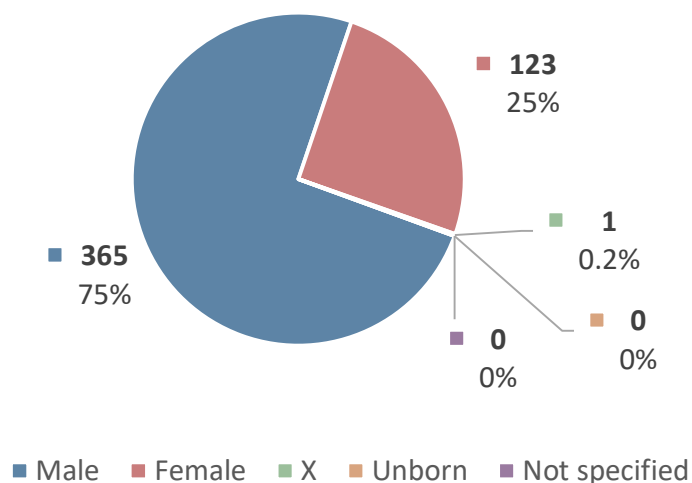


Figure 49: Male service users accounted for the highest proportion of cases worked with (75%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

A-HMLS: Cases worked with Jan-Jun 2026 by age category

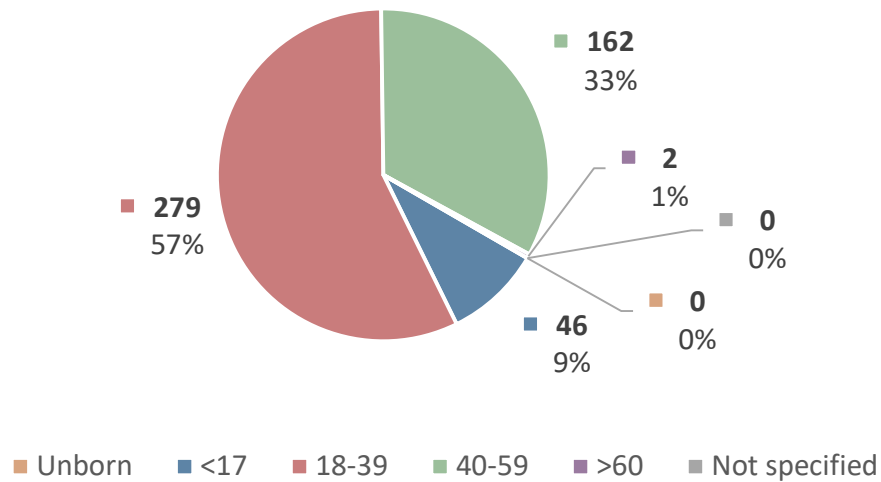


Figure 50: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (57%).

Note: Age is calculated based on date of birth.

A-HMLS: Cases worked with Jan-Jun 2026 by nationality

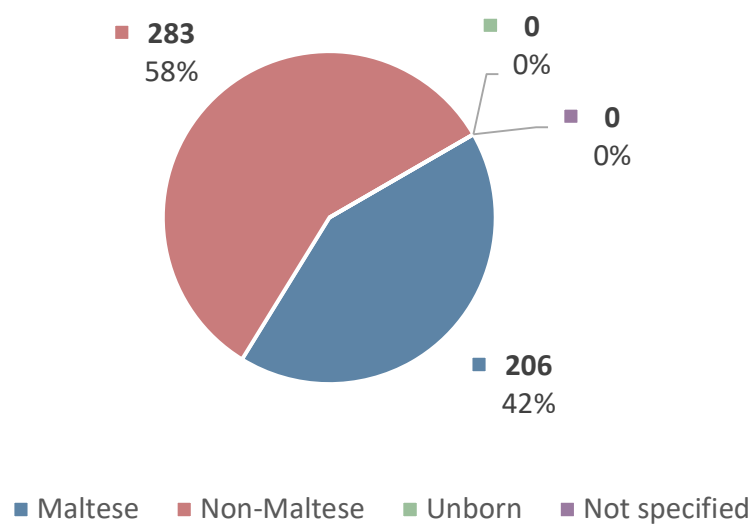
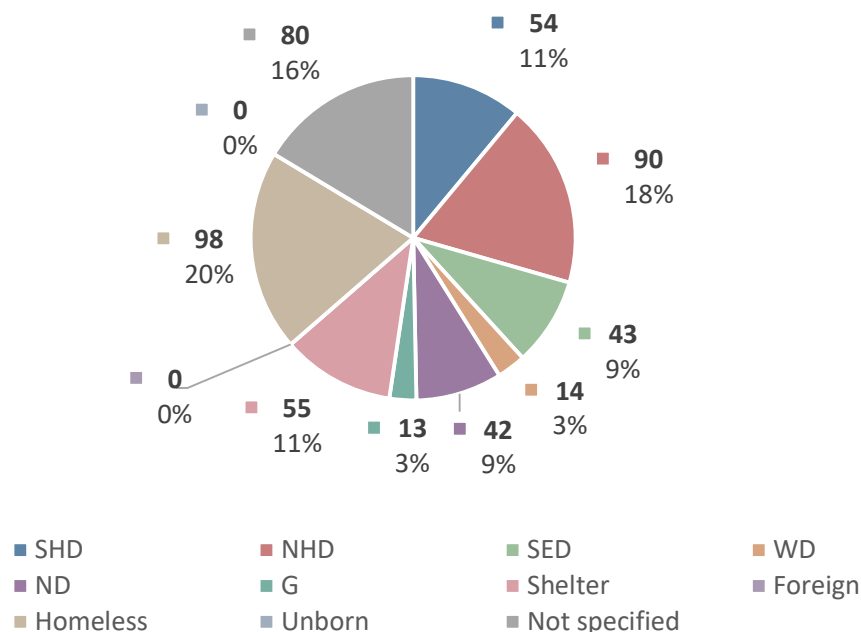


Figure 51: Non-Maltese service users accounted for the highest proportion of cases worked with (58%), while Maltese service users accounted for 42%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

A-HMLS: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 52: The highest proportion of cases worked with were homeless (20%) followed by the Northern Harbour District (18%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

A-HMLS: Cases worked with by case type (new, re-contact, known and intake), by year

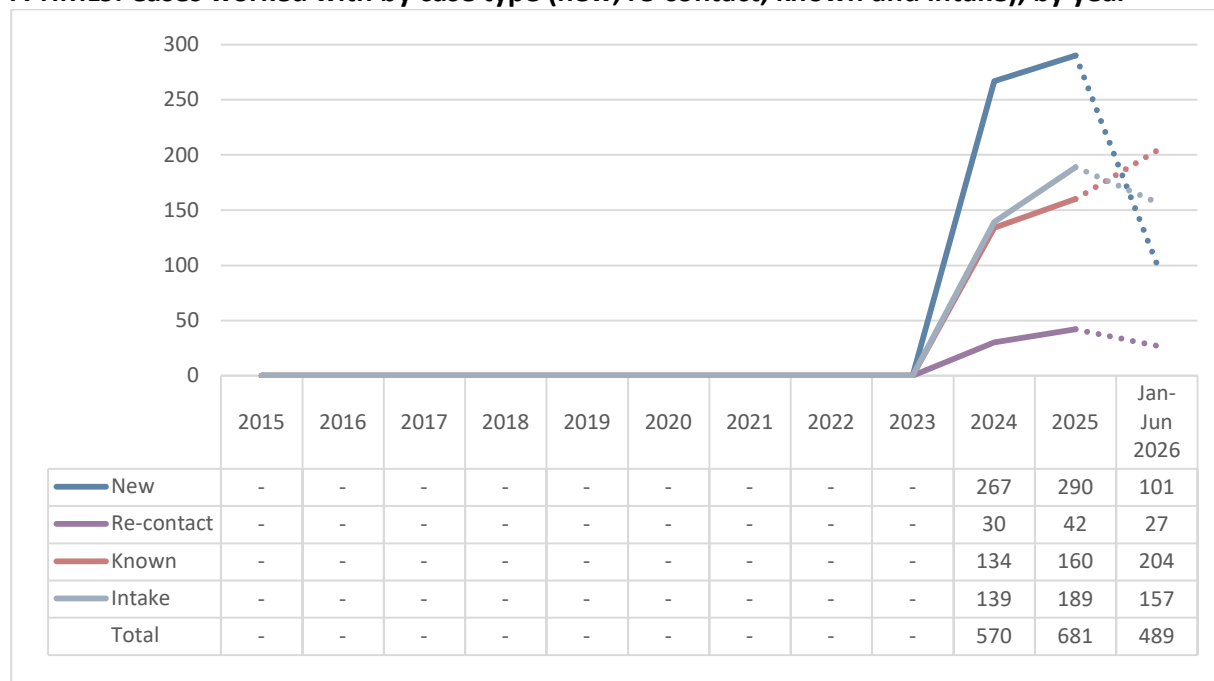


Figure 53: New cases accounted for 21% (101) of cases worked with, while re-contact cases accounted for 6% (27).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary).

A-HMLS: Cases worked with by case state at the end of the reporting period

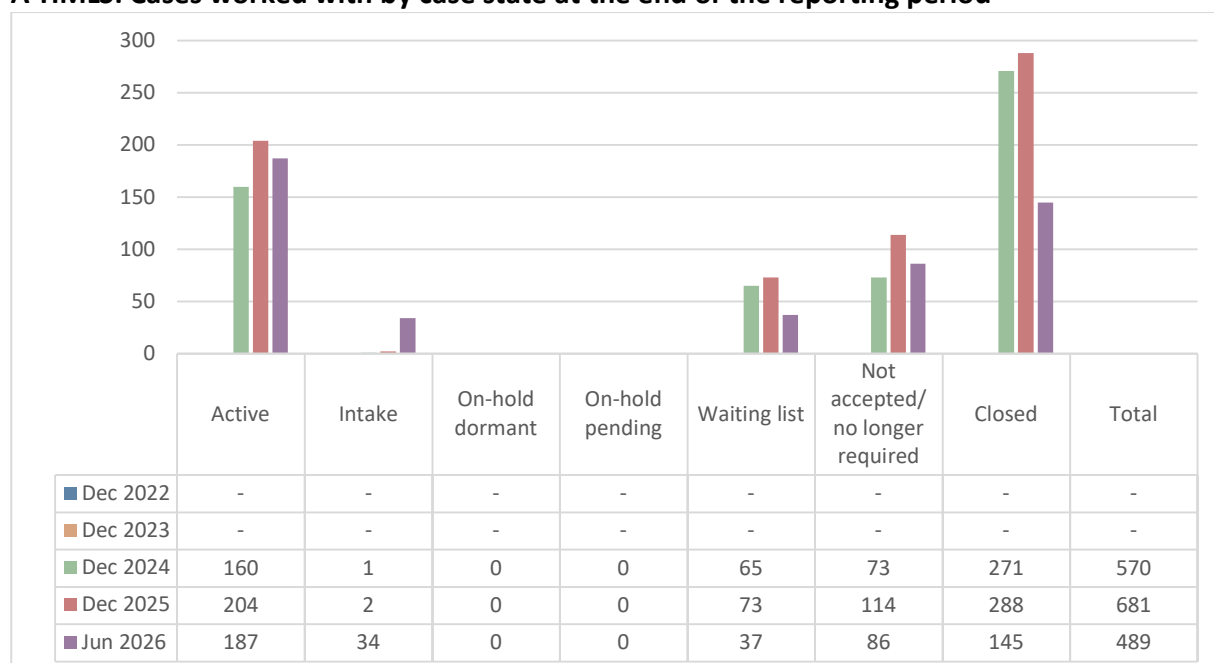


Figure 54: By the end of June 2026, 38% (187) of the cases worked with remained active, 30% (145) were closed and 7% (34) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

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

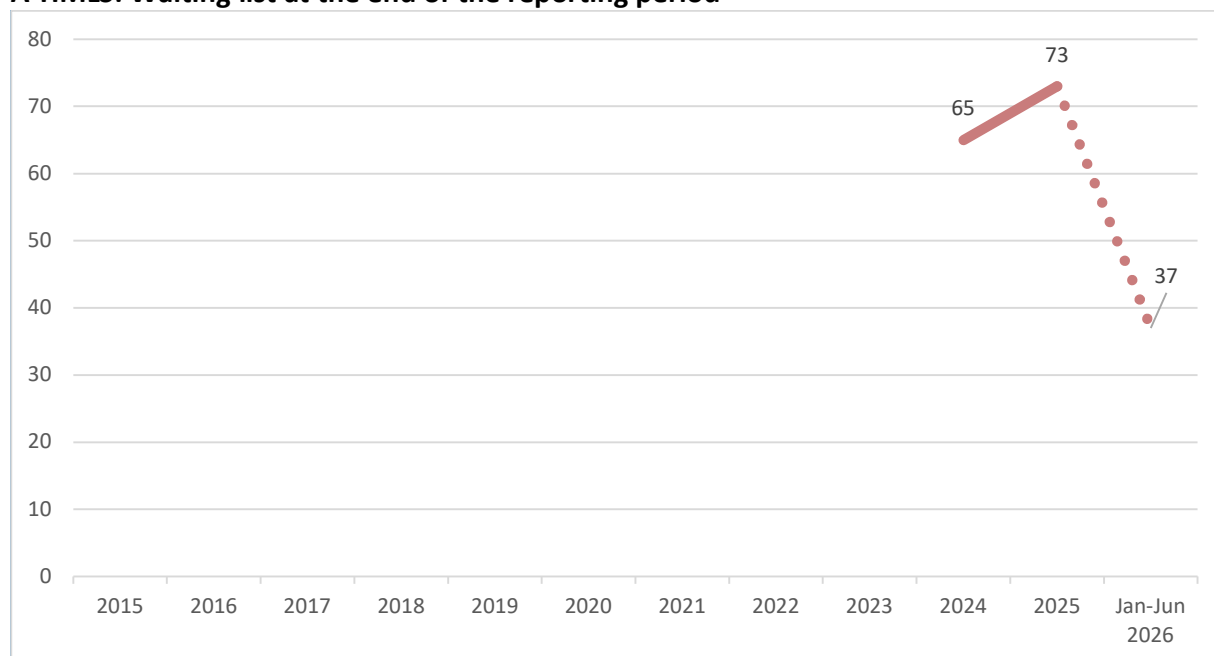


Figure 55: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 37 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

A-HMLS: Referrals, cases opened (new & re-contact), and cases closed, by year

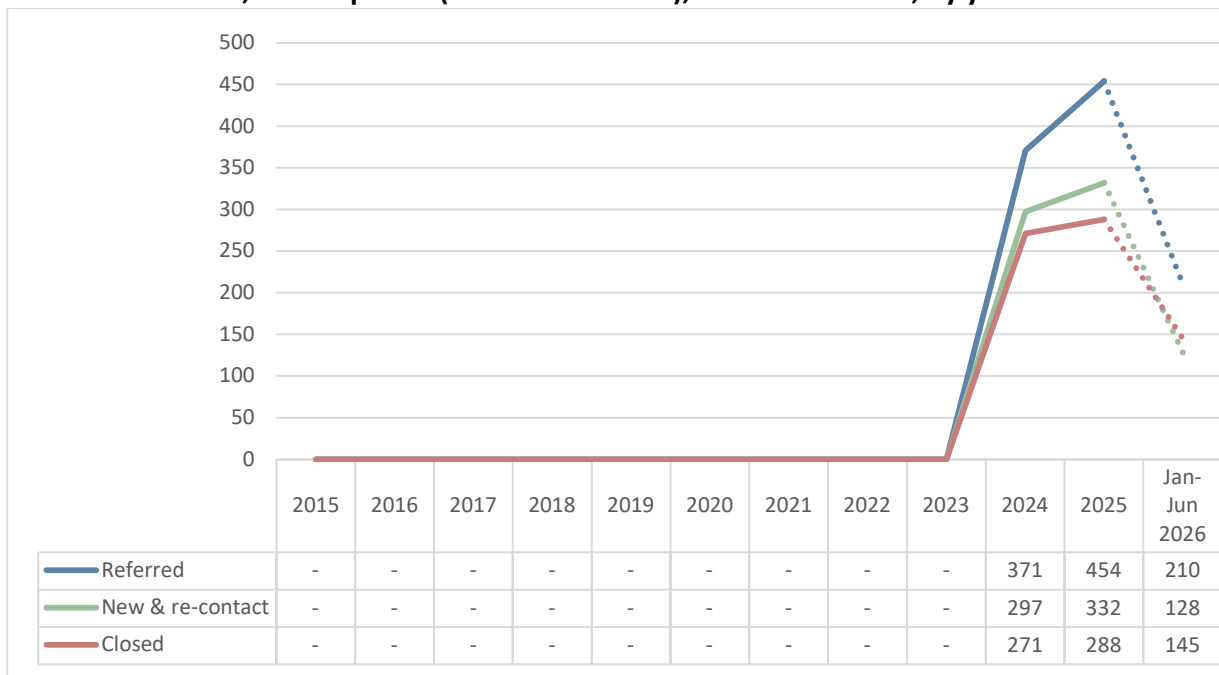


Figure 56: In Jan-Jun 2026, 210 cases were referred, 128 new & recontact cases opened, and 145 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 53 for breakdown).

A total of **128** cases were opened between January and June 2026.

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

A-HMLS: Cases opened (new & re-contact) by age category and gender						
January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
<17	5	4	0	0	0	9
18-19	5	0	0	0	0	5
20-24	10	4	0	0	0	14
25-29	10	5	0	0	0	15
30-34	12	5	0	0	0	17
35-39	20	7	0	0	0	27
40-44	10	3	0	0	0	13
45-49	5	1	0	0	0	6
50-54	11	5	0	0	0	16
55-59	5	0	0	0	0	5
≥60	1	0	0	0	0	1
Not specified	0	0	0	0	0	0
Total	94	34	0	0	0	128

Figure 57: Service users aged 35 to 39 accounted for the highest proportion of cases opened (21%; 27).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Domestic Violence Service (DVU)

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

DVU: Cases and individuals worked with, by year

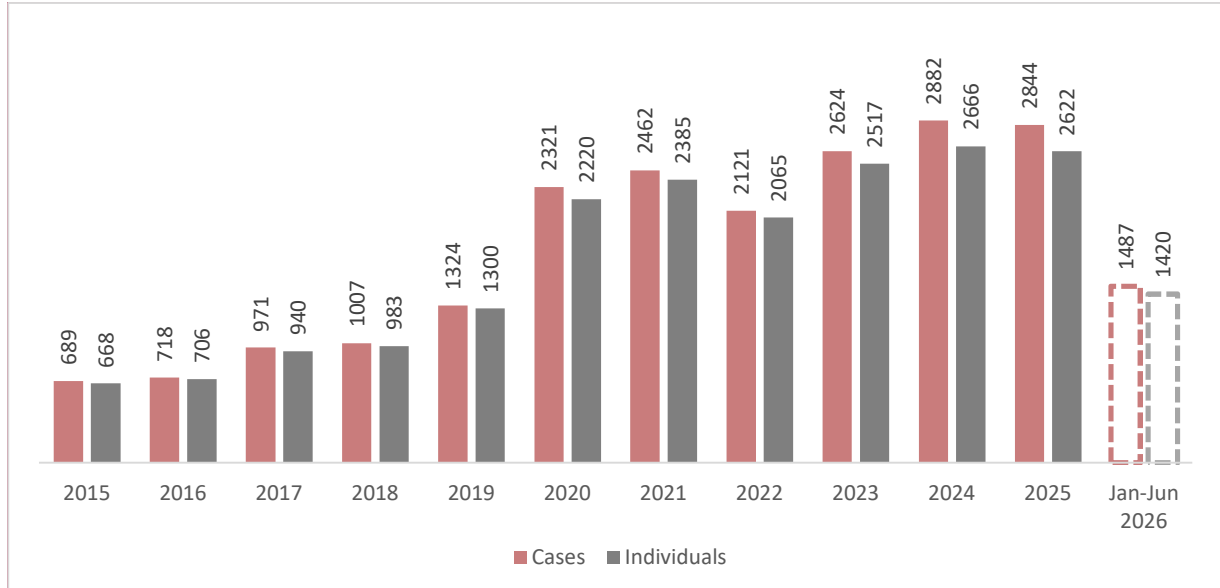


Figure 58: In Jan-Jun 2026, 1487 cases and 1420 individuals were worked with compared to 2844 and 2622 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **1,487** cases were worked with between January and June 2026.

DVU: Cases worked with Jan-Jun 2026 by gender

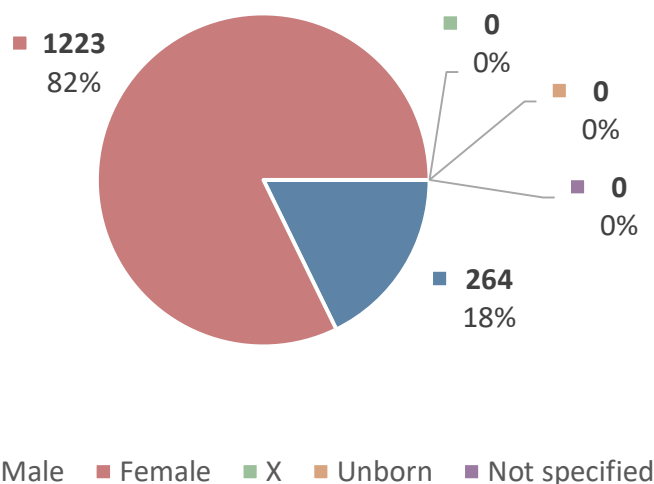


Figure 59: Female service users accounted for the highest proportion of cases worked with (82%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

DVU: Cases worked with Jan-Jun 2026 by age category

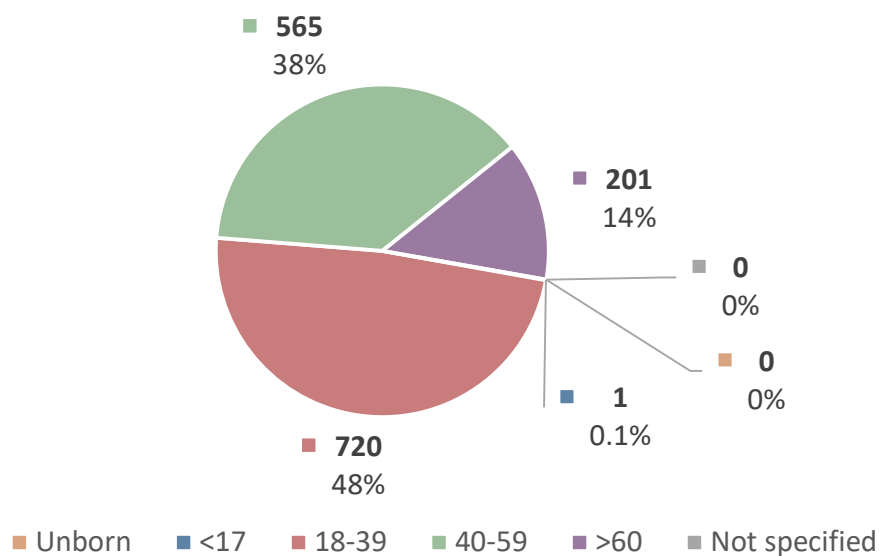


Figure 60: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (48%).

Note: Age is calculated based on date of birth.

DVU: Cases worked with Jan-Jun 2026 by nationality

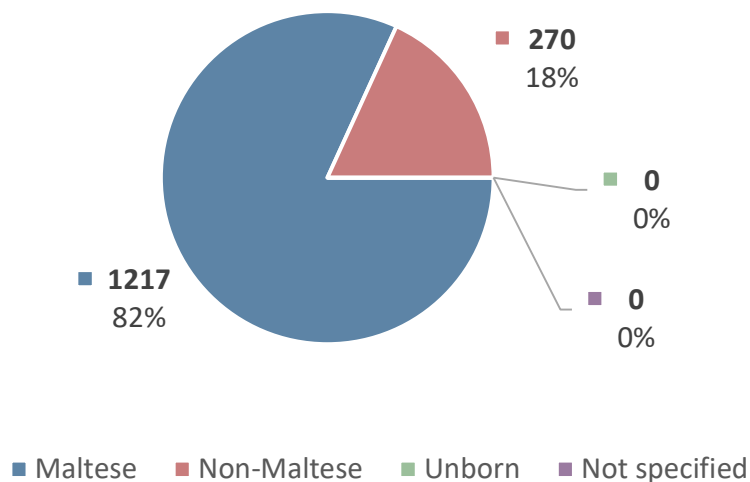
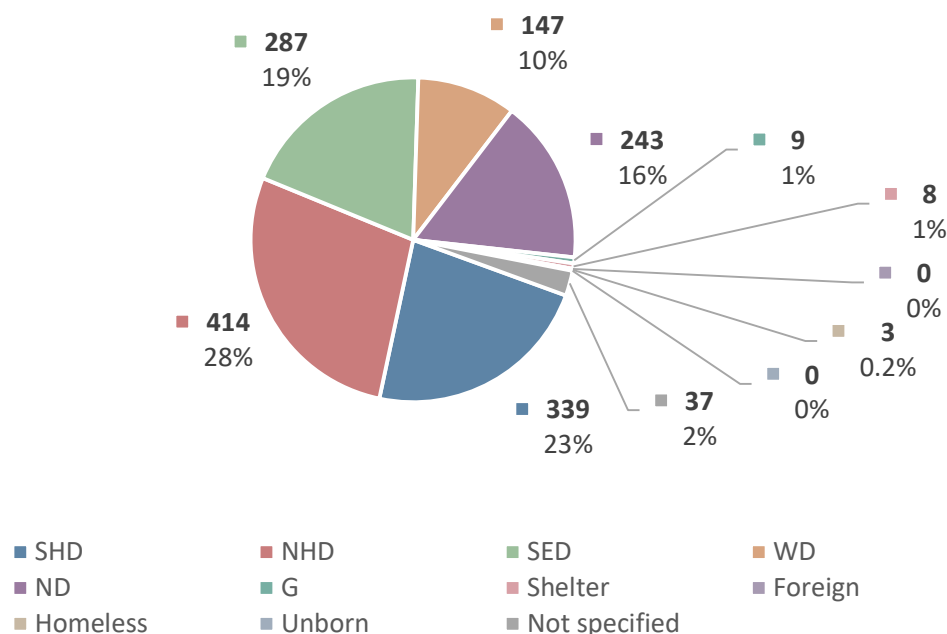


Figure 61: Maltese service users accounted for the highest proportion of cases worked with (82%), while non-Maltese service users accounted for 18%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

DVU: Cases worked with Jan-Jun 2026 by district of residence



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: Northern Harbour District accounted for the highest proportion of cases worked with (28%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

DVU: Cases worked with by case type (new, re-contact, known and intake), by year

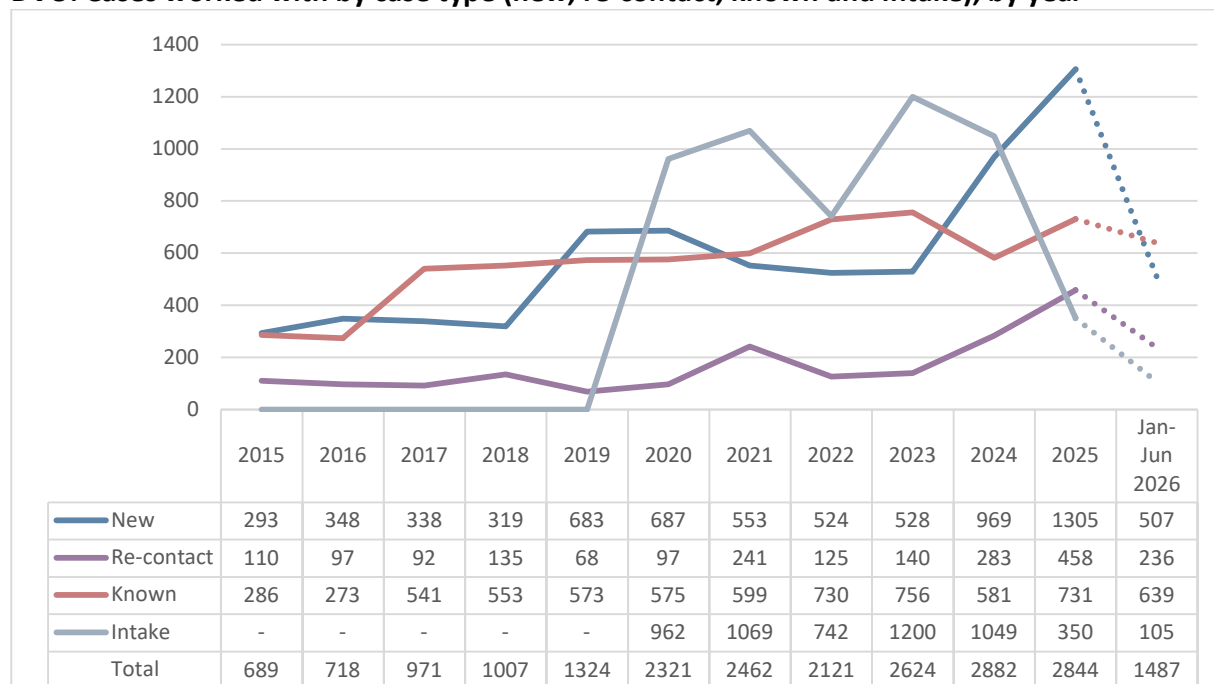


Figure 63: New cases accounted for 34% (507) of cases worked with, while re-contact cases accounted for 16% (236).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

DVU: Cases worked with by case state at the end of the reporting period

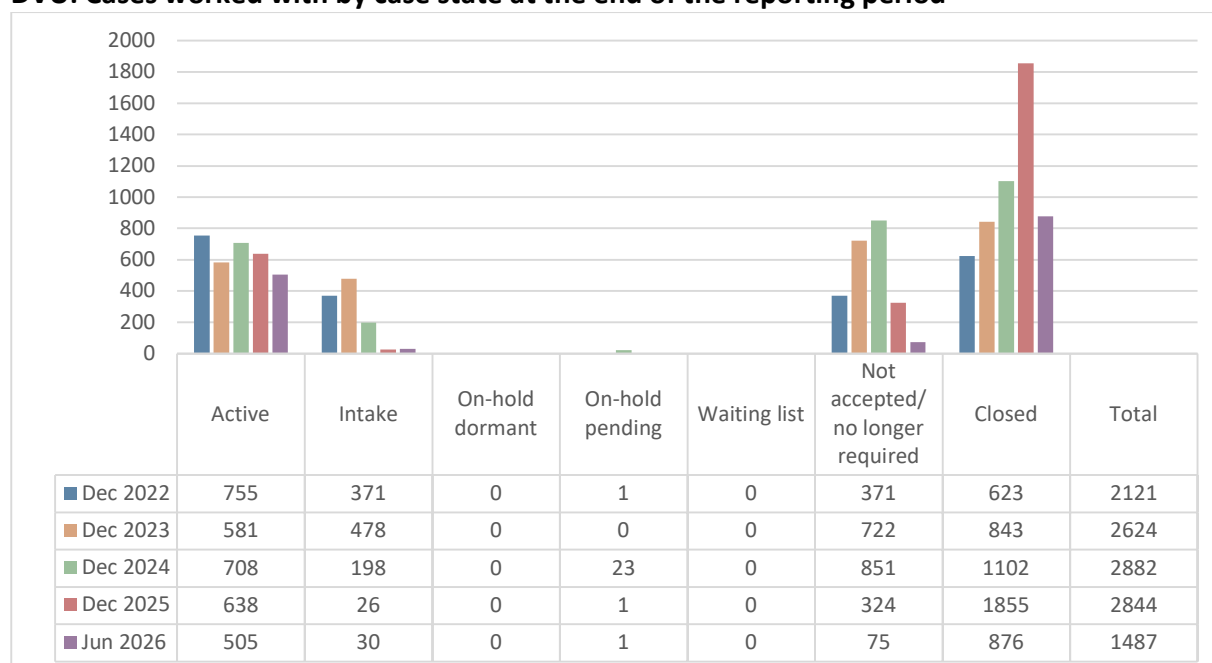


Figure 64: By the end of June 2026, 34% (505) of the cases worked with remained active, 59% (876) were closed and 2% (30) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

DVU: Waiting list at the end of the reporting period

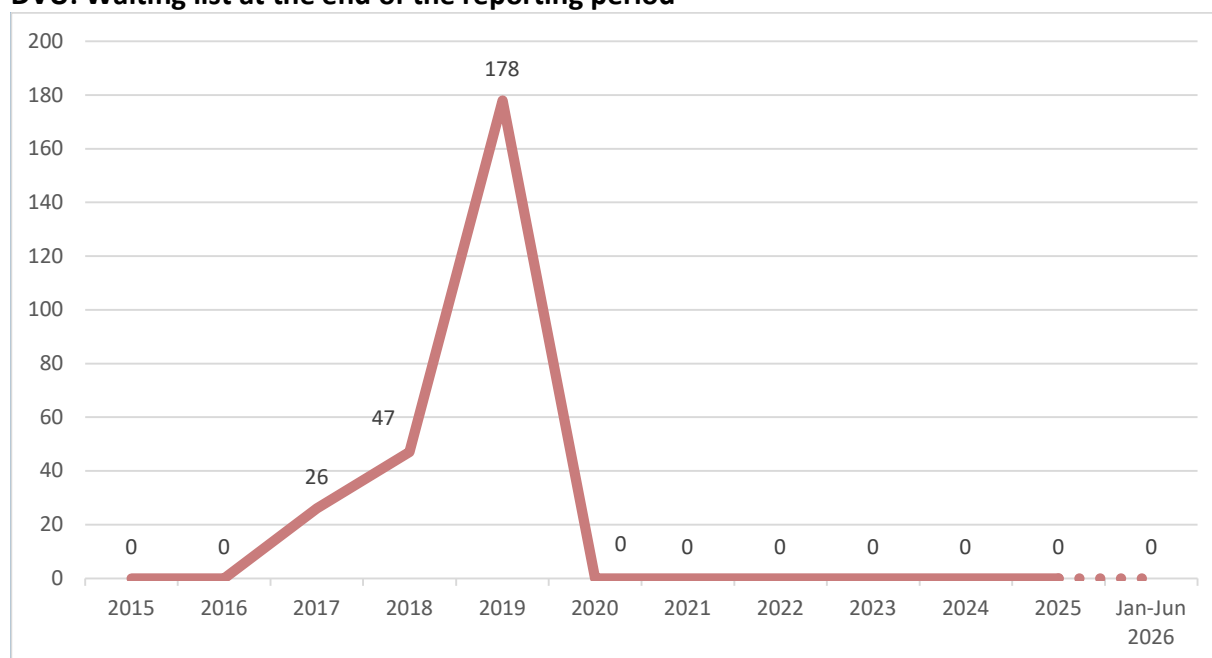


Figure 65: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

DVU: Referrals, cases opened (new & re-contact), and cases closed, by year

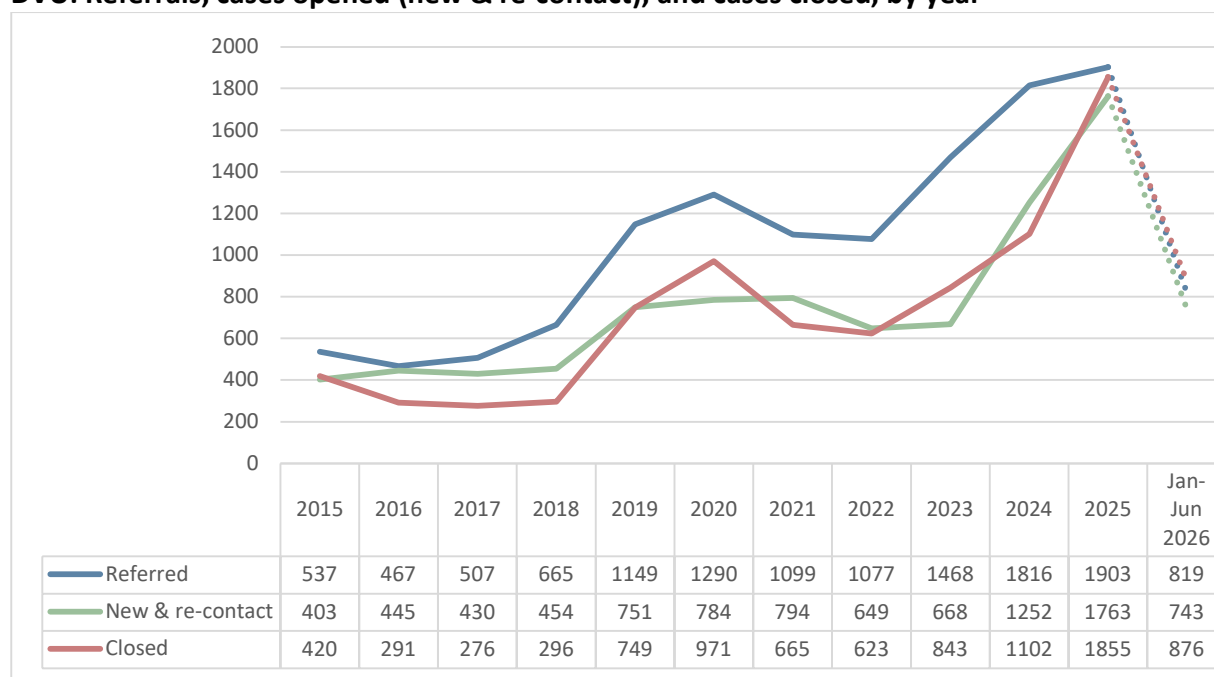


Figure 66: In Jan-Jun 2026, 819 cases were referred, 743 new & recontact cases opened, and 876 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 63 for breakdown).

DVU: Referred cases by type of alleged abuse category (non-mutually exclusive) January - June 2026			
	Yes	No	Total
Domestic violence	796	23	819
Gender-based violence	7	812	819
Honour-based violence	6	813	819
No abuse	19	800	819

Figure 67: Domestic violence cases accounted for the highest number of cases referred (796).

Note: All referred cases initially indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case. The data are not mutually exclusive and should not be summed across abuse categories, as service users may have more than one type reported at referral.

DVU: Referred cases by type of alleged abuse, by year of referral (non-mutually exclusive)

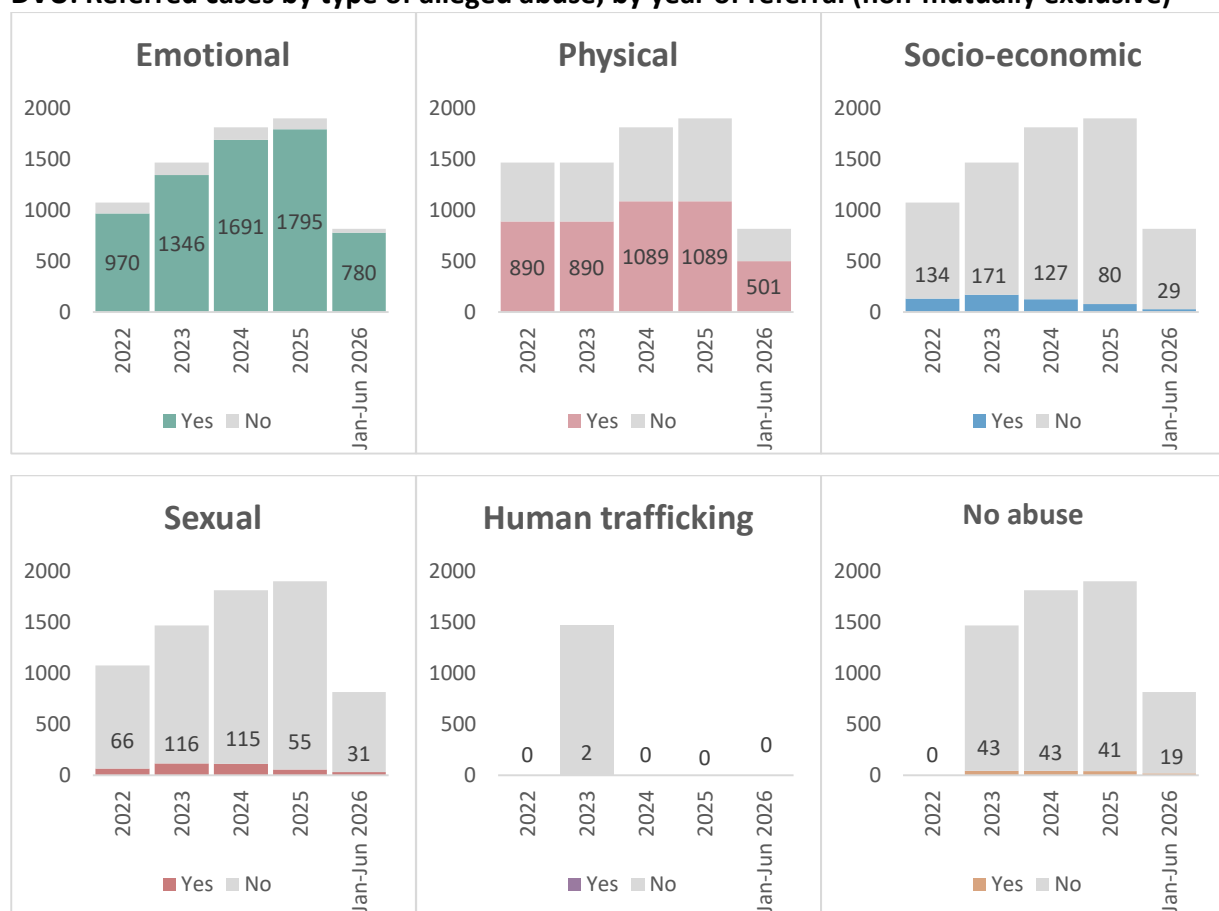


Figure 68: Multiple forms of alleged abuse may be ticked for each referral; therefore, categories are not mutually exclusive and should not be summed. Figures represent the number of referrals in which each type of abuse was indicated (see Glossary for definitions). Some service users will not indicate the form of abuse at intake and will require further assessment in order to determine the nature of abuse, if present. For example, out of 819 referrals in Jan-Jun 2026, 780 (95%) reported being emotional abuse and out of 819 referrals in Jan-Jun 2026, 501 (61%) reported physical abuse.

A total of **743** cases were opened between January and June 2026.

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

DVU: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	-	0	1
18-19	1	18	0	-	0	19
20-24	5	48	0	-	0	53
25-29	14	64	0	-	0	78
30-34	13	87	0	-	0	100
35-39	25	100	0	-	0	125
40-44	24	80	0	-	0	104
45-49	19	64	0	-	0	83
50-54	11	35	0	-	0	46
55-59	8	21	0	-	0	29
≥60	26	79	0	-	0	105
Not specified	0	0	0	-	0	0
Total	146	597	0	-	0	743

Figure 69: Service users aged 35 to 39 accounted for the highest proportion of cases opened (17%; 125).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Domestic Violence Risk Assessment Service

Service data have been available for inclusion since 2023.

Data refer to cases where a risk assessment was conducted with service users from Domestic Violence Service Malta, Domestic Violence Service Gozo, and the Child to Parent Violence Service (parents reporting violence by children aged 13 to 24).

Between January and June 2026, a total of **735** risk assessment interventions were conducted for a total of **836.16** intervention hours. The **735** risk assessment interventions were conducted with **540** individuals.

Risk: Risk assessment interventions conducted by place of assessment, by year

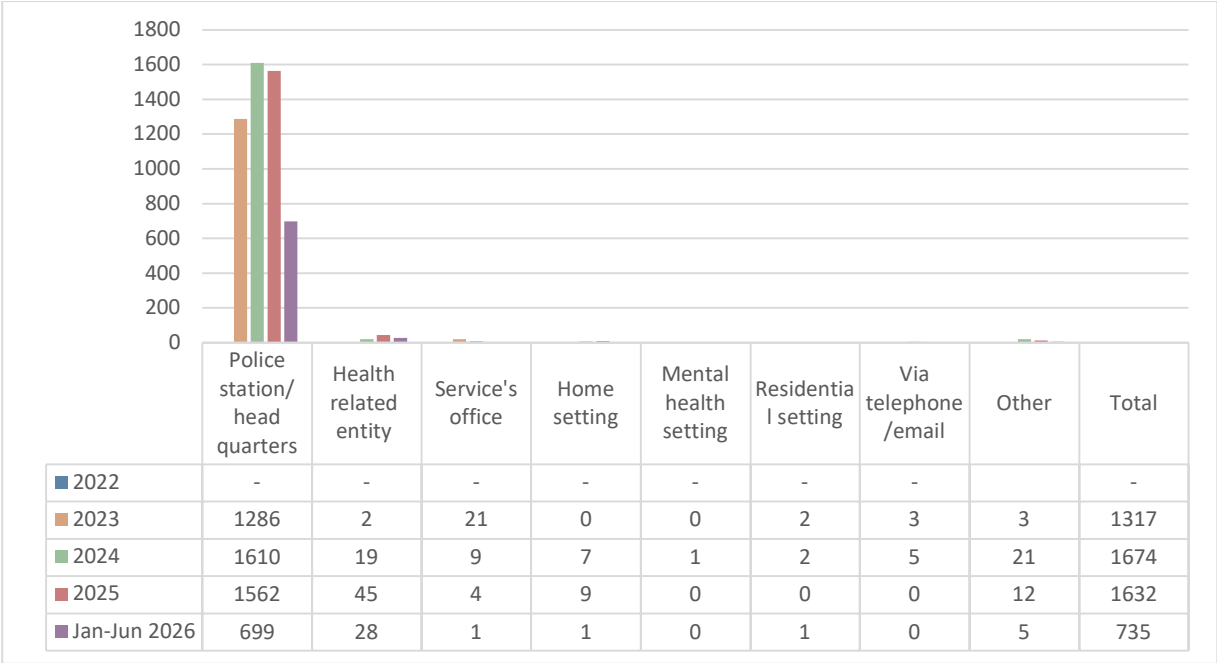


Figure 70: Risk assessments are mainly conducted within a police station or at the police headquarters with 95% (699) of interventions held Jan-Jun 2026.

Risk: individuals who had at least one risk assessment by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	2	9	0	-	0	11
20-24	3	36	0	-	0	39
25-29	12	52	0	-	0	64
30-34	14	67	0	-	0	81
35-39	24	86	0	-	0	110
40-44	20	59	0	-	0	79
45-49	18	48	0	-	0	66
50-54	9	21	0	-	0	30
55-59	5	9	0	-	0	14
≥60	12	34	0	-	0	46
Not specified	0	0	0	-	0	0
Total	119	421	0	-	0	540

Figure 71: Unique individuals aged 35 to 39 years accounted for the highest proportion of individuals receiving a risk assessment (20%; 110).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Risk: Individuals who had at least one risk assessment during the reporting year, by gender and year

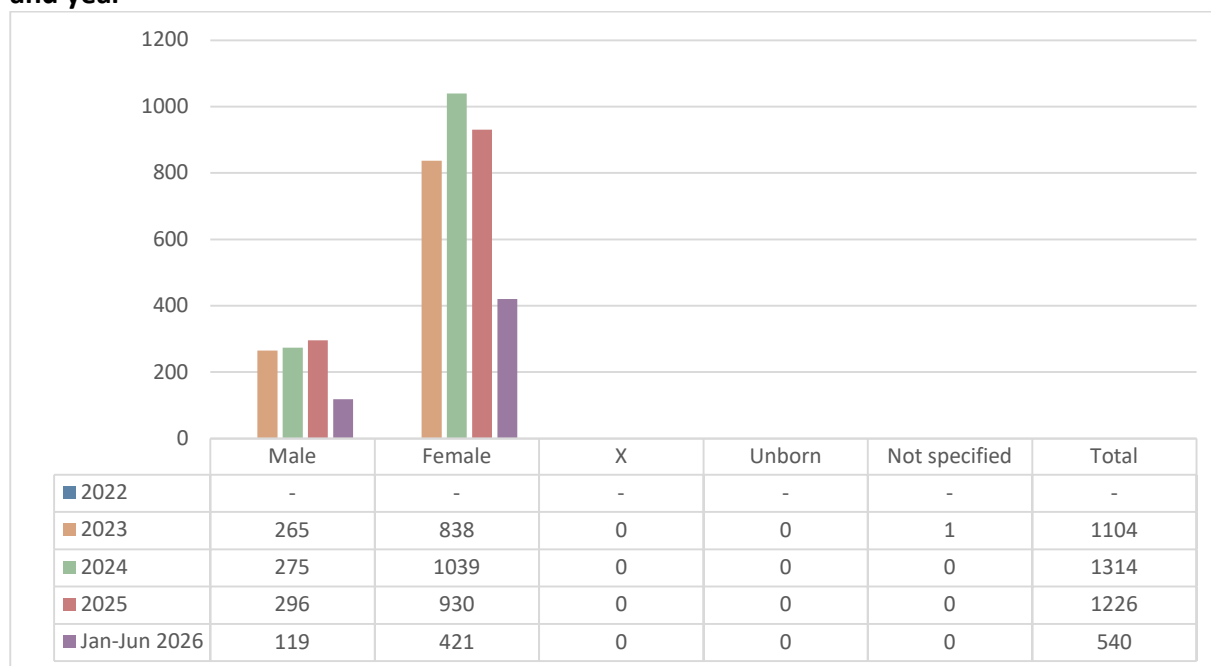
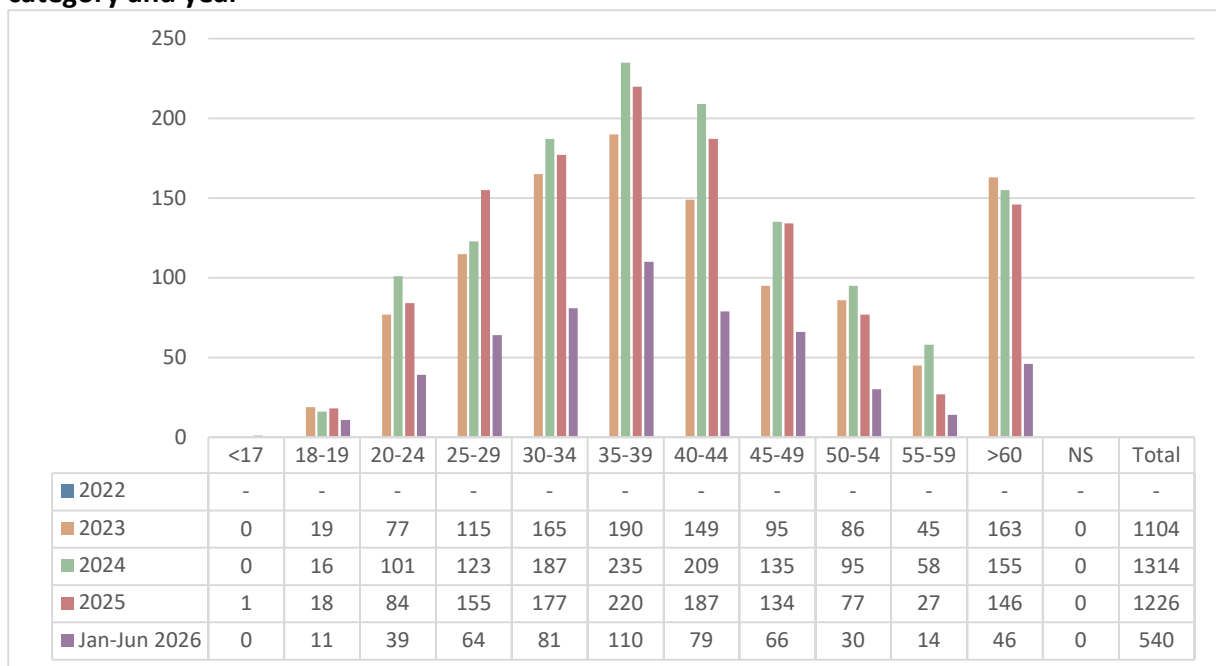


Figure 72: In Jan-Jun 2026, the highest number of individuals who received a risk assessment were female (78%, 421).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

Risk: Individuals who had at least one risk assessment during the reporting year, by age category and year



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

Figure 73: In Jan-Jun 2026, the highest number of individuals who received a risk assessment were aged 35 to 39 (20%, 110).

Note: Age is calculated based on date of birth.

Risk: Number of individuals who had at least one risk assessment in Jan-Jun 2026 by nationality

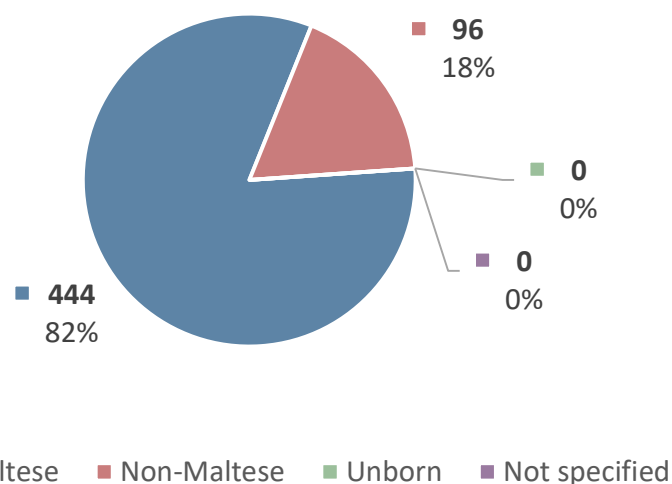


Figure 74: Maltese service users accounted for the highest proportion of cases worked with (82%), while non-Maltese service users accounted for 18%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Ghabex Shelter Service

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

The service's primary clients are female adult service users who suffer abuse within the family and intimate relationships and require emergency shelter. These adults are sometimes accompanied by children who require emergency shelter with the adult. In rare cases there may also be accompanying adults who require emergency shelter (e.g., adult children aged 18+ who have a disability). As Ghabex Shelter Service provides counselling and support in addition to emergency accommodation, the number of cases worked with does not represent admissions alone but all service users assisted by the shelter both prior and post admission.

Ghabex: Cases and individuals worked with, by year

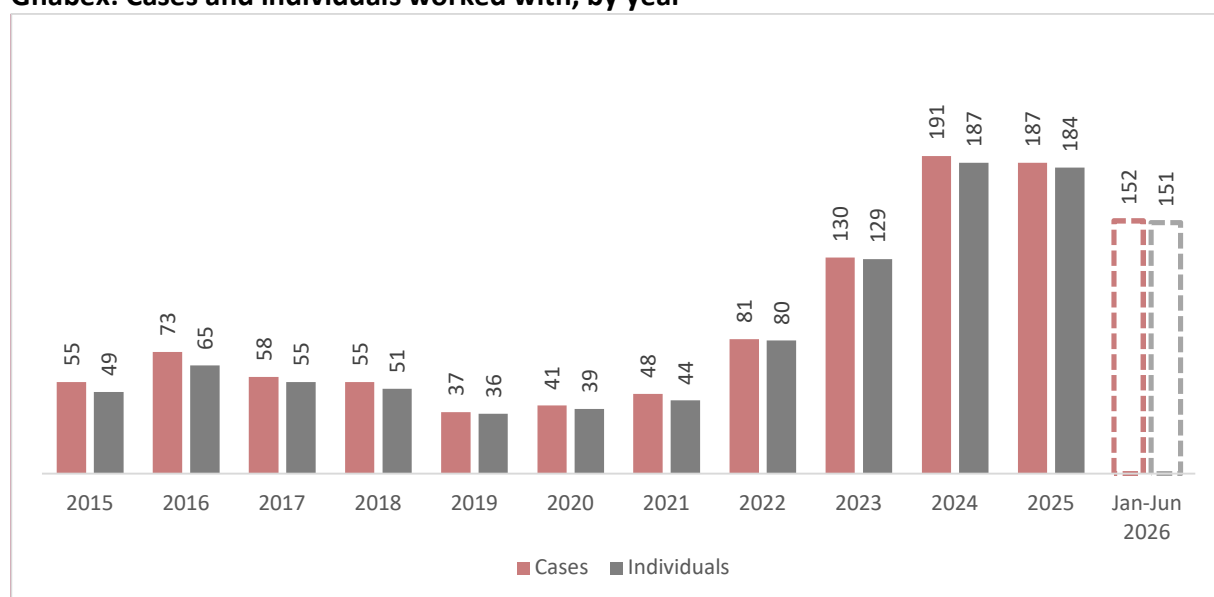


Figure 75: In Jan-Jun 2026, 152 cases and 151 individuals were worked with compared to 187 and 184 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary). As Ghabex Shelter Service provides counselling and support in addition to emergency accommodation, the number of cases worked with does not represent admissions alone but all service users assisted by the shelter both prior and post admission.

Ghabex: Cases worked with by service user type and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Adult service user	0	98	0	-	0	98
Accompanying child	27	27	0	-	0	54
Accompanying adult	0	0	0	-	0	0
Total	27	125	0	-	0	152

Figure 76: Adult female service users account for the vast majority of cases, representing 65% (98) of all service users.

A total of **152** cases were worked with between January and June 2026.

Ghabex: Cases worked with Jan-Jun 2026 by gender

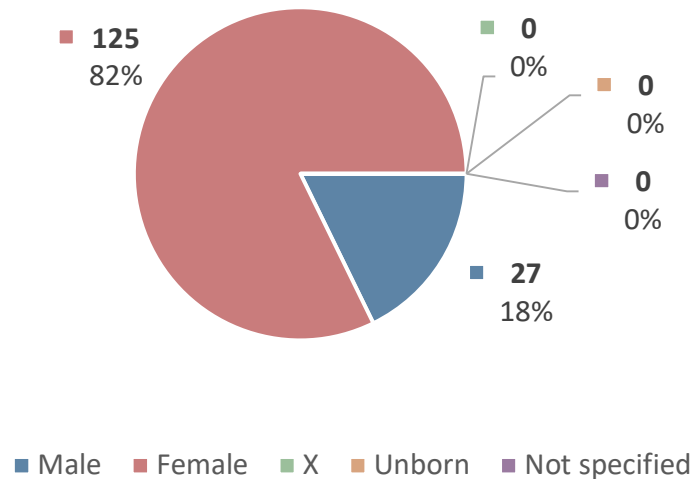


Figure 77: Female service users accounted for the highest proportion of cases worked with (82%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

Ghabex: Cases worked with Jan-Jun 2026 by age category

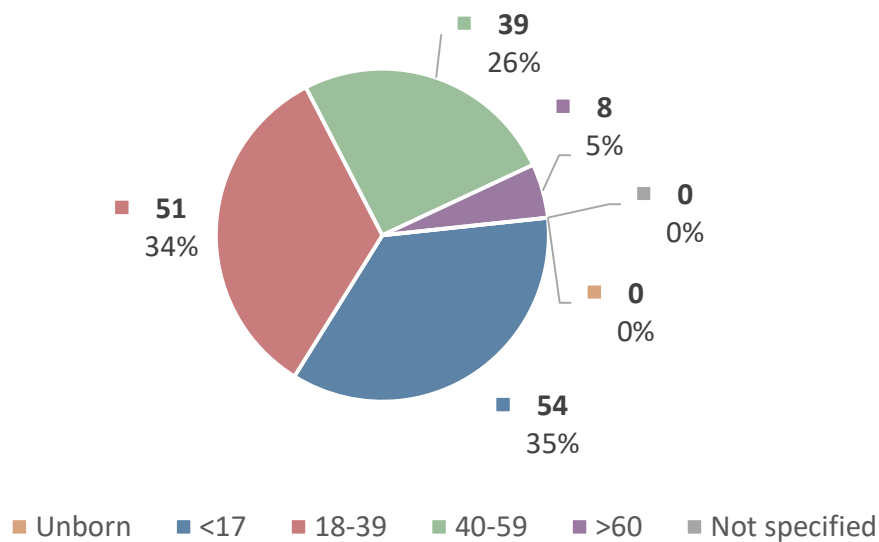


Figure 78: Service users aged 17 or younger accompanying an adult accounted for the highest proportion of cases worked with (35%) followed by adult service users aged 18 to 39 (34%).

Note: Age is calculated based on date of birth.

Għabex: Cases worked with Jan-Jun 2026 by nationality

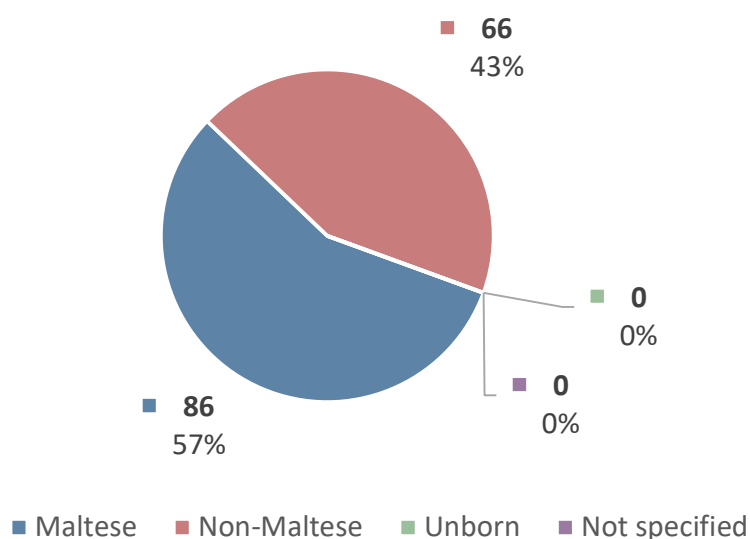
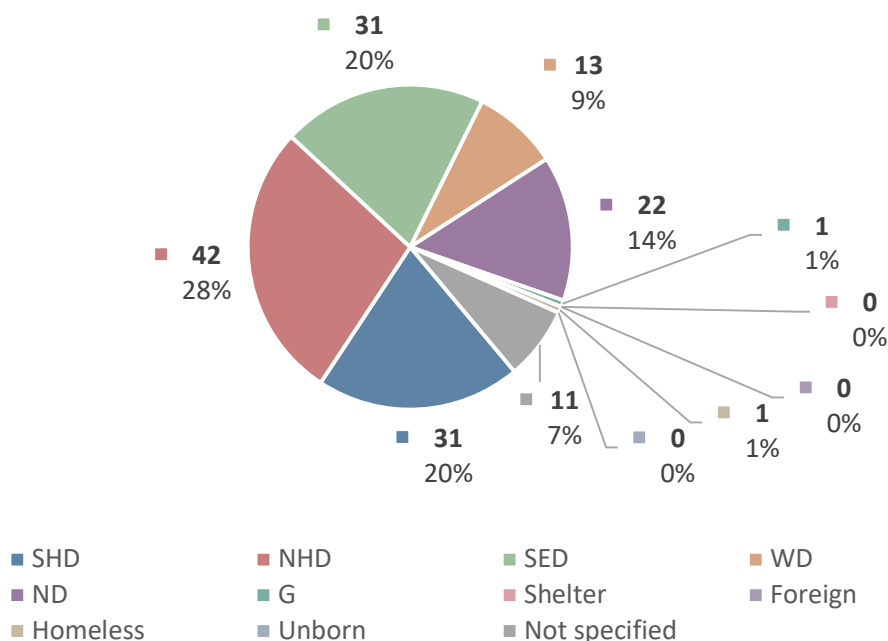


Figure 79: Maltese service users accounted for the highest proportion of cases worked with (57%), while non-Maltese service users accounted for 43%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Għabex: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 80: Northern Harbour District accounted for the highest proportion of cases worked with (28%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Għabex: Cases worked with by case type (new, re-contact, known and intake), by year

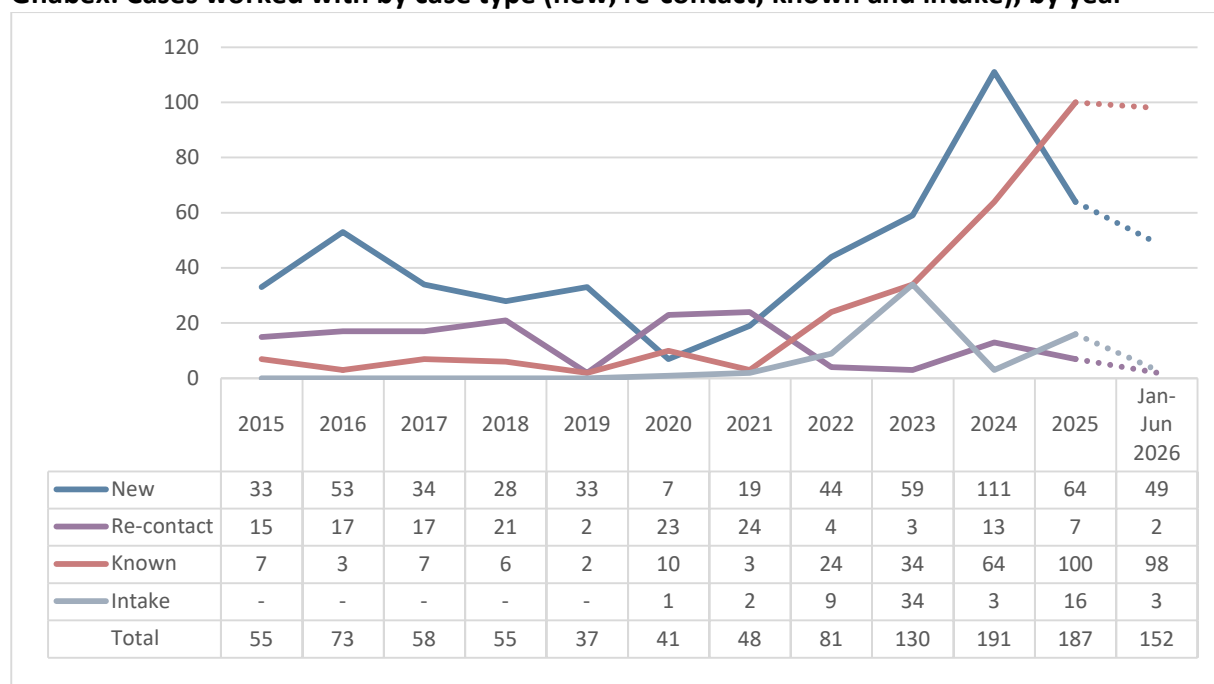


Figure 81: New cases accounted for 32% (49) of cases worked with, while re-contact cases accounted for 1% (2).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

Għabex: Cases worked with by case state at the end of the reporting period

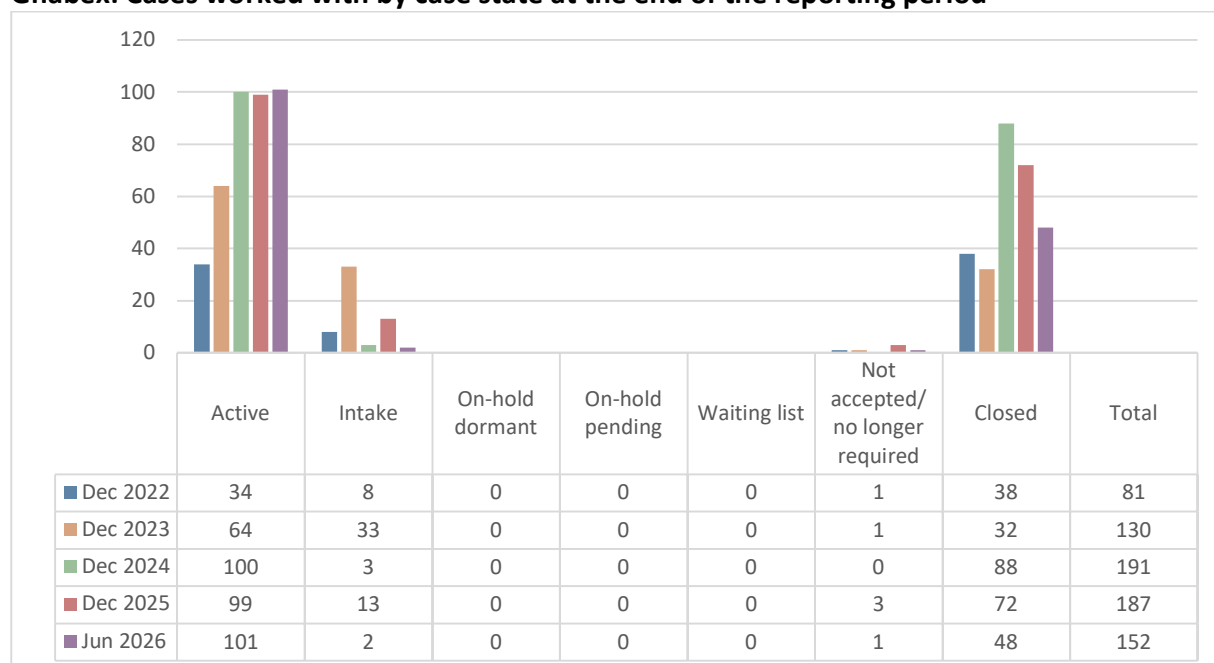


Figure 82: By the end of June 2026, 66% (101) of the cases worked with remained active, 32% (48) were closed and 1% (2) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

Għabex: Waiting list at the end of the reporting period

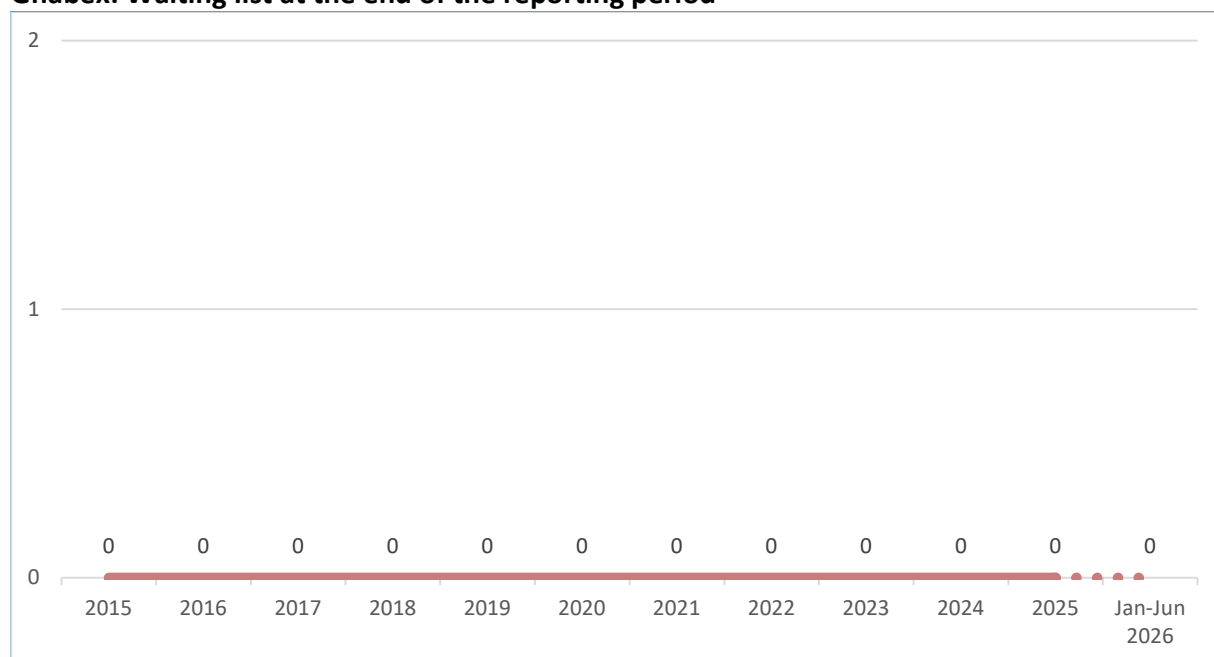


Figure 83: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

Għabex: Referrals, cases opened (new & re-contact), and cases closed, by year

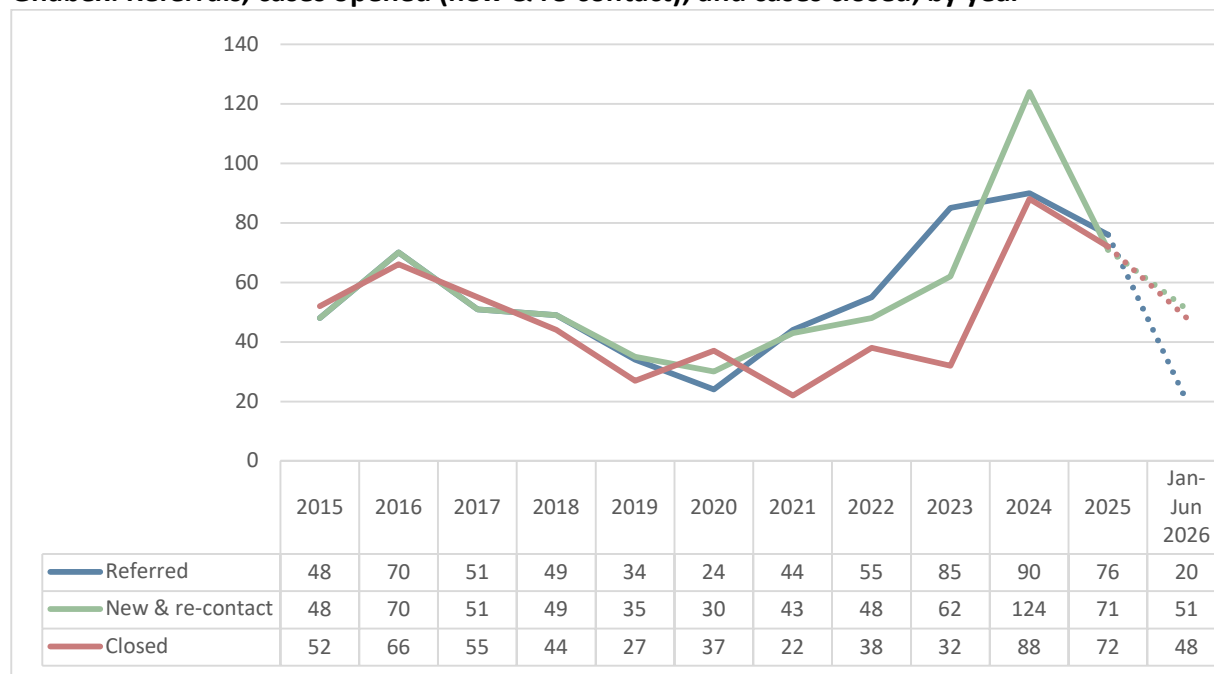


Figure 84: In Jan-Jun 2026, 20 cases were referred, 51 new & recontact cases opened, and 48 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 81 for breakdown).

Ghabex: Referred cases by type of alleged abuse category (non-mutually exclusive) January - June 2026			
	Yes	No	Total
Domestic violence	20	0	20
Gender-based violence	0	20	20
Honour-based violence	3	17	20
No abuse	0	20	20

Figure 85: Domestic violence cases accounted for the highest number of cases referred (20).

Note: All referred cases initially indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case. The data are not mutually exclusive and should not be summed across abuse categories, as service users may have more than one type reported at referral.

Ghabex: Referred cases by type of alleged abuse, by year of referral (non-mutually exclusive)



Figure 86: Multiple forms of alleged abuse may be ticked for each referral; therefore, categories are not mutually exclusive and should not be summed. Figures represent the number of referrals in which each type of abuse was indicated (see Glossary for definitions). Some service users will not indicate the form of abuse at intake and will require further assessment in order to determine the nature of abuse, if present. For example, out of 20 referrals in Jan-Jun 2026, 20 (100%) reported emotional abuse and out of 20 referrals in Jan-Jun 2026, 19 (95%) reported physical abuse.

Ghabex: Total and average duration of stay (days and nights) during Ghabex placement

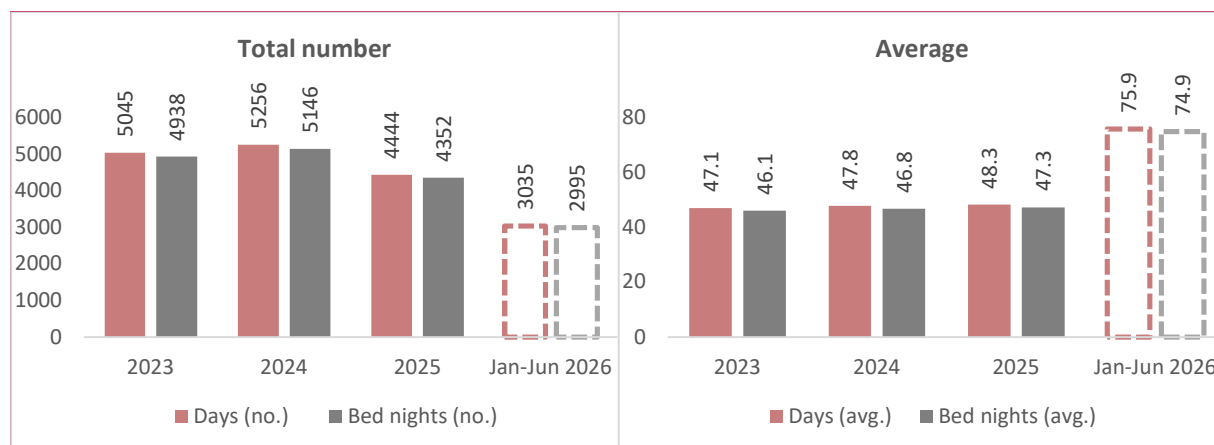


Figure 87: In Jan-Jun 2026, 40 admissions were recorded and the admitted service users stayed 2995 nights, with an average of 74.9 bed nights per stay.

Note: From 2023, reporting was updated to reflect actual bed nights spent in the residence. The figure above provides the number of cases admitted to the shelter during the reporting period.

A total of **51** cases were opened between January and June 2026.

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

Ghabex: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	13	7	0	0	0	20
18-19	0	1	0	0	0	1
20-24	0	5	0	0	0	5
25-29	0	4	0	0	0	4
30-34	0	4	0	0	0	4
35-39	0	6	0	0	0	6
40-44	0	5	0	0	0	5
45-49	0	3	0	0	0	3
50-54	0	2	0	0	0	2
55-59	0	1	0	0	0	1
≥60	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
Total	13	38	0	0	0	51

Figure 88: Service users aged 35 to 39 accounted for the highest proportion of adult cases opened (12%; 6).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth. The data includes persons ages 17 or younger and males who are accompanying their parent.

Stop! The Violence and Abuse Service (STOP!)

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

STOP!: Cases and individuals worked with, by year

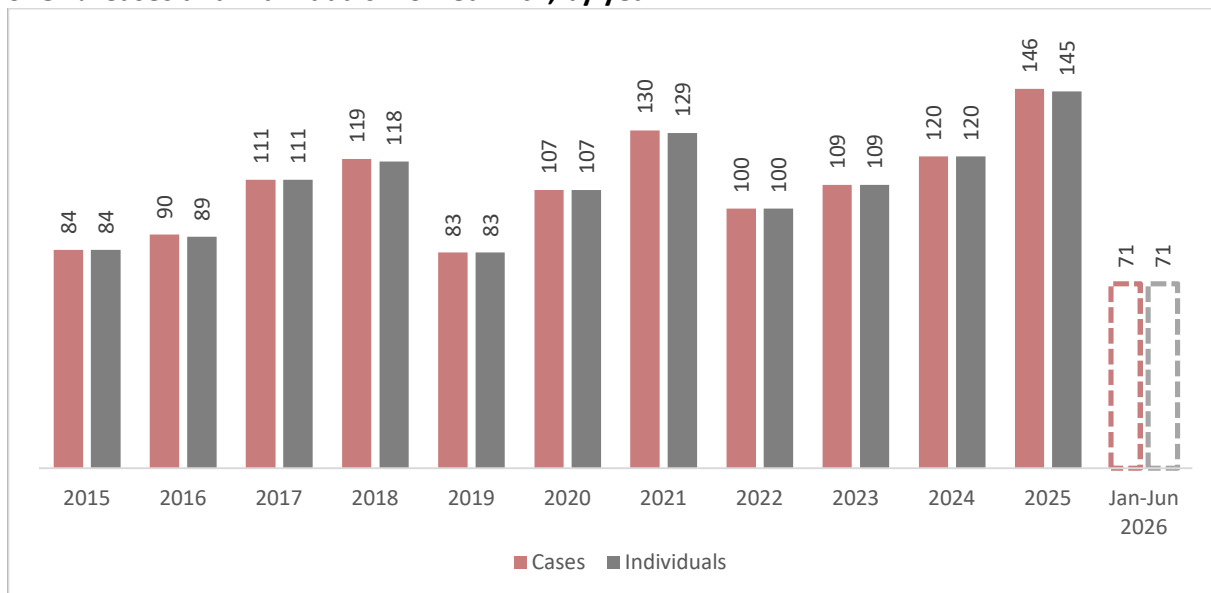


Figure 89: In Jan-Jun 2026, 71 cases and 71 individuals were worked with compared to 146 and 145 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **71** cases were worked with between January and June 2026.

STOP!: Cases worked with Jan-Jun 2026 by gender

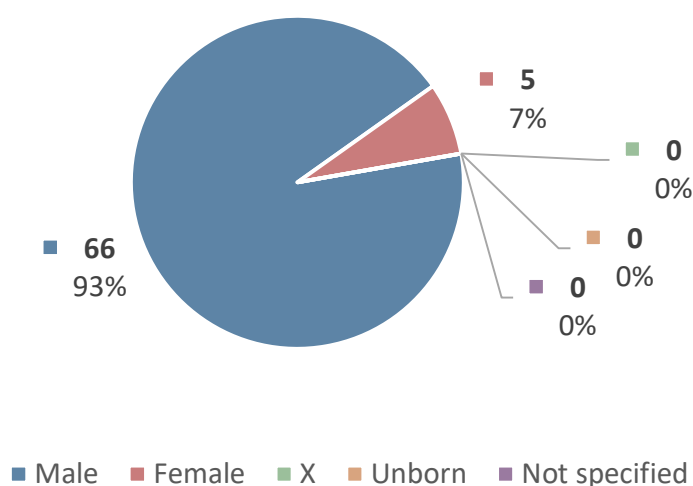


Figure 90: Male service users accounted for the highest proportion of cases worked with (93%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

STOP!: Cases worked with Jan-Jun 2026 by age category

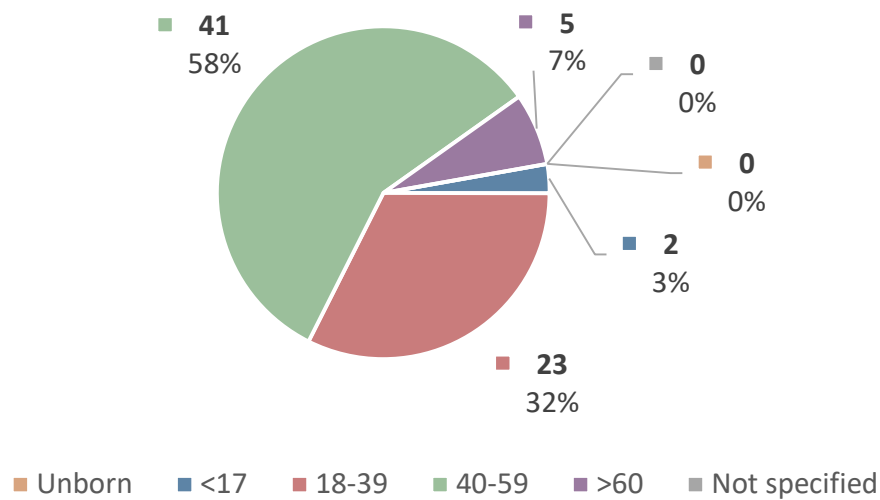


Figure 91: Service users aged 40 to 59 accounted for the highest proportion of cases worked with (58%).

Note: Age is calculated based on date of birth.

STOP!: Cases worked with Jan-Jun 2026 by nationality

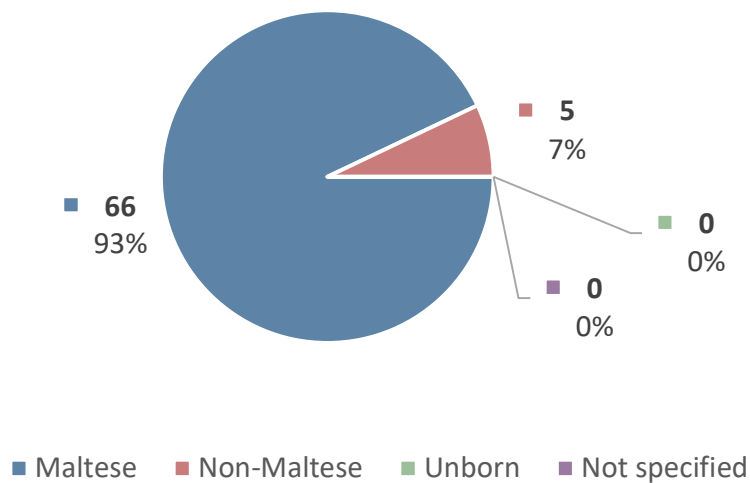
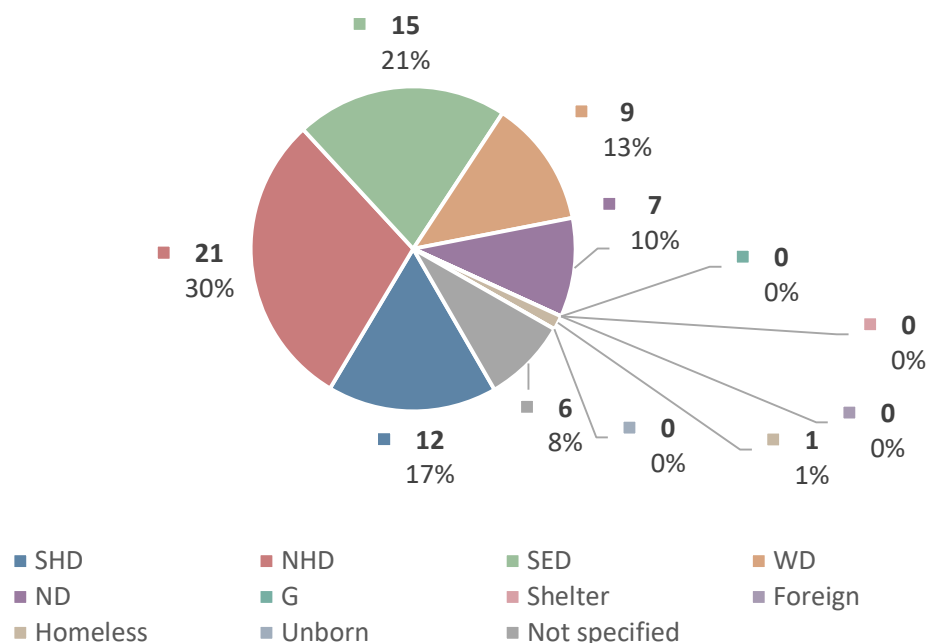


Figure 92: Maltese service users accounted for the highest proportion of cases worked with (93%), while non-Maltese service users accounted for 7%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

STOP!: Cases worked with Jan-Jun 2026 by district of residence



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: Northern Harbour District accounted for the highest proportion of cases worked with (30%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

STOP!: Cases worked with by case type (new, re-contact, known and intake), by year

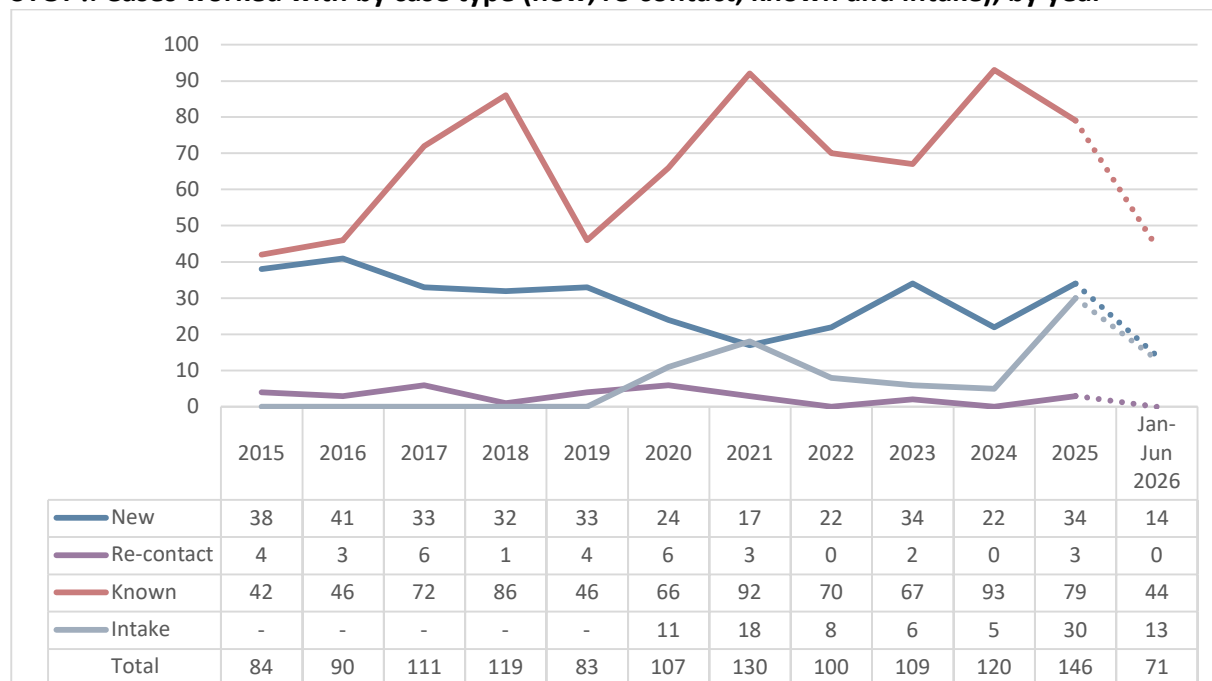


Figure 94: New cases accounted for 20% (14) of cases worked with, while re-contact cases accounted for 0% (0).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2020 following the introduction of the online system.

STOP!: Cases worked with by case state at the end of the reporting period

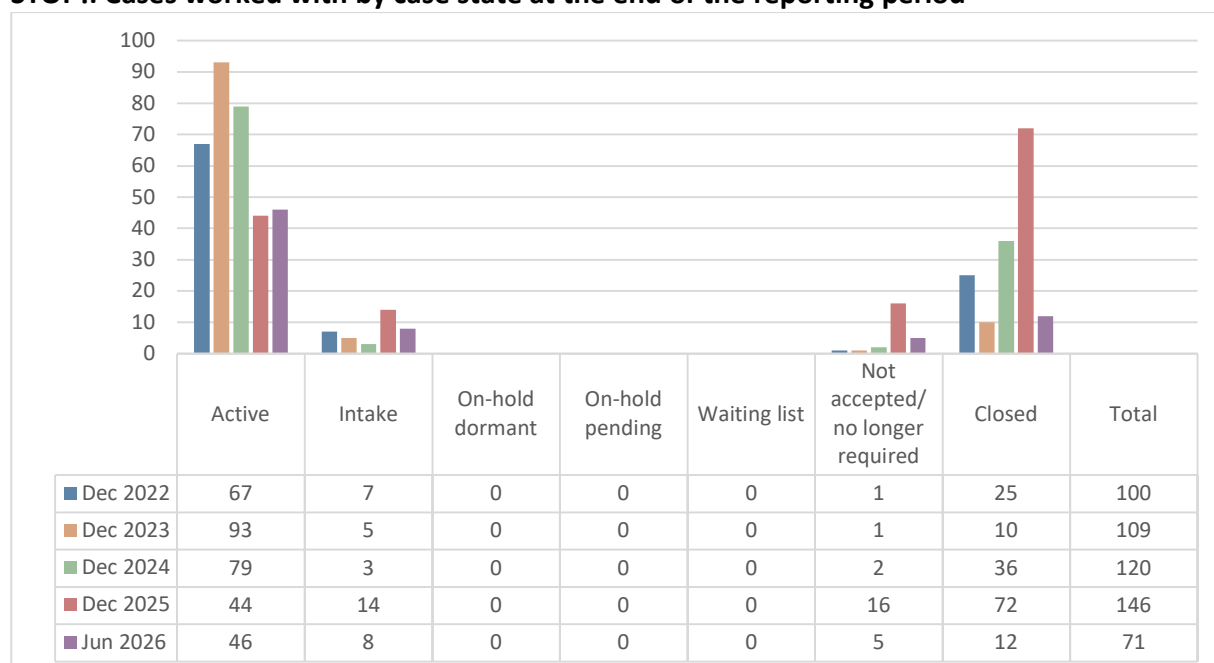


Figure 95: By the end of June 2026, 65% (46) of the cases worked with remained active, 17% (12) were closed and 11% (8) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

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

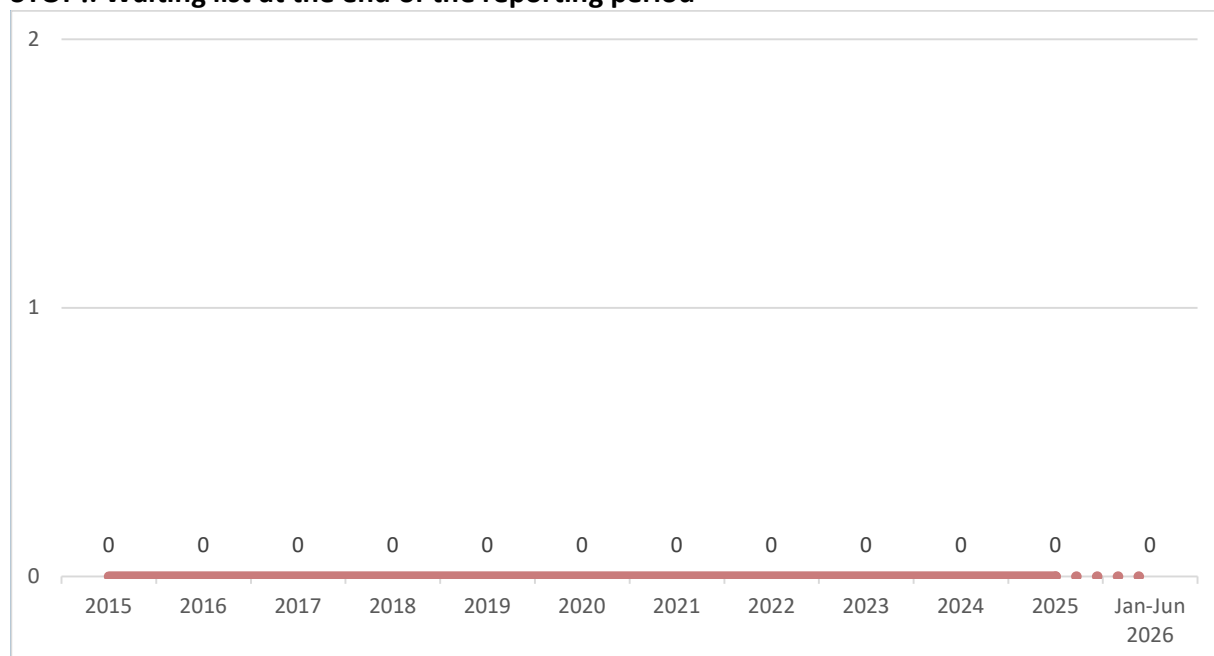


Figure 96: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

STOP!: Referrals, cases opened (new & re-contact), and cases closed, by year

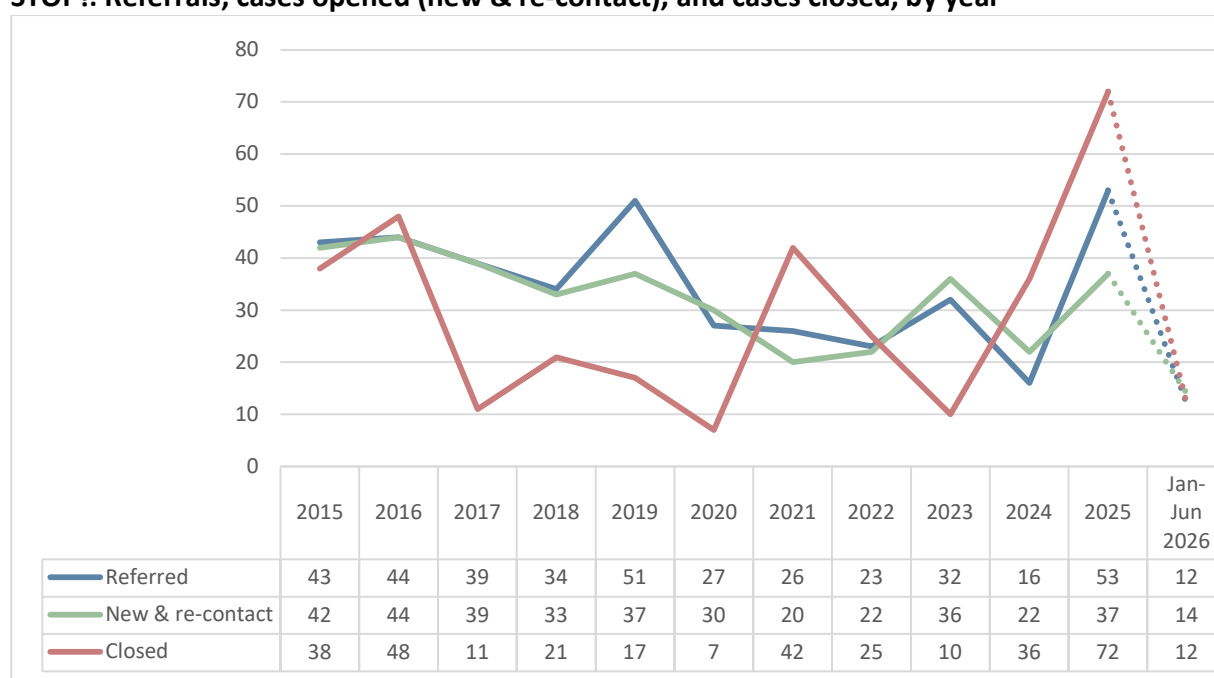


Figure 97: In Jan-Jun 2026, 12 cases were referred, 14 new & recontact cases opened, and 12 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 94 for breakdown).

STOP!: Referred cases by type of alleged abuse category (non-mutually exclusive) January - June 2026			
	Yes	No	Total
Domestic violence	10	2	12
Gender-based violence	1	11	12
Honour-based violence	0	12	12
No abuse	2	10	12

Figure 98: Domestic violence cases accounted for the highest number of cases referred (10).

Note: All referred cases initially indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case. The data are not mutually exclusive and should not be summed across abuse categories, as service users may have more than one type reported at referral.

STOP!: Referred cases by type of alleged abuse, by year of referral (non-mutually exclusive)



Figure 99: Multiple forms of alleged abuse may be ticked for each referral; therefore, categories are not mutually exclusive and should not be summed. Figures represent the number of referrals in which each type of abuse was indicated (see Glossary for definitions). Some service users will not indicate the form of abuse at intake and will require further assessment in order to determine the nature of abuse, if present. For example, out of 12 referrals in Jan-Jun 2026, 7 (58%) reported being emotional abuse and out of 12 referrals in Jan-Jun 2026, 8 (67%) reported physical abuse.

A total of **14** cases were opened between January and June 2026.

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

STOP!: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	0	0	0
18-19	0	0	0	0	0	0
20-24	0	0	0	0	0	0
25-29	2	0	0	0	0	2
30-34	0	0	0	0	0	0
35-39	2	0	0	0	0	2
40-44	3	0	0	0	0	3
45-49	1	1	0	0	0	2
50-54	4	0	0	0	0	4
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	1	0	0	0	14

Figure 100: Service users aged 50 to 54 accounted for the highest proportion of cases opened (29%; 4).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth

Child to Parent Violence (CPV)

Service was launched April 2022.

CPV: Cases and individuals worked with, by year

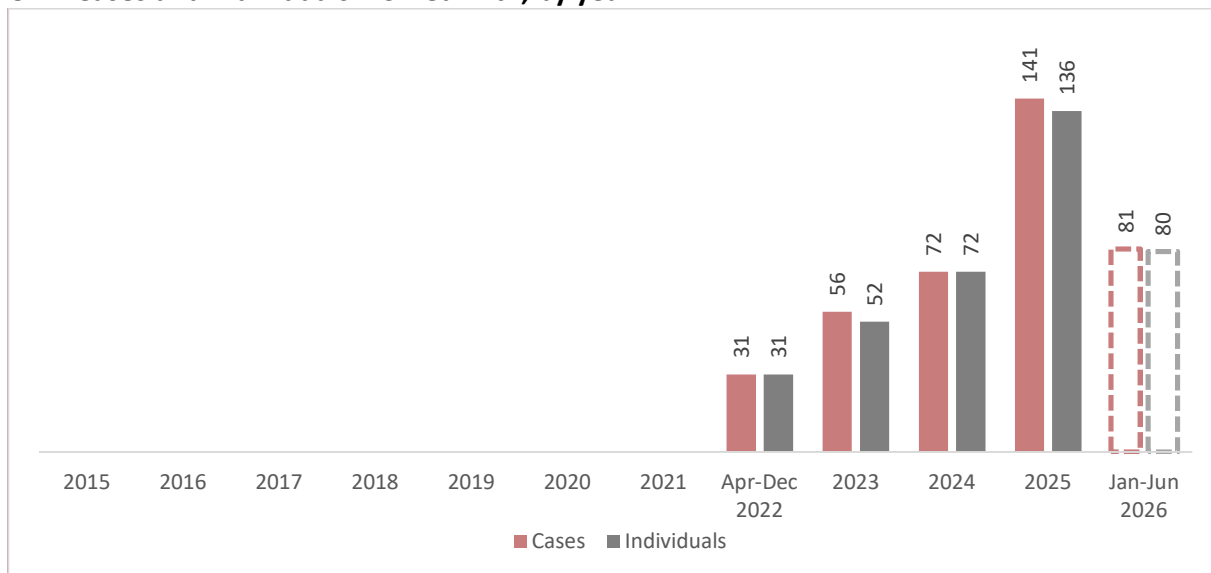


Figure 101: In Jan-Jun 2026, 81 cases and 80 individuals were worked with compared to 141 and 136 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **81** cases were worked with between January and June 2026.

CPV: Cases worked with Jan-Jun 2026 by gender

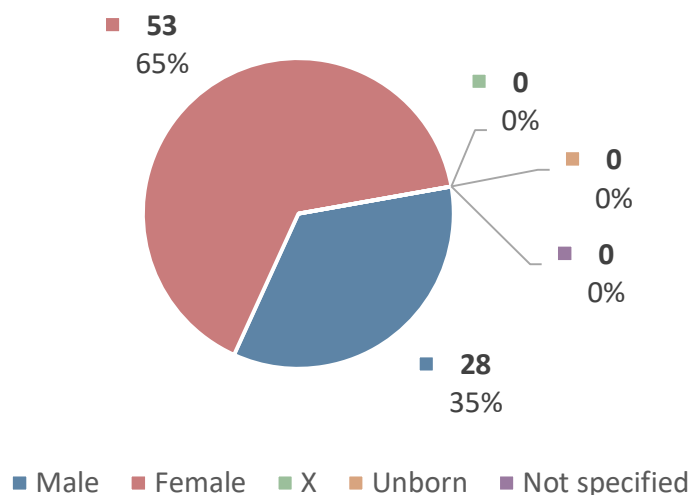


Figure 102: Female service users accounted for the highest proportion of cases worked with (65%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

CPV: Cases worked with Jan-Jun 2026 by age category

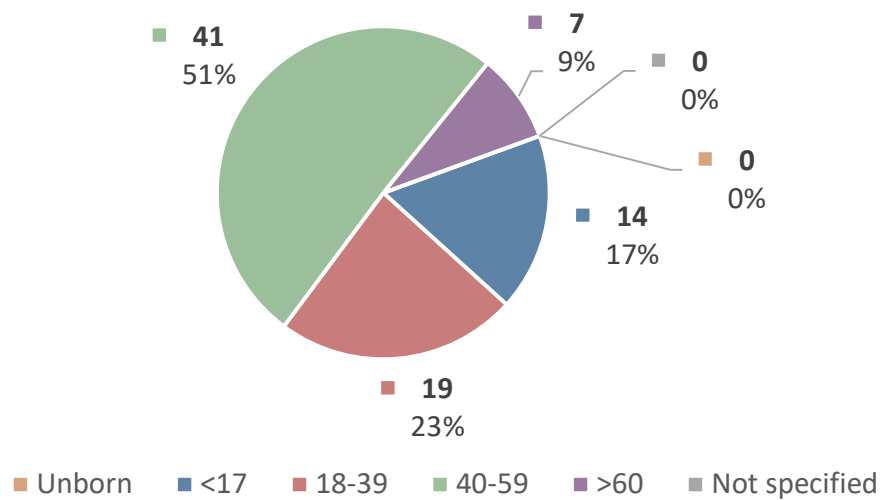


Figure 103: Service users aged 40 to 59 accounted for the highest proportion of cases worked with (51%).

Note: Age is calculated based on date of birth.

CPV: Cases worked with Jan-Jun 2026 by nationality

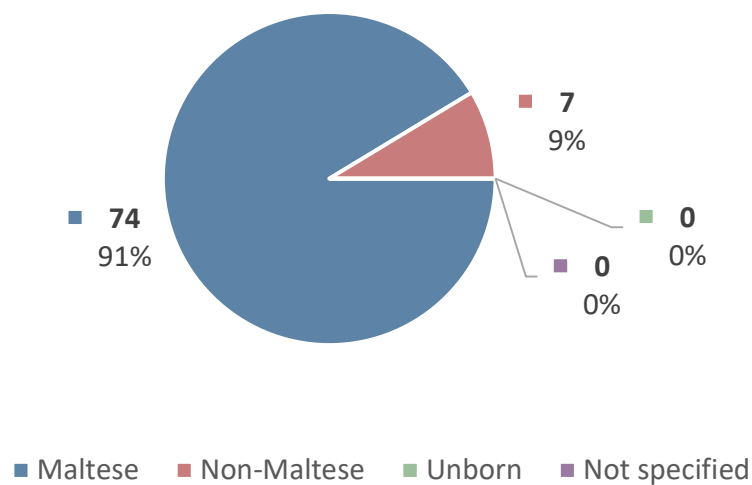
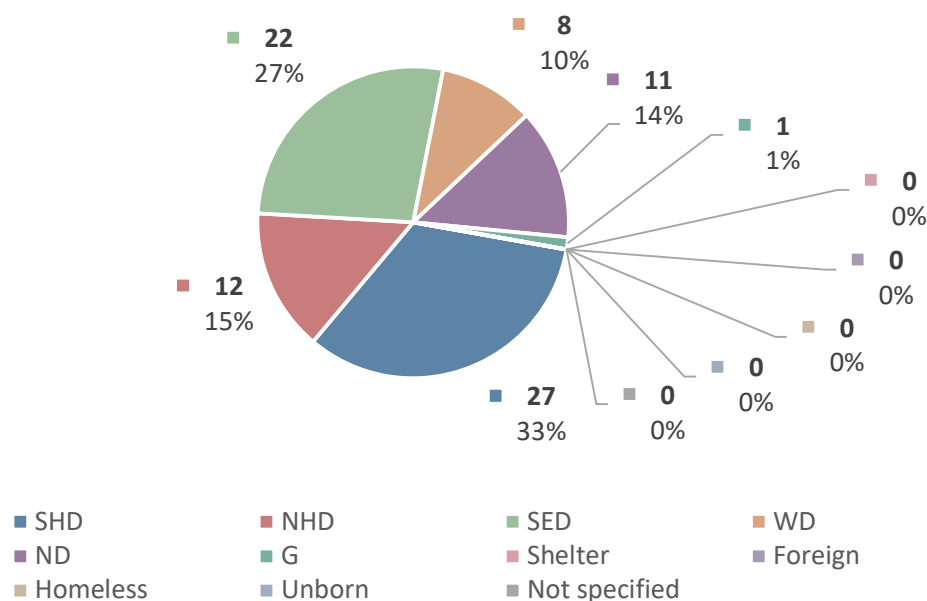


Figure 104: Maltese service users accounted for the highest proportion of cases worked with (91%), while non-Maltese service users accounted for 9%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

CPV: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 105: Southern Harbour District accounted for the highest proportion of cases worked with (33%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

CPV: Cases worked with by case type (new, re-contact, known and intake), by year

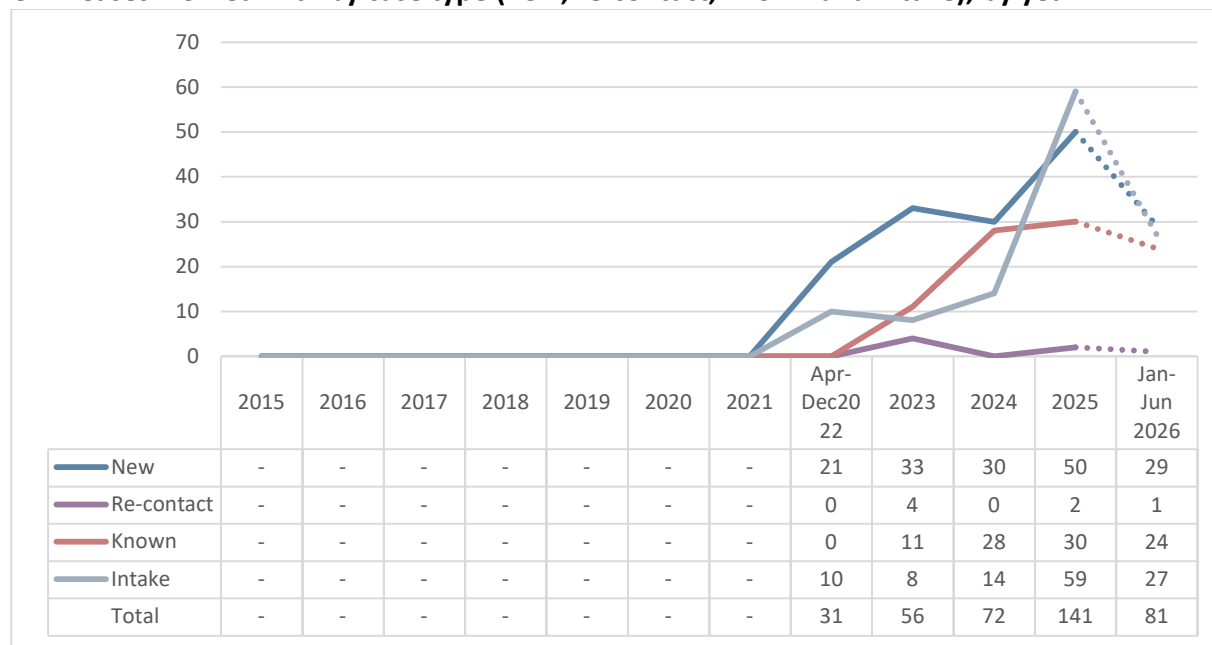


Figure 106: New cases accounted for 36% (29) of cases worked with, while re-contact cases accounted for 1% (1).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2023 following the introduction of the online system.

CPV: Cases worked with by case state at the end of the reporting period

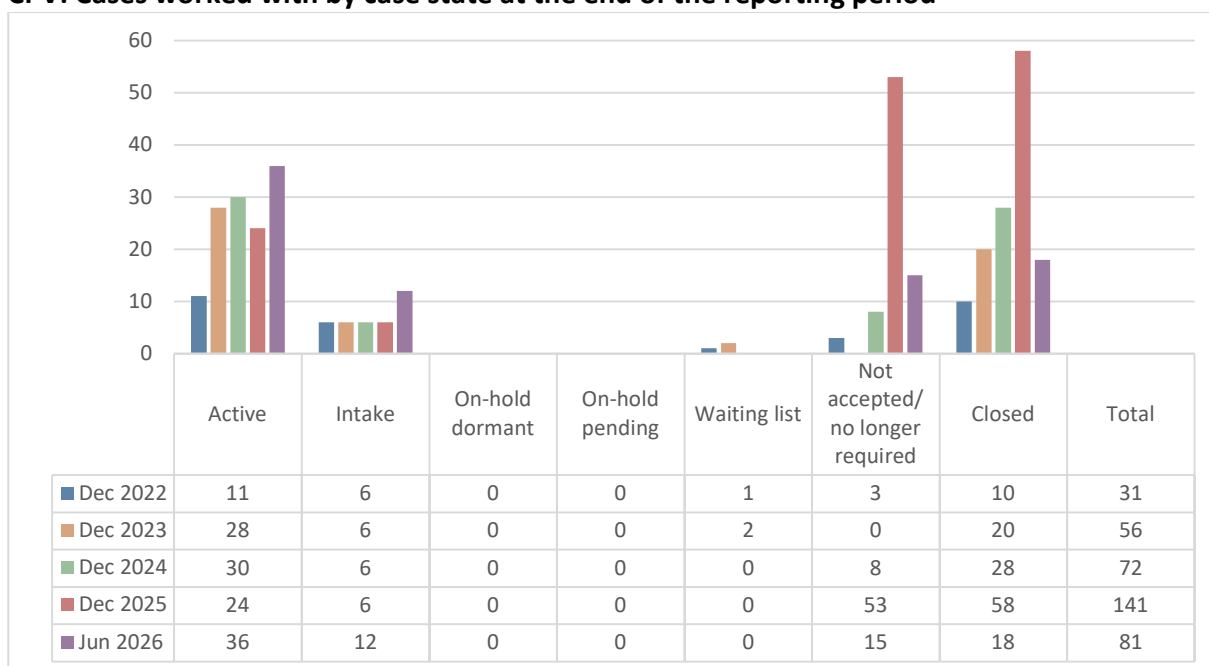


Figure 107: By the end of June 2026, 44% (36) of the cases worked with remained active, 22% (18) were closed and 15% (12) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary).

CPV: Waiting list at the end of the reporting period

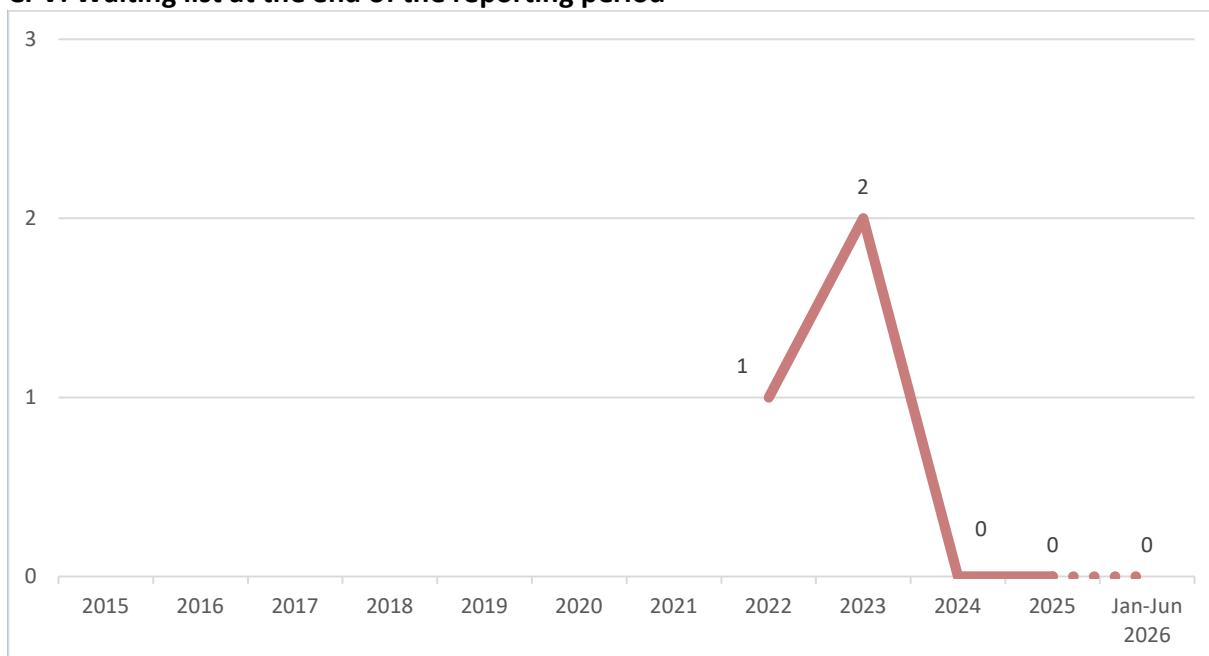


Figure 108: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

CPV: Referrals, cases opened (new & re-contact), and cases closed, by year

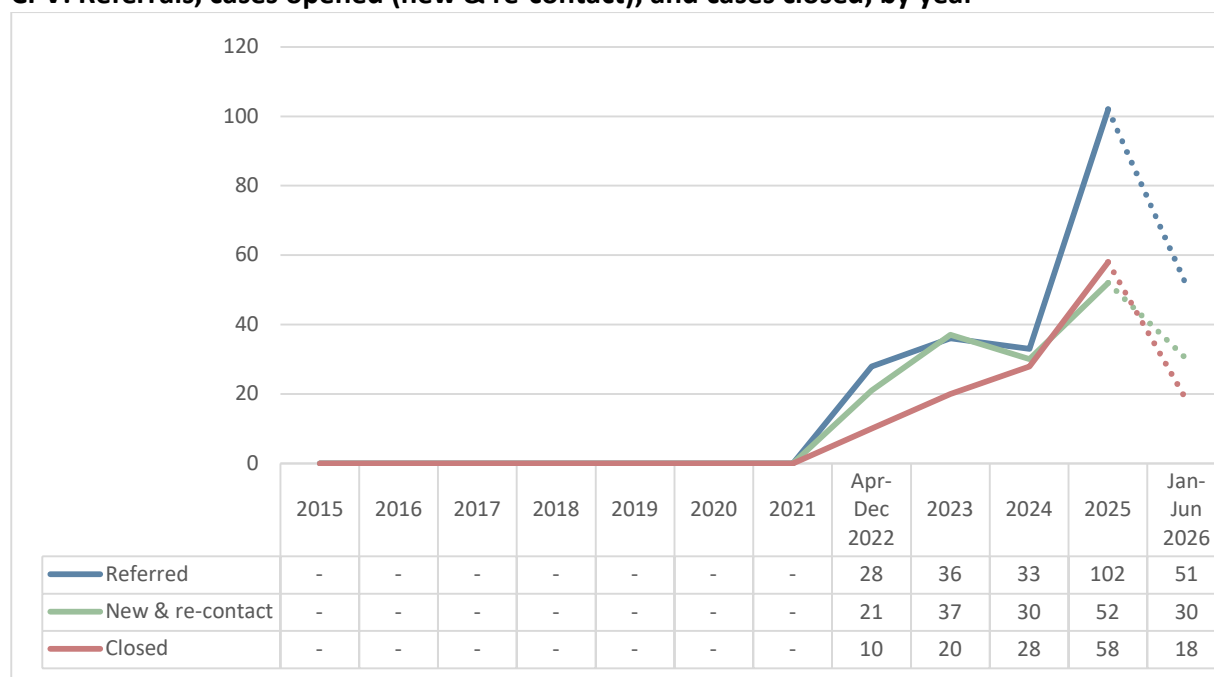


Figure 109: In Jan-Jun 2026, 51 cases were referred, 30 new & recontact cases opened, and 18 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 106 for breakdown).

CPV: Referred cases by type of alleged abuse category (non-mutually exclusive) January - June 2026			
	Yes	No	Total
Domestic violence	51	0	51
Gender-based violence	0	51	51
Honour-based violence	0	51	51
No abuse	0	51	51

Figure 110: Domestic violence cases accounted for the highest number of cases referred (51).

Note: All referred cases initially indicate the alleged abuse type/s category which will undergo further investigation during the lifetime of the case. The data are not mutually exclusive and should not be summed across abuse categories, as service users may have more than one type reported at referral.

CPV: Referred cases by type of alleged abuse, by year of referral (non-mutually exclusive)

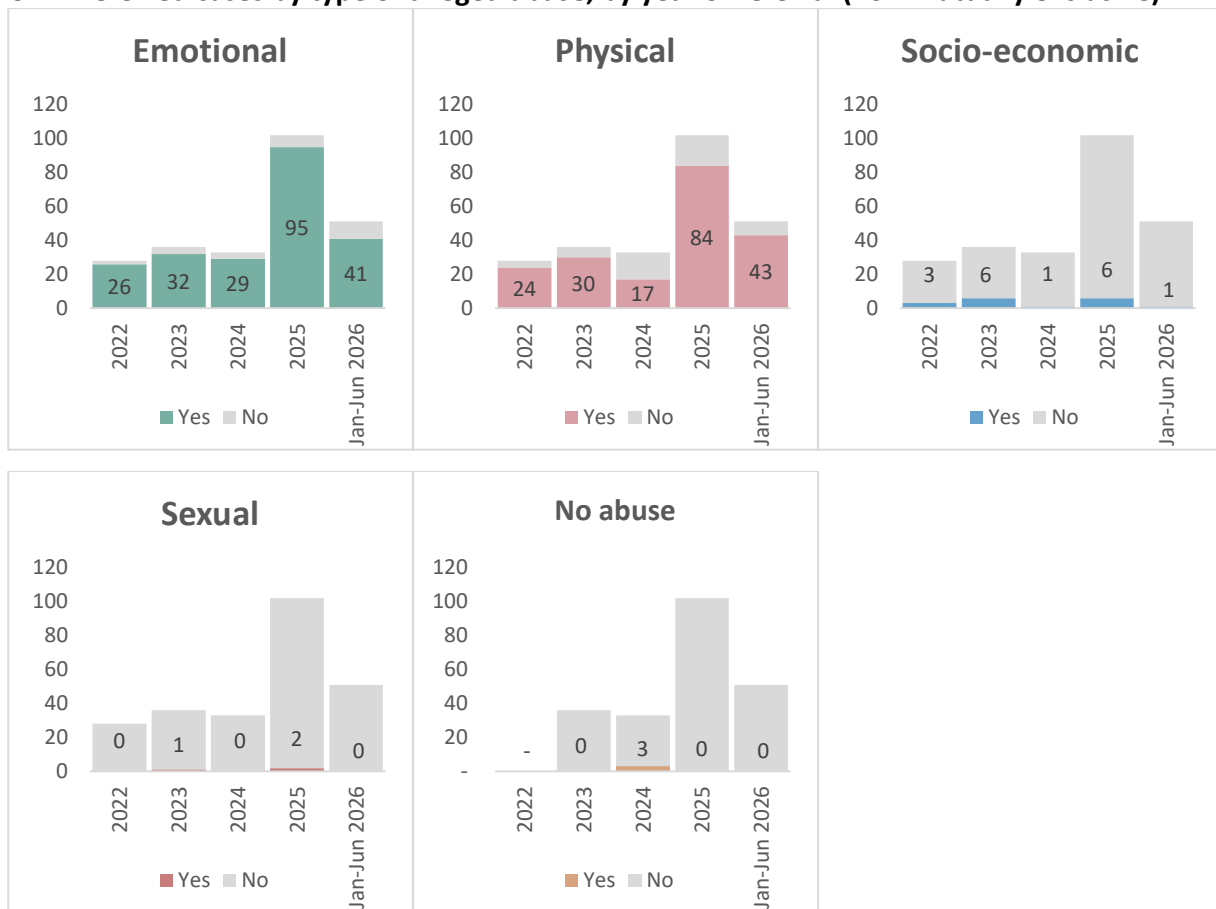


Figure 111: Multiple forms of alleged abuse may be ticked for each referral; therefore, categories are not mutually exclusive and should not be summed. Figures represent the number of referrals in which each type of abuse was indicated (see Glossary for definitions). Some service users will not indicate the form of abuse at intake and will require further assessment in order to determine the nature of abuse, if present. For example, out of 51 referrals in Jan-Jun 2026, 41 (80%) reported being emotional abuse and out of 51 referrals in Jan-Jun 2026, 43 (84%) reported physical abuse.

A total of **30** cases were opened between January and June 2026.

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

CPV: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	-	0	0
<1	0	0	0	-	0	0
1-5	0	0	0	-	0	0
6-10	0	0	0	-	0	0
11-15	2	1	0	-	0	3
16-17	1	2	0	-	0	3
18-19	0	1	0	-	0	1
20-24	0	1	0	-	0	1
25-29	0	0	0	-	0	0
30-34	0	2	0	-	0	2
35-39	0	2	0	-	0	2
40-44	1	4	0	-	0	5
45-49	0	5	0	-	0	5
50-54	4	2	0	-	0	6
55-59	1	1	0	-	0	2
≥60	0	0	0	-	0	0
Not specified	0	0	0	-	0	0
Total	9	21	0	-	0	30

Figure 112: Service users aged 50 to 54 accounted for the highest proportion of cases opened (20%; 6).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

LGBTIQ+ Wellbeing Service

Service data have been available for inclusion since July 2024.

LGBTIQ+: Cases and individuals worked with, by year

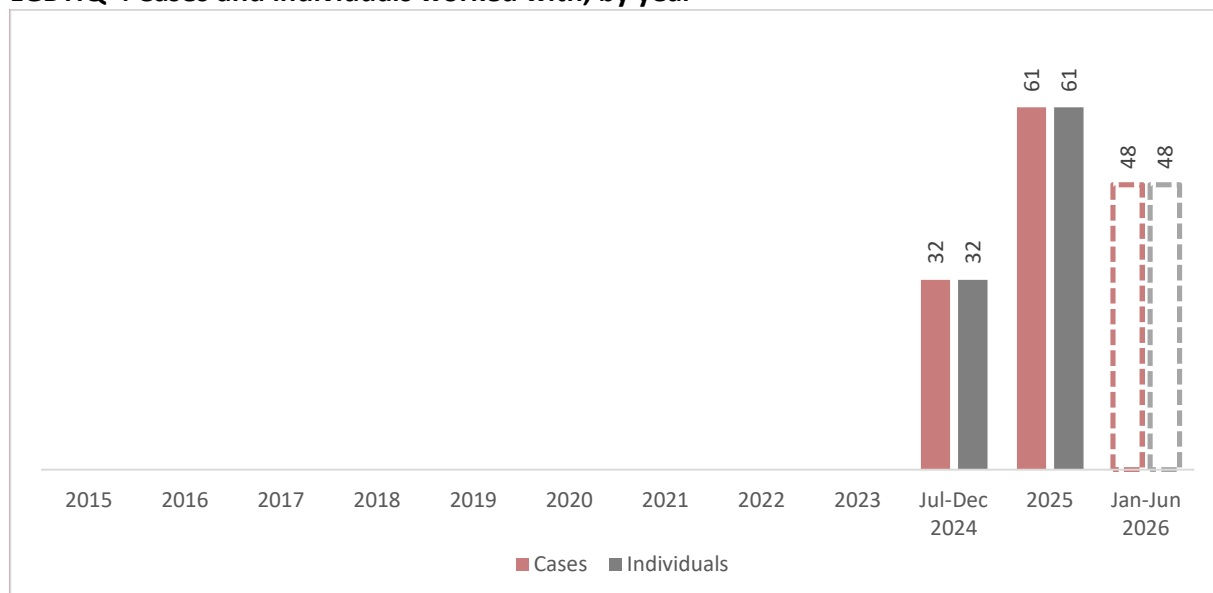


Figure 113: In Jan-Jun 2026, 48 cases and 48 individuals were worked with compared to 61 and 61 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **48** cases were worked with between January and June 2026.

LGBTIQ+: Cases worked with Jan-Jun 2026 by gender

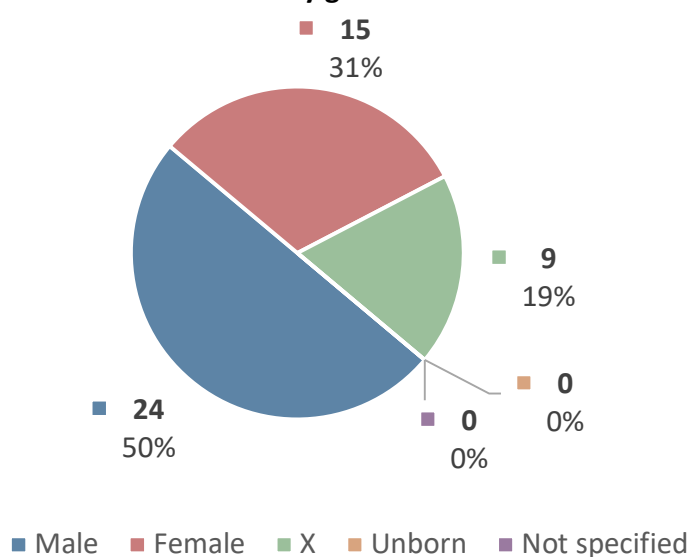


Figure 114: Service users who identified as male accounted for the highest proportion of cases worked with (50%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

LGBTIQ+: Cases worked with Jan-Jun 2026 by gender identity

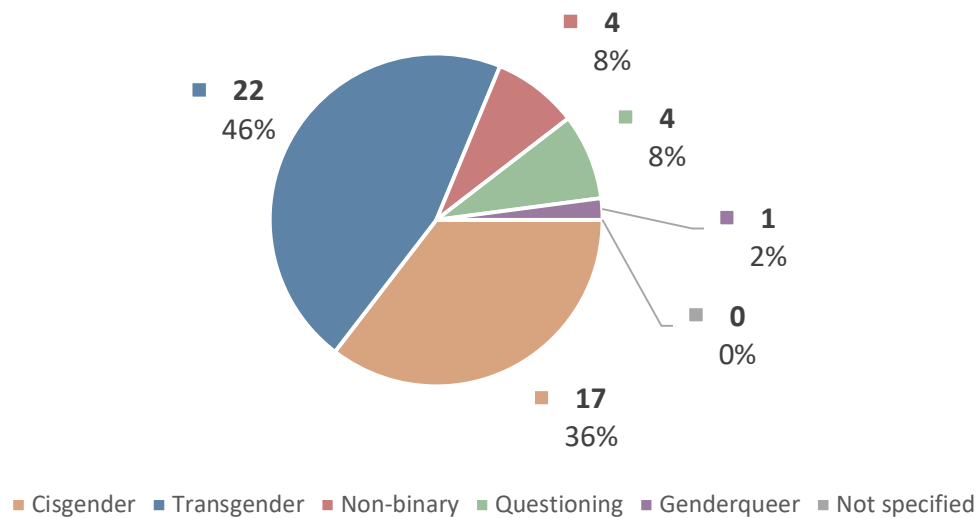


Figure 115: Transgender persons accounted for the highest proportion of cases worked with (46%).

Note: Gender identity is recorded at referral or first contact and may be updated over time, based on the individual's self-reporting.

LGBTIQ+: Cases worked with Jan-Jun 2026 by age category

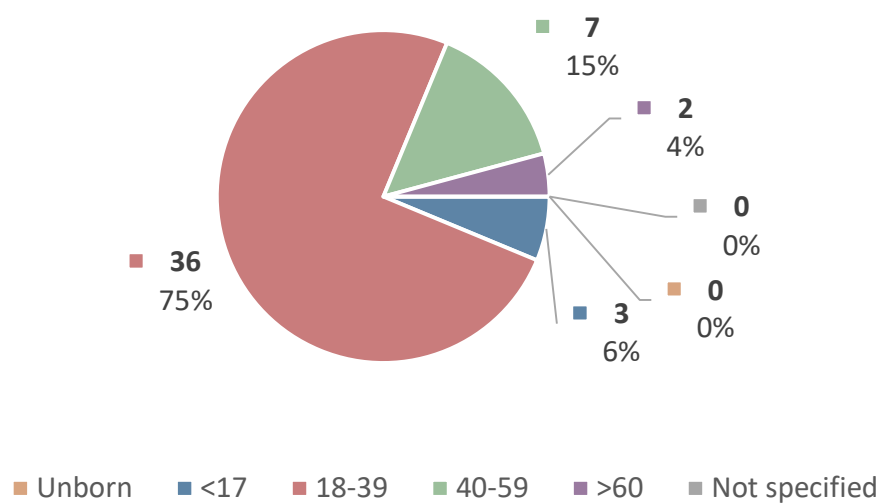


Figure 116: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (75%).

Note: Age is calculated based on date of birth.

LGBTIQ+: Cases worked with Jan-Jun 2026 by nationality

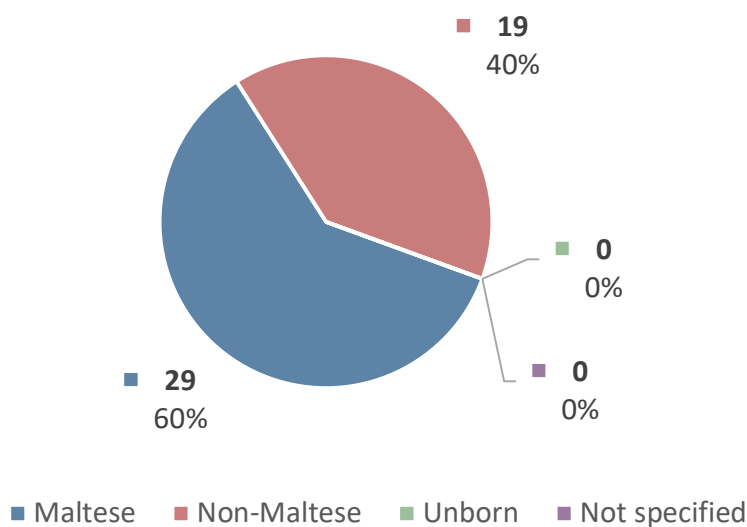
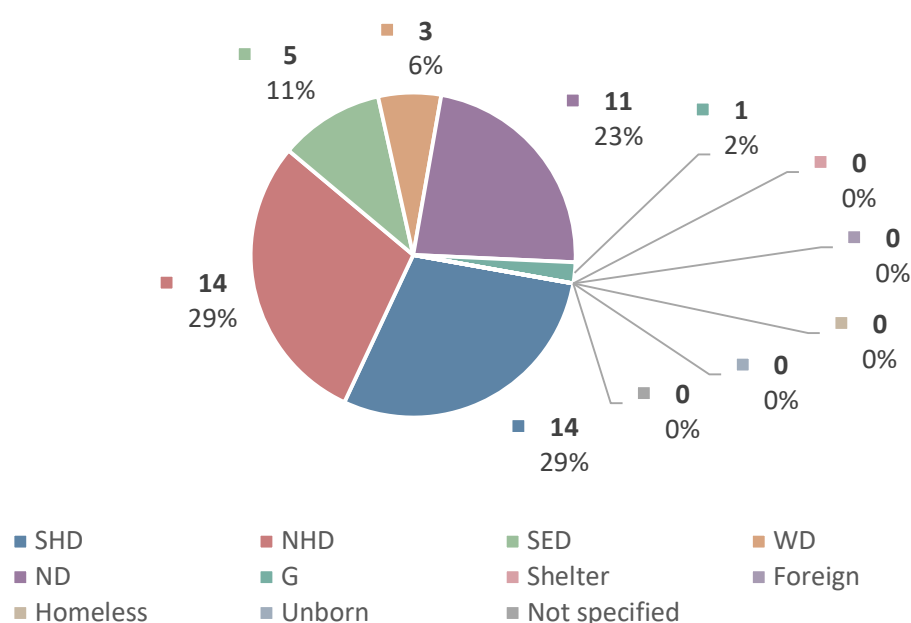


Figure 117: Maltese service users accounted for the highest proportion of cases worked with (60%), while non-Maltese service users accounted for 40%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

LGBTIQ+: Cases worked with Jan-Jun 2026 by district of residence



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

Figure 118: Northern Harbour District and Southern Harbour District accounted for the highest proportion of cases worked with (29% each).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

LGBTIQ+: Cases worked with by case type (new, re-contact, known and intake), by year

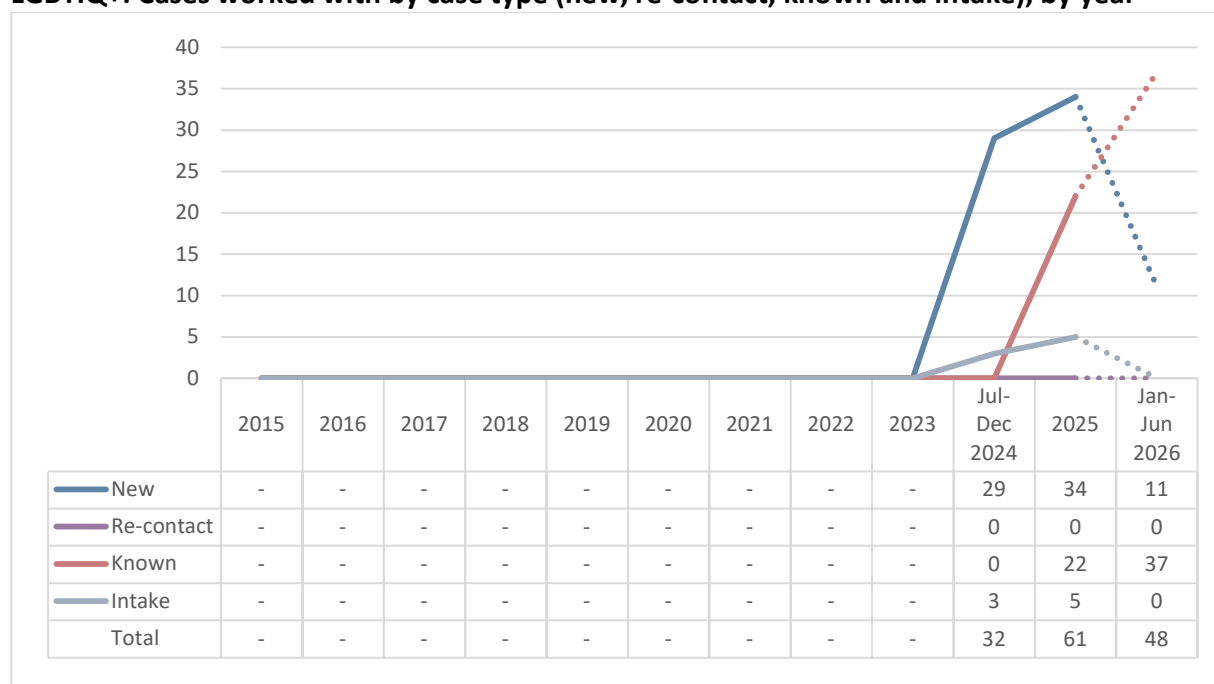


Figure 119: New cases accounted for 23% (11) of cases worked with, while re-contact cases accounted for 0% (0).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2024 following data recording changes.

LGBTIQ+: Cases worked with by case state at the end of the reporting period

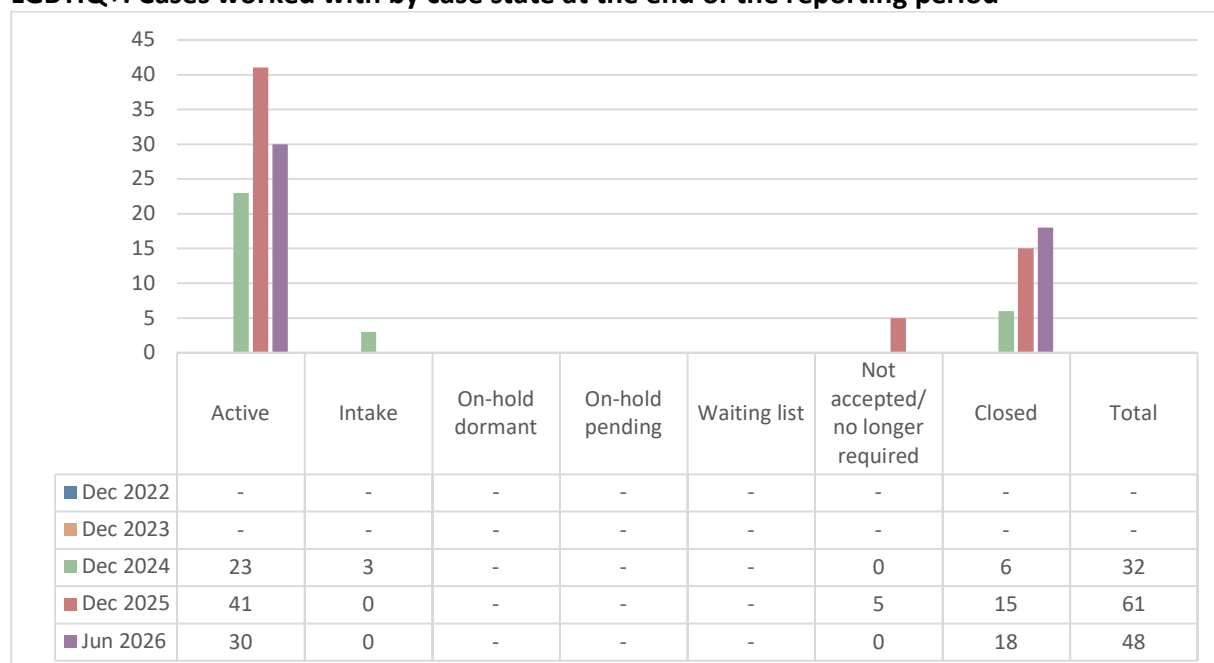


Figure 120: By the end of June 2026, 63% (30) of the cases worked with remained active and 38% (18) were closed.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list registered separately by the service.

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

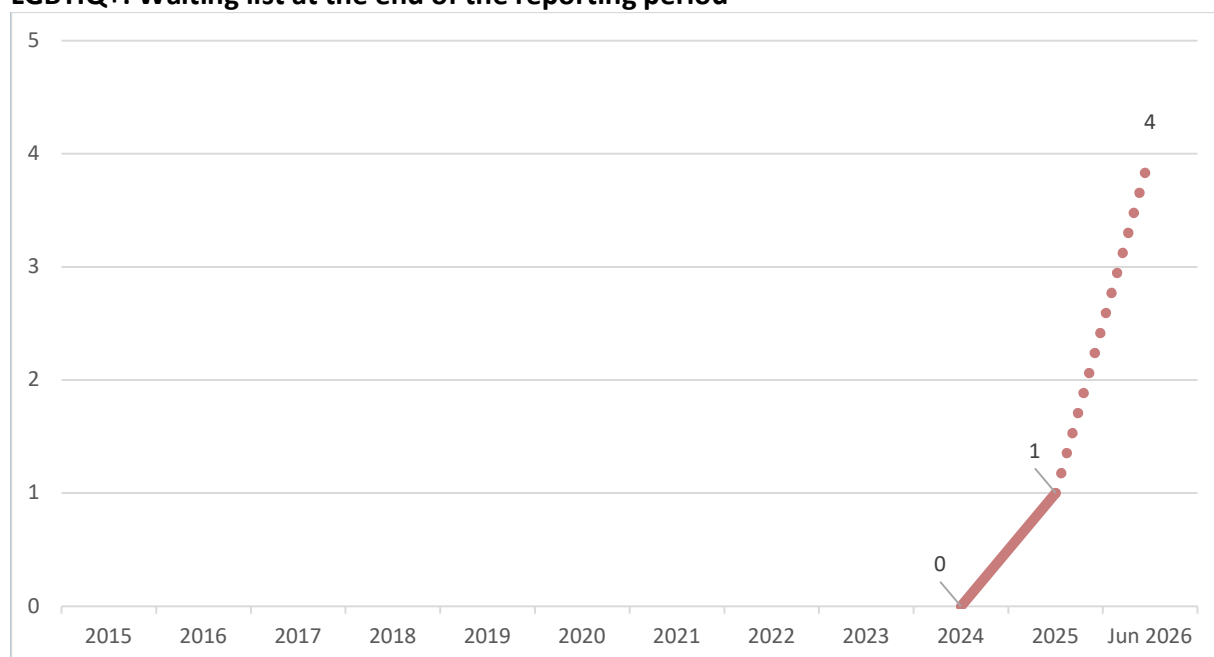


Figure 121: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 4 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. The waiting list in the figure is the full waiting list as registered separately and reported by the service.

LGBTIQ+: Referrals, cases opened (new & re-contact), and cases closed, by year

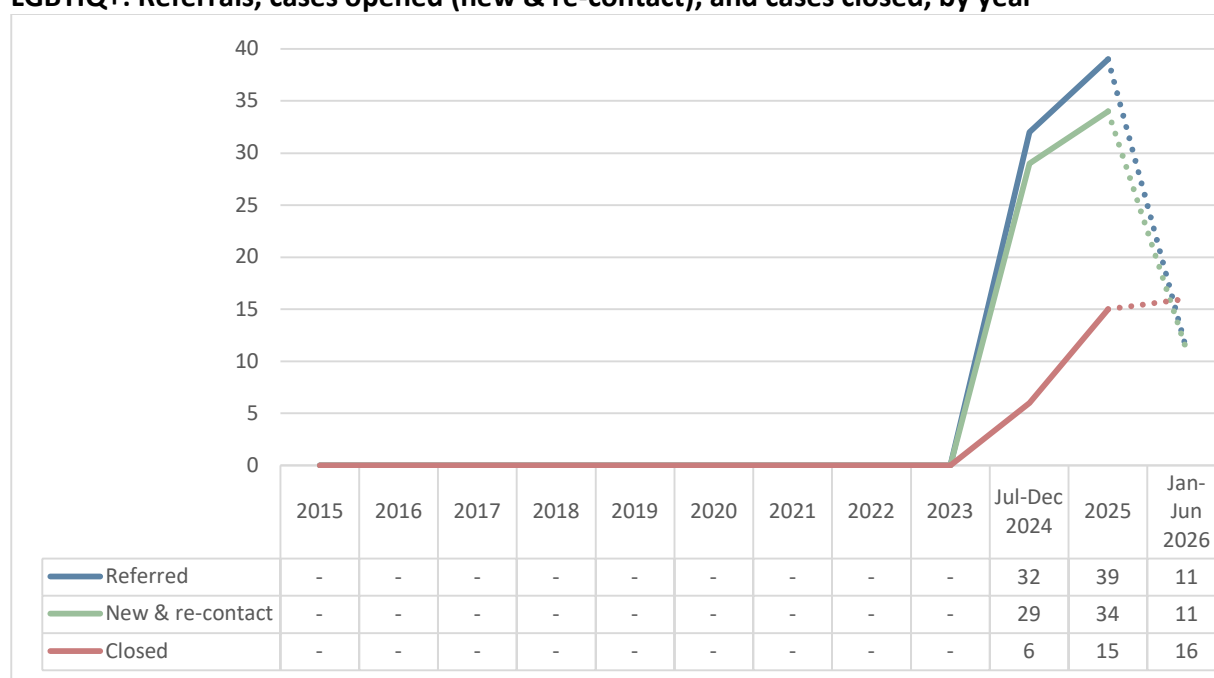


Figure 122: In Jan-Jun 2026, 11 cases were referred, 11 new & recontact cases opened, and 16 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 119 for breakdown).

A total of **11** cases were opened between January and June 2026.

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

LGBTIQ+: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	1	0	-	0	1
18-19	0	0	0	-	0	0
20-24	0	2	0	-	0	2
25-29	2	1	1	-	0	4
30-34	0	0	0	-	0	0
35-39	0	0	0	-	0	0
40-44	0	1	0	-	0	1
45-49	0	0	0	-	0	0
50-54	0	0	0	-	0	0
55-59	1	1	0	-	0	2
≥60	1	0	0	-	0	1
Not specified	0	0	0	-	0	0
Total	4	6	1	-	0	11

Figure 123: Service users aged 25 to 29 accounted for the highest proportion of cases opened (36%; 4).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Emergency Service

The Emergency Service in this report includes services provided in Malta. It offers interventions to individuals requiring emergency assistance and support outside normal working hours, including evenings, weekends, and public holidays. Most service users assisted are also receiving support from other FSWS services.

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

Emergency: Interventions provided and hours, by year of intervention

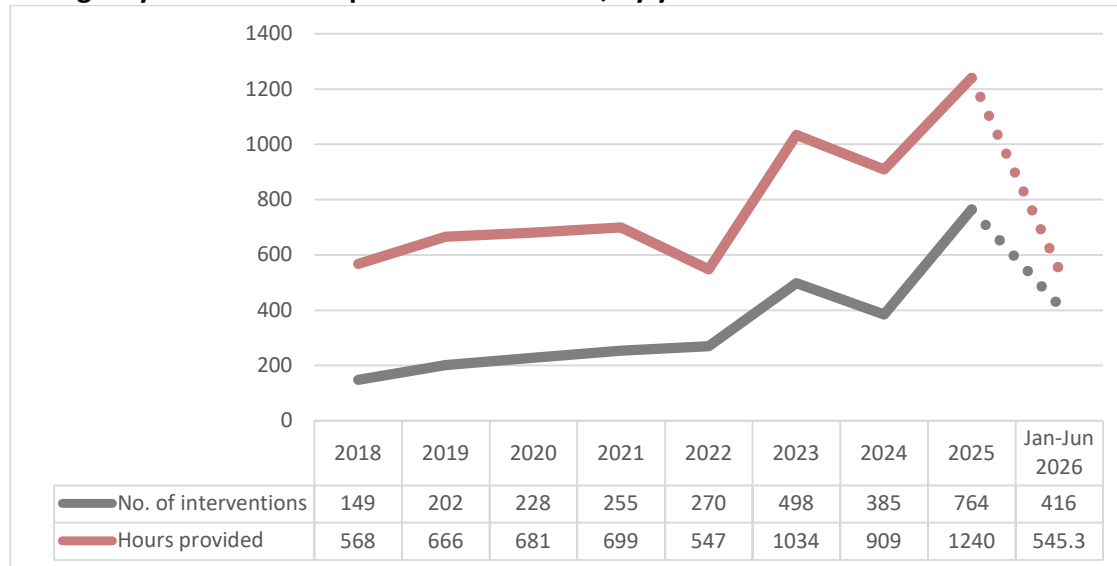


Figure 124: In Jan-Jun 2026, a total of 416 interventions were provided, amounting to 545.3 hours.

Note: Prior to 2022, interventions were recorded separately by each worker involved. From 2022, interventions are recorded once per activity.

Emergency: Out-referred cases by year of referral

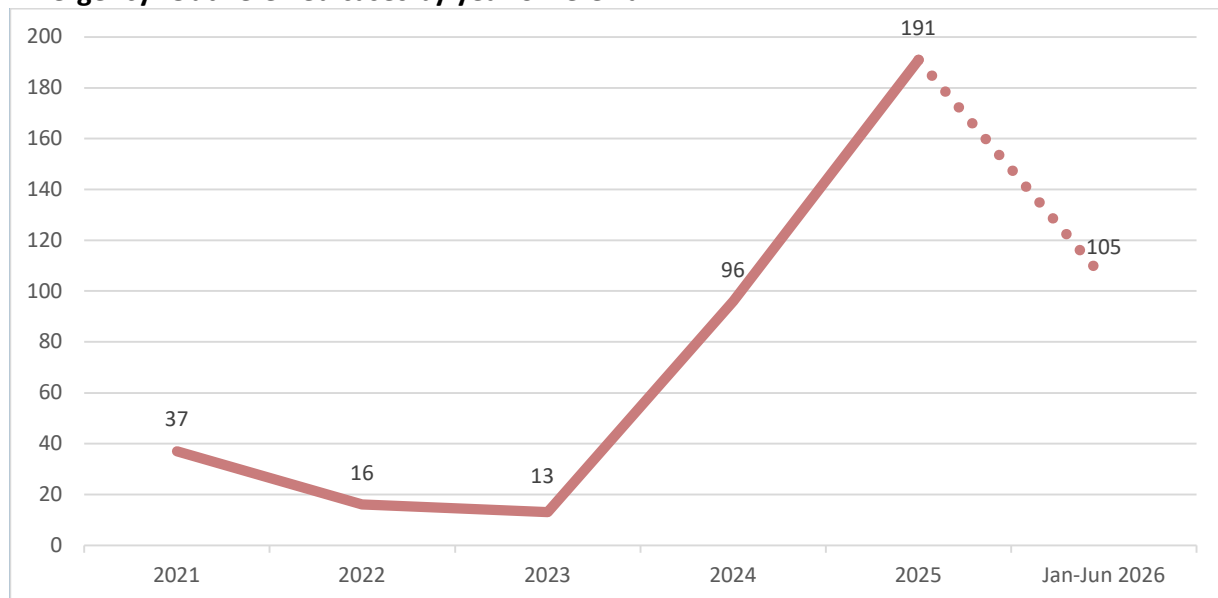


Figure 125: In Jan-Jun 2026, 105 cases were out-referred to another FSWS service.

Note: Service user cases not already engaged with an FSWS service are referred by the Emergency Service to the appropriate service for follow-up (out-referral).

Emergency: Out-referred cases by receiving service and gender, by year of referral January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Child Protection Investigation	66	34	0	0	0	100
Domestic Violence Unit - Malta	0	1	0	0	0	1
Domestic Violence Unit - Gozo	0	1	0	0	0	1
Mater Dei Hospital Social Work Service	0	1	0	0	0	1
Appogg Homeless Service	0	0	0	0	0	0
FSWS Gozo Homeless Service	1	0	0	0	0	1
Human Trafficking Service	0	1	0	0	0	1
Substance Misuse Out-Patients Unit	0	0	0	0	0	0
ACTS Community Service	0	0	0	0	0	0
Total	67	38	0	0	0	105

Figure 126: In Jan-Jun 2026, 100 (95%) cases were out-referred to Child Protection Service.

Note: Service users not already engaged with an FSWS service are referred by the Emergency Service to the appropriate service for follow-up (out-referral).

Emergency: Out-referred cases Jan-Jun 2026 by gender

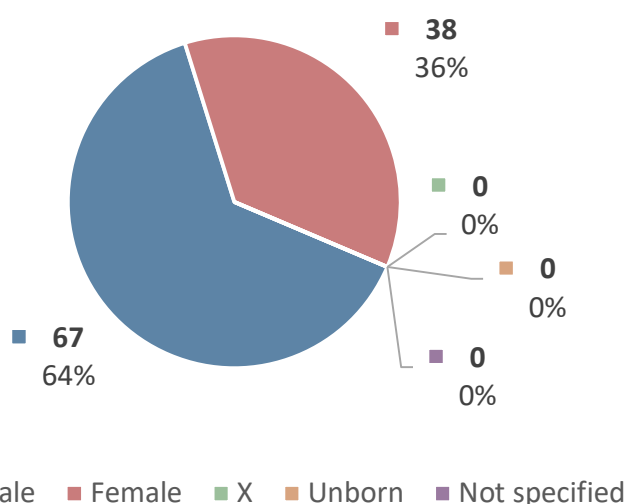


Figure 127: Male service users accounted for the highest proportion of cases referred to another service (64%).

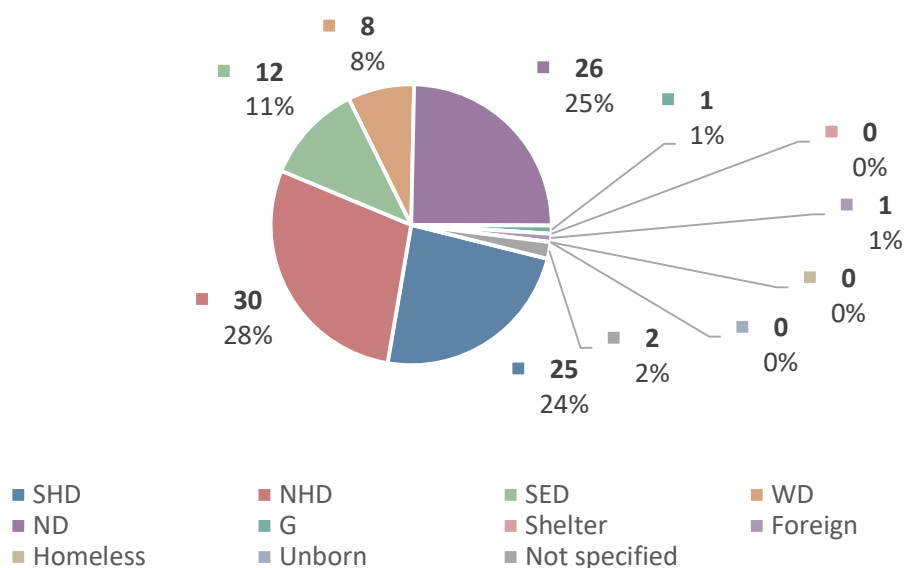
Note: Service users not already engaged with an FSWS service are referred by the Emergency Service to the appropriate service for follow-up (out-referral). Gender is recorded at referral or first contact, based on formal documentation and/or the individual's self-identified pronouns.

Emergency: Out-referred cases by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤1	1	0	0	0	0	1
1-5	5	4	0	0	0	9
6-10	18	3	0	0	0	21
11-15	25	16	0	0	0	41
16-17	17	9	0	0	0	26
18-19	0	2	0	0	0	2
20-24	1	0	0	0	0	1
25-29	0	0	0	0	0	0
30-34	0	0	0	0	0	0
35-39	0	1	0	0	0	1
40-44	0	2	0	0	0	2
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	0	0	0	0	0	0
Not specified	0	0	0	0	0	0
Total	67	38	0	0	0	105

Figure 128: Service users aged 11 to 15 accounted for the highest proportion of cases referred to another service (39%; 41).

Note: Gender is recorded at referral or first contact, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Emergency: Out-referred cases Jan-Jun 2026 by district of residence



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 129: Northern District accounted for the highest proportion of cases referred to another service (25%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Programm Uljed Darna (PUD)

In 2021, part of the remit of Programm Uljed Darna (PUD), including volunteer-based and general work with children, was transferred to Home-Start under the Alternative Care Directorate

Progett Tereza

PUD-Tereza: Donations by donation status and year

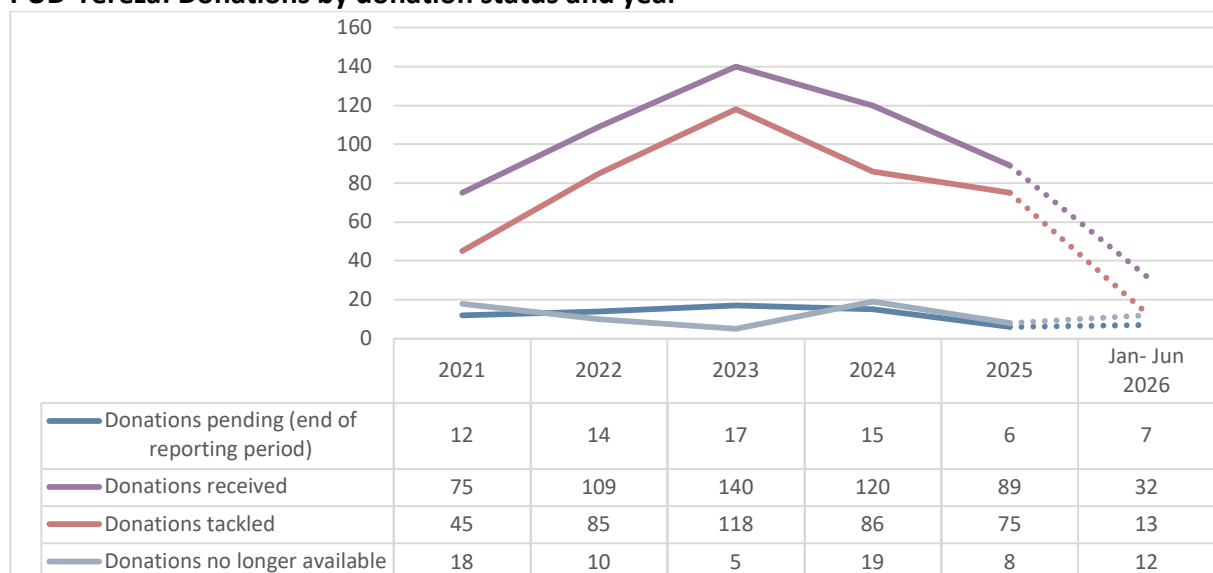


Figure 130: In Jan-Jun 2026, 32 donations were received and 13 were tackled.

Note: The donation component manages the receipt and coordination of donated physical items (e.g. baby cribs). Donations are recorded as received, collected (tackled), pending at reporting period end, or no longer available due to withdrawal or lack of collection capacity.

PUD-Tereza: Requests by request status and year

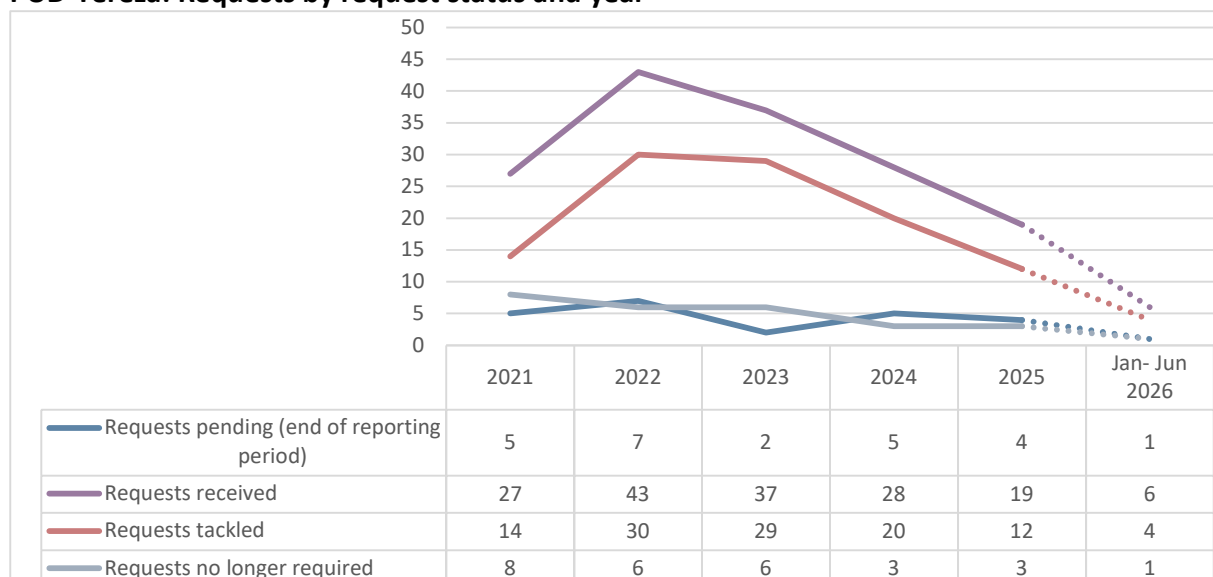


Figure 131: In Jan-Jun 2026, 6 requests were received and 4 were tackled.

Note: The request component manages the receipt and coordination of requests for physical items (e.g. baby cribs). Requests are recorded as received, delivered (tackled), pending at reporting period end, or no longer required due to withdrawal.

Supportline 179

A new online data collection system and reporting format were introduced in April 2020, combining data from both the 179 and 1772 helplines. The 1772 helpline was discontinued in January 2024.

SPL179: Calls received by year

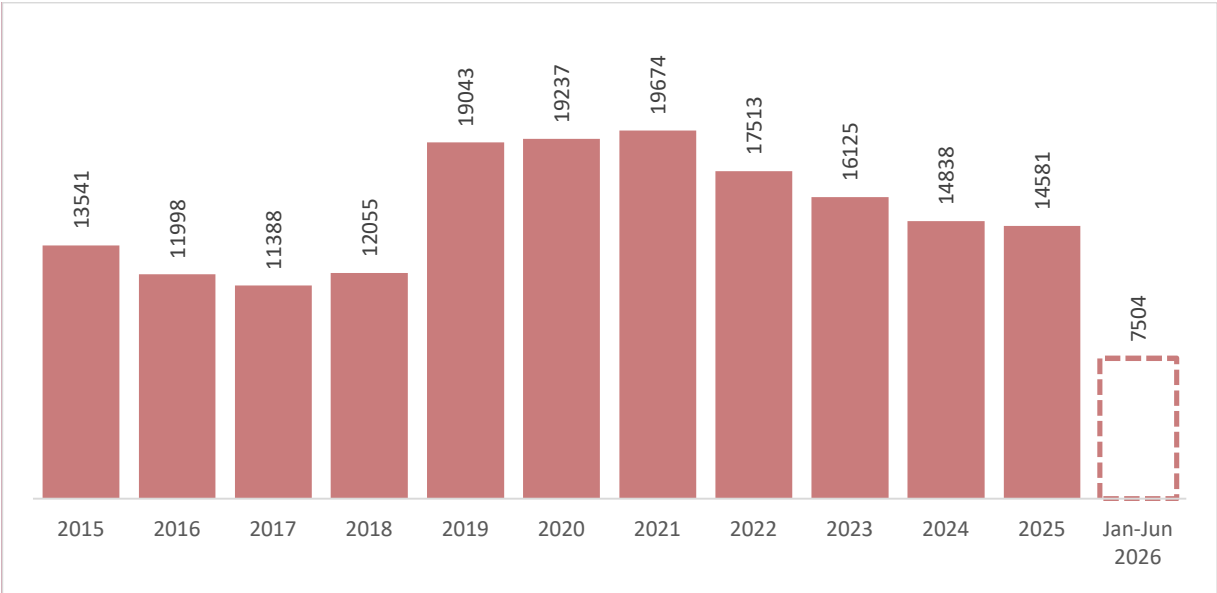


Figure 132: In Jan-Jun 2026, 7504 calls were received compared to 14581 in 2025.

SPL179: Calls received by type of call and year

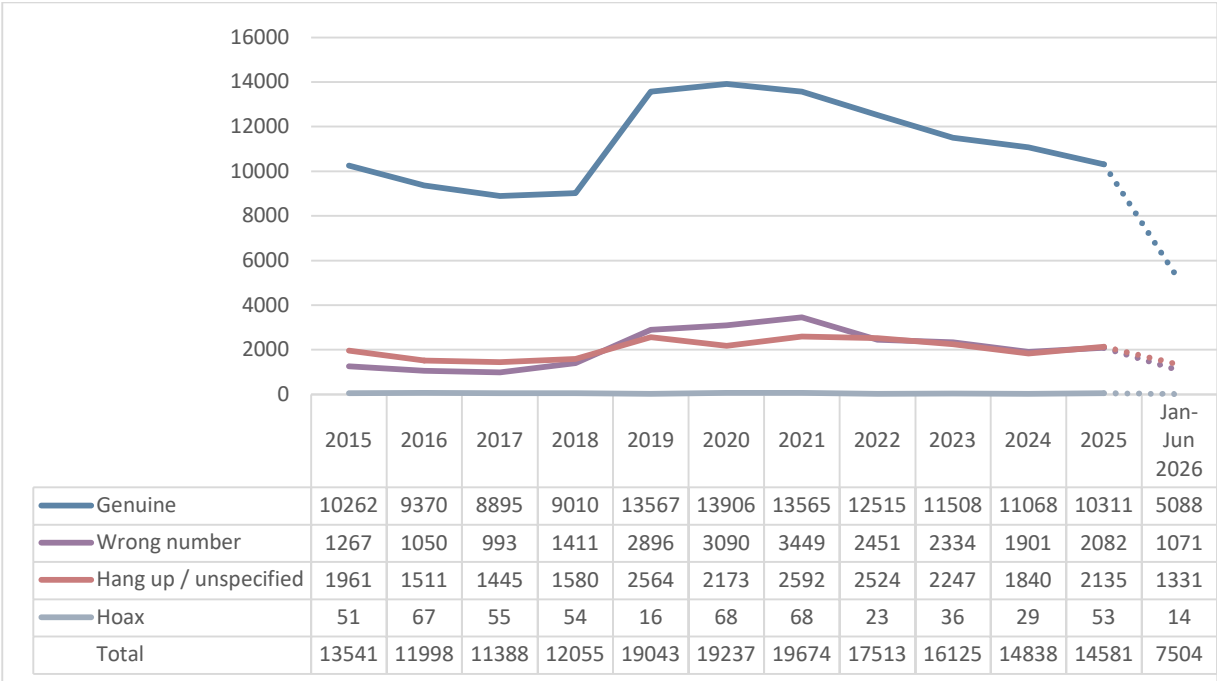


Figure 133: In Jan-Jun 2026, 7504 calls were received, with genuine calls representing 68% (5088) of the total.

Note: Calls received may include non-genuine contacts, such as wrong numbers, abandoned calls (hang up), or hoax calls.

SPL179: Genuine calls received by gender and year

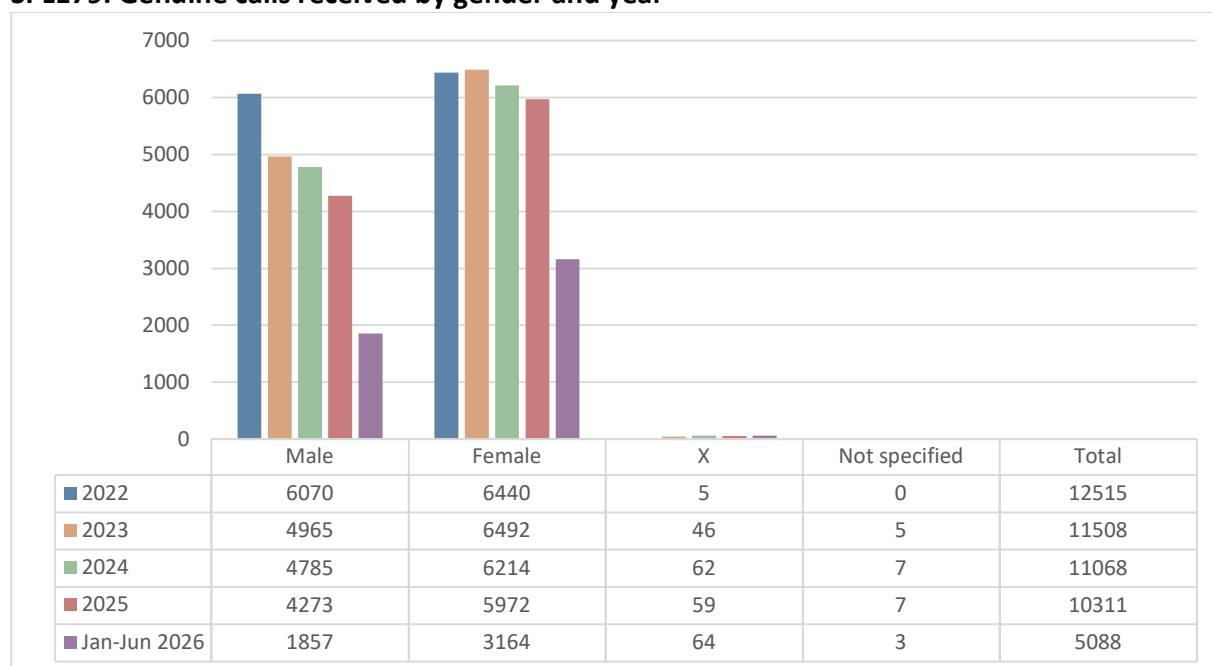


Figure 134: Female service users accounted for the highest proportion of genuine calls in Jan-Jun 2026 (3164; 62%)

Note: Although callers may remain anonymous, most provide information on their gender during the genuine call.

SPL179: Genuine calls received by outcome and year

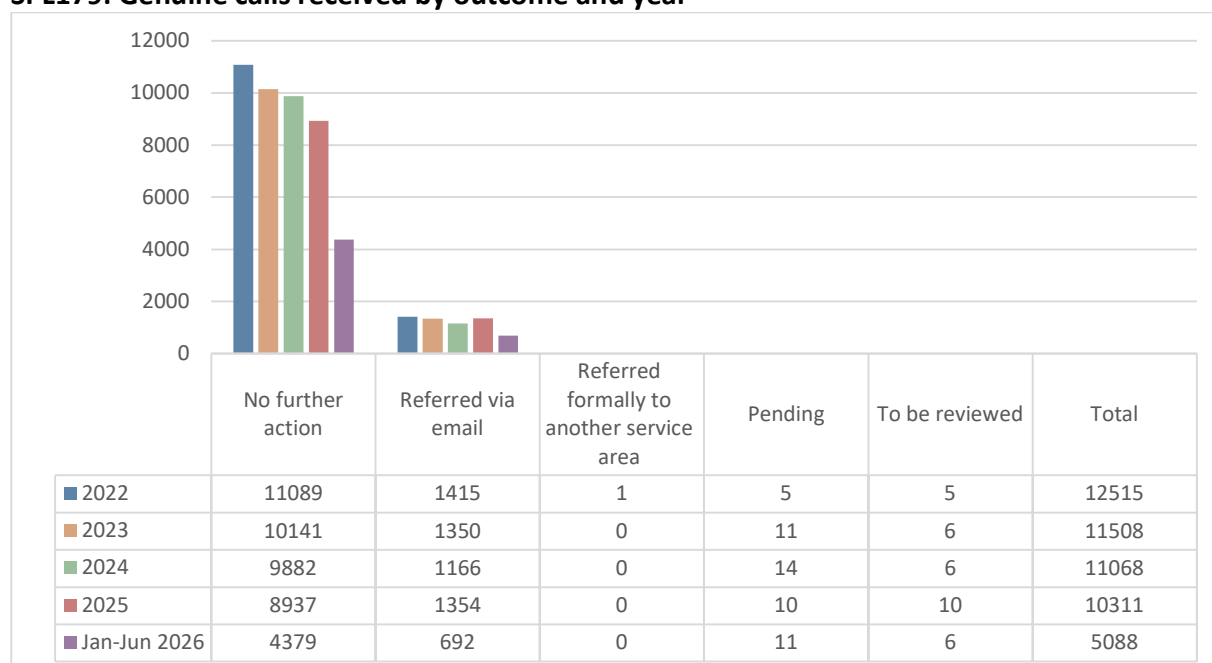


Figure 135: In Jan-Jun 2026, the majority of calls (4379; 86%) did not require further action.

Note: Calls may be processed further where required, including referral to another service, further discussed for action (review or placed pending), or allocation for social work intervention within Supportline 179. This outcome variable has been available since 2021 following the introduction of the online data collection system.

SPL179: Genuine call received by age category of caller and year

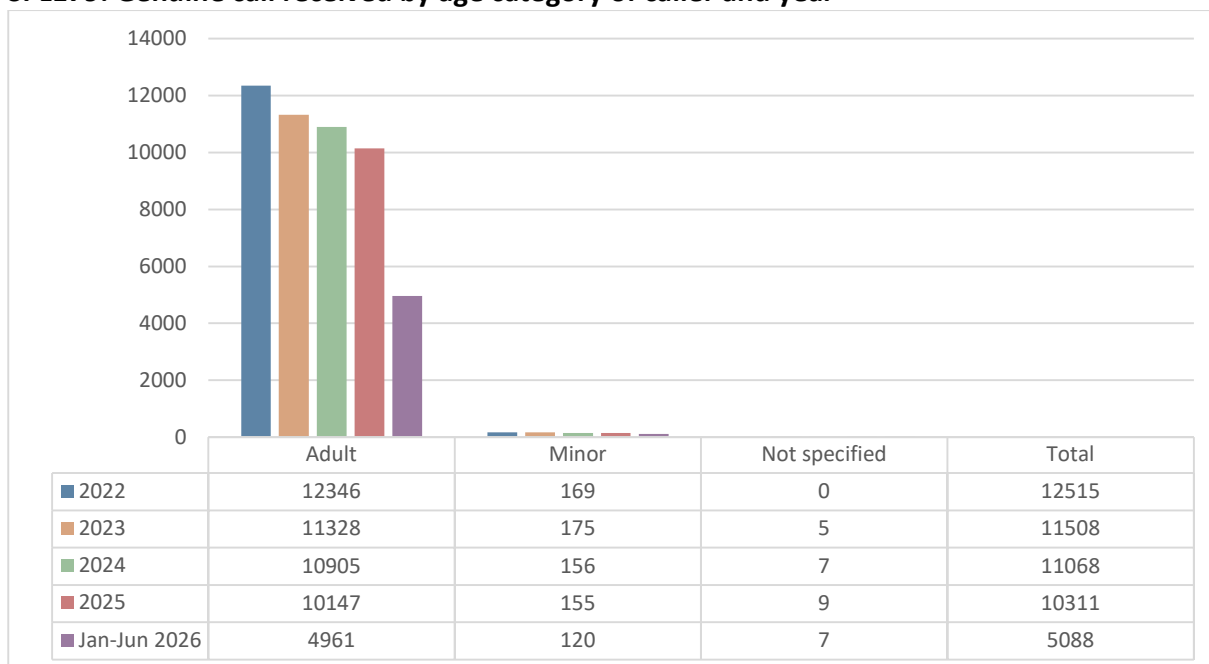


Figure 136: Adults accounted for the highest proportion of genuine calls in Jan-Jun 2026 (4961; 98%)

Note: Although callers may remain anonymous, most provide information about their age during the genuine call.

SPL179: Genuine calls where information or listening services were requested, by year

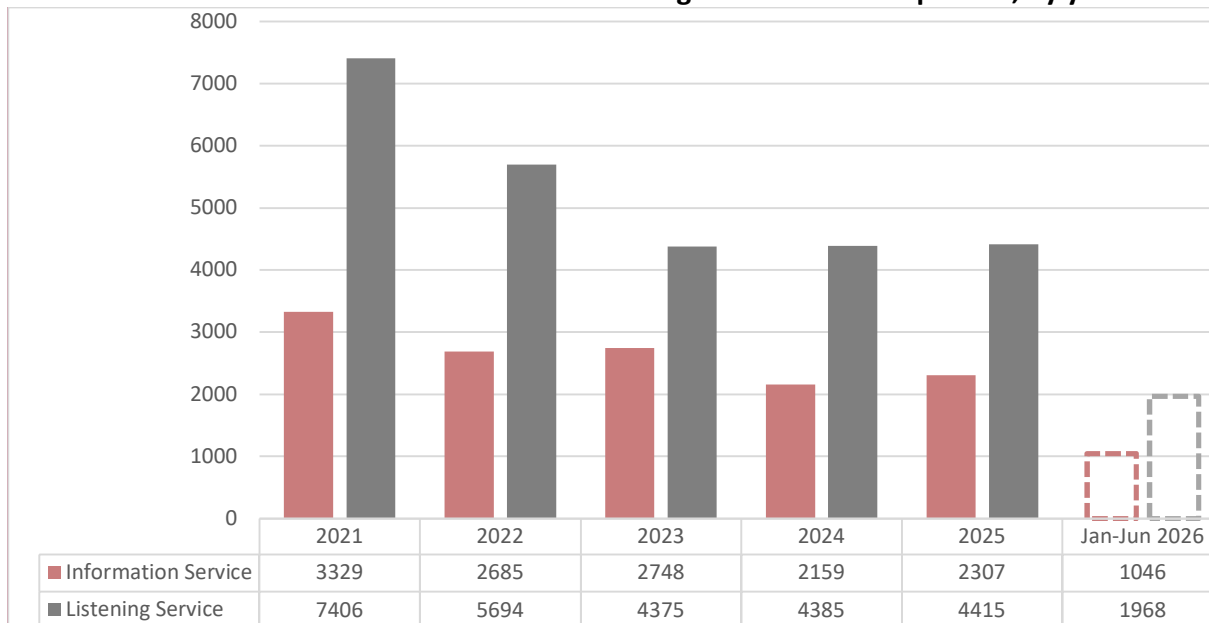


Figure 137: In Jan-Jun 2026, 1046 calls were recorded for listening support and 1968 for information.

Note: Calls requiring information and/or listening are not mutually exclusive. Calls are classified by type of support requested, including information services (e.g., queries about services or how to access them) and listening support (e.g., talk about their day or conversations about national events). These callers often do not require further support or assistance.

SPL179: Genuine calls by primary problem and year					
	2022	2023	2024	2025	Jan-Jun 2026
Abuse of an adult	15	30	18	24	13
Abuse of elderly persons	53	66	89	69	28
Adoption related	6	3	4	3	4
Aggressive\violent behaviour	109	98	106	109	85
Alcohol	129	134	153	140	75
Bereavement	23	25	30	25	12
Bullying others or being bullied	35	43	50	45	23
Care of significant others	4	3	1	1	1
Child abuse - at risk	79	87	73	110	78
Child abuse - emotional	128	109	123	105	66
Child abuse - neglect	160	151	185	168	82
Child abuse - physical	96	81	97	102	36
Child abuse - sexual	17	12	12	9	10
Child access	67	104	88	104	41
Child care	43	46	65	51	17
Communication issues in romantic relationship	14	13	10	4	3
Crime (adult)	5	5	9	5	3
Cyber-bullying or victim of cyber-bullying	18	20	28	31	22
Delinquency (youth)	13	23	12	16	12
Disability related issues (any)	-	-	-	-	0
Disability related issues (auditory)	0	0	0	1	0
Disability related issues (intellectual)	15	5	3	8	2
Disability related issues (physical)	31	30	52	48	21
Disability related issues (visual)	8	14	18	24	9
Divorce	7	0	3	6	3
Domestic violence - at risk	79	82	60	87	57
Domestic violence - emotional	297	267	322	332	168
Domestic violence - financial	14	8	6	12	8
Domestic violence - neglect	13	5	6	6	2
Domestic violence - physical	197	181	208	203	83
Domestic violence - sexual	2	9	1	4	3
Drugs (prescription medication)	18	26	34	48	15
Drugs (illicit substances)	136	203	195	173	118
Eating disorder	8	2	2	3	2
Elderly needs	252	217	313	267	161
Employment problems	20	26	31	24	20
Financial problems	42	64	60	44	25
Foster placement	8	4	7	7	6
Gambling	25	27	34	69	51
Harassment	9	25	7	23	14
Homeless	507	720	618	829	355
Housing problems	41	60	43	26	29
Illegal content	-	7	4	3	3
Infidelity in romantic relationship	14	14	13	9	1
Language or cultural barriers	0	0	1	3	0
Legal issues	129	98	118	134	74
Loneliness	3636	3642	3902	3231	1327

Marital separation	0	0	95	74	53
Mental health	1353	1536	1468	1451	694
Migrant related issues	2	4	3	1	0
Non-person directed behaviours	44	37	1	20	2
Oppositional defiant disorder	2	0	22	0	0
Parent child attachment issues	74	108	110	92	58
Parenting skills	24	33	25	29	14
Personal hygiene issues	0	3	1	1	1
Physical health	110	83	150	191	90
Pregnancy related issues	7	5	2	6	6
Relationship problems with reconstituted family	17	12	15	5	5
Relationship problem with extended family	40	32	50	56	39
Relationship problem with nuclear family	194	185	225	192	96
Residential care	51	29	27	18	9
Romantic relationship conflicts	362	352	302	289	150
Running away	24	26	15	23	14
School related problems	19	27	23	45	12
Self-injury behaviours	71	79	58	42	20
Sexting	1	2	3	0	0
Sexual assault/rape	22	13	10	7	2
Sexuality related issues	7	17	7	10	7
Social security benefits issues	2	11	29	26	6
Stereotyped behaviours	0	0	1	1	0
Technology addiction	2	0	4	5	0
Unemployment	1	4	4	5	4
Usury	3	3	8	0	2
Victim of past child abuse	1	1	1	0	0
Other	1124	546	45	26	28
None (listening or information only)	-	-	-	-	608
None specified or no other issue	2436	1571	1150	951	0
Total	12515	11508	11068	10311	5088

Figure 138: Calls were distributed across several primary problems in Jan-Jun 2026, with loneliness and mental health among the most frequently reported.

Note: Callers may report multiple issues during the call, with one identified as the primary problem. A standard list is used to record and rank issues; "other" is used where an issue is not listed, and "not specified" where no issue is identified or the person only required information or listening. As of 2026, when the person only required information or listening it was recorded as "None (listening or information only)".

Hotline & Helpline

In March 2025, the FSWS was officially appointed as a Trusted Flagger by the Malta Communications Authority (MCA) to report illegal or harmful online content under the EU Digital Services Act. BeSmartOnline helpline/hotline works alongside the Trusted Flagger function to address issues such as: Child sexual abuse material, cyberbullying and harassment, hate speech, online scams and fraud and other illegal online content. This led to a sharp increase in cases reported to the BeSmartOnline services in 2026.

Hotline & Helpline: Reports received by service and year

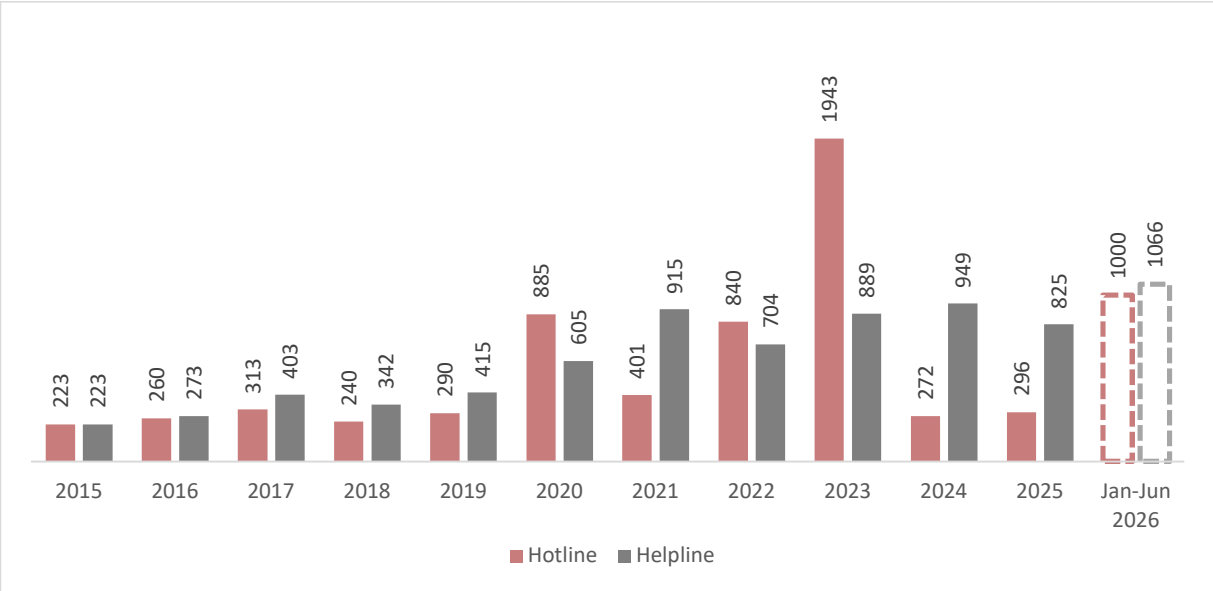


Figure 139: In Jan-Jun 2026, 1000 reports were received for Hotline support and 1066 for Helpline support. The large increase in reports in 2026 was mainly due to the FSWS being officially appointed as a Trusted Flagger by the Malta Communications Authority (MCA).

Note: Reports received via the hotline relate to websites hosting online child abuse content, while the helpline records reports about such issues submitted through the internet-based system.

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

This section provides information on an Agency level for health or mental health-related³ services. This excludes health-related services which are reported in a separate section.

A new online data collection system and reporting format were introduced in 2019, with additional services incorporated over time. Information on implementation timelines is provided within the respective service sections. Data prior to 2024 were also revised to improve comparability. These changes should be considered when interpreting trends over time

Appogg-health: Cases and individuals worked with, by year

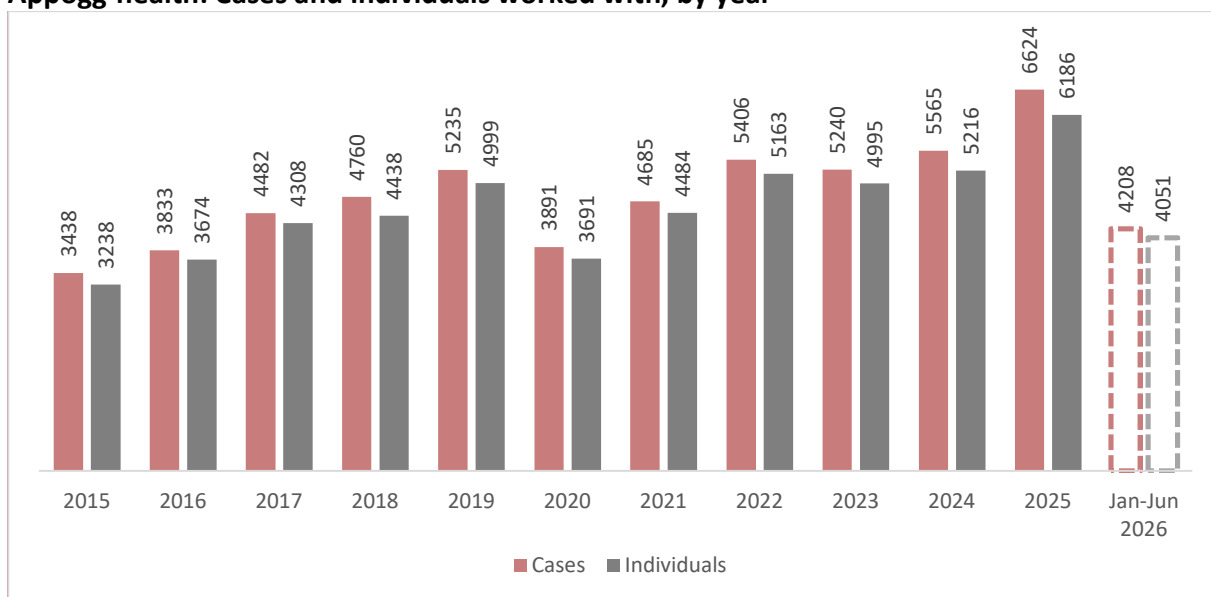


Figure 140: In Jan-Jun 2026, 4208 cases and 4051 individuals were worked with compared to 6624 and 6186 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary). 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.

A total of **4,208** cases were worked with between January and June 2026.

³ Services consist of Mater Dei Hospital Social Work Service; Banniera Service; Oncology Social Work Service; Qormi Health Centre Social Work Service; St Vincent De Paule Social Work Service; Primary Health Care Service; Bormla Mental Health Care Service; Floriana Mental Health Care Service; Mtarfa Mental Health Care Service; and Child and Young People's Service.

Appogg-health: Cases worked with Jan-Jun 2026 by gender

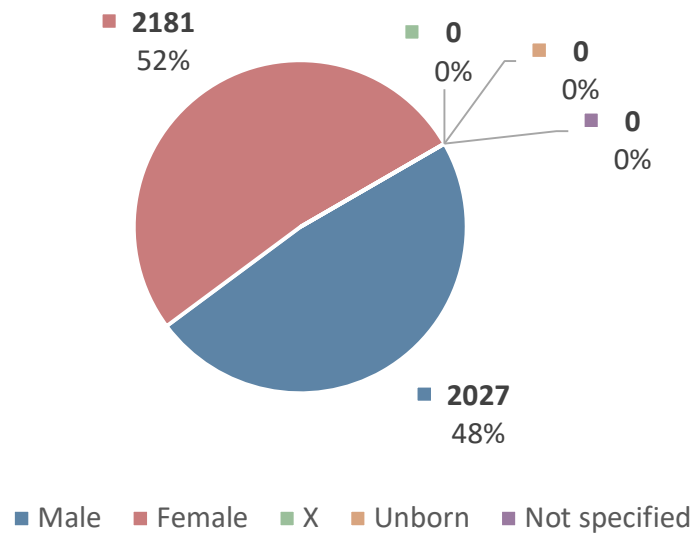


Figure 141: Female service users accounted for the highest proportion of cases worked with (52%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns

Appogg-health: Cases worked with Jan-Jun 2026 by age category

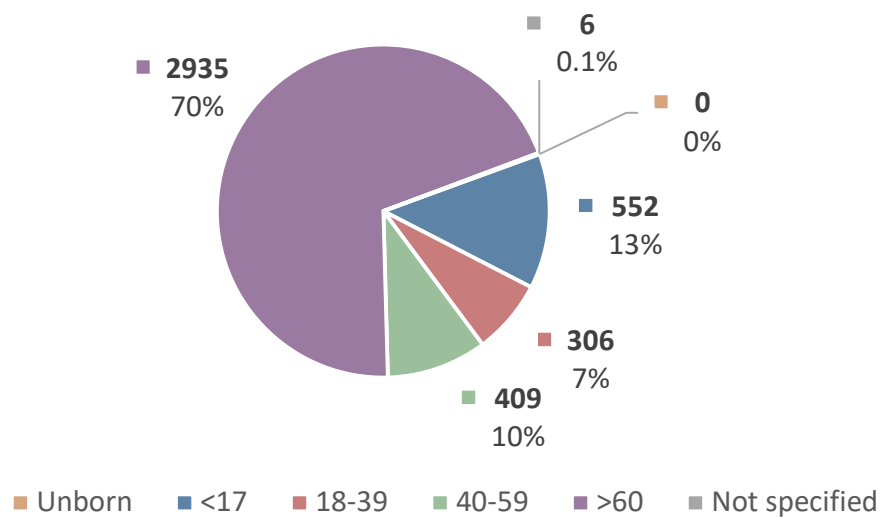


Figure 142: Service users aged 60 or over accounted for the highest proportion of cases worked with (70%).

Note: Age is calculated based on date of birth.

Appogg-health: Cases worked with Jan-Jun 2026 by nationality

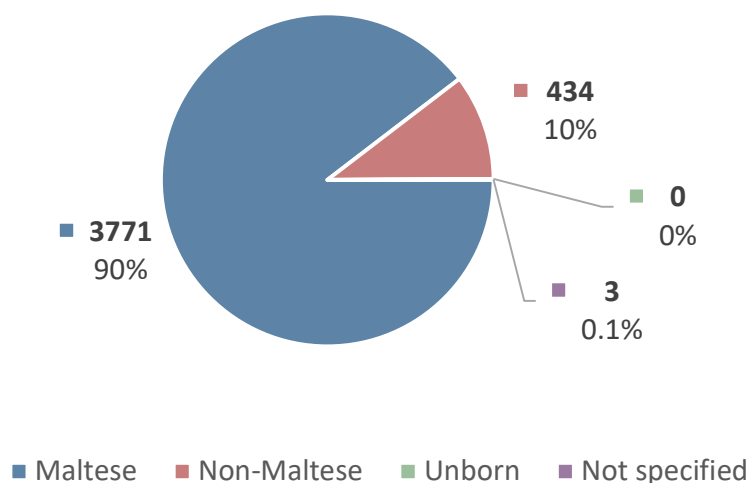
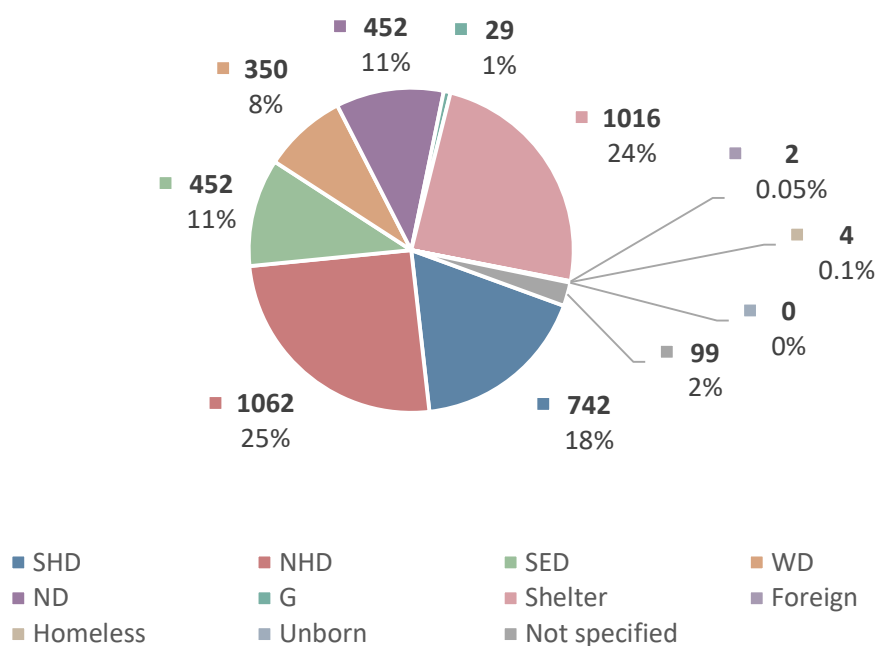


Figure 143: Maltese service users accounted for the highest proportion of cases worked with (90%), while non-Maltese service users accounted for 10%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Appogg-health: Cases worked with Jan-Jun 2026 by district of residence



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 144: Northern Harbour District accounted for the highest proportion of cases worked with (25%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Appogg-health: Cases worked with by case type (new, re-contact, known and intake), by year

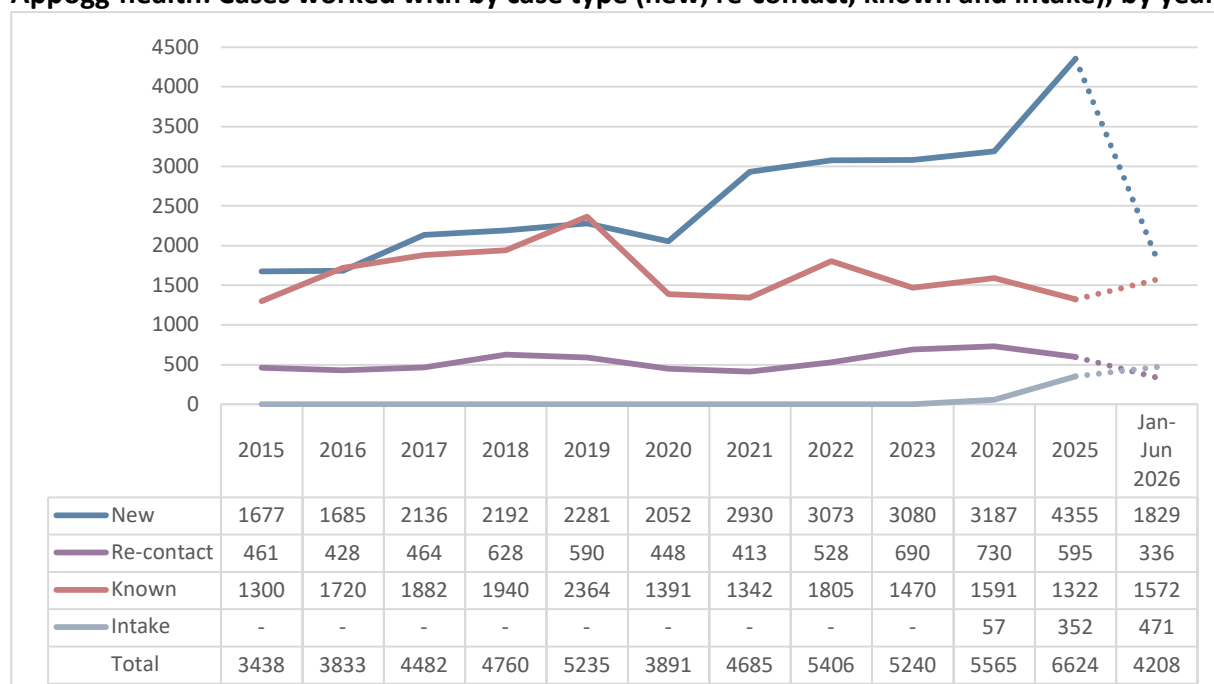


Figure 145: New cases accounted for 43% (1829) of cases worked with, while re-contact cases accounted for 8% (336).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2024 following the introduction of the online system.

Appogg-health: Cases worked with by case state at the end of the reporting period

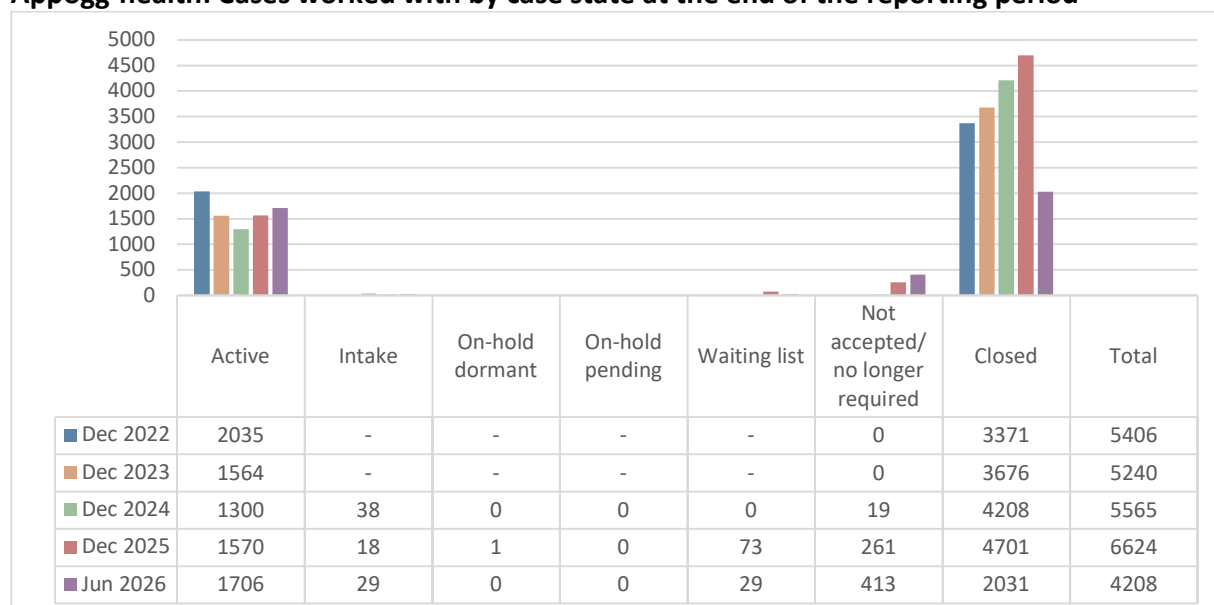


Figure 146: By the end of June 2026, 41% (1706) of the cases worked with remained active, 48% (2031) were closed and 1% (29) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the waiting list recorded by the service or the online data collection system.

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

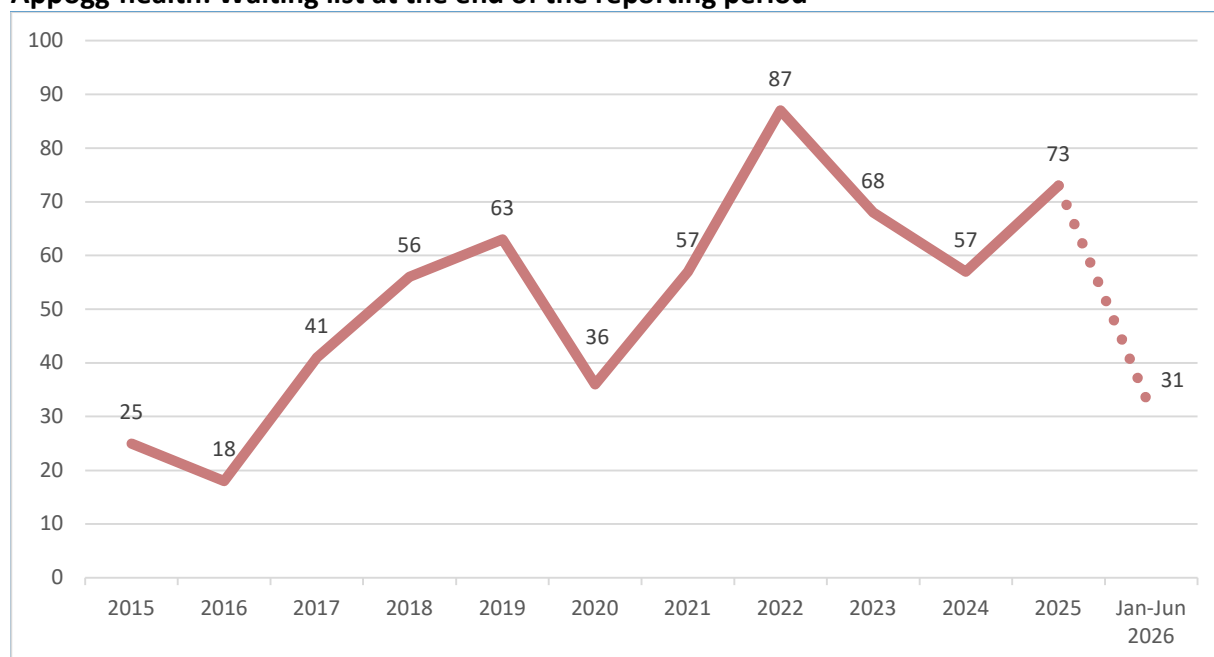


Figure 147: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 31 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. On an Appogg health-related services level, the waiting list is a sum of the respective service's waiting list.

Appogg-health: Referrals, cases opened (new & re-contact), and cases closed, by year



Figure 148: In Jan-Jun 2026, 2551 cases were referred, 2165 new & recontact cases opened, and 2031 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 146 for breakdown).

A total of **2,165** cases were opened between January and June 2026.

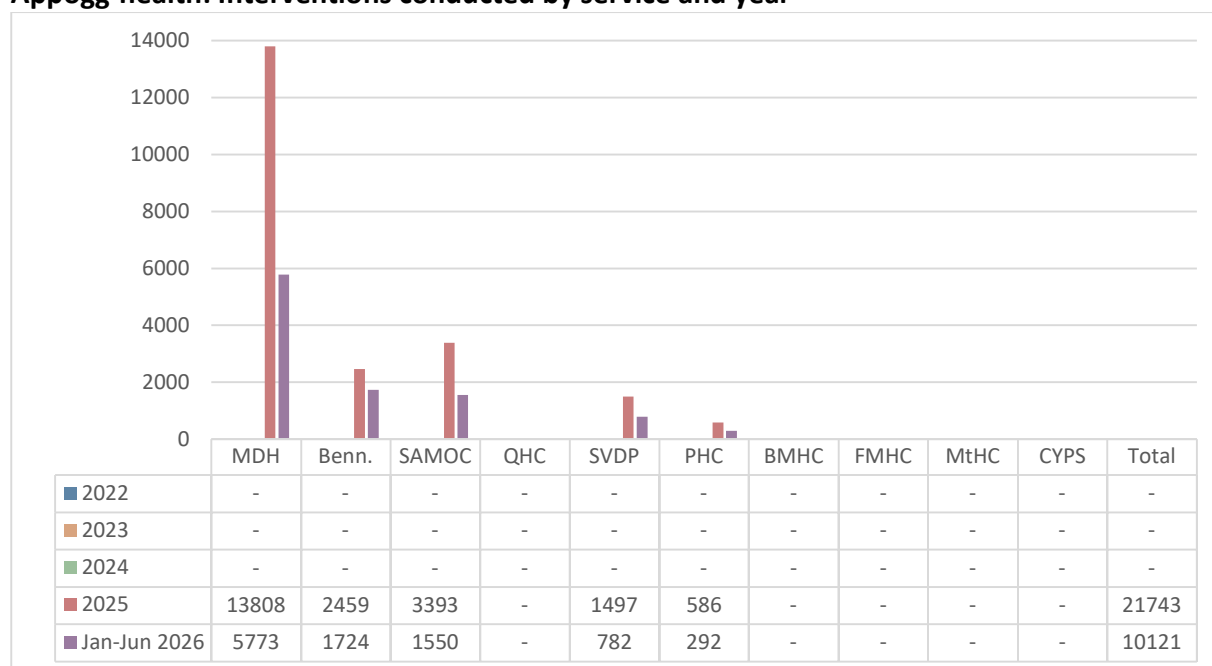
Note: Further breakdowns regarding cases opened by demographics can be found in Appendix A.

Appogg-health: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	0	0	0
<1	5	4	0	0	0	9
1-5	11	4	0	0	0	15
6-10	24	13	0	0	0	37
11-15	46	30	0	0	0	76
16-17	11	13	0	0	0	24
18-19	4	2	0	0	0	6
20-24	5	14	0	0	0	19
25-29	14	18	0	0	0	32
30-34	11	23	0	0	0	34
35-39	13	18	0	0	0	31
40-44	18	28	0	0	0	46
45-49	15	28	0	0	0	43
50-54	30	21	0	0	0	51
55-59	42	13	0	0	0	55
≥60	756	930	0	0	0	1686
Not specified	0	1	0	0	0	1
Total	1005	1160	0	0	0	2165

Figure 149: Service users aged 60 or over accounted for the highest proportion of cases opened (78%; 1686).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Appogg-health: Interventions conducted by service and year



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

Figure 150: A total of 10121 interventions were recorded during the reporting period, with most delivered by Mater Dei Hospital Social Work Service (57%).

Note: Interventions reflect actions recorded in the online data collection system as completed, including activities such as assessments, psychotherapy, and case conferences, aimed at supporting and empowering the service user.

Service level data

Each service providing mental health-related⁴ services under the Agency is presented below, with information on case activity and demographic profiles for cases worked with and new and re-contact cases opened. This section excludes individual or families-related services which are reported in a separate section.

Mater Dei Hospital Social Work Service (MDH)

A data cleaning exercise was conducted in 2020, during which ghost cases were removed. A new online data collection system and reporting format were introduced in mid-March 2024.

MDH: Cases and individuals worked with, by year

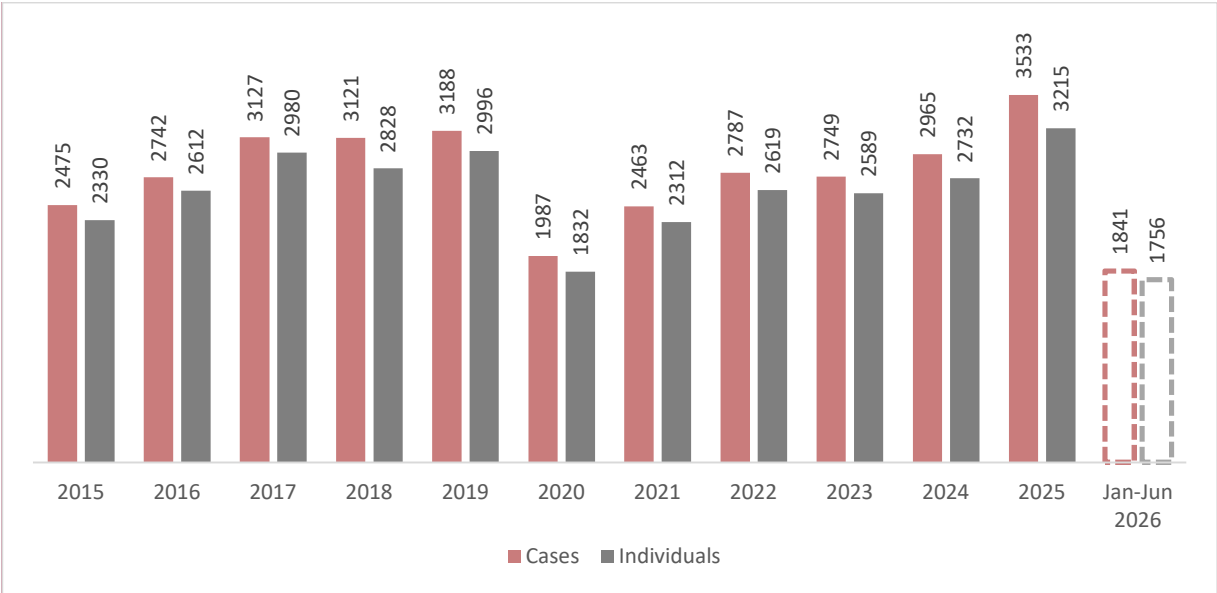


Figure 151: In Jan-Jun 2026, 1841 cases and 1756 individuals were worked with compared to 3533 and 3215 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **1,841** cases were worked with between January and June 2026.

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

MDH: Cases worked with Jan-Jun 2026 by gender

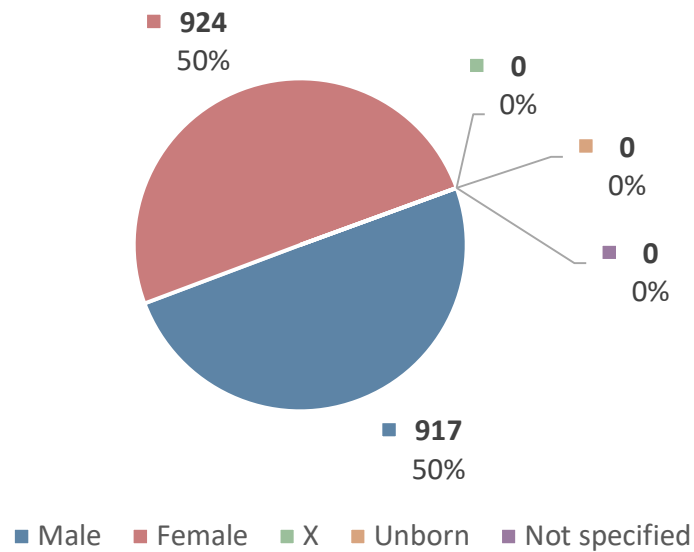


Figure 152: Male and female service users accounted for an equal proportion of cases worked with (50% each).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

MDH: Cases worked with Jan-Jun 2026 by age category

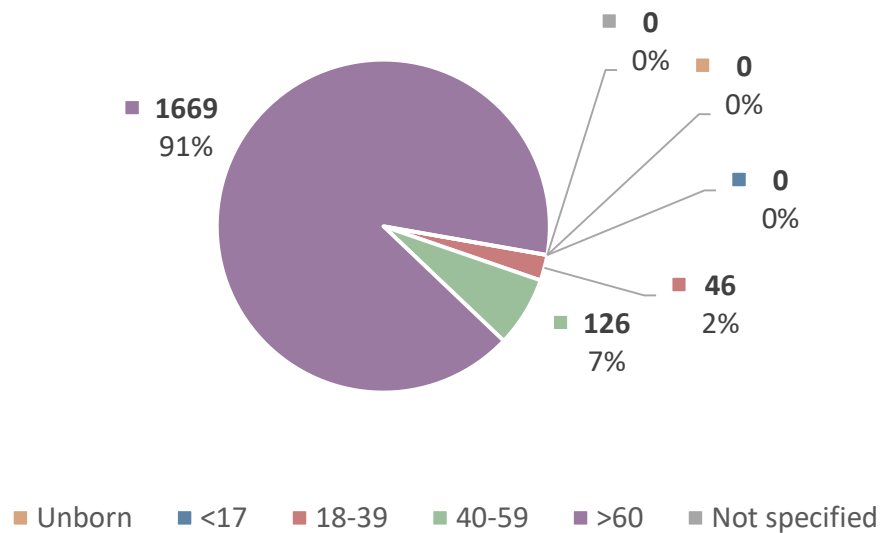


Figure 153: Service users aged 60 or over accounted for the highest proportion of cases worked with (91%).

Note: Age is calculated based on date of birth.

MDH: Cases worked with Jan-Jun 2026 by nationality

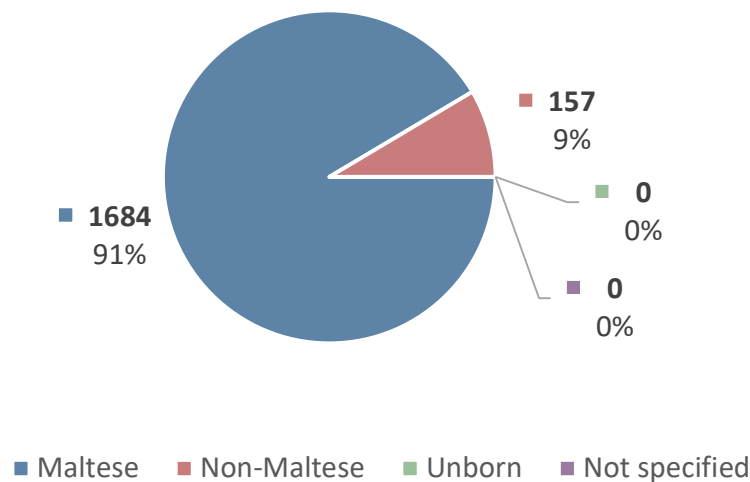
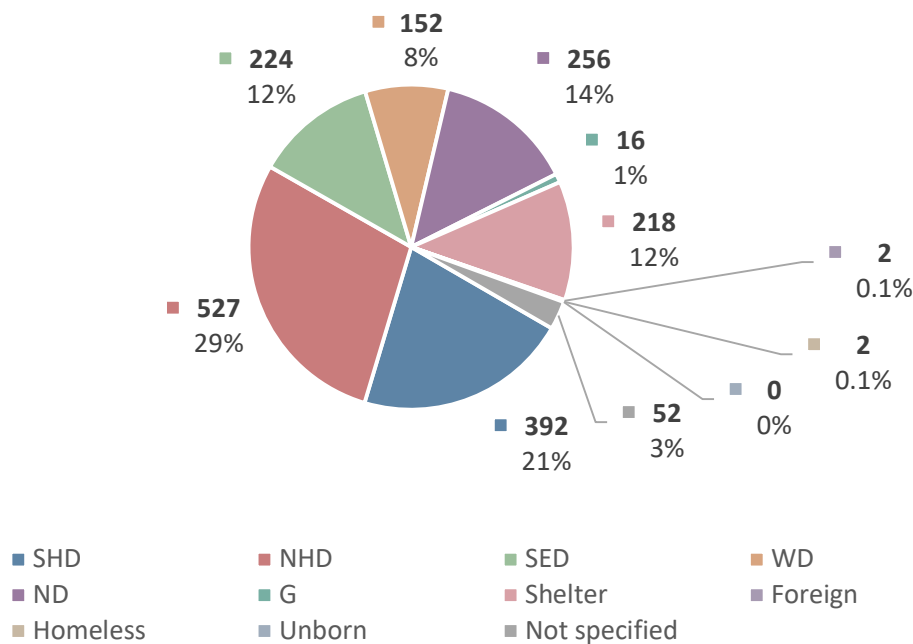


Figure 154: Maltese service users accounted for the highest proportion of cases worked with (91%), while non-Maltese service users accounted for 9%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

MDH: Cases worked with Jan-Jun 2026 by district of residence



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: Northern Harbour District accounted for the highest proportion of cases worked with (29%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

MDH: Cases worked with by case type (new, re-contact, known and intake), by year

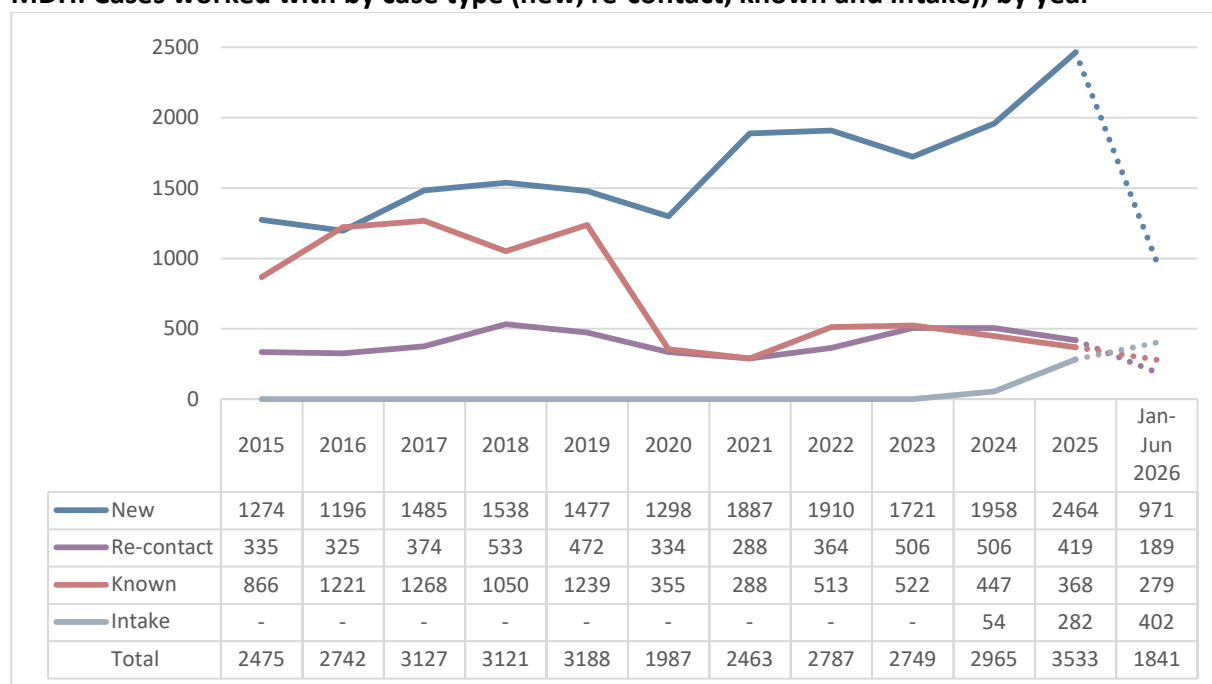


Figure 156: New cases accounted for 53% (971) of cases worked with, while re-contact cases accounted for 10% (189).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2024 following the introduction of the online system.

MDH: Cases worked with by case state at the end of the reporting period

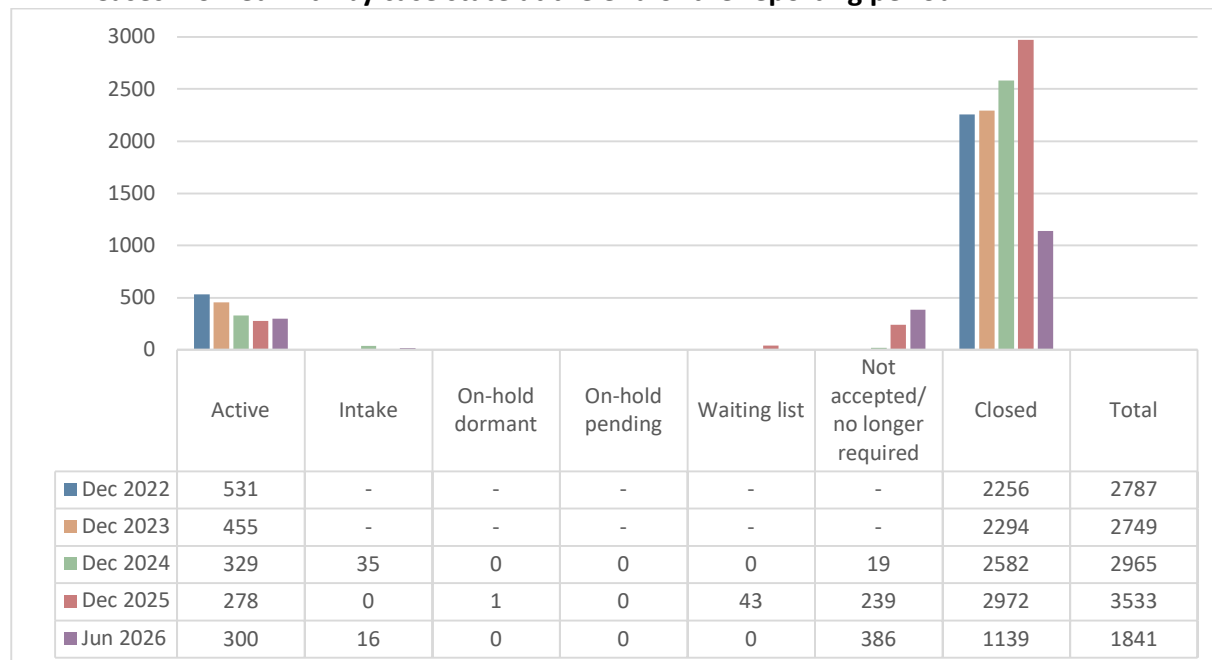


Figure 157: By the end of June 2026, 16% (300) of the cases worked with remained active, 62% (1139) were closed and 1% (16) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list.

MDH: Waiting list at the end of the reporting period

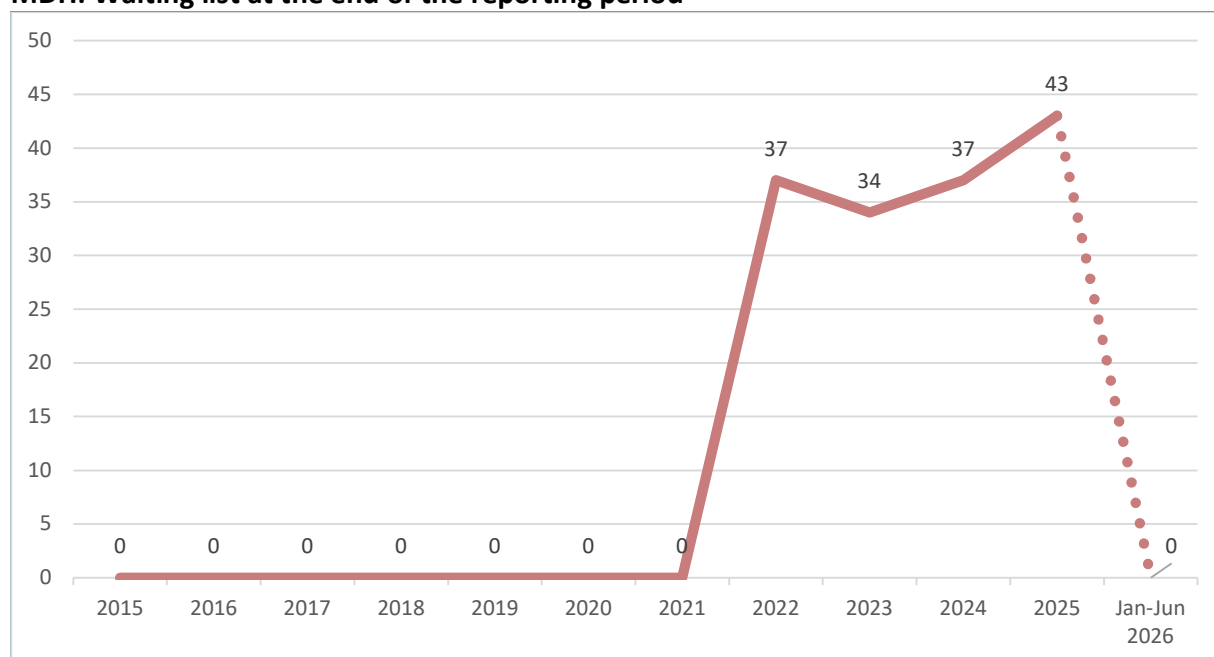


Figure 158: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

MDH: Referrals, cases opened (new & re-contact), and cases closed, by year

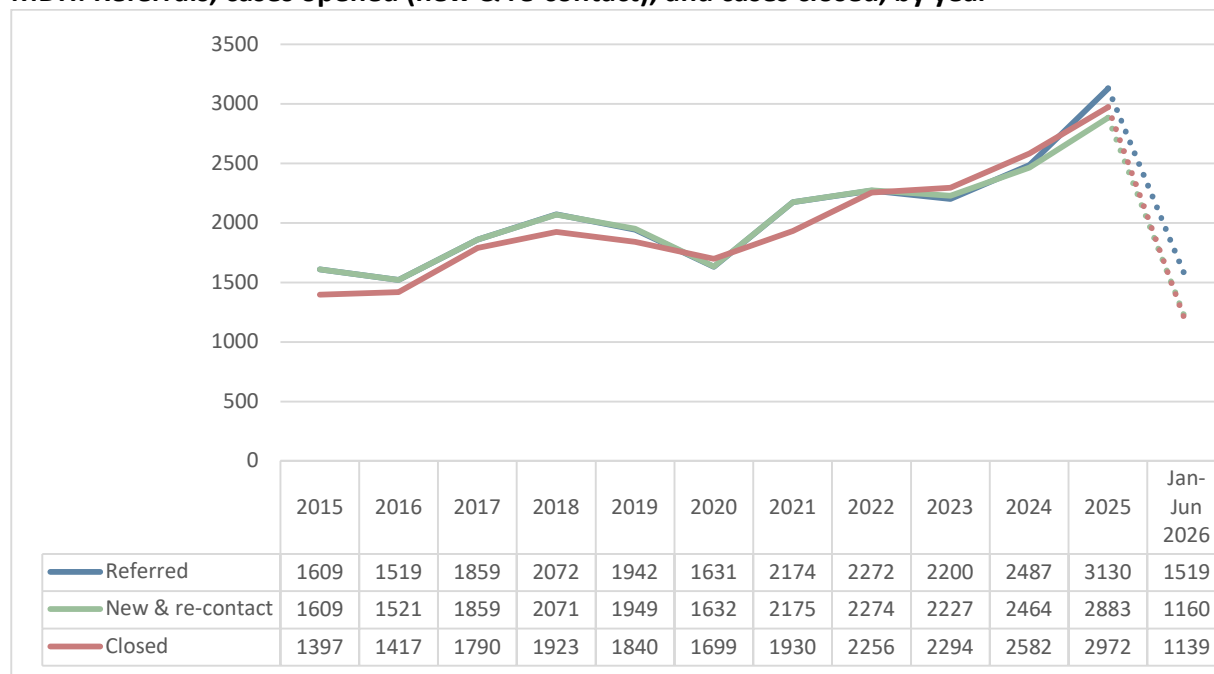


Figure 159: In Jan-Jun 2026, 1519 cases were referred, 1160 new & recontact cases opened, and 1139 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 157 for breakdown).

A total of **1,160** cases were opened between January and June 2026.

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

MDH: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	1	0	0	-	0	1
20-24	3	1	0	-	0	4
25-29	6	1	0	-	0	7
30-34	6	4	0	-	0	10
35-39	4	5	0	-	0	9
40-44	8	3	0	-	0	11
45-49	7	9	0	-	0	16
50-54	15	8	0	-	0	23
55-59	25	3	0	-	0	28
60-64	26	16	0	-	0	42
65-69	48	33	0	-	0	81
70-74	63	73	0	-	0	136
75-79	99	110	0	-	0	209
≥80	244	339	0	-	0	583
Not specified	0	0	0	-	0	0
Total	555	605	0	-	0	1160

Figure 160: Service users aged 80 or over accounted for the highest proportion of cases opened (50%; 583).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Benniena Service

A data cleaning exercise was conducted in 2020, during which ghost cases were removed. A new online data collection system and reporting format were introduced in mid-March 2024. In 2025, the Benniena section was introduced within the online system. However, known cases were not migrated from the Mater Dei Social Work Service, resulting in lower case numbers in Benniena compared to previous years.

Benniena: Cases and individuals worked with, by year

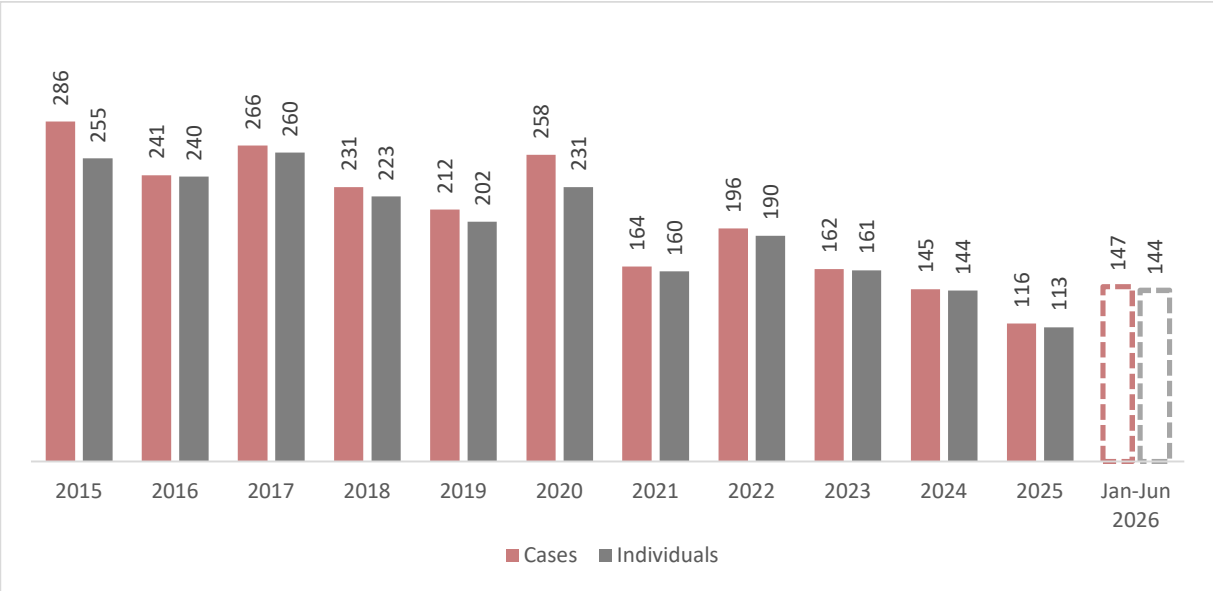


Figure 161: In Jan-Jun 2026, 147 cases and 144 individuals were worked with compared to 116 and 113 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **147** cases were worked with between January and June 2026.

Benniena: Cases worked with Jan-Jun 2026 by gender

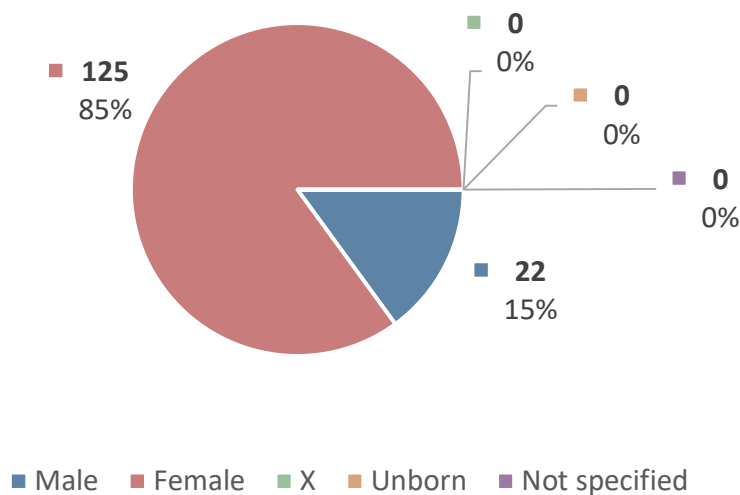


Figure 162: Female service users accounted for the highest proportion of cases worked with (85%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

Benniena: Cases worked with Jan-Jun 2026 by age category

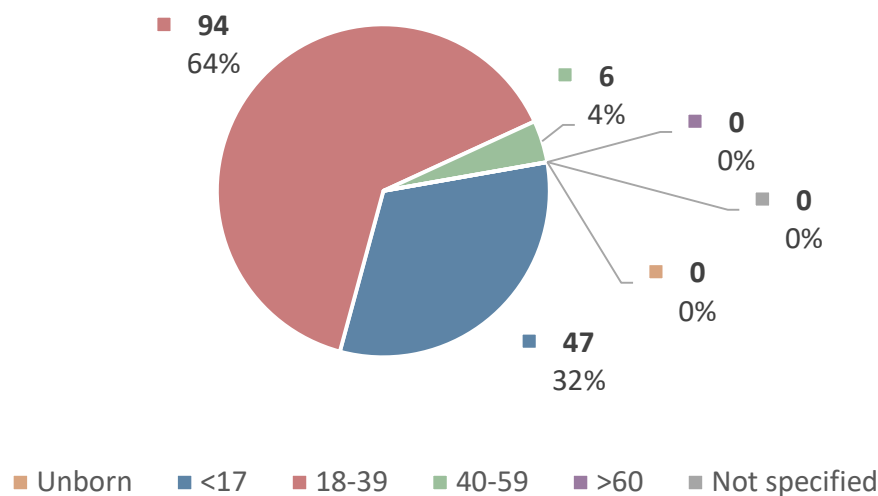


Figure 163: Service users aged 18 to 39 accounted for the highest proportion of cases worked with (64%).

Note: Age is calculated based on date of birth.

Benniena: Cases worked with Jan-Jun 2026 by nationality

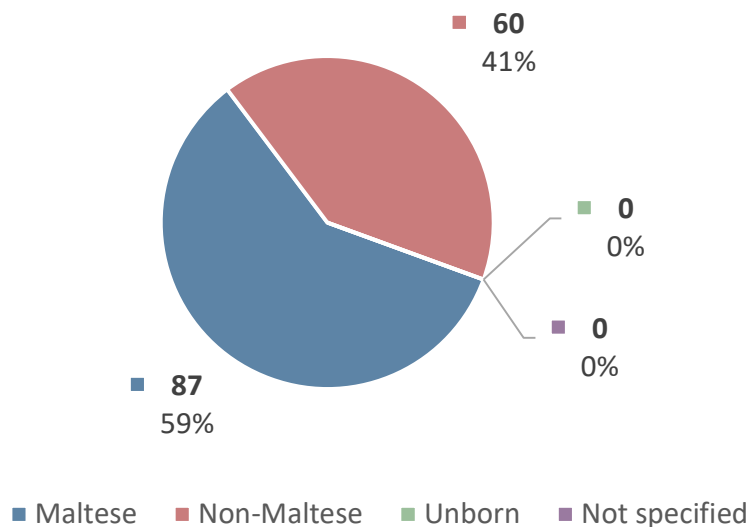
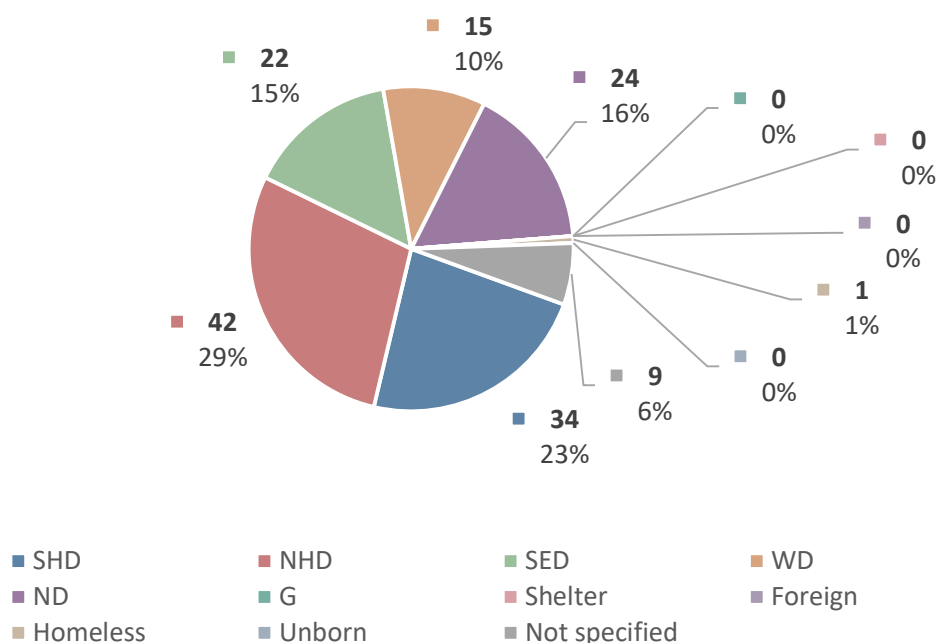


Figure 164: Maltese service users accounted for the highest proportion of cases worked with (59%), while non-Maltese service users accounted for 41%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Benniena: Cases worked with Jan-Jun 2026 by district of residence



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 165: Northern Harbour District accounted for the highest proportion of cases worked with (29%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Benniena: Cases worked with by case type (new, re-contact, known and intake), by year

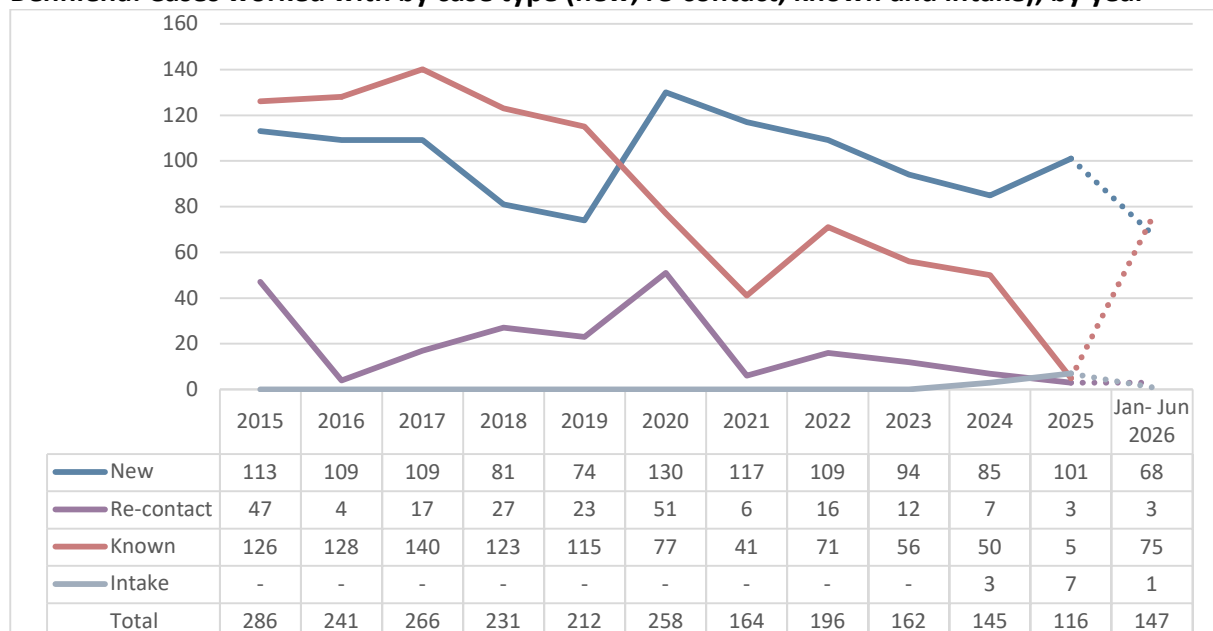


Figure 166: New cases accounted for 46% (68) of cases worked with, while re-contact cases accounted for 2% (3).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2024 following the introduction of the online system. In 2025, the Benniena section was introduced within the online system. However, known cases were not migrated from the Mater Dei Social Work Service into Benniena, resulting in lower case numbers than previous years.

Benniena: Cases worked with by case state at the end of the reporting period

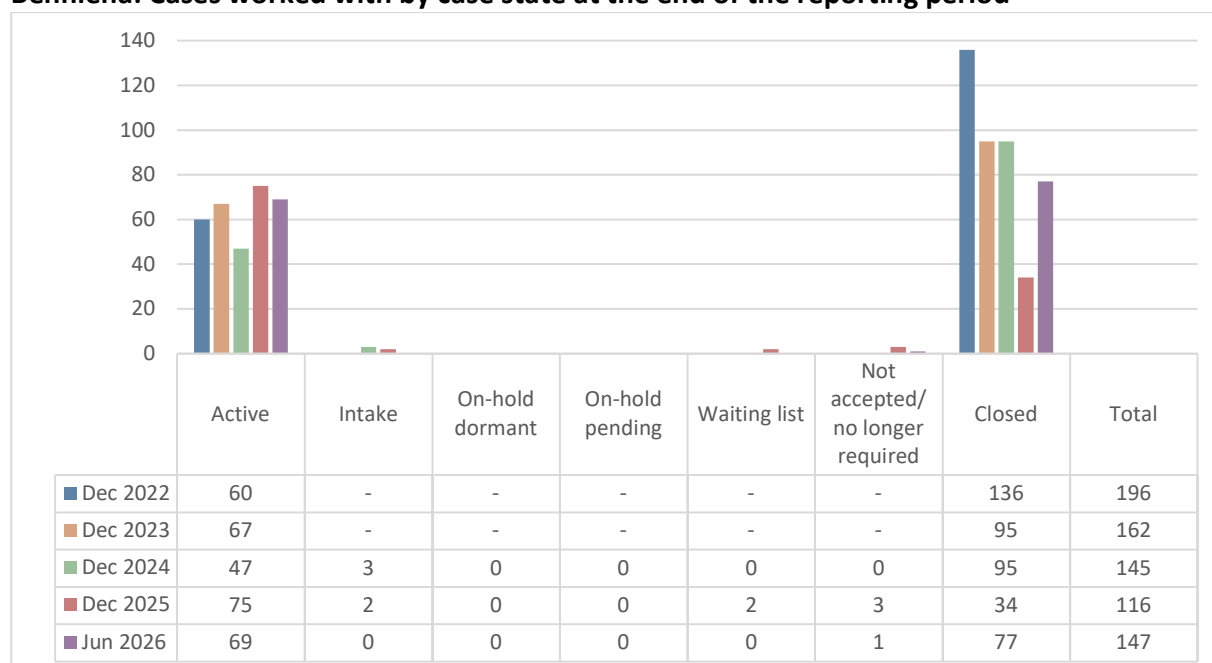


Figure 167: By the end of June 2026, 47% (69) of the cases worked with remained active, 52% (77) were closed and 0% (0) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list.

Benniena: Waiting list at the end of the reporting period

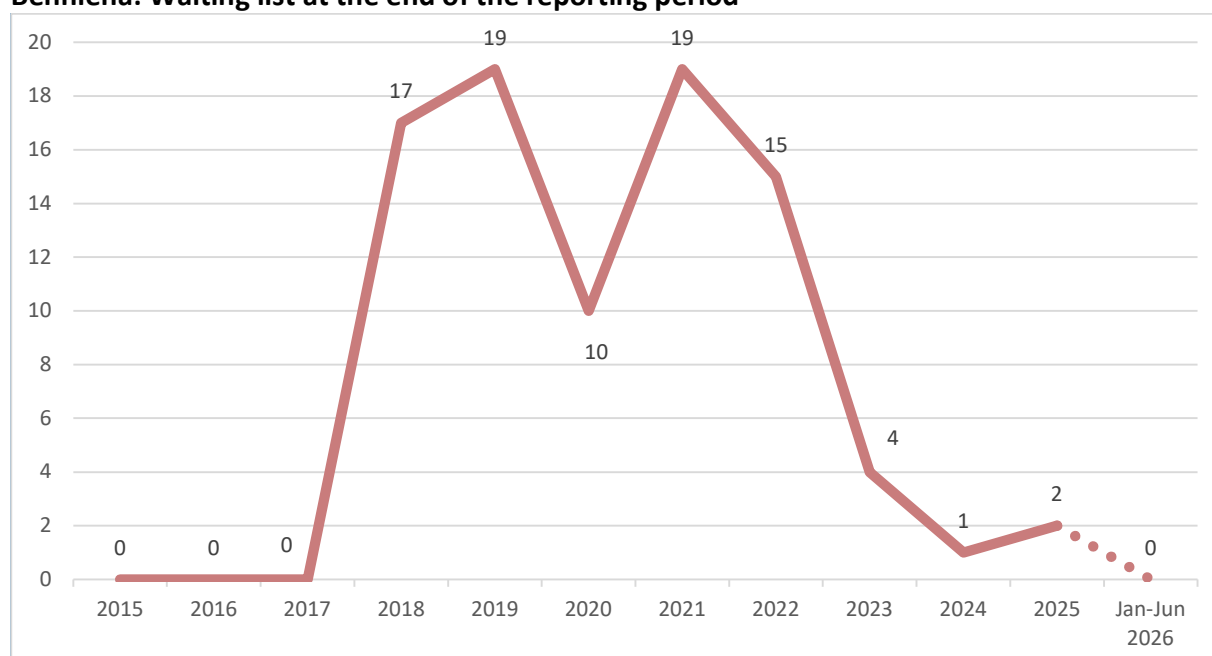


Figure 168: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

Benniena: Referrals, cases opened (new & re-contact), and cases closed, by year

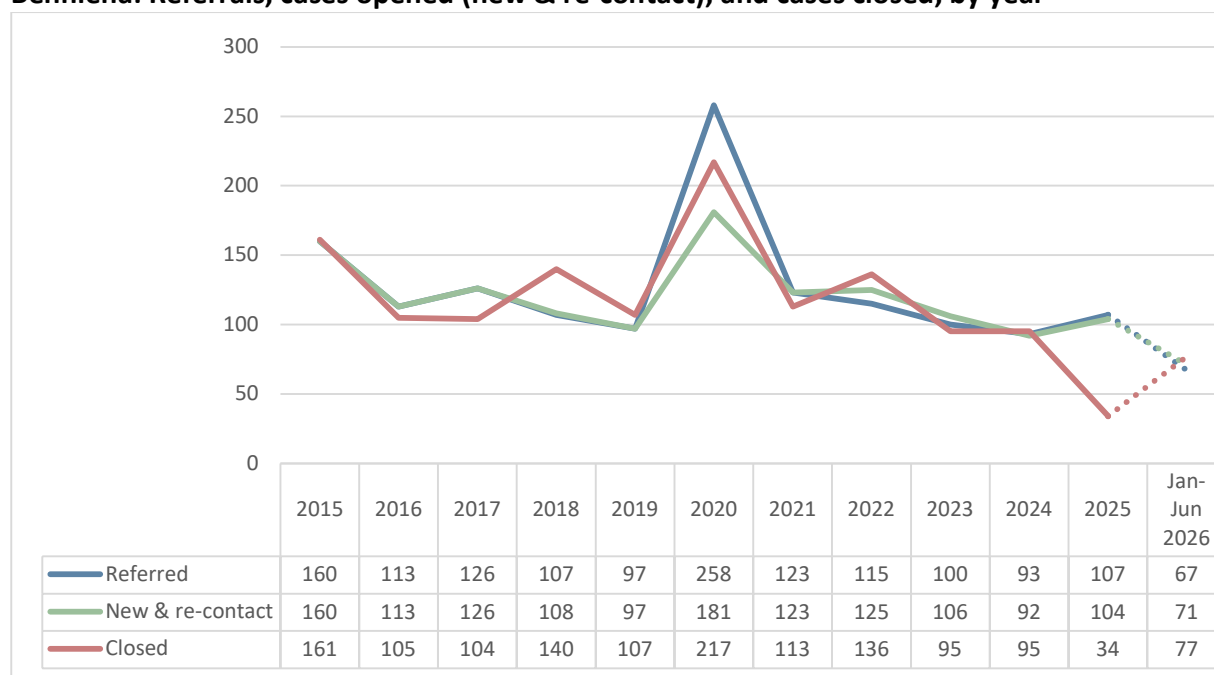


Figure 169: In Jan-Jun 2026, 67 cases were referred, 71 new & recontact cases opened, and 77 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 167 for breakdown).

A total of **71** cases were opened between January and June 2026.

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

Benniena: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	15	12	0	-	0	27
18-19	0	1	0	-	0	1
20-24	0	10	0	-	0	10
25-29	0	12	0	-	0	12
30-34	0	11	0	-	0	11
35-39	0	7	0	-	0	7
40-44	0	3	0	-	0	3
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	15	56	0	-	0	71

Figure 170: Service users aged 17 or younger accounted for the highest proportion of cases opened (38%; 27).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Oncology Social Work Service (SAMOC)

SAMOC: Cases and individuals worked with, by year

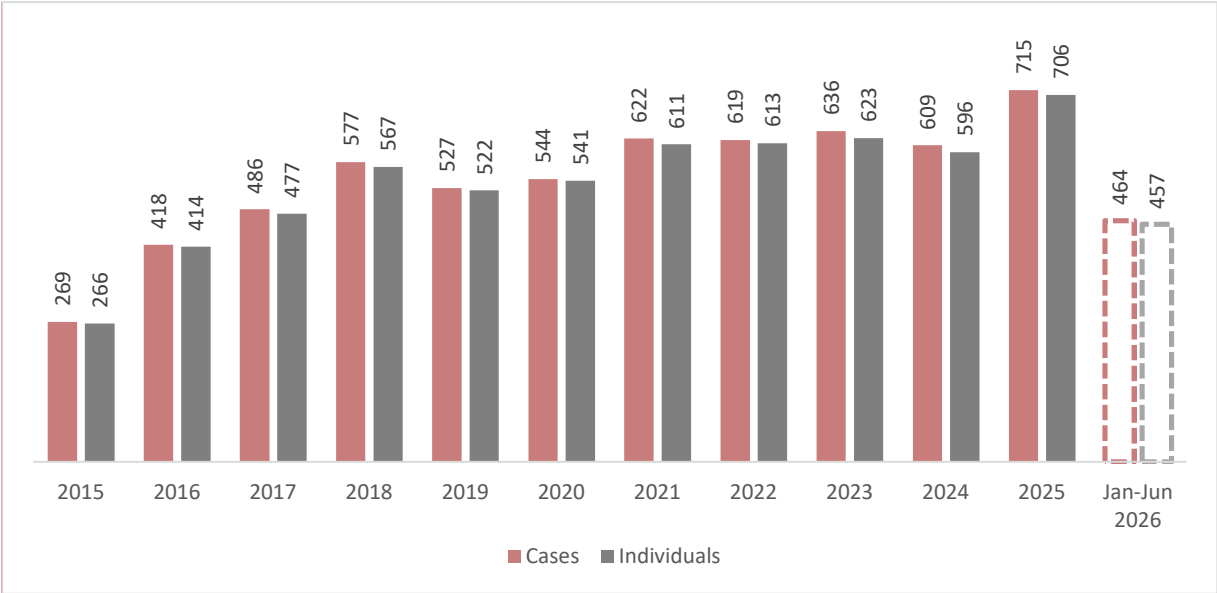


Figure 171: In Jan-Jun 2026, 464 cases and 457 individuals were worked with compared to 715 and 706 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **464** cases were worked with between January and June 2026.

SAMOC: Cases worked with Jan-Jun 2026 by gender

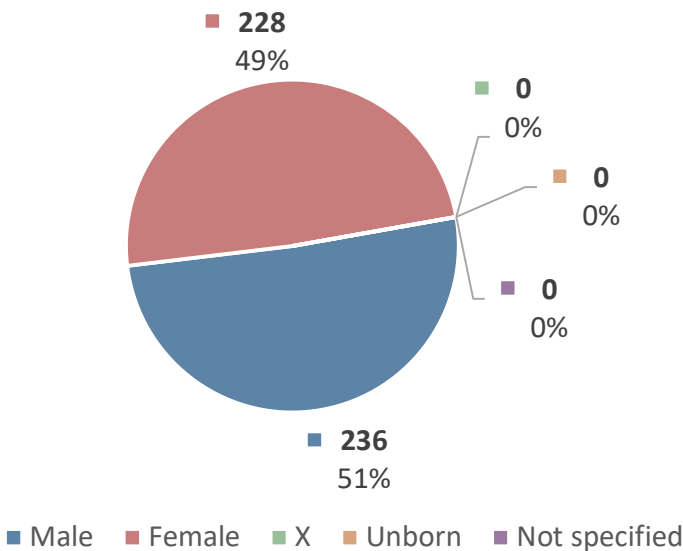


Figure 172: Male service users accounted for the highest proportion of cases worked with (51%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

SAMOC: Cases worked with Jan-Jun 2026 by age category

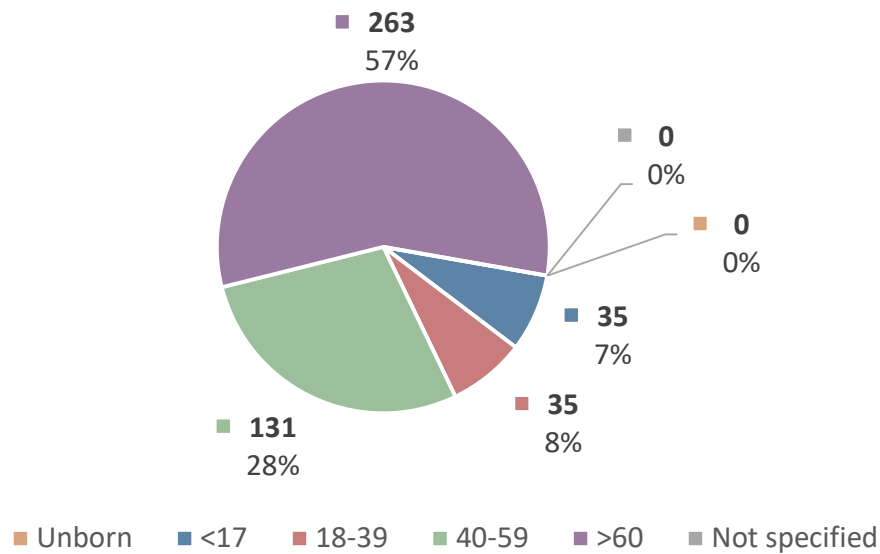


Figure 173: Service users aged 60 or over accounted for the highest proportion of cases worked with (57%).

Note: Age is calculated based on date of birth.

SAMOC: Cases worked with Jan-Jun 2026 by nationality

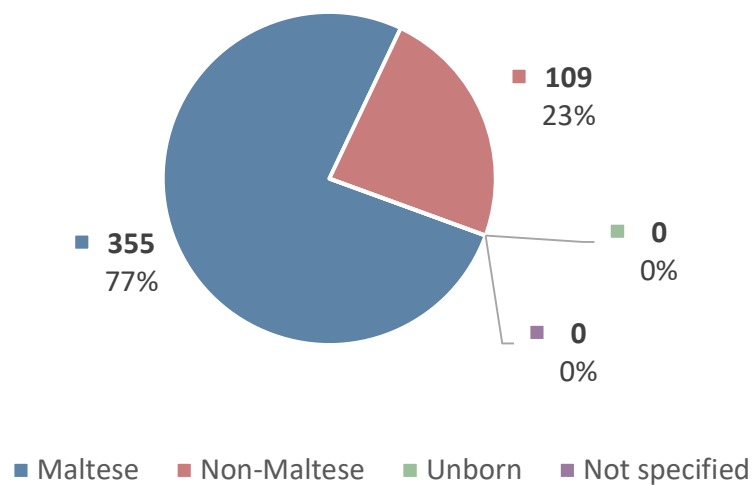
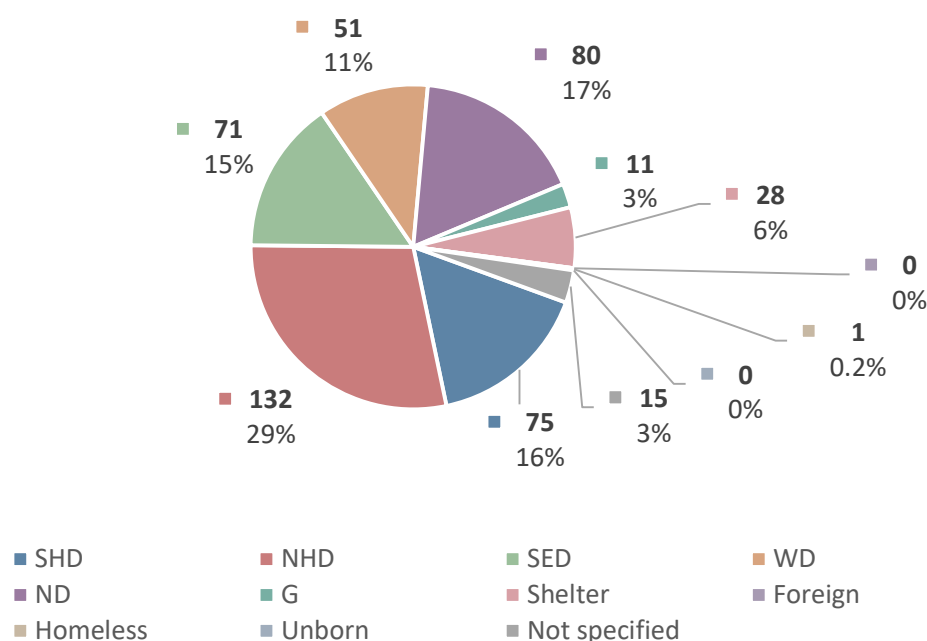


Figure 174: Maltese service users accounted for the highest proportion of cases worked with (77%), while non-Maltese service users accounted for 23%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

SAMOC: Cases worked with Jan-Jun 2026 by district of residence



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 175: Northern Harbour District accounted for the highest proportion of cases worked with (29%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

SAMOC: Cases worked with by case type (new, re-contact, known and intake), by year

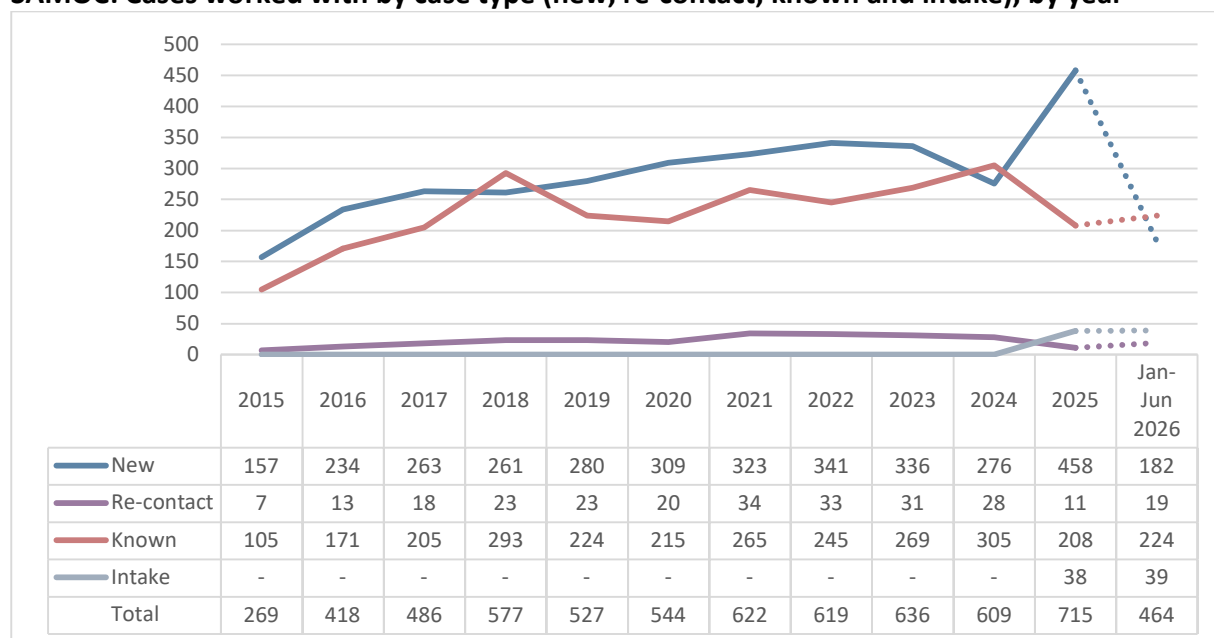


Figure 176: New cases accounted for 39% (182) of cases worked with, while re-contact cases accounted for 4% (19).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been recorded since 2025 following system changes.

SAMOC: Cases worked with by case state at the end of the reporting period

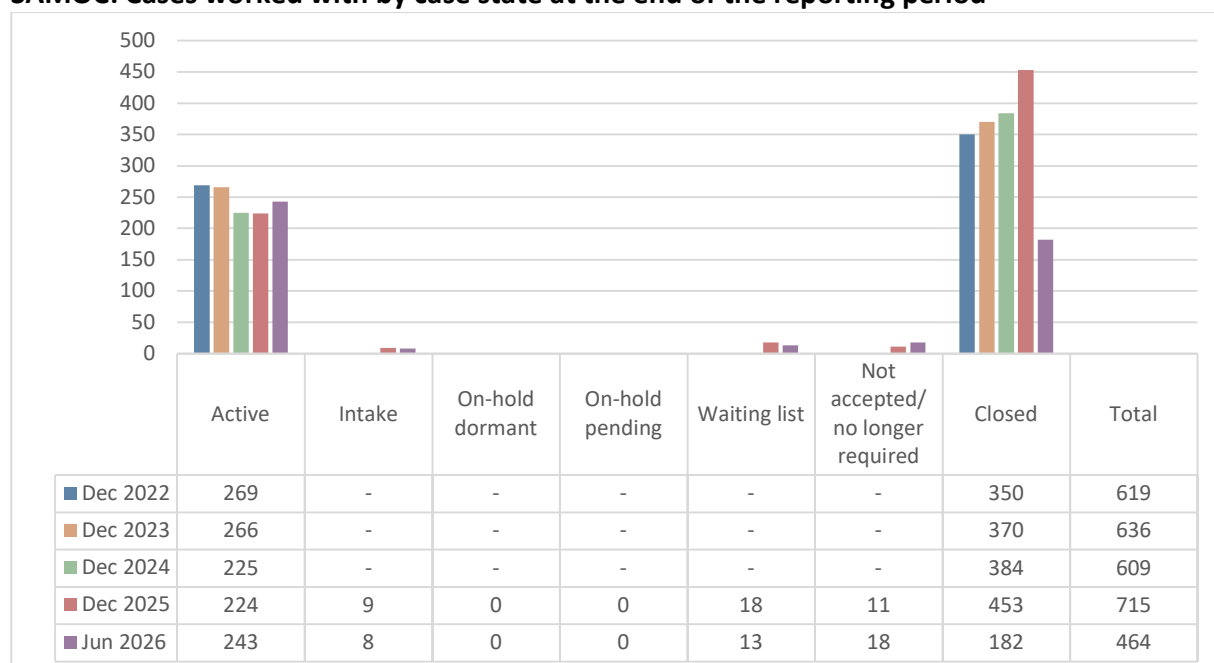


Figure 177: By the end of June 2026, 52% (243) of the cases worked with remained active, 39% (182) were closed and 2% (8) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list.

SAMOC: Waiting list at the end of the reporting period

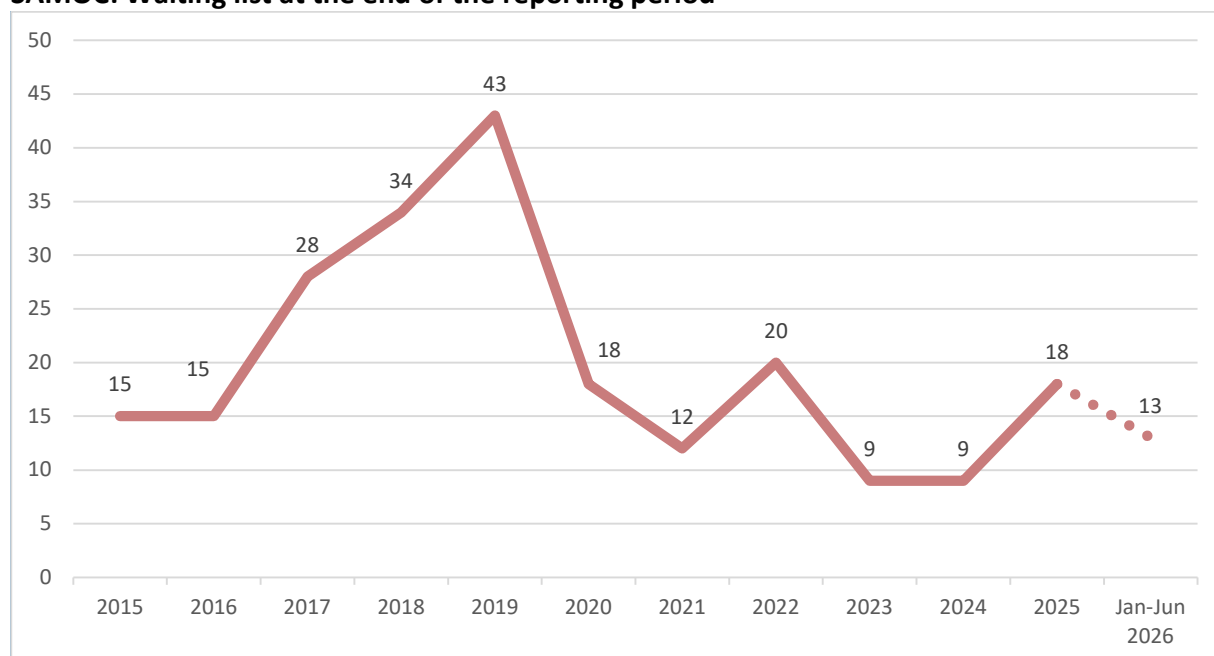


Figure 178: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 13 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

SAMOC: Referrals, cases opened (new & re-contact), and cases closed, by year

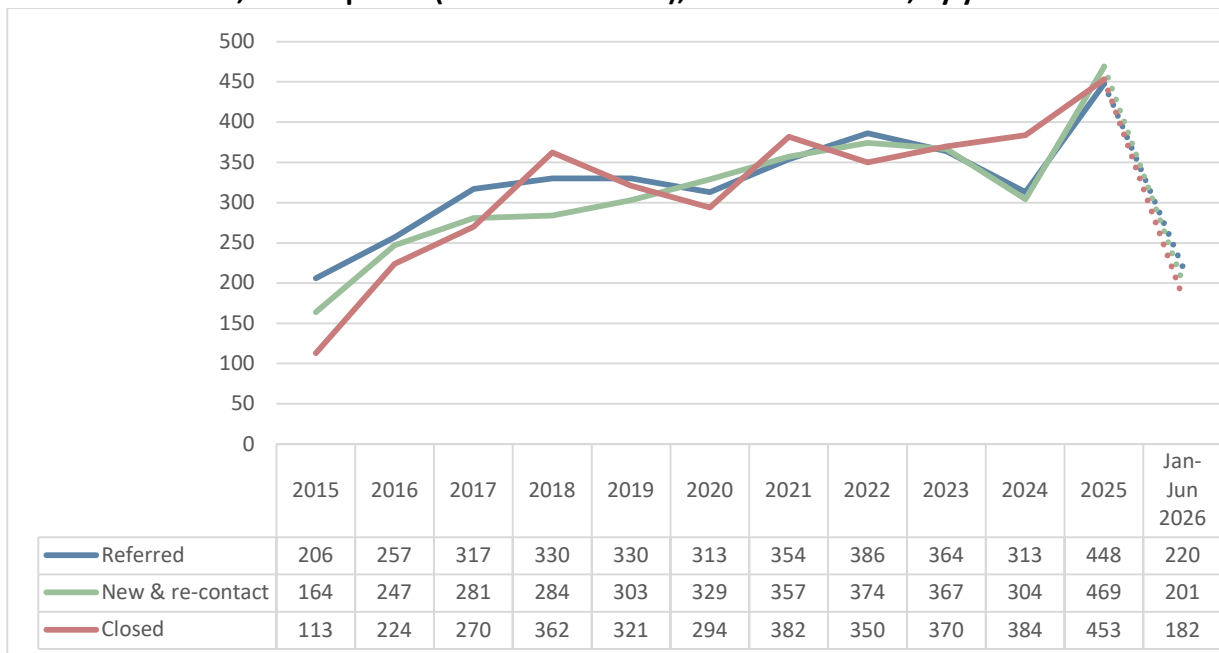


Figure 179: In Jan-Jun 2026, 220 cases were referred, 201 new & recontact cases opened, and 182 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 177 for breakdown).

A total of **201** cases were opened between January and June 2026.

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

SAMOC: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	4	2	0	-	0	6
18-19	0	0	0	-	0	0
20-24	0	0	0	-	0	0
25-29	0	0	0	-	0	0
30-34	2	2	0	-	0	4
35-39	2	1	0	-	0	3
40-44	2	7	0	-	0	9
45-49	3	10	0	-	0	13
50-54	6	6	0	-	0	12
55-59	8	8	0	-	0	16
60-64	10	10	0	-	0	20
65-69	14	12	0	-	0	26
70-74	21	13	0	-	0	34
75-79	14	13	0	-	0	27
≥80	16	15	0	-	0	31
Not specified	0	0	0	-	0	0
Total	102	99	0	-	0	201

Figure 180: Service users aged 70 to 74 accounted for the highest proportion of cases opened (17%; 34).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Qormi Health Centre Social Work Service (QHC)

QHC: Cases and individuals worked with, by year

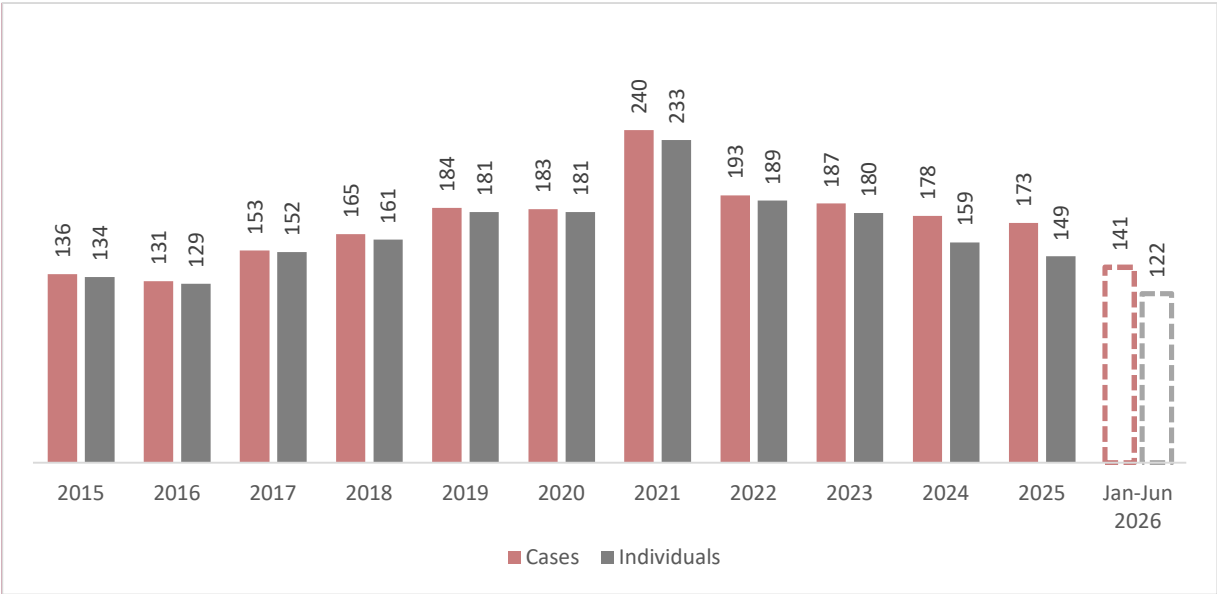


Figure 181: In Jan-Jun 2026, 141 cases and 122 individuals were worked with compared to 173 and 149 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **141** cases were worked with between January and June 2026.

QHC: Cases worked with Jan-Jun 2026 by gender

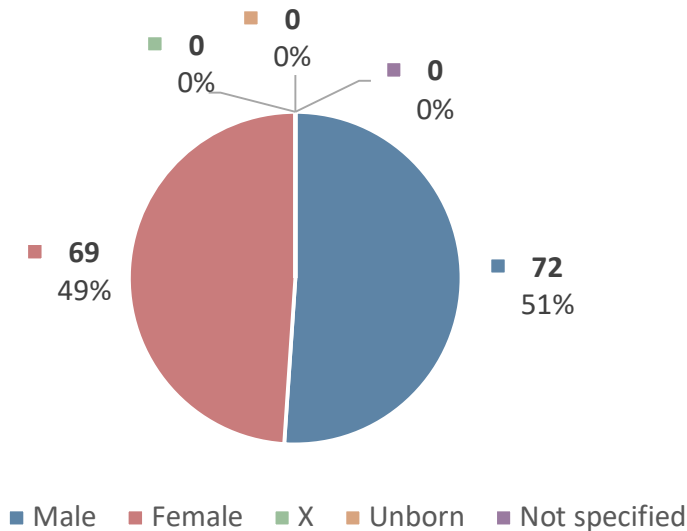


Figure 182: Male service users accounted for the highest proportion of cases worked with (51%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

QHC: Cases worked with Jan-Jun 2026 by age category

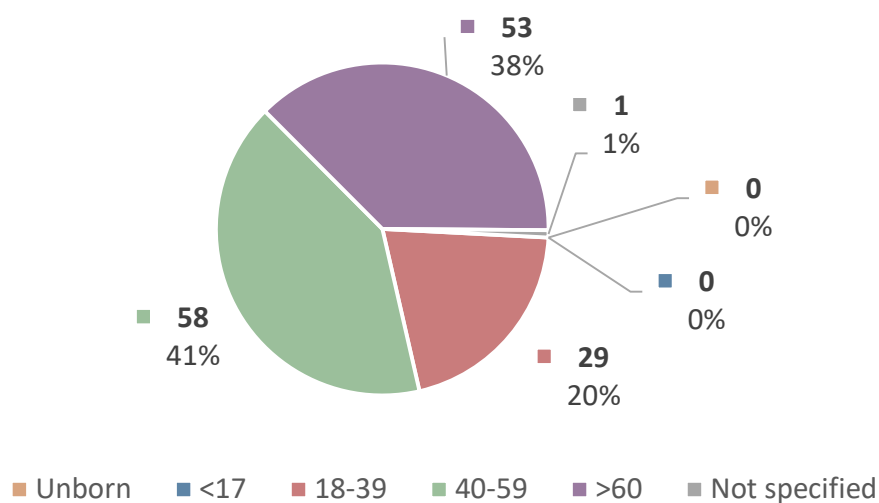


Figure 183: Service users aged 40 to 59 accounted for the highest proportion of cases worked with (41%).

Note: Age is calculated based on date of birth.

QHC: Cases worked with Jan-Jun 2026 by nationality

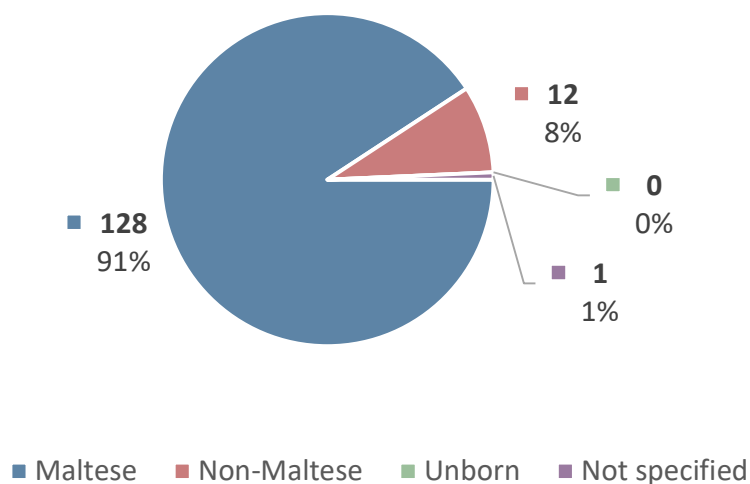
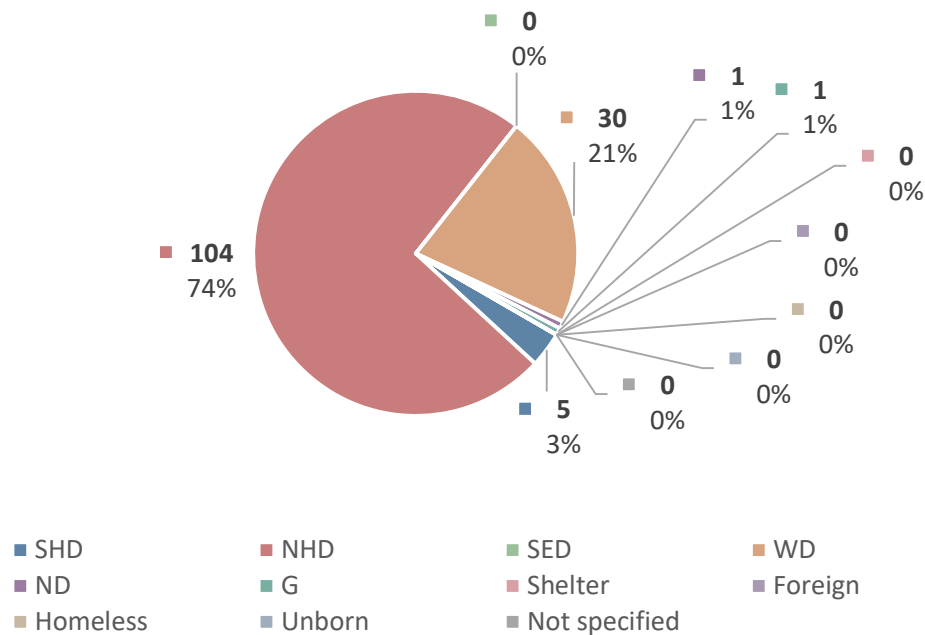


Figure 184: Maltese service users accounted for the highest proportion of cases worked with (91%), while non-Maltese service users accounted for 8%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

QHC: Cases worked with Jan-Jun 2026 by district of residence



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 185: Northern Harbour District accounted for the highest proportion of cases worked with (74%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

QHC: Cases worked with by case type (new, re-contact, known and intake), by year

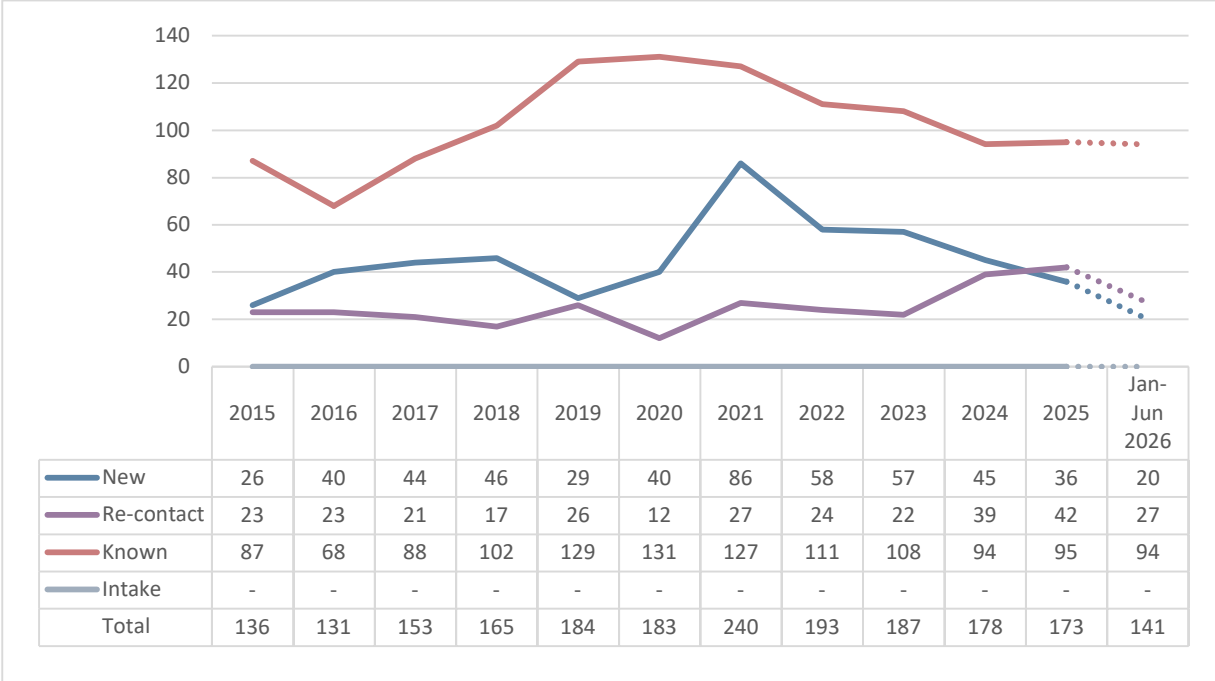


Figure 186: New cases accounted for 14% (20) of cases worked with, while re-contact cases accounted for 19% (27).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake status is not collected so it was not reported.

QHC: Cases worked with by case state at the end of the reporting period

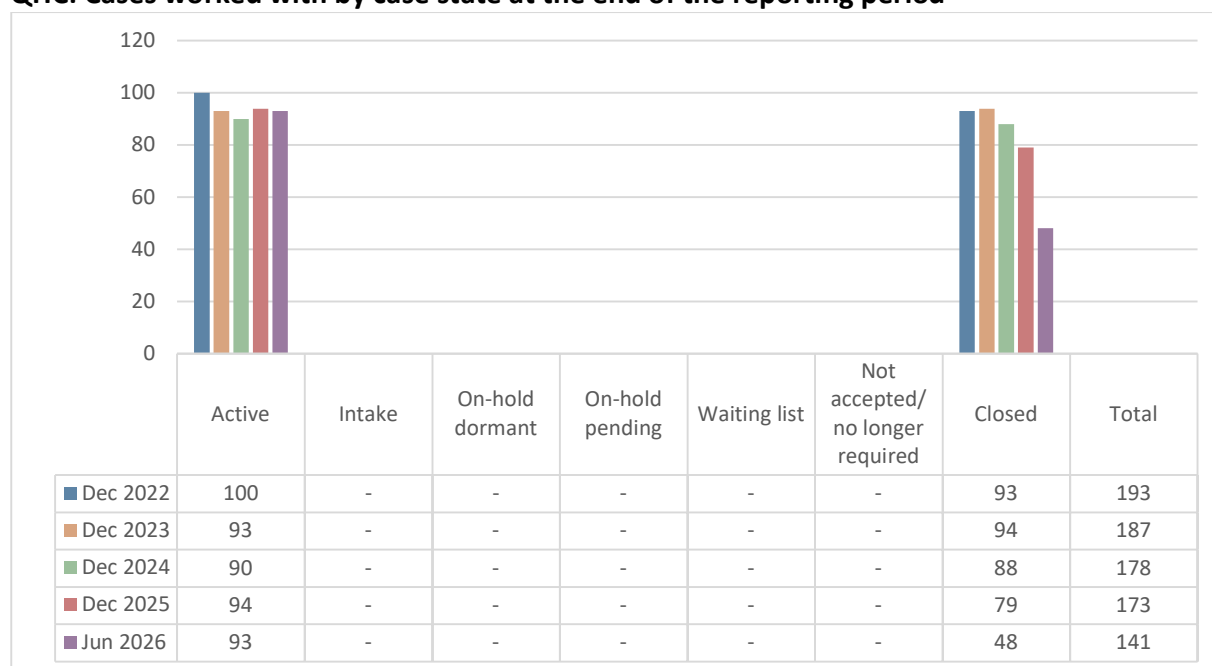


Figure 187: By the end of June 2026, 66% (93) of the cases worked with remained active, and 34% (48) were closed.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list registered separately by the service.

QHC: Waiting list at the end of the reporting period

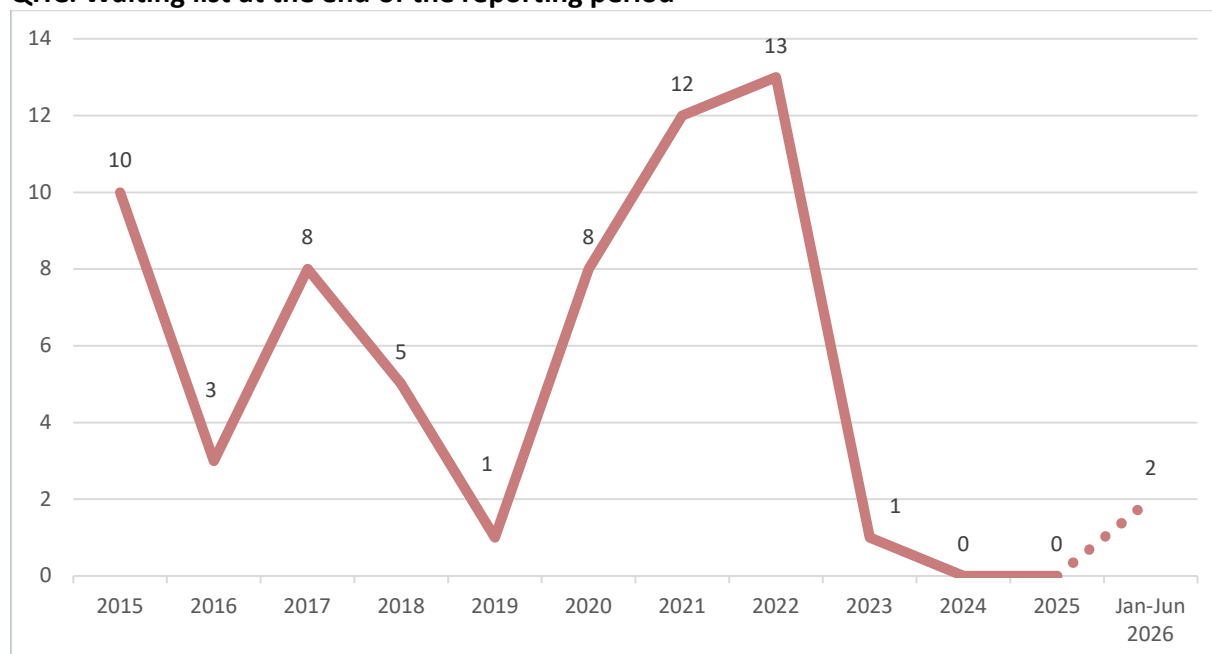


Figure 188: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 2 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. The waiting list in the figure is the full waiting list as registered separately and reported by the service.

QHC: Referrals, cases opened (new & re-contact), and cases closed, by year

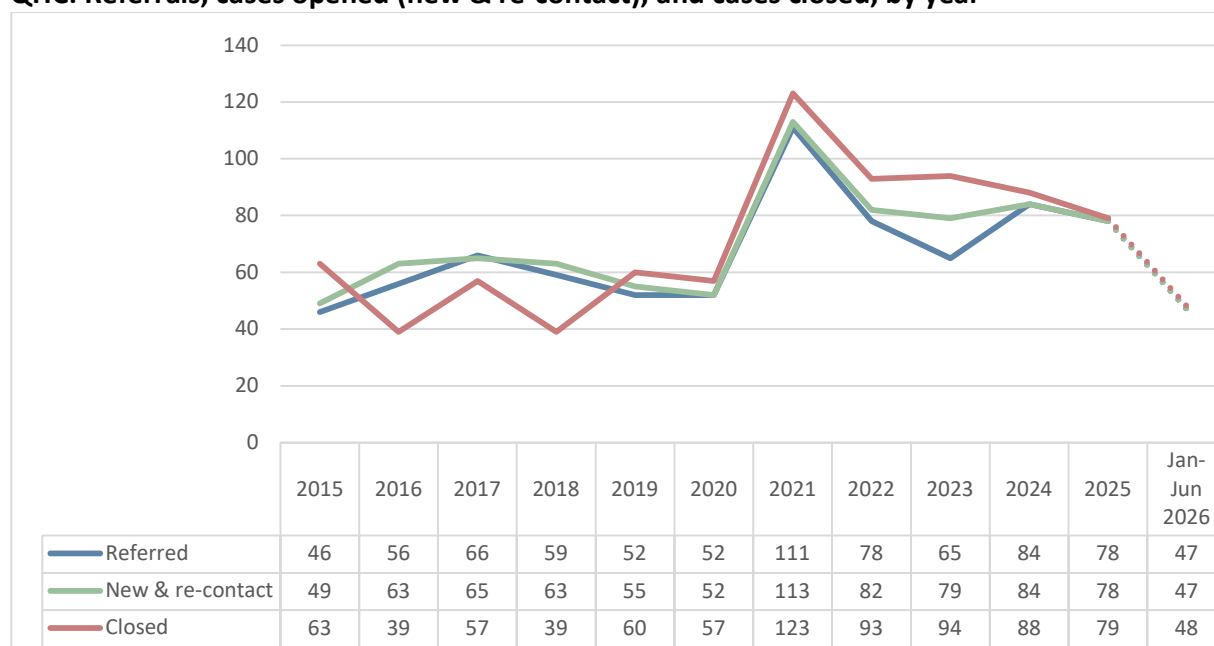


Figure 189: In Jan-Jun 2026, 47 cases were referred, 47 new & recontact cases opened, and 48 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 187 for breakdown).

A total of **47** cases were opened between January and June 2026.

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

QHC: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	2	0	0	-	0	2
20-24	1	0	0	-	0	1
25-29	2	1	0	-	0	3
30-34	0	0	0	-	0	0
35-39	2	3	0	-	0	5
40-44	2	4	0	-	0	6
45-49	2	1	0	-	0	3
50-54	4	3	0	-	0	7
55-59	2	2	0	-	0	4
≥60	6	10	0	-	0	16
Not specified	0	0	0	-	0	0
Total	23	24	0	-	0	47

Figure 190: Service users aged 60 or over accounted for the highest proportion of cases opened (34%; 16).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

QHC: Cases opened (new & re-contact) by town of residence and year

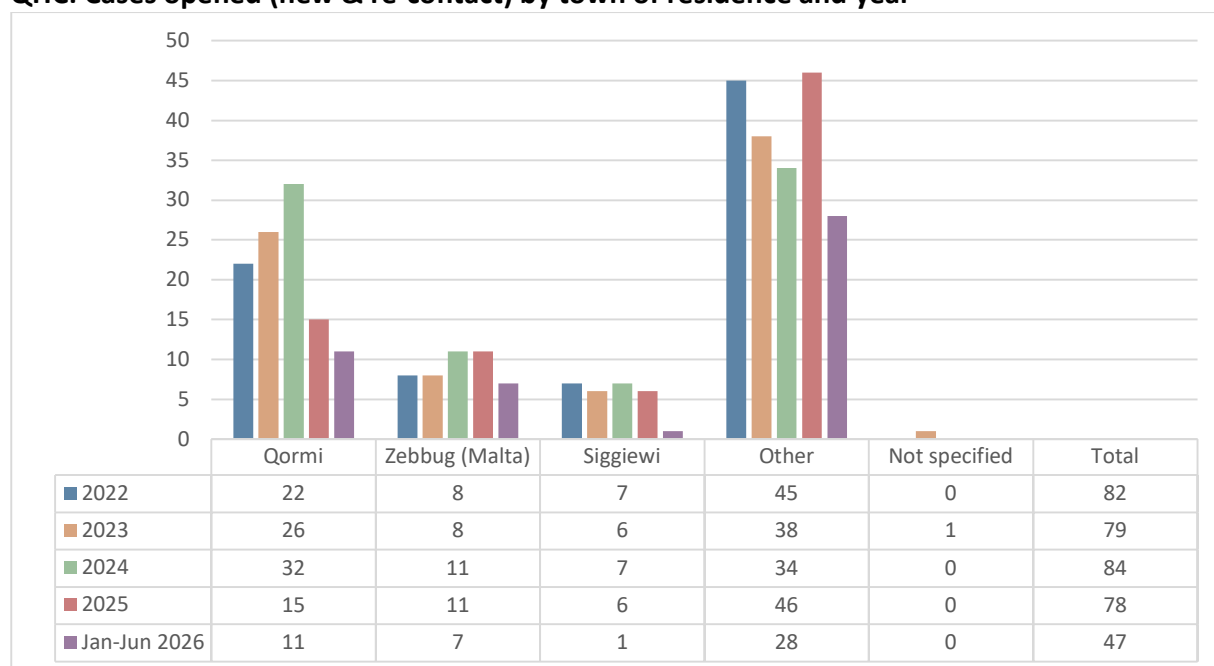


Figure 191: Apart from 'Other' town outside the catchment area, Qormi accounted for the highest proportion of cases opened (23%; 11) within the catchment area.

Note: The service's main catchment areas are Qormi, Zebbug (Malta) and Siggiewi.

St. Vincent de Paule Social Work Service (SVDP)

SVDP: Cases and individuals worked with, by year

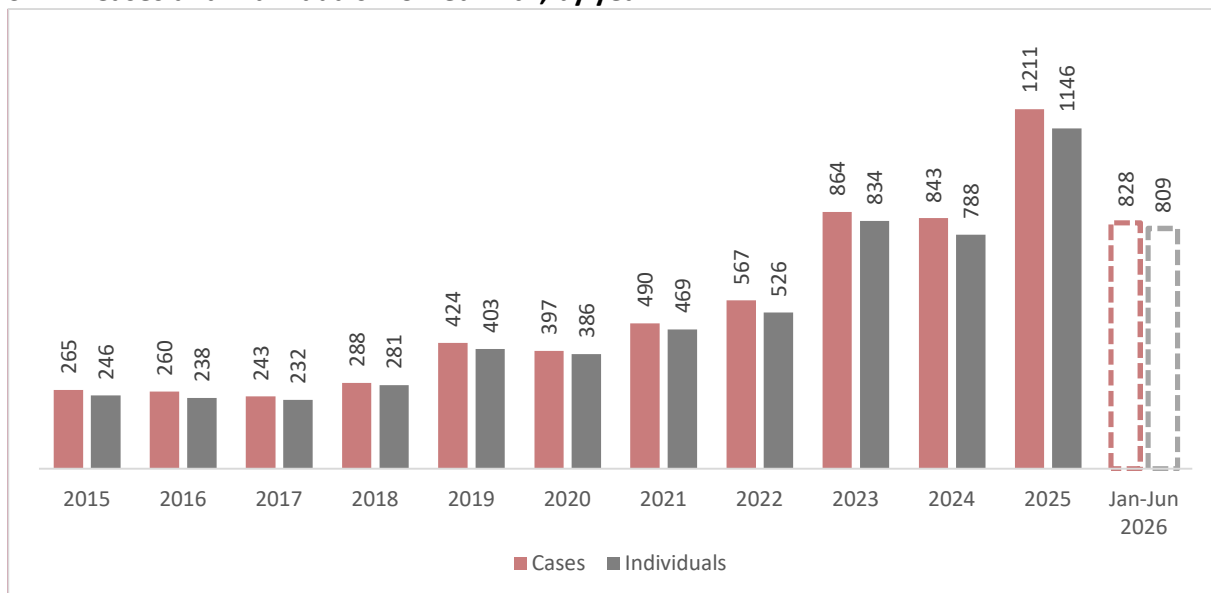


Figure 192: In Jan-Jun 2026, 828 cases and 809 individuals were worked with compared to 1211 and 1146 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **828** cases were worked with between January and June 2026.

SVDP: Cases worked with Jan-Jun 2026 by gender

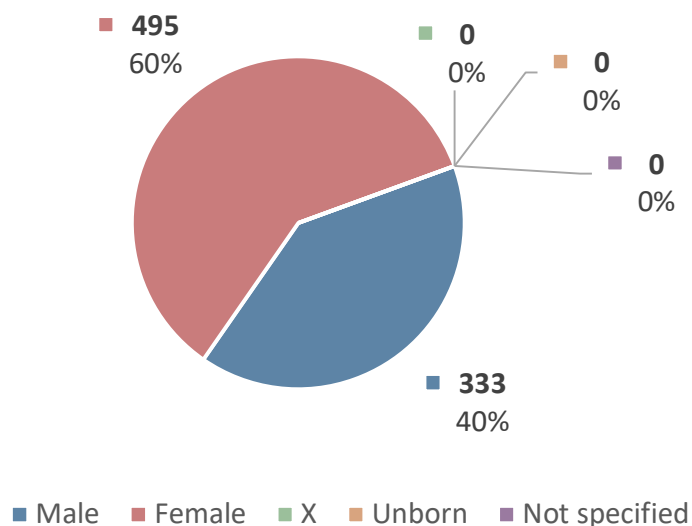


Figure 193: Female service users accounted for the highest proportion of cases worked with (60%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

SVDP: Cases worked with Jan-Jun 2026 by age category

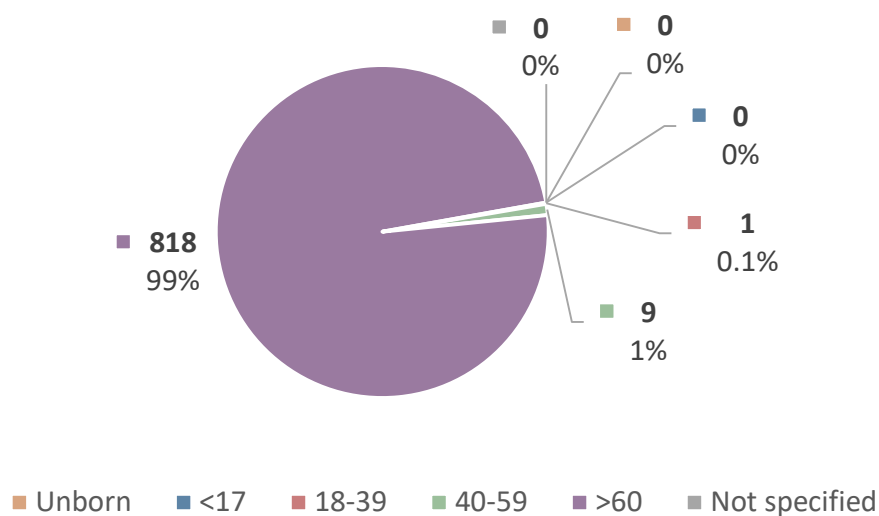


Figure 194: Service users aged 60 or over accounted for the highest proportion of cases worked with (99%).

Note: Age is calculated based on date of birth.

SVDP: Cases worked with Jan-Jun 2026 by nationality

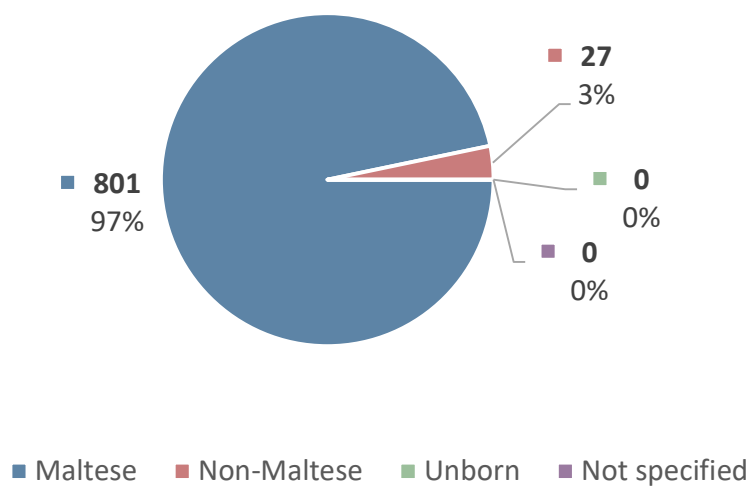
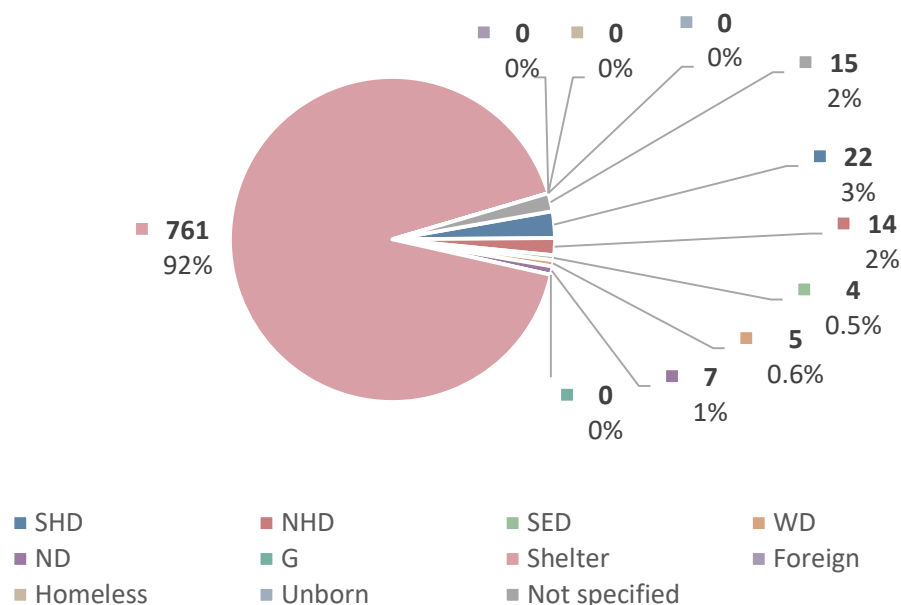


Figure 195: Maltese service users accounted for the highest proportion of cases worked with (97%), while non-Maltese service users accounted for 3%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

SVDP: Cases worked with Jan-Jun 2026 by district of residence



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 196: Shelter/institution accounted for the highest proportion of cases worked with (92%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

SVDP: Cases worked with by case type (new, re-contact, known and intake), by year

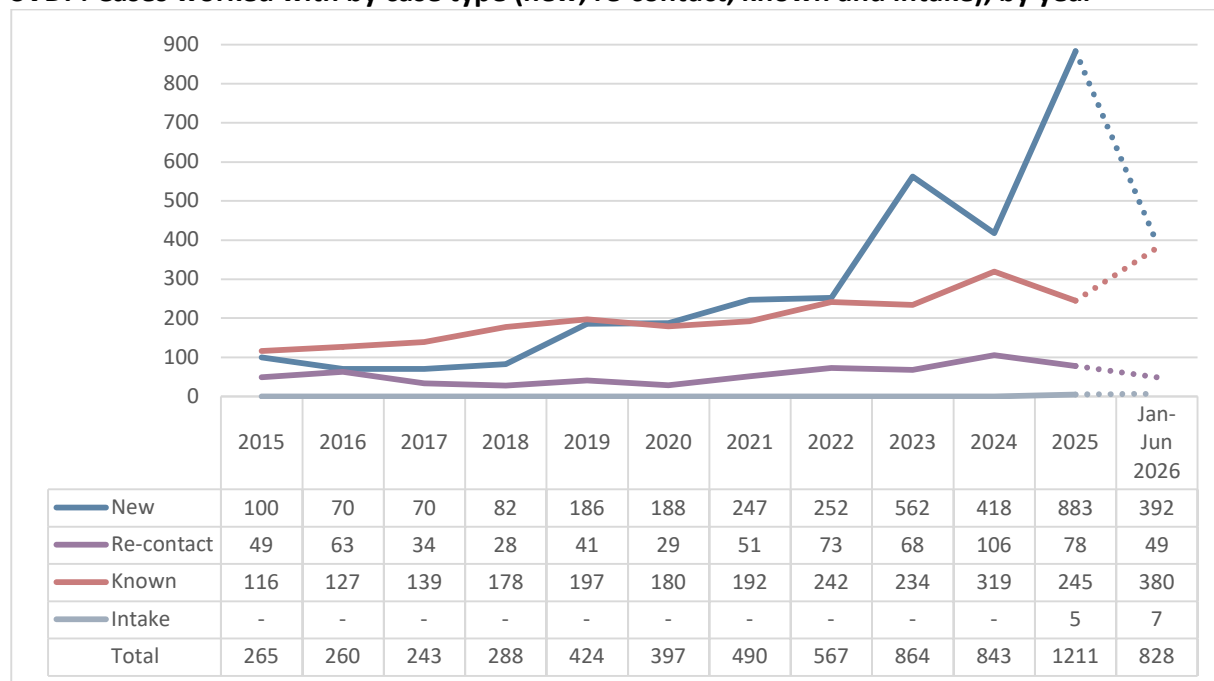


Figure 197: New cases accounted for 47% (392) of cases worked with, while re-contact cases accounted for 6% (49).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been recorded since 2025 following system changes.

SVDP: Cases worked with by case state at the end of the reporting period

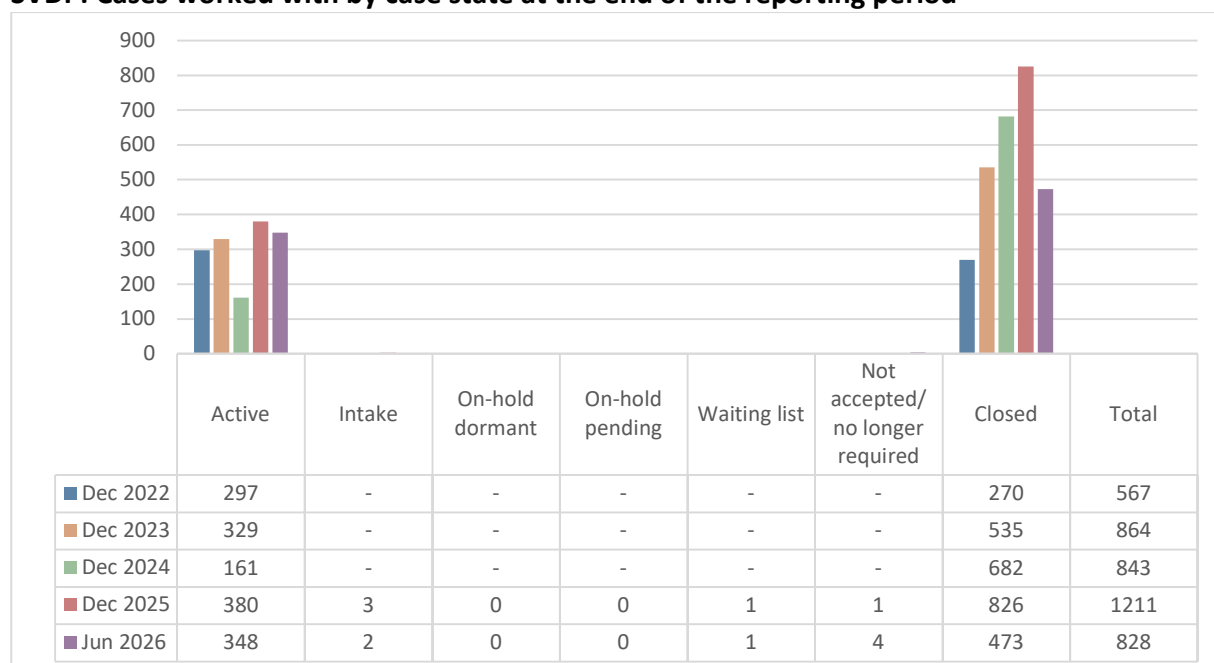


Figure 198: By the end of June 2026, 42% (348) of the cases worked with remained active, 57% (473) were closed and 0.2% (2) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list.

SVDP: Waiting list at the end of the reporting period

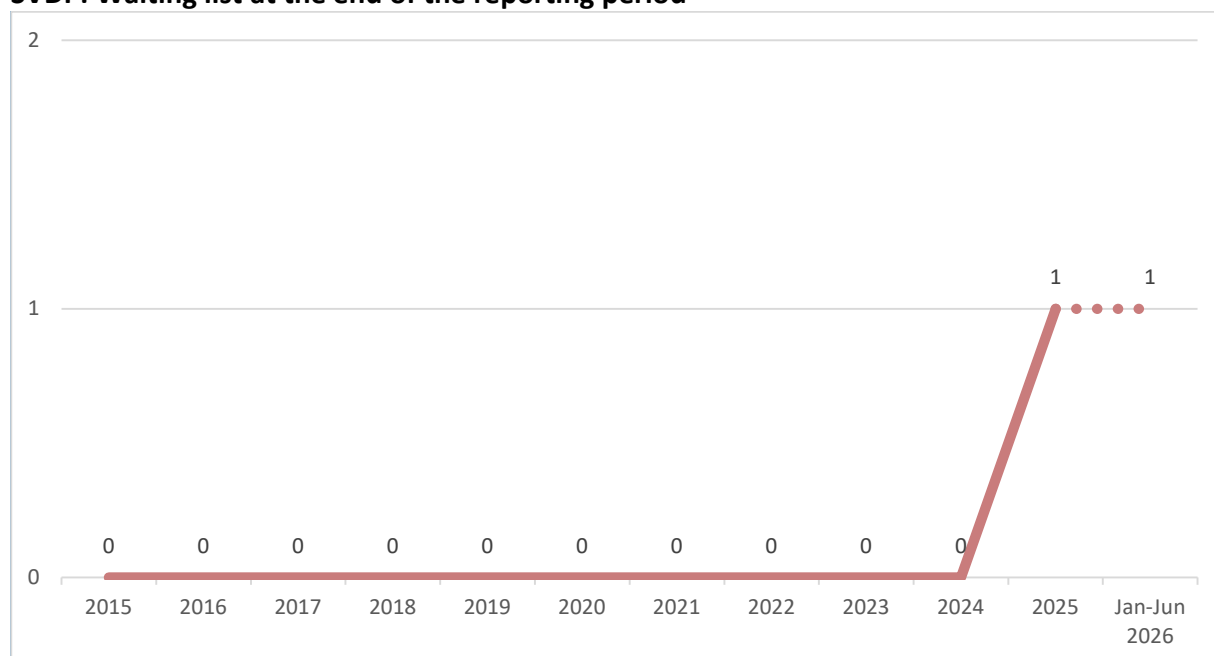


Figure 199: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 1 case remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

SVDP: Referrals, cases opened (new & re-contact), and cases closed, by year

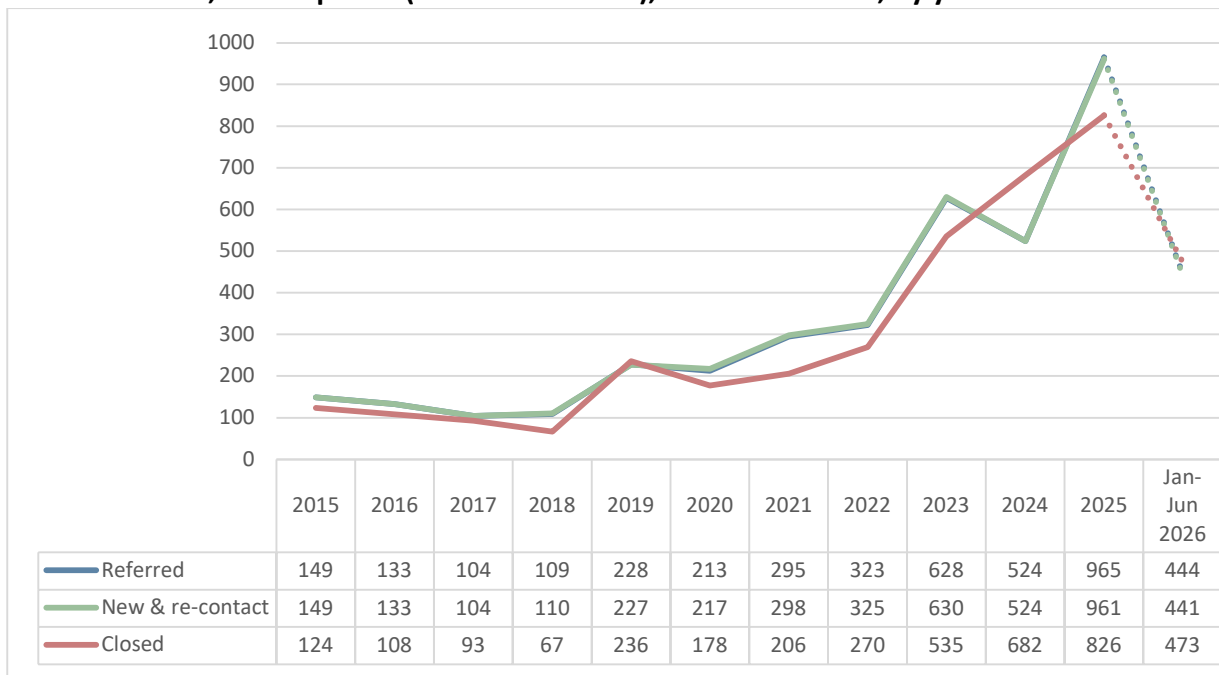


Figure 200: In Jan-Jun 2026, 444 cases were referred, 441 new & recontact cases opened, and 473 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 198 for breakdown).

A total of **441** cases were opened between January and June 2026.

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

SVDP: Cases opened (new & re-contact) by age category and gender January - June 2026						
	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	0	0	0	-	0	0
35-39	0	0	0	-	0	0
40-44	0	0	0	-	0	0
45-49	1	1	0	-	0	2
50-54	0	0	0	-	0	0
55-59	1	0	0	-	0	1
60-64	5	4	0	-	0	9
65-69	15	6	0	-	0	21
70-74	27	26	0	-	0	53
75-79	37	50	0	-	0	87
≥80	91	177	0	-	0	268
Not specified	0	0	0	-	0	0
Total	177	264	0	-	0	441

Figure 201: Service users aged 80 or over accounted for the highest proportion of cases opened (61%; 268).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Primary Health Care Service (PHC)

Service data have been available for inclusion since 2015.

PHCS: Cases and individuals worked with, by year

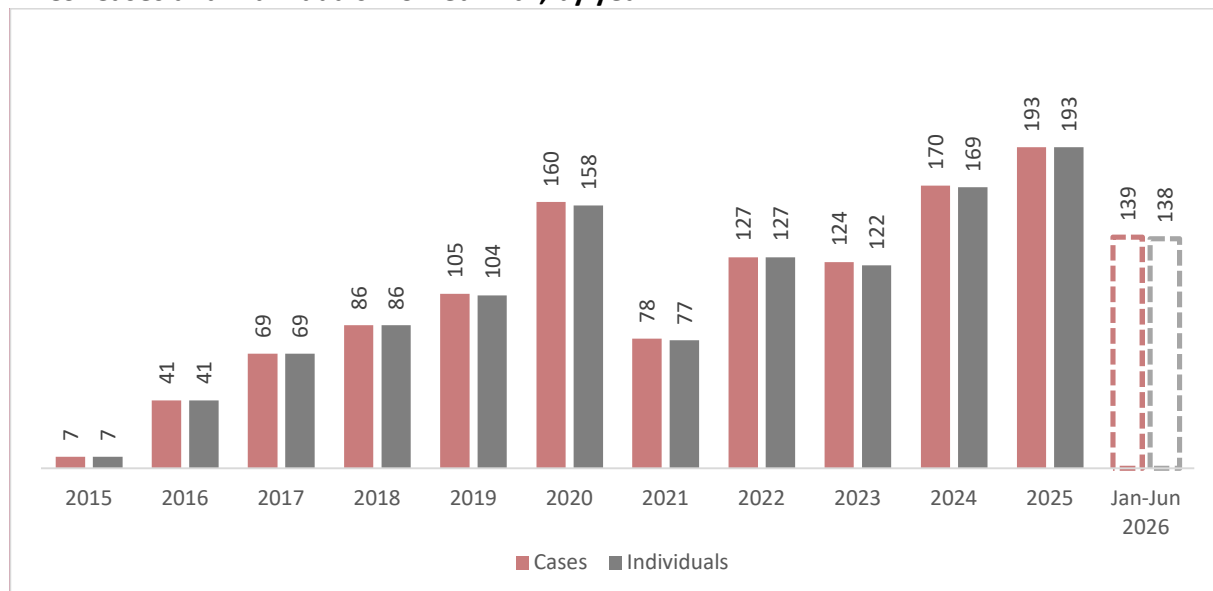


Figure 202: In Jan-Jun 2026, 139 cases and 138 individuals were worked with compared to 193 and 193 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **139** cases were worked with between January and June 2026.

PHCS: Cases worked with Jan-Jun 2026 by gender

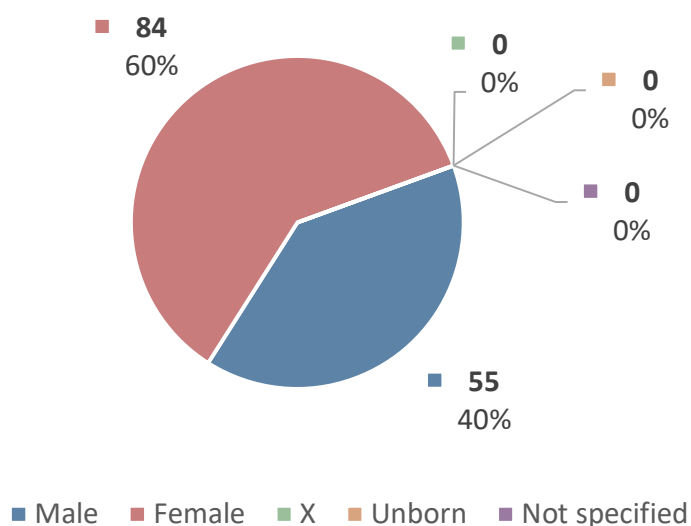


Figure 203: Female service users accounted for the highest proportion of cases worked with (60%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

PHCS: Cases worked with Jan-Jun 2026 by age category

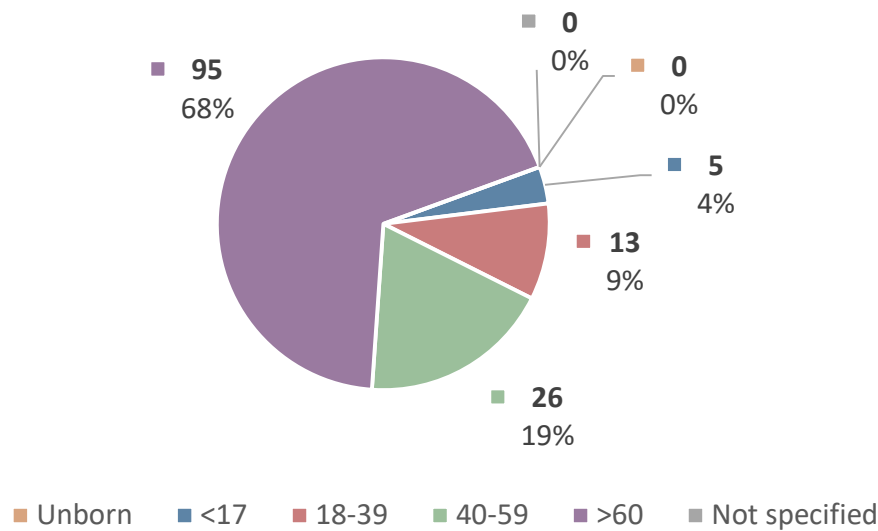


Figure 204: Service users aged 60 or over accounted for the highest proportion of cases worked with (68%).

Note: Age is calculated based on date of birth.

PHCS: Cases worked with Jan-Jun 2026 by nationality

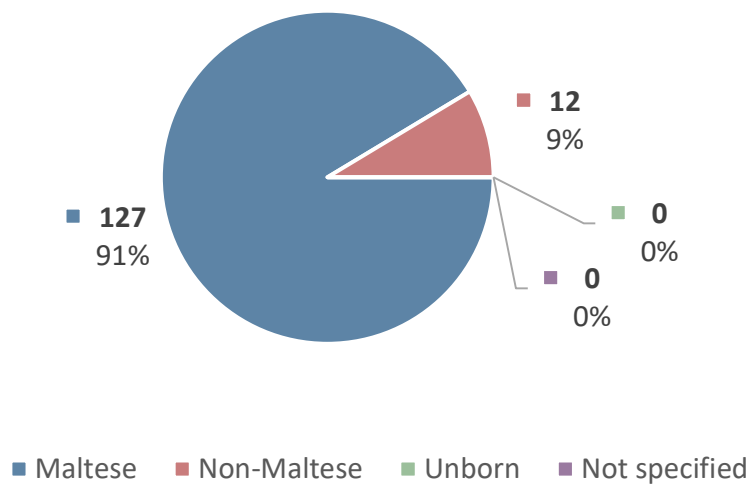
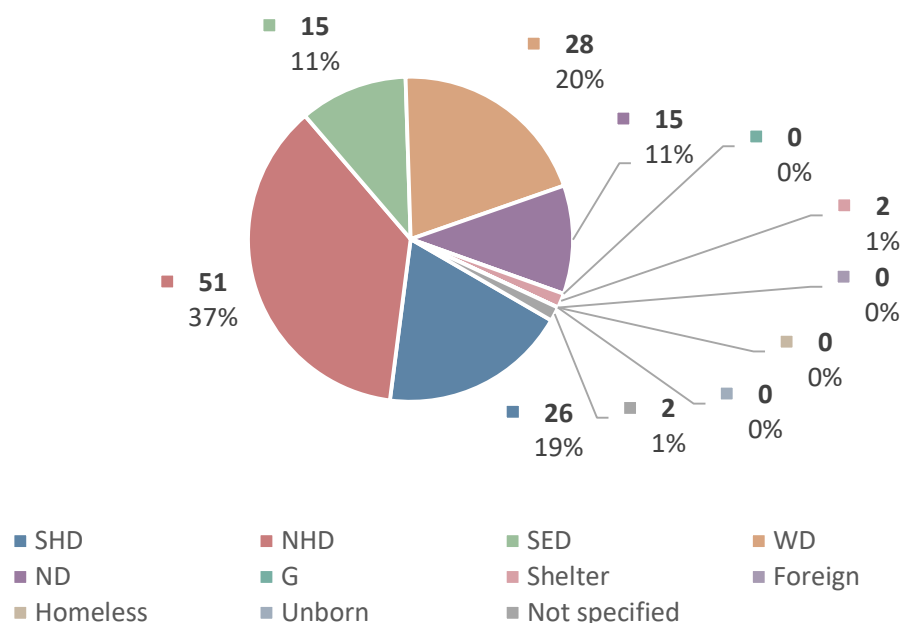


Figure 205: Maltese service users accounted for the highest proportion of cases worked with (91%), while non-Maltese service users accounted for 9%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

PHCS: Cases worked with Jan-Jun 2026 by district of residence



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 206: Northern Harbour District accounted for the highest proportion of cases worked with (37%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

PHCS: Cases worked with by case type (new, re-contact, known and intake), by year

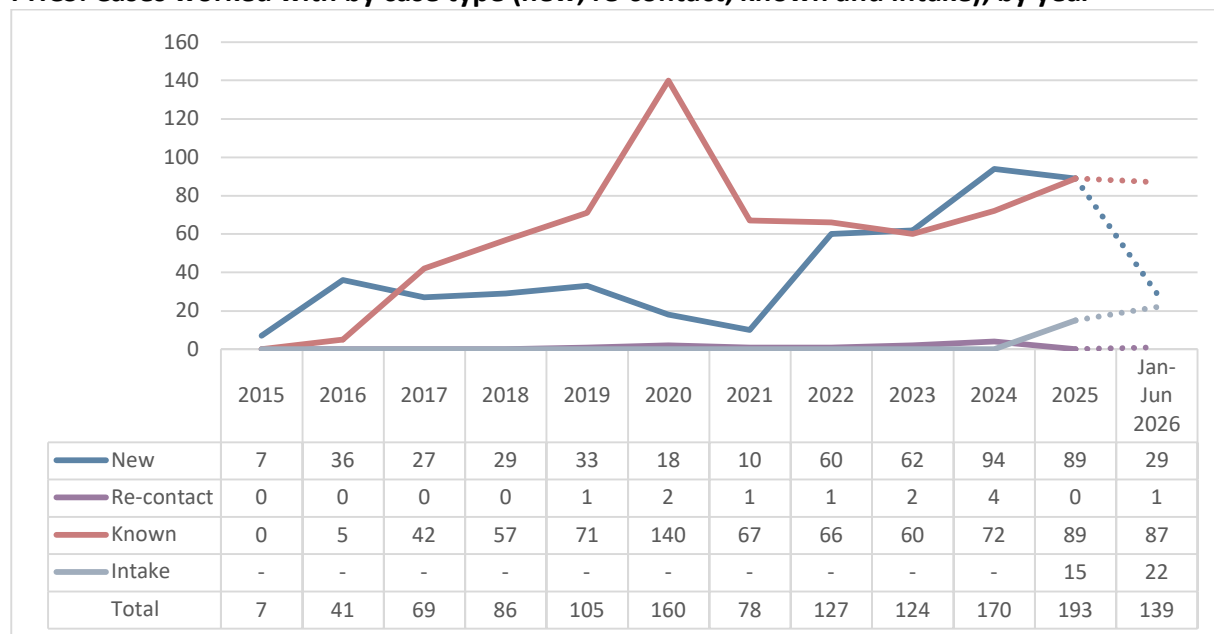


Figure 207: New cases accounted for 21% (29) of cases worked with, while re-contact cases accounted for 1% (1).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2025 following data recording changes.

PHCS: Cases worked with by case state at the end of the reporting period

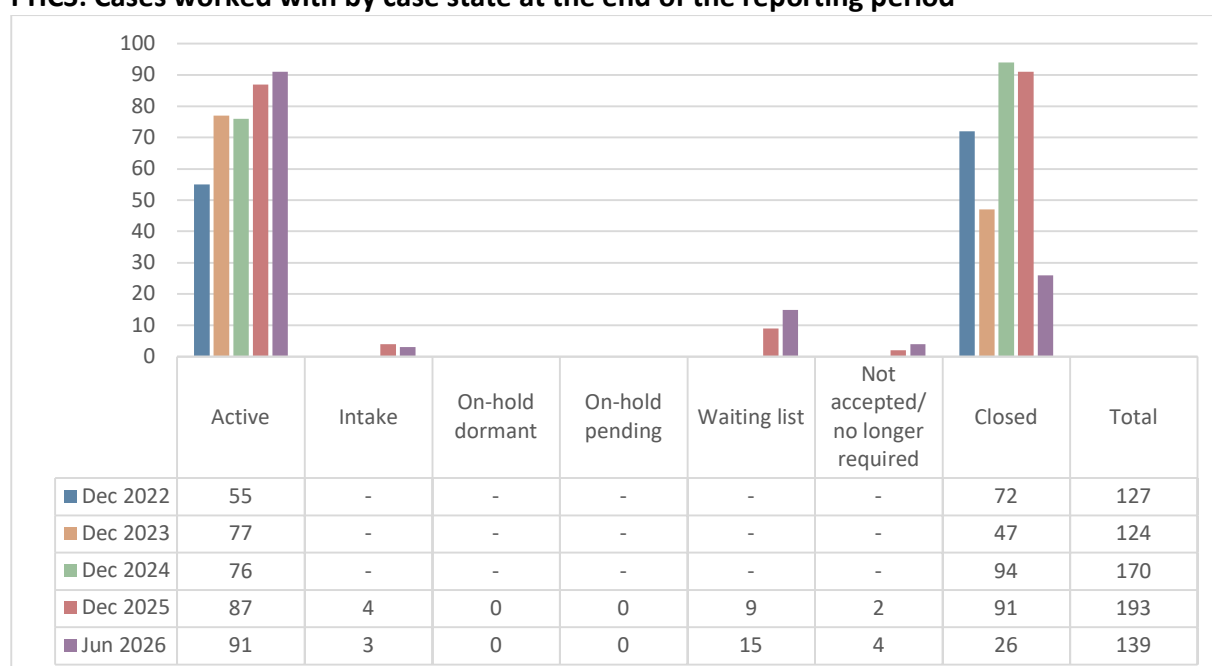


Figure 208: By the end of June 2026, 65% (91) of the cases worked with remained active, 19% (26) were closed and 2% (3) remained on intake.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list.

PHCS: Waiting list at the end of the reporting period

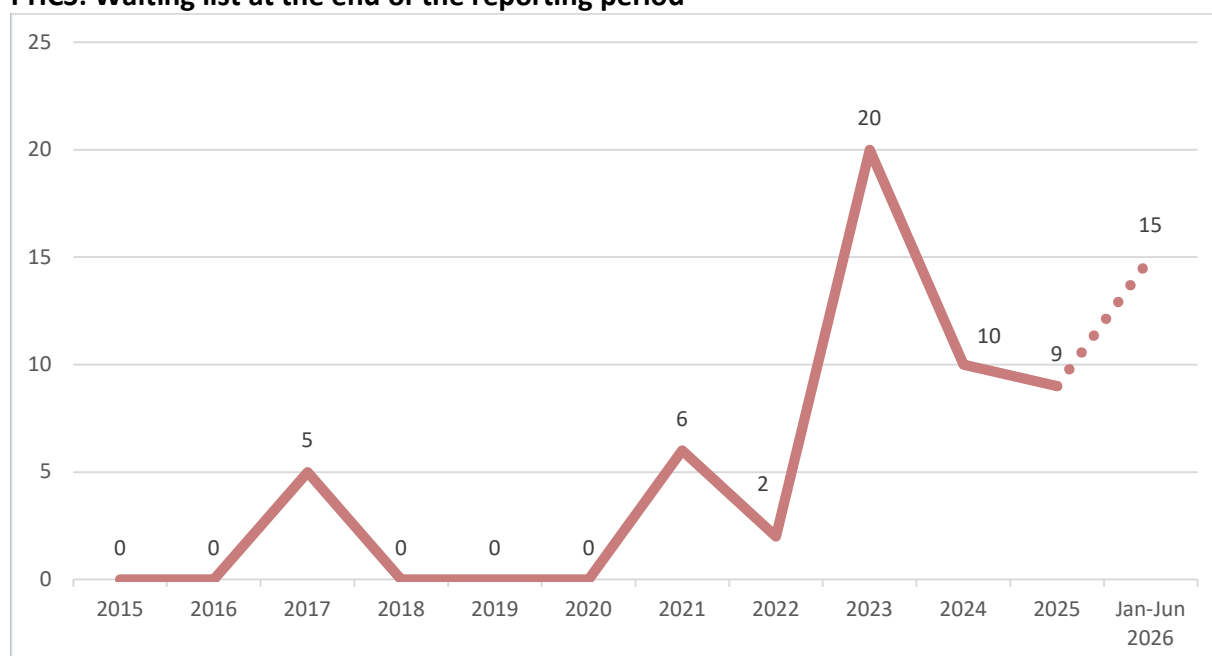


Figure 209: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 15 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity.

PHCS: Referrals, cases opened (new & re-contact), and cases closed, by year

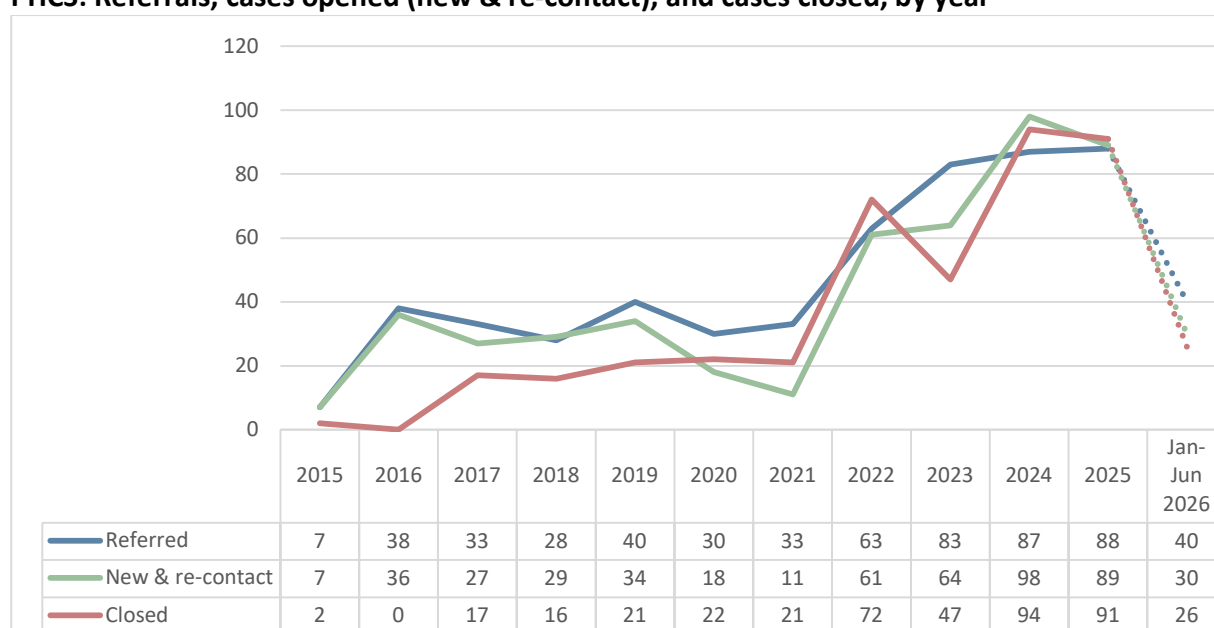


Figure 210: In Jan-Jun 2026, 40 cases were referred, 30 new & recontact cases opened, and 26 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 208 for breakdown).

A total of **30** cases were opened between January and June 2026.

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

PHCS: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	0	1	0	-	0	1
20-24	0	0	0	-	0	0
25-29	0	0	0	-	0	0
30-34	0	0	0	-	0	0
35-39	1	0	0	-	0	1
40-44	1	2	0	-	0	3
45-49	1	3	0	-	0	4
50-54	1	1	0	-	0	2
55-59	0	0	0	-	0	0
60-64	1	1	0	-	0	2
65-69	2	2	0	-	0	4
70-74	0	3	0	-	0	3
75-79	3	4	0	-	0	7
≥80	0	3	0	-	0	3
Not specified	0	0	0	-	0	0
Total	10	20	0	-	0	30

Figure 211: Service users aged 75 to 79 accounted for the highest proportion of cases opened (23%; 7).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

Bormla Mental Health Care Service (BMHC)

The service started in November 2020 but data have been available for inclusion since 2021. A new online data collection system and reporting format were introduced in 2021. The service was suspended between November 2024 and April 2025.

BMHC: Cases and individuals worked with, by year

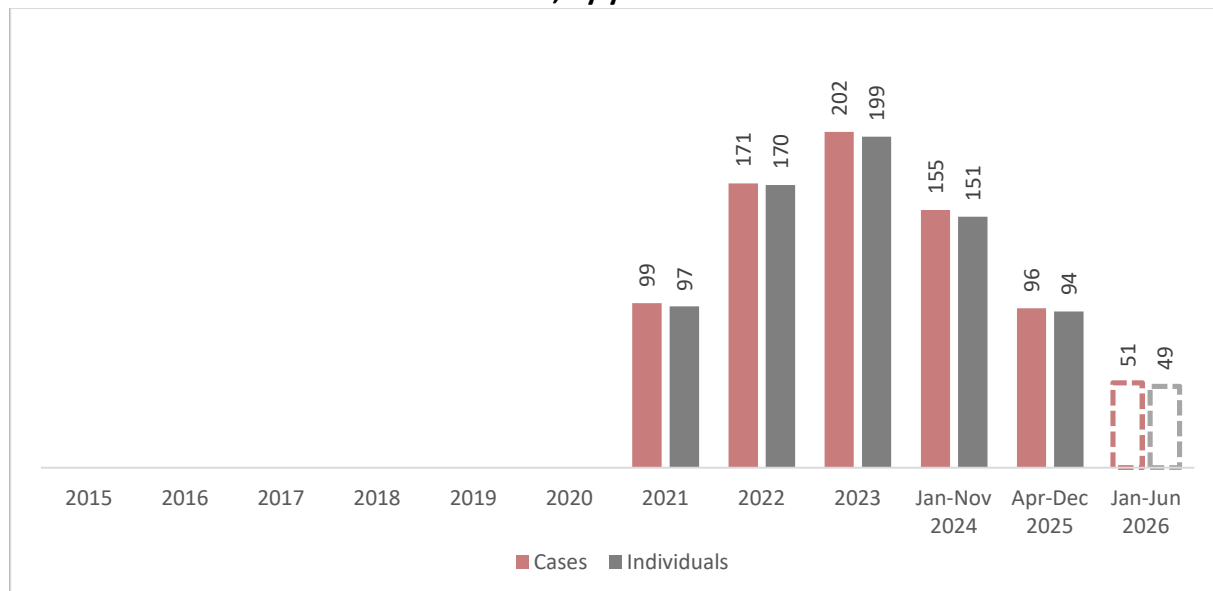


Figure 212: In Jan-Jun 2026, 51 cases and 49 individuals were worked with compared to 96 and 94 respectively in Apr-Dec 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **51** cases were worked with between January and June 2026.

BMHC: Cases worked with Jan-Jun 2026 by gender

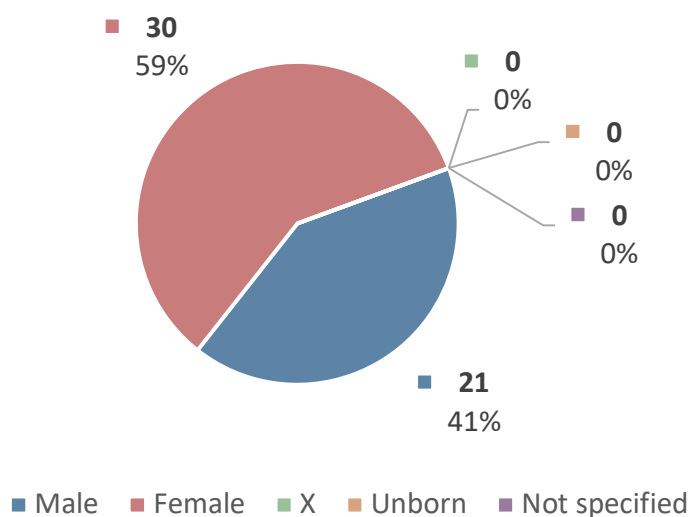


Figure 213: Female service users accounted for the highest proportion of cases worked with (59%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

BMHC: Cases worked with Jan-Jun 2026 by age category

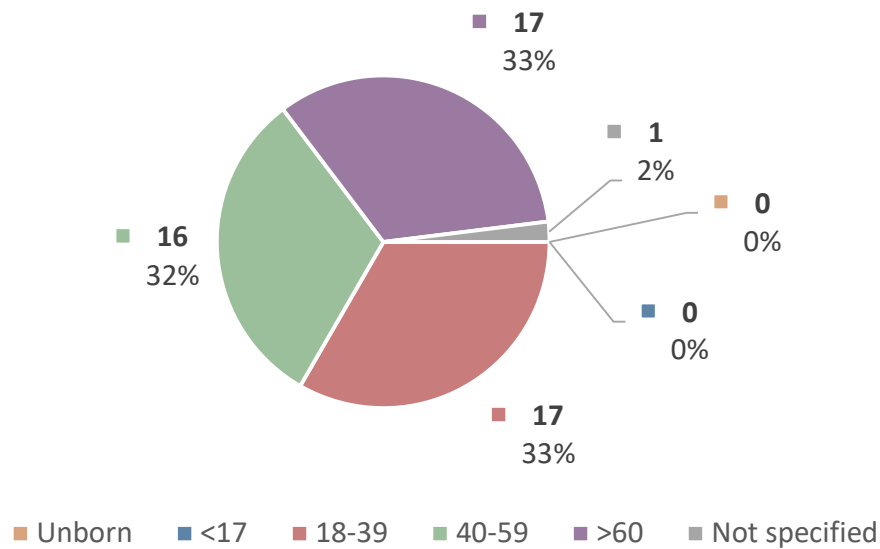


Figure 214: Service users aged 18 to 39 and 60 or over accounted for the highest proportion of cases worked with (33% each).

Note: Age is calculated based on date of birth.

BMHC: Cases worked with Jan-Jun 2026 by nationality

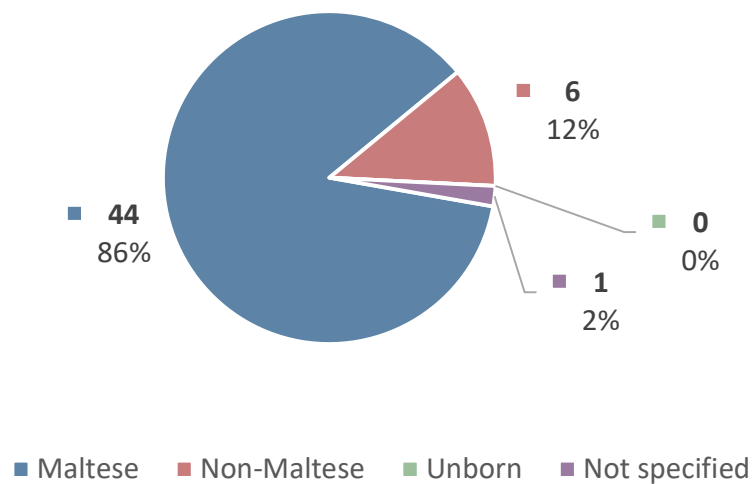
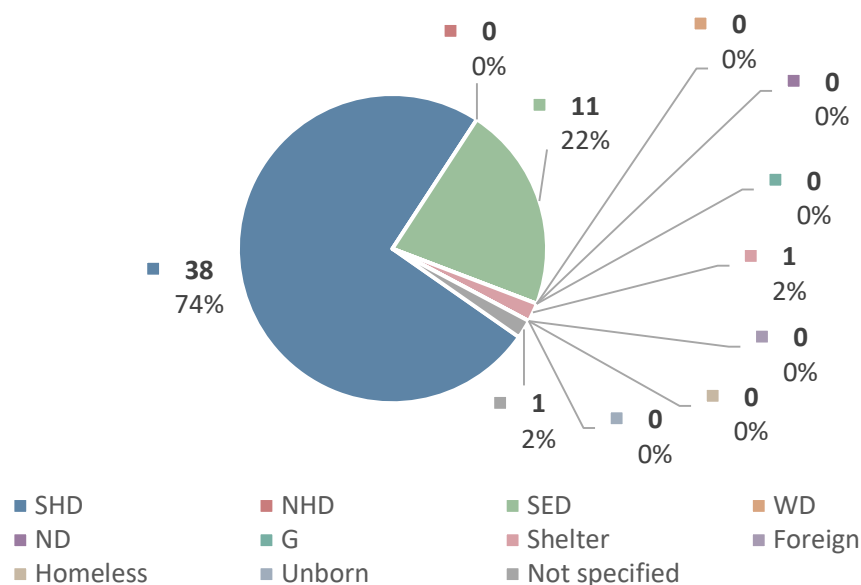


Figure 215: Maltese service users accounted for the highest proportion of cases worked with (86%), while non-Maltese service users accounted for 12%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

BMHC: Cases worked with Jan-Jun 2026 by district of residence



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 216: Southern Harbour District accounted for the highest proportion of cases worked with (74%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

BMHC: Cases worked with by case type (new, re-contact, known and intake), by year

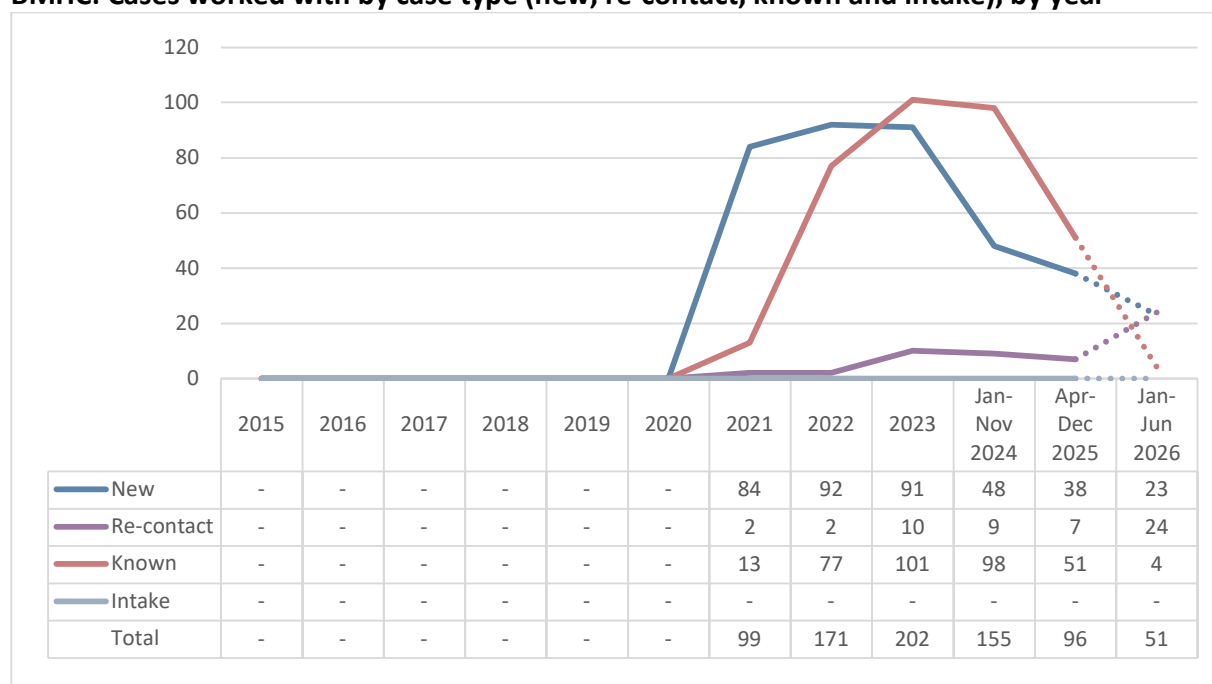


Figure 217: New cases accounted for 45% (23) of cases worked with, while re-contact cases accounted for 47% (24).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake status is not collected so it was not reported.

BMHC: Cases worked with by case state at the end of the reporting period

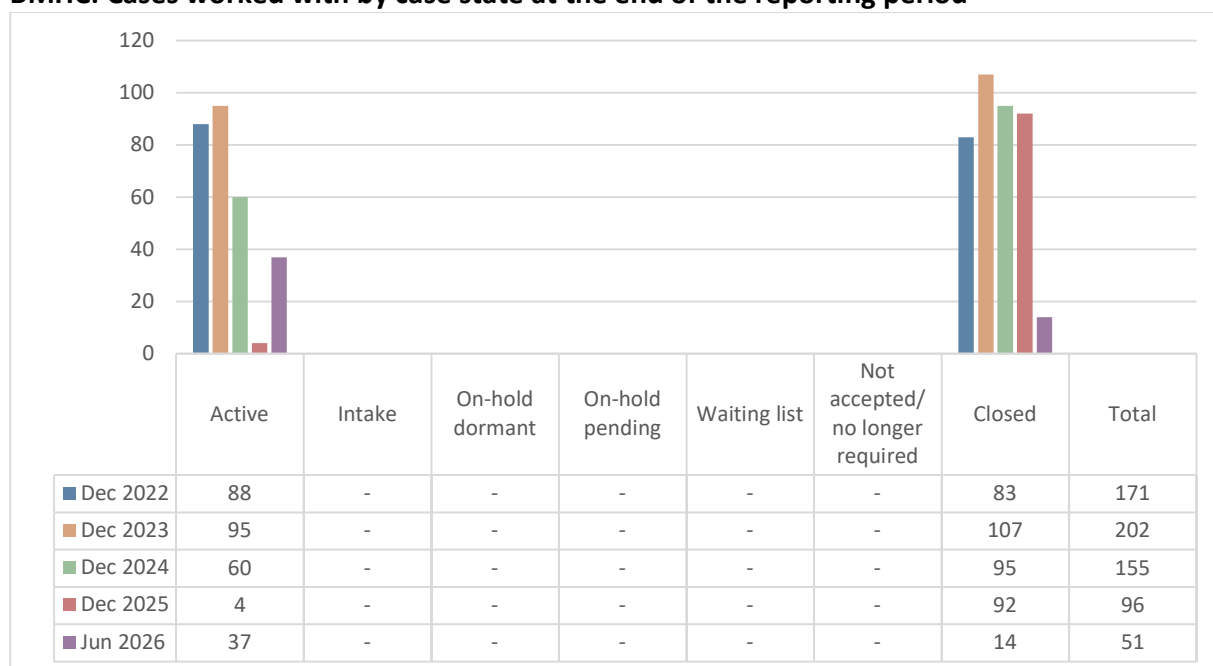


Figure 218: By the end of June 2026, 73% (37) of the cases worked with remained active and 27% (14) were closed.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list registered separately by the service.

BMHC: Waiting list at the end of the reporting period

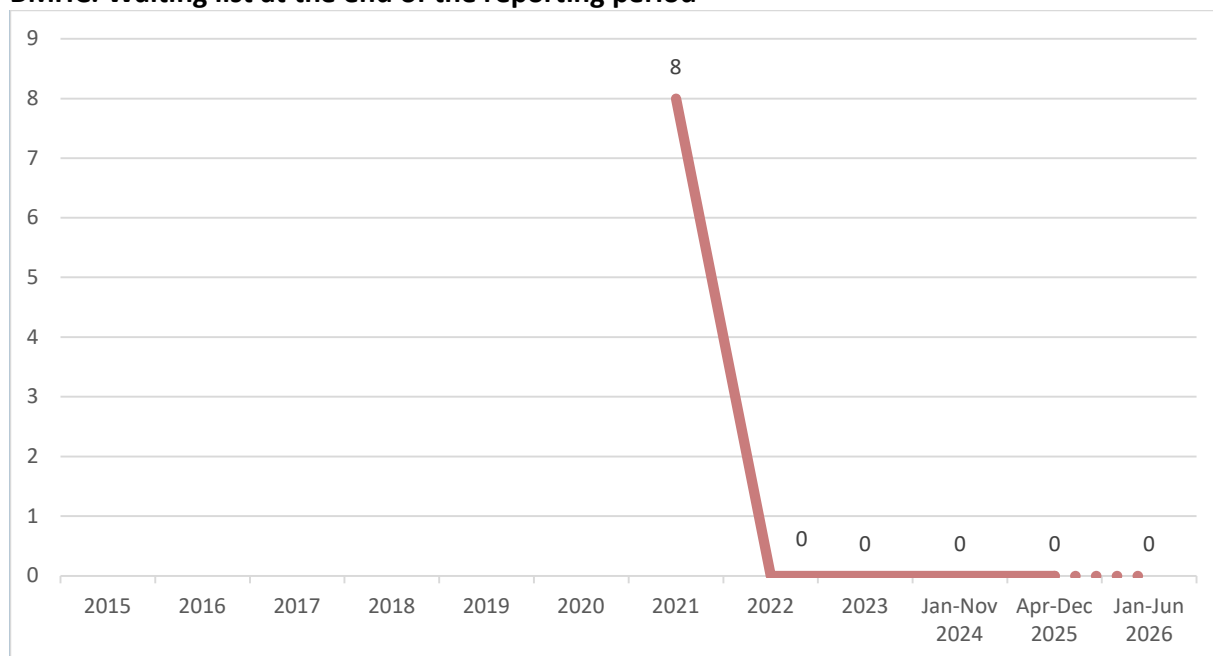


Figure 219: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. The waiting list in the figure is the full waiting list as registered separately and reported by the service.

BMHC: Referrals, cases opened (new & re-contact), and cases closed, by year

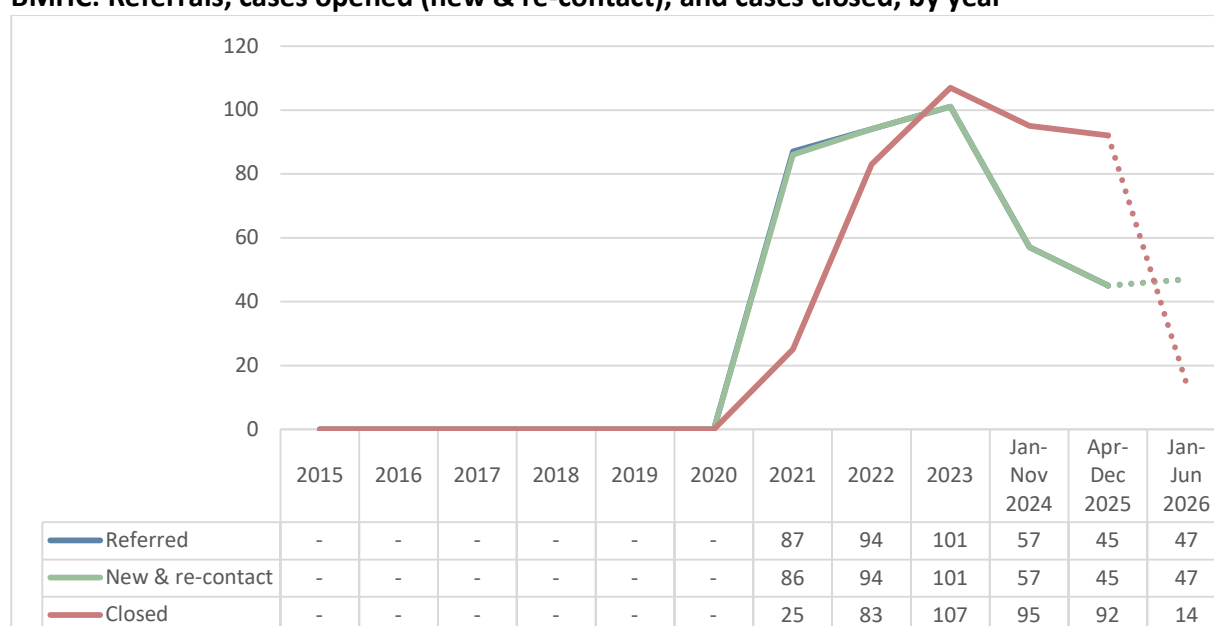


Figure 220: In Jan-Jun 2026, 47 cases were referred, 47 new & recontact cases opened, and 14 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 218 for breakdown).

A total of **47** cases were opened between January and June 2026.

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

BMHC: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	0	0	0	-	0	0
20-24	0	3	0	-	0	3
25-29	3	2	0	-	0	5
30-34	1	4	0	-	0	5
35-39	2	1	0	-	0	3
40-44	2	5	0	-	0	7
45-49	1	4	0	-	0	5
50-54	1	1	0	-	0	2
55-59	2	0	0	-	0	2
≥60	9	6	0	-	0	15
Not specified	0	0	0	-	0	0
Total	21	26	0	-	0	47

Figure 221: Service users aged 60 or over accounted for the highest proportion of cases opened (32%; 15).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

BMHC: Cases opened (new & re-contact) by primary problem					
	2022	2023	Jan-Nov 2024	Apr-Dec 2025	Jan-Jun 2026
Abuse/neglect of an adult	-	-	1	0	0
Addictive behaviour problems	0	0	0	0	0
Assault/rape/harassment/sexual abuse	0	0	0	0	0
Bereavement	0	1	0	0	1
Child abuse	0	3	0	2	4
Child care or access	2	0	0	1	0
Delinquency	0	0	0	0	0
Disability related issues	5	9	1	0	12
Domestic violence	0	4	2	1	0
Eating disorder	0	0	0	0	0
Elderly needs	9	4	2	2	2
Employment issues	3	8	4	3	0
Family relations/relationships	1	2	9	3	2
Financial difficulties	20	43	16	13	6
Fostering or adoption	0	0	0	0	0
Health related issues	4	0	1	0	0
Homeless	0	0	1	0	1
Housing problems	10	10	9	4	7
Human trafficking	0	0	0	0	0
Identity related issues	0	0	0	0	0
Lack of support or guidance	20	6	4	10	1
Legal issues	2	2	0	2	1
Loneliness	1	0	1	0	0
Marital problems	0	0	0	0	0
Mental health issues	3	2	3	1	10
Migrant related issues	0	0	1	3	0
Oppositional defiant behaviours	0	0	0	0	0
Parenting skills/child-parent relationship	0	0	0	0	0
Personality related issues	0	0	0	0	0
Pregnancy related issues	0	0	0	0	0
Relationship problems	0	0	0	0	0
School related problems	0	0	0	0	0
Self-harm or suicide	0	0	0	0	0
Separation related issues	1	0	0	0	0
Sex work related issues	0	0	0	0	0
Other	10	3	2	0	0
Not specified	3	4	0	0	0
Total	94	101	57	45	47

Figure 222: Cases opened were distributed across several primary problems in Jan-Jun 2026, with disability related issues, and mental health related issues among the most frequently reported.

Note: Service users may report multiple issues at referral, with one identified as the primary problem. A standard list is used to record and rank issues; "other" is used where an issue is not listed, and "not specified" where no issue is identified.

Floriana Mental Health Care Service (FMHC)

Service data have been available for inclusion since August 2024.

FMHC: Cases and individuals worked with, by year

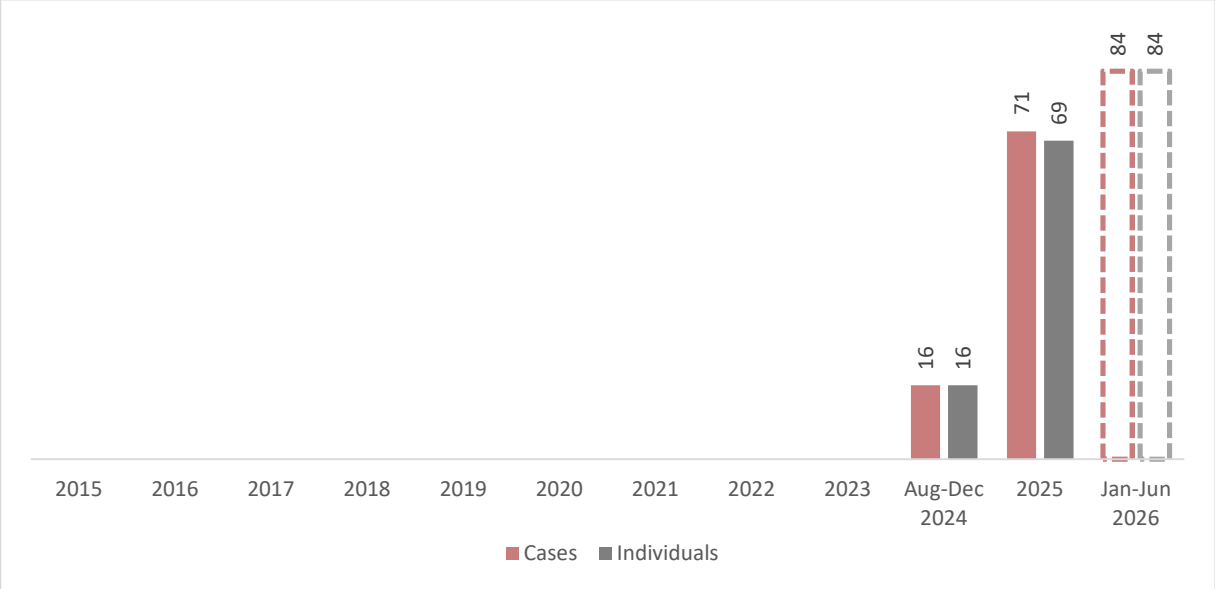


Figure 223: In Jan-Jun 2026, 84 cases and 84 individuals were worked with compared to 71 and 69 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **84** cases were worked with between January and June 2026.

FMHC: Cases worked with Jan-Jun 2026 by gender

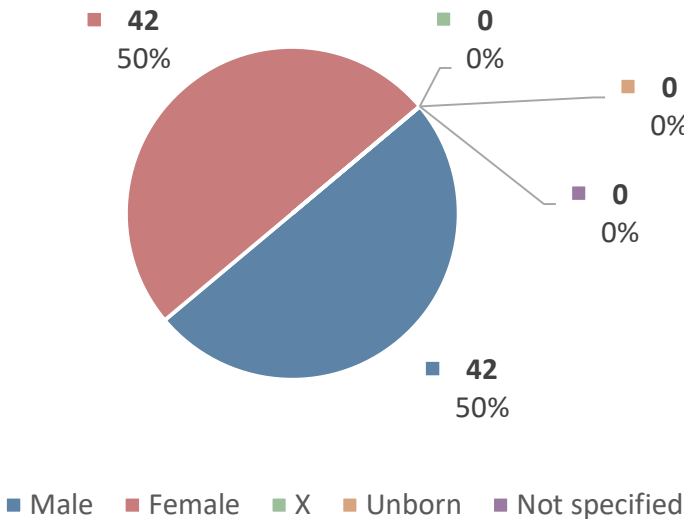


Figure 224: Male and female service users accounted for an equal proportion of cases worked with (50% each).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual’s self-identified pronouns.

FMHC: Cases worked with Jan-Jun 2026 by age category

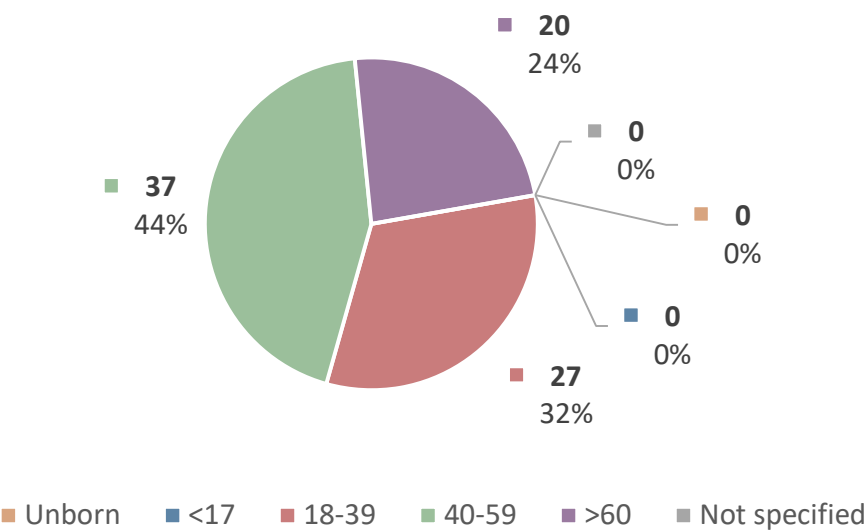


Figure 225: Service users aged 40 to 59 accounted for the highest proportion of cases worked with (44%).

Note: Age is calculated based on date of birth

FMHC: Cases worked with Jan-Jun 2026 by nationality

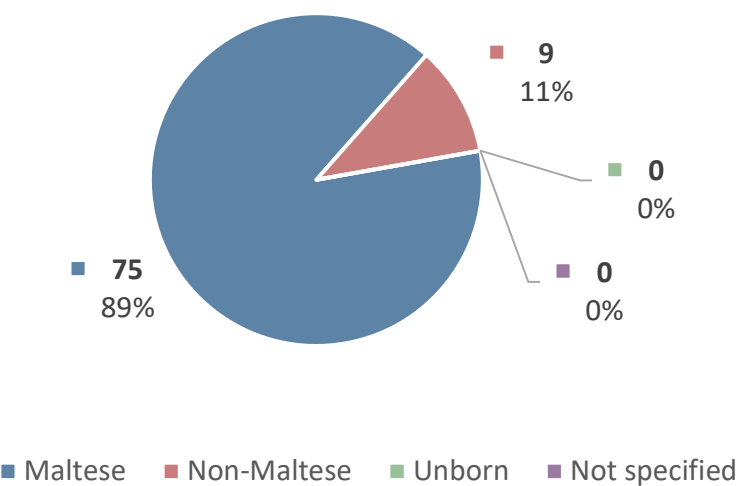
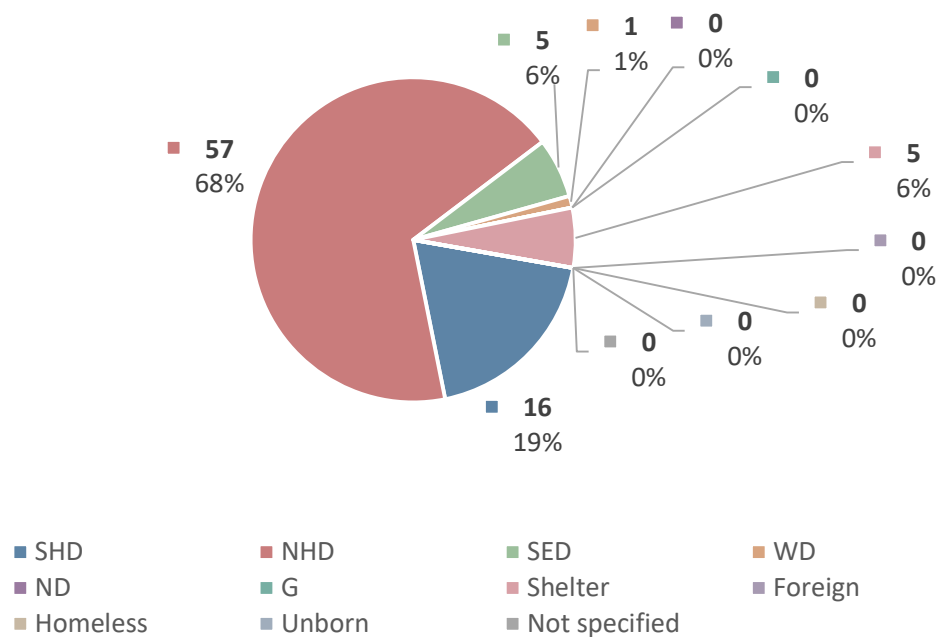


Figure 226: Maltese service users accounted for the highest proportion of cases worked with (89%), while non-Maltese service users accounted for 11%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

FMHC: Cases worked with Jan-Jun 2026 by district of residence



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 227: Northern Harbour District accounted for the highest proportion of cases worked with (68%).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

FMHC: Cases worked with by case type (new, re-contact, known and intake), by year

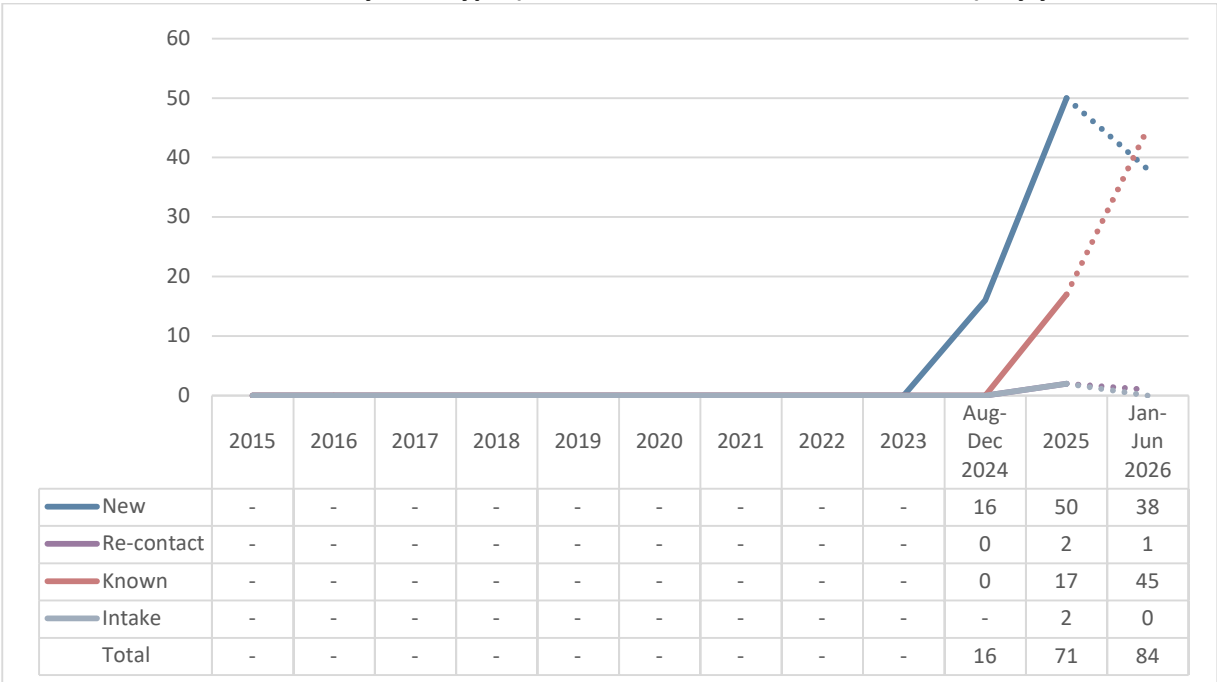


Figure 228: New cases accounted for 45% (38) of cases worked with, while re-contact cases accounted for 1% (1).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2024 following data recording changes.

FMHC: Cases worked with by case state at the end of the reporting period

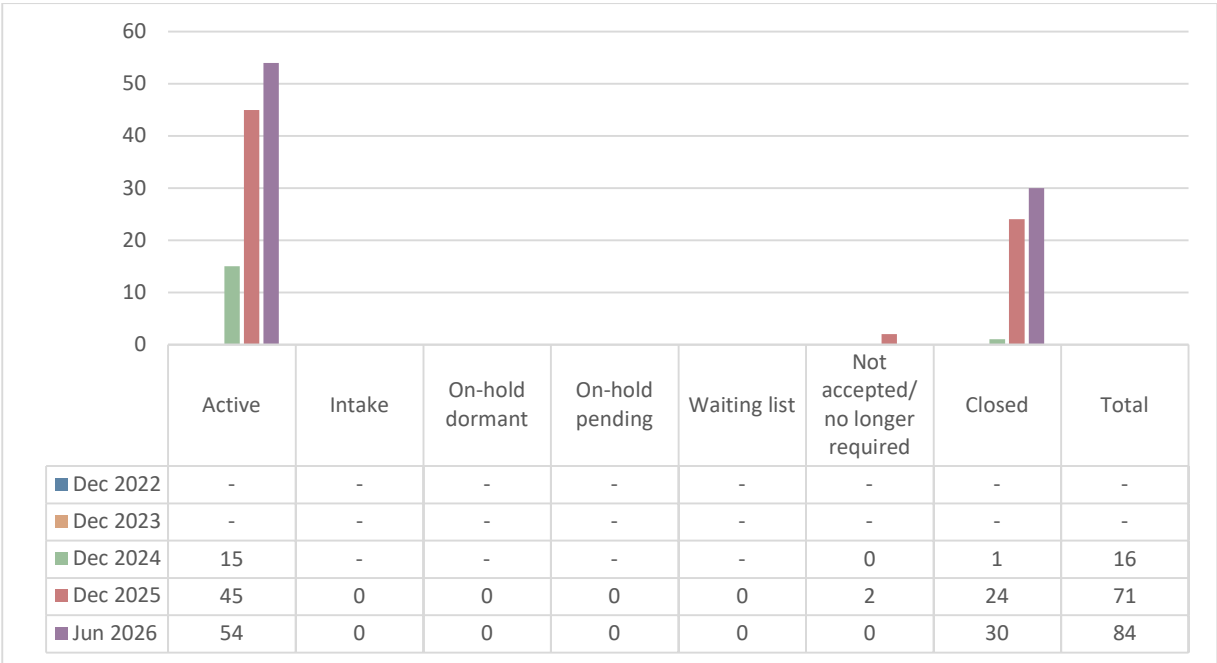


Figure 229: By the end of June 2026, 64% (54) of the cases worked with remained active and 36% (30) were closed.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list registered separately by the service.

FMHC: Waiting list at the end of the reporting period

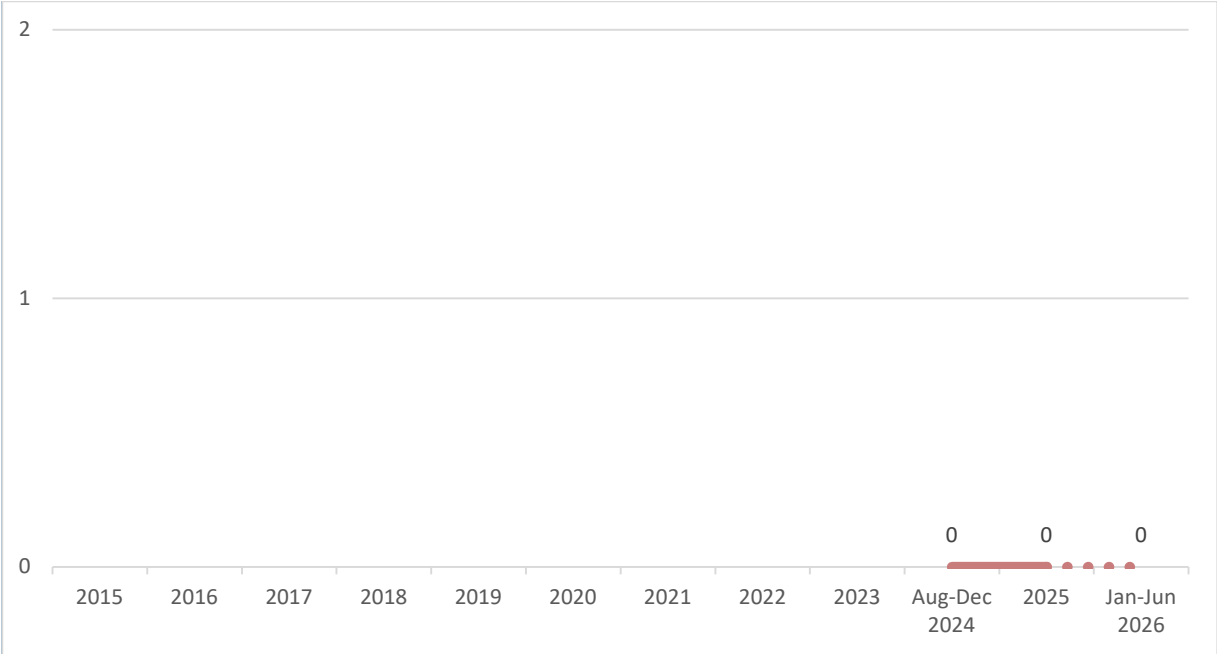


Figure 230: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. The waiting list in the figure is the full waiting list as registered separately and reported by the service.

FMHC: Referrals, cases opened (new & re-contact), and cases closed, by year

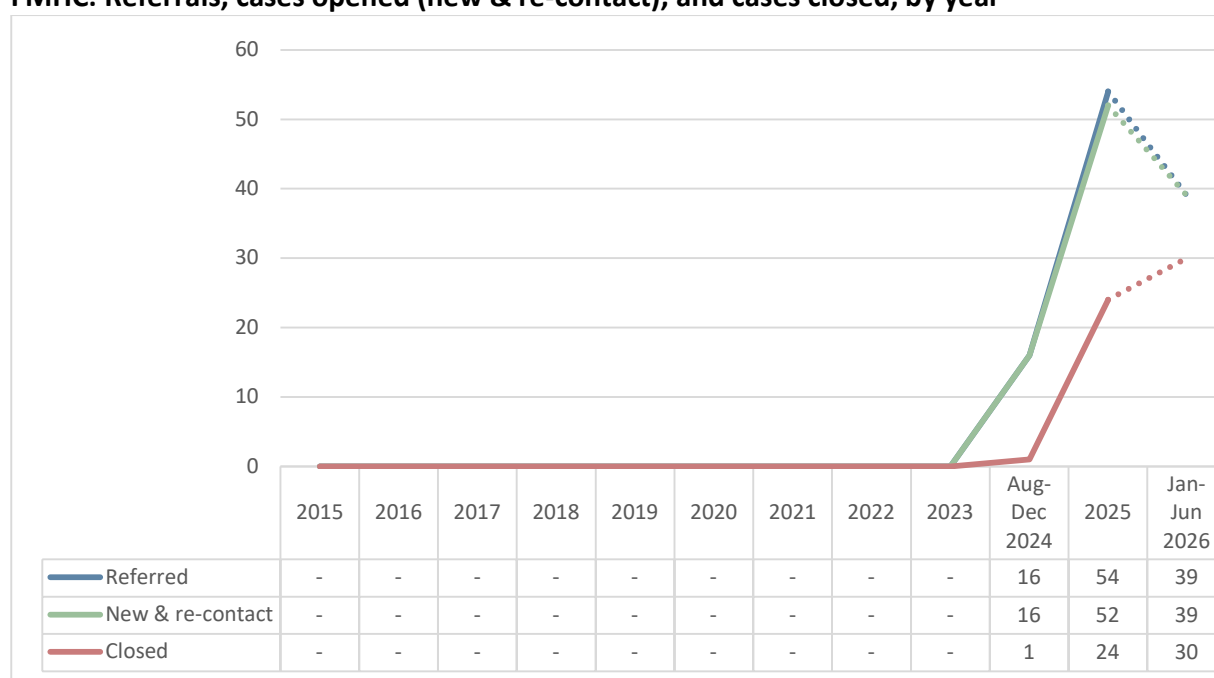


Figure 231: In Jan-Jun 2026, 39 cases were referred, 39 new & recontact cases opened, and 30 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 229 for breakdown).

A total of **39** cases were opened between January and June 2026.

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

FMHC: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
≤17	0	0	0	-	0	0
18-19	1	0	0	-	0	1
20-24	1	0	0	-	0	1
25-29	3	2	0	-	0	5
30-34	2	2	0	-	0	4
35-39	2	1	0	-	0	3
40-44	3	4	0	-	0	7
45-49	0	0	0	-	0	0
50-54	3	2	0	-	0	5
55-59	4	0	0	-	0	4
≥60	5	4	0	-	0	9
Not specified	0	0	0	-	0	0
Total	24	15	0	-	0	39

Figure 232: Service users aged 60 or over accounted for the highest proportion of cases opened (23%; 9).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

FMHC: Cases opened (new & re-contact) by primary problem					
	2022	2023	Aug-Dec 2024	2025	Jan-Jun 2026
Abuse/neglect of an adult	-	-	0	0	1
Addictive behaviour problems	-	-	0	1	0
Assault/rape/harassment/sexual abuse	-	-	0	0	0
Bereavement	-	-	1	0	0
Child abuse	-	-	0	0	0
Child care or access	-	-	0	0	1
Delinquency	-	-	0	0	0
Disability related issues	-	-	0	0	1
Domestic violence	-	-	1	1	1
Eating disorder	-	-	0	0	0
Elderly needs	-	-	0	0	0
Employment issues	-	-	1	6	6
Family relations/relationships	-	-	1	1	1
Financial difficulties	-	-	4	10	5
Fostering or adoption	-	-	0	0	0
Health related issues	-	-	0	2	0
Homeless	-	-	0	2	0
Housing problems	-	-	2	5	5
Human trafficking	-	-	0	0	0
Identity related issues	-	-	0	0	0
Lack of support or guidance	-	-	0	0	0
Legal issues	-	-	0	1	0
Loneliness	-	-	1	1	2
Marital problems	-	-	0	0	0
Mental health issues	-	-	0	8	2
Migrant related issues	-	-	1	0	0
Oppositional defiant behaviours	-	-	0	0	0
Parenting skills/child-parent	-	-	0	0	0
Personality related issues	-	-	0	0	0
Pregnancy related issues	-	-	0	0	0
Relationship problems	-	-	0	0	0
School related problems	-	-	0	0	0
Self-harm or suicide	-	-	0	0	0
Separation related issues	-	-	1	0	0
Sex work related issues	-	-	0	0	0
Other	-	-	2	0	2
Not specified	-	-	1	14	12
Total	-	-	16	52	39

Figure 233: Cases opened were distributed across several primary problems in Jan-Jun 2026, with employment issues, financial problems, and housing problems among the most frequently reported after 'not specified'.

Note: Service users may report multiple issues at referral, with one identified as the primary problem. A standard list is used to record and rank issues; "other" is used where an issue is not listed, and "not specified" where no issue is identified.

Child and Young People's Service (CYPS)

Service data have been available for inclusion since 2017. A data cleaning exercise was conducted in 2023, during which ghost cases were removed.

CYPS: Cases and individuals worked with, by year

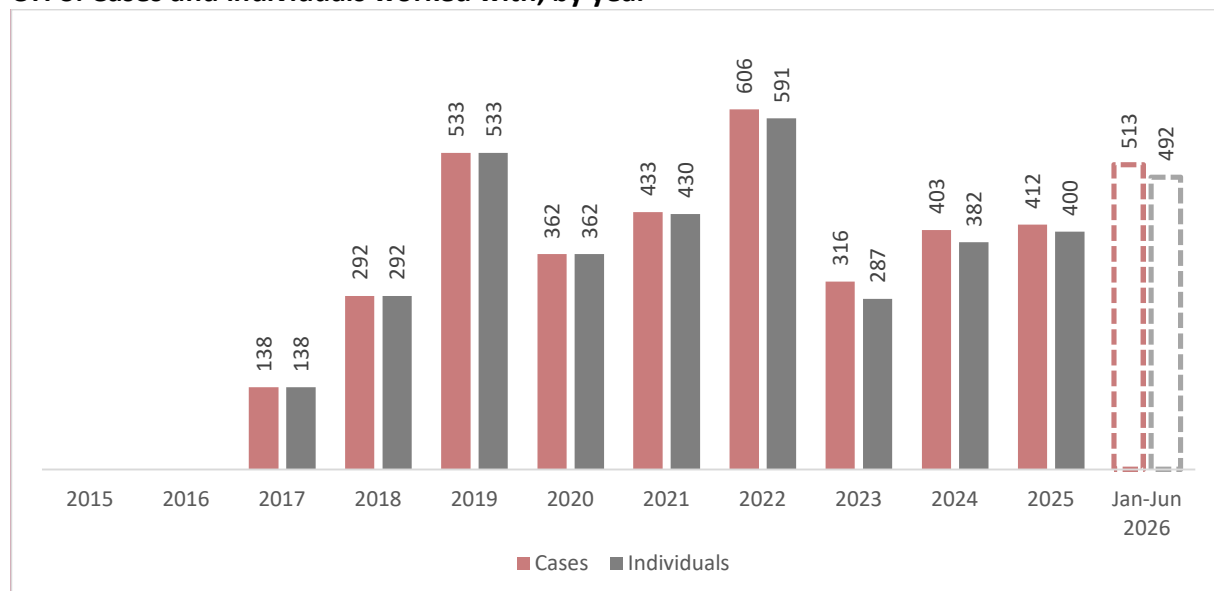


Figure 234: In Jan-Jun 2026, 513 cases and 492 individuals were worked with compared to 412 and 400 respectively in 2025.

Note: Individuals may have more than one case within a reporting period (see Glossary).

A total of **513** cases were worked with between January and June 2026.

CYPS: Cases worked with Jan-Jun 2026 by gender

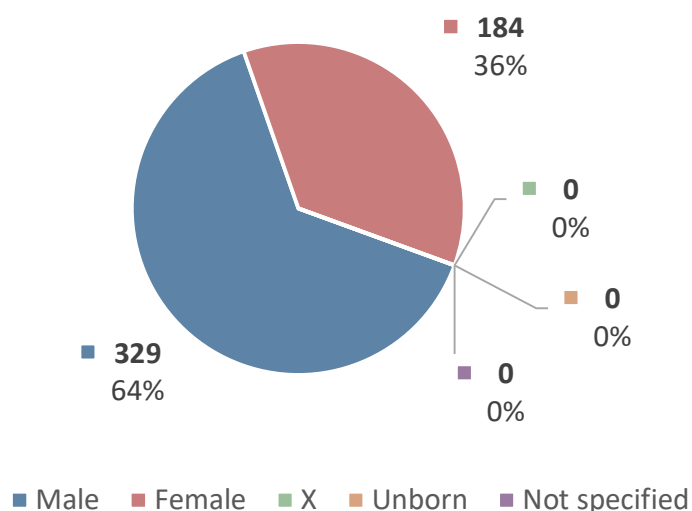


Figure 235: Male service users accounted for the highest proportion of cases worked with (64%).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns.

CYPS: Cases worked with Jan-Jun 2026 by age category

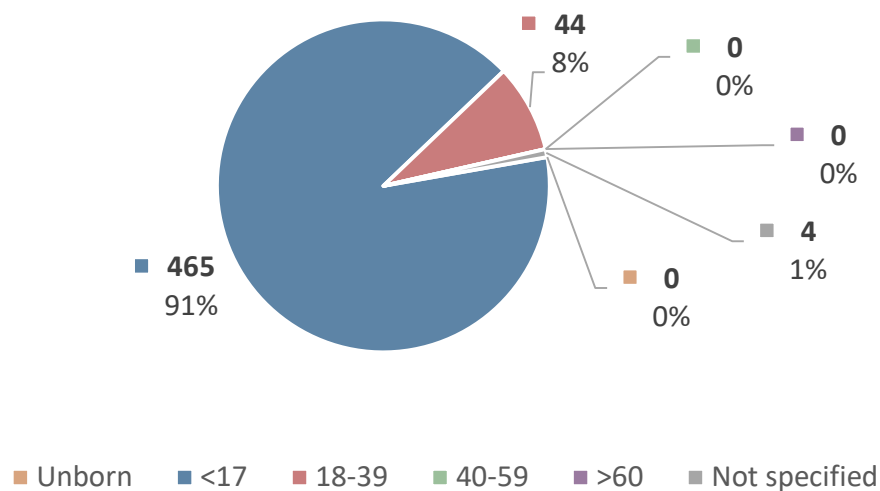


Figure 236: Service users aged 17 or younger accounted for the highest proportion of cases worked with (91%).

Note: Age is calculated based on date of birth.

CYPS: Cases worked with Jan-Jun 2026 by nationality

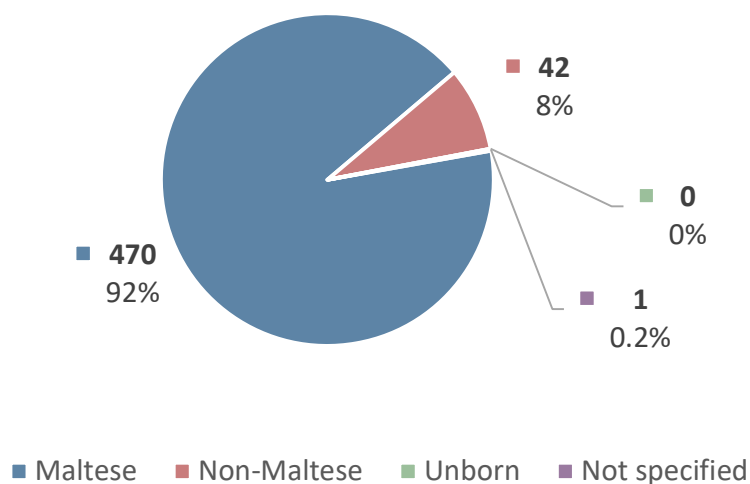
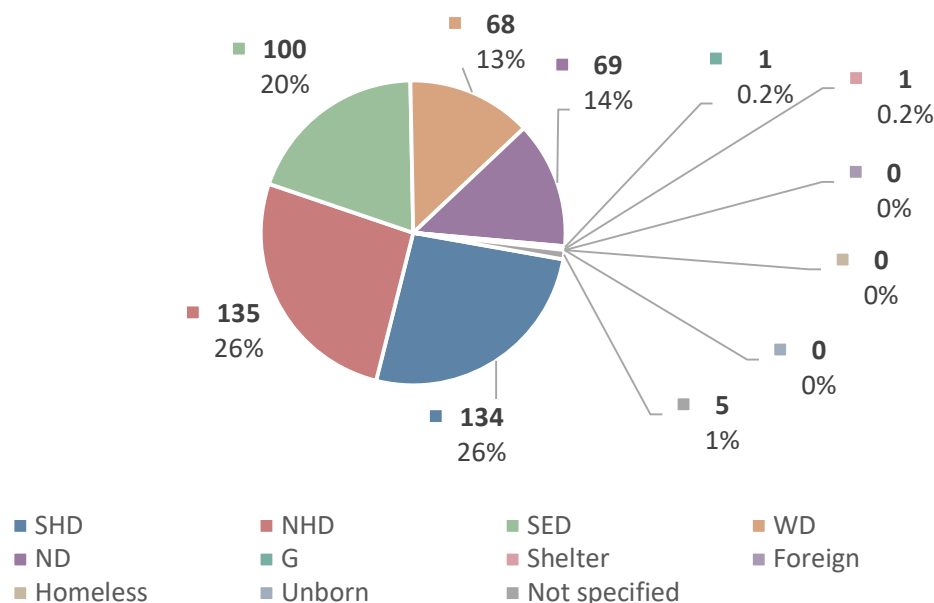


Figure 237: Maltese service users accounted for the highest proportion of cases worked with (92%), while non-Maltese service users accounted for 8%.

Note: Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

CYPS: Cases worked with Jan-Jun 2026 by district of residence



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 238: Southern Harbour District and Northern Harbour District accounted for the highest proportion of cases worked with (26% each).

Note: District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

CYPS: Cases worked with by case type (new, re-contact, known and intake), by year

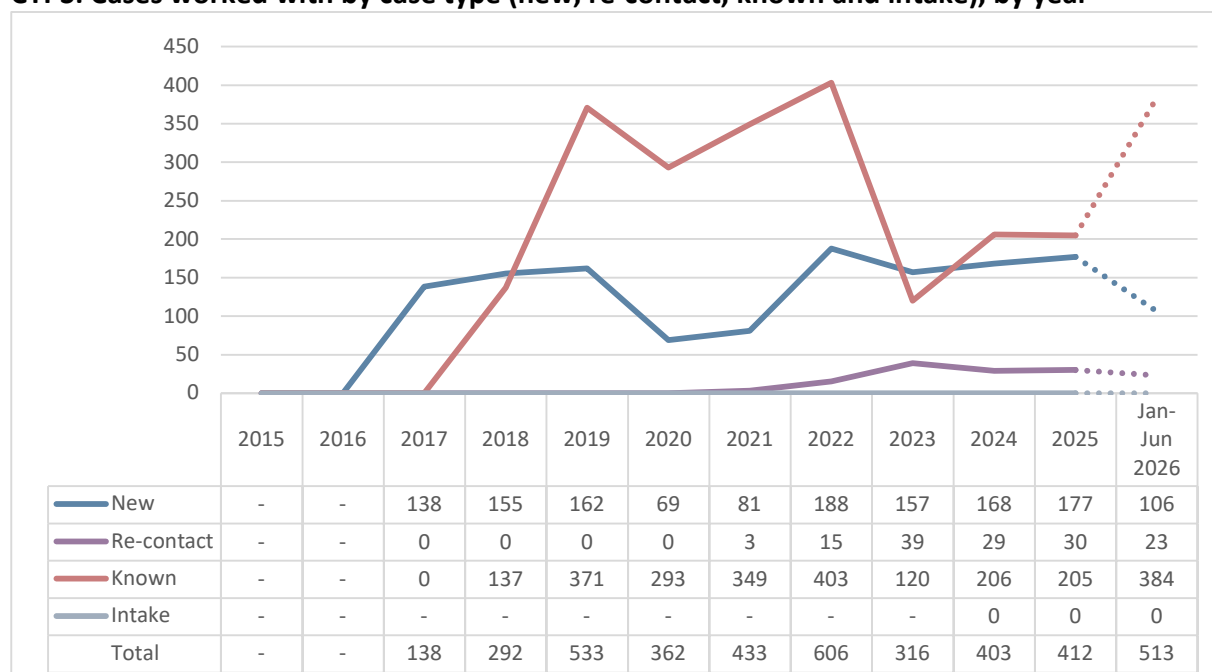


Figure 239: New cases accounted for 21% (106) of cases worked with, while re-contact cases accounted for 4% (23).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2024 following data recording changes. In 2023, administrative closure of ghost cases occurred.

CYPS: Cases worked with by case state at the end of the reporting period

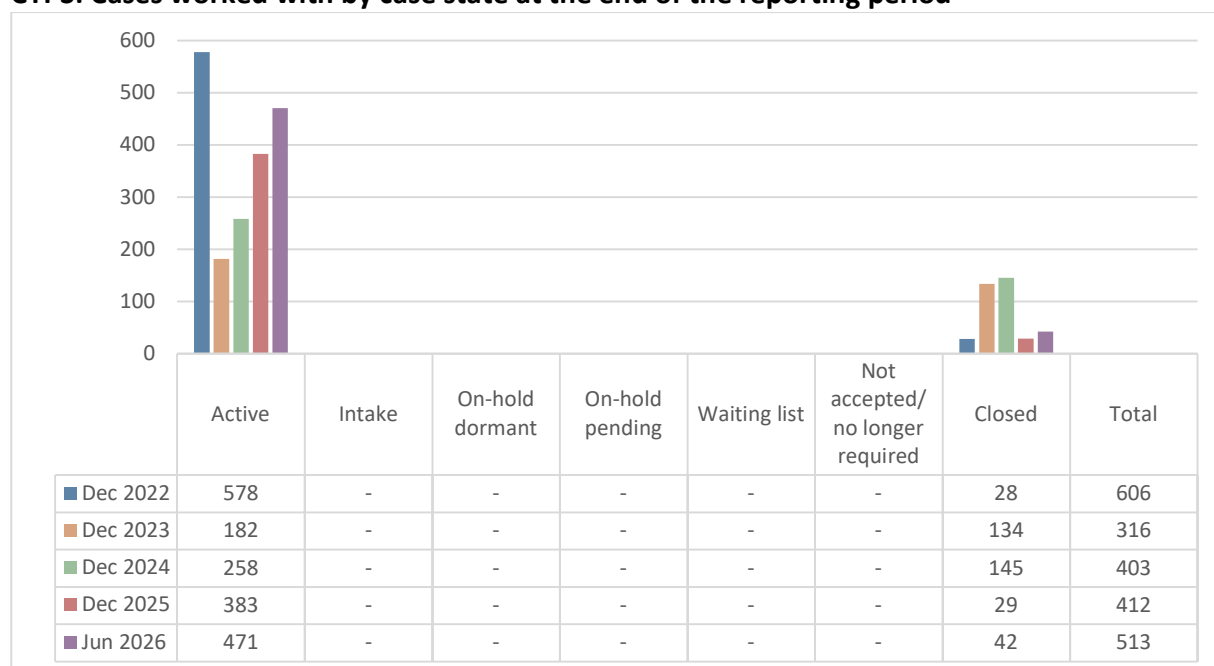


Figure 240: By the end of June 2026, 92% (471) of the cases worked with remained active, and 8% (42) were closed.

Note: Cases may end the reporting period by being intake, active, on hold, on the waiting list, or closed (see Glossary). The waiting list in the figure is only reported for cases worked with registered on the online data collection system. The waiting list in the subsequent figure is the full waiting list registered separately by the service.

CYPS: Waiting list at the end of the reporting period

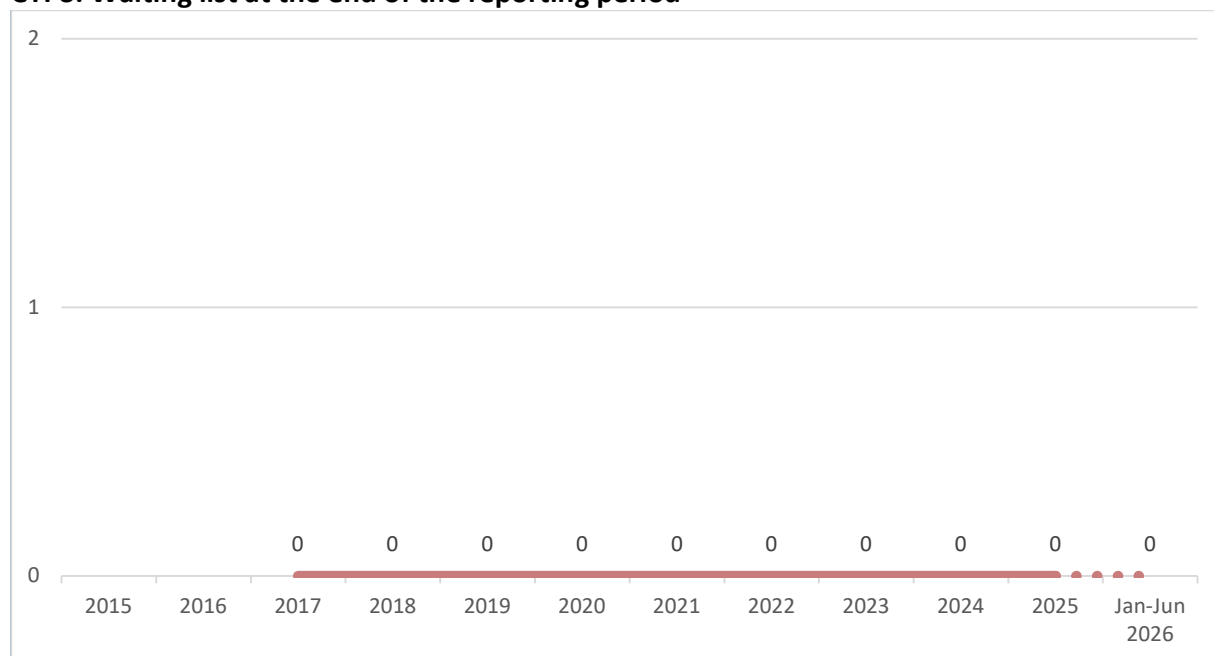


Figure 241: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 0 cases remained on the waiting list.

Note: Waiting list cases are assessed as low risk, have no immediate needs, or are awaiting the next available appointment or programme; they are monitored and supported at reduced intensity. The waiting list in the figure is the full waiting list as registered separately and reported by the service.

CYPS: Referrals, cases opened (new & re-contact), and cases closed, by year

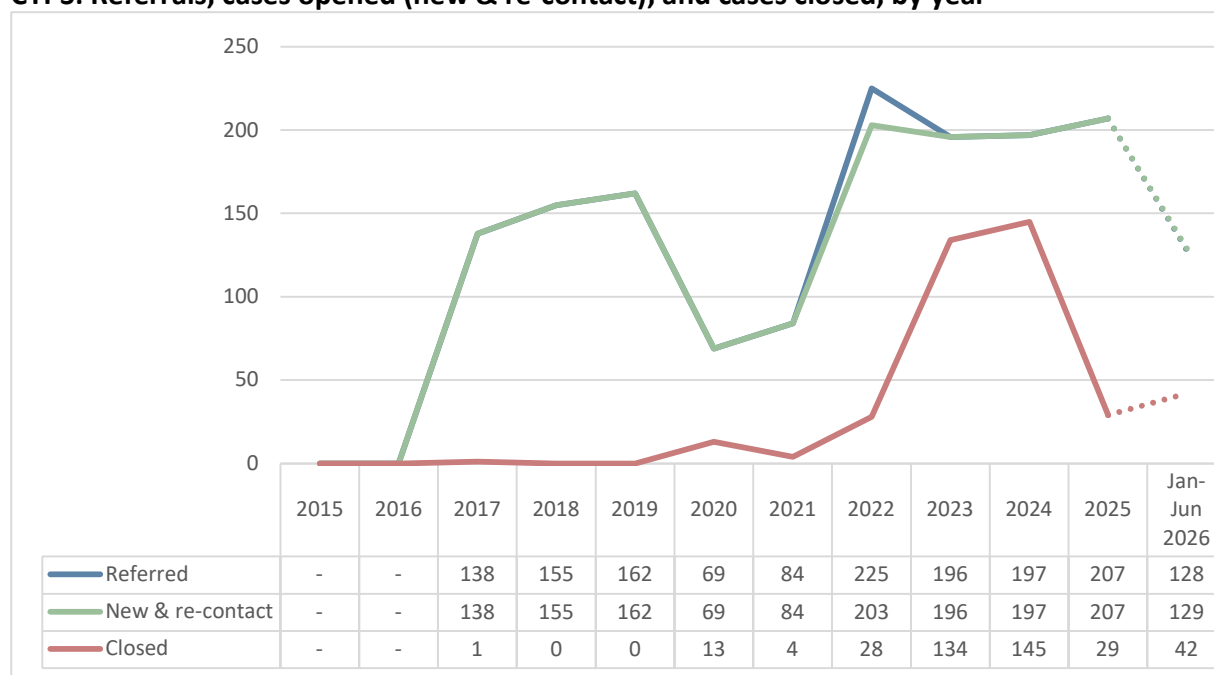


Figure 242: In Jan-Jun 2026, 128 cases were referred, 129 new & recontact cases opened, and 42 cases closed.

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases (see Figure 251 for breakdown). A data cleaning exercise was conducted in 2023, during which ghost cases were closed administratively and this account for the large increase in closed cases compared to other years.

A total of **129** cases were opened between January and June 2026.

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

CYPS: Cases opened (new & re-contact) by age category and gender January - June 2026						
	Male	Female	X	Unborn	Not specified	Total
Unborn	0	0	0	-	0	0
<1	0	0	0	-	0	0
1-5	5	2	0	-	0	7
6-10	23	13	0	-	0	36
11-15	40	26	0	-	0	66
16-17	10	9	0	-	0	19
≥18	0	0	0	-	0	0
Not specified	0	1	0	-	0	1
Total	78	51	0	-	0	129

Figure 243: Service users aged 11 to 15 accounted for the highest proportion of cases opened (51%; 66).

Note: Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns. Age is calculated based on date of birth.

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.

Number of cases opened (new & re-contact) by gender and year

Gender is recorded at referral or first contact and may be updated over time, based on formal documentation and/or the individual's self-identified pronouns

Intake & Family Support Service	2022	2023	2024	2025	Jan-Jun 2026
Male	334	132	103	83	37
Female	284	202	176	150	96
X	0	0	2	0	0
Unborn	0	1	0	0	0
Not specified	0	0	0	0	0
Total	618	335	281	233	133

Human Trafficking Service	2022	2023	2024	2025	Jan-Jun 2026
Male	3	0	1	7	2
Female	5	6	22	17	13
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	8	6	23	24	15

Appogg Homeless Service	2022	2023	2024	2025	Jan-Jun 2026
Male	-	-	219	234	94
Female	-	-	76	98	34
X	-	-	2	0	0
Unborn	-	-	0	0	0
Not specified	-	-	0	0	0
Total	-	-	297	332	128

Domestic Violence Service	2022	2023	2024	2025	Jan-Jun 2026
Male	83	100	213	376	146
Female	566	566	1039	1387	597
X	0	1	0	0	0
Unborn	0	0	0	0	0
Not specified	0	1	0	0	0
Total	649	668	1252	1763	743

Ghabex Shelter Service	2022	2023	2024	2025	Jan-Jun 2026
Male	13	17	24	12	13
Female	35	45	100	59	38
X	0	0	0	0	0
Unborn	0	0	0	0	0

Not specified	0	0	0	0	0
Total	48	62	124	71	51

LGBTIQ+ Wellbeing Service	2022	2023	Jul-Dec 2024	2025	Jan-Jun 2026
Male	-	-	13	16	4
Female	-	-	14	9	6
X	-	-	2	9	1
Unborn	-	-	0	0	0
Not specified	-	-	0	0	0
Total	-	-	29	34	11

Stop! The Violence and Abuse Service	2022	2023	2024	2025	Jan-Jun 2026
Male	20	31	19	34	13
Female	2	5	3	3	1
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	22	36	22	37	14

Child to Parent Violence	2022	2023	2024	2025	Jan-Jun 2026
Male	14	22	20	14	9
Female	7	15	10	38	21
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	21	37	30	52	30

Appogg: Individual or family-related services	2022	2023	2024	2025	Jan-Jun 2026
Male	467	302	612	776	318
Female	899	839	1440	1761	806
X	0	1	6	9	1
Unborn	0	1	0	0	0
Not specified	0	1	0	0	0
Total	1366	1144	2058	2546	1125

Mater Dei Hospital Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Male	1012	1056	1165	1355	555
Female	1262	1171	1299	1528	605
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	2274	2227	2464	2883	1160

Benniena Service	2022	2023	2024	2025	Jan-Jun 2026
Male	11	20	5	15	15
Female	114	86	87	89	56
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	125	106	92	104	71

Oncology Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Male	208	175	162	258	102
Female	166	192	142	211	99
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	374	367	304	469	201

Qormi Health Centre Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Male	36	50	43	39	23
Female	46	29	41	39	24
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	82	79	84	78	47

St. Vincent de Paule Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Male	144	250	238	386	177
Female	181	380	286	574	264
X	0	0	0	1	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	325	630	524	961	441

Primary Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Male	20	20	39	37	10
Female	41	44	59	52	20
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	61	64	98	89	30

Child and Young People's Service	2022	2023	2024	2025	Jan-Jun 2026
Male	120	125	114	135	78
Female	83	70	83	72	51
X	0	1	0	0	0

Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	203	196	197	207	129

Bormla Mental Health Care Service	2022	2023	2024	Apr-Dec 2025	Jan-Jun 2026
Male	33	47	27	23	21
Female	61	54	30	22	26
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	94	101	57	45	47

Floriana Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Male	-	-	9	27	24
Female	-	-	7	25	15
X	-	-	0	0	0
Unborn	-	-	0	0	0
Not specified	-	-	0	0	0
Total	-	-	16	52	39

Mtarfa Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Male	29	-	39	28	-
Female	34	-	42	34	-
X	0	-	0	0	-
Unborn	0	-	0	0	-
Not specified	0	-	0	0	-
Total	63	-	81	62	-

Appogg: Health-related services	2022	2023	2024	2025	Jan-Jun 2026
Male	1613	1743	1841	2303	1005
Female	1988	2026	2076	2646	1160
X	0	1	0	1	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	3601	3770	3917	4950	2165

Appogg (All)	2022	2023	2024	2025	Jan-Jun 2026
Male	2080	2045	2453	3079	1323
Female	2887	2865	3516	4407	1966
X	0	2	6	10	1
Unborn	0	1	0	0	0
Not specified	0	1	0	0	0
Total	4967	4914	5975	7496	3290

Number of cases opened (new & re-contact) by age category and year

Age is calculated based on date of birth.

Intake & Family Support Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	1	0	0	0
<17	53	17	14	12	8
18-19	23	13	7	6	5
20-24	97	28	25	20	5
25-29	75	34	20	21	7
30-34	74	48	31	26	17
35-39	66	54	47	44	22
40-44	76	41	40	34	19
45-49	51	39	34	28	27
50-54	51	32	26	20	11
55-59	32	15	25	15	5
60+	19	13	12	7	6
Not specified	1	0	0	0	1
Total	618	335	281	233	133

Human Trafficking Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	0	2	2	3
18-19	0	0	2	0	0
20-24	1	2	5	4	3
25-29	1	2	6	6	3
30-34	1	1	4	7	2
35-39	2	0	2	1	2
40-44	3	1	0	3	0
45-49	0	0	1	1	2
50-54	0	0	0	0	0
55-59	0	0	1	0	0
60+	0	0	0	0	0
Not specified	0	0	0	0	0
Total	8	6	23	24	15

Appogg Homeless Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	-	-	0	0	0
<17	-	-	25	31	9
18-19	-	-	10	9	5
20-24	-	-	33	30	14
25-29	-	-	57	45	15
30-34	-	-	44	44	17
35-39	-	-	37	54	27
40-44	-	-	33	56	13

45-49	-	-	30	33	6
50-54	-	-	12	17	16
55-59	-	-	15	12	5
60+	-	-	1	1	1
Not specified	-	-	0	0	0
Total	-	-	297	332	128

Domestic Violence Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	0	2	2	1
18-19	9	6	20	37	19
20-24	39	53	86	116	53
25-29	60	66	107	197	78
30-34	78	91	175	223	100
35-39	104	104	207	287	125
40-44	93	89	190	246	104
45-49	80	65	137	180	83
50-54	62	58	97	110	46
55-59	29	37	50	57	29
60+	95	99	181	308	105
Not specified	0	0	0	0	0
Total	649	668	1252	1763	743

Ghabex Shelter Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	22	22	48	20	20
18-19	1	1	1	3	1
20-24	3	6	9	5	5
25-29	4	7	13	9	4
30-34	6	5	8	5	4
35-39	2	3	12	7	6
40-44	4	5	7	5	5
45-49	0	5	7	7	3
50-54	2	2	7	4	2
55-59	0	0	3	2	1
60+	4	6	9	4	0
Not specified	0	0	0	0	0
Total	48	62	124	71	51

LGBTIQ+ Wellbeing Service	2022	2023	Jul-Dec 2024	2025	Jan-Jun 2026
Unborn	-	-	0	0	0
<17	-	-	4	5	1
18-19	-	-	3	3	0
20-24	-	-	4	4	2
25-29	-	-	8	7	4

30-34	-	-	3	4	0
35-39	-	-	1	6	0
40-44	-	-	1	2	1
45-49	-	-	1	2	0
50-54	-	-	2	0	0
55-59	-	-	0	1	2
60+	-	-	1	0	1
Not specified	-	-	1	0	0
Total	-	-	29	34	11

Stop! The Violence and Abuse Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	3	2	0	0
18-19	0	1	0	2	0
20-24	1	0	1	3	0
25-29	2	2	0	4	2
30-34	2	5	2	7	0
35-39	2	5	4	4	2
40-44	5	7	3	8	3
45-49	5	7	3	3	2
50-54	3	2	1	1	4
55-59	1	0	3	1	0
60+	1	4	3	4	1
Not specified	0	0	0	0	0
Total	22	36	22	37	14

Child to Parent Violence	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	20	18	18	5	6
18-19	1	3	2	0	1
20-24	0	3	0	1	1
25-29	0	0	0	0	0
30-34	0	0	0	1	2
35-39	0	2	1	2	2
40-44	0	3	2	8	5
45-49	0	6	3	15	5
50-54	0	1	0	8	6
55-59	0	1	2	5	2
60+	0	0	2	7	0
Not specified	0	0	0	0	0
Total	21	37	30	52	30

Appogg: Individual or family-related services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	1	0	0	0

<17	95	60	115	77	48
18-19	34	24	45	60	31
20-24	141	92	163	183	83
25-29	142	111	211	289	113
30-34	161	150	267	317	142
35-39	176	168	311	405	186
40-44	181	146	276	362	150
45-49	136	122	216	269	128
50-54	118	95	145	160	85
55-59	62	53	99	93	44
60+	119	122	209	331	114
Not specified	1	0	1	0	1
Total	1366	1144	2058	2546	1125

Mater Dei Hospital Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	9	1	29	9	0
18-19	5	0	1	0	1
20-24	5	5	4	15	4
25-29	12	13	2	20	7
30-34	11	13	16	16	10
35-39	14	22	31	22	9
40-44	10	11	26	15	11
45-49	24	18	26	30	16
50-54	28	23	36	31	23
55-59	56	41	44	59	28
60+	2095	2080	2249	2666	1051
Not specified	5	0	0	0	0
Total	2274	2227	2464	2883	1160

Benniena Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	35	44	9	37	27
18-19	5	8	4	3	1
20-24	15	9	18	17	10
25-29	20	16	12	18	12
30-34	21	15	26	10	11
35-39	21	7	15	11	7
40-44	5	7	7	8	3
45-49	1	0	0	0	0
50-54	0	0	0	0	0
55-59	0	0	0	0	0
60+	2	0	1	0	0
Not specified	0	0	0	0	0
Total	125	106	92	104	71

Oncology Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	14	17	5	21	6
18-19	3	0	2	1	0
20-24	5	0	1	1	0
25-29	3	2	3	2	0
30-34	6	8	3	6	4
35-39	7	15	16	11	3
40-44	9	15	13	15	9
45-49	23	20	16	25	13
50-54	30	24	14	24	12
55-59	38	38	22	34	16
60+	236	228	209	329	138
Not specified	0	0	0	0	0
Total	374	367	304	469	201

Qormi Health Centre Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	0	1	0	0
18-19	0	0	1	0	2
20-24	0	3	3	8	1
25-29	0	4	4	5	3
30-34	0	5	3	7	0
35-39	0	6	5	9	5
40-44	1	10	8	7	6
45-49	1	11	9	10	3
50-54	0	12	8	10	7
55-59	0	5	10	6	4
60+	5	22	32	16	16
Not specified	75	1	0	0	0
Total	82	79	84	78	47

St. Vincent de Paule Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	0	0	0	0
18-19	0	0	0	0	0
20-24	0	0	0	0	0
25-29	0	0	0	0	0
30-34	0	0	0	0	0
35-39	0	0	0	0	0
40-44	0	2	0	1	0
45-49	1	1	0	0	2
50-54	2	1	0	2	0

55-59	6	2	0	2	1
60+	283	624	524	956	438
Not specified	33	0	0	0	0
Total	325	630	524	961	441

Primary Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	1	4	4	0
18-19	0	1	0	2	1
20-24	1	2	3	1	0
25-29	1	2	3	2	0
30-34	4	0	2	6	0
35-39	3	4	3	2	1
40-44	2	2	4	3	3
45-49	5	1	4	7	4
50-54	4	1	6	2	2
55-59	1	5	5	5	0
60+	39	45	64	55	19
Not specified	1	0	0	0	0
Total	61	64	98	89	30

Child and Young People's Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	174	163	188	201	128
18-19	13	21	8	6	0
20-24	11	9	1	0	0
25-29	2	1	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	3	2	0	0	1
Total	203	196	197	207	129

Bormla Mental Health Care Service	2022	2023	2024	Apr-Dec 2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	0	0	0	0	0
18-19	1	0	2	0	0
20-24	0	5	2	2	3
25-29	3	5	6	5	5
30-34	8	8	5	3	5
35-39	7	13	4	5	3

40-44	12	15	6	2	7
45-49	4	5	4	5	5
50-54	10	11	6	5	2
55-59	12	14	5	3	2
60+	25	25	16	8	15
Not specified	12	0	1	7	0
Total	94	101	57	45	47

Floriana Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	-	-	0	0	0
<17	-	-	0	0	0
18-19	-	-	0	2	1
20-24	-	-	1	3	1
25-29	-	-	1	8	5
30-34	-	-	0	2	4
35-39	-	-	0	6	3
40-44	-	-	2	10	7
45-49	-	-	3	3	0
50-54	-	-	2	7	5
55-59	-	-	2	2	4
60+	-	-	5	9	9
Not specified	-	-	0	0	0
Total	-	-	16	52	39

Mtarfa Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	-	0	0	-
<17	0	-	0	0	-
18-19	2	-	2	2	-
20-24	6	-	7	5	-
25-29	7	-	1	6	-
30-34	3	-	4	6	-
35-39	3	-	6	11	-
40-44	10	-	9	5	-
45-49	7	-	12	5	-
50-54	4	-	6	5	-
55-59	7	-	5	4	-
60+	14	-	29	13	-
Not specified	0	-	0	0	-
Total	63	-	81	62	-

Appogg: Health-related services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
<17	232	226	236	272	161
18-19	29	30	20	16	6

20-24	43	33	40	52	19
25-29	48	43	32	66	32
30-34	53	49	59	56	34
35-39	55	67	80	77	31
40-44	49	62	75	66	46
45-49	66	56	74	85	43
50-54	78	72	78	86	51
55-59	120	105	93	115	55
60+	2699	3024	3129	4052	1686
Not specified	129	3	1	7	1
Total	3601	3770	3917	4950	2165

Appogg (All)	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	1	0	0	0
<17	327	286	351	349	209
18-19	63	54	65	76	37
20-24	184	125	203	235	102
25-29	190	154	243	355	145
30-34	214	199	326	373	176
35-39	231	235	391	482	217
40-44	230	208	351	428	196
45-49	202	178	290	354	171
50-54	196	167	223	246	136
55-59	182	158	192	208	99
60+	2818	3146	3338	4383	1800
Not specified	130	3	2	7	2
Total	4967	4914	5975	7496	3290

Number of cases opened (new & re-contact) by nationality and year

Nationality reflects the self-reported or documented status (e.g. identity card) of the service user during the reporting period.

Intake & Family Support Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	1	0	0	0
Maltese	327	243	216	182	107
Non-Maltese	291	91	65	51	26
Not specified	0	0	0	0	0
Total	618	335	281	233	133

Human Trafficking Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	3	0	0	0	1
Non-Maltese	5	6	23	24	14
Not specified	0	0	0	0	0
Total	8	6	23	24	15

Appogg Homeless Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	-	-	0	0	0
Maltese	-	-	111	123	64
Non-Maltese	-	-	186	209	64
Not specified	-	-	0	0	0
Total	-	-	297	332	128

Domestic Violence Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	543	550	1043	1444	605
Non-Maltese	106	118	209	319	138
Not specified	0	0	0	0	0
Total	649	668	1252	1763	743

Għabex Shelter Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	24	46	67	44	26
Non-Maltese	24	16	57	27	25
Not specified	0	0	0	0	0
Total	48	62	124	71	51

LGBTIQ+ Wellbeing Service	2022	2023	Jul-Dec 2024	2025	Jan-Jun 2026
Unborn	-	-	0	0	0
Maltese	-	-	24	18	6
Non-Maltese	-	-	5	16	5
Not specified	-	-	0	0	0
Total	-	-	29	34	11

Stop! The Violence and Abuse Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	21	33	21	37	13
Non-Maltese	1	3	1	0	1
Not specified	0	0	0	0	0
Total	22	36	22	37	14

Child to Parent Violence	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	20	34	29	47	30
Non-Maltese	1	3	1	5	0
Not specified	0	0	0	0	0
Total	21	37	30	52	30

Appogg: Individual or family-related services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	1	0	0	0
Maltese	938	906	1511	1895	852
Non-Maltese	428	237	547	651	273
Not specified	0	0	0	0	0
Total	1366	1144	2058	2546	1125

Mater Dei Hospital Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	2217	2120	2296	2667	1063
Non-Maltese	57	107	168	216	97
Not specified	0	0	0	0	0
Total	2274	2227	2464	2883	1160

Benniena Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	107	71	42	60	43
Non-Maltese	18	35	50	44	28
Not specified	0	0	0	0	0
Total	125	106	92	104	71

Oncology Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	314	309	262	392	155
Non-Maltese	60	58	42	77	46
Not specified	0	0	0	0	0
Total	374	367	304	469	201

Qormi Health Centre Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	74	66	75	69	46
Non-Maltese	8	13	9	9	1
Not specified	0	0	0	0	0
Total	82	79	84	78	47

St. Vincent de Paule Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	323	624	519	946	427
Non-Maltese	2	6	5	15	14
Not specified	0	0	0	0	0
Total	325	630	524	961	441

Primary Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	49	55	89	75	27
Non-Maltese	12	9	9	14	3
Not specified	0	0	0	0	0
Total	61	64	98	89	30

Child and Young People's Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	186	185	187	193	115
Non-Maltese	17	11	10	14	14
Not specified	0	0	0	0	0
Total	203	196	197	207	129

Bormla Mental Health Care Service	2022	2023	2024	Apr-Dec 2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	88	89	55	34	41
Non-Maltese	3	12	1	8	6
Not specified	3	0	1	3	0
Total	94	101	57	45	47

Floriana Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	-	-	0	0	0
Maltese	-	-	14	46	36
Non-Maltese	-	-	2	6	3
Not specified	-	-	0	0	0
Total	-	-	16	52	39

Mtarfa Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	-	0	0	-
Maltese	54	-	74	54	-
Non-Maltese	9	-	7	8	-
Not specified	0	-	0	0	-
Total	63	-	81	62	-

Appogg: Health-related services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	3412	3519	3613	4536	1953
Non-Maltese	186	251	303	411	212
Not specified	3	0	1	3	0
Total	3601	3770	3917	4950	2165

Appogg (All)	2022	2023	2024	2025	Jan-Jun 2026
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Unborn	0	1	0	0	0
Maltese	4350	4425	5124	6431	2805
Non-Maltese	614	488	850	1062	485
Not specified	3	0	1	3	0
Total	4967	4914	5975	7496	3290

Number of cases opened (new & re-contact) by district of residence and year

District is based on self-reported residence within the reporting year. Shelter/institution (e.g., residential homes, centre of residential restorative services, or shelters), foreign residence, and homelessness are shown separately to avoid bias in district distribution.

Intake & Family Support Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	141	84	100	67	36
Southern Harbour District	100	60	53	51	29
Northern District	46	22	29	14	10
Southeastern District	109	72	48	49	32
Western District	40	49	36	31	14
Gozo district	5	2	2	0	3
Shelter/ institution/ other residence	15	6	1	1	0
Foreign residence	0	0	0	0	0
Homeless	96	19	3	2	1
Unborn	-	-	-	0	0
Not specified	66	21	9	18	8
Total	618	335	281	233	133

Human Trafficking Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	0	0	1	2	3
Southern Harbour District	0	0	2	3	2
Northern District	3	0	1	1	1
Southeastern District	0	0	0	4	1
Western District	0	0	2	0	0
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	3	5	11	7	4
Foreign residence	0	0	0	0	0
Homeless	0	0	1	1	0
Unborn	-	-	-	0	0
Not specified	2	1	5	6	4
Total	8	6	23	24	15

Appogg Homeless Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	-	-	71	58	21
Southern Harbour District	-	-	52	30	9
Northern District	-	-	10	35	17
Southeastern District	-	-	30	20	19
Western District	-	-	11	17	1
Gozo district	-	-	10	14	2

Shelter/ institution/ other residence	-	-	18	19	5
Foreign residence	-	-	0	0	0
Homeless	-	-	70	85	31
Unborn	-	-	-	0	0
Not specified	-	-	25	54	23
Total	-	-	297	332	128

Domestic Violence Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	198	194	372	484	205
Southern Harbour District	134	143	278	409	168
Northern District	101	117	203	292	125
Southeastern District	121	106	258	313	139
Western District	82	75	118	177	76
Gozo district	4	6	8	16	4
Shelter/ institution/ other residence	0	2	4	8	2
Foreign residence	0	0	0	0	0
Homeless	0	1	1	5	2
Unborn	-	-	-	0	0
Not specified	9	24	10	59	22
Total	649	668	1252	1763	743

Ghabex Shelter Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	11	20	29	20	14
Southern Harbour District	11	13	27	16	8
Northern District	8	3	32	9	8
Southeastern District	11	12	17	18	9
Western District	2	2	5	3	7
Gozo district	2	3	1	0	1
Shelter/ institution/ other residence	0	2	1	0	0
Foreign residence	0	0	0	0	0
Homeless	0	1	0	0	0
Unborn	-	-	-	0	0
Not specified	3	6	12	5	4
Total	48	62	124	71	51

LGBTIQ+ Wellbeing Service	2022	2023	Jul-Dec 2024	2025	Jan-Jun 2026
Northern Harbour District	-	-	7	9	3
Southern Harbour District	-	-	8	10	2
Northern District	-	-	3	7	3
Southeastern District	-	-	3	5	1
Western District	-	-	4	2	2
Gozo district	-	-	2	1	0
Shelter/ institution/ other residence	-	-	1	0	0
Foreign residence	-	-	0	0	0
Homeless	-	-	0	0	0

Unborn	-	-	-	0	0
Not specified	-	-	1	0	0
Total	-	-	29	34	11

Stop! The Violence and Abuse Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	5	11	8	6	3
Southern Harbour District	5	4	5	8	3
Northern District	4	6	2	5	1
Southeastern District	2	9	5	7	2
Western District	3	3	2	5	4
Gozo district	2	0	0	0	0
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	1	0
Unborn	-	-	-	0	0
Not specified	1	3	0	5	1
Total	22	36	22	37	14

Child to Parent Violence	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	4	9	7	11	6
Southern Harbour District	6	1	5	13	10
Northern District	2	11	6	8	5
Southeastern District	5	11	8	14	7
Western District	1	5	3	5	2
Gozo district	0	0	0	1	0
Shelter/ institution/ other residence	0	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	0	0
Not specified	3	0	1	0	0
Total	21	37	30	52	30

Appogg: Individual or family-related services	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	359	318	595	657	291
Southern Harbour District	256	221	430	540	231
Northern District	164	159	286	371	170
Southeastern District	248	210	369	430	210
Western District	128	134	181	240	106
Gozo district	13	11	23	32	10
Shelter/ institution/ other residence	18	15	36	35	11
Foreign residence	0	0	0	0	0
Homeless	96	21	75	94	34
Unborn	-	-	-	0	0
Not specified	84	55	63	147	62

Total	1366	1144	2058	2546	1125
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Mater Dei Hospital Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	765	714	730	805	319
Southern Harbour District	575	571	604	542	249
Northern District	293	311	337	380	158
Southeastern District	325	366	354	375	158
Western District	306	256	299	236	103
Gozo district	7	6	16	19	11
Shelter/ institution/ other residence	0	1	109	400	137
Foreign residence	0	1	0	2	2
Homeless	1	0	4	4	1
Unborn	-	-	-	0	0
Not specified	2	1	11	120	22
Total	2274	2227	2464	2883	1160

Benniena Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	44	38	30	38	19
Southern Harbour District	34	28	26	17	15
Northern District	18	15	22	15	14
Southeastern District	21	16	9	15	11
Western District	8	7	3	10	6
Gozo district	0	2	0	2	0
Shelter/ institution/ other residence	0	0	0	1	0
Foreign residence	0	0	0	0	0
Homeless	0	0	1	2	0
Unborn	-	-	-	0	0
Not specified	0	0	1	4	6
Total	125	106	92	104	71

Oncology Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	120	121	106	123	59
Southern Harbour District	89	71	53	81	30
Northern District	53	64	56	83	37
Southeastern District	61	58	47	59	27
Western District	42	43	36	49	17
Gozo district	7	10	5	9	6
Shelter/ institution/ other residence	1	0	0	51	16
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	0	0
Not specified	1	0	1	14	9
Total	374	367	304	469	201

Qormi Health Centre Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	60	62	63	55	35
Southern Harbour District	1	0	2	2	4
Northern District	3	2	1	1	0
Southeastern District	2	0	0	2	0
Western District	15	14	18	17	8
Gozo district	0	0	0	1	0
Shelter/ institution/ other residence	1	0	0	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	0	0
Not specified	0	1	0	0	0
Total	82	79	84	78	47

St. Vincent de Paule Social Work Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	100	182	150	4	11
Southern Harbour District	79	199	153	5	4
Northern District	30	57	45	3	7
Southeastern District	46	99	102	3	2
Western District	52	83	70	2	1
Gozo district	1	2	1	0	0
Shelter/ institution/ other residence	0	7	3	924	415
Foreign residence	0	1	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	0	0
Not specified	17	0	0	20	1
Total	325	630	524	961	441

Primary Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	34	35	51	33	9
Southern Harbour District	9	13	11	11	9
Northern District	3	5	13	17	2
Southeastern District	1	6	11	11	4
Western District	14	5	12	15	4
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	0	0	0	1	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	0	0
Not specified	0	0	0	1	2
Total	61	64	98	89	30

Child and Young People's Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	52	62	46	42	39

Southern Harbour District	57	49	66	63	27
Northern District	30	41	34	31	14
Southeastern District	39	25	24	46	26
Western District	18	18	25	24	22
Gozo district	0	0	0	1	0
Shelter/ institution/ other residence	0	0	2	0	0
Foreign residence	0	0	0	0	0
Homeless	0	0	0	0	0
Unborn	-	-	-	0	0
Not specified	7	1	0	0	1
Total	203	196	197	207	129

Bormla Mental Health Care Service	2022	2023	2024	Apr-Dec 2025	Jan-Jun 2026
Northern Harbour District	0	1	1	0	0
Southern Harbour District	72	84	41	29	36
Northern District	0	0	0	1	0
Southeastern District	18	16	13	11	10
Western District	0	0	0	0	0
Gozo district	0	0	0	0	0
Shelter/ institution/ other residence	1	0	0	0	1
Foreign residence	0	0	0	0	0
Homeless	0	0	1	0	0
Unborn	-	-	-	0	0
Not specified	3	0	1	4	0
Total	94	101	57	45	47

Floriana Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	-	-	9	37	26
Southern Harbour District	-	-	7	8	7
Northern District	-	-	0	0	0
Southeastern District	-	-	0	3	3
Western District	-	-	0	0	1
Gozo district	-	-	0	0	0
Shelter/ institution/ other residence	-	-	0	4	2
Foreign residence	-	-	0	0	0
Homeless	-	-	0	0	0
Unborn	-	-	-	0	0
Not specified	-	-	0	0	0
Total	-	-	16	52	39

Mtarfa Mental Health Care Service	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	3	-	1	3	-
Southern Harbour District	0	-	2	1	-

Northern District	30	-	49	30	-
Southeastern District	0	-	0	0	-
Western District	30	-	28	28	-
Gozo district	0	-	0	0	-
Shelter/ institution/ other residence	0	-	1	0	-
Foreign residence	0	-	0	0	-
Homeless	0	-	0	0	-
Unborn	-	-	-	0	-
Not specified	0	-	0	0	-
Total	63	-	81	62	-

Appogg: Health-related services	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	1178	1215	1187	1140	517
Southern Harbour District	916	1015	965	759	381
Northern District	460	495	557	561	232
Southeastern District	513	586	560	525	241
Western District	485	426	491	381	162
Gozo district	15	20	22	32	17
Shelter/ institution/ other residence	3	8	115	1381	571
Foreign residence	0	2	0	2	2
Homeless	1	0	6	6	1
Unborn	-	-	-	0	0
Not specified	30	3	14	163	41
Total	3601	3770	3917	4950	2165

Appogg (All)	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	1537	1533	1782	1797	808
Southern Harbour District	1172	1236	1395	1299	612
Northern District	624	654	843	932	402
Southeastern District	761	796	929	955	451
Western District	613	560	672	621	268
Gozo district	28	31	45	64	27
Shelter/ institution/ other residence	21	23	151	1416	582
Foreign residence	0	2	0	2	2
Homeless	97	21	81	100	35
Unborn	-	-	-	0	0
Not specified	114	58	77	310	103
Total	4967	4914	5975	7496	3290

Appendix B

Service descriptions

Service	Description
Intake & Family Support Service	Provides social work support to referred individuals and families who do not require specialised services. The social work aspects of this service are provided as part of the intake and assessment service.
Human Trafficking	Conducts interviews, assessment, and provides counsel or support to victims of human trafficking.
Appogg Homeless Service	Provides assessment, support, and housing-related interventions to individuals and families who are homeless (roofless or living in temporary accommodation) or at risk of becoming so.
Domestic Violence Service	Provides support to adults who suffer abuse within the family and intimate relationships.
Domestic Violence Risk Assessment Service	Assesses the level of risk faced by victims of domestic violence to facilitate appropriate protection and support measures.
Għabex Shelter Service	Primarily provides emergency shelter to women and their children by offering them a safe place away from direct personal harm, however also provides counsel or support to victims prior and post admission.
Stop! The Violence and Abuse Service	Provides a structured programme for individuals seeking to address their abusive attitudes and behaviours within relationships.
Child to Parent Violence	Supports families where a child or children (aged between 13 and 25) are abusive towards their parents or primary caregivers, by promoting safety, wellbeing, and positive family relationships.
LGBTIQ+ Wellbeing Service	Provides psychosocial support, community engagement, advocacy, and empowerment services to LGBTIQ+ individuals and their families.
Emergency Service	Provides emergency social work intervention and support outside normal office hours, including weekends and public holidays.
Programm Ulied Darna	Provides skills, guidance, assistance, information, and practical help to facilitate the life of families who are under stress. Progett Tereza forms part of Programm Ulied Darna, and it provides families in need with goods in kind and donations received by the service.
Supportline 179	The service consists of the national helpline 179 which provides information, emotional support, crisis intervention, and referrals. The national helpline 1772 provides information, emotional support, crisis intervention, and referrals in regard to mental health issues, feeling lonely or in a great state of desolation.
Hotline & Helpline	The Hotline is an online reporting system which provides a secure and confidential environment where members of the public can anonymously report websites that host content related to online child abuse. The helpline is an internet-based calling system for reporting such issues.
Mater Dei Hospital Social Work Service	Provides psychosocial support to hospital patients referred from the various wards of the general hospital and facilitates transition from hospital back to their home in the community or other services.
Benniena Service	Provides social work interventions to women and their families regarding dealing with unwanted pregnancies, crises during pregnancy or to support others in their concerns about childbearing.
Oncology Social Work Service	Provides immediate social work support to patients receiving treatment from Sir Antony Mamo Oncology Centre and to their families.
Qormi Health Centre Social Work Service	Provides community social work support to persons within the Qormi, Zebbug and Siggiewi localities.

St. Vincent de Paule Social Work Service	Provides social work support to residents at St. Vincent de Paul residence and conducts assessments of elderly persons living in the community with the aim of referring them to other appropriate services.
Primary Health Care Service	Provides social work interventions within the Bormla (Cospicua) and Birkirkara Health Centres. The service is voluntary and service users are not obliged to accept referrals to the Social Worker Clinic.
Bormla Mental Health Care Service	Provides social work support within Bormla (Cospicua) to individuals receiving specialist mental health care and to their support networks.
Floriana Mental Health Care Service	Provides social work support within Floriana to individuals receiving specialist mental health care and to their support networks.
Mtarfa Mental Health Care Service	Provides social work support within Mtarfa to individuals receiving specialist mental health care and to their support networks.
Child and Young People's Service	The social workers form part of an inter-disciplinary team and focus on supporting children with behavioural and or mental health difficulties such as ADHD, autism, as well as supporting their families.

Glossary of terms

Variable	Definition
Cases worked with	Total number of service user cases that were new, re-contact, or known during the reporting period, including cases remaining on intake at period end. This does not represent the number of individuals, as one individual may have multiple cases in the same reporting period. For example, 1 individual may have re-contacted a service 3 times in the same year and this would mean 3 cases worked with in the same year.
Individuals worked with	Number of unique service users with at least one case worked with during the reporting period. Cases re-opened or re-referred for the same individual in the same reporting period are excluded. 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.
Case type	Classification of cases worked with based on how the case starts the reporting period, including new, re-contact, known, or intake case.
New case	A case opened for the first time during the reporting period with no prior history with the service.
Re-contact case	A previously worked with case that is reopened during the reporting period. This also applies if it is re-opened after a new case was closed in the current reporting year.
Known case	A case that was opened in a previous reporting period and remains active during the current reporting period. This is also referred to as cases carried over from previous years.
Intake case	Cases referred to a service are initially placed on intake, where information is gathered to address immediate needs and determine next steps (e.g. assignment to a professional, placement on the waiting list, opening, or closure). A case is classified as intake if it remains at this stage at the end of the reporting period.
Waiting list	Cases moved from intake to waiting list where it is determined that the service user would benefit from the service, but it cannot be provided immediately. This may be due to capacity constraints, further assessment, or awaiting additional information from the service user. Cases on the waiting list continue to be monitored and receive support at reduced intensity.
Referred case	A case reported to the service by an external party or the service user themselves. A case may be referred for support 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.

Cases opened (new & re-contact case)	Cases that have been formally opened and allocated, including both new and re-contact cases.
Closed case	A case that has been formally terminated during the reporting period.
Case state	State of a case at the end of the reporting period (e.g. active, intake, on-hold, waiting list, not accepted/no longer required or closed). 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 that is open and remains active at the end of the reporting period.
Closed state	A case that is open but has been closed by the end of the reporting period.
Intake state	A case that remains at the intake stage at the end of the reporting period.
On-hold state	An open case that remains on hold at the end of the reporting period. An on-hold case is an open case that is temporarily paused by either being pending or in a dormant state: - Pending: where activity is temporarily paused pending input or action from another service - Dormant: cases that must remain open but require little or no active intervention. This generally occurs when a case is awaiting uptake by another service.
Waiting list state	A case that was on the waiting list in the year and still on the waiting list at the end of the reporting period.
Not accepted/no longer required state	A case that was on intake or the waiting list during the reporting period but was closed by the end of the reporting period. Such cases are typically closed following assessment which indicated that the service is not appropriate, the alleged issues were not confirmed, or the service user no longer requires or declines the service.
Intervention	An action undertaken with or on behalf of a service user, including activities such as assessments, psychotherapy, and case conferences, aimed at supporting and empowering the service user.
Global/family cases	A grouping of one or more service user cases worked with under a single global case, particularly when work is carried out with families. A global/family case may consist of a single service user case or multiple service user cases identified as part of the same family. - 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.
Gender	Recorded at referral or first contact and may be updated over time based on formal documentation and/or the individual's self-identified pronouns.
Age	Calculated based on the service user's date of birth.
Nationality	Based on self-reported or official documentation (e.g. identity card) of the service user during the reporting period.
District of residence	Based on reported residence. Non-standard categories (e.g. shelter, foreign residence, homelessness) are recorded separately.
Ghost cases	Cases recorded as active or at intake but are actually inactive with no contact or recorded activity for a set period of time and therefore are not actively worked with. These cases may remain open in the system and can lead to an overestimation of service activity until identified and closed administratively as per individuals service policy.
Primary problem	Service users may present a complex range of issues, but the main issue is 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: • 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, headbanging, 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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