



Foundation for Social Welfare Services

Interim Summary Report

Report period: Jan-Jun 2026

September 2026



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Foundation for Social Welfare Services, Malta
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Introduction

This report presents a summary of the interim half-yearly statistical information from the agencies and directorates in order to provide an overview for the Foundation for Social Welfare Services (FSWS).

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.

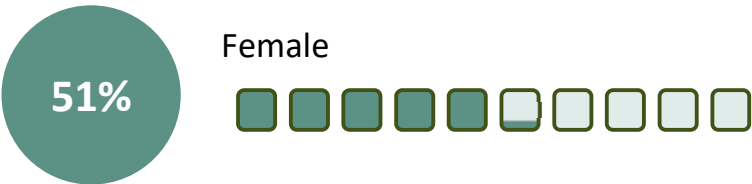
This report would not have been possible without the contribution of staff responsible for data entry and submission across the services.

Executive summary

Cases worked with in Jan-Jun 2026: **19,483**

Out of the 19,483 cases worked with between Jan-Jun 2026:

Gender:



Age category:



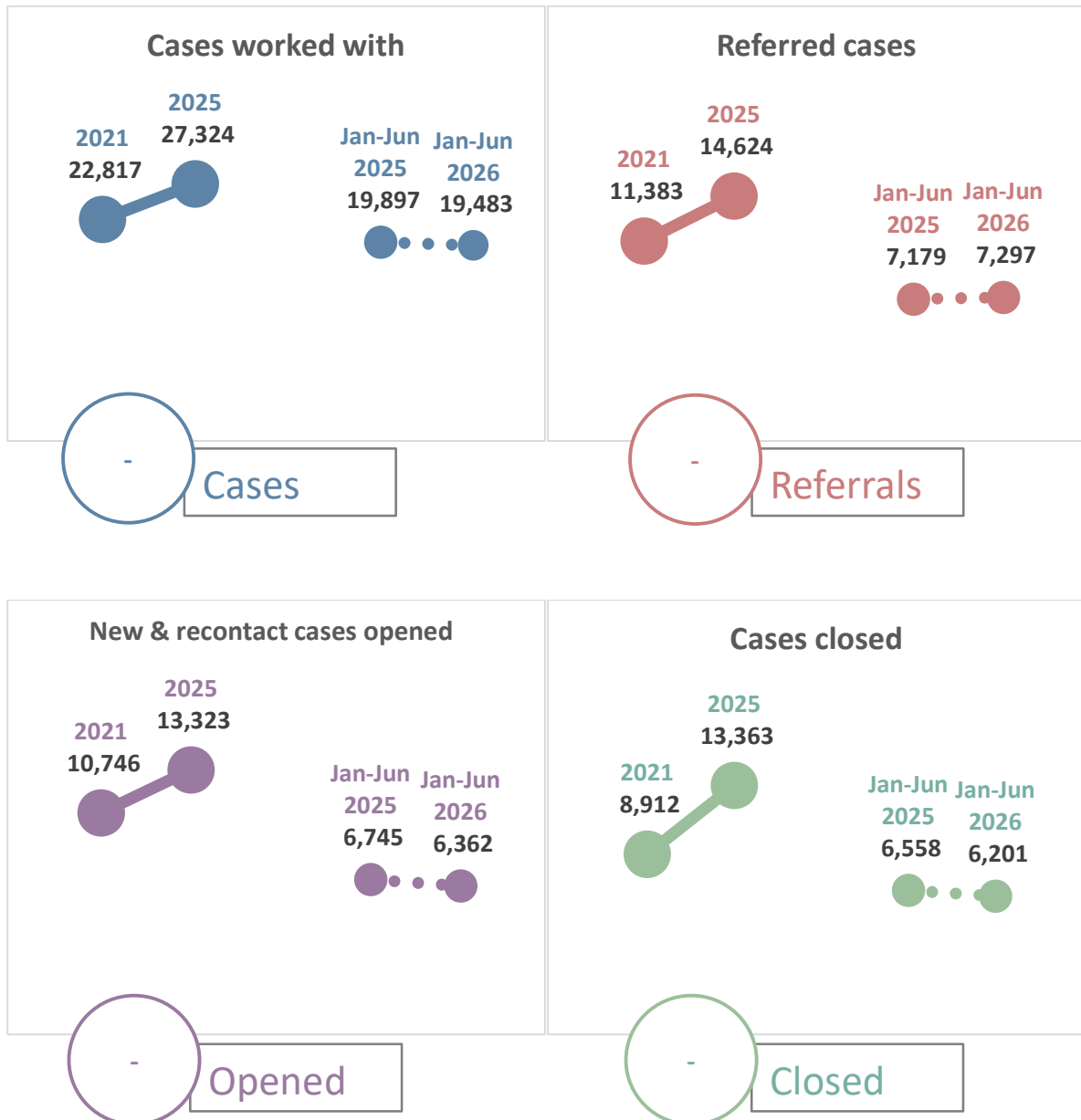
Nationality:



District:



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



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

Main highlights of Jan-Jun 2026

1 FSWS worked with 19,483 cases in the first half of 2026
Between January and June 2026, FSWS worked with 19,483 cases involving 17,940 individuals. While this was slightly lower than the 19,897 cases worked with during the same period in 2025, service demand remained substantial across all agencies and directorates.

2 Child protection was the most common service area addressed
Services addressing child protection issues accounted for the largest proportion of cases worked with (18%), followed by health-related service (16%) and addiction-related services (13%).

3 Children and adolescents represented the largest age group of cases worked with
Service users aged 17 years or younger accounted for 30% of cases worked with, making them the largest group supported by FSWS during the reporting period.

4 Most cases involved Maltese service users and residents of the Northern Harbour District
Maltese service users accounted for 83% of cases worked with, while the Northern Harbour District accounted for the largest proportion of cases (24%).

5 Supportline 179 continued to receive a high volume of calls, with loneliness remaining the leading concern
Supportline 179 handled 5,088 genuine calls during January and June 2026. Loneliness remained the most frequently reported primary issue (26%) followed by mental health issues (14%) and homelessness (7%).

6 Domestic violence referrals remained high, with emotional abuse reported in almost all referrals
The Domestic Violence Service received 819 referrals during the reporting period. Emotional abuse was indicated in 95% of those referrals.

7 Lack of support or guidance became the leading concern in community services referrals.
Within community-based services, lack of support or guidance was the most commonly reported primary issue (15.2%), closely followed by financial difficulties (15.0%) and housing problems (12%) as key reason for referral.

Case Activity

This section provides information on a Foundation level.

FSWS: Cases and individuals worked with, by year

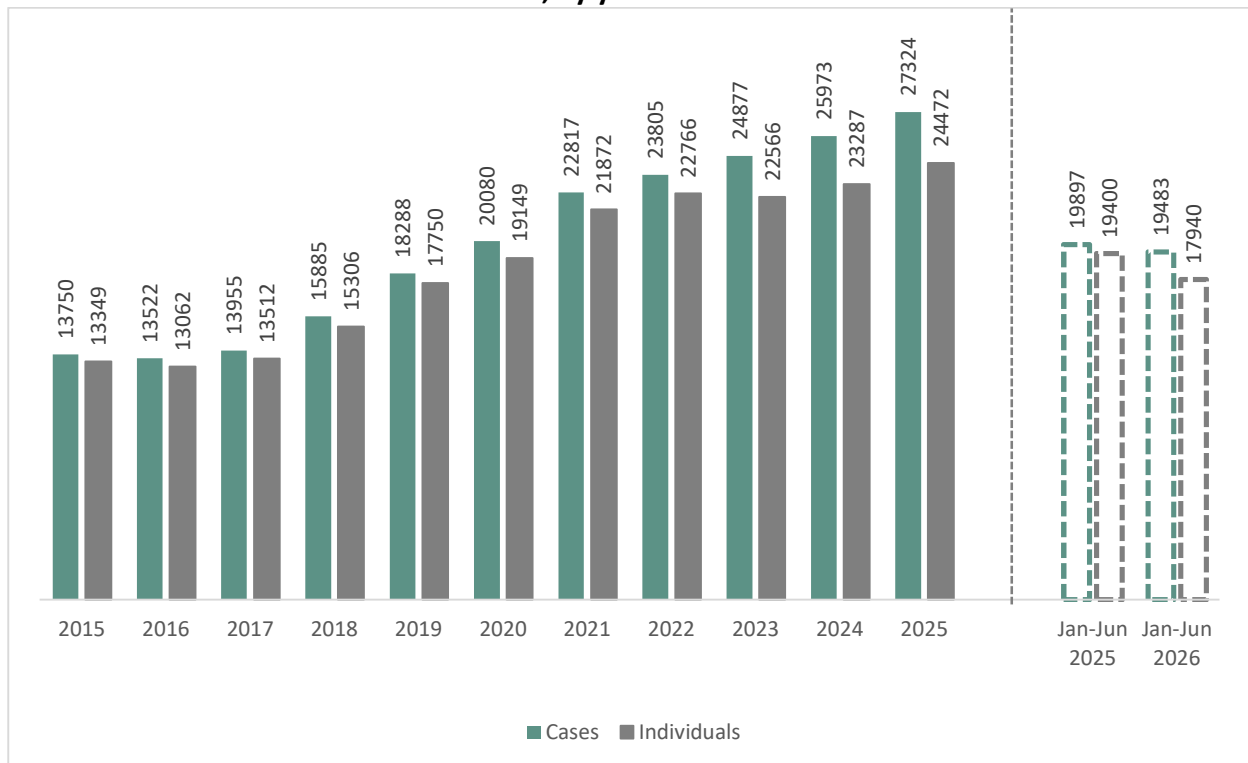
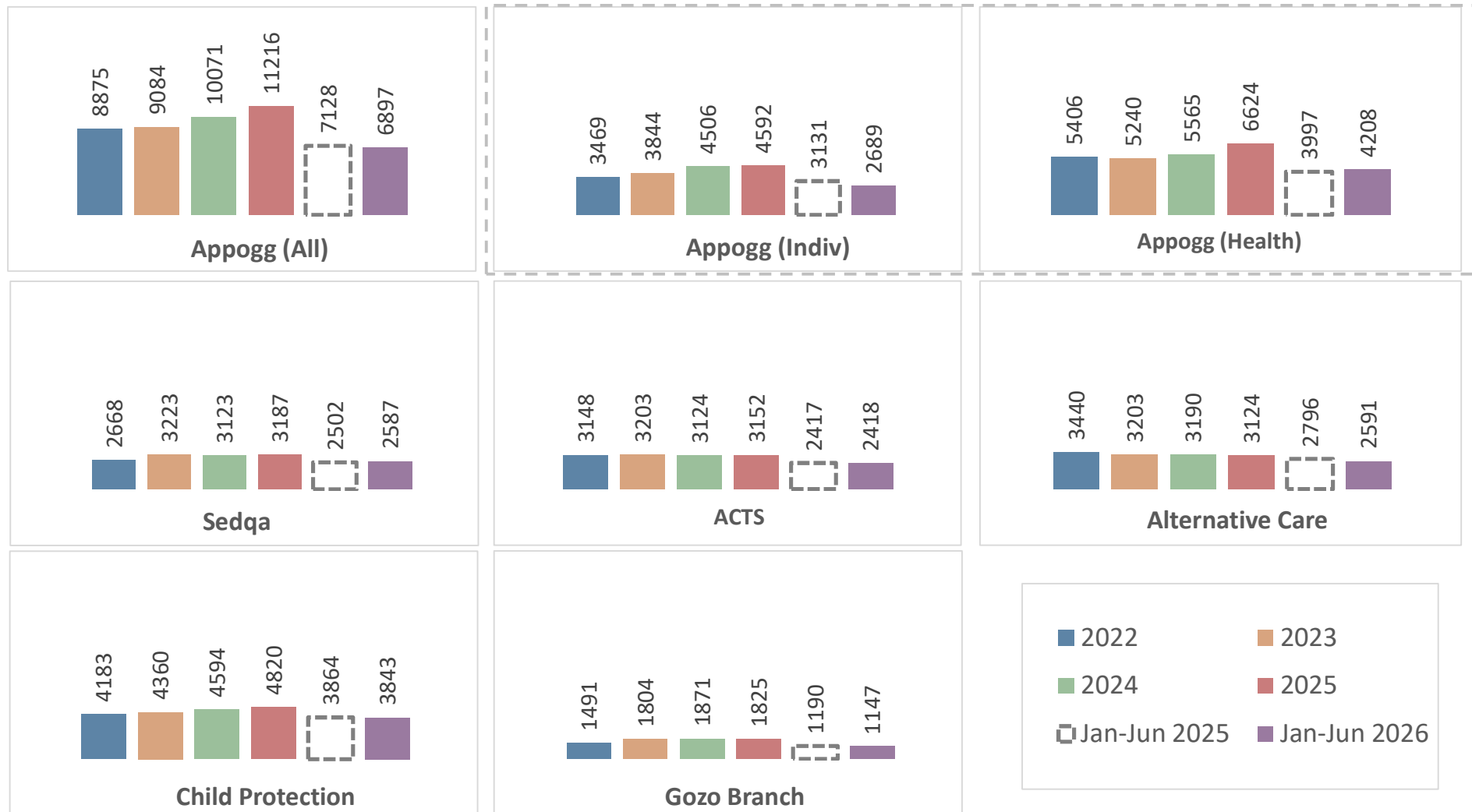


Figure 1: In Jan-Jun 2026, 19483 cases and 17940 individuals were worked with compared to 19897 and 19400 respectively in Jan-Jun 2025.

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.

FSWS: Cases worked with at FSWS and year, by agency/directorate



Graph Key: ACTS = Agency for Community & Therapeutic Services; DAC = Directorate for Alternative Care; Appogg (Indiv) = Individuals or family-related Appogg services; Appogg (Health) = Health-related Appogg services.

Figure 2: The agency that handles the greatest number of cases annually is Appogg, with 6897 (35%) cases worked with in Jan-Jun 2026.

Note: Further information on activity within the agency/directorate and their respective services can be found in the agency/directorate level statistical reports (<https://fsws.gov.mt/en/Pages/Statistical-Reports.aspx>).

Cases worked with

A total of **19,483** cases were worked with between January and June 2026.

FSWS: Cases worked with Jan-Jun 2026 by gender

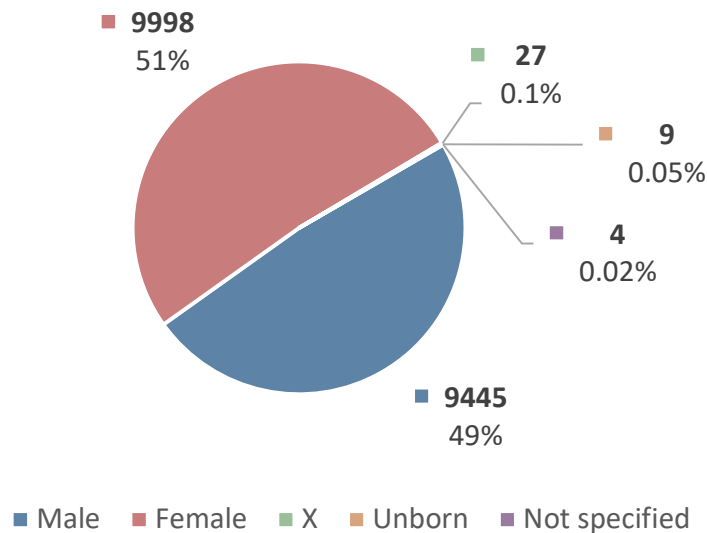


Figure 3: Female service users accounted for the highest proportion of cases worked with (51%).

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.

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

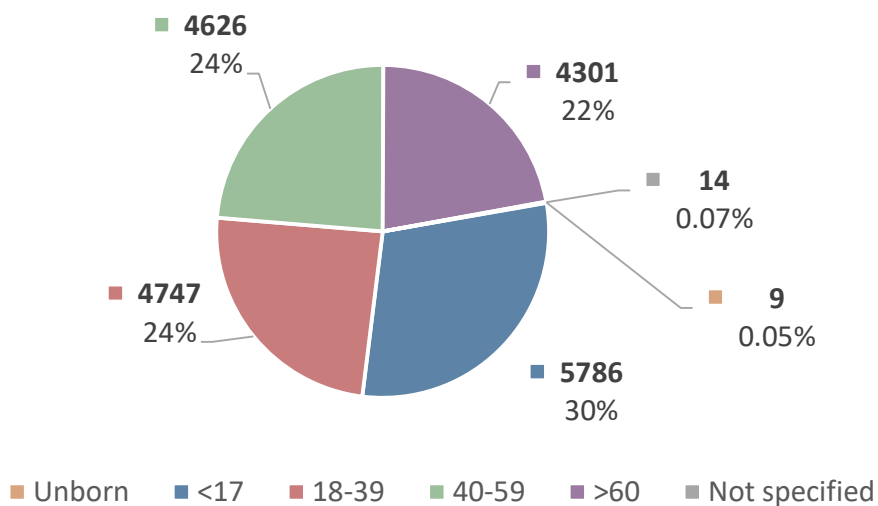


Figure 4: Service users aged 17 or younger accounted for the highest proportion of cases worked with (30%).

Note: Age is calculated based on date of birth.

FSWS: Cases worked with Jan-Jun 2026 by nationality

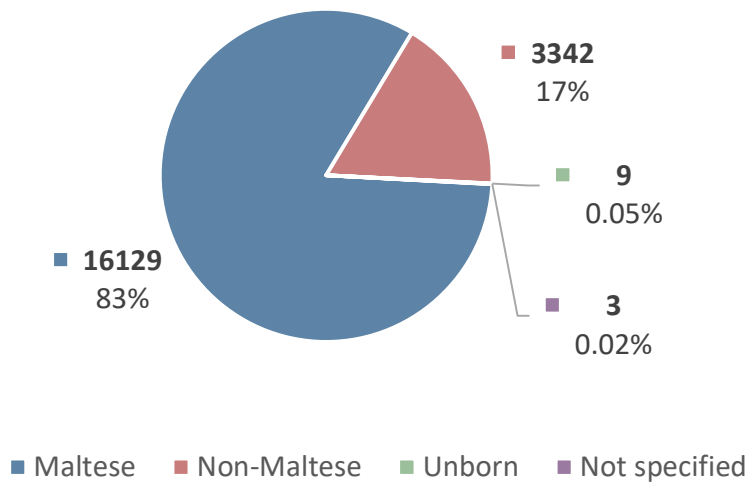
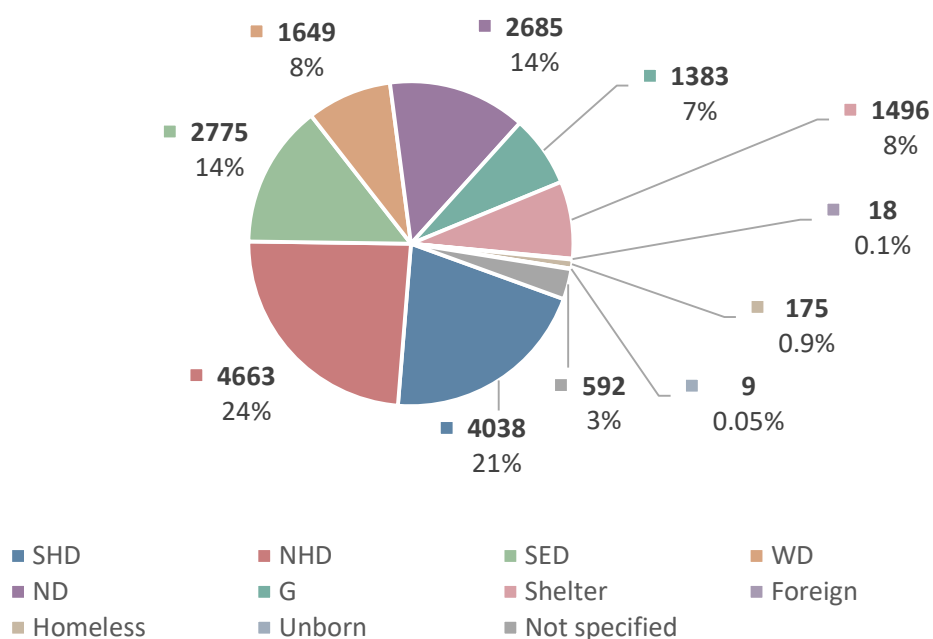


Figure 5: Maltese service users accounted for the highest proportion of cases worked with (83%), while non-Maltese service users accounted for 17%.

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

FSWS: 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 (24%).

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.

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

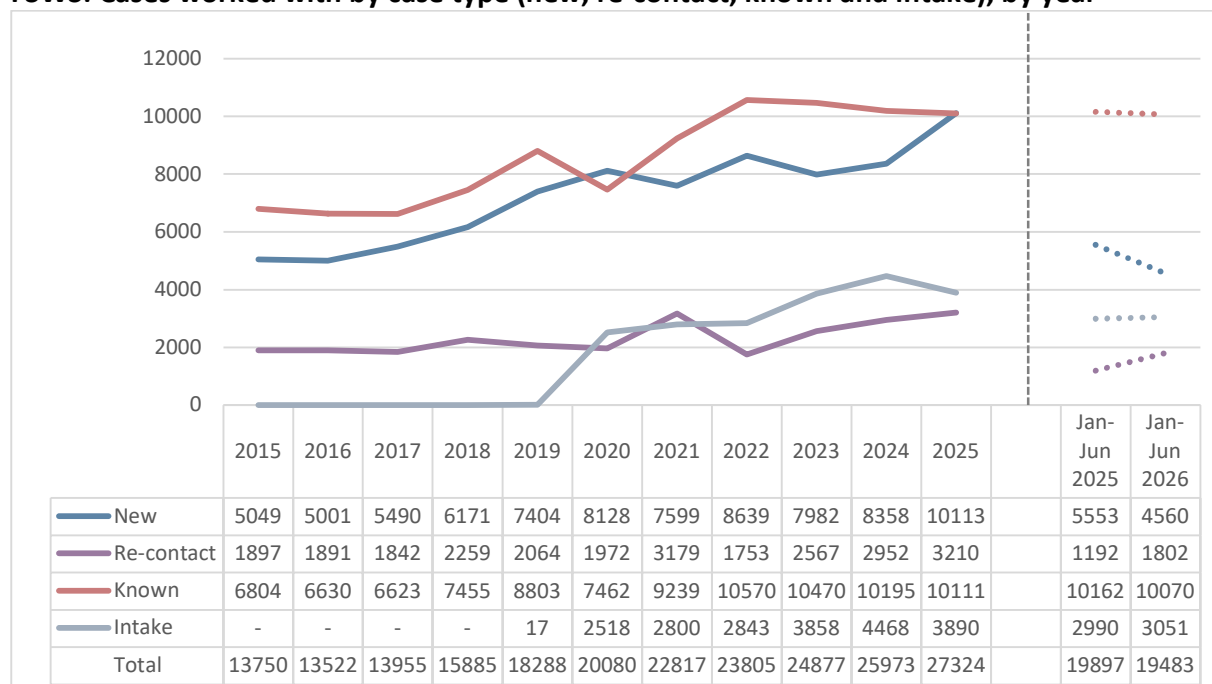


Figure 7: New cases accounted for 23% (4560) of cases worked with, while re-contact cases accounted for 9% (1802).

Note: Cases worked with start the reporting period as a new, re-contact, known, or intake case (see Glossary). Intake has been reported since 2019 following the introduction of the online system.

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

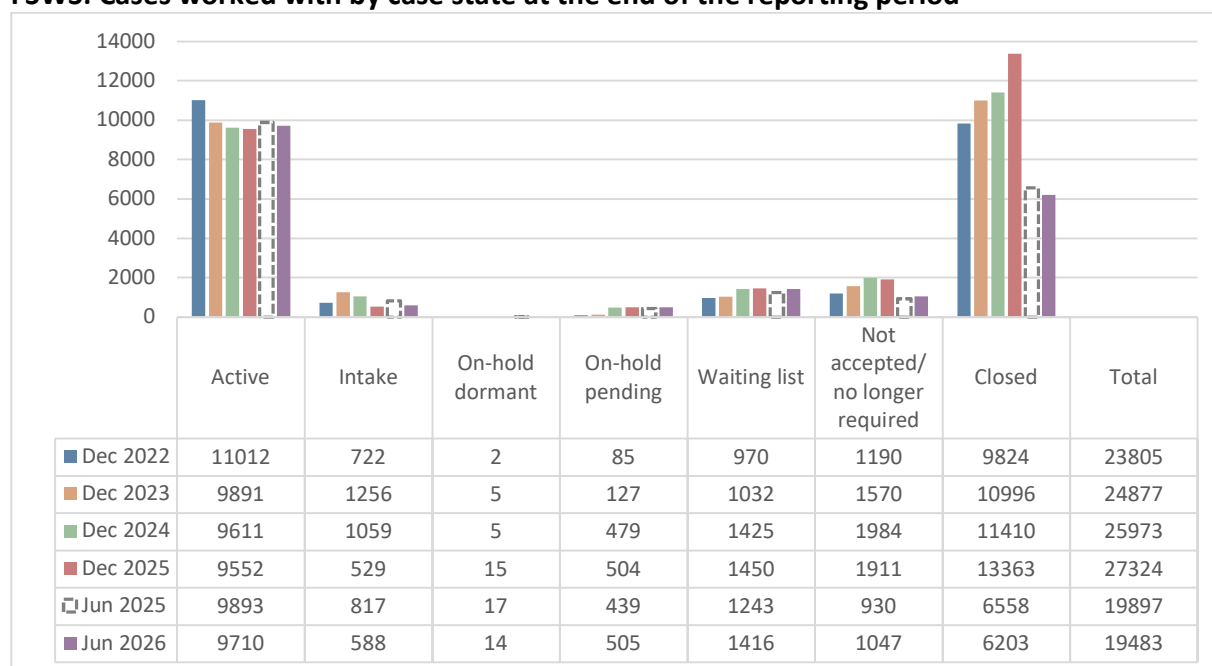


Figure 8: By the end of June 2026, 50% (9710) of the cases worked with remained active, 32% (6203) were closed and 3% (588) remained on intake.

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 figure 10 is the full waiting list (sum) of all FSWS services.

FSWS: cases worked with in Jan-Jun 2026 and case state at the end of the reporting period, by FSWS agency/directorate



Graph Key: Dorm = On-hold dormant; Pend. = On-hold pending; WL = waiting list; N.Acc. = Not accepted or no longer required.

ACTS= Agency for Community and Therapeutic Services; DAC = Directorate for Alternative Care; CP = Child Protection Directorate; Gozo = Gozo Branch Directorate.

Figure 9: The Directorate for Alternative Care (DAC) had the largest proportion of cases remaining active at the end of the reporting period (76%) which is due to the long-term care provided within the directorate.

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. Further information on case activity and the full waiting list (sum) within the agency/directorate and their respective services can be found in the agency/directorate level statistical reports (<https://fsws.gov.mt/en/Pages/Statistical-Reports.aspx>).

FSWS: Waiting list at the end of the reporting period

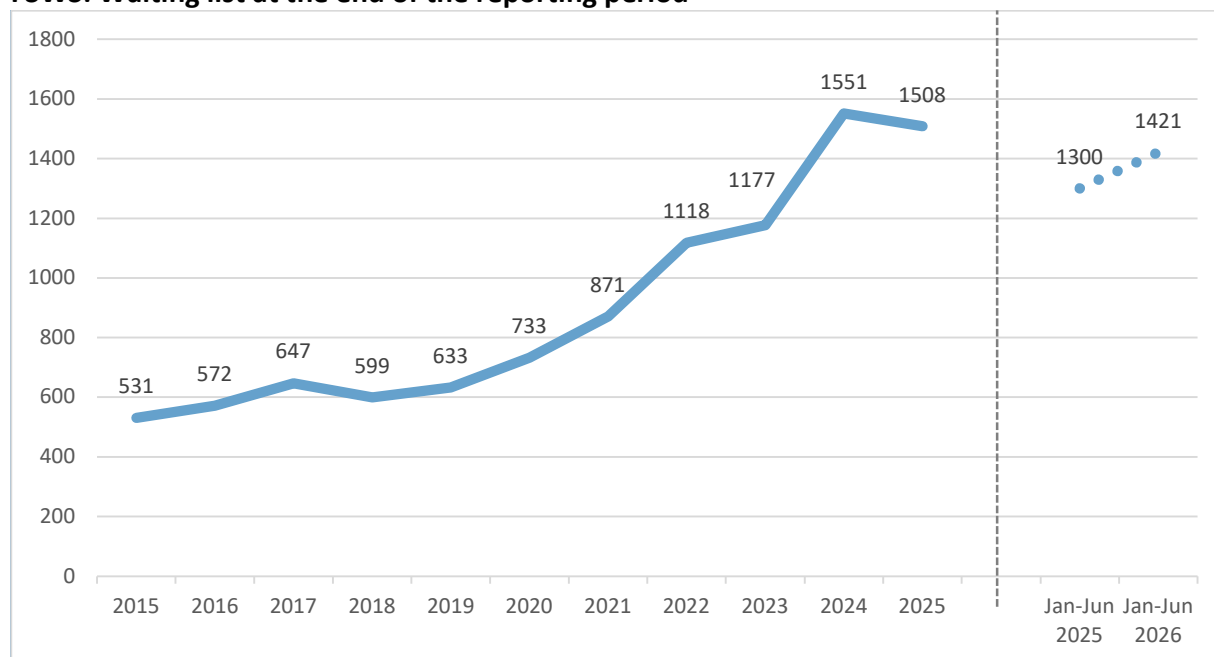


Figure 10: Only cases remaining on the waiting list at the end of the reporting period are included. At the end of June 2026, 1421 cases remained on the waiting list.

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 FSWS level, the waiting list is a sum of the respective service's waiting list.

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

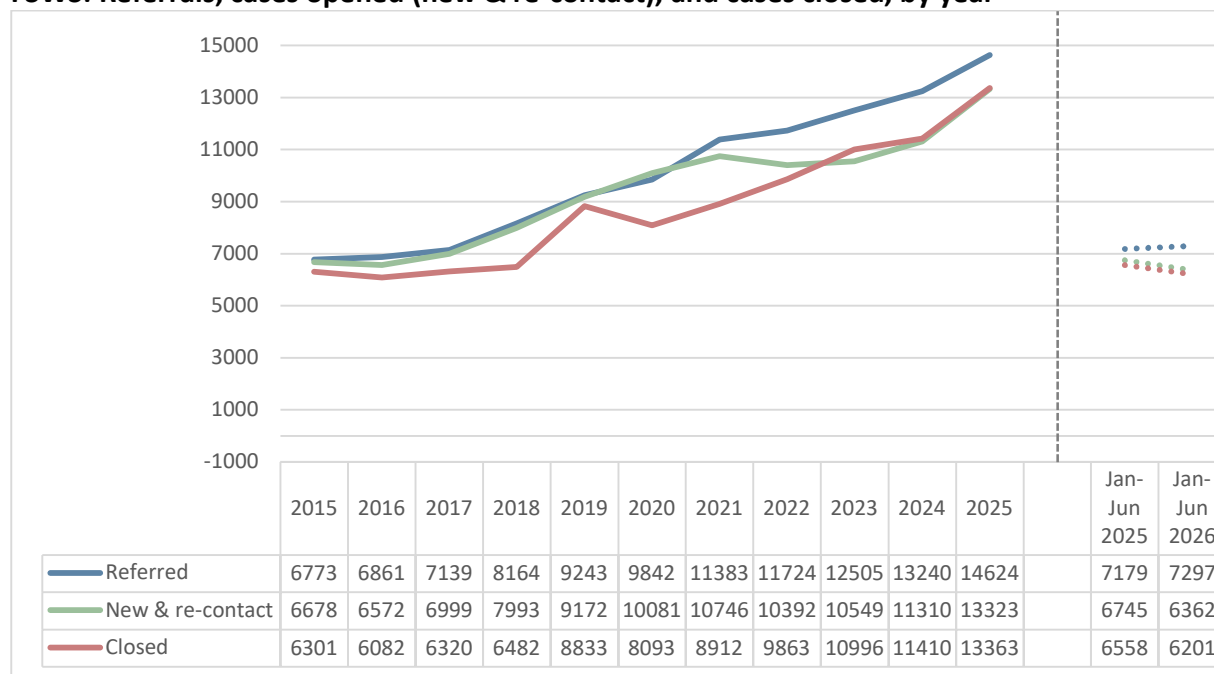


Figure 11: In Jan-Jun 2026, 7297 cases were referred, 6362 new & recontact cases opened, and 6201 cases closed.

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).

FSWS: Referrals, cases opened (new & re-contact), & cases closed by year and by agency/directorate



Figure 12: In Jan-Jun 2026, Appogg continued to have the largest number of cases referred (3834), opened (3290) and closed (3285).

Note: Cases may be referred, opened, or closed throughout the year (see Glossary). Opened cases include both new and re-contact cases. Further information on activity within the agency/directorate and their respective services can be found in the agency/directorate level statistical reports (<https://fsws.gov.mt/en/Pages/Statistical-Reports.aspx>).

Cases opened (new and recontact)

For comparing yearly trends, instead of using cases worked with, which would include any cases carried over from one year to the next, we use the number of new & recontact cases opened because it excludes the carried over cases and gives us an indication of incidence data.

A total of **6,362** cases were opened between January and June 2026.

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

FSWS: Percentage of cases opened (new & re-contact) by gender and year opened

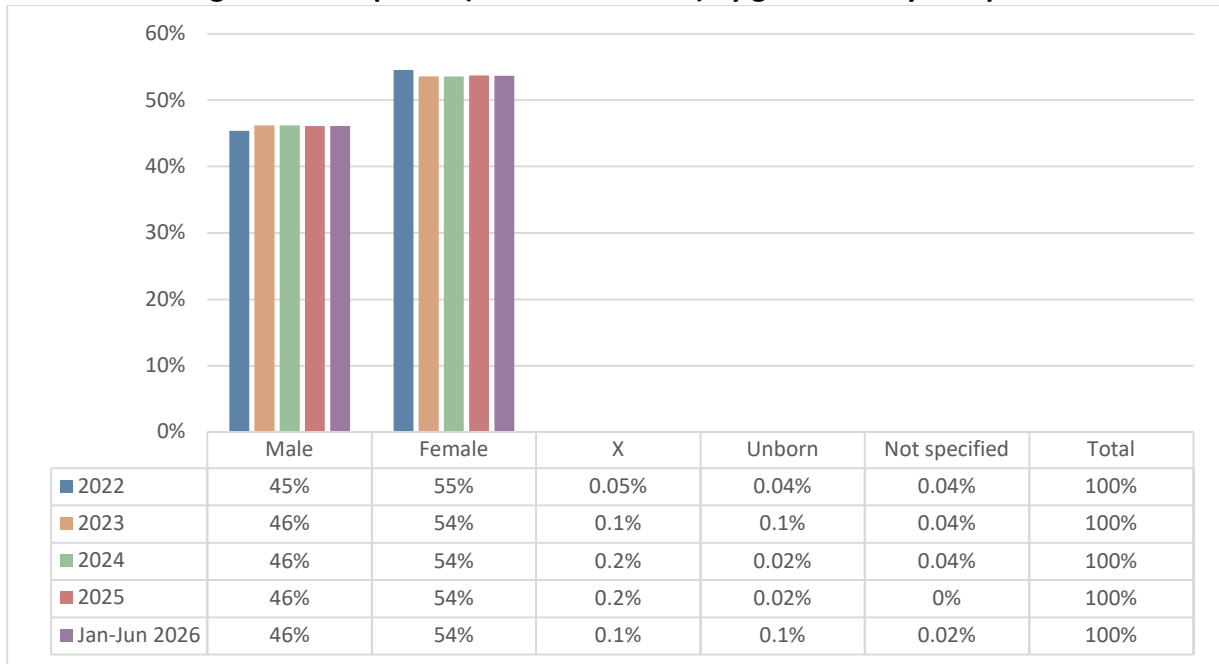
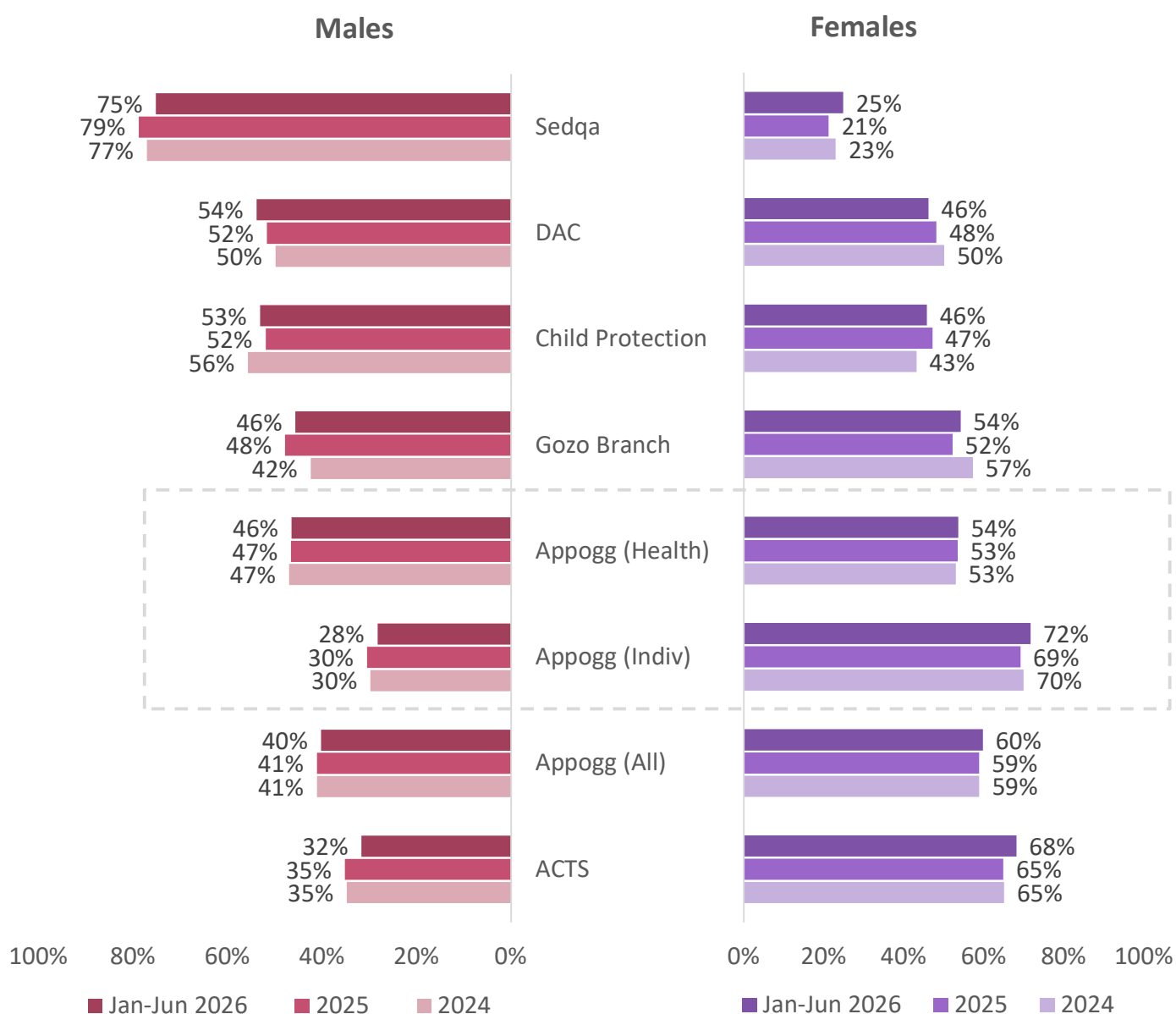


Figure 13: Female service users accounted for the highest proportion of cases opened (54%).

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.

FSWS: Percentage of cases opened (new & re-contact) by gender, year, and agency/directorate

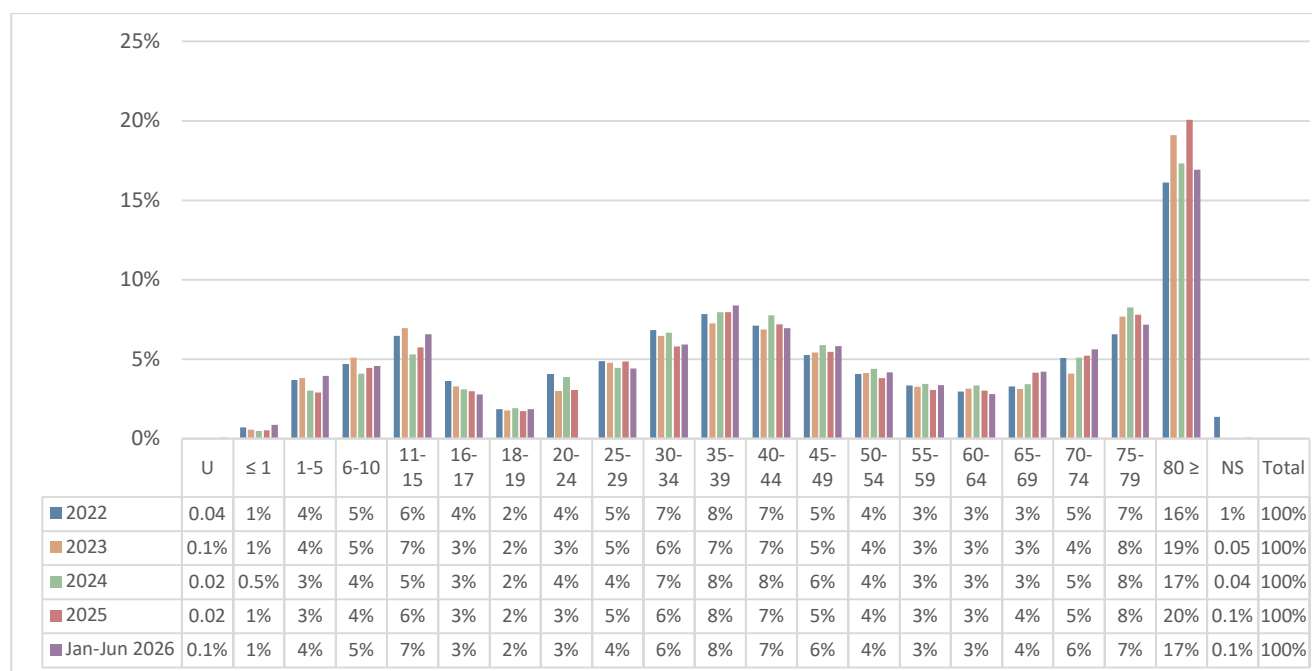


Graph Key: ACTS = Agency for Community & Therapeutic Services; DAC = Directorate for Alternative Care; Appogg (Indiv) = Individuals or family-related Appogg services; Appogg (Health) = Health-related Appogg services.

Figure 14: For ACTS (68%), Appogg (60%) and FSWS Gozo Branch (54%) the majority of cases opened in Jan-Jun 2026 continued to be female, while Sedqa (75%), DAC (54%) and Child Protection (53%) had a majority of males.

Note: The figure above stratifies the data by agency or directorate to highlight disparities between them. For some of the cases in the figure above, the total male + female may not tally 100% because the remaining percentage would be 'X', 'unborn' or 'not specified' cases not represented in the figure above.

FSWS: Percentage of cases opened (new & re-contact) by age category and year opened



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

Figure 15: Service users aged 80 or over accounted for the highest proportion of cases opened (17%). This largely reflects the substantial number of health-related services within Appogg that support service users aged 60 or over.

Note: Age is calculated based on date of birth.

FSWS: Percentage of cases opened (new & re-contact) by nationality and year of opening

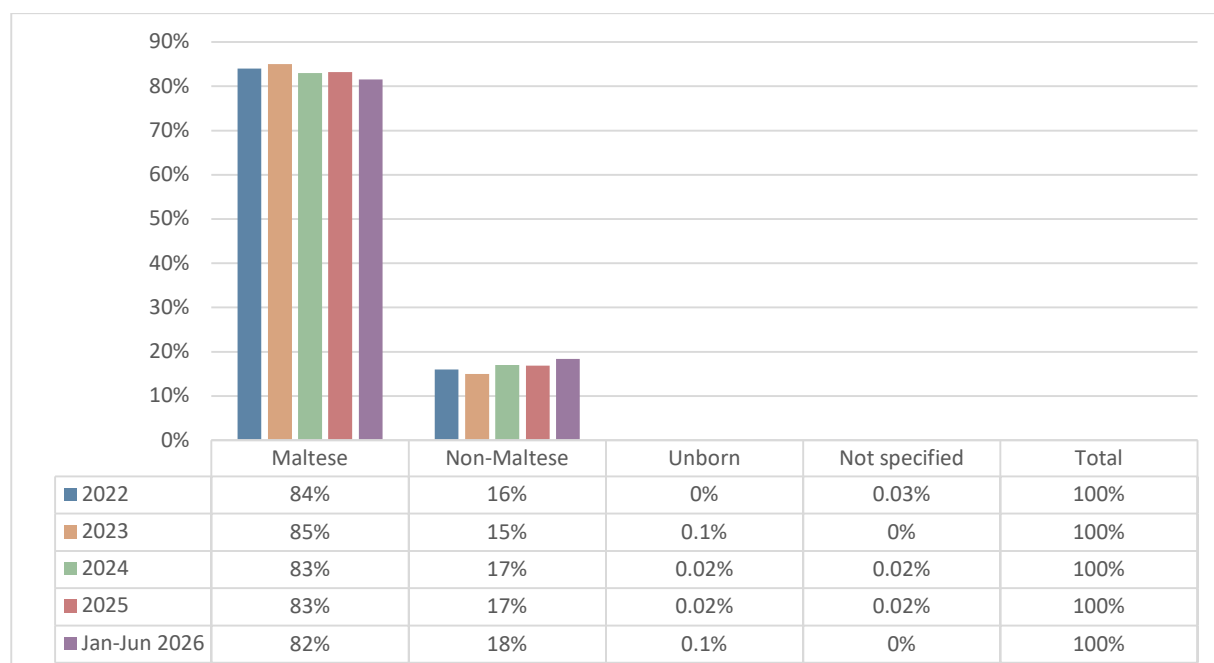
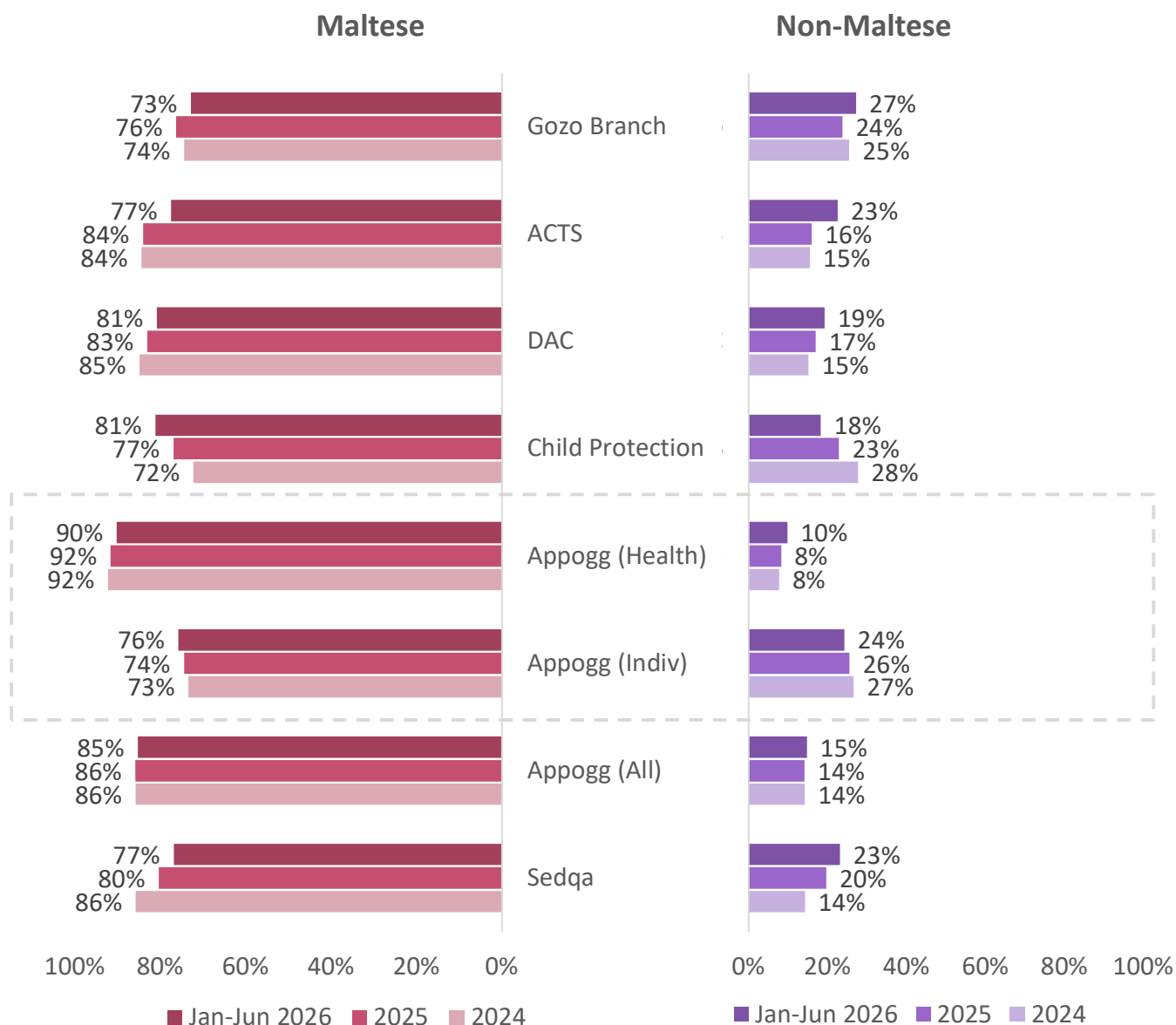


Figure 16: Maltese service users accounted for the highest proportion of cases opened (82%), while non-Maltese service users accounted for 18%.

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

FSWS: Percentage of cases opened (new & recontact) by nationality, year, and agency/directorate

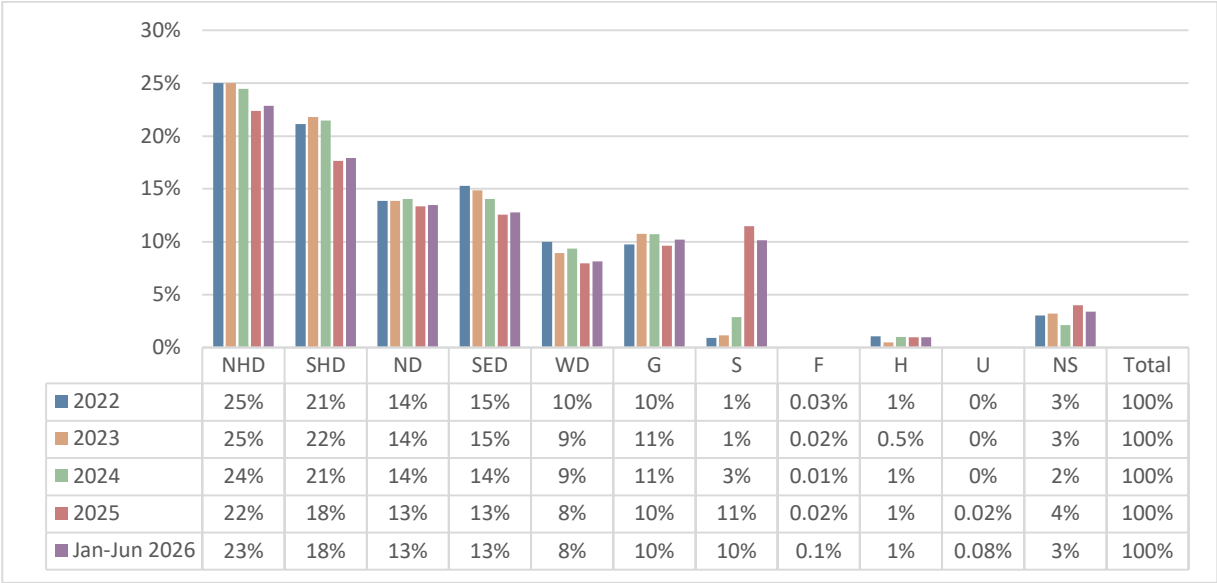


Graph Key: ACTS = Agency for Community & Therapeutic Services; DAC = Directorate for Alternative Care. ; Appogg (Indiv) = Individuals or family-related Appogg services; Appogg (Health) = Health-related Appogg services.

Figure 17: All the agencies and directorates continued to have a higher percentage of cases opened in Jan-Jun 2026 being Maltese service users (ranging between 73% and 90%).

Note: The figure above stratifies the data by agency or directorate to highlight disparities between them. For some of the cases in the figure above, the total Maltese + non-Maltese may not tally 100% because the remaining percentage would be 'not specified' or unborn cases not represented in the figure above.

FSWS: Percentage of cases opened (new & recontact) by district of residence and year opened



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

Figure 18: Northern Harbour District accounted for the highest proportion of cases opened (23%).

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.

FSWS: Rate of new & recontact cases opened Jan-Jun 2026 per 1,000 population by district of residence.

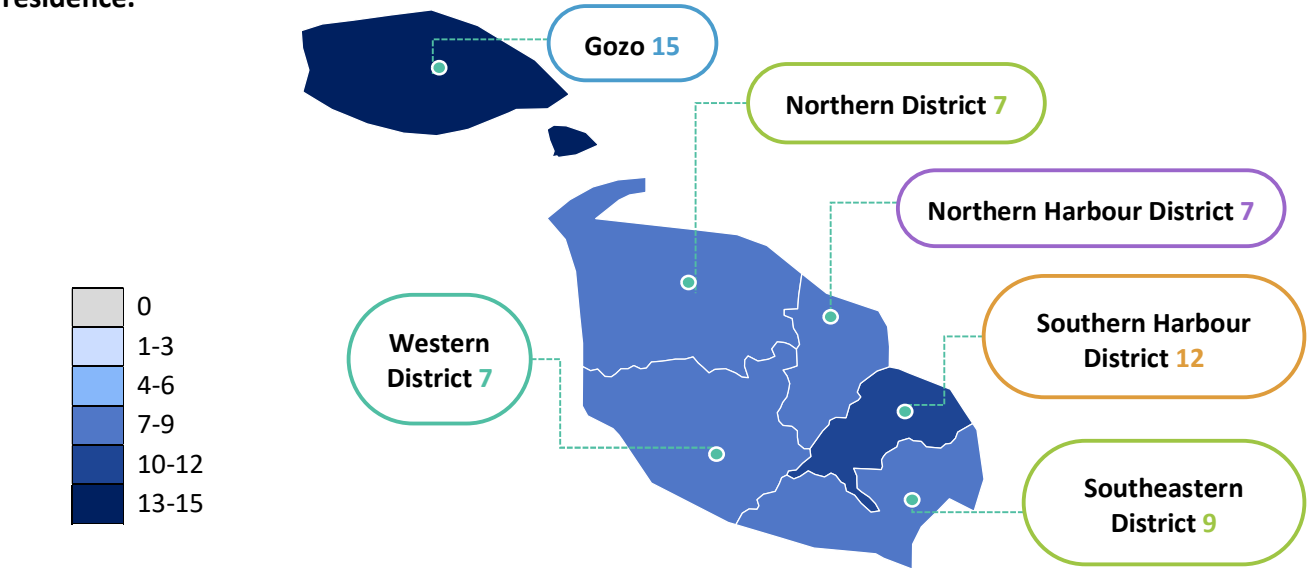


Figure 19: In Jan-Jun 2026, the highest rate of cases opened were from Gozo District with 15 cases per 1,000 population.

Note: The figure above is a choropleth map with the rate of cases per 1,000 persons by district of residence. The ‘shelter/institution’, foreign residences, homeless people, and cases not otherwise indicated (not specified) are not shown in the figure. The rate is calculated using the population per district reported in the NSO StatDB (2025) and the rate is calculated as follows: the number of cases/NSO population*1,000.

Info: NSO StatDB 2025 = <https://statdb.nso.gov.mt/>

Interventions

FSWS: Interventions conducted by agency or directorate and year conducted

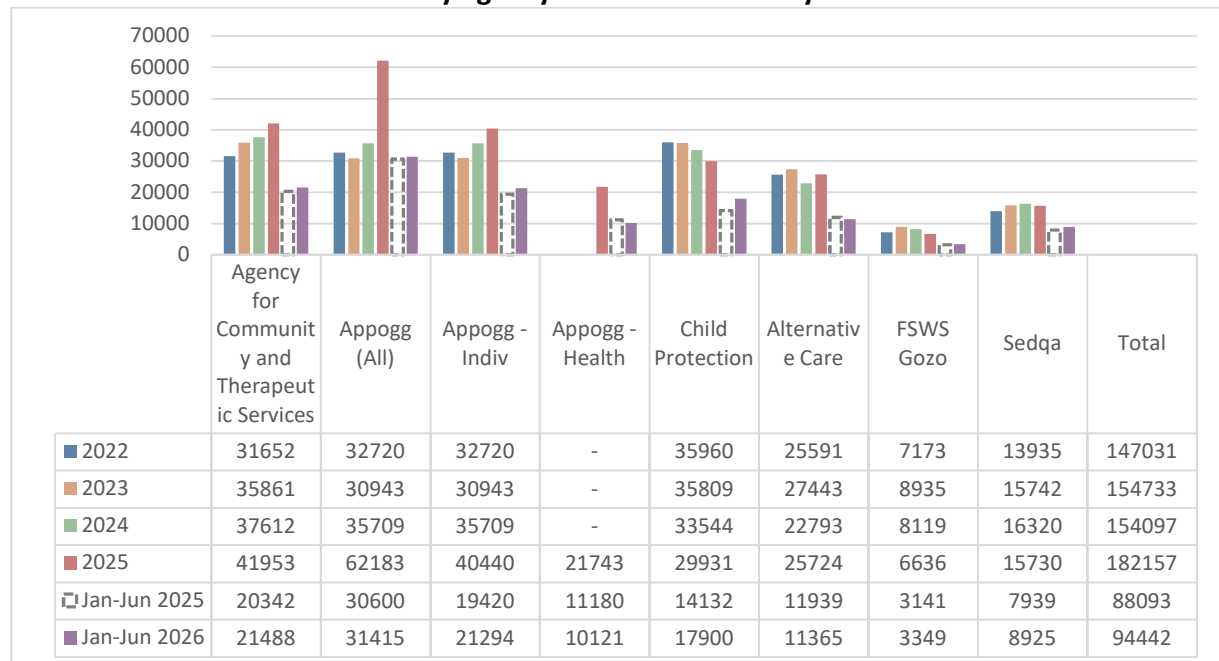


Figure 20: A total of 94442 interventions were recorded during the reporting period, with most delivered by Appogg (33%; 31415).

Note: Interventions reflect only 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.

Problem area addressed

FSWS: cases worked with by problem areas addressed and year

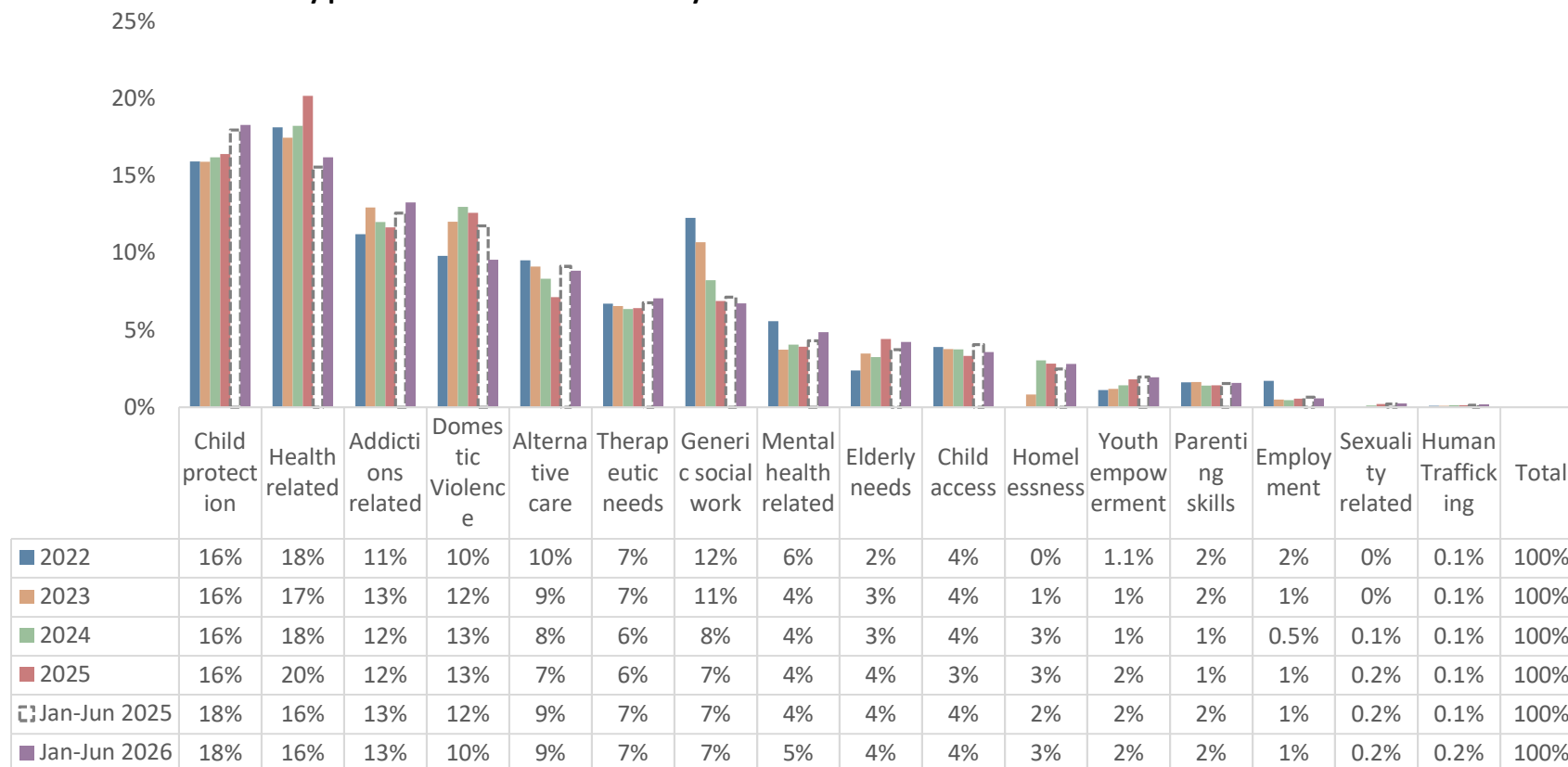


Figure 21: In Jan-Jun 2026, the majority of cases worked with were within services that addressed child protection issues (18%)

Note: Services often target a particular problem area to address in their case work e.g. Child Protection Services and the Domestic Violence Services. Some other services, such as the Community Services, address generic social work through interventions for a wide variety of topics e.g. financial issues, employment, relationship issues, etc. The figure above provides the area addressed by the services rather than the specific problems mentioned by the service users. Further information about the primary problems/addiction/issues reported by service users can be found in the subsequent section (pg. 23-28) and in the agency/directorate level statistical reports (<https://fsws.gov.mt/en/Pages/Statistical-Reports.aspx>).

Primary problem or issue reported at referral

FSWS: top 5 primary problems or issues indicated at referral for cases referred Jan-Jun 2026, by agency/directorate

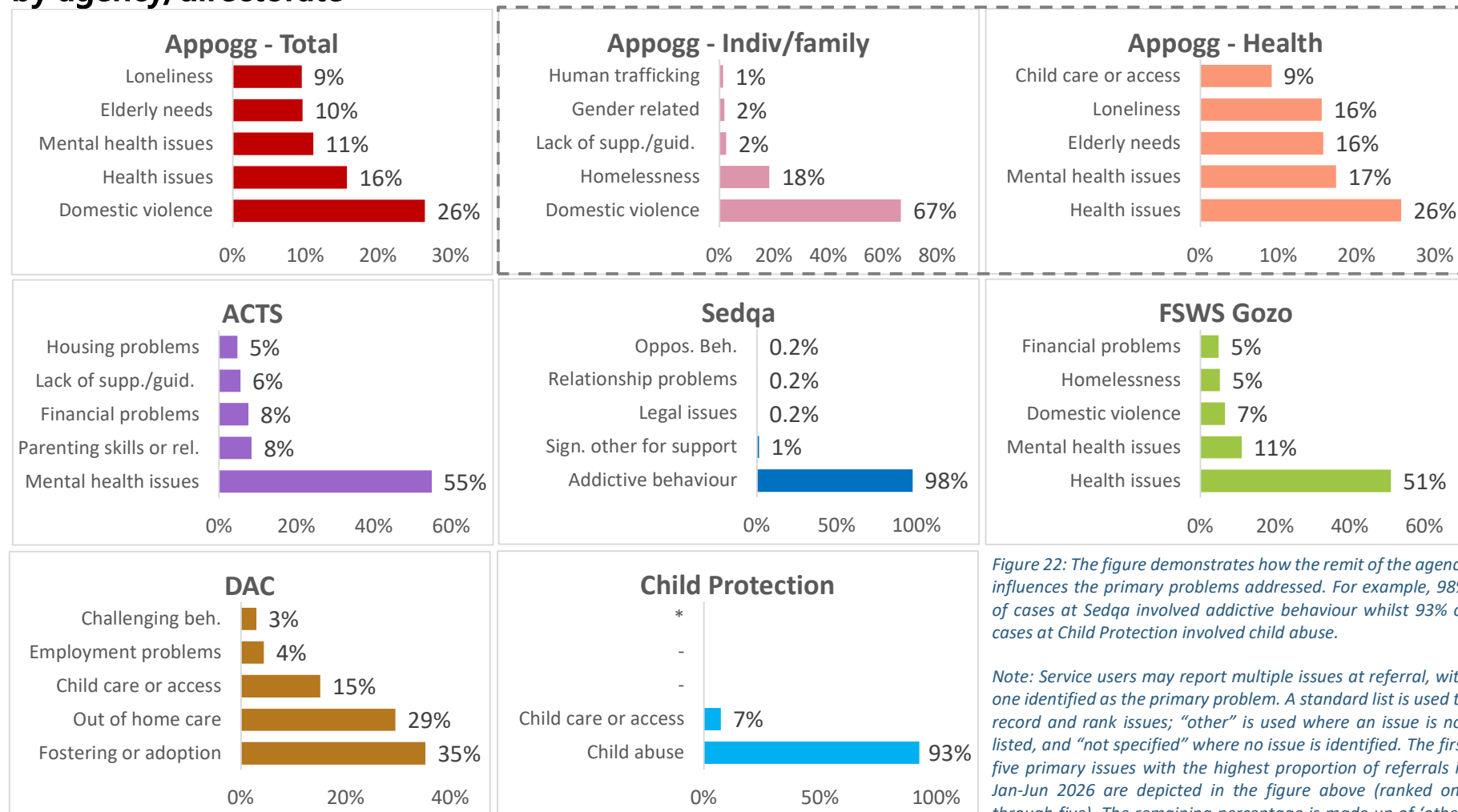


Figure 22: The figure demonstrates how the remit of the agency influences the primary problems addressed. For example, 98% of cases at Sedqa involved addictive behaviour whilst 93% of cases at Child Protection involved child abuse.

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. The first five primary issues with the highest proportion of referrals in Jan-Jun 2026 are depicted in the figure above (ranked one through five). The remaining percentage is made up of 'other' and 'none specified', as well as those primary issues that were ranked six or higher (not reported in the figure above). Appogg is further stratified by individual or family related services and health related services.

Graph Key: ACTS = Agency for Community & Therapeutic Services; DAC = Directorate for Alternative Care; Appogg (Indiv) = Individuals or family-related Appogg services; Appogg (Health) = Health-related Appogg services; Oppos. Beh. = Oppositional behaviour; Lack of supp./guid. = Lack of support or guidance; Sign. Other for support = Significant Other for support.

Supportline 179 (SPL 179)

Supportline 179	2022	2023	2024	2025	Jan-Jun 2026
No. of Genuine Calls	12515	11508	11068	10311	5088

SPL 179: Primary problem or issue reported during genuine calls: Trends in the top 6 problems reported in Jan-Jun 2026 (2022-2026)

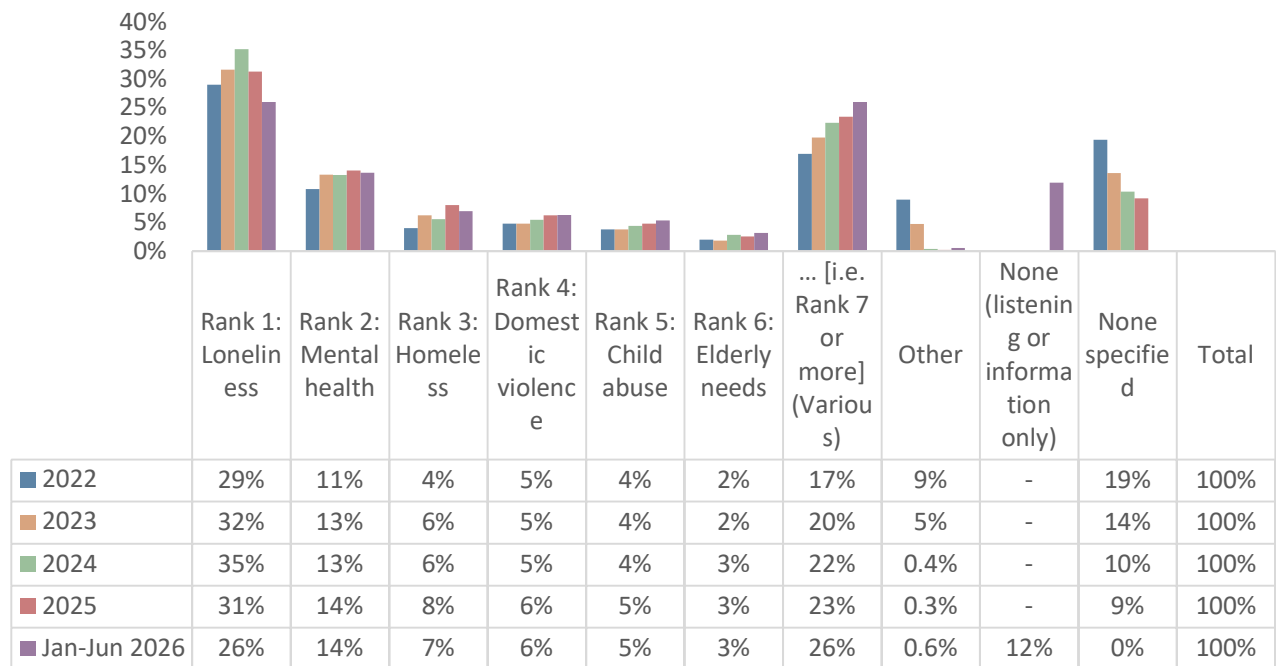


Figure 23: In Jan-Jun 2026, 26% of all genuine calls cited loneliness as their primary issue.

Note: Callers may report multiple issues during a call, and they will designate which one is of the highest importance (primary problem/issue). 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. The first six primary issues with the highest proportion of genuine calls in Jan-Jun 2026 are depicted in the figure above (ranked one through six). The remaining percentage is made up of ‘other’ and ‘none specified’, as well as those primary issues that were ranked seventh or higher (grouped together for the figure above). As of 2026, when the caller did not have any issues to report and only required information or listening it was now recorded as “None (listening or information only)”.

Child Protection Service

Child Protection Service	2022	2023	2024	2025	Jan-Jun 2026
No. of referrals	2000	1974	1828	1732	959

Child Protection Service: Percentage of referred cases by type of alleged abuse or presenting concern, by year of referral (non-mutually exclusive)

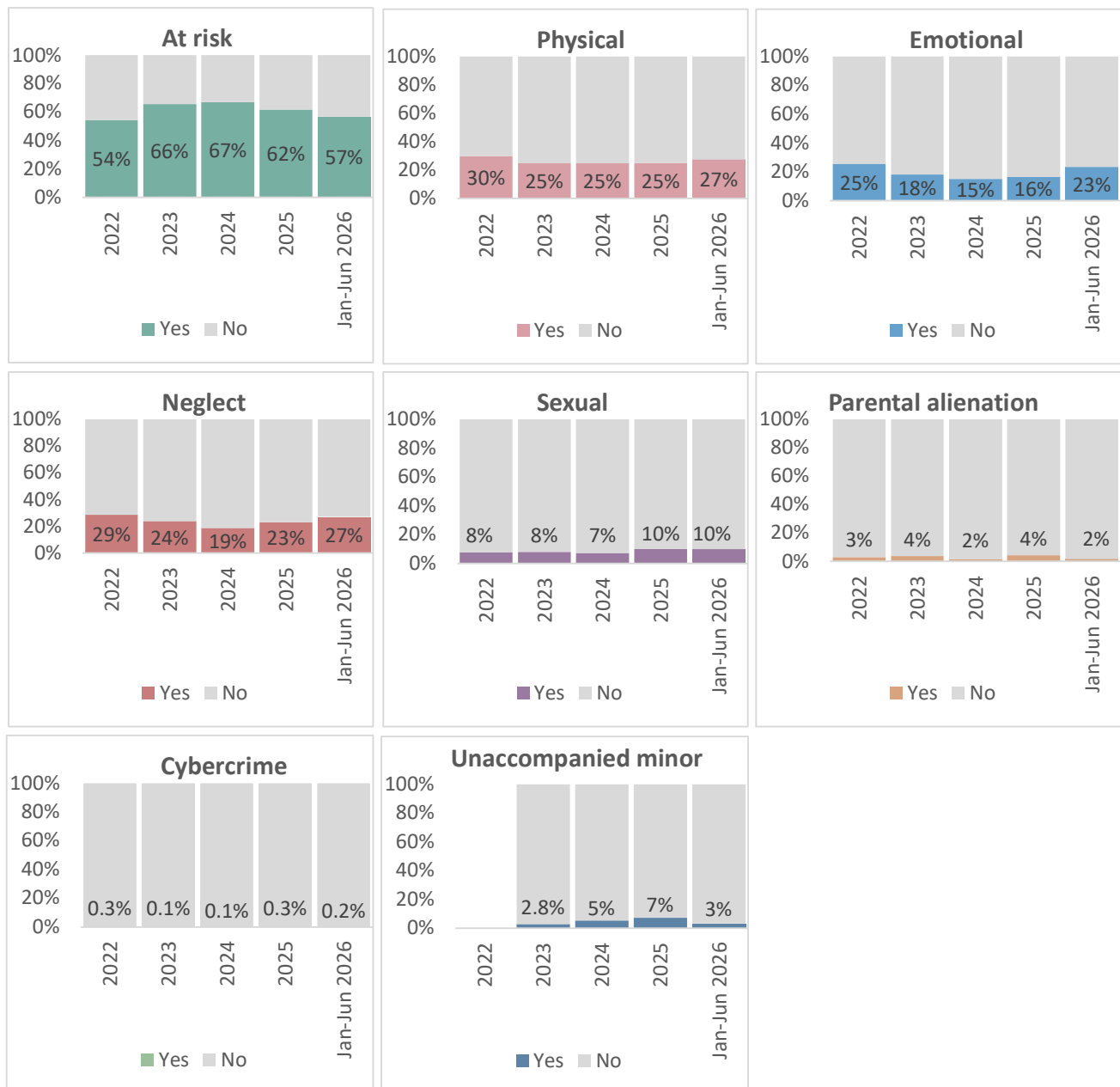


Figure 24: Multiple forms of alleged abuse or presenting concerns may be ticked for each referral; therefore, categories are not mutually exclusive and should not be summed. Figures represent the number of referrals in which each type of abuse or concern was indicated (see Glossary for definitions). For example, out of 959 referrals in Jan-Jun 2026, 57% reported being at risk and out of 959 referrals in Jan-Jun 2026, 27% reported physical abuse.

Domestic Violence Service

Domestic Violence Service	2022	2023	2024	2025	Jan-Jun 2026
No. of referrals	1077	1468	1816	1903	819

Domestic Violence Service: Percentage of referred cases by type of alleged abuse, by year of referral (non-mutually exclusive)

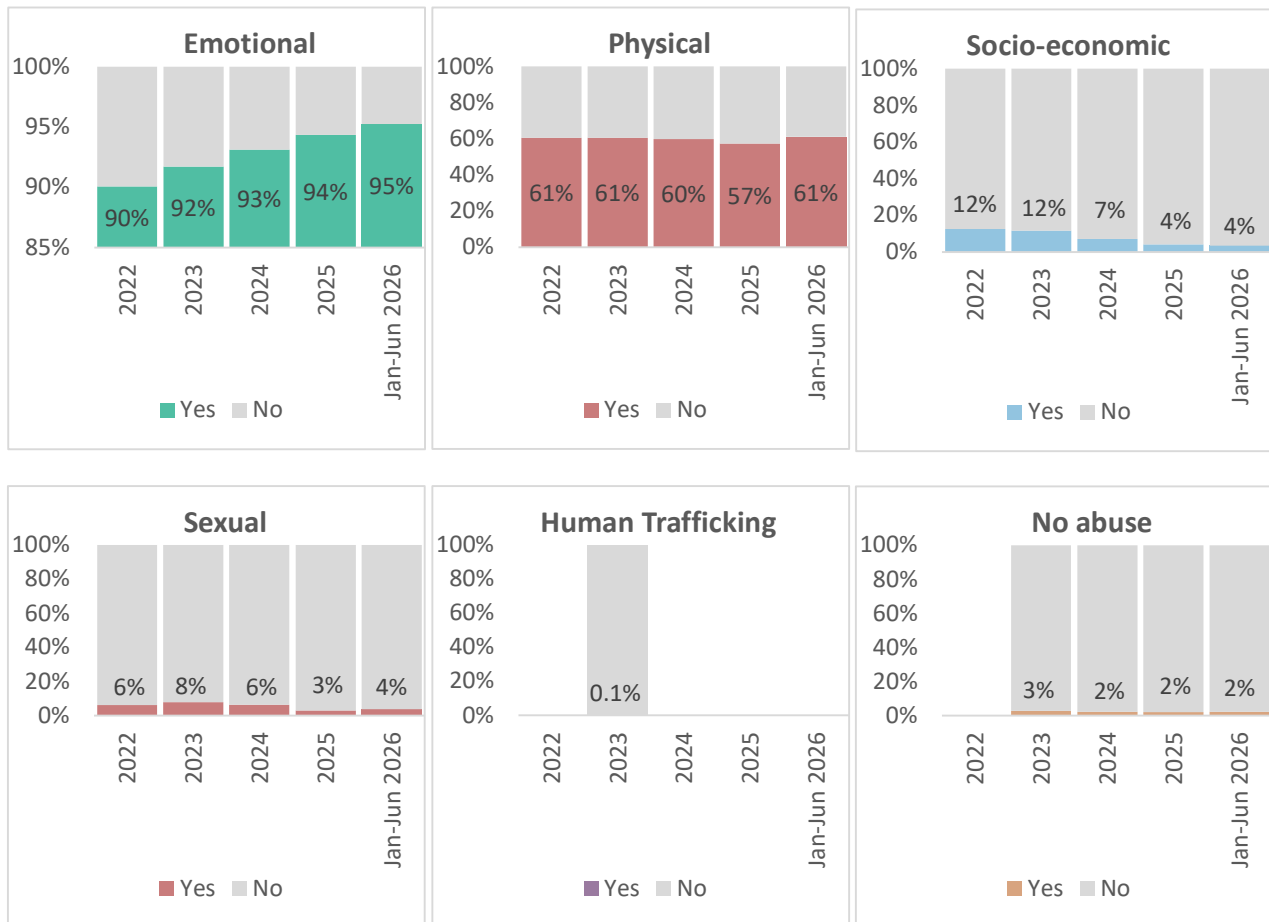
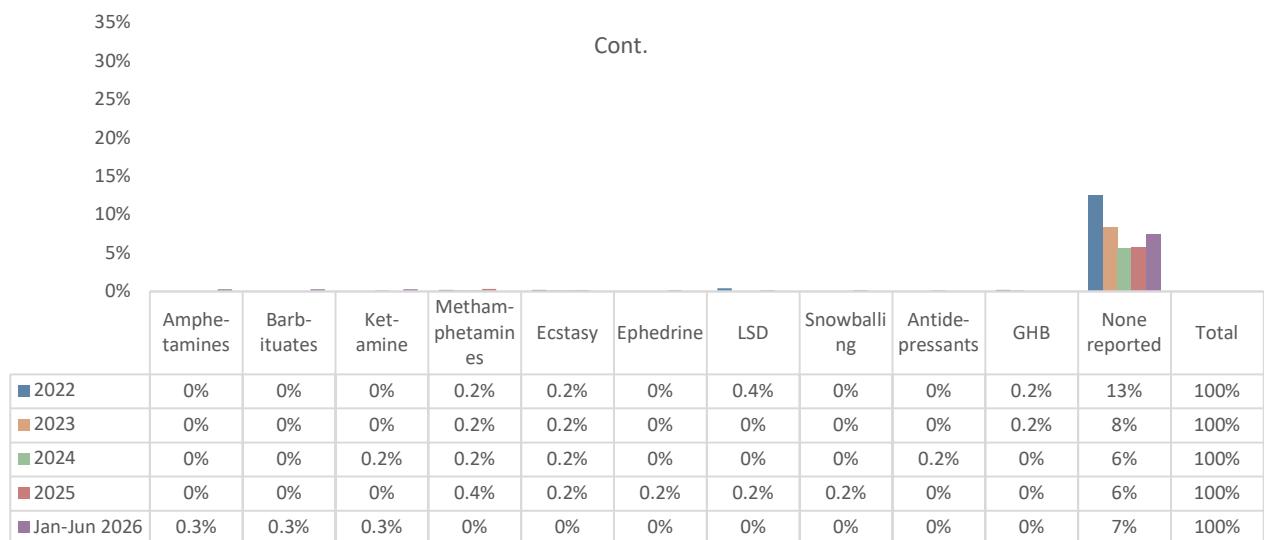
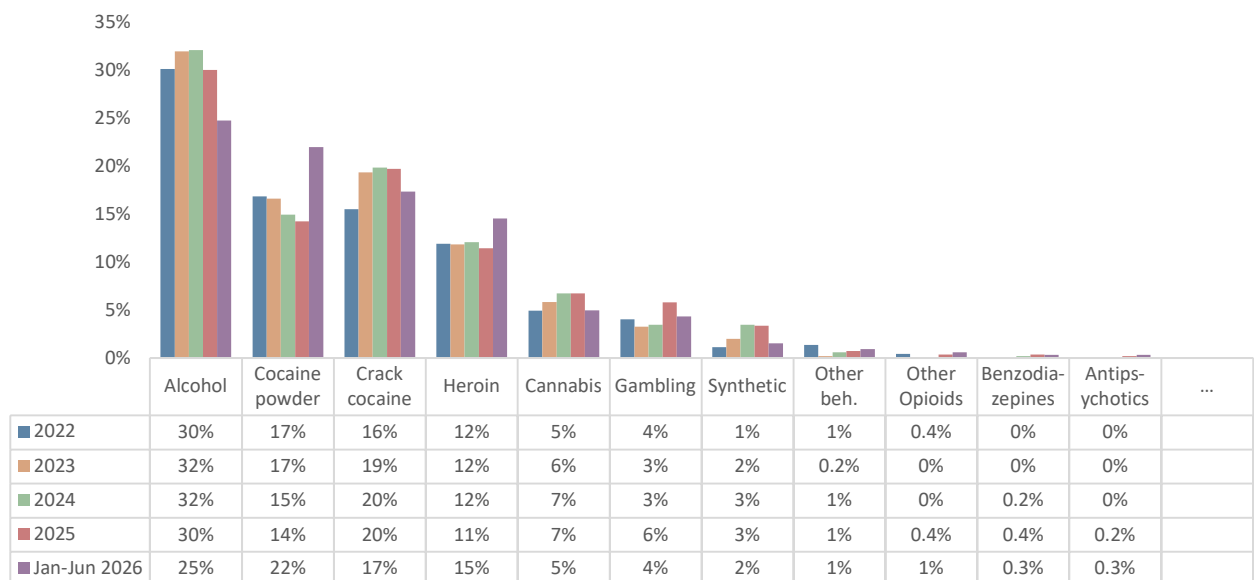


Figure 25: Multiple forms of alleged abuse may be ticked for each referral; therefore, categories are not mutually exclusive and should not be summed. Figures represent the number of referrals in which each type of abuse was indicated (see Glossary for definitions). Some service users will not indicate 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, 95% reported being emotional abuse and out of 819 referrals in in Jan-Jun 2026, 61% reported physical abuse.

Addictions Community Service

Addictions Community Service	2022	2023	2024	2025	Jan-Jun 2026
No. of new & recontact cases	445	548	489	533	323

Addictions Community Service: Percentage of cases opened (new & recontact) by primary substance or behaviour specified at first contact, by year opened.



Graph note: The second graph titled "Cont." is a continuation of the first graph in this figure. The data does not all fit on one graph and so two graphs were created.

Figure 26: The highest proportion of cases opened in Jan-Jun 2026 remained those that indicated alcohol as their primary substance (25%).

Note: The primary substance or behaviour causing problem or addiction is recorded at first contact and reflects the main issue experienced by the service user in the previous 12 months. "None reported" refers to service users who did not report a problem or addiction during this period, including those in long-term rehabilitation, those who previously participated in a Centre of Residential Restorative Services (CoRRS) programme, or significant others seeking support but do not have a primary problem themselves to report.

Services provided in the community

Community consists of: Intake and Family Support Services, Youth in Focus, ACTS Community Services, Generic Service (Gozo), Marsalforn Community Service, Victoria Community Services, Gozo Prison Project, and Youth Empowerment Initiative. Note: Youth Empowerment initiative 2024 and 2025 data was added retrospectively and thus figures will not match past reports.

Community	2022	2023	2024	2025	Jan-Jun 2026
No. of referrals	1674	1464	1225	1129	573

Community: Primary problem or issue reported during referral: Trends in the top 6 problems reported in Jan-Jun 2026 (2022-2026).

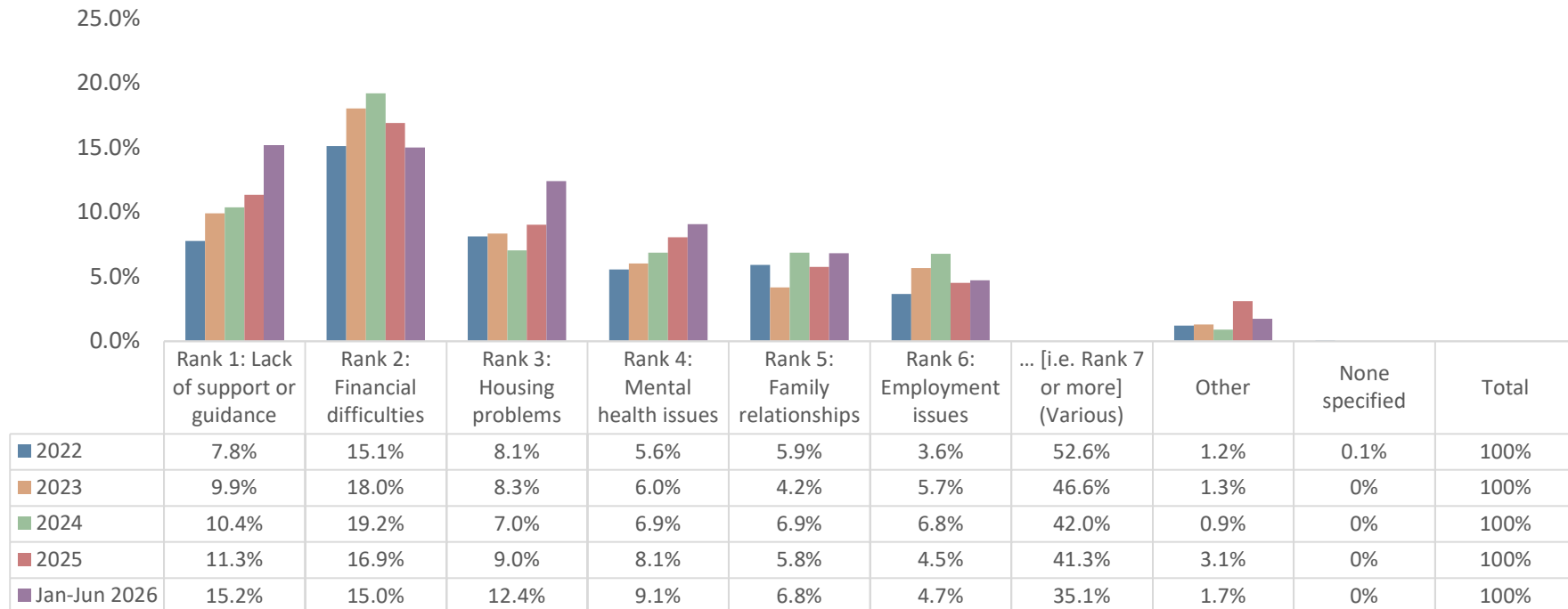


Figure 27: In Jan-Jun 2026, 15.2% of all referrals identified lack of support or guidance as their primary problem/issue at referral.

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. The first six primary issues with the highest proportion of referrals in Jan-Jun 2026 are depicted in the figure above (ranked one through six). The remaining percentage is made up of 'other' and 'none specified', as well as those primary issues that were ranked seventh or higher (grouped together for the figure above).

Appendix A

To compare yearly trends, new and re-contact cases opened are used, as they exclude cases carried over from previous years and provide an indication of incidence

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.

Agency for Community and Therapeutic Services	2022	2023	2024	2025	Jan-Jun 2026
Male	475	461	397	458	191
Female	861	802	743	845	411
X	1	3	1	0	1
Unborn	0	0	1	0	0
Not specified	0	0	0	0	0
Total	1337	1266	1142	1303	603

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

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

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

Child Protection Directorate	2022	2023	2024	2025	Jan-Jun 2026
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Male	744	735	644	769	433
Female	728	705	499	698	373
X	4	8	8	11	4
Unborn	4	5	1	3	5
Not specified	4	3	4	0	0
Total	1484	1456	1156	1481	815

Directorate Alternative Care	2022	2023	2024	2025	Jan-Jun 2026
Male	323	323	339	323	140
Female	397	345	341	301	120
X	0	0	0	1	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	720	668	680	625	260

FSWS Gozo Branch	2022	2023	2024	2025	Jan-Jun 2026
Male	401	529	515	606	309
Female	559	681	696	661	367
X	0	0	5	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	1
Total	960	1210	1216	1267	677

Sedqa	2022	2023	2024	2025	Jan-Jun 2026
Male	691	783	879	907	539
Female	233	252	262	244	178
X	0	0	0	0	0
Unborn	0	0	0	0	0
Not specified	0	0	0	0	0
Total	924	1035	1141	1151	717

Foundation for Social Welfare Services	2022	2023	2024	2025	Jan-Jun 2026
Male	4714	4876	5227	6142	2935
Female	5665	5650	6057	7156	3415
X	5	13	20	22	6
Unborn	4	6	2	3	5
Not specified	4	4	4	0	1
Total	10392	10549	11310	13323	6362

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

Age is calculated based on date of birth.

Agency for Community and Therapeutic Services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	1	0	0
≤17	160	141	124	156	80
18-19	23	37	37	23	20
20-24	91	82	63	71	31
25-29	104	94	77	97	46
30-34	176	156	141	141	71
35-39	201	150	150	188	86
40-44	161	168	132	195	66
45-49	130	141	133	123	63
50-54	88	101	96	104	50
55-59	80	60	70	61	34
60+	123	136	118	144	56
Not specified	0	0	0	0	0
Total	1337	1266	1142	1303	603

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

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

<i>Appogg: Health-related services</i>	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

Child Protection Directorate	2022	2023	2024	2025	Jan-Jun 2026
Unborn	4	5	1	3	5
≤17	1246	1251	971	1400	783
18-19	31	34	66	76	24
20-24	10	8	53	0	3
25-29	24	24	12	1	0
30-34	38	30	12	0	0
35-39	59	33	15	1	0
40-44	32	30	16	0	0
45-49	21	24	5	0	0
50-54	9	10	2	0	0
55-59	8	3	0	0	0
60+	2	4	3	0	0
Not specified	0	0	0	0	0
Total	1484	1456	1156	1481	815

Directorate Alternative Care	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
≤17	196	281	298	263	97

18-19	52	47	33	39	24
20-24	59	24	20	44	30
25-29	42	31	29	26	9
30-34	81	59	48	43	23
35-39	93	69	81	83	30
40-44	93	75	80	65	18
45-49	50	44	46	28	14
50-54	21	17	23	16	7
55-59	10	16	11	7	3
60+	17	5	11	11	3
Not specified	6	0	0	0	2
Total	720	668	680	625	260

FSWS Gozo Branch	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
≤17	69	117	70	46	22
18-19	12	12	11	3	5
20-24	37	29	37	21	15
25-29	61	90	54	57	20
30-34	61	84	69	78	30
35-39	59	85	72	83	42
40-44	45	74	64	63	29
45-49	30	51	45	57	20
50-54	36	50	49	44	27
55-59	21	53	45	62	33
60+	522	564	699	753	433
Not specified	7	1	1	0	1
Total	960	1210	1216	1267	677

Sedqa	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
≤17	3	6	2	4	5
18-19	13	5	5	15	8
20-24	41	48	65	36	32
25-29	86	111	91	111	62
30-34	140	155	159	137	78
35-39	172	192	190	224	159
40-44	179	171	234	208	134
45-49	114	134	148	166	104
50-54	73	92	106	100	45
55-59	48	56	71	72	45
60+	55	64	69	78	45
Not specified	0	1	1	0	0
Total	924	1035	1141	1151	717

Foundation for Social Welfare Services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	4	6	2	3	5
≤17	2001	2082	1816	2218	1196
18-19	194	189	217	232	118
20-24	422	316	441	407	213
25-29	507	504	506	647	282
30-34	710	683	755	772	378
35-39	815	764	899	1061	534
40-44	740	726	877	959	443
45-49	547	572	667	728	372
50-54	423	437	499	510	265
55-59	349	346	389	410	214
60+	3537	3919	4238	5369	2337
Not specified	143	5	4	7	5
Total	10392	10549	11310	13323	6362

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.

Agency for Community and Therapeutic Services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	1	0	0
Maltese	1132	1029	964	1095	467
Non-Maltese	205	237	177	208	136
Not specified	0	0	0	0	0
Total	1337	1266	1142	1303	603

Appogg (All)	2022	2023	2024	2025	Jan-Jun 2026
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

<i>Appogg: Individual or family-related services</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>	<i>Jan-Jun 2026</i>
<i>Unborn</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Maltese</i>	<i>938</i>	<i>906</i>	<i>1511</i>	<i>1895</i>	<i>852</i>
<i>Non-Maltese</i>	<i>428</i>	<i>237</i>	<i>547</i>	<i>651</i>	<i>273</i>
<i>Not specified</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
<i>Total</i>	<i>1366</i>	<i>1144</i>	<i>2058</i>	<i>2546</i>	<i>1125</i>

<i>Appogg: Health-related services</i>	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

Child Protection Directorate	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	5	1	3	5
Maltese	1108	1203	835	1139	661
Non-Maltese	376	248	320	339	149
Not specified	0	0	0	0	0
Total	1484	1456	1156	1481	815

Directorate Alternative Care	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	636	580	577	519	210
Non-Maltese	84	88	103	106	50
Not specified	0	0	0	0	0
Total	720	668	680	625	260

FSWS Gozo Branch	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	719	881	905	966	493
Non-Maltese	241	329	310	301	184
Not specified	0	0	1	0	0
Total	960	1210	1216	1267	677

Sedqa	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	0	0	0	0
Maltese	780	843	978	925	551
Non-Maltese	144	192	163	226	166
Not specified	0	0	0	0	0
Total	924	1035	1141	1151	717

Foundation for Social Welfare Services	2022	2023	2024	2025	Jan-Jun 2026
Unborn	0	6	2	3	5
Maltese	8725	8961	9383	11075	5187
Non-Maltese	1664	1582	1923	2242	1170
Not specified	3	0	2	3	0
Total	10392	10549	11310	13323	6362

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.

Agency for Community and Therapeutic Services	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	248	271	252	308	120
Southern Harbour District	373	331	305	304	132
Northern District	304	263	238	298	145
Southeastern District	243	222	183	191	87
Western District	108	88	124	136	80
Gozo district	12	13	9	10	7
Shelter/ institution/ other residence	7	7	13	6	6
Foreign residence	0	0	0	0	0
Homeless	1	2	4	6	1
Unborn	0	0	0	0	0
Not specified	41	69	14	44	25
Total	1337	1266	1142	1303	603

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	0	0	0
Not specified	114	58	77	310	103
Total	4967	4914	5975	7496	3290

<i>Appogg: Individual or family-related services</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>	<i>Jan-Jun 2026</i>
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	0	0	0
Not specified	84	55	63	147	62
Total	1366	1144	2058	2546	1125

<i>Appogg: Health-related services</i>	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	0	0	0
Not specified	30	3	14	163	41
Total	3601	3770	3917	4950	2165

Child Protection Directorate	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	345	312	216	340	195
Southern Harbour District	309	330	233	283	182
Northern District	218	266	229	297	128
Southeastern District	318	257	202	253	150
Western District	156	138	83	136	86
Gozo district	72	52	58	78	40
Shelter/ institution/ other residence	6	23	88	51	21
Foreign residence	0	0	0	1	2
Homeless	0	1	3	2	0
Unborn	0	0	0	3	5
Not specified	60	77	44	37	6
Total	1484	1456	1156	1481	815

Directorate Alternative Care	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	158	163	153	135	60
Southern Harbour District	110	132	146	132	51
Northern District	137	96	100	106	49
Southeastern District	131	105	105	99	42
Western District	75	70	77	68	22
Gozo district	16	18	18	21	6
Shelter/ institution/ other residence	45	57	52	34	14
Foreign residence	3	0	0	0	0
Homeless	2	0	1	1	2
Unborn	0	0	0	0	0
Not specified	43	27	28	29	14

Total	720	668	680	625	260
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FSWS Gozo Branch	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	26	40	32	49	29
Southern Harbour District	9	19	25	20	13
Northern District	15	23	17	30	16
Southeastern District	9	21	22	21	10
Western District	6	9	7	18	12
Gozo district	852	1002	1060	1079	563
Shelter/ institution/ other residence	4	7	6	4	5
Foreign residence	0	0	0	0	0
Homeless	8	18	14	10	8
Unborn	0	0	0	0	0
Not specified	31	71	33	36	21
Total	960	1210	1216	1267	677

Sedqa	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	285	319	332	352	242
Southern Harbour District	225	249	324	313	150
Northern District	142	159	159	117	118
Southeastern District	125	168	145	154	72
Western District	80	77	93	83	49
Gozo district	31	17	19	29	7
Shelter/ institution/ other residence	8	5	15	19	18
Foreign residence	0	0	1	0	0
Homeless	3	7	8	8	14
Unborn	0	0	0	0	0
Not specified	25	34	45	76	47
Total	924	1035	1141	1151	717

Foundation for Social Welfare Services	2022	2023	2024	2025	Jan-Jun 2026
Northern Harbour District	2599	2638	2767	2981	1454
Southern Harbour District	2198	2297	2428	2351	1140
Northern District	1440	1461	1586	1780	858
Southeastern District	1587	1569	1586	1673	812
Western District	1038	942	1056	1062	517
Gozo district	1011	1133	1209	1281	650
Shelter/ institution/ other residence	91	122	325	1530	646
Foreign residence	3	2	1	3	4
Homeless	111	49	111	127	60
Unborn	0	0	0	3	5
Not specified	314	336	241	532	216
Total	10392	10549	11310	13323	6362

Appendix B

Service descriptions

Service	Description
Foundation for Social Welfare Services (FSWS)	The Foundation is composed of 3 agencies and 3 Directorates which provide social welfare services: - Agency for Community and Therapeutic Services (ACTS) - Appogg Agency (Appogg) - o Appogg (Indiv): Individual or Family related services - o Appogg (Health): Health-related services - Sedqa Agency (Sedqa) - Child Protection Directorate (CP) - Directorate for Alternative Care [Children and Youth] (DAC) - FSWS Gozo Branch Directorate (Gozo Branch) Further information about the agencies/directorates and their services can be found on www.fsws.gov.mt
Agency for Community and Therapeutic Services	The Agency has the objective to work with families, individuals, and communities in reaching their social and therapeutic goals. The two main branches of ACTS are the Community Services and the Psychotherapeutic Services.
Agenzija Appogg	The Agency offers quality psycho-social welfare services to individuals and families inclusive of all diversities through empowering, advocating and safeguarding the well-being of these persons. For statistical purposes the services were subdivided into: • <u>Individuals or family-related services</u>: <i>Intake & Family Support Service; Human Trafficking; Appogg Homeless Service; Domestic Violence Unit; Domestic Violence Risk Assessment Service; Għabex Shelter Service; Stop! The Violence and Abuse; Child to Parent Violence; LGBTIQ+ Wellbeing Service; Emergency Service; Programm Ulied Darna; Supportline 179; Hotline and Helpline.</i> • <u>Health-related services</u>: <i>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.</i>
Child Protection Directorate	The Directorate operates under the legal framework of the Minors Protection (Alternative Care) Act, Chapter 602 of the laws of Malta. It mainly investigates reports of child maltreatment and provides assessments and recommendations in relation to child-related items stemming out of separation court proceedings.
Directorate for Alternative Care	The Directorate aims to safeguard the wellbeing of all children in out of home care, vulnerable youths and young adults.
FSWS Gozo Branch	The Directorate provides an array of services found within Malta but its services are located in Gozo. The services range from psycho-social welfare services to individuals and families, work in reaching social and therapeutic goals, and safeguard the wellbeing of all children in out of home care, vulnerable youths and young adults.
Agenzija Sedqa	The Agency provides preventive, medical and social services to address 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.

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 areas addressed

Variable	Definition
Addictions related	Services that address 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. <i>Services: Addictions Community Service; Kommunita' Santa Marija Residential Rehabilitation Programme; Substance Misuse In-Patients Unit; Substance Misuse Out-Patients Unit.</i>
Alternative care	Services that support the care provided to children who cannot remain with their parents or primary caregivers, including kinship care, foster care, residential care, and other approved care arrangements. <i>Services: Adoption Service; Aftercare Service; Community Homes Service; Fostering Service (Malta & Gozo); High Support Service; Looked After Children Service (Malta & Gozo).</i>

Child access	Services that support and monitor contact between a child and a parent, family member, or significant person. <i>Services: Court Services (Malta & Gozo); Supervised Access Visits Service (Malta & Gozo).</i>
Child protection	Services that assess and respond to concerns regarding a child's safety, well-being, and protection from abuse, neglect, exploitation, or other forms of harm. <i>Services: Child Protection Service.</i>
Domestic violence	Services that assess and respond to concerns regarding Domestic abuse violence (also referred to as "intimate partner violence"), supporting the victims, perpetrators and their families. <i>Services: Child to Parent Violence; Domestic Violence Service (Malta & Gozo); Għabex Shelter Service; Stop! The Violence and Abuse Service.</i>
Elderly needs	Services that address the needs of elderly persons such as support to access care and equipment. <i>Services: St. Vincent De Paule Hospital Social Work Service.</i>
Employment	Services which address issues concerning employment of youths (including unemployment). <i>Services: Embark for Life Service.</i>
General social work	Non-specialised social work services that provide assessment, support, guidance, advocacy, and intervention to individuals and families experiencing a wide range of social, personal, family, financial, housing, health, or relationship-related difficulties. <i>Services: ACTS Community Services (Birkirkara, Cottonera, Mosta, Msida, Northern Harbour, Paulo Freire Institute, Qawra, Southern, Valletta, Western, Zabbar); Intake & Family Support Services; Generic Social Work Service (Gozo); Marsalforn Community Service.</i>
Health related	Services that provide social work support in relation to 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. <i>Services: Mater Dei Hospital Social Work Service; Banniena Service; Primary Health Care Service; Sir Anthony Mamo Oncology Centre Social Work Service; Gozo General Hospital Social Work Service.</i>
Homeless	Services that provide social work support to individuals and families who are homeless, living in temporary or insecure accommodation, or at risk of homelessness. <i>Services: Homeless Service (Malta & Gozo).</i>
Human trafficking	Services that provide social work support to those experiencing 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). <i>Service: Human Trafficking Service.</i>

Mental health related	Services that provide social work support to individuals and families where issues may arise when mental health conditions (both diagnosed and undiagnosed) may substantially impact one or more major life activity. <i>Services: Mental Health Care Services (Bormla, Floriana, Mtarfa); Children and Young People's Service; Qormi Health Centre Social Work Service; Gozo Prison Project; Gozo General Hospital Psychiatric Unit Social Work Service services; Psychological Services (Gozo).</i>
Parenting skills	Services that support parents and caregivers in developing and strengthening their parenting skills, confidence, and capacity to meet their children's needs. <i>Services: The Incredible Years Programme; Home-start (Malta & Gozo).</i>
Sexuality related	Services that support and empower LGBTQ+ and their families through comprehensive psycho-social support, community engagement and advocacy. <i>Services: LGBTQ+ Wellbeing Service.</i>
Therapeutic needs	Services that provide therapeutic interventions to address the needs of individuals, families, and groups and support their well-being. <i>Services: Home Based Therapeutic Services; Psychotherapeutic Services</i>
Youth empowerment	Services that support young people in developing their skills, confidence, resilience, and social participation, enabling them to make positive life choices and achieve their potential. <i>Services: Youth Empowerment Initiatives; Youth in Focus Service.</i>

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.
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.

Types of abuse/presenting concern

Variable	Definition
At Risk	Situations where there is risk of any form of abuse. This is most commonly found in re-contact situations where the family is monitored so that abuse does not re-occur. This may be recorded alongside another type of abuse where there is both an indicated abuse and a risk of further abuse.
Emotional Abuse	Behaviour that causes psychological harm, including insults, put-downs, injuring or harming the victim's pets, harming the victim's objects, ignoring the victim, refraining from communicating with the victim, verbal threats, humiliation, etc.
Physical Abuse	Any form of unwanted physical harm, such as pushing, punching, burns and bruises, fractures, throwing of objects, stabbing, use of weapons, etc.
Neglect	Failure to meet basic needs, including financial neglect, neglecting to feed the person, neglecting basic hygiene requirements etc.
Sexual abuse	Any form of unwanted sexual activity, ranging from forcing the individual to watch pornography to rape. Includes actions such as, forcing the victim to participate in sexual activities against their will, forcing them to watch the perpetrator engage in sexual activity with another person, etc.
Cybercrime	Abuse or criminal activity carried out through digital or online platforms.
Parental alienation	A situation where a child's relationship with a parent (or a parent's extended family) or grandparent is negatively influenced or disrupted by the actions of another parent. Includes actions such as manipulation or conveying of exaggerated or false information by the other parent. The situation most often arises during a divorce or custody battles, but it can happen in intact families as well.
Unaccompanied minor	This is a child traveling (often migrating illegally) without the presence of a legal guardian.

Maltese districts

District	Towns
Northern Harbour District	Birkirkara, Gzira, Hamrun, Msida, Pembroke, Pieta, Qormi, San Giljan, San Gwann, Santa Venera, Sliema, Swieqi, Ta Xbiex.
Southern Harbour District	Birgu, Bormla, Fgura, Floriana, Isla, Kalkara, Luqa, Marsa, Paola, Santa Lucija, Tarxien, Valletta, Xghajra, Zabbar.
Southeastern District	Birzebbugia, Ghaxaq, Gudja, Kirkop, Marsaskala, Marsaxlokk, Mqabba, Qrendi, Safi, Zejtun, Zurrieq.
Western District	Attard, Balzan, Dingli, Iklin, Lija, Mdina, Mtarfa, Rabat, Siggiewi, Zebbug.
Northern District	Gharghur, Mellieha, Mgarr, Mosta, Naxxar, San Pawl il Bahar.
Gozo and Comino	Rabat, Fontana, Ghajnsielem, Gharb, Ghasri, 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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