

Foundation for Social Welfare Services

Appogg

Yearly

Statistical Report

2019

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2020

Reporting on:

January to December

2019



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Online version

Foundation for Social Welfare Services

Appogg Half-Yearly Statistical Report 2019

Foundation for Social Welfare Services, Malta
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Introduction

This report provides, in tabular format, the statistical information regarding the services within Appogg. The tables include, but are not limited to, the number of cases worked with, individuals worked with, number of referrals, new and re-contact cases, cases closed, and key demographic details. This information provides an indication of service performance and is used to determine the profiles of service users attending the various services. For further information regarding the aims and activities of the services, please refer to the website: fsws.gov.mt

The data contained in this report is based on information submitted by the services to the Research Team in January 2020. Where applicable, the report provides data on an individual level as well as on a family level. It is important to note that the same individuals may stop and start attending a given service multiple times in the reporting year and/or may be attending one or more services concurrently within the reporting period. As a result, the summing up of services may lead to an over-estimation of the number of individuals attending the agency.

This report would not have been possible without the kind assistance of each worker who diligently provided the data and of the people who keyed in all the data. This report was compiled with the assistance of Petra Borg.

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

List of Acronyms

Acronym	Description
Benniena	Benniena Service
CYPS	Child and Young People's Service
DVU	Domestic Violence Unit
Ghabex	Ghabex Shelter
IFSS	Intake & Family Support Service
IFSS-HT	Intake & Family Support Service – Human Trafficking
MDH	Mater Dei Hospital Social Work Service
MMHCS	Mtarfa Mental Health Care Service
PHCS	Primary Health Care Service
PUD	Progett Ulied Darna
PUD – Progett Tereza	Progett Ulied Darna – Progett Tereza
PUD-Generic	Progett Ulied Darna – Generic Programme
QHC	Qormi Health Centre Social Work Service
S!TVA	Stop! The Violence and Abuse
SAMOC	Oncology Social Work Service
SPL179	Supportline 179
SVDP	St Vincent De Paule

Executive Summary

The following tables summarise the main statistics reported by the Appogg services.

	Total cases worked with	Individuals worked with
Intake & Family Support Service	1532	1485
Human Trafficking	48	48
Domestic Violence Unit	1324	1300
Ghabex Shelter	37	36
Stop! The Violence and Abuse	83	83
Mater Dei Hospital Social Work Service	3188	2996
Benniena Service	212	202
Oncology Social Work Service	527	522
Qormi Health Centre Social Work Service	184	181
St Vincent De Paule Social Work Service	424	403
Primary Health Care Service	105	104
Mtarfa Mental Health Care Service	62	58
Child and Young People's Service	533	533
Home Start - Malta	56	53

Service	Other information
Emergency	195 interventions with 448 persons
Progett Uljed Darna	Average of 1 new allocation and 0 known cases per month
Progett Tereza	Donations: 123 received and 68 tackled Requests: 58 received and 33 tackled
Hotline	290 reports
Helpline	415 reports
SPL179	Total of 19220 calls out of which 13567 were genuine

Intake & Family Support Service

The Intake and Family Support Service (IFSS) provides social work support to referred individuals and families who do not require specialised services. The social work aspects of this service are provided as part of the intake and assessment service. This service is provided to voluntary service users and as a result, they agree to work in partnership with the social worker assigned.

IFSS: Number of cases worked with in the year January – December 2019	
	2019
New	791
Re-contact	175
Known	566
Total cases worked with	1532
Number of individuals worked with	1485

IFSS: Number of referrals							
Number of cases referred by month and year of referral							
	2013	2014	2015	2016	2017	2018	2019
Jan	129	138	103	104	87	49	93
Feb	123	90	116	122	102	109	80
Mar	113	118	110	118	114	87	71
Apr	133	149	109	113	85	94	90
May	126	99	94	131	70	101	84
Jun	146	111	99	100	75	78	86
Jul	158	113	101	104	110	93	93
Aug	163	130	102	159	91	84	60
Sep	126	111	80	115	90	100	69
Oct	149	94	94	108	70	94	66
Nov	89	68	83	95	84	86	45
Dec	64	77	67	83	67	60	62
Total	1519	1298	1158	1352	1045	1035	899

IFSS: Number of new and re-contact cases							
Number of cases by month and year of service opened							
	2013	2014	2015	2016	2017	2018	2019
Jan	125	137	109	107	80	79	112
Feb	121	98	104	127	100	109	77
Mar	114	117	107	112	125	108	113
Apr	131	150	118	96	69	133	105
May	129	98	84	133	62	96	93
Jun	126	105	88	92	68	77	94
Jul	154	110	113	101	80	118	70
Aug	161	138	139	159	83	98	85
Sep	120	114	85	112	47	88	59
Oct	131	85	96	111	99	104	61
Nov	85	65	74	98	70	107	38
Dec	56	66	60	65	89	90	59
Total	1453	1283	1177	1313	972	1207	966

IFSS: Referrals by primary problem* January – December 2019	
	2019
Addiction	3
Anger management	0
Behaviour problems	65
Bereavement	0
Child abuse	21
Child care or access	25
Disability related issues	9
Domestic violence	14
Eating disorder	0
Elderly needs	1
Employment issues	5
Family relations/ relationships	114
Financial difficulties	42
Fostering or adoption	3
Gender related issues	0
Health related issues	6
Homeless	259
Housing problems	74
Human trafficking	0
Lack of support or guidance	46
Legal issues	20
Marital problems	36
Mental health issues	65
Migrant related issues	3
Pregnancy related issues	3
Relationship problems	23
School related problems	9
Self-harm or suicide	15
Separation related issues	20
Sexual harassment or abuse	1
Multiple issues	0
Other	17
Not specified	0
Total	899

**Clients may have multiple problems but this table only reports the primary issue as reported by the client.*

IFSS: Case service opened by age and sex January – December 2019					
	Male	Female	Unborn child	Not specified	Total
<1	3	5	0	0	8
1-5	19	14	0	0	33
6-10	23	13	0	0	36
11-15	22	24	0	0	46
16-17	9	15	0	0	24
18-19	22	11	0	0	33
20-24	57	45	0	0	102
25-29	40	51	0	0	91
30-34	49	62	0	0	111
35-39	56	63	0	0	119
40-44	51	50	0	0	101
45-49	40	42	0	0	82
50-54	32	25	0	0	57
55-59	33	37	0	0	70
≥60	23	30	0	0	53
Not specified	0	0	0	0	0
Total	479	487	0	0	966

IFSS: Case service opened by district January – December 2019	
	2019
Northern Harbour District	230
Southern Harbour District	196
South Eastern District	195
Western District	87
Northern District	69
Gozo	12
Homeless	100
Shelter or institution	11
Foreign residence	0
Not specified	66
Total	966

IFSS: Number of new cases							
Number of cases by month and year opened							
	2013	2014	2015	2016	2017	2018	2019
Jan	97	95	82	105	75	67	96
Feb	100	80	79	121	90	95	65
Mar	83	90	75	106	114	94	99
Apr	105	121	101	84	64	120	80
May	108	83	71	122	52	79	77
Jun	91	76	78	85	57	68	79
Jul	123	91	109	94	73	101	54
Aug	118	109	133	149	74	81	65
Sep	90	93	85	106	37	74	52
Oct	90	78	96	101	88	84	46
Nov	65	56	72	82	66	90	32
Dec	51	52	53	59	80	78	46
Total	1121	1024	1034	1214	870	1031	791

IFSS: Number of cases closed							
Number of cases closed by month and year of closure							
	2013	2014	2015	2016	2017	2018	2019
Jan	205	347	111	97	154	82	104
Feb	65	260	445	100	70	66	87
Mar	6	28	132	93	99	91	119
Apr	47	63	82	123	103	96	133
May	72	75	89	131	127	47	70
Jun	121	205	66	70	77	62	46
Jul	210	201	19	120	65	119	103
Aug	129	164	58	98	165	109	31
Sep	131	32	87	100	48	34	85
Oct	101	65	101	136	81	98	74
Nov	58	77	77	105	56	37	86
Dec	120	1	66	15	44	63	67
Total	1265	1518	1333	1188	1089	904	1005

IFSS – Human Trafficking Service

The Malta Police Force informs the Ministry for the Family and Social Solidarity about each case of human trafficking. The Ministry then provides social support through social work interventions provided by Appogg’s Human Trafficking Services. The social workers within the service interview, assess, counsel and provide support to the potential victims.

All cases reported concern cases of Labour Exploitation.

IFSS - HT: Number of cases worked with in the year January – December 2019	
	2019
New	9
Re-contact	0
Known	39
Total cases worked with	48
Number of individuals worked with	48

IFSS - HT: Number of referrals Number of cases referred by month and year of referral	
	2019
Jan	0
Feb	0
Mar	5
Apr	0
May	0
Jun	1
Jul	0
Aug	0
Sep	0
Oct	1
Nov	1
Dec	2
Total	10

IFSS - HT: Number of new and re-contact cases	
Number of cases by month and year of service opened	
	2019
Jan	0
Feb	0
Mar	0
Apr	5
May	0
Jun	1
Jul	0
Aug	0
Sep	0
Oct	1
Nov	0
Dec	2
Total	9

IFSS - HT: Number of new cases	
Number of cases by month and year opened	
	2019
Jan	0
Feb	0
Mar	0
Apr	5
May	0
Jun	1
Jul	0
Aug	0
Sep	0
Oct	1
Nov	0
Dec	2
Total	9

IFSS - HT: Case service opened by age and sex January – December 2019			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	1	1	2
25-29	1	1	2
30-34	2	1	3
35-39	0	1	1
40-44	0	1	1
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	0	0	0
Not specified	0	0	0
Total	4	5	9

IFSS - HT: Case service opened by district and sex January – December 2019			
	Male	Female	Total
Northern Harbour District	3	2	5
Western District	0	2	2
Northern District	1	0	1
Southern Harbour District	0	1	1
South Eastern District	0	0	0
Gozo	0	0	0
Shelter	0	0	0
Not specified	0	0	0
Total	4	5	9

IFSS - HT: Number of cases closed
Number of cases closed by month and year of closure

	2019
Jan	0
Feb	6
Mar	0
Apr	9
May	5
Jun	2
Jul	3
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
Total	25

Domestic Violence Service

The Domestic Violence Service provides a service to adults who suffer abuse in family and intimate relationships.

DVU: Number of cases worked with in the year January – December 2019	
	2019
New	683
Re-contact	68
Known	573
Total cases worked with	1324
Number of individuals worked with	1300

DVU: Number of referrals Number of cases referred by month and year of referral																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	40	52	35	42	52	49	57	42	30	52	42	49	40	34	36	16	91
Feb	55	37	37	49	46	51	35	38	45	26	46	44	35	41	42	42	104
Mar	35	44	41	52	56	35	43	42	47	39	36	36	42	39	26	51	86
Apr	45	42	27	43	43	40	31	40	39	48	48	49	47	42	32	51	87
May	85	47	41	40	50	32	39	55	52	54	67	42	49	38	51	49	89
Jun	60	47	36	44	34	29	36	56	29	59	52	46	56	38	63	57	83
Jul	44	50	36	58	57	46	51	60	49	44	49	63	63	52	43	61	112
Aug	51	39	35	58	58	53	30	68	64	43	55	51	50	60	41	51	108
Sep	33	35	39	48	23	55	33	61	43	35	39	45	40	35	47	54	120
Oct	64	36	39	52	43	33	46	45	55	53	40	42	35	32	52	89	103
Nov	40	31	39	57	33	34	32	43	58	45	31	36	45	36	40	75	81
Dec	38	38	26	47	29	22	21	45	46	39	41	32	35	20	34	69	85
Total	590	498	431	590	524	479	454	595	557	537	546	535	537	467	507	665	1149

DVU: Number of new and re-contact cases																	
Number of cases by month and year of service opened																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	41	52	34	44	51	44	61	35	32	53	27	42	38	28	30	12	68
Feb	55	36	37	50	46	34	25	35	19	34	31	41	32	40	25	37	79
Mar	35	44	43	54	57	28	39	36	42	48	26	45	22	36	16	31	56
Apr	45	42	26	43	42	33	26	33	25	30	27	30	32	43	40	30	17
May	85	47	41	40	51	29	29	43	39	37	34	30	29	36	52	46	140
Jun	60	47	35	44	34	22	23	50	19	31	23	29	40	34	55	29	79
Jul	44	51	36	50	51	27	50	49	23	36	24	67	54	55	34	62	90
Aug	50	39	37	52	51	41	28	58	38	40	43	34	33	59	35	41	34
Sep	33	35	38	58	20	42	36	48	30	31	31	27	35	31	42	42	45
Oct	63	37	38	52	26	29	40	19	19	38	41	44	37	31	42	55	45
Nov	40	31	37	57	25	44	31	32	43	36	26	24	31	33	36	29	63
Dec	38	38	26	47	25	20	19	31	26	24	34	20	20	19	23	40	35
Total	589	499	428	591	479	393	407	469	355	438	367	433	403	445	430	454	751

DVU: Number of new cases																	
Number of cases by month and year opened																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	26	36	25	38	21	32	41	20	19	36	18	26	21	19	20	9	62
Feb	34	24	27	39	28	25	15	17	15	25	20	27	24	25	19	21	76
Mar	26	27	32	39	34	23	27	23	30	34	16	28	16	26	15	23	52
Apr	28	28	20	34	21	20	20	22	15	17	21	12	24	33	32	20	16
May	52	38	32	38	25	22	19	29	19	29	22	20	23	27	40	33	131
Jun	43	34	29	34	17	13	15	34	14	16	14	21	30	30	39	19	72
Jul	26	35	29	25	28	17	31	31	13	23	16	45	46	49	29	36	81
Aug	38	28	25	18	33	27	15	33	28	29	27	22	17	44	27	31	29
Sep	21	25	22	32	15	31	24	35	21	20	20	19	30	26	33	31	38
Oct	36	27	33	34	16	19	24	8	13	27	32	30	23	26	37	41	40
Nov	27	27	23	22	17	33	23	21	28	26	17	13	27	27	29	23	54
Dec	26	30	20	20	20	16	11	22	21	18	20	13	12	16	18	32	32
Total	383	359	317	373	275	278	265	295	236	300	243	276	293	348	338	319	683

DVU: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	1	4	5
18-19	2	14	16
20-24	2	55	57
25-29	1	62	63
30-34	5	74	79
35-39	9	96	105
40-44	6	101	107
45-49	6	58	64
50-54	8	46	54
55-59	6	32	38
≥60	20	75	95
Not specified	0	0	0
Total	66	617	683

DVU: Case opened by district January – December 2019	
	2019
Northern Harbour District	208
Southern Harbour District	161
South Eastern District	128
Northern District	99
Western District	67
Gozo and Comino	12
Homeless, shelter or institution	1
Foreign residence	0
Not specified	7
Total	683

**DVU: Case opened by type of abuse and year case opened
January – December 2019**

	2015	2016	2017	2018	2019
At risk of abuse	-	-	-	-	0
At risk & emotional	-	-	-	-	24
At risk & physical	-	-	-	-	7
At risk, emotional & financial	-	-	-	-	6
At risk, emotional & physical	-	-	-	-	25
At risk, emotional, physical & financial	-	-	-	-	15
At risk, emotional, physical, financial & sexual	-	-	-	-	4
At risk, emotional, physical, neglect & financial	-	-	-	-	1
At risk, emotional, physical & sexual	-	-	-	-	1
Emotional	42	48	36	48	133
Emotional & neglect	0	0	17	1	0
Emotional & financial	28	20	7	17	19
Emotional & physical	103	123	91	109	247
Emotional & sexual	2	2	2	2	10
Emotional, physical & sexual	20	9	6	12	32
Emotional, physical & neglect	0	0	22	5	0
Emotional, physical & financial	55	54	28	27	82
Emotional, neglect & sexual	0	0	1	0	0
Emotional, financial & sexual	2	0	2	1	6
Emotional, physical, neglect & sexual	1	0	7	2	0
Emotional, physical, financial & sexual	12	14	5	14	37
Neglect & financial	1	0	2	0	0
Financial	0	3	0	1	1
Physical	16	19	19	12	26
Physical & financial	1	2	0	0	5
Physical & sexual	1	0	1	0	0
Physical, neglect & sexual	0	0	1	0	0
Physical, financial & sexual	0	1	0	0	0
Prostitution	0	0	0	0	0
Rape	0	0	0	0	0
Sexual	0	0	0	0	2
Human trafficking	0	0	3	0	0
None	0	0	1	0	0
Not specified	9	53	87	68	0
Total	293	348	338	319	683

DVU: Number of cases closed
Number of cases closed by month and year of closure

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	24	40	36	79	25	35	38	36	94	46	32	31	43	29	47	32	17
Feb	23	37	24	55	33	22	27	20	15	43	33	33	39	24	22	36	55
Mar	23	22	23	77	59	11	23	21	32	41	12	25	27	22	46	22	32
Apr	43	8	51	42	45	14	29	44	24	33	36	32	36	31	27	29	20
May	40	65	22	69	35	22	22	88	39	23	56	35	33	27	30	31	59
Jun	43	79	7	83	66	4	29	24	27	29	25	26	29	5	37	25	131
Jul	44	29	5	60	51	68	16	19	23	33	45	50	34	35	18	21	85
Aug	39	35	16	52	40	34	18	20	40	50	24	49	26	31	27	30	86
Sep	101	46	23	121	30	33	36	17	33	27	25	40	26	33	5	12	75
Oct	47	20	36	87	42	50	20	60	22	30	27	32	24	21	8	30	5
Nov	23	27	46	63	24	42	48	52	64	39	27	23	25	18	8	17	91
Dec	48	34	7	56	31	14	59	3	33	29	33	25	78	15	1	11	93
Total	498	442	296	844	481	349	365	404	446	423	375	401	420	291	276	296	749

Ghabex Shelter

Ghabex Shelter provides emergency shelter to women and their children by offering them a safe place away from direct personal harm

Ghabex: Number of cases* worked with in the year January – December 2019	
	2019
New	33
Re-contact	2
Known	2
Total cases worked with	37
Number of individuals worked with	36

Ghabex: Total number of days and nights stayed by clients* who attended Ghabex January – December 2019		
	Days	Nights
Total number	3361	3324
Average per client	90.8	89.8

* 36 individuals, of which 1 attended more than once (1 re-admission) = 37 admissions

Ghabex: Number of cases worked with by number of accompanying children

January – December 2019

	New	Re-contact	Known	Total
None	33	2	2	37
1 child	0	0	0	0
2 children	0	0	0	0
3 children	0	0	0	0
4 children	0	0	0	0
5 children	0	0	0	0
Not specified	0	0	0	0
Total	33	2	2	37

Ghabex: Number of referrals

Number of cases referred by month and year of referral

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	8	4	0	1	4	4	4	4	3	4	3	7	7	2	4	4	2
Feb	4	5	0	0	3	5	1	2	2	4	5	3	5	1	1	2	0
Mar	6	6	0	0	5	3	5	5	2	3	9	6	4	4	3	4	1
Apr	8	9	3	1	6	3	4	3	7	2	2	3	3	7	3	4	4
May	5	11	8	5	2	4	5	4	3	3	7	6	4	7	5	4	4
Jun	4	11	5	5	8	4	9	7	2	0	5	7	7	3	6	5	4
Jul	13	5	5	6	7	4	6	7	0	2	7	7	0	7	6	5	3
Aug	15	8	3	10	3	8	7	6	7	5	6	9	6	7	5	5	3
Sep	5	3	2	9	1	6	2	2	4	2	6	9	9	2	5	6	3
Oct	6	6	3	5	0	0	3	2	0	4	7	8	1	10	6	2	2
Nov	11	1	1	8	2	2	4	1	3	5	4	4	1	8	4	5	3
Dec	12	8	1	5	3	4	3	6	5	4	4	1	1	12	3	3	5
Total	97	77	31	55	44	47	53	49	38	38	65	70	48	70	51	49	34

Ghabex: Number of new and re-contact cases
Number of cases by month and year of service opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	8	4	5	1	4	4	4	4	3	4	3	7	7	2	4	4	0
Feb	4	5	5	0	5	5	1	2	2	4	5	3	5	1	1	2	0
Mar	6	6	5	1	5	3	5	5	2	3	9	6	4	4	3	4	11
Apr	8	9	5	1	7	4	4	3	7	2	2	3	3	7	3	4	3
May	5	11	8	21	4	4	5	4	3	2	7	6	4	7	5	4	0
Jun	4	11	7	11	8	4	8	7	2	0	5	7	7	3	6	5	3
Jul	13	5	10	10	6	4	6	7	0	3	7	7	0	7	6	5	5
Aug	14	8	5	12	5	8	7	6	7	5	6	8	6	7	5	5	4
Sep	5	3	5	9	2	6	2	2	4	2	6	10	9	2	5	6	2
Oct	7	6	4	6	0	0	3	2	0	4	7	8	1	10	6	2	5
Nov	11	1	3	8	2	2	4	1	3	5	4	4	1	8	4	5	0
Dec	11	9	10	10	5	4	2	6	5	4	4	1	1	12	3	3	2
Total	96	78	72	90	53	48	51	49	38	38	65	70	48	70	51	49	35

Ghabex: Number of new cases
Number of cases by month and year opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	7	4	4	0	3	3	4	3	3	3	3	6	5	1	3	3	0
Feb	3	4	3	0	3	2	1	0	2	3	2	2	4	0	0	2	0
Mar	6	2	3	0	5	3	5	3	1	2	9	3	1	2	0	1	10
Apr	8	7	3	1	4	5	3	2	6	1	2	3	2	6	2	2	3
May	5	3	5	5	2	4	5	3	1	2	5	4	3	5	4	1	0
Jun	3	4	4	4	5	3	6	6	2	0	5	4	5	2	4	3	3
Jul	11	4	4	6	5	2	3	6	0	2	7	6	0	4	3	5	5
Aug	9	7	2	5	4	6	6	6	6	2	6	7	5	6	4	0	4
Sep	4	4	3	4	1	5	0	1	3	1	2	8	6	1	4	4	1
Oct	5	3	3	3	0	0	0	1	0	4	6	7	0	8	5	0	5
Nov	10	1	2	4	2	2	3	1	2	2	3	4	1	6	2	5	0
Dec	7	5	5	4	3	2	0	4	3	2	3	0	1	12	3	2	2
Total	78	48	41	36	37	37	36	36	29	24	53	54	33	53	34	28	33

**Ghabex: Case opened by type of abuse
January – December 2019**

	Total
At risk of abuse	0
At risk & emotional	3
At risk & physical	1
At risk, emotional & financial	1
At risk, emotional & physical	1
At risk, emotional, physical, neglect & financial	3
At risk, emotional, physical, neglect, financial & sexual	2
Emotional	2
Emotional & physical	5
Emotional & sexual	0
Emotional & financial neglect	1
Emotional & neglect	0
Emotional, physical & neglect	1
Emotion, physical & financial	4
Emotional, physical & sexual	1
Emotion, financial & sexual	1
Emotion, physical, financial & sexual	2
Emotional, physical, neglect & sexual	0
Emotional, physical, neglect & financial	1
Emotional, physical, neglect, financial & sexual	1
Neglect only	0
Physical only	3
Physical & neglect	0
Physical & sexual	0
None specified	0
Total	33

Ghabex: Case opened by district January – December 2019	
	2019
Northern District	12
Northern Harbour District	7
Southern Harbour District	7
South Eastern District	3
Western District	2
Gozo	1
Shelter or institution	1
Homeless	0
Foreign	0
Not specified	0
Total	33

Ghabex: Number of cases closed Number of cases closed by month and year of closure																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	5	6	5	3	6	5	3	2	0	4	3	7	6	1	4	1	0
Feb	10	3	2	0	6	4	0	2	3	2	3	4	5	1	4	5	0
Mar	5	8	10	0	5	6	6	4	3	6	6	4	3	5	5	2	0
Apr	9	10	7	1	4	5	4	6	3	2	7	6	2	7	3	3	0
May	5	12	10	9	5	3	7	3	5	1	7	5	4	5	3	6	0
Jun	3	8	10	13	8	3	8	6	3	2	7	6	6	2	3	1	15
Jul	13	5	5	8	4	6	3	6	2	1	6	8	1	6	8	5	3
Aug	16	9	6	13	5	5	7	2	5	5	5	8	8	8	3	4	3
Sep	6	6	3	6	3	5	2	7	6	3	3	9	8	5	6	7	0
Oct	6	6	3	3	2	3	4	6	0	3	10	4	4	10	4	2	0
Nov	13	3	3	11	2	3	5	0	1	4	2	5	4	5	6	6	0
Dec	5	8	7	6	2	4	3	5	6	4	5	2	1	11	6	2	6
Total	96	84	71	73	52	52	52	49	37	37	64	68	52	66	55	44	27

Emergency Service

The social work service is provided to anyone requiring emergency assistance and support after working hours, on weekends or public holidays.

This is the first time data for this service is being reported within the statistical report

Emergency: Total number of interventions			
Number of interventions by month and year			
	2017	2018	2019
Jan	9	5	30
Feb	5	8	23
Mar	6	12	31
Apr	6	11	10
May	5	6	12
Jun	1	12	15
Jul	8	6	16
Aug	9	10	8
Sep	4	18	18
Oct	6	15	11
Nov	7	20	12
Dec	5	26	9
Total	71	149	195

Emergency: Total number of people reached			
Number of people reached through interventions by attendee and year			
	2017	2018	2019
Adults	160	223	244
Children	111	156	204
Total	271	379	448

Emergency: Total number of hours provided			
Total number of hours of interventions provided by year			
	2017	2018	2019
Total	270.75	591.25	940.75

Stop! The Violence and Abuse

Stop! The Violence and Abuse (S!TVA) was formerly known as the Managing Abusive Behaviour Service (MABS). The aim of S!TVA is to provide a structured program to the abusive partner who is willing to work on changing their abusive attitudes and behaviour.

S!TVA: Number of cases worked with in the year January – December 2019	
	2019
New	33
Re-contact	4
Known	46
Total cases worked with	83
Number of individuals worked with	83

S!TVA: Number of referrals Number of cases referred by month and year of referral															
	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	4	3	2	2	7	4	3	3	4	2	4	2	4	5	7
Feb	9	1	6	2	8	2	3	1	6	2	0	5	4	1	4
Mar	4	0	1	1	5	5	3	3	3	2	5	6	1	5	3
Apr	1	0	8	1	5	7	2	13	7	9	6	5	1	1	5
May	5	0	6	2	4	4	0	4	5	1	7	7	4	1	3
Jun	1	0	3	0	6	5	4	7	5	5	3	3	4	5	5
Jul	0	7	1	4	4	9	0	2	6	4	4	5	5	1	5
Aug	3	8	4	8	2	4	4	2	1	3	2	2	4	5	5
Sep	4	5	5	1	4	6	2	3	4	3	4	4	4	2	3
Oct	2	6	4	2	4	4	1	6	3	6	2	5	4	5	5
Nov	3	3	5	0	1	7	6	4	4	6	2	0	1	3	3
Dec	3	3	3	0	3	2	2	2	3	3	4	0	3	0	3
Total	39	36	48	23	53	59	30	50	51	46	43	44	39	34	51

S!TVA: Number of new and re-contact cases
Number of cases by month and year of service opened

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	4	3	2	2	7	3	4	3	2	2	4	2	4	5	3
Feb	8	2	5	2	9	1	3	1	5	2	0	4	4	0	2
Mar	4	1	1	1	3	5	3	3	3	2	5	6	1	5	2
Apr	1	3	8	1	4	4	2	13	6	6	6	5	1	1	7
May	5	3	6	3	3	3	0	4	3	1	7	8	4	1	0
Jun	1	1	3	0	4	3	4	7	5	5	3	3	4	5	4
Jul	0	2	1	4	4	5	0	2	6	4	3	5	5	1	2
Aug	1	5	4	7	2	6	4	2	1	2	2	2	4	5	4
Sep	4	4	1	1	3	4	3	3	3	2	4	4	4	2	1
Oct	2	3	4	2	4	2	1	5	3	5	2	5	4	5	2
Nov	3	5	5	0	3	7	5	4	3	7	2	0	1	3	10
Dec	3	4	1	0	3	2	1	2	2	2	4	0	3	0	0
Total	36	36	41	23	49	45	30	49	42	40	42	44	39	33	37

S!TVA: Number of new cases
Number of cases by month and year opened

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	4	3	2	1	7	3	4	2	1	1	4	2	3	5	2
Feb	5	2	5	2	8	1	2	1	5	2	0	4	4	0	2
Mar	4	2	1	1	2	4	3	2	3	0	5	6	1	5	1
Apr	1	3	7	0	3	4	2	12	4	6	5	5	1	1	7
May	6	4	5	2	3	3	0	2	2	1	6	6	2	1	0
Jun	1	1	3	0	3	2	3	6	4	5	3	3	4	5	4
Jul	0	2	1	3	2	5	0	2	6	3	3	5	4	1	1
Aug	0	3	3	6	2	5	4	2	1	2	2	2	3	5	3
Sep	1	2	1	1	4	4	3	3	1	2	3	3	4	1	1
Oct	2	2	2	2	3	2	1	4	2	5	2	5	3	5	2
Nov	2	3	4	0	1	6	3	4	2	6	1	0	1	3	10
Dec	3	0	1	0	3	1	1	2	2	2	4	0	3	0	0
Total	29	27	35	18	41	40	26	42	33	35	38	41	33	32	33

S!TVA: Case opened by district January – December 2019	
	2019
Southern Harbour District	9
Northern Harbour District	8
South Eastern District	7
Western District	6
Northern District	3
Gozo and Comino	0
Foreign residence	0
Shelter	0
Not specified	0
Total	33

S!TVA: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	0	0	0
18-19	1	0	1
20-24	1	2	3
25-29	3	0	3
30-34	4	2	6
35-39	5	0	5
40-44	4	0	4
45-49	4	1	5
50-54	2	0	2
55-59	0	0	0
≥60	4	0	4
Not specified	0	0	0
Total	28	5	33

S!TVA: Number of cases closed
Number of cases closed by month and year of closure

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	0	0	4	3	1	10	5	9	0	1	14	19	1	1	1
Feb	0	0	1	3	1	4	0	0	14	25	8	0	1	9	6
Mar	0	6	0	0	6	2	0	0	5	0	3	3	2	0	1
Apr	1	0	0	0	3	1	1	1	5	0	2	1	0	2	0
May	9	0	1	12	0	1	0	2	2	3	0	4	0	2	0
Jun	1	0	0	2	2	4	0	3	3	3	2	5	4	0	4
Jul	0	0	3	0	4	1	0	1	0	5	1	0	0	4	4
Aug	0	17	21	1	11	1	0	2	11	1	2	2	0	0	1
Sep	0	3	8	2	3	0	4	7	4	0	2	3	1	1	0
Oct	5	0	3	0	5	2	40	0	2	1	2	0	0	1	0
Nov	0	0	0	0	22	2	0	2	0	2	1	5	1	1	0
Dec	0	12	0	0	3	4	2	9	2	2	1	6	1	0	0
Total	16	38	41	23	61	32	52	36	48	43	38	48	11	21	17

Mater Dei Hospital Social Work Service

The Mater Dei Hospital Social Work Service (MDH) caters for patients referred from the various wards of the general hospital and aims to enhance the quality of the service user's stay at the hospital, and facilitate the service users' transition from hospital back to their home in the community or other services.

MDH: Number of cases worked with in the year January – December 2019	
	2019
New	1477
Re-contact	472
Known	1238
Total cases worked with	3188
Number of individuals worked with	2996

MDH: Number of referrals Number of cases referred by month and year of referral																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	42	105	83	105	130	93	109	126	117	167	190	175	168	140	222	159	201
Feb	76	48	71	70	95	83	97	112	110	178	201	133	117	134	176	229	199
Mar	45	52	85	72	109	75	102	88	126	147	152	152	147	139	165	196	178
Apr	62	46	84	47	91	70	91	103	117	149	171	134	167	100	145	152	151
May	78	41	70	50	69	111	87	104	92	146	163	132	124	136	126	160	168
Jun	84	44	81	49	87	76	82	80	101	111	111	108	124	91	155	147	144
Jul	83	62	47	41	86	70	29	103	111	127	159	138	159	129	148	168	161
Aug	79	77	64	39	97	84	26	101	106	137	151	145	134	136	172	218	153
Sep	58	42	70	28	87	75	6	82	102	117	128	145	123	123	150	148	142
Oct	66	57	68	44	84	58	1	90	107	163	146	117	114	129	130	189	140
Nov	63	55	63	44	92	71	0	101	113	108	134	113	104	119	129	175	153
Dec	67	47	53	18	46	48	2	94	106	143	117	146	128	143	141	131	152
Total	803	676	839	607	1073	914	632	1184	1308	1693	1823	1638	1609	1519	1859	2072	1942

MDH: Number of new and re-contact cases

Number of cases by month and year of service opened																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	26	63	49	105	110	89	105	124	114	168	190	175	168	139	222	159	201
Feb	46	31	35	70	77	76	98	112	107	177	203	133	117	137	176	228	199
Mar	27	44	44	72	91	64	100	86	128	147	152	152	147	136	165	196	180
Apr	31	44	28	47	85	55	87	105	111	149	171	137	167	103	145	152	150
May	39	37	28	50	62	91	87	102	91	146	163	134	124	136	126	159	167
Jun	45	43	40	49	75	52	78	80	101	111	110	108	124	91	155	147	143
Jul	46	45	42	41	81	56	27	103	111	127	160	138	159	129	148	168	162
Aug	48	51	57	39	81	45	26	102	103	137	151	145	134	136	172	219	157
Sep	34	41	68	28	75	37	6	86	102	117	128	145	123	123	150	148	144
Oct	50	46	66	44	79	17	1	89	107	163	146	117	114	129	130	189	140
Nov	42	49	65	44	81	33	0	101	115	108	135	113	104	119	129	175	154
Dec	45	45	53	18	32	17	2	95	106	143	117	146	128	143	141	131	152
Total	479	539	575	607	929	632	617	1185	1296	1693	1826	1643	1609	1521	1859	2071	1949

MDH: Number of new cases Number of cases by month and year opened																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	32	59	69	115	97	78	99	124	111	150	156	140	131	111	182	127	148
Feb	54	28	65	74	64	68	86	112	95	155	165	109	92	116	147	177	158
Mar	27	39	77	98	80	58	88	86	120	124	133	132	125	112	134	154	134
Apr	39	36	65	65	76	51	77	103	109	128	135	118	124	78	115	127	116
May	42	36	50	81	50	80	80	97	81	132	122	120	100	108	101	113	137
Jun	47	35	48	69	62	51	69	80	94	96	99	91	101	70	123	103	105
Jul	46	43	36	78	68	47	23	96	105	112	136	112	119	102	121	107	117
Aug	47	47	52	83	69	38	24	95	98	115	125	129	108	107	138	145	120
Sep	40	36	57	53	70	35	6	80	94	99	112	130	96	99	109	113	109
Oct	49	44	62	72	72	15	1	85	99	133	124	98	88	98	102	139	108
Nov	46	42	67	91	72	29	0	96	105	92	115	94	87	76	102	129	117
Dec	43	40	51	60	27	16	2	90	92	112	109	118	103	119	111	104	108
Total	512	485	699	939	807	566	555	1144	1203	1448	1531	1391	1274	1196	1485	1538	1477

**MDH: Case opened by age and sex
January – December 2019**

	Male	Female	Sex not specified	Total
≤17	37	57	0	94
18-19	1	5	0	6
20-24	13	9	0	22
25-29	12	17	0	29
30-34	11	7	0	18
35-39	11	13	0	24
40-44	9	9	0	18
45-49	10	8	0	18
50-54	10	7	0	17
55-59	22	14	0	36
≥60	553	621	0	1174
Not specified	10	11	0	21
Total	699	778	0	1477

**MDH: Case opened by district
January – December 2019**

	2019
Northern Harbour District	463
Southern Harbour District	385
South Eastern District	230
Northern District	198
Western District	177
Gozo and Comino	7
Shelter or institution	8
Foreign residence	0
Homeless	2
Not specified	7
Total	1477

MDH: Number of cases closed
Number of cases closed by month and year of closure

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	18	76	19	56	29	37	38	6	126	105	186	139	55	115	180	163	120
Feb	21	13	35	81	49	46	30	22	95	129	127	178	99	153	168	143	180
Mar	31	13	46	82	50	76	36	106	133	173	221	116	140	165	186	161	143
Apr	17	61	45	94	40	79	23	62	92	165	160	126	119	109	125	199	141
May	26	60	15	65	65	55	60	75	104	109	129	126	140	97	124	179	196
Jun	26	77	26	56	63	50	103	87	80	123	116	130	126	88	125	140	160
Jul	34	32	36	79	79	84	53	68	71	102	133	108	131	131	185	174	204
Aug	42	59	46	51	53	54	13	70	131	123	123	76	85	99	127	169	155
Sep	19	38	38	33	61	32	7	105	87	111	144	116	156	124	145	124	170
Oct	26	43	78	29	57	37	2	72	65	103	123	184	173	158	142	165	102
Nov	35	36	43	62	199	37	2	91	144	126	114	96	78	112	181	113	120
Dec	80	55	60	54	19	9	0	50	106	121	94	63	95	66	102	193	149
Total	375	563	487	742	764	596	367	814	1234	1490	1670	1458	1397	1417	1790	1923	1840

Benniena Service

This service provides social work interventions to women and their families to help some deal with unwanted pregnancies, crises during pregnancy or to support others in their concerns about child bearing.

Benniena: Number of cases worked with in the year January – December 2019	
	2019
New	74
Re-contact	23
Known	115
Total cases worked with	212
Number of individuals worked with	202

Benniena: Number of referrals Number of cases referred by month and year of referral																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	43	39	28	13	25	19	1	16	12	14	11	17	17	9	10	8	17
Feb	28	22	22	19	18	15	0	11	10	19	10	9	8	11	11	15	13
Mar	24	22	31	33	18	12	0	15	13	19	11	8	21	17	15	12	5
Apr	27	26	35	24	15	31	1	6	16	22	20	19	21	10	12	9	9
May	23	24	19	30	24	28	0	6	12	29	33	9	11	6	8	10	18
Jun	20	33	23	20	32	19	1	9	15	29	7	15	13	5	10	9	6
Jul	31	34	11	32	28	24	0	16	19	22	12	24	23	9	10	8	5
Aug	53	29	9	18	12	17	1	17	18	24	14	10	23	7	13	7	5
Sep	35	38	14	19	16	11	4	12	20	13	9	21	7	9	14	5	1
Oct	25	27	3	11	20	23	6	8	17	5	11	23	4	13	10	3	9
Nov	26	15	10	12	15	14	8	14	21	10	16	25	7	9	10	16	4
Dec	25	19	0	11	8	6	6	11	13	11	5	15	5	8	3	5	5
Total	360	328	205	242	231	219	28	141	186	217	159	195	160	113	126	107	97

Benniena: Number of new and re-contact cases
Number of cases by month and year of service opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	43	20	27	13	22	10	1	17	10	14	11	17	17	9	10	9	17
Feb	30	43	20	19	17	10	0	11	10	19	10	9	8	11	11	15	13
Mar	22	23	28	33	18	1	0	15	13	19	11	8	21	17	15	12	5
Apr	27	24	32	24	15	6	1	6	17	22	20	19	21	10	12	9	6
May	24	24	18	30	19	6	0	6	12	29	33	9	11	6	8	10	12
Jun	20	36	22	20	32	7	1	9	14	29	7	15	13	5	10	9	15
Jul	31	36	20	32	24	2	0	16	19	22	12	24	23	9	10	8	5
Aug	32	32	27	18	9	2	1	17	17	24	14	10	23	7	13	7	5
Sep	48	41	37	19	16	3	4	12	21	13	9	21	7	9	14	5	1
Oct	26	28	28	11	20	6	6	8	16	5	11	23	4	13	10	3	9
Nov	28	15	27	12	14	9	8	14	21	10	16	25	7	9	10	16	4
Dec	27	19	17	11	8	2	5	11	13	11	5	15	5	8	3	5	5
Total	358	341	303	242	214	64	27	142	183	217	159	195	160	113	126	108	97

Benniena: Number of new cases
Number of cases by month and year opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	40	20	27	13	19	6	1	16	10	11	11	12	15	9	9	4	12
Feb	28	42	20	19	17	8	0	11	10	18	8	6	6	10	11	9	10
Mar	23	23	28	32	16	1	0	15	12	17	9	6	20	16	14	10	3
Apr	25	22	32	24	13	5	1	6	16	21	16	15	14	10	10	6	6
May	23	24	18	29	18	6	0	5	12	27	13	9	10	6	7	9	10
Jun	20	29	22	21	28	7	1	9	13	27	5	15	10	5	10	9	13
Jul	31	32	20	32	22	2	0	14	17	20	11	24	12	9	8	5	5
Aug	31	31	27	18	9	2	1	16	16	24	13	10	11	7	11	7	4
Sep	48	38	37	20	14	3	4	11	19	10	8	20	5	9	11	5	1
Oct	24	25	28	11	19	7	6	8	16	5	8	20	3	12	8	3	3
Nov	27	13	27	12	12	9	8	12	21	9	13	25	5	8	7	11	3
Dec	27	19	17	10	7	1	5	10	13	10	2	14	2	8	3	3	4
Total	347	318	303	241	194	57	27	133	175	199	117	176	113	109	109	81	74

Benniena: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	1	13	14
18-19	0	10	10
20-24	1	18	19
25-29	1	7	8
30-34	0	6	6
35-39	0	8	8
40-44	0	2	2
45-49	0	0	0
50-54	0	0	0
55-59	0	1	1
≥60	0	0	0
Not specified	0	6	6
Total	3	71	74

Benniena: Case opened by district January – December 2019	
	2019
Southern Harbour District	26
Northern Harbour District	22
South Eastern District	13
Northern District	6
Western District	3
Gozo and Comino	2
Shelter or institution	2
Foreign residence	0
Not specified	0
Total	74

Benniena: Number of cases closed
Number of cases closed by month and year of closure

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	41	40	7	0	10	0	6	10	26	9	11	12	2	2	8	23	8
Feb	65	50	12	1	19	0	3	9	20	13	15	7	5	7	8	3	5
Mar	35	30	20	17	16	0	5	7	8	8	11	15	3	9	10	9	13
Apr	34	24	21	15	7	0	0	0	8	15	27	8	23	3	14	13	13
May	22	24	21	17	12	0	0	3	4	33	11	11	8	6	11	19	5
Jun	24	5	24	10	19	0	0	1	4	16	4	8	22	8	4	9	7
Jul	14	10	15	23	12	0	8	30	13	19	11	1	22	8	6	14	9
Aug	22	2	25	22	19	1	0	7	25	15	9	19	29	12	11	11	5
Sep	22	66	17	4	13	0	1	3	11	32	13	20	6	8	9	8	12
Oct	48	17	26	22	20	0	0	27	15	45	10	2	19	16	7	14	19
Nov	14	65	40	12	1	0	1	6	33	4	9	27	6	26	15	15	4
Dec	40	4	16	21	1	0	0	5	10	9	14	3	16	0	1	2	7
Total	381	337	244	164	149	1	24	108	177	218	145	133	161	105	104	140	107

Oncology Social Work Service

The aim of the Oncology Social Work Service is to provide immediate social work support to patients receiving treatment from Sir Antony Mamo Oncology Centre (SAMOC) and to their families.

SAMOC: Number of cases worked with in the year January – December 2019	
	2019
New	280
Re-contact	23
Known	224
Total cases worked with	527
Number of individuals worked with	522

SAMOC: Number of referrals Number of cases referred by month and year of referral																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	9	7	8	8	13	18	15	18	19	19	8	3	15	23	23	22	32
Feb	9	11	11	10	17	22	15	11	21	13	10	9	14	37	24	20	27
Mar	3	8	16	10	15	13	12	15	26	24	14	2	16	21	28	33	26
Apr	4	4	7	9	14	18	10	19	11	17	12	4	15	25	25	30	28
May	10	10	2	6	19	17	7	14	19	11	5	6	12	21	34	27	27
Jun	6	7	0	16	10	14	12	17	19	17	6	6	23	21	28	29	23
Jul	6	7	6	7	5	11	11	15	15	16	7	22	14	22	30	28	19
Aug	5	15	0	11	5	13	17	10	10	14	4	10	15	15	35	40	27
Sep	3	8	7	8	3	8	11	9	8	8	3	3	26	18	24	20	32
Oct	5	2	10	7	6	16	17	7	2	6	7	8	22	20	27	35	25
Nov	3	10	8	8	5	6	9	14	3	9	7	10	19	16	19	29	32
Dec	1	10	5	3	4	15	4	13	2	4	7	1	15	18	20	17	32
Total	64	99	80	103	116	171	140	162	155	158	90	84	206	257	317	330	330

SAMOC: Number of new and re-contact cases
Number of cases by month and year of service opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	18	7	9	14	13	17	14	13	19	19	7	2	8	16	31	12	28
Feb	16	11	12	32	17	21	13	14	10	13	11	9	5	31	25	22	26
Mar	4	8	16	37	15	13	13	15	30	22	13	2	12	24	25	29	32
Apr	9	4	7	30	13	18	10	19	12	18	14	4	15	23	28	23	27
May	18	11	2	20	19	17	7	13	17	14	5	6	7	19	30	23	30
Jun	13	7	0	13	10	14	11	18	17	14	6	6	25	25	15	18	23
Jul	10	9	5	5	6	10	12	12	14	19	6	22	15	19	33	32	20
Aug	10	18	0	11	5	13	17	11	12	9	5	10	11	14	29	35	22
Sep	4	8	7	6	2	8	10	9	7	9	3	4	14	17	13	18	26
Oct	7	2	10	8	6	15	18	7	3	11	7	8	21	20	22	33	24
Nov	11	9	9	9	6	5	9	13	2	9	7	10	16	23	17	26	28
Dec	4	9	5	3	4	14	4	12	2	4	6	2	15	16	13	13	17
Total	124	103	82	188	116	165	138	156	145	161	90	85	164	247	281	284	303

SAMOC: Number of new cases
Number of cases by month and year opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	7	7	8	22	13	17	12	12	19	18	7	3	6	13	28	10	26
Feb	9	11	11	42	17	21	15	11	10	11	11	7	5	27	24	21	23
Mar	4	8	17	47	15	12	11	15	29	19	11	2	12	23	25	26	31
Apr	9	5	7	39	13	19	11	19	11	18	13	4	15	23	27	21	25
May	8	11	2	26	19	18	7	12	15	14	5	5	7	19	28	21	29
Jun	7	7	0	29	10	12	9	17	17	12	6	5	23	24	12	17	21
Jul	6	8	5	6	6	10	12	10	13	19	6	22	15	18	32	31	18
Aug	7	16	0	11	5	12	15	11	12	8	5	9	11	13	27	32	21
Sep	4	8	7	8	2	9	10	7	6	9	1	4	13	16	11	16	23
Oct	6	2	10	8	6	15	18	10	3	11	7	8	20	20	21	31	21
Nov	7	9	8	8	6	5	9	11	2	9	7	10	16	22	16	24	26
Dec	2	9	5	3	4	13	4	11	2	3	5	0	14	16	12	11	16
Total	76	101	80	249	116	163	133	146	139	151	84	79	157	234	263	261	280

SAMOC: Case opened by district January – December 2019	
	2019
Northern Harbour District	82
Southern Harbour District	69
Northern District	40
Western District	39
South Eastern District	37
Gozo and Comino	9
Shelter or institution	3
Homeless	1
Not specified	0
Total	280

SAMOC: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	6	7	13
18-19	0	0	0
20-24	0	2	2
25-29	2	2	4
30-34	1	2	3
35-39	4	2	6
40-44	5	4	9
45-49	4	7	11
50-54	8	6	14
55-59	12	11	23
≥60	103	92	195
Not specified	0	0	0
Total	145	135	280

SAMOC: Number of cases closed
Number of cases closed by month and year of closure

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	3	1	9	9	4	10	15	6	0	4	21	2	11	11	40	89	37
Feb	5	9	3	3	1	14	2	5	3	7	9	14	13	12	10	32	16
Mar	2	1	18	18	5	12	4	17	15	5	10	7	3	3	24	18	36
Apr	11	2	7	7	6	28	8	0	1	8	7	0	8	12	21	19	35
May	3	1	5	5	5	7	0	0	6	2	17	1	6	17	17	49	34
Jun	6	19	0	0	14	6	4	10	2	26	5	8	9	79	27	10	37
Jul	8	7	0	2	8	14	2	1	6	12	14	2	4	8	22	15	14
Aug	5	0	0	2	1	12	10	1	2	7	4	4	1	9	38	69	18
Sep	2	0	0	0	8	8	4	5	5	12	14	5	32	16	23	16	29
Oct	2	13	0	3	6	10	9	1	19	7	2	10	1	15	12	20	28
Nov	2	2	11	0	4	11	6	0	0	11	9	7	8	21	17	16	19
Dec	5	1	0	1	2	11	11	0	1	22	16	0	17	21	19	9	18
Total	54	56	53	50	64	143	75	46	60	123	128	60	113	224	270	362	321

Qormi Health Centre Social Work Service

The aim of the Qormi Health Centre Social Work Service (QHC) is to provide community social work support to persons within the Qormi, Zebbug and Siggiewi localities.

QHC: Number of cases worked with in the year January – December 2019	
	2019
New	29
Re-contact	26
Known	129
Total cases worked with	184
Number of individuals worked with	181

QHC: Number of referrals Number of cases referred by month and year of referral																		
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	4	0	4	4	8	5	3	2	1	8	6	3	9	4	8	15	6	2
Feb	8	3	6	5	10	4	3	2	3	4	3	3	5	8	5	3	13	5
Mar	4	1	3	5	1	10	2	2	7	4	3	4	6	3	2	4	5	5
Apr	13	1	6	4	3	4	2	3	2	8	4	5	6	5	5	3	4	4
May	3	3	8	5	4	1	3	1	2	2	2	4	4	4	4	5	3	4
Jun	8	6	7	5	1	1	3	4	4	4	2	2	3	5	6	7	6	7
Jul	4	3	6	2	5	2	4	0	5	6	4	1	3	3	6	8	3	3
Aug	1	3	6	3	7	4	3	0	3	11	4	3	2	4	5	3	2	5
Sep	6	4	6	3	4	1	1	3	4	4	2	5	4	4	4	7	3	7
Oct	5	3	6	7	6	2	2	1	0	3	2	12	3	3	4	5	5	2
Nov	4	4	4	4	4	2	3	1	4	6	2	9	3	3	6	4	7	6
Dec	7	4	5	5	8	0	2	2	2	0	2	0	0	0	1	2	2	2
Total	67	35	67	52	61	36	31	21	37	60	36	51	48	46	56	66	59	52

QHC: Number of new and re-contact cases																		
Number of cases by month and year of service opened																		
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	4	1	8	11	8	7	3	2	1	8	6	3	10	2	5	14	4	3
Feb	10	4	11	8	9	2	1	3	3	4	3	3	4	5	11	3	16	6
Mar	4	1	5	12	4	8	9	2	7	4	3	3	2	3	4	3	9	6
Apr	13	5	11	11	5	3	2	2	2	8	1	5	8	8	0	4	3	4
May	4	3	16	8	4	1	3	1	2	2	4	4	5	2	8	5	4	4
Jun	7	11	12	9	1	1	1	4	4	3	3	1	3	7	7	6	4	7
Jul	5	7	7	5	6	1	2	0	5	8	2	1	1	0	7	8	3	2
Aug	1	6	9	8	10	4	0	0	3	13	7	3	3	4	5	4	3	4
Sep	4	5	6	10	5	1	1	3	4	4	2	7	5	4	3	6	3	6
Oct	2	6	9	14	7	2	1	1	0	3	3	12	8	6	5	5	4	5
Nov	7	6	6	6	4	3	3	1	4	6	3	8	3	7	3	6	8	6
Dec	5	7	7	10	8	0	4	2	2	0	2	2	0	1	5	1	2	2
Total	66	62	107	112	71	33	30	21	37	63	39	52	52	49	63	65	63	55

QHC: Number of new cases																		
Number of cases by month and year opened																		
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	3	1	4	4	5	6	1	0	1	6	4	3	7	2	3	11	2	3
Feb	9	2	5	5	5	4	1	1	2	3	3	2	3	2	9	2	10	2
Mar	4	1	3	5	1	5	7	1	5	1	0	1	0	1	3	2	7	4
Apr	11	1	6	4	3	4	1	2	1	5	0	3	6	5	0	3	3	2
May	2	2	8	5	4	0	2	1	1	2	3	3	3	0	4	3	3	2
Jun	6	6	7	5	0	1	1	3	3	1	1	0	0	4	5	4	4	2
Jul	3	3	6	2	6	1	2	0	5	5	2	1	1	0	1	4	1	0
Aug	1	3	7	3	6	3	0	0	2	12	3	3	0	2	4	3	3	3
Sep	4	4	3	3	3	1	1	2	4	3	2	3	3	1	1	2	3	3
Oct	2	3	6	7	6	2	1	1	0	3	1	5	6	4	3	3	3	1
Nov	4	4	3	3	3	2	3	0	2	3	1	1	3	4	3	6	6	5
Dec	5	4	7	6	7	0	3	1	2	0	0	2	0	1	4	1	1	2
Total	54	34	65	52	49	29	23	12	28	44	20	27	32	26	40	44	46	29

QHC: Case service opened by town and sex January – December 2019			
	Male	Female	Total
Qormi	13	16	29
Zebbug (Malta)	3	9	12
Siggiewi	3	5	8
Other	0	5	5
Not specified	0	1	1
Total	19	36	55

QHC: Number of cases closed Number of cases closed by month and year of closure																		
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	10	2	4	19	2	12	1	2	5	10	8	8	2	3	2	1	3	2
Feb	7	9	2	14	4	0	1	0	4	3	3	10	1	10	2	13	8	6
Mar	5	6	6	6	8	9	2	2	1	4	1	3	10	1	5	4	3	2
Apr	6	10	7	8	4	2	3	1	3	3	2	1	23	2	5	0	9	6
May	7	4	13	17	3	2	10	0	1	5	4	4	6	1	1	3	4	6
Jun	6	4	3	13	1	3	6	1	8	2	4	4	2	1	6	11	0	3
Jul	7	4	9	4	8	2	9	8	6	5	0	0	7	7	1	3	1	4
Aug	4	10	5	7	5	3	3	4	2	8	4	3	2	1	6	9	0	2
Sep	2	2	19	1	2	3	3	7	1	3	7	4	0	6	3	0	2	0
Oct	6	7	16	5	7	5	0	0	1	3	2	7	1	7	1	10	4	7
Nov	10	1	13	5	4	2	2	1	3	8	7	4	6	13	3	1	5	18
Dec	2	3	10	7	7	5	2	2	1	3	4	1	0	11	4	2	0	4
Total	72	62	107	106	55	48	42	28	36	57	46	49	60	63	39	57	39	60

St. Vincent De Paul Social Work Service

This social work service was set up to cater for the psycho-social needs of residents at St. Vincent de Paul residence (SVDP). The service also carries out assessments of elderly persons living in the community with the aim of referring them to other appropriate services.

Residential Services

SVDP-Residential: Number of cases worked with in the year January – December 2019	
	2019
New	186
Re-contact	41
Known	197
Total cases worked with	424
Number of individuals worked with	403

SVDP-Residential: Number of referrals Number of cases referred by month and year of referral																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	17	18	17	22	29	11	17	13	34	30	27	30	15	15	17	12	10
Feb	24	24	22	21	8	9	12	8	12	38	16	24	20	9	15	10	20
Mar	31	29	20	18	12	6	7	12	16	22	48	16	18	7	10	9	33
Apr	13	20	23	20	16	8	1	12	20	39	23	20	7	20	6	6	33
May	16	22	18	14	31	15	1	9	35	17	21	20	10	15	12	12	25
Jun	21	23	22	17	20	9	2	9	40	12	22	25	12	10	3	12	15
Jul	25	19	23	20	19	9	14	15	22	22	23	21	18	9	6	5	18
Aug	23	8	12	18	19	19	10	15	16	22	24	20	9	16	7	8	8
Sep	11	14	10	10	18	15	17	7	30	30	28	35	13	13	8	6	15
Oct	17	20	13	11	14	20	21	21	34	25	13	19	13	11	7	6	19
Nov	7	17	13	12	22	16	23	12	28	11	17	18	6	6	5	11	20
Dec	6	18	19	13	13	16	15	19	1	19	12	14	8	2	8	12	12
Total	211	232	212	196	221	153	140	152	288	287	274	262	149	133	104	109	228

SVDP-Residential: Number of new and re-contact cases
Number of cases by month and year of service opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	23	30	17	23	26	11	17	13	36	30	25	29	15	14	17	10	10
Feb	25	22	22	21	8	8	12	8	13	38	18	24	20	10	15	12	20
Mar	32	30	21	18	11	7	7	12	16	22	48	16	18	7	10	9	34
Apr	12	21	25	21	16	8	1	12	21	39	23	21	6	20	6	6	33
May	17	24	18	16	41	15	1	9	37	17	21	20	11	15	12	13	25
Jun	20	27	26	16	39	19	2	9	40	12	22	24	12	10	3	11	15
Jul	27	17	24	21	24	20	14	15	23	22	23	21	18	9	6	6	18
Aug	24	8	12	17	20	18	10	14	15	22	24	21	9	16	7	8	7
Sep	14	12	11	7	20	22	17	7	31	30	28	35	13	13	8	6	17
Oct	20	19	13	6	18	20	20	20	34	25	13	19	13	11	7	5	19
Nov	7	17	14	6	22	25	22	12	27	11	17	18	6	6	5	11	18
Dec	20	18	19	14	19	26	15	19	1	19	12	14	8	2	8	13	11
Total	241	245	222	186	264	199	138	150	294	287	274	262	149	133	104	110	227

SVDP-Residential: Number of new cases
Number of cases by month and year opened

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	20	27	17	21	27	11	16	13	29	19	13	14	14	6	11	8	7
Feb	24	22	22	20	8	7	11	8	11	28	12	18	18	5	11	10	17
Mar	31	28	19	18	11	7	7	12	14	14	41	13	12	4	6	6	33
Apr	12	22	22	21	16	6	1	12	18	34	13	14	3	14	4	4	31
May	15	21	19	15	30	13	1	8	23	8	11	15	7	5	10	10	24
Jun	21	24	22	16	19	9	1	9	26	6	16	14	10	6	1	7	12
Jul	23	17	25	20	19	9	14	12	16	9	9	6	10	5	6	5	12
Aug	22	9	14	18	19	19	10	12	13	13	16	10	7	10	5	4	3
Sep	12	11	10	9	18	15	16	7	19	8	20	13	7	6	4	6	14
Oct	15	20	10	11	14	20	20	17	26	16	7	12	7	7	4	4	13
Nov	6	17	15	12	22	16	22	8	21	4	12	11	1	1	3	9	12
Dec	15	14	20	14	13	16	15	16	0	9	9	6	4	1	5	9	8
Total	216	232	215	195	216	148	134	134	216	168	179	146	100	70	70	82	186

SVDP-Residential: Case opened by district and sex January – December 2019			
	Male	Female	Total
Northern Harbour District	24	34	58
Southern Harbour District	26	21	47
South Eastern District	22	15	37
Western District	9	10	19
Northern District	9	5	14
Gozo	0	3	3
Not specified	2	6	8
Total	92	94	186

SVDP-Residential: Number of cases closed Number of cases closed by month and year of closure																	
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Jan	19	32	14	0	0	9	17	8	32	25	22	24	10	5	21	5	3
Feb	24	22	20	15	0	12	12	5	21	35	18	19	17	9	9	6	17
Mar	32	29	15	18	1	5	7	10	18	12	18	14	17	11	6	5	29
Apr	11	23	20	21	0	4	1	8	14	22	46	15	5	8	5	8	39
May	14	22	18	15	0	20	1	8	31	1	21	23	20	8	10	6	35
Jun	21	19	17	16	0	16	2	4	42	4	17	18	6	21	5	8	26
Jul	22	17	22	0	26	11	10	1	30	9	21	15	11	8	8	10	20
Aug	22	10	11	0	25	15	0	0	17	16	23	21	10	12	5	7	14
Sep	12	12	8	0	28	17	3	0	28	35	23	36	8	11	1	4	14
Oct	14	15	9	0	24	15	8	0	31	16	26	16	11	1	11	1	12
Nov	11	10	9	0	25	15	0	0	17	21	15	21	6	6	3	3	20
Dec	14	15	16	0	27	16	0	0	9	13	10	14	3	8	9	4	7
Total	216	226	179	85	156	155	61	44	290	209	260	236	124	108	93	67	236

Primary Health Care Service

Primary Health social work services (PHCS) are offered from Bormla (Cospicua) and Birkirkara Health Centres. The social work service is voluntary and service users are not obliged to accept referrals to the Social Worker Clinic.

PHCS: Number of cases worked with in the year January – December 2019	
	2019
New	33
Re-contact	1
Known	71
Total cases worked with	105
Number of individuals worked with	104

PHCS: Number of referrals Number of cases referred by month and year of referral					
	2015	2016	2017	2018	2019
Jan	-	6	3	4	4
Feb	-	7	4	3	7
Mar	-	1	1	1	3
Apr	-	4	3	1	3
May	-	1	1	3	1
Jun	-	1	4	2	1
Jul	-	3	3	4	4
Aug	2	3	3	3	3
Sep	2	4	3	2	5
Oct	2	2	8	2	4
Nov	1	2	0	3	3
Dec	0	4	0	0	2
Total	7	38	33	28	40

PHCS: Source of referral	
Number of cases referred and source of referral	
	2019
Birkirkara health centre	27
Bormla (Cospicua) health centre	5
Floriana health centre	3
Mosta health centre	3
Paola health centre	2
Rabat (Malta) health centre	0
Gzira health centre	0
Qormi health centre	0
Total	40

PHCS: Number of new and re-contact cases					
Number of cases by month and year of service opened					
	2015	2016	2017	2018	2019
Jan	-	6	3	3	3
Feb	-	6	4	2	5
Mar	-	1	1	4	5
Apr	-	4	1	0	1
May	-	1	1	3	1
Jun	-	1	4	3	1
Jul	-	3	4	3	3
Aug	2	2	2	4	2
Sep	2	4	2	1	1
Oct	2	2	4	2	7
Nov	1	2	1	2	1
Dec	0	4	0	2	4
Total	7	36	27	29	34

PHCS: Case service opened by age and sex January – December 2019			
	Male	Female	Total
≤17	0	0	0
18-19	1	0	1
20-24	0	0	0
25-29	0	1	1
30-34	0	2	2
35-39	0	0	0
40-44	1	1	2
45-49	0	2	2
50-54	2	0	2
55-59	0	2	2
≥60	8	14	22
Not specified	0	0	0
Total	12	22	34

PHCS: Case service opened by district and sex January – December 2019			
	Male	Female	Total
Northern Harbour District	6	12	18
Southern Harbour District	3	4	7
Western District	2	2	4
Northern District	1	2	3
South Eastern District	0	2	2
Gozo	0	0	0
Not specified	0	0	0
Total	12	22	34

PHCS: Number of new cases					
Number of cases by month and year opened					
	2015	2016	2017	2018	2019
Jan	-	6	3	3	3
Feb	-	6	4	2	5
Mar	-	1	1	4	5
Apr	-	4	1	0	1
May	-	1	1	3	1
Jun	-	1	4	3	1
Jul	-	3	4	3	3
Aug	2	2	2	4	1
Sep	2	4	2	1	1
Oct	2	2	4	2	7
Nov	1	2	1	2	1
Dec	0	4	0	2	4
Total	7	36	27	29	33

PHCS: Number of cases closed					
Number of cases closed by month and year of closure					
	2015	2016	2017	2018	2019
Jan	-	0	0	0	0
Feb	-	0	5	0	0
Mar	-	0	5	0	1
Apr	-	0	0	0	2
May	-	0	0	0	0
Jun	-	0	0	0	0
Jul	-	0	7	0	0
Aug	0	0	0	0	1
Sep	0	0	0	5	15
Oct	1	0	0	0	0
Nov	0	0	0	11	0
Dec	1	0	0	0	2
Total	2	0	17	16	21



Mtarfa Mental Health Care Service

Mtarfa Mental Health Care Services (MMHCS) consists of a teams of multi professionals who work together with service users to meet their individual care, treatment and support needs, based on identified medical, psychological, nursing, social and occupational care provision.

MMHCS: Number of cases worked with in the year January – December 2019	
	2019
New	40
Re-contact	4
Known	18
Total cases worked with	62
Number of individuals worked with	58

MMHCS: Number of referrals Number of cases referred by month and year of referral	
	2019
Jan	2
Feb	6
Mar	2
Apr	6
May	3
Jun	7
Jul	6
Aug	1
Sep	3
Oct	4
Nov	1
Dec	3
Total	44

MMHCS: Number of new and re-contact cases	
Number of cases by month and year of service opened	
	2019
Jan	2
Feb	6
Mar	2
Apr	6
May	3
Jun	7
Jul	6
Aug	1
Sep	3
Oct	4
Nov	1
Dec	3
Total	44

MMHCS: Number of new cases	
Number of cases by month and year opened	
	2019
Jan	2
Feb	6
Mar	2
Apr	6
May	3
Jun	7
Jul	5
Aug	0
Sep	2
Oct	4
Nov	1
Dec	2
Total	40

MMHCS: Case opened by age and sex January – December 2019			
	Male	Female	Total
≤17	0	0	0
18-19	0	0	0
20-24	0	2	2
25-29	1	1	2
30-34	1	1	2
35-39	0	0	0
40-44	2	4	6
45-49	2	1	3
50-54	1	1	2
55-59	3	5	8
≥60	3	7	10
Not specified	3	2	5
Total	16	24	40

MMHCS: Case opened by district and sex January – December 2019			
	Male	Female	Total
Northern District	9	9	18
Western District	4	13	17
Northern Harbour District	3	1	4
South Eastern District	0	1	1
Southern Harbour District	0	0	0
Gozo	0	0	0
Not specified	0	0	0
Total	16	24	40

**MMHCS: Case opened by presenting problem and sex
January – December 2019**

	Male	Female	Total
Elderly related issues	0	2	2
Employment issues	1	1	2
Family relationships	0	3	3
Financial problems	10	8	18
Health related issues	1	1	2
Housing problems	1	1	2
Lack of support	1	4	5
Legal issues	1	0	1
Marital problems	0	1	1
Mental health issues	0	1	1
Relationship problems	0	2	2
Other	1	0	1
Not specified	0	0	0
Total	16	24	40

**MMHCS: Number of cases closed
Number of cases closed by month and year of closure**

	2019
Jan	0
Feb	7
Mar	2
Apr	1
May	3
Jun	8
Jul	9
Aug	6
Sep	3
Oct	3
Nov	1
Dec	1
Total	44

Child and Young People's Service

Child and Young People's Service (CYPS) was previously known as Child Guidance Clinic. 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.

CYPS: Number of cases worked with in the year January – December 2019	
	2019
New	162
Re-contact	0
Known	371
Total cases worked with	533
Number of individuals worked with	533

CYPS: Number of referrals Number of cases referred by month and year of referral			
	2017	2018	2019
Jan	9	10	17
Feb	9	7	15
Mar	16	14	20
Apr	13	13	5
May	24	22	17
Jun	11	11	10
Jul	18	11	15
Aug	12	11	9
Sep	12	13	15
Oct	6	13	18
Nov	4	17	15
Dec	4	13	6
Total	138	155	162

CYPS: Number of new and re-contact cases			
Number of cases by month and year of service opened			
	2017	2018	2019
Jan	8	10	17
Feb	8	7	15
Mar	17	14	20
Apr	13	12	5
May	21	20	15
Jun	11	14	12
Jul	13	11	15
Aug	12	11	9
Sep	21	13	15
Oct	5	13	18
Nov	5	17	15
Dec	4	13	6
Total	138	155	162

CYPS: Case service opened by age and sex			
January – December 2019			
	Male	Female	Total
<1	0	0	0
1-5	14	3	17
6-10	58	20	78
11-15	34	27	61
16-17	3	3	6
≥18	0	0	0
Not specified	0	0	0
Total	109	53	162

CYPS: Case service opened by district and sex January – December 2019			
	Male	Female	Total
Northern Harbour District	26	12	38
Western District	22	11	33
Southern Harbour District	22	9	31
Northern District	20	9	29
South Eastern District	18	11	29
Gozo	1	1	2
Not specified	0	0	0
Total	109	53	162

CYPS: Number of new cases Number of cases by month and year opened			
	2017	2018	2019
Jan	8	10	17
Feb	8	7	15
Mar	17	14	20
Apr	13	12	5
May	21	20	15
Jun	11	14	12
Jul	13	11	15
Aug	12	11	9
Sep	21	13	15
Oct	5	13	18
Nov	5	17	15
Dec	4	13	6
Total	138	155	162

CYPS: Number of cases closed
Number of cases closed by month and year of closure

	2017	2018	2019
Jan	0	0	0
Feb	0	0	0
Mar	0	0	0
Apr	0	0	0
May	0	0	0
Jun	0	0	0
Jul	1	0	0
Aug	0	0	0
Sep	0	0	0
Oct	0	0	0
Nov	0	0	0
Dec	0	0	0
Total	1	0	0

Home-Start Malta

Home-Start Malta offers support, friendship and practical help to families with young children under 5 years of age. To help give children the best possible start in life, Home-Start Malta supports parents as they grow in confidence, strengthen their relationships with their children and widen their links within the local community.

Home-Start: Number of cases worked with in the year January – December 2019	
	2019
New	26
Re-contact	7
Known	23
Total cases worked with	56
Number of individuals worked with	53

Between January and December 2019, a total of **53** families which consisted of **53** individuals were worked with

Home-Start: Number of referrals Number of cases referred by month and year of referral	
	2019
Jan	4
Feb	5
Mar	6
Apr	4
May	6
Jun	3
Jul	4
Aug	3
Sep	3
Oct	1
Nov	2
Dec	1
Total	42

Home-Start: Number of new and re-contact cases Number of cases by month and year of service opened	
	2019
Jan	2
Feb	1
Mar	4
Apr	5
May	4
Jun	5
Jul	4
Aug	3
Sep	2
Oct	2
Nov	1
Dec	0
Total	33

Home-Start: Case service opened by age and sex January – December 2019			
	Male	Female	Total
<1	0	0	0
1-5	0	0	0
6-10	0	0	0
11-15	0	0	0
16-17	0	0	0
18-19	0	0	0
20-24	0	0	0
25-29	0	0	0
30-34	0	0	0
35-39	0	0	0
40-44	0	0	0
45-49	0	0	0
50-54	0	0	0
55-59	0	0	0
≥60	0	0	0
Not specified	2	31	33
Total	2	31	33

Home-Start: Number of new cases	
Number of cases by month and year opened	
	2019
Jan	2
Feb	1
Mar	4
Apr	4
May	3
Jun	2
Jul	4
Aug	2
Sep	2
Oct	1
Nov	1
Dec	0
Total	26

Home-Start: Number of cases closed	
Number of cases closed by month and year of closure	
	2019
Jan	1
Feb	0
Mar	7
Apr	0
May	2
Jun	4
Jul	1
Aug	3
Sep	0
Oct	0
Nov	0
Dec	4
Total	22

Programm Uljed Darna

Programm Uljed Darna (PUD) offers time, skills, guidance, assistance, information and practical help to facilitate the life of families who are under stress. Families may face many situations which threaten to disrupt the stability of the family. In such cases, social workers or other professionals who are already working with the family and with their consent refer them to Programm Uljed Darna.

Generic Programme

PUD-Generic: Cases worked with January – December 2019												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Referrals	2	1	0	2	1	2	2	1	2	2	1	1
New cases	2	1	0	2	1	2	2	1	2	2	1	1
Known cases	0	0	0	0	0	0	0	0	0	0	0	0
Pending cases*	0	0	0	0	0	0	0	0	0	0	0	0
Closed cases	0	0	0	0	2	0	1	0	1	1	2	2

*Pending cases are cases that were active but either the volunteer left or a change in situation requiring a new volunteer

PUD-Generic: Child minding service January – December 2019												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Number of requests	7	9	10	12	14	10	18	9	8	9	14	11
Number of hours	13	27	26	23	16	11	10	5	3	2	27	31
Number of families	9	7	7	9	8	8	4	3	2	7	6	6
Number of children	14	11	10	16	15	15	3	4	2	5	9	9
Number of requests not fulfilled*	1	0	0	1	2	1	11	6	5	2	4	0

*requests may be not fulfilled because of the availability of volunteers e.g. none available at the time

**PUD-Generic: Child minding service
January – December 2019**

	2019
Number of requests	131
Number of hours	194
Number of families	76
Number of children	103
Number of requests not fulfilled*	28

**requests may be not fulfilled because of the availability of volunteers e.g. none available at the time*

**PUD-Generic: Transport service
January – December 2019**

	2019
Total number of requests	41
Number of requests not fulfilled*	8

**requests may be not fulfilled because of the availability of volunteers or vehicles e.g. none available at the time*

**PUD-Generic: Volunteers registered
January – December 2019**

	2019
Total number of volunteers registered	21

Progett Tereza

Progett Tereza forms part of Programm Uljed Darna, and it seeks to provide families in need with goods in kind and donations received by the Service.

PUD – Progett Tereza: Number of donations and requests received, tackled, pending or no longer available by year January – December 2019													
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Donations received	146	116	105	62	99	71	65	52	60	75	154	145	123
Donations tackled	107	90	81	38	63	69	36	22	25	40	45	90	68
Donations pending (at end of period)	59	24	13	17	30	13	7	2	10	7	12	10	30
Donations no longer available	16	32	32	23	6	30	33	28	25	28	97	45	25
Requests received	138	97	144	83	95	59	53	36	33	39	46	43	58
Requests tackled	113	108	120	53	66	51	27	22	11	25	30	33	33
Requests pending (at end of period)	6	31	47	61	25	6	7	10	20	6	6	8	20
Requests no longer required	26	45	39	13	4	15	21	4	12	8	10	2	5

Supportline 179

Supportline 179 (SPL179) is a national helpline providing immediate help to those seeking information, support and referrals to social welfare entities.

SPL 179: Total number of calls received by month of call January – December 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
2010	490	1259	1425	1497	754	1688	1539	1717	1447	1678	1809	1143	16446
2011	1334	1294	1389	1133	1396	1508	1310	1532	1685	1576	1453	1929	17539
2012	956	1227	1365	1348	1423	1806	1232	1555	1536	1412	1526	1291	16677
2013	864	1106	1347	1381	1410	1345	982	1455	1446	1392	1509	1255	15492
2014	1352	1109	1352	1310	1423	1476	1462	1383	1251	978	1309	1332	15737
2015	1152	1272	1318	1029	1173	1097	1126	1321	1026	1091	1012	924	13541
2016	990	988	1040	1016	1057	989	975	1002	1048	921	959	1013	11998
2017	925	873	1056	883	873	1178	1013	863	1060	626	1109	929	11388
2018	885	660	895	875	921	1160	868	967	903	1247	1267	1407	12055
2019	1659	1614	1570	1576	1286	1314	1799	1647	1439	1767	1979	1570	19220

SPL 179: Type of call by month of call January – December 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Genuine	1165	1169	1095	1083	907	940	1244	1144	996	1290	1375	1159	13567
Hang up	241	206	269	241	172	179	259	227	182	203	258	127	2564
Hoax	2	0	1	2	0	0	1	1	4	0	3	2	16
Unspecified	13	23	17	12	8	2	13	26	17	14	11	21	177
Wrong number	238	216	188	238	199	193	282	249	240	260	332	261	2896
Total	1659	1614	1570	1576	1286	1314	1799	1647	1439	1767	1979	1570	19220

SPL 179: Sex of caller by month of genuine calls January – December 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Male	715	683	610	633	508	533	709	699	552	703	705	606	7656
Female	450	486	485	450	399	407	535	445	444	587	670	553	5911
Total	1165	1169	1095	1083	907	940	1244	1144	996	1290	1375	1159	13567

SPL 179: Age category of caller by month of genuine calls January – December 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Adult	-	-	-	-	-	-	-	-	-	-	-	-	-
Child	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-

SPL 179: Presenting problem* by month of genuine call

January – December 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
Aids or HIV	0	0	0	0	7	8	1	1	0	1	5	1	24
Alcohol	15	5	10	7	10	15	9	6	9	13	11	3	113
Anxiety	7	8	2	6	11	17	28	25	24	23	16	19	186
Behavioural problems	19	15	16	24	23	22	21	26	24	54	65	17	326
Bereavement	2	1	8	2	0	3	3	1	3	4	3	3	33
Bullying	3	9	1	3	7	3	1	1	3	6	0	4	41
Child abuse – emotional	3	6	7	10	5	8	6	6	5	2	15	6	79
Child abuse – internet	2	0	1	0	0	0	0	0	0	12	19	6	40
Child abuse – neglect	26	14	9	21	8	10	35	18	28	10	11	5	195
Child abuse – physical	13	14	6	5	8	14	18	6	6	5	13	6	114
Child abuse – sexual	4	1	1	4	5	2	0	1	0	5	2	5	30
Depression	39	34	41	39	38	45	44	45	33	69	16	28	471
Disability related issues	2	1	5	7	3	2	5	10	4	12	25	8	84
Domestic Abuse – emotional	34	49	39	50	45	43	58	40	32	60	16	50	516
Domestic Abuse – neglect	0	0	1	3	6	1	0	2	7	4	25	16	65
Domestic Abuse – physical	40	33	25	22	36	40	55	46	37	33	14	33	414
Domestic Abuse – sexual	0	0	0	1	0	1	0	0	0	3	8	8	21
Drugs	13	25	12	10	13	16	13	11	18	13	20	21	185
Elderly	29	37	23	13	11	10	22	32	27	57	20	26	307
Financial	1	4	1	2	0	2	2	1	6	10	2	10	41
Fostering	45	1	0	2	0	0	1	0	0	1	1	1	52
Gambling	1	6	0	2	2	0	3	2	1	4	1	0	22
Homeless	45	27	25	19	26	31	45	35	39	33	16	35	376
Housing related issues	6	3	6	1	1	2	1	1	0	1	4	13	39
Information – internet	9	13	6	5	2	4	9	4	19	12	53	5	141
Information – services	142	137	128	110	88	76	109	120	80	122	90	92	1294
Legal issues	12	19	7	18	5	16	5	11	7	17	206	22	345
Listening	351	316	398	355	305	275	399	351	350	341	302	270	4013
Loneliness	86	152	110	84	91	88	81	93	60	54	91	172	1162
Marital or partners	10	9	9	21	13	21	19	9	15	7	26	15	174
Medical or terminal illnesses	17	0	1	1	3	3	6	5	5	3	25	1	70
Mental health	45	70	76	49	30	38	45	42	50	58	73	59	635
Others	44	53	34	81	46	25	76	75	18	91	48	76	667
Parent-child relationship	21	23	19	35	10	15	25	29	17	20	19	35	268
Persons in separation process	16	22	15	12	8	15	14	18	14	11	3	12	160
Pregnancy related issues	7	1	1	1	0	0	0	0	1	0	0	7	18
Rape	0	0	0	0	0	0	4	2	3	1	0	1	11
Refugees	0	0	0	5	0	1	0	1	1	1	14	1	24
Relationship problems and family problems	39	44	37	26	19	30	63	59	28	86	73	44	548
Residential homes	0	2	0	2	0	0	1	1	2	2	0	6	16
School related issues	2	0	0	0	1	0	0	0	0	9	1	2	15
Sexuality related issues	0	0	0	0	2	4	2	1	0	0	14	2	25
Single parents	0	0	0	2	0	0	1	2	2	0	0	1	8
Single persons	6	0	1	0	0	2	0	3	2	5	4	0	23
Suicide	6	12	12	22	19	28	10	0	14	14	4	8	149
Unemployment	1	0	1	0	0	0	1	0	0	0	0	4	7
Usury	0	0	1	1	0	2	1	0	1	1	1	0	8
Volunteer called	2	3	0	0	0	2	2	2	1	0	0	0	12
Totals	1165	1169	1095	1083	907	940	1244	1144	996	1290	1375	1159	13567

*Multiple problems may exist but this table only reports the primary problem as reported by the caller.

Hotline & Helpline

The Hotline and Helpline provides information regarding internet safety and investigates reports of harmful websites that host child sexual abuse material.

Hotline: Number of reports								
Number of reports received by month and year of report								
	2012	2013	2014	2015	2016	2017	2018	2019
Jan	9	27	6	28	16	105	18	52
Feb	20	11	20	22	17	3	24	27
Mar	15	27	18	10	25	37	25	23
Apr	12	18	21	15	14	22	23	14
May	20	14	11	20	17	25	23	28
Jun	18	18	19	16	35	22	22	22
Jul	11	16	15	15	25	21	24	22
Aug	7	14	13	21	17	20	15	32
Sep	3	17	21	32	15	22	12	18
Oct	5	21	12	17	0	9	18	18
Nov	5	28	19	14	26	16	22	18
Dec	3	19	8	13	53	11	14	16
Total	128	230	183	223	260	313	240	290

Helpline: Number of reports								
Number of reports received by month and year of report								
	2012	2013	2014	2015	2016	2017	2018	2019
Jan	9	8	7	18	22	22	18	42
Feb	20	7	5	16	27	28	22	52
Mar	15	6	8	18	45	47	23	36
Apr	12	4	5	30	18	4	50	32
May	20	12	11	19	31	70	38	42
Jun	18	7	6	36	20	79	26	35
Jul	11	7	12	18	22	38	36	32
Aug	7	16	7	12	22	22	24	24
Sep	3	19	18	12	18	15	22	35
Oct	5	22	22	16	22	21	32	36
Nov	5	24	16	13	12	37	28	21
Dec	3	18	14	15	14	20	23	28
Total	128	150	131	223	273	403	342	415

Glossary of Terms

Variable	Definition
Referral	The period when a case was referred to the unit. A referral is when an individual's details has been given to the services by another person or the person themselves to request assistance. A case may be referred more than once in a year. Some cases may be referred but placed on a waiting list or not taken up because the service was not appropriate for the person's needs. Contact is then made either by phone or through a visit.
Case Service Opened	The period when a case was opened or allocated. This includes new cases and re-opened cases and so the same individual may be seen more than once in a year.
Case opening	The period when a case was new to the unit. Cases can only be termed a new case once. If the case is re-opened then it will not be recorded here but it is recorded under Service Opening.
Case Closed	The period in which the case was closed or terminated. The same case may be closed more than once in a year if the case was re-opened in the year.
New	A new case which was opened or activated for the first time ever within the reporting year and which was never previously worked with
Re-contact	A case which was worked with and closed in the past and it has been re-activated or re-opened within the current reporting year
Known	Cases which were activated or opened in the previous reporting years and they are still active in the current reporting year. This may also be referred to as cases carried over from previous years.
Individuals worked with	The total number of individuals whose case was new, re-contact or known at least once in the year. This excludes cases re-opened in the same year for the same person and excludes persons who were referred but their case was never opened.
Cases worked with	The total number of cases which were new, re-contact or known in the reporting year. This does not indicate the number of individuals as some individuals could attend the service more than once in the same reporting year. For example 1 individual may have re-contacted the service 3 times in the same year and would account

	for 3 cases worked with in the same year. This excludes persons who were referred but their case was never opened.
Primary Problem	Clients often present with a complexity of issues. The primary issue is the only, main, or first issue recorded as identified by the client or the professional.
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. It can be found in combination with another form of abuse e.g. "At risk & Emotional" which means that there is the indicated abuse, in this case emotional abuse, and risk of another form of abuse.
Emotional Abuse	This is also referred to as psychological abuse/ violence and involves 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 unwanted physical abuse e.g. pushing, punching, burns and bruises, fractures, throwing of objects, stabbing, use of weapons, etc.
Neglect	Refers to neglecting basic needs of the victim e.g. financial neglect, neglecting to feed the person, neglecting basic hygiene requirements etc.
Sexual abuse	Refers to unwanted sexual activity ranging from forcing the individual to watch pornography to rape. Example, 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	Cybercrime is defined as criminal activities carried out by means of computers or the Internet.
Nationality:	An individual is classified as Maltese if they either: (1) were born in Malta; (2) possess a Maltese passport; or (3) have resided in Malta more than 6 months. An individual is classified as Non-Maltese if they do not fulfil any of the above criteria.
Not Specified (NS)	A variable that cannot be specified because of a lack of information.
Other	Treatment, issue or location not elsewhere specified.

Maltese Districts

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.
South Eastern 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, shelter e.g. Ghabex or YMCA, in prison or Hospital e.g. Mount Carmel Hospital.
Not residing in Malta/ foreign residence	Resides in a foreign country and is in Malta for a short stay.

FSWS

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