

Complex Case Guidance

Useful Links

Below are links to some useful guidance on topics which frequently present themselves for colleagues tackling the more complex violence and aggression cases.

Social media

[Social Media Management: The Ultimate Guide in 2024](#)

[Practical advice for handling online abuse | Local Government Association](#)

[Social Media and Online Abuse - WLGA](#)

Stress

[Stress and how to cope with it - Mental Health UK](#)

[Doing What Matters in Times of Stress](#)

Harassment

[Stalking or Harassment | The Crown Prosecution Service](#)

[Verbal abuse and harassment in public | The Crown Prosecution Service](#)

Malicious comms offences

[Communications Offences | The Crown Prosecution Service](#)

De-escalation

[De-escalation and dealing with conflict](#)

[Conflict management using de-escalation, communication and negotiation guidelines](#)

Risk assessment

[Risk Assessment and Management: A Complete Guide | British Safety Council](#)

Questioning technique

[Questioning Techniques - Asking questions effectively](#)



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Gwasanaethau Cronfa Risg Cymru
Shared Services
Partnership
Welsh Risk Pool Services