

SCaIN

SEE, CHECK AND NOTIFY

Awareness, training and products

Summary and overview

See Check and Notify (SCaIN), has been developed by the Centre for the Protection of National Infrastructure (CPNI) in partnership with the National Counter Terrorism Police Head Quarters (NCTPHQ) and the National Project Servator Team (NPST), based in the City of London Police.

SCaIN is a portfolio of products designed and aimed at civilians who have an important role to play in disrupting the planning stages of a terrorist attack, a protest or criminal activity, while having a positive impact on the customer experience.

This training aims to create a sustained, inhospitable environment to those with malicious intent using the site/organisation's existing resources. This approach denies the hostile the ability to operate effectively, focused and more significant opportunity to detect them and to deter them by amplifying their concerns, anxiety and paranoia around being detected. The various training packages offer a dynamic approach to cater for multiple sites and organisations depending on the threat and resources and capacity of the site.

It provides the security manager with the knowledge and skills to provide a co-ordinated set of capabilities to achieve the desired effect in and around their site. It can be the difference between being a target, or being perceived as too difficult. The Communications, CCTV Operators, For All Staff and Customer Facing packages then enable the security manager to have effective capabilities to use, co-ordinate and deploy.

Ideally sites/organisations would embrace the full approach through this package to provide greatest effect. It is not about huge expense or employing more security, it is about making simple changes and using the current resources more effectively. However, SCaIN has been developed to offer a modular approach to cater for multiple sites and organisations dependent on the nature of the threat and their available resource. In addition, some of the products can be delivered on a wide scale, e.g. SCaIN for All.

The following SCaN products will be available for sites and organisations around the UK to have delivered by qualified SCaN Trainers:

- **SCaN for Customer Facing** - a 3-hour specialist course for personnel such as front of house, customer ambassadors and roving security, with delves into suspicious activity, the importance of vigilance, the 'Power of Hello' and builds confidence to report what doesn't look or feel right.
- **SCaN for All Staff** – a 30-minute briefing to all staff not in a front facing position to raise awareness of Hostile Reconnaissance, how it can be deterred and to encourage suspicious activity to be reported.
- **SCaN for CCTV Operators** – a 3-hour course for CCTV operators, identifying Hostile Reconnaissance and suspicious activity, providing an awareness of observational and judgmental errors, and how they can work in closer partnership with the police
- **SCaN for Security Managers** – a site mentoring programme, aimed at target hardening against Hostile Reconnaissance
- **SCaN for Comms Professionals** – half day workshop to help identify and deliver security minded and deterrence comms at a site
- **SCaN for Decision Makers** – strategic briefing to senior executives at a site or organisation.

