

Programme Assurance Group (PAG) 1 and Full Public Weather Service Customer Group (PWSCG) – 28/04/2026

Caxton House, 6-12 Tothill St, London SW1H 9NA - 7th Floor - Room 7.05 A&B

Attendees

Duncan Potts (DP)	PWSCG Chair	Lee Davies (LD)	Defra
Kim Shillinglaw (KS)	Independent Member	Harriet Somers (HS)	DCMS
Ian Belcher (IB)	DSIT–PWS Secretariat	Conrad Bird (CB)	GCS
Nicole George (NG)	DSIT	Katherine Marsden (KM)	FCDO
Lindsay Jamieson (LJ)	DSIT	Simon Brown (SB)	Met Office
Joanna Aston (JA)	Civil Aviation Authority	Steve Calder (SC)	Met Office
Joanna Llewellyn (JL)	Civil Aviation Authority	Richard Bevan (RB)	Met Office
Andrew Taylor (AT)	Ministry of Defence	Alison Wood (AW)	Met Office
Stefan Laeger (SL)	Environment Agency	Margo Melotte (MM)	Met Office
Tristram Newey (TN)	Maritime & Coastguard Agency	Emily Egan (EE)	Met Office
John Thompson (JT)	Scottish Government	Holly Clements (HC)	Met Office
James Kelly (JK)	NI Government	Alison Flack (AF)	Met Office
Catherine Morris (CM)	Welsh Government	Sarah Davies (SD)	Met Office
Katie Wahl (KW)	Cabinet Office	Joanne McLellan (JM)	Met Office
Laura Betsworth (LB)	Local Government Association	Kirstine Dale (KD)	Met Office
Agostinho Sousa (AS)	UKHSA	Jason Lowe (JL)	Met Office
Ben Brook (BB)	Chief Fire Office Association	Tariro Matibiri (TM)	Met Office

Apologies

Paul Riches	DSIT–PWS Secretariat	Gemma Cox	National Highways
Lindy Woodage	Police	Steve Mulrooney	Ministry of Housing, Communities and Local Government
Warren Cheese	Digital Assurance, Integrated Corporate Services		

Actions

Action Number	Owner	Action	Due Date
Action 01	Met Office	Met Office provide specific products plans with FCDO and confirm if language will align with the National Severe Weather Warning Service (NSWWS).	June 2026
Action 02	Met Office	Share the two-pager explaining the new CWF matrix and its impacts to support understanding and proper utilisation.	June 2026

Action 03	Met Office & PWSCG Secretariat	Met Office to review new actual accuracy measure to report any improvements since the supercomputer went live at OS47, PWSCG Secretariat to include new measure in the refresh CSA covering the period FY2026/27.	May 2026
Action 04	PWSCG Secretariat	PWSCG Secretariat to review the suggested 20% target for 'poor guidance' in the Warnings Accuracy Performance Measure, with an aim to reduce this target in line with more recent performance. A new measure to be proposed in the final CSA before agreement	May 2026

Decisions

Decision Number	Owner	Decision	Decision Date
Decision 01	PWSCG	PMD1.1b - Report performance of all yellow warnings issued for: Storms named by the Met Office, Storms named by a difference National Met Service that the Met Office would have named, All other high-impact yellows was approved as completed.	28/04/26
Decision 02	PWSCG	D1.3f - Review terms and conditions associated with 3rd party use of warnings to ensure authoritative and attributed use. Implement any recommended changes was approved as completed.	28/04/26
Decision 03	PWSCG	D1.8e - Undertake essential Hazard Manager resilience improvements, removing a dependency on legacy technology was approve as completed.	28/04/26
Decision 04	PWSCG	Theme 1 – the group confirmed sign off of Theme 1 of the FY25/26 CSA	28/04/26
Decision 05	PWSCG	Theme 2 – the group confirmed sign off of Theme 2 of the FY25/26 CSA	28/04/26
Decision 06	PWSCG	Theme 3 – the group confirmed sign off of Theme 3 of the FY25/26 CSA	28/04/26
Decision 07	PWSCG	Theme 4 – the group confirmed sign off of Theme 4 of the FY25/26 CSA	28/04/26
Decision 08	PWSCG	The group endorsed the sign off of the 2026-2031 CSA.	28/04/26

An in camera session was held before Met Office colleagues joined the meeting.

Item 2: Welcome and introductions

- DP welcomed the group to the meeting and those attending introduced themselves. DP reminded the group that the main purpose of this meeting is to review performance of Theme 1 (Stay Safe) of the Customer Supplier Agreement (CSA), assess the overall performance of the Met Office against the full CSA for FY25/26 and to approve the refreshed CSA presented by DSIT to cover 2026-2031.

Item 3: Updates and reports

- LJ provided a DSIT update covering the Departments updated priorities covering Growth & Prosperity, Modernising Public Services, Tech Adoption & Skill and Technology You Can Trust. LJ noted that most of the activity within the CSA falls into the Growth & Prosperity priority area. LJ also noted that DSIT has implemented a new Director General Structure to reflect the Machinery of Government changes over the last year and that both the Government Digital Service and UK Space Agency have now joined DSIT.
- SB provided an update on behalf of the Met Office, noting key highlights including supercomputer progress, new BBC partnership. SB also updated the group on the Met Office strategy, transformation and becoming secure for the future. SB also thanked the PWSCG for their input and challenge during the year, especially the support provided during the new app launch earlier in the year.
- DP provided the PWSCG Chair update covering an update on the positive outcome of the Met Office Spending Review (SR) outcome, especially in light of the current economic environment. Updates from key engagements and meetings since the last meeting in October 2025 were provided, including meetings with the Scotland and Northern Ireland Devolved Governments.
- KS provided the Independent Member update noting input into the CSA refresh process and the continued constructive feedback and challenge from Media & Reach Group (MARG).

Item 4: Review of this year's weather and warnings

- HC presented a summary of the main weather events and storms covering the winter, this included Met Office warnings for notable Storms Amy and Goretti. The group discussed the operational review of weather warnings, the effectiveness and timing of Cabinet Office emergency alerts during storm Goretti. KW explained the emergency alert process, noting that alerts are considered case by case, with triggers discussed in the Severe Weather Resilience Network; Cabinet Office, Met Office, Ministry of Housing, Communities and Local Government, and devolved nations participate, and text for alerts is based on Met Office advice to ensure consistency. The group highlighted the continued importance of impact-based decision making, including polling and feedback mechanisms to refine warning systems and public response.
- HC noted that Met Office had exceed targets set within the CSA for 'Accuracy of Warnings' ending the year on 83%, exceeding both the baseline target of 80% and the 82% stretch target.
- An update on the latest 3 month outlook covering April, May and June was provided to the group.

Item 5: Review of Theme 1 Performance Measures

- IB provided a detailed breakdown of the performance against Theme 1 Performance Measures during the year, with Met Office ending the year with all seven measures being met, including the stretch target for Accuracy of Warnings. The group noted the strong performance in this area with DP noting that the groups priority focus for the coming year will be Theme 2 'Thrive' with only marginal gains available in Theme 1.

Item 6: Common Warnings Framework

- SD joined the meeting to provide an update implementation of the Common Warnings Framework (CWF), focusing on aligning warning matrices and terminology across agencies and nations, enhancing communication and decision-making for responders and the public, and addressing challenges in international standardisation. It was noted that changes have been supported by key research finding and engagement with key stakeholders. The changes to the CWF are expected to go live in October 2026.
- The group asked if we could get a real world example of what difference these changes will make and noted it would be good to step towards some outcomes for improvement, for example any changes to 'action taken' following warnings.
- KM asked if the products used by FCDO in the international area will also see an update to the terminology for consistency. Met Office advised they will follow up by sharing relevant product plans with FCDO

Action 01: Met Office provide specific products plans with FCDO and confirm if language will align with the National Severe Weather Warning Service (NSWWS).

Action 02: Share the two-pager explaining the new CWF matrix and its impacts to support understanding and proper utilisation.

Item 7: Request sign-off of performance measure in development (PMD's) and deliverable not being formally presented today

- IB provided a brief summary of work completed against three deliverables not being formally presented by the Met Office as part of the meeting. IB sought views from the group on any comments or questions based on the papers provided as part of the meeting pack.
- The group were happy to approve all three deliverables as completed

Decision 01: *PMD1.1b - Report performance of all yellow warnings issued for: Storms named by the Met Office, Storms named by a difference National Met Service that the Met Office would have named, All other high-impact yellows* was approved as completed.

Decision 02: *D1.3f - Review terms and conditions associated with 3rd party use of warnings to ensure authoritative and attributed use. Implement any recommended changes* was approved as completed.

Decision 03: *D1.8e - Undertake essential Hazard Manager resilience improvements, removing a dependency on legacy technology* was approved as completed.

Item 8: Review sign-off for Theme 1

- DP sought views from the group if they were happy to approve Theme 1 of the CSA as complete. Members noted that at a time of lower levels of public trust in Government, it was important to note the high levels of trust seen in the Met Office as a key success. KS asked if moving forwards we can check on the measures used for accuracy (actual) so that they will allow tracking of any improvements since the release of the new

supercomputer, there is a risk with using rolling averages that improvements will be obscured during the next 12 months, noting this is an important period to deliver outcomes from a significant public investment.

Action 03: Met Office to review new actual accuracy measure to report any improvements since the supercomputer went live at OS47, include measure in the refresh CSA covering the period FY2026/27.

Decision 04: The group confirmed sign off of Theme 1 of the FY2025/26 CSA

Item 9: PWS Customer Group Main Meeting Priorities

- DP reminded the group of both the enduring and current priorities for the PWSCG. The enduring priorities are consistent with previous year with a focus on outcomes and forecast accuracy. Current priorities include an increased focus on Theme 2 'Thrive', AI, BBC Partnership and the release of the 14-day forecast on web and app.

Item 10: PAG reports – comments and questions from PWSCG

- IB provided a summary of the discussions and decisions at the PWSCG assurance groups for Theme 2 (Thrive), Theme 3 (Authoritative Voice) and Theme 4 (National Capability & International) which had taken place in March and April. The group were asked to provide any questions or comments on the papers covering each meeting which were shared in the meeting pack.
- The group were happy to approve each theme as delivered.

Decision 05: Theme 2 – the group confirmed sign off of Theme 2 of the FY25/26 CSA

Decision 06: Theme 3 – the group confirmed sign off of Theme 3 of the FY25/26 CSA

Decision 07: Theme 4 – the group confirmed sign off of Theme 4 of the FY25/26 CSA

Item 11: PWSCG Annual Report and Secretariat review of 2025/26

- IB provided a detailed breakdown of the RAG status of all Performance Measures, Performance Measure Developments and deliverables for FY25/26.
- It was noted that this year in a number of ways has been very positive with big ticket items which have been a priority to the PWSCG being delivered including OS47 and expected accuracy improvements, Brand preference campaign through 'power of weather intelligence', launch of the new Met Office app.
- For CSA deliverables it's also been a strong performance with only 1 deliverable not met (14- days) and the PWSCG were very supportive in this approach to ensure any release has been well tested and performing well with users
- A number of performance measures have however been missed (33%), mainly in the accuracy space in Theme 2. Therefore, the PWSCG Secretariat mentioned that we consider that the CSA has been 'met with exceptions' to recognise the good work taken place, most of which will show betterment in future years, but also that some measures have not been where we would have liked them to be during the year. DP noted that he

will reflect following this meeting and write to the Met Office CE shortly following this meeting to close off the year.

Item 12: CSA refresh 2026- 2031

- IB presented the details of the refreshed CSA covering the period 2026-2031, including new Performance Measures, Performance Measure Developments and deliverables. It was stated that the CSA refresh activity is led by PWSCG Secretariat within DSIT and close collaboration with Met Office, with the PWSCG being focused on setting ‘what’ outcomes are required from the Met Office and not ‘how’ the organisation chooses to deliver it
- The new CSA will see 8% fewer deliverables and will continue with two tiers of assurance with 16% of the outputs within the CSA being assured by the PWSCG Secretariat rather than the full PWSCG.
- Each theme was presented in turn with PWSCG members asked to comment on any areas of interest or challenge with a number of suggested changes put forwards.
- Members discussed if there was a need for more segmentation of different audiences - not always seen evidence of this and this is needed to get closer to the customer. There were further conversations around a future economic study to support future SR bids.
- The group endorsed the CSA, noting fewer more focused deliverables to reflect funding pressures

Action 04: PWSCG Secretariat to review the suggested 20% target for ‘poor guidance’ in the Warnings Accuracy Performance Measure, with an aim to reduce this target in line with more recent performance. A new measure to be proposed in the final CSA before agreement.

Decision 08: The group endorsed the sign off of the 2026-2031 CSA.

Item 13: Embedding AI in the UK’s Weather Service

- KD presented an update on the Met Office AI for Everyone programme, the embedding of AI in products and services, covering public trust in AI-based forecasts, foundational projects to build trust, and the development of text-based forecasting using large language models, with ongoing efforts to balance innovation and reliability.
- An AI oversight board has been established to coordinate activities in products and services, organising projects into six themes: downscaling, nowcasting, post-processing, impacts, automation, and interaction, ensuring comprehensive coverage and avoiding gaps.
- A proof-of-concept project used large language models to generate shipping forecasts, reducing production time from four hours to five minutes; while not yet operational, discussions with Maritime & Coastguard Agency and plans for broader application are underway, demonstrating significant efficiency gains.

Item 14: Update on Climate Research

- JL presented recent Met Office advances in climate research, the update of UK climate projections, the integration of weather and climate narratives, user requirements for

impact-relevant metrics, and the need to amplify adaptation planning and accessibility for diverse user groups.

- Evidence was presented of rising temperatures and changing rainfall patterns, noting the emergence of new hazards such as marine heatwaves and wildfires; climate projections show increased frequency of intense storms and the need for updated tools.
- The Met Office is adopting a narrative of 'weather in a changing climate,' using forecast distribution to assess the impact of climate change on weather events and providing policy advice across time scales, including seasonal to decadal forecasts.
- The group urged greater promotion and communication of climate tools to national organisations and SMEs, highlighting the need for urgency in adaptation planning; JL invited stakeholders to join user groups and contribute to accessibility challenges.