

Customer Supplier Agreement

For the provision of the UK
Public Weather Service

2026-2031

SECTION 2: PWS PERFORMANCE MEASURES, DELIVERABLES, SERVICES AND REPORTING FOR 2026-31

Contents

Foreword	3
1. Introduction.....	5
1.1. PWS Scope	5
1.2. PWS Priorities	6
1.3. PWS Principles	6
1.4. What the PWS is not.....	6
1.5. The Customer Supplier Agreement (CSA)	6
1.6. How does this CSA link to the 2025/2030 Met Office strategy	7
1.7. How does the PWS tie in with broader Government missions?	8
2. Themes	10
2.1. Theme 1: Weather forecasts and warnings when it matters – stay safe:	10
2.2. Theme 2: Weather forecasts every day – thrive:	15
2.3 Theme 3: Maintaining an authoritative voice - recognised as global leaders and climate services:.....	26
2.4 Theme 4: National capability and international commitments - recognised as global leaders in weather and climate science:	30
National Capability	21
International Commitments	21
3 Summary tables	24
Theme 1 performance measures and deliverables	24
Theme 2 performance measures, deliverables and reports	27
Theme 3 performance measures, deliverables and reports	29
Annex A: Products and Services Catalogue	32
Annex B: PM2.0 Accuracy Thresholds	44
Annex C: PM3.9 Increasing Trust and Engagement	46
Annex D: Use of the National Capability by sector	48
Annex E: Glossary and Terms of Expression.....	50
Annex F: PWS Reporting and Assurance	54
Annex G: Change Control Process	63

Foreword

Welcome to the refreshed Customer Supplier Agreement (CSA) covering a rolling 5-year period from 2026-2031, the fourth iteration of this now firmly established process. This approach continues to ensure that the Public Weather Service (PWS) has the flexibility to respond to changing user requirements, plan for upcoming developments to deliver future capabilities and to provide innovation to the market. For the first time in a number of years, following a successful Spending Review (SR) we enter this CSA with confirmed PWS funding covering 2026-2030. The SR allocation provides security for the PWS, enabling the protection of spend on the PWSCG key priorities including product development, service delivery and the continued exploration and application of Artificial Intelligence (AI) and Machine Learning (ML).



In June 2025, the Met Office published its refreshed 5-year strategy, which aims to position the Met Office as the most trusted provider of weather and climate intelligence. As Chair of the Public Weather Service Customer Group (PWSCG) I was closely consulted and ensured the views and priorities of the PWSCG featured as part of the strategy development. I am pleased to see a strong customer focus within the new strategy, and a continued close alignment between the Met Office strategy and PWSCG requirements.

As we close off the previous financial year, I would like to reflect on a period of significant progress and positive change for the PWSCG, with a number of priorities being delivered, of which betterment will start to materialise over the period of this CSA. After several years of anticipation and delays, the Met Office's new supercomputer has finally been delivered, with significant science upgrades, the first since 2022, released during Operational Suite 47. This provides a platform for the Met Office to transform its forecasting capabilities, leveraging AI and high-performance computing to deliver more accurate and timely weather predictions. Initial results show that the upgrades will initiate a knee in the curve of the forecast accuracy improvements the PWSCG has been seeking over the last few years. The successful release of the new mobile app and new and varied ways of telling the weather story were also important developments, especially during the generational transitions from traditional broadcast media towards ever greater consumption of information via digital means such as apps and social media.

In this refreshed CSA you will continue to see that the previous key themes serve as the foundations from within which the detailed plans, performance measures and deliverables of the CSA are set. These themes of Stay Safe, Thrive, Authoritative Voice, National Capabilities and International Commitments are unchanged and provide a golden thread from the Met Office strategy through to the CSA and vice versa.

In this CSA you will also see a familiar ask of the Met Office with the PWSCG maintaining its enduring priorities of ensuring PWS outputs are Discoverable, Consistent, Useful and Timely. The number one priority for the PWSCG is a continued focus on the accuracy of Met Office forecasts across the three lenses of, Actual, Comparative and Perceptions of accuracy.

With the continued strong performance of the Met Office in the 'Stay Safe' theme and the importance of the UK Government's growth agenda, the 'Thrive' theme is arguably now the most important theme of the CSA in terms of current focus. To that end, new members from Defra, Department for Culture, Media & Sport, Cabinet Office Communications Service and Government Digital Service have joined the PWSCG to provide enhanced scrutiny and challenge of the 'Thrive' theme of the CSA. The announcement of the BBC partnership agreement and the continued need to develop services that support our broadcast media partners will be one key focus area for this coming year. Another key area of interest and one that will set the future ambition of the PWSCG is the step change in approach to Generation 2 of the supercomputer and its move towards the provision of a range of capabilities and GPU capacity to enable the support of emerging AI/ML needs.

Finally, as seems to be the case with each year's updated CSA introduction, the weather this year has brought challenges and significant impacts to the UK, Storm Amy and Storm Goretti both highlighting the importance of the work completed under the PWS. The Met Office performed strongly throughout a busy winter period for named storms, including the issuing of red warnings keeping citizens safe. This was achieved through the high levels of trust the Met Office has secured from the public and the high quality of safety of life services provided to both responders and the wider population.

A handwritten signature in blue ink, appearing to read 'Duncan L Potts'.

Duncan L Potts CB - Chair of the Public Weather Service Customer Group

1. Introduction

The UK Government through the Department for Science, Innovation and Technology (DSIT) funds the Met Office to provide a public weather service for all citizens of the United Kingdom. The Public Weather Service (PWS) exists to provide a trustworthy and reliable public forecast for UK citizens, including the provision of a National Severe Weather Warning Service.

PWS also supports the National Capability (data, research, development and expertise) needed to support impactful weather and climate products and services, national strategic needs and emergency response. PWS also enables the Met Office to be a trusted partner internationally and actively participate in global organisations on behalf of the UK. (See Annex D for more information.)

The Met Office's two statutory responsibilities are delivered through PWS:

1. The Met Office's role as a Category 2 Responder under the Civil Contingency Act since 2022
2. Maintenance of the National Meteorological Archive as a place of repository or records created under the authority of the Met Office and its predecessor organisations and subject to the Public Records Act 1958.

As a DSIT Partner Organisation, the Met Office is an Executive Agency of the Department with Trading Fund Status. The Met Office is the delivery body for the PWS with the owning Department, DSIT, setting the organisation's Public Task through the PWS.

To ensure the PWS is delivered in a way that meets the needs of all users of these services, an independently Chaired Public Weather Service Customer Group (PWSCG) provides a crucial role in representing the interests of the wider public sector and government, including the interest of the general public. Further details on the role of the PWSCG can be found [here](#) and in Annex F.

1.1. PWS Scope

The PWS must equip the UK public, responder organisations and users of the outputs of the Met Office National Capability with information that enables them to take appropriate decisions and actions to **stay safe and thrive**.

On behalf of UK citizens, the PWSCG requires the Met Office to provide discoverable, accurate, consistent, useful and timely forecasts.

This includes warnings of severe weather that are trustworthy and useful, delivered in a manner so that the public and responder community can take action.

Weather forecasts will cover the whole of the UK, including mountains, island and coastal areas, for all time periods from nowcasting through to the next 3-months. This must help them assess what weather conditions may impact themselves and others, including their personal or business activities.

PWS civil contingency products and services will only support PWS core risks and UK multi-agency response. Core risks are pure weather plus plume forecasts. For the UK, multi-agency means multiple UK departments and / or organisations may be involved in response. For International, multi-agency means multiple UK departments and / or organisations involved in response.

The products and services are defined by the Customer Supplier Agreement (CSA) and must be delivered to agreed performance standards.

1.2. PWS Priorities

During the course of this CSA the below areas will remain the enduring priorities for PWS:

- Ensuring PWS output is Discoverable, Consistent, Useful and Timely.
- Improving the accuracy of Met Office forecasts as assessed via the three lenses of Actual, Comparative and Perceptions of accuracy.

Alongside these enduring priorities there are a number of immediate priorities for PWS:

- Focused activity in the 'Thrive' theme of the CSA to support the Government growth agenda
- Exploiting the new Supercomputer and forecast model improvements, both in terms of traditional physics based forecasting and the use of AI/ML
- Improvements to the Public Weather Media Service to support existing broadcast media users and onboarding of the BBC
- Improvements in the direct reach of Met Office services as documented in the Met Office Citizen Engagement strategy, this includes continual development of the new Met Office App released in December 2025
- Continuation of communication and engagement activity to enhance the Met Office brand and trust

1.3. PWS Principles

The following principles will guide development and delivery of PWS services:

- **Value for money** – all PWS services, products and the underlying capability should provide value for money to the taxpayer and deliver social and economic benefits to the UK;
- **User insight** – the development of services and products will be based on a sound understanding of user needs, informed by user engagement, user testing and research together with usage statistics and digital channel analytics;
- **Partnerships and collaboration** – requirements will be developed and delivered working with or collaborating with partners where relevant;
- **Consistency** – products and messages across all delivery channels will be as consistent as possible, critical for gaining trust in forecasts;
- **Integrity** – all products will be based on sound scientific principles and provide demonstrable value;
- **Resilience** – operational services will be delivered with a high level of resilience and with appropriate levels of support;
- **Verification** – where possible all forecasts will be verified against observations, surveys and impacts;
- **Compliance** – PWS services and products will comply with all relevant legislation.

1.4. What the PWS is not

The PWS provides products and services that are within the scope of PWS and follow the principles laid out above. It does not provide **specialist** products and services; specialist forecasts should be paid for under a commercial contract with the Met Office. The final decision for including a service within the PWS CSA rests with the PWSCG after consideration of the PWS scope and principles.

1.5. The Customer Supplier Agreement (CSA)

The CSA is the agreement that is in place between the Secretary of State at DSIT and the Met Office and sets out the detailed outcomes that the Met Office must deliver as part of the PWS. The CSA is signed by three parties: the Senior Civil Servant with policy responsibility for the PWS at DSIT on behalf of the Secretary of

State, the Chief Executive Officer at the Met Office and the Chair of the Public Weather Service Customer Group.

Since 2023 the CSA has covered a rolling 5-year period, which is refreshed each year. The annual refresh allows for the agreement to be flexible to consider evolving circumstances and priorities, for example to new digital development such as AI, alignment to evolving Met Office strategies and to allow for adjustments depending on financial settlements.

The CSA describes the full range of expectations of capability and services that the PWSCG require from the Met Office. It outlines what products and services are required and is focussed on outputs and impacts, with a series of associated metrics (performance measures) by which the Met Office will be assessed. Deliverables are also defined detailing PWSCG requirements for projects designed to improve PWS services.

It is recognised that over the timescale of this 5-year rolling agreement, there is potential for some external factors to impact and influence the priorities within the CSA and may impact upon the Met Office's ability to deliver the full ambition described in this CSA. The PWSCG will monitor progress throughout and prioritise delivery as appropriate. These factors include;

- ***Development of disruptive technologies such as Artificial Intelligence***
-

The CSA is broken down into four overarching themes as shown in Figure 1. Requirements for each theme are based on consultations with customers, users and other research and are outlined in detail in section 4 of this document.



Figure 1: Summary of the CSA themes which define the requirements of the CSA.

1.6. How does this CSA link to the 2025/2030 Met Office strategy

The Met Office launched a new corporate strategy in Summer 2025, covering the period 2025 to 2030.

The Met Office purpose of *'helping you make better decisions to stay safe and thrive'* is unchanged.

The 3 priorities that will drive the Met Office's strategic work are:

- **Customer Driven** - Transforming to serve citizens, communities and businesses with trusted services which deliver growth and value.
- **Agility and Innovation** - Working with agility to balance innovation, risk and value for money.
- **Purposeful Data and Intelligence** - Increasing value and driving growth by delivering the most accurate, consistent, and usable weather and climate data and intelligence.

The structure of the CSA is designed to align with the Met Office purpose of *'helping you make better decisions to stay safe and thrive'*. The CSA will support the Met Office in fulfilling its vision and aligns with its three strategic priorities. By maintaining strong collaboration between both parties, the CSA aims to deliver products and services that address the needs of people, organisations, and responders, ensuring value for money and exceptional impact and benefit. The CSA details the outcomes expected from the Met Office and the Met Office works to deliver each of these. Key to success in this relationship is based on a continued close, mutually understanding and supporting relationship.

The Met Office vision is to be *'delivering the most trusted weather and climate intelligence in a radically changing world'*. The PWSCG CSA aims to give the Met Office a framework to deliver services that are focussed on what people, organisations and responders want and need, provide good value for money to the UK population, and deliver extraordinary impact and benefit.

1.7. How does the PWS tie in with broader Government missions?

The PWS provides direct and indirect benefits to the UK that go beyond the well-known forecast and warning services. Investing in a public weather service and all the underpinning UK infrastructure, science and expertise needed to produce and communicate weather forecasts nationally and internationally puts the UK at the forefront of weather and climate science. The services that are provided help to reduce the impact that severe weather has on our lives, but importantly for users and business it allows them to Thrive in making better decisions at times when the weather matters most to them.

The PWS supports the following Government Missions as set out in the Government's ['Plan for Change'](#)

- **Growth**
 - The Met Office, supported largely by PWS products and services, deliver significant value to UK economy and society. A recent study shows a headline Benefits Cost Ratio of 19:1 (published estimate, from the Economic Value of the Met Office, by London Economics), by making businesses and individuals resilient to weather and climate-related hazards and minimising disruption. The economic analysis in the report evaluates the Met Office's activities over a period of 2024-2033.
 - Public Sector Information made available for reuse as part of the Met Office's Public Task helps to stimulate a competitive market for weather products and services. This aligns with wider Government objectives to ensure an innovative sector that supports job creation in the fields of artificial intelligence and geospatial data.
- **Clean Energy**
 - The underpinning national capability that the PWS pays for supports the Hadley Centre for Climate Change to carry out its world leading science and research which is key to supporting the UK commitment of reaching Net Zero by 2050.

- **Health**
 - PWS provide forecasts relevant to health and wellbeing, including for UV, pollen, and air quality.

- **Resilience**
 - Weather and climate advice is becoming increasingly important to national resilience, particularly given the increasing frequency and severity of extreme weather. The Met Office having Category 2 Responder status is an important acknowledgement of the UK's National Weather Service, working in partnership with government and the UK resilience community in the planning and response to emergencies and incidents across the country.
 - A dedicated team of Civil Contingency Advisors located across the UK work closely with Local Resilience Forums and emergency responders. The team helps support and plan for incidents arising from the impacts of severe storms, extreme heat and cold, fires and chemical incidents and other events where weather could have a significant impact. They also support the agencies responsible for forecasting and responding to flooding.

2. Themes

The following themes within the CSA tie in with the Met Office Purpose of *'helping you make better decisions to stay safe and thrive'*.

Performance metrics and deliverables have been developed using evidence and information that has been gathered from surveys and research undertaken on behalf of the PWSCG by the Met Office and other independent research organisations. These surveys include the Public Perception Survey, Trust Tracker, Consumer Accuracy Index, Emergency Responder and ad-hoc warning surveys.

2.1. Theme 1: Weather forecasts and warnings when it matters – stay safe:

Accurate weather forecasts and warnings that help people make decisions and change their behaviour.

The Met Office should deliver authoritative, trusted, timely and useful forecasts and warnings when it matters. Warnings for high impact weather should be made available to all users – this includes the public, communities, responders, the media, and government through its responsibilities as a Category 2 responder - in a timely way through the National Severe Weather Warnings Service (NSWWS), Civil Contingencies Services, and direct and indirect channels. These warnings and their supporting services should provide information and advice to help mitigate the impacts of the weather that may pose a risk to life and property, such as that shown in Figure 3.

To achieve this, the Met Office should pursue a range of enhancements. These improvements, detailed in the following section, include developing a five-year vision and service design for warnings and UK civil contingency products. The focus is on ensuring the warning service is user-centric, offers coherent delivery, facilitates interoperability with other Category 2 responders, and remains adaptable for future requirements.

Why is this a priority?

Warnings and advice from the Met Office, working with partners where appropriate, will enable the public, responders (for example Category 1 and Category 2 responders, community resilience, voluntary organisations etc) and government (for example the COBR Unit) to take action to mitigate the impacts of weather events that may cause danger or disruption to people, property or infrastructure.

Social media

- 43.66m impressions across all social channels with 25.6k new followers
- X: 4.4m impressions, 0.8k new followers
- Facebook: 9.8m impressions, 9.2k new followers
- Instagram: 1m impressions, 1k new followers
- TikTok: 1.9m impressions, 7.4k new followers
- YouTube: 3.1m views, 7k new followers

Government and multi-agency briefings

- Civil Contingency Advisors provided daily briefings and updates to ensure that forecasts were translated into practical measures, including pre-emptive road closures, gritting strategies, and contingency planning for power outages.

Operational meteorologists

Scenario graphics and hazard maps issued across the period provided clear consistent details for briefing government, responders, customers and the public on the expected severe weather.

Presented forecast

A special presented forecast went through the development of Storm Gorette and the potential impacts due to strong winds, heavy rain and snow.

Weather Studio Live

Met Office presenters went live with an update on Storm Gorette including 'breaking news' as the red warning was issued.

Emergency alert

Government emergency alerts were sent to all people in the red warning areas of Cornwall and the Isles of Scilly.

Continued updates

Continued updates on the latest weather situation to enable Storm Gorette recovery operations.



05 JAN



07 JAN



08 JAN



08 JAN



08 JAN



05 JAN - 11 JAN



05 JAN - 11 JAN



05 JAN - 11 JAN

05 JAN



Presented forecast

Week ahead forecast, looked at warnings still in place, and ahead to the possible multi-hazard event, for later in the week with potential scenarios for the track of the low-pressure system.

06 JAN



Amber warning

Amber warnings were issued for a) wind for Cornwall and the Isles of Scilly b) snow for parts of England and Wales

07 JAN



Red warning

A red warning for strong winds was issued for Cornwall and the Isles of Scilly.

08 JAN



Pre-emptive actions

Rail services in Cornwall and parts of Devon were suspended with closures of schools and wind restrictions on bridges. There were also pre-emptive closures of road and rail trans-Hemline routes.

08 JAN



Weather impacts

Reported figures – Wind gusts: 99mph (St Mary's Airport, Isles of Scilly), 90mph (Culdrose), 80mph (Camborne), Snow depths: 16cm (Lake Yrmywy, Powys), 6cm (Nottingham), 7cm (Preston Mancroft), 5cm (Palliser, Cornwall), 6.5cm (Gullford), 5cm (Cocksway, Devon), 5.4cm (White Barrow, Devon).

10 JAN



Media coverage

Met Office mentioned 45,412 times with staff quoted 15, 339 times.

05 JAN - 11 JAN



Website traffic

The website saw over 28m views across the period with 4.7m active users. This spiked on the 8 January with 8m views and over 2.2m visitors.

05 JAN - 11 JAN



Action taken

A survey shows 93% of people were aware of the amber warning for snow across parts of the Midlands, Wales and Yorkshire with 88% of those taking action because of the warning.

Figure 2: Storm Gorette timeline – January 2026

The services and outputs from this theme:

The National Severe Weather Warning Service

The PWS provides the UK's warnings service which issues discoverable, accurate, consistent, useful and timely advice to the public, communities, responders, the media, and government about weather which may cause danger or disruption to people, property, or infrastructure. This service should be made up of the impact-based National Severe Weather Warning Service (NSWWS), supporting communication information, engagement, education, and civil contingencies services.

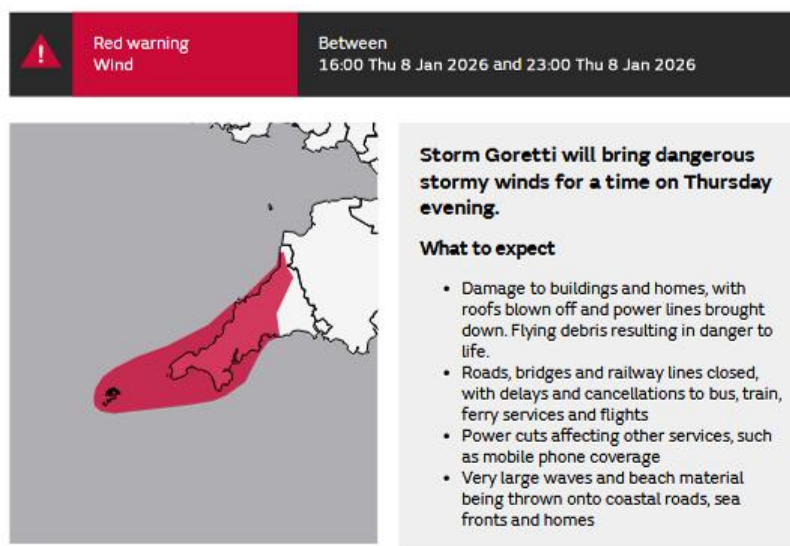


Figure 3: Example NSWWS output

The winter of 2025-26 saw several high-profile weather events. Storm Amy, which occurred in early October 2025, was notable for such a deep low pressure so early in the season with a UK record low mean sea level pressure of 947.9 hpa and associated strong winds. Storm Goretti emerged as the most significant event of the winter, with a rare red warning being issued for wind in Cornwall. The same storm brought extensive snowfall across much of Wales, the West Midlands, and the South Pennines. A public survey conducted regarding the snow warning for Wales and the West Midlands revealed that 93% of respondents were aware of the warning, and 88% reported taking action as a result. Figure 2 demonstrates the progression of Storm Goretti and the evolution of warnings and communications planning.

Civil Contingencies Services

The PWS will provide the UK Civil Contingencies Community with relevant, accurate and trusted advice around impactful weather and weather-related natural hazards. A team of Met Office Civil Contingencies Advisors across the UK integrate with and advise Local Resilience Groups and Partnerships as well as the UK Government and Devolved Governments. By working closely with responders and building trusted relationships, the Advisors interpret the risks of weather to aid and support responder decisions, supported by appropriate information via supporting services and expert advice and support.

The Advisors will also provide trusted advice to UK Government around weather and natural hazard events affecting UK interests worldwide. The PWS will provide forecasts and advice to UK government for weather and atmospheric pollution events that require a UK multi-agency response. The Met Office works with partner organisations to coordinate and understand impacts of warnings, including the Environment Agency (EA), Scottish Environment Protection Agency (SEPA), Natural Resources Wales (NRW), Department for Infrastructure – Rivers Directorate Northern Ireland, UK Health Security Agency (UKHSA) and their equivalents in the Devolved Governments and other members of the Natural Hazard Partnership (NHP). The

Met Office own risks in the National Security Risk Assessment for cold and snow, heat and storms and works collaboratively to review and update those risks and supports training and scenario preparation for exercising. The Met Office also own Extreme Space weather, but as this is not a PWS service it is not covered in this CSA.

The Met Office was recognised as a Category 2 Responder under the Civil Contingencies Act in 2022. The PWS Customer Group and the Customer Supplier Agreement play a role in demonstrating evidence that the Met Office meets its obligations to the resilience community. Some of the CSA Performance Measures and Deliverables are now identified as contributing to this evidence.

Safety forecasts

The Met Office will provide weather forecasts and warnings in areas of heightened risk, to ensure the safety of users. This will include mountain and beach forecasts. These forecasts will be readily available, and have been developed in partnership with other organisations, such as the Maritime and Coastguard Agency recognising that ‘when it matters’ may also include what may be thought of as benign weather (e.g. hot, calm weather on the beach) when people can become ‘at risk’ when in a situation that is unfamiliar to them or when they are unable to take appropriate action.

PWSCG outcomes required in this theme:

Increase in quality and authority of warnings to the public and responder community.

All citizens and the responder community are provided with trusted (discoverable, accurate, consistent, useful and timely) forecasts, ensuring everyone makes better decisions to stay safe and thrive.

Weather warnings should:

- Be discoverable, accurate, consistent, useful, timely and consistent with other forecast information both within channels and across different channels:
 - Clear start and end times;
 - Provide as much notice as possible (dependent upon confidence);
 - Include context -compared to recent weather/memorable events/weather in the future;
 - Include clear messages around uncertainty, communicating the true risk level;
 - Include warnings of short notice weather events, pulling through nowcasting capabilities.
- Give clear and relevant geographical detail:
 - Take a holistic view of warning services; not just warnings but the advice, communications and educational services which support them;
 - Ensure messages are clear and simple even when faced with a complex weather event;
 - Ensure warnings are issued where possible at times when they will get the most impact – e.g. at times when broadcaster media can utilise the information.
- Include context and appropriately tailored advice to drive action and change behaviour:
 - This should be done in collaboration with partners and the media - Key messages with clear advice should be communicated consistently between the Met Office and partner organisations;
 - This advice should be clear about when people should act and what they should do;
 - The true risk level should be clearly communicated;
 - This should employ social science and marketing and communications expertise to optimise understanding and to drive appropriate action.
- Be communicated clearly and appropriately:
 - Be tested with users to ensure clear communication;

- Be accessible via a wide variety of platforms, direct and indirect, improving reach and access;
- Facilitate sharing of authoritative Met Office warnings by and between partners and third-party platforms and systems following guidelines to ensure that they are used appropriately;
- Ensure published advice can be integrated into other systems where possible.
- Align work within a wider UK vision and framework for risk and resilience:
 - Continue to set the standard for weather warning and civil contingencies services;
 - Investigate ways to tailor information to specific users (whilst not creeping into what are rightly specialist services).

There will be a network of Civil Contingencies Advisors, that will:

- Be UK-wide, covering all nations and regions;
- Be resilient, with a team structure that enables them to provide a service to responders when required, with additional support from the wider Met Office to provide cover out of hours;
- Give additional information and advice around warnings, weather related hazards and impacts;
- Provide training to responders on weather, natural hazards and use of Met Office products and services;
- Provide support for risk assessment and resilience planning to Devolved Governments and Local authorities;
- Provide information, support and advice to government as requested, for example to support COBR and the resilience aspect of high-profile events;
- Work with partners to ensure advice to government and responders is consistent and authoritative.

These outcomes will be measured by the Performance Measures, supported by deliverables which can be found in Section 4, Theme 1.

Assurance will be provided through reports to the PWS Assurance Group (PAG 1), further details can be found in Annex F.

2.2. Theme 2: Weather forecasts every day – thrive:

Accurate weather forecasts that people see and use every day.

The Met Office should enable members of the UK public to thrive every day. This means that the Met Office should provide weather information that helps people to make informed everyday decisions that improve their lives and wellbeing and helps businesses to make decisions that enable them to work more effectively and increase productivity.

Fundamental to this is the ability for the Met Office to provide consistently accurate forecasts, that compare well to other providers. Forecasts will cover the whole of the UK, including mountains, islands, and coastal areas.

Why is this a priority?

Accurate weather forecasts should enable the UK public and business to thrive. By providing accurate weather forecasts that the public trusts, the Met Office is enabling the public to make decisions with confidence when it really matters to them. This could be planning for a family camping trip or scheduling specific weather impacted activities in industries such as farming and the outdoor economy. These everyday thrive decisions drive effectiveness, improve productivity and efficiency, therefore improve economic impact and benefits to the UK.

The Met Office should continue to improve the accuracy of weather forecasts throughout the period of the CSA. There are three aspects of accuracy that are important – actual accuracy, comparative accuracy (Met Office performance relative to other providers) and perceptions of accuracy. Improvements in forecast accuracy is the number one priority for the PWSCG.

Every year the PWSCG ask the Met Office to work with an external agency to survey the public. This survey asks a representative sample of the public across the UK how they access weather and climate information, how important they think weather forecasts are, how satisfied they are with the key elements of weather forecasts and the survey also assess awareness and usage of forecasts. This is known as the Public Perception Survey (PPS) and the results of this survey are reported under this Theme of the CSA, this information is used to track trends and direct areas of improvement for the Met Office moving forwards.

The services and outputs from this theme:

- Be accurate, timely and consistent with other forecast information both within channels and across different channels:
- Accurate weather forecasts for all time periods from Nowcasts to three months;
- The provision of forecasts relevant to health and wellbeing, including for example UV, pollen, and air quality.

PWSCG outcomes required in this theme:

Improvements in forecast accuracy available to all UK citizens, to help them make better decisions to stay safe and thrive:

- The **actual accuracy** of precipitation forecasts should improve;

- There should be a focus on improving the actual accuracy of predicted temperature, especially when it is extreme and newsworthy;
- The Met Office should score highly when independently verified against other weather providers active within the UK (**comparative accuracy**).

With the launch of the new Supercomputer and subsequent science upgrades, the PWSCG expects the to see improvements across all accuracy measures over the period of the CSA. Longer range forecasts should be improved:

- Improve the utility and understanding of the three-month forecast for government and responder communities, whilst undertaking research to understand potential use by the public and small to medium enterprises;
- Implement and iterate 14-day data forecast on Met Office app and website following its planned release in Summer 2026.

Improve accuracy of forecasts by pulling through Met Office research and innovation into PWS products and services, including visualisation of ensembles for the public.

These outcomes will be measured by the Performance Measures, supported by deliverables which can be found in Section 4, Theme 2.

Assurance will be provided through Assurance Reports to the PWS Assurance Group (PAG 2), further details can be found in Annex F.

2.3 Theme 3: Maintaining an authoritative voice – recognised as global leaders in weather and climate services

Trusted and authoritative weather---forecasts, accessible when and where people need them.

The other themes of this CSA require the Met Office to produce accurate weather forecasts especially through improvements in the science and technology. However, the Met Office could produce an accurate

Met Office products and services should be:
Discoverable, Accurate, Consistent, Useful and Timely

forecast, but if this is not getting into the hands of the people who need it in a way that is useful and helps them to make decisions then that investment and work is wasted.

Recognising the importance of communication and engagement with end users, the Met Office developed its Citizens Engagement Strategy in 2022 with the support of the PWSCG. This strategy is due to be updated early in FY26/27 to reflect the new Met Office corporate strategy and operating landscape. However, the purpose of the strategy will remain the same, defining the Met Office’s approach to reaching all members of the UK population with trusted weather and climate services to help them to make better decisions to stay safe and thrive.

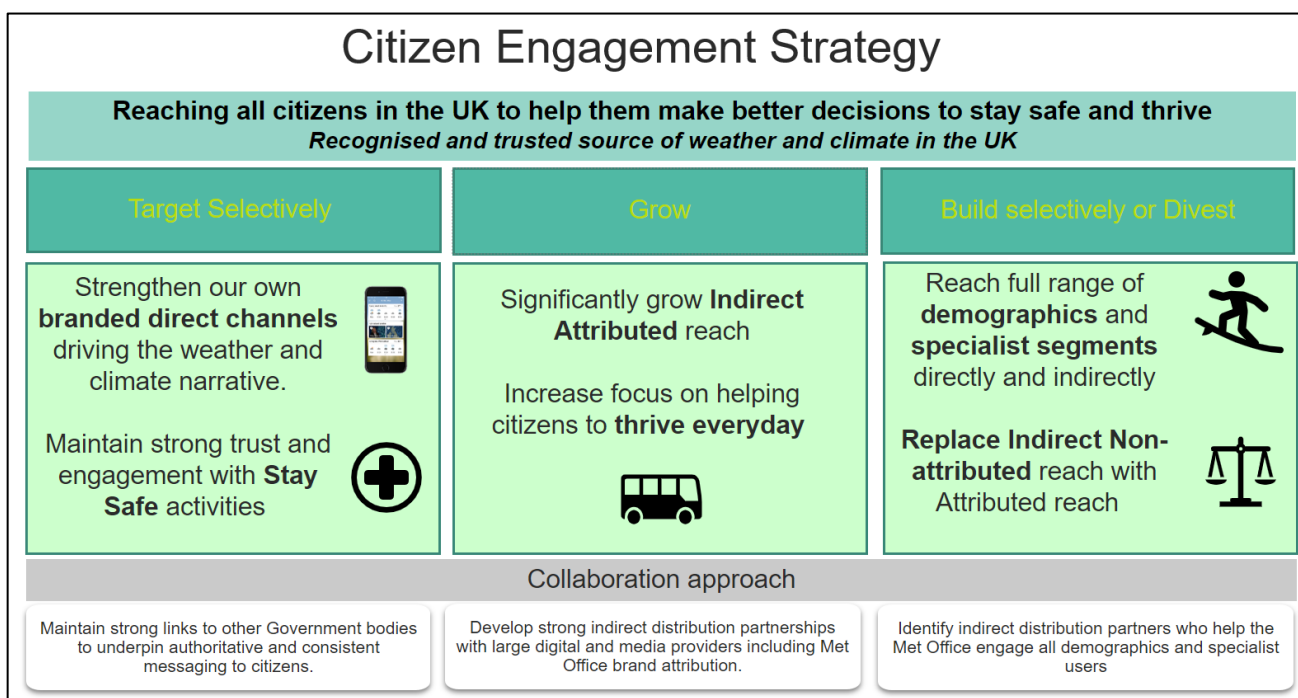


Figure 4: Overview of Citizen Engagement Strategy

2023 marked the first year of the existing strategy’s implementation, with significant progress made since then. As part of the new web and app strategy, the Met Office launched its new refreshed app in January 2026 after extensive user testing and beta trials. The forecast pages of the website are currently undergoing an update to replicate the app’s refreshed look and feel. In addition, a full review of the website is

underway, which includes a migration to a new Content Management System to offer improved functionality and efficiency. This is all contributing to the digital strategy aims to enhance user experiences, pace and data-driven decision making. By improving People, Process, Technology, and Data, the strategy seeks to elevate the Met Office as an industry leader for Website and App products.

The success of Theme 3 is dependent upon the success of Themes 1, 2 and 4 – without the improvements in the science, technology, accuracy and warnings, the Met Office will not be able to maintain its authoritative voice. Whilst the Supercomputer switched over in 2025 and Operating Suite 47 came into effect in January 2026, there has been a prolonged gap in the science improvements seen due to the delays experienced with the Supercomputer. As such, the Met Office has been running the “The Power of Weather Intelligence” brand positioning campaign since 2025 to maintain the high levels of trust built over the years, leveraging it to reposition the Met Office as an innovative, technologically leading organisation. Aimed at key stakeholders in government, industry and the public, it has targeted them by using a range of channels such as events, social, PR and influencer engagement to drive significant reach and strong perceptions of innovation across these key audiences.

Why is this a priority?

Ensuring the Met Office has an authoritative voice and communicates accurate and useful forecasts daily will help people understand the weather and climate, its impact, and take actions to stay safe and thrive. A key part of the Citizens Engagement Strategy is for the Met Office to provide Direct Channels that are aimed at people who want a reference product that can be trusted **when the weather matters most to them**. This may be for safety, but it will also include thrive, whether for personal events when weather is key, but also for small and medium sized enterprises where the weather is a key factor in their decision making, especially when their business relies on accurate forecasts. The provision of a high-quality authoritative and consistent service will establish trust and brand loyalty between customers and the Met Office, resulting in greater engagement with Met Office forecasts and improving the likelihood that appropriate behaviour change will occur every day and during extreme weather.

Building and maintaining an authoritative brand through Met Office direct channels, such as the Met Office App, will encourage third party media channels and organisations to work with it, which increases the reach, use and display of data, forecasts, and warnings.

The most important aspects of a weather forecast as evidenced by the 2025 Public Perception Survey (as described in Theme 2) are that it:

- is accurate
- is easy to understand
- has local detail
- is useful
- is easy to use
- is provided by a trusted supplier
- is clearly presented
- has useful information about how the forecast will change through the day

It is these factors that drive engagement between the Met Office and the end user. The Met Office defines Engagement as: *Working to positively **engage audiences** so that they are **aware, understand and act***. This ensures that the information provided is trusted, listened to and acted upon.

The services and outputs from this theme:

- Discoverable, Accurate, Consistent, Useful and Timely weather forecasts and weather information that reach the UK population and help them to make decisions about whether to change their behaviour (direct channels);
- High quality presentation of weather forecasts, content and data that are shared with, and where possible developed in conjunction with, partner organisations (indirect channels);
- Maintenance of the Met Office Library and archive, which is a legal obligation under the Public Records Acts 1958 <https://www.metoffice.gov.uk/research/library-and-archive/about-us/our-policies>.

PWSCG outcomes required in this theme:

Increase in thought leadership and innovation applied to high quality, compelling and trusted direct channels.

- The Met Office should continue to strengthen direct channels which are world class and maintain their **authoritative voice** – demonstrating **thought leadership** and **innovation**. Requirements for these direct channels include:
 - Improve the way weather is communicated, thus improving the perception of accuracy of Met Office forecasts:
 - Improve the communication of how the weather will *feel*;
 - Review how symbols or other ways of representing weather in forecasting are seen and understood and make improvements, for example by including ways to represent how heavy rain will be and to fully tell the weather story.
 - Provide forecasts and warnings that enable the general public to understand the weather within the context of a changing climate and within appropriate historical context;
 - Include comparison to historical events where appropriate;
 - Include more information on how seasons will change, trends of severe weather changes, frequency of severe weather events, comparison of predicted future weather to current extreme weather;
 - Raising awareness of climate change and how it will change the weather in the future amongst the public both directly and indirectly;
 - Give more information to help people make decisions;
 - Use clear language to explain probability and uncertainty in all forecasts and warnings;
 - Explain how the forecast is going to change;
 - Improving direct engagement with ‘harder to reach’ audiences and those who are most vulnerable to the impacts of the weather and climate.

Increased levels of citizen engagement with attributed Met Office information through direct and indirect channels.

- The Met Office should also extend the reach of Met Office information and forecasts by:
 - Widening partnership working via indirect channels to ensure authoritative advice provided by the Met Office has extensive reach to drive action and change behaviours;
 - Data should be **easily accessible**, useable, and be **attributed** to the Met Office where possible;
 - Content should be relevant/bespoke for indirect channels - content partnerships and syndication;
 - The use of partner organisations should be capitalised on;

- Work with partners to increase the authority of our service by providing content relevant to their area of expertise;
- Work strategically with weather partners who have competitive capability (whether this be technology or data) to enter different markets;
- Target harder to reach audiences and drive action;
- Build social media partnerships (for example via ambassadors or influencers);
- Encouraging wider use of Met Office data, making it quick and easy to download and use by individuals and government, especially when it comes to warnings.

Increase public trust in the Met Office for weather and climate.

- The Met Office should continue to use strategic communications and work with others (including partners and the media) to counter the on-going threat of mis, dis and mal-information;
- The Met Office should also seek to maintain its authoritative voice via the delivery of a Met Office National Meteorological Library and Archive;
- The Met Office should ensure that the weather story is the same whatever communication channel is used to view it, and that the information within a channel is also consistent:
 - Ensure that communication of forecasts is consistent within all channels - for example, the forecast should match the radar picture, the weather script should match the spot forecast information etc;
 - Show consistent weather forecasts and key messages across channels (website, app etc.).
- The Met Office should continue to raise awareness of the weather and climate change in schools.

These outcomes will be measured by the Performance Measures, supported by deliverables which can be found in Section 4, Theme 3.

Assurance will be provided through Assurance Reports to the PWS Assurance Group (PAG 3), further details can be found in Annex F.

2.4. Theme 4: National capability and international commitments - recognised as global leaders in weather and climate science.

Science, observations, technology and international commitments that underpin weather forecasts and warnings.

National Capability

The National Capability of the Met Office **delivers the data, research, development and expertise to support impactful weather and climate products and services, national strategic needs and emergency response.**

It comprises data supply, post-processing and analysis, prediction and projection and observation.

- Data supply is the ability to store, manage, and supply observation, prediction and projection, and post-processed data to internal consumers
- Post-processing and analysis is the ability to transform observation and prediction and projection data to modify scientific characteristics for a general purpose use-case
- Prediction and projection is the ability to simulate or emulate the physical, chemical and/or biological environment within a given domain and specific context
- Observation is the ability to capture measurements of the physical, chemical and/or biological environment, measured at a specific time in the past.

International Commitments

The Met Office as the UK's national met service is well respected and highly regarded internationally and plays an important role in deploying a degree of 'soft power' to the overall benefit of the UK. The Met Office should maintain and, where possible, increase influence within key organisations and collaborations to ensure that UK interests are served. When representing the UK on the international stage the Met Office should seek to maximise the impact of any financial contributions made by the UK Government. If circumstances allow, the Met Office should ensure that interventions and decisions support and further widen UK Government aims and objectives that may be closely linked or aligned to those in weather and climate.

On behalf of the UK, the Met Office is an active member within international organisations and has also established itself as a trusted partner with a number of overseas governments.

The key organisations and institutions that Met Office should maintain an active role in and maintain engagement with to the benefit of the PWS are:

- EUMETSAT
 - The European Organisation for the Exploitation of Meteorological Satellites is an intergovernmental organisation based in Darmstadt, Germany. Currently with 30 Member States, it develops and operates 24/7 primary weather satellites for Europe. It also provides its members access to meteorological satellite data from other agencies.
- ECMWF
 - The European Centre for Medium-range Weather Forecasts. An intergovernmental organisation of 23 member states responsible for delivering numerical weather predictions on the medium and extended range timescales for its members.

- WMO
 - The World Meteorological Organisation is the United Nations specialised Agency responsible for international cooperation in weather, climate, and water. Through its programmes it coordinates the exchange of real time meteorological information between its 193 members and facilitates the capacity development of National Meteorological Services (NMSs) in developing countries through its Voluntary Cooperation Programme (VCP).
- EUMETNET
 - European Meteorological Services Network. An economic interest grouping of European Meteorological Services which organises cooperative programmes relating to surface observations and weather forecasting, to ensure cost-efficient, optimised, Europe-wide composite observing system. Based in Brussels, Belgium.
- ECOMET
 - Economic interest grouping of the National Meteorological Services of the European Economic Area. Operates and maintains an administrative framework to increase access to data and products throughout Europe (for ECOMET Members and 3rd parties). Based in Brussels, Belgium.

Why is this a priority?

The National Capability underpins the PWS and weather services provided to a wide range of government departments as described above, providing accurate and timely observations and forecasts, and the means through which information is disseminated to users.

Without the national capability and international co-operation and commitments there would be no weather forecasts, the UK would not be able to provide the public or responders with information that will help them stay safe and thrive and the Met Office would not be able to fulfil their public task¹.

The services and outputs from this theme:

- Outputs essential to deliver PWS Services listed within Annex A to this CSA;
- Outputs that provide advice to multiple UK government departments to assist in the mitigation of weather-related risks within the National Risk Register;
- Outputs to Civil Aviation which are regulated by the Civil Aviation Authority (CAA) and which are required to perform to quality standards in accordance with the UK's international obligations, and additional national requirements as applicable;
- Capability essential to underpin outputs to UK government which enable multiple Departments to discharge their responsibilities in line with the UK's National Security Strategy;
- Capabilities that improve the quality of PWS services to meet performance levels required by the PWSCG in this CSA;
- Capability that exists as part of the Met Office's recognised role by the World Meteorological Organisation (WMO) as the UK's National Meteorological Service;
- Pull through of new capabilities running on the new supercomputer – in conjunction with partners.

¹ The PWS Services and outputs of the National Capability which are listed within the Service Catalogue of this CSA form the Met Office Public Task.

PWSCG requirements for this theme:

The Met Office should focus on:

- Ensuring national capability is constantly developed and its outputs are pulled through from the science to the wide range of users, focussing improvements on accuracy for forecasts that matter most to the user, with a particular focus on precipitation and extreme temperatures, whilst recognising that improvements in the accuracy of all warnings is required to stay safe.
- Ensuring that forecast capabilities on the supercomputer are developed to deliver the performance gains which are reflected within this Customer Supplier Agreement. Delivering higher resolution ensemble modelling, AI enabled improvements and faster use of new observations to deliver more reliable forecasts further ahead and sharper updates during rapidly changing weather for UK citizens.
- Ensuring that the substantial increase in data volumes from the new supercomputer are managed efficiently.
- Evolve and life-cycle the UK observational network for the next generation of models, including observations from satellite, radar, surface (land and marine), upper air and supporting the introduction of new observations services including those related to space weather and the pull through of new radar products into operations. This should be continuous to deliver the outcomes required through services and to ensure that the next generation models have access to the appropriate quantity and types of observations.
- Engaging with WMO, EUMETSAT, ECMWF, EUMETNET and the wider international community in line with UK Government policy and its priorities, in order to operate as a member of the global weather and climate community.
- Ensuring that absolute and relative verification capabilities are kept up to date and relevant to ensure that the Met Office can measure and report on the accuracy of forecasts as required.

Assurance will be provided through Assurance Reports to the PWS Assurance Group (PAG 4), further details can be found in Annex F.

3 Summary tables

Performance measures and deliverables in blue will be reported to and assured by the PWSCG Secretariat rather than the full customer group.

Performance measures and deliverables marked with an asterisk* will be used as indicators that the Met Office is delivering its responsibilities as a Category 2 responder

Theme 1 performance measures and deliverables

Performance measure	Metric	Rating Frequency
PM1.1 Deliver timely and accurate warnings to the public and responder community	PM1.1a Accuracy of warnings should be baseline 82%, verified by the Met Office and PWSCG (rolling 3-year average). 'Very Poor' guidance should constitute less than 10% warnings.	Monthly subjective verification meeting and RAG rating.
PM1.2 Ensure warnings reach as much of the UK population as possible	<p>PM1.2a Awareness of amber and red warnings (excluding thunderstorm warnings) should be at least 80%, based on ad hoc surveys.</p> <p>PM1.2c Awareness of Amber and Red snow warnings should be at least 85%.</p> <p>PMD1.2d Report on public awareness of amber and red thunderstorm warnings (based on ad-hoc surveys) to provide evidence for a baseline target. (March 2027)</p>	RAG ratings as surveys are available
PM1.3 Increase the usefulness of warnings in order to increase action	<p>Through ad hoc public surveys, Amber / Red Warnings verified at the following levels:</p> <p>PM1.3a 'Useful' at least 85%</p>	

and drive behaviour change	PM1.3c 'Action taken' is at least 80%	
PM1.4 Maintain and develop the Met Office Civil Contingency Services	PM1.4a In biennial responder surveys, achieve 85% satisfaction with Civil Contingency Advisor (CCA) team. * PMD1.4a Review the usefulness and value for money of Responder Surveys, with recommendations for measuring the quality of Met Office services to Civil Contingencies. (Sep 2027) <i>Report to Secretariat</i>	Biennial RAG rating, next survey to be undertaken February 2026
R1.1 Increase in quality and authority of warnings	Provide an update on the implementation of the Common Warnings Framework and next steps to PAG1 meetings.	Report to PAG1 in October and March. (Secretariat will provide update if there's nothing substantial to cover.)

5 Year Outcome	Objectives (in bold)
Increase in quality and authority of warnings to the public and responder community All citizens and the responder community are provided with trusted, accurate and useful (timely, consistent, discoverable, innovative) forecasts, ensuring everyone makes better	Ensure responders and the public continue to have high-levels of awareness of warnings and take appropriate action to stay safe: Yr 1&2 D1.3g Create a 5-year vision and service design for warnings, considering external changes, optimal delivery channels, D1.3 recommendations, and responder user experience. (Update October 26, final delivery October 2027) Yr 3-5 D1.3h Implement the vision and service design across all components of the warnings service, including service delivery and communications. (October 2027 - March 2030)

<p>decisions to stay safe and thrive</p>	
<p>Increase in quality and authority of warnings to the public and responder community All citizens and the responder community are provided with trusted, accurate and useful (timely, consistent, discoverable, innovative) forecasts, ensuring everyone makes better decisions to stay safe and thrive</p>	<p>Based on feedback (public and emergency responder) continue to develop and refine a common approach to warnings that aligns with partners across governments and their agencies and Met Office capabilities.</p> <p>Yr 1&2 D1.7b Display or communication of warnings for the Republic of Ireland alongside those for Northern Ireland on Met Office direct channels. (March 2027) <i>Report to Secretariat</i></p>
<p>Increase in quality and authority of Met Office channels to the civil contingencies community Strengthen channels for the civil contingencies community, demonstrating thought leadership and innovation through high quality, compelling and trusted services</p>	<p>Continuous development of civil contingency services to ensure our service offering is fit for the future:</p> <p>Yr 1 & 2 D1.8f Create a future vision and service design for Met Office civil contingency digital products and services for the UK, focusing on user needs, service coherence, and interoperability. (March 2027)</p> <p>Yr 3-5 D1.8g Implement service design for Met Office civil contingency digital products and services for the UK. (March 2029)</p>

Theme 2 performance measures, deliverables and reports

Performance measure	Metric	Rating Frequency
<p>PM2.0 Improve the accuracy of forecasts, particularly improving the accuracy of extremes and precipitation</p>	<p>PM2.0 Improve the actual accuracy of forecasts that are available through web and app so that there are at least 10 more metrics RAG rated green than red by March 2027:</p> <ul style="list-style-type: none"> • Min and max temperature • 3-hourly temperature • Relative extremes • Weather symbol for rain (1 drop and 2 drop) • Wind speed • Wind direction • Civil aviation measures <p>See Annex B for more detail of the measure.</p> <p>PMD2.0: Develop and test new PWS Accuracy Metrics with the PWS Secretariat and key stakeholders to create robust, user-relevant measures for inclusion in the PM2.0 target. (April 2027)</p>	<p>6-monthly reporting at PAG2</p>
<p>PM2.2 The Met Office should be accurate when compared to other weather providers.</p>	<p>PM2.2 The Met Office ranks in the Top 3 reported weather providers for accuracy. (ForecastWatch)</p>	<p>Quarterly report</p>
<p>PM2.7 Public perceptions of forecast accuracy (Consumer Accuracy Index)</p>	<p>PM2.7b The Met Office ranks in the Top 3 reported weather providers for perceptions of accuracy. (Consumer Accuracy Index)</p>	<p>Reported quarterly, as an average at end of year.</p>

Report	Objective	Reporting Frequency
R2.2 Improved accuracy and consistency	Deliver improvements to actual accuracy of forecasts based on the Met Office Roadmap, including improvements from both physics-based and ML modelling.	Annual report at PAG2 each March.
R2.3 Improved accuracy and consistency	Deliver improvements to consistency of forecasts based on the Met Office Roadmap.	Annual report at PAG2 each March.
R2.5 Improved accuracy and consistency	Trial improvements to products and services using AI, for example PWS scripts.	Annual report at PAG2 each March.
R2.6 Improved accuracy and consistency	Demonstrate measurable improvements in forecast accuracy following the rollout of Operational Suite 47.	Interim report at PAG2 Oct '26 & Annual report March '27.

5 Year Outcome	Objectives (in bold)
<p>Improvements in forecast accuracy available to all UK citizens, to help them make better decisions to stay safe and thrive.</p> <p>All UK citizens are provided with improved accuracy and consistency to help them make better decisions, when the weather really matters to them.</p>	<p>Improve accuracy of forecasts provided through Met Office Direct and Indirect Channels aimed at a Thriving UK</p> <p>Yr 1&2</p> <p>D2.3b Deliver 14-day forecast data to web & app in beta, demonstrating new ways of visualising the data. (July 2026)</p> <p>D2.3c Undertake research to understand the potential use of the Three-Month Outlook by the Public and Small to Medium Enterprises (SMEs). (March 2027)</p> <p>D2.3d Increase consistency between spot and map forecasts, pulling-through gridded forecasts from IMPROVER to direct channels. (March 2028) <i>Report to Secretariat</i></p> <p>Yr 1&2</p> <p>D2.3e Pull-through NAME pollen model into direct and indirect channels and exploit new model features and other opportunities to improve the usefulness of pollen forecasts to users. (March 2027) <i>Report to Secretariat</i></p> <p>D2.3f Scope then deliver an economic study to be used in future Spending Review submission into the value of the Met Office to businesses, with a particular focus on SMEs. (July 2027)</p>

Theme 3 performance measures, deliverables and reports

Performance measure	Metric	Rating Frequency
PM3.9 Increased levels of citizen engagement with Met Office information through direct and indirect channels.	PM3.9 Improve trust and engagement with the Met Office so that 4 out of 6 components of the engagement dashboard are RAG-rated green.	Monthly RAG rating

5 Year Outcome	Objectives
<p>Increase in thought leadership and innovation applied to high quality, compelling and trusted direct channels</p> <p>Strengthen Met Office direct channels, through pulling-through new science capabilities and demonstrating new ways to communicate the weather story to the UK.</p>	<p>Implementation of the web and app strategy to ensure we remain innovative and thought leaders in this area</p> <p>Yr 1&2 D3.5e Deliver a new website design and content management system that reflects Met Office expertise and differentiates the Met Office within the market. (March 2027)</p> <p>D3.5f Continue to evolve the Met Office app based on feedback from users, growing usage and ratings. (March 2027)</p> <p>Yr 3-5 D3.5g Continuous development of direct channels in line with the web and app strategy. Consolidating the metoffice.gov.uk offering to become the front door for Met Office services. (March 2028)</p>
	<p>Continuous delivery of a high-quality social media presence that builds public engagement, as well as improves our ability to tell the weather story and build weather literacy</p> <p>Yr1&2 D3.5h Increase the use of high impact partnerships with social media influencers and content creators as a tool for enhancing public engagement, building public weather literacy and telling the weather story. (March 2027)</p>

5 Year Outcome	Objectives
<p>Increased levels of citizen engagement with attributed Met Office information through indirect channels</p> <p>Ensuring Met Office data and information is used by the wider weather market .</p>	<p>Continuous Development of the Public Weather Media Service (PWMS) to ensure our offering is fit for new customers and the future.</p> <p>Yr 1 & 2</p> <p>D3.6i Undertake a strategic PWMS product and service review to create a future vision for broadcast and digital media customers, unified service design and roadmap, focusing on user needs, citizen reach and service coherence. (Review complete Oct 2026, begin implementation by March 2027)</p> <p>D3.6j Implement media product and service strategy and roadmap(s), providing quarterly updates to the Secretariat (and wider customer group as required) on delivery schedule. (April 2027- March 2028) <i>Report to Secretariat</i></p> <p>Onboard media partnerships to grow reach & engagement in users’ channel of choice.</p> <p>D3.6k Provide updates on the BBC Partnership Agreement and consult the PWSCG Chair, Independent Member and Secretariat ahead of significant decisions which impact on the CSA and PWS reach requirements. “Quarterly updates within ad-hoc updates when required”</p> <p><i>Delivered through: Deep dive sessions with PWSCG Chair, Independent Member and Secretariat.</i></p>

5 Year Outcome	Objectives
<p>Increase public trust in the Met Office for weather and climate.</p> <p>Met Office is the recognised engine and trusted source of weather and climate in the UK.</p>	<p>Maintain the Met Office's reputation as the UK's most trusted weather brand by promoting its capabilities, expertise, value and impact to build customer preference.</p> <p>D3.9e Deliver the next phase of 'The Power of Weather Intelligence' brand campaign, to strengthen the Met Office brand and deliver targeted engagement which highlights the value and impact of the Met Office. (March 2027)</p> <p>D3.9f Continue to strengthen approach to reputation management to monitor, address and mitigate increasing amounts of external critique of the Met Office (including response to mis- and dis-information). (March 2027)</p> <p>D3.9g Building on the work done in FY25/26 under D3.4, continue to develop and promote our owned channels and content to proactively tell the authentic weather story so that we can remain competitive and authoritative. (March 2027) <i>Report to Secretariat</i></p>

Annex A: Products and Services Catalogue

List of all the products and services that constitute the Met Office Public Task. Some of these products and services are not directly mentioned in the CSA but are included here for completeness.

All products and services are delivered against at least one of the Theme aims and are included only once in the below summary under the Theme they are most aligned to. However, please note that some products and services do contribute to the success of more than one Theme.

Theme Products and Services

An asterisk (*) denotes products and services associated with Met Office Cat 2 responsibilities.

Theme 1 - Weather forecasts and warnings when it matters - Stay Safe			
UK			
	Customer Supplier Agreement Name	Catalogue Name	Number
Services	Civil Contingency Advisors	Civil Contingencies Advice via voice consultancy	SVCOFF0001055
		Civil Contingencies Advice via email consultancy	SVCOFF0003114
	Hazard Manager	FireMet® via Hazard Manager (AWS)	SVCOFF0001327
		3 Month Outlook via Hazard Manager (AWS)	SVCOFF0001307
		3 Month Outlook via email	SVCOFF0001002
		3 Month Outlook via Public Website	SVCOFF0001407
		CHEMET® via Hazard Manager (AWS)	SVCOFF0001410
		CHEMET® Voice Consultancy	SVCOFF0001619
		CHEMET® Email	SVCOFF0001733
		CHEMET® Pro Email	SVCOFF0001380
		CHEMET® Pro Voice Consultancy	SVCOFF0001402
		CHEMET® Pro via Hazard Manager (AWS)	SVCOFF0001292
		NHP Daily Hazard Assessment Signup and Push Dissemination	SVCOFF0001736
	NHP Daily Hazard Assessment via Hazard Manager (AWS)	SVCOFF0001532	
	NSWWS [National Severe Weather Warning Service] (service) - includes supporting communications, engagement, and education provision	NSWWS via Responder Push Dissemination (BSO)	SVCOFF0001309
NSWWS via Visual Cortex (BSO)		SVCOFF0001487	
NSWWS via Alexa Flash Briefing Service (BSO)		SVCOFF0001044	

		NSWWS on Esri ArcGIS Online National Severe Weather Warning Service via Snowflake NSWWS via Public Website (BSO) NSWWS via API (BSO) NSWWS via FTP (BSO) NSWWS via Gov Delivery Email (BSO) NSWWS Push Dissemination via Email (BSO) NSWWS via Hazard Manager (AWS) (BSO) NSWWS Push Dissemination via SMS (BSO) NSWWS via RSS (BSO) National Severe Weather Warnings (NSWWS) Daily Brief via email NSWWS Archive via Web Application (BSO)	SVCOFF0003381 SVCOFF0003991 SVCOFF0001050 SVCOFF0001468 SVCOFF0001045 SVCOFF0001046 SVCOFF0002523 SVCOFF0001039 SVCOFF0002522 SVCOFF0002991 SVCOFF0002847 SVCOFF0001599	
	Avalanche support services	Scottish Avalanche Information via RIPPLE	SVCOFF0002518	
	-	Avalanche Information via Email	SVCOFF0001022	
	Gov email delivery	Met Office News via Gov Delivery Email	SVCOFF0001037	
	Expert Weather Hub guidance services (UK Operational forecast expertise)			
Products	NSWWS (Product)	National Severe Weather Warnings (NSWWS)	PRODSPEC0001301	
	-	NSWWS® Archive	PRODSPEC0001034	
	Daily Hazard Assessment	NHP Daily Hazard Assessment	PRODSPEC0001042	
	Short Notice warnings			
	CHEMET (Area and Plume forecast for hazardous chemical releases)	CHEMET®		PRODSPEC0001784
		CHEMET® Pro		PRODSPEC0001752
	Three-month outlook	3 Month Outlook	PRODSPEC0001598	
	Avalanche support services	Avalanche Information		PRODSPEC0001327
Scottish Avalanche Information Service			PRODSPEC0001443	
Scottish Avalanche Information Service Avalanche Training			PRODSPEC0002641	

Services	RSMC (Regional Specialist Met Centre) - allocated by WMO for Atmospheric Transportation Modelling Services	NATO Dispersion Model data via FTP	SVCOFF0100131
		RSMC Exeter Mirrored Website (AWS)	SVCOFF0003535
		Regional Specialised Met Centre Products to RSMC Website via FTP	SVCOFF0001057
	Transport Modelling Services		
	CTBTO [Comprehensive Nuclear Test Ban Treaty Organisation] (dispersion modelling)	Comprehensive Test Ban Treaty Organisation Product via FTP	SVCOFF0001025
	MeteoAlarm (European warnings information service)	NSWWS via MeteoAlarm API (BSO)	SVCOFF0001048
	Atmospheric pollution service	UK Daily Air Quality 5000 Sites Forecast Data via FTP	SVCOFF0003374
	Advice to Government		
	Hurricane Season Forecasts Crisis Area Modelling International support services (briefing to UK government) Global Guidance Unit Services (GGU) (Global Operational Forecast expertise)	Hurricane Season Forecasts via Public Website	SVCOFF0001036
Products		Regional Specialised Met Centre (RSMC) Radiological Products	PRODSPEC0001617
		Global Long-Range Model Probability Maps	PRODSPEC0001114
	Global Long-Range Outlook (Produced by Science)		
	Global daily weather impact assessment		
	Global incident forecasts		
	International atmospheric pollution services		
	Severe weather assessments	Global Severe Weather Advisory	PRODSPEC0002274
		Comprehensive Nuclear Test Ban Treaty Organisation Source Detection	PRODSPEC0001761
		National Severe Weather Warnings (NSWWS)	PRODSPEC0001301
		UK Daily Air Quality 5000 Sites Forecast Data	PRODSPEC0002642
	North Atlantic Storm Seasonal Forecasts	PRODSPEC0001940	

Theme 2 - Weather forecasts and warnings everyday - Thrive			
	Customer Supplier Agreement Name	Catalogue Name	Number
Services	Met Office Website	Met Office Website / UK Climate Information	SVCOFF0001209
		Met Office Website / 7-day site specific and mapped forecasts across the UK	SVCOFF0001214
	Met Office Apps	iPhone Mobile Phone App	SVCOFF0001239
		Android Mobile Phone App	SVCOFF0001271
	Met Office Mobile Widget	Mountain Weather Forecast via widget	SVCOFF0002981
		Mountain Weather Forecast via Public Website	SVCOFF0001781
		Mountain Weather Forecast via FTP	SVCOFF0003376
		Mountain Weather Widget via Public Website	SVCOFF0002982
	Alexa skill and Flash briefing	UK Forecast Scripts via Alexa Flash Briefing Service	SVCOFF0001065
		Public National Weather Video Forecast via social media, ONWH	SVCOFF0003390
		Public National Weather Video Forecast via public website, ONWH	SVCOFF0001422
		Public National Weather Video Forecast via public website, NWH	SVCOFF0003388
		Public National Weather Video Forecast via social media, NWH	SVCOFF0003389
		Public Scotland Weather Video Forecast via social media, ONWH	SVCOFF0003396
		Public Scotland Weather Video Forecast via social media, NWH	SVCOFF0003395
		Public Week Ahead Video Forecast via social media	SVCOFF0003393
		Public Weekend Weather Video Forecast via social media	SVCOFF0003391
		PWS 16-30 Day Outlook via Public Website	SVCOFF0003429
		PWS 6-15 Day Outlook via Public Website	SVCOFF0003428
		UK National Forecast Script via FTP	SVCOFF0003425
		UK National Forecast via Public Website	SVCOFF0002290
		UK Forecast Scripts via FTP	SVCOFF0001069
		UK Forecast Scripts via Public Website	SVCOFF0001067
		Automated Telephone Forecast	SVCOFF0001590
		UK Regional Forecast Scripts via App	SVCOFF0003426
		UK Forecast Scripts via Email	SVCOFF0001974
		Public Surface Pressure Analysis Charts via email	SVCOFF0002864
	Public Surface Pressure Analysis Charts via Public Website	SVCOFF0002289	

		Public Surface Pressure Analysis Charts via FTP	SVCOFF0002865
		Public Surface Pressure Charts via Public Website	SVCOFF0001056
		Public Surface Pressure Forecast Charts via FTP	SVCOFF0002867
		Public Surface Pressure Forecast Charts via email	SVCOFF0002866
		5 Day Pollen Forecast via Presenter	SVCOFF0001588
		5 Day Pollen Forecast via FTP	SVCOFF0001020
		5 Day Pollen Forecast via Email	SVCOFF0001793
		5 Day Pollen Forecast via Public Website	SVCOFF0001584
		Beach Forecast via Public Website	SVCOFF0001024
		UK Hourly Site Specific Observations Data Feed via Email	SVCOFF0002636
		UK Hourly Site Specific Observations Data Feed via FTP	SVCOFF0002634
		UK Hourly Site Specific Observations Data Feed via DataPoint API	SVCOFF0002635
Products	7-day site specific and mapped forecasts across the UK	Public Website Weather Data	PRODSPEC0001685
	Operational Forecasts: National and Regional video forecasts	Public 10 Day Trend Video Forecast Public 14 Day Video Forecast Public Adhoc Video Forecast Public Deep Dive Video Forecast Public National Weather Video Forecast Public Scotland Weather Video Forecast Public Week Ahead Video Forecast Public Weekend Weather Video Forecast	PRODSPEC0002379 PRODSPEC0002729 PRODSPEC0001250 PRODSPEC0002728 PRODSPEC0001689 PRODSPEC0002381 PRODSPEC0002380 PRODSPEC0002378
	Text forecasts	PWS 16-30 Day Outlook PWS 6-15 Day Outlook Historical PWS Scripts UK National Forecast Script UK Regional Forecast Scripts (PWS Scripts)	PRODSPEC0002377 PRODSPEC0002376 PRODSPEC0001032 PRODSPEC0001187 PRODSPEC0001853
	Weather forecast charts	Public Surface Pressure Analysis Charts Public Surface Pressure Forecast Charts	PRODSPEC0001002 PRODSPEC0001785

Weather related website and App content (text chart and video)	Public Website Climate Data	PRODSPEC0001698	
	Mobile Phone App Product Aggregation	PRODSPEC0001339	
	Mobile Phone App Product Aggregation	PRODSPEC0001339	
	Pollen forecasts (5-day pollen forecast service March-October)	5 Day Pollen Forecast	PRODSPEC0001712
	Mountain forecasts	Mountain Weather Forecast	PRODSPEC0001173
		Mountain Weather Widget	PRODSPEC0002502
	Beach forecasts	Beach Forecast	PRODSPEC0001294
	UK events forecasts		
	UK climate information	Public Website Climate Data	PRODSPEC0001698
	UV forecasts		
Current Observations, including radar, satellite and surface based	UK Hourly Site Specific Observations Data Feed	PRODSPEC0002062	
Historic observations			

Theme 3 - Maintaining an authoritative voice - recognised as world leaders in weather and climate services

	Catalogue Name	Number	
Services	New and Emerging channels		
	Social Media Channels management		
	Weather Desk (Met Office 24hr helpdesk)		
	National Meteorological Library and Archive (digital and analogue archives)	Library & Archive Enquiries (including birthday charts & data) via Email	SVCOFF0002511
		Online Library & Archive Catalogue via Website	SVCOFF0002506
		Met Office Digital Library and Archive	SVCOFF0001445
		UK National Meteorological Library and Archive (physical)	SVCOFF0001444
	Public Weather Media Service	ROW 5000 Cities 3 Hourly Forecast Data Feed via FTP	SVCOFF0001871
		ROW 5000 Cities 3 Hourly Forecast Data Feed via Email	SVCOFF0001870
		UK 5000 Cities 3 Hourly Forecast Data Feed via Email	SVCOFF0001875
		UK 5000 Cities 3 Hourly Forecast Data Feed via FTP	SVCOFF0001876
		UK 5000 Cities Daily 5 Day Forecast Data Feed via FTP	SVCOFF0001878

		UK 5000 Cities Daily 5 Day Forecast Data Feed via Email	SVCOFF0001877
		UK Cities Detailed 5 Day Forecast Data Feed - PLUK65 via FTP	SVCOFF0002597
		UK Cities Detailed 5 Day Forecast Data Feed - PLUK65 via Email	SVCOFF0002596
		UK Tide times data feed via FTP	SVCOFF0003375
		Tide times via Public Website	SVCOFF0001060
		World Cities 5 Day Forecast Data Feed - WCFDaily via Email	SVCOFF0002428
		World Cities 5 Day Forecast Data Feed - WCFDaily via FTP	SVCOFF0002429
		Global 3 Hourly Spot Atmospheric Data via FTP	SVCOFF0003386
		Inshore Strong Wind Warning WOUK** via FTP	SVCOFF0001899
		Inshore Strong Wind Warnings WOUK** via DPF	SVCOFF0002288
	Presenter		
	Visual Cortex licence and support (with 3rd party funding)		
	Design Services		
	Press Office		
	Communications and weather campaigns		
	Syndication services		
	Marketing and market intelligence		
	Schools programme of services	Resources for Schools via Public Website	SVCOFF0001059
		Public Weather Digital Service via Email	SVCOFF0002546
Products	Bespoke Graphics Production		
	Media Briefings from specialists (media services team and others)	Nowcasting Alerts to CSS	PRODSPEC0002199
		Public Weather Digital Service	PRODSPEC0001176
	Briefings and scripts		
	Downloadable weather-related curriculum for 7-14 year olds	Resources for Schools via Public Website	PRODSPEC0001195
		Library and Archive (including digital library and archive, catalogue, educational resources, enquiries service, library service and archive collection)	PRODSPEC0001313
Data Services	Weather DataHub	Weather DataHub – Spot Data	SVCOFF0001305

		Weather DataHub - Gridded Data via AWS S3	SVCOFF0001629
	Data Provisioning (PSI re-use dat catalogue)		
	Weather observations Website (WOW)	Weather Observations Website (WOW) API	SVCOFF0001112
		Weather Observations Website (WOW)	SVCOFF0001365

Theme 4: National Capability and international commitments - recognised as global leaders in weather and climate science.

	Customer Supplier Agreement Name	Catalogue Name	Number
Technical Services (Observations)	Global satellite reception		
	UK radar network		
	UK land observations		
	UK upper air observations		
	Marine observations (Buoys, Voluntary observing ships, Argo Floats)		
	Lightning observations		
	UK AMDAR (Aircraft Meteorological Data Relay)		
	WOW observations (Weather Observations Website) (Also included in Theme 3)		
	European and Global observations - exchange and collaboration dependent on Int Commitments - WMO, EUMETSAT and EUMETNET		
	Spectrum and Safeguarding		
	Observations data quality control, calibration and stores functions		
	Climate Observations Historical Data		
	UK Mode-S Aircraft data (could be part of "UK upper air networks")		

	Global Mode-S Data (note - this is funded by SC-Programme so may not be relevant at this time, but will transfer the PWS in future years)		
	North Sea glider data (note - SC Programme funded but expected to transfer to PWS in future years)		
Science	<i>Forecast Models</i>		
	Atmospheric NWP		
	Global Model Deterministic		
	UK Model Deterministic		
	Local Area Model London		
	Global Ensemble		
	UK Ensemble		
	<i>Atmospheric - Extended range</i>		
	Met Office Global Seasonal Forecasting System - Monthly (with 3rd party funding)		
	Met Office Global Seasonal Forecasting System - Seasonal (with 3rd party funding)		
	Met Office Global Seasonal Forecasting System - Hindcast (with 3rd party funding)		
	(Data available for re-use through Copernicus)		
	<i>Dispersion Models</i>		
	NAME (Numerical Atmospheric Dispersion Modelling Environment) (Supports Theme 1 CHEMET, RSMC and CTBTO services)	Numerical Atmospheric-dispersion Modelling Environment (NAME) Model	PRODSPEC0002029
		Numerical Atmospheric-dispersion Modelling Environment (NAME) Model via CEDA	SVCOFF0002256
	UK Air Quality Unified Model (UK AQUM)		

	<i>Marine Models</i>	
	Global Wave Model	
	UK Wave Model	
	Atlantic Wave Model Ensemble	
	OSTIA Foundation Sea Surface Temperature and Sea Ice Analysis	
	Global Forecasting Ocean Assimilation Model (Global FOAM)	
	North West Shelf Seas Forecasting Ocean Assimilation Model European Shelf Seas (AMM15) (with 3rd party funding)	
	UK surge model	
	UK surge ensemble model	
	Global Ocean (with 3rd party funding)	
	<i>Science Capability</i>	
	Atmospheric model evaluation & development	
	Atmospheric physics & parameterisations	
	Data Assimilation	
	Satellite applications	
	Verification (capabilities and outputs)	
	Dynamics research	
	Post processing (Gridded, Site specific, climatological record)	
	Impact modelling	
	Observation based research	
	Observation systems research	
	Weather Science IT	
	Informatics	
	Atmospheric dispersion	

	Science partnerships		
	Oceans forecasting		
	Climate science IT		
	Climate monitoring & attribution		
	<i>Other Centres - ECMWF - dependent on Int commitments ECMWF</i>		
	European Centre for Medium Range Weather Forecasting (ECMWF)		
	- Global Deterministic Model		
	- Global Ensemble Model		
	- Monthly		
	- Seasonal		
	Any new products/services list below:		
	ECMWF AI Deterministic model		
	ECMWF AI Ensemble model		
Technology	<i>Technology</i>		
	Supercomputing (HCP Exeter, HCP ECMWF - dependent on Int Commitments)		
	Other Compute (Physical, Virtual, Container, Function)		
	Hosting (On Premises, Public Cloud)		
	Storage (Object, Block, File System)		
	Connectivity (LAN, WAN, Internet, Partner)		
	<i>Technology Applications</i>		
	Platform Engineering (Databases, IDAM Machine Learning etc)		

	Software Development Design, Build, Test, Integrate, Deploy)		
	Application Lifecycle Management (On-board, Configuration, Customisation, Retirement)		
	IT Service Management (Design, Transition, Operation, Improvement, Retirement)		
	<i>Data</i>		
	Data Transport (Data transfer, Data traffic management)		
	Data Management (Common reference, Common metadata, Data catalogue, Common functions)		
	Data Platform (Data Services, Data Pipelines, Data Lake, Interactive Data Environments)		
	Data Supply (Observations, Simulation, Standardise, Post-Processing, Productise, Supply)		
	Data Science (Data Science Research)		
International Commitments	World Meteorological Organisation (WMO)		
	European Centre for Medium-Range Weather Forecasts (ECMWF)		
	European Organisation for the Exploitation of Meteorological Satellites (EUMETSAT)		
	EUMETNET (network of 31 European National Met Services)		
	WMO Voluntary Co-operation Programme (VCP)		

N.B. Reasonable endeavours have been used to ensure the information above is correct as of March 2026.

Annex B: PM2.0 Accuracy Thresholds

The numbers highlighted in green through this document show the target scores for March 2027 for PM2.0.

PM2.0 Improve the actual accuracy of forecasts that are available through web and app so that there are at least 10 more metrics RAG rated green than red by **March 2027**:

- Min and max temperature
- 3-hourly temperature
- Relative extremes
- Weather symbol for rain (1 drop and 2 drop)
- Wind speed
- Wind direction
- Civil aviation measures

1) **Verification percentages based on last 24-month performance**

These represent how often each meteorological element is ‘correct’. For example, an 80% score means the forecast is right 80% of the time.

Green – score shows long term improvement in the accuracy of this parameter. (exceeds baseline score).

Amber – score lies within tolerance band (doesn’t exceed but no more than 1% below baseline performance level) This avoids marginal misses, particularly for the higher scoring components

Red – measure shows long-term deterioration in the accuracy of this parameter (score more than 1% below baseline score) These are the ones that really need to be looked at as it means we have got worse at something.

	Day 1	Day 3	Day 5
Min Temp (% correct within 2C)	86.3%	79.0%	*
Max Temp (% correct within 2C)	95.1%	88.8%	78.7%
3-hrly Temp (% correct within 2C)	93.8%	87.9%	77.0%
3-hrly Wind speed (% correct within 5 knots)	91.3%	86.6%	79.6%
3-hrly Wind direction (% correct within 22.5 degrees when wind speed >=10 knots)	TBC**	TBC**	TBC**

**Archive data for Minimum temperature at day 5 failed in 2023-24 so baseline information is unavailable. This metric will be reported on in future years when the baseline data is populated.*

*** Data outages in wind direction have proved difficulties in providing a baseline which the Met Office are currently working on. If it is clear that this is not able to be overcome in year, Met Office will have to provide a graph rather than a number to demonstrate performance changes.*

2) **Rainfall symbol**

The 1-drop and 2-drop weather symbol forecasts from the web and app are compared against rain gauge data at Met Office observation sites across the UK.

Green – score shows improvement in the accuracy of this parameter (exceeds baseline score).

Amber –score lies within tolerance band (doesn't exceed but no less than 3% compared to baseline score).
Red –measure shows long-term deterioration in the accuracy of this parameter (score more than 3% below baseline score). This would be a good indication that we have got worse at something

	Day 1	Day 3	Day 5
% of time precipitation was forecast and it was wet. HIGHER BETTER	71.4%	66.9%	59.7%
% of time precipitation was forecast and it was dry. LOWER BETTER	8.2%	11.8%	15.5%
% of time a 2-drop heavy rainfall event was forecast and it was observed as heavy rainfall. HIGHER BETTER	67.5%	58.1%	47.6%
% of time a 2-drop heavy rainfall event was forecast and it was not observed. LOWER BETTER	3.0%	3.3%	37%

3) Relative Extremes

In 2024 the Met Office introduced new metrics to capture events that are more extreme. The metric should help us understand if the web and app provides good forecasts at times when it really does matter because the weather is more extreme than usual. As extreme events are less frequent, Met Office compare results to climatology rather than a baseline period.

Green – score shows improvement compared to climatology (>0)

Red – score worse than climatology (<0)

	Day 1	Day 3
Max temperature – % skill against climatology	0%	0%
Min temperature– % skill against climatology	0%	0%
Wind speed– % skill against climatology	0%	0%

4) Civil Aviation Authority (CAA) measures

Green – March 2026 36-month score shows skill (>0)

Red – March 2026 36-month score has no skill (<0)

	March 25	March 26
Visibility at 1000m – 24 hr skill against reference score	0.0548	Target > 0
Visibility at 500m – 24 hr skill against reference score	0.0024	Target > 0

Further information

For scientific details of the metrics and the updates in the data choices from previous CSA agreements, please ask the PWSCG Secretariat for any relevant papers.

Annex C: PM3.9 Increasing Trust and Engagement

PM3.9: Improve trust and engagement with the Met Office so that 4 out of 6 components of the engagement dashboard are RAG-rated green.

The engagement measurement framework consists of 18 measures selected to represent the varied ways customers engage with the Met Office, grouped in alignment with the Citizen Engagement Strategy (CES) funnel. Each measure and group has a RAG score based on either 2-year historical data or previous CSA performance measure metrics. Scores are green if the metrics are maintained or improved, amber if within 5% of target, and red if more than 5% off target. The target for this CSA is 4 out of 6 RAGs are green.

Group	#	Channel	Metric	Measure & KPI	Source
Aware	1	Direct & indirect	Unprompted brand awareness	Maintain/beat 58% unprompted brand awareness	Trust Tracker
	2		Prompted awareness of services	Maintain/beat 75% prompted brand awareness	Trust Tracker
	3		National weather service attribution	Maintain/beat 56% Trust Tracker awareness	Trust Tracker
Access	4	Direct	App active users	Grow 3-month rolling avg app active users YoY	Google Analytics
	5		Web active users	Maintain 3-month rolling avg web active users YoY	Google Analytics
	6		Social media impressions	Grow 3-month rolling avg social media impressions YoY	Social media reporting
	7	Indirect	Web AI overview/zero click citations	Grow 3-month avg AI Overview citations count	Ahrefs [H-refs]
	8		Indirect data reach	Grow 3-month rolling avg number of customers accessing data YoY	Weather Data Hub + other data endpoints as reporting becomes available
	9		Indirect PWMS content reach	Maintain 3-month rolling avg content reach.	PWMS broadcast media
	10		Indirect PWDS content reach	Grow 3-month rolling avg third-party channel content views YoY	Apple, MSN, Samsung, Met Office Blog & Media Centre
Interest / Engagement	11	Direct	Positive social media engagements	Grow 3-month rolling avg positive social engagements YoY	Social media reporting
	12		Longform content engagement	Grow 3-month avg longform content view duration YoY	Social media reporting
	13	Indirect	Indirect content engagement	Grow 3-month avg third-party 'RSS' channel content interactions	Apple + MSN + Samsung + other channels as and when they are onboarded
Trust	14	Direct & indirect	Forecast usefulness	Maintain/beat 87% average 'net usefulness' of forecasts	Trust Tracker
	15		Innovation rank	Maintain rank 1 of 'being innovative' (CAI)	Consumer Accuracy Index
	16		Trust in Met Office	Achieve/exceed 80% 'trust a little' or 'trust a lot' score	Trust Tracker

Action	17	Direct & indirect	Forecast action taken	Maintain/beat 3-month rolling avg 78% act because of forecast	Trust Tracker
Loyalty / Advocacy	18	Direct & indirect	Net Promoter Score (NPS)	Achieve positive monthly NPS score (standards 0-30 = good)	App & Web feedback surveys

While the individual metrics have specific scores, they need to be combined within defined groups to provide a straightforward view of direct and indirect performance. To achieve this consolidation, a colour is assigned a score for the individual metrics.

- Green = 2 points
- Amber = 1 point
- Red = 0 points

Within the below groups, an overarching RAG score is assigned based on the total points amassed by the individual metrics. The table shows the thresholds for these RAGs to give the overall scores reported on:

		Green		Amber		Red	
	Total	Threshold	Score	Threshold	Score (rounded)	Threshold	Score (rounded)
Awareness	6	+90%	6	70%-89%	4-5	0%-69%	0-3
Access	14		12-14		9-11		0-8
Interest/engagement	6		6		4-5		0-3
Trust	6		6		4-5		0-3
Action	2		2		1		0
Loyalty/advocacy	2		2		1		0

Annex D: Use of the National Capability by sector

Attribute	Energy	UK Defence	International Defence	Hydrology	Civil Aviation (Regulated)	Marine (Regulated)	Civil Contingencies	UK Media	UK Direct Reach	International Development
Model Types										
Atmospheric (incl. post processing)	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive
Marine	Extensive	Extensive ⁴	Extensive	Extensive	Extensive	Extensive	Occasional	Occasional	Limited	Limited
Dispersion	Occasional	Occasional	Occasional	Occasional	Occasional	Occasional	Occasional	-	-	-
Air Quality	-	-	-	Limited	-	-	Occasional	Occasional	Limited	-
Forecast Range¹										
Nowcasting	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	-
Short-range	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Limited
Medium-range	Extensive	Extensive	Extensive	Limited	Occasional	Limited	Extensive	Extensive	Extensive	Limited
Long-range	Limited (growing)	Limited ⁵	-	Occasional	Limited	-	Occasional	Occasional	Limited	Limited
Seasonal	Limited (growing)	Limited	-	Occasional	Limited	-	Occasional	-	Limited	Limited
Deterministic/Ensemble										
Deterministic	Declining	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive
Ensemble	Growing	Limited	Limited	Extensive	Extensive	-	Limited	Limited	Limited	Limited
Domain (Model types)										
Global	Limited	-	Extensive	-	Extensive	Extensive ³	Occasional	Extensive	Limited	Extensive
UK	Extensive	Extensive	Limited	Extensive	Extensive	Extensive	Extensive	Extensive	Extensive	Limited
Regional	Limited	Extensive - Custom	Limited	-	Limited	-	-	-	-	Extensive
Guidance										
UK	Limited	Extensive	-	Extensive	Extensive	Extensive	Extensive	Extensive	-	Limited
Global	Limited	Extensive	-	-	Occasional	-	Occasional	Occasional	-	Extensive
Observations (Direct use)²										
UK land surface	Extensive	Extensive	Extensive	Extensive	Extensive	Limited	Extensive	Extensive	Extensive	Occasional
UK radar	Limited	Extensive	Extensive	Extensive	Extensive	Limited	Extensive	Extensive	Extensive	Occasional
UK marine	Limited	Extensive	Extensive	Extensive	Limited	Extensive	Occasional	Occasional	Limited	-

UK upper air	-	Extensive	Extensive	-	Extensive	Limited	Occasional	Occasional	-	-
Global	-	Extensive	Extensive	-	Extensive	Limited	Occasional	Occasional	Limited	Extensive
Required performance level is documented for key outputs?	Unsure	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dependent custom capabilities used by sector	Custom diagnostics	Yes CAMs Tropical Africa 4km TDAs Visual Weather	Yes CAMs (Limited) TDAs Tropical Africa 4km CDA components Visual Weather	Yes Surge Models	Yes Custom diagnostics	Yes Custom diagnostics	Yes Impact	Yes Visual Cortex	No	Yes Tropical Africa 4km Tropical Cyclone tracking

The National Capability provided by the Met Office is not just used for PWS products and services. As can be seen in the table below, it is used in a wide range of other areas. Any change or cut to National Capability therefore will have impacts on other products and services provided by the Met Office. This table will be kept under review and will be updated annually.

National Capability Glossary

Extensive – Capability is used semi-continuously (in time) and comprehensively (in scope)

Limited – Capability is used regularly, though limited in scope.

Occasional – Capability is used irregularly, perhaps responding to specific events (e.g. volcanic eruption), though may be used comprehensively (in scope).

Custom [Capability] – Capability has a clear dependency upon the outputs or capabilities of the National Capability but use by other sectors is either restricted or isn't required due to bespoke characteristics

'-' – Indicates no current usage of capability

¹ Nowcasting: 0 to 6 hrs, short-range: 6hrs to 7 days, medium-range: 7 days to 15 days, long-range: 15 days to 30 days, seasonal: 1 to 6 months

² Direct use includes visualisation, within products & services, interpretation & use by meteorologists, use within climate records and verification of outputs. It excludes in-direct use within models via data assimilation

³ Regulated marine products issued under the SOLAS Convention, cover a domain out to 35 deg. W

⁴ Includes use of FOAM, global & regional ocean models and Shelf-Seas Model

⁵ Includes use of ECMWF to T+36

Annex E: Glossary and Terms of Expression

Accuracy	There are three types of accuracy typically referred to by the Met Office. Actual accuracy represents how well the weather forecast at a particular location represents the true weather conditions observed at that location. Perceptions of accuracy represents how accurate Met Office users/customers believe the forecast(s) to be, based on feedback from market research. Comparative accuracy refers to how accurate the Met Office is compared to other weather providers, and this can be judged via actual accuracy measures or and perceived accuracy measures. However, the definitive comparison is based on actual accuracy.
Ad hoc surveys following severe weather	The Met Office commission surveys a number of times each year in consultation with the PWSCG Secretariat after the issuing of an amber or red warning. The surveys aim to monitor the awareness and usefulness of the warnings and establish any actions taken by the public as a result. Up to 6 surveys are carried out per year.
Artificial Intelligence	Artificial intelligence (AI) describes computer systems which can perform tasks usually requiring human intelligence. In the context of the CSA this could be related to improvements to weather forecasting capability brought about by AI.
Authoritative voice	The term ' authoritative voice ' is being used here as a general term to describe the Met Office as a trusted, expert service provider that partners choose to use. It should be noted that across the international meteorological community it is used for a more specific purpose, to describe the NMHS responsibilities for delivering non-discretionary services that provide safety of life services – such as NSWWS for example. It's a concept designed to guard against contradictory warnings in serious weather situations. Work is currently underway in the Met Office to better define the different uses of the term authoritative voice and this will be shared with the PWS Customer Group when it becomes available.
CAA	Civil Aviation Authority is a DfT agency and the UK's specialist aviation regulator
CAI	Consumer Accuracy Index is an output measure from the Perceptions of Accuracy Omnibus survey which helps the Met Office to understand and monitor the drivers of consumer accuracy ratings amongst weather service users.
Channels	Direct channel: Met Office provides content or services directly to the public and where the public are interacting directly with the Met Office. <i>E.g. Met Office website, Met Office app, Met Office weather desk, Met Office social media *</i> *Met Office social media really is a 'rented channel', e.g. through Facebook or Twitter, as the Met Office do not own the platform. However, it is included in direct as the public feel that they are interacting personally with the Met Office. Indirect channel: Met Office provides weather services to an intermediary, who then pass this on to the public. It may go through more than one intermediary and the initial content from the Met Office may change as it passes through an intermediary. <i>E.g. Public Weather Media Service and broadcast media, data services, content syndication, Met Office for Schools programme.</i>
CSA	Customer Supplier Agreement – the document which sets out what products and services the Public Weather Service will provide, which form the basis of the Met Office's Public Task. The CSA defines the key performance measures that will ensure PWS is being delivered to the required standard and deliverables that will need to be reached in order to ensure the ongoing development of the PWS.
DHA	Daily Hazards Assessment is a provided by the Natural Hazards Partnership, and is an 'at a glance' overview of potential natural hazards and health implications that could affect the UK over the next 5 days. It provides a hazards summary to help increase UK's ability to respond to and be prepared for multi-hazard events.
D	Deliverables are pieces of work designed to make improvements to PWS services. Deliverables are defined within the CSA and assessed for delivery. Note - Each deliverable has a unique identifier so

	that they can be tracked through the course of the CSA – therefore may not be seen in the CSA in sequence, however are tracked by the Secretariat.
EA	Environment Agency a Department for Environment, Food & Rural Affairs body which works to create better places for people and wildlife, and support sustainable development, and is responsible for flood warnings in England
ECMWF	European Centre for Medium-range Weather Forecasts a non-EU intergovernmental treaty organisation hosted in the UK. It is both a research institute and a 24/7 operational service producing & disseminating medium range numerical weather predictions to its Member States.
ECOMET	An economic interest grouping of European Meteorological Services which operates and maintains an administrative framework to increase access to data and products throughout Europe (for ECOMET Members and 3rd parties). Based in Brussels, Belgium.
Emergency responder survey	The Emergency responder survey is carried out by the Met Office every 2 years to get feedback from the responder community on Met Office services.
Emergency Responder workshops	The Met Office and PWSCG run workshops with the responder community, when appropriate, to test the effectiveness of the current service offer and to inform where changes and improvements to the service could be made in the future.
Engine	The Met Office should be the Recognised Engine or understood by the public to be the strong influence on the UK weather forecast.
EUMETNET	A non-EU grouping of 31 European National Meteorological Services that provides a framework to organise co-operative programmes between its Members in the various fields of basic meteorological activities
EUMETSAT	The European Organisation for the Exploitation of Meteorological Satellites (EUMETSAT) a non-EU intergovernmental treaty organisation responsible for the launch and operation of European weather satellites and delivering satellite data to National Met Services.
Hadley Centre for Climate Science and Services	The Met Office Hadley Centre — named in honour of George Hadley — is one of the United Kingdom's leading centres for the study of scientific issues associated with climate change. It is part of, and based at the headquarters of the Met Office in Exeter. See also (MO)HCCP.
Heatwave	A heatwave is an extended period of hot weather relative to the expected conditions of the area at that time of year, which may be accompanied by high humidity. A UK heatwave threshold is met when a location records a period of at least three consecutive days with daily maximum temperatures meeting or exceeding the heatwave temperature threshold. The threshold varies by UK county and can be found on the Met Office website here .
Extreme Heat Warning	The Extreme Heat Warning is an impact-based warning designed to highlight the potential impacts of extreme heat to protect lives and property, helping people make better decisions to stay safe and thrive. These are UK wide impact-based warnings, with medium or high likelihood of medium or high-level impacts to transport, energy supply and other areas as well as health (i.e. amber or red warnings), will be distinct from the heatwave definition and heat health alerts described above, and cover impacts to the general population (not just the vulnerable) and to infrastructure.
HPC	High Performance Computer or supercomputer
MARG	Media & Reach Group - a sub-group of PWSCG with the mandate to provide assurance to the Chair of the PWSCG in the following areas. The outputs of the Public Weather Service provide adequate ‘reach’ to help demonstrate value for money for PWS. There is consistency in the delivered message of those outputs across the various media channels. The Public Weather Media Service (PWMS) is operating in a way that meets the needs of the broadcasters using it.
MCA	Maritime & Coastguard Agency – an Executive Agency of the Department for Transport, which works to prevent the loss of life on the coast and at sea.
Met Office Board	Met Office Board - The main role of the Met Office Board (“the Board”) is to support, constructively challenge and provide leadership to the Executive Board, including the Accounting Officer. It should also ensure that the Met Office is working within a framework of prudent and

	effective governance arrangements and controls which enable risk to be appropriately assessed and managed.
(MO)HCCP	(Met Office) Hadley Centre Climate Programme - a programme of work which develops core UK climate science infrastructure and serves the needs of the UK Government by providing policy-relevant scientific evidence and advice in the post-Paris context.
MOSAC	The Met Office Scientific Advisory Committee (MOSAC) a committee of external independent experts which reviews the Met Office's science programmes annually and raises any scientific concerns in relation to the ability of the Met Office's research plans to meet its customer's requirements and its own strategic aims.
NHP	Natural Hazard Partnership is a collaboration between UK public bodies to provide authoritative, consistent, and useful, hazard, impact and risk assessment information to responder communities and governments.
National Capability	National Capability comprises the essential observations, <i>common</i> forecast capabilities and infrastructure that underpin all Met Office weather services for PWS and wider UK Government.
NMS	National Met Service an organisation whose mission is to observe, understand and predict the weather and climate of its country and to provide meteorological and related services in support of its national needs and international obligations. It thus involves an essentially five-fold mission of monitoring, research, modelling, service provision and international co-operation.
National Risk Register	The National Risk Register describes the risks of major emergencies that could affect the UK in the next five years and provides resilience advice and guidance. This is the public facing version of the NSRA
NRW	Natural Resources Wales is a Welsh Government sponsored body, which aims to pursue sustainable management of natural resources in Wales and is responsible for flood warnings in Wales.
NSWWS	National Severe Weather Warning Service is a service provided by the Met Office in the United Kingdom. The purpose of this service is to warn the public and emergency responders of severe or hazardous weather which has the potential to cause danger to life or widespread disruption.
NSWWS survey	An NSWWS survey is an online survey following severe weather events with Emergency Responders. They are commissioned when required.
PAG	Public Weather Service Assurance Group - a sub-group of Public Weather Service Customer Group which provides additional scrutiny of each theme of the CSA and provide assurance of the financial management of PWS funds by the Met Office.
PM	Performance Measures are metrics used to assess PWS performance during the year, as defined by the CSA. Note - Each performance measure has a unique identifier so that they can be tracked through the course of the CSA – therefore may not be seen in the CSA in sequence, however are tracked by the Secretariat.
PMD	Performance Measure Deliverables require the Met Office to complete a body of work to support the Performance Measure. Note - Each performance measure deliverable has a unique identifier so that they can be tracked through the course of the CSA – therefore may not be seen in the CSA in sequence, however are tracked by the Secretariat.
Perceptions of Accuracy survey	The Perceptions of Accuracy survey is performed to understand and monitor the drivers of accuracy amongst the Met Office and other weather service providers.
PPS	The Public Perception Survey is commissioned annually by the Met Office (usually in the autumn) with the aim of assessing the satisfaction levels of the general public in respect of the weather forecasts generally and the services provided by PWS.
Public Sector Information	Public Sector Information means information produced, held or disseminated by the Met Office within its Public Task and in scope of the Re-Use of Public Sector Information Regulations 2015.
Public Task	Public Task means the delivery of the PWS Outputs, which the Met Office is empowered to deliver pursuant to the Meteorological Office Trading Fund Order 1996 No. 774 (as amended).
PWS	The Public Weather Service for the UK as set out in Section 2.
PWS Outputs	The deliverables for the PWS as set out in the Products and Services Catalogue at Annex A of Section 2.

PWMS	The Public Weather Media Service is a package of free (under licence) UK weather services, for eligible UK Broadcasters who sign up to the service, which is delivered by media-specialist Met Office forecasters. It provides Broadcasters with Met Office public weather service information for the UK (forecasts, weather warnings, observations, guidance, scripts and services), tailored for Broadcast media.
PWSCG	Public Weather Service Customer Group – acts as customer on behalf of the public and public sector users of the Public weather Service. Chair is a Ministerial appointment, membership includes an independent member to represent the views of the public
Reach	Met Office Reach The number of people who see Met Office information or accesses its products or services via direct or indirect channels. Strongly branded Met Office reach through Met Office owned channels direct to the public. Indirect reach: Branded reach of Met Office forecasts of information achieved via a partner or 3 rd party. Information provided through a partner has a limited degree of intervention between the information leaving the Met Office and it arriving with the general public due to an agreement with the partner, and includes branded content. Information provided through a third party could be Met Office attributed and the Met Office has less control of the final message. Indirect non-attributed reach: Reach of Met Office data and presented via a third party, not attributed to or branded Met Office. Data often blended with other types of data.
Share of Claimed Usage	The Met Office’s claimed share of usage is a statistic derived from Public Perception Survey responses about where and how often people access weather forecasts, which provides an indication of the sources used for everyday weather information in the UK. .
SEPA	Scottish Environment Protection Agency is Scotland's principal environmental regulator, protecting and improving Scotland's environment and is responsible for flood warnings in Scotland.
Thought Leadership	The Met Office should show that based on its experience and industry perspective, offers unique guidance, inspires innovation and influences other others.
Trust	Trust is a general brand perception measure. Brand trust is defined as the willingness of the average consumer to rely on the ability of the brand to perform its stated function (Journal of Global Strategic Management) The Met Office measures its trust score via its quarterly trust tracker survey via the following question: The Met Office is the UK's national meteorological service. It provides a range of weather and climate services for the public, governments and businesses. To what extent do you trust the Met Office in general?
UKHSA	UK Health Security Agency which exists to protect and improve the nation’s health and wellbeing, and reduce health inequalities.
Useful	Useful is a basket term to include discoverable, accurate, consistent and timely .
Weather-Health Alert System	A Weather-Health alert system ² is run by UKHSA in partnership with the Met Office. The heat-health alert (HHA) operates from 1 June to 30 September and the cold-health alert (CHA) operates from 1 November to 30 March. Both systems are based on the Met Office forecasts and data. Depending on the level of alert, a response will be triggered to communicate the risk to the NHS England, government, and public health system. Advice and information for the public and health and social care professionals, particularly those working with at-risk groups. This includes both general preparation for hot or cold weather and more specific advice when a severe heatwave or cold weather has been forecast ³
WDH	Weather DataHub service offers access to detailed and customisable weather data. This API data channel will ultimately become the single point of access for all Met Office Public Task weather data, replacing both Met Office DataPoint and Wholesale Data Services.
WMO	World Meteorological Organisation – the specialised agency of the United Nations for meteorology (weather and climate), operational hydrology and related geophysical sciences. It is an intergovernmental organization with a membership of 193 Member States and Territories.

²https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1153477/User-Guide-impact-based-weather-and-health-alerting-system.pdf

Annex F: PWS Reporting and Assurance

A high level of assurance is required by the PWSCG to ensure that services are provided to agreed standards. Performance Measures (PMs) and Deliverables (Ds) are used to define performance in the CSA. Governance mechanisms as outlined below will be used to review progress in delivering the PWS PMs and Deliverables and ensure that they undergo the appropriate scrutiny. Monthly performance review meetings will be used to monitor performance during the year, with summaries presented to the appropriate PWS Assurance Group (PAG). The end of year sign-off process is completed based on criteria described below.

Monthly Performance Review Meetings

This meeting is conducted on a monthly basis and is attended by the DSIT PWSCG Secretariat and Met Office. The purpose of the meeting is for the Met Office to update the PWSCG Secretariat on current performance relating to the PMs and Deliverables. A performance report will be provided by the Met Office ahead of the meeting which includes a RAG (Red-Amber-Green) status for each activity. Other items which may have an implication for the Public Weather Service will also be raised by either party at the meeting. The meetings are timetabled by the Met Office, and they will produce a short record of the meeting.

If a PM or Deliverable is rated as red for two consecutive months and the Met Office cannot provide sufficient assurance that the PM/Deliverable is likely to return to green or amber in month three, the PWSCG Secretariat may request that the Met Office write an Improvement Plan for that PM/Deliverable. The Chair of PWSCG will be notified and the Improvement Plan will be shared with the Chair and at relevant PAG meetings as appropriate.

NSWWS Assessment Meetings

This meeting is conducted on a monthly basis if there have been any notable weather events within the preceding month for which a NSWWS has been issued, or for which evidence suggests that an event may have been missed. The meeting will be attended by the PWSCG Secretariat, a Met Office Civil Contingencies Advisor and a Met Office Senior Civil Contingencies Advisor. This purpose of the meeting is to subjectively assess the performance of each Amber and Red (and by exception, Yellow) NSWWS warning by reviewing a broad evidence base of impact information collated by the PWSCG Secretariat and the Met Office.

This performance measure acts as a target of the accuracy of PWS severe weather warnings (PM1.1a) and helps to ensure that the quality of NSWWS guidance is being continually improved.

All warnings provide:

1. An assessment of the impact level expected
2. An assessment of the area at risk from these impacts
3. A validity time during which we expect to see these impacts become apparent.
4. An assessment of the timeliness (notice period) of the warnings

All four of these parameters will be assessed and measured for “accuracy”, with particular emphasis given to assessment of impact level. The three questions to be answered become:

1. Were the impact levels as predicted?
2. Did the warning’s area at risk accurately convey where these impacts occurred?
3. Did the warning’s validity time accurately convey when these impacts occurred?
4. Was adequate notice provided ahead of the warning validity time?

In addition, the assessment should consider feedback from responders and the public, including ad-hoc surveys, storm naming, if any.

As a result of this assessment the warning will be placed in one of four categories:

- **Excellent Guidance:** The impacts, area, and validity time of the warning were closely in line with what was observed, and the warning was issued in good time before the onset of the event.

- **Good Guidance:** The warning was of use to responders and the public but could have provided more accuracy or usefulness in terms of impact levels, area covered, validity time and/or timeliness of issue.
- **Poor Guidance:** A warning was issued, but it was either issued too late after the onset of the event, or the impact levels, area and/or validity time were significantly different to those observed so that the warning was of limited use to responders and the public.
- **Very Poor Guidance:** A missed warning or false alarm, i.e. either at least medium impacts were observed without the appropriate level of warning being in place, or a warning was in place, but no impacts were observed.

Evidence will be logged to support the assessment using the range of information available. This evidence will be presented to the PWSCG Secretariat at the monthly NSWWS Assessment Meetings where agreement is reached about the quality of the warnings. Should there be disagreement, either party may request for the decision to be reviewed by either the Cabinet Office, Scottish Government, Welsh Assembly or Northern Ireland Assembly representative on the PWSCG, as appropriate. The result of this review shall be final. The outcomes from the assessment meeting will form the PM1.1a (Warnings Accuracy) performance measure.

PWS Assurance Groups (PAGs)

PAG 1 – Stay safe

PAG 1 will assure the metrics and deliverables for theme 1. Including assessment of the National Severe Weather Warning Service (NSWWS) and Civil Contingency Services. This will include going through any Ad-Hoc and responder survey results. The group will also assess and make recommendations regarding updates to deliverables and metrics for the yearly CSA update.

As this theme is such a fundamental part of the performance of the Met Office, all members of the PWSCG will be involved in this assurance. For this reason, assurance of the deliverables and metrics in theme 1, along with a review of the weather and warnings, will be a standing agenda item in each PWSCG meeting.

The Group will normally meet twice a year – in October and April. These meetings will be in person, with the option to join by Microsoft Teams if necessary.

Performance will be reviewed by PAG 1 through submission of Assurance Reports and presentations from the Met Office to the group. Information within the reports will explain the factors influencing trends in performance and any dips or peaks which occur. Factors which are outside of the influence of the Met Office will be stated. Subject matter experts within the Met Office will present the report to PAG 1 and be available for questions and discussion, to support the PAG in providing their assurance.

PAG 2 – Thrive

PAG 2 will assure the metrics and deliverables for theme 2.

PAG 2 will meet once per year to assure all the deliverables and metrics in theme 2, including a full assessment of the accuracy measures. It will also assess and make recommendations regarding updates to deliverables and metrics for the yearly CSA update.

This meeting will take place ahead of the PWSCG meeting in March in person, with the option to join by Microsoft Teams if necessary. The PAG will prepare a report for the PWSCG.

Performance will be reviewed by PAG 2 through submission of Assurance Reports and presentations from the Met Office to the group. Information within the reports will explain the factors influencing trends in performance and any dips or peaks which occur. Factors which are outside of the influence of the Met Office will be stated. Subject matter experts within the Met Office will present the report to PAG 2 and be available for questions and discussion, to support the PAG in providing their assurance.

PAG 2 Membership

Chair PWSCG	Independent member
Civil Aviation Authority	Ministry of Defence
Environment Agency	Maritime and Coastguard Agency
Government Digital Service (Integrated Core Services)	Department for Environment, Food & Rural Affairs

PAG 3 – Authoritative voice

The PWSCG sub-group PAG 3 provides additional scrutiny of the Met Office in its delivery of Theme 3 maintaining an authoritative voice and will be used to inform the development of reports for the PWSCG. The Group will normally meet twice a year – in late March ahead of the PWSCG meeting, and in September. These meetings will be in person, with the option to join by Microsoft Teams if necessary.

Performance will be reviewed by PAG 3 through submission of Assurance Reports and presentations from the Met Office to the group. Information within the reports will explain the factors influencing trends in performance and any dips or peaks which occur. Factors which are outside of the influence of the Met Office will be stated.

Subject matter experts within the Met Office will present the report to PAG 3 and be available for questions and discussion, to support the PAG in providing their assurance.

PAG 3 Membership

Chair PWSCG	Independent member
Scottish Government	Welsh Government
Northern Ireland Government	Environment Agency
Maritime and Coastguard Agency	UK Health Security Agency
Government Communications Service	Department for Culture, Media & Sport

PAG 4 – National capability and international commitments

PAG 4 will provide the assurance and scrutiny for the national capability and the international commitments. The PAG is expected to use the existing assurance mechanisms within the Met Office to inform its work (e.g. the Met Office Audit Committee and Met Office Scientific Advisory Committee) and not duplicate the work of any existing assurance mechanism. The Group will normally meet once a year – in late March ahead of the PWSCG meeting, these meetings will be in person, with the option to join by Microsoft Teams if necessary. Interim reports will be provided in October each year.

Performance will be reviewed by PAG 4 through submission of Assurance Reports and presentations from the Met Office to the group.

	Reporting frequency	Overview of Assurance Reporting
1) Technical Services (Observations) 2) Science 3) Technology	Annual + Interim	October (Interim) – Provide written update on Delivery Metrics and key activities, highlights and challenges. March (End of Year) – Full assurance report and presentations including final position on Delivery metrics.
4) International Commitments	Annual + Ad-hoc following meetings	Annual Review – (March) Review of previous year’s key activities, highlights and challenges – as well as forward look and plans for following year. Ad-hoc information and papers presented following international conferences and meetings of note.
5) Finance	Annual + Interim	October (Interim) – Written summary of 6-month position of PWS finances March (End of Year) – Full assurance report and presentations including review of Annual PWS Finances and budget planning for future years.

The format of the Assurance Reports has been agreed with the PWSCG Secretariat but will be regularly reviewed to ensure that it is providing the level of detail needed by the PWSCG to provide assurance against these areas.

PAG 4 Membership

Chair PWSCG	Independent member
Civil Aviation Authority	Ministry of Defence

Environment Agency	Maritime and Coastguard Agency
Government Digital Service (Integrated Core Services)	Department for Environment, Food & Rural Affairs

PWS Assurance Groups (PAG) Terms of reference

Purpose

The PAG’s are subgroups of the Public Weather Service Customer Group, set up to provide assurance of each of the themes in the Customer Supplier Agreement (CSA). These groups will provide independent assessment of the progress of the Met Office against the targets set out in the CSA.

Responsibilities

The responsibilities of the PAG’s are as follows:

- a. Monitoring the performance and delivery of the PWS outputs against the agreed performance measures and deliverables of the relevant CSA theme, and considering in-period modifications as appropriate
- b. Attending meetings or reviewing papers as required
- c. Agreeing to a summary of each meeting or review to be delivered to the PWSCG meetings
- d. Making recommendations regarding requirements, targets and metrics for yearly CSA updates

PWS Customer Group (PWSCG) Meetings

PWSCG Formal Meetings

PWSCG meetings will be the forum for strategic discussion, looking forward, discussing the bigger, more strategic issues and will set the direction of PWS. These meetings will include summaries of the PAG meetings.

Formal PWSCG meetings will normally be held twice a year in April & October. All members and Met Office delegates are expected to attend and if unable to do so are asked to provide a deputy. On an annual basis at the April PWSCG meeting, the members will form a recommendation to the Department for Science, Innovation and Technology (DSIT) as to delivery of the performance measures and deliverables, as defined within the CSA. These will have been run through in depth at the theme PAG’s as described above. Official sign off or any challenges to sign off will be recorded at this meeting. Also, at this meeting the CSA for the subsequent period will be agreed including the Performance Measures and Deliverables. The meetings are timetabled and coordinated by the PWSCG Secretariat.

A formal meeting of the PWSCG will be considered quorate provided no more than one half of members and one of the independent members are absent. An inquorate meeting may proceed in an advisory capacity to the Chairperson.

Voting will be on a two thirds majority basis and the Chairperson will have the casting vote.

The PWSCG may establish sub-groups or hold special interest meetings as it considers appropriate to deliver its terms of reference.

Additional meetings within the Devolved Governments will take place most years and will be chaired by the PWSCG Member within the Devolved region. Representation will normally include:

- The Chair and Independent Member of the PWSCG
- DSIT Head PWSCG Secretariat
- Met Office Head of PWS or PWS Business Manager
- Met Office regional Civil Contingency Advisor/Senior Civil Contingency Advisor
- Representation from across government departments within the Devolved region.

Media and Reach Sub-Group (MARG)

The Media and Reach sub-Group (MARG) is a subgroup of the PWSCG with the mandate to provide assurance to the Chair of the PWSCG in three principal areas. Firstly, that the outputs of the Public Weather Service provide adequate 'reach' to help demonstrate value for money for PWS. Secondly that there is consistency in the delivered message of those outputs across the various media channels. Thirdly, that the Public Weather Media Service (PWMS) is operating in a way that meets the needs of the broadcasters using it. The MARG provides challenge and steer to the Met Office to ensure adequate reach through UK broadcasters and where possible provide advice and direction in order to increase the reach of PWS outputs. The group provides challenge on behalf of the PWSCG on the form and function of the PWMS to ensure that the customers receive a fit for purpose service. The group will report back to the PWSCG on progress and set out any recommendations for actions. The Media and Reach sub-Group (MARG) is chaired by the Independent Member of the PWSCG. Membership of the MARG will comprise representatives from the PWSCG and its Secretariat, Met Office staff responsible for reach via the PWMS, and a cross section of users of the PWMS. The Chair of the PWSCG may attend at their discretion. The MARG will report to PAG-3 and PWSCG.

End of Year Sign off for performance measures

Within this CSA there are 10 Performance Measures, 3 Performance Measure Developments and 4 Assurance Reports

- Monthly monitoring will be performed on all PMs and PMDs as described above
- Ad hoc updated on Assurance Reports will be provided for any notable updates
- The PWSCG expects the Met Office to meet all agreed performance measures, Performance Measure Developments and Assurance Reports. However, some measures may not be met due to circumstances beyond the Met Office's control.
- To receive end of year signoff that the CSA has been delivered the Met Office are required to achieve:
 - All 10 PMs
 - All 3 PMDs
 - All 4 Assurance Reports

If a measure does not meet the end-of-year target, the PWSCG will accept a written explanation and discuss its approval for signoff in the CSA during relevant meetings. They will consider circumstances beyond the Met Office's control, issues highlighted by monthly monitoring, or other reasons for the missed PM.

End of year Sign off for Deliverables

Within this CSA there are 16 Deliverables. To assure PWSCG members that each Deliverable has been met, the Met Office will submit a paper describing the outcome of the Deliverable to the PWSCG Secretariat on or before the due date of that deliverable.

- The paper will be discussed in detail at the relevant PAG meeting, and the PAG will make a recommendation to the PWSCG end of year meeting
- The PWSCG group will be asked to agree or disagree that the Deliverable should be signed off.

Approval by PWSCG Secretariat

Within this CSA there are 6 measures will be assured and signed off by the PWSCG Secretariat rather than the full PWSCG. These measures are noted in blue within the summary tables within section 3. The PWSCG Secretariat can decide to escalate these measures to be signed off by the full PWSCG if deemed appropriate.

Business as usual items required to achieve signoff.

In addition to the deliverables and performance measures described above, the Met Office will be expected to deliver the following items throughout the year:

1. The Public Perception Survey and annual briefing for the PWSCG Chair, Public Member and Secretariat

Annual CSA signoff

- For the CSA to be signed off at the end of each year the Met Office must achieve all PM's, Assurance Reports and Deliverables being signed off, unless the PWSCG agrees there are strong mitigating reasons why they have been missed or they have already been signed off under the authority of the PWSCG Secretariat.
- This process will be reviewed annually.

Public Weather Service Customer Group Terms of Reference

Purpose

The Public Weather Service Customer Group (PWSCG) is an independent body which acts as the customer on behalf of the public and public sector users of the Public Weather Service (PWS) and provides independent advice to Government ministers to enable the formal agreement of the PWS Customer-Supplier Agreement (CSA) between Government and the Met Office.

Responsibilities

The responsibilities of the PWSCG are as follows:

- a. Setting the current and future outputs required from the PWS and specifying its performance indicators and targets;
- b. Monitoring the performance and delivery of the PWS outputs against the agreed performance indicators and targets, and considering in-period modifications to the PWS as appropriate;
- c. Reviewing whether Met Office plans for the underpinning capability and international commitments are appropriately prioritised and have a demonstrable, value for money link to support the delivery of PWS outputs and other direct services to Government, the public sector and civil aviation;
- d. Reviewing the socio-economic benefits delivered by the PWS, commissioning additional research as necessary;
- e. Supporting cross-Government cooperation to increase the use of PWS outputs and raise issues relevant to wider Government, including through the Chair's representation on Met Office Governance groups;
- f. Providing independent advice to Government ministers on the PWS as required;
- g. Consulting widely with the public and the public sector users of the PWS, as appropriate, in order to effectively undertake its responsibilities above.

PWSCG Chairperson

The Chairperson of the PWSCG will be a public appointment by a Government Minister and is the single point within the PWSCG accountable to the Minister. The Chairperson's responsibilities are as follows:

- Chairing meetings of the PWSCG;
- Ensuring the proper execution of the PWSCG Terms of Reference;
- Keeping the PWSCG Terms of Reference under regular review and proposing any changes to the appropriate Government minister;
- Formally approving the PWS Customer-Supplier Agreement, and formally notifying the Met Office on behalf of the PWSCG as to the extent to which the Met Office has delivered the Agreement;

- Representing the interests of the PWSCG during Government Spending Reviews and in any other relevant cross-Government initiatives;
- Negotiating the PWS price with the funding Government Department and the Met Office, if necessary, to ensure appropriate financial provision for the PWS;
- Ensuring that PWS funds are spent with due regard to economy, value for money and the Government's drive for efficiency;
- Raising the profile of the PWS across the Government and Devolved Administrations, including increasing the integration of the PWS in wider Government initiatives and increasing the impact of the PWS across the UK;
- Reporting on the activities of the PWSCG and the delivery of the PWS to the Departmental Owners and Met Office Board;
- Providing a focal point for all PWSCG correspondence;
- Maintaining relationships with other PWSCG members and Met Office Executive between formal meetings of the PWSCG.

PWSCG Membership

The membership of the PWSCG shall be drawn from the main public sector users of PWS outputs, other funders of the PWS and interested Government departments, and shall include a public appointment by the Chairperson to represent the public users of the PWS (referred to as the Independent Member of the PWSCG).

The Independent Member is appointed to represent the views of the general public and deputises for the Chair when required. This individual is independent of both the sponsoring department (DSIT) and the Met Office and is expected to have a good understanding of the mechanisms that can be used to gain insight into the public mood. This includes an awareness and knowledge of the various communications channels used by the PWS including social, digital and traditional media.

Membership shall include representatives from:

- Cabinet Office
- National Police Chiefs Council
- National Fire Chiefs Council
- Local Government Association
- Scottish Government
- Welsh Government
- Northern Ireland Government
- Environment Agency
- National Highways
- Maritime and Coastguard Agency
- Civil Aviation Authority
- Department for Science, Innovation and Technology
- Ministry of Defence
- Department for Levelling Up, Housing and Communities
- UK Health Security Agency
- Government Digital Service (via Integrated Core Services) – **new member FY24/25**
- DEFRA – **new member FY24/25**
- Department for Culture, Media and Sport - **new member FY24/25**
- Government Communications Service (Cabinet Office)- **new member FY25/26**

Foreign, Commonwealth and Development Office - **new member FY24/25**

The Chairperson may invite other organisations to be represented on the PWSCG that fulfil the conditions laid out above.

The Chairperson and Independent Member will be contracted for a fixed term and remunerated by Government through the PWSCG Secretariat.

PWSCG Secretariat

The PWSCG will be supported by a Secretariat staffed by officials provided by the Government department responsible for the PWS. The Secretariat will be a dedicated resource to support the Chairperson and PWSCG in delivering their responsibilities outlined in these terms of reference. The Secretariat should provide policy and technical advice to the Chairperson and PWSCG on all matters pertaining to the PWS and shall attend PWSCG meetings as advisors.

The Secretariat will ensure that documentation is published on the Met Office public website. This will include:

- Minutes of the PWSCG meetings
- PWSCG annual report
- PWSCG TORs
- PWSCG membership

Duration

The PWSCG is established on an on-going basis until no longer required, when it will be dissolved on instruction from a Government Minister.

Annex G: Change Control Process

The purpose of this procedure is to distinguish between those changes to the PWS that are sufficiently fundamental to require sign off at a high level, and those that are essentially business as usual and can be signed off at a comparatively lower level. The following table summarises the approach:

CSA change required	Review and sign off team	Method of recording change
CSA heads of terms Financials beyond delegations of Met Office Markets Director or DSIT Deputy Director	<ul style="list-style-type: none"> • Chair of the PWSCG • The responsible Director within DSIT • Chief Executive of the Met Office 	Exchange of letters
Strategy Customer outcomes Material changes in performance levels, the scope of deliverables and dates associated with metrics Assurance	<ul style="list-style-type: none"> • Chair of the PWSCG • Wider PWSCG • The responsible Deputy Director within DSIT • Met Office Markets Director 	Minutes of PWSCG meetings or exchange of letters
Catalogues Minor (non-material) changes in the scope and dates of metrics Editorial changes to the CSA	<ul style="list-style-type: none"> • Met Office Head Citizens and Media Business (Public Weather Service) • Head of the PWSCG Secretariat 	CSA updated by PWSCG Secretariat and changes recorded in the table below.

N.B. the PWSCG Secretariat will provide background and supporting evidence for all review meetings. The change control procedure laid down in this annex will apply for any change relating to the Agreement. For the purpose of this Change Control Procedure a material change may include but is not limited to:

- (a) change to the infrastructure of either Party's systems;
- (b) withdrawal of a Service;
- (c) change to the Services;
- (d) introduction of a new Service;
- (f) change in any law, regulation or Government policy or Spending Review which affects the provision of the Services;
- (g) procurement of additional equipment or premises;
- (h) reduction or withdrawal of Funding.

This change control procedure does not preclude informal discussions between the Parties concerning any change but sets out the formal structure for incorporating and recording any changes agreed whilst this Agreement is in force. For pragmatic reasons the Parties may aggregate minor changes which are administrative or considered to have a low business impact into one Request for Change. References to 'in writing' can include electronic documents, provided the persons exchanging the electronic documents have appropriate delegated authority to act on behalf of his/her respective Party. Either Party may propose a

request for change in writing to the other Party which sets out a general description of the change (“Request for Change”). This will include but is not limited to the following details:

- (a) the reason for the change;
- (b) description of the change including any specifications;
- (c) provisional start date for the change;
- (d) benefit to the Parties of the change;
- (e) the potential financial implications of the change;
- (f) a unique identifier for the Change Request.

The Party receiving the Request for Change will respond in writing within the time specified in the Request for Change (“Response”). For changes which are material, the Response will include but is not limited to the following details:

- (a) the description of the solution for the change;
- (b) impact statement on the effect of the change on the operation of the Services;
- (c) an impact statement including costs and savings as a result of implementing the change;
- (d) whether the change requires any change in the existing sub-contracts supporting the operation of Services;
- (e) whether the change requires award of any new sub-contract to effect the change;
- (f) whether the change requires actions to be taken to comply with Procurement Regulations and what such actions will be;
- (g) any change is required in the terms of the Arrangement or its Schedules;
- (h) time scales to deliver the change;
- (i) validity period for the Request for Change; the Request for Change unique identifier.

The recipient of the Response will evaluate the Response within the period of validity of and may:

- (a) accept the Response and confirm acceptance by requesting the Secretariat update the controlled spreadsheet, or taking any other action as defined in the table above e.g. the filing of signed letters;
- (b) request that the Response is revised and/or a new Response is prepared; or
- (c) reject the Response.

Each Party will bear its own costs for the preparation of Requests for Change and Responses.

Change Control Spreadsheet

This Change Control spreadsheet is to be used by the Met Office and DSIT to record changes to the CSA when agreed by all relevant parties. Each entry is to be signed off by appropriate authorised persons representing all relevant parties. Changes agreed via the Change Control spreadsheet will be incorporated in the Agreement and/or Service Definition.

This spreadsheet is controlled and maintained by the PWSCG Secretariat held within the PWSCG Secretariat folders in DSIT, with appropriate levels of security and backup in place and is available on request.

Change id no. (000/FY)	Date agreed	Details	Change relates to document no:	Signoff (attach emails)

MS Copilot was used in the editing of this document.