

**Public Weather Service Customer Group (PWSCG)
Meeting of Scotland Stakeholders**

**10:00-13:15, 12th December 2024
Victoria Quay, Leith, Edinburgh EH6 6QQ**

Attendees

Public Weather Service Customer Group (PWSCG)		Department for Science, Innovation and Technology (DSIT) and Met Office	
Duncan Potts (DP)	PWSCG Chair	Ian Belcher (IB)	PWSCG Secretariat (DSIT)
John Thomson (JT)	Scottish Government	Paul Riches (PR)	PWSCG Secretariat (DSIT)
Jonathan Sewell (JS)	Scottish Government	Celeste Crabbe (CC)	PWSCG Secretariat (DSIT)
Ralph Throp (RT)	Scottish Government	Margo Melotte (MM)	Met Office
Michael Cranston (MC)	SEPA	Ross Melville (RM)	Met Office
Stewart Prodger (SR)	SEPA	Douglas Taylor (DT)	Met Office
Rosie Adams (RA)	SEPA	Greg Wolverson (GW)	Met Office
Martin Thomson (MT)	Scottish Government	Holly Clements	Met Office
Caroline Olbert (CO)	Scottish Water	Chris Walsh	Met Office
Nicola Page (NP)	Police Scotland		
Fraser Ralston (FR)	Network Rail		
Donna Baillie (DB)			
Carol Raeburn	Scottish Flood Forum		
Sarah Robertson	Public Health Scotland		
Kevin Williams	Police Scotland		
Ian McDonald	Transport Scotland		
Michael Avril	RNLI		
Mark Cleland	Fire Service Scotland		
Gillies Crichton	Resilire		
Mark Cooney	Scottish Government		
Antonia Niehuss	Scottish Government		
Jim Reville	Scottish Government		
Bill Glennie	Scot Mountain Rescue		

Apologies

Kim Shillinglaw (KS)	Independent Member	
Alison Wood (AW)	Met Office	
Carol-Anne Campbell	D&G Council	

Actions

Action Number	Owner	Action	Due Date
01	Met Office	Provide information about the action people have taken in response to storm surveys issued in Scotland	Feb 2025

Item 1: Welcome and Introduction

All were welcomed and thanked for attending in person.

Item 2: Role of PWSCG & current priorities

The PWSCG Chair welcomed all and noted that the meeting is a chance to hear views, reflect and provide feedback to the Met Office about their products and services.

It was noted that the current priorities are the Supercomputer, improving app and web channels, evolving the PWSCG membership, the Customer Supplier Agreement refresh and the Phase 2 Spending Review support.

Item 3: Met Office update

The following was noted, with a focus on the Stay Safe and Thrive themes.

When there is a storm the National Severe Weather Warnings Service (NSWWS) is reviewed and a survey will go out to members of the public, the results of which will be used by the Met Office to make improvements.

Storm Isha took place in January 2024. 1007 interviews were conducted, following the storm. The results indicated that there was a 96% awareness of weather warnings, that 84% of those surveyed took action and that 93% thought the weather warnings were useful. Reference was made to some verbatim quotes received from the survey, highlighting the different platforms people used to obtain weather forecasts. A targeted advertisement, to those in Scotland over the age of 55, was posted in Jan 2024 which included advice about how to keep warm.

Achievements made over the past 12 months include strengthening the Met Office brand for direct channels, along with expanding growth in relation to in-direct channels.

App upgrades took place over the summer which included moving to post-processing ensembles which improves accuracy. The Met Office's new forecast data, Blended Probabilistic Forecast, was tested behind the scenes for 12 months and outperformed BestData (the previous forecast data). New measurement metrics are now in place.

There was challenge on the use of daily weather symbols since many did not reflect the most likely day time weather. Remedial work was undertaken to understand this and to create a fix, so weather symbols matched the daytime weather.

There has been a gradual increase in the percentage of the Scottish public who trust the Met Office, this peaked at 86% in November 2024.

The 14-day weather forecast was launched in March 2024 and, following a long-range survey, 70% of the people surveyed indicated that they were very likely to use this forecast again. Educational videos also provide more in-depth analysis on likelihood of the forecasts.

An effort has been made to increase the public's awareness of the Mountain Forecast and a link has been added to the app.

Syndication emails are provided, daily, to media broadcasters and misinformation in the media is being challenged more often by providing science-based graphical content. 81% of the public trust the Met Office as the UK's National Meteorological service.

The London Economics Report - the results of a study commissioned by the Met Office – has now been published on the Met Office website and outlines the benefits worth £56 billion to the UK economy over the next 10 years. The report notes that the Met Office deliver a return on investment of £18.80 per £1 of public money invested.

The Met Office were asked to share information about action people take in response to storm surveys.

Action 01

Item 4: Review of recent weather & warnings

A summary of the weather in winter 2023/24, spring, summer and autumn 2024 was provided.

The following was noted.

In relation to storm naming guidance, there is cross-partner dialogue between the Met Office (UK), Met Eireann (Ireland) and KNMI (Netherlands), and that storms will usually be named on the basis of the impacts from strong wind, along with a potential to cause disruption or damage which could result in an amber or red warning.

Storm Lilian was the 12th named storm of the 2023-24 season, and it was the first time L had been reached since the scheme was introduced in 2015.

Storm Gerrit was used as a case study. The storm was named on the 26 December 2023, and impacts were realised on the 27 and 28 December 2023. There was a related comms challenge because the storm was due just after Christmas and it was a multi-hazard storm with expected wind, rain and snow across Scotland at the same time. The impacts from storm Gerrit included rail service disruptions due to strong winds, landslides, flooding and trees on the line. Motorists were also stranded due to snow and thousands of properties lost power. A summary of the advisor email updates leading up to storm Gerrit was shared.

Storm Isha was used as a case study. The storm was named on the 19 January 2024, and the impacts were realised on the 21 and 22 January 2024. The Met Office issued an extensive amber warning covering over half of the UK's land area. In terms of widespread gusts across the UK overall, Isha was the most significant major windstorm to affect the UK since storm Eunice on 18 February 2022. Storm Isha brought widespread impacts, with numerous reports of fallen trees and damage to buildings. Two people died in Scotland and Northern Ireland when their cars hit fallen trees. Hundreds of thousands of properties in Scotland, Northern Ireland, north-west England and Wales experienced loss of power. There was widespread transport disruption to road, rail and air. All train services across Scotland were suspended.

Storm Bert was used as a case study. The storm was named on the 22 November 2024, and the impacts were realised on the 23 November 2024. Storm Bert was a multi-hazard storm with expected wind, snow, rain and ice across Scotland. Storm Gerrit was referenced in comms. CCA/Police Scotland initiated national briefing on the 22 November 2024. A summary was provided about how warning performance is measured.

Item 5: Closed feedback session without Met Office

See Item 9: Feedback from closed session

Item 6: Multi Agency Incident Response Guide (MAIRG)

A slide-deck was presented in relation to lithium-ion battery fires, notably in vehicles.

Item 7: Local Authority Climate Service (LACS) overview

The following was noted.

The Met Office deliver lots of climate services, including the provision of observational data, seasonal forecasts, climate projections and policy briefings to Government,

LACS is a great example of translating science into meaningful and relevant output. City Packs were developed in 2019 and provided a non-technical summary of what climate change means for a city, summarising climate projections in a graphical fact sheet. The city packs then underwent a revamp in 2022 and were provided to around 25 cities and local authorities across the UK. This service has now been scaled up to provide local climate information and reports to all Local Authorities across the UK.

The portal for the Met Office's climate service for Local Authorities in the UK was shared to demonstrate services available, such as Climate Explorer, the Local Authority Climate Report and the Local Authority Community Site.

The LACS information can be used for decision making, as a training tool, as a public engagement communication tool and to inform the development of future climate-based work.

Item 8: Feedback from closed session

See full version.

Item 9: - AOB

Not items raised.

