



Met Office

PWS Workshop on Service Delivery

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Our aim

To be recognised as the best weather and climate service in the world

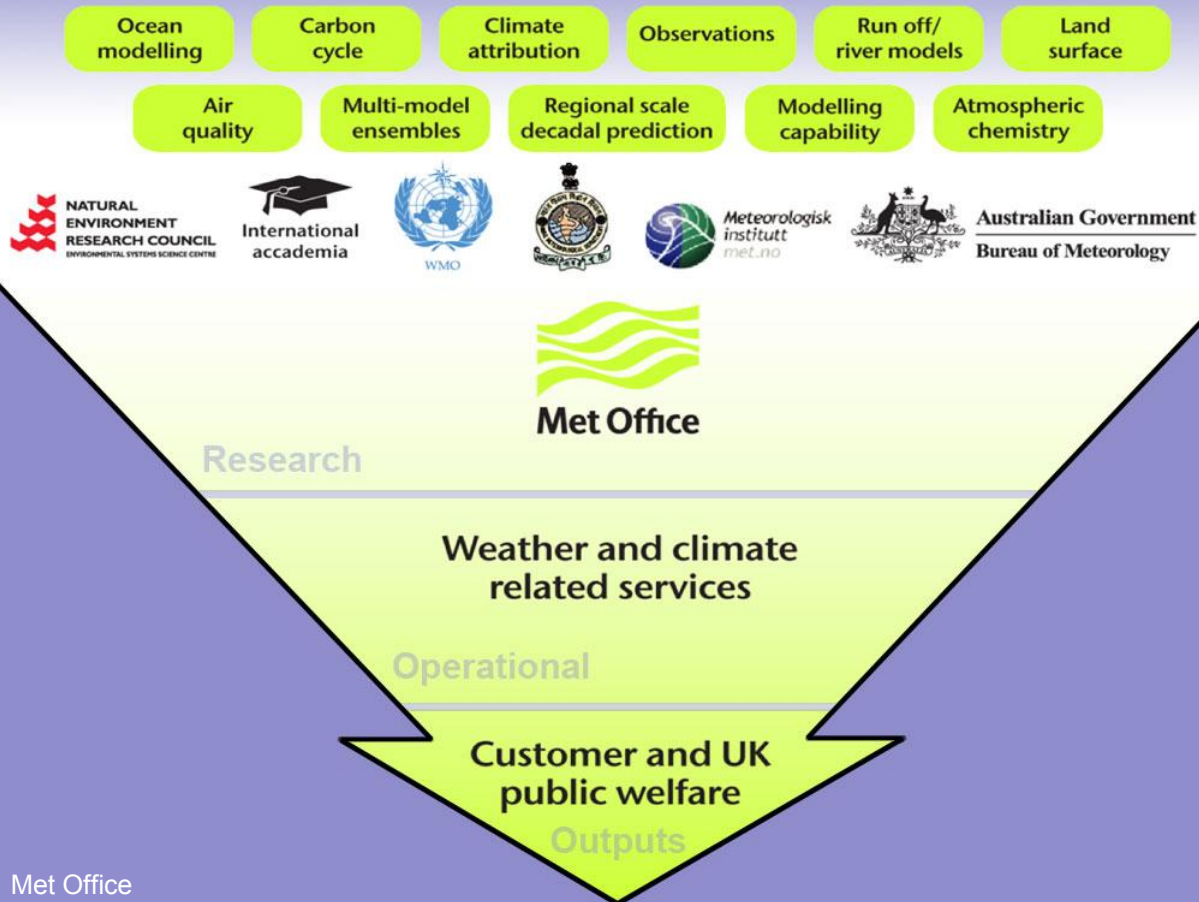
Benchmarked against peers and competitors on:

- Quality of service
- Value for money



Our science

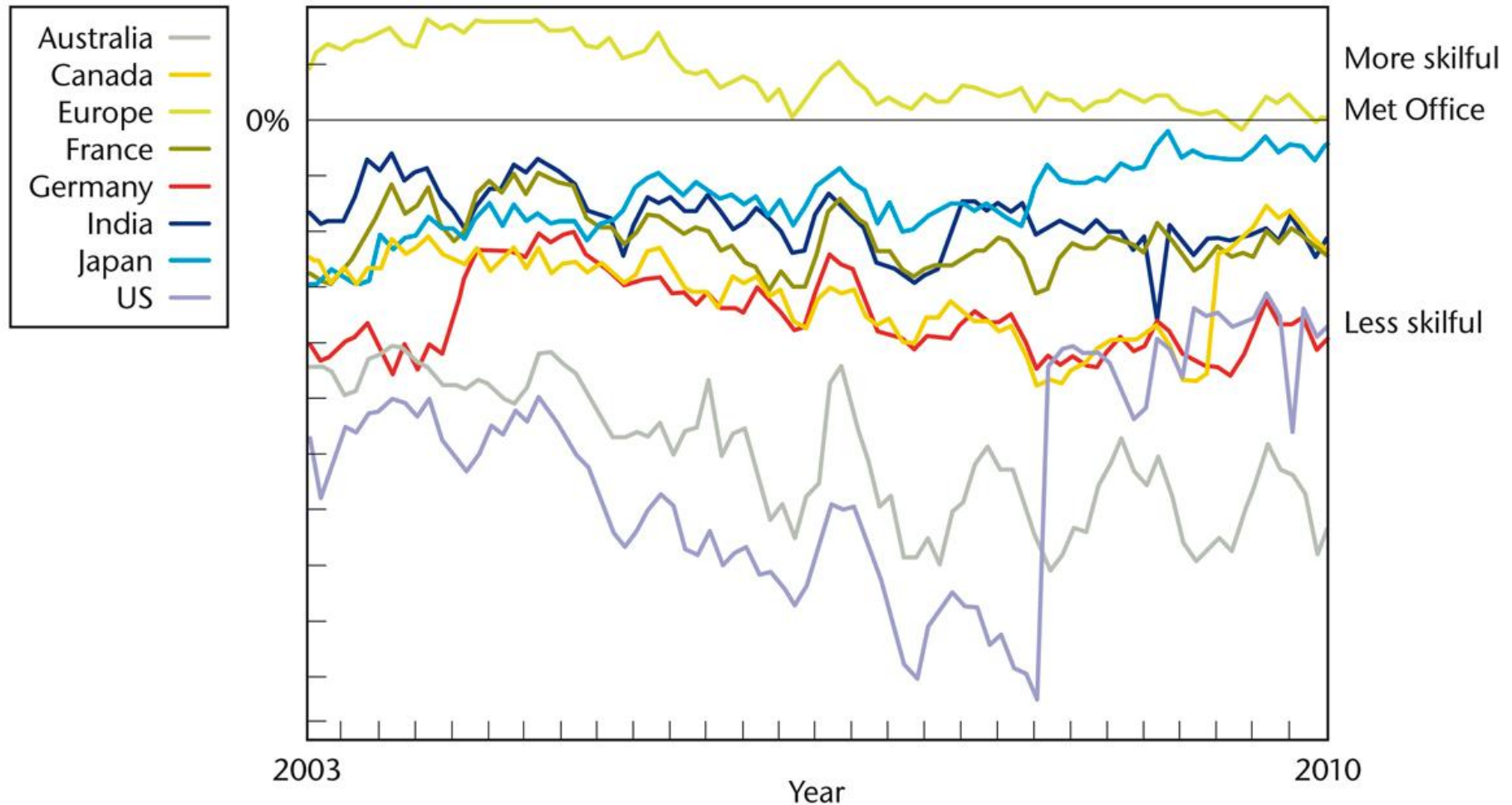
Everything we do is underpinned by world class science and infrastructure

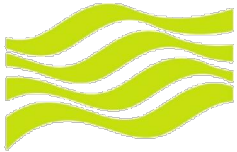




World-leading weather forecasting

Ranking relative to Met Office
'Basket' of measures of forecasting skills





Met Office

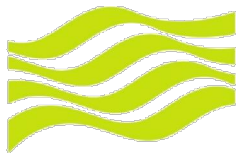
Met Office Model for Service Delivery

- Owned by UK Government (regularly reviewed)
- An Executive Agency operating as a Trading Fund
- A 'customer' for everything we do
- Services provided in accordance with a contract or agreement
- Revenue of ~ £195 is mixed:
 - Non-competed (Defence)
 - Competable (Other Gov't services - Climate, *BBC**)
 - Competed (Commercial)



Service Delivery

- Model for service delivery is less important than the quality of service delivery
- Quality covers many aspects of service delivery:
 - Meeting user needs
 - Timing
 - Accuracy
 - Delivery channels
 - Brand or reputation
 - Resolving problems



Met Office

Public Weather Services

an example of service delivery

- PWS warnings of severe weather are highest priority – Met Office is the ‘official voice’
- PWS Customer Group acts as customer for all PWS
- PWSCG has an independent chairman and members come from principal users of PWS
- PWSCG consults with professional and public users of PWS
- PWSCG robustly monitors performance – poor performance impacts funding



What is the PWS?

- Warning and informing people
- Free at the point of use



A screenshot of the Met Office website's 'UK: severe weather warnings' page. It features a map of the UK with color-coded regions indicating warning levels. A table lists specific warnings:

Region affected	Warning type	Valid from	Valid to
Highlands & Isles	Widespread Icy Roads	1800 Mon 4	1200 Tue 5
Strathclyde	Drifting Snow & Heavy Snow	0800 Tue 5	1800 Tue 5
Central, Tayside & Fife	Widespread Icy Roads	1800 Mon 4	1200 Tue 5
Lowland Scotland, Lothian & Borders	Drifting Snow & Heavy Snow	0700 Tue 5	1800 Tue 5
Northern Ireland	Widespread Icy Roads	1830 Mon 4	1200 Tue 5
	Widespread Icy Roads	1830 Mon 4	1200 Tue 5
	Widespread Icy Roads	1900 Mon 4	1200 Tue 5
	Widespread Icy Roads	1830 Mon 4	1200 Tue 5
	Widespread Icy Roads	1830 Mon 4	1200 Tue 5



A smartphone screenshot of the Met Office mobile app showing a detailed forecast for a Wednesday. The text includes: 'Overcast for Wednesday. Generally dry and sunny with the odd patch of cloud around the peaks in the morning. High: 10°C. Low: 5°C. Wind: 10-15 mph. Rain: 10-15%. UV: 1-2. Sun: 10-15%.' It also features the Met Office logo and navigation icons.

A smartphone screenshot of the Met Office mobile app showing the current weather. It displays a temperature of '3°C' and a '12:00' time. The app interface includes the Met Office logo and various weather icons.

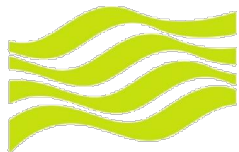




PWS Outputs

- High Impact Weather: UK and global
- Site specific forecasts: UK and global
- Pollution forecasts: UK and global
- Long term forecasts: Europe and global
- Climatological services
- Library and archives
- International commitments e.g. SWFDP

Future requirements also defined to improve accuracy, reach and utility.



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Warnings on Met Office Website

UK: severe weather warnings

Rainfall	Pressure	Cloud	Warnings	
Weather	Wind	Temperature	UV	
Latest/recent		Forecast		
Tue	Wed	Thu	Fri	Sat

Wed 6 Jan

Updated: 1638 on Tue 5 Jan 2010

Very Heavy Snowfall	2000 Tue 5	1100 Wed 6
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London & South East England:

- Hampshire
- Oxfordshire
- W Berkshire

There is a high risk of an extreme weather event affecting parts of Southern England this evening and overnight. A period of exceptionally heavy snowfall is expected with accumulations of 15-30 cm and perhaps in excess of 40 cm. This is expected to cause widespread disruption to the transport network and could lead to problems with power supplies.

The public are advised to take extreme care and refer to the Highways Agency for further advice on traffic disruption on motorways and trunk roads.

Issued at: 1633 Tue 5 Jan



Recipients of PWS Warnings

- The following organisations are registered for NSWWS:
- -53 Police Divisional HQs
- -58 Fire and Rescue Authorities
- -431 Local Authorities
- -15 Ambulance services
- -174 Emergency Planning Units within Primary Care Trusts and Health Boards