



Learning from user feedback to improve the way probabilistic climate information is communicated

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In 2009 the UK government launched the first probabilistic climate projections for the United Kingdom (UKCP09). The UK Climate Impacts Programme (UKCIP) has been tasked with delivering and supporting UKCP09. In delivering this climate information, there has been a deliberate strategy to move from a supply driven focus to one that represents a balance between supply and demand ie. One that is driven based on informed engagement involving both providers and users. This engagement has continued post the launch of the projections and strongly influences the way UKCIP provides, supports and communicates the projections to users.

Users are engaged through multiple techniques including the provision of guidance, training workshops, a users' advisory panel, user community groups, an online user forum and one-to-one interactions. Through these, the nature and scope of what is delivered has been strongly influenced. This is particularly evident in the guidance, enhancements in functionality and the provision of extras.

UKCIP have also learnt many valuable lessons about the presentation and use of probabilistic projections through working with users in the development of guidance, including case studies. This process provides mutual learning for both the users and UKCIP. In particular, alternative ways of using the projections and common mis-uses are identified and fed back into our guidance and dissemination activities.

This presentation provides an opportunity to share and discuss the lessons we have learned including the challenges we have come to recognise in being able to continue to deliver useful climate information to support a variety of uses. These uses include communications, assessments leading to related policy and decision making.