

USER NEEDS & CLIMATE SERVICES

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Q: What climate services actions will you take next week when you're back at your desk?

NACLIM response:

- "I will see how to promote what has already been investigated"

SPECS response:

- "I will make an ECMWF forecast for our users"

Highlights that there is a *chain of providing information*, and therefore a *chain of users*.

DIFFERENT USERS

- Some more/less risk averse
- Different perspective of the climate service value
- Different awareness of climate impacts
- Different ability to handle raw data

Top-down perception of needs is very different to the bottom-up actual needs.

Need to understand what level climate science can reach?

MAIN CHALLENGES

Who are the players in between research and the decision makers?

- > Climate Service Units? - communication and interpretation, to include social scientists, economists.
- > Work with other research communities? e.g. energy/forestry who have much close ties with end users.

How do we interact between ourselves/with the users.

- > Best practices in communications: identify vocabulary, define common terminology.
- > Knowledge exchange between scientists and end users e.g. CLIMRUN approach -Climate/Stakeholder Expert Teams (CET + SET)

“What is useful?” - different for each community

CONCLUSIONS

Users far out-way the providers so need for “champions” per sector, and for user platforms e.g. from the GFCS

Ultimately users need trust in climate services

- Ensure full user chain is involved – FULL partnerships
- Care to be taken with communications – need for experts?
- Expectation management throughout process