

Grass SMART

Service Definition

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1. Service Overview

This service provides cloud-based software to support UK local authorities in managing asset data, activity records and evidence to improve day-to-day service delivery, prioritisation and decision-making.

KaarbonTech's services are designed to support operational teams, managers and decision-makers by providing a consistent, auditable view of asset condition, risk and activity. The software supports authorities in managing services in the context of increasing demand, constrained budgets and a changing climate.

KaarbonTech works in partnership with local authorities to configure and support the effective use of the software, helping teams gain value from their data and improve confidence in decisions.

2. What the Service Supports

The service supports authorities to:

- Maintain a single, consistent view of assets and related activity
- Understand condition and risk using recorded data
- Prioritise work programmes based on evidence
- Improve operational oversight and coordination
- Create a clear audit trail to support governance and assurance

3. Typical Users

The service is typically used by:

- Asset managers
- Service and network managers
- Operational and programme leads
- Data, performance and reporting teams

4. Outcomes and Benefits

The service supports:

- Day-to-day operational management and productivity
- Evidence-based prioritisation and programme planning
- Improved visibility of planned and completed activity
- Reduced reliance on informal knowledge
- Greater confidence in decision-making and reporting

5. General Software Capability

The service provides configurable, web-based software to:

- Maintain asset records and attributes
- Record inspections, observations and activity outcomes
- Manage workflows and follow-up actions
- Report on condition, risk, progress and performance
- Export data for reporting, audit and integration

6. Implementation and Support

KaarbonTech provides configuration, onboarding and advisory support to help customers adopt and use the software effectively. This may include:

- Configuration aligned to local processes and standards
- Data validation and quality review
- User training and guidance
- Ongoing support and advisory input

Implementation and support may also include configuration to align the service with existing authority systems and data sources, including integration with corporate GIS and highways asset management systems where appropriate.

7. Information Assurance

The service is delivered as a secure, cloud-hosted software solution. KaarbonTech applies appropriate technical and organisational measures to protect customer data and support confidentiality, integrity and availability.

KaarbonTech is ISO/IEC 27001 certified.

Customers retain ownership of their data and can export information at any time.

8. Related Services

Related KaarbonTech services available via G-Cloud include:

- Gully SMART
- Tree SMART
- Grass SMART
- Grit SMART

Grass SMART – Product-Specific Service Definition

1. Service Overview

Grass SMART is a cloud-based software service that supports local authorities in managing grass cutting, verge maintenance and wider grounds maintenance activity across the highway network and public spaces.

The service is designed to help highways, parks and environmental services teams manage large areas of land in a consistent, planned and auditable way, including highways verges, rural networks, urban areas, parks and open spaces.

Grass SMART provides a clear, structured view of grass assets, maintenance programmes and related activity to support day-to-day operational management, programme planning and confident responses to public and member enquiries.

2. What Grass SMART Supports

Grass SMART supports authorities to:

- Maintain a consistent view of grassed areas and maintenance responsibilities
- Plan and manage grass cutting and maintenance programmes
- Prioritise activity based on service standards, location and local requirements
- Monitor delivery of planned programmes
- Improve visibility of activity across teams, contractors and service areas
- Support clear responses to public, councillor and internal enquiries

3. Operational Productivity and Delivery Support

Grass SMART supports operational teams and managers by:

- Providing a single view of grass assets, programmes and related activity
- Supporting structured planning of cyclical and reactive maintenance
- Improving visibility of planned, completed and outstanding work
- Reducing reliance on local knowledge by making service information accessible
- Supporting consistent approaches across large geographic areas
- Improving coordination between internal teams and delivery partners

4. Evidence, Audit and Defensible Decision-Making

Grass SMART supports assurance and governance by:

- Creating a clear audit trail of planned and completed maintenance activity
- Supporting defensible responses to complaints and member enquiries
- Providing evidence to demonstrate delivery against agreed service standards
- Supporting internal assurance, performance reporting and scrutiny
- Helping evidence value for money and consistency of service delivery
- Supporting continuity when staff roles or responsibilities change

5. Software Capability

Grass SMART provides cloud-based software designed to support the management of grassed areas and maintenance programmes at scale.

The service enables authorities to manage grass assets and areas within a structured system, supporting clear definition of maintenance responsibilities, service standards and cutting regimes across the network.

Grass SMART supports the use of location-based and attribute data to manage grass cutting programmes across different environments, such as highways verges, rural routes, urban areas, parks and open spaces. This allows authorities to plan and manage activity consistently while accounting for local requirements.

By bringing asset information, programme data and activity records together in a single system, Grass SMART supports clear programme planning, improved visibility of delivery and stronger evidence to support operational decision-making.

This approach improves confidence in service delivery, supports effective management of large maintenance programmes, and provides a clear evidence base for responding to public and member scrutiny.