

Grit 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.

KarbonTech'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.

KarbonTech 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

KarbonTech 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

Grit SMART – Product-Specific Service Definition

1. Service Overview

Grit SMART is a cloud-based software service that supports local authorities in managing grit and salt bin assets, associated data and related activity as part of the wider winter maintenance service.

The service is designed to help highways and environmental services teams manage large and distributed grit bin networks across urban areas, rural networks, footways, estates and public spaces.

Grit SMART provides a clear, auditable view of grit bin locations, condition, usage and related activity to support efficient management, reduce unnecessary visits and provide confidence during periods of winter service pressure.

2. What Grit SMART Supports

Grit SMART supports authorities to:

- Maintain an accurate and up-to-date inventory of grit and salt bins
- Manage bin locations, condition and status in a single system
- Understand patterns of usage, movement and intervention
- Identify under-used, over-used or problematic bin locations
- Support smarter placement, relocation and rationalisation of bins
- Reduce unnecessary or abortive visits and associated costs
- Respond more effectively to public and councillor enquiries about grit bins

3. Operational Productivity and Delivery Support

Grit SMART supports operational teams and managers by:

- Providing a single, consistent view of grit bin assets and related activity
- Improving visibility of which bins require attention and which do not
- Supporting structured programmes for inspection, refill and maintenance
- Reducing reliance on local or informal knowledge about bin locations
- Helping teams quickly identify bins affected by movement, obstruction or interference
- Supporting more efficient use of staff time and resources across the bin network

4. Evidence, Audit and Defensible Decision-Making

Grit SMART supports assurance and governance by:

- Creating a clear audit trail of bin status, activity and decisions
- Supporting defensible decisions about bin placement, removal and prioritisation
- Providing evidence to support responses to public, councillor and member enquiries
- Supporting internal review of winter service arrangements and costs
- Helping demonstrate a proportionate, risk-based approach to grit bin provision
- Supporting continuity when staff roles or responsibilities change

5. Software Capability

Grit SMART provides cloud-based software designed specifically for managing grit and salt bins as a distinct and operationally challenging asset type.

The service enables authorities to manage grit bin data within a structured system that brings together bin locations, condition information, activity history and usage-related indicators in one place.

Grit SMART supports the use of location-based and attribute data to understand how bins are used, moved and maintained over time, helping authorities identify bins that are rarely used, frequently interfered with, or repeatedly subject to unnecessary visits.

By bringing this information together, Grit SMART supports the creation and management of targeted inspection, refill and maintenance programmes, helping authorities focus effort where it is most needed and reduce avoidable cost.

This approach improves operational efficiency, strengthens evidence for decision-making, and provides a clear basis for managing grit bin networks as part of a modern, data-led winter service.