

Tree 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

Tree SMART – Product-Specific Service Definition

1. Service Overview

Tree SMART is a cloud-based software service that supports local authorities in managing tree asset data, inspection records, risk information and related activity.

The service is designed to help highways, parks and greenspace teams manage tree populations of any size or setting, including highways, urban streets, parks, rural networks and wider green infrastructure.

Tree SMART provides a structured, auditable view of tree assets and associated information to support day-to-day operational management, risk-based prioritisation and clear responses to public, member and officer enquiries.

2. What Tree SMART Supports

Tree SMART supports authorities to:

- Maintain an accurate and consistent tree inventory
- Record inspections, defects and observations in a structured way
- Manage tree-related risk using recorded data rather than judgement alone
- Prioritise activity based on risk, vulnerability and location
- Respond confidently to public, councillor and internal enquiries
- Support compliance with relevant standards, guidance and codes of practice

3. Operational Productivity and Delivery Support

Tree SMART supports operational teams and managers by:

- Providing a single, consistent view of trees, inspections and related activity
- Supporting clear prioritisation of inspection and management programmes
- Improving visibility of planned, completed and outstanding activity
- Reducing reliance on individual knowledge by making information accessible and auditable
- Supporting consistent approaches across teams, contractors and service areas
- Enabling faster, evidence-based responses to service requests and enquiries

4. Evidence, Audit and Defensible Decision-Making

Tree SMART supports assurance and governance by:

- Creating a clear audit trail of inspections, observations, decisions and actions
- Supporting defensible prioritisation linked directly to recorded risk and condition data
- Providing confidence to managers and senior officers through transparent reporting
- Supporting internal assurance, scrutiny and audit processes
- Helping evidence compliance with internal policies, industry guidance and service standards
- Supporting continuity when staff roles or responsibilities change

5. Software Capability

Tree SMART provides cloud-based software designed specifically for managing tree assets and associated risk in a clear, structured and defensible way.

The service supports the management of individual trees and groups of trees, allowing authorities to maintain a complete inventory alongside inspection records, defects, risk indicators and activity history.

Tree SMART incorporates a verified botanical species list developed in partnership with the Royal Botanic Gardens, Kew, supporting consistent species identification and improved data quality across tree inventories.

The software supports the use of location-based and attribute data to understand how factors such as species, size, condition, surrounding environment and local sensitivity influence tree risk and management priorities.

By bringing this information together in a single system, Tree SMART supports the creation and management of risk-based inspection and management programmes, helping authorities prioritise activity where it is most likely to reduce risk, respond to public concern and protect people, property and the highway network.

This approach improves confidence in operational decision-making, strengthens evidence for challenge or enquiry, and supports long-term, planned management of tree assets.