

Gully 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
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Gully SMART – Product-Specific Service Definition

1. Service Overview

Gully SMART is a cloud-based software service that supports local authorities in managing highway drainage asset data, activity records and evidence.

The service is designed to help drainage and highways teams understand asset condition, risk and performance, and to support consistent prioritisation and programme management in the context of increasing rainfall, extreme weather and changing climate pressures.

Gully SMART provides a structured, auditable view of drainage assets and associated activity to support day-to-day operational management and longer-term planning.

2. What Gully SMART Supports

Gully SMART supports authorities to:

- Understand drainage and flood risk using consistent, up-to-date asset and condition data
- Assess and prioritise risk using recorded information rather than assumptions or historic cycles
- Improve visibility of drainage assets as part of the wider highway and flood risk network
- Support planning and management of drainage services to improve network resilience
- Bring together asset data, activity records and service information to improve understanding of network vulnerability

3. Operational Productivity and Delivery Support

Gully SMART supports operational teams and managers by:

- Providing a single, consistent view of drainage assets and related activity
- Enabling prioritisation of work programmes based on risk, condition and network impact
- Improving visibility of planned and completed activity across teams and service areas
- Supporting consistent approaches to inspection planning, follow-up actions and programme management
- Providing clear oversight of progress, exceptions and emerging risks
- Reducing reliance on informal knowledge by making service information accessible and auditable

4. Evidence, Audit and Defensible Decision-Making

Gully SMART supports assurance and governance by:

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

5. Software Capability

Gully SMART provides cloud-based software designed to support the management of highway drainage as an interconnected, spatially driven network rather than a collection of isolated assets.

The service enables authorities to manage gully and drainage asset data within a network-aware model that brings together asset records, activity history and spatial datasets that influence drainage risk across the highway network. This supports a single, coherent view of how drainage assets operate as part of the wider network.

Gully SMART uses layered spatial data to understand how factors such as road characteristics, land ownership, proximity to water, flood risk zones and other local network conditions influence drainage performance and vulnerability. These spatial relationships can be used to assess and compare risk across the network, rather than treating assets in isolation.

By combining asset data with spatial information, Gully SMART supports the creation and management of risk-based gully programmes, helping authorities prioritise activity where it is most likely to reduce network risk and service impact.

This approach supports stronger evidence for operational decision-making, improves confidence in prioritisation, and enables drainage teams to manage services in a way that reflects network behaviour and changing risk conditions.