

How McCarthy & Stone reduced duplication, improved onboarding speed and achieved **contractor compliance rates of up to 80%**



The customer needed:

To maintain the highest standards of safety and compliance across multiple sites nationwide, while ensuring every contractor regardless of site or project was consistently vetted, approved and ready to work.

We gave them:

A single, trusted, business-wide contractor assurance standard with centralised visibility of compliance data, ensuring every contractor is vetted and approved. This helped McCarthy & Stone keep people safe across all locations while reducing duplication and administrative burden.

The result:

- Contractor compliance increased to up to 80%
- Over 360 contractors now managed through a consistent, shared assurance framework
- Faster, more confident onboarding of approved contractors across projects and regions
- Reduced duplication in contractor vetting and manual compliance checks
- Stronger assurance of safety and compliance standards, supporting regulatory readiness



“We were so inconsistent in the way we were vetting our contractors; we have offices across the country who all had their own methods.”

Brian Holcroft, Director of Health, Safety and Environment

As the UK's leading developer and manager of retirement communities, McCarthy & Stone oversees the full property lifecycle - from land acquisition and design through to construction and long-term building management.

Their supply chain includes national contractors, regional SMEs and specialist providers across construction, fire safety and lifts. Because they both build and manage properties over the long term, they need confidence that every contractor meets the same standards, regardless of project or location.



McCarthy & Stone has worked with Veriforce CHAS for more than four years to address this challenge and bring greater structure to contractor compliance across the business.



The Challenge

Managing contractor compliance across a large, geographically distributed business was becoming increasingly difficult to control and monitor.

Different regions and teams were working in different ways. Contractors could be vetted multiple times, depending on where they were working, and records were often held locally in spreadsheets rather than being shared across the business.

This created several practical issues:

- The same contractor could be assessed more than once by different teams
- There was no easy way to see which contractors met the required standard across the business
- Finding and verifying compliance records took time and effort
- Teams were spending significant time on admin rather than assurance

At the same time, construction timelines meant contractors sometimes needed to be onboarded quickly, increasing the risk of inconsistent checks.

McCarthy & Stone needed a way to:

- Apply the same vetting standard across the business
- Avoid repeating the same checks for the same contractor
- Make contractor compliance status visible and easy to access
- Reduce admin without lowering standards

As Brian Holcroft explains:

“CHAS has given us a single way of vetting contractors across the business. We’re no longer duplicating assurance work, and we can clearly see who is compliant and who isn’t, without having to piece that together manually.”



"I think it's fair to say that contractor management was an area we struggled in. Trying to find records was difficult, we were duplicating things. Sometimes we might even have more than one person vetting the same contractor, particularly if they worked across regions."

Brian Holcroft, Director of Health, Safety and Environment

The Solution

McCarthy & Stone introduced CHAS as a single, business-wide standard for contractor vetting and approval.

Rather than each team carrying out its own checks, all contractors are now required to hold CHAS certification. CHAS Advanced is required as a baseline for contractors, while principal contractors must achieve CHAS Elite, which is the most comprehensive assessment and incorporates the Common Assessment Standard (CAS), providing a higher level of assurance for those leading work on site.

This shift replaced spreadsheet-based tracking with a shared, reliable source of contractor data and created a clear, consistent approach across the business.

This created a clear and consistent baseline:

- All contractors are assessed against a recognised external standard
- Once approved through CHAS, contractors are recognised across the business
- Teams no longer run their own parallel vetting processes

The teams at McCarthy & Stone can now:



Access up to date contractor compliance information 24/7



See whether they meet the required level before onboarding



Use the same compliance criteria across every project and location

“

Sometimes you just need to get a contractor on site. Maybe we weren't being as diligent as we could be.

”

“

We chose CHAS because we already knew them. They had strong credibility within the industry and could scale with us.

”



The Impact

A clear, shared view of contractor compliance

As a result of the partnership, all contractor compliance data is now held in one place, rather than across multiple spreadsheets and teams.

More than **360 contractors** are managed through CHAS, giving McCarthy & Stone a consistent, business-wide view of who meets the required standard.

“That single source of truth for compliance is really important. We know where we stand without having to go digging.”

No more repeated vetting across teams

Previously, contractors working across multiple business areas could be vetted more than once.

With CHAS, contractors are assessed once and recognised across the business. This removes duplication and ensures every team is working from the same information.

“We’re not repeating the same checks in different parts of the business.”

Faster onboarding without cutting corners

Teams can now confirm whether a contractor meets the required standard quickly, which helps keep projects moving without bypassing checks.

This reduces the need to balance speed against compliance; both can happen at the same time.

“We’re having to push back less, and we can get the right contractors on site more quickly.”

Reduced admin, more focus on safety and quality

Removing manual processes and duplicated checks has reduced the administrative load on internal teams.

Time is now spent on assurance activities, such as site safety and quality, rather than chasing documentation or repeating vetting tasks.

“It’s allowed our teams to focus on the areas that really matter – quality and safety.”



veriforce®
CHAS®



More consistent standards across all sites

By applying a single set of requirements to all contractors, McCarthy & Stone has reduced variation across the business.

This has helped drive contractor compliance rates of up to 80% in some areas, with a clearer path to improving performance in other areas.

Strong foundation for regulatory requirements

Having a consistent and well-documented approach to contractor vetting has also strengthened readiness for regulatory change, including the Building Safety Act.

“The Building Safety Act has really strengthened this, and people are much clearer about their personal responsibilities.”

Supporting Future Growth

CHAS is also supporting how McCarthy & Stone plans and expands its supply chain.

When entering new regions, teams can use CHAS to identify contractors who already meet their standards, reducing the time needed to build a compliant supply base.

“We use CHAS for insight - for example, when moving into new areas like Cornwall or Kent, we use it to identify contractors and build relationships.”

This allows the business to expand more quickly while maintaining consistent standards across new developments.

By standardising how contractors are vetted and approved, McCarthy & Stone has moved from fragmented, manual processes to a single, shared system - reducing duplication, improving onboarding speed and giving the business a clear, reliable view of contractor compliance.