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Award

Connect to Work (Lot 3)

Devon County Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-082970

Procurement identifier (OCID): ocds-h6vhtk-05f5e7

Published 15 December 2025, 2:50pm

Scope

Reference

CP2662-24/1

Description

Connect to Work is a DWP programme grant funded through DCC as the lead accountable body on behalf of Torbay, Plymouth and Devon.

The Programme requires the delivery to the following persons with social disability or other priority audiences who are:

- Economically inactive or unemployed: Person has not worked for around 6 months due to their disability, long term health condition or disadvantages and feel they need comprehensive tailored employment support to help them to identify the right roles for their needs and to engage in effective job search towards work.
- Employed but risk of dropping out of work: Person is working/Self-employed for at least 3 months and is struggling to sustain employment due to their disability, long term health

condition or disadvantages. However, it is acceptable to offer support to individuals who have been employed for shorter periods where the Accountable Body judges that would be appropriate.

- Maintaining work: Person has never been in employment or a track record of struggling to retain jobs/sustain employment due to their disability, long term health condition or disadvantages

The programme is delivered through a Supported Employment model - a place train and maintain model delivered through a five-stage process. There are two approaches, both using recognised international standards (Fidelity Models) and both using the principles that participants are employed in the Open Labour Market, it being Paid Work with Ongoing Support provided.

- IPS integrates employment support alongside primary and secondary health services, and other support services. This integration ideally occurs at a physical level, through co-location and other policies, where applicable. IPS has been successfully utilised within the Individual Placement and Support in Primary Care (IPSPC) programme to support individuals with mild to moderate mental health and/or physical health conditions.

Universal Support will utilise and expand on the approach taken with IPSPC. Whilst Universal Support will complement IPS Severe Mental Illness and IPS Alcohol and Drugs, these will remain separate IPS services.

- SEQF is (as required) a more in-depth intervention than the form of IPS used for Universal Support. SEQF is oriented most usually around supporting learning disabled and/or autistic adults as well as others with complex support needs where clinical integration is not needed or appropriate.

Lot 3 is for IPS services delivered in Teignbridge, South Hams and West Devon.

Contract 1. CP2662-24/1 Connect to Work (Lot 3 IPS in Teignbridge, South Hams and West Devon)

Supplier

- CRYSTAL PATHWAYS LTD

Contract value

- £566,100 excluding VAT
- £679,320 including VAT

Above the relevant threshold

Earliest date the contract will be signed

15 January 2026

Contract dates (estimated)

- 15 January 2026 to 15 January 2027
- Possible extension to 15 January 2028
- 2 years, 1 day

Description of possible extension:

The Authority may extend the Contract up to 1 year (12 months), depending on the Authority's requirements and the supplier's success in achieving the requisite outcomes. The extension would modify the contract budget and volume of participants as set out in the Specification.

Main procurement category

Services

CPV classifications

- 79611000 - Job search services
- 80000000 - Education and training services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKK43 - Devon CC

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Switching to direct award

Under CP2662-24 Connect to Work (ocds-h6vhtk-04e910) the Authority received 2 bids for this Lot. 1 bid failed the minimum quality threshold (60%) which was set out in the tender documents. The remaining bidder had already been awarded 2 Lots. Under the rules set out in the tender documents bidders were only permitted to be awarded a maximum of 2 lots per Authority. The restriction was put in place to make the procurement accessible and fair for SMEs and VCSEs.

As a result, the Authority is left with no bidder for this Lot. This leaves a critical gap in service delivery. Therefore, under Section 43 of the Procurement Act 2023 the Authority intends to switch this lot to a direct award.

Supplier

CRYSTAL PATHWAYS LTD

- Companies House: 12102960
- Public Procurement Organisation Number: PLRJ-9554-TTRD

85 Great Portland Street

London

W1W 7LT

United Kingdom

Email: admin@crystalpathways.co.uk

Website: <http://crystalpathways.co.uk>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. CP2662-24/1 Connect to Work (Lot 3 IPS in Teignbridge, South Hams and West Devon)

Contracting authority

Devon County Council

- Public Procurement Organisation Number: PJRC-4623-RJBH

County Hall, Topsham Road,

Exeter,

EX2 4QD

United Kingdom

Email: educate.educationbids-mailbox@devon.gov.uk

Website: <https://devoneducationservices.co.uk/>

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government