

[REDACTED]

Date 03 August 2026
Your Ref FOI-2026-3415
Our Ref FOI-2026-3415

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3415

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 08 July 2026 requesting the following information:

Could you please provide me with details of when and how you contacted Standard Life and their responses - basically all communications with them relating to this name change (NSS to PSD Scotland).

We have now completed the search of our records and can provide you with the following information:

“We contacted Standard Life around the point we were due to make payment in April however the initial contact was made by telephone by a number of different team members and was not documented.”

The responses from Standard Life were ambiguous and we agreed that [REDACTED] would take this forward. This took some time and we then had to wait a further 2 weeks for [REDACTED] to be set up on Standard Life's system. As such the first documentary evidence, from the Standard Life system, is as follows:

Messages

H93232 | NHS AVC SCHEME FOR SCOTLAND

Message conversation

Reference: H93232

 Reply

Topic: Changes or updates to my scheme

Sent by: Workplace Team
When: 17 Jun 2026 10:29
Content:
Hi [REDACTED]

Thanks for your message.

I have passed this on to our admin team. They will process this in 10 working days, subject to change.

Kind regards,
[REDACTED]

Sent by: You
When: 16 Jun 2026 11:26
Content:
Name change from National Services (CSA) now know as Public Services Delivery Scotland (CSA)

From 1 April 2026, NSS and NHS Education for Scotland (NES) joined to form PSD Scotland, enabling transformation in health, social care, and the wider public sector. More information regarding PSD Scotland can be found at the following URL:

[Public Services Delivery Scotland \(PSD Scotland\)](#)

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

[REDACTED]
[REDACTED]