

Date 18 August 2026
Your Ref FOI-2026-3472
Our Ref FOI-2026-3472

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

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3472

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 20 July 2026 requesting the following information:

Please provide copies of the following recorded information:

- 1. Full details of all framework lots, individual call-off agreements, or direct awards granted to Language Line Solutions under the National Language Services Framework (Reference: 027141-2024), including the exact lot allocations, active contract durations, and total financial spend or value caps assigned to this specific supplier to date.**
- 2. Copies of the master service specifications, data security schedules, and technical requirements associated with the framework and agreements identified in Question 1—specifically any clauses defining or restricting the geographic location of data processing and the use of remote or non-UK resident linguists.**
- 3. Copies of any formal subcontractor declaration forms, supply chain mapping logs, or sub-processor registration schedules submitted by Language Line Solutions to NSS that explicitly disclose the utilization of external third-party agencies, Multi-Language Vendors (MLVs), or offshore translation/interpreting entities located outside the United Kingdom.**
- 4. Copies of the formal, signed written authorisations, contract variations, or Data Processing Agreements (DPAs) issued by NHS National Services Scotland granting Language Line Solutions explicit permission to route NHS Scotland patient data, telephone/video traffic, or clinical transcription files to non-UK jurisdictions or undeclared corporate intermediaries.**
- 5. If no such disclosures or written authorisations exist within your records, please confirm whether NSS holds any recorded information, compliance alerts, or logged breach**

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

reports regarding the unauthorized subcontracting or offshoring of language services by Language Line Solutions under this national framework.

After a search of our records Public Services Delivery Scotland (PSD Scotland) can confirm that under the FOISA Section 17 exemption for “Information not held” that PSD Scotland does not hold any information to the questions posed above.

It is important to note that from 1 April 2026, NSS and NHS Education for Scotland (NES) joined to form Public Services Delivery Scotland (PSD Scotland), enabling transformation in health, social care, and the wider public sector. The new direct PSD Scotland FOI email address is now psd.foi@nhs.scot

PSD Scotland adopts the Scottish Government’s Framework for Interpretation and Translation which can be found here [Procurement: interpreting, translation and transcription services framework - gov.scot](#)

This framework and supporting information on the Scottish Government’s website provides the detail around your questions listed above.

I hope that you will find this response helpful 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,

