



**A fast, reliable service for organisations needing criminal record checks for staff or volunteers**

Dear Member,

Welcome to the [eDBS Service](#). We are here to provide you with a fast, reliable service when you need a criminal record check for staff or volunteers.

In order to access the service, you will need to set up your account by contacting our Customer Services team on 03330 135890 (option 5), or [you can email us](#)

You will find lots of useful information about the DBS process on [our website](#) including

- Guidance for you as the organisation requesting the check
- Guidance for the candidates themselves
- Information about what type of checks are available and step-by-step guide to help you identify which check you need

As an ECA member, you will receive our service at a special discounted rate of £16 per check plus VAT.

The per check fee to the national Disclosure and Barring Service, referred to as the DBS fee, is paid by us on your behalf when the check is submitted and then recharged to you as part of your monthly invoice. Checks for volunteers do not incur the DBS fee.

We have over 14 years' experience in handling DBS (formerly CRB) checks and are recognised as a top performing registered body nationally. I am therefore confident we will be able to support you with all your checking requirements.

Our average processing time is 6-8 working days, and with our fully integrated online service there are no paper forms and greatly reduced potential for errors. You will be able to follow the progress of every application you make online; and if you require support at any stage of the process our experienced team is here to help.

We are looking forward to working with you.

Patrick Sturch  
eDBS Service Manager