



CASE STUDY UNITED KINGDOM HOME OFFICE

EU Settlement Scheme



ABOUT UNITED KINGDOM

Population: 67,574,849
[World Population Review August 2019]

OFFICIAL NAME

United Kingdom of Great Britain
and Northern Ireland

STATISTICS

- 95% of the EU Exit: ID Document Check applicants were able to use the app to prove their identity successfully
- 85% of applicants were able to prove their identity using the app in under 10 minutes
- 79% of a feedback survey indicated that proving their identity through the app was either very easy or fairly easy (a further 7% found it neither difficult nor easy)
- As of October 31st, 2019, more than two million EU citizens and their families from the UK have applied to the EU Settlement Scheme

ISSUE

To support the United Kingdom's plans to leave the European Union, the EU Settlement Scheme, operated by the UK Home Office, was created to allow EU nationals living in the UK to apply for settled status, a type of permanent residency. Under the EU Settlement Scheme, applicants are required to complete three key steps: prove their identity, confirm their UK residence and declare any criminal convictions. As the Home Office did not want to process up to four million applications through traditional brick-and-mortar offices, they required an efficient and effective digital solution.

SOLUTION

WorldReach Software was selected in October 2017 to support the identity component of the Settlement Scheme through the development, integration and testing phases. This digital service, based on WorldReach's IdentityReach™ service and Know Your Traveller™ platform, allows an eligible applicant to remotely read and authenticate their ePassports using a smartphone app, and performs biometric facial matching and liveness detection to assess if they are the rightful holder of the document. In September 2018, WorldReach Software was awarded a multi-year contract with the UK Home Office for the operational phases of the digital verification capability supporting the EU Settlement Scheme.

IdentityReach allows applicants to establish their identity at the start of an application process and to tie that identity to their passport or compatible national identity card, without the need to attend an in-person appointment or send their identity documents by mail. IdentityReach includes the reading and verification of the ePassport chip's security features to authenticate the legitimacy of their identity documents. Facial matching is done using the secure reference image from the ePassport chip compared to a live selfie from the smartphone camera, and liveness detection (also known as genuine presence) is performed for anti-spoofing capabilities to prevent fraud.

Through collaborative agile development teams, working in concert with the Home Office, the EU Exit: ID Document Check app was refined and integrated into the overall application process to remotely verify identity documents using electronic passports or UK Biometric Residence cards or EU Identity Cards with a biometric chip.

INDUSTRY SECTOR

Government Travel and Citizen Services

PRODUCTS DEPLOYED

IDENTITYREACH



UNITED KINGDOM



PROJECT FACTS

Contract Award: November 2017
Operational: March 30th 2019

TECHNOLOGY DEVELOPMENT

- Various microservices (ex. Photo QA service, Facial Match Service, ePassport Validation service, ePassport Signature Validation service)
- EU Settlement Mobile API
- Android and Apple App
- Optical character recognition of the Passport's MRZ
- NFC (Near-Field Communication) Document Scanning
- Liveness Detection

EXTERNAL INTEGRATION

Integrations with various Home Office Back Office systems

OPERATES ON

Android (6.0 or above) / Apple iOS (13.2 or above)
WiFi or 3G/4G connection
AWS
Windows IIS
Microsoft
SQL Server

The EU Exit: ID Document Check app assists applicants in promptly and securely confirming their identities without the applicant being required to submit their documents to the Home Office by mail or in person.

The EU Exit: ID Document Check app, using an Android or iOS smartphone, allows applicants to scan their identification document, then read the document's internal chip to confirm its authenticity. The last step in the Document Check app involves a facial scan to detect genuine presence and the capture of a self-taken photograph of the applicant's face. This is all compared and verified using facial recognition technology.

RESULTS

Public beta testing of the EU Settlement Scheme, including the EU Exit: ID Document Check app, took place from January, 21st, 2019 until March 29th 2019. The goal was to test the whole Settlement service at scale in preparation for the public launch on March 30th 2019. The app was initially made available on Android devices, with Apple device functionality added in October 2019. This was the very first iOS App in production that reads ePassport chips via Near Field Communication (NFC).

REFERENCE



I am immensely proud that just a few months into the EU Settlement Scheme more than 800,000 people have applied and, as the home secretary confirmed last week, almost 700,000 have been granted status. [...] During the public testing phase of our Android app, 95% of applicants were able to prove their identity remotely, meaning they did not have to send in their passport or ID document. [...] We live in a digital age and immigration systems across the world are moving online. I think it is right the EU Settlement Scheme embraces it.

CAROLINE NOKES Home Office Minister of State
Immigration [June 20 2019]

ABOUT WORLDREACH SOFTWARE CORPORATION

WorldReach Software helps ensure traveller safety and security globally through its systems for immigration, passport, border management, and consular organizations. Our innovative travel application and trademarked identity and document verification process, Know Your Traveller™ (KYT) helps improve the safety and security of international travellers and those living abroad. We supply passport/ePassport and eVisa/Electronic Travel Authorization issuance software worldwide. We are intimately familiar with the international technical standards for secure travel documents, based around ICAO Document 9303 and WorldReach staff are active participants in standards setting bodies for seamless borders, identity verification and identity documents as well as biometrics.



REACHING TRAVELLERS AND CITIZENS ABROAD

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