

SD in Gov 2025

# Share and Reuse by Design



A flexible organisation, driven by data and led by users

# Hello! We are...



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# Agenda

## Context

Why are we doing this?

Some current assumptions

Can we change how we work?

How are we tackling this?

## Our 4 initiatives

- Design System
- Service Patterns
- Common Components
- X-gov Reuse Library

Learnings & next steps

# Why are we working on reuse, patterns, components?



**What is the problem  
we are solving?**

But we are working  
in silos...

*I can't be the first  
one tackling this  
problem!*

... so I can't  
find things that  
exist already...

... so now I'm  
duplicating work.

## Scale & size

Civil Service  
550k

IBM  
270k

Meta  
75k

Google  
183k

465 departments with  
thousands of services



**We are not harnessing our large crowd  
of hugely talented people enough!**

**We need to start working as ONE  
organisation!**

# Some current assumptions

# What kind of sharable things do we have?

How to  
**BUILD** things

We solve problems once, productify the solution and embed it into our processes. We collaborate across silos.

Components & productification

How to  
**FIND + SHARE** things

People can find related work that has already been done or is in progress.

Knowledge management

How we  
**DO** things

People understand our ways of working and learn about best practice.

Culture & ways of working

# Why should we Share + Reuse?

Working in silos is a very fast way of getting something done!

Impact on teams

Impact on user

Impact on org

Working in silos without knowledge management

Slow

Repeating the hard work

Duplication of work

Lack of quality control

Disconn. monoliths

Messy & disrupted user journeys

Working in a share + reuse infrastructure

Fast

Motivated teams focussing on exciting work

Efficient working

Assurance: reliable, accessible, secure

Flexible and easy to pivot

Consistency, alignment, easier journeys

# Can we change HOW we work?



# Reinventing cross-gov Collaboration

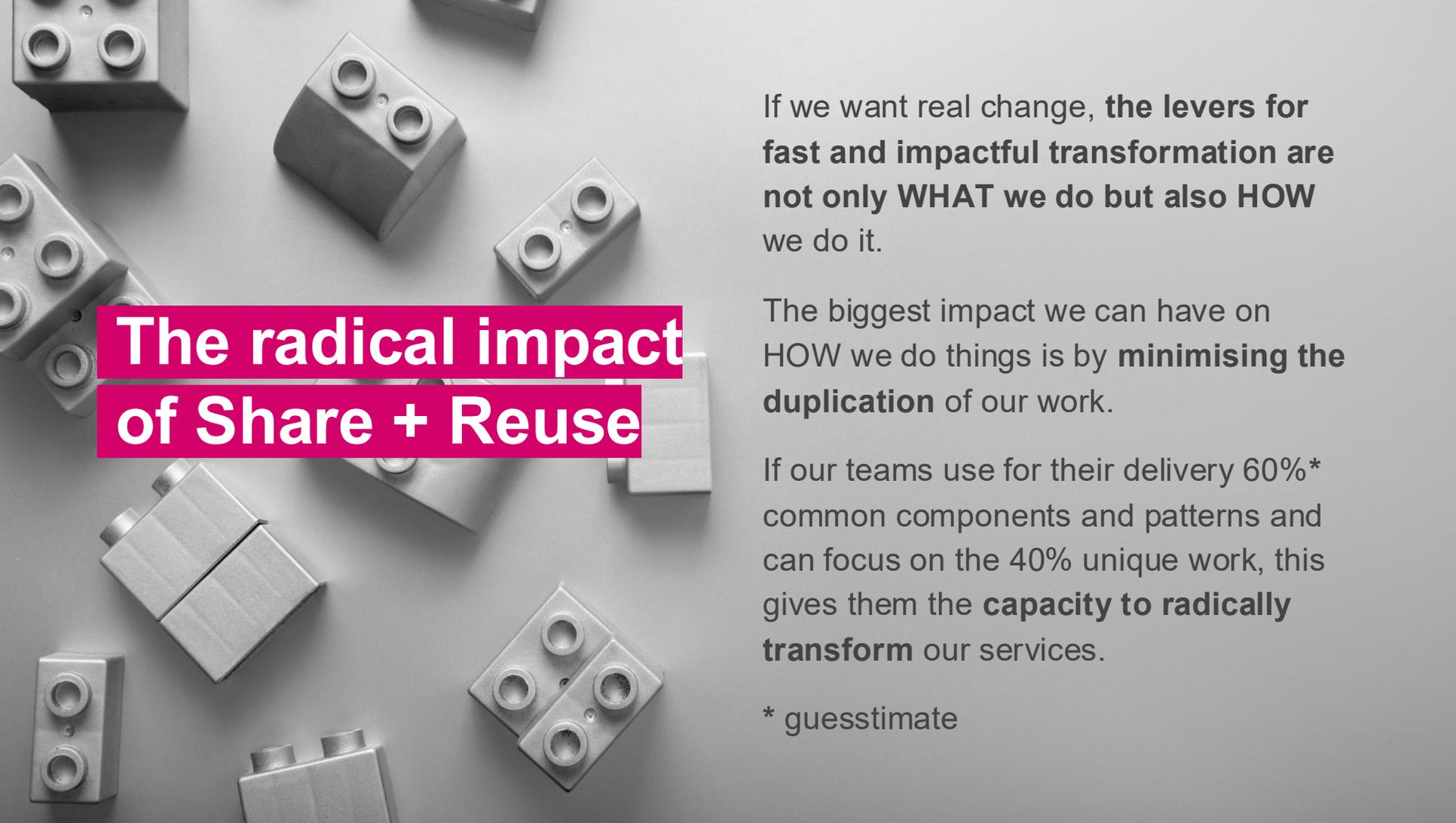
We need a new model that enables collaboration, sharing and reuse across departments.

# Share + Reuse across gov

We need to change how we approach reuse as a whole sector.

We need to develop a model where departments can **contribute to and collaborate within a sector-wide reuse framework** – and are incentivised to do so.





## The radical impact of Share + Reuse

If we want real change, **the levers for fast and impactful transformation are not only WHAT we do but also HOW we do it.**

The biggest impact we can have on HOW we do things is by **minimising the duplication** of our work.

If our teams use for their delivery 60%\* common components and patterns and can focus on the 40% unique work, this gives them the **capacity to radically transform** our services.

\* guesstimate

# How are we tackling the problem?



Taxonomy  
Service info



B1

GB

Things we have parked for now

# Our 4 workstreams

We are currently running the following initiatives

Initiative	Maturity	What do we learn from it
<b>Design System</b>	High	The "Business model": Team set-up, collaboration & contribution strategies, scaling up
<b>Service Pattern</b>	Medium	Finding the opportunities, how to measure impact
<b>Common Components</b>	Low	How to build reusable things
<b>X-gov Reuse Library</b>	Low	How to get things done while x-gov collaborating

# How the workstreams link up

**NEW** Service Pattern

Touchpoint to sharing, identifying opportunities

Design System  
Building blocks

**NEW**

Common Components  
Building blocks

**NEW** X-gov Reuse Library

Where things live, touchpoint to finding

# Initiative 1

# Design System

A new model for design systems in government



# Who has heard of this design system?



# Why so many?

**Why do we need a design system?**

**Scope**, user needs, and practical limitations.

# Why do we need a design system?

Scope, **user needs**, and practical limitations.

# Why do we need a design system?

Scope, user needs, and **practical limitations.**

Building blocks

- Components
- Patterns
- Pages
- Archive

Guidance

- Content style guide
- Ethics
- Prototyping
- Production

About the Design System

- Benefits
- Building block statuses
- Submit a component
- Get help

# Design, build, and deliver accessible and consistent services

Use the MoJ Design System alongside the [GOV.UK Design System](#).

The MoJ Design System enables teams to avoid repetition by learning from the work and experiences of others. By contributing to the Design System you can help others, too.

## About the Design System



Benefits of using the MoJ Design System



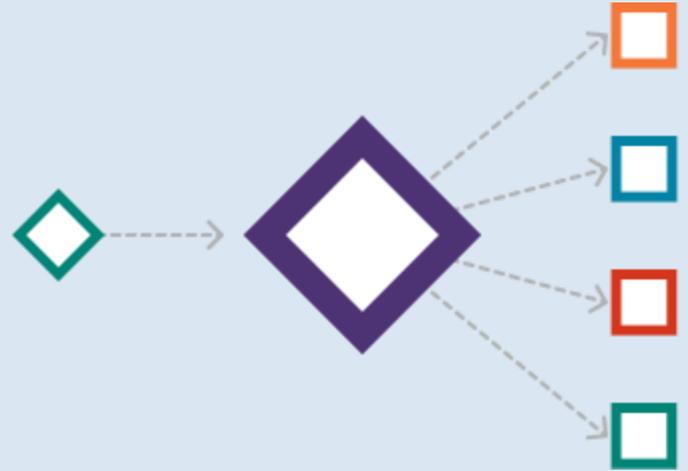
Building block statuses

# **The big question**

Can we do design systems in a more intentional, connected, and joined up way across government?

# Experiment A

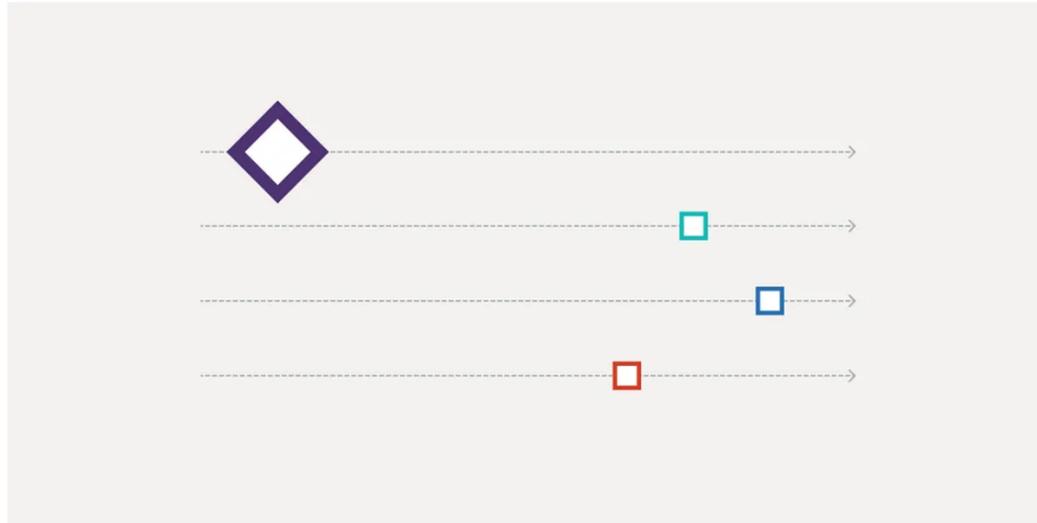
Easier, faster, and  
more open contributions



## Are design systems too slow?

SPOILER ALERT: We have a problem with our design system. It's too slow!

 Rob McCarthy · 8 min read · Oct 30, 2024



# The problem

Contributions sit on a design system team's backlog and can take months or years to appear in the design system.

# Your application will time out soon

Your session will end in 4 minutes and 49 seconds.  
For security reasons, any information you have entered will not be saved.

[Extend time limit](#)

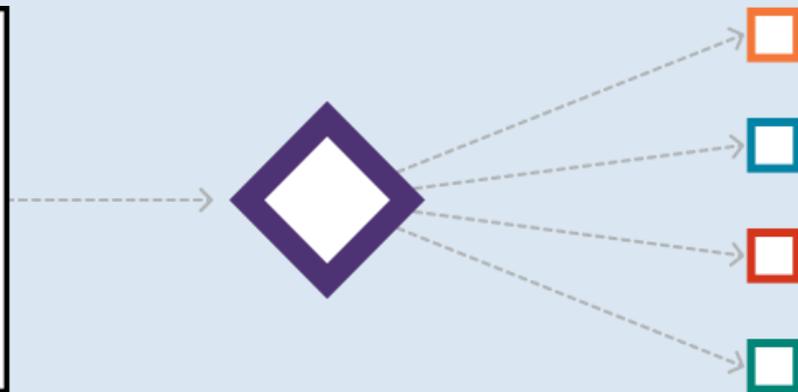
[Exit service](#)

## Your application will time out soon

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[Exit service](#)



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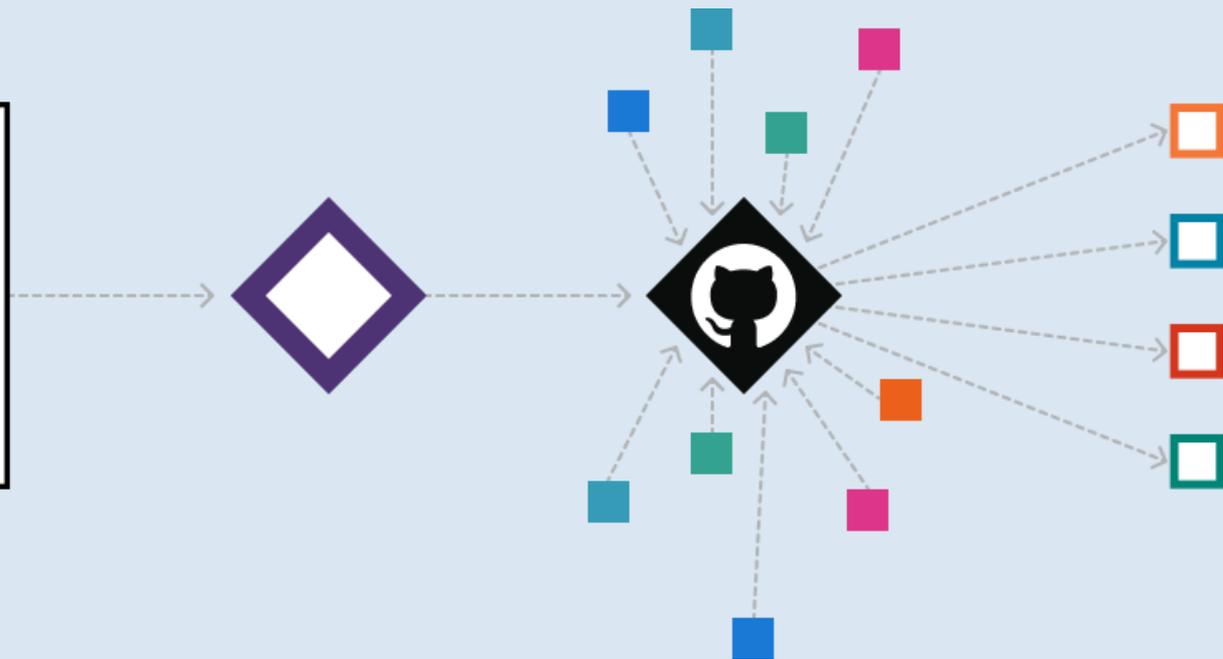


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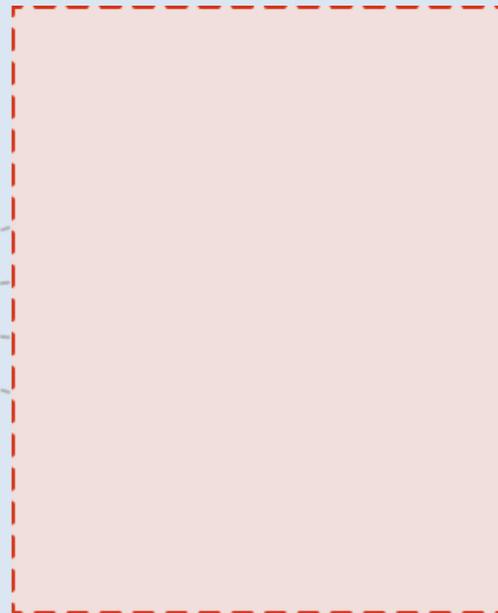
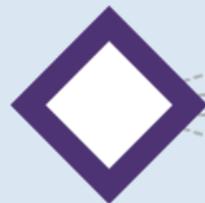
*"GitHub discussions are like the wild west."*

## Your application will time out soon

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For security reasons, any information you have entered will not be saved.

[Extend time limit](#)

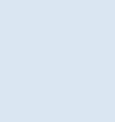
[Exit service](#)



**When reuse fails, duplication wins.**

# **The solution**

Easy to share. Easy to reuse.



## Submit a component to the Design System



### Help people find your work

Anyone at MoJ can now submit a component to the Design System.

This makes it easier for people to design with consistency. You can also get feedback on your work through Github discussions.

[Submit a component](#)

Submit a component

## Component details

What's the name of the component?

Describe the component

You have 250 words remaining

How is the component being used?

You have 250 words remaining

[Continue](#)

Submit a component

## Accessibility findings

Sharing accessibility findings helps people understand how to use the component. It also helps the Design System team to review it.

### Has the component been tested in an external accessibility audit?

This would be from a third party organisation.

- Yes
- No

### Has the component been reviewed internally?

This would be within UK Government.

- Yes
- No

### Has the component been tested with assistive technology?

This could be with screen reader software or an adaptive keyboard.

- Yes
- No

[Continue](#)

## Components

# Time out warning Experimental

Added in September 2025.

### ▼ How to use 'experimental' components

Anyone can add an 'experimental' status component to the MoJ Design System. They're early in development and can be used as a starting point. [Read about all the Design System statuses.](#)

[Overview](#)

[Designs](#)

[Accessibility](#)

[Code](#)

### Your application will time out soon

Your session will end in 4 minutes and 49 seconds.  
For security reasons, any information you have entered will not be saved.

[Extend time limit](#)

[Exit service](#)

# The result

~~Months and years from share-to-reuse.~~

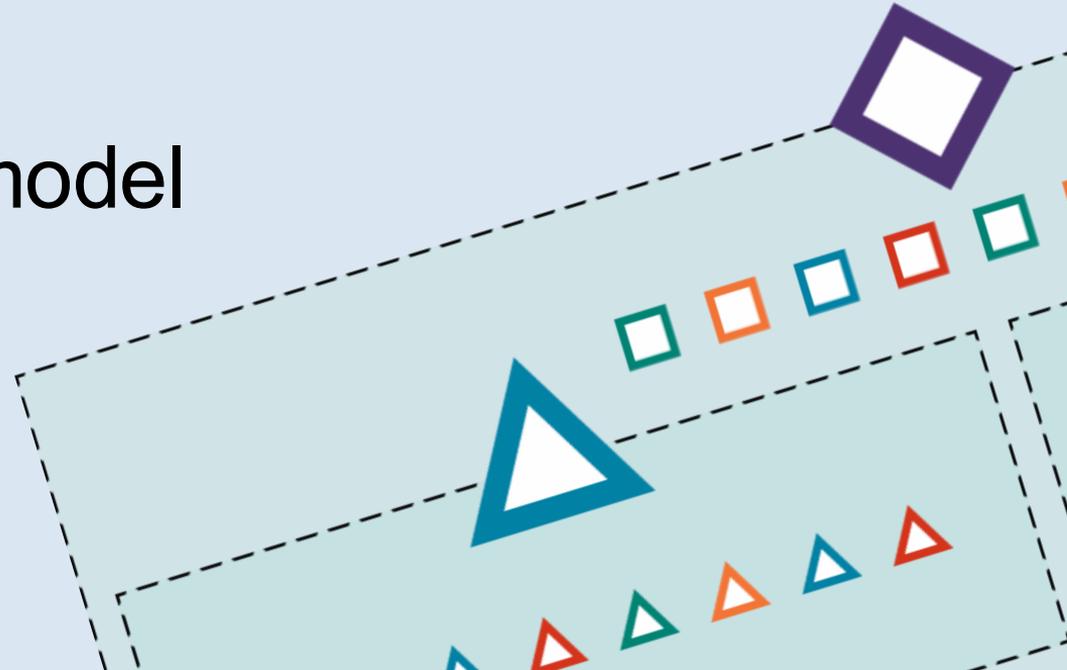
10 days from share-to-reuse.

# **The big question**

Can we do design systems in a more intentional, connected, and joined up way across government?

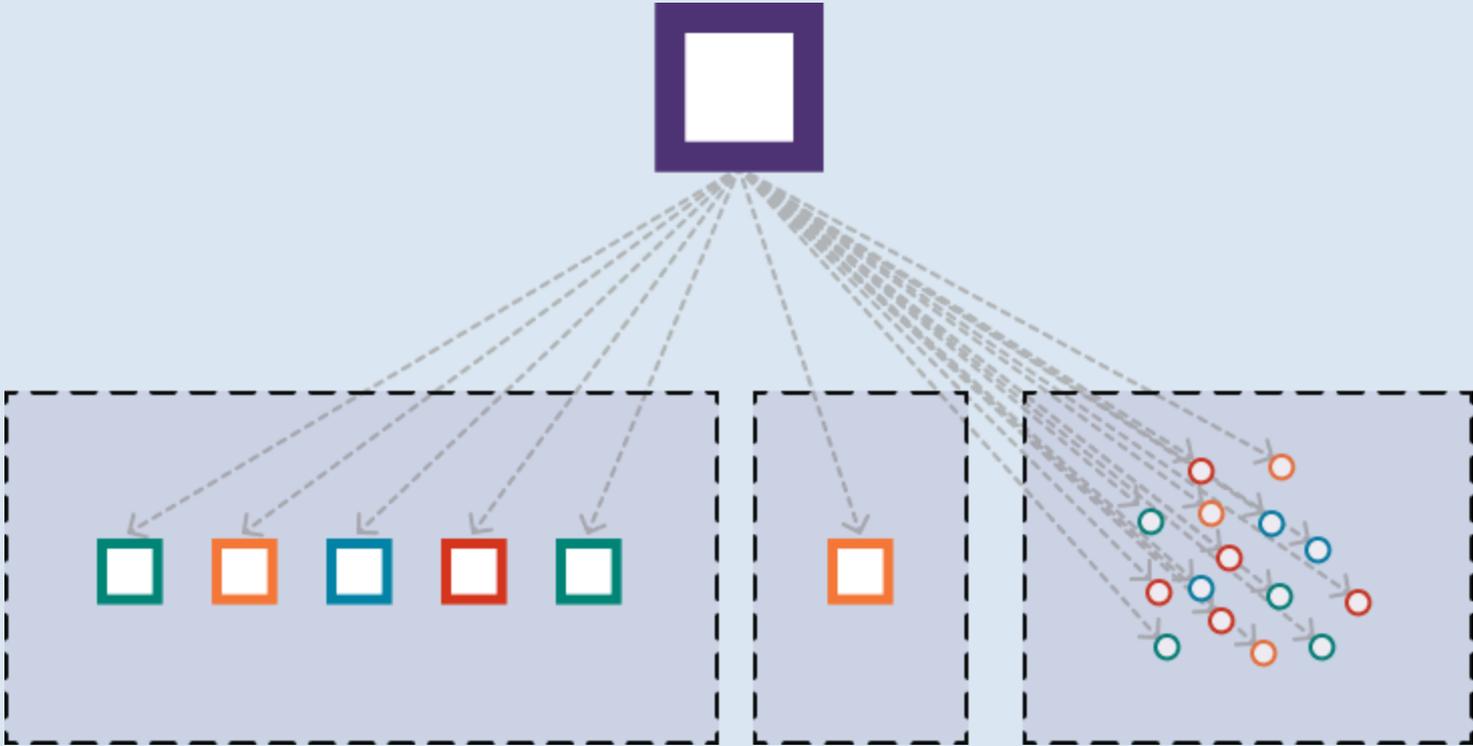
# Experiment B

## A squad operating model



# **The problem**

The MoJ is massive and there's a need for domain-specific solutions.





Organisation name Service name

Account name Sign out

Legal Aid Agency Decide if an applicant can get legal aid M Bradshaw Sign out

**BETA** This is a new service - your feedback will help us to improve it.

[My applications](#) [Open applications](#) [Search](#)

HMPPS Refer and monitor an intervention User name Sign out

[Referrals](#) [Find interventions](#)

HMPPS Prepare a case for sentence Jo Wade My courts Sign out

**BETA** Create your feedback or report a bug to help us improve this service.

[Cases](#) [Reports](#) [Outcomes](#) Sheffield Magistrates' Court

HMPPS Manage a workforce Camilla Morace Sign out

**BETA** This is a new service - your feedback will help us to improve it.

[Allocations](#) [Offender Management](#) [OMIC](#) [Courts](#) [Expiring Reductions](#) [Search](#)

HMPPS Refer and monitor an intervention User name Sign out

[Referrals](#) [Find interventions](#)

HMPPS Decide if someone should be recalled or not J. Bioggs Manage your details Sign out

[Back](#)

HMPPS Accredited Programmes C. Duffy Manage your details Sign out

**BETA** This is a new service - your feedback will help us to improve it.

[BNP referrals](#) [TSP referrals](#) [Kaban referrals](#)

Digital Prison Services Leeds (HMPS) J. Smith Menu

OPG LPA Admin Portal Sign out

[Find a key or email address](#) [Measuring impact](#) [System Message](#)

OPG Powers of attorney - Sirius Supervision Admin Sign out

Your feedback will help us to improve this service.

Search for a case

OPG Sirius Supervision LPA Admin Logout

Create client Workflow Finance Guidance  Search by Order Number, SIRIUS ID or Name

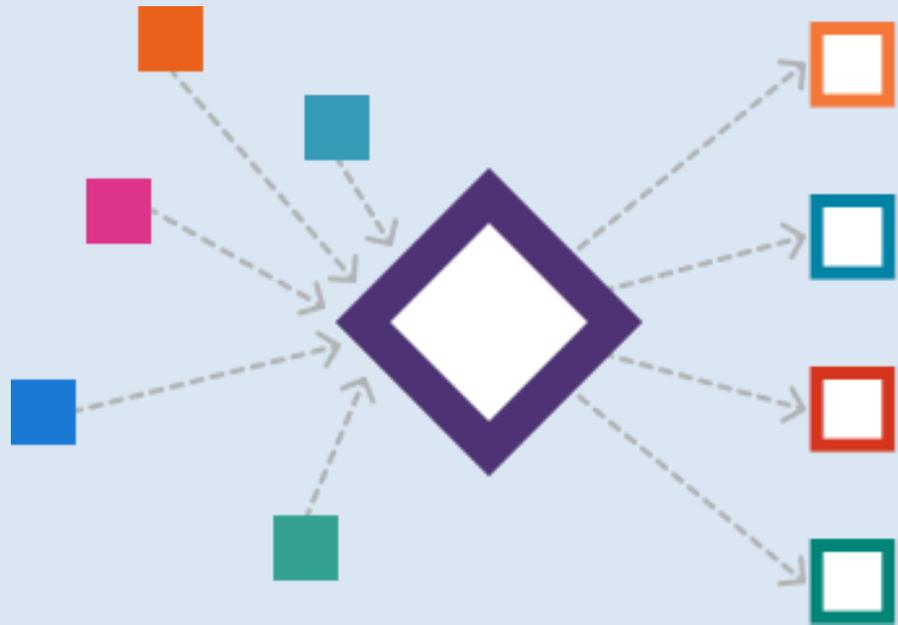
Public authority deputy team

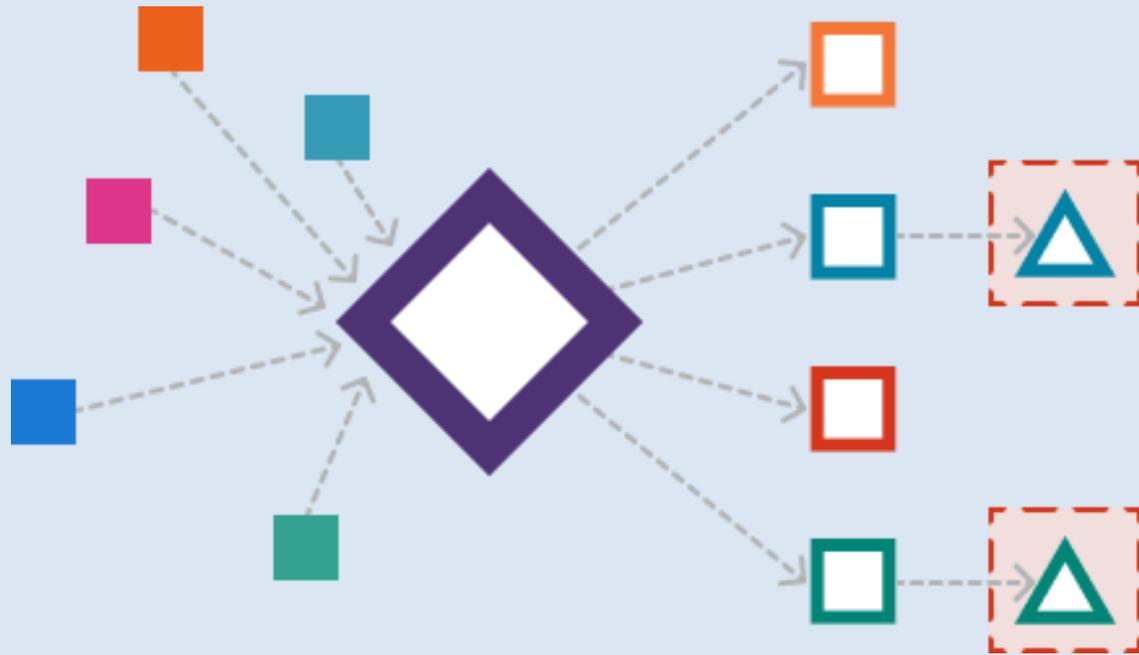
Change view

Client tasks Deputy tasks Defaults

# The problem

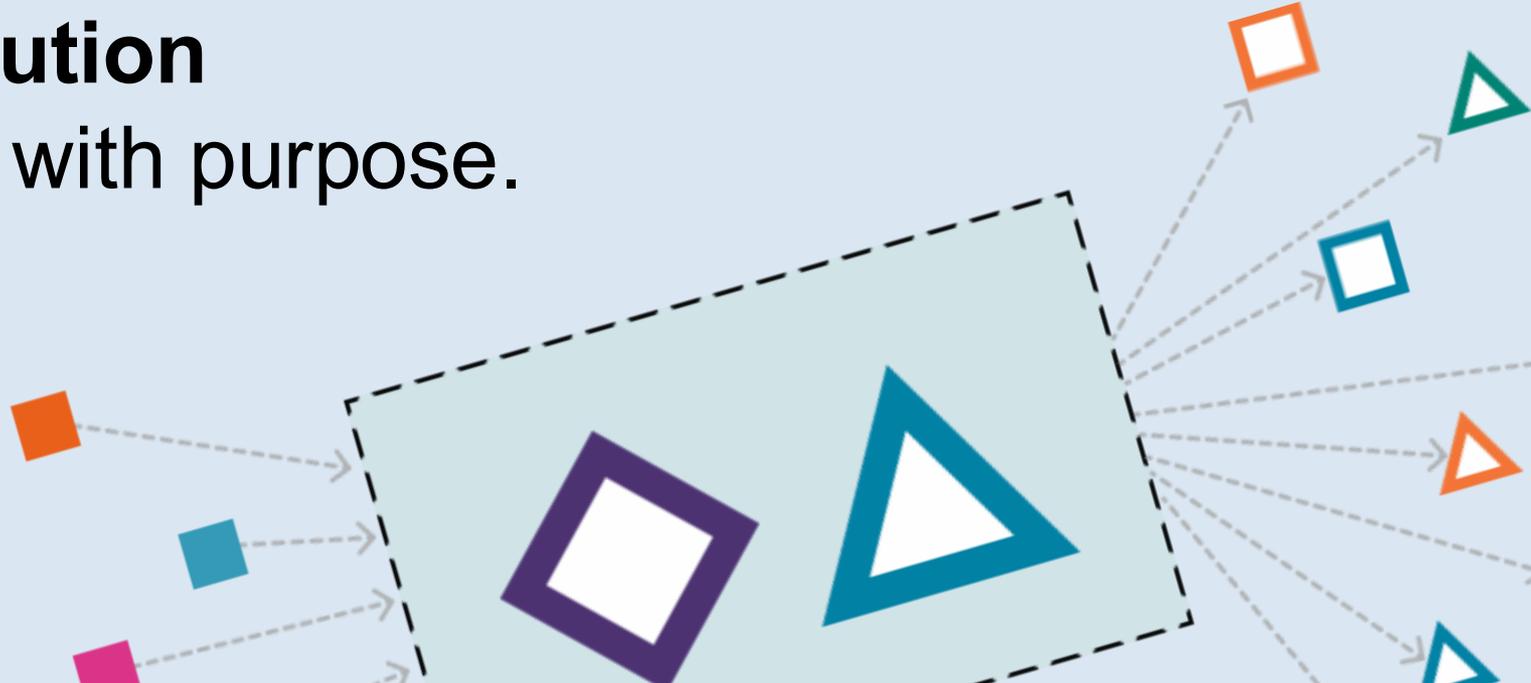
~~The MoJ~~ is massive and there's a need for domain-specific solutions.

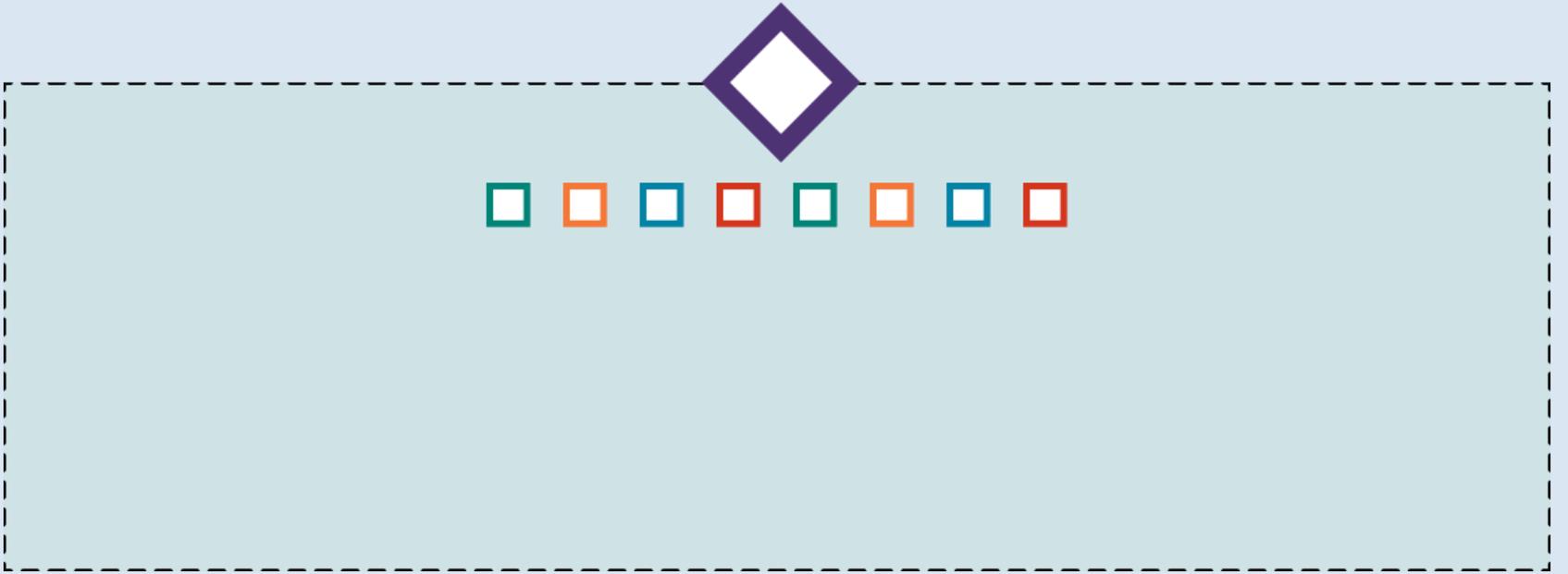


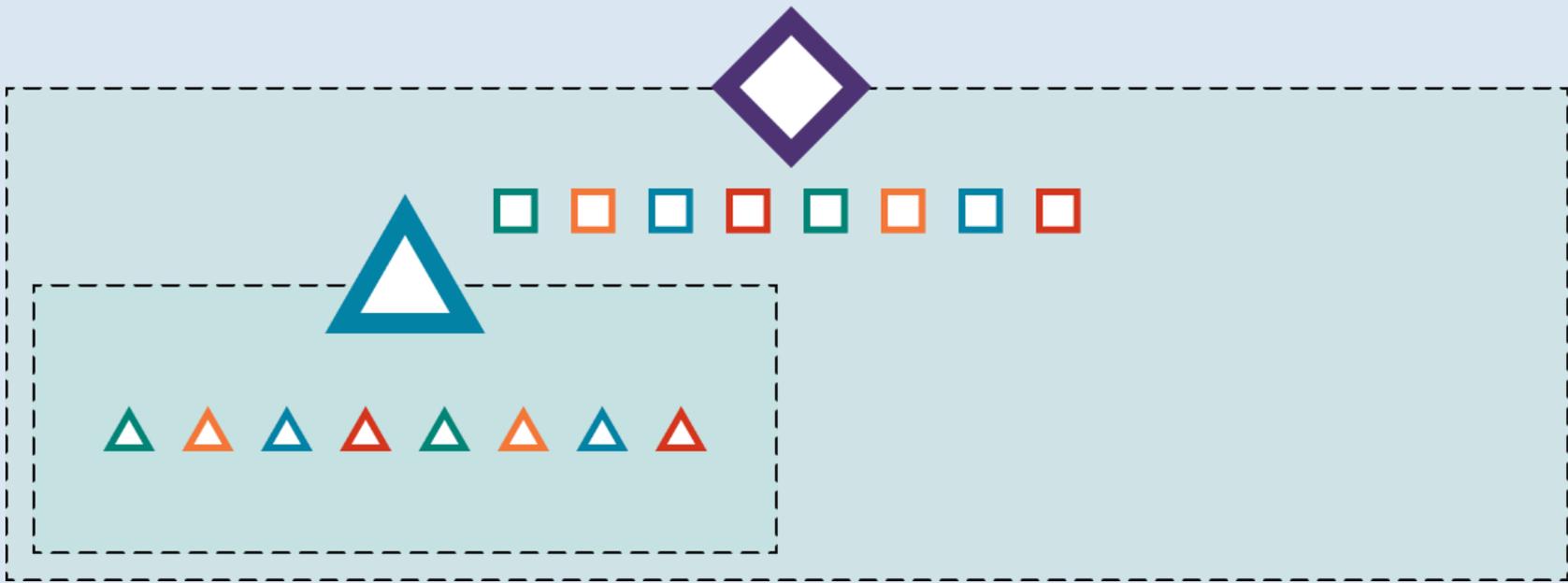


# The solution

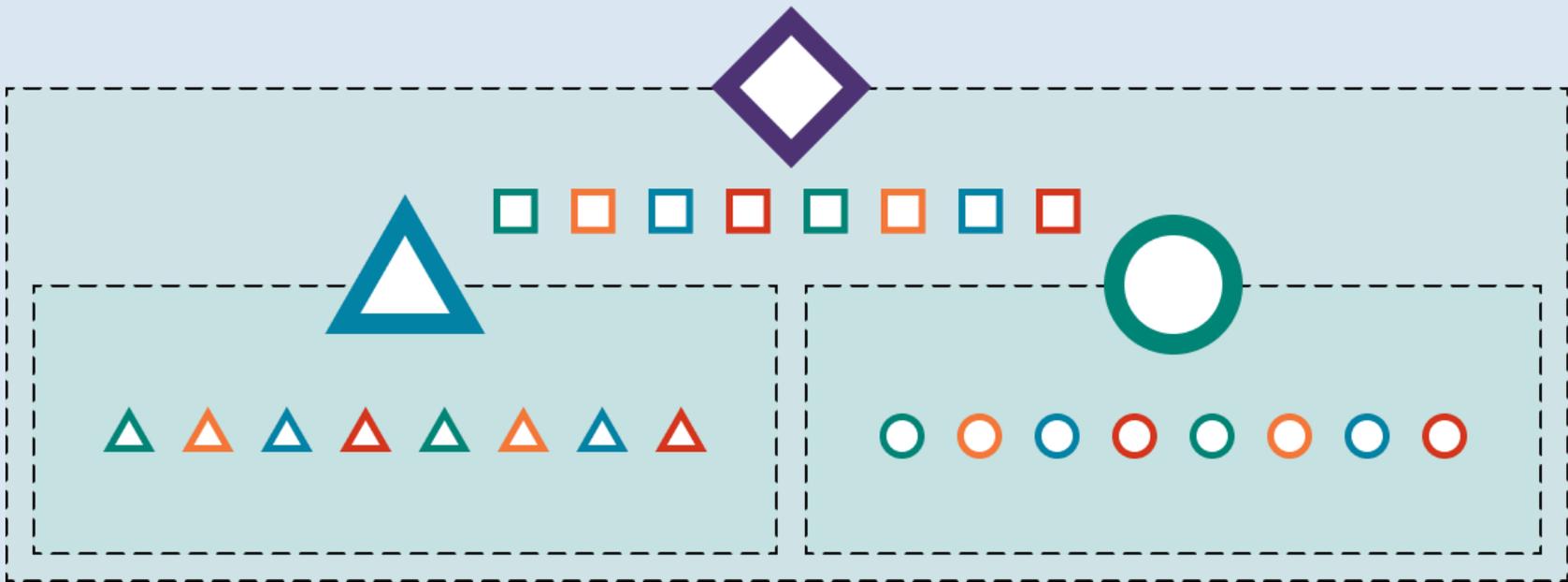
## Squads with purpose.







**Variant. Not divergence.**



# **The result**

Consistency, standards, and efficiency  
having a wider reach and impact.

# **The big question**

Can we do design systems in a more intentional, connected, and joined up way across government?

# Can we do this differently?

Home Office User-Centred Design Manual

DWP Design System

Department for Education

Office for National Statistics

Ministry of Defence Design System

Intelligence Community Design System 3.10.0

HM Land Registry Design System

HM Revenue & Customs Design resources

Digital Land

Team Projects Weeknotes Blog Guidance Datasets Organisations Map

STYLEGUIDE This is a styleguide for digital land

Get started Components GOVUK Templates

## Use digital land styles, components and patterns

Use this design system to make your service, pages or prototype consistent with Digital land. Reuse existing components and code to avoid repeating work that's already been done.

[Get started >](#)

### Components

Save time with reusable, accessible components for data, navigation, panels, tables and more.

[Browse components](#)

### GOVUK

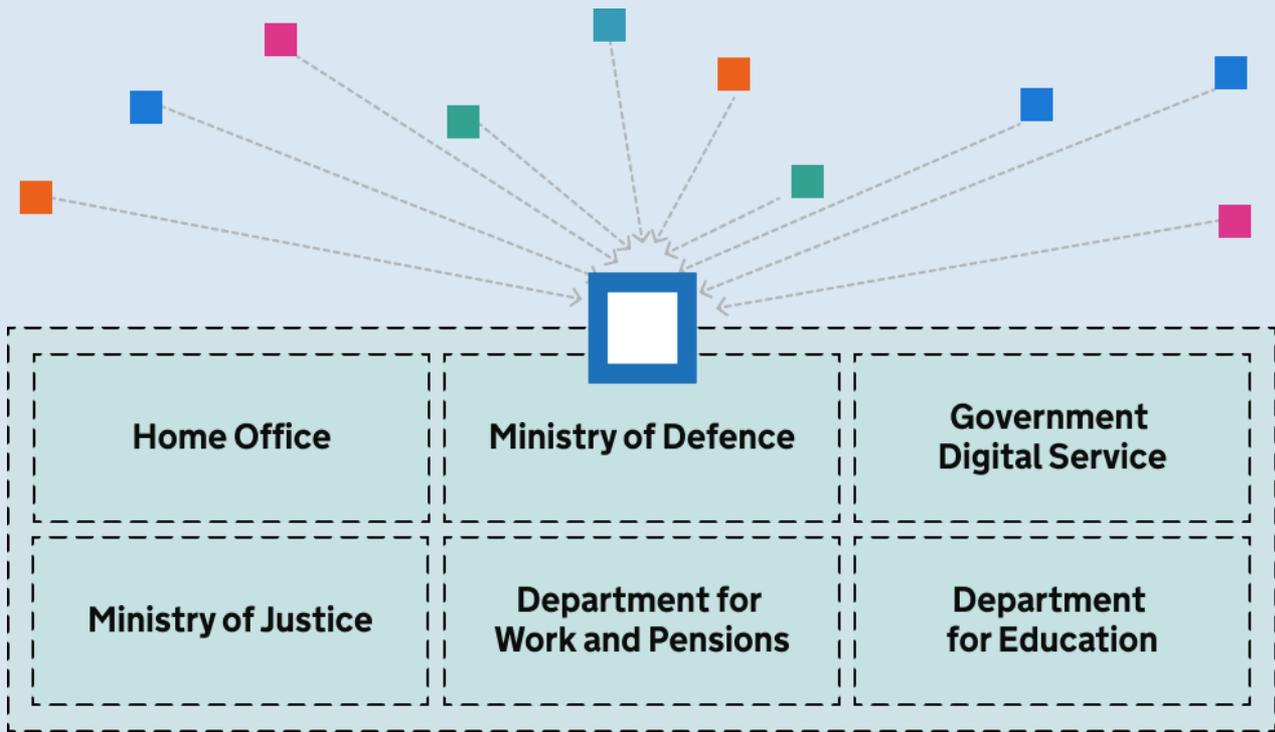
Reuse the GOVUK components. We have ported them from nunjucks to jinja so they will work with Python.

[Browse GOVUK components](#)

### Templates

Build on the page templates used across the digital land site. These templates are written in jinja and can be extended.

[Browse templates](#)

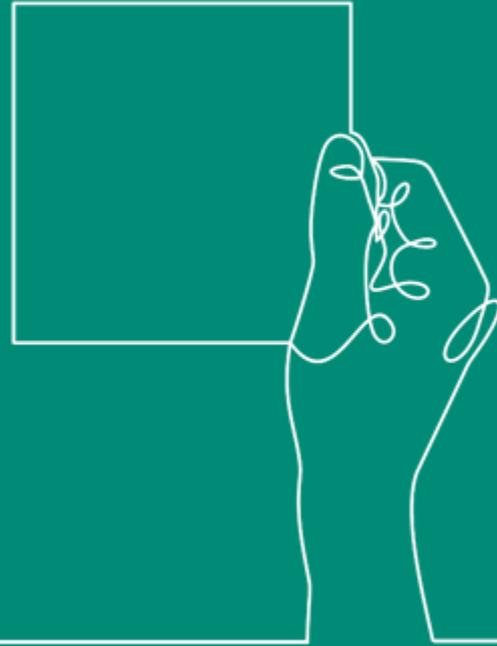


# **The big question**

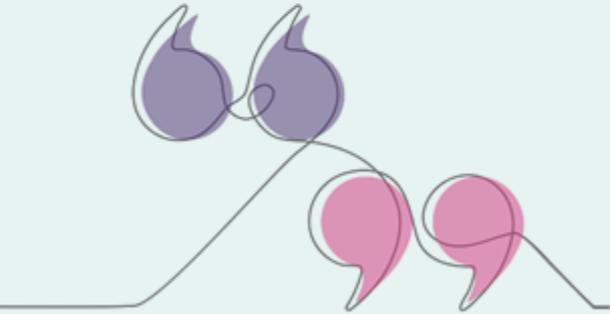
Can we do design systems in a more intentional, connected, and joined up way across government?

Initiative 2

# Service Pattern



Justice  
Digital



**Service patterns** are a structured way of describing **repeatable user tasks** that can be combined to build or shape end-to-end services.

# Design your service using GOV.UK styles, components and patterns

Use this design system to make government services consistent with GOV.UK. Learn from the research and experience of other service teams and avoid repeating work that's already been done.

[Get started >](#)



## Styles

Make government services look like GOV.UK with guides for applying layout, typography, colour and images.

## Components

Save time with reusable, accessible components for forms, navigation, panels, tables and more.

## Patterns

Help users complete common tasks like entering names and addresses, filling in forms and creating accounts.

Help users to...

## Check a service is suitable

Check answers

Complete multiple tasks

Confirm a phone number

Confirm an email address

Contact a department or service team

Create a username

Create accounts

Exit a page quickly

Navigate a service

Start using a service

Recover from validation errors

[Home](#) > [Patterns](#)

Help users to

# Check a service is suitable

Ask users questions to help them work out if they can or should use your service.

Doing this helps users save time as it tells them upfront whether they are eligible to use it and if they need it.

It can also help reduce time and money spent processing queries from users confused about whether they're eligible to use your service, or if it's suitable for them.

**...can we define  
patterns for more  
complex tasks?**



 **GOV.UK**

**Emergency Alerts** Test on Sunday 7 September, 3pm

[Home](#) > [Visas and immigration](#) > [What you need to do](#)

# How to apply for a visa to come to the UK

 **GOV.UK**

**Emergency Alerts** Test on Sunday 7 September, 3pm

Part of  
[Learn to drive a car: step by step](#)

# Apply for your first provisional driving licence

 **GOV.UK**

**Emergency Alerts** Test on Sunday 7 September, 3pm

[Home](#) > [Passports, travel and living abroad](#) > [Passports](#)

# Apply online for a UK passport

# Apply

Blog

# Government Digital Service

Organisations: [Government Digital Service](#), [Department for Science, Innovation and Technology](#)

## Let's talk about service patterns

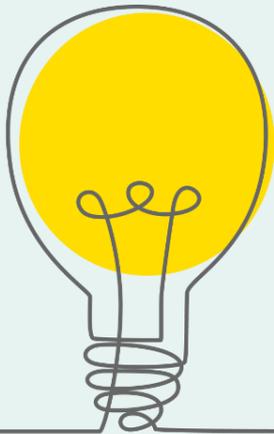
[Lou Downe - former Director for Design and Service Standards, Government Digital Service, 29 February 2016 - Service design](#)

We've talked elsewhere about how to [make and share service patterns](#), but now seems a good time to explain in more detail what they do and how important they are.





**An obvious solution  
to a known problem...  
it should be easy,  
right?**

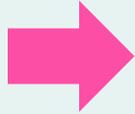


**...right????**

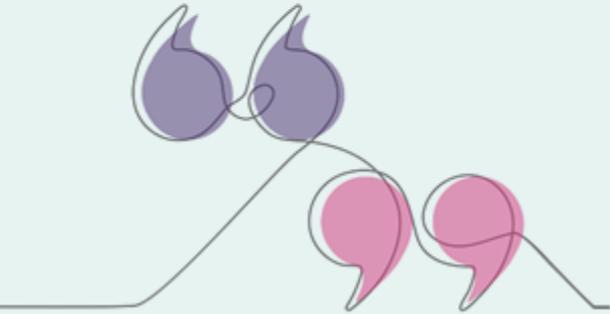
**idea**



**experimentation**

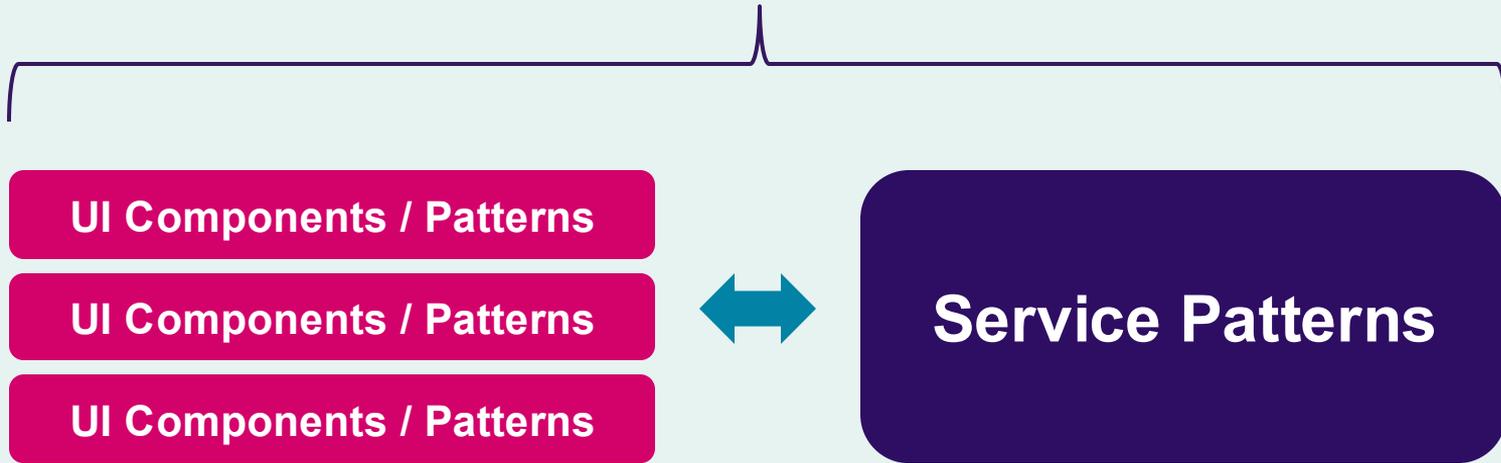


**implementation**



**Service patterns** are a structured way of describing **repeatable user tasks** that can be combined to build or shape end-to-end services.

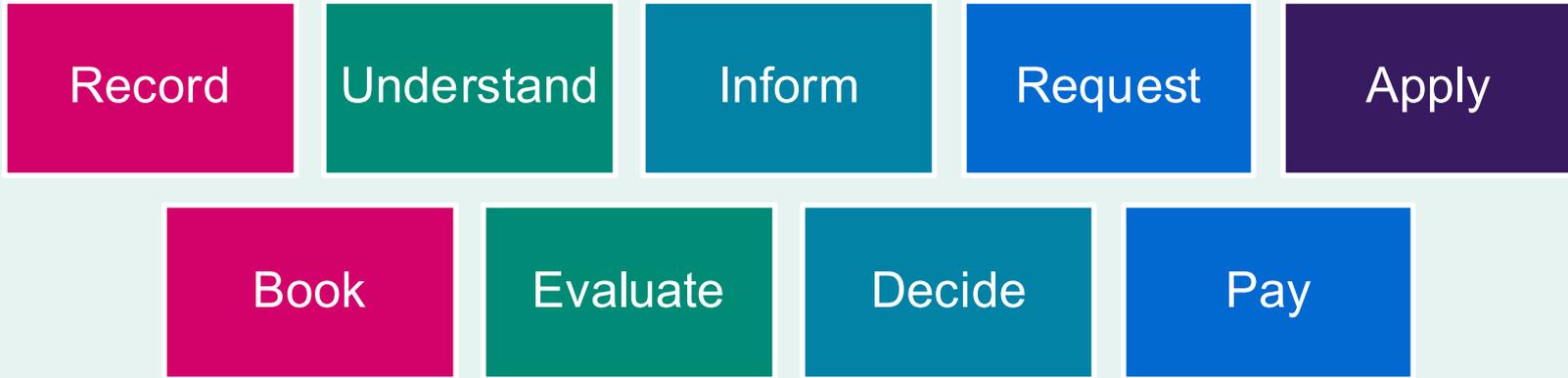
# Part of the same share and reuse ecosystem



- Specific actions and tasks
- Digital focus
- More specific
- Screens and code

- End-to-end user tasks
- Multi-channel
- Less specific
- Broad guidance





## End to end services

# Get a passport

## Service patterns

Apply

Book  
Appointment

Decide

Inform

etc

## Sub patterns (or steps)

Prepare to  
apply

Submit  
application

Give  
supporting  
evidence

Await  
outcome

## Tasks

Find right  
application  
form

Get  
reassurance  
about process

Check  
eligibility

## Guidance

User needs

Scenarios

Recommended  
Components

Demos /  
Prototypes

Case studies

Policy, goals,  
targets

# Experiment 1 – Prison Requests

- Access sentence information 
- Purchase goods 
- Manage finances 
- Access prison work 
- Address safety concerns 
- Find things to do 
- Change cells / prisons 



-  Access legal support
-  Contact family
-  Request resettlement info
-  Support religious needs
-  Access healthcare
-  Manage property
-  Talk to staff



# Experiment 2 – Cross-Government Patterns

## ‘Apply’ service pattern proof of concept

Get help designing 'apply' journeys in a digital service.

Overview

User needs

Sub-patterns

User scenarios

Give feedback

## ‘Appointments’ service pattern proof of concept

Get help designing 'appointments' journeys in a digital service.

Overview

User needs

Sub-patterns

User scenarios

Give feedback



# 'Apply' service pattern proof of concept

Get help designing 'apply' journeys in a digital service.

Overview

User needs

Sub-patterns

User scenarios

Give feedback

## User needs

The cross-government work to identify an 'apply' service pattern followed a user needs approach.

### User needs for applying

#### More common:

- I need to be treated with respect, feel understood and not judged throughout the process.
- I need the process to be suitable for my language and/or communication needs.
- I need to easily understand the whole process, know what I need to do at each stage, how long it might take and what relevant information I need to provide.
- I need to know how to get access to help or support if I need it during the application process.
- I need to enter information as few times as possible to avoid repeating my story.
- I need to trust that any third party will act in a way that does not leave me vulnerable (to fraud).
- I need to know I can save my application progress and return to it.
- I need to have clear questions to enable me to understand things and provide the correct supporting evidence.
- I need to get confirmation of submission of my application and know what the next steps are and when they will happen.
- I need my completed application and supporting information to be saved for future reference.
- I need to trust that the data I provide will be stored securely, kept safe and only used for the specific application.
- I need to trust that the right decision will be made based on my individual circumstances and the information I've provided.
- I need to get reassurance of progress.

# 'Apply' service pattern proof of concept

Get help designing 'apply' journeys in a digital service.

Overview

User needs

Sub-patterns

User scenarios

Give feedback

## Sub-patterns

Service patterns can be broken down into sub-patterns, for example prepare to apply. Each sub-pattern contains tasks, for example find the right application form. You do not need to use all of these. Consider which are appropriate for your service.

### People applying: sub-patterns and tasks

#### 1. Prepare to apply

- Find the right application form
- Get reassurance about application process
- Check eligibility (less common)

#### 2. Submit application

- Enter application information
- Enter third party information
- Get help
- Pause application
- Return to application
- Finish and submit application
- Accept declaration and privacy policy (less common)
- Check existing information (less common)
- Get application fee request (less common)
- Pay fee (less common)

# 'Apply' service pattern proof of concept

Get help designing 'apply' journeys in a digital service.

Overview

User needs

Sub-patterns

User scenarios

Give feedback

## User scenarios

These are some scenarios you may have to design for your service.

### Happy paths:

- Individual applying for themselves
- Individual applying on behalf of someone else
- Business or organisation applying for themselves
- Business or organisation applying on behalf of someone else
- Staff user applying for something on behalf of an individual, business or organisation
- Multiple user types contributing to the same application

### Alternatives:

- Additional application information is needed before it can be processed
- Evidence in support of application needs to be resent because it's deemed unsuitable
- User decides they want to withdraw their application
- User information changes between starting application and completion
- Eligibility to apply changes while applying
- User pauses application and returns to it
- User switches channel during application
- On checking their answers, user changes something which significantly affects subsequent answers
- User requires point of contact for support

# Benefits

- organise and understand the services you offer
- a framework for planning new services
- avoid repeating research
- a guide to reusable assets and components
- consistent user experiences across multiple services

**Service patterns do not  
replace design.**

- Service patterns are a framework for describing complete user tasks.
- They enable consistent user experiences, designed and built efficiently.
- We'd love your feedback!

**view the patterns:**

<https://design-patterns.service.justice.gov.uk/service-patterns/>



Initiative 3

# Common Components

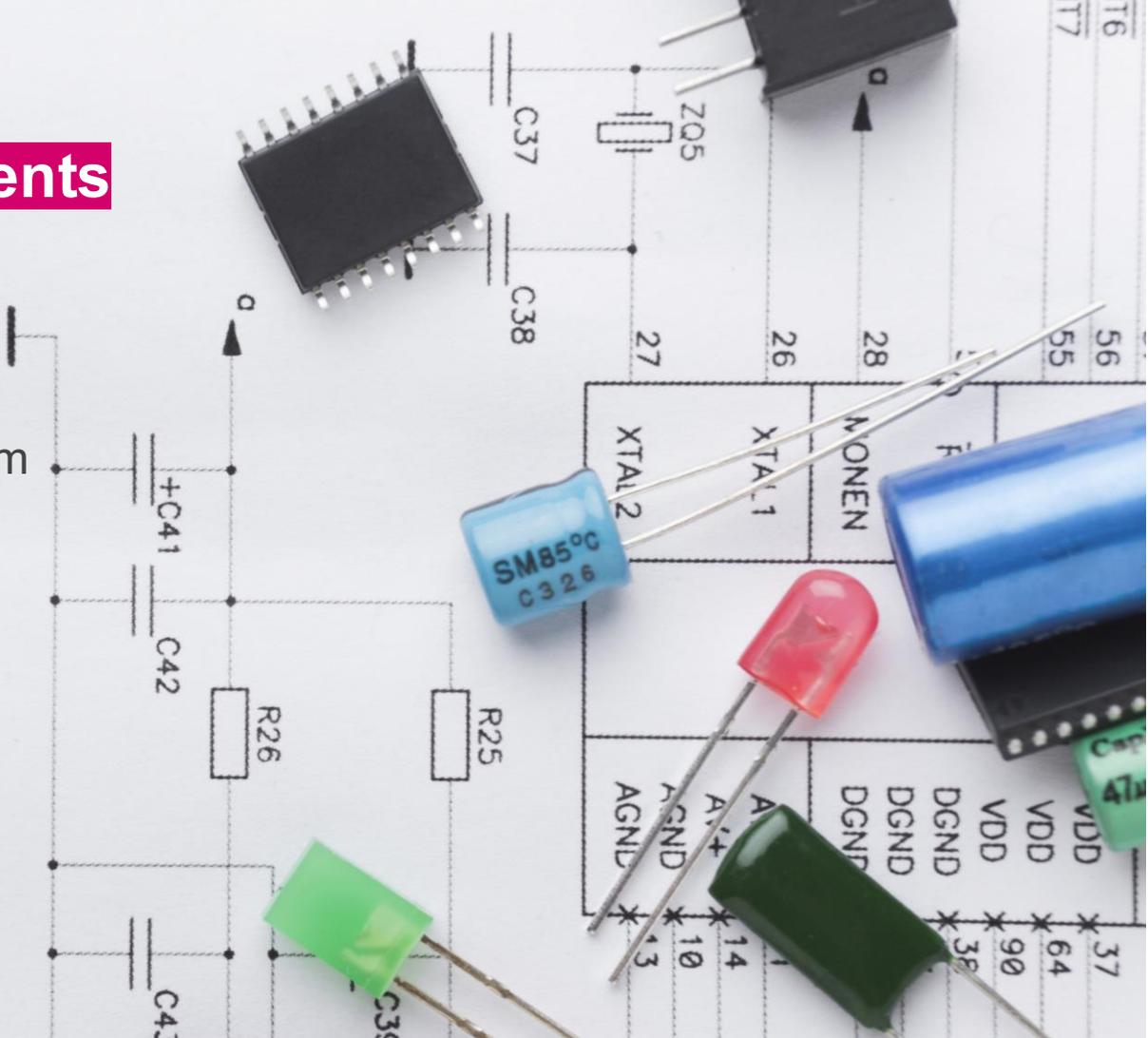


Justice  
Digital

# Common Components

## Opportunities:

- Scale up Design System
- Engineering Portal



# Reuse by Design

## Things

Unique to the service

Components

Patterns

Knowledge

Building  
a service

Ways of working

Collaboration

Contribution

Reuse-enabling  
ways of working

## Culture

Initiative 4

# x-gov Reuse Library



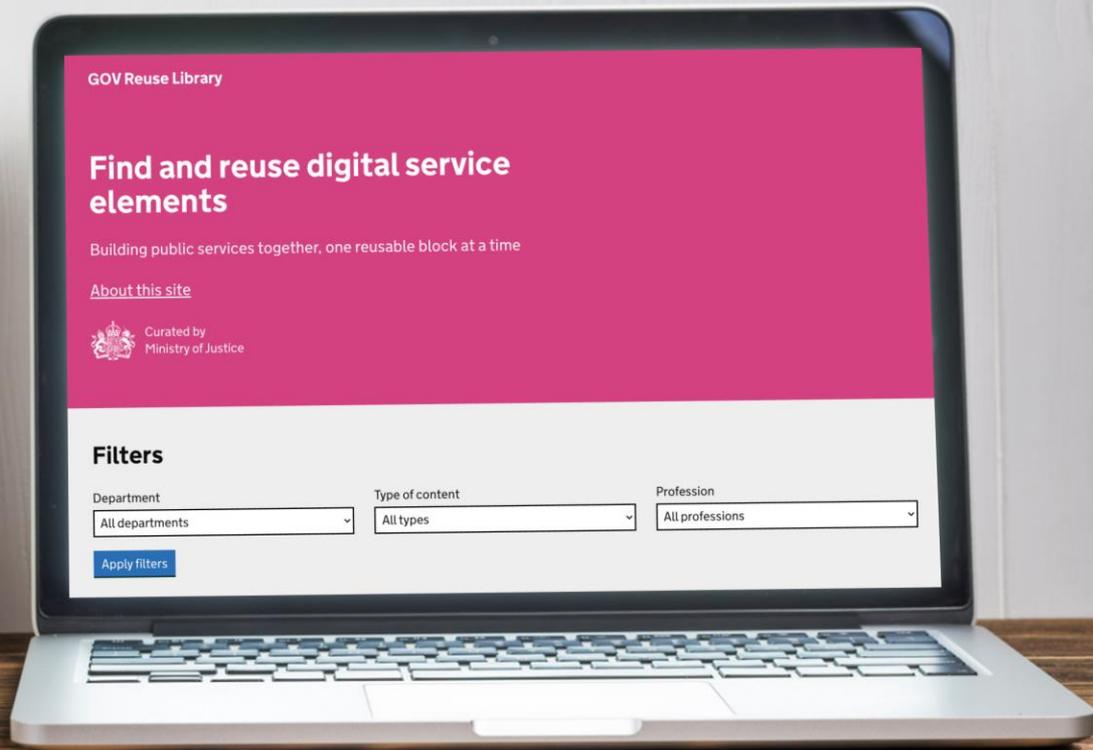
Justice  
Digital

**Why are we doing this?**



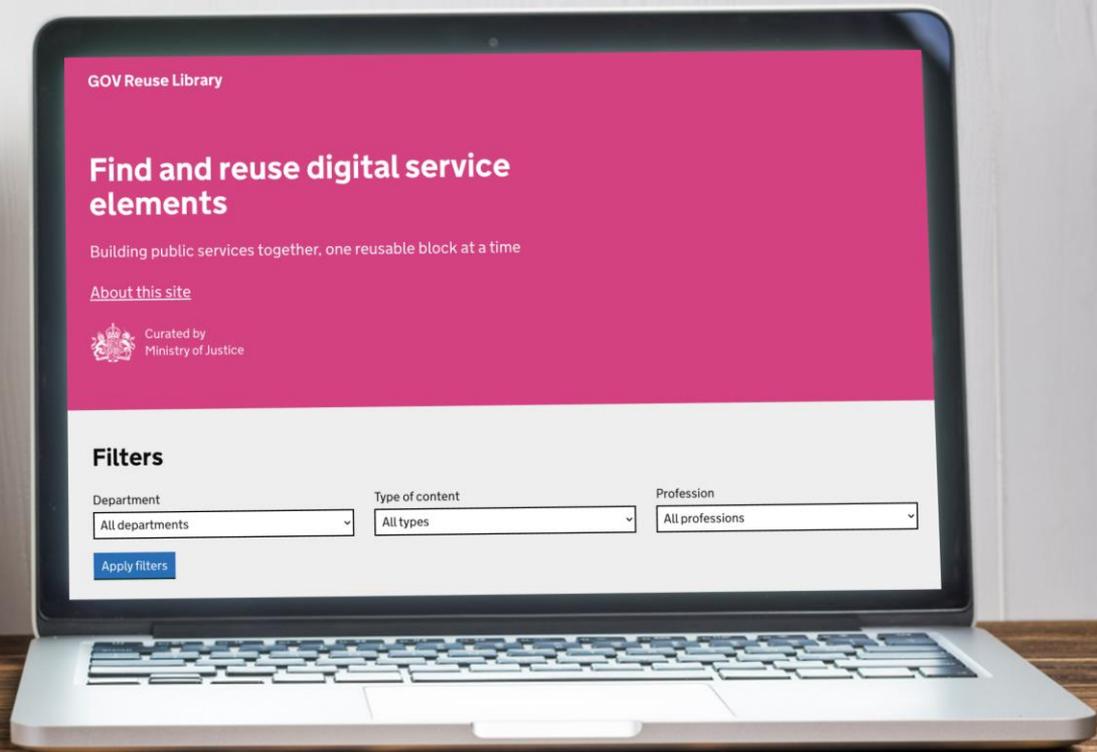
# GOV Reuse Library

Everything shareable across government in one place - to support the delivery of digital services



# What's next?

- Collecting feedback and ideas
- Governance model
- Onboarding more departments
- New content: professions, engineering portal

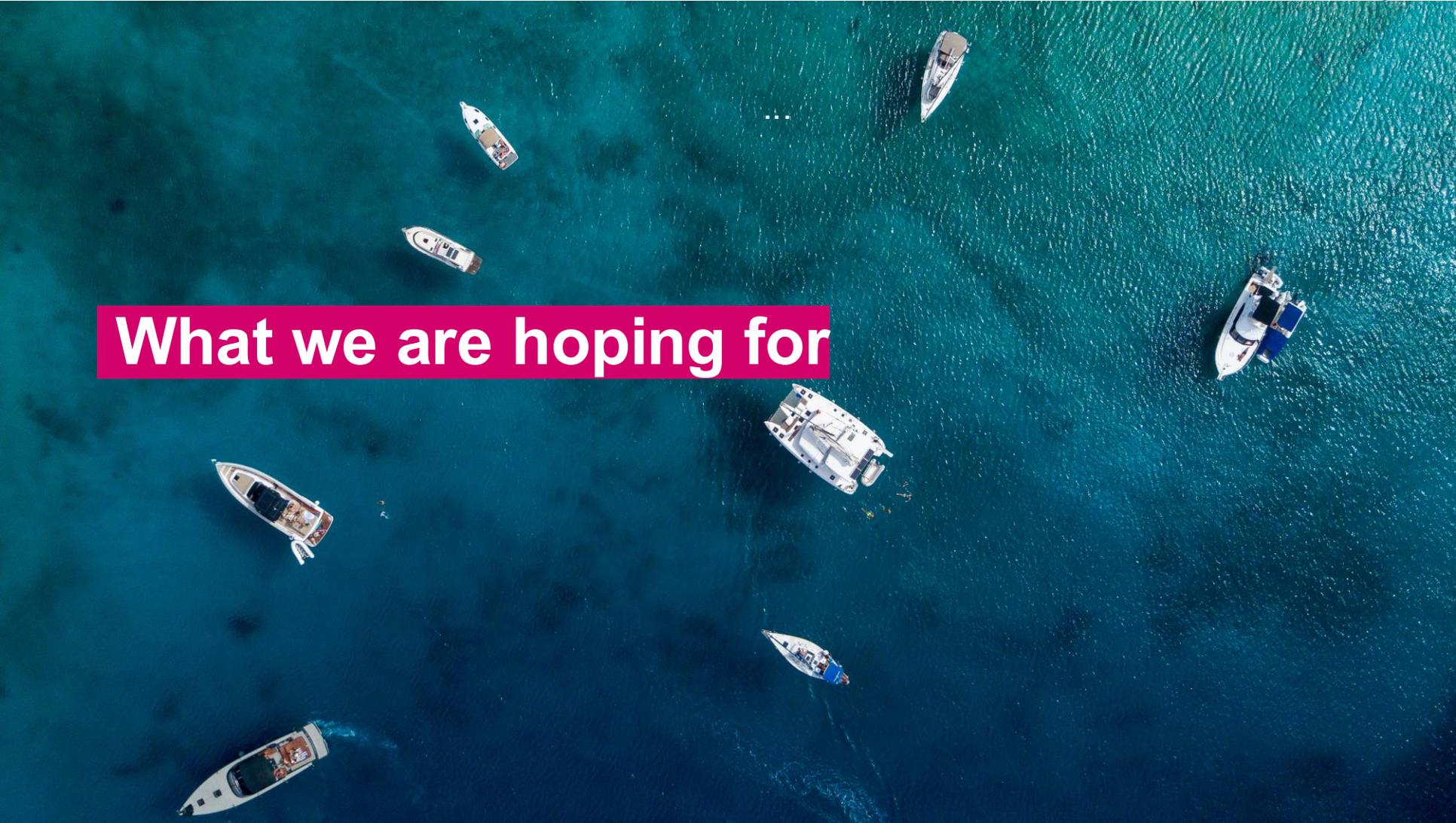


# What now?





# What we've learned

An aerial photograph of several white motorboats scattered across a vast expanse of clear, turquoise water. The boats are of various sizes and designs, some with blue accents. The water's surface is textured with small ripples, and the overall scene is bright and clear. A pink rectangular banner is overlaid on the left side of the image, containing the text "What we are hoping for".

**What we are hoping for**



**Designing the future of share & reuse.  
Together.**

# Get in touch



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medium.com/share-reuse



**x-gov slack:** #reuse, #service-patterns



**x-gov reuse library:** <https://reuselibrary-dev.apps.cloud-platform.service.justice.gov.uk/>



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# Thank you!

