SD in Gov 2025

Share and Reuse by Design



Justice Digital

A flexible organisation, driven by data and led by users

Hello! We are...



Nikola Goger
Head of Design
Ministry of Justice UK



Rob McCarthy
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Ministry of Justice UK



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Lead Service Designer
Ministry of Justice UK

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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

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Why are we working on reuse, patterns, components?

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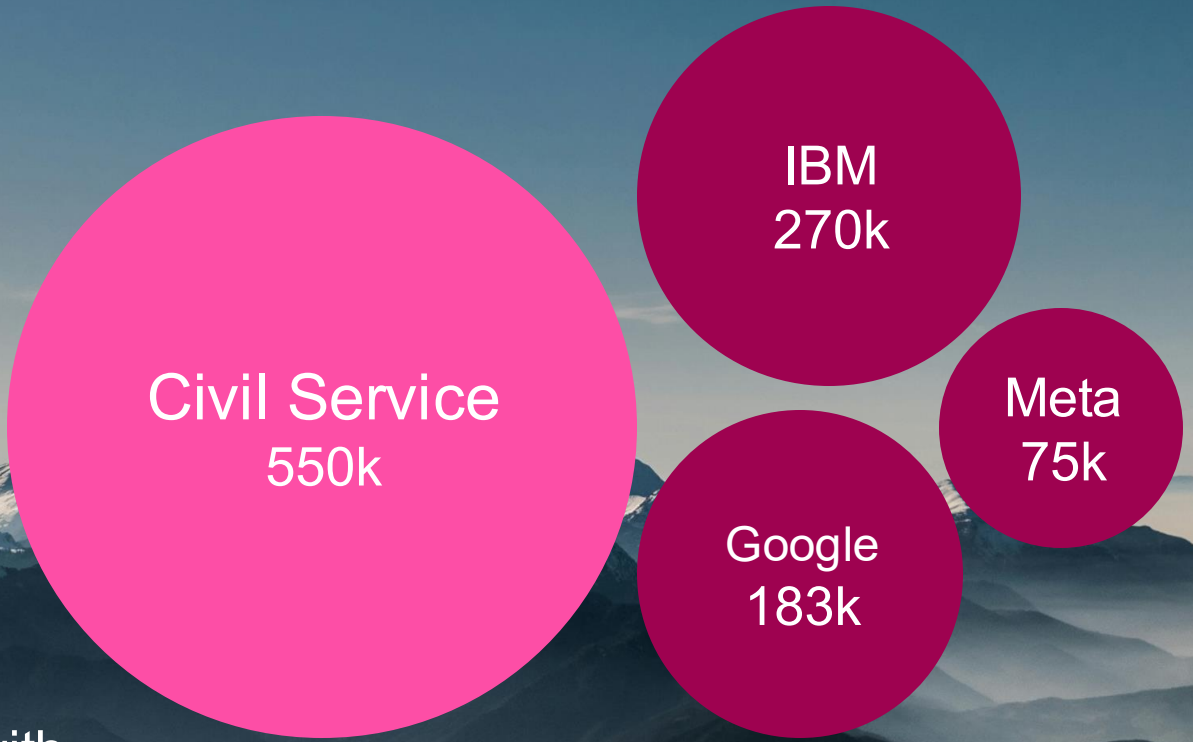
What is the problem we are solving?
But we are working in silos...
I can't be the first one tackling this problem!
… so I can't find things that exist already...
… so now I'm duplicating work.

Scale & size



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

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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

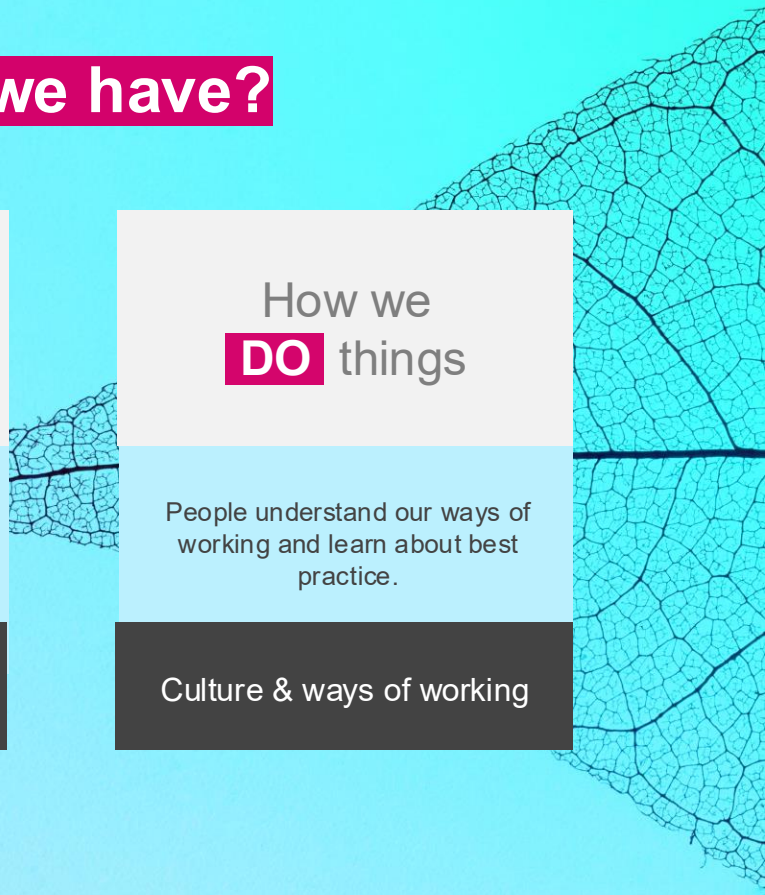
People can find related work that has already been done or is in progress.

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 org	Impact on user	
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?

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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.



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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?

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Things we have parked for now

Our 4 workstreams

We are currently running the following initiatives

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



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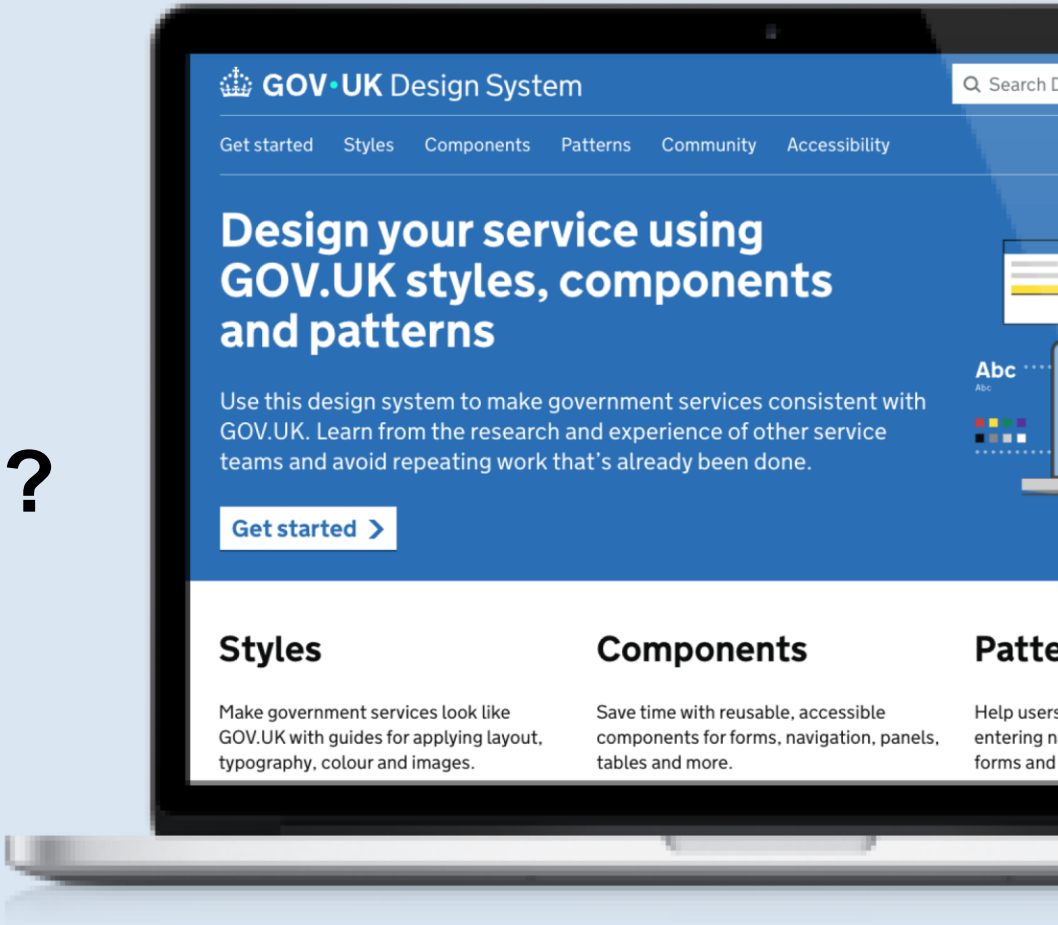
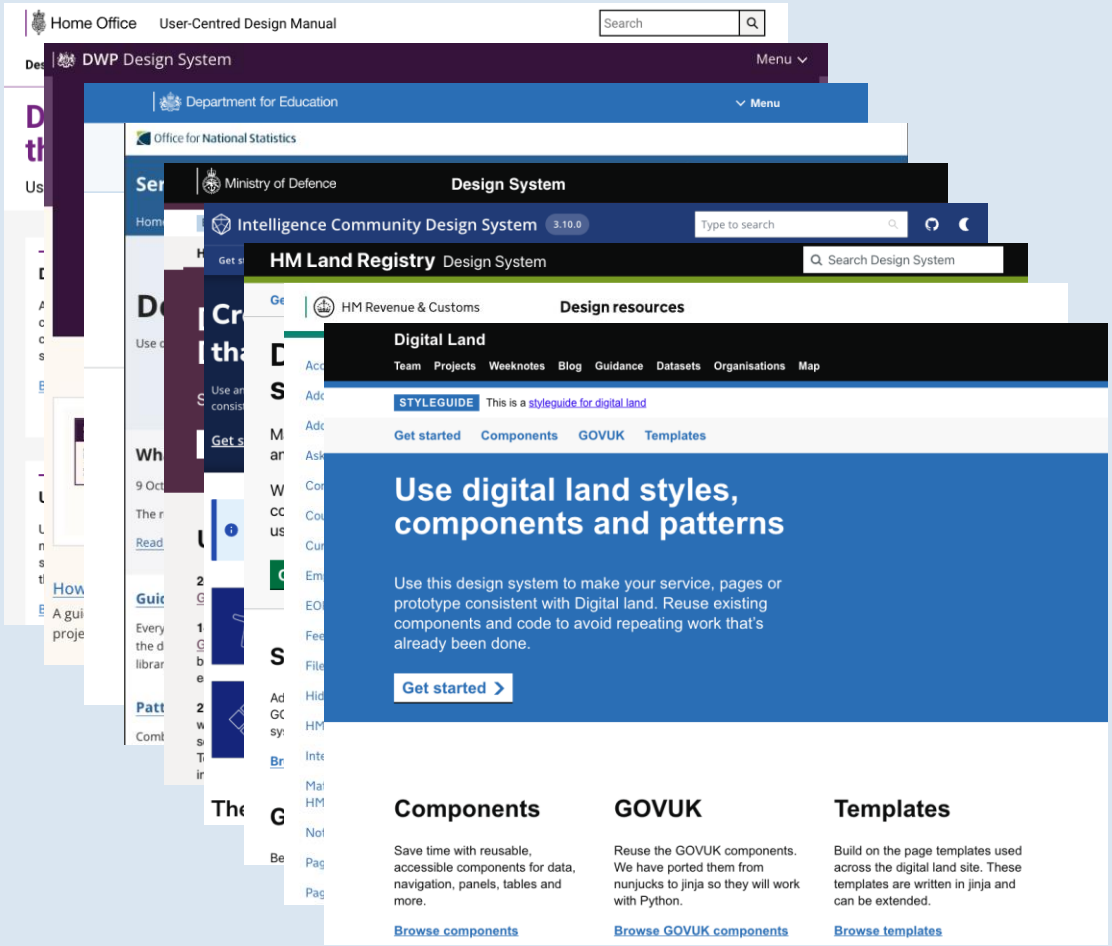
Who has heard of this design system?



Why so many?


Home Office
User-Centred Design Manual
Search
DWP Design System
Menu
Department for Education
Menu
Office for National Statistics
Ministry of Defence
Design System
Intelligence Community Design System
3.10.0
Type to search
HM Land Registry
Design System
Search 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

Why do we need a design system?

Scope, user needs, and practical limitations.

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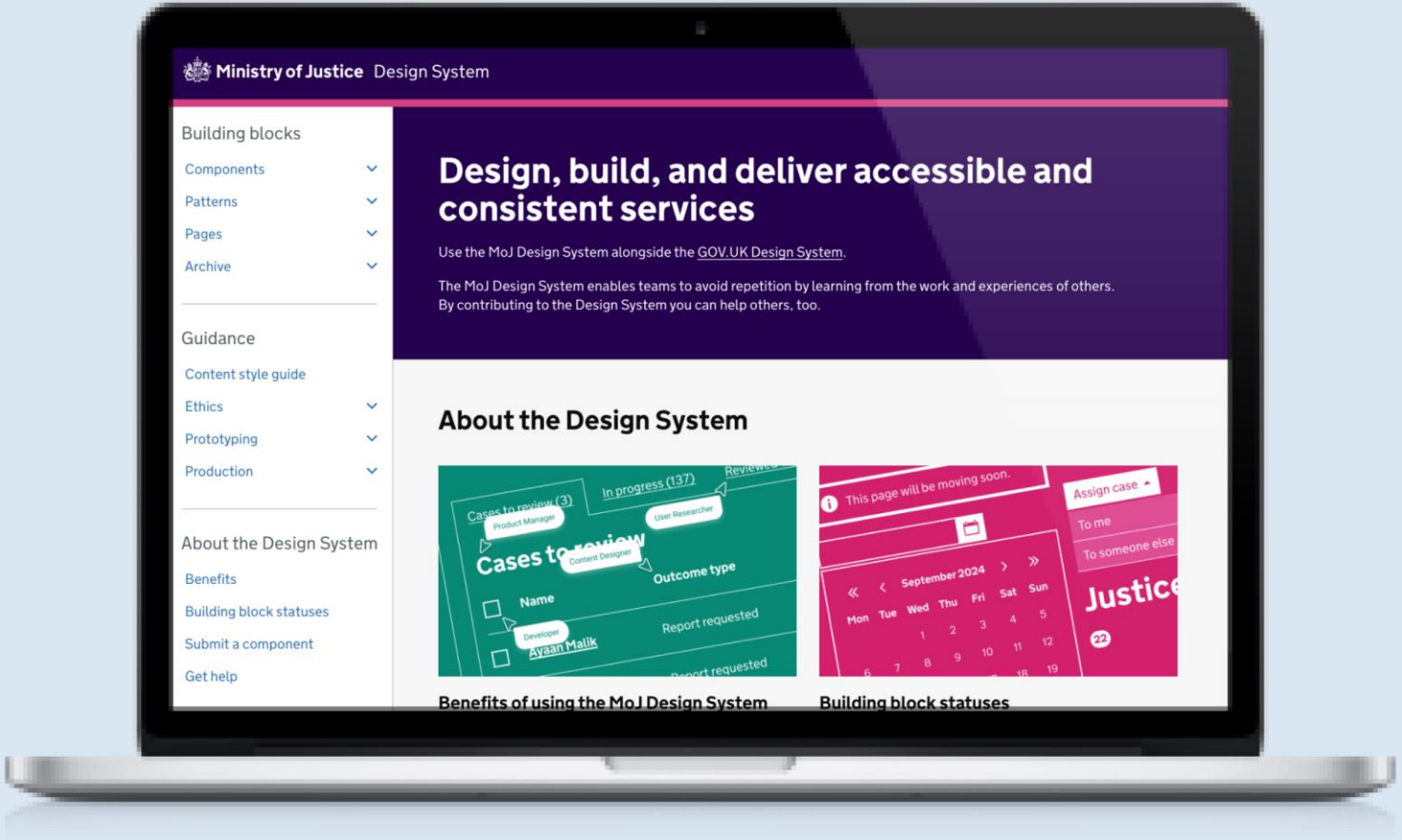

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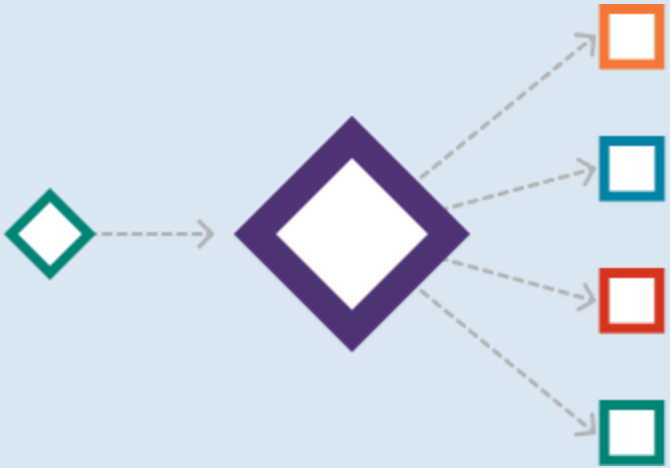
The big question

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

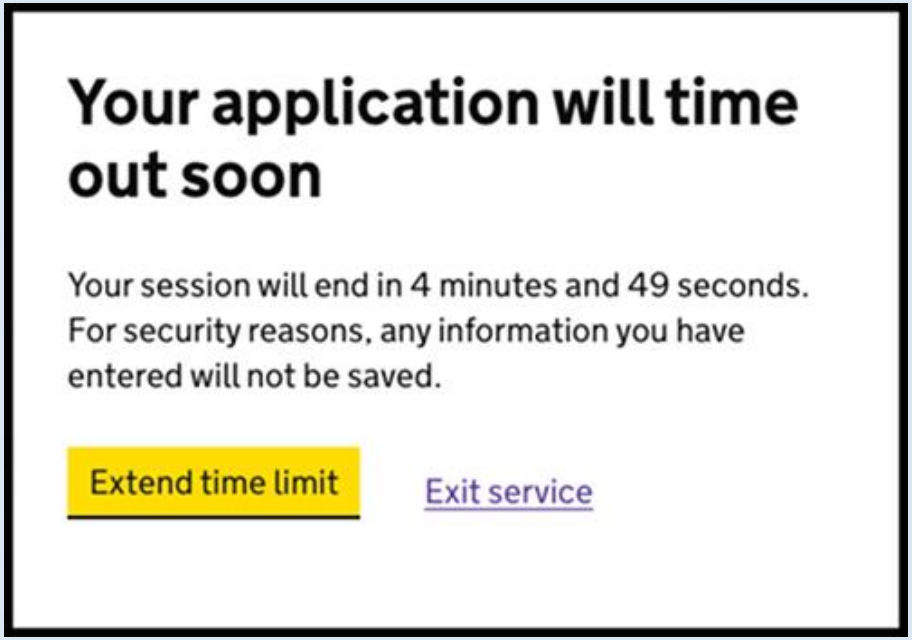
8



The pace of design systems has been written about before by Josh Clark back in 2023. Josh made the case for design systems to be intentionally slower in order to support faster delivery

The problem

Contributions sit on a design system team's backlog and can take months or years to appear in the design system.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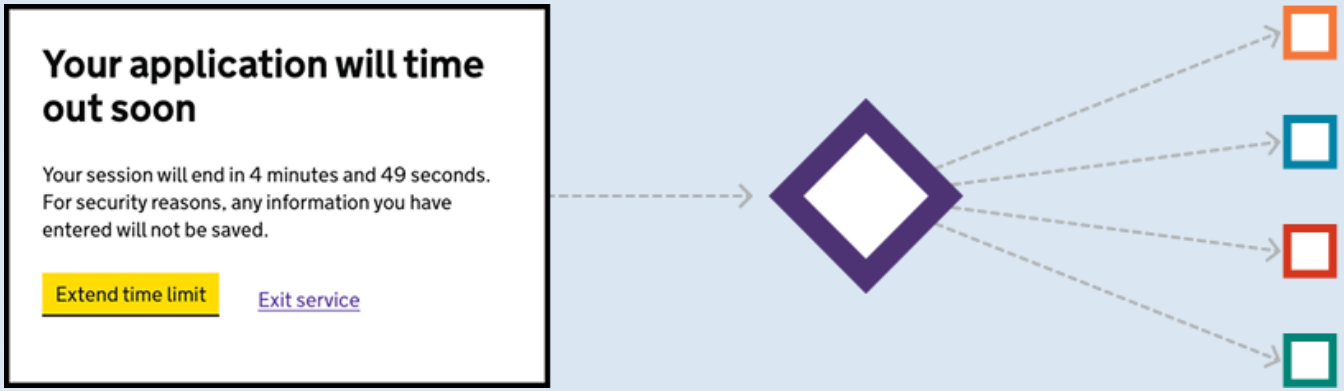
Your session will end in 4 minutes and 49 seconds. For security reasons, any information you have entered will not be saved.
Extend time limit
Exit service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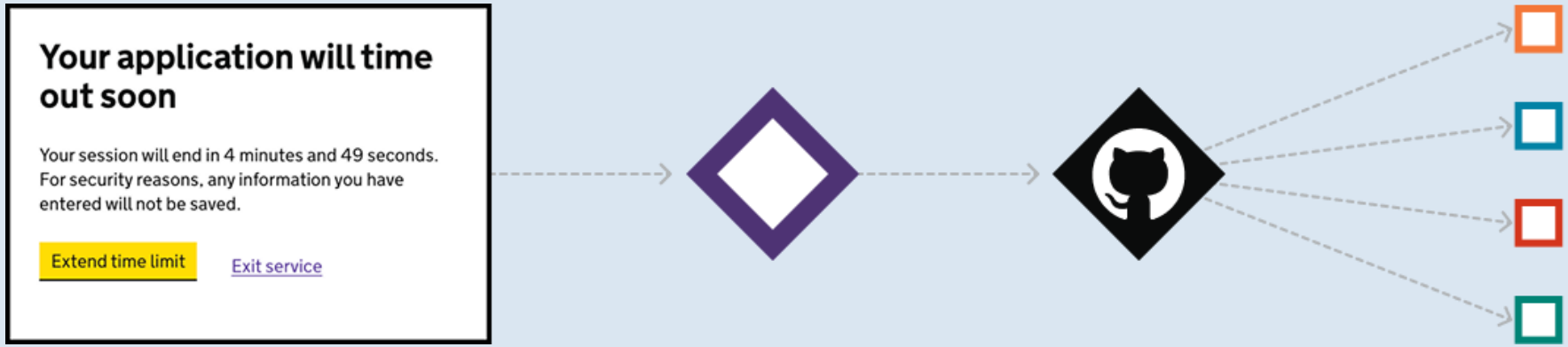
Extend time limit
Exit service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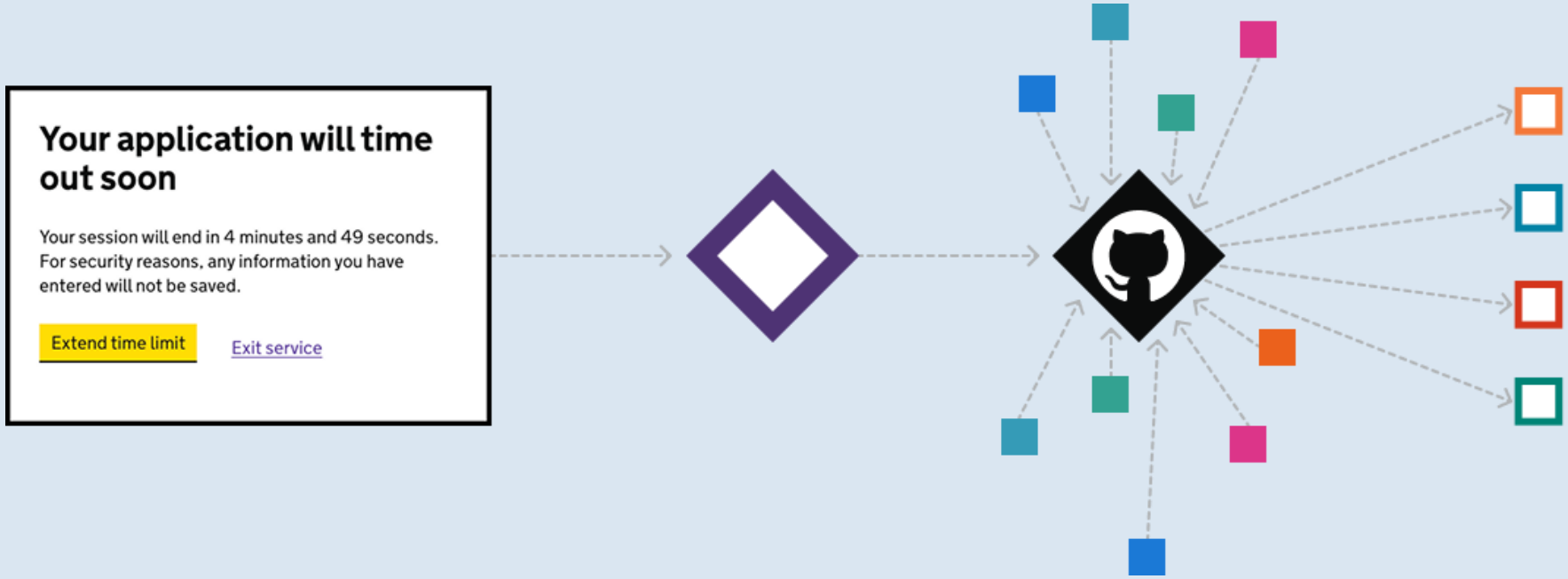
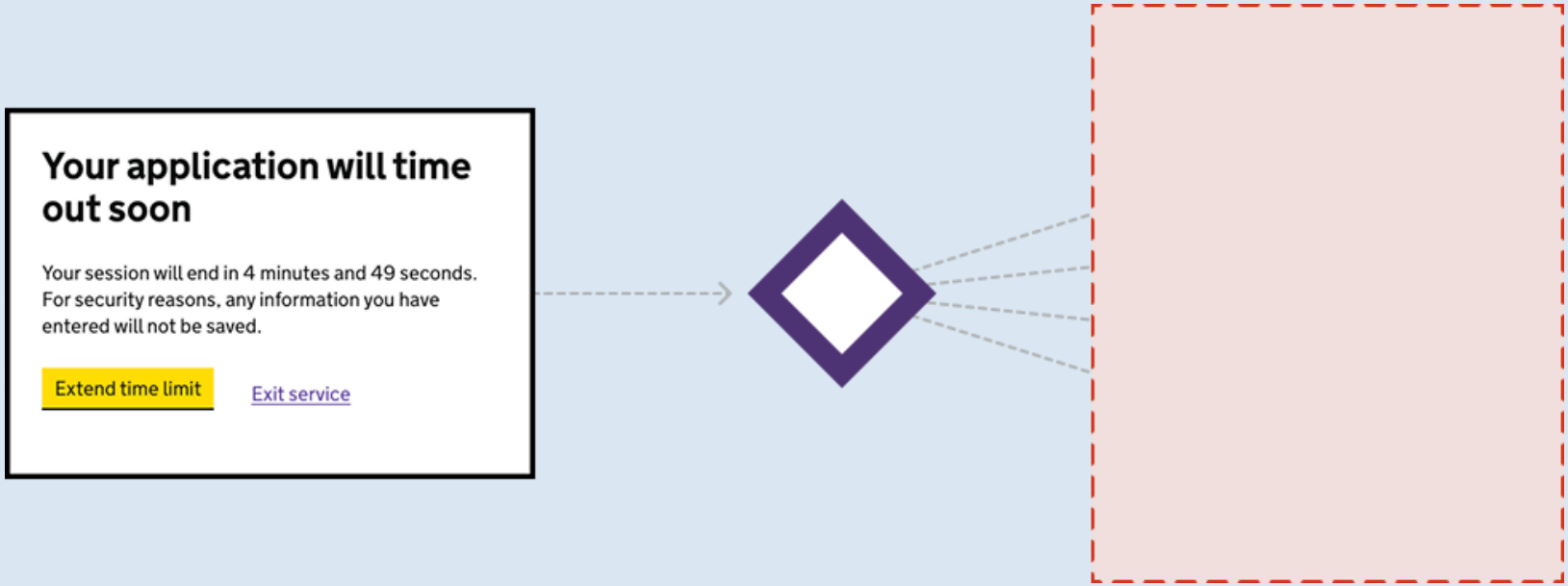
Your session will end in 4 minutes and 49 seconds. For security reasons, any information you have entered will not be saved.
Extend time limit
Exit service


Your application will time out soon
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

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


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

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?

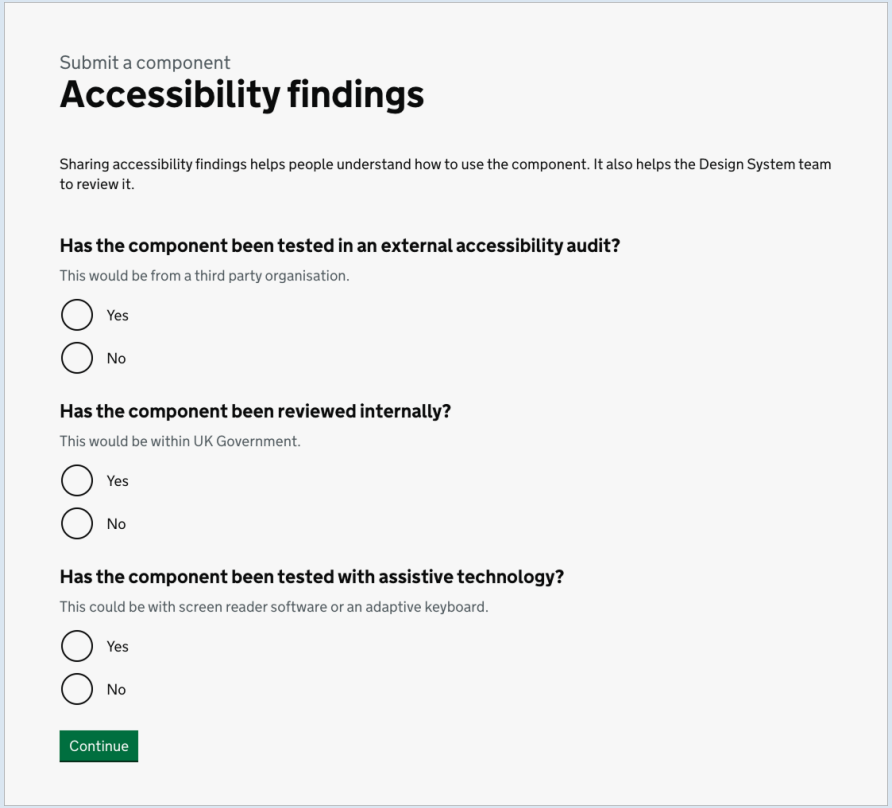
Describe the component

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

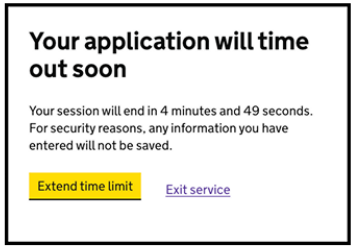
Time out warning Experimental

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



The result

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

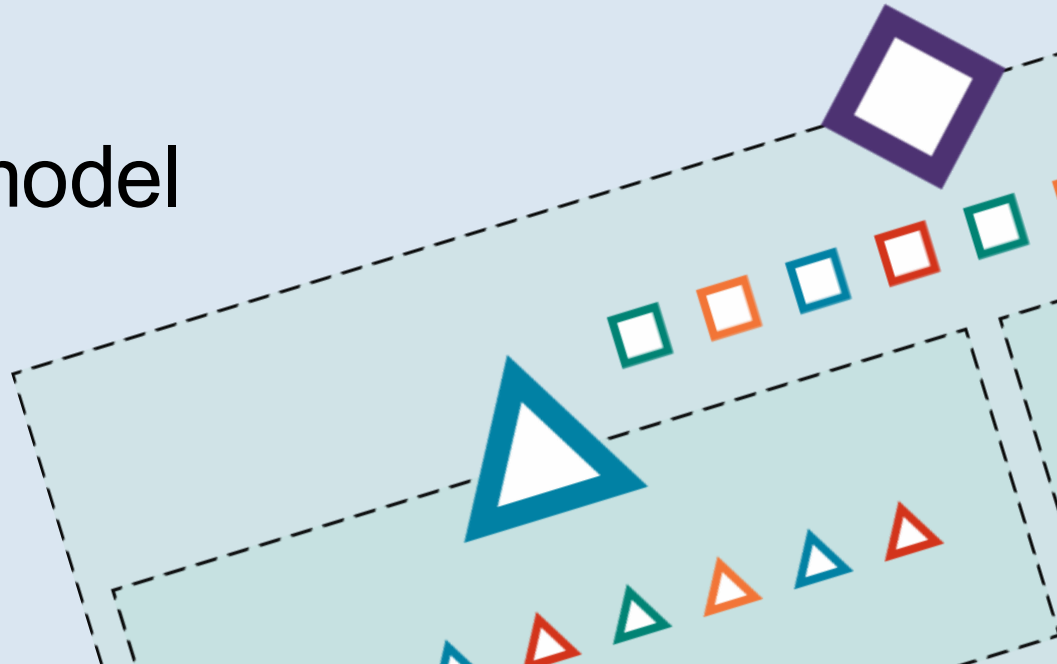
10 days from share-to-reuse.

The big question

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

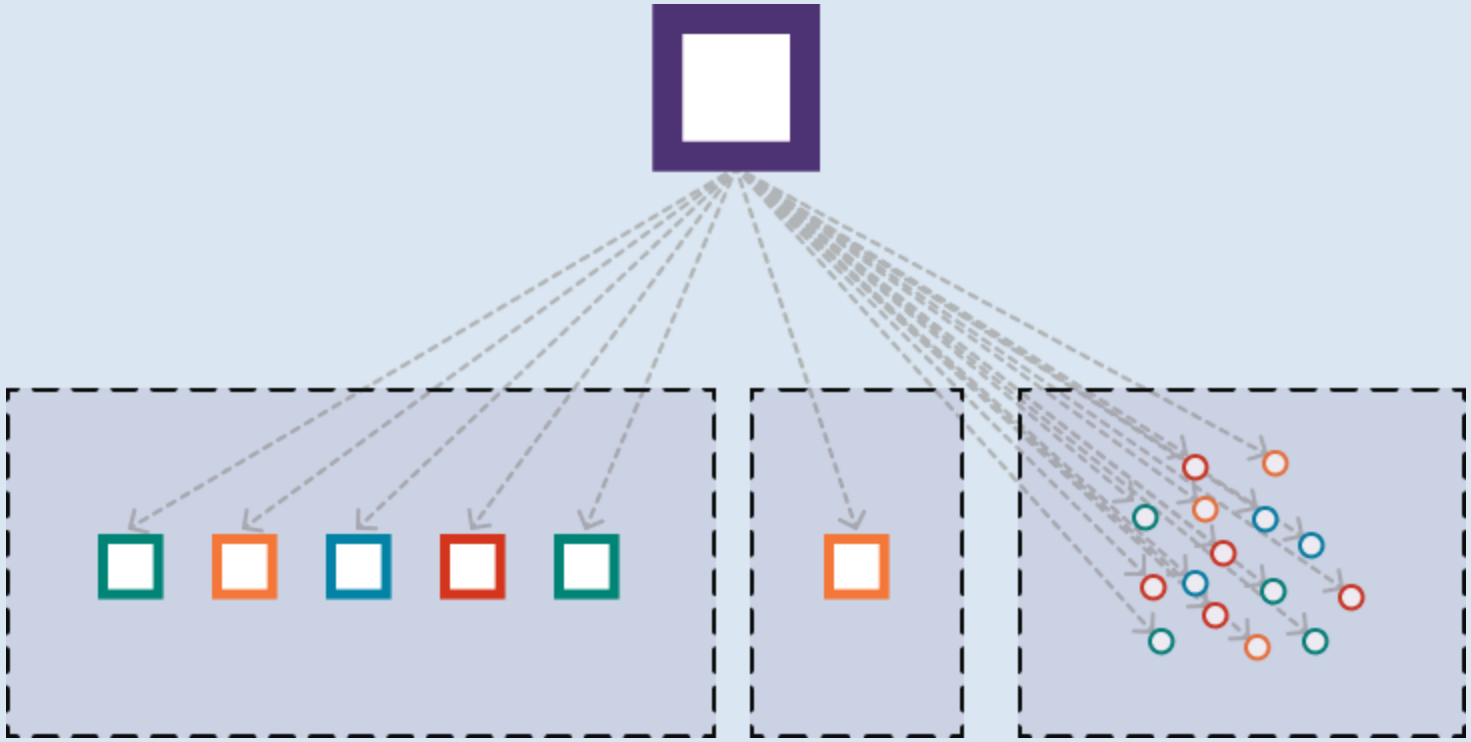
Experiment B

A squad operating model

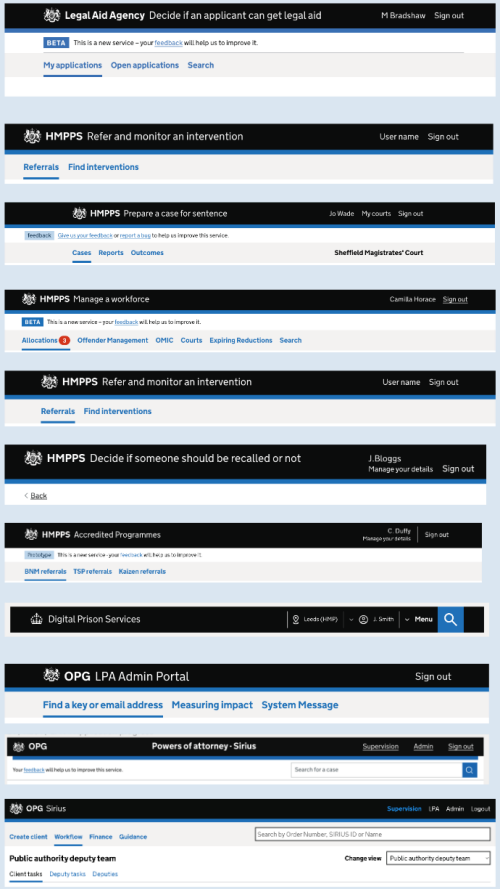


The problem

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

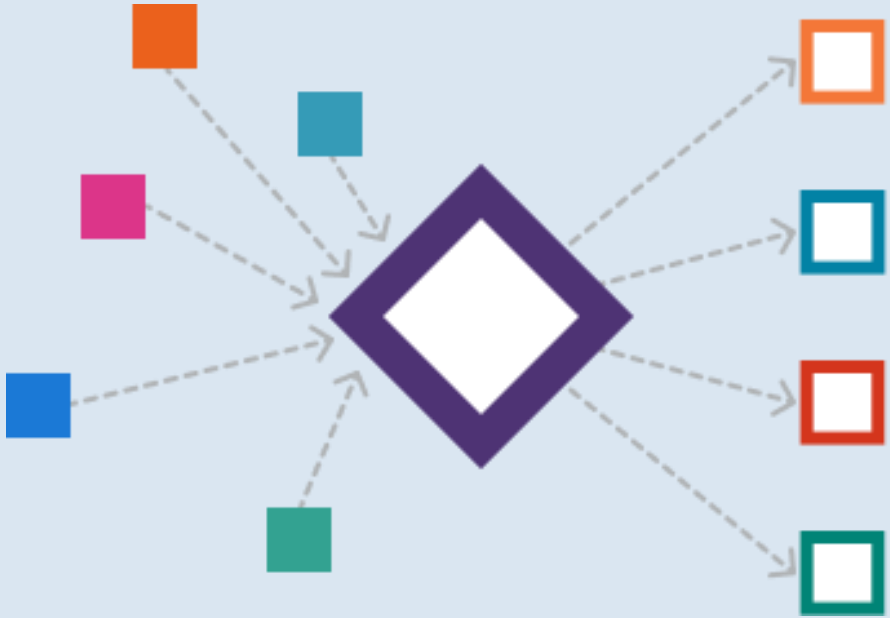


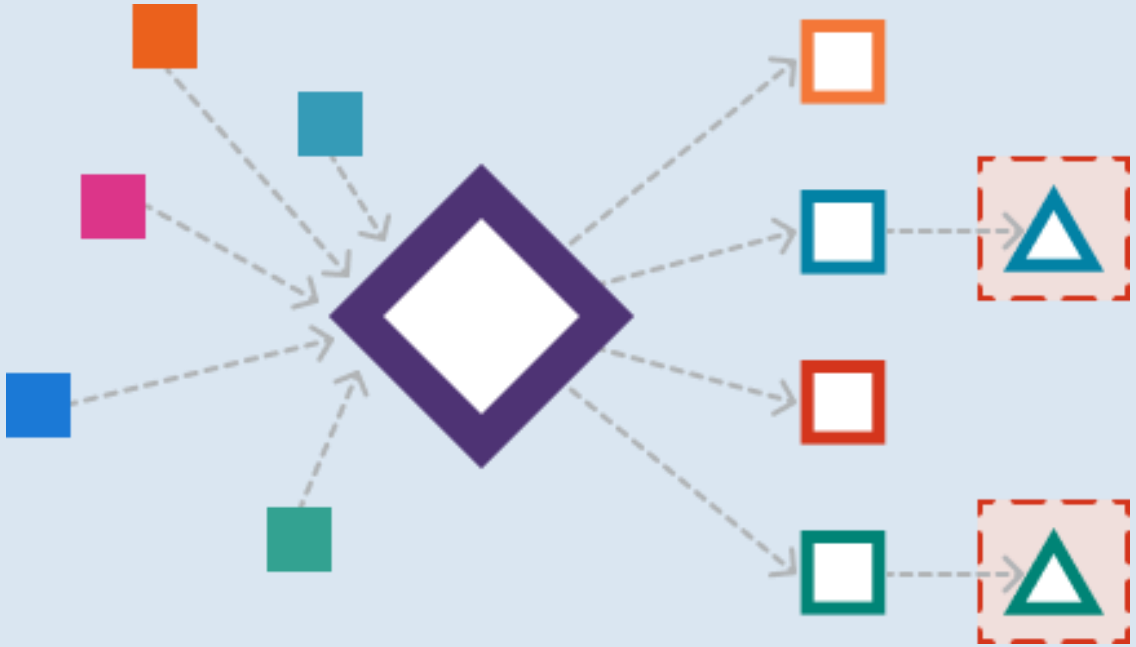

Organisation name Service name
Account name Sign out


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
Feedback Give us your feedback or report a bug to help us improve this service.
Cases Reports Outcomes
Sheffield Magistrates' Court
HMPPS Manage a workforce
Camilla Horace Sign out
BETA This is a new service – your feedback will help us to improve it.
Allocations 3 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. Bloggs
Manage your details Sign out
Back
HMPPS Accredited Programmes
C. Duffy
Manage your details Sign out
Prototype This is a new service – your feedback will help us to improve it.
BNM referrals TSP referrals Kaizen referrals
Digital Prison Services
Leeds (HMP) 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 Public authority deputy team
Client tasks Deputy tasks Deputies

The problem

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

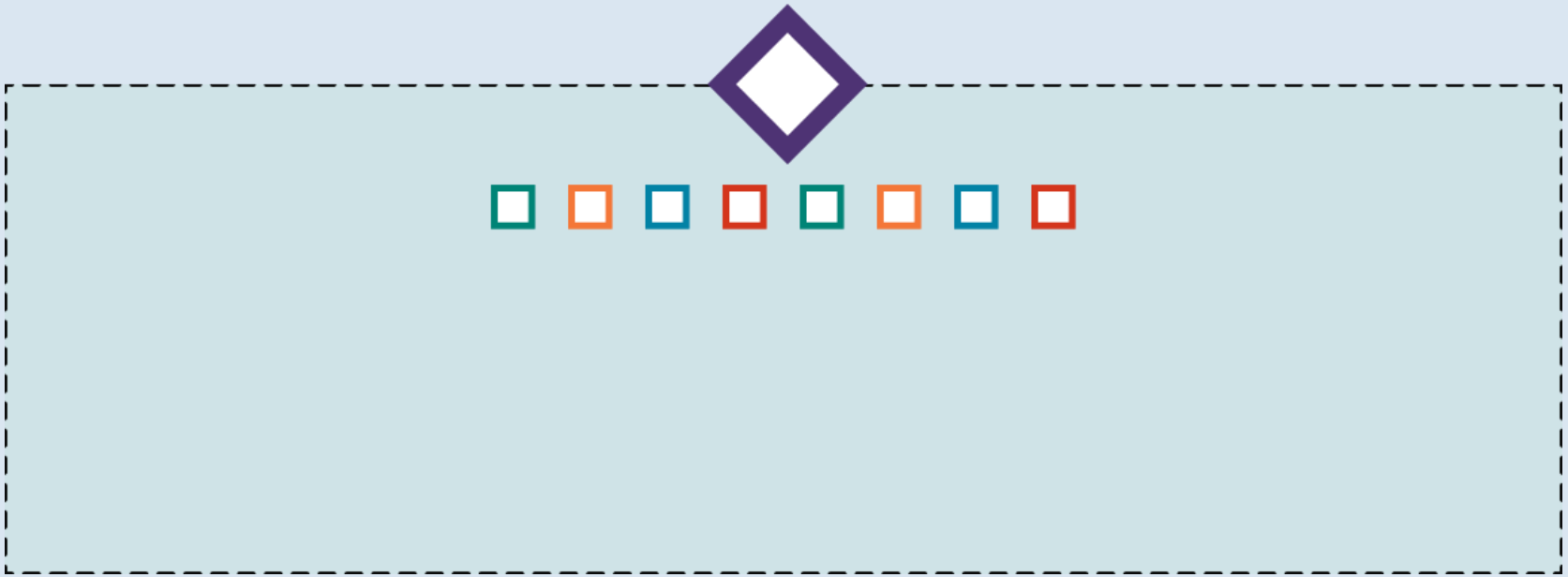


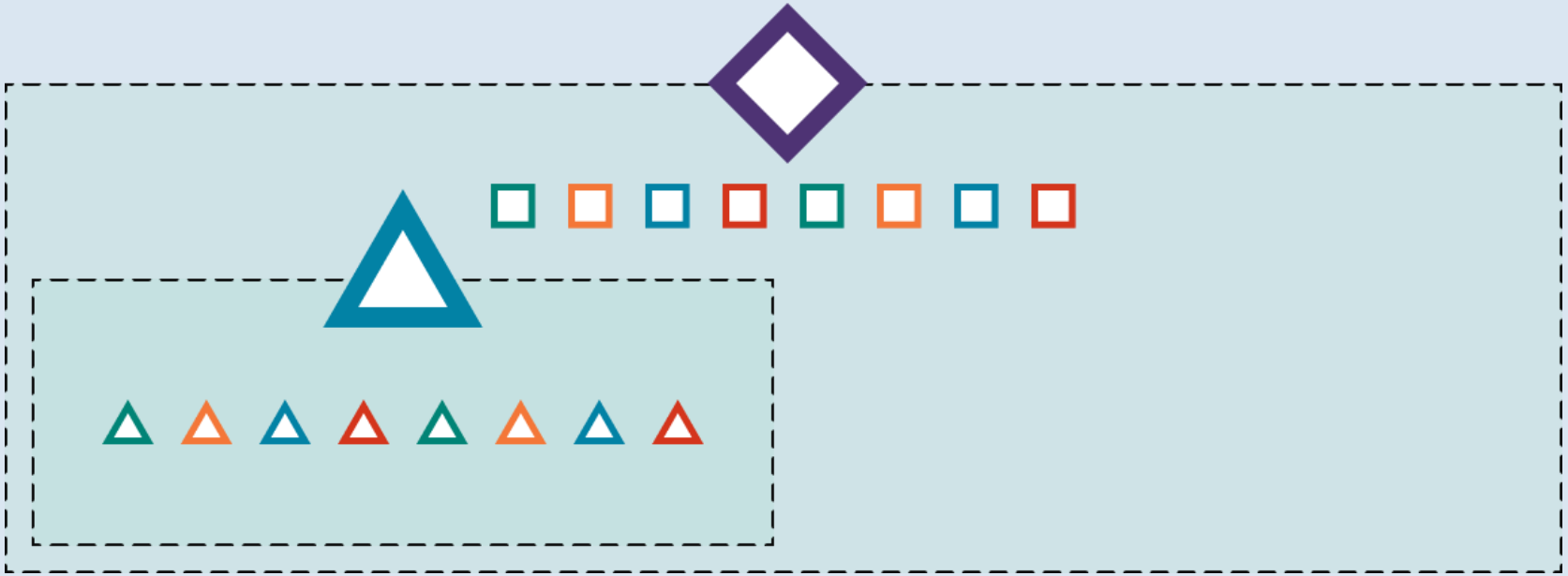


The solution

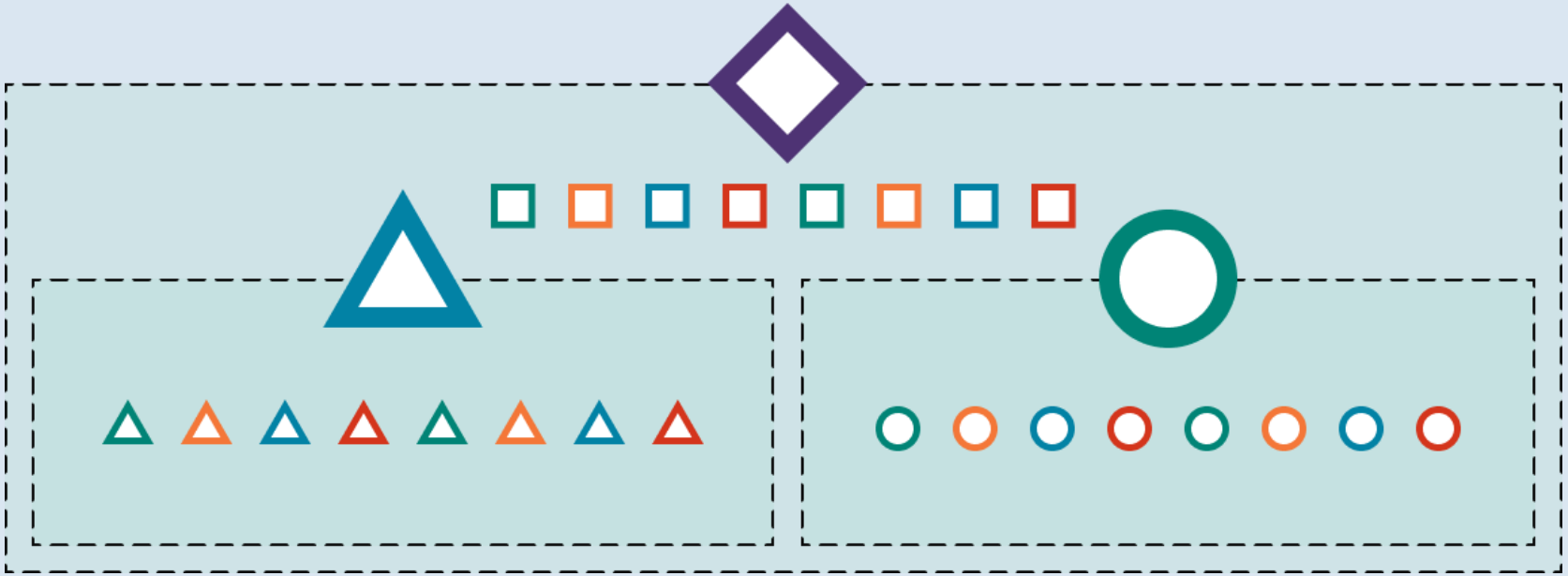
Squads with purpose.







Variant. Not divergence.



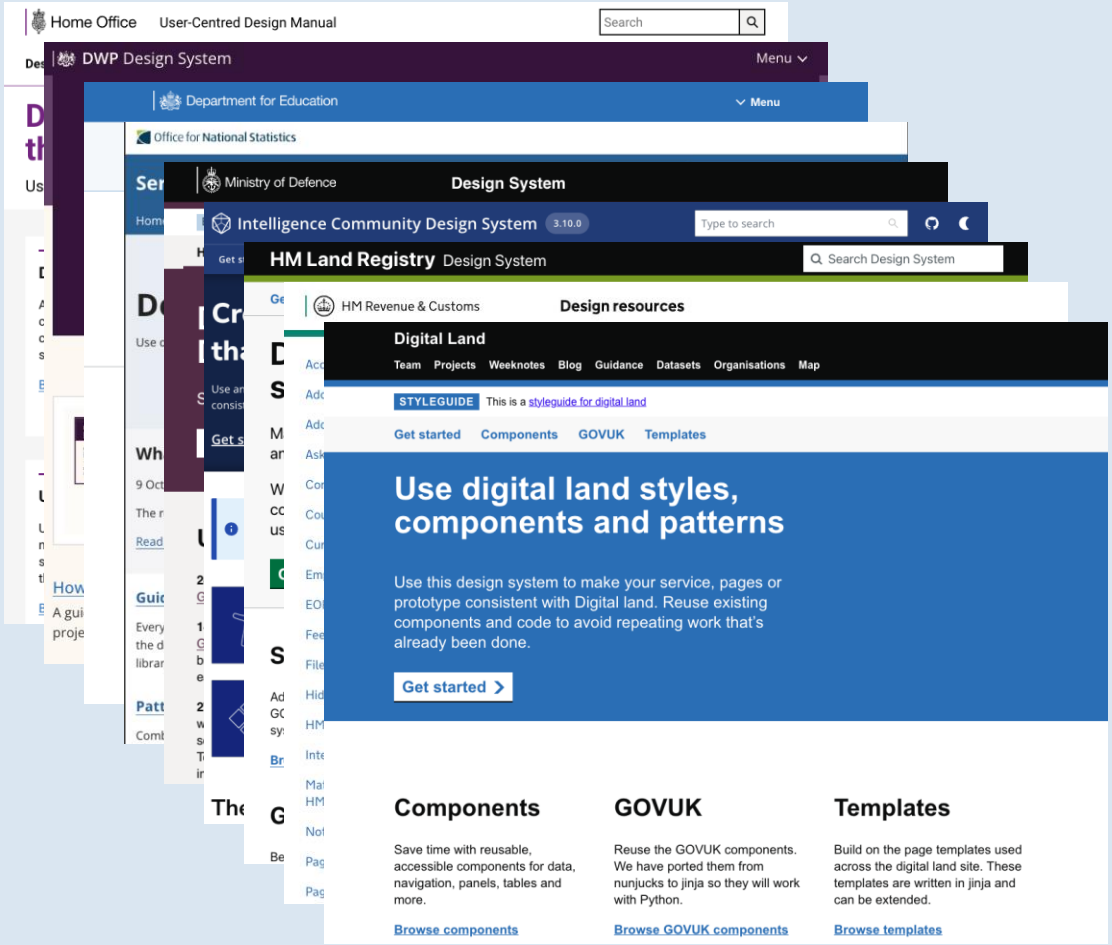
The result

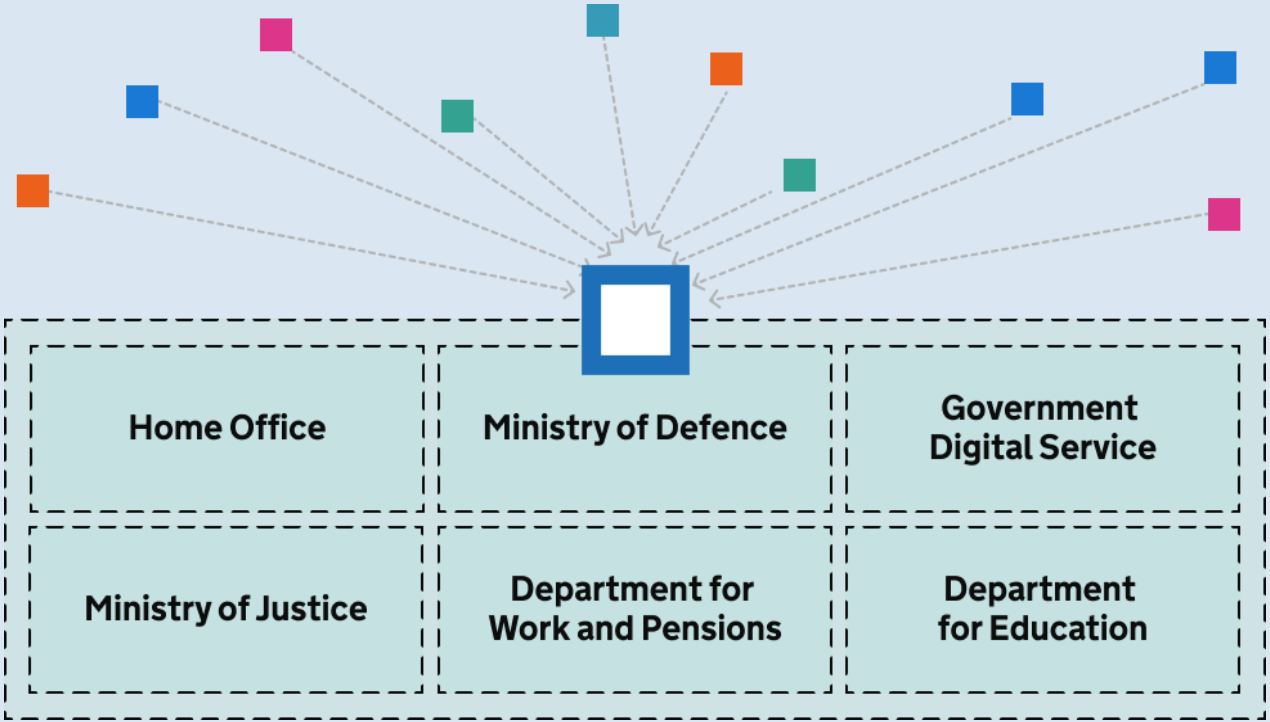
Consistency, standards, and efficiency having a wider reach and impact.

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
Ministry of Defence
Government Digital Service
Ministry of Justice
Department for Work and Pensions
Department for Education

The big question

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

Initiative 2

Service Pattern



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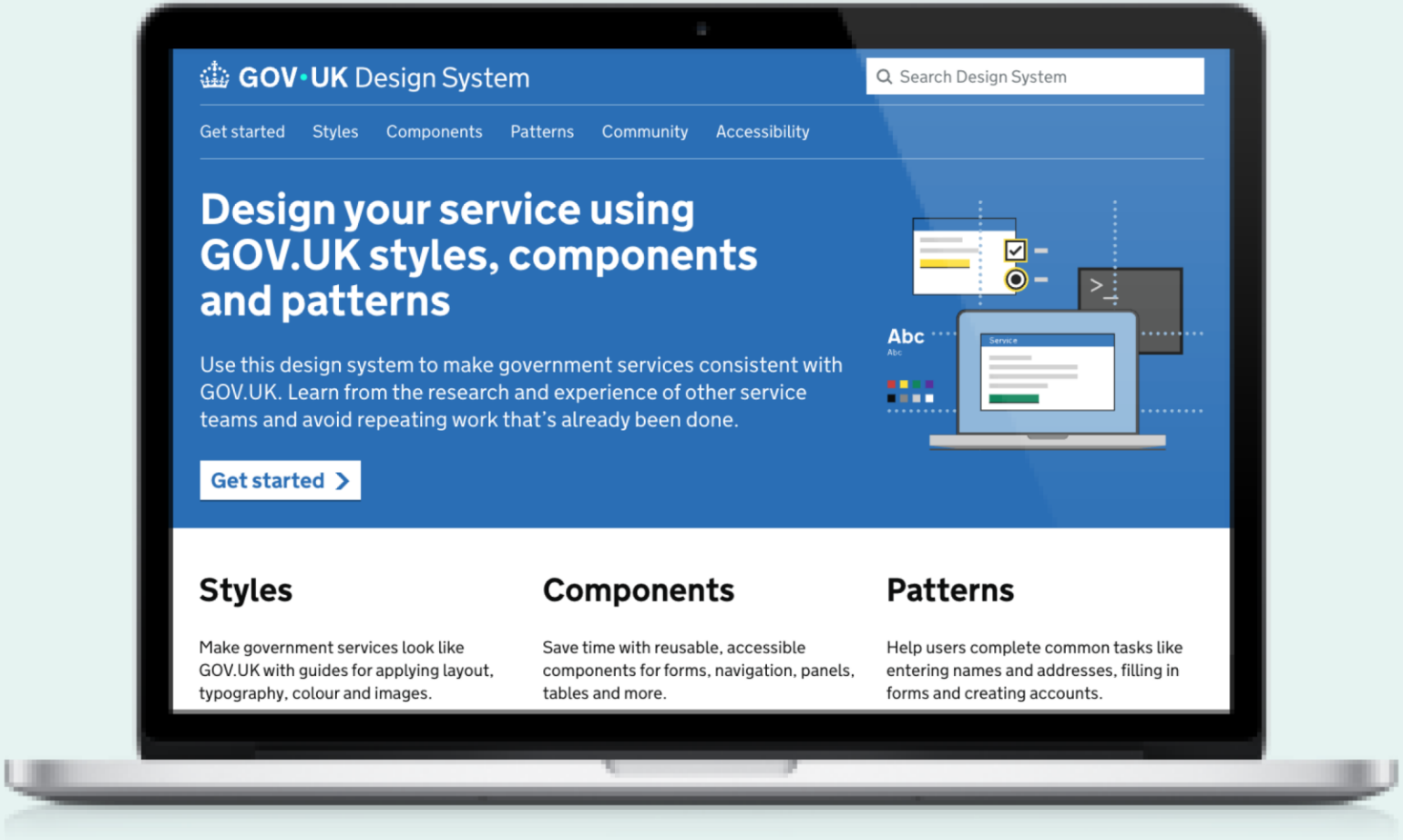
Service patterns are a structured way of describing **repeatable user tasks** that can be combined to build or shape end-to-end services.



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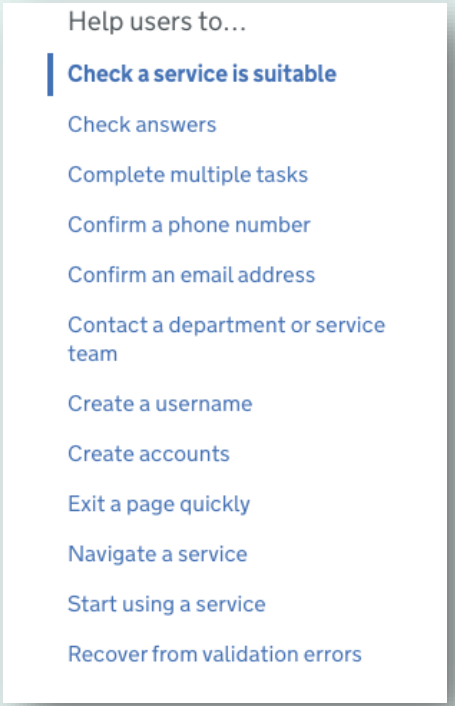

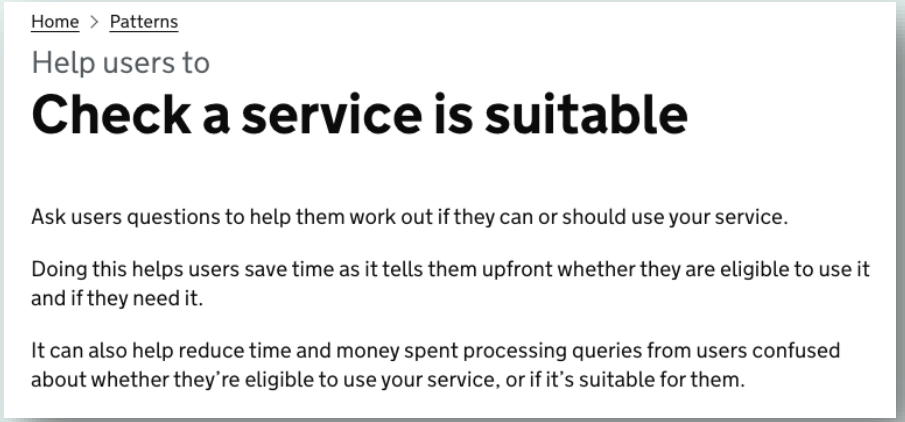

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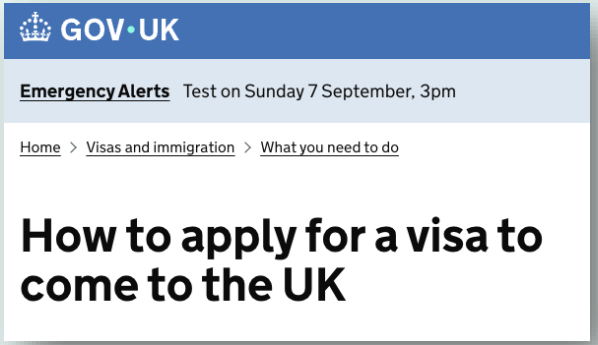
…can we define patterns for more complex tasks?







Apply

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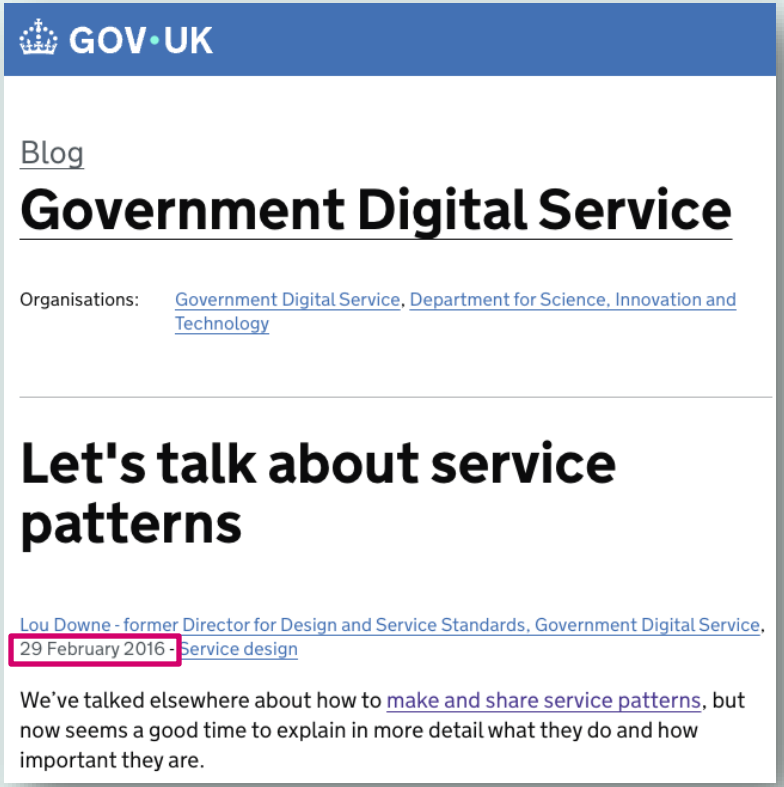

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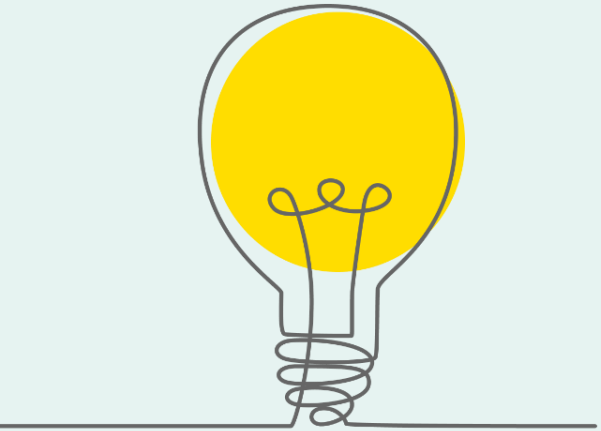

An obvious solution to a known problem… it should be easy, right?

…right????

idea



experimentation



implementation

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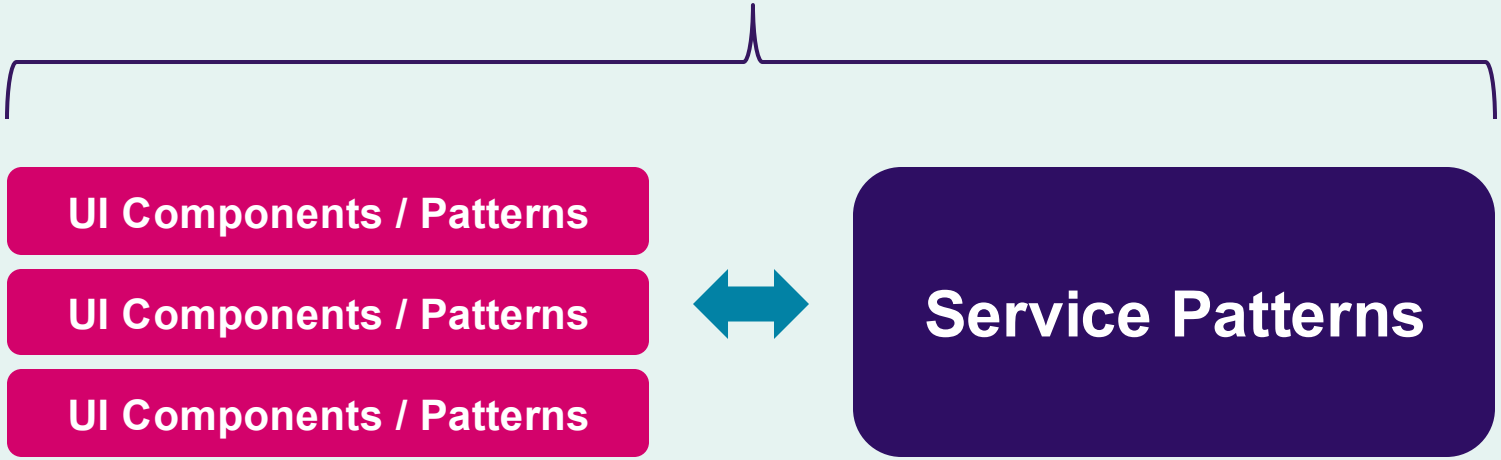
Service patterns are a structured way of describing **repeatable user tasks** that can be combined to build or shape end-to-end services.

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

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RECORD
(CHANGE?)

This pattern enables the user to **add, change,** or **remove** information (about a thing or a person). This includes **planning** and recording the outcomes like **allocating goals**.



ASSESS
(EVALUATE? DECIDE?)

This pattern enables the user to **make a decision, reach a conclusion** or **verify** something by **assessing** or **evaluating** information. It'll often be accompanied by the need to **check** information and **record** the outcome. It may involve **submitting** the result. **Risk** assessment would take place here.



INFORM
(SHARE? SEND? TELL? LEARN?)

This pattern enables the user to **inform**, **share** or **send** information, for example with another agency. It may be dependent on **permissions** determined by **Manage.** It could also involve the issuing of **reminders** for action. It can also support actively seeking information to **learn** or **understand** something.



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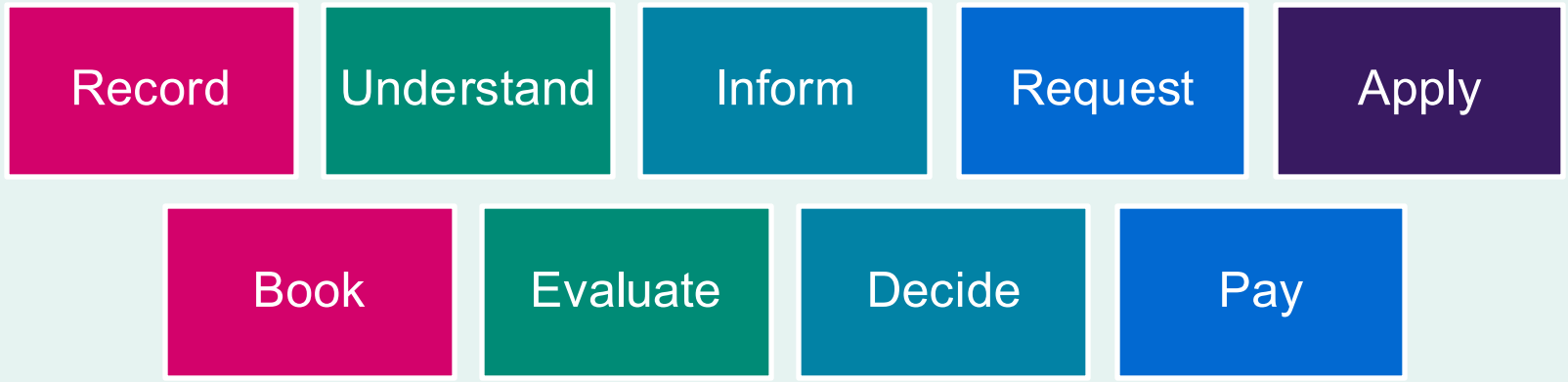

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End to end services

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

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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

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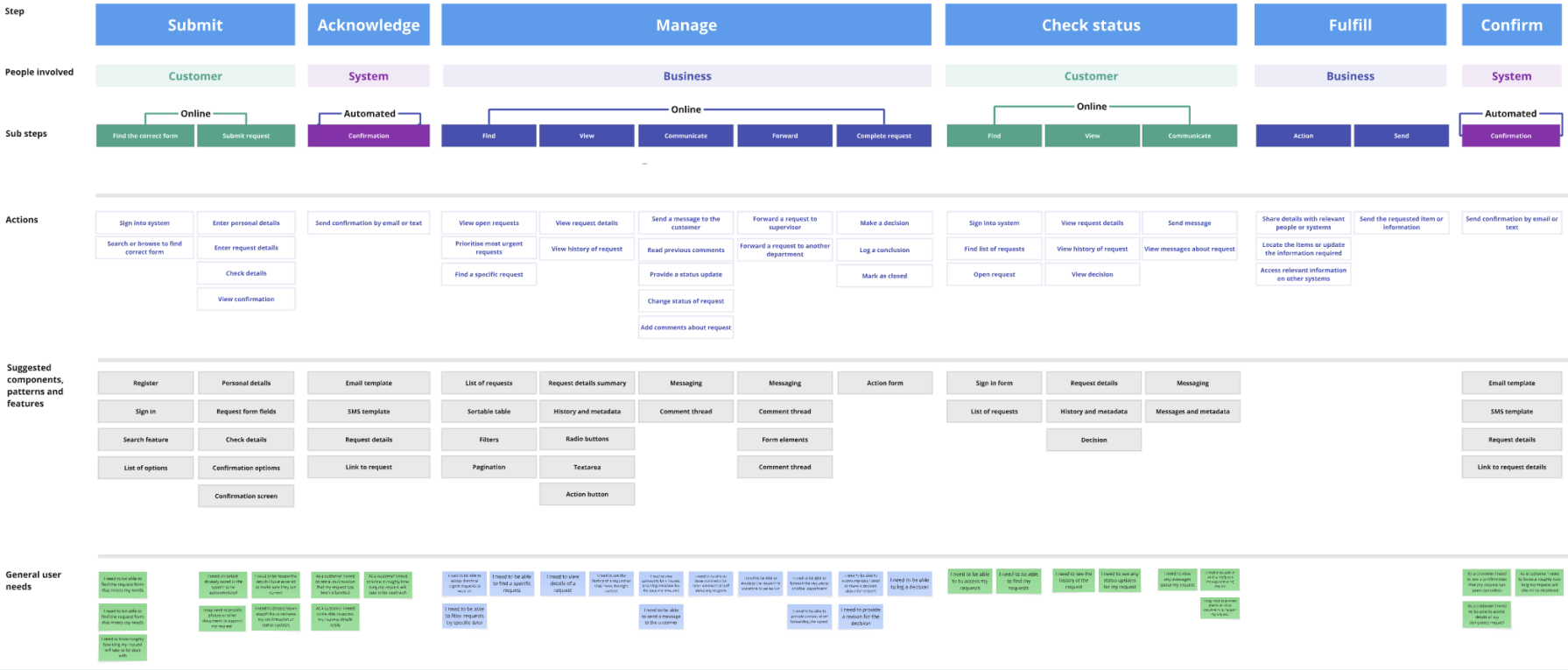

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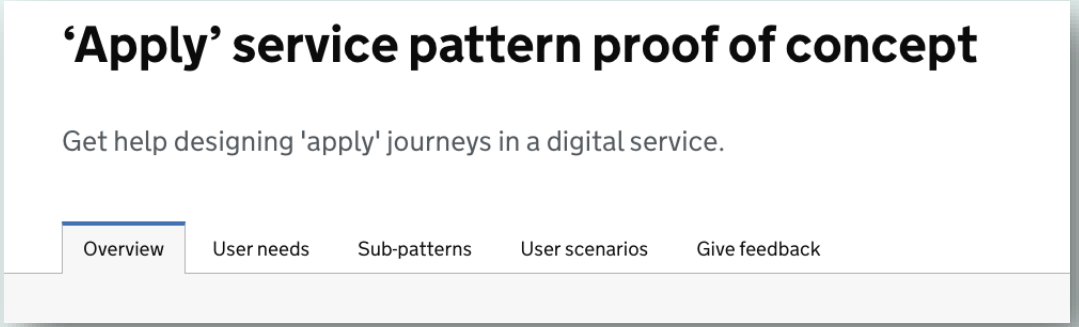
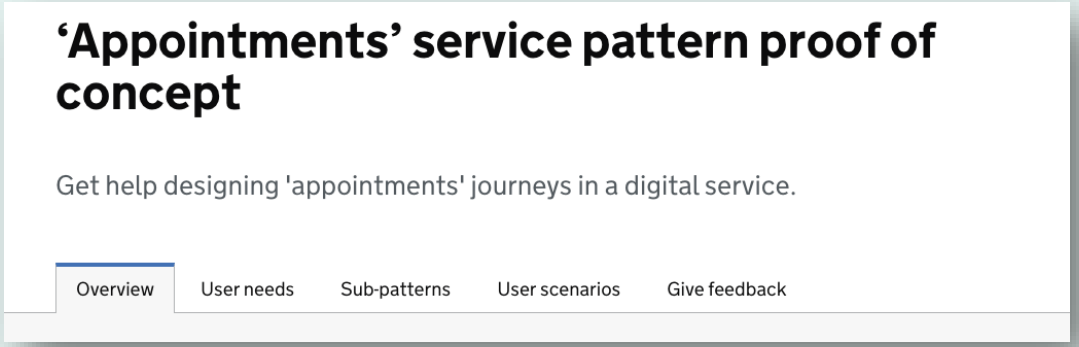
Experiment 2 – Cross-Government Patterns





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

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‘Apply’ service pattern proof of concept

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

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.

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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)

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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

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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/



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Initiative 3

Common Components



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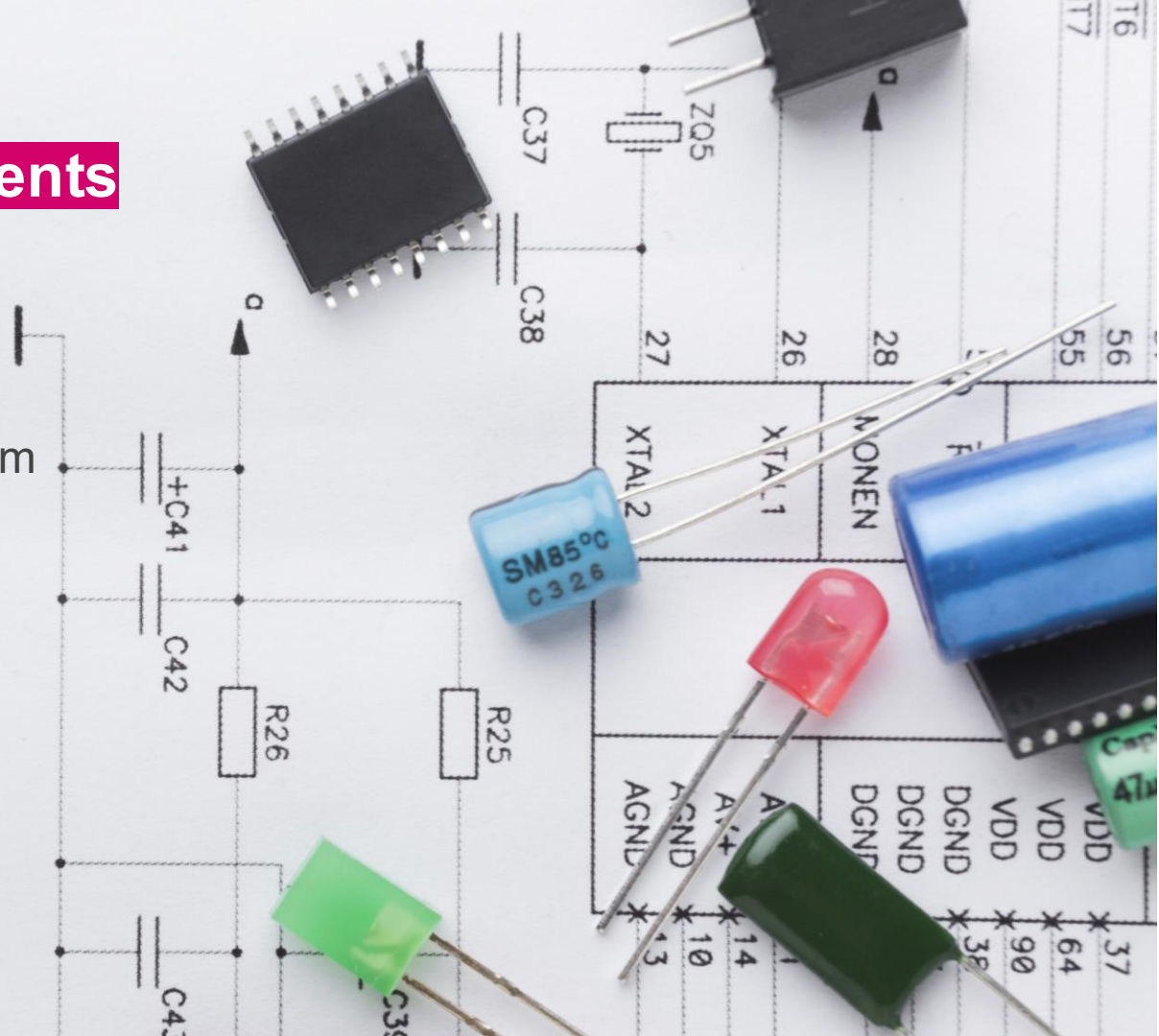
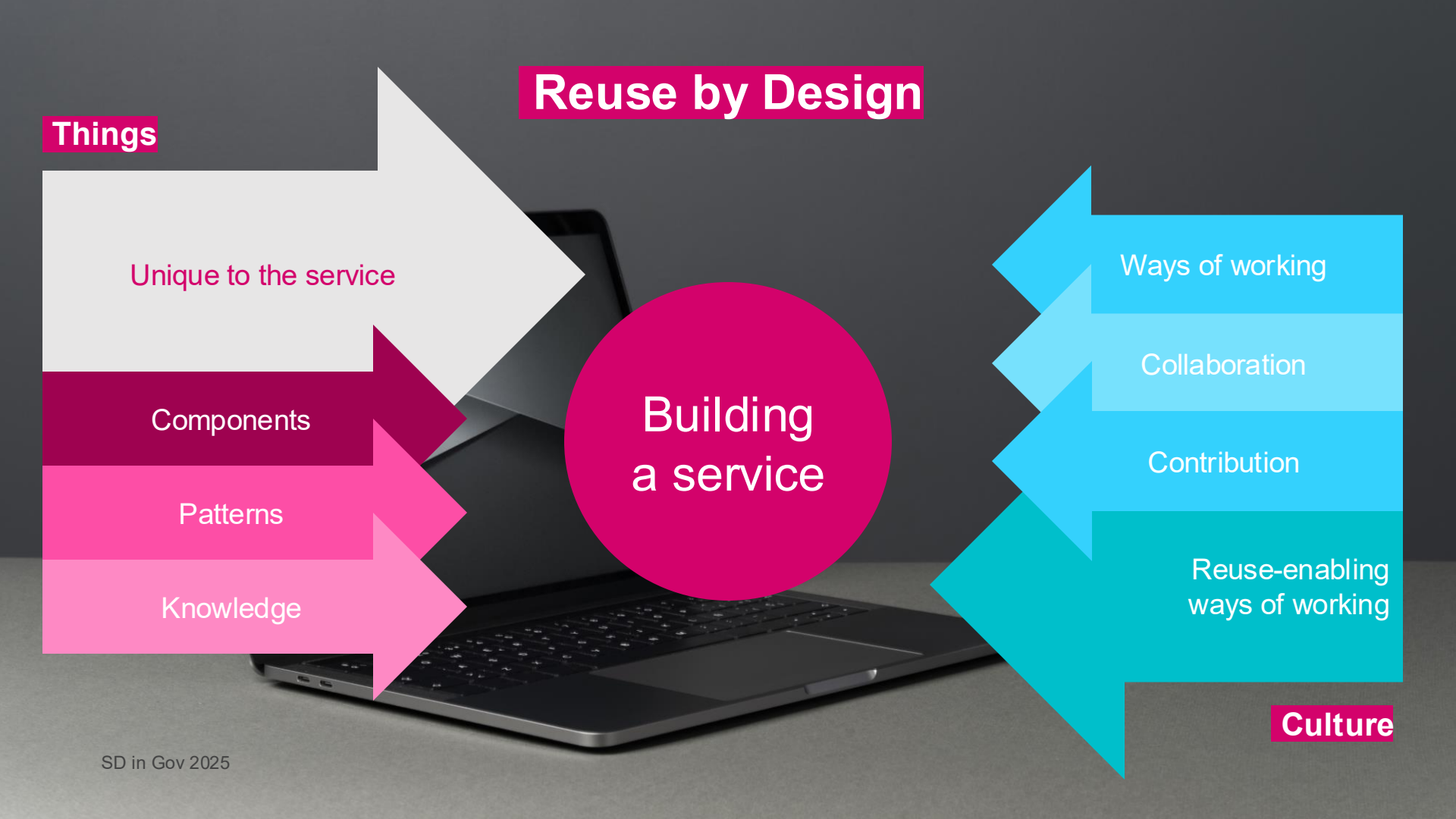
Common Components

Opportunities:

- Scale up Design System
- Engineering Portal



Reuse by Design



Initiative 4

x-gov Reuse Library



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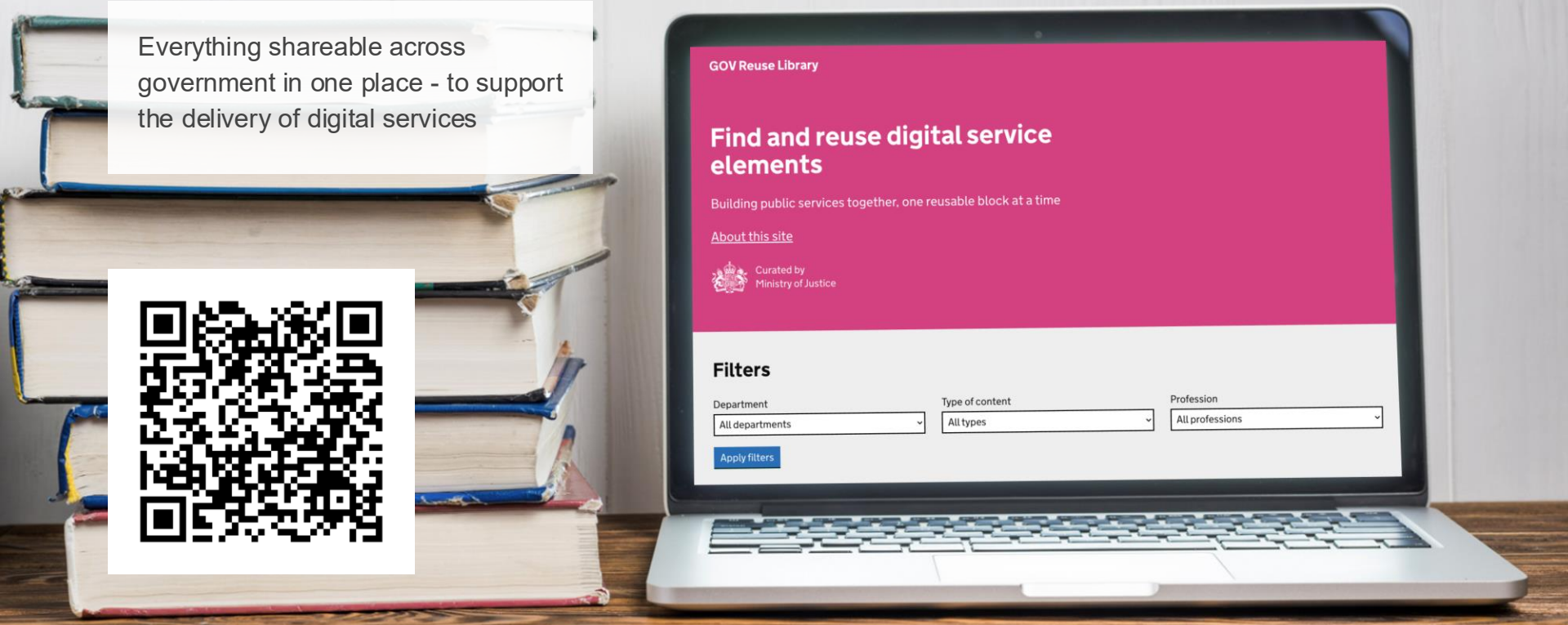
Why are we doing this?



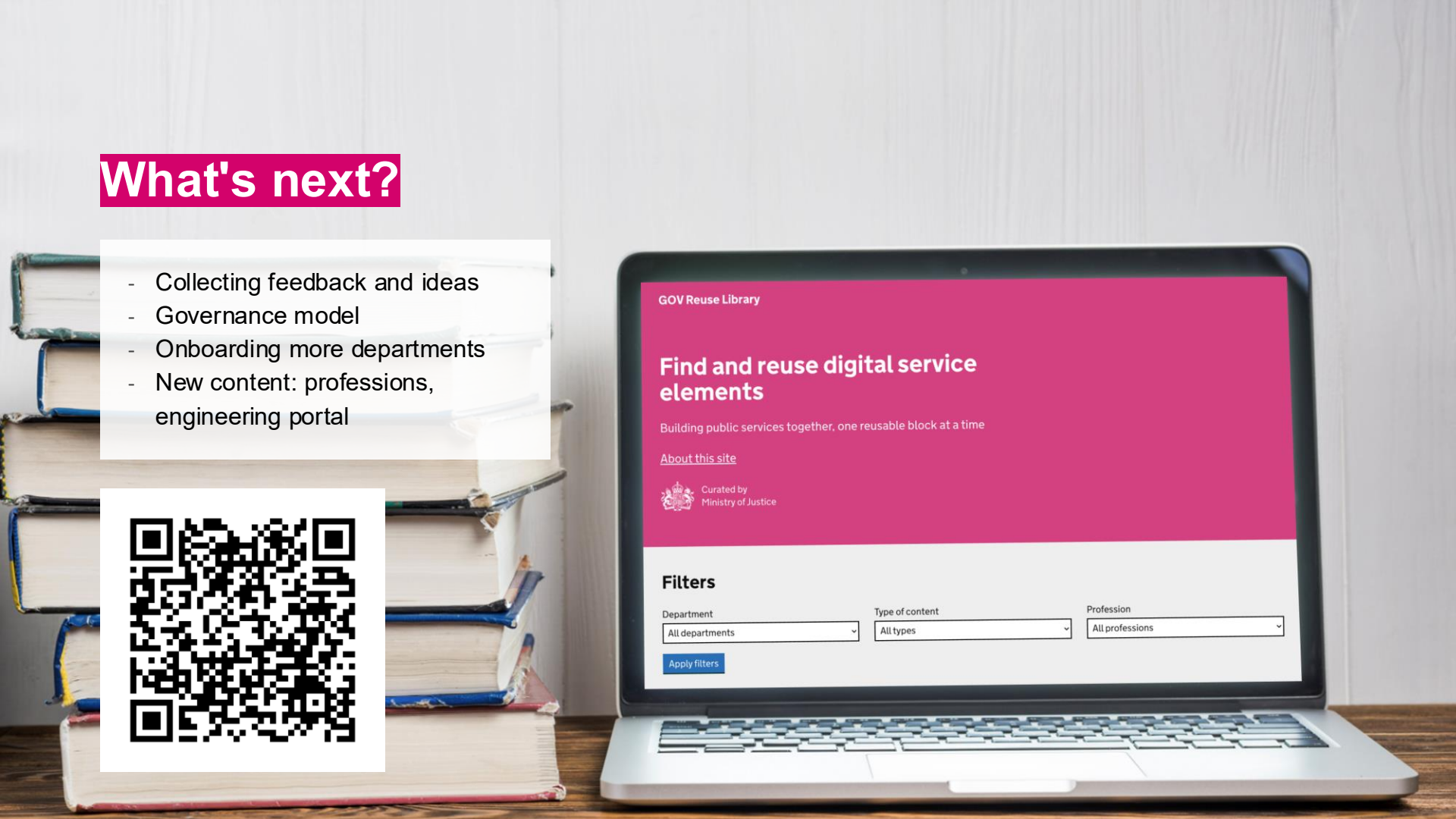
GOV Reuse Library

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?



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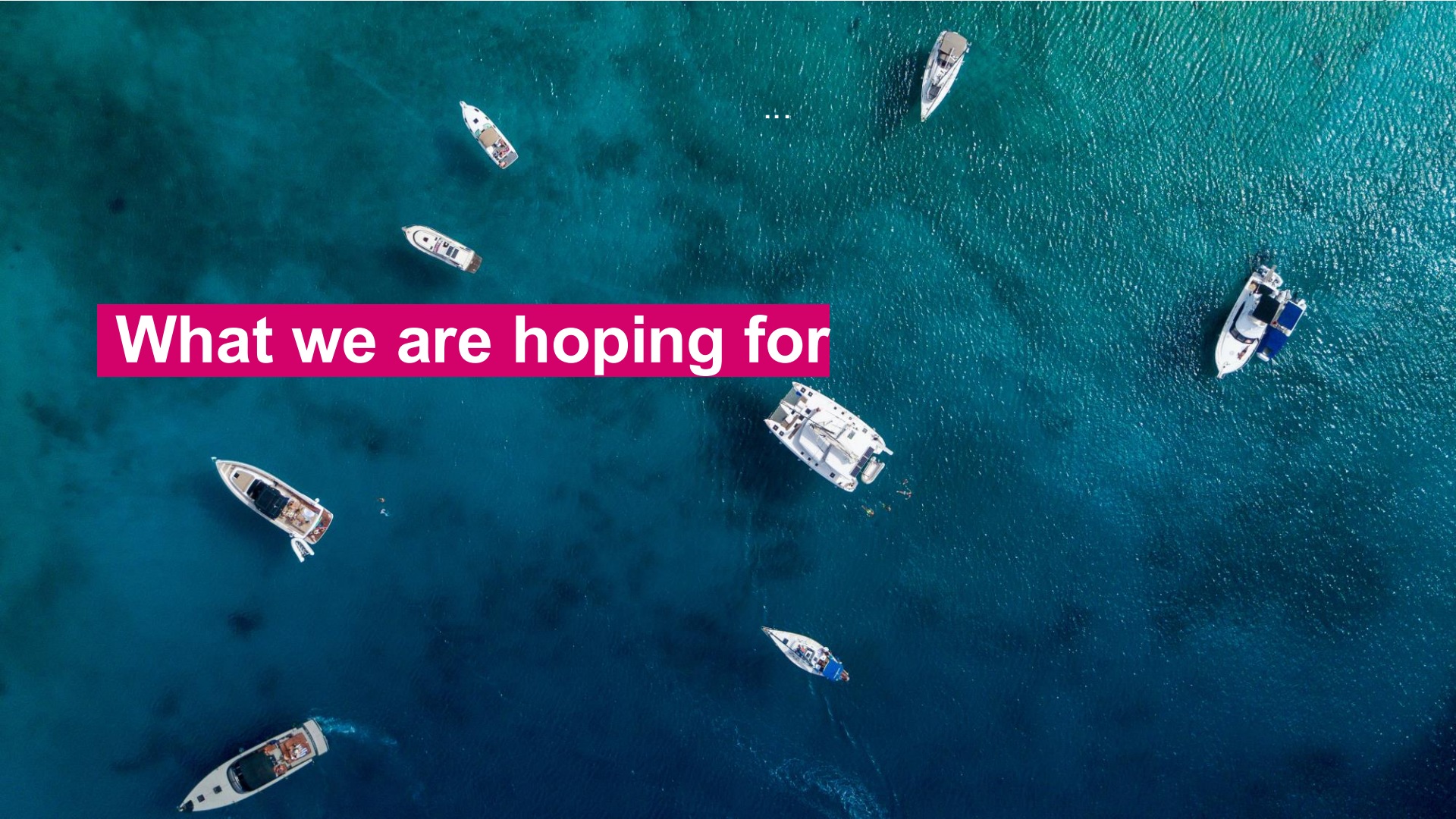
What we've learned


What we are hoping for


Designing the future of share & reuse.
Together.

Get in touch



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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!



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