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Background

THE PROBLEM

Human rights and barriers limit access to health services.

Sexual and gender-based violence (SGBV) against children & youth (0-24) is a major concern.

Survivors face systemic inefficiencies and lengthy legal processes when seeking justice.

THE INNOVATION



Use of WhatsApp technology to improve coordination.

Connects paralegals and pro bono advocates.

Supports survivors by streamlining legal referrals and communication.



IMPACT IN SIAYA COUNTY

Strengthens survivor support networks.

Enhances access to justice.

Helps bridge gaps in service delivery.

Methodology

CAPACITY BUILDING AND REGISTRATION

A total of 11 paralegals and 2 pro bono advocates were mapped, trained over a period of 21 days, and formally registered with the Paralegal Society of Kenya.

COMMUNICATION AND COORDINATION

A WhatsApp group was established to enable timely reporting of new cases, provide updates on court dates and requirements, coordinate logistics for court appearances, and offer mentorship support to young paralegals.

Monitoring and Continuous Learning

Quarterly review meetings were held to monitor progress, gather feedback from participants, and refine approaches. This fostered a culture of continuous learning and improvement within the team.

Data Security and Confidentiality

To ensure the safety and privacy of clients, data security was maintained through encryption and by sharing only non-identifiable information.

Results



150%

Increase in identified and followed-up cases (170 cases in 2024 vs 68 before 2023).

383%

Surge in reporting sexual offences.

74.6%

Case completion rates in 2024 from 34% before 2023



Sustained impact without donor support

6 months post-project, paralegals continued to strengthen referral structures, ensuring long-term sustainability.



Backlog of stalled SGBV cases, were prioritized and resolved **46**



9 cases filed in 2024 received judgments in an average of 2.5 months



Paralegals enhance referral structures

The paralegals embraced the practice and incorporated resource mobilization techniques to strengthen the referral structures

Conclusion

WhatsApp technology offers a scalable, cost-effective solution for improving SGBV case management and justice delivery in resource-limited settings. This innovation provides a replicable model for addressing SGBV challenges in similar settings.