



**Rapid End-of-Project Evaluation  
and Impact Assessment of  
the Small Claims Court (SCC)  
and E-Justice Project in  
Mombasa County**

# **EVALUATION REPORT 2026**

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Rapid End-of-Project Evaluation and Impact  
Assessment of the Small Claims Court  
(SCC) and E-Justice Project in Mombasa County  
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# DISCLAIMER

This evaluation report was prepared as an independent assessment of the Small Claims Court and E-Justice Project implemented by Sisters for Justice in Mombasa County with support from the United Nations Development Programme through the Amkeni Wakenya Programme.

The findings, conclusions, and recommendations presented in this report are based on the evidence collected through document review, beneficiary surveys, focus group discussions, key informant interviews, and project records. While Sisters for Justice facilitated access to relevant information and stakeholders, the analysis and interpretation of findings remain those of the evaluator.

The views expressed in this report do not necessarily represent the official position of Sisters for Justice, UNDP, or any other partner institution. The report is intended to support learning, accountability, and future programming on access to justice, Small Claims Court services, E-Justice, and community-based justice interventions.

Any use of the report should take into account the scope, methodology, and limitations described in the evaluation.



Netherlands





## FORWARD

Access to justice remains one of the most important foundations of dignity, fairness, and inclusive development. For many women, youth, traders, persons with disabilities, and low-income community members, the justice system can still feel distant, costly, and difficult to navigate. This is why Sisters for Justice remains committed to bringing legal information, support, and referral pathways closer to the people who need them most.

The Small Claims Court and E-Justice Project in Mombasa County was born out of this commitment. With support from the United Nations Development Programme through the Amkeni Wakenya Programme, Sisters for Justice worked with communities, justice actors, Community Champions, and local institutions to increase awareness and use of Small Claims Court and E-Justice services. The project aimed to make justice more practical, accessible, and understandable for ordinary citizens dealing with everyday disputes.

This evaluation report provides an important reflection on that journey. It captures what was achieved, what changed for communities, what worked well, and what still requires attention. The findings show that the project contributed to increased legal awareness, improved confidence in seeking justice, greater use of SCC and E-Justice services, stronger community referral systems, and more meaningful engagement between communities and justice institutions.

The report also highlights the value of community-based approaches. Through legal aid clinics, dialogue forums, radio engagement, the Community Justice Hub, and Community Champions, the project demonstrated that access to justice improves when services are brought closer to people and delivered in ways they can understand and trust.

As Sisters for Justice, we are encouraged by the progress documented in this report. At the same time, we recognize that access to justice is a continuing journey. The lessons and recommendations presented here will guide our future programming, strengthen our partnerships, and support efforts to sustain and scale approaches that have shown real value for communities.

I sincerely appreciate all partners, stakeholders, and community members who contributed to the implementation of this project and to the evaluation process. Their voices and experiences remain central to our work.

Roseline M. Mwakio  
Board Chairperson



## ACKNOWLEDGEMENTS

Sisters for Justice extends sincere appreciation to all individuals, institutions, and partners who contributed to the implementation and evaluation of the Small Claims Court and E-Justice Project in Mombasa County.

We are especially grateful to the Kingdom of the Netherlands, through the United Nations Development Programme (UNDP) under the Amkeni Wakenya Programm, for the financial and technical support that made this project possible. UNDP's continued commitment to access to justice, inclusive governance, and citizen empowerment has been instrumental in supporting community-level justice interventions and strengthening links between citizens and justice institutions.

We also extend our appreciation to the Judiciary of Kenya, including Small Claims Court officials, Court Users Committee members, and other justice sector actors who worked with us throughout the project period. Their technical guidance, openness to community engagement, and support for SCC and E-Justice awareness contributed significantly to the achievements documented in this report.

Special thanks go to the Community Champions, community leaders, local partners, and media actors who helped mobilize communities, share information, support referrals, and bring justice messages closer to the people. Their commitment strengthened the reach and relevance of the project across Mombasa County.

We are deeply grateful to the women, youth, traders, persons with disabilities, SCC users, and community members who participated in project activities and shared their experiences during the evaluation. Their stories, reflections, and feedback provided the most important evidence of what the project achieved and what still needs to be strengthened.

We also acknowledge the evaluator for undertaking the end-of-project evaluation and for documenting the findings, lessons, and recommendations presented in this report.

Finally, I thank the Sisters for Justice team for their dedication, professionalism, and commitment throughout the project. Their work continues to demonstrate that access to justice is most meaningful when communities are informed, supported, and empowered to claim their rights.

Naila Abdallah  
Executive Director

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# EXECUTIVE SUMMARY

## Background

Sisters for Justice (S4J), with support from the United Nations Development Programme (UNDP) through the Amkeni Wakenya Programme, implemented the Small Claims Court (SCC) and E-Justice Project in Mombasa County. The project was designed to increase public awareness and utilization of SCC and E-Justice services while strengthening access to justice among women, youth, traders, persons with disabilities (PWDs), and other vulnerable populations.

Implemented across the six sub-counties of Mombasa County-Mvita, Nyali, Kisauni, Likoni, Changamwe, and Jomvu, the project employed a combination of community dialogues, legal aid clinics, media engagement, stakeholder collaboration, SCC Community Champions, E-Justice sensitization, and the establishment of a Community Justice Hub to reduce barriers to justice and strengthen citizen engagement with justice institutions.

This end-of-project evaluation was commissioned to assess the project's performance, achievements, challenges, lessons learned, and sustainability prospects across four funding cycles.

## Evaluation Purpose and Methodology

The evaluation assessed the project's performance against the OECD-DAC evaluation criteria of Relevance, Effectiveness, Efficiency, Impact, Sustainability, and Inclusion (Leave No One Behind).

A mixed-methods approach was adopted, combining quantitative and qualitative data collection methods. Data sources included a beneficiary validation survey, Key Informant Interviews (KIIs) with Judiciary representatives, UNDP, Sisters for Justice staff, Community Champions, Court Users Committee members, and Community Justice Hub representatives, as well as Focus Group Discussions (FGDs) with women beneficiaries, youth beneficiaries, traders, SCC users, and persons with disabilities.

The evaluation also reviewed project reports, monitoring data, training reports, and other relevant project documentation.

## Key Findings Relevance

The evaluation found the project to be highly relevant to the needs of its target beneficiaries and responsive to persistent access-to-justice challenges in Mombasa County. Prior to the intervention, beneficiaries faced multiple barriers including lack of awareness of available justice services, limited knowledge of SCC processes, procedural complexity, and inadequate access to legal assistance. Survey findings show that lack of awareness was the most commonly cited challenge, identified by 46.7% of respondents, followed by limited awareness of SCC services (17.8%).

Both FGDs and KIIs confirmed that many community members, particularly women, youth, traders, and persons with disabilities, were unaware of available justice mechanisms and often viewed court processes as costly, complex, and inaccessible. The project responded directly to these gaps through community outreach, legal aid support, awareness creation, and promotion of SCC and E-Justice services. As a result, 95.6% of respondents rated the project as responsive or very responsive to community needs.

## Effectiveness

The project was effective in achieving its intended objectives and contributed significantly to improved awareness, legal literacy, and utilization of justice services.

Survey findings show that awareness of SCC services increased among all respondents, with 62.2% reporting that awareness had increased significantly and 37.8% reporting that it had increased. Awareness of E-Justice services also improved substantially, with 88.9% reporting either increased or significantly increased awareness.

Beyond awareness, the project strengthened beneficiaries' understanding of their rights and available justice mechanisms. Three-quarters of respondents (75.6%) reported that their understanding of legal rights improved to a great extent, while 66.7% reported significant improvement in their understanding of justice services.

Importantly, all respondents indicated that they now know where to seek legal assistance when faced with a dispute.

Qualitative evidence reinforces these findings. Beneficiaries consistently reported that the project demystified court processes, increased confidence in seeking justice, and provided practical guidance on how to navigate SCC and E-Justice services. Community Champions, legal aid clinics, awareness forums, and the Community Justice Hub were repeatedly identified as among the most effective interventions.

## **Efficiency**

The evaluation found that the project was implemented efficiently and demonstrated good value for money. The intervention strategically leveraged existing community structures, including Community Champions, the Community Justice Hub, the Judiciary, Court Users Committees, and local leaders, reducing implementation costs while expanding outreach and service delivery. Stakeholders reported that the partnership approach enhanced coordination, minimized duplication of efforts, and enabled the project to reach many beneficiaries with relatively limited resources.

The combination of community outreach, legal aid clinics, media engagement, and digital justice promotion provided complementary pathways for increasing awareness and utilization of justice services. The project's adaptive implementation approach, which evolved from awareness creation to practical legal empowerment and digital justice support, further contributed to efficient delivery of results and strengthened overall value for money.

## **Impact**

The evaluation found strong evidence that increased awareness translated into behavioural change and improved access to justice.

More than half of respondents reported having used SCC services (55.6%) and E-Justice services (57.8%) following project interventions. Among those who used SCC services, satisfaction levels were high, with 96% reporting that they were either satisfied or very satisfied with the services received. Similarly, nearly all E-Justice users described the platforms as easy or very easy to use. The project also generated wider community-level effects.

Nearly seven out of ten respondents (68.9%) reported referring another person to SCC or E-Justice services, suggesting that knowledge gained through the project extended beyond direct beneficiaries. In addition, 73.3% of respondents indicated that the project improved access to justice to a great extent, while 68.9% reported that it strengthened trust in justice institutions to a great extent.

Qualitative evidence further demonstrates tangible outcomes for beneficiaries. Through mediation support, legal aid services, referrals, and SCC processes, beneficiaries were able to resolve disputes, recover financial losses, enforce agreements, and access remedies that might otherwise have remained out of reach. Case studies documented during the evaluation show how the project transformed awareness into practical justice outcomes for individuals and communities.

## **Sustainability**

The evaluation found encouraging evidence that project gains are likely to continue beyond the funding period.

Beneficiaries expressed strong confidence in community-based structures established through the project. Survey findings show that 84.4% of respondents believe Community Champions will continue supporting community members after project closure, while an equal proportion believe the Community Justice Hub will continue serving as a source of legal information, referrals, and support.

Importantly, sustainability was not viewed solely as the responsibility of project partners. Forty percent of respondents indicated that community members themselves should play a leading role in sustaining project gains, reflecting growing ownership of the intervention. Qualitative findings further suggest that the knowledge, skills, relationships, and referral networks established during implementation will continue benefiting communities beyond the project period.

## **Inclusion and Leave No One Behind**

The project demonstrated a strong commitment to inclusion and successfully reached vulnerable and underserved groups.

Women accounted for 57.8% of survey respondents, youth represented 60%, and persons with disabilities accounted for 15.6% of respondents. Beneficiaries overwhelmingly viewed the project as inclusive, with 91.2% indicating that participation of women, youth, and persons with disabilities was ensured to either a great extent or some extent. All respondents rated project activities as accessible or very accessible.

Qualitative findings indicate that community-based outreach approaches played an important role in reducing barriers to participation. Women, youth, traders, and persons with disabilities reported that project activities brought legal information closer to communities, increased confidence in seeking justice, and improved awareness of available support mechanisms. The project therefore contributed not only to increased participation but also to more equitable access to justice services among groups that often face exclusion from formal justice systems.

## Overall Conclusion

The evaluation concludes that the SCC and E-Justice Project made a significant contribution to improving access to justice in Mombasa County. The project successfully addressed critical barriers affecting awareness, utilization, and accessibility of justice services among women, youth, traders, persons with disabilities, and other vulnerable groups.

The intervention achieved substantial results in increasing legal awareness, strengthening utilization of SCC and E-Justice services, improving relationships between communities and justice institutions, and generating positive economic and social outcomes for beneficiaries. The Community/Traders Justice Hub and Community Champion model emerged as particularly successful innovations with strong potential for sustainability and replication.

Overall, the project represents a relevant, effective, efficient, impactful, inclusive, and largely sustainable access-to-justice intervention.

# Key Recommendations

1. Institutionalize and strengthen the Community Justice Hub through a sustainability framework, resource mobilization strategy, and strengthened partnerships with justice sector actors.
2. Expand and formalize the Community Champion model through refresher training, structured referral systems, mentorship, and support for outreach activities.
3. Strengthen collaboration between the Judiciary, Community Champions, legal aid providers, Court Users Committees, and Community Justice Hubs to improve referral pathways and community access to justice services.
4. Scale up successful community-based justice models, including Community Champions, legal aid clinics, and Community Justice Hubs, to other counties facing similar access-to-justice challenges.
5. Increase investment in digital justice literacy and user support mechanisms to strengthen uptake of E-Justice services.
6. Strengthen disability inclusion through targeted outreach, accessible communication approaches, and improved disability-disaggregated monitoring and reporting systems.
7. Support longer-term access-to-justice programming to sustain behaviour change, strengthen institutional partnerships, and consolidate project gains.



## LIST OF ACRONYMS AND ABBREVIATIONS

|                 |                                                                                              |
|-----------------|----------------------------------------------------------------------------------------------|
| <b>ADR</b>      | Alternative Dispute Resolution                                                               |
| <b>CUC</b>      | Court Users CommitteeE-JusticeElectronic Justice Services                                    |
| <b>FGD</b>      | Focus Group Discussion                                                                       |
| <b>KII</b>      | Key Informant Interview                                                                      |
| <b>OECD-DAC</b> | Organisation for Economic Co-operation and Development<br>– Development Assistance Committee |
| <b>PWD</b>      | Person with Disability                                                                       |
| <b>SCC</b>      | Small Claims CourtS4JSisters for Justice                                                     |
| <b>UNDP</b>     | United Nations Development Programme                                                         |
| <b>LNOB</b>     | Leave No One Behind                                                                          |
| <b>ToC</b>      | Theory of ChangeM&EMonitoring and Evaluation                                                 |
| <b>ICT</b>      | Information and Communication Technology                                                     |
| <b>CBO</b>      | Community-Based Organization                                                                 |
| <b>CSO</b>      | Civil Society Organization                                                                   |
| <b>NGO</b>      | Non-Governmental Organization                                                                |
| <b>SDGs</b>     | Sustainable Development Goals                                                                |

# 1. INTRODUCTION AND BACKGROUND

## 1.1 Background and Context

Access to justice is a fundamental right and a key pillar of inclusive governance and sustainable development. In Kenya, significant judicial reforms have been undertaken since the promulgation of the Constitution of Kenya 2010 to make justice more accessible, affordable, efficient, and responsive to the needs of citizens.<sup>1</sup> Among these reforms was the establishment of the SCC, which provides a simple, affordable, and time-bound mechanism for resolving civil and commercial disputes, particularly those involving small monetary claims.<sup>2</sup>

The Judiciary has also embraced technology to improve service delivery through E-Justice platforms, including electronic filing systems, virtual court sessions, and online case management processes.<sup>3</sup> These innovations have expanded opportunities for citizens to access justice services more efficiently while reducing some of the barriers associated with physical access to courts.<sup>4</sup>

Despite these reforms, access to justice remains a challenge for many Kenyans. Women, youth, PWDs, informal traders, and low-income households continue to face barriers including limited awareness of available justice services, low legal literacy, financial constraints, perceived complexity of court procedures, and limited knowledge of digital justice platforms. As a result, many disputes remain unresolved or are addressed through informal mechanisms that may not provide adequate protection of rights or legally enforceable outcomes.<sup>5</sup>

These challenges were particularly relevant in Mombasa County, a major commercial and economic hub characterized by vibrant formal and informal trade. Traders, small-scale entrepreneurs, transport operators, and service providers frequently encounter commercial disputes, debt recovery challenges, tenancy disagreements, and contractual conflicts. However, many lack the information, confidence, or resources required to pursue remedies through formal justice systems. Women and youth engaged in small businesses often face additional barriers linked to limited legal awareness and economic vulnerability, while persons with disabilities continue to experience physical, informational, and systemic barriers to accessing justice services.

Recognizing these challenges, S4J, with support from the UNDP through the Amkeni Wakenya Programme, implemented the SCC and E-Justice Project in Mombasa County. The project was designed to bridge the gap between communities and justice institutions by increasing awareness and utilization of SCC services, promoting uptake of E-Justice platforms, strengthening legal literacy, and supporting vulnerable populations to access justice more effectively.<sup>6</sup>

The project was implemented across the six sub-counties of Mombasa County- Mvita, Nyali, Kisauni, Likoni, Changamwe, and Jomvu and targeted women, youth, traders, PWDs, community leaders, and other underserved groups. Through legal aid clinics, community dialogue forums, media engagement, stakeholder collaboration, E-Justice sensitization, Community Justice Hub services, and SCC Community Champions, the project sought to reduce barriers to justice and promote greater use of formal dispute resolution mechanisms.

<sup>1</sup> Constitution of Kenya, 2010, Article 48 on Access to Justice.

<sup>2</sup> Small Claims Court Act, 2016; Judiciary of Kenya, Small Claims Court Framework

<sup>3</sup> Judiciary of Kenya, Sustaining Judiciary Transformation (SJT) Blueprint and E-Judiciary initiatives.

<sup>4</sup> Sisters for Justice SCC and E-Justice Project Proposals, Workplans, Quarterly Progress Reports and Project Monitoring Documentation (2023–2026).

<sup>5</sup> FGD with Women Beneficiaries, June 2026; FGD with Youth Beneficiaries, June 2026; KII with Sisters for Justice Project Staff, June 2026.

<sup>6</sup> *ibid*

## 1.2 Project Overview

The SCC and E-Justice Project was implemented over four successive funding cycles under the UNDP Amkeni Wakenya Programme. While the overall goal remained consistent throughout implementation, the project evolved in response to lessons learned, stakeholder feedback, and emerging access-to-justice needs.

The initial phases focused primarily on raising awareness of SCC services and promoting legal literacy among target communities. As implementation progressed, the project expanded its focus to include digital justice promotion, legal aid support, stakeholder engagement, community outreach, and the establishment of community-based support mechanisms. These included the Community Justice Hub and SCC Community Champions, which were introduced to strengthen referral pathways and provide practical support to community members seeking justice services.

By the end of implementation, the project had established strong partnerships with the Judiciary, Court Users Committee (CUC), community leaders, legal aid providers, media houses, and other justice sector actors. The project also contributed to increased public awareness of SCC services, improved knowledge of E-Justice platforms, and strengthened community engagement with justice institutions.

## 1.3 Purpose of the Evaluation

This End-of-Project Evaluation was commissioned by Sisters for Justice to assess the performance, results, and sustainability of the SCC and E-Justice Project following completion of the four implementation phases.

The evaluation serves both accountability and learning purposes. It seeks to determine the extent to which the project achieved its intended objectives, contributed to improved access to justice, and increased awareness and utilization of SCC and E-Justice services among target populations. The evaluation also aims to document lessons learned, good practices, and recommendations to inform future access-to-justice programming by Sisters for Justice, UNDP, the Judiciary, and other stakeholders.

## 1.4 Evaluation Objectives

The evaluation was guided by the following objectives:

- Assess the relevance of the project in addressing access-to-justice needs among target populations.
- Determine the extent to which planned objectives and results were achieved.
- Assess the effectiveness of interventions in increasing awareness and utilization of SCC and E-Justice services.
- Examine the project's contribution to legal literacy, legal empowerment, and community engagement with justice institutions.
- Assess the effectiveness of stakeholder partnerships and coordination mechanisms.
- Evaluate the sustainability of project-supported structures and outcomes.
- Identify lessons learned, good practices, and innovations emerging from implementation.
- Generate practical recommendations to inform future SCC and E-Justice programming.



### 1.5 Scope of the Evaluation

The evaluation covers the entire implementation period of the SCC and E-Justice Project across all four funding cycles. It assesses interventions implemented in the target 6 sub-counties and examines results at output, outcome, and, where feasible, impact level.

The assessment focuses on project interventions related to legal awareness, legal aid support, SCC utilization, E-Justice promotion, stakeholder engagement, community outreach, Community Justice Hub services, and SCC Community Champion initiatives. Attention is given to changes in awareness, knowledge, attitudes, behaviour, utilization of justice services, stakeholder collaboration, and sustainability of project gains.



***Theatre for Development:*** Community members enlightened on the role, benefits and accessibility to the small claims court through drama.

## 2. EVALUATION APPROACH AND METHODOLOGY

### 2.1 Evaluation Approach

The evaluation adopted a utilization-focused and mixed-methods approach designed to generate evidence on project performance, outcomes, and sustainability while producing practical lessons and recommendations for future programming. The approach combined quantitative and qualitative methods to provide a comprehensive assessment of the project's contribution to improving access to justice in Mombasa County.

The evaluation was guided by the OECD-DAC evaluation criteria of Relevance, Effectiveness, Efficiency, Impact, and Sustainability, with particular attention given to inclusion and the experiences of women, youth, persons with disabilities, traders, and other vulnerable groups.<sup>7</sup>

### 2.2 Evaluation Design

A mixed-methods design was employed to enable triangulation of findings from multiple data sources and stakeholder groups. Quantitative data provided evidence on beneficiary reach, awareness levels, utilization of services, and perceptions of project outcomes, while qualitative methods provided deeper insights into experiences, behavioural changes, challenges, and lessons emerging from implementation.

The evaluation also incorporated elements of Outcome Harvesting to identify significant changes resulting from project interventions, including intended and unintended outcomes.

### 2.3 Evaluation Criteria

The evaluation was guided by the following criteria:

- **Relevance** – the extent to which the project responded to the access-to-justice needs and priorities of target beneficiaries.
- **Effectiveness** – the extent to which planned objectives, outputs, and outcomes were achieved.
- **Efficiency** – how effectively resources, partnerships, and implementation approaches were utilized to achieve results.
- **Impact** – the broader changes associated with project interventions, including changes in awareness, legal empowerment, utilization of justice services, and access-to-justice outcomes.
- **Inclusion and Leave No One Behind** – the extent to which the project reached and benefited women, youth, persons with disabilities, traders, and other vulnerable or underserved groups.
- **Sustainability** – the likelihood that project benefits and structures will continue beyond the funding period.

<sup>7</sup> OECD Development Assistance Committee (OECD-DAC) Evaluation Criteria.

## 2.4 Data Collection Methods

The evaluation drew evidence from multiple sources to strengthen the reliability and credibility of findings.

### i. Document Review

A review of project proposals, progress reports, monitoring data, activity reports, stakeholder meeting reports, learning documents, and relevant policy documents was undertaken to understand project design, implementation, achievements, and challenges.

### ii. Key Informant Interviews (KIIs)

Key Informant Interviews were conducted with representatives from Sisters for Justice, the Judiciary, Small Claims Court Registry, Community Justice Hub, SCC Community Champions, UNDP, and other project stakeholders. The interviews provided in-depth insights into project implementation, results, challenges, partnerships, and sustainability.

### iii. Focus Group Discussions (FGDs)

Focus Group Discussions were conducted with women, youth, traders, SCC users, Community Justice Hub users, and persons with disabilities. The discussions explored beneficiary experiences, changes resulting from project interventions, access-to-justice challenges, and recommendations for future programming.

### iv. Beneficiary Validation Survey

A structured beneficiary survey was administered to collect quantitative information on awareness, utilization, satisfaction, and perceived outcomes of project interventions. The survey generated complementary evidence used to validate qualitative findings.

### v. Outcome Harvesting and Case Studies

Outcome Harvesting techniques were applied to identify significant changes emerging from project implementation. In addition, selected case studies were documented to illustrate how project interventions contributed to improved access to justice and utilization of SCC services.

## 2.5 Sampling and Stakeholder Engagement

The evaluation employed purposive sampling to identify respondents with direct knowledge of project implementation and outcomes. Participants were selected from key stakeholder categories including project staff, Judiciary representatives, SCC officials, Community Champions, Community Justice Hub representatives, beneficiaries, traders, women groups, youth groups, persons with disabilities, and project partners.

A total of 45 beneficiaries participated in the validation survey, while KIIs and FGDs were conducted with a diverse range of stakeholders across the project's target areas.

## 2.6 Data Analysis and Limitations

Quantitative data from the beneficiary survey were analysed using descriptive statistics to generate frequencies and percentages. Qualitative data from interviews, focus group discussions, document review, and outcome harvesting exercises were analysed using thematic analysis guided by the evaluation criteria and key evaluation questions.

Findings were triangulated across different methods and stakeholder groups to strengthen validity and reduce bias.



One limitation of the evaluation is that it was conducted at the end of the project period, making it difficult to attribute observed changes solely to project interventions. The evaluation therefore adopts a contribution-based approach, recognizing that access-to-justice outcomes are influenced by multiple actors and contextual factors operating within the broader justice ecosystem.

### 3. PROJECT PERFORMANCE AND ACHIEVEMENTS

#### 3.1 Overview of Project Implementation

The Small Claims Court (SCC) and E-Justice Project was implemented by S4J over four successive funding cycles with support from the UNDP through the Amkeni Wakenya Programme. The project sought to increase public awareness and utilization of SCC services while promoting uptake of E-Justice platforms among women, youth, persons with disabilities, traders, and other vulnerable groups in Mombasa County.

Implementation evolved progressively from awareness creation and stakeholder engagement towards practical legal empowerment, digital justice promotion, community referrals, and localized justice support mechanisms. While the initial phases focused on introducing communities to the Small Claims Court and E-Justice services, later phases emphasized direct support to justice seekers, establishment of community-based structures, and sustainability of project gains.

#### 3.2 Key Interventions Implemented

The project implemented a combination of awareness, legal empowerment, stakeholder engagement, and community support interventions, including:

- Community dialogue forums;
- Legal aid clinics;
- Radio talk shows and media outreach campaigns;
- Stakeholder reflection and coordination meetings;
- E-Justice sensitization and digital literacy sessions;
- Community women dialogues;
- Training and support for SCC Community Champions;
- Establishment and operationalization of the Traders Justice Hub;
- Referral and case support services for SCC users;
- Community outreach and awareness campaigns.

The project also used edutainment as part of its community awareness strategy. Sisters for Justice engaged Atalanta Soul Group, a theatre and edutainment group, to perform short dramas during awareness activities. These performances simplified key messages on the Small Claims Court, including what types of disputes it handles, how the process works, and why community members should consider using SCC services. The use of drama helped present legal information in a relatable and memorable way, especially for community audiences who may find formal legal explanations difficult to understand.

These interventions were designed to address informational, procedural, financial, and digital barriers that prevented vulnerable groups from accessing formal justice mechanisms.



### 3.3 Beneficiary Reach

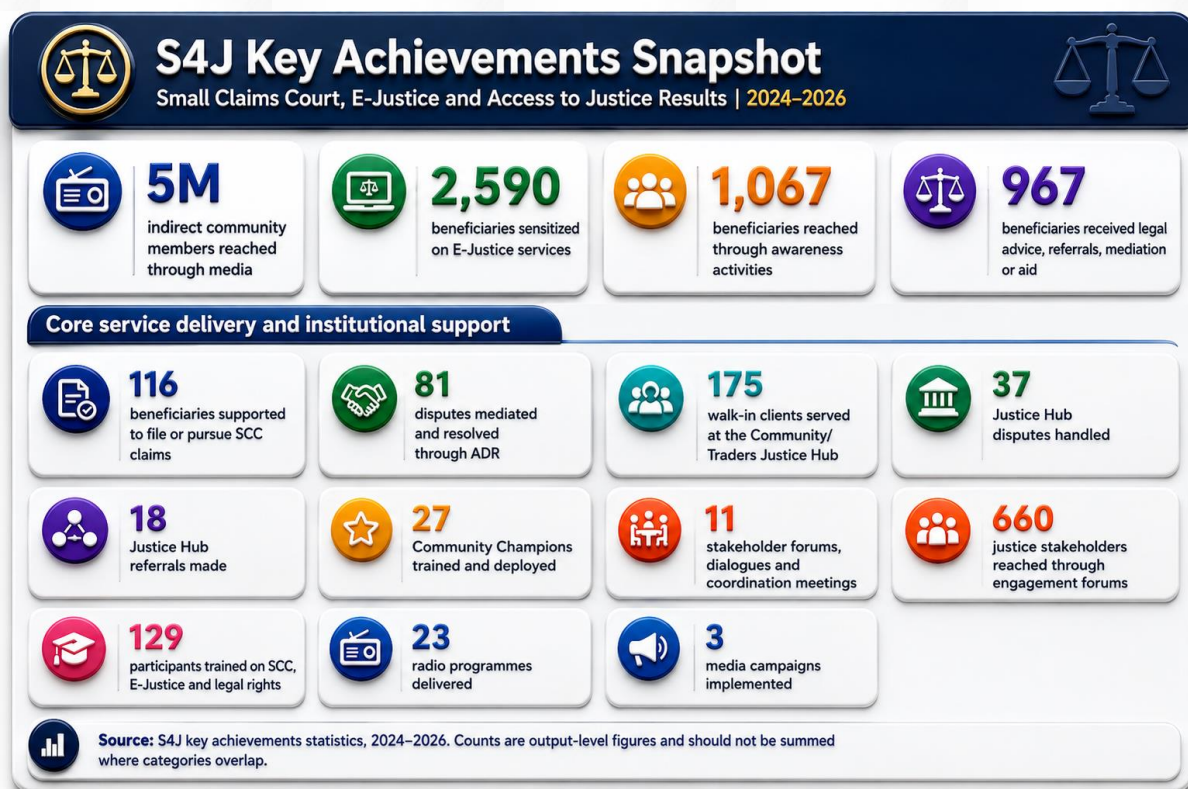
Project records indicate that the intervention reached a substantial number of beneficiaries across the six sub-counties of Mombasa County through awareness forums, legal aid clinics, media outreach, stakeholder engagements, and community-based justice activities.

Between 2024 and 2026, the project directly engaged women, youth, persons with disabilities, traders, and community members through legal aid clinics, community dialogues, awareness forums, and stakeholder meetings. Radio programmes and media initiatives significantly expanded outreach beyond direct beneficiaries, with project reports estimating that over one million people were reached through media engagement and awareness campaigns.

Community forums emerged as one of the most effective outreach approaches, enabling direct interaction between citizens, justice actors, and SCC representatives while providing opportunities for practical learning and case referrals.

The table below provides a summary of key achievements recorded during project implementation.

|  <b>ACCESS TO JUSTICE: KEY ACHIEVEMENTS</b>  |                                                                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| INTERVENTION AREA                                                                                                                                                                                                | KEY ACHIEVEMENT                                                                                                           |
|  <b>SCC and E-Justice Awareness</b>                                                                                           | <b>1,067</b> beneficiaries reached through community dialogues, sensitization forums, roadshows, and outreach activities  |
|  <b>Legal Aid and Advisory Services</b>                                                                                       | <b>967</b> beneficiaries received legal advice, referrals, mediation support, or legal aid services                       |
|  <b>Community/Traders Justice Hub</b>                                                                                         | <b>175</b> walk-in clients served; <b>37</b> disputes handled; <b>18</b> referrals made                                   |
|  <b>Community Champions</b>                                                                                                   | <b>27</b> Community Champions trained and deployed to support awareness creation and referrals                            |
|  <b>E-Justice Promotion</b>                                                                                                   | <b>2,590</b> beneficiaries sensitized on E-Justice services and digital justice platforms                                 |
|  <b>SCC Utilization Support</b>                                                                                               | <b>116</b> beneficiaries supported to file or pursue claims through the Small Claims Court                                |
|  <b>Media Engagement</b>                                                                                                      | <b>23</b> Radio programmes and <b>3</b> media campaigns reached approximately <b>5 million</b> indirect community members |
|  <b>Stakeholder Engagement</b>                                                                                                | <b>11</b> stakeholder forums, dialogues, and coordination meetings conducted reaching <b>660</b> justice stakeholders     |
|  <b>Alternative Dispute Resolution (ADR)</b>                                                                                  | <b>81</b> disputes mediated and resolved through community-based mechanisms                                               |
|  <b>Capacity Building</b>                                                                                                     | <b>129</b> participants trained on SCC, E-Justice services, legal rights, and access to justice                           |



The achievements summarized above demonstrate the breadth of project interventions and provide important context for understanding the findings presented in Chapter 4. While the figures primarily reflect outputs, they illustrate the scale of implementation and the project's efforts to increase awareness, strengthen access to justice, and promote utilization of SCC and E-Justice services across Mombasa County.

### 3.4 Evolution of the Project

Evidence from project reports and stakeholder interviews demonstrates that the intervention evolved considerably over the four implementation cycles.

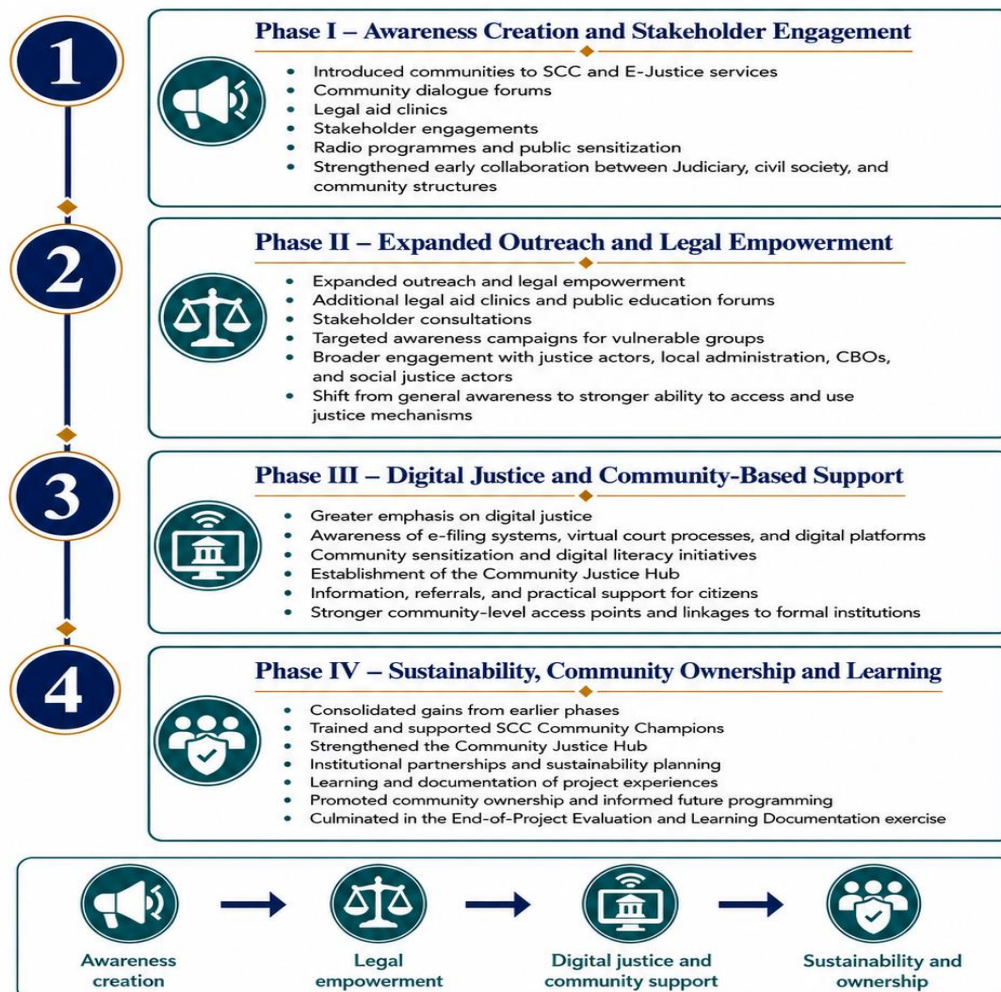
During the initial phases, activities focused primarily on raising awareness of SCC services and introducing community members to available justice mechanisms. As implementation progressed, the project increasingly emphasized legal empowerment, practical support for SCC users, digital justice literacy, and strengthening linkages between communities and justice institutions.

A notable development was the establishment of the Traders Justice Hub, which provided a localized platform for legal information, referrals, case filing support, and follow-up assistance. The Hub complemented awareness activities by providing practical support to individuals seeking justice and addressing barriers associated with cost, distance, and limited knowledge of court procedures.

The project also strengthened the SCC Community Champion model, enabling trained community members to serve as referral points, awareness champions, and connectors between communities and justice institutions. These structures enhanced community ownership and contributed to sustainability of project gains.

# Four-Phase Evolution Timeline

How the SCC and E-Justice Project expanded over four successive funding cycles.



## 3.5 Emerging Results

Project implementation generated several notable achievements.

Community members gained increased awareness of SCC services, filing procedures, and E-Justice platforms. Stakeholders reported growing confidence among citizens in engaging formal justice institutions, while court officials observed an increase in litigants arriving with prior knowledge of SCC processes and requirements.

The project also facilitated practical access to justice through legal aid support, referrals, case filing assistance, and mediation efforts. Evidence from beneficiary stories demonstrates that project-supported individuals successfully pursued claims, resolved disputes, and recovered financial losses through both Alternative Dispute Resolution (ADR) and Small Claims Court processes.

In addition, the project strengthened relationships between communities and justice institutions by creating regular platforms for engagement, dialogue, and collaboration. These efforts contributed to increased trust in justice systems and enhanced awareness of available legal remedies among target populations.

## 4. EVALUATION FINDINGS

### 4.1 Relevance

This section assesses the extent to which the SCC and E-Justice Project responded to the access-to-justice needs and priorities of its target beneficiaries and remained aligned with broader justice sector reforms. The analysis examines whether the project addressed actual barriers faced by women, youth, traders, PWDs, and other vulnerable groups in Mombasa County and whether the intervention design was appropriate to the local context.

#### 4.1.1 Access-to-Justice Challenges Prior to the Project

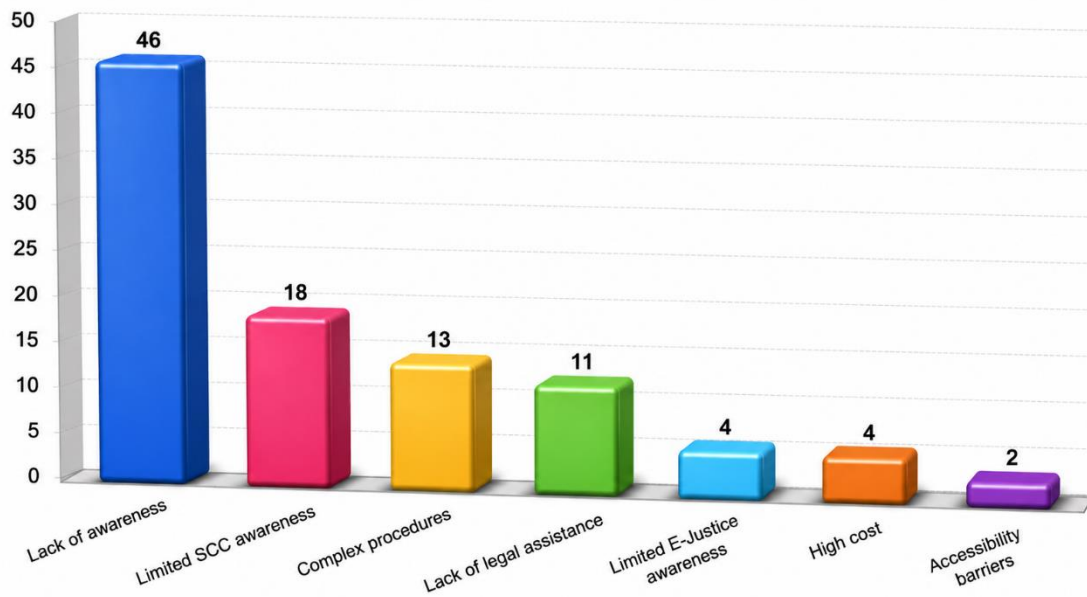
A review of survey findings, FGDs, KIIs, and project documents confirms that the project was implemented in response to significant barriers that limited access to justice among target communities.

Survey respondents identified lack of awareness of available justice services as the most significant challenge before the project. Nearly half (46.7%) of respondents reported that they did not know where to seek legal assistance or access justice services. Other commonly reported barriers included limited awareness of SCC services, procedural challenges, financial constraints, and limited understanding of digital justice systems.

Project documents similarly indicate that low public awareness of SCC services was a key justification for the intervention. Early project reports noted that many community members, particularly women, youth, traders, and persons with disabilities, had limited knowledge of the SCC mandate, filing procedures, and available E-Justice services. These findings informed the design of awareness campaigns, legal aid clinics, media engagements, and community outreach activities implemented throughout the project period.

**Table 4.1: Main Access-to-Justice Challenges Prior to the Project**

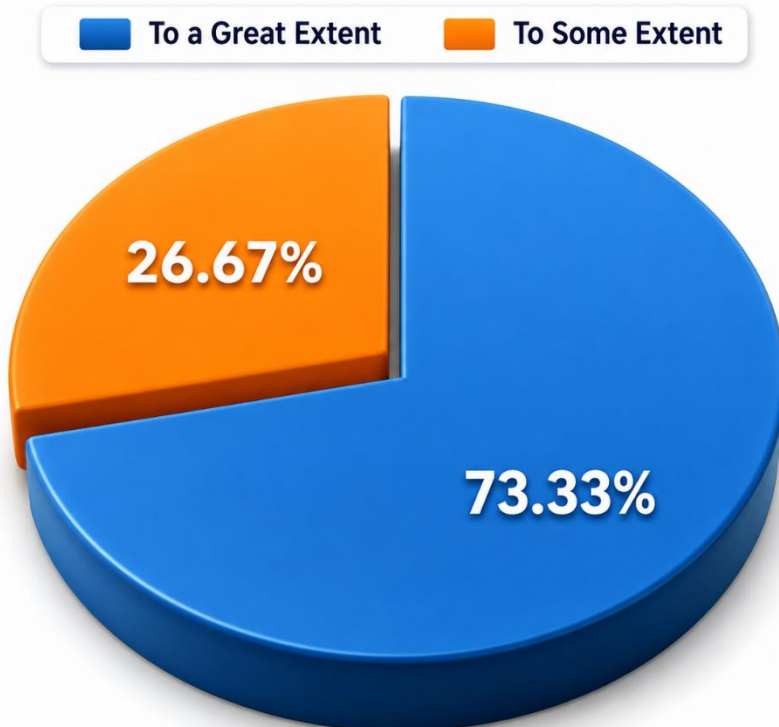
| Challenge                                                          | Percentage (%) |
|--------------------------------------------------------------------|----------------|
| Lack of awareness of justice services                              | 46.7           |
| Limited awareness of SCC services                                  | 17.8           |
| Other barriers (cost, procedures, digital literacy, accessibility) | 35.5           |



Source: Beneficiary Validation Survey (n=45)

On whether the project addressed the justice challenges identified, 73.3% of respondents indicated that this was addressed to a great extent while 26.8% indicated that this was addressed to some extent

## Project addressed justice challenges?



The survey findings were strongly supported by qualitative evidence gathered during FGDs and KIIs. Women participating in focus group discussions explained that many community members had disputes but lacked information on where to seek help or how to pursue legal remedies. Court processes were often perceived as expensive, complex, and intimidating, leading many individuals to abandon claims or rely on informal dispute resolution mechanisms.

***“Before these sessions, many people in our community did not know where to seek help when they had disputes. Most of us believed that going to court was expensive and only possible for people with money or lawyers. Through the project, we learned that the Small Claims Court is accessible and that there are people who can guide us through the process. This information has given many community members the confidence to seek justice instead of remaining silent”***

- FGD Participant, Women Beneficiaries

Youth participants similarly reported limited knowledge of SCC services and low awareness of E-Justice platforms before the project. Several participants indicated that while they had heard of courts, they did not understand the types of cases that could be handled through the SCC or how the filing process worked.

Traders and SCC users identified debt recovery, contractual disputes, and non-payment for goods and services as common challenges. Many indicated that they were previously reluctant to pursue claims because of perceived legal costs and uncertainty about court procedures.



A representative from the Community Justice Hub noted that lack of legal information remained one of the most significant barriers affecting traders and small business owners:

The evaluation therefore finds that the project was implemented in response to clearly identified access-to-justice barriers affecting target populations across Mombasa County.

#### ***4.1.2 Responsiveness of the Project to Beneficiary Needs***

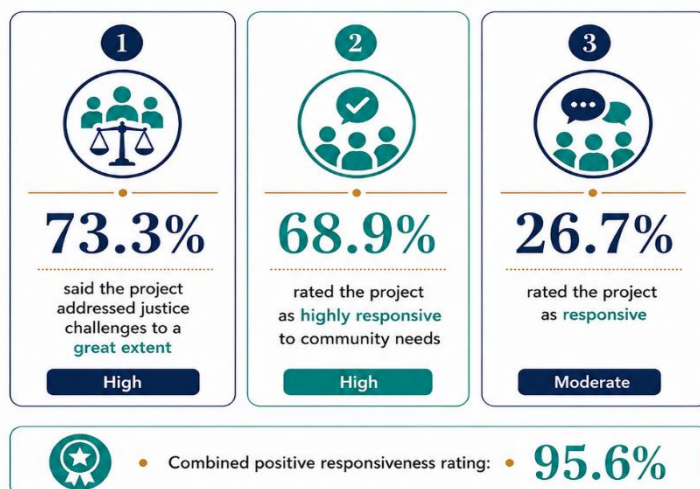
Evaluation evidence indicates that the project design was highly responsive to the needs of its target groups.

***“Before this project, many traders did not know that they could seek justice through the Small Claims Court. We often thought that going to court was expensive, complicated, and only meant for people with lawyers. The project changed that perception by showing us that there are accessible mechanisms for resolving disputes. We now know our rights, understand where to seek assistance, and have greater confidence in pursuing justice when our rights are violated.”***

- FGD Participant, Traders and SCC Users

## Project Responsiveness Scorecard

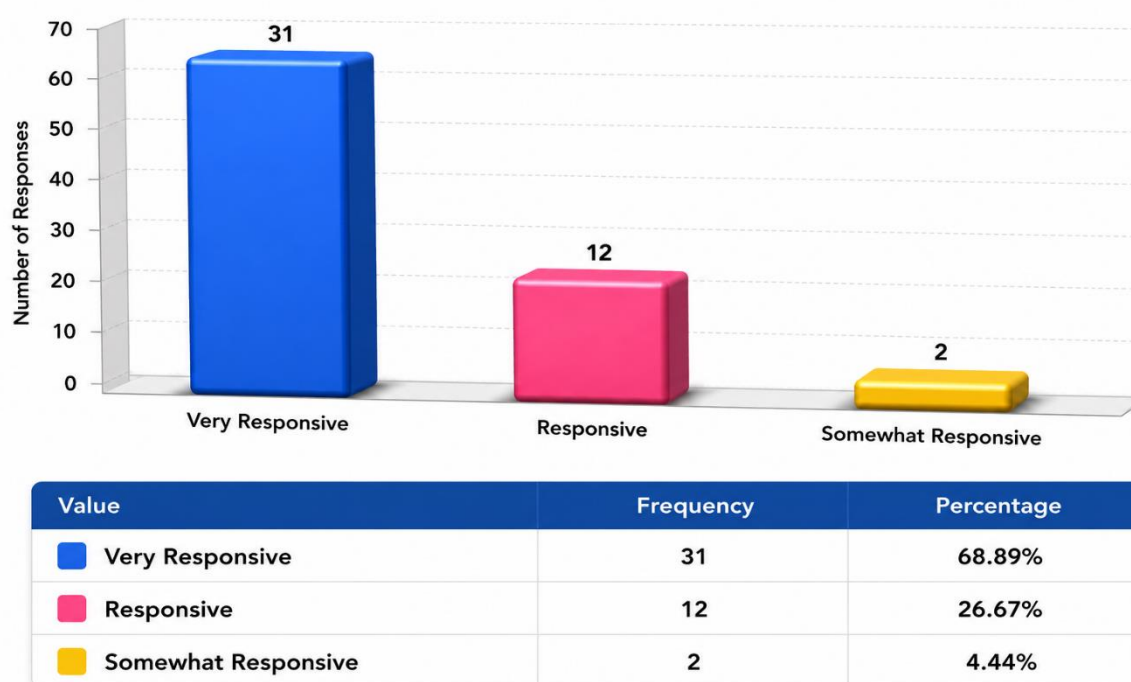
How beneficiaries rated the project's response to community justice needs.



Beneficiaries consistently reported that project interventions addressed the specific barriers they faced in accessing justice. Rather than focusing solely on awareness creation, the project combined legal education, practical support, referrals, legal aid services, digital literacy, stakeholder engagement, and community-based support mechanisms.

Survey findings show that 68.9% of respondents rated the project as highly responsive to community needs, while a further 26.7% rated it as responsive.

**Table 4.2: Extent to Which the Project Responded to Beneficiary Needs**



Source: Beneficiary Validation Survey (n=45)

These findings are reinforced by FGDs, where participants repeatedly highlighted the practical value of legal aid clinics, awareness forums, Community Champions, and the Community Justice Hub.

Women beneficiaries emphasized that the project made legal information more accessible and improved their confidence in pursuing justice. Youth participants appreciated the simplified explanations of SCC procedures and E-Justice services, while traders highlighted the project's contribution to debt recovery and dispute resolution.

### A beneficiary explained:

The project's responsiveness was further strengthened by its ability to adapt over time. Evidence from project reports and stakeholder interviews shows that interventions evolved from awareness-focused activities to include legal aid support, Community Champions, digital justice literacy, and the establishment of the Community Justice Hub. This adaptation enabled the project to respond to emerging needs identified during implementation.

#### 4.1.3 Alignment with Justice Sector Priorities

The evaluation found that the project was closely aligned with national and institutional efforts to improve access to justice.

Judiciary stakeholders reported that project activities complemented ongoing efforts to operationalize SCC services, increase public awareness, and promote utilization of E-Justice platforms. The intervention supported broader objectives of making justice more accessible, affordable, and citizen centred

Project activities were also aligned with the objectives of the UNDP Amkeni Wakenya Programme, particularly its focus on strengthening governance, citizen participation, inclusion, and access to justice for marginalized populations.

A Judiciary stakeholder observed:

*“One of the most significant contributions of the project was its ability to bridge the gap between the Judiciary and the community. By taking information directly to the people, the project helped demystify court processes and build confidence in formal justice institutions. We observed increased public engagement, greater awareness of legal rights, and a growing willingness among citizens to use the Small Claims Court to resolve disputes that might otherwise have remained unresolved.”*

- KII, Judiciary Representative

The alignment between project interventions and national justice sector priorities contributed to stakeholder ownership and strengthened collaboration throughout implementation.

### Relevance Finding

The evaluation concludes that the SCC and E-Justice Project was **highly relevant**. The project addressed clearly identified barriers to justice, responded to the needs of women, youth, traders, persons with disabilities, and other vulnerable groups, and remained well aligned with national justice reforms and access-to-justice priorities. Evidence from surveys, FGDs, KIIs, and project documentation consistently demonstrates that the intervention responded to a genuine and significant access-to-justice gap in Mombasa County.

## 4.2 Effectiveness

### 4.2.1 Increased Awareness and Understanding of SCC Services

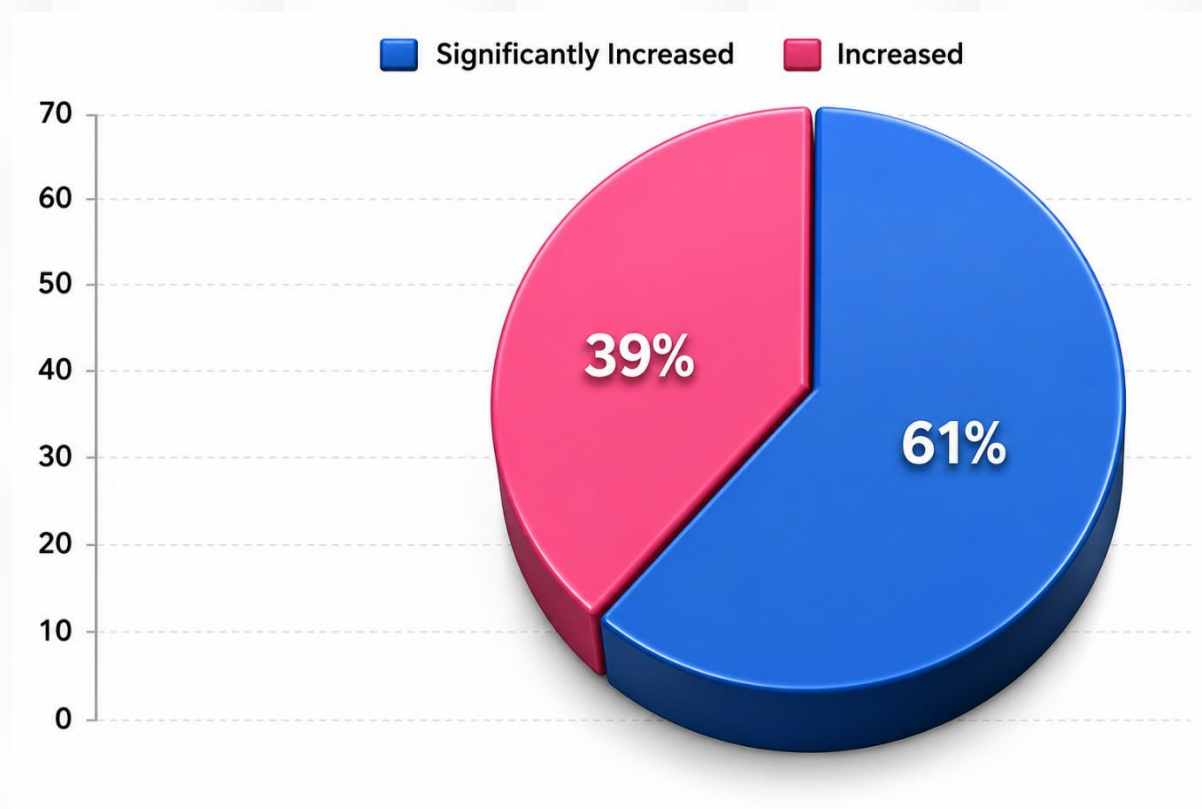
A core objective of the project was to increase public awareness and understanding of SCC services among women, youth, traders, persons with disabilities, and other underserved groups in Mombasa County. Evaluation findings indicate that the project was highly effective in addressing information gaps that had previously limited access to formal justice services.



Evidence from project reports, stakeholder interviews, and beneficiary consultations shows that prior to the intervention, many community members were unaware of the existence of the SCC, the types of disputes it handles, filing procedures, applicable timelines, and the affordability of the process. These knowledge gaps contributed to low utilization of SCC services and increased reliance on informal dispute resolution mechanisms.

Validation survey findings demonstrate substantial improvements in awareness levels. When asked about changes in awareness of SCC services following participation in project activities, 62.2% of respondents reported that awareness had **significantly increased**, while a further 37.8% reported that awareness had **increased**. No respondent reported that awareness had remained unchanged or decreased.

**Table 4.3: Change in Awareness of SCC Services**



*Source: Beneficiary Validation Survey (N=45)*

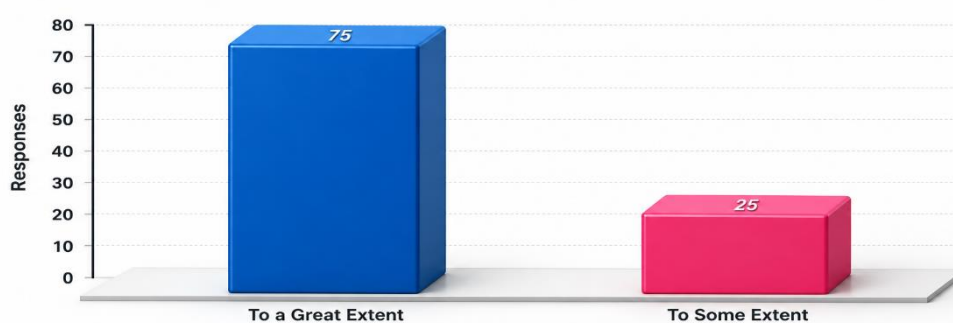
The survey further found that understanding of legal rights improved considerably among beneficiaries. More than three-quarters (75.6%) of respondents indicated that their understanding of legal rights had improved to a **great extent**, while 24.4% reported improvement to **some extent**. Similarly, 66.7% reported that their understanding of justice services improved to a **great extent**, while 33.3% reported improvement to **some extent**.

Table 4.4: Improvements in Legal Awareness and Understanding

| Indicator                         | Great Extent (%) | Some Extent (%) |
|-----------------------------------|------------------|-----------------|
| Understanding of legal rights     | 75.6             | 24.4            |
| Understanding of justice services | 66.7             | 33.3            |

**Understanding of legal rights improved?**

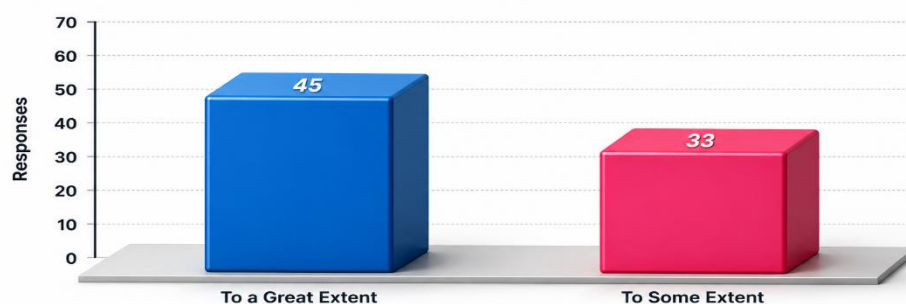
TYPE: SELECT\_ONE. 45 out of 45 respondents answered this question. (0 were without data.)



| Value             | Frequency | Percentage |
|-------------------|-----------|------------|
| To a Great Extent | 75        | 75.00%     |
| To Some Extent    | 25        | 25.00%     |

**Understanding of justice services improved?**

TYPE: SELECT\_ONE. 45 out of 45 respondents answered this question. (0 were without data.)



| Value             | Frequency | Percentage |
|-------------------|-----------|------------|
| To a Great Extent | 45        | 60.00%     |
| To Some Extent    | 33        | 40.00%     |

Source: Beneficiary Validation Survey (N=45)

In addition to community dialogues, legal aid clinics, trainings, and media outreach, the project used edutainment to simplify SCC awareness messages. Through Atlanta Soul Group, short drama performances were used to demonstrate common disputes, explain how the Small Claims Court works, and show how ordinary citizens can seek assistance. This approach helped translate

legal information into everyday language and made the SCC process easier for community members to understand.

The use of theatre was particularly useful because it allowed beneficiaries to see practical examples of disputes and resolution pathways rather than only receiving information through speeches or presentations. This contributed to improved understanding of SCC services among community members and complemented other awareness approaches used by the project.

Qualitative findings strongly support the survey results. Across FGDs, participants consistently reported that the project helped them understand their legal rights, court procedures, filing requirements, and available pathways for seeking justice. Women participants particularly appreciated learning that SCC matters can be resolved within relatively short timelines and without the need for expensive legal representation.

One participant explained:

***“Before attending the dialogues and trainings, I thought court cases would take years and require a lot of money. I did not know that the Small Claims Court handles cases below one million shillings or that someone can represent themselves. Through the project, I learned the filing process, the documents required, and the timelines involved. This information has helped me guide other people in my community whenever they face disputes.”***

- FGD Participant, Women Beneficiaries

Beneficiaries who participated in Community Champion and E-Justice trainings reported gaining practical knowledge that extended beyond awareness. Several participants indicated that they had acquired sufficient knowledge to support others in their communities, make referrals, and assist with navigation of justice services.

A participant in the beneficiary focus group noted:

***“The training gave us practical skills, not just information. We learned how cases are filed, why evidence is important, and how to follow up on matters through the court system. Many people now come to us for advice because they know we understand the process better than before.”***

- FGD Participant, SCC Beneficiaries

The effectiveness of the awareness approach was also highlighted by Sisters for Justice staff. According to the Executive Director, the intervention evolved significantly over the four funding cycles. Initial phases focused largely on awareness creation, while later phases incorporated practical training on e-filing, Judiciary digital platforms, and community-based support mechanisms that enabled beneficiaries to apply their knowledge in practice.

A Sisters for Justice representative observed:

***“When the project started, the priority was helping people understand what the Small Claims Court was and why it mattered. As implementation progressed, we realised that awareness alone was not enough. Communities wanted practical skills on filing cases, using E-Justice platforms, and supporting others. The project therefore evolved from awareness creation to practical empowerment, which significantly increased confidence and utilization of justice services.”***



- *KII, Sisters for Justice -Executive Director*

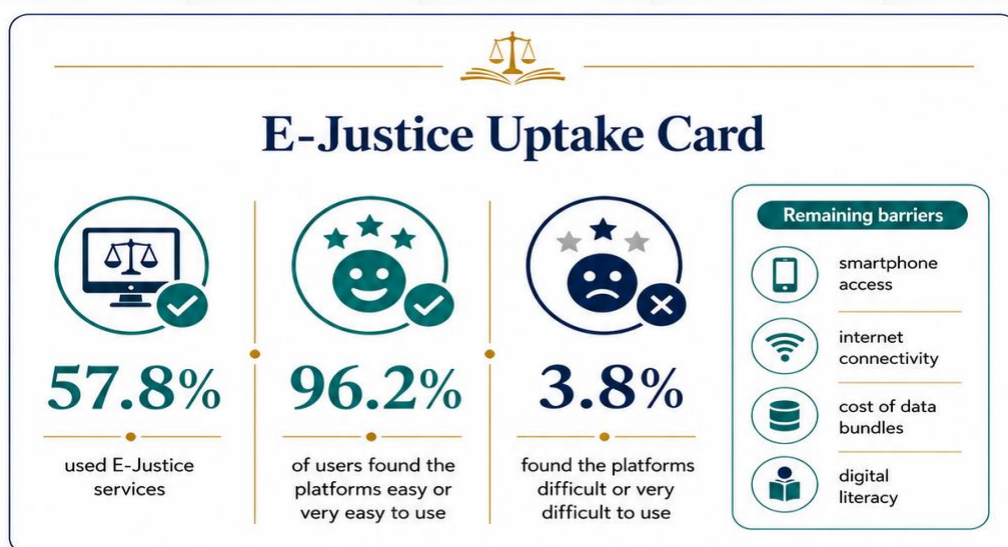
Stakeholders from the Judiciary and Court Users Committee similarly confirmed that the Court increasingly received litigants who were better informed about SCC processes and requirements. This reduced confusion among court users and contributed to more efficient case processing.

### Effectiveness Finding 1

The project was highly effective in increasing awareness and understanding of Small Claims Court services among target populations. Evidence from surveys, FGDs, KIIs, and project reports consistently demonstrates substantial improvements in legal awareness, understanding of justice services, and knowledge of where to seek legal assistance.

#### 4.2.2 Increased Awareness and Uptake of E-Justice Services

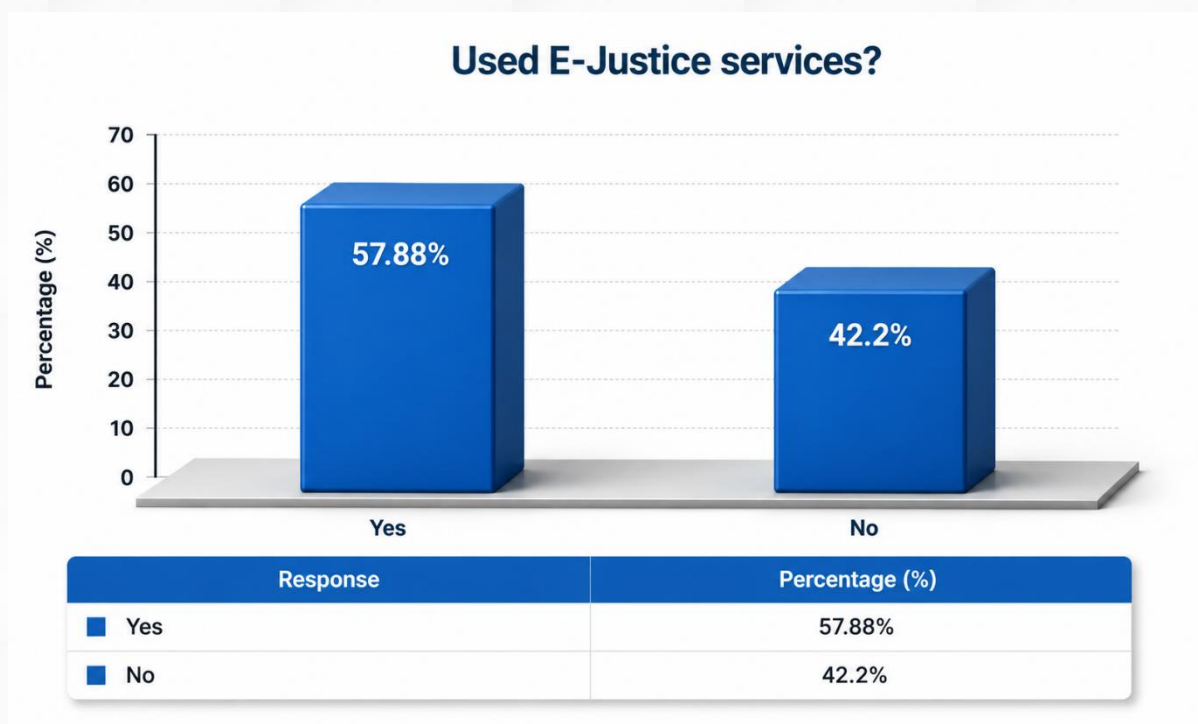
Promoting awareness and utilization of E-Justice services was a key component of the project's strategy to improve access to justice. Recognizing the Judiciary's ongoing digital transformation agenda, the project sought to increase public awareness of available digital justice platforms while equipping community members with practical skills to utilize E-filing, online case tracking, virtual court services, and the Judiciary Mobile Application.



Evaluation findings indicate that the project made a significant contribution to improving both awareness and uptake of E-Justice services among target beneficiaries.

Survey findings show that awareness of E-Justice services increased considerably among respondents. While many participants had previously relied entirely on physical visits to courts, project activities introduced beneficiaries to digital justice platforms and demonstrated how these systems could be used to access services more efficiently. Survey data further indicates that 57.8% of respondents had personally used E-Justice services following participation in project activities. Among those who had used the platforms, 96.2% reported that the systems were either easy or very easy to use.

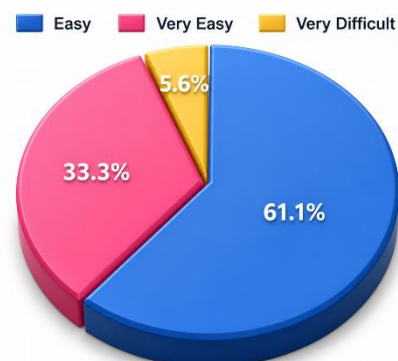
Table 4.5: Utilization of E-Justice Services



Source: Beneficiary Validation Survey (N=45)

Table 4.6: Ease of Using E-Justice Services

| User Experience Rating   | %    |
|--------------------------|------|
| Easy/Very Easy           | 96.2 |
| Difficult/Very Difficult | 3.8  |



Source: Beneficiary Validation Survey (E-Justice Users)

The survey findings suggest that the project successfully moved beyond awareness creation and contributed to actual utilization of digital justice services. This is particularly significant given that digital literacy challenges were identified as a key barrier at project inception.

Focus group discussions provided further evidence of this shift. Participants reported that before the project many community members were unaware of the existence of E-filing services and had limited understanding of how digital court systems operated. Several participants indicated that they had initially viewed online court processes as complex and difficult to navigate.

One youth participant explained:

***“Before the training, I only knew that court matters required physical visits to court. I had never heard about E-filing or the Judiciary application. Through the training, I learned how to track cases online, check progress, and access information without travelling to court. It has made justice services much easier to access and has reduced the time required to follow up on cases.”***

- FGD Participant, Youth Beneficiaries

Similarly, beneficiaries who participated in Community Champion and E-Justice trainings reported that they had acquired practical skills enabling them to support others in accessing digital justice services. Participants noted that the hands-on nature of the trainings was particularly useful because it moved beyond theory and allowed beneficiaries to practice filing and tracking cases using Judiciary platforms.

A women beneficiary observed:

***“The E-Justice training was different from many awareness meetings because we were shown exactly how the systems work. We learned how to navigate the Judiciary platforms, follow up cases online, and assist community members who may not understand the technology. That practical experience gave us confidence to use the services ourselves.”***

- FGD Participant, Women Beneficiaries

Project staff highlighted that one of the major shifts across the four implementation cycles was the transition from awareness creation to practical digital justice skills. According to Sisters for Justice staff, communities increasingly requested support on how to use E-filing systems and digital platforms rather than simply learning about their existence. This led to the introduction of practical E-Justice trainings and Community Champion capacity-building sessions.

The effectiveness of these interventions was also confirmed by Judiciary stakeholders. The SCC Adjudicator noted that the project contributed to greater public appreciation of digital justice services and helped reduce misconceptions regarding online court processes.

A Judiciary representative explained:

***“The project helped citizens appreciate that justice services can be accessed digitally. Many users who would previously have made unnecessary trips to court became aware of alternative ways of obtaining information, filing documents, and following up on cases through digital platforms.”***

- KII, SCC Adjudicator/Magistrate

Similarly, the Court Users Committee representative observed that the project played an important role in introducing communities to the Judiciary Mobile Application and reducing fears associated with technology-driven justice services. While acknowledging ongoing challenges relating to internet access and digital literacy, the respondent noted that the project significantly improved public confidence in using E-Justice systems.



Despite these achievements, evaluation findings suggest that some barriers remain. Stakeholders cited limited access to smartphones, internet connectivity challenges, affordability of data bundles, and varying levels of digital literacy among some vulnerable groups as factors that continue to affect full utilization of E-Justice services. These findings suggest the need for continued investment in digital literacy and community-based support mechanisms to sustain and expand gains achieved through the project.

Overall, the evaluation finds that the project made a significant contribution to increasing awareness and uptake of E-Justice services. By combining digital literacy training, practical demonstrations, Community Champion capacity building, and promotion of Judiciary digital platforms, the intervention helped bridge the gap between communities and emerging digital justice systems.

## Effectiveness Finding 2

The project was effective in increasing awareness and utilization of E-Justice services. Evidence from surveys, FGDs, project staff, and Judiciary stakeholders demonstrates that beneficiaries not only became aware of available digital justice platforms but also acquired practical skills and confidence to use them, resulting in measurable uptake of E-Justice services.

### 4.2.3 Effectiveness of the Community Justice Hub

One of the innovations introduced during project implementation was the establishment of the Community Justice Hub (also referred to by beneficiaries as the Traders Justice Hub). The Hub was established in response to the realization that awareness alone was insufficient to improve access to justice. While many community members became aware of SCC and E-Justice services through project activities, a considerable number still required practical support to navigate legal processes, access referrals, understand filing requirements, and pursue justice through formal mechanisms.





Sisters for Justice (S4J) Executive Director addressing stakeholders and officials during the official launch of community **JUSTICE HUB** at Kongowea.

The evaluation found that the Traders Justice Hub played a critical role in bridging the gap between awareness and utilization of justice services.

Survey findings indicate that beneficiaries viewed the Hub as one of the most valuable project interventions. During focus group discussions, participants repeatedly identified the Hub as an accessible and trusted source of legal information, referrals, case support, and guidance on SCC procedures. Unlike one-off awareness activities, the Hub provided a continuous community-based platform through which individuals could seek assistance whenever disputes arose.

A woman beneficiary explained:

***“The Hub gave us somewhere to go when we had questions or disputes. Before, many people would attend trainings and then forget where to seek help when a problem occurred. With the Hub, there is a place where people can receive guidance, ask questions, and be referred to the right institution. It has made justice services feel closer to the community.”***

- FGD Participant, Women Beneficiaries

Evidence from project records and stakeholder interviews shows that the Hub supported community members through legal advice, referrals, mediation, E-filing support, and SCC case preparation. Beneficiaries reported receiving assistance in understanding court procedures, gathering supporting documentation, preparing claims, and navigating Judiciary digital platforms. The Hub also served as an important referral point linking community members with legal aid providers, SCC officials, and other justice sector actors.

The hub manager emphasized that one of the major contributions of the facility was providing practical support to traders and small business owners who frequently experience commercial disputes but often lack the information and confidence required to pursue formal remedies.

***“Most traders had disputes involving unpaid debts, breach of agreements, and business transactions, but many lacked information on where to seek assistance or how to pursue claims through formal justice systems. Through the Hub, we provided information, referrals, and practical support that enabled people to understand their options and pursue justice through appropriate channels. We have seen increasing confidence among community members and greater willingness to seek formal remedies.”***

- KII, Community Justice Hub Manager

Focus group discussions further revealed that beneficiaries viewed the Hub as a trusted and approachable institution. Several participants noted that the presence of the Hub reduced the fear often associated with formal justice institutions by providing a more accessible entry point for justice seekers.

One trader noted:

**“The Traders Justice Hub brought legal services closer to us. Previously, many traders would ignore disputes because they did not know where to seek advice or could not afford to spend time moving from office to office. Through the Hub, we received information, referrals, and support with filing cases. It made the justice process easier to understand and more accessible for ordinary traders.”**

- FGD Participant, Traders and SCC Users

The evaluation also found evidence that the Hub contributed to actual utilization of SCC services. Beneficiaries who interacted with the Hub reported being referred to the Small Claims Court, supported in preparing documentation, and guided through filing procedures. Several respondents indicated that they would not have pursued their claims without the support provided through the Hub.

Project staff highlighted that the Hub emerged as an important sustainability mechanism because it provided an ongoing community presence beyond periodic awareness activities.

The Hub was particularly valuable in supporting women, traders, and other vulnerable groups who often face barriers in accessing formal justice institutions. Beneficiaries noted that the availability of local support reduced uncertainty, improved confidence, and encouraged greater use of justice services.

Despite these achievements, stakeholders emphasized that continued support and institutional linkages will be important to sustain the Hub's operations beyond the project period. Issues relating to resources, staffing, and ongoing technical support were identified as key considerations for long-term sustainability. Nevertheless, both beneficiaries and stakeholders expressed strong support for continuation and expansion of the model.



Overall, the evaluation finds that the Community Justice Hub was one of the most effective project interventions. By providing practical support, referrals, legal information, and assistance with SCC and E-Justice services, the Hub successfully bridged the gap between awareness and utilization of justice services and contributed significantly to improved access to justice among target communities.

### Effectiveness Finding 3

The Community Justice Hub emerged as a highly effective community-based access-to-justice mechanism. The Hub strengthened referral pathways, provided practical support to justice seekers, facilitated utilization of SCC and E-Justice services, and increased community confidence in accessing formal justice mechanisms.

#### 4.2.4 Effectiveness of the Community Champion Model

The Community Champion model was introduced to strengthen community outreach, improve referral pathways, and provide a sustained link between communities and justice services. Evaluation findings suggest that the model played an important role in extending the project's reach beyond formal activities and contributed to increased awareness and utilization of SCC and E-Justice services.

Survey findings provide evidence of the model's effectiveness. Nearly seven in ten respondents (68.9%) reported that they had referred another person to SCC or E-Justice services after participating in project activities. This suggests that project beneficiaries did not simply receive information but also shared it with others within their communities. In addition, 84.4% of respondents expressed confidence that community champions would continue supporting access to justice efforts beyond the life of the project, highlighting strong community acceptance of the model.

**Table 4.7: Survey Evidence on Community Champion Effectiveness**

| Indicator                                                                                              | %    |
|--------------------------------------------------------------------------------------------------------|------|
| Respondents who referred another person to SCC or E-Justice services                                   | 68.9 |
| Respondents who believe Community Champions will continue supporting communities after project closure | 84.4 |

*Source: Beneficiary Validation Survey (N=45)*

The survey findings were reinforced by FGDs. Participants consistently described community champions as trusted sources of information who helped explain legal issues, share information about project activities, and connect community members to appropriate justice services. Because Champions were drawn from the communities they served, beneficiaries found them approachable and easier to engage with than formal institutions.



One participant explained:

**“Many people feel more comfortable speaking to someone they already know before approaching a court or government office. The Community Champions helped explain issues in a simple way, referred people to the right places, and encouraged them not to give up when they faced disputes. They became a bridge between the community and justice services.”**

- FGD Participant, Women Beneficiaries

Evidence from beneficiary discussions also indicates that the model helped extend the reach of project information beyond direct participants. Several respondents reported learning about SCC services, legal aid clinics, E-Justice platforms, and project activities through Community Champions or through people who had previously interacted with them. This suggests that the model contributed to wider dissemination of information at community level.

Youth participants highlighted the practical role Champions played in helping community members navigate justice services and digital platforms.

***“The Champions were useful because they remained available even after trainings and forums had ended. If someone had a question about filing a case or accessing services online, there was always someone within the community who could provide guidance or direct them to where they could get help.”***

- FGD Participant, Youth Beneficiaries

Interviews with S4J staff revealed that the Community Champion approach emerged from lessons learned during implementation. While awareness activities successfully reached large numbers of people, many beneficiaries still required follow-up support after events had ended. Community Champions helped address this gap by providing ongoing information, referrals, and encouragement to justice seekers. According to project staff, the model strengthened community ownership and created local access-to-justice resource persons who could continue supporting communities beyond project activities.

A project staff member noted:

***“We realised that awareness forums alone were not enough. People often needed someone they could talk to afterwards when disputes emerged or when they wanted to pursue a case. Community Champions helped provide that continuous support and became an important link between communities, the Justice Hub, and justice institutions.”***

- KII, Sisters for Justice Project Staff

The evaluation found that the effectiveness of the Community Champion model stemmed from three factors. First, Champions were trusted members of the community and therefore easily accessible. Second, they strengthened referral pathways by linking community members to SCC services, the Justice Hub, and other justice actors. Third, they contributed to sustainability by ensuring that awareness and support continued beyond formal project activities.



### Effectiveness Finding 4

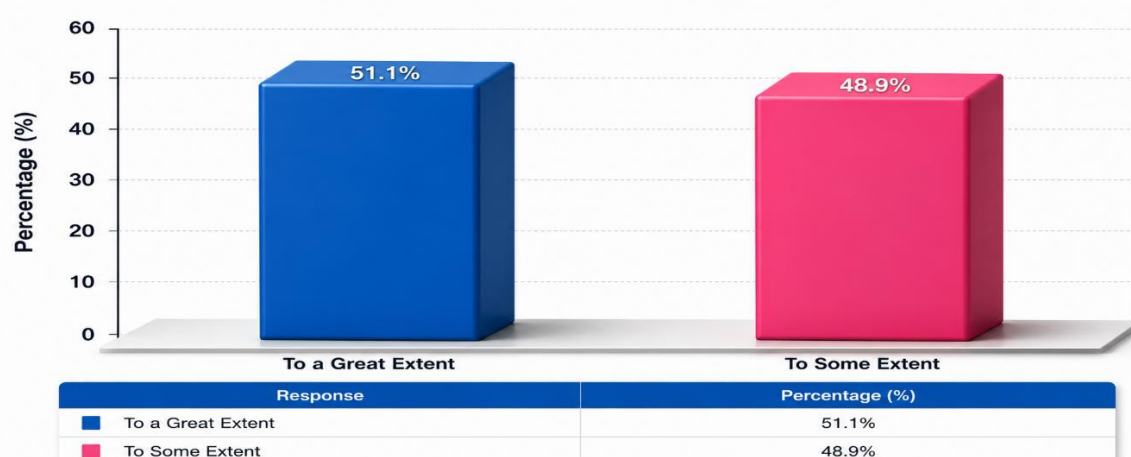
The Community Champion model was an effective community-based mechanism for promoting access to justice. The model strengthened awareness, facilitated referrals, improved access to information, and created local resource persons who continued supporting justice seekers within their communities. The high level of community confidence in the model suggests strong potential for sustaining project gains beyond the funding period.

#### 4.2.5 Strengthening Partnerships and Stakeholder Collaboration

The success of the SCC and E-Justice Project was underpinned by strong collaboration between Sisters for Justice, the Judiciary, CUC, UNDP, community structures, and other justice sector actors. Evaluation findings indicate that these partnerships played a critical role in expanding project reach, strengthening service delivery, and improving access to justice for target beneficiaries.

Survey findings show that respondents viewed stakeholder collaboration positively. More than half (51.1%) of respondents indicated that the project strengthened collaboration between communities and justice institutions to a great extent, while a further proportion reported improvements to some extent. This suggests that the project not only increased awareness but also improved relationships between communities and justice actors.

**Table 4.8: Extent to Which the Project Strengthened Collaboration**



Source: Beneficiary Validation Survey (N=45)

Qualitative evidence strongly supports these findings. Across FGDs, participants reported greater interaction with justice institutions than before the project. Many beneficiaries noted that activities such as legal aid clinics, community dialogues, stakeholder forums, and Justice Hub engagements provided opportunities to interact directly with SCC officials, Judiciary representatives, and legal practitioners.

One participant explained:

*“The project helped bring justice institutions closer to the community. Many people previously viewed courts as distant and difficult to approach. Through the forums and legal aid activities, we had opportunities to ask questions directly and understand how the system works. This helped build trust and reduced fear of engaging with justice institutions.”*

- *FGD Participant, Traders and SCC Users*

Judiciary stakeholders consistently highlighted the value of the partnership with Sisters for Justice. Respondents noted that the project complemented ongoing Judiciary efforts by taking information directly to communities, supporting awareness creation, and strengthening referral pathways.

A Judiciary representative observed:

**“The partnership enabled us to reach people who would ordinarily not interact with the Court. Community outreach, legal aid clinics, and awareness activities created opportunities for direct engagement with citizens and helped improve public understanding of SCC services. This strengthened confidence in the justice system and increased utilization of available services.”**

- *KII, Judiciary Representative*

The Court Users Committee similarly reported that collaboration between justice actors and community structures improved coordination and strengthened access-to-justice initiatives within Mombasa County. Respondents noted that regular engagement between stakeholders helped address emerging challenges, improve referrals, and ensure that community concerns were brought to the attention of relevant institutions.

Project staff also identified stakeholder collaboration as one of the key factors behind successful implementation. According to Sisters for Justice staff, the project benefited from strong institutional support from the Judiciary and UNDP, as well as active participation by Community Champions, the Justice Hub, and community leaders. These partnerships enabled the project to leverage existing structures, reduce duplication of effort, and maximize available resources.

A project staff member explained:

**“Many of the project's achievements would not have been possible without strong partnerships. The Judiciary provided technical support and credibility, community structures helped mobilize participants, and UNDP provided strategic guidance and resources. Each partner brought a different strength that contributed to the overall success of the project.”**

- *KII, Sisters for Justice Project Staff*

The importance of collaboration was also highlighted by UNDP, which viewed the project as a practical example of how partnerships between civil society, justice institutions, and communities can improve access to justice. According to UNDP, the project's success was largely driven by its ability to bring together different actors around a common objective while leveraging the comparative strengths of each stakeholder.

A UNDP representative observed:

***“One of the project's greatest strengths was the partnership approach. Sisters for Justice brought strong community networks and mobilization capacity, while the Judiciary provided technical expertise and institutional support. The combination of these strengths made it possible to reach people who would otherwise have remained outside the formal justice system. The project demonstrated that meaningful access to justice requires collaboration between institutions and communities rather than isolated interventions.”***



- *KII, UNDP Representative*

### Effectiveness Finding 5

The evaluation found that stakeholder collaboration was not simply a supporting feature of the project but one of its core strengths. The partnership between S4J, UNDP, the Judiciary, the Court Users Committee, Community Champions, and the Justice Hub created a complementary system that combined community outreach, technical expertise, referral support, and institutional legitimacy. This collaborative approach significantly contributed to the project's ability to increase awareness, improve utilization of SCC and E-Justice services, and strengthen access to justice across Mombasa County.

#### 4.2.6 Achievement of Project Objectives and Overall Effectiveness

The evaluation finds that the SCC and E-Justice Project substantially achieved its intended objectives and delivered meaningful results across all major areas of intervention. Evidence from project reports, beneficiary surveys, KIIs, FGDs, and case studies demonstrates that the project successfully increased awareness and utilization of SCC services, promoted uptake of E-Justice platforms, strengthened legal literacy, improved engagement between communities and justice institutions, and established community-based mechanisms that enhanced access to justice.

Survey findings provide strong evidence of project effectiveness. Beneficiaries reported improvements in awareness of SCC and E-Justice services, understanding of legal rights, confidence in seeking justice, and knowledge of where to access legal support. More importantly, awareness translated into action. Over half of respondents reported using SCC services (55.6%) and E-Justice services (57.8%), while 68.9% indicated that they had referred another person to SCC or E-Justice services following participation in project activities. These findings suggest that the project moved beyond information sharing and contributed to actual utilization of justice services.<sup>1</sup>

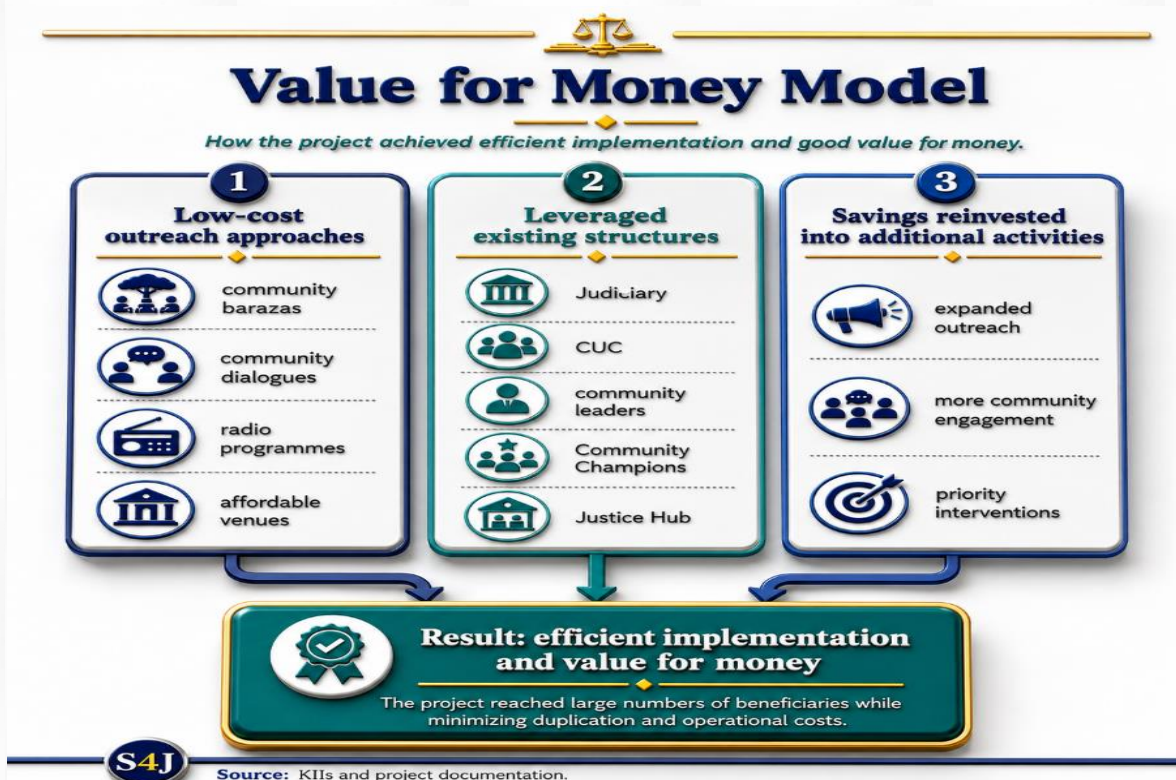
Project records and stakeholder interviews further demonstrate that the intervention evolved from a largely awareness-focused initiative into a broader access-to-justice programme. While the early phases concentrated on sensitization and public education, subsequent phases introduced legal aid support, Community Champions, E-Justice trainings, stakeholder engagement mechanisms, and the Community Justice Hub. This adaptive approach enabled the project to respond to emerging needs identified during implementation and strengthened its overall effectiveness.

The project's effectiveness is also reflected in the experiences shared by beneficiaries. Across all stakeholder groups, respondents consistently reported improved knowledge of SCC services, greater confidence in engaging justice institutions, and increased willingness to pursue formal remedies when disputes arose.

Beneficiaries frequently cited legal aid clinics, Community Champions, E-Justice trainings, and the Community Justice Hub as interventions that directly influenced their ability to seek justice and resolve disputes.

Several stakeholders emphasized that the project's greatest achievement was its ability to bridge the gap between communities and justice institutions. Through community outreach, legal education, referrals, and practical support, the project helped make justice services more accessible, understandable, and responsive to the needs of ordinary citizens.





UNDP representative observed:

*“The project demonstrated that improving access to justice requires more than creating awareness. It requires practical support, trusted community structures, and strong collaboration between institutions and citizens. By combining these elements, the project was able to achieve results that extended beyond awareness and translated into meaningful access to justice outcomes.”*

- KII, UNDP Representative

The evaluation also found that the project's effectiveness was strengthened by strong partnerships between Sisters for Justice, the Judiciary, the Court Users Committee, Community Champions, community leaders, and UNDP. These partnerships enabled the project to leverage existing structures, expand outreach, improve referrals, and strengthen institutional ownership of project-supported initiatives.

Overall, the evidence suggests that the project achieved its intended objectives to a large extent. While some challenges remain, particularly in relation to digital literacy, internet access, and long-term sustainability of certain interventions, the project generated substantial progress towards its goal of improving access to justice for women, youth, traders, persons with disabilities, and other vulnerable groups in Mombasa County.

### Overall Effectiveness Finding

The SCC and E-Justice Project was highly effective. The project successfully increased awareness and utilization of SCC and E-Justice services, strengthened legal literacy, improved engagement between communities and justice institutions, and established practical community-based mechanisms that enhanced access to justice. Evidence from multiple sources consistently

demonstrates that the project achieved most of its intended objectives and generated results that extended beyond awareness creation to actual use of justice services.

### 4.3 Efficiency

This section assesses how efficiently project resources, partnerships, and implementation approaches were utilized to achieve intended results. The analysis focuses on whether the project adopted appropriate delivery mechanisms, leveraged existing structures, minimized duplication of effort, and achieved results in a cost-effective manner.

#### 4.3.1 Efficiency of Implementation Approaches

Evaluation findings suggest that the project adopted implementation approaches that were practical, responsive, and well suited to the local context. Rather than relying on a single intervention, the project combined community dialogues, legal aid clinics, media engagement, E-Justice sensitization, Community Champions, and the Community Justice Hub to address multiple barriers affecting access to justice.

Stakeholders noted that this integrated approach enabled the project to reach different target groups through complementary channels. Awareness forums created initial exposure to SCC and E-Justice services, while Community Champions and the Community/Traders Justice Hub provided follow-up support and referrals for individuals requiring additional assistance. This reduced the risk of awareness activities becoming isolated events and increased the likelihood that beneficiaries would progress from awareness to actual utilization of justice services.

Project staff reported that implementation approaches evolved over time in response to lessons learned and emerging community needs. While early project phases focused primarily on awareness creation, later phases incorporated practical support mechanisms such as legal aid services, E-Justice training, and the establishment of the Community Justice Hub. This adaptive approach enabled the project to respond to identified gaps without requiring major redesign of the intervention.

A Sisters for Justice staff member observed:

***“As the project progressed, we realised that awareness alone was not enough. People needed practical support to navigate justice services and follow up on disputes. For us to introduce Community Champions and the Justice Hub, we were able to build on existing activities and provide more comprehensive support without significantly increasing implementation complexity.”***

- KII, Sisters for Justice Staff

The evaluation therefore finds that project implementation approaches were efficient because they combined awareness creation with practical support mechanisms that reinforced and complemented one another.

#### 4.3.2 Leveraging Partnerships and Existing Structures

One of the project's greatest strengths was its ability to leverage existing institutions, networks, and community structures rather than creating parallel systems.

The project worked closely with the Judiciary, Court Users Committee (CUC), community leaders, Community Champions, media partners, and other justice sector actors. The project was able to



expand outreach, strengthen referrals, and improve access to justice while minimizing duplication of effort by building on existing relationships and institutional mandates.

Judiciary stakeholders noted that project activities complemented ongoing efforts to promote SCC and E-Justice services. Rather than establishing separate structures, the project supported existing justice institutions by increasing public awareness and facilitating linkages between communities and available services.

Community Champions similarly represented an efficient use of local resources. As respected community members, they were able to disseminate information, support referrals, and mobilize participants using networks that already existed within communities. This reduced outreach costs while increasing the reach and credibility of project messages.

A Judiciary stakeholder explained:

***“The partnership approach worked well because each institution contributed what it was already mandated to do. The Judiciary provided technical guidance, Sisters for Justice handled community engagement, and local structures helped mobilise communities. This made implementation more efficient and helped avoid duplication.”***

- KII, Judiciary Representative

The Justice Hub further enhanced efficiency by providing a centralized entry point through which beneficiaries could access information, referrals, legal support, and guidance on SCC and E-Justice services.

The evaluation finds that leveraging existing structures significantly increased project efficiency and contributed to stronger stakeholder ownership of project results.

### **4.3.3 Cost-Effectiveness and Value for Money**

Evaluation findings indicate that the project adopted several cost-conscious implementation strategies that enhanced value for money while maintaining broad outreach and achieving intended results.

A key strength of the project was its deliberate use of low-cost, high-impact approaches to awareness creation and community engagement. Rather than relying exclusively on formal workshops and conferences, the project utilized community barazas, local dialogue forums, existing community meetings, and stakeholder gatherings to disseminate information on SCC and E-Justice services. This enabled the project to reach large numbers of beneficiaries while minimizing venue and logistical costs.

Similarly, radio emerged as one of the most cost-effective awareness channels. Through radio talk shows and media engagement, the project was able to disseminate information on SCC and E-Justice services to a much wider audience than would have been possible through face-to-face activities alone. Stakeholders noted that radio was particularly effective in reaching traders, women, youth, and community members who may not have attended physical sensitization forums.

The use of edutainment also contributed to value for money by providing a low-cost, high-impact method of awareness creation. Theatre performances enabled the project to communicate legal information to wider community audiences in a simple, engaging, and memorable way. This complemented radio outreach, community barazas, and dialogue forums by making SCC messages easier to absorb and retain.



The project also demonstrated prudent financial management through its use of affordable community venues and existing public spaces. Where possible, activities were conducted in social halls, community centres, and other low-cost venues rather than higher-cost commercial facilities. This approach reduced operational costs without compromising participation or quality of engagement.

Project documentation and stakeholder interviews further indicate that savings realized through efficient use of resources were redirected to additional programme activities and outreach efforts. This enabled the project to expand beneficiary reach and strengthen implementation of priority interventions without requiring additional funding.

The project further improved efficiency by leveraging existing community and institutional structures. Community Champions, Court Users Committee members, community leaders, and justice sector actors supported mobilization, referrals, and awareness creation through networks that were already established within target communities. This reduced mobilization costs while increasing the credibility and reach of project messages.

A Sisters for Justice representative noted:

***“We were intentional about using resources carefully. Where we made savings, we redirected them to activities that could reach more people. By working through existing community forums, using affordable venues, and investing in radio outreach, we were able to maximize the impact of available resources.”***

- KII, Sisters for Justice Staff

## Efficiency Finding

The evaluation finds that the SCC and E-Justice Project was implemented efficiently and delivered good value for money. Through strategic partnerships, use of existing community and justice sector structures, low-cost outreach approaches such as radio and community barazas, and prudent resource management, the project achieved substantial results while minimizing implementation costs. Savings realized during implementation were reinvested into additional activities, enabling the project to expand outreach and maximize impact within available resources.

## 4.4 Impact

This section examines the broader changes associated with the SCC and E-Justice Project. While access to justice outcomes are influenced by multiple actors and contextual factors, the evaluation assessed the extent to which project interventions contributed to changes in legal awareness, confidence, justice-seeking behaviour, utilization of justice services, and relationships between communities and justice institutions.

The findings presented below are based on evidence from the beneficiary validation survey, project reports, key informant interviews, focus group discussions, outcome harvesting exercises, and beneficiary case studies.

### 4.4.1 Improved Legal Empowerment and Confidence in Seeking Justice

One of the most significant impacts of the project was its contribution to legal empowerment among beneficiaries. Across all stakeholder groups, respondents reported increased awareness of their rights, better understanding of available justice mechanisms, and greater confidence in pursuing justice when faced with disputes.



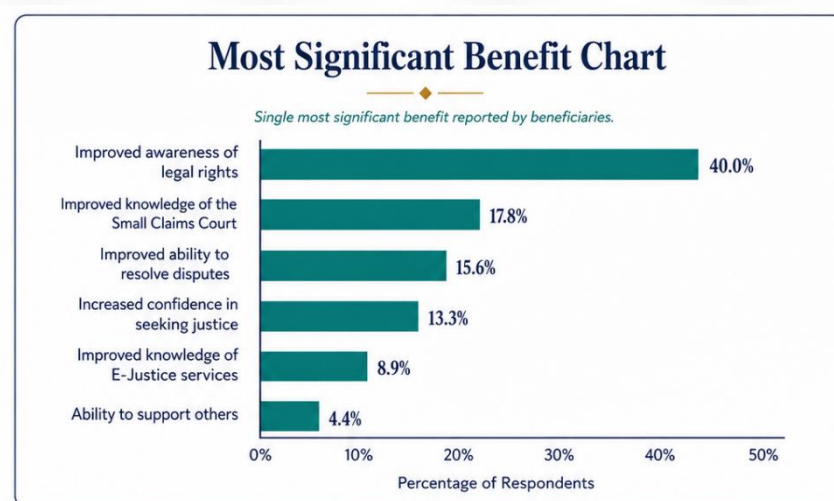
Survey findings indicate that the project contributed to substantial improvements in legal awareness and confidence. More than three-quarters of respondents (75.6%) reported that their understanding of legal rights improved to a great extent, while 24.4% reported improvement to some extent. Similarly, 66.7% indicated that their understanding of available justice services improved to a great extent. Importantly, all respondents reported knowing where to seek legal assistance following participation in project activities.<sup>1</sup>

**Table 4.9: Changes in Legal Awareness and Confidence**

| Indicator                                  | Great Extent (%) | Some Extent (%) |
|--------------------------------------------|------------------|-----------------|
| Improved understanding of legal rights     | 75.6             | 24.4            |
| Improved understanding of justice services | 66.7             | 33.3            |
| Know where to seek legal assistance        | 100              | -               |

*Source: Beneficiary Validation Survey (N=45)*

To better understand the outcomes most valued by beneficiaries, respondents were asked to identify the single most significant benefit gained from participating in project activities.



Survey findings indicate that improved awareness of legal rights was the most frequently cited benefit, reported by 40% of respondents. This was followed by improved knowledge of the Small Claims Court (17.8%), enhanced ability to resolve disputes (15.6%), and increased confidence in seeking justice (13.3%). Other respondents

identified improved knowledge of E-Justice services (8.9%) and a greater ability to support others in their communities (4.4%) as the most important benefits gained.

These findings suggest that the project's impact extended beyond awareness of specific services. Beneficiaries reported broader gains in legal empowerment, confidence, and dispute resolution capacity. Notably, nearly one in six respondents identified improved dispute resolution as the most important benefit, indicating that project interventions translated into practical outcomes rather than knowledge alone.

Focus group discussions revealed that increased knowledge was accompanied by a shift in attitudes and behaviour. Participants consistently reported that they felt more confident engaging with justice institutions and were more willing to pursue legal remedies than before the project.

Women beneficiaries explained that many community members previously viewed court processes as expensive, intimidating, and inaccessible. Through awareness forums, legal aid clinics, Community Champion engagements, and E-Justice trainings, beneficiaries developed a better understanding of available options and became more willing to seek support when disputes arose.

#### Case Study Box 1: Amina's Journey to Justice

Amina's experience demonstrates how increased legal awareness and access to community-based justice support can help individuals resolve disputes without resorting to lengthy court processes.

Amina had hired a local contractor, Kenga, to carry out work related to the construction of a toilet pit. Over time, she paid him a total of KES 3,000 to purchase materials and complete the work. However, the work was left unfinished, forcing her to hire another contractor and purchase additional materials to complete the project. Although Kenga had promised to refund the money, months passed without any repayment.

Unsure of what to do, Amina sought advice from a *Mama Mtaa* who had previously participated in a community dialogue forum organized by Sisters for Justice. The *Mama Mtaa* informed her about the support available through the project and referred her to the Sisters for Justice team.

*"I was frustrated because I had spent money twice on the same work. I wanted to pursue the matter through the Small Claims Court, but I did not know where to begin or what steps to take."*

After reviewing the case, Sisters for Justice determined that the matter could first be addressed through Alternative Dispute Resolution (ADR) before considering referral to the Small Claims Court.

The team met separately with Amina, Kenga, and the *Mama Mtaa* who had made the referral. Through a series of discussions and mediated dialogue sessions, both parties were given an opportunity to explain their positions and agree on a way forward.

As a result of the mediation process, Kenga agreed to refund the money in two instalments. Following regular follow-up by Sisters for Justice and community support from the *Mama Mtaa*, both payments were successfully made, and the dispute was resolved amicably.

*"What helped me most was having someone listen to my case and guide me on the available options. The process was fair, and in the end I recovered my money without having to go through a long court process."*

For Amina, the experience was about more than recovering money. It increased her confidence in seeking help when faced with disputes and demonstrated that justice can be achieved through accessible community-based mechanisms.

One participant explained:

***"Before the project, many people suffered in silence because they did not know their rights or where to seek help. Today, people are more informed and more confident. We know that there are institutions that can help us and that justice is not only for people with money or lawyers."***

- FGD Participant, Women Beneficiaries

Youth participants reported similar experiences. Several noted that they had become more confident discussing legal issues, seeking advice, and assisting others to access justice services. Participants attributed this change to the practical nature of the project's awareness and training activities, which focused not only on rights but also on how to access available services.

Stakeholders interviewed during the evaluation also observed increased confidence among beneficiaries. According to Sisters for Justice staff, the project contributed to a gradual shift from passive awareness to active engagement, with many beneficiaries moving from simply understanding their rights to taking action when disputes occurred.



A project staff member observed:

***“One of the biggest changes we observed was confidence. People began asking questions, seeking advice, and pursuing matters they would previously have ignored. Communities increasingly viewed justice services as accessible and relevant to their everyday lives.”***

- KII, Sisters for Justice Project Staff

The evaluation found that this increased confidence was a critical precursor to other project outcomes. Beneficiaries who understood their rights and knew where to seek assistance were more likely to utilize SCC services, access E-Justice platforms, and support others within their communities.

### Impact Finding 1

The project contributed significantly to legal empowerment among beneficiaries. Increased awareness of rights, improved understanding of justice services, and greater confidence in seeking assistance enabled beneficiaries to engage more actively with formal justice mechanisms and pursue remedies that they might previously have ignored.

#### 4.4.2 Increased Utilization of SCC and E-Justice Services

A key measure of the project's impact is the extent to which increased awareness and legal empowerment translated into actual use of justice services. The evaluation found strong evidence that beneficiaries moved beyond awareness and increasingly utilized both Small Claims Court (SCC) and E-Justice services to resolve disputes and seek legal remedies.

Survey findings indicate that 55.6% of respondents had used SCC services, while 57.8% reported using E-Justice services following participation in project activities. In addition, 68.9% reported referring another person to SCC or E-Justice services, suggesting that the project's influence extended beyond direct beneficiaries and contributed to wider community awareness and uptake.

**Table 4.10: Utilization of SCC and E-Justice Services**

| Indicator                                                            | %    |
|----------------------------------------------------------------------|------|
| Respondents who used SCC services                                    | 55.6 |
| Respondents who used E-Justice services                              | 57.8 |
| Respondents who referred another person to SCC or E-Justice services | 68.9 |

Source: Beneficiary Validation Survey (N=45)

The survey findings were reinforced by discussions with beneficiaries, many of whom described using SCC services for debt recovery, commercial disputes, tenancy disagreements, and other civil matters. Participants noted that prior to the project they were either unaware of available justice mechanisms or lacked the confidence to pursue claims through formal channels.

One trader explained:

***“Before learning about the Small Claims Court, many of us would simply accept losses because we thought pursuing a case would cost more than the amount we were trying to recover. Now people understand that there is a process that is affordable and accessible. We have seen more traders taking action instead of giving up.”***



- FGD Participant, Traders and SCC Users

### Case Study 2: Umuaiman's Road to Justice

Umuaiman sought assistance from Sisters for Justice after unsuccessful attempts to recover money owed to her through a merry-go-round arrangement. Despite earlier promises to repay the outstanding balance, the respondent repeatedly failed to honour her commitments.

In July 2025, Umuaiman approached Sisters for Justice seeking support. The organization initially pursued Alternative Dispute Resolution (ADR), providing an opportunity for the matter to be resolved amicably without resorting to court proceedings. A repayment plan was agreed upon, and Sisters for Justice actively followed up with reminders and engagement with both parties.

However, despite these efforts, the agreed repayment schedule was not honoured.

Rather than abandoning the matter, Umuaiman was guided through the next available option. Sisters for Justice advised her to pursue the claim through the Small Claims Court and provided information on the process.

Following the filing of the case, the Court issued directions requiring the respondent to respond to the claim and participate in proceedings. A new repayment arrangement was subsequently developed under the Court's supervision, providing stronger accountability and formal oversight.

***"What helped me most was knowing that there was another option when mediation failed. I was guided throughout the process and knew where to seek support."***

Umuaiman's experience demonstrates the importance of accessible justice pathways. It shows how community-based mediation, legal support, and formal justice mechanisms can work together to ensure that

Stakeholders interviewed during the evaluation similarly reported increased interest in SCC services. Judiciary representatives observed that more court users were approaching SCC stations with a clearer understanding of court procedures, filing requirements, and the types of disputes handled by the Court.

A Magistrate noted:

***"We observed a noticeable increase in public interest in SCC services during the project period. More people were coming to court already aware of the filing process and the documentation required. This reduced confusion and encouraged greater use of the Court for resolving disputes."***

- KII, SCC Adjudicator

The project also strengthened pathways between community-based dispute resolution and formal justice mechanisms. Rather than treating mediation and court processes as separate systems, beneficiaries were supported to pursue the most appropriate option depending on the nature and progress of their cases.

This is illustrated by the experience of Umuaiman.

The evaluation found that increased utilization of justice services represents one of the project's most significant achievements. Awareness and legal literacy were important first steps, but the evidence suggests that the project went further by helping beneficiaries navigate available justice pathways and take practical action to resolve disputes.



## Impact Finding 2

The project contributed to increased utilization of SCC and E-Justice services among target beneficiaries. Increased awareness improved legal literacy, practical support, and strengthened referral pathways enabled beneficiaries to move from knowledge to action, resulting in greater use of formal justice mechanisms and wider dissemination of justice information within communities.

### 4.4.3 Improved Relationships Between Communities and Justice Institutions

A notable impact of the project was its contribution to strengthening relationships between communities and justice institutions. Evaluation findings indicate that the project helped reduce mistrust, improve communication, and create more direct engagement between citizens and justice actors.

Survey findings show that 68.9% of respondents believed the project strengthened trust in justice institutions to a great extent, while many others reported improvements to some extent. Similarly, 51.1% of respondents indicated that the project strengthened collaboration between communities and justice institutions to a great extent.

Table 4.11: Perceived Changes in Relationships with Justice Institutions

| Indicator                                                               | To a Great Extent (%) |
|-------------------------------------------------------------------------|-----------------------|
| Strengthened trust in justice institutions                              | 68.9                  |
| Strengthened collaboration between communities and justice institutions | 51.1                  |

Source: Beneficiary Validation Survey (N=45)

The survey findings were strongly supported by focus group discussions. Participants consistently reported that before the project, many community members viewed courts and justice institutions as distant, intimidating, and difficult to approach. Several participants indicated that they only interacted with justice institutions when faced with serious disputes and often lacked confidence in engaging with formal systems.

Project-supported activities created opportunities for direct interaction between community members and justice actors. Through legal aid clinics, awareness forums, stakeholder dialogues, Community Champion engagements, and Justice Hub services, beneficiaries were able to ask questions, seek clarification, and better understand how justice institutions operate.

One participant explained:

***“Previously, many people feared going to court because they did not understand the process and felt that officials would not listen to them. Through the forums, we had opportunities to interact directly with justice officers and ask questions. That helped change perceptions and made the system feel more approachable.”***

- FGD Participant, Women Beneficiaries

Judiciary stakeholders similarly observed improvements in public engagement and awareness. Respondents noted that community members increasingly approached SCC stations with a better understanding of available services and greater confidence in engaging with court processes.



A Judiciary representative observed:

***“The project helped break down barriers between the Court and the community. By taking information directly to the people and creating opportunities for dialogue, citizens became more comfortable engaging with justice institutions. We saw increased public interest, more inquiries, and a greater willingness to use formal justice mechanisms.”***

- KII, Judiciary Representative

The Court Users Committee also highlighted the project's contribution to strengthening communication and coordination between justice institutions and the public. According to respondents, stakeholder forums and community engagements created channels through which community concerns could be raised, discussed, and addressed more effectively.

The Community Justice Hub further strengthened these relationships by providing a trusted entry point into the justice system. Beneficiaries frequently described the Hub as a bridge between communities and formal institutions, helping people navigate available services while reducing uncertainty and fear associated with court processes.

UNDP similarly viewed the partnership approach as one of the project's key strengths.

***“The project demonstrated that access to justice improves when institutions engage directly with communities. By bringing together civil society, justice actors, and community structures, the project helped create stronger relationships and increased public confidence in available justice services.”***

- KII, UNDP Representative

The evaluation found that these changes extended beyond individual beneficiaries. Improved trust and engagement contributed to stronger referral pathways, increased use of justice services, and greater collaboration between community structures and justice institutions. This strengthened the overall access-to-justice ecosystem within Mombasa County.

### Impact Finding 3

The project contributed to stronger relationships between communities and justice institutions. Through dialogue, outreach, legal aid support, and community-based mechanisms, the project improved trust, increased engagement, and reduced barriers that previously limited interaction between citizens and formal justice systems.

#### 4.4.4 Economic and Social Outcomes for Beneficiaries

The evaluation found that the project's impact extended beyond increased awareness and utilization of justice services. By helping beneficiaries access legal information, dispute resolution mechanisms, referrals, and justice services, the project generated tangible economic and social benefits for individuals and communities.

Survey findings indicate that beneficiaries perceived the project as having made a significant contribution to addressing justice challenges and improving access to justice. More than seven in ten respondents (73.3%) reported that the project addressed justice challenges to a great extent, while an equal proportion indicated that it significantly improved access to justice.



**Table 4.12: Beneficiary Perceptions of Project Impact**

| Indicator                            | To a Great Extent (%) |
|--------------------------------------|-----------------------|
| Project addressed justice challenges | 73.3                  |
| Project improved access to justice   | 73.3                  |

*Source: Beneficiary Validation Survey (N=45)*

Focus group discussions suggest that these outcomes translated into practical benefits for beneficiaries. Participants reported greater confidence in addressing disputes, improved access to support and referrals, and increased willingness to pursue remedies that they might previously have abandoned. Many noted that they were now better equipped to resolve disputes affecting their businesses, livelihoods, and households.

For traders and small business owners, the project provided access to affordable mechanisms for resolving commercial disputes and recovering losses. Several participants explained that before the project they often accepted financial losses because they lacked information on available legal remedies or believed that pursuing justice would be costly and time-consuming.



**Community Women taken through a session on understanding E-JUSTICE SYSTEM**

One participant explained: *“Many people used to give up because they thought the process would take too long or cost too much. Now people know where to go for help and are more willing to pursue solutions when disputes arise.”*

### Case Study 3: Recovering a Business Loss Through the Small Claims Court– Kennedy Omondi's Story

Kennedy Omondi runs a small printing and documentation business in Mombasa. For nearly two years, he struggled to recover KES 678,544 owed to him from a failed business transaction. Despite repeated follow-ups, he was unable to get his money back and had little confidence that pursuing the matter through the courts would help.

Like many small business owners, Kennedy believed that seeking justice would be expensive, complicated, and time-consuming.

*“I felt stuck. The amount owed to me was significant for my business, but I did not know where to seek help. Most people told me that going to court would take too long and cost too much money.”*

Kennedy's situation began to change when he attended a community awareness forum organized by Sisters for Justice. During the session, he learned about the Small Claims Court (SCC) and how it provides a faster and more affordable way of resolving commercial disputes.

Curious to learn more, he spoke with the Sisters for Justice team after the meeting and explained his situation. The team guided him through the SCC process, helped him understand the requirements for filing a claim, and provided practical support as he prepared his case.

*“The team took time to explain the process and answer my questions. For the first time, I felt that there was a realistic path to pursuing my claim. Their support gave me the confidence to move forward.”*

Although the process was not always easy, Kennedy remained committed to pursuing the case. With continued guidance and encouragement, he filed his claim before the Small Claims Court and followed the matter through the hearing process.

The Court eventually ruled partially in his favour, enabling him to recover KES 339,272. While the amount recovered was only part of the original claim, the outcome represented a major breakthrough after nearly two years of uncertainty.

*“When the decision was delivered, I felt relieved. Recovering part of the money made a real difference to me and my business. More importantly, it showed me that justice is possible when you know where to go and how to use the available system.”*

Beyond the financial recovery, the experience changed Kennedy's perception of the justice system. He gained confidence in formal dispute resolution mechanisms and became an advocate for the Small Claims Court within his community. He now encourages other traders and business owners facing similar challenges to seek information and explore available legal options instead of abandoning their claims.

*“Many people give up because they think justice is out of reach. My experience showed me that there are mechanisms that can work. People just need information and support to access them.”*

Kennedy's story illustrates how awareness, legal information, and practical support can help individuals move from frustration and inaction to meaningful access to justice. It also demonstrates how the Small Claims Court can provide a viable avenue for resolving commercial disputes and protecting the rights of small business owners.



- *FGD Participant, Traders and SCC Users*

The project also generated important social benefits. Beneficiaries reported increased confidence in dealing with disputes, improved problem-solving skills, and greater trust in available justice mechanisms. Several participants noted that they were now more likely to seek advice, pursue mediation, or use formal justice channels rather than allowing disputes to remain unresolved.

The economic impact of the project is illustrated by the experience of Kennedy Omondi.

The evaluation found that such outcomes extended beyond individual cases. The project contributed to reduced financial losses, quicker resolution of disputes, and increased confidence among beneficiaries to pursue their rights by improving access to justice and strengthening referral pathways. These changes have the potential to generate longer-term benefits for households, businesses, and communities.

#### Impact Finding 4

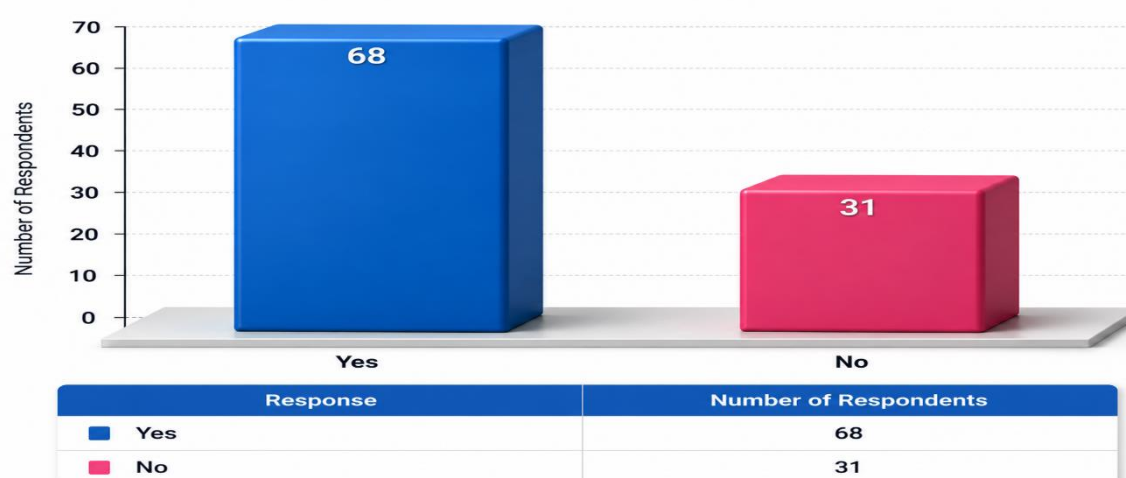
The project generated meaningful economic and social benefits for beneficiaries. Through improved access to justice services, dispute resolution mechanisms, and legal support, beneficiaries were better able to recover losses, resolve disputes, protect their rights, and address challenges affecting their livelihoods and wellbeing.

#### 4.4.5 Emerging and Unintended Outcomes

Beyond the planned results, the evaluation identified several positive outcomes that emerged during implementation. These outcomes were not always explicitly reflected in the project design but contributed to the overall impact and sustainability of the intervention.

One of the most notable outcomes was the emergence of beneficiaries as informal justice resource persons within their communities. Survey findings show that 68.9% of respondents had referred another person to SCC or E-Justice services following their participation in project activities. This suggests that beneficiaries were not only applying the knowledge they had gained but were also sharing information and supporting others to access justice services.

**Table 4.13: Community-Level Dissemination of Justice Information- Referred another person?**



Source: Beneficiary Validation Survey (N=45)

Focus group discussions revealed that many participants had become sources of information within their families, neighbourhoods, and social groups. Several respondents reported helping others understand where to seek legal assistance, how to access SCC services, and how to navigate available justice mechanisms.

One participant explained:

***“People now come to us for advice because they know we attended the trainings. Even if we are not lawyers, we can tell them where to go and who can help them.”***

- FGD Participant, Women Beneficiaries

Another emerging outcome was the increased appreciation of Alternative Dispute Resolution (ADR) mechanisms. Beneficiaries frequently highlighted the value of mediation and dialogue in resolving disputes quickly and preserving relationships. While many participants initially associated justice with court processes, project activities helped broaden understanding of the different options available for dispute resolution.

Stakeholders also reported growing demand for legal information and legal support services. According to Sisters for Justice staff, community members increasingly sought guidance on legal issues beyond the specific themes covered by the project. This suggests that the intervention stimulated wider interest in legal empowerment and access-to-justice services within target communities.

A project staff member noted:

***“As awareness increased, more people began approaching us with different legal issues and questions. This showed that communities were becoming more proactive in seeking information and support when challenges arose.”***

- KII, Sisters for Justice Project Staff

The evaluation further found evidence of stronger community ownership of access-to-justice initiatives. Community Champions, Mama Mtaas, and other local actors continued sharing information and supporting referrals even outside formal project activities. This helped extend the project's reach and reinforced access-to-justice efforts at community level.

Several stakeholders observed that the project contributed to a gradual shift in attitudes towards justice. Community members increasingly viewed justice services as accessible and relevant to their everyday lives rather than as services reserved for complex disputes or individuals with substantial financial resources.

While these outcomes may not have been fully anticipated at project inception, they represent important contributions to the broader goal of strengthening access to justice and legal empowerment within Mombasa County.

### **Impact Finding 5**

The project generated several positive outcomes beyond its planned results. These included increased peer-to-peer dissemination of legal information, greater appreciation of mediation and ADR, growing demand for justice services, and stronger community ownership of access-to-justice initiatives. Together, these outcomes helped extend the project's influence beyond direct beneficiaries and contributed to wider community-level change.



## 4.5 Sustainability

This section assesses the likelihood that project results and benefits will continue beyond the funding period. The analysis considers the sustainability of knowledge and skills acquired by beneficiaries, community-based structures established through the project, stakeholder ownership, institutional partnerships, and factors that may influence the continuation of project outcomes.



### 4.5.1 Sustainability of Project Outcomes

Evaluation findings suggest that many of the project's key outcomes are likely to continue beyond the project period. Evidence from the beneficiary survey, focus group discussions, and key informant interviews indicates that the project invested not only in awareness creation but also in knowledge transfer, community capacity building, referral systems, and local structures that have the potential to sustain access-to-justice efforts after project closure.

Survey findings demonstrate strong confidence in the sustainability of project outcomes. A majority of respondents reported that the knowledge and skills acquired through project activities would continue to benefit them in the future. Beneficiaries indicated that they now understood their rights, knew where to seek assistance, and were better equipped to support others facing justice-related challenges.

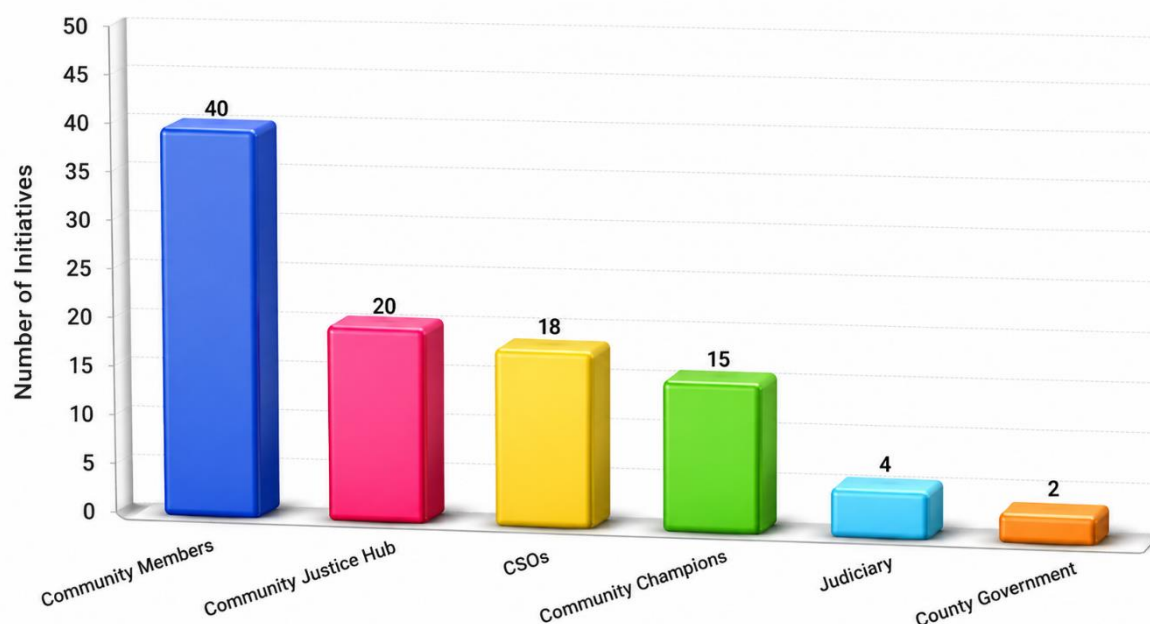
In addition, respondents expressed confidence that key project-supported structures, particularly Community Champions and the Community Justice Hub, would continue serving communities beyond the funding period.

**Table 4.14: Beneficiary Perceptions of Sustainability**

| Indicator                                                                                              | %    |
|--------------------------------------------------------------------------------------------------------|------|
| Respondents who believe Community Champions will continue supporting communities after project closure | 84.4 |
| Respondents who believe project benefits will continue beyond the funding period                       | 78   |

Source: Beneficiary Validation Survey (N=45)

Survey findings indicate a strong sense of community ownership of project gains. When respondents were asked who should play the leading role in sustaining project achievements beyond the funding period, 40% identified community members themselves. This was followed by the Community Justice Hub (20%), civil society organizations (17.8%), and Community Champions (15.6%).

**Fig 4.16: Perceptions on Who Should Sustain Project Gains**

These findings suggest that beneficiaries do not view sustainability solely as the responsibility of institutions or project partners. Instead, they perceive community ownership, local leadership, and community-based structures as central to sustaining project gains. The prominence of the Community Justice Hub and Community Champions further reinforces the importance of locally embedded mechanisms in maintaining access to justice beyond the project period.

Focus group discussions suggest that one of the strongest sustainability outcomes is the knowledge retained by beneficiaries. Across all discussion groups, participants reported that the information received through awareness forums, legal aid clinics, E-Justice trainings, and Community Champion engagements would remain useful long after project activities had ended.

One participant explained:

**“The project may end, but the knowledge remains with us. We now know our rights, where to seek help, and how to support others who may face similar challenges.”**

- FGD Participant, Women Beneficiaries

Beneficiaries also reported sharing information with family members, neighbours, and community groups. This suggests that project knowledge is likely to continue spreading beyond direct beneficiaries, further extending the project's impact.

Stakeholders interviewed during the evaluation similarly expressed confidence that many project outcomes would continue because they were embedded within existing community and institutional structures rather than operating as stand-alone interventions.

A Sisters for Justice staff member observed:

***“One of the strengths of the project was that it focused on building community capacity and strengthening existing structures. The knowledge gained by beneficiaries and community actors is something that will remain even after the project ends.”***

*KII, Sisters for Justice Project Staff*

The evaluation found that sustainability is strengthened by three factors. First, beneficiaries acquired practical knowledge and skills that can continue to be applied in everyday life. Second, project-supported community structures created local ownership of access-to-justice initiatives. Third, partnerships established with the Judiciary and other justice actors increased the likelihood that some interventions will continue beyond the project period.

However, stakeholders also noted that continued support, coordination, and resource mobilization will be important to maintain momentum and ensure that gains achieved through the project are not lost over time.

### **Sustainability Finding 1**

The evaluation finds that many of the project's outcomes are likely to be sustained beyond the funding period. Increased legal awareness, improved knowledge of justice services, strengthened referral networks, and community-based support structures provide a strong foundation for continued access-to-justice efforts within target communities.

#### ***4.5.2 Sustainability of the Justice Hub***

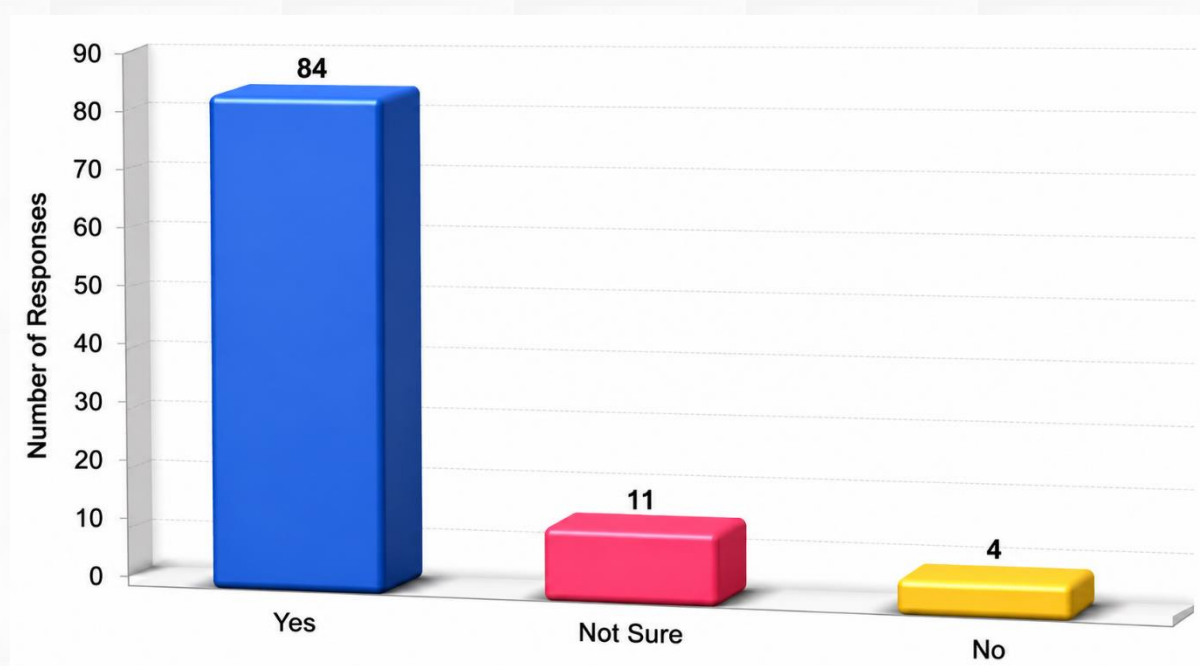
The Community/Traders Justice Hub emerged as one of the project's most valued interventions and was widely viewed by beneficiaries and stakeholders as an important mechanism for sustaining access to justice within the community. The Hub created a permanent and accessible entry point for individuals seeking assistance by providing legal information, referrals, mediation support, and guidance on SCC and E-Justice services,



Evaluation findings suggest that the Hub has strong potential for sustainability due to the trust it has built within the community and the practical services it provides. Beneficiaries consistently identified the Hub as a reliable source of information and support, particularly for individuals who may be unfamiliar with court processes or unsure where to seek assistance.

Survey findings reinforce the perceived sustainability of the Community Justice Hub. A substantial majority of respondents (84.4%) believed that the Justice Hub would continue serving the community beyond the project period.

**Table 4.15: Beneficiary Perceptions on the Continuation of the Community Justice Hub**



Focus group discussions revealed strong support for the continuation of the Hub. Participants noted that unlike awareness forums and legal aid clinics, which are periodic activities, the Hub provides ongoing support and can respond to justice needs as they arise.

One beneficiary explained:

***“The Hub has become a place where people know they can go when they need help. Even after the project ends, the community will still need a place where they can get information, referrals, and guidance.”***

- FGD Participant, Traders and SCC Users

The Community Justice Hub Manager similarly emphasized that the Hub had become an important link between communities and justice institutions. According to the respondent, many community members continue to seek information on legal rights, dispute resolution, court procedures, and available justice services.

A key informant noted:

***“The demand for services has remained consistent because people continue to experience disputes and legal challenges. The Hub fills an important gap by providing information and helping people navigate available justice mechanisms.”***

- KII, Community Justice Hub Manager

Stakeholders also observed that the Hub's sustainability is strengthened by its community-based approach. Because it operates close to beneficiaries and addresses practical needs, it has established credibility and relevance among community members. This increases the likelihood that people will continue utilizing its services even after project support ends.

However, respondents identified several factors that could affect long-term sustainability. These include limited financial resources, staffing requirements, operational costs, and the need for continued technical support and coordination with justice institutions. Without a clear sustainability strategy and resource mobilization plan, there is a risk that service delivery could decline over time.

UNDP and Judiciary stakeholders emphasized the importance of strengthening institutional linkages between the Hub and existing justice sector actors. Closer collaboration with the Judiciary, Court Users Committee, legal aid providers, and community structures was viewed as critical for maintaining referral pathways and ensuring continued access to support services.

Despite these challenges, the overall assessment is positive. The Hub has established itself as a recognized community resource and continues to meet a clear need within the target communities. Its practical value, visibility, and strong community acceptance provide a solid foundation for continued operation.

## **Sustainability Finding 2**

The Community Justice Hub demonstrates strong potential for sustainability due to its relevance, community ownership, and established role as a trusted source of legal information and referral support. However, continued operation will depend on adequate resources, institutional partnerships, and ongoing coordination with justice sector actors.

### **4.6 Inclusion and Leave No One Behind**

This section assesses the extent to which the project reached and benefited vulnerable and underserved populations, particularly women, youth, traders, PWDs, and other groups that often face barriers in accessing justice services. The analysis examines both participation and the extent to which project interventions were accessible and responsive to the needs of different beneficiary groups.

#### **4.6.1 Reach and Participation of Vulnerable Groups**

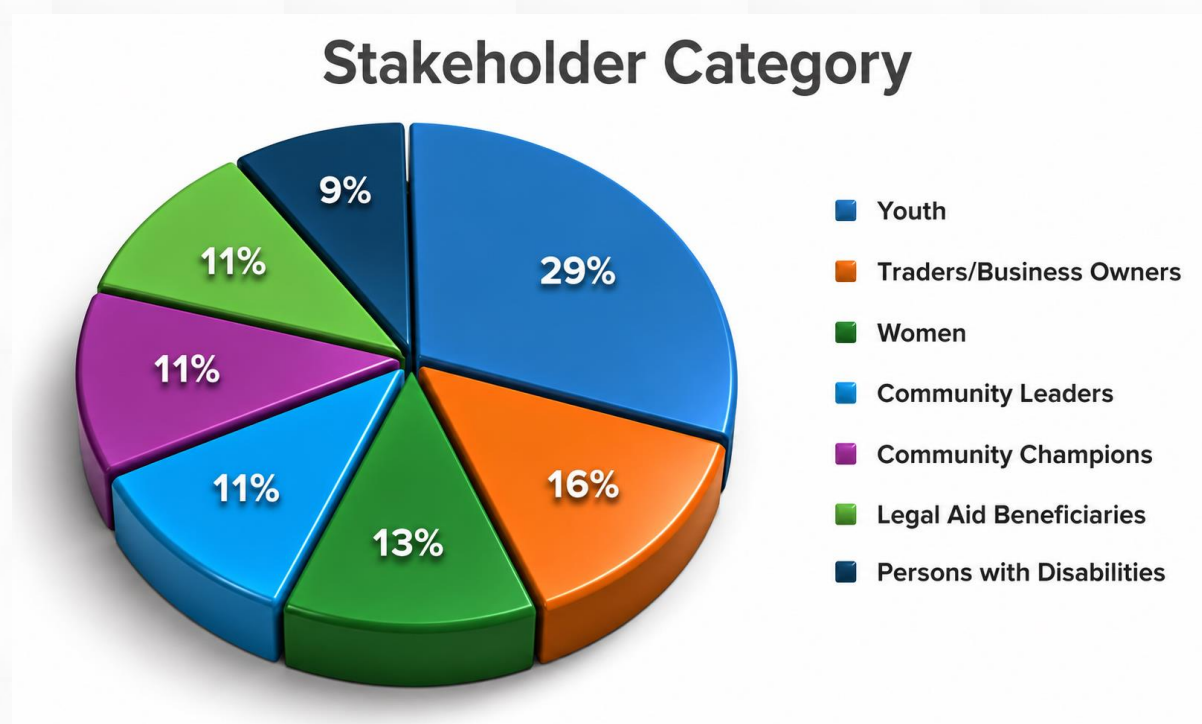
Evaluation findings indicate that the project successfully reached a diverse range of beneficiaries across Mombasa County. Survey respondents represented several target groups, including women, youth, traders, legal aid beneficiaries, community leaders, community champions, and persons with disabilities.



Women constituted 57.8% of survey respondents, while youth aged 18–35 years accounted for 60%. In addition, 15.6% of respondents identified as persons with disabilities. These findings demonstrate that the project was able to engage groups that often face barriers in accessing legal information and justice services.

The stakeholder composition of survey respondents further illustrates the project's broad reach. Youth represented the largest beneficiary category (28.9%), followed by traders and business owners (15.6%), women (13.3%), community leaders (11.1%), community champions (11.1%), legal aid beneficiaries (11.1%), and persons with disabilities (8.9%).

**Table 4.16: Representation of Target Beneficiary Groups**

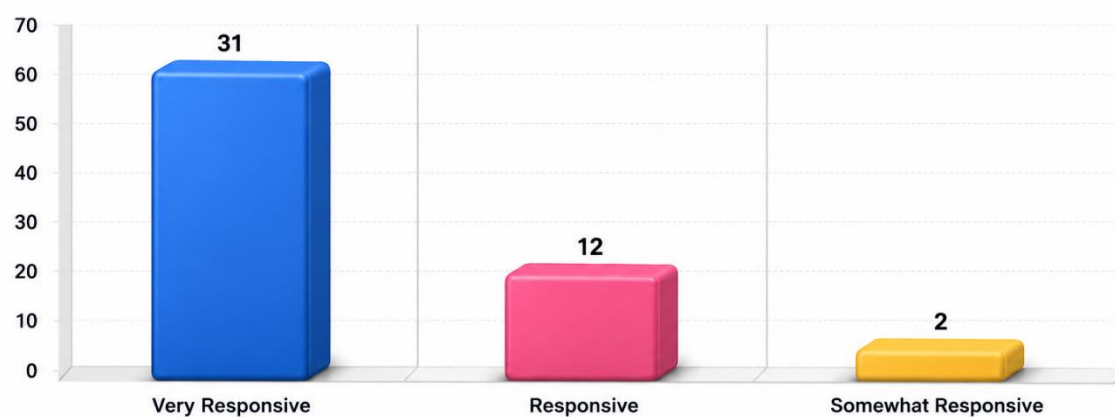


*Source: Beneficiary Validation Survey (N=45)*

Survey findings further indicate that the project was highly responsive to the needs of its target beneficiaries. Nearly seven in ten respondents (68.9%) rated the project as **very responsive**, while a further 26.7% considered it **responsive**. These findings suggest that project interventions were well aligned with the needs and priorities of women, youth, traders, persons with disabilities, and other community members. The results are consistent with qualitative evidence from FGDs and KIIs, where beneficiaries highlighted the relevance of legal aid services, awareness forums, Community Champions, and the Community Justice Hub in addressing their justice needs.

**Project responsive to target groups?**

TYPE: SELECT\_ONE. 45 out of 45 respondents answered this question. (0 were without data.)



| Value                                                     | Frequency | Percentage |
|-----------------------------------------------------------|-----------|------------|
| <span style="color: blue;">■</span> Very Responsive       | 31        | 68.89%     |
| <span style="color: magenta;">■</span> Responsive         | 12        | 26.67%     |
| <span style="color: yellow;">■</span> Somewhat Responsive | 2         | 4.44%      |

Focus group discussions confirmed that the project deliberately targeted underserved groups through community dialogues, legal aid clinics, SCC awareness forums, E-Justice sensitization sessions, and Community Champion outreach activities. Participants noted that delivering activities within communities increased participation and reduced barriers associated with cost, transport, and access to information.

One participant observed:

***“The project came to where people are. Many women, youth, and traders who would never have attended a legal training or gone to court had an opportunity to learn about their rights and available services.”***

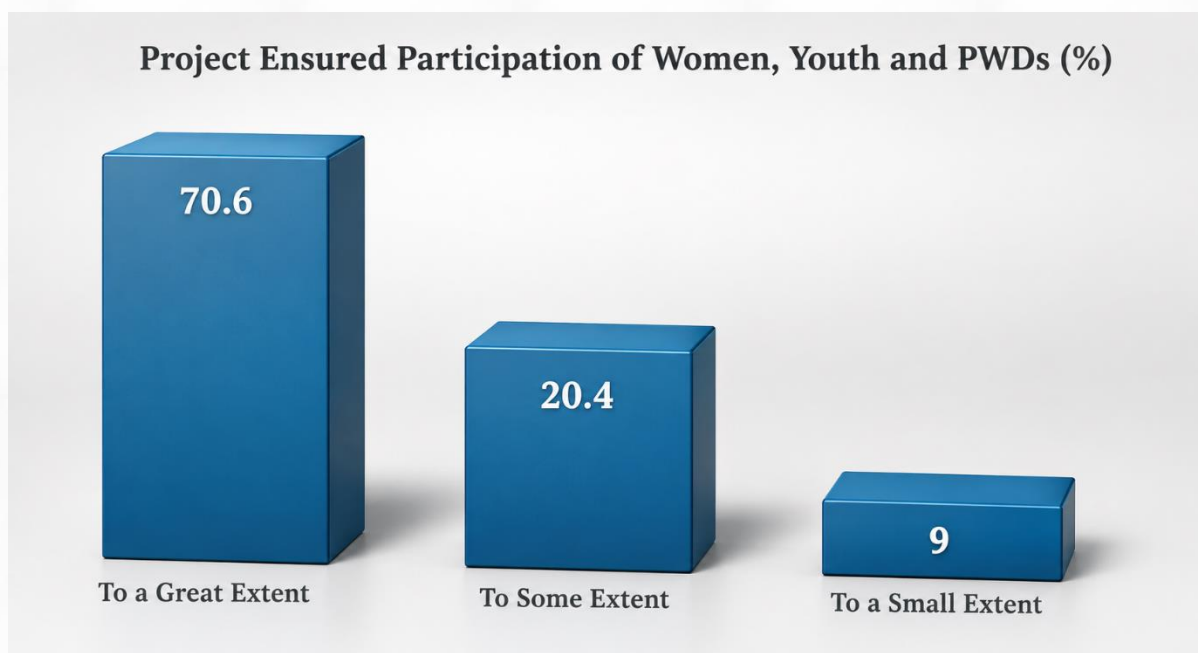
- FGD Participant, Women Beneficiaries

The evaluation therefore finds that the project was successful in reaching its intended target groups and extending access-to-justice information beyond traditional justice sector audiences.

#### **4.6.2 Inclusiveness and Accessibility of Project Interventions**

Survey findings indicate that beneficiaries viewed the project as both inclusive and accessible. When asked whether the project ensured participation of women, youth, and persons with disabilities, 70.6% of respondents reported that it did so to a great extent, while a further 20.4% indicated that it did so to some extent. Only 9% felt that participation had been achieved to a small extent.

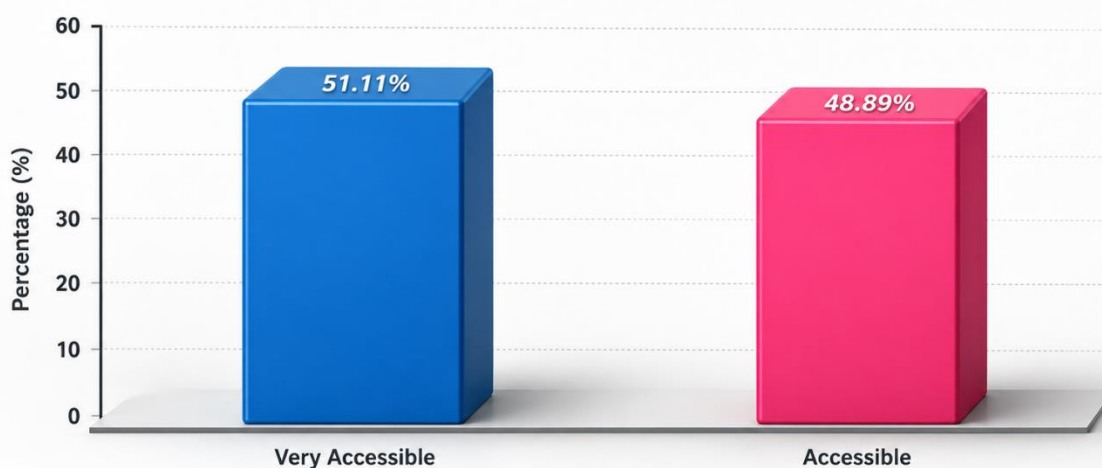
**Table 4.17: Extent to Which the Project Ensured Participation of Women, Youth and PWDs**



*Source: Beneficiary Validation Survey (N=45)*

The project also received strong ratings for accessibility. All survey respondents reported that project activities were accessible, with 51.1% rating them as very accessible and 48.9% rating them as accessible. No respondent reported difficulties accessing project activities.

**Table 4.18: Accessibility of Project Activities**



| Value           | Frequency | Percentage |
|-----------------|-----------|------------|
| Very Accessible | 23        | 51.11%     |
| Accessible      | 22        | 48.89%     |

*Source: Beneficiary Validation Survey (N=45)*

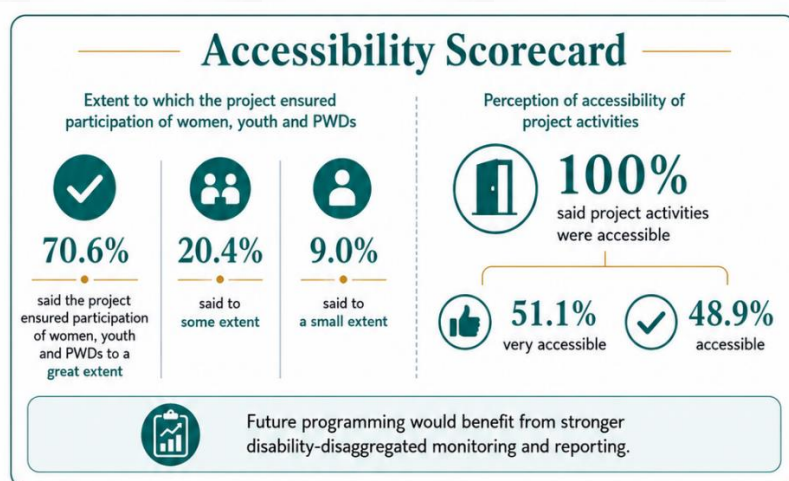
## Inclusion of Persons with Disabilities

The evaluation found that PWDs continue to face unique barriers in accessing justice services. Discussions during the youth focus group revealed that many PWDs experience challenges accessing timely information on available justice mechanisms, understanding court procedures, and identifying appropriate avenues for seeking legal assistance. These challenges are often compounded by social exclusion, limited access to information, and low awareness of available support services.

A participant with a disability explained:

***“Many times, persons with disabilities are left out because information does not reach us in the same way it reaches others. Before these activities, I did not know much about the Small Claims Court or where to seek help when faced with a dispute. The project helped me understand my rights and where I can go for assistance when I need support.”***

- FGD Participant, Youth Group (PWD Representative)



Evaluation findings suggest that the project's community-based approach helped reduce some of these barriers by bringing information closer to communities through dialogue forums, awareness sessions, Community Champions, and legal aid activities. By conducting sensitization activities within community settings and

using existing local structures, the project increased opportunities for persons with disabilities to access information on legal rights, available justice services, and referral pathways.

### 4.6.3 Inclusion Outcomes

The evaluation found that inclusion was reflected not only in participation but also in the outcomes experienced by beneficiaries. Women reported increased awareness of legal rights and greater confidence in seeking assistance when faced with disputes. Youth participants highlighted improved understanding of SCC and E-Justice services, while traders emphasized the practical value of legal information and dispute resolution support in addressing business-related challenges.

Survey findings demonstrate positive outcomes among beneficiaries. All respondents (100%) reported knowing where to seek legal assistance following project participation, while 75.6% indicated that their understanding of legal rights had improved to a great extent. Similarly, 66.7% reported significant improvement in their understanding of justice services, and 62.2% reported being very confident in seeking justice when faced with a dispute. These findings suggest that the project generated meaningful benefits across different beneficiary groups.

The project also contributed to improved access to information among persons with disabilities. During focus group discussions, a participant with a disability noted that one of the greatest barriers to justice had been lack of information on available services and uncertainty about where

to seek help when disputes arose. Through project activities, they gained a better understanding of available justice mechanisms and referral pathways.

One participant shared:

***“As a person with a disability, many times you feel left out because information does not always reach you. Through these forums, I learned about the Small Claims Court, where to seek legal help, and the options available when you have a dispute. That knowledge has given me confidence because I now know where to go when I need assistance.”***

- FGD Participant, Youth Group (PWD Representative)

Similar sentiments were expressed by women and youth participants, who reported that project activities helped simplify legal information and make justice services easier to understand and access.

A woman beneficiary explained:

***“Many people knew very little about their rights before these activities. The project helped us understand that justice services are available and that we can seek support when we face challenges.”***

- FGD Participant, Women Beneficiaries



**Legal officer answering to key concerns and matters arising during community legal aid forum in Likoni, Dimbwini Ward.**

### **Inclusion Finding**

The evaluation finds that the project demonstrated a strong commitment to the Leave No One Behind principle. The intervention successfully reached women, youth, traders, legal aid beneficiaries, community leaders, and persons with disabilities through accessible, community-based approaches. Survey and qualitative evidence indicate that beneficiaries perceived the project as inclusive, accessible, and responsive to their needs. The project contributed to increased legal

awareness, confidence, and access to justice among vulnerable populations, although future programming would benefit from stronger disability-disaggregated monitoring and reporting.



**Program Assistant Officer Explaining How E-justice works in small claims court in Changamwe.**

## 5.0 CONCLUSIONS

### 5.1 Overall Conclusion

The evaluation concludes that the SCC and E-Justice Project made a significant contribution to improving access to justice in Mombasa County. Implemented over four funding cycles, the project addressed critical barriers that limited access to justice among women, youth, traders, persons with disabilities, and other vulnerable groups. Through a combination of awareness creation, legal aid support, community engagement, stakeholder collaboration, digital justice promotion, and referral services, the project strengthened legal empowerment and increased utilization of available justice mechanisms.

Evidence from beneficiary surveys, focus group discussions, key informant interviews, project reports, and case studies demonstrates that the project achieved most of its intended objectives. Beneficiaries reported improved awareness of legal rights, greater understanding of SCC and E-Justice services, increased confidence in seeking justice, and stronger engagement with justice institutions. The project also contributed to greater utilization of formal and informal justice mechanisms, resulting in practical benefits for individuals seeking resolution of disputes.

The intervention was particularly successful in bringing justice services closer to communities through locally accessible approaches such as Community Champions, legal aid clinics, community dialogue forums, media engagement, and the Community Justice Hub. These interventions helped bridge the gap between communities and justice institutions and contributed to increased public trust in available justice services.

The evaluation further finds that the project demonstrated a strong commitment to inclusion by deliberately targeting women, youth, traders, and persons with disabilities. The use of community-based approaches helped reduce informational and accessibility barriers and enabled vulnerable groups to participate meaningfully in project activities.

While significant progress was achieved, sustaining project gains will require continued investment in community-based justice structures, strengthened institutional partnerships, ongoing public awareness efforts, and resource mobilization to support interventions such as the Community Justice Hub and Community Champion network.

### 5.2 Conclusions by Evaluation Criterion

#### Relevance

The project was highly relevant to the needs of target beneficiaries and responded directly to barriers affecting access to justice in Mombasa County. The intervention addressed gaps in legal awareness, knowledge of SCC services, understanding of E-Justice platforms, and access to affordable dispute resolution mechanisms. The project was also well aligned with Judiciary reforms, SCC priorities, and UNDP's broader governance and access-to-justice agenda.

#### Effectiveness

The project was effective in achieving its intended objectives. Evaluation evidence demonstrates substantial improvements in awareness and understanding of SCC and E-Justice services, increased legal literacy, stronger stakeholder collaboration, and improved access to legal support and referral services. The Community Justice Hub and Community Champion model emerged as particularly effective mechanisms for extending outreach and supporting justice seekers at community level.



## Efficiency

The project demonstrated a high level of efficiency in implementation. By leveraging existing community structures, strategic partnerships with the Judiciary and CUCs, and community-based mechanisms such as the Justice Hub and Community Champions, the project maximized outreach and results while minimizing implementation costs. The adaptive design and complementary interventions enhanced value for money and contributed to timely delivery of project outcomes.

## Impact

The project generated meaningful and observable impacts for beneficiaries. Increased awareness translated into greater confidence in seeking justice, increased use of SCC and E-Justice services, stronger engagement with justice institutions, and improved dispute resolution outcomes. The project also generated economic and social benefits by helping beneficiaries address disputes, recover losses, access remedies, and pursue justice through both formal and alternative dispute resolution mechanisms.

## Sustainability

The evaluation finds that many project outcomes are likely to continue beyond the funding period. Beneficiaries retained knowledge and skills acquired through project activities, while Community Champions, the Community Justice Hub, and strengthened stakeholder partnerships provide a foundation for continued access-to-justice efforts. However, the long-term sustainability of some interventions will depend on continued institutional support, coordination, and resource mobilization.

## Inclusion and Leave No One Behind

The project demonstrated a strong commitment to reaching vulnerable and underserved populations. Women, youth, traders, legal aid beneficiaries, community leaders, and persons with disabilities participated in project activities and reported positive outcomes relating to awareness, confidence, and access to justice. The project's community-based approach contributed significantly to its ability to reach groups that often face barriers in accessing formal justice services.

### 5.3 Overall Evaluation Assessment

Overall, the SCC and E-Justice Project is assessed as a successful, relevant, and impactful intervention that contributed meaningfully to improving access to justice in Mombasa County.

*Summary of key findings from the beneficiary validation survey, FGDs, KIs, and project records.*



The project addressed genuine community needs, achieved substantial results, strengthened relationships between communities and justice institutions, and established community-based mechanisms with strong potential for sustainability.

The project provides valuable lessons for future access-to-justice programming, particularly on the importance of combining legal empowerment, community engagement, digital innovation, stakeholder collaboration, and community-based support structures to increase utilization of justice services and strengthen citizen confidence in justice institutions.

The evaluation rates the project as **Highly Satisfactory overall**, reflecting strong performance across relevance, effectiveness, efficiency, impact, inclusion, and sustainability. The project successfully combined community engagement, institutional partnerships, legal empowerment, and digital justice promotion to deliver meaningful and lasting access-to-justice outcomes.



Community members participating in a forum on the processes of small claims court in Mwandoni, Kadiria.

## 6.0 LESSONS LEARNED

### **Lesson 1: Community-based approaches increase access to justice**

One of the strongest lessons from the project is that justice services become more accessible when information and support are brought closer to communities. Community dialogues, legal aid clinics, Community Champions, and the Community Justice Hub reduced barriers associated with distance, cost, and lack of information. Beneficiaries consistently reported that they were more likely to engage with justice services when support was available within their communities.

### **Lesson 2: Awareness alone is not enough-practical support is essential**

While awareness creation increased knowledge of SCC and E-Justice services, beneficiaries often required additional support to translate awareness into action. Legal aid services, referrals, mediation support, and guidance on filing procedures played a critical role in helping beneficiaries navigate justice processes. The evaluation found that awareness activities were most effective when combined with practical assistance.

### **Lesson 3: Community champions are effective multipliers of justice information**

The Community Champion model proved effective in extending the reach of project interventions. Community Champions served as trusted local resource persons who provided information, referrals, and guidance to community members. Their familiarity with local contexts enabled them to reach individuals who might not otherwise engage with formal justice institutions.

### **Lesson 4: Alternative Dispute Resolution complements formal justice mechanisms**

The evaluation demonstrated that mediation and Alternative Dispute Resolution (ADR) can provide effective and timely solutions for many community disputes. At the same time, the project showed the importance of having clear referral pathways to the Small Claims Court when mediation efforts do not result in resolution. The combination of ADR and formal justice mechanisms strengthened access to justice options available to beneficiaries.

### **Lesson 5: Partnerships strengthen access-to-justice outcomes**

Collaboration between Sisters for Justice, the Judiciary, UNDP, Court Users Committees, Community Champions, and other stakeholders contributed significantly to project success. These partnerships enhanced outreach, strengthened referral systems, improved coordination, and increased community confidence in justice services. Access-to-justice interventions are more effective when implemented through collaborative and multi-stakeholder approaches.

### **Lesson 6: Digital justice requires continued awareness and user support**

The project contributed to increased awareness and utilization of E-Justice services. However, the evaluation found that many beneficiaries initially faced challenges related to digital literacy and limited understanding of available digital platforms. Continued public awareness, user education, and practical support are necessary to maximize the benefits of digital justice innovations.

### **Lesson 7: Community ownership is critical for sustainability**

The evaluation found that sustainability is strongest where communities perceive project interventions as relevant and valuable. The positive perception of the Community Justice Hub and Community Champion network demonstrates the importance of investing in local ownership and community-driven approaches. When beneficiaries understand, use, and value justice services, they are more likely to sustain project gains beyond the funding period.



## 7.0 RECOMMENDATIONS

The recommendations below are based on evaluation findings and are intended to strengthen future access-to-justice programming, enhance sustainability of project gains, and improve access to SCC and E-Justice services among vulnerable populations.



Community members showed willingness to adopt proper documentation practices on Judiciary mobile app.



## Recommendations Matrix

| No. | Recommendation                                                                                                                                                        | Linked Finding                                                                                                                   | Priority | Responsible Actor                                                |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------|------------------------------------------------------------------|
| R1  | Strengthen and expand the Community Champion network through refresher training, mentorship, and expansion to underserved areas.                                      | Community Champions emerged as one of the most effective mechanisms for awareness creation, referrals, and community engagement. | High     | Sisters for Justice                                              |
| R2  | Develop and implement a sustainability strategy for the Community /Traders Justice Hub, including resource mobilization and partnership arrangements.                 | Beneficiaries and stakeholders identified the Hub as a highly valued and sustainable access-to-justice mechanism.                | High     | Sisters for Justice                                              |
| R3  | Strengthen monitoring systems and collect more disaggregated data on outcomes for women, youth, traders, and persons with disabilities.                               | Improved data collection will strengthen evidence generation and future programme learning.                                      | Medium   | Sisters for Justice                                              |
| R4  | Support longer-term access-to-justice programming beyond short project cycles.                                                                                        | Sustained engagement is necessary to consolidate behavioural change and increase utilization of justice services.                | High     | Development Partners                                             |
| R5  | Scale up successful community-based justice models such as Community Champions, legal aid clinics, and Community Justice Hubs to other counties.                      | The evaluation found these interventions highly effective in increasing awareness and access to justice.                         | High     | Development Partners                                             |
| R6  | Continue supporting digital justice literacy and public awareness on E-Justice platforms.                                                                             | Although awareness improved, some beneficiaries still face challenges navigating digital justice services.                       | Medium   | Development Partners                                             |
| R7  | Strengthen public awareness campaigns on SCC and E-Justice services, particularly among underserved groups.                                                           | Lack of awareness remains one of the primary barriers to access to justice.                                                      | High     | Judiciary                                                        |
| R8  | Strengthen collaboration with Community Champions, legal aid providers, Court Users Committees, and Community Justice Hubs.                                           | Strong referral pathways improve access to justice and strengthen community trust in justice institutions.                       | High     | Judiciary                                                        |
| R9  | Enhance user support mechanisms for E-Justice services through help desks, simplified guides, and community outreach.                                                 | Additional support is needed to improve user experience and uptake of digital justice services.                                  | Medium   | Judiciary                                                        |
| R10 | Strengthen inclusion strategies targeting persons with disabilities through accessible communication, targeted outreach, and disability-sensitive monitoring systems. | While PWDs participated in project activities, stronger measures are required to ensure equitable access and outcome tracking.   | High     | Future Programmes / Development Partners / Implementing Partners |
| R11 | Expand the use of Alternative Dispute Resolution (ADR) alongside formal court mechanisms.                                                                             | ADR proved effective in resolving disputes quickly while preserving relationships and reducing costs.                            | Medium   | Judiciary / Implementing Partners                                |
| R12 | Integrate access -to-justice interventions with economic empowerment initiatives targeting traders, women entrepreneurs, and youth.                                   | Many disputes reported by beneficiaries were linked to business transactions, debts, and livelihoods.                            | Medium   | Development Partners / Implementing Partners                     |



A group photo during community champions training on promoting access to justice and increasing public awareness of the small claims court.

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