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REFERRAL MAP GUIDE

This practical resource helps clubs, coaches and sport organisations identify, organise and strengthen their links with the wider local support network around migrants and refugees. It combines a stakeholder mapping template with short referral guidance so that sport organisations can respond more effectively to barriers and build stronger inclusion pathways through sport.

1. WHAT IS THIS TOOL?

The Partnership and Referral Map is designed to support clubs and coaches in understanding who they can work with locally, what type of support those actors can provide, and when it may be appropriate to signpost or refer a participant for additional support.

2. WHY DOES THIS TOOL MATTER?

Inclusive sport works best when clubs are not working in isolation. Migrants and refugees may face barriers such as limited information, language difficulties, transport or cost issues, low confidence, social isolation, family-related participation barriers, or wellbeing concerns. Some of these barriers can be addressed directly by the club, while others require support from organisations and services with different expertise.

- It helps clubs identify relevant local partners.
- It supports more realistic and coordinated inclusion practice.
- It improves the chances of access, retention and follow-up.
- It encourages a partnership-based approach rather than a club-only approach.

3. HOW TO USE THIS TOOL

- Map the organisations and services available in your local area.
- Decide which contacts are most relevant for your club or programme.
- Record what support each organisation offers and when it may be useful.
- Share the completed map with relevant coaches, staff or volunteers.
- Review and update the map regularly.

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4. SUGGESTED CATEGORIES TO INCLUDE

- Migrant and refugee support organisations
- Schools and youth services
- Local authorities and municipalities
- Language and communication support services
- Family, women's and community support organisations
- Social, wellbeing and safeguarding services
- Other sport and inclusion actors

5. WHAT IS A REFERRAL?

A referral means guiding a participant towards another person, organisation or service that can provide support which the sport organisation itself is not in a position to offer. A referral is not about passing on a problem. It is about helping the participant access the right support while staying connected to sport in a positive, respectful and practical way.

6. WHEN MIGHT A REFERRAL BE NEEDED?

- When a participant needs help with language or communication
- When cost or transport barriers are affecting participation
- When family or community-related barriers are limiting engagement
- When a participant seems isolated or unsure about local opportunities
- When there is a wellbeing or safeguarding concern
- When the participant needs broader support beyond what the club can provide

7. GOOD REFERRAL PRACTICE

- Speak respectfully and privately.
- Explain clearly why another service may be helpful.
- Avoid assumptions about a participant's background or needs.
- Ask for consent where appropriate.
- Provide clear contact details or make a warm introduction where possible.
- Follow internal safeguarding procedures if the issue is sensitive or urgent.
- Keep the participant's dignity and trust at the centre of the process.

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8. QUICK REFERENCE: WHO CAN HELP WITH WHAT?

Need / Barrier	Possible support actor
Limited information about local opportunities	Migrant support NGO / community centre
Language barrier	Language support service / interpreter / bilingual volunteer
Cost of participation	Local inclusion scheme / municipality / support programme
Transport difficulty	Municipality / community support group / local initiative
Family engagement difficulty	School / family support service / community group
Low confidence or isolation	Youth worker / mentor / community organisation
Wellbeing or safeguarding concern	Wellbeing service / designated safeguarding lead / support service
Wider integration support	Local NGO / municipality / migrant support network

9. FINAL MESSAGE

Sport can be an important gateway to inclusion, but real inclusion often depends on more than what happens on the court, pitch or field. The stronger the links between sport organisations and the wider community, the easier it becomes to support participation, remove barriers and create a more sustainable sense of belonging.

A strong partnership and referral map helps turn access into support, and participation into inclusion.

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MAPPING TEMPLATE

Use this template to identify and organise the local organisations, services and community actors your club or organisation can cooperate with in order to support migrants and refugees more effectively through sport.

SUGGESTED CATEGORIES TO INCLUDE

- Migrant and refugee support organisations
- Schools and youth services
- Local authorities and municipalities
- Language and communication support services
- Family, women's and community support organisations
- Social, wellbeing and safeguarding services
- Community centres and volunteer networks
- Other sport and inclusion actors

QUICK CHECKLIST

- Do we know who our key local partners are?
- Do we have updated contact details?
- Do staff know when a referral may be useful?
- Is the completed map shared and easy to access?



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Org./ Service	Type of org.	Contact person	What support do they offer?	Who do they support?	When should we contact them?	Current relationship	Next step

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SAMPLE COMPLETED VERSION

This sample is provided to show how the Partnership and Referral Map can be completed in practice. The entries below are illustrative and should be adapted to the real local contacts, services and partnerships available in each club, municipality or community context.

HOW TO USE THE SAMPLE

- Replace the sample entries with your own local organisations and contacts.
- Keep the map realistic and relevant to your own sport setting.
- Update the relationship status over time as cooperation develops.
- Share the completed map with relevant staff, coaches and volunteers.

REMINDER

The purpose of the map is not to make clubs responsible for every barrier. Its purpose is to help clubs understand who they can work with, when support beyond sport may be needed, and how stronger local cooperation can improve inclusion outcomes.



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Org./ Service	Type of org.	Contact person	What support do they offer?	Who do they support?	When should we contact them?	Current relationship	Next step
Bushy Park Tennis & Padel Club Camps	Sport / community programme	Club coordinator	Inclusive camps, family links, newcomer support	Children, young people, families	When introducing new participants or planning mixed community activities	Active	Continue coordination and share referral contacts
Local Sports Partnership	Public / local authority	Sports Development Officer	Community sport access, local initiatives, possible inclusion support	Local community groups and clubs	When seeking outreach support, funding information or community links	Informal	Arrange follow-up meeting
Migrant Support Centre	NGO	Community Support Worker	Orientation, language support, family guidance	Newcomers and migrant families	When a participant needs wider local support or information	Informal	Exchange contact details and referral process
Adult Education / Language Service	Education service	Programme contact	English language support and local learning opportunities	Adults and newcomers	When language is a barrier to participation or confidence	None	Identify relevant local contact
School / Youth Service	Education / youth	Youth worker or school contact	Young participant engagement, family communication, support pathways	Young people and families	When working with school-age participants or engagement issues	Informal	Build direct contact
Family Support / Wellbeing Service	Social support	Family support worker	Family guidance, wellbeing support, signposting	Families and vulnerable participants	When there are wider family or wellbeing concerns	None	Map correct service and referral process