



Burnley FC Independent Supporters Association

NOVEMBER NEWSLETTER

Dear xxx,

Firstly, a huge thank you for your response to the previous newsletter.

As we always say, this should be a two-way conversation as the ISA is only as strong as the voices of its members. Your replies to October's email have helped us gather a range of issues, stay informed, and identify trends. This also strengthens our voice when representing you to the club. A reminder that the newsletter goes out on the first Friday of every month and follows the four priorities you told us matter most in our members' survey:

- **Ticketing**
- **Supporter Representation & Communication**
- **Ground Facilities & Issues**
- **Heritage & Branding**

Please feel free to reply directly to this email with your thoughts, experiences, or issues as your input directly shapes our work.

In Brief - This month (Nov)

Following supporter feedback, **away team player coaches have been moved** to ease congestion which we have pushed for since the start of the season. We're launching a **short ticketing survey** to capture members' experiences. Planning is also under way for **our first AGM**, and we continue to track developments on **heritage and branding issues**.

In Brief - Last month (Oct)

Last month we challenged the club on **ticketing in the Cricket Field Stand**, attended a Premier League **session on VAR**, and raised supporter concerns about **congestion and access at Turf Moor**. The club responded, though many frustrations remain. We also welcomed Sue Graham to the interim steering group, our **first female representative**.

Ticketing

We've continued to receive reports from members and supporters about a wide range of ticketing issues, from digital access problems to away allocations and matchday entry delays. We are aware that some of these issues may be linked to the Premier League's recent requirement that all tickets be digital by default from next season, agreed last year (read the Premier League update [here](#)), with the club recently stating that some changes this year have been to 'get ahead' of the new rule. However, this is not the only reason for problems with ticketing. Therefore, to build a clearer picture, we'll shortly be launching a **BFCISA Survey focused on ticketing** to capture members' experiences and identify patterns. Whether your experience has been positive or negative, we encourage all members to take part. The results will help us present a fuller view of what's happening at the club.



Supporter Representation & Communication

Since launching BFCISA in May, we're delighted with how many members have joined.

The small group who initially set up the association are currently serving as an interim Steering Group until our first Annual General Meeting (AGM) can be held. As outlined at our launch and in line with our values of being representative, transparent, and democratic, the **first elected committee will be formed** at the AGM.

The AGM will be held in the new year and any member may put themselves forward for this. We'll soon send full details on the roles available and how to nominate yourself. We strongly **encourage all members to consider standing**. This is your organisation, and every perspective strengthens it.

Ground Facilities & Issues

In last month's newsletter, we outlined our discussions with the club regarding the new **access and exit arrangements** on matchdays. The club explained that these arrangements were approved by the relevant authorities and confirmed there were no immediate plans to change them. However, supporters have continued to report congestion when leaving the ground, difficulties for elderly and disabled fans, and ongoing frustration about the location of away team player coaches immediately outside the home stands. We raised the specific issue around the parking of away team player coaches increasing congestion issues with the club and one of our Steering Group members also raised the question directly with Chairman Alan Pace at the annual Fans' Forum. Following this, we were pleased to note that after the Arsenal fixture, **the coaches were moved** up to the fence, easing congestion for supporters leaving the ground. This is a clear example of members' feedback leading to positive change, and we thank the club for responding to those concerns. While the club maintains their position that all safety approvals are in place, we believe that if supporters perceive this remains a safety issue then that is reason enough for us to continue to represent you on this and **push for further measures** to ease the congestion. *In this case in particular, your feedback is vital to ensure we are gathering information and evidence of your experience. Please reply to this email with any information you can provide.*

Heritage & Branding

There's been increasing discussion on an issue close to a lot of supporter's hearts - a potential change to the **club badge**. At the recent Fans' Forum, Alan Pace was asked directly about this, including the introduction of the stylised "B" now appearing around the ground and on merchandise. Although the response was non-committal, the club in their [Fan Engagement Plan](#) describe that any consultation on, what they describe as, "heritage assets" would be initiated through a "Fan Advisory Board Survey of Season Ticket Holders". We learned from our July survey that members care deeply about protecting the club's history and identity. We also note that heritage is a key area under the new Independent Football Regulator (IFR), who we met in September to discuss how supporter voices will shape decisions in football. We'll continue to follow this closely and ensure members are kept informed.

If you have friends, family, colleagues or fellow Clarets that may be interested, continue to spread the word and get them to **sign up** through the following link - <https://www.burnleyfcisa.com/join-bfc-isa/>. As always, BFCISA is volunteer-led and open to anyone who'd like to help. If you're interested in joining the steering group or lending your skills in another way, please get in touch, especially if you can help us broaden the perspectives we represent. Up the Clarets,

Burnley FC Independent Supporters Association (BFCISA)

Membership no: xxx

Membership portal: <https://membermojo.co.uk/burnleyfcisa>

Website: <https://www.burnleyfcisa.com/>

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