



Burnley FC Independent Supporters Association

OCTOBER 2025 NEWSLETTER

Dear xxx

We hope you're well and settling into life back in the Premier League. While the team has been battling the frustrations of VAR on the pitch, we've been busy gathering feedback from members and supporters and putting your questions and concerns directly to the club.

From now on, we'll be sending a round-up on the first Friday of each month. These updates will summarise our work on the four priorities you told us matter most in our members survey back in July:

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

This is a two-way conversation and the ISA is only as strong as the voices of its members. We'd encourage you to reply to this email with your thoughts, experiences, or issues as your input directly shapes our work.

In Brief

*This 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 has responded, though many frustrations remain. We've also welcomed Sue Graham to the interim steering group, our **first female representative**.*

TICKETING

After hearing concerns from members, we wrote to the club about how season ticket holders in the Cricket Field (Barnfield Construction) Stand are being treated. We asked for clarification on three main points. The club chose to take these questions to the Fan Advisory Board (FAB) meeting and has since responded.

They told us:

- **Lack of physical tickets:** The club says it is "getting ahead" of the Premier League requirement for 70% of all tickets to be digital from the 26/27 season. Physical tickets can still be issued "if absolutely required", and support is available online and at the turnstiles.
- **No access to ticket exchange system:** This will not be offered in the Cricket Field Stand because of apparent safety and segregation concerns linked to its proximity to away supporters.
- **U16 Season Tickets unavailable in CFS:** These remain available elsewhere in the ground, but the club believes the Cricket Field Stand is "less suited" to younger fans.

We are proud to be representing our members with the club on these issues so soon since our launch. We know not all supporters will find these answers satisfactory though so we will continue to raise your concerns directly and keep pressing for clear explanations.

SUPPORTER REPRESENTATION AND COMMUNICATION

On 22nd September, representatives from BFCISA attended a Premier League (PL) and Professional Game Match Officials (PGMO) information session on VAR at the Turf.

VAR technicians, media staff, and PGMO's Chris Foy were there to demonstrate and test the technology and review clips, including Foster's disallowed goal and Amad's penalty at Old Trafford.

Key points included:

- Turf Moor has 40 VAR cameras, in line with all Premier League grounds.
- VAR uses 200 frames per second to determine offside, but decisions often rest on just three frames.
- Fully automated offside is being trialled in Italy and may eventually replace assistant referees, though both the Premier League and PGMO remain cautious.

Supporters in attendance voiced strong distrust of VAR, highlighting its impact on the matchday experience and a sense that smaller clubs are disadvantaged. While the PL acknowledged concerns, they also pointed to FIFA's push for more technology-led football.

The event was informative, but it reinforced widespread frustration with VAR's role in the modern game.

GROUND FACILITIES AND ISSUES

We also contacted the club about problems supporters are facing with the new access and exit arrangements at Turf Moor. Fans have raised concerns about congestion at the North and Jimmy McIlroy Stands, difficulties for elderly and disabled supporters, traffic management on Belvedere Road, reports of stewards limiting access to the Cricket Club, and ongoing ticketing issues at turnstiles.

The club's reply explained that these arrangements were agreed with the Safety Advisory Group, the Sports Grounds Safety Authority (SGSA), the police and the council, and that an SGSA representative observed the Liverpool game and found no safety concerns. They also confirmed:

- Visiting supporters coaches are positioned on Belvedere Road as part of the agreed plan with no plans to change.
- Stewards have no authority to stop fans entering the Cricket Club, and, despite reports from fans, the club says it has not done so.
- Temporary vehicle restrictions are in place on parts of Belvedere Road, though pedestrian access should remain open "where possible."
- Early ticketing issues are said to have been resolved, with ongoing support available at turnstiles and the Ticket Office.

We also raised the issue of away team coaches positioned directly outside home stands causing further issues for fans exiting the match and will continue to seek a resolution.

While the club emphasises safety approval, we know many supporters continue to feel frustrated by congestion and delays as well as continuing issues with ticketing. We will keep monitoring this and ensure your experiences are fed back.

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.

Addition to the Interim Steering Group

We're delighted to welcome Sue Graham to the interim steering group. Sue has already brought valuable insight across a range of issues and becomes our first female representative which is an important step as we work to reflect the full diversity of our fanbase. We hope Sue's involvement encourages more women, and supporters from all backgrounds, to feel confident sharing their views and experiences. Sue, alongside the rest of the group, is committed to championing these voices.

We are excited by the quick growth of BFCISA since the launch just over 4 months ago but our voice is only as strong as our membership.

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)