



British Airways Pilot Assistance Network

Captain Dave Fielding, British Airways & BALPA

*ANAC Workshop, Lisbon
May 15th, 2019*





Brief history – how we got here

- 2003 – *annus horribilis*
- 2003-2010 – initial development of BALPA Intervention Programme
- Oct 2010 – *hebdomada horribilis*
- 2010- Feb 2015 – final development of BALPA Welfare Programme
- March 2015 – Germanwings. Dialogue opened with BA
- Dec-Jan 2015/16 – Terms of Reference agreed between BALPA & BA
- 2016 – recruitment, training and logistics
- 2017 – ‘soft’ launch of PAN (Jan), ‘hard’ launch (June)



- BA the first to implement post-Germanwings
- Most major UK carriers have followed suit with the same programme
- Over 75% of UK pilots now have access to a PPSP
- UK well ahead of the game



PILOT ASSISTANCE NETWORK

Key Elements of the BA PAN Programme

SAFE ZONE

Peers

Co-operation

**(Aviation) Psychologist
/ MHP**

**Pilots/
Family**

Monitoring Group

Pathways to Help

Website

Programme Lead

Co-ordinator

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The Basic Process...

(is pretty straightforward!)



INPUT



**Core Support Process
(Peers)**



OUTPUT

=

- self-referral
- family or friends raising concerns
- colleagues raising concerns

=

- gathering of information
- clarification and definition of the problem
- helping the pilot come to a solution or solutions

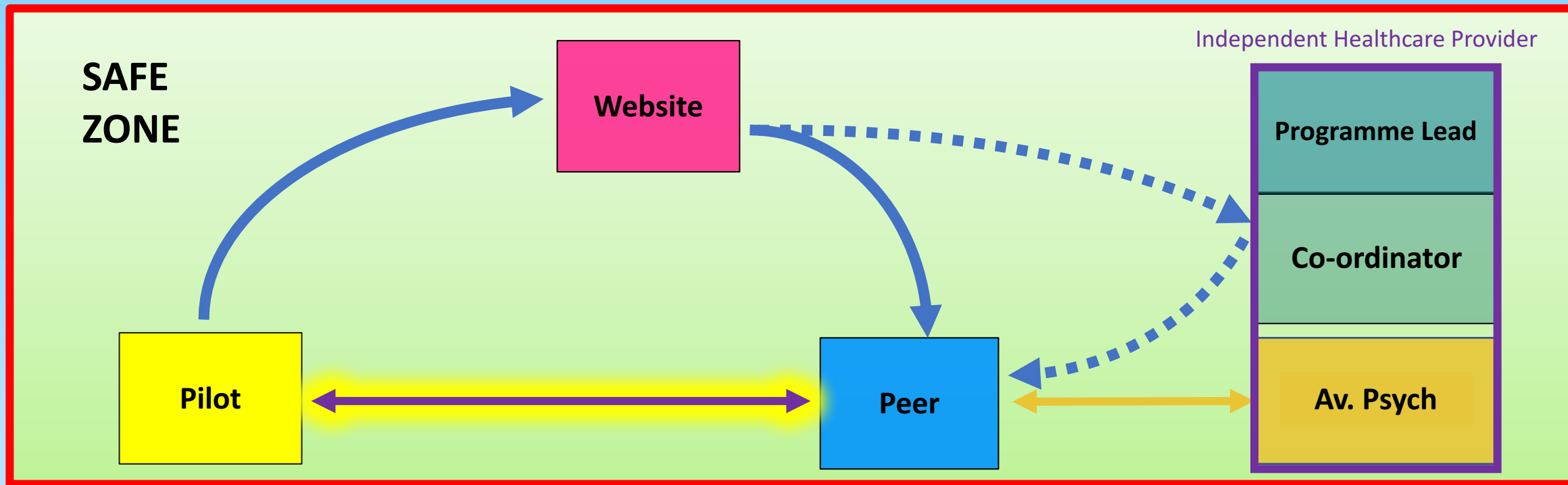
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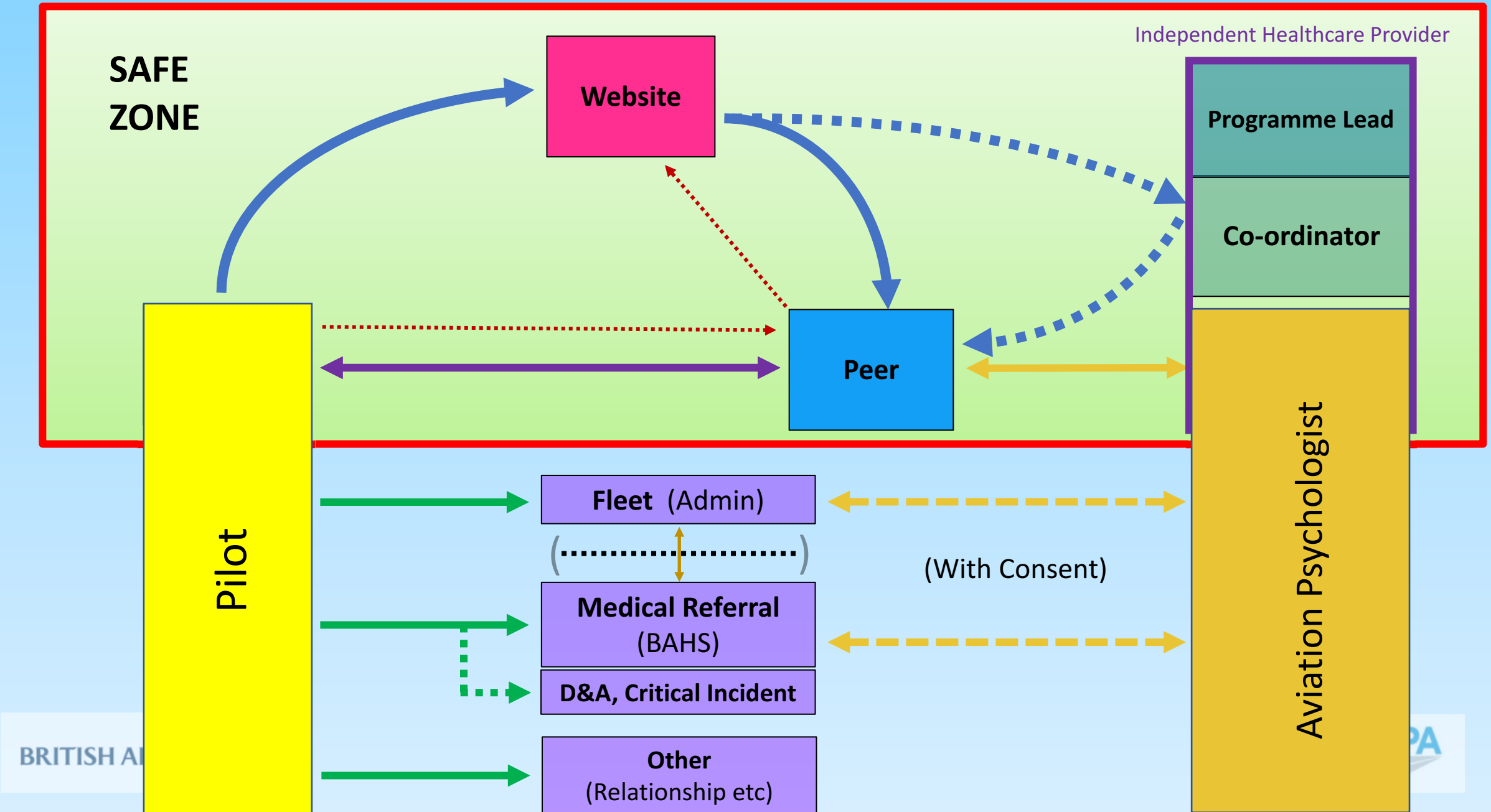
- pilot's issues resolved satisfactorily through conversations with Peer
- signposting the pilot towards appropriate pathways to help
- pilot receiving support via intervention

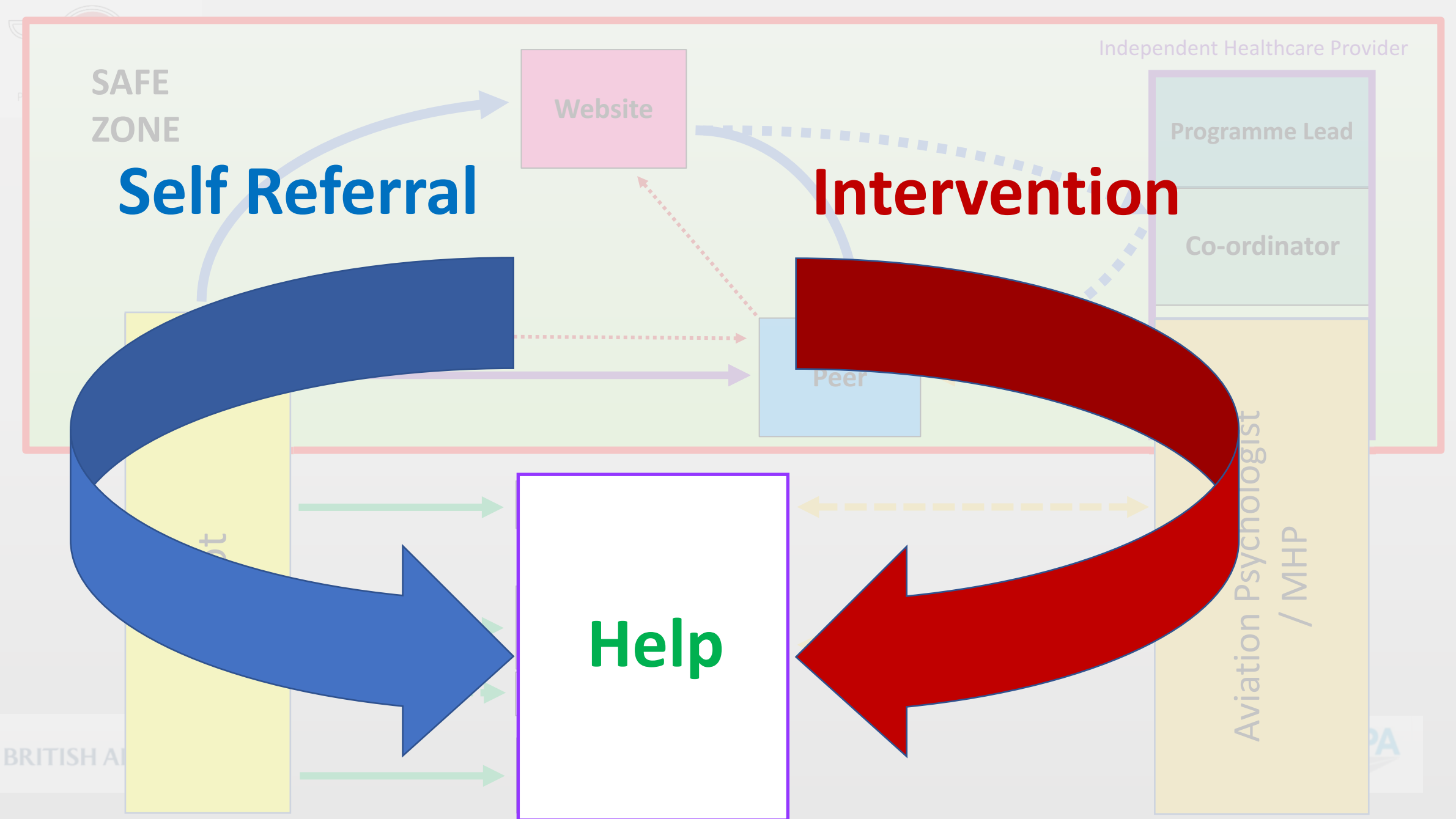


How it works in BA

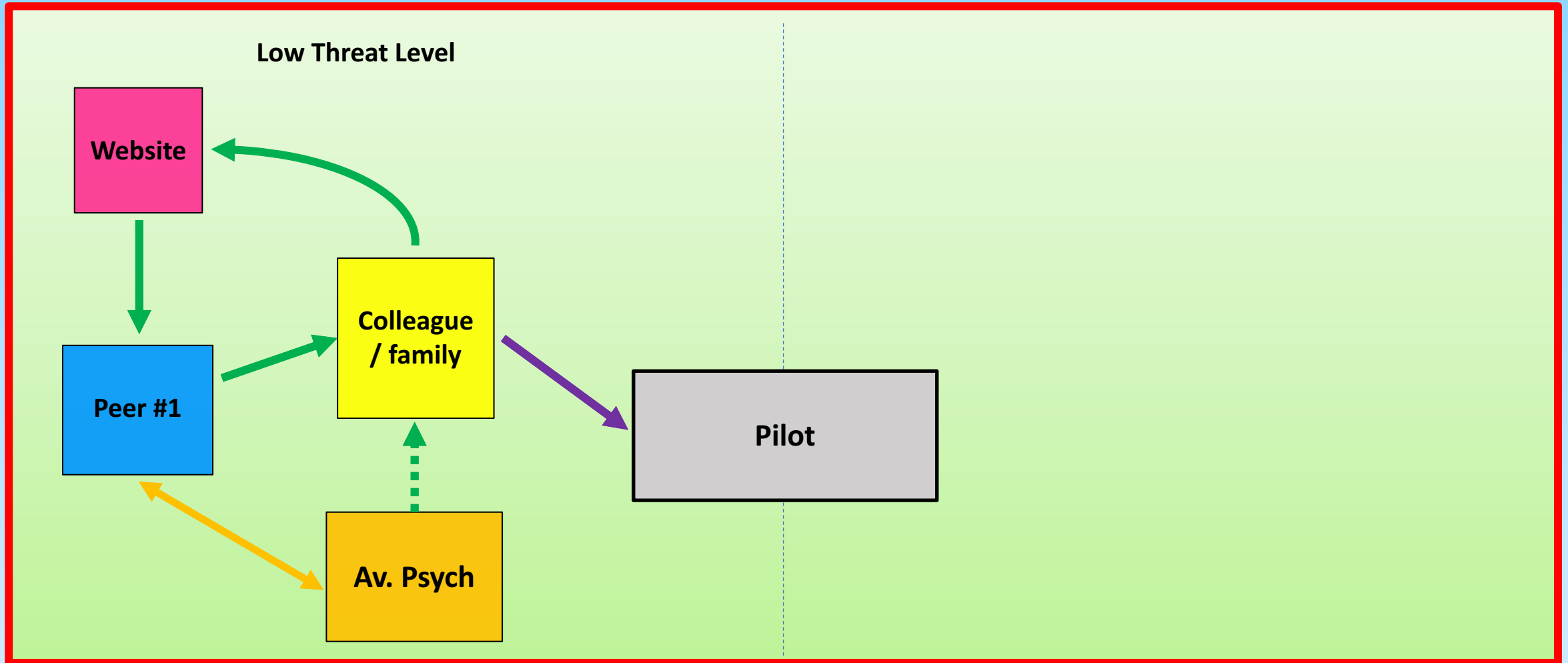


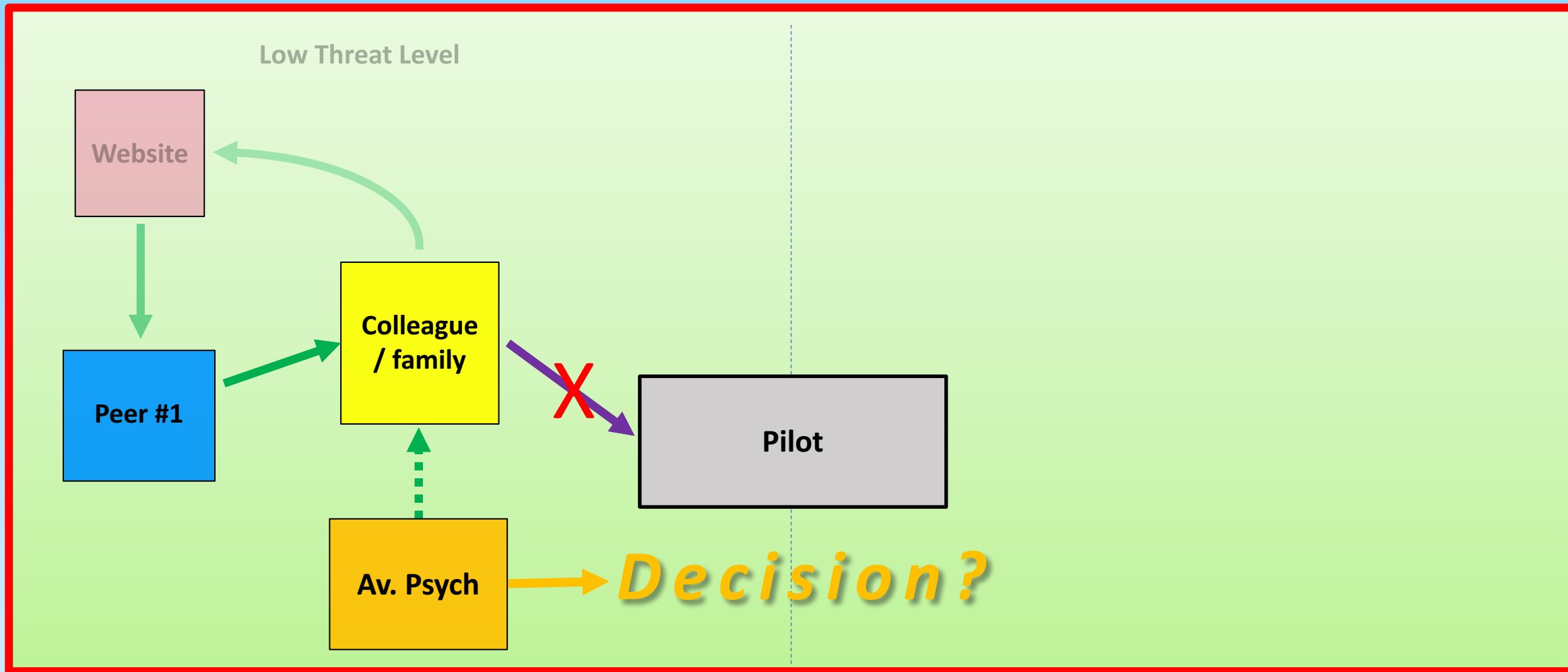






Intervention





Pathways to Help

Low Threat Level

Raised Threat Level

No Cause
for Concern

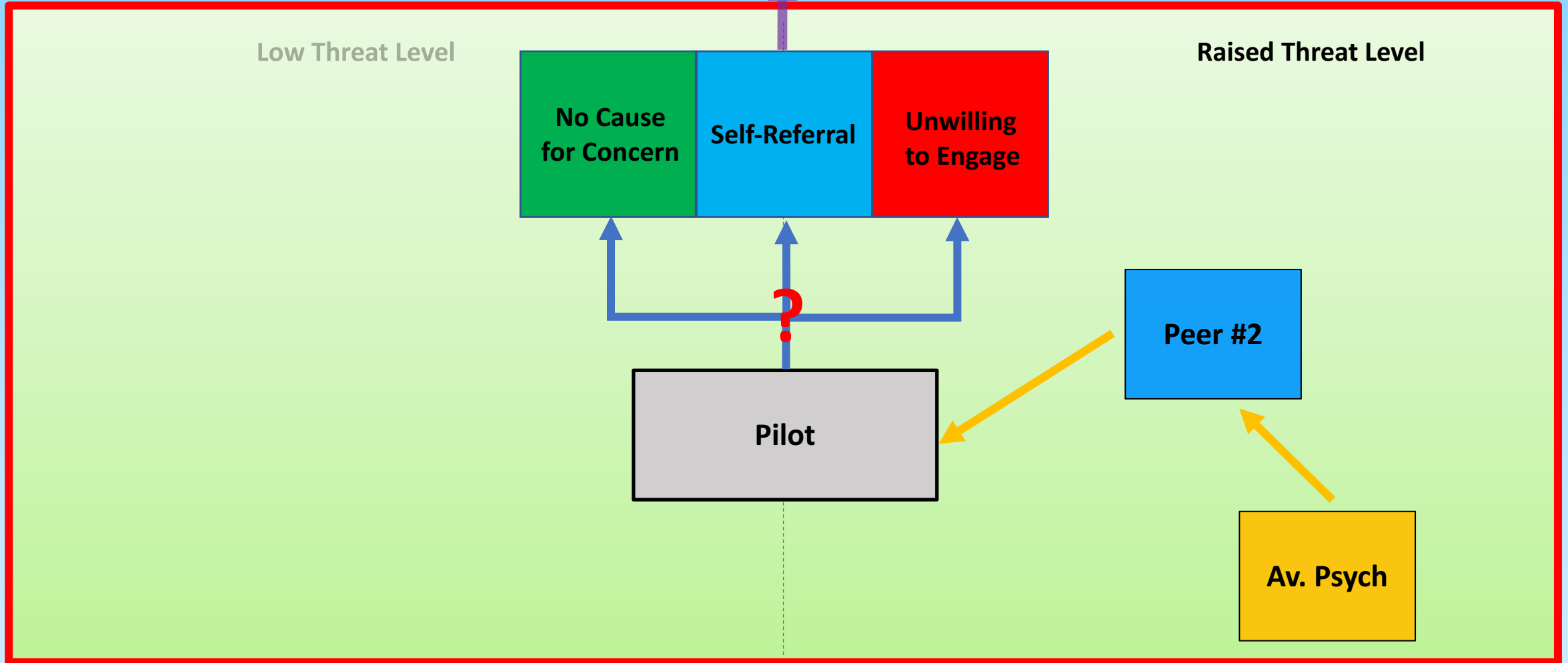
Self-Referral

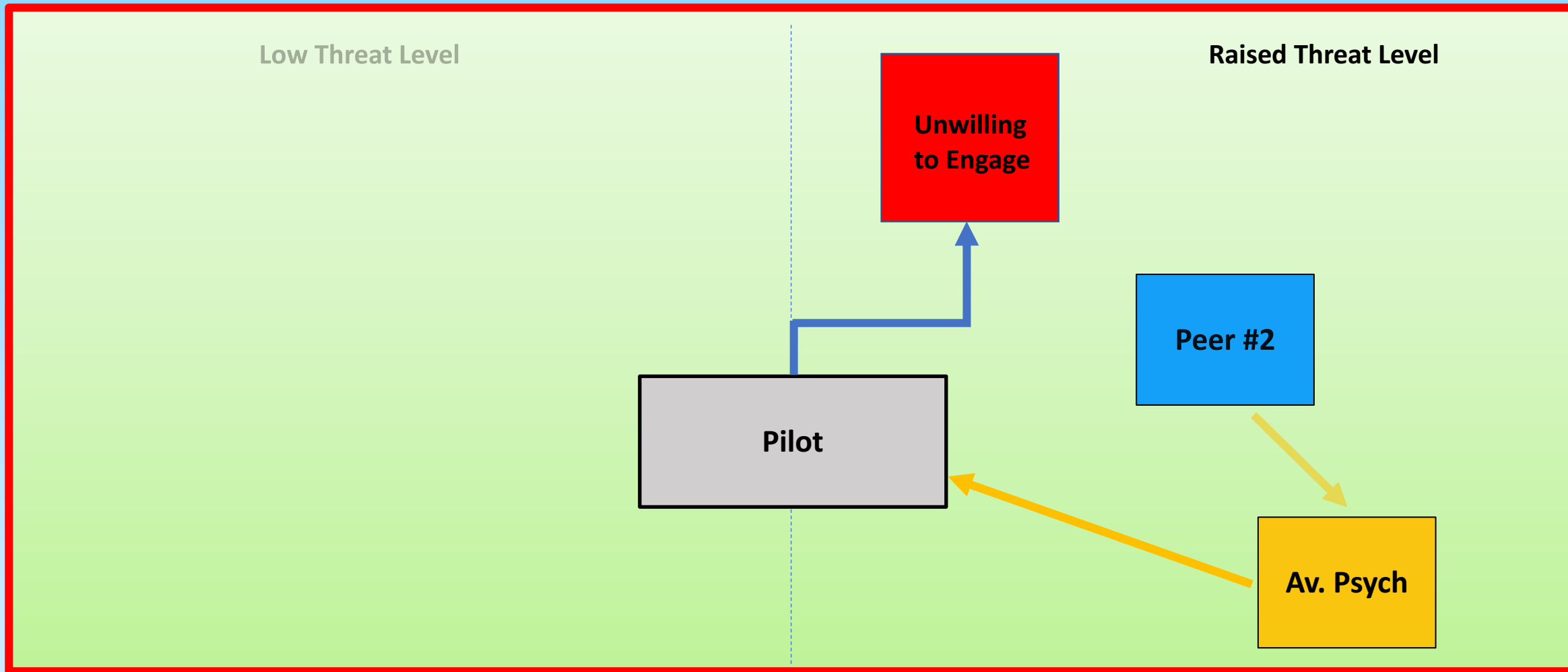
Unwilling
to Engage

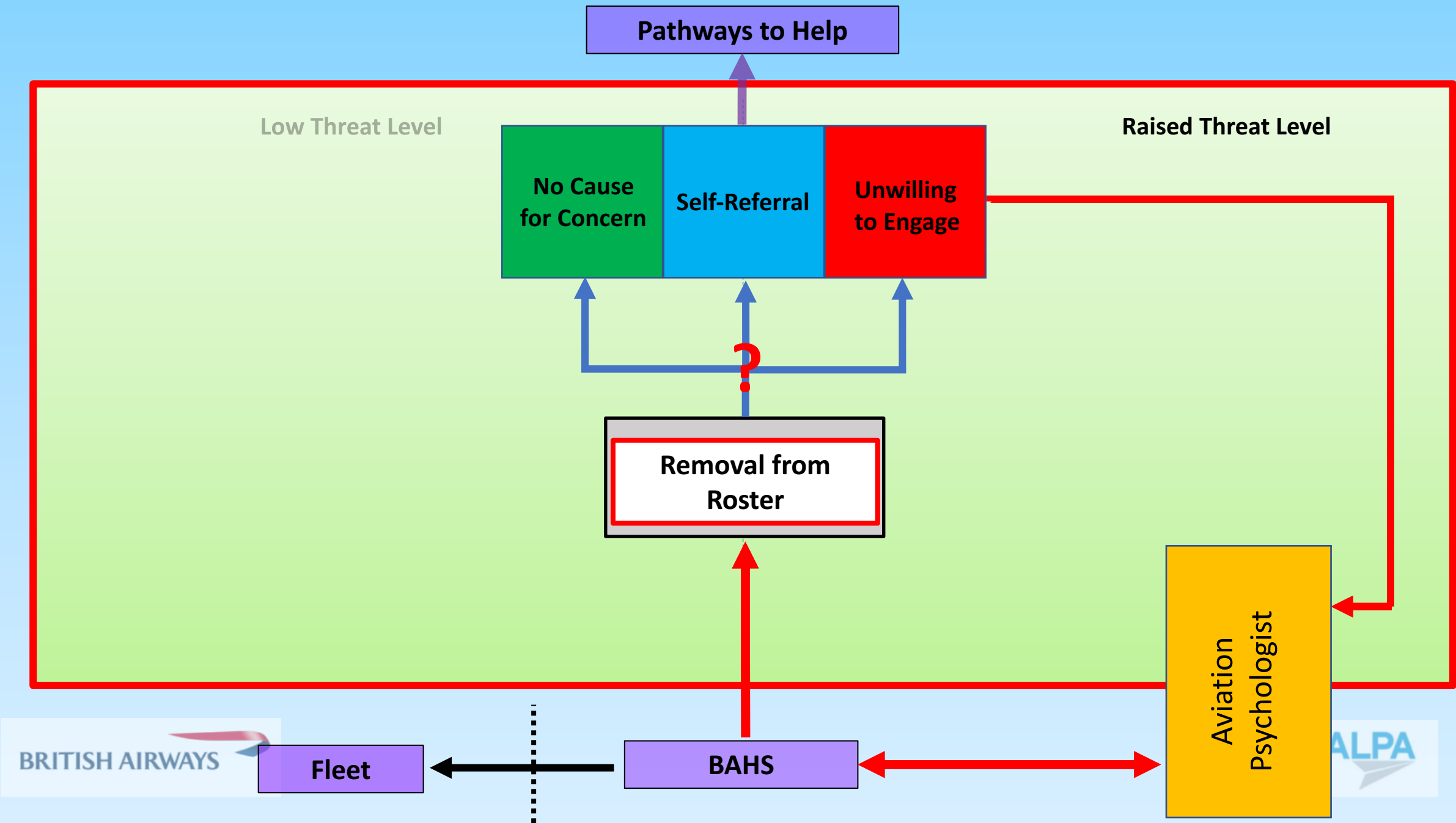
Pilot

Peer #2

Av. Psych







Pilot Assistance Network

An independent, confidential service on behalf of British Airways



Home

Emergency?

Talk to a Peer

Questions & Answers

Resources

Contact Us

Privacy

Sometimes the best person to talk to is someone who knows exactly what it's like to be a pilot.

How do I speak to a Peer?

- Complete the contact request form below (having read the [terms and conditions](#))
- Once we have received your request, we will send you an email or text confirmation.
- A peer volunteer will contact you within the time you requested.
- The peer volunteer will send you an initial text or email (whichever you select as your preference) to arrange a suitable time to talk over the phone.
- Following that conversation you will both decide how you can best be supported.

Use this contact form to request a talk with a peer

I would like to talk to a BA peer

We need a name to be able to make contact with you. This does not need to be your full name, nor your real name if you would prefer it not to be.

*Your Name

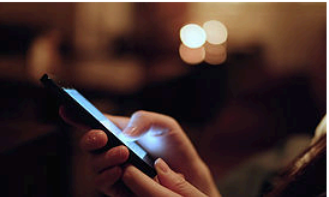
*How soon do you want us to make contact with you? This helps us to allocate resources and respond to your level of urgency.

☐ Within 12 hrs ☐ Within 24 hrs ☐ Within 48 hrs

Please enter a phone number OR an email address so that we can make contact with you. Only the pilot volunteer will see this and it will not be used for any other purpose.

*Phone number OR Email address

I have read the terms and conditions and want to submit my request.



Whether you are a BA pilot seeking help for yourself, or a concerned colleague or family member, the BA Pilot Assistance Network is here to help. We are a network of trained BA pilot volunteers who are willing to listen and support you when you need an impartial, friendly peer at the other end of the phone.

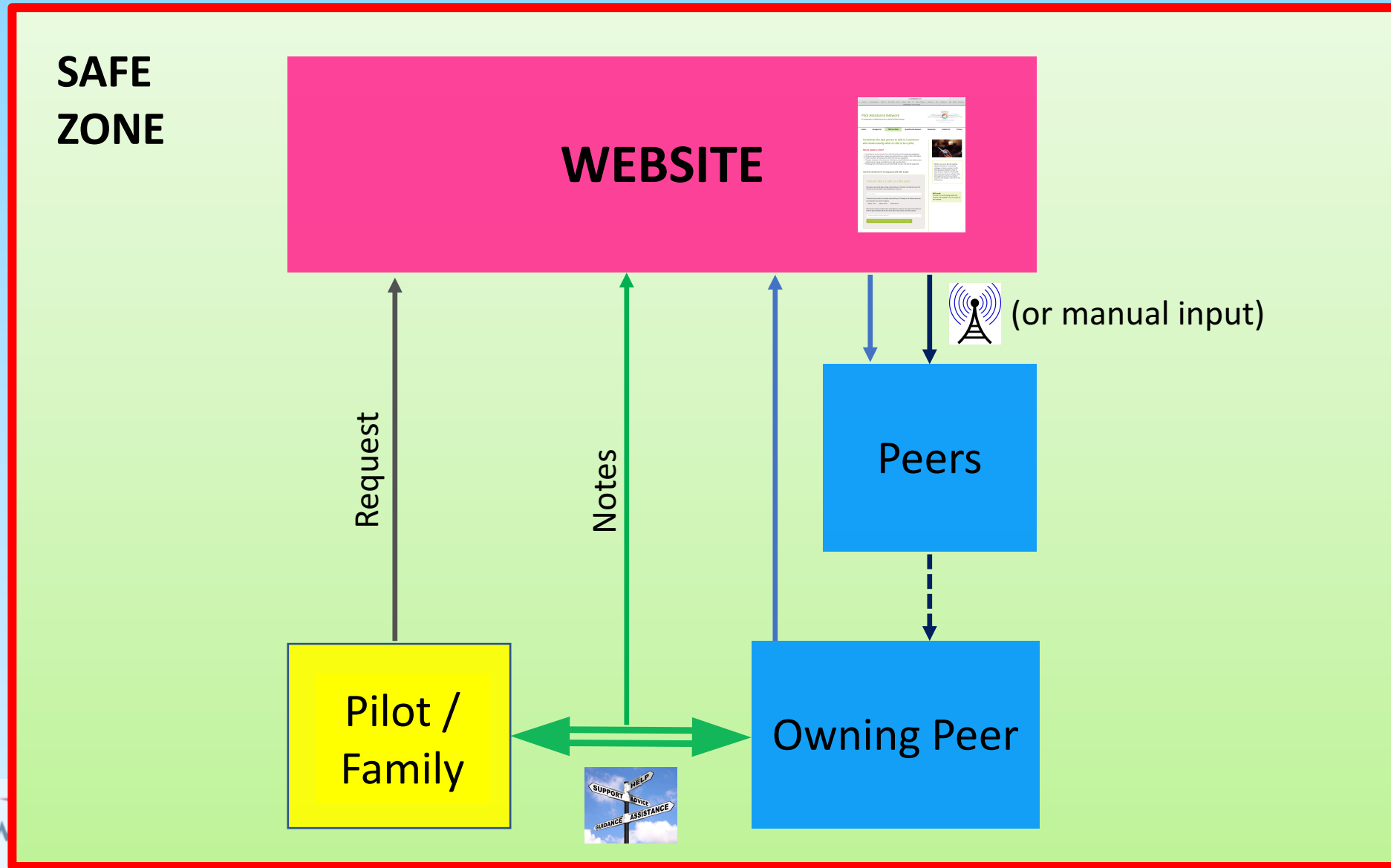
BETA mode

This site is currently being tested and updated. [Let us know](#) if you see things we can improve.

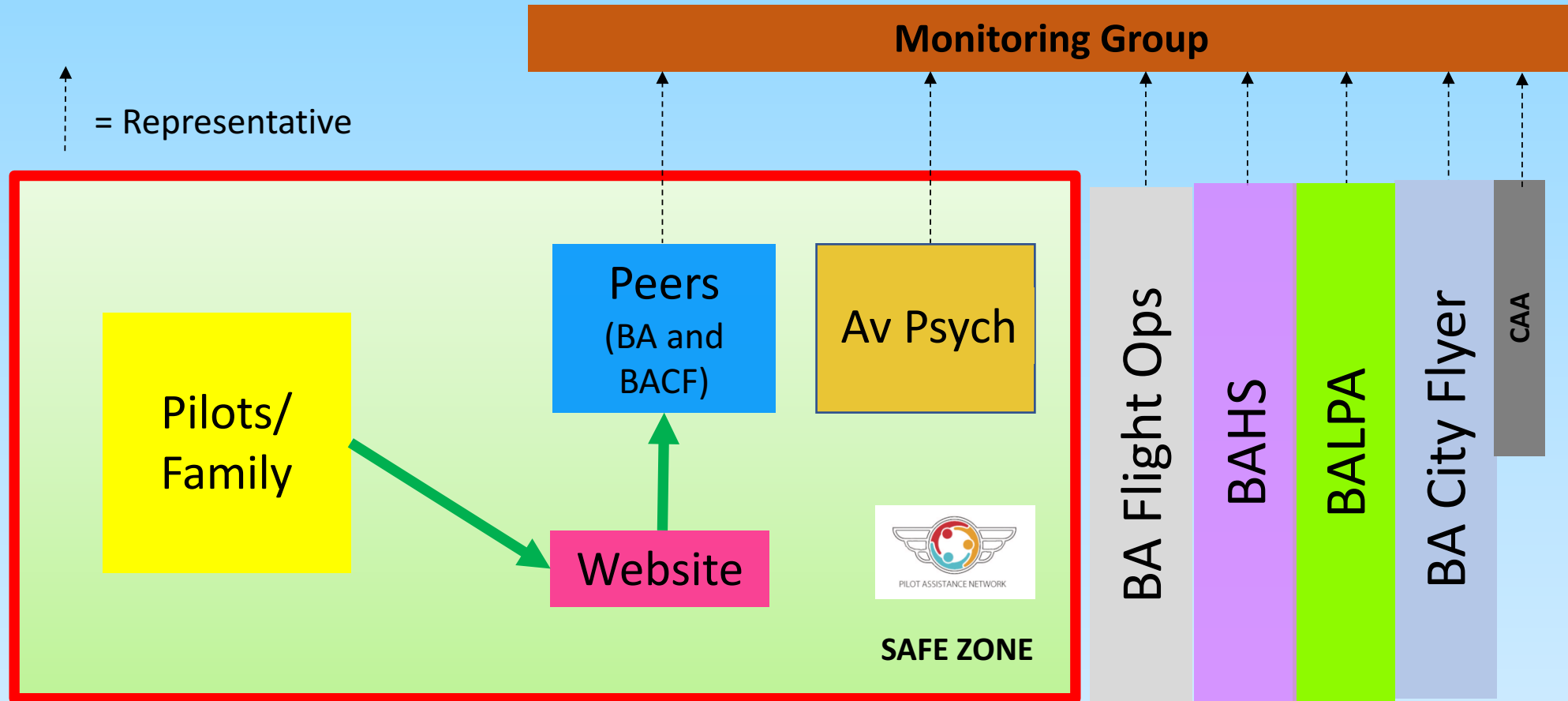
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Contact Process



The Structure in British Airways (Small Syndicate Model)





PILOT ASSISTANCE NETWORK

Lessons Learnt to Date

1. Absolute need for programmes
2. BA data is consistent with other programmes globally
3. Do it properly
 - the horses scare easily!

Co-operation

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www.speedbirdpan.com

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