April 2016
A telephone helpline for local people seeking support, information and friendship. Funded by the Big Lottery.

A life line for anyone who is bereaved or experiencing loneliness and isolation, whether they are known to the hospice or not.

Volunteers recruited and trained.

November 2016
OrangeLine contributed to creating a new bereavement journey model for Saint Francis Hospice.

OrangeLine launched a new group for people living with cancer, Tea and Talk at Toby’s.

January 2017
The Friendly Faces Social group was set up exclusively for bereaved people looking to connect and socialise.

A sample of monthly data shows:

- **83%** feel their mood has improved following contact from OrangeLine.
- **92%** feel less isolated knowing that OrangeLine is there for them.

June 2016
Condolence cards are introduced and sent to bereaved hospice family members. OrangeLine contact details are advised.

OrangeLine follow up 10 days later with a welfare telephone call.

September 2016
An official launch of OrangeLine saw singer and songwriter Imogen Heap cut the ribbon and open the full service.

April 2017
Another set of volunteers are recruited and trained.

OrangeLine celebrates its first birthday.

Friendly Faces receives great reviews from service users.