

Future Vision Childcare LTD

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider summary

The provider was registered on:	15/04/2020
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Staff complete All Welsh induction framework. Staff also complete mandatory training, training is provided by an external training provider, some of the courses are online and some are class room training. After the successful completion of all training staff are enrolled onto the QCF in health and social care. Managers are placed on additional management training in college to enhance their managerial skills. Operation manager and RI have completed safeguarding level 3 training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We invest in recruitment via external recruitment websites and also social media. Staff have regular supervisions and team meetings to have their voices heard. Staff also have relevant training in order to complete their roles to a high standard and have the relevant skill sets. When staff leave roles, we now carry out exit interviews, this gives us insight on any areas that we need to improve on.

Regulated services delivered by this provider

Service name	Service type	Type of care
St Peters House	Care Home Service	Childrens Home
Compton House	Care Home Service	Childrens Home
St Antonios	Care Home Service	Childrens Home
Lletty Coed	Care Home Service	Childrens Home

Service: Lletty Coed

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/10/2024
Maximum number of places	4
Service Conditions	- A maximum of 4 individuals can be accommodated at this service. - The responsible individual for this service is Christopher Griffiths
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Christopher Griffiths
Manager(s)	Mark Palmer

Service contact details

Service Telephone Number	07492062514
Service Contact Email Address	chrisgriffiths@futurevisionchildcare.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	Welsh
Non-verbal communication methods used at the service	- Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

- Access to minibus or other transport - Activities room (Art, Music, Games, Computers, etc.) - Close to local shops / amenities - Garden(s) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 1 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Weekly key working sessions with the residents individually. Monthly childrens meetings with all residents involved. Consultation forms for all residents and staff. Staff supervisions.
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Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5000
The maximum weekly fee payable during the last financial year?	£5439

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	23
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	16	0
Other Staff	4	4

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	13	0	0
Other Staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	3	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	13	3
Other Staff	4	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	2	14
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Days 07:30 - 20:30 Nights 19:00 - 08:00 Week 1 - 3 shifts in 4 shifts off week 2 4 shifts in 3 shifts off.

Service: Compton House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	10/02/2022
Maximum number of places	1
Service Conditions	- A maximum of 1 individuals can be accommodated at this service. - The responsible individual for this service is Christopher Griffiths
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Christopher Griffiths
Manager(s)	Andrew Smith

Service contact details

Service Telephone Number	07492062514
Service Contact Email Address	chrisgriffiths@futurevisionchildcare.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	- Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions) - Objects of reference

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Ground-floor accommodation only - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 1 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 0 - Number of shared bedrooms: 0 - Number of single bedrooms: 1 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Phone point - Residents' kitchenette / communal kitchen - Semi-independent flat - TV point - Wheelchair access

Engagement with people using the service

Messaging platform. Monthly supervisions with manager. RI consultation meetings with staff. Weekly key working
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sessions with residents.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4900
The maximum weekly fee payable during the last financial year?	£5406

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	4
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Care Worker	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Care Worker	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Care Worker	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day and sleep shifts 07:00 - 23:00 then sleep

Service: St Antonios

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	10/02/2022
Maximum number of places	4
Service Conditions	- A maximum of 4 individuals can be accommodated at this service. - The responsible individual for this service is Christopher Griffiths
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Christopher Griffiths
Manager(s)	John Collett-Lang

Service contact details

Service Telephone Number	07492062514
Service Contact Email Address	chrisgriffiths@futurevisionchildcare.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	- Objects of reference - Social Stories - Non-formal communication (e.g. body language, facial expressions) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards)

Service facilities and accommodation

- Access to minibus or other transport - Close to local shops / amenities - Garden(s) - Internet access - Laundry service - Near public transport - Number of bathrooms with assisted bathing facilities: 0 - Number of bedrooms with en-suite facilities: 0 - Number of communal lounges: 1 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Pet friendly (or by arrangement) - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Weekly key working sessions with the residents individually Monthly childrens meetings with all residents involved. Consultation forms for all residents and staff. Staff supervisions.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5069
The maximum weekly fee payable during the last financial year?	£6809

Complaints processed by the service

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	25
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	18	0
Other Staff	4	4

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	16	0	0
Other Staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	2	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	16	2
Other Staff	4	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	6	12
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Days 07:30 - 20:30 Nights 19:00 - 08:00 Week 1 - 3 shifts in 4 shifts off week 2 4 shifts in 3 shifts off.

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	15/04/2020
Maximum number of places	4
Service Conditions	• A maximum of 4 individuals can be accommodated at this service • The responsible individual for this service is Christopher Griffiths
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Christopher Griffiths
Manager(s)	Laura Mainwaring

Service contact details

Service Telephone Number	01267233110
Service Contact Email Address	chrisgriffiths@futurevisionchildcare.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	• Non-formal communication (e.g. body language, facial expressions) • Objects of reference • Social Stories • Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) • Writing (Paper / Whiteboards)

Service facilities and accommodation

• Access to minibus or other transport • Activities room (Art, Music, Games, Computers, etc.) • Close to local shops / amenities • Garden(s) • Internet access • Laundry service • Near public transport • Number of bathrooms with assisted bathing facilities: 0 • Number of bedrooms with en-suite facilities: 1 • Number of communal lounges: 2 • Number of dining rooms: 0 • Number of shared bedrooms: 0 • Number of single bedrooms: 4 • On-site parking • Outdoor seating / entertainment area • Pet friendly (or by arrangement) • Quiet areas • Residents' kitchenette / communal kitchen • TV point
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Engagement with people using the service

Messaging platforms. Monthly supervisions with manager. RI consultation meetings with staff. Weekly key working sessions with residents. Staff and children consultation forms.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£5069
The maximum weekly fee payable during the last financial year?	£5406

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	23
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	16	0
Other Staff	4	4

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	14	0	0
Other Staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	2	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	14	2
Other Staff	4	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Care Worker	3	13
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Days 07:30 - 20:30 Nights 19:00 - 08:00 Week 1 - 3 shifts in 4 shifts off week 2 4 shifts in 3 shifts off.