



BY EMAIL

Milestones Trust
Whistley Dene
Whistley Road
Potterne
Devizes
SN10 5TD

Fire Safety line: (01722) 691717
email: businessfiresafety@dwfire.org.uk
web: dwfire.org.uk
Your ref: -
My ref: P0685837/175379
Date: 22 August 2025

FAO: Kevin Whelan

Dear Kevin

Regulatory Reform (Fire Safety) Order 2005

Address of Premises: Milestones Trust, Whistley Dene, Whistley Road, Potterne, Devizes, SN10 5TD

A fire safety audit of your premises was completed on 12 August 2025 to evaluate the effectiveness of the fire safety measures you have put in place to keep people safe.

The responsible person for the premises has an ongoing duty to provide adequate safety by taking steps to prevent fire and mitigate the effects of fire. The audit identified that some people were at risk in case of fire. Improvements are required to provide additional safety.

The attached schedule sets out what you need to do.

Timescale for Completion

The improvements should be completed within 3 months from the date of this letter, except Item 2 which should be completed without any further delay. You have assured me that you will make the necessary improvements, so I do not intend to make a further visit. I may however contact you nearer to the completion date to ascertain progress.

If you provide documentary evidence in the meantime, such as copies of maintenance or test certificates, photographs of remedial works etc., further intervention may not be necessary.

If you consider that the timescale cannot be met for reasons beyond your control, a request for additional time outlining the reason(s) should be made in writing before the time expires.

Chief Fire Officer Andy Cole QFSM

Consequences for Non-compliance

If the work in the schedule has not been completed within the timescale or safety provisions are found to have worsened, it is considered that adequate progress is not being made. The Authority may serve an enforcement notice on you.

An enforcement notice would legally bind you to do the work. A failure to comply could result in prosecution.

Fire Safety Management

The attached schedule of improvements details what actions need to be taken to improve fire safety, implementing this fire safety management advice will help you to sustain those improvements.

- **Automatic Fire Alarm System – Zone Plan**

A removable diagrammatic representation of the premises (or “zone plan”), should be provided adjacent to your fire alarm panel. Ensure this plan includes the zone for the roof space. Add the location of the shut off valves and switches for the utilities.

- **Escape route via staff bedroom** - indicate this designated fire escape route by appropriate fire exit signs conforming to BS 5499 so that people can quickly identify the nearest safe way out in case of fire or emergency.

Alternative Solutions

You may wish to adopt a different solution which better meets your needs than those contained in the schedule of improvements. Alternative solutions must be able to achieve the ‘outcomes’ as stated in the schedule and be capable of providing a level of safety equal to or higher than the suggested action. I am happy to discuss your suggestions.

Automatic Fire Alarm Equipment

You are required to have adequate procedures to minimise false activations of automatic fire detection equipment and prevent unwanted notifications from being transmitted to the fire service.

To ensure we are available to respond to genuine emergencies, we will not routinely attend automatic fire signals generated in commercial premises. We will attend premises where we know people sleep.

You should ensure your fire risk assessment, emergency protocols, and procedures for investigating fire alarm activations are suitable considering the type and use of the premises. If a fire is confirmed, a call should be made using the 999-emergency system.

Further information is available from [dwfire.org.uk/Automatic fire alarms](https://dwfire.org.uk/Automatic%20fire%20alarms).

Additional Support and Information

If you require further information about your responsibilities on how to comply with the law or access additional help or guidance, please visit our website; www.dwfire.org.uk/business-fire-safety.

Your Opinion Counts

We value your feedback. Please click [here](#) to take part in our Technical Fire Safety Survey.

Yours sincerely

Sally Rymer
Fire Safety Inspector
On behalf of the Dorset & Wiltshire Fire and Rescue Authority

Important Information – schedule referred to in letter

Notes to this schedule:

The government guidance most suitable to your premises can be found at [gov.uk/fire safety legislation guidance for those with legal duties](http://gov.uk/fire-safety-legislation-guidance-for-those-with-legal-duties)

Before you make certain changes to the premises, you may have to apply for approval from statutory bodies and/or others having interest in them. If you have doubt about the need for approval, you should ask the relevant body. For example, you may have to apply for approval from a Building Control Body to make '[material alterations](#)'. You might also need to apply for the property owners' permission or for '[listed building consent](#)', among others.

Schedule – Regulatory Reform (Fire Safety) Order 2005

This schedule comprises of 5 items

Item number 1

Outcome

This work is necessary to enable you to identify and reduce the risks of fire in the premises

Suggested Action

Undertake and record the fire risk assessment in full, to include all the findings and the fire safety arrangements for the premises. The assessment should consider the adequacy of any existing control measures you may have in place and whether any additional measures are required. The assessment should also assess the adequacy of the emergency plan and the procedure to evacuate residents, particularly those that require assistance.

If additional safety is required as a consequence of the assessment, you must provide it.

The risk assessment should be undertaken by a competent person.

Reason

At the time of the audit the current fire risk assessment was not available and had not been provided to the home's staff. Without sight of the current fire risk assessment, it cannot be determined whether the risks have been sufficiently assessed by a competent person meaning that insufficient or inadequate control measures may be in place to keep people safe in case of fire.

Outcome

Demonstrate that a comprehensive, robust and workable emergency plan is in place to protect relevant persons at all times.

Suggested Action

To comply with their statutory duty, the responsible person must be able to demonstrate that a comprehensive, robust, and workable emergency plan is in place to protect relevant persons throughout a twenty-four-hour period.

You should put into operation an emergency plan that you are satisfied is suitable for the size, layout and construction of the premises and you have sufficient trained staff available to carry out the plan. The plan should include the procedures for how to evacuate residents or staff who require assistance.

The plan should also include the arrangements with your alarm receiving centre regarding who contacts the emergency services and when.

Once the new evacuation aid is in place, the emergency plan should be amended, staff trained on the new equipment and the plan practised.

You should ensure that all staff have received adequate training to properly implement the emergency plan. You should practice the plan with all members of staff and cover both day and nighttime arrangements. The total time of evacuation from time of the fire alarm sounding to conclusion of evacuation should be recorded.

Reason

At the time of the audit, the emergency procedures and evacuation plan, particularly for nighttime did not appear to comprehensively cover how residents who require the most assistance can evacuate safely and quickly. As you had not fully practised and timed your nighttime emergency plan you could not demonstrate the adequacy of your evacuation arrangements.

Without a workable emergency plan in place, this means that people may not reach safety before being affected by fire or smoke.

Failure to follow the correct procedures means that people may be unsafe in case of fire.

Item number 3

Outcome

This work is necessary to make sure that escape routes can be safely used whenever they are needed.

Suggested Action

The escape route from the hall area and lounge to the closest final exit is likely to be via the front door. You should ensure that this exit and route away from the building is accessible.

N.B This action regarding the accessibility of final exits in the building is outstanding from previous fire risk assessments.

Reason

The escape route to exit the building from the front door is not accessible to all building users. This means that people may not be able to escape safely from the building in case of fire.

Item number 4

Outcome

This work is necessary to make sure that escape routes can be safely used whenever they are needed.

Suggested Action

Ensure that external escape routes to your Assembly Point are illuminated by emergency escape lighting that will operate if the mains lighting circuit fails.

The system should be installed by a competent person in accordance with BS5266 Part 1.

Reason

At the time of the audit, it appeared that some external emergency routes (particularly at the rear of the premises) were not adequately illuminated. People may not be able to find the way safely to the Assembly Point in case of failure of the mains lighting circuit.

Item number 5

Outcome

This work is necessary to reduce the risk of spread of smoke and fire.

Suggested Action

Amendments to The Building Regulations 2010, which came into effect on 2nd March 2025, require all new care homes, regardless of height, to be fitted with sprinklers. The appropriate standard of installation should conform to BS 9251:2021 or equivalent.

Although these requirements apply to new or significantly modified premises, you should consider the impact of not having this provision. DWFRS strongly recommends installing sprinklers in accordance with the upcoming improvement to the benchmark standard.

Reason

This could compromise the means of escape therefore exposing people to harm.