

This structured Action Plan has been drawn up to reassure the Licensing Sub-Committee that we are not simply making assurances, but are committing to measurable actions, clear deadlines, and ongoing accountability. It is included as an appendix to our hearing bundle.

Appendix A – Premises Improvement Action Plan

The Village Square Karaoke Bar 177 Archway Road, London N6 5BL

This Action Plan is submitted voluntarily by myself, the Premises Licence Holder, to demonstrate a clear commitment to promoting the licensing objectives and ensuring that the concerns raised during this review are addressed through a structured programme of continuous improvement.

Action	Timescale	Outcome
Comprehensive retraining of all management and staff on the Licensing Act 2003, Challenge 25, conflict management, incident reporting, safeguarding, and the prevention of crime and disorder.	Within 14 days of the hearing	Ensure all staff fully understand and consistently implement licensing responsibilities.
Adopt and implement a written Dispersal Policy to manage customers leaving the premises quietly and safely, with staff supervising dispersal at closing time.	Within 14 days	Minimise noise nuisance and prevent anti-social behaviour outside the premises.
Introduce a Members' and Customers' Code of Conduct setting clear expectations regarding behaviour within and around the premises, with breaches resulting in warnings or exclusion.	Within 21 days	Encourage responsible customer behaviour and reinforce management expectations.
Maintain a comprehensive Incident Register recording refusals, disturbances, complaints, police visits, and actions taken.	Immediate implementation	Improve accountability and provide an auditable record of management actions.
Hold regular liaison meetings with the Metropolitan Police Licensing Team and Environmental Health where appropriate to discuss concerns and review operational practices.	Every two months (or more frequently if requested)	Foster constructive working relationships and ensure ongoing dialogue with responsible authorities.

Action	Timescale	Outcome
Carry out monthly management reviews of CCTV footage, incident records, and operational procedures to identify trends and implement improvements.	Monthly	Maintain effective oversight and proactively address emerging issues.
Conduct monthly internal compliance meetings with management and staff to review incidents, complaints, staff performance, and compliance with licence conditions.	Monthly	Promote continuous improvement and staff accountability.
Nominate a Compliance Manager (or Designated Compliance Lead) responsible for monitoring adherence to licence conditions and maintaining records.	Within 14 days	Provide clear management accountability for licensing compliance.
Review all existing policies after three months and provide evidence of improvements, including training records, incident logs, CCTV review records, and meeting notes, if requested by the Licensing Authority or Responsible Authorities.	Three months after the hearing	Demonstrate sustained compliance and continuous improvement.

Commitment

I recognise the seriousness of the concerns that have led to this review. This Action Plan is offered voluntarily as a clear demonstration of our commitment to promoting the licensing objectives, maintaining high management standards, and working openly and constructively with the Licensing Authority, the Metropolitan Police, Environmental Health, and local residents.

The management accepts that maintaining public confidence requires continual improvement, transparency, and accountability. These measures are intended not merely to respond to the present review but to establish a sustainable framework for the long-term responsible operation of the premises.
