

Meeting of:	Licensing Sub-Committee
Date of Meeting:	Wednesday, 04 May 2022
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Grant of a Premises Licence
Purpose of Report:	To consider an application under the Licensing Act 2003 for a Premises Licence.
Report Owner:	Licensing Authority
Responsible Officer:	The Licensing Authority
Elected Member and Officer Consultation:	Statutory Consultation
Policy Framework:	This is a matter for decision by the Licensing Act 2003 Sub Committee
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Executive Summary:

• To consider an application under the Licensing Act 2003 ("the Act") for the grant of a Premises Licence at The Old Bank, 1 Elm Grove Road, Dinas Powys, CF64 4AA, submitted by Mr David Abbott on behalf of Roberts McQuade Ltd.

## Recommendation

1. The Sub-Committee is required to determine the application having regard to the Council's Statement of Licensing Policy, the Guidance issued by the Home Office, the application and any representations submitted.

If minded to grant the application, the Sub-Committee is requested to confirm whether any additional conditions are to be imposed or only those which are consistent with and set out in the operating schedule. Section 10 of the Home Office Guidance relates to conditions attached to Premises Licences. Mandatory conditions apply to the licence in respect of a Designated Premises Supervisor, age verification policy and authorisation by personal licence.

## **Reason for Recommendation**

**1.** To advise the Members of the relevant options available to them under the Licensing Act 2003 in determining the matter.

## 1. Background

**1.1** When discharging its functions the licensing authority must promote the following licensing objectives set out in the Licensing Act 2003:

The prevention of crime and disorder Public Safety The prevention of public nuisance The protection of children from harm

**1.2** On 24th March 2022 the Licensing Authority received an application for the grant of a Premises Licence for The Old Bank, 1 Elm Grove Road, Dinas Powys, CF64 4AA. A copy of the relevant parts of the application form is attached at Appendix A to this Report. The application seeks authorisation for the licensable activity of the sale by retail of alcohol on and off the premises. The application includes an Operating Schedule which sets out the steps the applicant proposes to take to promote the licensing objectives and this forms part of Appendix A.

## 2. Key Issues for Consideration

- **2.1** Application process
- **2.2** The application was advertised in accordance with the regulations. The period for making representations ended on 22nd April 2022.
- 2.3 Under The Licensing Act 2003 (Premises and Club Premises Certificates) Regulations 2005 a Responsible Authority or any other person may make relevant representations at any time during the 28 day consultation period.

- 2.4 A number of representations were received during the consultation period. Representations have been received from Shared Regulatory Services and other persons and these are attached to the Report at Appendix B.
- **2.5** There were sixteen emails received supporting the approval of the premises licence application.
- **2.6** The authority is only empowered to consider relevant representations as defined in Section 18 (6) of the Licensing Act 2003 that is, "representations which are about the likely effect of the grant of the premises licence on the promotion of the licensing objectives" which are not deemed frivolous or vexatious.
- **2.7** A Premises Licence, once granted, will generally remain in force indefinitely. The circumstances in which it will not do so are when:

It is revoked; or The applicant requests a licence for a limited time only; or It is suspended; or It lapses due to some incapacity on the part of the licence holder; or It is surrendered.

- **2.8** At the time this report was drafted, none of the representations had been withdrawn and therefore a full hearing of this application is necessary.
- 3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?
- **3.1** This report relates to a regulatory function.

## 4. Resources and Legal Considerations

## **Financial**

**4.1** Fees associated with the issue of Licences are set in statute and support the administration and enforcement of the Licensing Act 2003 functions.

## **Employment**

4.2 None

## Legal (Including Equalities)

**4.3** Section 18 of the Licensing Act 2003 provides as follows; 18 Determination of application for premises licence

(1)This section applies where the relevant licensing authority—

(a) receives an application for a premises licence made in accordance with section 17, and

(b) is satisfied that the applicant has complied with any requirement imposed on him under subsection (5) of that section.

(2) Subject to subsection (3), the authority must grant the licence in accordance with the application subject only to—

(a) such conditions as are consistent with the operating schedule accompanying the application, and

(b) any conditions which must under section 19, 20 or 21 be included in the licence.

(3) Where relevant representations are made, the authority must—

(a) hold a hearing to consider them, unless the authority, the applicant and each person who has made such representations agree that a hearing is unnecessary, and

(b) having regard to the representations, take such of the steps mentioned in subsection (4) (if any) as it considers necessary for the promotion of the licensing objectives.

(4) The steps are—

(a) to grant the licence subject to-

(i) the conditions mentioned in subsection (2)(a) modified to such extent as the authority considers necessary for the promotion of the licensing objectives, and (ii) any condition which must under section 19, 20 or 21 be included in the licence;

(b) to exclude from the scope of the licence any of the licensable activities to which the application relates;

(c) to refuse to specify a person in the licence as the premises supervisor;(d) to reject the application.

**4.4** The Licensing Act 2003 Sub-Committee must have regard to the Vale of Glamorgan Council's Statement of Licensing Policy, and pay particular attention to Sections 3, 7, 8, 12 and 20. There are no specific policies relating to the area or for this type of application. Sections 2, 9 and 10 of the Statutory Guidance issued under Section 182 of the Licensing Act 2003 relate to this application.

## 5. Background Papers

The Licensing Act 2003; The Secretary of State's Guidance issued under Section 182 of the Licensing Act 2003; Regulations to the 2003 Act; Vale of Glamorgan Council's Statement of Licensing Policy.

## Application for a premises licence to be granted under the Licensing Act 2003

#### PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

#### $\mathbf{I}$ ROBERTS MCQUADE LTD

We

(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

#### Part 1 - Premises details

Postal address of premises or, if none, ordnance survey map reference or description				
THE OLD BANK 1 ELM GROVE ROAD				
Post town	Post town DINAS POWYS Postcode CF64 4AA			

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£ 9700

#### Part 2 - Applicant details

Please state whether you are applying for a premises licence as			Please tick as appropriate
a)	an individual o	r individuals *	please complete section (A)
b)	a person other	than an individual *	
	i as a limite partnersh	ed company/limited liability p	please complete section (B)
	ii as a partn	ership (other than limited liability)	please complete section (B)
	iii as an unir	corporated association or	please complete section (B)
	iv other (for	example a statutory corporation)	please complete section (B)
c)	a recognised c	ub	please complete section (B)
d)	a charity please complete section (B)		
e)	the proprietor of an educational establishment please complete section (B)		
f)	a health servic	e body	please complete section (B)

g)	a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales	please complete section (B)
ga)	a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England	please complete section (B)
h)	the chief officer of police of a police force in England and Wales	please complete section (B)

\* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or

I am making the application pursuant to a

statutory function or

a function discharged by virtue of Her Majesty's prerogative

#### (A) INDIVIDUAL APPLICANTS (fill in as applicable)

Mr	Mrs	Miss	Ms	Other Title (for example, Rev)	
Surname			First na	mes	
Date of bir	rth	I am 18	years old or over	Please tick	yes
Nationality	y				
Current res address if c premises ad	lifferent from	1			
Post town				Postcode	
Daytime c	ontact telepl	hone number			
E-mail add (optional)	lress				
checking se	licable (if den ervice), the 9 information)	-digit 'share code	ht to work via the e' provided to the	e Home Office onlin applicant by that s	ne right to work ervice (please see

SECOND INDIVIDUAL APPLICANT (if applicable)

Mr	Mrs	Miss	Ms		Other Title (for example, Rev)	
Surname			I	First nan	nes	
Date of birt	h	Ia	m 18 year	rs old or o	over Plea	se tick yes
Nationality					***************************************	
Where appli checking ser note 15 for i	vice), the	demonstrating a rig 9-digit 'share cod on)	ght to worl e' provide	k via the ed to the a	Home Office onli applicant by that s	ne right to work ervice: (please see
Current resid address if di premises add	fferent fr	om				
Post town					Postcode	
Daytime cor	Daytime contact telephone number					
E-mail addr (optional)	ess					

#### **(B) OTHER APPLICANTS**

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name.	ROBERTS MCQUADE LTD
Address	UHY HACKER YOUNG LANYON HOUSE MISSION COURT NEWPORT NP20 2DW
Pagistara	1 number (where employed)
Registered	d number (where applicable) 09932489
Descriptic	on of applicant (for example, partnership, company, unincorporated association etc.) LIMITED COMPANY
Telephone	e number (if any)

E-mail address (optional)

#### Part 3 Operating Schedule

When do you want the premises licence to start?	DD MM YYYY 22/04/2022
If you wish the licence to be valid only for a limited period,	DD MM YYYY
when do you want it to end?	NON APPLICABLE

Please give a general description of the premises (please read guidance note 1)

SEE ATTACHED OPERATING SCHEDULE.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

Pro	vision of regulated entertainment (please read guidance note 2)	Please tick all that apply
a)	plays (if ticking yes, fill in box A)	NO
b)	films (if ticking yes, fill in box B)	NO
c)	indoor sporting events (if ticking yes, fill in box C)	NO
d)	boxing or wrestling entertainment (if ticking yes, fill in box D).	NO
e)	live music (if ticking yes, fill in box E)	NO
f)	recorded music (if ticking yes, fill in box F)	NO
g)	performances of dance (if ticking yes, fill in box G)	NO
h)	anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)	NO

**Provision of late night refreshment** (if ticking yes, fill in box I)\_\_\_\_\_ NO

**Supply of alcohol** (if ticking yes, fill in box J).

In all cases complete boxes K, L and M

Supply of alcohol Standard days and timings (please read		and	Will the supply of alcohol be for consumption <u>– please tick</u> (please read guidance note 8)	On the premises	
guidance note 7)				Off the premises	
Day	Start	Finish		Both	Y
Mon	10:00	22:45	State any seasonal variations for the supply of a guidance note 5)	llcohol (please	e read
			PLEASE SEE ATTACHED OPERATING SCHED	DULE	
Tue	10:00	22:45			
Wed	10:00	22:45			
Thur	10:00	22:45	Non standard timings. Where you intend to use the supply of alcohol at different times to those column on the left, please list (please read guidar	listed in the	<u>s for</u>
Fri	10:00	22:45	PLEASE SEE ATTACHED OPERATING SCHED	DULE	
Sat	10:00	22:45			
Sun	10:00	22:15			

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name	DAVID ABBOTT				
Date of birth	Date of birth				
Address.					
-					
Postcode					
Personal licen	ce number				

J

Issuing licensing authority (if known). VALE OF GLAMORGAN

## K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

NOT APPLICABLE

.

## L

Hours premises are open to the public Standard days and timings (please read guidance note 7)			State any seasonal variations (please read guidance note 5)
Day	Start	Finish	SEE ATTACHED OPERATING SCHEDULE
Mon	08:00	23:00	
Tue	08:00	23:00	
Wed	08:00	23:00	
Thur	08:00	23:00	Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 6)
Fri	08:00	23:00	SEE ATTACHED OPERATING SCHEDULE
Sat	08:00	23:00	
Sun	08:00	22:30	

## $\mathbf{M}$

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)

PLEASE SEE ATTACHED OPERATING SCHEDULE

## b) The prevention of crime and disorder

PLEASE SEE ATTACHED OPERATING SCHEDULE

## c) Public safety

PLEASE SEE ATTACHED OPERATING SCHEDULE

#### d) The prevention of public nuisance

PLEASE SEE ATTACHED OPERATING SCHEDULE

#### e) The protection of children from harm

PLEASE SEE ATTACHED OPERATING SCHEDULE

Declaration	<ul> <li>[Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15).</li> <li>The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work (please see note 15)</li> </ul>
Signature	
Date	25/03/2022
Capacity	CONSULTANT

For joint applications, signature of 2<sup>nd</sup> applicant or 2<sup>nd</sup> applicant's solicitor or other authorised agent (please read guidance note 13). If signing on behalf of the applicant, please state in what capacity.

Signature	
Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)

DAVID	ABBOTT

Post town		Postcode
Telephone number	r (if any)	

#### The Old Bank

#### **OPERATING SCHEDULE**

#### Application Type: New Premises Licence

<u>Name of premises:</u> The Old Bank <u>Address</u>: 1 Elm Grove Road, Dinas Powys, CF64 4AA Ward: Dinas Powys

# <u>Premises Description:</u> Seated Cafe, Wine and Cocktail Bar with accompanying food menu.

The premises is situated on the junction of Mill Road and Elm Grove Road Dinas Powys, in the proximity of other small independent hospitality businesses. The area attracts a more mature and mixed social demographic. The premises has a street-level trading area with a kitchen and staff area in the basement. The basement is for the use of staff only.

The premises has been designed by local interior designer Tim Rice with comfort and quality in mind. The focus of the business is to be a valued addition to the community. The premises has been refurbished sympathetically in keeping with the area and age of the building. The ground floor has been designed with a 1920's inspiration incorporating art deco lighting, velvet green furnishings, marble bar tops and period patterned wall coverings. Seating has been limited to 70 and each table waited on.

The unique proposition offers its customers an all-day dining experience with breakfast, brunch and coffee available daily from the requested opening times followed by small plate food and dining with accompanying alcoholic and soft beverages. The premises will offer a variety of alcoholic and non-alcoholic beverages which are very much aimed as a complement to the food proposition. The premises will promote table service, on a drink by drink basis. There will be no drinks promotions to promote excessive consumption of alcohol.

An allocated seating area is provided upon arrival along with water prior to consuming alcohol on the premises. Tables will be waiter serviced. A permanent food menu is offered at all times ranging from breakfast items to more substantial meals.

A request for 6 tables accommodating 12 seats has been made with highways that will be situated along Elm Grove Road. Seating would be removed from the highway by 22:00 daily in keeping with other licensed premises in the area.

A request for an off licence provision has been made within the application to enable this request and to provide patrons with the opportunity to purchase a bottle of wine to be consumed away from the venue. This again is in line with other licensed premises in the area.

Careful consideration has been taken to ensure the premises is fully compliant with noise protection standards BS8233:2014. Staff are trained and adhere to the requirements detailed in the Licensing Act 2003 promoting the fundamental Licensing objectives.

The premises will provide the community of Dinas Powys with a key dining proposition and compliment other hospitality businesses within the area. Other licensed premises in the area have been considered as part of this application and requests made kept in line with other approved licenses.

## Licensable activity is proposed

The supply of alcohol for consumption ON and OFF the premises. Monday to Saturday 10:00 - 22:45 Sunday 10:00 - 22:15

Opening Hours Monday to Saturday 08:00 - 23:00 Sunday 08:00 - 22:30

#### The Prevention of Crime and Disorder

- 1. A CCTV system will be installed to an agreed standard approved by South Wales Police and maintained and operated at all times when the premises are open to the public. The system will cover all areas of the premises to which the public have access (excluding toilets) including all public entrances and exits, extending to the middle of Elm Grove Road and Mill Road. The images will be available for a minimum of 31 days. The images will be produced to a Police employee or an authorised officer from a relevant authority in a readily playable format upon request when the premises are open to the public and at all other times as soon as is reasonably practical. There will be sufficiently trained staff to facilitate this condition.
- 2. Any external furniture will be moved inside or secured by 22:00 daily.
- 3. At least 50% of the licensed area will be laid with tables and chairs.
- 4. On-premises sales patrons upon arrival will be provided with an allocated seating area and water prior to ordering or consuming alcohol on the premises. Tables will be waiter serviced.
- 5. An incident record will be kept at the premises. Any incident of crime and disorder witnessed by staff or any incident reported by customers is to be noted in the log. The following information shall be recorded in relation to each incident.
  - Date and time of the incident
  - · Name of the person making the report
  - Name of the parties involved (if known) or description of the parties (in as much detail as possible)
  - Nature of the incident
  - · Refusals of sale
  - Staff will be trained in relation to their responsibility to complete an incident report. Access to the incident reports shall be made available to South Wales Police on request.

#### **Public Safety**

- 1. No off-licence sales will be granted to anyone other than patrons of the premises.
- 2. A first aid box will be available at the premises at all times.
- 3. Regular safety checks shall be carried out by staff.
- 4. A Personal Licence Holder will be present at all times whilst the premises is open to the public and alcohol is offered for sale.
- 5. To have valid and current public liability insurance in place

#### **Prevention of Public Nuisance**

- 1. Noise from amplified music shall not be such as to cause a noise nuisance to occupants of nearby premises.
- 2. There will be no external speakers
- 3. The premises will adhere to a dispersal policy to ensure noise is controlled and managed to reduce the risk of a nuisance.
- 4. The emptying of bottle bins into waste containers and the pre-arranged removal of refuge will not take place between the hours of 22:00 and 08:00 daily.
- 5. Signs advising customers to leave the premises quietly will be prominently displayed.
- 6. There will be no bars situated in any outside area associated with the premises.
- 7. All windows and doors are to be closed by 22:00 unless being used for the purpose of entering or exiting the venue.
- 8. The use of tables and chairs on the highway will be subject to a valid highways licence issued by the Vale of Glamorgan Highways department. The use of said tables and chairs will be within those hours as stipulated by the highways licence.
- 9. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 10. An allocated smoking area will be provided and covered by CCTV.
- 11. The rear of the property will to be used by patrons other than by use of a means of escape. Smoking shall be prohibited within this area.

#### **Protection of Children from Harm**

- 1. The premises will operate a "Challenge 25' policy. This policy will be brought to the attention of customers' by staff and through the display of appropriate signage. The only forms of identification recognised will be photographic identification cards, such as a driving licence, passport, HM Forces Card or proof of age scheme card with PASS logo.
- 2. Staff training will include the "Challenge 25" Policy and its operations. In particular, staff shall be trained to take such action as necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18. The training must be given to a new member of staff before they commence employment and all staff must receive refresher training every 6 months.
- 3. Entertainment of an adult nature whether live or by a pre-recorded nature will be prohibited at all times from being shown in the venue.
- 4. Gambling in any form shall be prohibited at all times at the premises.
- 5. All customer-focused staff will receive relevant training in relation to alcohol sales and the promotion of the licensing objectives. The training will be refreshed annually with a record held on the premises. The training record shall be retained for a period of 12 months and will be made available for inspection upon request by a South Wales Police officer or other authorised persons.

#### **APPLICATION MADE BY:**

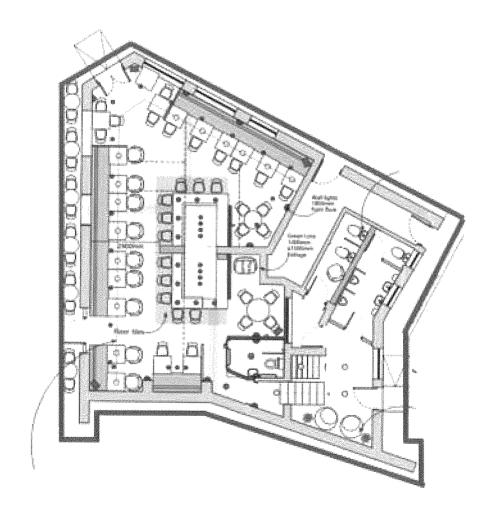
ROBERTSMCQUADE LTD UHY HACKER YOUNG LANYON HOUSE MISSION COURT NEWPORT NP20 2DW

CORRESPONDENCE CONTACT DAVID ABBOTT

## Licensable Area plan

The Old Bank 1 Elm Grove Road Dinas Powys CF64 4AA

Trading area - Street Level Sq Ft - 1000 Classification Coffee shop, Wine & Cocktail bar, Restaurant.



## **APPENDIX B**

	Representation
Shared Regulatory Services	In regards to the above premises application I would like to make a representation expressing concerns at the current operation of the premises given the fact that this department has received several noise complaints. The complaints range from loud music and shouting which according to a complainant could be heard in property, noise from customers leaving on the street disturbing local residents in the vicinity all whilst operating on a TENS and it is clear that they not fulfilling the licencing objectives under the licensing act 2003. For the above reasons I have concerns that that they will operate in the same way once a premises licence has been granted and not fulfil the licensing objectives unless they can prove otherwise.
Penyturnpike Road, Dinas Powys	Unlike the long established public houses in the Village centre which have beer gardens/ outside spaces away and separate from the adjoining highway/ footways the only space outside the Old Bank are the pavements and the service yard at the rear. Allowing the sale of alcohol for outside consumption would inevitably result in drinkers congregating on the pavementThe major adverse impact however would be the nuisance created for residents of nearby properties especially the occupiers of the upstairs accommodation by reason of noise and general disturbance. To ensure orderly exit from the premises by customers by 10:30pm (10pm Sundays) no sales should be allowed after 10 or 10:15 pm Monday to Saturdays and 9:30 or 9:45 pm Sundays.
Westward Rise, Barry	Noise from chairs moving/scraping, music and a high powered cocktail/smoothie blender can be heard in both residential units above and causes nuisance. Windows have been open after 1900 causing noise nuisance. On 7th April customers left the venue at 2230 and gathered outside the new doorway on Elm Grove Road for some time causing noise nuisance to the surrounding residential premise. No scheme of dispersal to manage this appeared to be in use.

Croffta, Dinas Powys	Noise from chairs moving/scraping, music and a high powered cocktail/smoothie blender can be heard in both residential units above and causes nuisance. Windows have been open after 1900 causing noise nuisance. On 7th April customers left the venue at 2230 and gathered outside the new doorway on Elm Grove Road for some time causing noise nuisance to the surrounding residential premise. No scheme of dispersal to manage this appeared to be in use.
Millbrook Road, Dinas Powys	Noise from chairs moving/scraping, music and a high powered cocktail/smoothie blender can be heard in both residential units above and causes nuisance. Windows have been open after 1900 causing noise nuisance. On 7th April customers left the venue at 2230 and gathered outside the new doorway on Elm Grove Road for some time causing noise nuisance to the surrounding residential premise. No scheme of dispersal to manage this appeared to be in use.
Edith Road, Dinas Powys	Noise from chairs moving/scraping, music and a high powered cocktail/smoothie blender can be heard in both residential units above and causes nuisance. Windows have been open after 1900 causing noise nuisance. On 7th April customers left the venue at 2230 and gathered outside the new doorway on Elm Grove Road for some time causing noise nuisance to the surrounding residential premise. No scheme of dispersal to manage this appeared to be in use.
Mill Road, Dinas Powys	The police were required to attend the premises later the same evening due to drunk and disorderly behaviours. In terms of smoking the venue has no outside space of its own to have an allocated smoking area unlike other licensed establishments in the area. Subsequently smokers now gather at the new entrance on Elm Grove Road my neighbours report the smoke smell and noise rises up to the two residential units above to the point they cannot open their windows for noise and smoke.

There have been many occasions where the main doors and windows have been open after 20:00 causing noise nuisance.
On 7th April customers left the venue at 2230 and gathered outside the new doorway on Elm Grove Road for some time causing noise nuisance to the surrounding residential premise. No scheme of dispersal to manage this appeared to be in use.