

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Mr chris barnes at 45 wilton rise, holgate, york, United Kingdom, yo24 4bt
Date: 25 March 2021 12:13:29

I object to the erection of these cameras . The area is of a place of beauty and natural interest and should not be spoilt by ugly high mounted cameras. The company operating this car park has demonstrated rouge tactics against people using the car park as can be seen from the recent scam that has been exposed against them resulting in some fines being refunded.

I dont agree that this type of company should be associated with a place of such importance who have resulted in presenting a bad vibe for Staithes and putting people off from visiting.A different method of managing the area should be adopted and not by the use of intimidating and unsightly cameras

Comments made by Mr chris barnes of 45 wilton rise, holgate, york, , United Kingdom, yo24 4bt

Comment Type is Strongly Object

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Dr Jon Tyzack at Clifford House, North Street, Hundon, Sudbury, Suffolk, CO10 8ED
Date: 20 March 2021 15:47:12

I am writing to object in the strongest possible terms to the presence of the ANPR cameras on poles at this car park in Staithes. My objections centre on two themes: firstly they look aggressive and are completely out of keeping with the beautiful village of Staithes, creating completely the wrong first impression for visitors; and secondly they are being used in a manner which is completely detrimental to the values of the National Park, and present a severe reputational risk to the National Park.

I read with interest the North York Moors National Park (NYMNP) Management Plan. I have listed some of the vision statements from this document where there is direct and obvious conflict between the ambitions of the vision and the presence of the ANPR cameras.

Vision1: A place managed with care and concern for future generations

Comments: The ANPR cameras are being used to manage the car park without care and concern for visitors to Staithes. They force visitors to rush to pay which is unsafe in a tight and restricted busy car park with many children and elderly people. In their dismissal of my complaint, the operator showed no care or concern for communicating terms and conditions effectively to motorists, or managing to reasonable terms and conditions.

Vision2: A place where the diversity and distinctiveness of the landscape, villages and buildings is cherished

Comments: The ANPR cameras are an eyesore and are completely out of place with the village of Staithes and the surrounding area. They look aggressive and intimidating. I am not aware of any other public car parks in the National Park that have resorted to the use of ANPR cameras.

Vision3: A place where communities are more self sustaining and economic activity engenders environmental and recreational benefits

Comments: The cameras are being used to impose harsh and arbitrary conditions which are not properly communicated to motorists. This is an economic activity to raise revenues from visitors to the Staithes but absolutely does not engender any environmental or recreational benefits. The cameras will drive away visitors restricting access to the amenities in the village of Staithes.

Vision4: A place that is special to people and that provides pleasure, inspiration and spiritual well being; where calm and quality of life are celebrated

Comments: The ANPR cameras look aggressive and completely spoil the first impression of Staithes. They require visitors to attempt to meet harsh and arbitrary terms and conditions, causing great stress on arrival. There is great stress involved with attempting to abide by the harsh and arbitrary terms and conditions: rushing to park is a health and safety issue in a busy car park with many young children and elderly people; the car park is tight with restricted access; the ground is uneven in places; there is no lighting after darkness; and downloading the payment app cannot be guaranteed with poor network coverage. There is huge stress and frustration at receiving letters threatening court action and bailiffs even when the correct amount has been paid for the parking, every attempt had been made to pay as quickly as possible, or there were legitimate reasons for slightly delayed payment such as attending to medical conditions or vulnerable people. The presence of the ANPR cameras is severely detrimental to the well-being of visitors to Staithes.

Vision5: A place where visitors are welcome and cultural and recreational opportunities and experiences are accessible

Comments: The ANPR cameras are entirely unwelcoming and will drive away visitors, restricting access to the wonderful recreational opportunities and experiences on offer in Staithes.

To illustrate the lack of care and concern for visitors (Vision1) and the detriment to visitors' well being, pleasure and quality of life (Vision4), with the impact of creating an unwelcoming environment and restricting access to recreational opportunities and experiences (Vision5), I will now describe my experience of using the car park in July 2020.

In the summer of 2020 the car park operator repeatedly attempted to impose an unfair parking penalty on me and I have first-hand experience of the true nature of this company and how they treat visitors to the National Park. The operator attempted to impose a penalty of £100 in July 2020 (rising to £160) despite the fact that I

paid the correct amount for my parking and no party suffered any loss whatsoever. The reason? It took my 15 minutes to pay due the car park being very busy and it took me time to find a space, find the correct change and queue for a parking machine.

At no point have the operator accepted that the 10 minute is unreasonable. This is astonishing given the number of people unable to comply with these terms and the level of complaints. Due to pressure from the local MP Robert Goodwill the initial grace period was extended to 20 minutes from the 16th August. The conditions that made 10 minutes unreasonable after the 16th August existed before that time, but the operator insisted on imposing the penalty.

In response to my official complaint, it was stated that "It would not be cost effective to have signs made and erected for a additional 'free' period offered when this may revert back to the 10-minute term and condition being applied in full in the near future." The operator clearly feel they have the right to set and change unreasonable payment terms without communicating effectively to the motorist.

I was on holiday when I received the penalty but appealed within 21 days from the working day of my return from holiday. The operator denied me the right to appeal as it did not fall within their arbitrary time limits for appeals and miscalculated the time taken to register my appeal.

The parking code to which the operator supposedly complies states that a material change, such as the imposition of strict times to pay, should be disclosed at the entrance. This was never done, and I was never aware of strict payment terms.

I am a regular visitor to Staithes and I have brought my family for many enjoyable holidays to coincide with the Life Boat weekend. I would not use this car park whilst it is being managed with these ANPR cameras as I have no confidence in how the car park is being managed. The ANPR cameras facilitate management of the car park in a way that is regressive and severely disadvantages elderly and vulnerable people and their carers and people with young families. The cameras are not being used to catch motorists not paying for their parking, but to impose harsh and arbitrary rules that are wholly unreasonable. The car park should be run for the many, including fairness and openness to visitors, not just the few with a vested financial interest in imposing unfair penalties. I recommend in the strongest possible terms that these ANPR cameras are removed.

With regard to the application document, I respond to the various points below.

2.3 The ANPR cameras are being used to impose penalties on users who have paid the correct amount for their stay, or people who have been thwarted from paying promptly through no fault of their own, such as a payment app failing to download through poor network coverage or long queues at payment machines.

2.6 The cameras are not being used to ensure users of the car park pay an appropriate charge. They are being used to impose charges that are wholly inappropriate when the user has paid the correct amount, or when the user has been thwarted from paying promptly through no fault of their own or has legitimate reasons for slightly delayed payment, including attending to medical conditions of vulnerable companions.

3.2.1 The ANPR cameras do not make a positive contribution to the local environment. They look aggressive and intimidating and are completely out of keeping with the village of Staithes. The ANPR cameras are an eyesore and completely spoil the first impression of Staithes.

3.2.2 The cameras in no way reflect or complement the architectural character of the local area. They are completely out of keeping with the village.

3.2.3 The cameras completely spoil the views on the site. They in no way preserve or enhance view into and out of the site, and completely detract from the character and quality of the location.

3.2.9 The ANPR cameras are being used to impose harsh an arbitrary time limits to make payment. Penalties are imposed even when the correct amount has been paid and there is no loss to the landowner. Forcing people to rush to park and pay severely compromises the safety on the site. This is a tight car park with restricted access onto and off the site. Many visitors are young families, the elderly and their carers. Forcing users to rush in such tight environment compromises their safety.

3.2.10 The cameras allow the imposition of regressive policies that adversely impact the elderly, disabled people and families with young children. A policy that imposes strict and arbitrary timescales to pay, forcing

people to rush within the confines of a tight carpark with uneven ground in places, will disproportionately affect the most vulnerable people in society. The ANPR cameras have been operating since the summer of 2020 and there are many examples of vulnerable groups being disadvantaged by these ANPR cameras. A victim support group was set up to counsel victims of the management of this car park. These included people with medical conditions who were delayed in making payment by attending to health conditions. The operator, facilitated by the cameras, imposed penalties and refused to take medical conditions into considerations. Other examples include young mothers arriving at the car park and attending to their young children, being slightly delayed in making payment. Again, the operator refused to make allowance. The idea that the cameras “create an accessible, safe and secure environment for all potential users” is absurd. The actions of the operator since the installation of ANPR cameras in 2020 completely contradicts this statement.

Policy CO3 – Car Parks

CO3.1 It has not been demonstrated that there is even a problem with users avoiding payment at the car park, particularly to justify such an aggressive and disproportionate solution. What evidence has been collected that users were not paying appropriate charges? The data should come from before the operator took over the management since many motorists will have received penalties which they disagreed with but paid from fear of the threat of court action and bailiffs. Any data from after the operator took over the car park will be contaminated with unfair penalties paid by people who did not understand their rights. It has not been demonstrated that there is even a problem with non-payment to justify the extreme and aggressive action of installing ANPR cameras.

CO3.2 The cameras are detrimental to the needs of communities and visitors to the National Park. They enable harsh and arbitrary penalties to be imposed even when the correct amount has been paid or there are legitimate reasons for slightly delayed payment.

CO3.4 The natural beauty and cultural heritage is adversely impacted by the presence of these cameras. They look completely out of place.

4.2 It needs to be demonstrated that there is a problem with crime in the Staithes car park and the cameras have reduced crime since their installation. I am not aware of the installation of ANPR cameras in other public car parks within the National Park, including the adjacent council run car park. It needs to be justified that there are specific problems with crime in this car park to support this statement.

5.2 The ANPR cameras are aggressive and intimidating and completely out of keeping with the village and its environment.

5.3 The look of the ANPR cameras is reason enough to reject the planning application. However, the manner in which they are being used is also relevant to the objection. To claim benefits which are tenuous at best such as crime reduction and safety but not consider the negative impact of the presence of these ANPR cameras is wholly inconsistent. The cameras are part of a commercial venture to raise revenues from visitors to the village of Staithes far above what would be considered fair and proportionate. In my case I paid for 4 hours and stayed for 4 hours. Due to the car park being busy it took 15 minutes to find a space and queue for a payment machine but I paid for the entirety of my stay. To be clear, there was absolutely no loss to any party whatsoever. Yet the operator repeatedly attempted to impose additional penalties totalling £160 for my 4 hours stay. My case is far from isolated. A victim support group was set up to counsel victims struggling with threats of court action and bailiffs even though they paid the correct amount or were thwarted from paying by circumstances out of their control. Examples include poor network coverage to download and use the app, advertised terms not being available on the app (in the summer of 2020 only 24 hours payment was available out of a management choice), the car park being busy, long queues for the payment machines and people struggling to find change in these cashless covid times. Many victims come from groups that allegedly benefit from these cameras (see 3.2.10), including the elderly, people with illnesses and disabilities and young families with children. These vulnerable groups will take longer to pay but should not have their access restricted to the National Park and its amenities. These ANPR cameras discriminate against these vulnerable groups with the regressive manner in which they are operated.

5.4 The cameras are not invisible but signal malicious intent to all visitors to the village of Staithes that use the car park.

5.6 The cameras are not being used to ensure that users pay for parking, they are being used to enforce wholly excessive and disproportionate penalties. The claim that CCTV cameras are necessary for crime prevention needs to be justified. I am a regular visitor to the National Park and I am aware of no other car parks

that require CCTV for crime prevention. Indeed the council car park next door is run effectively without the aggressive intervention from ANPR cameras. It needs to be justified that crime levels were high in this car park and that the cameras have contributed to a reduction in crime.

5.7 The lights are present for safety, to help visibility for car park users, particularly where the car park floor is rough and uneven. The cameras offer no safety benefit and the imposition of harsh and arbitrary time limits is dangerous in this tight and confined car park, forcing user to rush to pay.

5.10 It is relevant to consider Policy CO3 as the cameras are a new addition and the goals of this policy should be adhered to.

6.1 My objection is motivated because the ANPR cameras are wholly inappropriate for the location on every possible level. They are an eyesore and spoil the local area, and they are being used to impose harsh and arbitrary terms in a wholly unreasonable manner. They contravene many of the vision statements of the NYMNP Management Plan.

6.2 The ANPR cameras have a very harmful effect on the appearance of the area. They are being used to raise unfair penalties against law abiding citizens who have paid the correct amount or made every attempt to do so. The claim that there are benefits in terms of crime prevention and safety should be justified if these reasons are being used to support the presence of these cameras.

Comments made by Dr Jon Tyzack of Clifford House, North Street, Hundon, Sudbury, Suffolk, CO10 8ED

Comment Type is Strongly Object

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Miss Janine Waite at 6 Cottingham Court, Darlington, County Durham, D13 0bw
Date: 09 March 2021 08:38:11

I object to the erection of the ANPR cameras on the grounds that they are unnecessary. There is a council carpark next door to it which has operated successfully for years without the need for cameras. Why the owners of this carpark should be allowed to operate differently I dont understand. I also feel the 3 metre poles are unsightly and quite frankly an unwelcoming addition to the village. This could be off putting to potential visitors and no doubt much needed revenue.

Comments made by Miss Janine Waite of 6 Cottingham Court, Darlington, County Durham, D13 0bw

Comment Type is Additional Complainant

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Ms Lynda Eagan at 6 Paddington Bank, WARRINGTON, Cheshire, WA1 3PB
Date: 04 March 2021 17:04:19

I object this this application as the ANPR cameras on poles are ugly and a totally unnecessary blight to the skyline in a beauty spot such as Staithes. They are unnecessary as proven by the council run car park on the adjoining site. If the local authority can operate without the use of ANPR systems then so can I Park Smart Ltd. The council may not be so eager to catch out every motorist who doesn't pay for their ticket the moment they arrive or overstays the time paid for by a few minutes but they appear to made a sufficient return out of their car park without have to rob 100's of tourist as this Operator has done during the summer of 2020 with the aid of their ANPR camera systems. Put the reputation of your lovely village above the greed of this parking operator.

Comments made by Ms Lynda Eagan of 6 Paddington Bank, WARRINGTON, Cheshire, WA1 3PB

Comment Type is Object with comments

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Mark Johnson at 3 Queenswood Close, LS6 3LZ
Date: 04 March 2021 22:37:31

I am one of many people who were caught out by what was effectively a scam run by I Park Services in this car park, using the ANPR cameras they previously erected without planning permission. As I Park made it practically impossible for us to pay within a 10 minute time limit that had not been advertised anywhere near the pay machines, I was sent a PCN despite having paid for my parking as soon as I could. After months of campaigning involving the local MP, the charge was dropped by the IPC. I Park should not be allowed to operate car parks, they do not maintain them and are only interested in making money from bogus charges. The whole experience put me off ever visiting Staithes again.

Comments made by Mark Johnson of 3 Queenswood Close, LS6 3LZ

Comment Type is Comment

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Mrs Julie Cooper at 192 Burden road, Beverley, East Yorkshire, HU17 9LW
Date: 04 March 2021 22:55:17

These cameras have been the distress of so many innocent law abiding citizens over the last year. To apply for planning after the cameras were installed shows how despicable this company is, total disregard for the community . The negative impact on the village will be massive. There is no need for them, they don't want it and neither do we as guests to the area, a normal parking system is preferred by all. Also this parking/payment system requires Internet to pay, There is No signal and they have played on that for nearly a year . They are also a blight to the area and spoil the visitors view of the area. SO NO THANKS WE DONT WANT OR NEED THEM.

Comments made by Mrs Julie Cooper of 192 Burden road, Beverley, East Yorkshire, HU17 9LW

Comment Type is Object with comments

From: planning@northyorkmoors.org.uk
To: [Planning](#)
Subject: Comments on NYM/2021/0132/FL - Case Officer Mrs H Saunders - Received from Mr Neil Potentier at 45, Byron Street, Ilkeston, Derbyshire, DE7 5JG
Date: 05 March 2021 14:49:06

I would ask you to refuse this application. Whilst your primary concerns are a) aesthetic and b) potential danger to the public, you need to be made aware that the company seeking approval, I-Park Services, are a danger to the public through their continued dubious use of ANPR cameras to increase their profits. You should exercise a social conscience in this instance as approval would discourage large number of tourists from visiting Staithes to the detriment of the local economy. I-Parking should be content to live of the takings from parking charges, but not dubious PCNs which result in bullying and harassment to many visitors from them and their partner debt collection company. Please exercise your social conscience in this instance.

Comments made by Mr Neil Potentier of 45, Byron Street, Ilkeston, Derbyshire, DE7 5JG

Comment Type is Adverse Comments