

M5 Junction 10 Improvements Scheme

Consultation Report

Appendix O - Landowner Technical Note

TR010063 - APP 5.2

Regulation 5 (2) (q)

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Infrastructure Planning Planning Act 2008

The Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009

M5 Junction 10 Improvements Scheme Development Consent Order 202[x]

5.2 Consultation Report

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Appendix O. Landowner Technical Note

This technical note aims to cover all engagement with landowners that has been undertaken as part of the M5 Junction 10 Improvements Scheme.

1. Categories of Landowners

As the M5 Junction 10 Improvements Scheme has progressed, engagement with landowners has become increasingly targeted. The initial contacts for landowners, mainly due to the requirement of surveys, were sourced from the land registry and since then, the landowner database has been regularly updated with new contacts obtained and the removal of no longer relevant contacts throughout the progression of the scheme.

There are four main groups of landowners that are referred to in this note:

- Owners of land that were identified for initial surveys
- Owners of land that have needed further detailed surveys
- Owners of land/properties close to the scheme but not directly impacted
- Owners of directly impacted land/properties

1.1. Owners of land that were originally identified for initial surveys

At the scheme inception in 2019, this group of landowners were identified as having land within 500m of any of the proposed elements of the scheme. There were originally three concepts identified for M5 Junction 10:

1. Junction to the north of the existing junction
2. Junction to the south of the existing junction
3. Junction adjacent to the existing junction

Six options were identified from the 3 concepts:

1. Option 1A & Option 5 (to the north)
2. Option 2 & Option 2A (adjacent)
3. Option 3 & Option 4 (to the south)

An initial assessment of the options was completed. The options that did not fully meet our scheme objectives were rejected (Option 3 & 4), leaving 4 options: Option 1A, Option 2, Option 2A & Option 5. After a further assessment, a further sub-option (Option 2B – adjacent) was added, creating 5 possible options for the junction. Due to Options 1A and 5 moving the existing bridge north of its current location, there was a wider buffer area that captured the original group of landowners for initial surveys. This buffer area reduced as options were discarded. Contact was made with these landowners for the initial base surveys for the scheme and therefore original engagement was wide reaching. As noted above, the initial contacts came for these surveys were sourced from the land registry (via GCC) as well as existing stakeholder logs transferred from Amey.

1.2. Owners of land that have needed further detailed surveys

As the scheme progressed, the original list of landowners identified for initial surveys was refined with guidance from the project environment team to include land within or close to the chosen options scheme boundary as well as land close to environmental features such as waterways. At this stage, the number of landowners being contacted on a regular basis for surveys was therefore reduced. This was to carry out relevant, more detailed surveys to identify how the scheme may impact the surrounding environment of the reduced subset of options under consideration.

Prior to the options consultation, a detailed assessment for the options for M5 Junction 10 took place and identified that Options 1A and 5 no longer addressed the scheme objectives and were rejected, leaving 3 options: Option 2, Option 2A & Option 2B. It was also decided prior to the options consultation that Arle Court Transport Hub was to be taken forward separately in order to accelerate the programme for this element of the

scheme. Due to these changes in the scheme elements, the buffer area for surveys required within 500m of the proposed scheme was reduced.

Following on from the options consultation, it was decided that the A38/A4019 Junction Improvements at Coombe Hill should progress as a separate scheme in order to accelerate its delivery programme and to provide a more resilient local road network in advance of the Junction 10 works commencing.

The move to progress Arle Court and Coombe Hill as separate projects meant that the boundary for surveys the M5 Junction 10 Improvements Scheme shifted and changed size as the scheme progressed.

1.3. Owners of land/properties close to the scheme but not directly impacted

Following the options consultation and preferred route announcement (PRA), once there was only one option (2) remaining in contention, it became clear which landowners in the immediate vicinity of the scheme land would need to be acquired from (directly impacted). Landowners who would not be directly impacted include those in the immediate vicinity of the scheme but whose land would not need to be acquired for the scheme to be built. However, these landowners may be impacted through increases in traffic or other changes in the environment, such as those living along the A4019.

1.4. Owners of directly impacted land/properties

This group of landowners are directly impacted by the scheme whereby either their property would need to be acquired in full or part in order for the scheme to be built. These landowners were classed as Tier 1 stakeholders.

2. Points of Contact for Landowners

Since April 2019, landowners were given the dedicated M5 Junction 10 email address (M5Junction10@atkinsglobal.com), and since 2021 our dedicated phone number (01454 667 900), where they were able to leave a message for one of our inbox managers to respond as soon as possible. The inbox has provided a constant direct point of contact for landowners with any questions surrounding the scheme.

Whilst the Atkins communication team remained the first point of contact for landowners following the preferred route announcement (PRA), on 16 June 2021, Carter Jonas were brought onto the project as a land specialist for both land referencing and land acquisition. They took greater responsibility for landowners who were directly and indirectly impacted by the scheme and were responsible for the acquisition process and compensation claims. Carter Jonas are a multi-disciplinary property company with expertise in landowner management and engagement. This change was communicated to landowners, tenants, businesses, and any other individual / organisation that has an interest in land that falls within the scheme survey area through letters. This shift was also discussed with landowners who attended the pre-PRA meetings, noted below, introducing Carter Jonas as Gloucestershire County Council's land agent.

Carter Jonas also set up a dedicated M5 Junction 10 inbox (M5J10@carterjonas.co.uk) where queries surrounding acquisition could be directed to from the Atkins communications team inbox, and where landowners could forward their direct queries to.

3. Details of Engagement

Table 1 shows the timeline of key events and any communication/action with landowners. The following sections expand on the details of landowner engagement held during key phases of the project:

- From the start of the project until the options consultation (Summer 2019 – October 2020)
- From and during the options consultation until the PRA (October 2020 – June 2021)
- From the PRA until the statutory consultation (June 2021 – December 2021)
- From and during the statutory consultation (December 2021 onwards)

Table 1: Timeline of engagement

	Date / Event	Communication/Actions for Landowners
Pre-Options Consultation	Summer 2019 – Ecology and Environmental Survey Engagement Commences	Initial contacts for landowners sourced and contact made to begin initial surveys.
	March 2020 – Scheme Approved by Homes England	Outcome of the successful bid is communicated to landowners and initial surveys continue.
	October 2020 – Funding Secured	
	September – October 2020 – Pre-Options Consultation Meetings	Directly impacted landowners offered a virtual meeting prior to the options consultation. The level of impact on landowners was based on the original design fix 1 (DF1) presented in the options consultation.
Pre-PRA	14 October – 25 November 2020 – Options Consultation	The options consultation aimed to gather feedback on the preferred option for M5 Junction 10 and set out the original design fix for the other elements. Landowners were invited to participate in the consultation to capture their views on the scheme.
	9 – 11 June 2021 – Pre-Preferred Route Announcement Meetings	Landowners who met with the project team prior to the options consultation were offered a second meetings before the PRA announcement to discuss any changes to their land.
Pre-Statutory Consultation	16 June 2021 – Preferred Route Announcement	The PRA presented design fix 2 (DF2) that was produced as a result of feedback from the options consultation and further work from the design team. This design fix meant that some landowners were no longer directly impacted by the scheme, particularly those on the A4019 as the dual carriageway was shifted to the south. A notification was sent to all landowners following the publication of the PRA.
	29 & 30 September 2021 – A4019 Residents Meeting	Meeting with residents on the A4019 east of West Cheltenham Fire Station as this section of the A4019 widening, adjacent to the Elms Park development, becomes part of the M5 Junction 10 Improvements Scheme.
	December 2021 – Pre-Statutory Consultation Meetings	Meetings held by Carter Jonas for directly impacted landowners prior to the beginning of the statutory consultation with an update on the acquisition of their land.
	8 December 2021 – 15 February 2022 – Statutory Consultation	Landowners sent a reminder of the consultation and encouraged to have their say.

4. Pre-Options Consultation

This section covers communication with landowners prior to the options consultation held in autumn 2020.

4.1. Ecology and Environmental Survey Engagement

Engagement with landowners within 500m of the original scheme study area and some neighbouring residents has been ongoing since spring 2019 and has continued throughout the project lifecycle in order to facilitate land access for ecology and environmental surveys. Landowners were sent at least one letter requesting access to their land for these surveys and key land plots, where surveys were crucial, landowners were sent second and third follow-up letters where no response was received initially.

Once appropriate contact details were obtained for landowners, the Atkins ecology survey team were responsible for contacting landowners ahead of surveyors visiting their land / property by phone.

Letters were sent to all landowners on 21 April 2020 to notify them of the delay to the project caused by the COVID-19 pandemic. The letters notified landowners that surveys and the public consultation were paused whilst the impact of COVID-19 was assessed.

4.2. Funding Secured

Following the announcement in spring 2020 that funding had been secured, all landowners, land occupiers and Tier 1 stakeholders were informed about the outcome; 106 landowners were emailed, 19 landowners received a telephone call and where only a postal address was available, 7 landowners were sent an update via letter.

4.3. Pre-Options Consultation Meetings

Landowners and land occupiers that were directly impacted by the scheme were offered a chance to meet with the project team before the options consultation commenced. Virtual meetings were then offered to individual landowners that may be directly impact by the scheme via letter on 19 August 2020. 50 landowners were identified in the original design fix (DF1) as directly impacted by the proposed scheme and therefore some level of land take would be required. 49 out of 50 landowners that were offered a meeting, attended a virtual meeting, as well as four Parish Councils, including Elmstone Hardwicke, Uckington Parish, Staverton and Leigh.

4.4. Options Consultation Notification

Landowners were also notified of the start of the options consultation via email on 12 October 2020. The options consultation ran from 14 October to 25 November 2020. They were also sent the consultation brochure and survey questionnaire via post on the week that the consultation commenced, between 12 October to 16 October.

5. Pre-Preferred Route Announcement

This section covers any communication with landowners undertaken between the end of the options consultation in autumn 2020 to the announcement of the preferred route announcement (PRA) on 16 June 2021.

5.1. Project Update

In January 2021, 338 letters and emails were sent to any landowners who had previously been contacted with a project update and a request to access land for surveys, where access had not been granted. This included those targeted as part of the initial survey contacts. At this stage of the scheme, the preferred route had not been announced and the A38/A4019 Junction Improvements at Coombe Hill were included in the distribution list for the project update. Therefore, the area for landowners receiving survey communications was wide. The update also urged landowners to get in touch if they had any queries, via the M5 Junction 10 inbox, M5 Junction 10 phone number or via post to Atkins Bristol office 'The Hub'.

5.2. Publication of Feedback from the Options Consultation

An email was sent out to anyone who wished to be kept informed of the scheme, including landowners, following the publication of the options consultation summary report, directing them to the Gloucestershire County Council website to access the report. This communication informed landowners of the purpose of the summary report and informed them that a full options consultation report would be published to coincide with the PRA announcement. The email informed landowners that they would have the opportunity to speak directly to the project team ahead of the PRA and would receive invitations in due course.

5.3. Pre-PRA Landowner Meetings

Prior to the PRA on 16 June 2021, a series of landowner meetings were held. The landowners invited to these meetings were the same group of landowners that were previously met with for the options consultation landowner meetings. These landowners were located around M5 Junction 10 and the A4019 to the west of West Cheltenham Fire Station.

The meetings provided attendees with detailed information on how the PRA would affect their land and the changes made to the design of the scheme since the last published plans were released at the options consultation. Due to changes in the design fix to create DF2, where landowners were previously shown DF1 at the options consultation meetings, some landowners along the A4019 were no longer directly impacted by the scheme as the plans for the dual carriageway shifted to the south.

The meetings were attended by the landowner(s), an Atkins Project Manager, a GCC Project Manager, a representative from Carter Jonas and a representative from Atkins Communications Team. This was to communicate the changes for each landowner and update them on the next steps based on the updated design fix. The Carter Jonas representative discussed the opportunity for compensation with any landowners who were now indirectly impacted by the scheme.

Due to the COVID-19 restrictions at the time, the scheme was able to hold a mixture of both face-to-face and virtual meetings. 59 landowners were invited to attend these meetings, held between 9 and 11 June 2021. 39 landowners attended, with 8 attending virtual meetings and 31 attending a face-to-face meeting.

Following the announcement of the PRA, Carter Jonas were appointed as the landowner specialist to lead on engagement with directly affected landowners and occupiers. Carter Jonas agreed the process for landowners and land occupier engagement including land strategies and a land acquisition strategy.

Atkins' Communications Team continued to serve as a point of contact for landowners over general enquiries around the scheme.

5.4. Follow Up Landowner Meetings

Following the pre-PRA landowner meetings, landowners were given the opportunity to meet again with the project team if desired. Three landowners met with the project team following the publication of the PRA. One landowner had met with the project team prior to the PRA announcement, however two of the meetings were with residents of the A4019. These meetings raised concerns over landowners between the M5 Junction 10 Improvements Scheme and the Elms Park Development and led to an A4019 residents meeting held prior to the statutory consultation, noted below.

6. Pre-Statutory Consultation

This section covers communication with landowners between the PRA in June 2021 and the statutory consultation that ran between 8 December 2021 to 15 February 2022.

6.1. Ecology and Environmental Survey Engagement

From 16 June 2021, the responsibility for engagement with landowners within 500m of the scheme and some neighbouring residents was passed over to Carter Jonas to complete the necessary ecology and environmental surveys. Landowners were contacted for more detailed surveys in a reduced buffer area around the scheme following the PRA and the announcement of the preferred option for M5 Junction 10 and Coombe Hill's progression as a separate scheme.

6.2. A4019 Residents Meeting

A targeted letter drop for residents living on the A4019 between Cheltenham West Fire Station and Gallagher Retail Park junction, including Homecroft Drive, occurred in September 2021. 62 properties received an invitation to attend a face-to-face meeting with the project team. The meeting was set up due to concerns raised from residents of Homecroft Drive and the A4019, and to ensure that they felt that they had the opportunity to provide feedback on the scheme.

Meetings were offered in one-hour slots between the hours of 2pm to 7pm on Wednesday 29 September and Thursday 30 September 2021. The meetings were limited in numbers due to the COVID-19 restrictions at the time and ensure that residents would be able to ask any questions about the scheme in the time slot.

A meeting with residents along the A4019 had not previously been set up due to the assumption that this section of the road would be carried forward by the Elms Park development. However, as the projects both developed, it became necessary to include this section of the A4019 into the M5 Junction 10 Improvements Scheme.

Key discussion points raised by attendees were service roads off the A4019, a deceleration lane for turning into Homecroft Drive, environmental impacts, and level of traffic flows.

6.3. Pre-Statutory Consultation Communication

Prior to the statutory consultation, landowner engagement became more targeted, focusing primarily on the landowners with land take. This included landowners where their whole property would need to be acquired, or where some extent of their land would need to be acquired. As a result of this, 53 landowners received direct communication from Carter Jonas prior to the beginning of the statutory consultation in December 2021. These landowners received one of four letters compiled by Carter Jonas in October 2021. The letter that each landowner received was dependent on the circumstances around their land and/or property.

Table 2 - Letters sent to landowners pre-statutory consultation

Letter	No. of landowners sent to	Description
1	9	This letter notified landowners who had indicated a preference or need to commence the acquisition process at an early stage that GCC and Carter Jonas were now in a position to begin the process for their property. The letter stated that Carter Jonas would have to undertake a formal valuation of their property and to arrange this, the landowner should contact Carter Jonas directly via email.
2	12	Informed landowners that since the last update there had been no changes to the scheme in relation to their property and that there was still a need to acquire their property in full. This letter was sent to landowners who hadn't indicated a preference to commence the acquisition process at an earlier stage, although the letter gave these landowners the option to contact Carter Jonas via email if their circumstances had changed.
3	14	This letter was sent to 14 landowners where part of their land was needed to be acquired for the scheme. The letter stated that no changes had been made to the scheme extent since the last update, and therefore the extent of their property which needed to be acquired remained the same. The letter informed these landowners that GCC had started land acquisition but were not at a stage to progress with the land within these 14 landowners' title extents.
4	18	Informed landowners that there had been an update to the scheme and the potential acquisition of their property. The letter noted that there had been a change to the extent of their property identified as being required by the scheme and where therefore offered either a virtual or face-to-face meeting with representatives from GCC, Atkins and Carter Jonas

7. Post-Statutory Consultation Engagement

Following on from the statutory consultation, Carter Jonas are leading the engagement with landowners, but the Atkins communications team still acts as a point of contact for landowners if required and continue to work alongside Carter Jonas.

We will also be reporting our engagement with landowners, that were directly or indirectly impacted by the scheme, as part of the Development Consent Order (DCO) consultation report.

8. Summary

The engagement approach throughout the lifecycle of the M5 Junction 10 Improvements Scheme has aimed to be as inclusive and encompassing as possible. The purpose of the inbox and the voicemail number was to try and act as a direct contact for all, including landowners, throughout. We aimed to ensure that landowners were always able to reach a project team member and receive a reply to their query within seven working days.

The project has aimed to keep landowners well informed, maintaining constant contact through project updates and meetings prior to any wider public announcement.

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