Chairperson's Report

The 2024-2025 financial year delivered successes for our members and wider business community. It also reiterated the importance of good governance, remaining adaptive in the wake of economic uncertainty, and retaining optimism going forward.

Achievements and progress made in the 2024-2025 financial year: A holistic and proactive approach

1. Strategic trajectory

From 1 January 2025, the Strategic Plan 2025-2028 came into effect. The updated strategic pillars provide a clear roadmap for our members and a guide for the Panmure Business Association's (PBA) activities over the next three years. It ultimately delivers a stronger foundation for our town centre's future through encouraging greater ambition, adaptability, and long-term impact. Early indicators suggest we are already on track to deliver outcomes in areas of engagement and member empowerment, but achieving success across all four pillars will require broad collaboration, creative problem-solving, strong member buy-in and much needed internal investment in our systems and capability. Delivering this strategic plan will require significant effort and sustained perseverance, however, these next three years should also mark the beginning of an exciting and more hopeful trajectory for our members.

2. Governance maintenance

The PBA is on track to complete re-registering under the Incorporated Societies Act 2022 before the April 2026 deadline. The path to re-registering has reinforced the importance of maintaining strong governance practices and highlight the value of ongoing governance training and upskilling. In November, the Executive Committee attended a mandatory Governance Training Workshop hosted by the Onehunga Business Association, which was well attended by members from across the Business Improvement District (BID) network. This proved to be very enlightening for our committee members, and an opportunity to expand their governance knowledge.

Going forward, as an evolving voluntary Executive Committee, it is vital that we commit to strengthening our strategic leadership capabilities and ensuring the PBA remains well-governed and future focused.

3. Economic outlook

Marketview data indicates that while overall spending in our business district declined by 0.7% in the past financial year, compared to the 2023-2024 financial year, Panmure continues to perform strongly in comparison to other districts. The number of transactions within Panmure went up 0.8% in the same period for a total of 2,012,734 transactions, while the average transaction value decreased 1.5% from $42.64 per transaction to $41.99. Considering the wider economic landscape over the past financial year, these results are disappointing, but understandable; Panmure has a predominance of eateries- with eating out being one of the first things to go when budgets are tight. Roadworks, perceptions of crime and other business disruption have also not been favourable for Panmure over the 2024-2025 financial year.

These results serve as a timely reminder to our members that their businesses and business practices, must remain resilient, adaptable, and highlight the importance of members working closely with us to collectively address the broader challenges affecting our local economic development. As we go forward, we urge our members to stay proactive and collaborative, so we can ensure that Panmure's business district persists despite an ever-shifting environment.

4. **Security developments**

Security is a key concern for our members and as a direct response, the PBA delivered a successful trial Summer Security Initiative over the 2024 Christmas holiday period. While members were delighted with this initiative, survey results also indicated that they would prefer that this initiative continue throughout the rest of the year. The PBA's current budget does not have room to facilitate such an undertaking without significant increases to our members' targeted BID rate; however, investigations are currently ongoing for suitable alternatives to address this concern.

The PBA is currently trialling a creative security solution with early survey results indicating very positive feedback. While this solution offers trailblazing value for our members, currently this is an unsustainable long-term solution without major financial support.

5. **Associate memberships**

Associate memberships are now available for those businesses and building owners that sit outside of our BID boundary, and within a wider defined catchment. This is in its early development phase but is an exciting prospect for building the PBA's engagement infrastructure and delivering on our long-term strategic goals.

6. **Advocacy activities**

Evolving developments at Auckland Council and its Council Controlled Organisations (CCOs), as well as Tamaki Regeneration Company (TRC), have hindered important advocacy progress and activities over the past financial year. We remain optimistic that these matters will resolve in the coming months, but it has made for slow progress.

Executive Committee acknowledgements

I would like to acknowledge the 2024-2025 Executive Committee members. They have had to grapple with governing challenges and the skillset gap left by long-serving members. I acknowledge and thank Steven Arnold and Adrienne Hodson for their dedicated contribution and commitment over the years. Their continuity and leadership have provided the Executive Committee with stability, invaluable expertise and vision.

Now, an exciting opportunity lies ahead for the incoming Executive Committee to rejuvenate and focus on the strategic roadmap set out for the next three years.

I would also like to recognise and thank the Town Manager and PBA staff for their hard work over the past year, as well as Audrey Williams for taking up the mantle during Elaine's maternity leave.

Sharon Alderson

Chairperson