

Reference: 01907264

Information Requests
information.requests@ofcom.org.uk

5 November 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning the number of packages sent from China to the UK.

We received this request on 16 October 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“the number of packages sent from China and received in the UK per year (ideally over time).”

Our response

We do not hold this information as we do not collect market data with a country of origin breakdown.

You may find it helpful to look at our [2024 Post Monitoring Report](#), where we reference China as a likely source of international inbound volumes, and a reason such volumes have grown significantly year on year from 2022-23 to 2023-24. This is based on parcel operator insights shared confidentially, and without reference to specific volumes data.

You may also wish to refer to our [official statistics calendar](#), released on 26 September 2024, to highlight our latest market volumes and revenues data, with prior years data also available either in the form of official statistics or via our Interactive Data pack associated with our [post monitoring reporting tools](#). This highlights that international inbound parcel volumes declined significantly from 2020-21 to 2021-22 and the recovery has been slow. Our data suggests there has been a further recovery with a 47% increase year-on-year from 2022-23 to 2023-24.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).