

Research & Campaigns Bulletin

March 2024

citizens
advice

Bournemouth
Christchurch
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Marginalised Groups

In this quarter's bulletin, we explore how our community's problems can be exacerbated by themes of identity, race, gender, sexuality and health.

Gender, Sexuality and Identity

AKT and Homeless Link report that 18% of LGBTQIA+ people have experienced homelessness at some point in their lives. This includes 25% of trans people and 28% of LGBTQIA+ disabled people. Common causes can be abuse or rejection by families.*

Those with LGBTQIA+ are far more likely to come to us for advice across a range of intersecting issues, and our data shows that they are more likely to face problems compounded by physical and mental health conditions.

We see more women than men coming to us for advice each year.

Women are statistically far more likely to be reliant on state benefits, foodbanks, and are more likely to be in significant debt due to lower wages and savings.*

Race and Nationality

Citizens Advice Data shows that Black renters are more likely to receive a Section 21 eviction notice than any other ethnicity.

Poverty rates are significantly higher among people from Bangladesh (53%), Pakistan (48%) and other Black (40%) and minority ethnic groups than among White people (19%), making it harder to meet rising living costs.*

People with Disabilities and Long Term Health Conditions

This group are disproportionately more likely to be affected by cost of living issues. **Our Citizens Advice BCP data shows us that they have more issues with the welfare system than any other group.**

Disability charity Scope report that 34% of disabled people surveyed said they were buying lower quality food, skipping meals and/or eating less because of the cost of living, compared to 19% of non-disabled adults. 38% of disabled people surveyed said they were not using heating when cold because of the cost of living, compared to 26% of non-disabled adults.*

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Phoenix's Story

Phoenix (he/him) has faced challenges which he shared with us to highlight discrimination and barriers that can be faced by his community.

"I have faced problems throughout my life as a Trans male. What I would like to highlight is the importance of acceptance. When people don't accept differences, it can lead to the sorts of problems I continue to face every day.

I have found it hard to have a permanent home due to my differences. Other residents at properties I've lived at have harassed and threatened me, meaning my personal space is somewhere I have felt even more vulnerable. It is difficult for me to explain their behaviour to authority figures like the police, due to my own mental health conditions which are compounded by ASD. This means that I end up moving and trying to start again, constantly anxious about new people.

People like me can find things overwhelming. I have struggled to work and to claim benefits that I am entitled to, because I find forms difficult to manage.

It's difficult to find the right language to use that represents me, but also that others can understand. I face challenges that are unseen, and sometimes I don't know what to do or how to overcome them."

"You may find that people like letting agents and police don't understand differences. Places like Citizens Advice can help. There's no judgement, it's just support, go to them straight away."

Citizens Advice BCP's information and advice is available to everyone - whoever they are, whatever their problem. We recognise that structural inequalities lead to certain people facing disadvantages, making them more likely to need our help, and we prioritise their needs.

We can be contacted via adviceline on 0808 2787 939, or via the 'Get Advice' page on our website.



Phoenix has given consent to use his photograph and his story within this bulletin, and we are very grateful that he has chosen to use this platform to share his story.

Phoenix has commenced a volunteering role within Citizens Advice BCP, and his expertise will be utilised to advocate for and advise members of the wider community.